

**ISSUE BRIEF: 2023 Q2 Service Report**  
**Service Committee Meeting Date: 06/06/2023**  
**Board Meeting Date: 06/22/2023**

<b>RECOMMENDED ACTION(S)</b>
Receive as CEO Operational Update.
<b>PRIOR RELEVANT BOARD ACTIONS &amp; POLICIES</b>
<ul style="list-style-type: none"> <li>• 2.11.1.5 CEO shall not...Let the Board be unaware of...operational... [and] customer satisfaction metrics...</li> <li>• Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Nov, Feb, May, Sept</li> </ul>
<b>ISSUE SUMMARY</b>
<p>In accordance with the Board’s Policy Manual, I present the Quarterly Satisfaction and Service Report. I certify that the information is true and complete with exceptions noted, and I request that the Board accept this as an operational update.</p> <p>This report is populated with currently available and reportable data / targets for Fixed Route, A-Ride / Paratransit, VanRide, and FlexRide services. A glossary of terms for currently tracked metrics is attached.</p> <p>It should be noted that the data collection and reporting has been impacted by the COVID-19 Emergency that began in the last three weeks of Q2 of FY2020. Comparison of Q1 of FY2023 to Q1 of FY2019 provides a picture of performance metrics relative to a pre-pandemic state. Comparison of Q1 of FY2023 and Q1 of FY2022 provides insight into progress through the pandemic and recovery.</p> <p>Q2 of FY2023 data reflects a system still in recovery from reduced services annotated on January 29<sup>th</sup> due to labor shortages and gradually restored from October to December 2022. Nationwide, a return to public transit has lagged as remote work continues to be influence post-pandemic work culture coupled with labor shortages in service sector jobs continue.</p> <p>Readers should note, numbers reported at the end of the quarter have undergone validation and confirmation required through the NTD process. Some numbers were quarterly estimates based on reported financial and operating data. Historic numbers presented in this document have been updated to reflect the validated data submitted to NTD.</p>
<b>ATTACHMENTS</b>
<ol style="list-style-type: none"> <li>1. Highlights Brief</li> <li>2. FY 2023 Q1 Service Report</li> <li>3. Glossary of Terms</li> </ol>

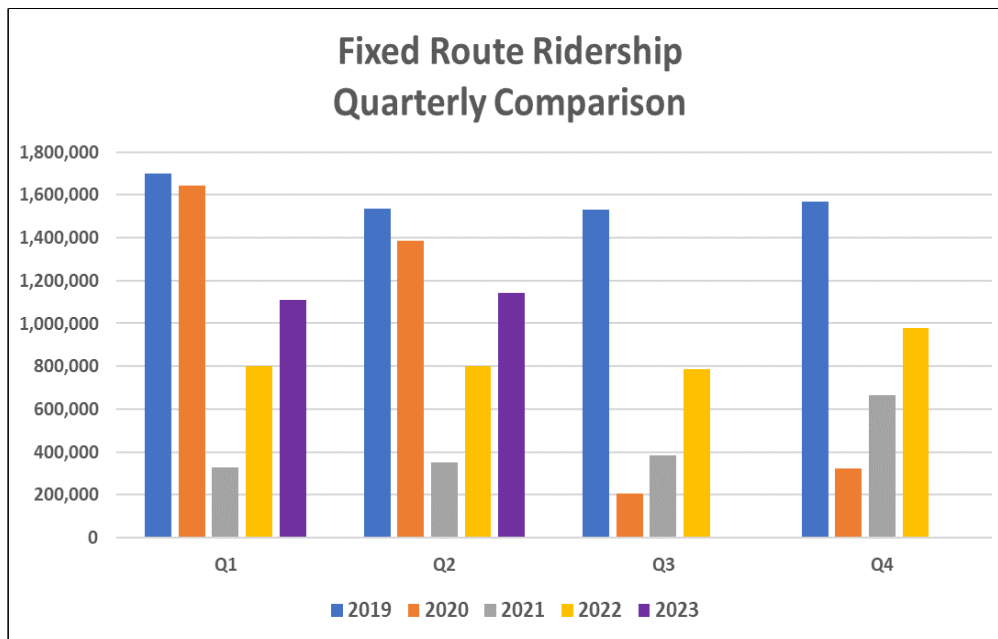
# FY2023 Q2

## Service and Satisfaction Report Highlights

January 1, 2023 – March 31, 2023

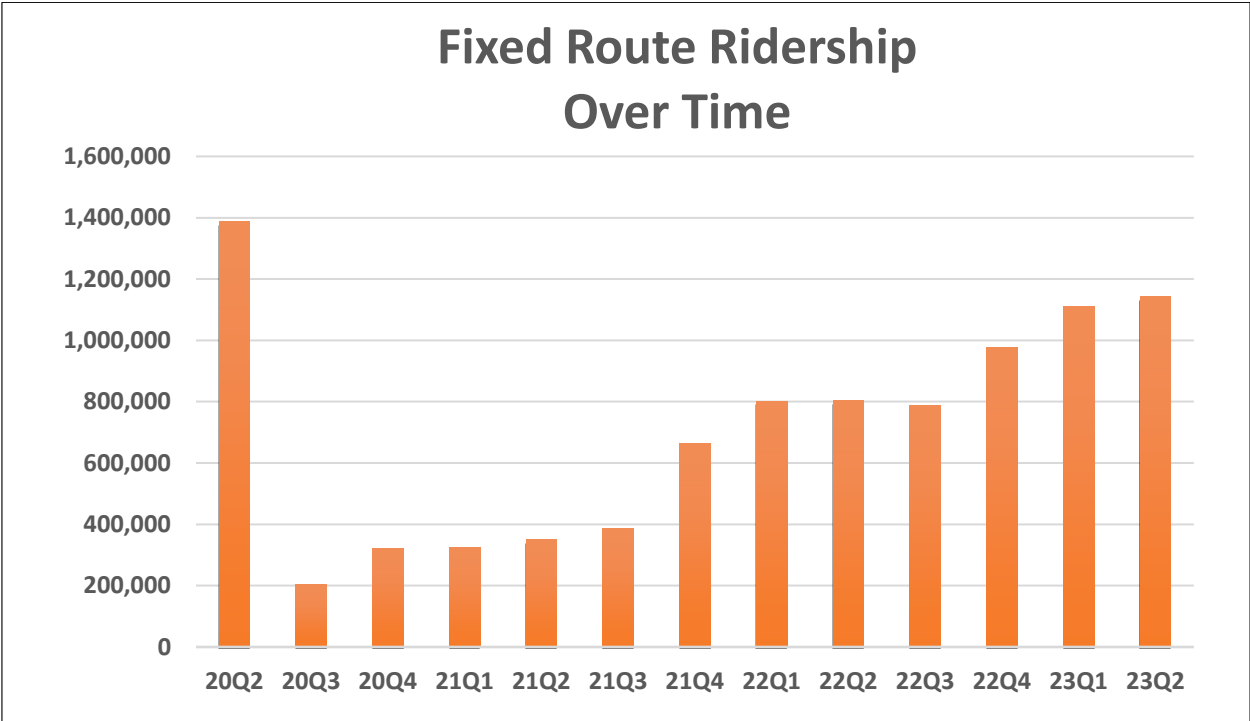
The data collection and reporting continue to be impacted by the COVID-19 pandemic. Staffing shortages necessitated reductions in service beginning in November 2021, and again in January of 2019. Metrics that rely on a quarterly average do not reflect performance under typical conditions. For this reason, the report will compare the current quarter to the same quarter of FY2019 as representative of pre-pandemic baseline conditions as well as the same quarter of FY2023 as a year-over-year comparison.

### Fixed Route Ridership and Cost

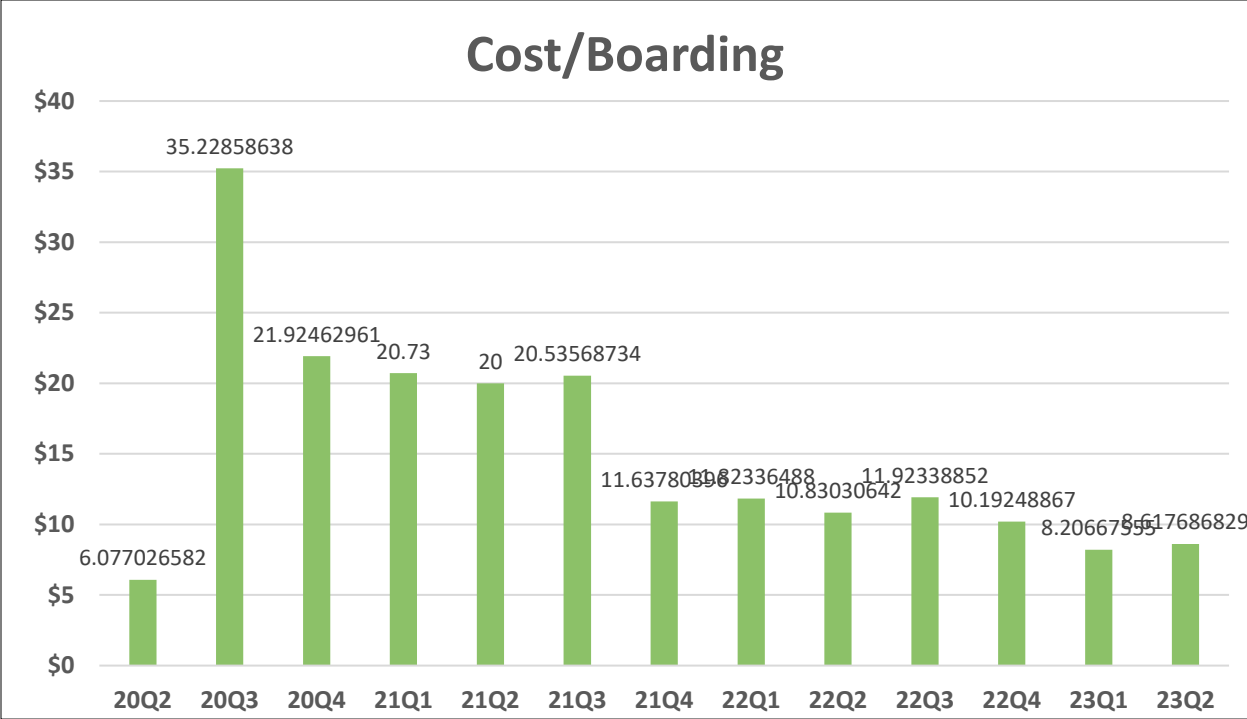


Ridership in Q2 of FY2023 continues to rebound as students have returned to campus and employers continue to encourage employees to work in-person during some part of the work week.

Compared to the same quarter in FY2019, ridership is still down significantly from pre-pandemic levels, but we are seeing a steady increase as demonstrated in the above graph. When ridership is compared to the same quarter of FY2021, a significant increase is observed. Comparing quarter to quarter may be helpful but visualizing the change in ridership through the Covid-19 pandemic may also be insightful.



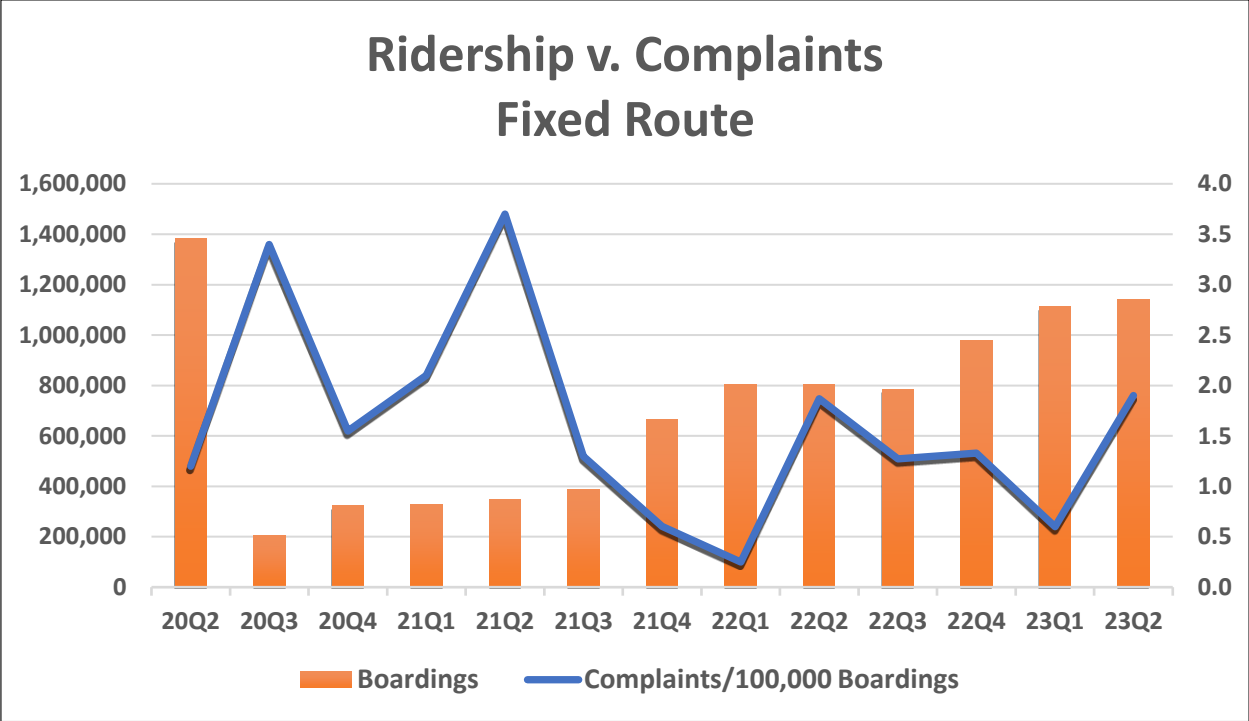
Cost per passenger boarding has risen 46% from \$3.97 in Q2 of FY2019. Reduced ridership and added costs of the pandemic are responsible for this significant increase. However, cost per passenger boarding has decreased by 25% since the same quarter last year as ridership increases. Please note that Revenue Hours and Operational Cost data points in FY2019 Q4 have been updated to reflect NTD data.



## Fixed Route Satisfaction, Reliability, and Safety

### Satisfaction

Customer satisfaction can be evaluated using the number of valid complaints received by our Customer Service Officer. Complaints / 100,000 Boardings have decreased from pandemic levels. This could be explained by increasing ridership. We have instituted additional customer service training and refresher training to all staff to reduce complaints. To illustrate, the following chart graphs both ridership and complaints over time.



**Reliability as Measured by On-Time Performance (OTP)**

On-Time Performance is used as the measure of reliability for reporting purposes. As of this writing, OTP data is still unavailable as a result of the cyber-attack. The staff at the authority across all departments are working with our vendors to ensure that this metric is functioning and within an acceptable margin of error to begin reporting on this data once more. Upon successful review and collaboration we are expecting to begin start successfully measuring OTP and reporting on this metric again at the beginning of Q3 of fiscal year 2023.

**Fixed Route Road Calls as a Measure of Reliability**

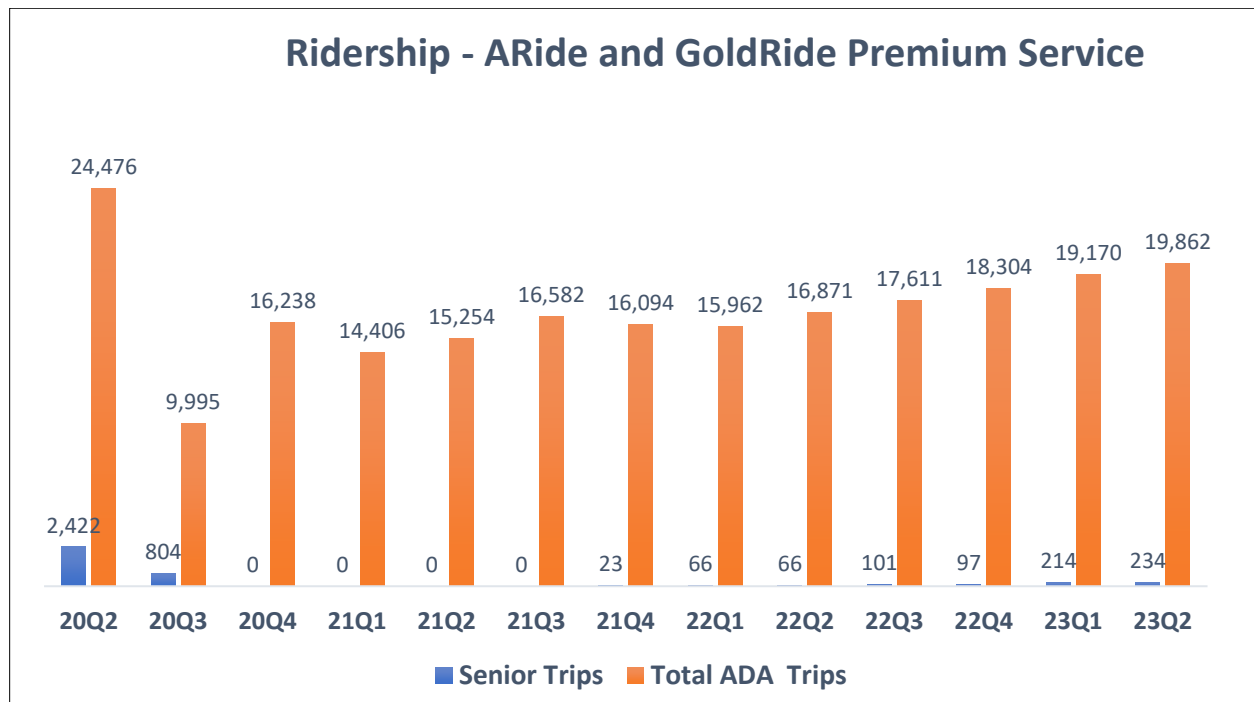
Upon review of historical data, issues of accuracy and integrity have been discovered. Historic data is still being validated to allow for a comparison of quarterly information. Data listed is best available as of this report but will be updated once finally validated.

## A-Ride: Paratransit Ridership and Costs

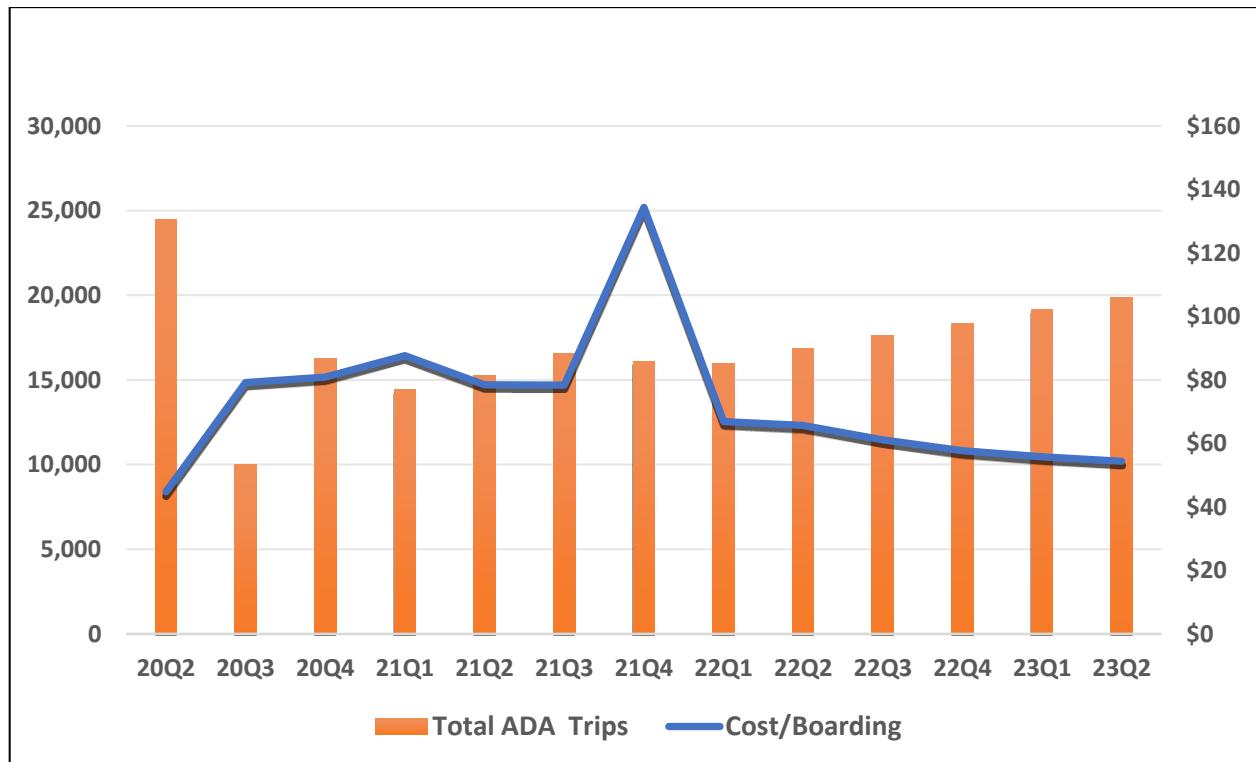
The COVID-19 pandemic has continued to impact demand for paratransit services. Ridership numbers have increased in the last year.

The obligation to observe social distancing for medically compromised passengers, was removed on July 1 of 2021. Removal of this restriction allows for shared rides between passengers resulting in a cost savings per boarding. ADA passengers are most likely to continue to modify their travel patterns based on public health concerns as they represent a vulnerable population. However, many A-Ride passengers use the service for essential and medical trips.

GoldRide On-Demand Services (GROD) have been returned, though with a significant change in fares. GROD served 66 passengers in Q2 of FY2022, which compared to FY2023 Q2 we have seen a 112% increase.



When considering A-Ride costs and service, it should be noted that since 2019, the service has undergone considerable transition. First, it was pulled from an outsourced contractor and brought in-house to AAATA in August of 2020. In August of 2021, it was moved again to an outsourced contractor. Cost / Boarding peaked in Q4 of FY2021 with the start-up costs of the Contractor. As expected, the costs of the program begin to stabilize now that the contractor is well established and Cost / Boarding decreases as ridership increases.



## VanRide

At the end of the 1<sup>st</sup> quarter, VanRide data is limited to just the number of van pools, which has increased to 114, within 10% of the pre-pandemic level.

## FlexRide

In FY2021, as part of the pandemic response, FlexRide service was expanded to replace some low-ridership fixed routes and has been reduced as fixed route services were restored in August 2021. As of June 2023 FlexRide services started undergoing an internal analysis to develop a solution to better service customers.



# FY2023 Q2

## Service and Satisfaction Report

Fixed Route	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Q2 22 - Q2 23	Q2 19 - Q2 23
Measure	Q2	Q2	Q2	Q2	Q2		
Revenue Miles	919,561	830,735	559,750	802,080	885,889	10%	-4%
Revenue Hours	64,067	69,235	47,159	62,899	67,888	8%	6%
Operational Cost	\$6,101,000	\$8,394,744	\$6,985,174	\$8,689,783	\$9,840,761	13%	61%
Boardings	1,537,259	1,381,390	349,283	802,358	1,141,926	42%	-26%
Boardings/Revenue Hour	22	19.9	7.7	12.8	16.8	32%	-24%
Cost/Revenue Hour	\$95.23	\$121.25	\$153.14	\$138.15	\$144.95	5%	52%
Cost/Boarding	\$3.97	\$6.08	\$20.00	\$10.83	\$8.62	-20%	117%
Preventable Accidents In-jury/100,000 miles	1.7	0.0	3.4	1.4	1.0	-30%	-45%
On-time Performance	NA	NA	78%	NA	NA	NA	NA
Percent of Passengers on an On-time Bus	76%	79%	NA	NA	NA	NA	NA
Avg Miles Between Road Calls	20,446	37,390	57,089	23,008	26,996	17%	32%
Average Age of Fleet	6.5	6.2	6.4	7.57	6.4	-15%	-2%
Complaints/100,000 Boardings	NA	1.2	3.7	1.9	1.9	3%	NA
Compliments/100,000 Boardings	NA	2.7	2.6	2.4	3.9	63%	NA



<b>ARide/Para-Transit</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>Q2 22 - Q2 23</b>	<b>Q2 19 - Q2 23</b>
<b>Measure</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>		
Revenue Miles	181,753	163,397	119,891	158,260	182,223	15%	0%
Revenue Hours	21,715	19,739	9,594	11,161	12,237	10%	-44%
Operational Cost	\$1,237,791	\$1,095,791	\$1,197,217	\$1,107,721	\$1,079,723	-3%	-13%
Senior Trips	3,386	2,422		66	234	255%	-93%
Total ADA Trips	29,760	24,476	15,254	16,871	19,862	18%	-33%
Cost/Revenue Hour	\$57.04	\$55.51	\$124.79	\$99.25	\$88.23	-11%	55%
Boardings/Revenue Hour	1.54	1.24	1.59	1.52	1.64	8%	7%
Cost/Boarding	\$37.37	\$44.77	\$78.49	\$65.66	\$54.36	-17%	45%
Ontime Performance with 30 Minute Service Window	96%	96%	97%	97%	95%	-2%	-1%
Complaints/100,000	53.8	1.2	3.9	65.2	85.6	31%	59%
Compliments/100,000	NA	NA	91.8	77	120.83	57%	NA
ADA Service Denials/ADA Boardings	0	0	0	3	5	67%	NA

<b>VanPool</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>Q2 22 - Q2 23</b>	<b>Q2 19 - Q2 23</b>
<b>Measure</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>		
Number of Vanpools at End of Quarter	104	123	79	102	114	12%	10%
Number of Rider Trips Taken	59,698	64,454	34,751	35,529	40,025	13%	-33%

Avg Fuel Cost to Rider	\$28.62	\$27.85	\$40.36	\$64.82	\$61.55	-5%	115%
Avg Monthly Rider Miles	1,124	1,064	1,293	142,318	152,580	7%	13475%
Federal Subsidy/Rider Trip	\$2.92	\$3.05	\$3.85	\$4.62	\$3.96	-14%	36%
Rider Miles/Gallon	90.4	87	79.7	18.33	25.29	38%	-72%

<b>FlexRide</b>	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>Q2 22 - Q2 23</b>	<b>Q2 19 - Q2 23</b>
<b>Measure</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>	<b>Q2</b>		
Operational Cost (Contractor)	\$22,683	\$83,478	\$174,231	\$151,827	\$154,525	2%	581%
Trips - East Service Area	756	994	3,439	2,497	2,337	-6%	209%
Trips - West Service Area		2,249	1,341	1,266	1,701	34%	NA
Cost/Boarding	\$30.00	\$25.74	\$36.45	\$40.35	\$38.27	-5%	28%



# FY2023 Q2

## Quarterly Satisfaction and Service Report: Glossary of Terms

### **Boardings** (*Unlinked Passenger Trips*, a transit industry standard metric)

The number of passengers who board public transportation vehicles. Passengers are counted each time they board a vehicle no matter how many vehicles they use to travel from their origin to their destination. Reported to the National Transit Database.

### **Preventable Accidents and Passenger Injuries**

Total number of accidents that have been judged to be preventable and any passenger injuries. Serious accidents and all injuries are reported to National Transit Database.

### **Miles Between Road Calls**

The average number of times a bus must be taken out of service because of equipment issues, divided by how many miles the fleet has run. Transit industry standard metric.

### **On-time Performance**

Percentage of buses that leave scheduled timepoints within 0-5 minutes of the posted schedule. Transit industry standard metric.

### **Valid Complaints**

A valid complaint is when a customer or non-customer communicates to AAATA that something is unsatisfactory or unacceptable. All complaints are investigated and referred to appropriate staff. A complaint is considered valid if staff investigation confirms the facts alleged.