

FY2022 Q4 Service Report

Service Committee Meeting Date: November 2nd, 2022

Board Meeting Date: November 17th, 2022

RECOMMENDED ACTION(S)
<p>Receive as CEO Operational Update.</p>
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"> 2.11.1.5 CEO shall not...Let the Board be unaware of...operational... [and] customer satisfaction metrics... Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Nov, Feb, May, Sept
ISSUE SUMMARY
<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 Q4 of FY2022 to Q4 of FY2019 provides a picture of performance metrics relative to a pre-pandemic state. Comparison of Q4 of FY2022 and Q4 of FY2021 provides insight into progress through the pandemic and recovery.</p> <p>Q4 of FY2022 data reflects a system at less than full service for the quarter as service was reduced January 29th due to labor shortages and gradually restored from July to September 2022. Nationwide, a return to public transit has lagged as remote work is more available and labor shortages in service sector jobs continues.</p> <p>Readers should note, numbers reported at the end of the quarter have yet to undergo further validation and confirmation required before reporting to NTD. 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>
ATTACHMENTS
<ol style="list-style-type: none"> 1. Highlights Brief 2. FY 2022 Q4 Service Report 3. Glossary of Terms



FY2022 Q4

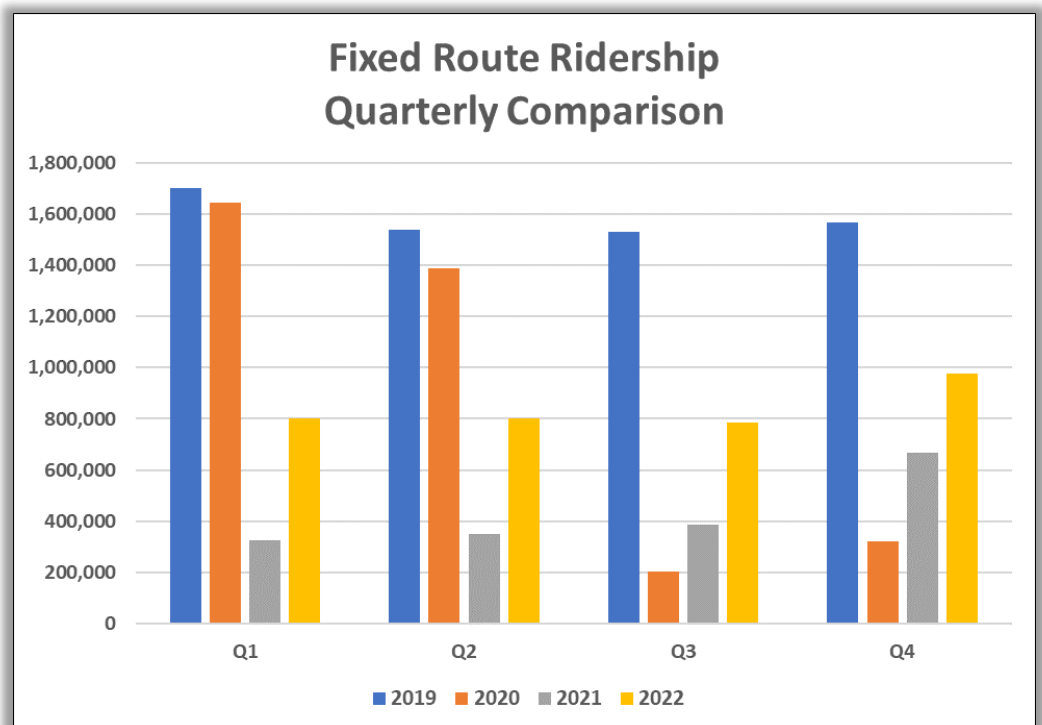
Service and Satisfaction Report Highlights

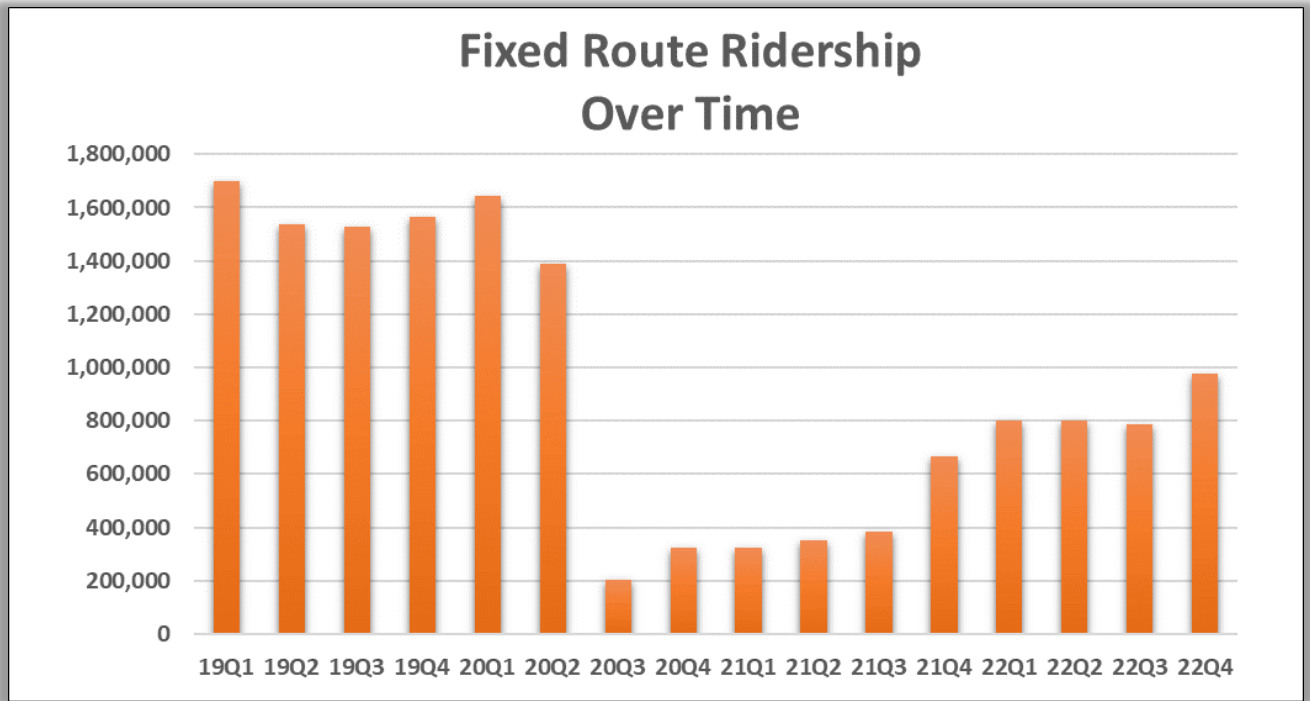
July 1, 2022 – September 30, 2022

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 2022. 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 FY2021 as a year-over-year comparison.

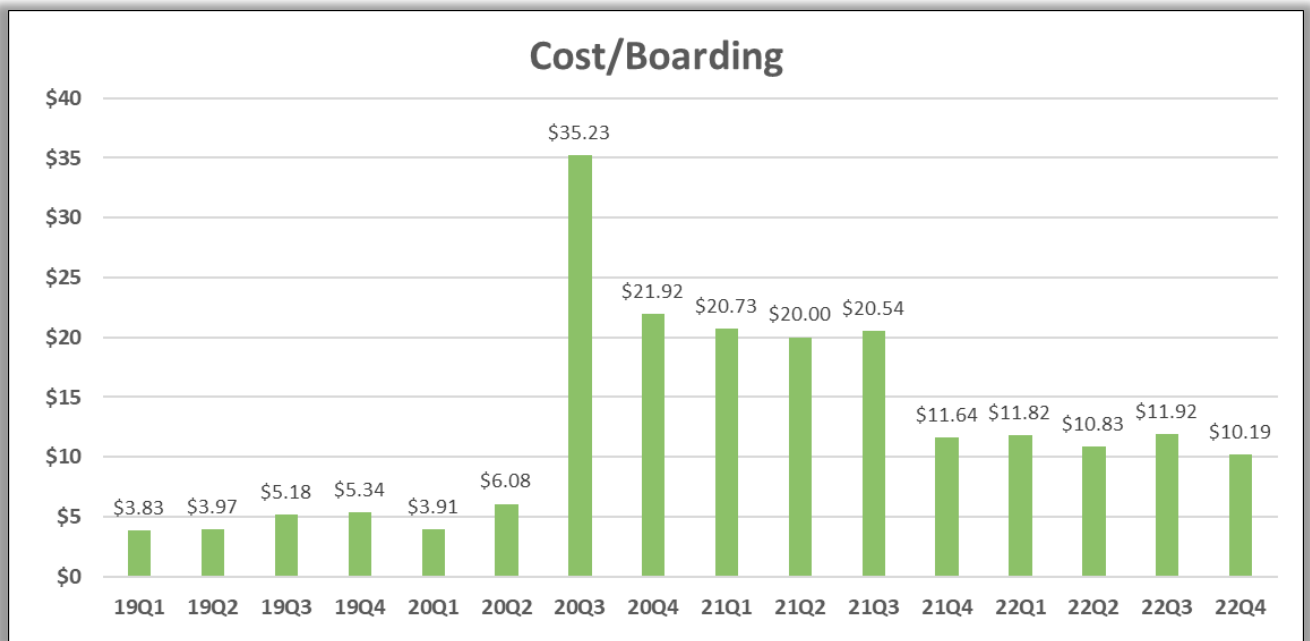
Fixed Route Ridership and Cost

Ridership in Q4 of FY2022 began to rebound as students returned to campus and some employers began 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. 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.





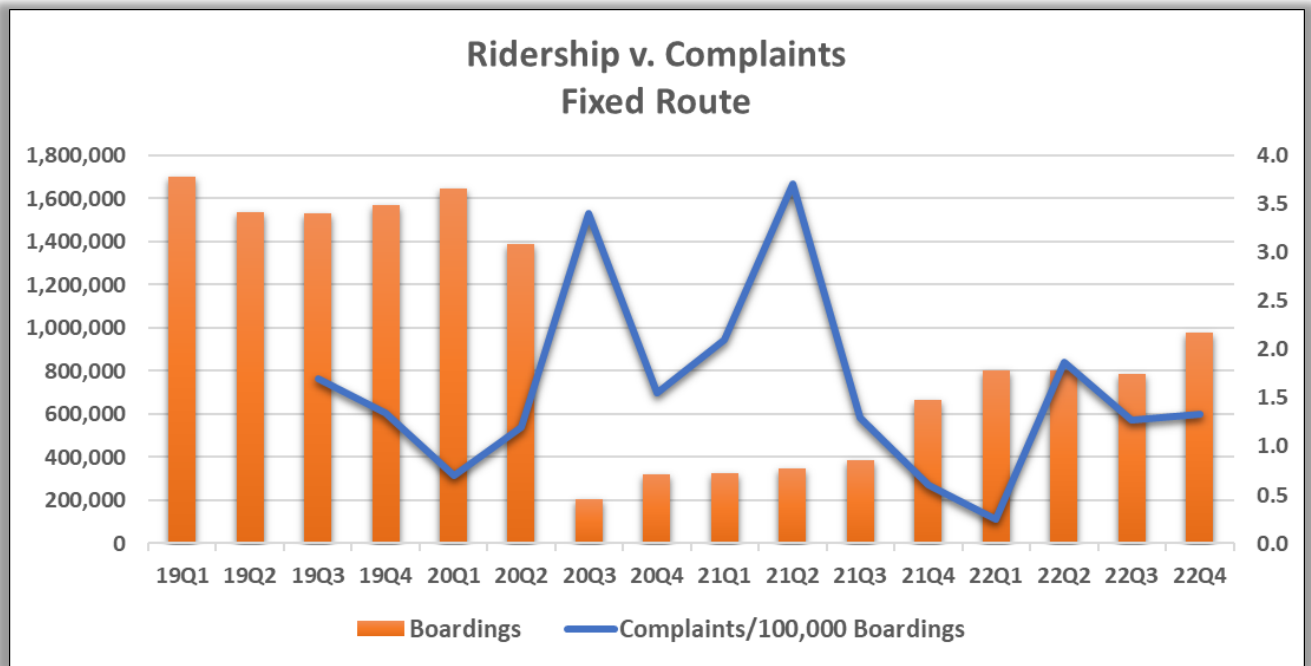
Cost per passenger boarding has risen 91% from \$5.34 in Q4 of FY2019. Reduced ridership and added costs of the pandemic are responsible for this significant increase. However, cost per passenger boarding has decreased by 12% since the same quarter last year as ridership increases. Please note that Revenue 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 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.

Fixed Route Road Calls as a Measure of Reliability

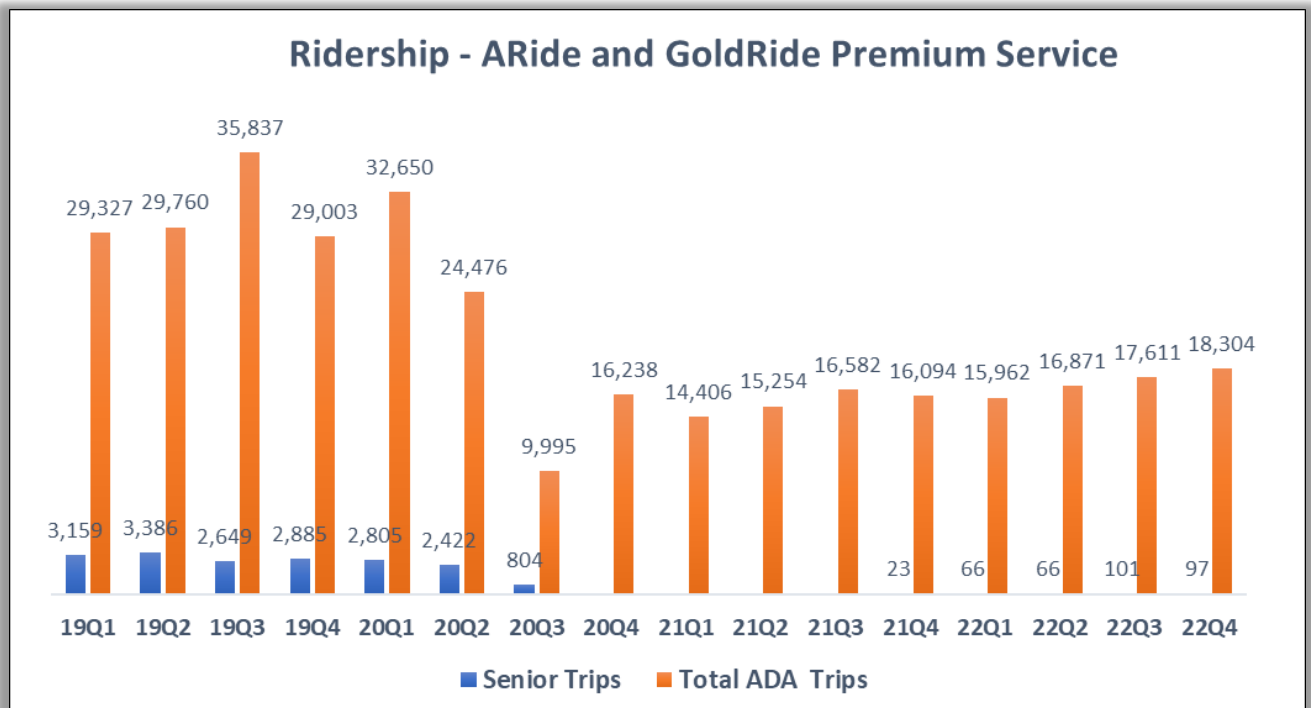
Upon review of historical data, issues of accuracy and integrity have been discovered. Historic data is still being validated to allow for a comparison of quarterly information. Data listed is best available as of this report but will be updated once finally validated.

A-Ride: Paratransit Ridership and Costs

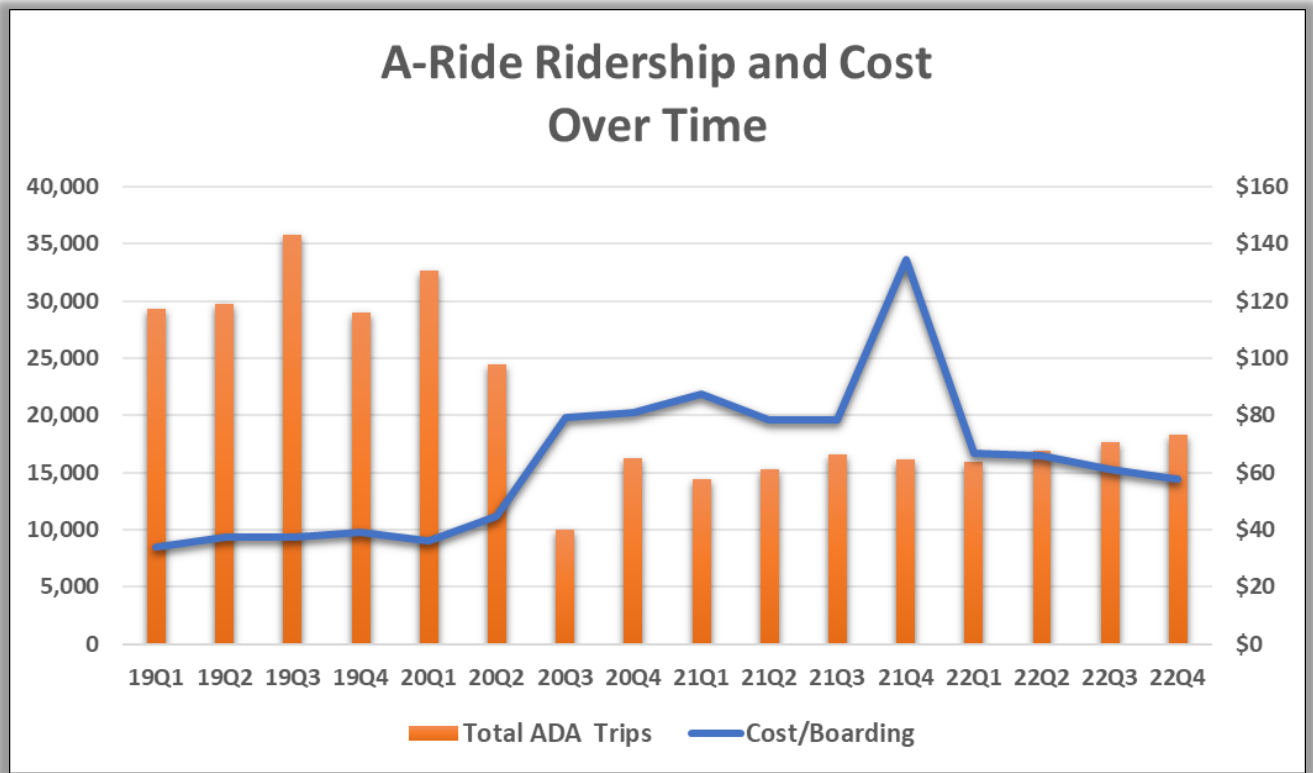
The COVID-19 pandemic has continued to impact demand for paratransit services. Ridership numbers have increased in the last year.

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 just 97 passengers in Q4 of FY2022, slightly lower than Q3.



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 4th quarter, VanRide data is limited to just the number of van pools, which has increased to 102, within 15% of the pre-pandemic level.

FlexRide

FlexRide ridership decreased in the 4th quarter of FY2022 compared to FY2021 due to reduced FlexRide service area. 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.



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Service and Satisfaction Report

Fixed Route	FY 2019	FY 2021	FY 2022	Q4 21 -	Q4 19 -
Measure	Q4	Q4	Q4	Q4 22	Q4 22
Revenue Miles	918,607	690,900	833,701	21%	-9%
Revenue Hours	63,595	52,305	64,245	23%	1%
Operational Cost	\$8,632,237	\$7,740,606	\$9,959,733	29%	15%
Boardings	1,617,794	665,126	977,164	47%	-40%
Boardings/Revenue Hour	23.6	12.7	15.2	20%	-36%
Cost/Revenue Hour	\$135.74	\$147.99	\$155.03	5%	14%
Cost/Boarding	\$5.34	\$11.64	\$10.19	-12%	91%
Preventable Accidents Injury/100,000 miles	1.9	1.4	1.1	-22%	-41%
On-time Performance	72%	75%	NA	NA	NA
Percent of Passengers on an On-time Bus	72%	NA	NA	NA	NA
Avg Miles Between Road Calls	26,667*	NA	30,495	NA	14%
Average Age of Fleet	6.5	6.4	7.57	18%	16%
Complaints/100,000 Boardings	1.3	0.6	1.3	121%	2%
Compliments/100,000 Boardings	3.1	1.7	1.1	-32%	-64%
* Previously Reported Data integrity concern					
ARide/ParaTransit	FY 2019	FY 2021	FY 2022	Q4 21 -	Q4 19 -
Measure	Q4	Q4	Q4	Q4 22	Q4 22
Revenue Miles	183,724	144,518	174,418	21%	-5%
Revenue Hours	20,886	10,661	12,032	13%	-42%
Operational Cost	\$1,246,502	\$2,162,030	\$1,056,795	-51%	-15%
Senior Trips	2,885	23	91	296%	-97%
Total ADA Trips	29,003	16,094	18,304	14%	-37%
Cost/Revenue Hour	\$59.68	\$202.80	\$87.83	-57%	47%
Boardings/Revenue Hour	1.53	1.28	1.53	19%	0%
Cost/Boarding	\$39.09	\$134.34	\$57.74	-57%	48%
On-time Performance with 30 Minute Service Window	96%	97%	97%	0%	1%
Complaints/100,000	72.4	142.9	54.6	-62%	-25%
Compliments/100,000	NA	18.6	131.12	603%	NA
ADA Service Denials/ADA Boardings	0	0	0	0%	0%
VanPool	FY 2019	FY 2021	FY 2022	Q4 21 -	Q4 19 -
Measure	Q4	Q4	Q4	Q4 22	Q4 22
Number of Vanpools at End of Quarter	118	85	102	20%	-13%
FlexRide	FY 2019	FY 2021	FY 2022	Q4 21 -	Q4 19 -
Measure	Q4	Q4	Q4	Q4 22	Q4 22
Operational Cost (Contractor)	\$52,525	\$203,817	\$154,009	-24%	193%
Trips - East Service Area	816	3,338	2,908	-13%	256%
Trips - West Service Area	817	1,629	1,552	-5%	90%
Cost/Boarding	\$32.16	\$41.03	\$34.53	-16%	7%



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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.