
ISSUE BRIEF: 2020 Q1 Satisfaction and Service Report

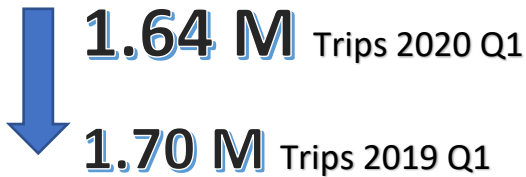
Meeting: Board of Directors

Meeting Date: February 20, 2020

RECOMMENDED ACTION(S):
Receive as CEO Operational Update.
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:
Staff present the Quarterly Satisfaction and Service Report populated with currently available and reportable data/targets for Fixed Route, Paratransit, and Vanpool service. The format has changed slightly with the table look, but the information is still the same. One missing item is cost per revenue hour which is still being worked on with the yearend closing. Information is sorted into several Ends Policy categories. Staff will continue to work on defining and populating the remaining items for Fixed Route and for other services. Targets, when possible, will be set in Ends Policy Interpretations. A glossary of terms for currently tracked metrics is attached.
ATTACHMENTS:
<ol style="list-style-type: none">1. Highlights Brief2. FY 2020 Q1 Satisfaction and Service Report3. Glossary of Terms

Service and Satisfaction Report Highlights

10/1/2019 to 12/31/2019



Ridership

Ridership decreased 3.4% quarter to quarter. There is a downward trend in ridership in the last three quarters, which follows the national trend.

Safety

The quarter to quarter trend in preventable collisions and incidents is down to 1.90 per 100,000 miles. This is well below the target of 3.5 and continues to improve safety.

Fixed Route: On-Time Performance

We continue to track the new metric focused on how many *passengers* are on an on-time bus. This factor is slightly down from the same quarter last year.

70% of passengers are on-time.



Fixed Route: Complaints & Compliments

Complaints are down 65% quarter to quarter. Each complaint is investigated, and appropriate action taken. For every 100,000 boardings there were 1.8 compliments.

Fixed Route: Bus Condition & Road Calls

Miles between road calls are at an all-time high. With this quarter averaging 37,672 miles. The bus condition statistic has continued to improve from quarter to quarter by 5%



Paratransit: Ridership

Paratransit ridership totals increased from Q1 2019 to Q1 2020. There was a significant increase in complaints. These complaints follow no specific pattern and our Manager of Mobility Services is working with the contractor to rectify such.



Vanpool

Quarter to quarter, we have an increase of 22 van pools to a total of 126, or a 20% increase, and increased ridership of 64,679 trips

FY 2020 Q1 Satisfaction and Service Report

Service: Fixed Route (Local + ExpressRide)		FY 2019				FY 2020	Q1-Q1 Analysis
End/Outcome	Measure	Q1	Q2	Q3	Q4	2020 Q1	Q1-Q1
Ridership	Boardings	1,701,224	1,533,512	1,529,005	1,566,514	1,643,953	-3.4%
	Boardings per Capita in Service Area	7.4	6.7	5.9	6.1	6.4	-14.7%
Satisfaction	User Surveys (every 2 years)						
Safe	Preventable accidents + pass. Injuries/ 100,000 miles	2.10	1.65	2.00	1.88	1.90	-9.7%
Reliable	On-time Performance (within 0-5 min at timepoints)	73.3%	78.0%	77.0%	74.0%	72.0%	-1.8%
	% passengers on an on-time bus	72%	76%	75%	72%	70.0%	-2.8%
	Miles between road calls	N/A	20,446	23,689	26,667	37,672	
	Average age of fleet	5	6.5	6.5	6.5	7	40.0%
Courteous	Complaints per 100,000 boardings	2.1	3.3	1.7	1.3	0.7	-64.5%
	Compliments per 100,000 boardings	2.2	3.8	4.3	3.8	1.8	-21.0%
Comfortable	% of qualifying, possible bus stops with shelters	90%	90%	90%	90%	90%	0.4%
	Condition, cleanliness of bus: % buses scoring 80+/100	80%	84%	87%	87%	84%	5.0%
Eff. Stewardship	Boardings per Revenue Hour	24.0	22.0	21.3	23.6	19.4	-19.1%
Service: Paratransit							
End/Outcome	Measure	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Q1-Q1
Access	ADA Service Denials/ ADA Boardings	0.28%	0.28%	0.18%	0.08%	0.02%	-94.5%
Ridership	ADA Trips	29,327	29,760	35,837	29,003	32,650	11.3%
	Senior Trips	3,159	3,386	2,649	2,885	2,805	-11.2%
	Total ADA and Senior Trips	35,383	33,449	34,889	31,888	35,455	0.2%
	ADA Boardings/Capita	0.13	0.13	0.16	0.11	0.13	-1.7%
Reliable	On-time Performance (% within 30 min Service Window)	97%	96%	97%	96%	96%	-0.7%
Courteous	% of Complaints/Boardings	0.03%	0.05%	0.09%	0.07%	0.10%	259.3%
Stewardship	Boardings per Revenue Hour	1.54	1.54	1.46	1.53	1.67	8.4%
	Cost/Boarding	\$ 33.92	\$ 37.37	\$ 37.58	\$ 39.09	\$ 35.88	5.8%

FY 2020 Q1 Satisfaction and Service Report (continued)

Service: Vanpool							
End/Outcome	Measure	2019 Q1	2019 Q2	2019 Q3	2019 Q4	2020 Q1	Q1-Q1
Ridership	# of vanpools (at end of Q)	104.7	103.3	105.3	118.0	126.0	20.4%
	# of rider trips taken	59,467	59,698	59,873	64,679	65,837	10.7%
Alt to Auto	Avg Monthly Fuel Cost to User	\$ 30.39	\$ 28.62	\$ 32.75	\$ 30.92	\$ 30.95	1.8%
	Avg monthly passenger miles/traveler	1,102	1,124	1,117	1,117	1,093	-0.9%
Stewardship	Subsidy per passenger trip (Federal)	\$ 2.97	\$ 2.92	\$ 2.92	\$ 2.66	\$ 2.83	-4.8%
	Passenger miles/gallon	90.8	90.4	89.7	98.3	86.7	-4.5%

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. Also reported to National Transit Database.

Per Capita in-Service Area.

Population that lives in the AAATA service area, calculated using census tracts (retrospective measure). Also reported to 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.

On-time performance.

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

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.

Complaints

A complaint is when a customer or non-customer communicates to AAATA that something is unsatisfactory or unacceptable. All complaints are looked into and referred to appropriate staff.

Bus Stops with Shelters

AAATA, based on the industry standard, puts shelters at stops that have an average of 50 or more riders per weekday. A bus stop is considered to meet these standards if there is • An AAATA shelter

- An alternative shelter is in close proximity to the stop making an AAATA installation redundant. Only shelters that *may* be possible are included in the metric. Not included are several 50+ rider/day bus stops where a stop is not currently possible because property owners have declined to grant an easement (3%) or there is insufficient space in dense, downtown areas (13%).

Condition of Vehicle

The image of the transit system, including the condition of the transit vehicles is an important factor in determining user satisfaction. The 100-point system is aligned with industry study: Climate Control (20), Interior Cleanliness (30), Exterior Cleanliness (10), Repair of Seats (20), Interior Lighting (10), General Repair (10).