2022 Q2 Service Report

Service Committee Review Date: May 4th, 2022
Board Review Date: May 19th, 2022

RECOMMENDED ACTION(S)
Receive as CEO Operational Update.

PRIOR RELEVANT BOARD ACTIONS & POLICIES
• 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
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. This report is populated with currently available and reportable data/targets for Fixed Route, ARide/Paratransit, VanRide, and FlexRide services. A glossary of terms for currently tracked metrics is attached. It should be noted that the data collection and reporting for the Q2 of 2022 period are impacted by the COVID-19 Emergency that began in the last three weeks of Q2 2020. Comparisons of Q2 2022 to Q2 of 2019 give in a picture of performance metrics compared to a pre-pandemic state. Comparison of Q1 2022 and Q1 2021 provide insight into progress through the pandemic and recovery. Q2 of 2022 data reflects a system at less than full service for the last two months of the quarter as service was reduced January 29th due to labor shortages. In this quarter, most health advisories had been lifted locally. However, a mask mandate remained in effect for public transportation. Since the quarter ended, the mask mandate has been lifted as of this report. Nationwide, a return to public transit has lagged as remote work is more available and labor shortages in service sector jobs continues. Complete VanRide use numbers were not available at the time of this report. Readers should note, numbers reported at the end of the quarter have yet to undergo further validation and confirmation required before reporting to NTD. Historic numbers presented in this document have been updated to reflect the validated data submitted to NTD.

| ATTACHMENTS |
|---|
| 1. Highlights Brief
2. FY 2022 Q2 Service Report
3. Glossary of Terms |

![TheRide logo]

FY2022 Q2

Service and Satisfaction Report Highlights

### January 1, 2022 – March 31, 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 quarters of three years 2019 (blue) as representative of pre-pandemic conditions (Baseline), Q2 2021/2022 comparison of two pandemic quarters (yellow), and 2019 pre-pandemic to 2022 current conditions (green).

Fixed Route Ridership and Cost

Ridership in Q2 2022 began to rebound in this quarter 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 2019, ridership is still down significantly from pre-pandemic levels. When ridership is compared to the same quarter in 2021, a significant increase is observed.
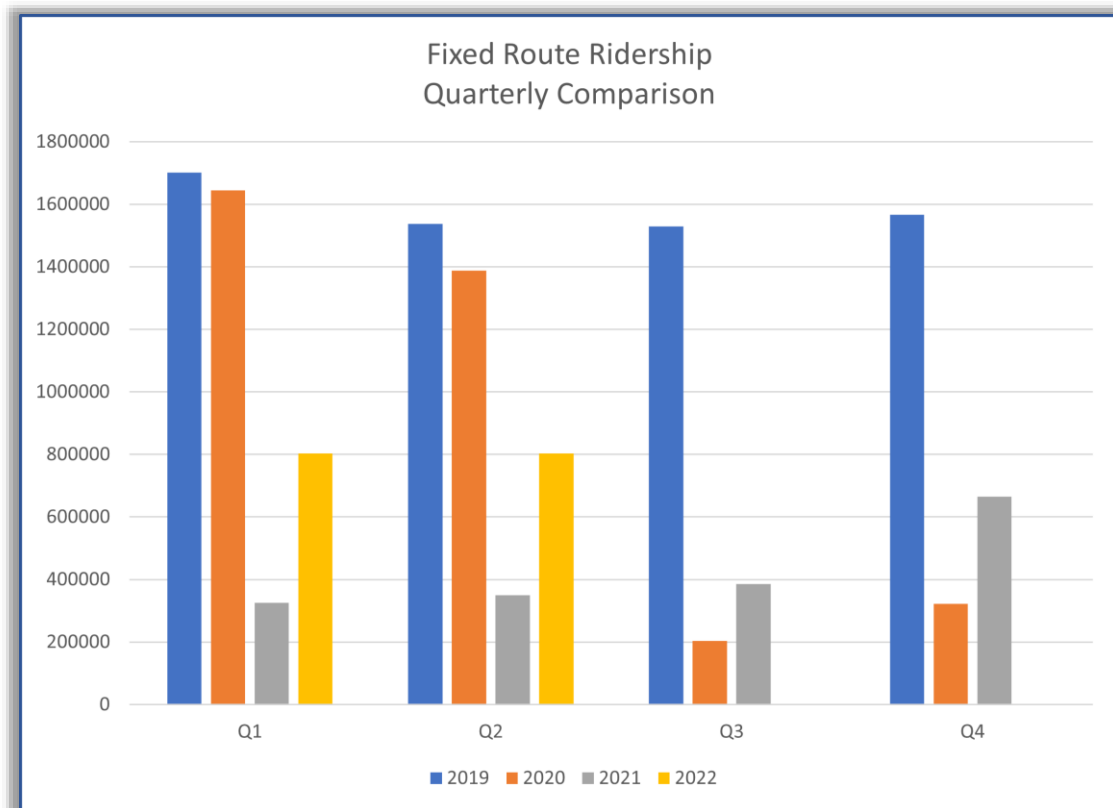
Comparing quarter to quarter may be helpful but visualizing the change in ridership through the Covid-19 pandemic may also be insightful.

Fixed Route Ridership Over Time
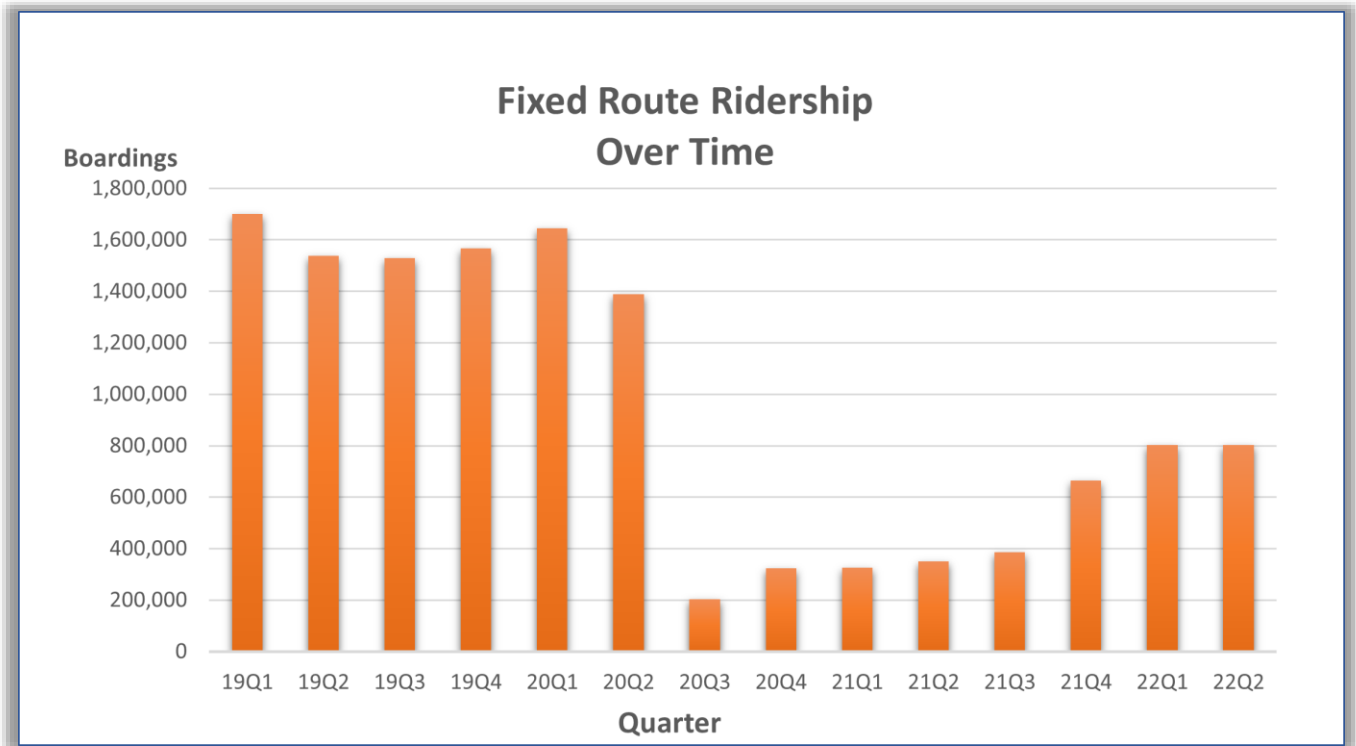
Boardings

Cost per passenger boarding has risen 173% from $3.97 in Q2 of 2019, our pre-pandemic comparison quarter. Reduced ridership and added costs of the pandemic are responsible for this significant increase. However, cost per passenger boarding has decreased -46% since the same quarter last year as ridership increases and operational costs stabilize. Please note that Revenue Hours and Operational Cost data points in FY 2019 Q2 have been updated to reflect NTD data

Cost/Boarding
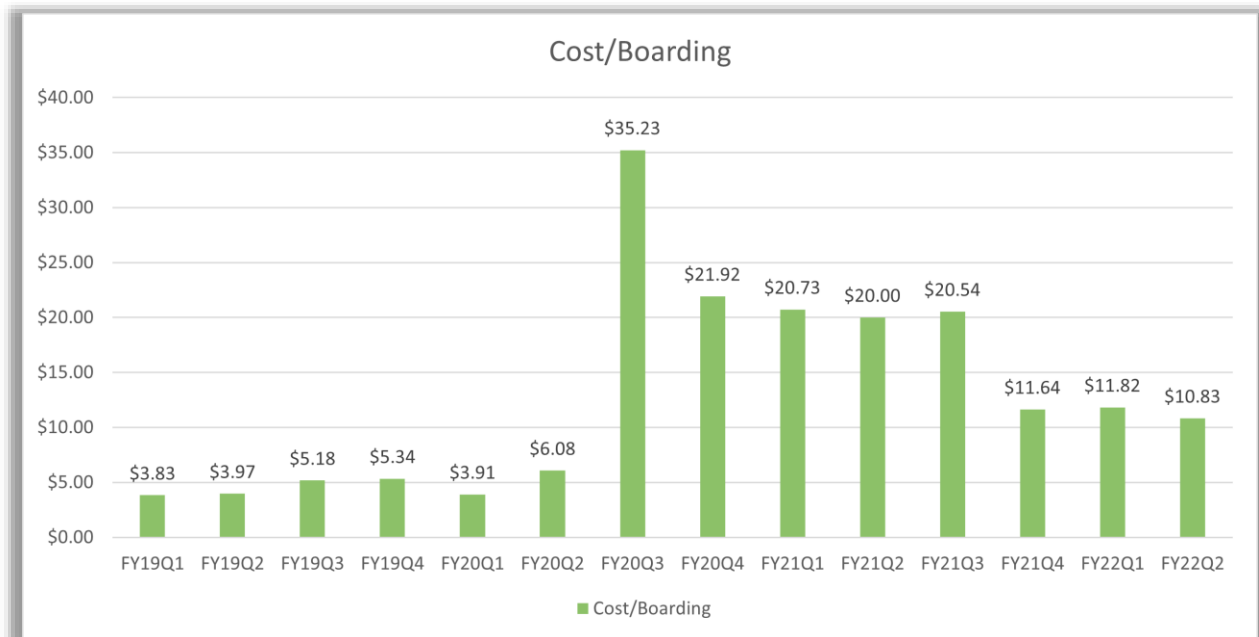
Fixed Route Satisfaction, Reliability and Safety

Satisfaction

Customer satisfaction can be evaluated using the number of valid complaints received by our Customer Service Officer. Complaints have decreased from non-pandemic levels. This could be explained by smaller passenger loads. However, the last quarter saw a steep rise in valid complaints. We have instituted additional customer service training to stop this rise. To illustrate, the following chart graphs both ridership and complaints over time.
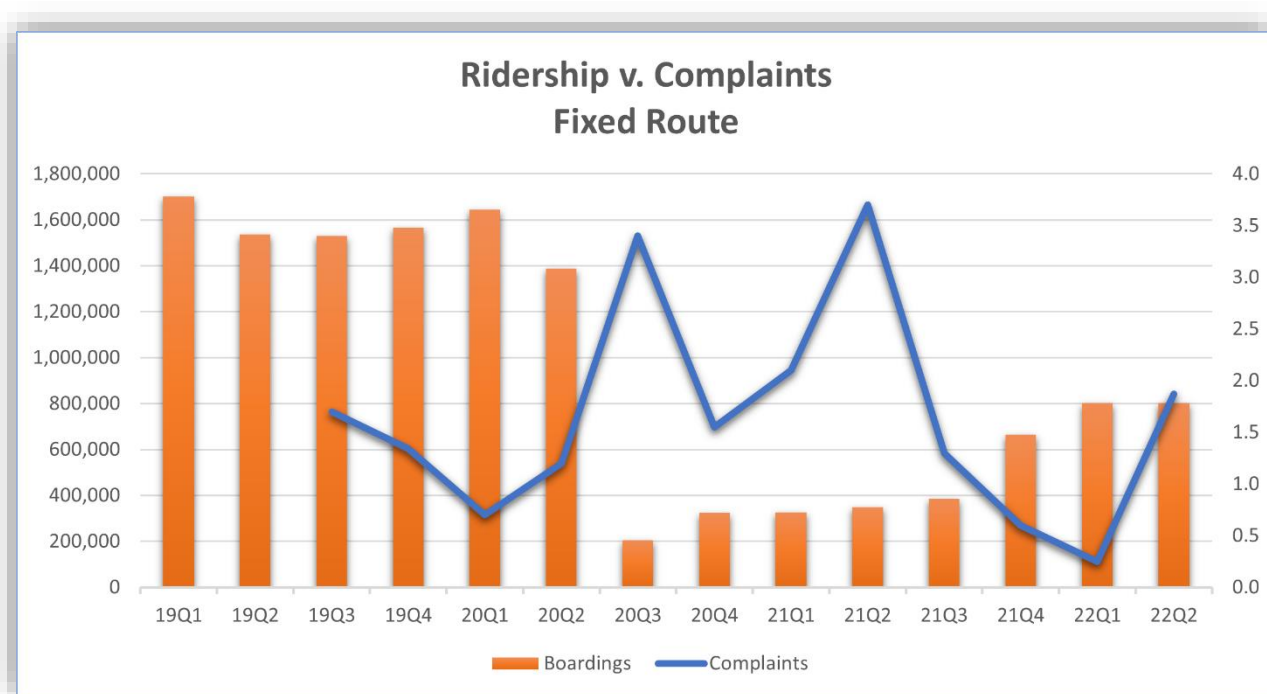
## Reliability as Measured by On-Time Performance

On-Time Performance is used as the measure of reliability for reporting purposes. As of this writing, OTP data from 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 stabilized in the last year.
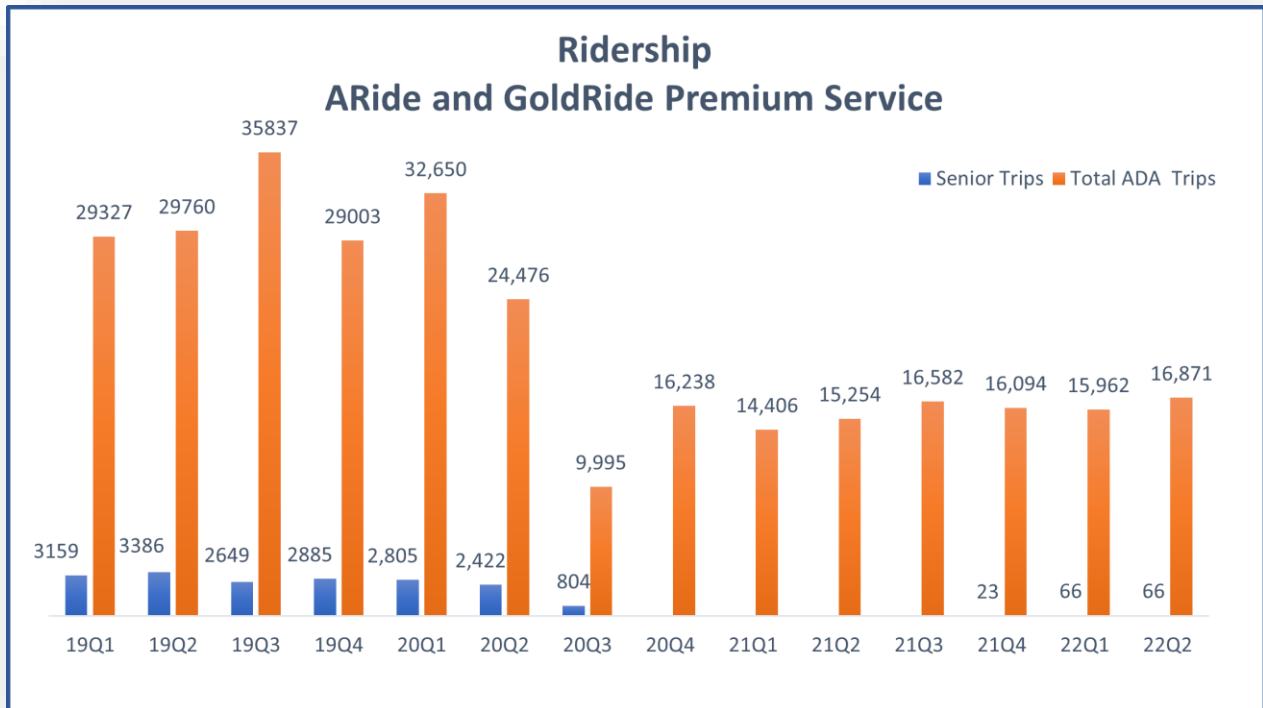
The obligation to observe social distancing for medically compromised passengers, was removed on July 1 of 2021. Removal of this restriction allows for shared rides between passengers resulting in a cost savings per boarding. ADA passengers are most likely to continue to modify their travel patterns 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 have been returned, though with a significant change in fare. GROD served just 66 passengers in Q2 of FY2022. AARP continues to offer a completely free on-demand service. When this service concludes, an increase in GROD service may follow.

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. Costs 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.
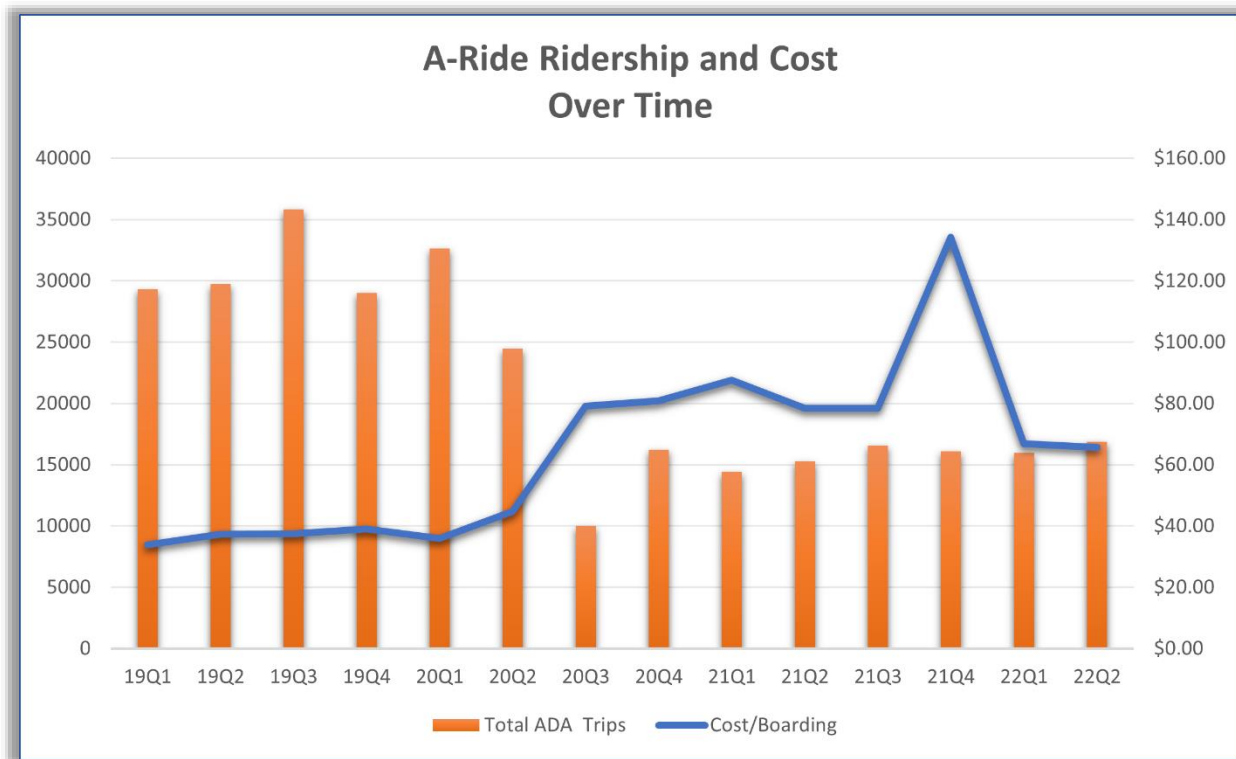
VanRide

At the end of Quarter 2, VanRide data is limited to just the number of van pools, which has increased to 102, which is within 2 vans of the pre-pandemic level.

FlexRide

FlexRide decreased in the 2nd quarter of 2022 compared to 2021. 2019 data was unavailable as of this report but will be updated in future reports.

Fixed Route	FY 2019	FY 2021	FY 2022	Q2 21-Q2 22	Q2 19-Q2 22
Measure	Q2	Q2	Q2		
Revenue Miles	919,561	559,750	802,080	43%	-13%
Revenue Hours	64,067	47,159	62,899	33%	-2%
Operational Cost	$6,101,000	$6,985,174	$8,689,783	24%	42%
Boardings	1,537,259	349,283	802,358	130%	-48%
Boardings/Revenue Hour	24.0	7.4	12.8	72%	-47%
Cost/Revenue Hour	$95.23	$148.12	$138.15	-7%	45%
Cost/Boarding	$3.97	$20.00	$10.83	-46%	173%
Preventable Accidents Injury/100,000 miles	1.7	3.4	1.4	-59%	-20%
On-time Performance	Not Available	77%	Not Available		
Avg Miles Between Road Calls	20,446	57,089	23,008	-60%	13%
Average Age of Fleet	6.5	6.4	6.57	3%	1%
Complaints/100,000 Boardings	Not Available	2.1	1.9	-11%	
Compliments/100,000 Boardings	Not Available	1.2	2.4	97%	

ARide/Paratransit	FY 2019	FY 2021	FY 2022	Q2 21-Q2 22	Q2 19-Q2 22
Measure	Q2	Q2	Q2		
Revenue Miles	181,753	119,891	158,260	32%	-13%
Revenue Hours	21,715	9,594	11,161	16%	-49%
Operational Cost	$1,237,791	$1,197,217	$1,107,721	-7%	-11%
Senior Trips	3386	Suspended for COVID	Moved to separate contractor		
Total ADA Trips	29760	15,254	16,871	11%	-43%
Cost/Revenue Hour	$57.00	$124.79	$99.25	-20%	74%
Boardings/Revenue Hour	1.53	1.59	1.51	-5%	-1%
Cost/Boarding	$37.34	$78.49	$65.66	-16%	76%
Ontime Performance with 30 Minute Service Window	96%	97%	97%	0%	1%
Complaints/100,000	53.8	3.9	65.2	1559%	21%
Compliments/100,000	Not Available	Not Available	77.1		
ADA Service Denials/ADA Boardings	Not Available	0	3		

VanPool	FY 2019	FY 2021	FY 2022	Q2 21-Q2 22	Q2 19-Q2 22
Measure	Q2	Q2	Q1		
Number of Vanpools at End of Quarter	104	79	102	29%	-2%

FlexRide	FY 2019	FY 2021	FY 2022	Q2 21-Q2 22	Q2 19-Q2 22
Measure	Q2	Q2	Q2		
Operational Cost (Contractor)		$174,231	$151,827	-13%	
East Service Area		3439	2497	-27%	
West Service Area		1341	1266	-6%	
Cost/Boarding		$36.45	$40.35	11%	

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 confirm the facts alleged.