2023 Q1 Service Report

Service Committee Meeting Date: January 31, 2023

Board Meeting Date: February 16, 2023

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, A-Ride / 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 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. Q1 of FY2023 data reflects a system still in recovery from reduced services annotated on January 29th 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. 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.

| ATTACHMENTS |
|---|
| 1. Highlights Brief
2. FY 2023 Q1 Service Report
3. Glossary of Terms |

TheRide

FY2023 Q1

Service and Satisfaction Report Highlights

October 1, 2022 – December 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 current quarter to the same quarter of FY2019 as representative of pre-pandemic baseline conditions as well as the same quarter of FY2022 as a year-over-year comparison.

Fixed Route Ridership and Cost

Ridership in Q1 of FY2023 continues to rebound as students have returned to campus and some employers began to encourage employees to work in-person during some portion of the work week. Compared to the same quarter in FY2019, ridership is still down from pre-pandemic numbers however, a continual quarter after quarter rise shows evidence AAATA is heading towards pre-pandemic ridership levels. When ridership is compared to the same quarter of FY2022, an increase is observed. Comparing quarter to quarter may be helpful but visualizing the change in ridership throughout the Covid-19 pandemic may also be insightful as well.


Fixed Route Ridership Quarterly Comparison

Fixed Route Ridership Over Time
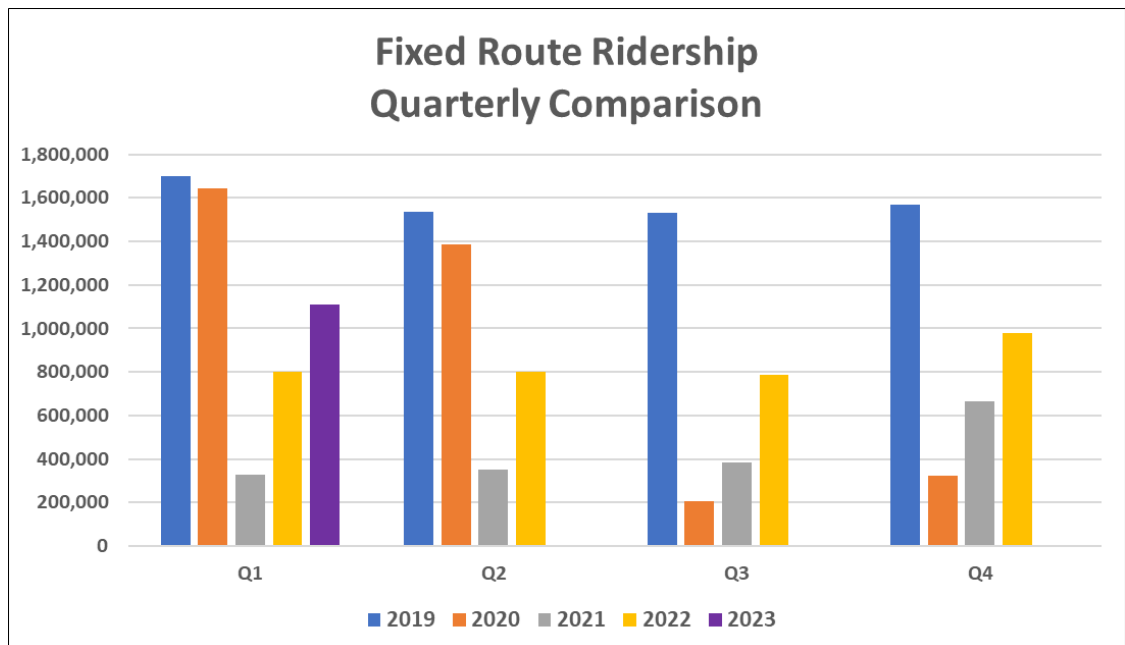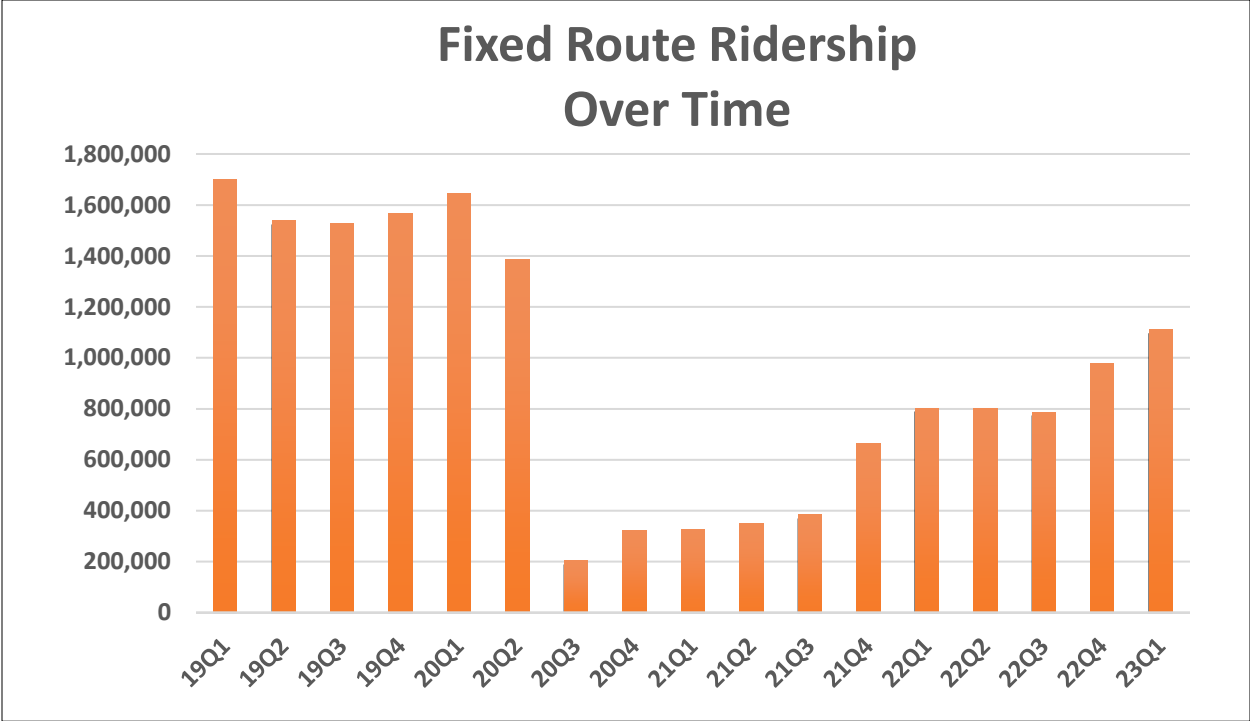
Cost per passenger boarding has risen 114% from $3.83 in Q1 of FY2019. Reduced ridership, inflation, and added costs of the pandemic are responsible for this significant increase. However, cost per passenger boarding has decreased by 12% since the same quarter last year as ridership increased 39%. Please note that Revenue Hours and Operational Cost data points in FY2019 Q1 have been updated to reflect NTD data.

Cost/Boarding
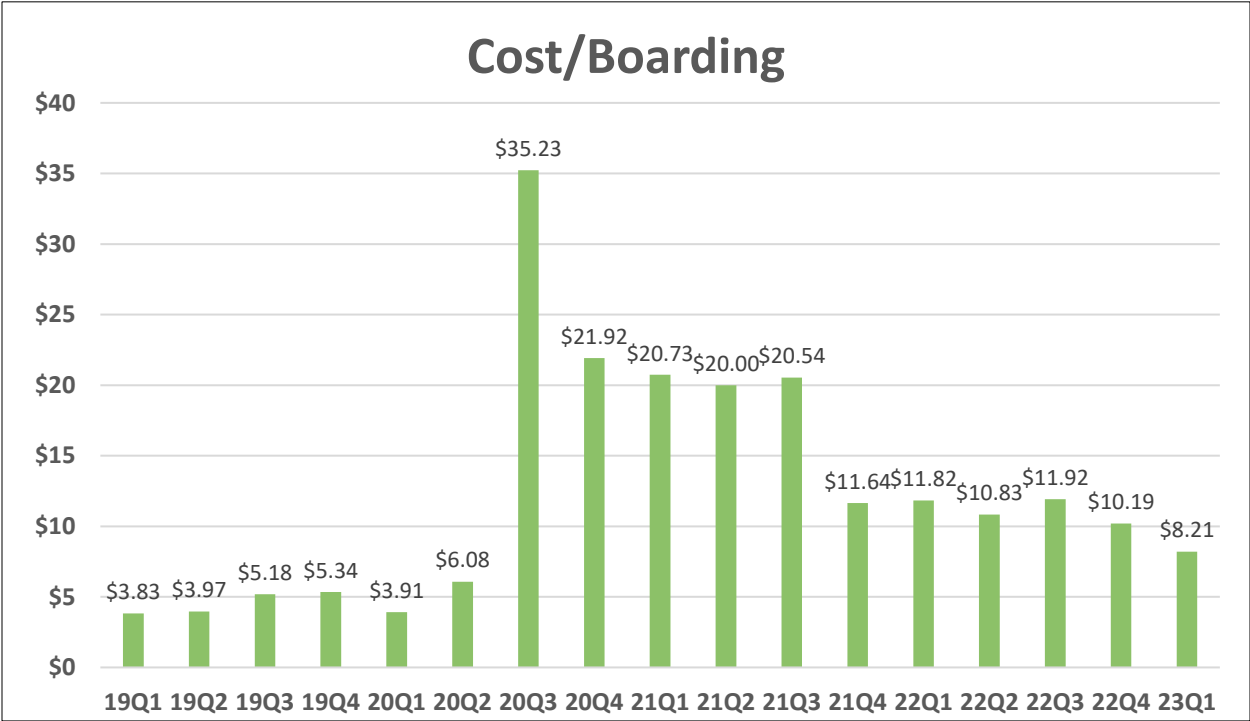
Fixed Route Satisfaction, Reliability, and Safety

Satisfaction

Customer satisfaction can be evaluated using the number of valid complaints received by our Customer Service Officer. Complaints / 100,000 Boardings have decreased from pandemic levels. This could be explained by decreased ridership from pre-pandemic levels however, new and revised Internal Standard Operating Procedures and Customer Service Training coupled with incident validation through video review is revealing a higher level of customer satisfaction this quarter. To illustrate, the following chart graphs both ridership and complaints over time.

Ridership v. Complaints Fixed Route

Legend: Boardings/Revenue Hour — Complaints/100,000 Boardings
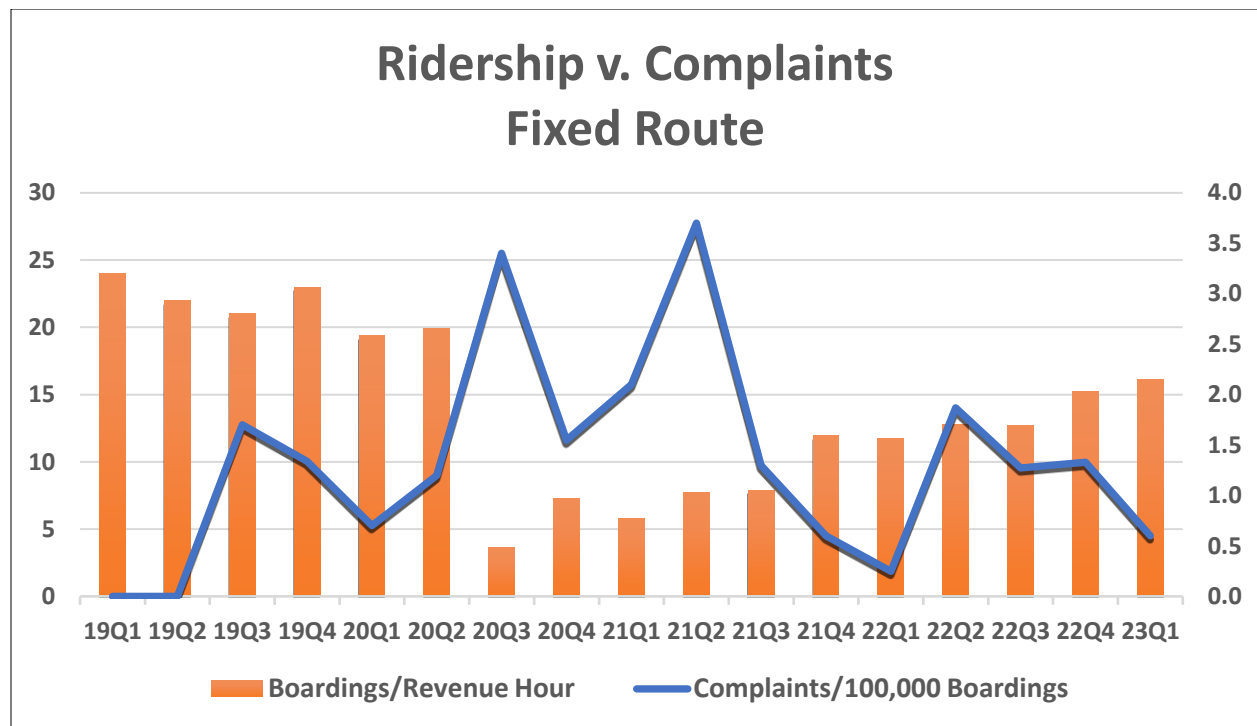
Reliability as Measured by On-Time Performance (OTP)

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

After an extensive system recovery from 2022 cyber-attack and comprehensive validation of historic data Road Call performance shows an increase and road reliability of 45% from FY2019 Q1 to FY2023 Q1. From FY2022 Q1 reports indicate dramatically increased reliability metric due to weather related incidents in FY2022 Q1. While this is an accurate and exciting number of 150%, the statistic skews overall annual performance. To create a more realistic comparison the average of FY2022 to FY2023 Q1 indicates a 14% increase in performance and reduction of Road Calls from FY2022.

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. Through the Mobility's continual outreach and advocacy work coupled with overall ridership growth trends, GROD saw in increase from 97 passengers in Q4 of FY2022 to 214 in Q1 FY2023 representing the highest level of utilization since pre-pandemic ridership.

Ridership - ARide and GoldRide Premium Service
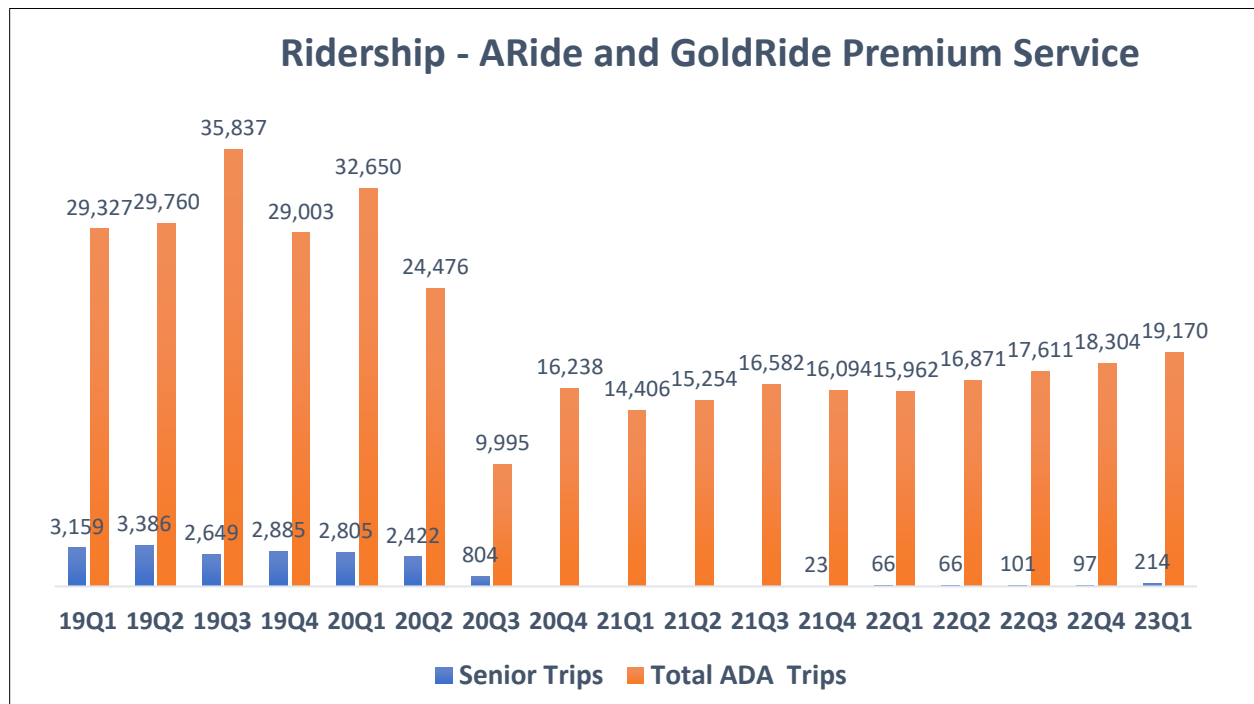
When considering A-Ride costs and service, it should be noted that since 2019, the service has undergone considerable transition. First, it was pulled from an outsourced contractor and brought in-house to AAATA in August of 2020. In August of 2021, it was moved again to an outsourced contractor. Cost / Boarding peaked in Q4 of FY2021 with the start-up costs of the Contractor. As expected, the costs of the program begin to stabilize and slowly decline now that the contractor is well established. Ridership continues to slowly rebound with a 5% increase from Q4 FY2022 to Q1 FY2023 resulting in decreased Cost per Boarding.
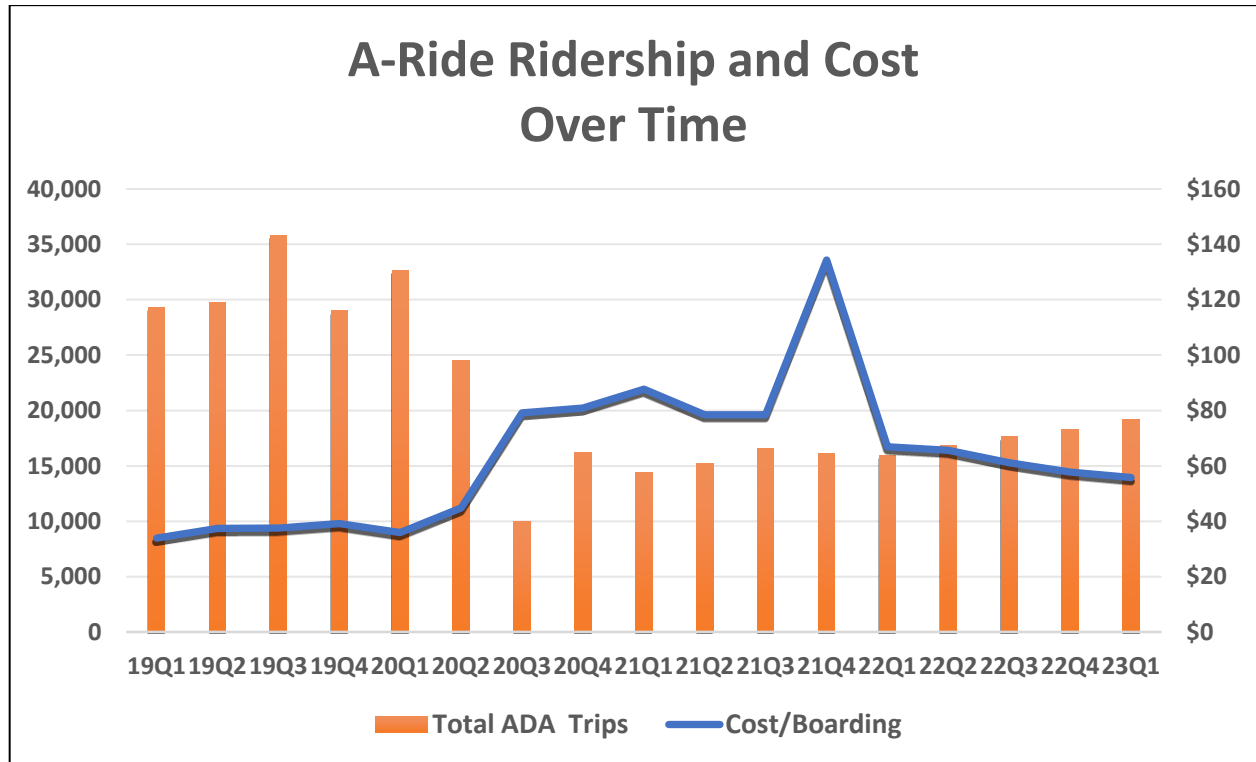
VanRide

At the end of the Q1 FY2023, VanRide data is limited to just the number of van pools, which has increased to 100, 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.FY2023 Q1 shows a continued trend of decreased ridership.

FlexRide Ridership

FlexRide East ──── FlexRide West ────
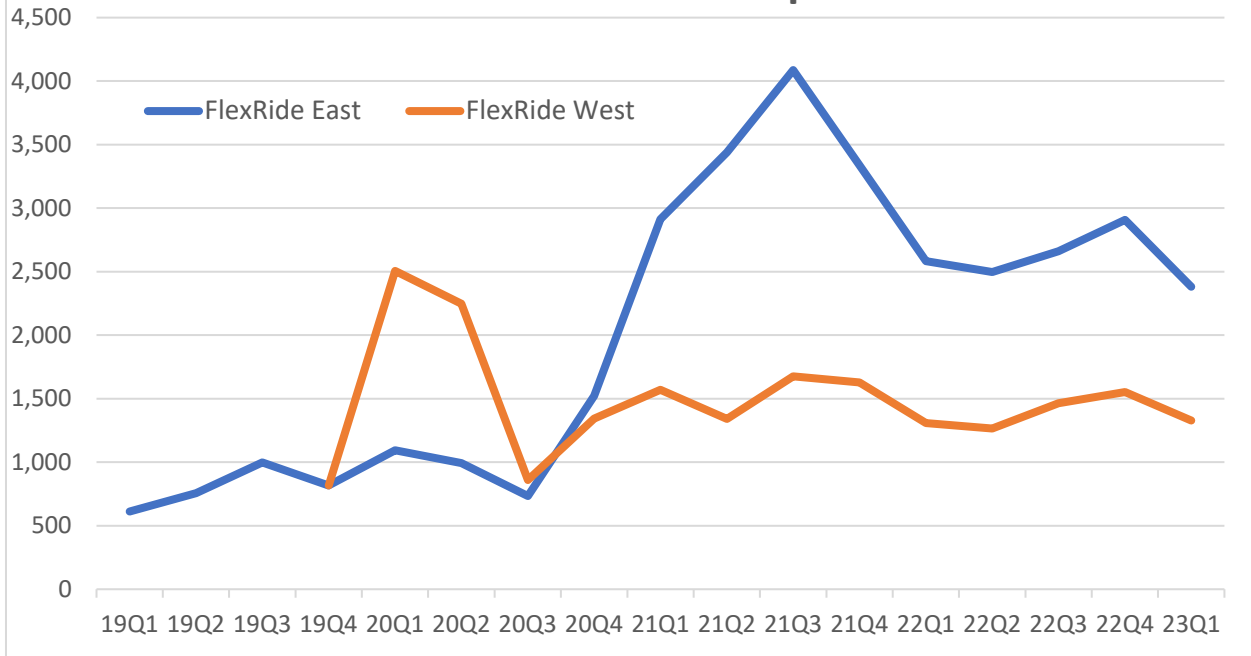
FY2023 Q1

Service and Satisfaction Report

Fixed Route	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Q1 22 - Q1 23	Q1 19 - Q1 23
Measure	Q1	Q1	Q1	Q1	Q1		
Revenue Miles	905,366	862,922	552,018	867,231	834,751	-4%	-8%
Revenue Hours	63,026	84,172	48,081	68,291	69,098	1%	10%
Operational Cost	$6,557,000	$6,430,000	$6,753,445	$9,485,460	$9,124,272	-4%	39%
Boardings	1,712,972	1,637,317	328,895	802,264	1,111,811	39%	-35%
Boardings/Revenue Hour	24	19.4	5.8	11.7	16.1	37%	-33%
Cost/Revenue Hour	$104.04	$115.11	$120.90	$138.90	$132.05	-5%	27%
Cost/Boarding	$3.83	$3.91	$20.73	$11.82	$8.21	-31%	114%
Preventable Accidents Injury/100,000 miles	1.8	1.9	0.9	1.5	1.0	-34%	-44%
On-time Performance	NA	72%	77%	NA	NA	NA	NA
Percent of Passengers on an On-time Bus	72%	70%	NA	NA	NA	NA	NA
Avg Miles Between Road Calls	43,251	37,672	67,278	7,684	23,825	210%	-45%
Average Age of Fleet	5	7	5.8	6.57	7.57	15%	51%
Complaints/100,000 Boardings	15.0	0.7	2.1	0.2	0.6	153%	-96%
Compliments/100,000 Boardings	NA	1.8	1.2	0.7	0.8	-32%	NA
* Previously Reported Data integrety concern							
ARide/ParaTransit	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Q1 22 - Q1 23	Q1 19 - Q1 23
Measure	Q1	Q1	Q1	Q1	Q1		
Revenue Miles	192,348	193,873	125,741	147,767	175,900	19%	-9%
Revenue Hours	23,010	19,551	11,255	10,981	11,954	9%	-48%
Operational Cost	$1,200,131	$1,171,482	$1,262,598	$1,068,211	$1,070,335	0%	-11%
Senior Trips	3,159	2,805	NA	66	214	224%	-93%
Total ADA Trips	29,327	32,650	14,406	15,962	19,170	20%	-35%
Cost/Revenue Hour	$52.16	$59.92	$112.18	$97.28	$89.54	-8%	72%
Boardings/Revenue Hour	1.54	1.67	1.28	1.46	1.62	11%	5%
Cost/Boarding	$33.90	$35.88	$87.64	$66.92	$55.83	-17%	65%
Ontime Performance with 30 Minute Service Window	97%	96%	97%	98%	96%	-2%	-1%
Complaints/100,000	34.1	NA	20.8	56.4	31.3	-44%	-8%
Compliments/100,000	NA	NA	20.8	12.5	125.20	899%	NA
ADA Service Denials/ADA Boardings	0	0	0	0.00019	0.00068	261%	NA
VanPool	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Q1 22 - Q1 23	Q1 19 - Q1 23
Measure	Q1	Q1	Q1	Q1	Q1		
Number of Vanpools at End of Quarter	104	126	85	95	100	5%	-4%
FlexRide	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	Q1 22 - Q1 23	Q1 19 - Q1 23
Measure	Q1	Q1	Q1	Q1	Q1		
Operational Cost (Contractor)	NA	NA	$215,853	$154,483	$153,851	0%	NA
Trips - East Service Area	612	1,093	2,913	2,584	2,568	-13%	215%
Trips - West Service Area	NA	2,506	1,569	1,308	1,595	-5%	NA
Cost/Boarding	NA	NA	$48.16	$39.69	$36.96	-16%	NA

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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.