

ISSUE BRIEF: 2022 Q1 Service Report
Service Committee Meeting Date:
Agenda Item:

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
<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, and I request that the Board accept this as an operational update.</p> <p>This report is populated with available data for Fixed Route, Paratransit, VanRide, FlexRide, and A2D2 services. A glossary of terms for currently tracked metrics is attached.</p> <p>It should be noted that the data collection and reporting for the Q1 of 2022 period are impacted by the COVID-19 Emergency that began in the last three weeks of Q2 2020. Comparisons of Q1 2022 to Q1 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 emergency and recovery.</p> <p>Q1 FY2022 data reflects a system at less than full service. Staffing shortages necessitated frequency reductions on some routes. It should be noted that while travel restrictions have been lifted, health advisories still encourage distancing and many employers have virtual work options and many services are offered virtually. For this reason, return to public transit has lagged and services like VanRide have yet to rebound. Complete VanRide use numbers were not available at the time of this report.</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. 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. FY 2022 Q1 Service Report2. Glossary of Terms



FY2022 Q1

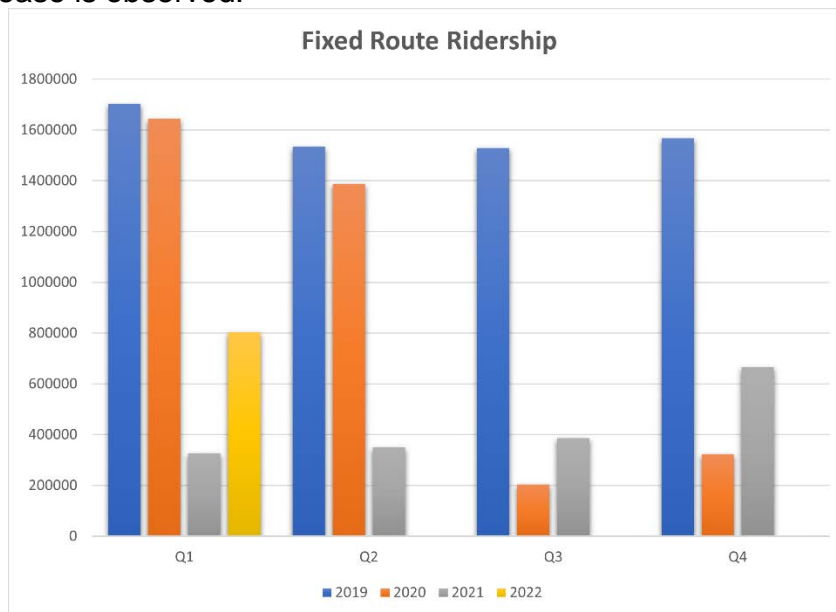
Service and Satisfaction Report Highlights

October 1, 2021 – December 31, 2021

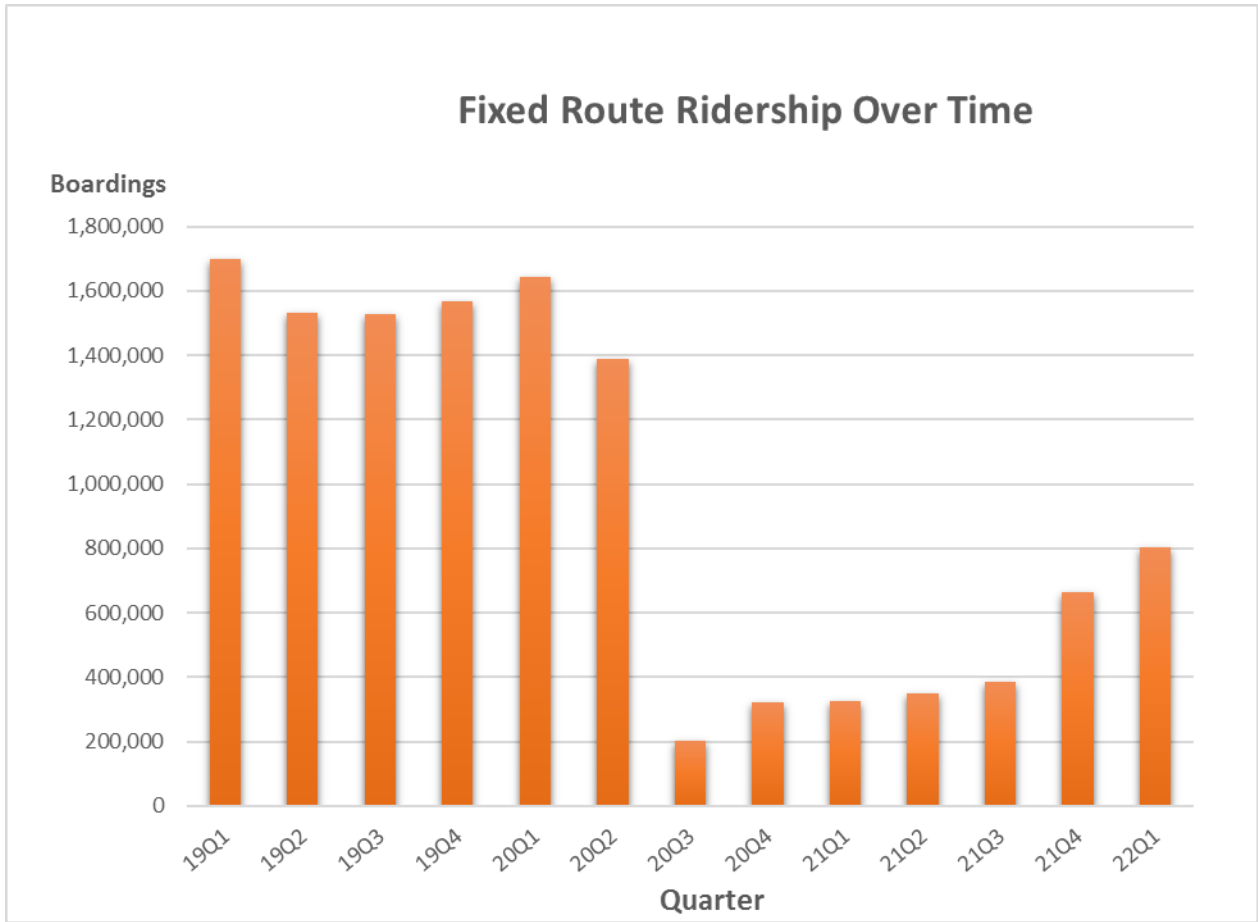
The data collection and reporting continue to be impacted by the COVID-19 Emergency. Staffing shortages necessitated reductions in service beginning in November 2021. Metrics that rely on a quarterly average do not reflect performance under typical conditions.

Fixed Route Ridership and Cost

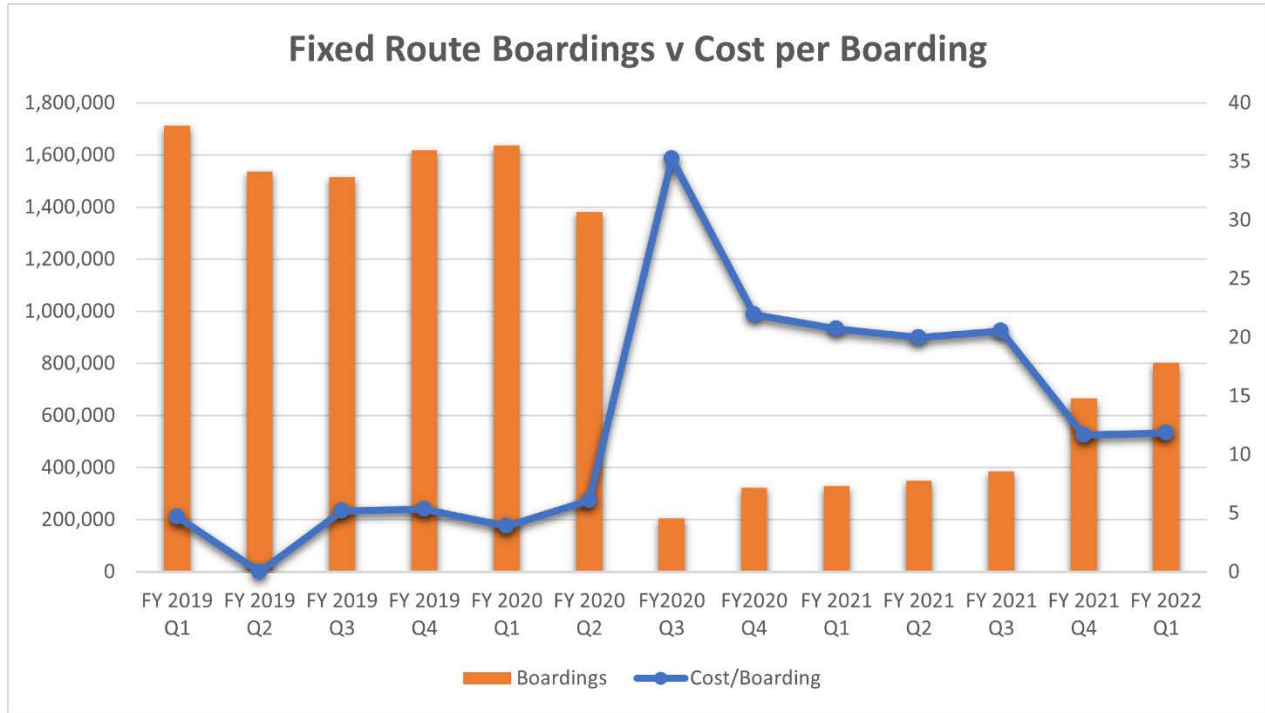
Ridership in Q1 2022 began to rebound in this quarter as students returned to campus and some employers began to encourage employees to work in-person during some part of the work week. Compared to the same quarter in 2019, ridership is still down significantly from pre-pandemic levels. When ridership is compared to the same quarter in 2021, a significant increase is observed.



Comparing quarter to quarter may be helpful; visualizing the change in ridership through the Covid Emergency may also be insightful.



Cost per passenger boarding has risen 152% from \$4.70 in Q1 of 2019, our pre-pandemic comparison quarter. Reduced ridership, fixed costs plus the added costs associated with sanitation, decreased bus capacity, and modifications are responsible for this significant increase in the cost of providing fixed route service.

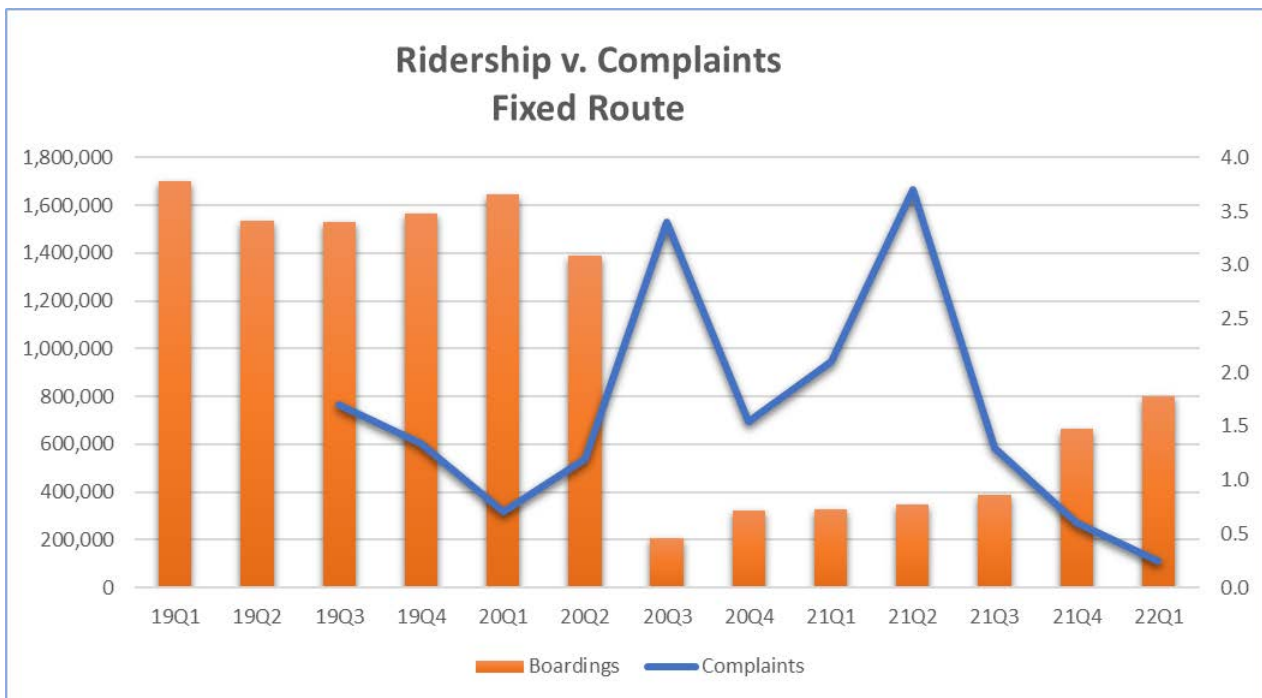


Cost per passenger boarding has decreased 43% since the same quarter last year as passenger volume increases and operational costs stabilize.

Fixed Route Satisfaction, Reliability and Safety

Satisfaction

Customer satisfaction can be evaluated using the number of complaints received by our Customer Service Officer. Complaints have decreased from non-pandemic levels. This could be explained by smaller passenger loads. However, because complaints have also decreased since this same time last year, as passenger numbers have begun to rebound. This leads us to believe that while services levels have changed and ridership has fluctuated, riders have fewer complaints. To illustrate, the following chart graphs both ridership and complaints over time.



Reliability as Measured by On-Time Performance

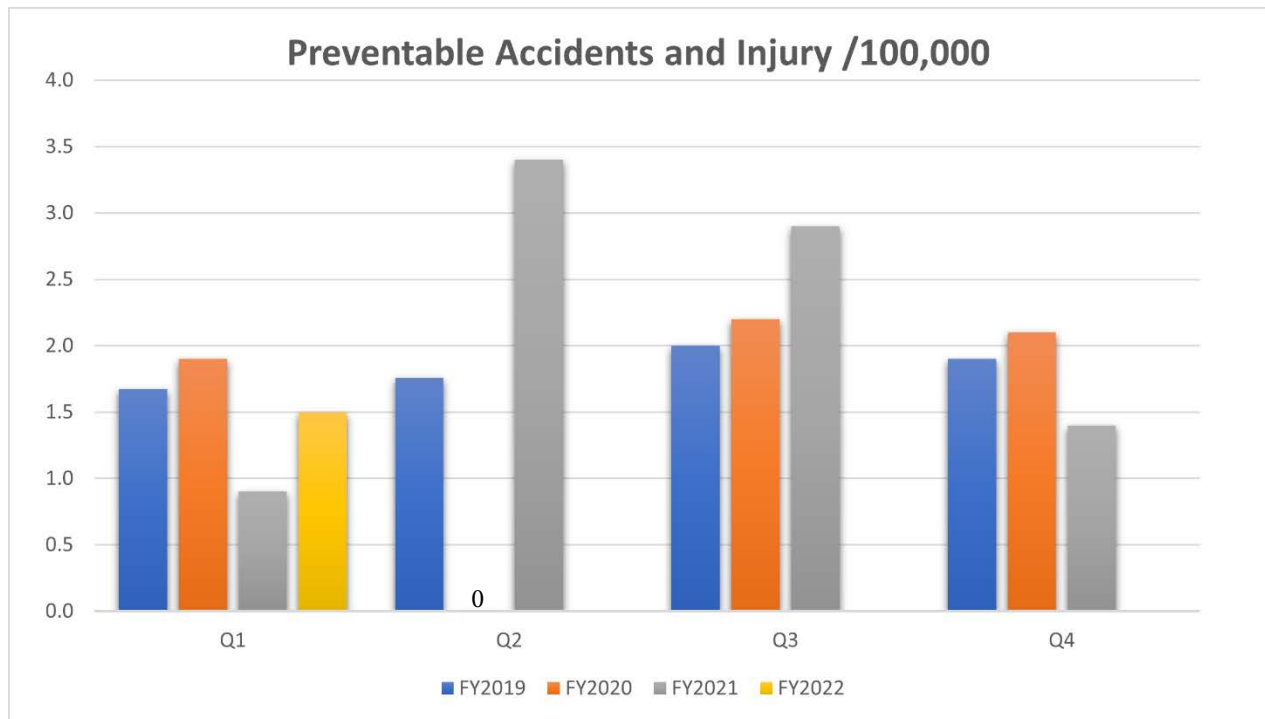
On-Time Performance is used as the measure of reliability for reporting purposes. As of this writing, OTP data from Q1 of 2022 cannot be recovered.

Fixed Route Road Calls as a Measure of Reliability

Upon review of historical data, issues of accuracy and integrity have been discovered. Historic data has not yet been recalculated to allow for a comparison of quarterly information. The NTD definition and requirements have been corrected and we be able to confidently present the data for the “miles between road calls” metric going forward.

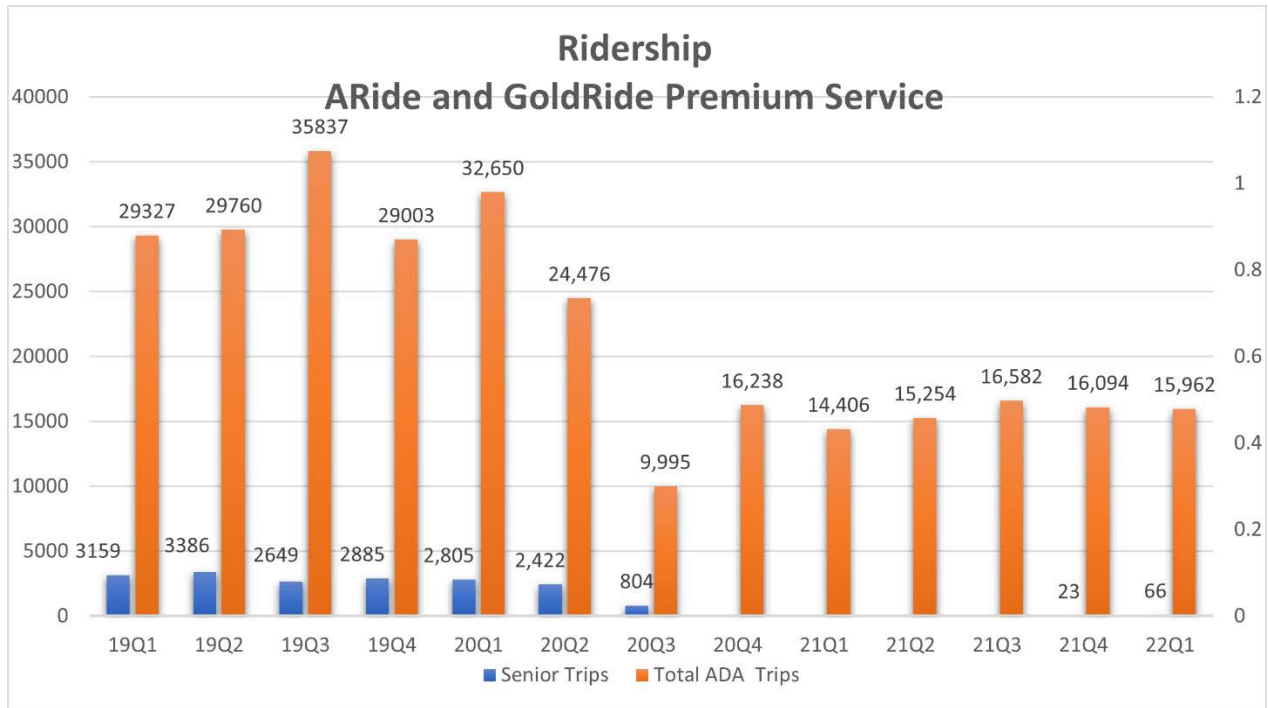
Fixed Route Safety

This metric reports a significant decrease in preventable accidents and incidents in since last year and 2019.



A-Ride: Paratransit Ridership and Costs

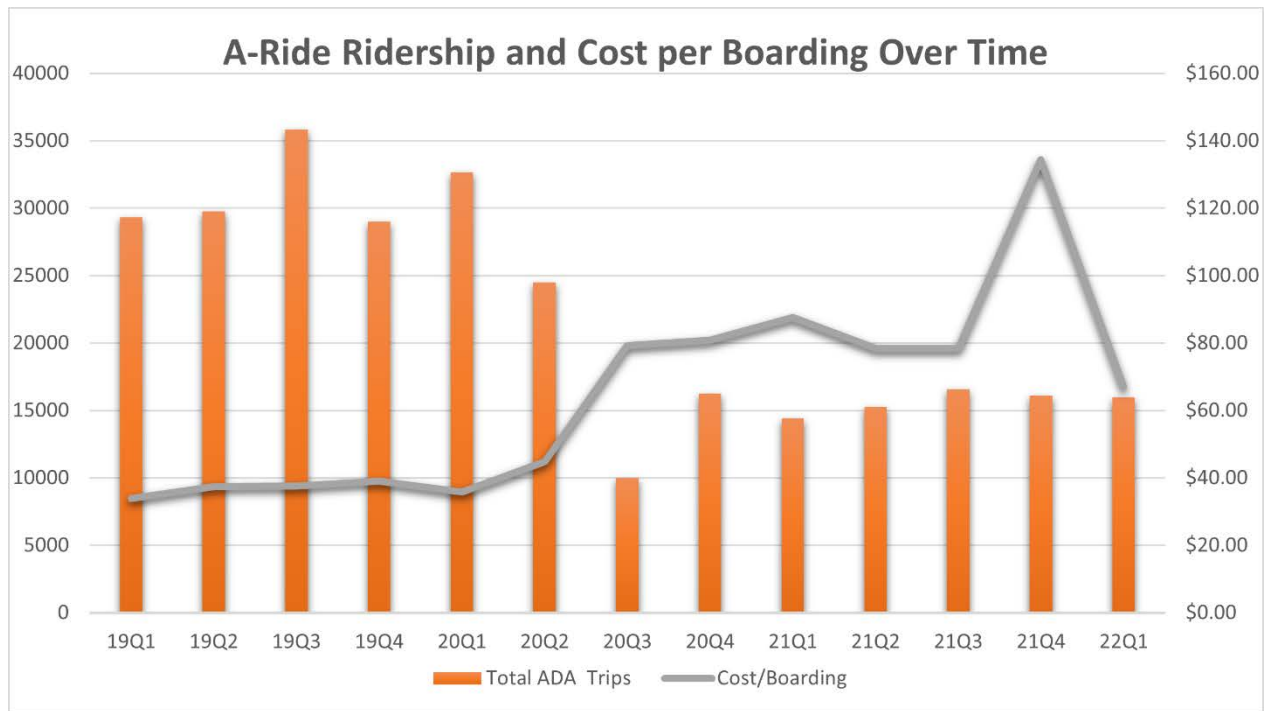
The COVID-19 emergency has continued to impact demand for paratransit services. Ridership numbers have improved since this time last year.



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. Services have somewhat plateaued after reaching the lowest ridership in Q3 of FY2020. The availability of many services virtually may be contributing to the slow return of ridership numbers.

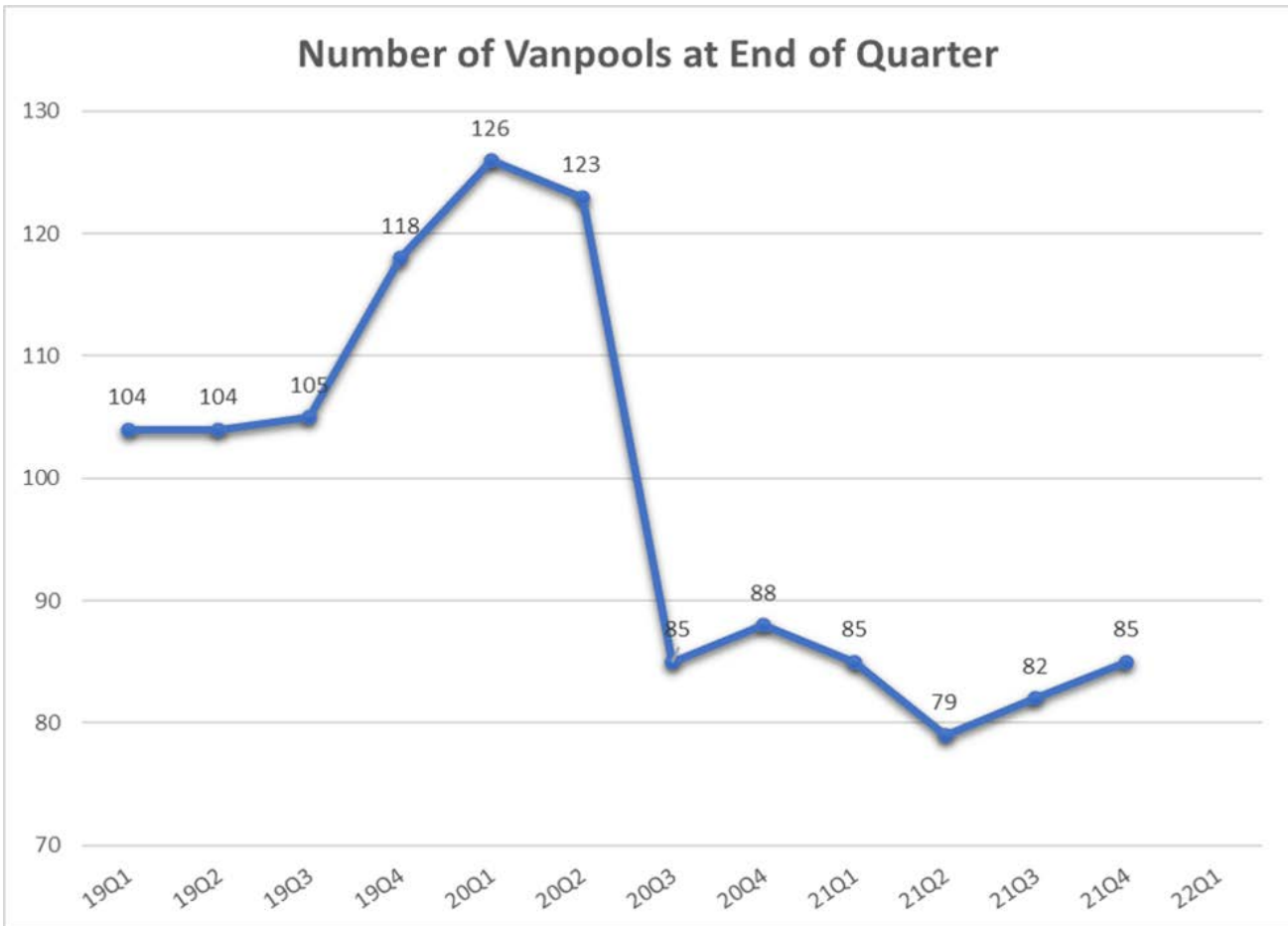
GoldRide On-Demand Services have been returned, though with a significant change in fare. GROD served just 66 passengers in Q1 of FY2022. It should be noted that during this time a completely free on-demand service was offered by AARP. When this service concludes, an increase in GROD service may follow.



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. It would be reasonable to expect the costs of the program will begin to stabilize now that the contractor relationship is established.

VanRide

At the end of Quarter 1, VanRide data are inaccessible due to technology limitations. Given the current atmosphere of safe social distancing and more work-from-home options, it is fair to assume VanRide has yet to rebound. The pandemic has dramatically changed commuting patterns and modes. Data missing from Q4 FY 2021 Report due to technology issues has been restored.



FlexRide

Since the expansion of the FlexRide Service, the Flex Ride East Service Area has seen a significant increase in use since 2019, 322%. It has declined when compared to the same quarter last year. This drop in use is most likely the restoration of fixed route service in the area. The 17% decline of ridership in the West Service Area can also be attributed to a return of fixed route service. Because the contractor invoices on a per ride basis, declining ridership is reflected in a decreased cost.

D2A2

D2A2 Service was restarted on October 18, 2021, eighteen days into the first quarter of the fiscal year. The service provided 3,645 trips in Q1. This is the first ridership data report. It will be provided in future service reports.

Fixed Route Measure	FY 2019 Q1	FY 2021 Q1	FY 2022 Q1	Q1 2021 -Q1 2022	Q1 2019-Q1 2022
Revenue Miles	956,655	552,018	867,231	57%	-9%
Revenue Hours	85,043	48,081	68,291	42%	-20%
Operational Cost	\$8,051,772	\$6,753,445	\$9,485,460	40%	18%
Boardings	1,712,972	328,895	802,264	144%	-53%
Boardings/Revenue Hour	24	5.8	11.7	103%	-67%
Cost/Revenue Hour	\$94.68	\$120.90	\$138.90	15%	47%
Cost/Boarding	\$4.70	\$20.73	\$11.82	-43%	152%
Preventable Accidents Injury/100,000 miles	1.7	0.9	1.5	67%	-10%
On-time Performance	Not Available	77%	Not Available		
Percent of Passengers on an On-time Bus	72	Not Available	Not Available		
Avg Miles Between Road Calls	Under Revision	Under Revision	Under Revision		
Average Age of Fleet	5	5.8	7.5	29%	50%
Complaints/100,000 Boardings	15.0	2.1	0.2	-88%	-98%
Compliments/100,000 Boardings	Not Available	1.2	0.7	-38%	
Finalized financial data for Q1 2022 was not available as of the writing of this report February 15, 2022.					

ARide/ParaTransit Measure	FY 2019 Q1	FY 2021 Q1	FY 2022 Q1	Q1 2021 -Q1 2022	Q1 2019-Q1 2022
Revenue Miles	192,348	125,741	144,518	15%	-25%
Revenue Hours	23,010	11,255	10,661	-5%	-54%
Operational Cost	\$1,200,131	\$1,262,598	\$2,162,030	71%	80%
Senior Trips	3159		23		-99%
Total ADA Trips	29327	14,406	16,094	12%	-45%
Cost/Revenue Hour	\$52.16	\$112.18	\$202.80	81%	289%
Boardings/Revenue Hour	1.54	1.28	1.28	0%	-17%
Cost/Boarding	\$33.90	\$87.64	\$134.34	53%	296%
On-time Performance with 30 Minute Service Window	97%	97%	97%	0%	0%
Complaints/100,000	34.1	20.8	142.9	586%	319%
Compliments/100,000	Not Available	20.8	18.6	-10%	
ADA Service Denials/ADA Boardings			0.0002		

VanRide	FY 2019	FY 2021	FY 2022	Q1 2021 -Q1 2022	Q1 2019-Q1 2022
Measure	Q1	Q1	Q1		
Number of Vanpools at End of Quarter	104	85	Not Available		
Number of Rider Trips Taken	59467	32,449	Not Available		
Avg Fuel Cost to Rider	30.39	\$31.06	Not Available		
Avg Monthly Rider Miles	1102	1121	Not Available		
Federal Subsidy/Rider Trip	2.97	\$4.13	Not Available		
Rider Miles/Gallon	90.81	73.4	Not Available		

FlexRide	FY 2019	FY 2021	FY 2022	Q1 2021 -Q1 2022	Q1 2019-Q1 2022
Measure	Q1	Q1	Q1		
Operational Cost (Contractor)	\$20,661	\$215,853	\$154,483	-28%	837%
East Service Area	612	2913	2584	-11%	322%
West Service Area	0	1569	1308	-17%	
Cost/Boarding	\$33.76	\$48.16	\$39.69	-18%	18%

D2A2	FY 2019	FY 2021	FY 2022
Measure	Q1	Q1	
Number of Rider Trips Taken			3,645

FY2021 Q4

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.

Complaints

A 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.