
2023 Q3 Service Report

Service Committee Meeting Date: September 5, 2023

Board Meeting Date: September 21, 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 Dec, March, June, 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.

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.

Q3 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 undergone validation and confirmation required through the NTD process. 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 Q3 Service Report

Operations Report

Ann Arbor Area Transportation Authority

For the Period Ended June 30, 2023

FixedRoute

Fixed Route	FY 2023	FY 2023	FY 2023	FY 2023	Q2 22 -	Q2 19 -	Q3 22 -	Q3 19 -	Q4 21 -	Q4 19 -
Measure	Q1	Q2	Q3	Q4	Q2 23	Q2 23	Q3 23	Q3 23	Q4 22	Q4 22
Boardings	1,111,811	1,141,926	1,002,837		42%	-26%	28%	-34%	47%	-40%
Boardings/Revenue Hour	16.1	16.8	15.1		32%	-24%	19%	-28%	20%	-36%
Cost/Revenue Hour	\$132.05	\$144.95	\$157.07		5%	52%	4%	28%	5%	14%
Cost/Boarding	\$8.21	\$8.62	\$10.43		-20%	117%	-13%	101%	-12%	91%
Preventable Accidents Injury/100,000 miles	1.0	1.0	1.2		-30%	-45%	-21%	-40%	-22%	-41%
On-time Performance	NA	NA	81%		NA	NA	NA	5%	NA	NA
Avg Miles Between Road Calls	23,825	26,996	31,387		17%	32%	54%	32%	11%	14%
Average Age of Fleet	6.99	7.99	7.99		6%	23%	6%	23%	18%	16%
Complaints/100,000 Boardings	0.6	1.9	2.6		3%	NA	104%	53%	121%	2%
Compliments/100,000 Boardings	0.8	3.9	2.0		63%	NA	-2%	-49%	-32%	-64%



TheRide had a total ridership of 1,002,837 at the end of the third quarter and operated within budget.



Ridership was lower than at the end of Q2 by **139,089**.



Complaints were lower than at the end of Q2.

Boardings for Q3 of 2023

Boardings for Q3 of 2023 are down compared to Q2 of 2023, but when compared to Q3 of 2022 we see that ridership is still up 28%

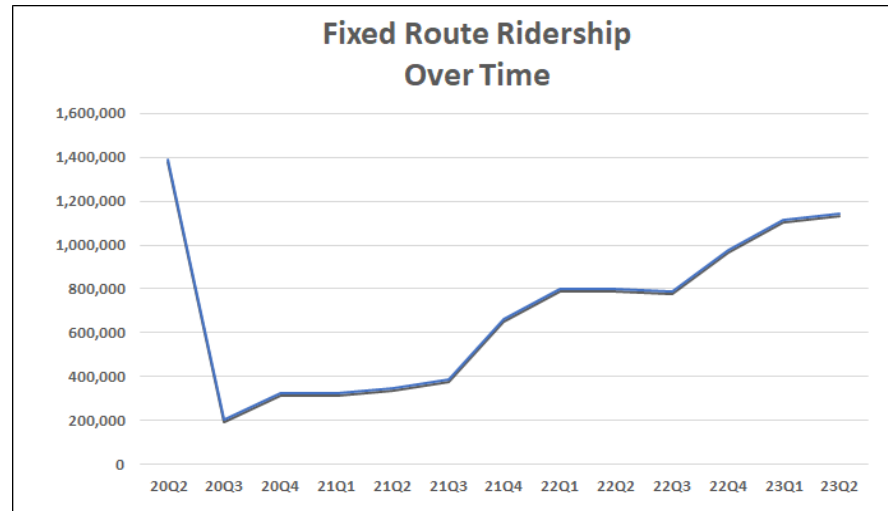
Boardings Q3 2023	1,002,837
Boardings Q3 2022	786,031
Growth in Boardings	216,806

Operations Report

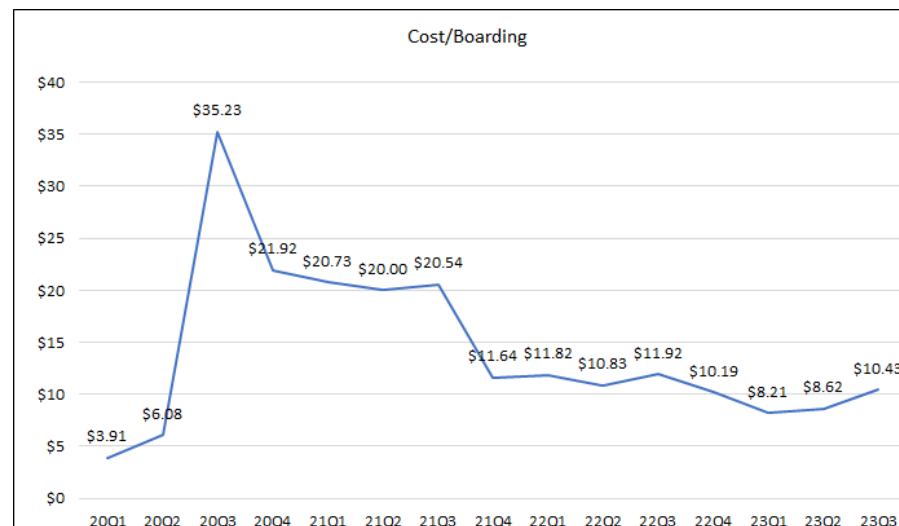
Ann Arbor Area Transportation Authority

For the Period Ended June 30, 2023

Fixed Route Ridership Comparisons



Fixed Route Cost Per Boarding



Operations Report

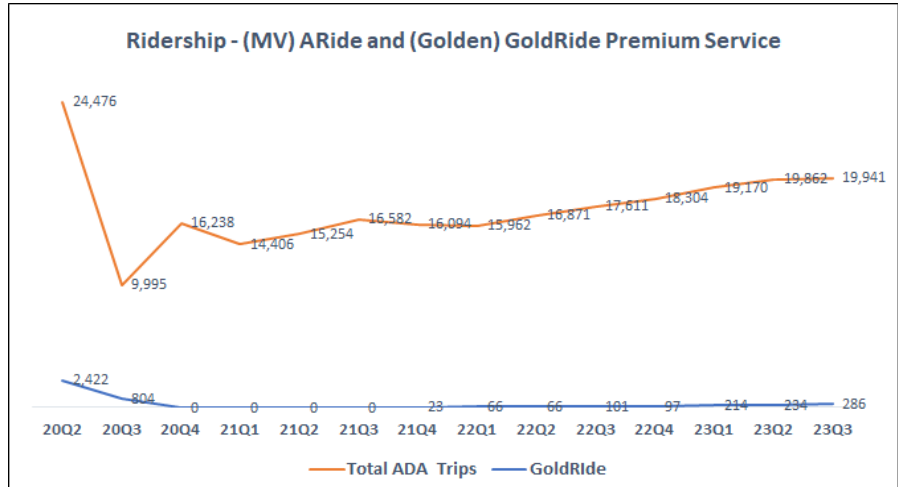
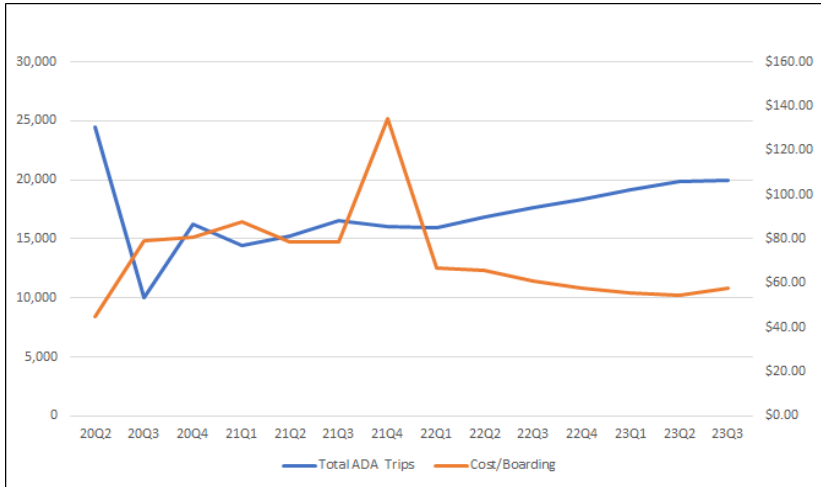
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For the Period Ended June 30, 2023

ARide / ParaTransit

MV - ARide/ParaTransit Measure	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	Q2 22 - Q2 23	Q2 19 - Q2 23	Q3 22 - Q3 23	Q3 19 - Q3 23	Q4 21 - Q4 22	Q4 19 - Q4 22
Total ADA Trips	19,170	19,862	19,941		18%	-33%	13%	-31%	14%	-37%
Cost/Revenue Hour	\$89.54	\$88.23	\$84.90		-11%	55%	-13%	42%	-57%	47%
Boardings/Revenue Hour	1.62	1.64	1.49		8%	7%	-7%	-2%	19%	0%
Cost/Boarding	\$55.83	\$54.36	\$57.65		-17%	45%	-6%	47%	-57%	48%
Ontime Performance with 30 Minute Service	96%	95%	98%		-2%	-1%	2%	2%	0%	1%
Complaints/100,000	31.3	85.6	90.3		31%	59%	165%	25%	-62%	-25%
Compliments/100,000	104.33	120.83	30.09		57%	NA	-79%	NA	603%	NA
ADA Service Denials/ADA Boardings	13	5	14		67%	NA	NA	NA	0%	0%

(MV) ARide Ridership Cost Per Boarding



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.

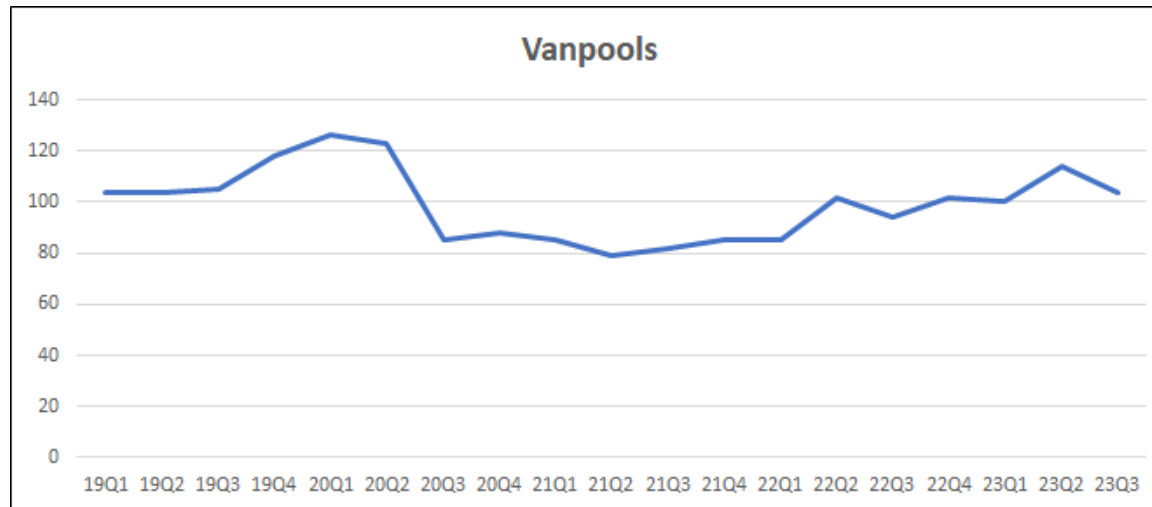
Operations Report

Ann Arbor Area Transportation Authority

For the Period Ended June 30, 2023

Vanpool

VanPool Measure	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	Q2 22 - Q2 23	Q2 19 - Q2 23	Q3 22 - Q3 23	Q3 19 - Q3 23	Q4 21 - Q4 22	Q4 19 - Q4 22
Number of Vanpools at End of Quarter	100	114	104		12%	10%	11%	-1%	20%	-13%
Number of Rider Trips Taken	37,778	40,025	41,856		13%	-33%	9%	-30%	-62%	-78%
Avg Fuel Cost to Rider	\$37.12	\$61.55	\$54.52		-5%	115%	-31%	66%	-4%	45%
Avg Monthly Rider Miles	256	152,580	162,418		7%	13475%	8%	14441%	-79%	-76%
Federal Subsidy/Rider Trip		\$3.96	\$3.22		-14%	36%	2%	10%		
Rider Miles/Gallon	10.24	25.29	29.47		38%	-72%	10%	-67%	-89%	-90%



Operations Report

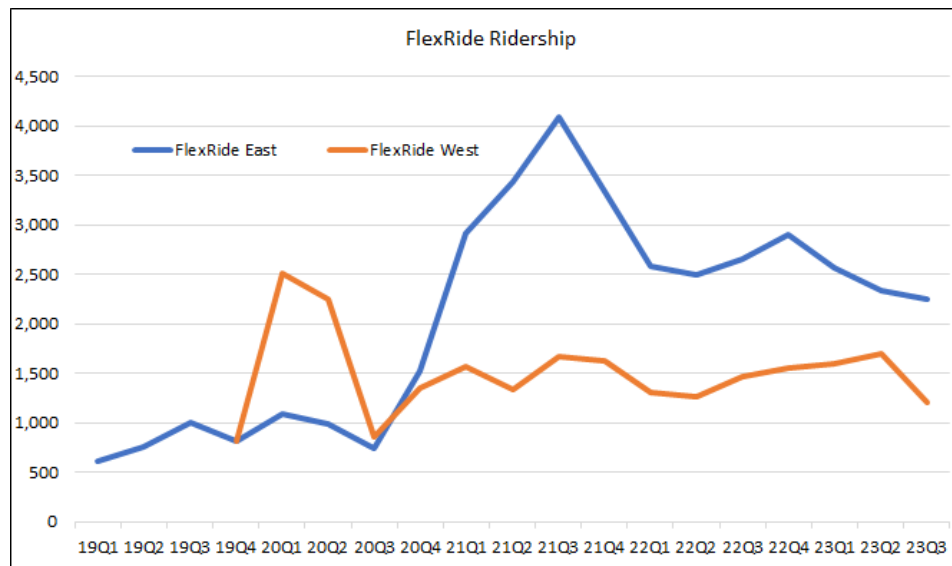
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For the Period Ended June 30, 2023

FlexRide

Golden - FlexRide Measure	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	Q2 22 - Q2 23	Q2 19 - Q2 23	Q3 22 - Q3 23	Q3 19 - Q2 23	Q4 21 - Q4 22	Q4 19 - Q4 22
Operational Cost (Contractor)	\$153,851	\$154,525	\$154,128		2%	581%	-1%	NA	-24%	193%
Trips - East Service Area	2,568	2,337	2,254		-6%	209%	-15%	134%	-13%	256%
Trips - West Service Area	1,595	1,442	1,206		14%	NA	-18%	NA	-5%	90%
Cost/Boarding	\$36.96	\$40.89	\$44.55		1%	36%	18%	NA	-16%	7%
Boardings Late Night/Holiday	NA	2723	2520							
Denials East	NA	11	29							
Denials West	NA	6	3							
Denials Late Night / Holiday	NA	21	36							
Boardings	NA	6502	5980							
Trip Denials	NA	38	68							

Data for Q1 of FY23 is unavailable as it wasn't requested or measured until Q2 of FY23



Operations Report

Ann Arbor Area Transportation Authority
 For the Period Ended June 30, 2023

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