

Ann Arbor Transportation Authority
Report of Operations - Unaudited
For the Three Months Ended December 31, 2010

	12/31/2010	12/31/2010	Favorable		Comparison to Prior Year		
	Year to Date	Year to Date	(Unfavorable)	Percent	12/31/2009	Favorable	
	Budget	Actual	Variance		Year to Date	(Unfavorable)	Percent
Revenues:					Actual	Variance	
Passenger Revenue	\$525,776	\$544,315	\$18,539	3.5%	\$442,587	\$101,728	23.0%
Subcontracted Revenue	145,057	134,338	(10,719)	-7.4%	146,010	(11,672)	-8.0%
Special Fares (EMU & UofM)	754,892	702,248	(52,644)	-7.0%	669,206	33,042	4.9%
Interest and Other	87,994	31,255	(56,739)	-64.5%	56,713	(25,458)	-44.9%
Local Tax Revenue	2,353,643	2,358,946	5,303	0.2%	2,458,006	(99,060)	-4.0%
Purchase of Service Agreements	337,703	300,656	(37,047)	-11.0%	298,866	1,790	0.6%
State Operating Assistance	1,871,499	1,752,163	(119,336)	-6.4%	1,723,014	29,149	1.7%
Federal Operating Assistance	873,973	525,169	(348,804)	-39.9%	488,740	36,429	7.5%
Total Revenues	6,950,537	6,349,090	(601,447)	-8.7%	6,283,142	65,948	1.0%
Expenses:							
Wages							
Operator Wages	1,493,253	1,526,973	(33,720)	-2.3%	1,391,511	(135,462)	-9.7%
Other Wages	1,190,665	1,143,541	47,124	4.0%	1,066,289	(77,252)	-7.2%
Total Wages	2,683,918	2,670,514	13,404	0.5%	2,457,800	(212,714)	-8.7%
Fringe Benefits:							
Payroll Taxes	207,778	205,041	2,737	1.3%	195,241	(9,800)	-5.0%
Pension	223,543	225,799	(2,256)	-1.0%	208,432	(17,367)	-8.3%
Medical Insurance	459,752	452,201	7,551	1.6%	385,398	(66,803)	-17.3%
Post-Retirement Benefits	102,315	83,873	18,442	18.0%	97,507	13,634	14.0%
Other Fringe Benefits	201,719	191,831	9,888	4.9%	184,762	(7,069)	-3.8%
Total Fringe Benefits	1,195,107	1,158,745	36,362	3.0%	1,071,340	(87,405)	-8.2%
Purchased Services:							
Contracted Maintenance	91,922	64,505	27,417	29.8%	74,242	9,737	13.1%
Consulting Fees	164,848	115,883	48,965	29.7%	62,439	(53,444)	-85.6%
Security Services	52,824	22,235	30,589	57.9%	43,246	21,011	48.6%
Mobility Management	50,100	64,595	(14,495)	-28.9%	23,126	(41,469)	-179.3%
Other Purchased Services	A 178,498	136,169	42,329	23.7%	93,418	28,823	30.9%
Total Purchased Services	538,192	403,387	134,805	25.0%	296,471	160,302	54.1%
Materials and Supplies:							
Diesel Fuel and Gasoline	364,300	391,896	(27,596)	-7.6%	347,347	(44,549)	-12.8%
Fuel Futures (Gain) Loss	0	(69,531)	69,531	-100.0%	214,809	284,340	132.4%
Bus Parts	137,778	82,262	55,516	40.3%	93,534	11,272	12.1%
Printing	34,013	8,841	25,172	74.0%	6,422	(2,419)	-37.7%
Other Materials and Supplies	B 249,787	225,686	24,101	9.6%	188,541	(37,145)	-19.7%
Total Materials and Supplies	785,878	639,154	146,724	18.7%	850,653	211,499	24.9%
Utilities	C 91,028	91,287	(259)	-0.3%	100,794	9,507	9.4%
Casualty & Liability Insurance	110,049	99,090	10,959	10.0%	100,208	1,118	1.1%
Purchased Transportation:							
Airide and Good as Gold	777,835	762,956	14,879	1.9%	770,391	7,435	1.0%
Night Ride	74,186	67,954	6,232	8.4%	68,888	934	1.4%
WAVE, People's Express, Guar Ride	265,248	268,784	(3,536)	-1.3%	238,724	(30,060)	-12.6%
Total Purchased Transportation	1,117,269	1,099,694	17,575	1.6%	1,181,323	81,629	6.9%
Other Expenditures	D 132,268	88,326	43,942	33.2%	68,150	(20,176)	-29.6%
Local Depreciation	52,500	52,500	0	0.0%	65,001	12,501	19.2%
Total Expenses	6,706,209	6,302,697	403,512	6.0%	6,191,740	654,553	10.6%
Gain (Loss) from Operations	\$244,328	\$46,393	(\$197,935)		\$91,402	(45,009)	

Variances:

Detail of Budget Variances - Positive (Negative):

	December		December
	Year to Date		Year to Date
A: Other Purchased Services Variances:		C: Utilities Variances:	
Management & Agency Fees	\$18,828	Natural Gas	1,700
Physical Exam Fees	(333)	Electricity	(4,660)
Legal Fees	(5,167)	Water	1,574
Auditing Fees	5,000	Telephone	1,127
Collection Fees	(54)		(259)
IT Services	9,333		
Custodial Services	1,277	D: Other Expenses Variances:	
Internet Services	10,361	Uniform Expense	5,642
Towing	1,343	Postage	2,944
Admin Fee - Benefit Source	1,741	Dues and Subscriptions	(2,028)
	42,329	Conference and Travel	5,483
		Media costs	15,007
B: Other Materials and Supplies Variances:		Employee Development	11,891
Lubricants	5,739	Recruitment and Hiring	249
Tires, Tubes and Wheels	(5,235)	Equipment Rental	4,754
Tools and Equipment	1,790		43,942
Equipment Repair	807		
Other Materials and Supplies	21,834		
Computer Software	(834)		
	24,101		

Ann Arbor Transportation Authority
Report to the Treasurer: Summary Operating Statement by Mode
For the Three Months Ended December 31, 2010

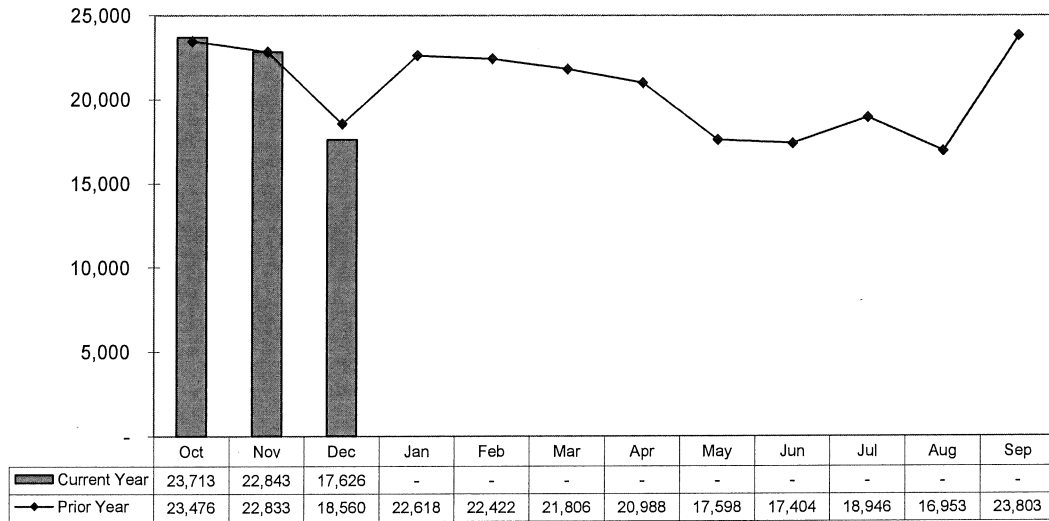
Year-To-Date Summary Operating Statement by Mode						
	Fixed Route	Demand Response	NonUrban	Commuter Express	WALLY, GDT, County-Wide	Total Actual
Revenues (except Property Tax):						
Passenger Revenue	\$484,478	\$43,510	\$0	\$16,327	\$0	\$544,315
Subcontracted Revenue	\$0	\$119,338	\$15,000	\$0	\$0	\$134,338
Special Fares (EMU,UofM,go!Pass)	\$702,248	\$0	\$0	\$0	\$0	\$702,248
Interest, Advertising and Other	\$30,863	\$0	\$0	\$0	\$392	\$31,255
Purchase of Service Agreements	\$140,202	\$51,674	\$108,780	\$0	\$0	\$300,656
State Operating Assistance	\$1,339,964	\$289,599	\$104,583	\$18,017	\$0	\$1,752,163
Federal Operating Assistance	\$275,000	\$50,000	\$43,950	\$15,000	\$141,219	\$525,169
Total Revenues	\$2,972,755	\$554,121	\$272,313	\$49,344	\$141,611	\$3,990,144
Expenses:						
Wages	2,513,432	31,004	3,827	37,766	84,485	2,670,514
Fringe Benefits	1,090,312	14,158	1,748	13,945	38,582	1,158,745
Purchased Services	196,456	64,595	4,034	5,882	132,420	403,387
Diesel Fuel, Net of Futures	317,665	0	0	4,700	0	322,365
Materials and Supplies	284,973	18,842	1,584	4,858	6,532	316,789
Utilities	84,479	4,564	0	1,331	913	91,287
Insurance	84,763	9,909	991	1,445	1,982	99,090
Purchased Transportation	0	830,910	268,784	0	0	1,099,694
Other Expenses	56,352	1,550	1,767	1,888	26,770	88,326
Local Depreciation	51,735	0	0	765	0	52,500
Total Expenses	4,680,166	975,533	282,734	72,580	291,684	6,302,697
Net Local Property Tax Applied	(\$1,707,412)	(\$421,412)	(\$10,421)	(\$23,236)	(\$150,073)	(\$2,312,553)
Percent of Total	73.8%	18.2%	0.5%	1.0%	6.5%	100.0%
Local Property Taxes						\$2,358,946
AATA Agency Wide Surplus (Loss)						\$46,393
Service Hours	47,165	18,253		688		66,106
Cost per Service Hour	\$ 99.23	\$ 53.45		\$ 105.54		
Passengers	1,506,195	38,506		4,990		1,549,691
Cost per Passenger	\$ 3.11	\$ 21.58		\$ 14.55		
Percentage of Costs Paid by Riders	25.4%	16.7%		22.5%		

Balance Sheet	
Assets:	12/31/2010
Cash & Investments	\$11,848,107
Accounts Receivables	1,224,064
Grants Receivables	1,507,407
Other Receivables	417,748
Inventory	725,755
Prepaid Expenses	413,057
Total Current Assets	16,136,138
Land & Buildings	24,116,916
Equipment	41,595,252
Accum Depreciation	(33,457,310)
Net Fixed Assets	32,254,858
Total Assets	\$48,390,996
Liabilities:	
Accounts payable	\$482,224
Accrued Payroll	431,438
Accrued Vacation	969,357
Other Accruals	173,409
Unearned Revenue	5,249,361
Post-Retire Benefits	269,735
	7,575,524
Equity:	
Invested in Fixed Assets	32,254,858
Unrestricted	8,560,614
Total Equity	40,815,472
Total Liab & Equity	\$48,390,996
Total FY 2011 Expenses	\$27,030,407
Months in Unrestricted	
Net Assets (Min 2.0)	3.80

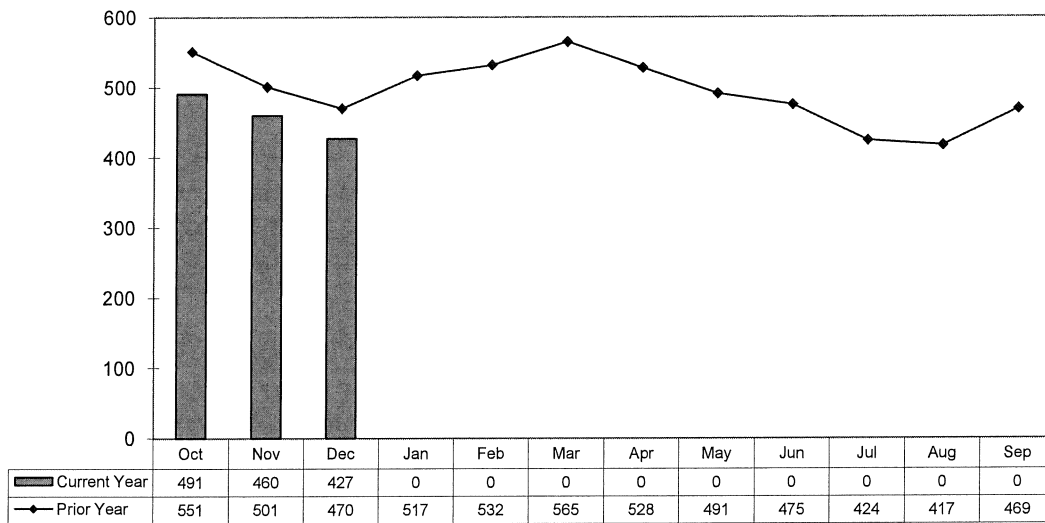
Monthly Performance Report

December 2010

Fixed Route Average Weekday Passengers



A-Ride Average Weekday Passengers



Ann Arbor Transportation Authority

Performance Report - Year to Date

Urban Fixed-Route Service				December 2010	
Performance Indicators	Actual Year to Date	Budgeted Year to Date	Budgeted % Variance	Previous Year to Same Date	% Variance
Average # of Weekday Passengers	21,278			21,585	-1%
Passengers per Service Hour	32.0	31.8	1%	33.2	-3%
Operating Expense per Passenger	\$ 3.10	\$ 3.38	-8%	\$ 3.21	-3%
Operating Expense per Service Hour	\$ 99.23	\$ 107.51	-8%	\$ 106.37	-7%
Operating Expense per Service Mile	\$ 7.01	\$ 7.95	-12%	\$ 7.70	-9%
Percent of Cost paid by Passenger	25.4%	18.3%	39%	22.2%	14%

Base Data	Actual Year to Date	Previous Year to Same Date	Previous Year % Variance
Service Inputs			
AATA Operating Expenses	\$ 4,680,166	\$ 4,843,074	-3%
Service Outputs			
AATA Service Hours	47,165	45,531	4%
AATA Service Miles	668,059	628,682	6%
Service Consumption			
AATA Passengers	1,511,185	1,509,674	0%
AATA Passenger Revenue	\$ 1,186,726	\$ 1,074,918	10%
Total # of Weekday Passengers	1,383,082	1,381,442	0%

Number of Weekdays

Fy 2010:

64

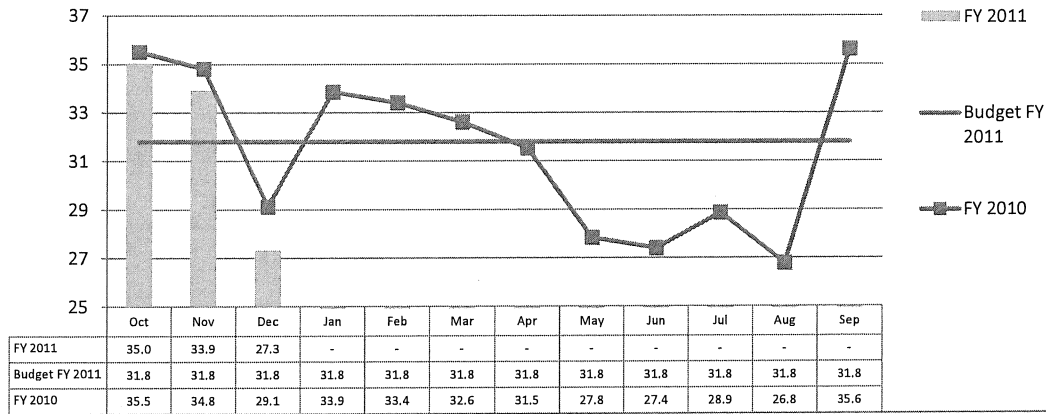
Fy 2011:

65

Urban Fixed Route Service

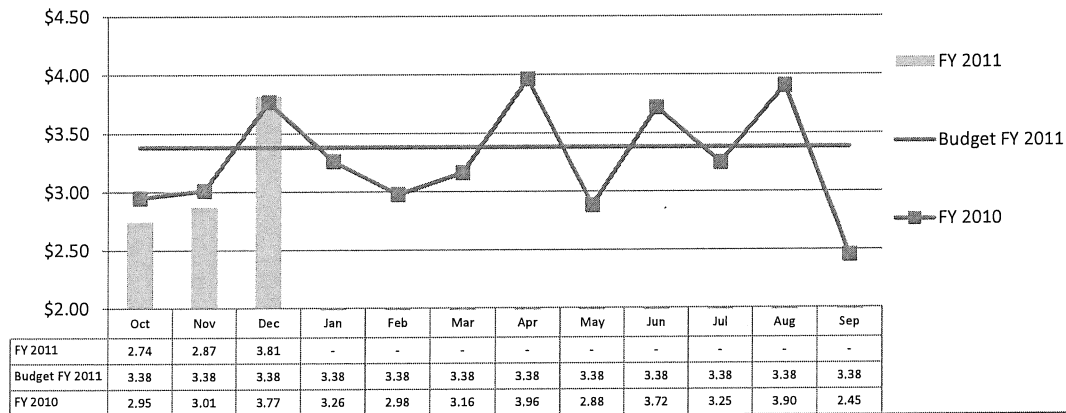
Passengers per Service Hour

October 1, 2010 - December 31, 2010



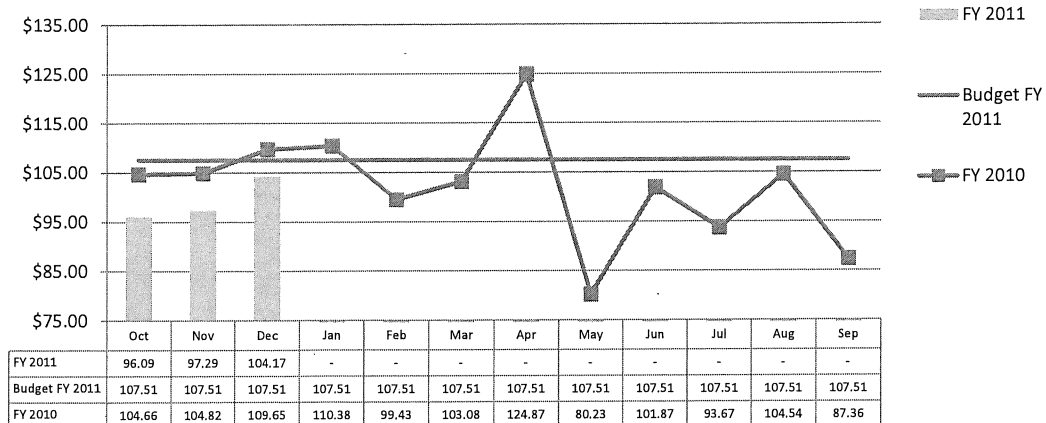
Operating Expense per Passenger

October 1, 2010 - December 30, 2010



Operating Expense per Service Hour

October 1, 2010 - December 31, 2010



Performance Report - Year to Date

Urban Demand-Response Service

Performance Indicators	Actual Year to Date	Budgeted Year to Date	December 2010	
			to Same Date	Previous Year % Variance
Average # of Weekday Passengers	506			
Passengers per Service Mile	0.135	0.133	550	-8%
Operating Expense per Passenger	24.97	22.02	0.141	-4%
Operating Expense per Service Mile	3.38	2.92	22.95	9%
Percent of Cost paid by Passenger	17%	16%	3.24	4%
			15%	9%

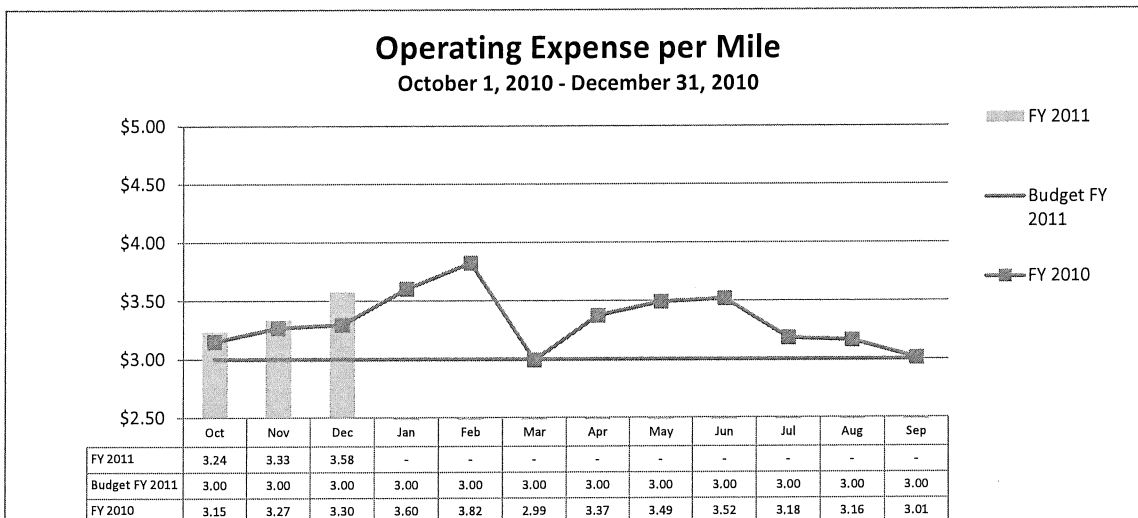
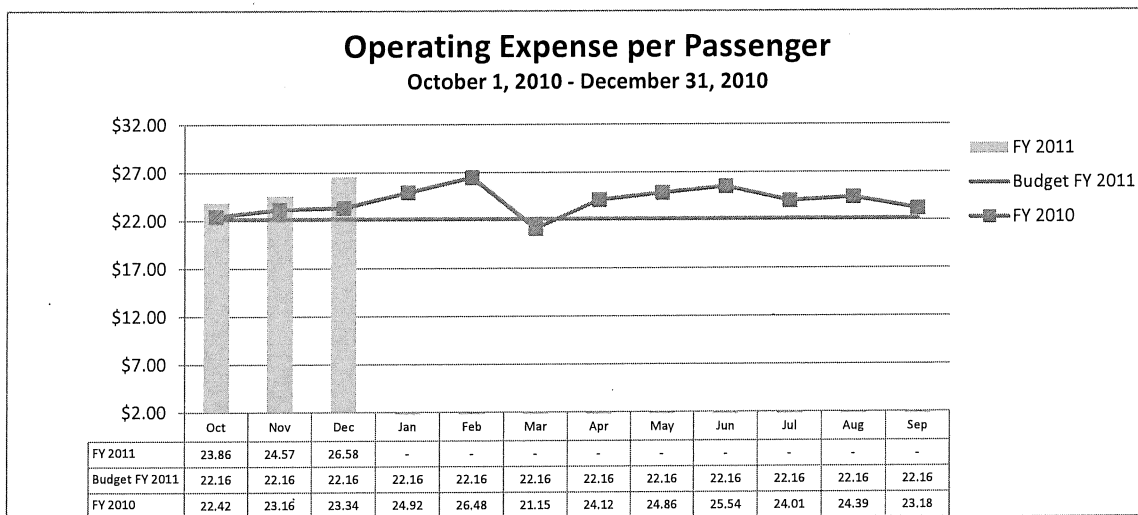
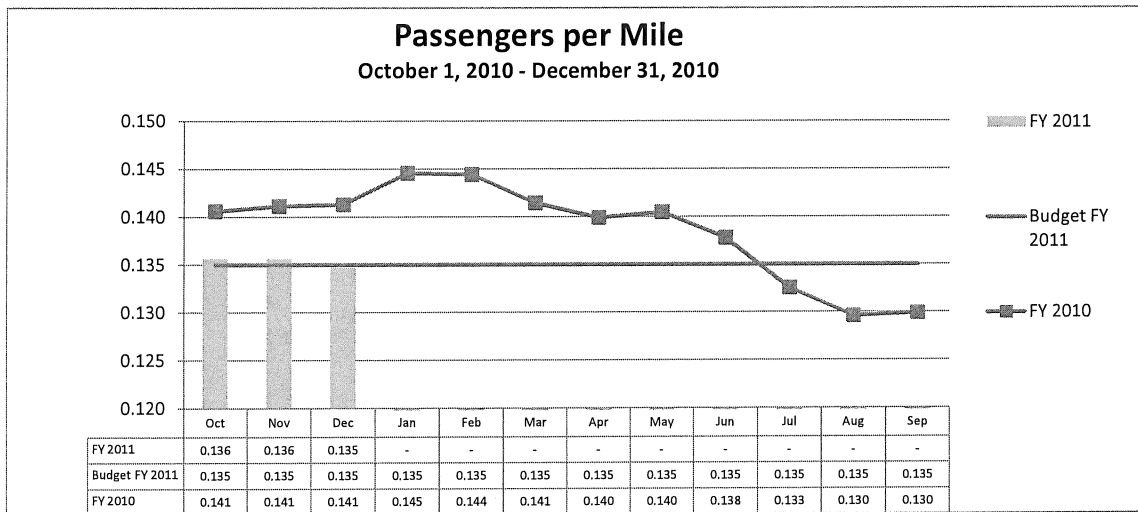
Base Data	Actual Year to Date	Previous Year to Same Date	% Variance
Service Inputs			
SubContracted Operating Expenses	\$ 975,533	\$ 957,452	2%
Service Outputs			
SubContracted Service Miles	288,744	295,871	-2%
Service Consumption			
SubContracted Passengers	39,069	41,715	-6%
SubContracted Passenger Revenue	\$ 162,848	\$ 146,700	11%
Total # of Weekday Passengers	33,384	36,269	-8%

Number of Weekdays

Fy 2009:
Fy 2010:

66
66

Urban Demand Response Subcontracted Service



SERVICE STANDARD REPORT

October - December, 2010

SERVICE LEVELS

1. **Coverage Goal:** *90% or more Ann Arbor households within 1/4 mile of a bus route.*

91% of Ann Arbor residents are within 1/4 of a route based on 2000 census data.

SERVICE QUALITY

2. **Reliability Goal:** *95% or more of trips on-time.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Percent of trips on-time:	84.8%	83.3%	89.5%	89.5%	87.9%

We have been evaluating the causes for the lower value for on-time performance this year compared to the same quarter last year. Some minor service changes will be put into place in January including a new schedule for the route with the worst on-time performance. However, on-time performance is down slightly for many routes. One cause is the closure of 5th Avenue by the Blake Transit Center, which affects many routes. More frequent delays due to traffic and non-recurring traffic incidents appear to be the major cause.

91% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 91% of the trips.

3. **Condition of Bus Goal:** *80% of buses will score 80 or higher on the 100-point scale.*

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Average score	91	91	91	92	90
Percent of buses exceeding 80 points	100%	98%	100%	99%	97%

4. **Safety Goal:** *3.5 accidents / incidents or less per 100,000 miles of service.*

The goal is based on the AATA definition of an accident which is included in the labor agreement: "A vehicle accident is defined as any occurrence wherein an AATA vehicle comes into contact with another vehicle, object, or person causing property damage or personal injury. All rear-end collisions, all collisions resulting from backing of vehicles, and all collisions with people will be considered as accidents regardless of the degree of resulting damage or injury. A passenger accident is defined as any occurrence wherein passengers onboard, boarding, or alighting from a vehicle, stumble or fall or are thrown by the movement of a vehicle."

<u>Labor Agreement Definition</u>	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Accidents / Incidents	13	12	13	12	141
Accidents / Incidents per 100,000 miles	1.9	1.8	2.1	1.9	2.2
Preventable Accidents /Incidents	2	4	7	6	3
Preventable Accidents / Incidents per 100,000 mi.	0.3	0.6	1.1	0.9	0.5

The AATA also reports on accidents and incidents to the National Transit Database (NTD). To be reportable to NTD, the accident or incident must result in property damage in excess of \$25,000, an injury requiring immediate medical attention away from the scene, a fatality, or an evacuation for safety reasons.

<u>National Transit Database Definition</u>					
Reportable Accidents / Incidents	0	0	0	3	0

5. **Waiting Comfort Goal:** *All bus stops with more than 50 daily boardings will have a shelter where physically feasible.*

All bus stops with 50 or more daily boardings have a passenger shelter or other shelter where physically feasible. The FY 2010 improvement program including the replacement of 6 shelters, the construction of lead walks and other improvements at boarding locations, and bench installation was completed in November.

6. **Driver Courtesy and System Performance Goal:** *All complaints will be investigated.*

All complaints are being investigated. The following provides a tabulation of complaints for the quarter.

Category	October		November		December		Total		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed	6	6	5	6	3	6	14	18	32
Careless/Unsafe Driving	2	2	4	2	3	2	9	6	15
Rudeness/Lack of Courtesy	5	8	1	7	1	5	7	20	27
Other Operator Actions	0	4	1	1	0	0	1	5	6
Bus Off Schedule	3	1	3	5	8	1	14	7	21
Incorrect Information	0	2	0	0	1	0	1	2	3
Equipment/Facilities	2	0	0	0	2	0	4	0	4
System (policies/rates/etc.)	2	1	1	2	0	2	3	5	8
Other AATA	0	3	0	2	1	0	1	5	6
Subcontracted Service	12	15	3	5	0	0	15	20	35
TOTAL	32	42	18	30	19	16	69	88	157

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Total Complaints	157	133	119	78	124
Valid Complaints	69	59	55	47	50
Compliments	29	15	12	21	12

The increase in valid complaints in this quarter compared to the same quarter last year is not due to a particular category. Every category of complaint increased significantly except subcontracted service. The number of compliments also increased significantly. This is the result of the revised procedure for recording and tracking complaints and compliments.

SERVICE PRODUCTIVITY

7. **Fixed-Route Service in the Urbanized Area Productivity Goal:**

25 passengers per service hour or higher.

	<u>This Quarter</u>	<u>Last Four Quarters</u>			
Passengers per Svc. Hour	32.1	29.8	28.9	33.3	33.0

9. **Overall AATA System Productivity Goal:**

20 passengers per service hour or higher.

	<u>This Quarter</u>	<u>Last Four Quarters</u>				
Passengers per Svc. Hour	32.2	30.6	28.9	33.3	33.2	33.0

The accompanying table shows the riders, service hours and productivity for each route and event service as well as the productivity for each of the last four quarters.

PRODUCTIVITY BY ROUTE

1st Quarter FY 2011

Route No. and Name		Oct. - Dec. 2010		
		Riders	Service Hours	Riders per Service Hour
1	Pontiac	48,505	2,033	23.9
1U	Pontiac University	5,954	267	22.3
2	Plymouth	174,884	5,623	31.1
3	Huron River	74,638	2,453	30.4
4	Washtenaw	217,538	5,075	42.9
5	Packard	159,643	4,607	34.7
6	Ellsworth	167,218	4,195	39.9
7	S. Main - East	82,505	3,873	21.3
8	Pauline	51,541	1,316	39.2
9	Jackson	45,948	1,088	42.2
609	Jackson University	17,032	421	40.5
10	Ypsilanti Northeast	30,546	846	36.1
11	Ypsilanti South	20,761	619	33.6
12A/B	Miller Liberty	57,180	2,042	28.0
13	Newport	13,353	584	22.9
14	Geddes - E. Stadium	8,392	465	18.0
15	Scio Church - W. Stadium	15,672	803	19.5
16	Ann Arbor - Saline Rd.	32,830	1,623	20.2
17	Amtrak - Depot	5,517	531	10.4
18	Miller-University	25,148	1,143	22.0
20	Ypsilanti Grove - Ecorse	27,293	709	38.5
22	North - South Connector	52,755	2,769	19.1
33	EMU Shuttle	42,201	722	58.5
36	Wolverine Tower Shuttle	108,662	2,511	43.3
Fixed-Route Total		1,485,718	46,315	32.1
Senior Ride		406	48	8.5
Football Ride		20,042	398	50.4
Art Fair Shuttle				
System Total		1,506,166	46,761	32.2

Previous 4 Quarters Riders per Service Hour			
July - Sept. 2010	April - June 2010	Jan. - March 2010	Oct. - Dec. 2009
24.7	25.3	28.9	27.8
16.8	21.7	32.0	30.2
28.4	26.3	32.9	34.9
27.8	29.7	34.0	33.6
41.4	38.7	42.0	42.2
32.8	32.3	36.0	33.9
38.0	35.3	39.4	40.3
20.3	20.8	21.7	22.4
33.3	32.9	38.5	37.1
44.7	43.3	46.3	49.0
28.4	20.6	26.1	27.5
35.1	33.8	37.1	36.8
30.2	29.2	30.5	35.3
30.1	31.0	30.9	29.6
17.4	19.8	23.4	22.2
15.7	18.6	26.7	20.5
21.4	22.8	24.6	20.4
19.5	19.4	19.7	17.9
9.5	7.2	8.6	11.8
20.8	20.5	25.1	22.6
37.5	41.7	46.3	45.3
17.6	16.4	19.0	19.2
70.8	46.5	57.6	56.5
34.7	33.1	43.6	43.3
29.8	28.9	33.3	33.0
10.5	11.1	16.4	22.6
53.4			51.2
70.5			
30.6	28.9	33.3	33.2

PRODUCTIVITY BY ROUTE (Oct. - Dec. 2010)

