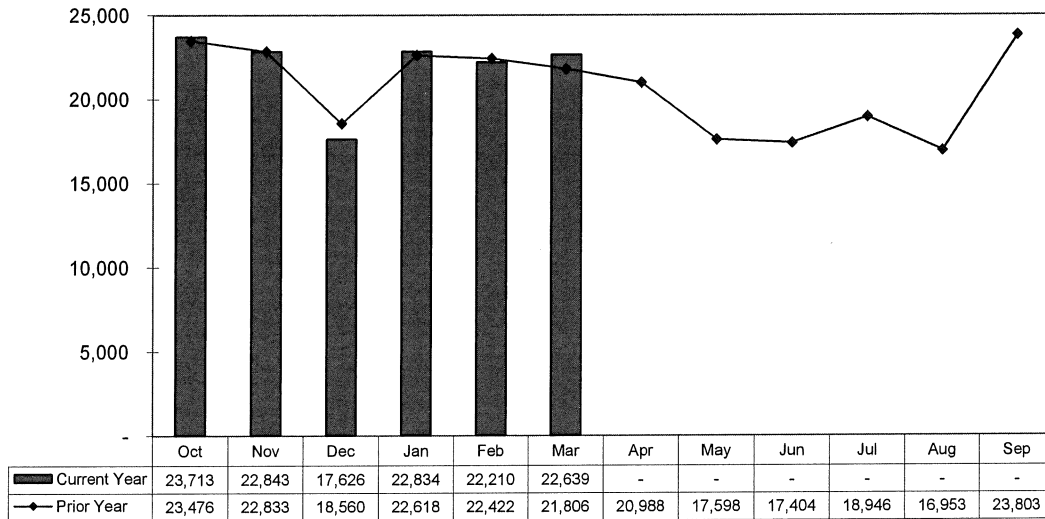


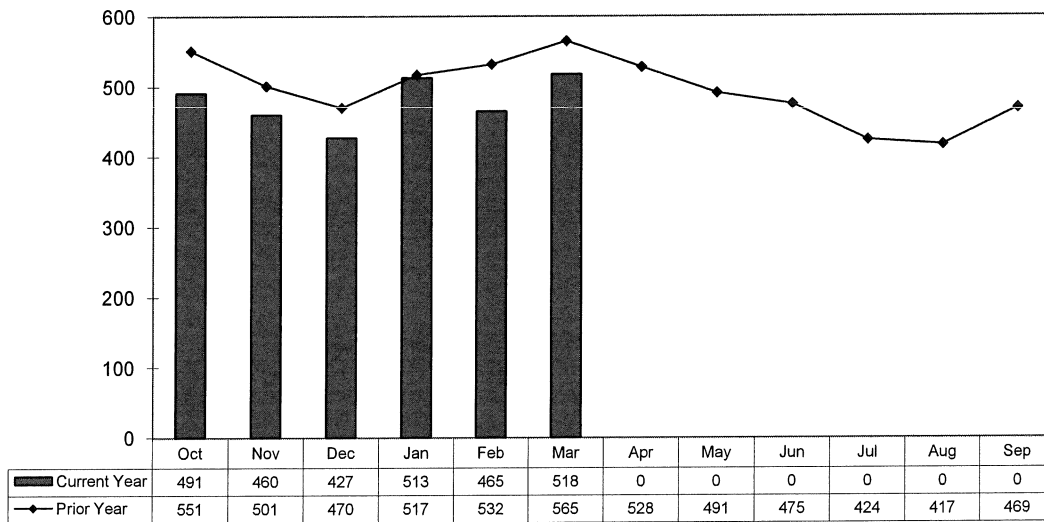
# Monthly Performance Report

March 2011

## Fixed Route Average Weekday Passengers



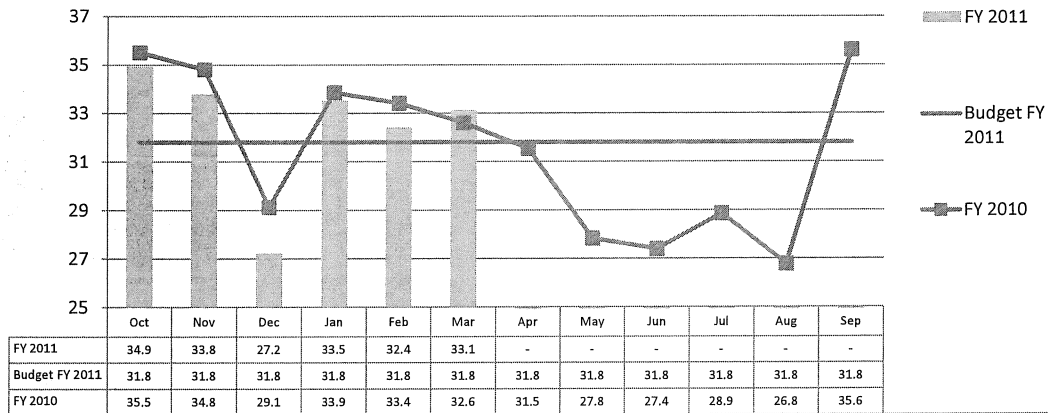
## A-Ride Average Weekday Passengers



## Urban Fixed Route Service

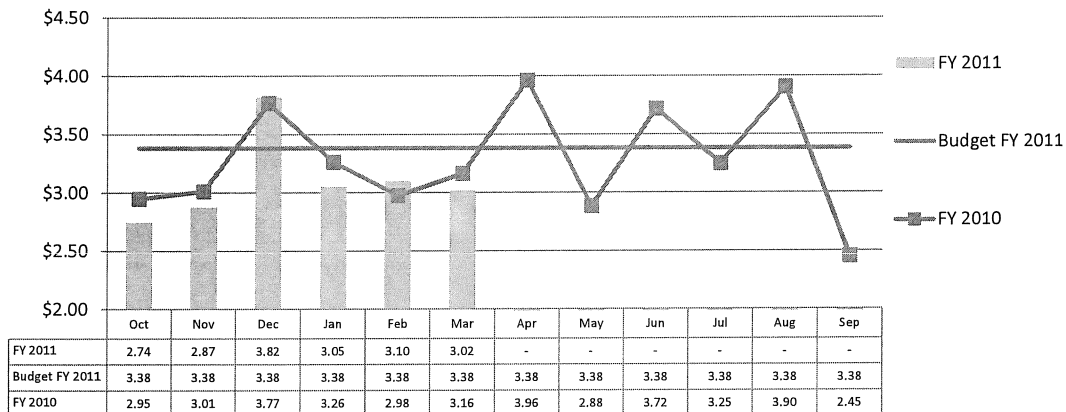
### Passengers per Service Hour

October 1, 2010 - March 31, 2011



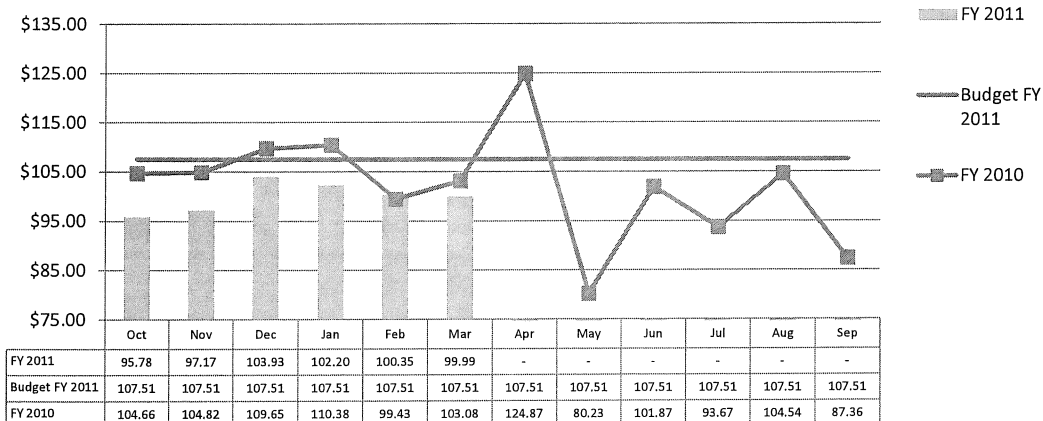
### Operating Expense per Passenger

October 1, 2010 - March 31, 2011



### Operating Expense per Service Hour

October 1, 2010 - March 31, 2011



## Performance Report - Year to Date

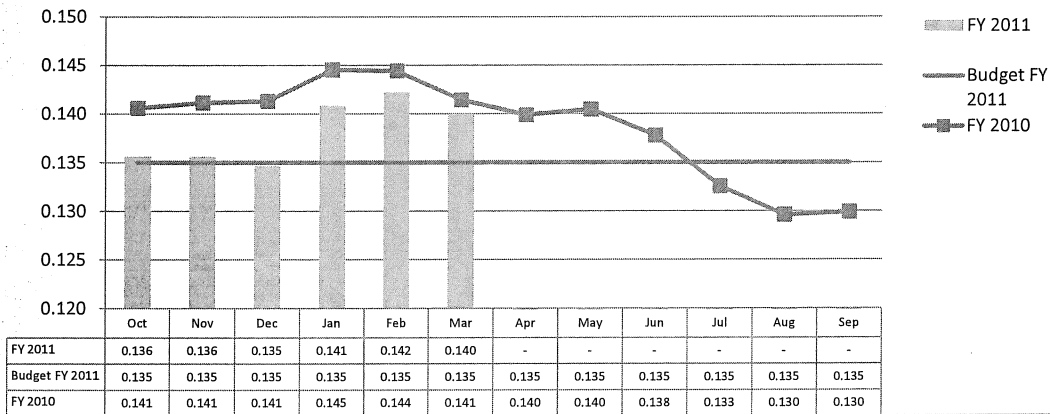
**March 2011**

Base Data	Actual Year to Date		Previous Year	
			to Same Date	% Variance
Service Inputs				
AATA Operating Expenses	\$ 9,413,415		\$ 9,583,792	-2%
Service Outputs				
AATA Service Hours	93,065		91,000	2%
AATA Service Miles	1,294,990		1,258,583	3%
Service Consumption				
AATA Passengers	3,049,386		3,022,004	1%
AATA Passenger Revenue	\$ 2,203,759		\$ 1,818,430	21%
Total # of Weekday Passengers	2,816,257		2,783,768	1%

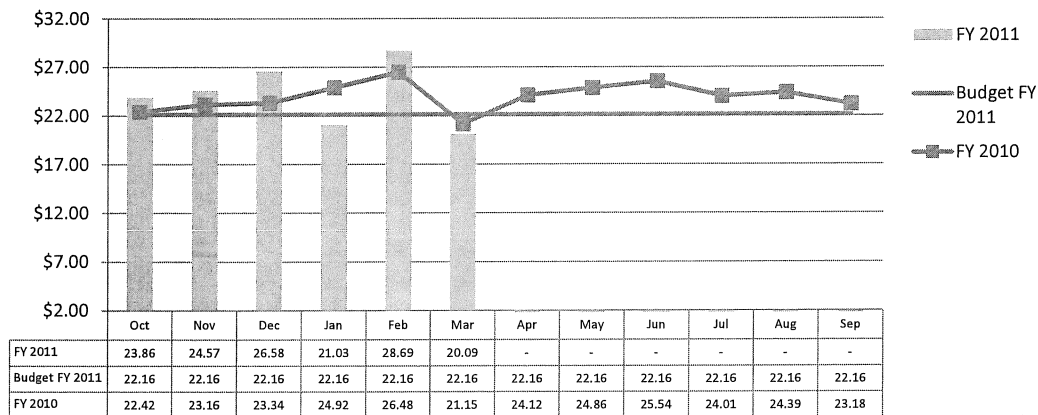
Number of Weekdays	Fy 2010:	127
	Fy 2011:	129

## Urban Demand Response Subcontracted Service

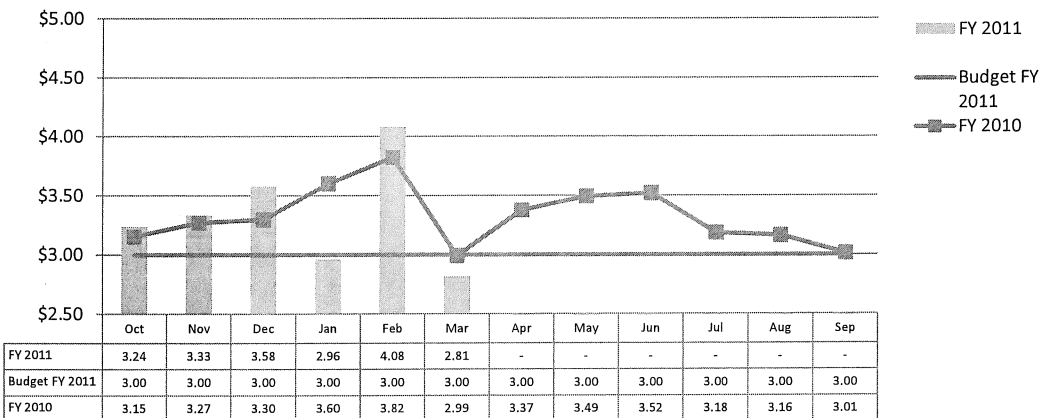
**Passengers per Mile**  
October 1, 2010 - March 31, 2011



**Operating Expense per Passenger**  
October 1, 2010 - March 31, 2011



**Operating Expense per Mile**  
October 1, 2010 - March 31, 2011



# Performance Report - Year to Date

## Urban Demand-Response Service

March 2011

Performance Indicators	Actual Year to Date		Budgeted			Previous Year	
			Year to Date	% Variance		to Same Date	% Variance
Average # of Weekday Passengers	524					566	-7%
Passengers per Service Mile	0.138		0.133	4%		0.142	-3%
Operating Expense per Passenger	\$ 23.94		\$ 22.02	9%		\$ 23.50	2%
Operating Expense per Service Mile	\$ 3.31		\$ 2.92	13%		\$ 3.34	-1%
Percent of Cost paid by Passenger	18%		16%	13%		15%	23%

Base Data	Actual Year to Date		Previous Year	
			to Same Date	% Variance
Service Inputs				
SubContracted Operating Expenses	\$ 1,900,125		\$ 1,992,243	-5%
Service Outputs				
SubContracted Service Miles	574,841		596,377	-4%
Service Consumption				
SubContracted Passengers	79,384		84,792	-6%
SubContracted Passenger Revenue	\$ 345,126		\$ 294,856	17%
Total # of Weekday Passengers	68,096		73,556	-7%

Number of Weekdays	Fy 2010:	130
	Fy 2011:	130

## SERVICE STANDARD REPORT

### January – March, 2011

#### 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. The 2010 census data required to make this calculation will be available soon.

#### SERVICE QUALITY

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

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Percent of trips on-time:	<b>86.6%</b>	84.8%	83.3%	89.5%	89.5%

Improving on-time performance continues to be a focus for AATA efforts. Efforts to reduce the effect of the closure of 5<sup>th</sup> Avenue by the Blake Transit Center have helped, but it still adds time to several routes. Road construction season is beginning, and plans are being finalized to minimize the effect on AATA operations and passengers. However, more frequent delays due to traffic and non-recurring traffic incidents appear to be the major reason why on-time performance is not higher.

94% of trips were completed on-time for the quarter. That is, the bus arrived at the end of the route on-time on 94% of the trips.

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

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

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	<b>13</b>	13	12	13	12
Accidents / Incidents per 100,000 miles	<b>2.0</b>	1.9	1.8	2.1	1.9
Preventable Accidents /Incidents	<b>4</b>	2	4	7	6
Preventable Accidents / Incidents per 100,000 mi.	<b>0.6</b>	0.3	0.6	1.1	0.9

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	<b>1</b>	0	0	0	3

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. Development of the FY 2011 program is underway. Two locations have been determined. A multi-use path is being constructed along the north side of Washtenaw Avenue in Ann Arbor. This will make it possible to install a shelter at a bus stop at the northwest corner of Washtenaw and Sheridan. The other location is on Tyler Road in the West Willow Neighborhood. This shelter is being installed with the cooperation of the West Willow Neighborhood Association. We will also be continuing to replace older shelters with the new model, which is clearly identified as an AATA shelter.

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	January		February		March		Total		
	Valid	Invalid	Valid	Invalid	Valid	Invalid	Valid	Invalid	Total
Passenger Missed	6	7	5	6		2	11	15	26
Careless/Unsafe Driving	3	11	7	3	2	8	12	22	34
Rudeness/Lack of Courtesy	2	1	2	5	1	8	5	14	19
Other Operator Actions		1	1	2		2	1	5	6
Bus Off Schedule	1	2	5	5	1	3	7	10	17
Incorrect Information	1	1					1	1	2
Equipment/Facilities			4		2	2	6	2	8
System (policies/rates/etc.)	2	2	1	2	2		5	4	9
Other AATA	1			2		1	1	3	4
Subcontracted Service	4		17	14	4	2	25	16	41
<b>TOTAL</b>	<b>20</b>	<b>25</b>	<b>42</b>	<b>39</b>	<b>12</b>	<b>28</b>	<b>74</b>	<b>92</b>	<b>166</b>

	<b><u>This Quarter</u></b>	<b><u>Last Four Quarters</u></b>			
Total Complaints	<b>166</b>	157	133	119	78
Valid Complaints	<b>74</b>	69	59	55	47
Compliments	<b>32</b>	29	15	12	21

The number of complaints is similar to last quarter. The significant increase from a year ago is primarily due to the more rigorous procedure for recording complaints and compliments.