

**METROACCESS**  
**MONTHLY OPERATIONS REPORT**  
 Fiscal Year 2021



The performance data shown below is based on "reconciled" trip data for the periods indicated.

PERFORMANCE INDICATOR	FY21 Target	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
TOTAL REQUESTS	-	110,537	107,372	115,624	115,178	105,941	109,982	103,098	102,102	124,526	124,489	126,833	134,147
TRIPS SCHEDULED	-	69,271	71,840	76,595	81,698	74,604	76,874	71,122	69,806	91,384	90,238	90,847	96,084
PASSENGERS (UNLINKED RIDERSHIP)	-	76,888	79,746	85,061	90,975	82,753	84,523	78,162	76,428	101,471	100,575	101,073	106,847
AVERAGE WEEKDAY RIDERSHIP	-	3,001	3,274	3,427	3,615	3,462	3,273	3,185	3,387	3,965	4,041	4,108	4,270
TRIPS DELIVERED	-	66,290	68,712	73,413	78,510	71,764	73,777	68,146	66,848	88,155	86,845	87,435	92,334
ON-TIME PICK-UP PERFORMANCE	≥90.00%	97.04%	96.58%	96.69%	96.92%	96.93%	96.45%	96.89%	96.46%	95.86%	95.93%	95.09%	95.12%
Late Stops (>1 min. past pick up window)	-	2,051	2,456	2,533	2,516	2,289	2,732	2,215	2,474	3,780	3,673	4,457	4,686
On Time Stops		67,220	69,384	74,062	79,182	72,315	74,142	68,907	67,332	87,604	86,565	86,390	91,398
Excessively Late (> 20 min. past pick up window)	-	358	441	450	411	400	509	431	468	694	670	1,011	1,064
-as a percentage of trips delivered	≤0.75%	0.54%	0.64%	0.61%	0.52%	0.56%	0.69%	0.63%	0.70%	0.79%	0.77%	1.16%	1.15%
Missed Trips (Vehicle no-shows)	-	238	257	265	263	223	287	252	245	314	344	422	467
-as a percentage of trips delivered	≤0.75%	0.36%	0.37%	0.36%	0.33%	0.31%	0.39%	0.37%	0.37%	0.36%	0.40%	0.48%	0.51%
Customer No-Shows	-	1,377	1,477	1,587	1,551	1,368	1,509	1,450	1,444	1,595	1,634	1,645	1,724
-as a percentage of trips scheduled	-	1.99%	2.06%	2.07%	1.90%	1.83%	1.96%	2.04%	2.07%	1.75%	1.81%	1.81%	1.79%
Customer Late Cancellations	-	3,214	3,609	3,616	3,872	3,357	4,064	3,650	3,972	4,418	4,417	4,371	4,521
-as a percentage of trips scheduled	-	4.64%	5.02%	4.72%	4.74%	4.50%	5.29%	5.13%	5.69%	4.83%	4.89%	4.81%	0.62%
CALLS HANDLED		58,470	59,978	62,800	64,478	60,363	61,980	58,636	59,337	72,247	76,218	74,308	84,071
Telephone Response Time – Reservations	≥95.00%	98.15%	96.62%	98.04%	98.90%	96.59%	98.54%	93.35%	92.27%	94.52%	91.80%	96.31%	98.89%
Telephone Response Time – Where's My Ride	≥95.00%	96.61%	98.79%	99.02%	98.84%	97.81%	96.56%	95.50%	98.19%	97.86%	94.07%	94.31%	95.98%
COMPLAINTS	-	168	215	191	183	168	216	146	182	300	296	358	378
Per 1,000 trips requested	≤5.00	1.52	2.00	1.65	1.59	1.59	1.96	1.42	1.78	2.41	2.38	2.82	2.82

NOTES: The COVID-19 pandemic resulted in a significant decrease in ridership; therefore, KPI results are not indicative of normal operations.