

## METROACCESS MONTHLY OPERATIONS REPORT

### Fiscal Year 2016

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

| INDICATOR   | FY16 Target   | JUL     | AUG     | SEP     | OCT     | NOV     | DEC     | *JAN    | FEB     | MAR     | APR     | MAY     | JUN     |
|---|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| <b>TRIPS REQUESTED</b>                            |               | 277,138 | 265,113 | 269,894 | 289,995 | 263,474 | 278,350 | 247,351 | 270,323 | 302,547 | 282,850 | 283,598 | 286,895 |
| <b>TRIPS SCHEDULED</b>                            |               | 210,866 | 204,089 | 206,701 | 220,426 | 200,061 | 209,804 | 168,900 | 201,963 | 228,559 | 214,849 | 214,905 | 217,566 |
| <b>PASSENGERS (RIDERSHIP)</b>                     |               | 193,910 | 189,097 | 191,044 | 200,291 | 181,623 | 190,258 | 148,152 | 183,031 | 208,560 | 196,301 | 197,042 | 201,421 |
| <b>TRIPS DELIVERED</b>                            |               | 164,851 | 160,194 | 163,100 | 171,232 | 154,755 | 162,056 | 126,775 | 156,986 | 178,663 | 167,907 | 168,286 | 171,696 |
| <b>On-Time Performance</b>                        | <b>92.00%</b> | 94.78%  | 94.72%  | 93.91%  | 93.02%  | 93.44%  | 93.74%  | 93.74%  | 93.13%  | 92.96%  | 92.54%  | 93.04%  | 92.28%  |
| <b>Total Late Trips</b>                           |               | 8,966   | 8,799   | 10,333  | 12,451  | 10,557  | 10,590  | 8,376   | 11,239  | 13,099  | 13,043  | 12,180  | 13,787  |
| <b>Excessively Late (&gt; 20 min past window)</b> |               | 1,122   | 1,094   | 1,335   | 1,821   | 1,580   | 1,551   | 1,415   | 1,646   | 2,105   | 1,940   | 1,948   | 2,427   |
| <i>Percent of trips delivered</i>                 | <b>0.75%</b>  | 0.68%   | 0.68%   | 0.82%   | 1.06%   | 1.02%   | 0.96%   | 1.12%   | 1.05%   | 1.18%   | 1.16%   | 1.16%   | 1.41%   |
| <b>Missed Trips (Vehicle no-shows)</b>            |               | 544     | 464     | 562     | 650     | 538     | 638     | 671     | 594     | 697     | 749     | 616     | 664     |
| <i>Percent of trips delivered</i>                 | <b>0.75%</b>  | 0.33%   | 0.29%   | 0.34%   | 0.38%   | 0.35%   | 0.39%   | 0.53%   | 0.38%   | 0.39%   | 0.45%   | 0.37%   | 0.39%   |
| <b>Customer No-Shows</b>                          |               | 3,627   | 3,283   | 3,333   | 3,687   | 3,187   | 3,656   | 3,079   | 3,097   | 3,586   | 3,503   | 3,238   | 3,366   |
| <i>Percent of trips scheduled</i>                 |               | 1.72%   | 1.61%   | 1.61%   | 1.67%   | 1.59%   | 1.74%   | 1.82%   | 1.53%   | 1.57%   | 1.63%   | 1.51%   | 1.55%   |
| <b>Customer Late Cancellations</b>                |               | 11,170  | 11,422  | 10,472  | 11,379  | 10,716  | 11,317  | 10,261  | 10,983  | 11,280  | 10,921  | 11,221  | 10,838  |
| <i>Percent of trips scheduled</i>                 |               | 5.30%   | 5.60%   | 5.07%   | 5.16%   | 5.36%   | 5.39%   | 6.08%   | 5.44%   | 4.94%   | 5.08%   | 5.22%   | 4.98%   |
| <b>CALLS HANDLED</b>                              |               | 120,991 | 120,645 | 122,454 | 129,407 | 122,584 | 125,599 | 112,991 | 123,748 | 134,789 | 128,769 | 128,819 | 129,680 |
| <b>Telephone Response Time – Reservations</b>     | <b>95.00%</b> | 98.02%  | 96.51%  | 95.21%  | 97.15%  | 97.20%  | 98.19%  | 97.62%  | 96.51%  | 97.15%  | 97.59%  | 97.26%  | 91.50%  |
| <b>Telephone Response Time – Where's My Ride</b>  | <b>95.00%</b> | 99.86%  | 99.49%  | 99.14%  | 98.80%  | 99.68%  | 99.39%  | 96.02%  | 98.38%  | 99.44%  | 97.45%  | 98.71%  | 97.41%  |
| <b>COMPLAINTS</b>                                 |               | 996     | 943     | 1,065   | 1,193   | 1,075   | 978     | 717     | 1,022   | 1,516   | 1,224   | 1,130   | 1,337   |
| <i>Per 1,000 trips requested</i>                  | <b>5.0</b>    | 3.6     | 3.6     | 3.9     | 4.1     | 4.1     | 3.5     | 2.9     | 3.8     | 5.0     | 4.3     | 4.0     | 4.7     |

Note: \* Uncharacteristic decline in January ridership is due to the severe weather events that forced the service to be completely shut down for 3 days during the month.