

**KPI: MetroAccess On-Time Performance  
(January - March)**

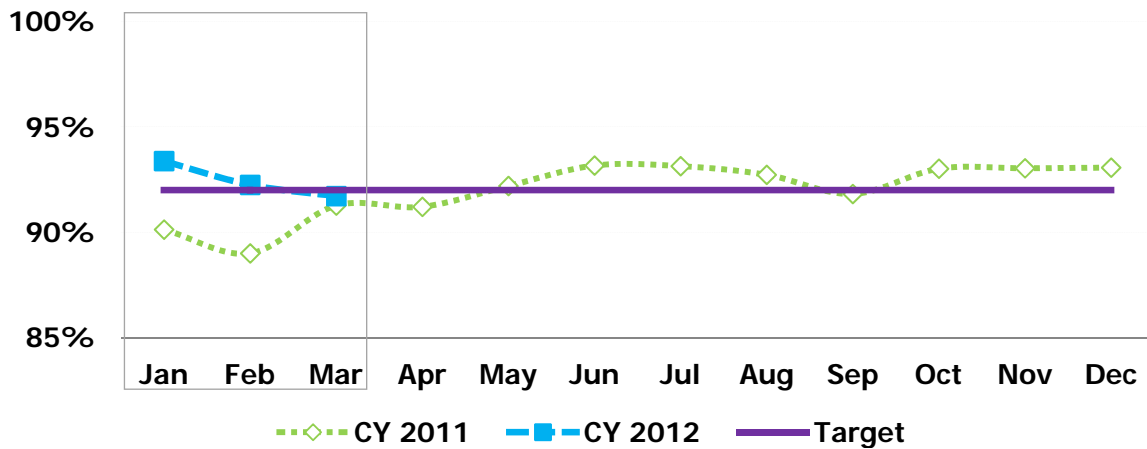
**Objective 2.1 Improve Service Reliability**

**Reason to Track:** On-time performance is a measure of MetroAccess service reliability and how well service meets both regulatory and customer expectations. Adhering to the customer's scheduled pick-up window is comparable to Metrobus adhering to scheduled timetables. Factors which affect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability and operational behavior. MetroAccess on-time performance is essential to delivering quality service to customers, and meeting service criteria established through Federal Transit Administration regulatory guidance. For this measure higher is better.

**Why Did Performance Change?**

- MetroAccess' on-time performance averaged slightly above the target of 92% for Q1/2012, outperforming the same period last year which was impacted by an ice storm in January, and service disruptions due to flooding in February 2011.
- During Q1/2012, MetroAccess made efficiency improvements while maintaining its service standards. Using a higher percentage of dedicated vehicles resulted in more consistent service delivery and improved scheduling efficiency, which can impact on-time performance.
- Ridership continued to track below last year falling 10% below the Q1/2011 level with average weekday ridership down 13% from the first quarter of 2011. Lower, steadier demand allows more efficient schedules to be developed, and operated.
- Active management of call center activities and communication with drivers throughout the service day has reduced the number of late trips.

### MetroAccess On-Time Performance



**Actions to Improve Performance**

- Continue to strive for an optimal balance between on-time performance and efficiency.
- Educate customers about the importance of communicating their personal schedule changes as soon as they are known, including cancelations, so adjustments can be made by dispatchers.
- Communicate broader transit accessibility issues through the Accessibility Advisory Committee to improve system accessibility of all modes of service.

**Conclusion:** MetroAccess delivered 92% of trips provided on-time in Q1/2012 outperforming last year's results due to efficiency improvement and lower ridership.