

METROACCESS MONTHLY OPERATIONS REPORT
Fiscal Year 2010

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

INDICATOR	FY10 Target	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN**
TRIPS REQUESTED		241,169	231,845	244,346									
TRIPS DELIVERED		169,794	166,158	171,936									
On-Time Performance	93.5%	92.1%	91.6%	91.4%									
Total Late Trips		14,263	14,793	15,624									
Excessively Late (> 30 min past window)		2,517	2,884	3,417									
<i>Percent of trips delivered</i>	0.75%	1.48%	1.74%	1.99%									
Missed Trips (Vehicle no-shows)		704	854	1,403									
<i>Percent of trips delivered</i>	0.75%	0.41%	0.51%	0.82%									
Customer No-Shows		4,076	5,597	5,348									
<i>Percent of trips delivered</i>		2.40%	3.37%	3.11%									
CALLS HANDLED		145,752	145,765	150,885									
Percent of Calls Answered Within Two-Minutes – Reservations	92%	93.6%	96.1%	95.6%									
Percent of Calls Answered Within Two-Minutes – Where's My Ride	92%	82.1%	93.0%	98.4%									
COMPLAINTS*		1,554	1,607	1,856									
<i>Per 1,000 trips requested</i>	3.0	6.4	6.9	7.6									

* Valid Complaints only -- determination of validity is continuously subject to WMATA review