

## 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	250,852	241,607	256,438	247,882	220,191	277,115	266,925	257,925	261,064
TRIPS SCHEDULED		194,276	190,457	198,011	206,080	190,475	192,518	194,196	145,100	229,529	219,539	205,994	212,019
PASSENGERS (RIDERSHIP)		198,244	194,885	199,497	208,211	190,402	182,247	191,009	136,013	231,822	221,870	207,866	215,169
TRIPS DELIVERED		169,794	166,158	171,936	179,516	163,185	156,758	165,359	117,430	199,338	190,819	178,950	185,542
On-Time Performance	93.5%	92.1%	91.6%	91.4%	91.7%	91.6%	92.8%	93.5%	87.4%	91.7%	91.1%	92.1%	93.1%
Total Late Trips		14,263	14,793	15,624	15,719	14,706	12,170	11,422	16,092	17,699	18,134	14,964	13,489
Excessively Late (> 30 min past window)		2,517	2,884	3,417	3,248	3,425	2,644	2,762	4,655	4,397	5,034	3,778	3,382
<i>Percent of trips delivered</i>	0.75%	1.48%	1.74%	1.99%	1.81%	2.10%	1.69%	1.67%	3.96%	2.21%	2.64%	2.11%	1.82%
Missed Trips (Vehicle no-shows)		704	854	1,403	1,109	1,461	1,181	1,477	1,491	1,888	2,245	1,763	1,117
<i>Percent of trips scheduled</i>	0.75%	0.36%	0.45%	0.71%	0.54%	0.77%	0.61%	0.76%	1.03%	0.82%	1.02%	0.86%	0.53%
Customer No-Shows		4,076	5,597	5,348	5,660	5,610	5,857	4,980	3,463	4,953	4,727	4,517	4,806
<i>Percent of trips scheduled</i>		2.10%	2.94%	2.70%	2.75%	2.95%	3.04%	2.56%	2.39%	2.16%	2.15%	2.19%	2.27%
Customer Late Cancellations		12,154	12,756	14,007	15,037	14,172	20,971	15,196	15,320	14,324	13,526	12,813	12,254
<i>Percent of trips scheduled</i>		6.26%	6.70%	7.07%	7.30%	7.44%	10.89%	7.83%	10.56%	6.24%	6.16%	6.22%	5.78%
CALLS HANDLED		145,752	145,765	150,885	151,706	146,571	144,344	137,809	124,530	165,693	157,848	152,356	150,987
Percent of Calls Answered Within Two-Minutes – Reservations	92%	93.9%	93.0%	92.4%	91.2%	91.6%	88.3%	93.4%	93.2%	90.3%	93.8%	91.4%	92.6%
Percent of Calls Answered Within Two-Minutes – Where's My Ride	92%	82.1%	80.2%	89.3%	90.0%	84.1%	82.0%	82.9%	75.6%	84.2%	84.7%	88.0%	90.5%
COMPLAINTS		1,554	1,607	1,885	1,618	1,347	1,076	1,096	1,141	1,925	1,806	1,862	1,686
<i>Per 1,000 trips requested</i>	3.0	6.4	6.9	7.7	6.5	5.6	4.2	4.4	5.2	6.9	6.8	7.2	6.5

\* Service delivery was significantly impacted by two snow events.