

METROACCESS MONTHLY OPERATIONS REPORT

Fiscal Year 2012

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

INDICATOR	FY12 Target	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
TRIPS REQUESTED		236,702	249,149	247,529	248,898	247,164	245,147	248,494	246,268	260,497			
TRIPS SCHEDULED		176,559	189,741	186,260	188,186	183,910	181,937	184,793	186,526	201,204			
PASSENGERS (RIDERSHIP)		166,785	177,508	171,607	173,735	170,448	169,480	168,858	171,105	184,630			
TRIPS DELIVERED		143,372	153,242	148,753	150,068	146,921	145,011	145,640	147,543	159,396			
On-Time Performance	93.5%	93.1%	92.7%	91.8%	93.0%	93.0%	93.1%	93.4%	92.3%	91.7%			
Total Late Trips		10,334	11,687	12,770	10,971	10,710	10,537	10,082	11,956	13,776			
Excessively Late (> 30 min past window)		1,202	1,242	1,696	1,121	1,067	1,016	894	1,087	1,571			
<i>Percent of trips delivered</i>	0.75%	0.84%	0.81%	1.14%	0.75%	0.73%	0.70%	0.61%	0.74%	0.99%			
Missed Trips (Vehicle no-shows)		357	310	431	327	332	320	291	232	414			
<i>Percent of trips delivered</i>	0.75%	0.25%	0.20%	0.29%	0.22%	0.23%	0.22%	0.20%	0.16%	0.26%			
Customer No-Shows		3,005	3,240	3,179	3,073	3,065	3,078	3,108	2,879	3,034			
<i>Percent of trips scheduled</i>		1.70%	1.71%	1.71%	1.63%	1.67%	1.69%	1.68%	1.54%	1.51%			
Customer Late Cancellations		8,042	9,043	9,189	8,646	8,405	9,365	9,594	8,723	9,433			
<i>Percent of trips scheduled</i>		4.55%	4.77%	4.93%	4.59%	4.57%	5.15%	5.19%	4.68%	4.69%			
CALLS HANDLED		112,637	114,308	118,376	118,479	115,306	113,831	112,562	113,426	122,101			
Telephone Response Time – Reservations	92%	99.4%	99.9%	100.0%	98.5%	98.9%	97.1%	98.0%	96.1%	97.3%			
Telephone Response Time – Where's My Ride	92%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
COMPLAINTS		1,008	992	1,143	1,061	921	857	880	1,037	1,237			
<i>Per 1,000 trips requested</i>	3.0	4.3	4.0	4.6	4.3	3.7	3.5	3.5	4.2	4.7			