

METROACCESS MONTHLY OPERATIONS REPORT
Fiscal Year 2008

INDICATOR	FY08 Target	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
TRIPS REQUESTED		151,860	162,047	154,995	175,079	168,145	165,222	174,840	170,054	176,269	182,092	187,984	182,575
TRIPS DELIVERED		114,199	122,334	115,480	131,008	119,196	110,074	124,088	118,066	128,885	135,011	132,460	129,865
On-Time Performance	93.5%	93.8%	93.2%	91.4%	90.5%	90.6%	90.7%	93.1%	91.1%	91.9%	91.5%	91.6%	92.1%
Total Late Trips		6,870	7,974	9,766	12,185	10,980	10,152	8,502	10,340	10,270	11,320	11,007	9,995
Excessively Late (> 30 min past window)		960	1,109	1,499	2,132	1,964	1,740	1,163	1,714	1,641	1,898	1,343	1,321
Percent of trips delivered*	0.75%	0.84%	0.91%	1.30%	1.63%	1.65%	1.58%	0.94%	1.45%	1.27%	1.41%	1.01%	1.02%
Missed Trips (Vehicle no-shows)		238	307	411	400	430	328	315	372	349	362	324	336
Percent of trips delivered**	0.75%	0.21%	0.25%	0.36%	0.31%	0.36%	0.30%	0.25%	0.22%	0.20%	0.20%	0.17%	0.18%
Customer No-Shows		3,706	4,187	4,054	5,048	5,159	5,738	4,804	5,259	5,056	4,571	5,129	5,691
Percent of trips delivered		3.25%	3.42%	3.51%	3.85%	4.33%	5.21%	3.87%	3.09%	2.87%	2.51%	2.73%	3.12%
CALLS HANDLED		95,187	106,418	107,809	122,038	102,800	112,233	113,705	113,701	110,762	118,927	120,425	123,334
AVERAGE WAIT TIME – WHERE'S MY RIDE? (m:ss)	2:00	0:24	0:24	0:33	0:43	0:57	0:54	0:34	1:05	0:42	0:24	0:26	0:38
AVERAGE WAIT TIME – RESERVATIONS (m:ss)	2:00	0:18	0:42	0:25	0:39	0:40	0:30	0:28	0:39	0:58	0:45	0:56	1:05
COMPLAINTS*		1,042	1,283	1,540	1,700	1,649	1,283	1,355	1,591	1,579	1,771	1,574	1,433
Per 1,000 trips requested	3.0	6.9	7.9	9.9	9.7	9.8	7.8	7.7	9.4	9.0	9.7	8.4	7.8

*The FY08 target is 1.5% for excessively late and missed trips combined