

METROACCESS MONTHLY OPERATIONS REPORT

Fiscal Year 2009

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

INDICATOR	FY09 Target	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN**
TRIPS REQUESTED		198,366	192,902	205,913	223,480	203,847	226,589	215,878	208,454	233,371	237,183	231,736	231,304
TRIPS DELIVERED		139,041	137,745	145,694	156,460	134,559	148,589	136,486	148,180	165,195	169,720	163,193	166,112
On-Time Performance	93.5%	92.9%	92.5%	91.1%	91.1%	92.5%	93.1%	94.0%	93.4%	92.5%	91.9%	92.0%	88.7%
Total Late Trips		10,601	11,184	13,984	15,017	11,065	11,220	8,968	10,474	13,281	14,824	13,869	19,956
Excessively Late (> 30 min past window)		1,324	1,552	1,729	1,990	1,318	1,223	863	1,059	1,558	1,553	1,558	4,619
Percent of trips delivered	0.75%	0.95%	1.13%	1.19%	1.27%	0.98%	0.82%	0.63%	0.71%	0.94%	0.92%	0.95%	2.78%
Missed Trips (Vehicle no-shows)		430	529	540	691	714	615	512	524	705	739	525	1,107
Percent of trips delivered	0.75%	0.31%	0.38%	0.37%	0.44%	0.53%	0.41%	0.38%	0.35%	0.43%	0.44%	0.32%	0.67%
Customer No-Shows		5,555	5,105	5,644	6,521	5,947	6,550	5,560	5,372	6,083	5,232	4,120	3,638
Percent of trips delivered		4.00%	3.71%	3.87%	4.17%	4.42%	4.41%	4.07%	3.63%	3.68%	3.08%	2.52%	2.19%
CALLS HANDLED		95,187	141,485	150,984	164,559	130,881	140,205	132,000	133,981	154,890	150,597	143,229	161,039
AVERAGE WAIT TIME – WHERE'S MY RIDE? (m:ss)	2:00	0:51	1:28	1:09	1:09	0:54	0:51	0:32	0:48	1:06	0:55	1:08	2:30
AVERAGE WAIT TIME – RESERVATIONS (m:ss)	2:00	0:35	1:10	1:19	0:40	0:30	0:42	0:37	0:54	1:22	0:48	0:41	1:20
COMPLAINTS*		1,279	1,665	1,346	1,754	1,243	990	838	1,240	1,633	1,571	1,593	2,624
Per 1,000 trips requested	3.0	6.4	8.6	6.5	7.8	6.1	4.4	3.9	5.9	7.0	6.6	6.9	11.3

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

** Unexpected and intermittent system disruptions resulting from a major upgrade to scheduling software significantly affected in-vehicle/field communications equipment and call center systems for the better part of June. As can be expected, the situation precipitated performance anomalies for that month.