

METROACCESS
MONTHLY OPERATIONS REPORT
 Fiscal Year 2020



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

PERFORMANCE INDICATOR	FY20 Target	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
TOTAL REQUESTS	-	292,782	294,236	307,670	330,532	309,669	305,379	320,014	291,294	215,260	89,857	90,005	99,927
TRIPS SCHEDULED	-	214,999	216,502	213,583	230,497	206,810	199,635	209,384	195,167	137,441	60,280	63,570	73,548
PASSENGERS (UNLINKED RIDERSHIP)	-	200,694	202,883	193,106	207,995	182,853	173,403	177,112	169,575	116,081	49,678	53,961	66,967
AVERAGE WEEKDAY RIDERSHIP	-	7,827	8,140	8,019	8,129	7,571	6,788	6,857	7,329	4,673	2,005	2,194	2,699
TRIPS DELIVERED	-	170,993	171,944	163,875	178,103	155,271	146,522	150,329	143,567	99,498	43,968	47,574	58,101
ON-TIME PERFORMANCE	≥90.00%	88.78%	89.12%	86.80%	88.49%	90.16%	90.94%	91.35%	91.04%	93.47%	97.34%	97.30%	97.07%
Late Stops (>1 min. past pick up window)	-	19,942	19,470	22,520	21,304	15,884	13,865	13,569	13,386	6,822	1,280	1,461	1,867
On Time Stops		157,863	159,441	148,035	163,757	145,486	139,252	143,317	135,955	97,608	46,878	52,558	61,903
Excessively Late (> 20 min. past pick up window)	-	4,936	5,047	6,005	5,555	3,843	3,492	3,349	3,095	1,534	241	279	372
-as a percentage of trips delivered	≤0.75%	2.89%	2.94%	3.66%	3.12%	2.48%	2.38%	2.23%	2.16%	1.54%	0.55%	0.59%	0.64%
Missed Trips (Vehicle no-shows)	-	1,467	1,591	1,662	1,603	1,205	1,136	1,190	975	650	169	202	248
-as a percentage of trips delivered	≤0.75%	0.86%	0.93%	1.01%	0.90%	0.78%	0.78%	0.79%	0.68%	0.65%	0.38%	0.42%	0.43%
Customer No-Shows	-	2,210	2,564	2,383	2,525	2,352	2,487	2,565	2,286	1,941	985	937	1,158
-as a percentage of trips scheduled	-	1.03%	1.18%	1.12%	1.10%	1.14%	1.25%	1.23%	1.17%	1.41%	1.63%	1.47%	1.57%
Customer Late Cancellations	-	8,985	9,210	8,845	9,951	8,900	8,701	8,449	7,656	6,264	2,544	2,284	3,005
-as a percentage of trips scheduled	-	4.18%	4.25%	4.14%	4.32%	4.30%	4.36%	4.04%	3.92%	4.56%	4.22%	3.59%	4.09%
CALLS HANDLED		135,651	136,376	140,750	147,004	132,076	134,191	139,128	129,378	91,768	35,376	38,181	49,931
Telephone Response Time – Reservations	≥95.00%	94.41%	84.22%	82.23%	82.03%	73.36%	67.24%	76.41%	85.43%	96.48%	95.38%	97.67%	95.15%
Telephone Response Time – Where's My Ride	≥95.00%	87.39%	88.47%	86.46%	91.99%	94.74%	90.52%	92.14%	94.92%	98.38%	99.18%	98.70%	98.69%
COMPLAINTS	-	1,400	1,456	1,770	1,616	1,301	1,034	1,025	1,011	485	16	35	113
Per 1,000 trips requested	≤5.00	4.78	4.95	5.75	4.89	4.20	3.39	3.20	3.47	2.25	0.18	0.39	1.13

NOTES: The COVID-19 pandemic resulted in a decrease in ridership by ~75%; therefore, KPI results for March - June 2020 are not indicative of normal operations.