

**METROACCESS**  
**MONTHLY OPERATIONS REPORT**  
Fiscal Year 2021



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

PERFORMANCE INDICATOR	FY21 Target	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
TOTAL REQUESTS	-	110,537	107,372										
TRIPS SCHEDULED	-	69,271	71,840										
PASSENGERS (UNLINKED RIDERSHIP)	-	76,888	79,746										
AVERAGE WEEKDAY RIDERSHIP	-	3,001	3,274										
TRIPS DELIVERED	-	66,290	68,712										
ON-TIME PERFORMANCE	≥90.00%	97.04%	96.58%										
Late Stops (>1 min. past pick up window)	-	2,051	2,456										
On Time Stops		67,220	69,384										
Excessively Late (> 20 min. past pick up window)	-	358	441										
-as a percentage of trips delivered	≤0.75%	0.54%	0.64%										
Missed Trips (Vehicle no-shows)	-	238	257										
-as a percentage of trips delivered	≤0.75%	0.36%	0.37%										
Customer No-Shows	-	1,377	1,477										
-as a percentage of trips scheduled	-	1.99%	2.06%										
Customer Late Cancellations	-	3,214	3,609										
-as a percentage of trips scheduled	-	4.64%	5.02%										
CALLS HANDLED		58,470	59,978										
Telephone Response Time – Reservations	≥95.00%	98.15%	96.62%										
Telephone Response Time – Where's My Ride	≥95.00%	96.61%	98.79%										
COMPLAINTS	-	168	215										
Per 1,000 trips requested	≤5.00	1.52	2.00										

NOTES: The COVID-19 pandemic resulted in a significant decrease in ridership; therefore, KPI results are not indicative of normal operations.