

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	115,624									
TRIPS SCHEDULED	-	69,271	71,840	76,595									
PASSENGERS (UNLINKED RIDERSHIP)	-	76,888	79,746	85,061									
AVERAGE WEEKDAY RIDERSHIP	-	3,001	3,274	3,427									
TRIPS DELIVERED	-	66,290	68,712	73,413									
ON-TIME PERFORMANCE	≥90.00%	97.04%	96.58%	96.69%									
Late Stops (>1 min. past pick up window)	-	2,051	2,456	2,533									
On Time Stops		67,220	69,384	74,062									
Excessively Late (> 20 min. past pick up window)	-	358	441	450									
-as a percentage of trips delivered	≤0.75%	0.54%	0.64%	0.61%									
Missed Trips (Vehicle no-shows)	-	238	257	265									
-as a percentage of trips delivered	≤0.75%	0.36%	0.37%	0.36%									
Customer No-Shows	-	1,377	1,477	1,587									
-as a percentage of trips scheduled	-	1.99%	2.06%	2.07%									
Customer Late Cancellations	-	3,214	3,609	3,616									
-as a percentage of trips scheduled	-	4.64%	5.02%	4.72%									
CALLS HANDLED		58,470	59,978	62,800									
Telephone Response Time – Reservations	≥95.00%	98.15%	96.62%	98.04%									
Telephone Response Time – Where's My Ride	≥95.00%	96.61%	98.79%	99.02%									
COMPLAINTS	-	168	215	191									
Per 1,000 trips requested	≤5.00	1.52	2.00	1.65									

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