

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 | 115,178 | 105,941 | 109,982 | | | | | | |
| TRIPS SCHEDULED | - | 69,271 | 71,840 | 76,595 | 81,698 | 74,604 | 76,874 | | | | | | |
| PASSENGERS (UNLINKED RIDERSHIP) | - | 76,888 | 79,746 | 85,061 | 90,975 | 82,753 | 84,523 | | | | | | |
| AVERAGE WEEKDAY RIDERSHIP | - | 3,001 | 3,274 | 3,427 | 3,615 | 3,462 | 3,273 | | | | | | |
| TRIPS DELIVERED | - | 66,290 | 68,712 | 73,413 | 78,510 | 71,764 | 73,777 | | | | | | |
| ON-TIME PICK-UP PERFORMANCE | ≥90.00% | 97.04% | 96.58% | 96.69% | 96.92% | 96.93% | 96.45% | | | | | | |
| Late Stops (>1 min. past pick up window) | - | 2,051 | 2,456 | 2,533 | 2,516 | 2,289 | 2,732 | | | | | | |
| On Time Stops | | 67,220 | 69,384 | 74,062 | 79,182 | 72,315 | 74,142 | | | | | | |
| Excessively Late (> 20 min. past pick up window) | - | 358 | 441 | 450 | 411 | 400 | 509 | | | | | | |
| -as a percentage of trips delivered | ≤0.75% | 0.54% | 0.64% | 0.61% | 0.52% | 0.56% | 0.69% | | | | | | |
| Missed Trips (Vehicle no-shows) | - | 238 | 257 | 265 | 263 | 223 | 287 | | | | | | |
| -as a percentage of trips delivered | ≤0.75% | 0.36% | 0.37% | 0.36% | 0.33% | 0.31% | 0.39% | | | | | | |
| Customer No-Shows | - | 1,377 | 1,477 | 1,587 | 1,551 | 1,368 | 1,509 | | | | | | |
| -as a percentage of trips scheduled | - | 1.99% | 2.06% | 2.07% | 1.90% | 1.83% | 1.96% | | | | | | |
| Customer Late Cancellations | - | 3,214 | 3,609 | 3,616 | 3,872 | 3,357 | 4,064 | | | | | | |
| -as a percentage of trips scheduled | - | 4.64% | 5.02% | 4.72% | 4.74% | 4.50% | 5.29% | | | | | | |
| CALLS HANDLED | | 58,470 | 59,978 | 62,800 | 64,478 | 60,363 | 61,980 | | | | | | |
| Telephone Response Time – Reservations | ≥95.00% | 98.15% | 96.62% | 98.04% | 98.90% | 96.59% | 98.54% | | | | | | |
| Telephone Response Time – Where's My Ride | ≥95.00% | 96.61% | 98.79% | 99.02% | 98.84% | 97.81% | 96.56% | | | | | | |
| COMPLAINTS | - | 168 | 215 | 191 | 183 | 168 | 216 | | | | | | |
| Per 1,000 trips requested | ≤5.00 | 1.52 | 2.00 | 1.65 | 1.59 | 1.59 | 1.96 | | | | | | |

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