

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



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

PERFORMANCE INDICATOR	FY22 Target	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
TOTAL REQUESTS	-	135,497											
TRIPS SCHEDULED	-	108,270											
PASSENGERS (UNLINKED RIDERSHIP)	-	108,475											
AVERAGE WEEKDAY RIDERSHIP	-	4,256											
TRIPS DELIVERED	-	93,148											
ON-TIME PICK-UP PERFORMANCE	≥90.00%	95.64%											
Late Stops (>1 min. past pick up window)	-	4,227											
On Time Stops		92,617											
Excessively Late (> 20 min. past pick up window)	-	837											
-as a percentage of trips delivered	≤0.75%	0.90%											
Missed Trips (Vehicle no-shows)	-	321											
-as a percentage of trips delivered	≤0.75%	0.43%											
Customer No-Shows	-	1,691											
-as a percentage of trips scheduled	-	1.56%											
Customer Late Cancellations	-	4,504											
-as a percentage of trips scheduled	-	4.16%											
CALLS HANDLED		88,916											
Telephone Response Time – Reservations	≥95.00%	97.69%											
Telephone Response Time – Where's My Ride	≥95.00%	97.88%											
COMPLAINTS	-	307											
Per 1,000 trips requested	≤5.00	2.27											

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