

**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	136,725										
TRIPS SCHEDULED	-	108,270	111,580										
PASSENGERS (UNLINKED RIDERSHIP)	-	108,475	110,781										
AVERAGE WEEKDAY RIDERSHIP	-	4,256	4,415										
TRIPS DELIVERED	-	93,148	95,939										
ON-TIME PICK-UP PERFORMANCE	≥90.00%	95.64%	94.43%										
Late Stops (> 1 min. past pick up window)	-	4,227	5,567										
On Time Stops		92,617	94,337										
Excessively Late (> 20 min. past pick up window)	-	837	1,251										
-as a percentage of trips delivered	≤0.75%	0.90%	1.30%										
Missed Trips (Vehicle no-shows)	-	321	501										
-as a percentage of trips delivered	≤0.75%	0.43%	0.52%										
Customer No-Shows	-	1,691	1,796										
-as a percentage of trips scheduled	-	1.56%	1.61%										
Customer Late Cancellations	-	4,504	4,610										
-as a percentage of trips scheduled	-	4.16%	4.13%										
CALLS HANDLED		88,916	93,001										
Telephone Response Time – Reservations	≥95.00%	97.69%	92.04%										
Telephone Response Time – Where's My Ride	≥95.00%	97.88%	94.87%										
COMPLAINTS	-	307	431										
Per 1,000 trips requested	≤5.00	2.27	3.15										

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