

METROACCESS
MONTHLY OPERATIONS REPORT
Fiscal Year 2022



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	141,507	150,507	150,779							
TRIPS SCHEDULED	-	108,270	111,580	113,761	119,218	113,433							
PASSENGERS (UNLINKED RIDERSHIP)	-	108,475	110,781	113,021	118,914	112,754							
AVERAGE WEEKDAY RIDERSHIP	-	4,256	4,415	4,535	4,802	4,502							
TRIPS DELIVERED	-	93,148	95,939	98,239	102,838	96,842							
ON-TIME PICK-UP PERFORMANCE	≥90.00%	95.64%	94.43%	93.08%	92.45%	92.98%							
Late Stops (> 1 min. past pick up window)	-	4,227	5,567	7,076	8,072	7,105							
On Time Stops		92,617	94,337	95,144	98,855	94,152							
Excessively Late (> 20 min. past pick up window)	-	837	1,251	1,523	1,548	1,488							
-as a percentage of trips delivered	≤0.75%	0.90%	1.30%	1.55%	1.51%	1.54%							
Missed Trips (Vehicle no-shows)	-	321	501	590	582	593							
-as a percentage of trips delivered	≤0.75%	0.43%	0.52%	0.60%	0.57%	0.61%							
Customer No-Shows	-	1,691	1,796	1,751	1,827	1,985							
-as a percentage of trips scheduled	-	1.56%	1.61%	1.54%	1.53%	1.75%							
Customer Late Cancellations	-	4,504	4,610	4,822	5,054	4,900							
-as a percentage of trips scheduled	-	4.16%	4.13%	4.24%	4.24%	4.32%							
CALLS HANDLED		88,916	93,001	95,819	103,827	107,020							
Telephone Response Time – Reservations	≥95.00%	97.69%	92.04%	93.63%	97.96%	96.16%							
Telephone Response Time – Where's My Ride	≥95.00%	97.88%	94.87%	77.34%	82.62%	94.20%							
COMPLAINTS	-	307	431	530	463	582							
Per 1,000 trips requested	≤5.00	2.27	3.15	3.75	3.08	3.86							

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