METROACCESS MONTHLY OPERATIONS REPORT

Fiscal Year 2023



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

PERFORMANCE INDICATOR	FY23 Target	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
TOTAL REQUESTS	-	149,608											
TRIPS SCHEDULED	-	111,015											
PASSENGERS (UNLINKED RIDERSHIP)	-	110,922											
AVERAGE WEEKDAY RIDERSHIP	-	4,445											
TRIPS DELIVERED	-	94,980											
ON-TIME PICK-UP PERFORMANCE	≥92.00%	93.96%											
Late Stops (>1 min. past pick up window)	-	5,992											
On Time Stops		93,205											
Excessively Late (> 20 min. past pick up window)	-	1,300											
-as a percentage of trips delivered	≤0.75%	1.37%											
Missed Trips (Vehicle no-shows)	-	860											
-as a percentage of trips delivered	≤0.75%	0.91%											
Customer No-Shows	-	1,510											
-as a percentage of trips scheduled	-	1.36%											
Customer Late Cancellations	-	4,862											
-as a percentage of trips scheduled	-	4.38%											
CALLS HANDLED		137,415											
Telephone Response Time – Reservations	≥95.00%	81.75%											
Telephone Response Time – Where's My Ride	≥95.00%	73.72%								<u> </u>			<u> </u>
COMPLAINTS	-	553											<u> </u>
Per 1,000 trips requested	≤5.00	3.70								<u> </u>			1