## 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	162,024										
TRIPS SCHEDULED	-	111,015	118,095										
PASSENGERS (UNLINKED RIDERSHIP)	-	110,922	118,244										
AVERAGE WEEKDAY RIDERSHIP	-	4,445	4,535										
TRIPS DELIVERED	-	94,980	101,701										
ON-TIME PICK-UP PERFORMANCE	≥92.00%	93.96%	91.96%										
Late Stops (>1 min. past pick up window)	-	5,992	8,555										
On Time Stops		93,205	97,822										
Excessively Late (> 20 min. past pick up window)	-	1,300	1,970										
-as a percentage of trips delivered	≤0.75%	1.37%	1.94%										
Missed Trips (Vehicle no-shows)	-	860	1,134										
-as a percentage of trips delivered	≤0.75%	0.91%	1.12%										
Customer No-Shows	-	1,510	1,669										
-as a percentage of trips scheduled	-	1.36%	1.41%										
Customer Late Cancellations	-	4,862	4,928										
-as a percentage of trips scheduled	-	4.38%	4.17%										
CALLS HANDLED		123,048	133,361										
Telephone Response Time – Reservations	≥95.00%	81.75%	92.34%										ļ
Telephone Response Time – Where's My Ride	≥95.00%	73.72%	74.40%										
COMPLAINTS	-	553	673										
Per 1,000 trips requested	≤5.00	3.70	4.15										