

# 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	155,702	158,293	157,550							
TRIPS SCHEDULED	-	111,015	118,095	116,045	118,743	114,812							
PASSENGERS (UNLINKED RIDERSHIP)	-	110,922	118,244	116,122	118,349	113,281							
AVERAGE WEEKDAY RIDERSHIP	-	4,445	4,535	4,623	4,761	4,523							
TRIPS DELIVERED	-	94,980	101,701	99,940	101,692	101,693							
ON-TIME PICK-UP PERFORMANCE	≥92.00%	93.96%	91.96%	92.98%	92.87%	91.46%							
Late Stops (>1 min. past pick up window)	-	5,992	8,555	7,326	7,558	8,752							
On Time Stops		93,205	97,822	97,006	98,470	93,696							
Excessively Late (> 20 min. past pick up window)	-	1,300	1,970	1,534	1,508	1,905							
-as a percentage of trips delivered	≤0.75%	1.37%	1.94%	1.53%	1.48%	1.87%							
Missed Trips (Vehicle no-shows)	-	860	1,134	786	767	1,300							
-as a percentage of trips delivered	≤0.75%	0.91%	1.12%	0.79%	0.75%	1.28%							
Customer No-Shows	-	1,510	1,669	1,734	1,742	1,804							
-as a percentage of trips scheduled	-	1.36%	1.41%	1.49%	1.47%	1.57%							
Customer Late Cancellations	-	4,862	4,928	5,114	5,363	5,132							
-as a percentage of trips scheduled	-	4.38%	4.17%	4.41%	4.52%	4.47%							
CALLS HANDLED		123,048	133,361	137,657	124,105	132,397							
Telephone Response Time – Reservations	≥95.00%	81.75%	92.34%	96.17%	94.14%	93.84%							
Telephone Response Time – Where's My Ride	≥95.00%	73.72%	74.40%	96.33%	94.73%	77.76%							
COMPLAINTS	-	553	673	516	516	665							
Per 1,000 trips requested	≤5.00	3.70	4.15	3.31	3.61	4.22							

\*Note: In November 2022, 108 stops were designated as "late" due to a system outage that made it impossible to verify whether the customer was picked up on-time