METROACCESS 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
Total Requests	•	149,608	162,025	155,703	158,295	157,550	155,785	155,627	144,004	160,667
Trips Scheduled	•	111,015	118,095	116,045	118,745	114,812	115,047	115,135	107,775	122,527
Passengers	•	110,922	118,244	116,122	118,349	113,281	111,924	113,764	107,182	123,287
Average Weekday Ridership	•	4,445	4,535	4,623	4,761	4,523	4,389	4,518	4,701	4,783
Trips Completed	•	94,980	101,682	99,940	101,689	97,378	96,067	98,441	92,378	105,932
On-Time Pick-up Performance	>=92.00%	93.96%	91.96%	92.98%	92.87%	91.46%	90.91%	93.74%	92.81%	92.56%
Late Stops	•	5,992	8,555	7,326	7,558	8,644	9,179	6,446	6,943	8,215
On-Time Stops	•	93,205	97,822	97,006	98,470	93,696	91,855	96,464	89,559	102,240
Excessively Late (> 20 min. past pick-up window	•	1,300	1,970	1,534	1,508	1,905	2,142	1,340	1,515	1,660
Excessively Late - as a percentage of trips delivered	<=0.75%	1.37%	1.94%	1.53%	1.48%	1.96%	2.23%	1.36%	1.64%	1.57%
Missed Trips	•	860	1,134	786	767	1,300	1,165	673	696	842
Missed Trips - as a percentage of trips delivered	<=0.75%	0.91%	1.12%	0.79%	0.75%	1.34%	1.21%	0.68%	0.75%	0.79%
Customer No-Shows	•	1,510	1,669	1,734	1,742	1,804	1,863	1,902	1,800	1,934
No-Shows - as a percentage of trips scheduled	•	1.36%	1.41%	1.49%	1.47%	1.57%	1.62%	1.65%	1.67%	1.58%
Customer Late Cancellations	•	4,862	4,928	5,114	5,363	5,132	5,500	4,953	4,748	5,320
Late Cancellations - as a percentage of trips scheduled	•	4.38%	4.17%	4.41%	4.52%	4.47%	4.78%	4.30%	4.41%	4.34%
Calls Handled	•	123,048	133,361	137,607	134,247	132,397	137,972	138,381	131,197	153,443
Telephone Response Time - Reservations	>=95.00%	81.75%	92.34%	96.06%	89.05%	93.84%	93.27%	99.40%	94.89%	97.07%
Telephone Response Time - Where's My Ride	>=95.00%	73.72%	74.40%	96.69%	94.68%	77.76%	83.96%	96.12%	95.68%	97.72%
Complaints	•	552	673	516	501	665	655	422	425	500
Complaints per 1,000 trips requested	<=5.00	3.69	4.15	3.31	3.16	4.22	4.20	2.71	2.95	3.11

[a] *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