

**METROACCESS**  
**MONTHLY OPERATIONS REPORT**  
 Fiscal Year 2020



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

PERFORMANCE INDICATOR	FY20 Target	Jul-19	Jul-18	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
TOTAL REQUESTS	-	292,782											
TRIPS SCHEDULED	-	214,999											
PASSENGERS (UNLINKED RIDERSHIP)	-	200,694											
AVERAGE WEEKDAY RIDERSHIP	-	7,827											
TRIPS DELIVERED	-	170,993											
ON-TIME PERFORMANCE	≥92.00%	88.78%											
Late Stops (>1 min. past pick up window)	-	177,805											
On Time Stops		157,863											
Excessively Late (> 20 min. past pick up window)	-	4,936											
-as a percentage of trips delivered	≤0.75%	2.89%											
Missed Trips (Vehicle no-shows)	-	1,467											
-as a percentage of trips delivered	≤0.75%	0.86%											
Customer No-Shows	-	2,210											
-as a percentage of trips scheduled	-	1.03%											
Customer Late Cancellations	-	8,985											
-as a percentage of trips scheduled	-	4.18%											
CALLS HANDLED		135,651											
Telephone Response Time – Reservations	≥95.00%	94.41%											
Telephone Response Time – Where's My Ride	≥95.00%	87.39%											
COMPLAINTS	-	1,400											
Per 1,000 trips requested	≤5.00	4.78											

NOTES: