

METROACCESS
MONTHLY OPERATIONS REPORT
 Fiscal Year 2018



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

PERFORMANCE INDICATOR	FY18 Target	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
TOTAL REQUESTS	-	265,664	289,684	273,620	287,248	273,287	260,140	270,414	261,611	289,246	278,679	285,311	267,215
TRIPS SCHEDULED	-	197,333	216,471	203,318	216,311	203,437	193,676	197,497	194,834	208,437	211,633	217,124	203,915
PASSENGERS (UNLINKED RIDERSHIP)	-	186,699	206,014	191,050	206,407	193,974	182,911	183,621	182,471	193,253	201,053	207,684	195,627
AVERAGE WEEKDAY RIDERSHIP	-	7,684	8,064	7,985	8,289	7,885	7,504	7,153	8,151	7,711	8,416	8,098	8,181
TRIPS DELIVERED	-	158,336	174,872	162,737	175,936	164,517	154,788	157,035	155,325	164,238	170,598	176,486	165,934
ON-TIME PERFORMANCE	≥92.00%	89.41%	90.72%	90.13%	92.67%	93.30%	93.66%	93.52%	92.46%	92.73%	92.23%	92.54%	92.25%
Late Stops (>1 min. past pick up window)	-	17,508	16,925	16,742	13,432	11,507	10,256	10,661	12,187	12,457	13,785	13,666	13,332
On Time Stops		147,882	165,521	152,959	169,800	160,118	151,449	153,767	149,492	158,878	163,581	169,428	158,650
Excessively Late (> 20 min. past pick up window)	-	4,051	3,199	3,477	2,703	2,246	1,992	1,977	2,336	2,487	2,790	2,721	2,571
-as a percentage of trips delivered	≤0.75%	2.56%	1.83%	2.14%	1.54%	1.37%	1.29%	1.26%	1.50%	1.51%	1.64%	1.54%	1.55%
Missed Trips (Vehicle no-shows)	-	1,158	1,057	1,100	867	853	812	774	771	860	898	867	835
-as a percentage of trips delivered	≤0.75%	0.73%	0.60%	0.68%	0.49%	0.52%	0.52%	0.49%	0.50%	0.52%	0.53%	0.49%	0.50%
Customer No-Shows	-	2,760	3,006	2,709	2,873	2,897	2,796	2,794	2,341	2,741	2,578	2,607	2,446
-as a percentage of trips scheduled	-	1.40%	1.39%	1.33%	1.33%	1.42%	1.44%	1.41%	1.20%	1.32%	1.22%	1.20%	1.20%
Customer Late Cancellations	-	10,086	10,069	8,700	8,749	7,067	8,815	9,813	8,840	10,081	9,362	9,521	9,218
-as a percentage of trips scheduled	-	5.11%	4.65%	4.28%	4.04%	3.47%	4.55%	4.97%	4.54%	4.84%	4.42%	4.39%	4.52%
CALLS HANDLED		126,119	129,831	126,507	131,269	124,827	118,512	123,062	117,340	129,756	127,686	130,001	124,293
Telephone Response Time – Reservations	≥95.00%	97.32%	93.32%	94.05%	95.31%	98.78%	99.20%	95.29%	93.35%	98.28%	96.14%	97.28%	95.49%
Telephone Response Time – Where's My Ride	≥95.00%	90.71%	97.88%	97.37%	97.51%	98.63%	98.89%	99.60%	99.32%	99.14%	97.78%	98.95%	98.90%
COMPLAINTS	-	1,317	1,132	1,157	1,216	1,025	884	833	1,040	1,001	1,077	1,078	1,019
Per 1,000 trips requested	≤5.00	4.96	3.91	4.23	4.23	3.75	3.40	3.08	3.98	3.46	3.86	3.78	3.81

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