

METROACCESS
MONTHLY OPERATIONS REPORT
 Fiscal Year 2017



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

PERFORMANCE INDICATOR	FY17 Target	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
TOTAL REQUESTS	-	274,020	303,343	296,208	293,537	282,755	287,851	279,453	268,567	301,723	279,827	296,998	288,371
TRIPS SCHEDULED	-	204,649	226,343	219,131	218,913	210,523	208,644	203,637	201,091	218,801	208,151	222,479	216,471
PASSENGERS (RIDERSHIP)	-	189,991	210,705	199,521	201,124	193,890	192,224	185,852	186,181	201,179	194,046	208,407	204,758
AVERAGE WEEKDAY RIDERSHIP	-	7,805	8,216	8,070	8,298	7,849	7,657	7,517	8,210	7,835	8,305	8,110	8,302
TRIPS DELIVERED	-	160,390	178,352	169,774	170,989	164,379	162,504	158,495	158,403	171,840	164,064	176,652	173,438
ON-TIME PERFORMANCE	≥92.00%	91.99%	91.42%	83.82%	83.37%	83.60%	86.94%	87.95%	87.42%	85.38%	87.59%	87.19%	91.65%
Excessively Late (> 20 min. past pick up window)	-	2,426	2,956	7,715	8,138	7,732	5,483	4,374	4,455	6,184	4,685	5,099	2,592
-as a percentage of trips delivered	≤0.75%	1.51%	1.66%	4.54%	4.76%	4.70%	3.37%	2.76%	2.81%	3.60%	2.86%	2.89%	1.49%
Missed Trips (Vehicle no-shows)	-	738	940	2,131	2,106	2,065	1,538	1,427	1,446	2,017	1,460	1,502	966
-as a percentage of trips delivered	≤0.75%	0.46%	0.53%	1.26%	1.23%	1.26%	0.95%	0.90%	0.91%	1.17%	0.89%	0.85%	0.56%
Customer No-Shows	-	3,101	3,518	3,183	3,175	3,306	3,203	3,058	2,871	3,285	3,031	3,152	3,271
-as a percentage of trips scheduled	-	1.52%	1.55%	1.45%	1.45%	1.57%	1.54%	1.50%	1.43%	1.50%	1.46%	1.42%	1.51%
Customer Late Cancellations	-	10,510	10,578	10,565	10,442	10,211	10,835	10,784	10,011	11,265	10,262	11,365	10,998
-as a percentage of trips scheduled	-	5.14%	4.67%	4.82%	4.77%	4.85%	5.19%	5.30%	4.98%	5.15%	4.93%	5.11%	5.08%
CALLS HANDLED		125,449	137,013	146,197	145,250	141,827	137,609	136,920	129,418	144,895	135,271	144,584	129,356
Telephone Response Time – Reservations	≥95.00%	96.28%	92.99%	90.75%	87.00%	94.38%	98.17%	98.10%	97.38%	93.70%	95.81%	91.51%	96.10%
Telephone Response Time – Where's My Ride	≥95.00%	96.51%	97.77%	79.54%	77.42%	80.38%	86.30%	97.82%	97.96%	88.80%	91.55%	96.38%	98.38%
COMPLAINTS	-	1,225	1,576	2,337	2,461	2,022	1,816	1,360	1,485	1,730	1,369	1,594	1,142
Per 1,000 trips requested	≤5.00	4.47	5.20	7.89	8.38	7.15	6.31	4.87	5.53	5.73	4.89	5.37	3.96

NOTES:

**Per previous communication to the MetroAccess Subcommittee, acute shortages of paratransit operators, which began in earnest during the month of September 2016, continues to significantly impact service delivery and performance system-wide. MetroAccess is working closely with its service providers to improve operator staffing levels and restore performance across the board.