

## METROACCESS MONTHLY OPERATIONS REPORT

### Fiscal Year 2014

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

INDICATOR	FY14 Target	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
<b>TRIPS REQUESTED</b>		248,953	253,560	247,862	267,606	246,374	253,826	257,753	238,670	251,363	276,350	271,188	262,978
<b>TRIPS SCHEDULED</b>		190,356	194,595	190,813	204,660	187,947	186,945	187,253	175,714	189,898	212,208	208,773	202,871
<b>PASSENGERS (RIDERSHIP)</b>		178,719	182,680	177,284	189,573	172,665	165,656	161,438	156,794	170,580	193,606	190,728	186,595
<b>TRIPS DELIVERED</b>		152,392	155,227	151,387	161,878	146,647	140,737	137,926	133,904	145,176	165,524	162,523	158,358
<b>On-Time Performance</b>	<b>92.00%</b>	91.30%	92.86%	90.55%	91.21%	91.11%	92.45%	93.29%	90.16%	92.53%	91.14%	92.29%	92.41%
<b>Total Late Trips</b>		13,804	11,511	14,854	14,771	13,571	11,187	9,720	13,818	11,339	15,288	13,027	12,499
<b>Excessively Late (&gt; 20 min past window)</b>		2,467	1,732	2,632	2,684	2,596	2,035	1,500	3,442	2,023	2,964	2,321	2,244
<i>Percent of trips delivered</i>	<b>0.75%</b>	1.62%	1.12%	1.74%	1.66%	1.77%	1.45%	1.09%	2.57%	1.39%	1.79%	1.43%	1.42%
<b>Missed Trips (Vehicle no-shows)</b>		738	639	743	874	853	774	726	1,127	675	895	693	731
<i>Percent of trips delivered</i>	<b>0.75%</b>	0.48%	0.41%	0.49%	0.54%	0.58%	0.55%	0.53%	0.84%	0.46%	0.54%	0.43%	0.46%
<b>Customer No-Shows</b>		3,090	2,892	2,861	3,019	3,135	3,631	3,481	3,085	3,536	3,588	3,491	3,209
<i>Percent of trips scheduled</i>		1.62%	1.49%	1.50%	1.48%	1.67%	1.94%	1.86%	1.76%	1.86%	1.69%	1.67%	1.58%
<b>Customer Late Cancellations</b>		7,667	8,158	7,864	9,084	8,530	11,453	15,663	9,712	9,711	10,343	10,093	9,616
<i>Percent of trips scheduled</i>		4.03%	4.19%	4.12%	4.44%	4.54%	6.13%	8.36%	5.53%	5.11%	4.87%	4.83%	4.74%
<b>CALLS HANDLED</b>		117,690	114,348	117,207	123,910	118,803	122,987	120,830	119,090	125,305	135,416	133,220	124,864
<b>Telephone Response Time – Reservations</b>	<b>95.00%</b>	97.70%	97.28%	93.98%	93.22%	91.20%	85.48%	94.45%	94.24%	86.25%	99.59%	97.21%	94.74%
<b>Telephone Response Time – Where's My Ride</b>	<b>95.00%</b>	99.90%	99.95%	99.61%	99.91%	99.83%	99.89%	98.38%	93.63%	99.16%	99.39%	97.59%	97.83%
<b>COMPLAINTS</b>		1,193	974	1,269	1,319	1,260	1,052	1,105	1,390	1,164	1,510	1,343	1,409
<i>Per 1,000 trips requested</i>	<b>5.0</b>	4.8	3.8	5.1	4.9	5.1	4.1	4.3	5.8	4.6	5.5	5.0	5.4