

## METROACCESS MONTHLY OPERATIONS REPORT

### Fiscal Year 2015

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

INDICATOR	FY15 Target	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
<b>TRIPS REQUESTED</b>		272,538	264,780	271,160	292,428	253,229	273,961	267,983	251,126	280,430	285,427	269,629	273,928
<b>TRIPS SCHEDULED</b>		208,555	202,845	209,045	224,740	192,442	207,694	196,051	185,687	204,787	219,046	207,063	211,257
<b>PASSENGERS (RIDERSHIP)</b>		192,331	186,418	190,059	203,796	174,048	186,970	170,646	162,093	185,043	198,999	190,039	194,367
<b>TRIPS DELIVERED</b>		162,627	157,362	162,227	174,231	147,768	158,748	145,850	139,280	158,432	169,763	161,642	165,573
<b>On-Time Performance</b>	<b>92.00%</b>	92.60%	92.83%	91.83%	91.85%	91.45%	92.22%	93.01%	89.12%	89.44%	92.01%	92.90%	93.53%
<b>Total Late Trips</b>		12,503	11,765	13,822	14,821	13,216	12,972	10,769	15,900	17,531	14,133	11,928	11,171
<b>Excessively Late (&gt; 20 min past window)</b>		2,214	1,855	2,356	2,260	2,324	1,888	1,693	3,209	3,585	2,411	1,712	1,588
<i>Percent of trips delivered</i>	<b>0.75%</b>	1.36%	1.18%	1.45%	1.30%	1.57%	1.19%	1.16%	2.30%	2.26%	1.42%	1.06%	0.96%
<b>Missed Trips (Vehicle no-shows)</b>		747	608	824	713	751	760	904	997	1,007	767	621	604
<i>Percent of trips delivered</i>	<b>0.75%</b>	0.46%	0.39%	0.51%	0.41%	0.51%	0.48%	0.62%	0.72%	0.64%	0.45%	0.38%	0.36%
<b>Customer No-Shows</b>		3,190	3,409	3,575	3,995	3,467	4,172	3,926	3,116	3,699	3,703	3,230	3,573
<i>Percent of trips scheduled</i>		1.53%	1.68%	1.71%	1.78%	1.80%	2.01%	2.00%	1.68%	1.81%	1.69%	1.56%	1.69%
<b>Customer Late Cancellations</b>		9,551	9,378	9,908	10,887	10,171	11,288	13,722	12,047	7,617	11,787	11,320	11,616
<i>Percent of trips scheduled</i>		4.58%	4.62%	4.74%	4.84%	5.29%	5.43%	7.00%	6.49%	3.72%	5.38%	5.47%	5.50%
<b>CALLS HANDLED</b>		122,274	119,828	126,687	127,134	117,335	128,418	124,709	121,349	134,408	130,547	126,109	125,061
<b>Telephone Response Time – Reservations</b>	<b>95.00%</b>	96.93%	98.57%	97.39%	96.02%	96.36%	94.49%	98.91%	92.66%	91.61%	86.98%	97.01%	95.46%
<b>Telephone Response Time – Where's My Ride</b>	<b>95.00%</b>	97.59%	98.84%	96.72%	97.87%	94.98%	98.49%	95.87%	92.44%	92.73%	96.25%	98.97%	99.55%
<b>COMPLAINTS</b>		1,379	1,118	1,581	1,377	1,052	1,151	870	1,299	1,461	1,340	1,138	1,070
<i>Per 1,000 trips requested</i>	<b>5.0</b>	5.1	4.2	5.8	4.7	4.2	4.2	3.2	5.2	5.2	4.7	4.2	3.9