

METROACCESS
MONTHLY OPERATIONS REPORT
 Fiscal Year 2019



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

PERFORMANCE INDICATOR	FY19 Target	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
TOTAL REQUESTS	-	253,261	287,289	260,468	293,948	270,742	261,184	266,355	258,731	283,536	285,318	293,082	269,751
TRIPS SCHEDULED	-	194,706	217,430	196,950	224,099	199,350	188,462	189,228	186,650	214,376	216,472	220,823	204,032
PASSENGERS (UNLINKED RIDERSHIP)	-	196,666	212,050	188,964	215,654	190,276	181,256	177,581	175,966	203,794	203,979	207,369	194,487
AVERAGE WEEKDAY RIDERSHIP	-	7,908	8,296	8,163	8,446	7,709	7,355	6,983	7,747	8,433	8,259	8,084	8,363
TRIPS DELIVERED	-	165,875	178,871	160,298	183,172	161,384	152,353	151,189	149,546	173,362	176,257	177,997	165,367
ON-TIME PERFORMANCE	≥92.00%	92.26%	92.25%	92.01%	91.93%	90.15%	91.10%	90.39%	88.91%	89.27%	88.60%	86.31%	88.37%
Late Stops (>1 min. past pick up window)	-	13,332	14,368	13,289	15,316	16,543	14,110	15,167	17,247	19,282	20,821	25,381	19,973
On Time Stops		158,824	171,116	152,940	174,497	151,409	144,479	142,726	138,268	160,489	161,851	160,057	151,753
Excessively Late (> 20 min. past pick up window)	-	2,685	2,779	2,402	2,705	3,461	2,999	3,335	4,052	4,255	4,766	6,675	5,039
-as a percentage of trips delivered	≤0.75%	1.62%	1.55%	1.50%	1.48%	2.14%	1.97%	2.21%	2.71%	2.45%	2.70%	3.75%	3.05%
Missed Trips (Vehicle no-shows)	-	826	935	834	923	1,057	957	1,100	1,141	1,256	1,220	1,849	1,367
-as a percentage of trips delivered	≤0.75%	0.50%	0.52%	0.52%	0.50%	0.65%	0.63%	0.73%	0.76%	0.72%	0.69%	1.04%	0.83%
Customer No-Shows	-	2,464	2,641	2,305	2,600	2,335	2,175	2,184	2,040	2,199	2,257	2,512	2,261
-as a percentage of trips scheduled	-	1.27%	1.21%	1.17%	1.16%	1.17%	1.15%	1.15%	1.09%	1.03%	1.04%	1.14%	1.11%
Customer Late Cancellations	-	8,973	8,985	8,354	8,797	8,744	8,084	10,171	8,269	9,795	9,465	9,705	8,880
-as a percentage of trips scheduled	-	4.61%	4.13%	4.24%	3.93%	4.39%	4.29%	5.37%	4.43%	4.57%	4.37%	4.39%	4.35%
CALLS HANDLED		126,288	132,120	122,913	135,800	133,384	125,421	129,708	123,587	137,417	140,388	147,399	133,096
Telephone Response Time – Reservations	≥95.00%	96.71%	98.04%	97.92%	96.44%	99.78%	99.12%	96.87%	92.74%	79.31%	92.73%	95.14%	98.27%
Telephone Response Time – Where's My Ride	≥95.00%	95.54%	97.00%	95.57%	96.26%	96.21%	94.03%	91.50%	87.91%	97.78%	96.23%	90.55%	89.91%
COMPLAINTS	-	1,210	1,117	946	1,194	1,115	942	985	1,113	1,169	1,248	1,601	1,362
Per 1,000 trips requested	≤5.00	4.78	3.89	3.63	4.06	4.12	3.61	3.70	4.30	4.12	4.37	5.46	5.05

NOTES: