

Access Paratransit Performance Report for APAC

Date: 12/27/2021

Performance measures for: **Nov 2021**

Data is from various reports from MV and KC. These reports are pulled from Trapeze, which is the software used by MV.

1. Ridership

	Nov 2021	Nov 2020
Count	20 weekdays, 8 weekend days, 2 holidays	19 weekdays, 9 weekend days, 2 holidays
Boardings	53,617	36,949
Cost per Boarding	\$86.99	\$96.62

2. Productivity and Service Provision

Access Metro's target is for at least 1.61 Access passengers per service hour.

	Nov 2021	Nov 2020
PPSH	1.62	1.28
Vehicle Revenue Hours	33,189.46	28,767.63

3. Service Quality

Metro has a target of at least 92% of our Access trips being on-time (arriving between fifteen minutes before and 15 minutes after the requested trip time).

	Nov 2021	Nov 2020
On-Time Picks	89.91%	94.69%
On-time appt/opt out	87.28%	93.24%

4. Booked Trips

	Nov 2021	Nov 2020
Booked trips	60,260	43,310

5. Maintenance %PMI (Preventative Maintenance Index) on time (Target at 100%) All scheduled maintenance performed on time

	Nov 2021	Nov 2020
% PMI on time	100%	100%

6. Safety & Security

Target is 2.0 accidents per 100,000 – This is for preventable accidents. Most are minor, such as mirror swipes, curb hits, etc.

	Nov 2021	Nov 2020
Accidents per 100,000 miles	5.60	5.95
Major preventable accidents	0	2
Minor preventable accidents	12	24

What are the standards?

On-Time Performance

A rider can expect to be picked up and/or dropped off within or before the respective window 92% of the time

Pick-Up Window

- A rider is given a 30-minute pick-up window
- Early pick-ups are counted as on time and monitored
- Pick-up is late if the vehicle arrives 1-29 minutes after the end of the window
- Pick-up is excessively late if vehicle arrives 30-60 minutes after the end of the window
- Trip is missed if the vehicle arrives 60+ minutes after the end of the window

Appointment Drop-Off Window

- A rider is given a 30-minute appointment drop-off window
- Early drop-offs 60, or more, minutes ahead of appointment time
- Late drop-offs are 0 up to 10 minutes after the appointment time
- Missed drop-offs 10, or more, minutes after your appointment time

On-Board Time

- On Board Time (OBT) is fixed-route travel time plus 15 minutes
- Excessively long trips are longer than OBT no more than 4% of the time
- Access has a “no strand” policy and negotiates a will call ride home as schedule permits