

Access Paratransit Performance Report for APAC

Date: 10/30/2021

Performance measures for: Sept 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

	Sep 2021	Sep 2020
Count	21 weekdays, 8 weekends, 1 holiday	21 weekdays, 8 weekends, 1 holiday
Boardings	51,918	40,721
Cost per Boarding	\$89.20	\$123.29

2. Productivity and Service Provision

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

	Sep 2021	Sep 2020
PPSH	1.58	1.23
Vehicle Revenue Hours	32,809.36	33,007.72

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).

	Sep 2021	Sep 2020
On-Time Picks	93.92%	97.19%
On-time appt/opt out	93.45%	92.44%

4. Booked Trips

	Sep 2021	Sep 2020
Booked trips	46,738	36,384

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

	Sep 2021	Sep 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.

	Sep 2021	Sep 2020
Accidents per 100,000 miles	4.73	7.46* includes previously unreported accidents
Major preventable accidents	0	0
Minor preventable accidents	9	28

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