

# Access Paratransit Performance Report for APAC

Date: 3/7/2022

Performance measures for: **Jan 2022**

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

## 1. Ridership

	<b>Jan 2022</b>	<b>Jan 2021</b>
<b>Count</b>	20 weekdays, 10 weekend days, 1 holiday	19 weekdays, 10 weekend days, 2 holidays
<b>Boardings</b>	47,069	35,376
<b>Cost per Boarding</b>	\$84.60	\$109.60

## 2. Productivity and Service Provision

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

	<b>Jan 2022</b>	<b>Jan 2021</b>
<b>PPSH</b>	1.55	1.14
<b>Vehicle Revenue Hours</b>	30,421.45	31,006.43

## 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).

	<b>Jan 2022</b>	<b>Jan 2021</b>
<b>On-Time Picks</b>	89.6%	95.4%
<b>On-time appt/opt out</b>	86.1%	94.6%

#### 4. Booked Trips

	<b>Jan 2022</b>	<b>Jan 2021</b>
<b>Booked trips</b>	57,595	41,540

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

	<b>Jan 2022</b>	<b>Jan 2021</b>
<b>% PMI on time</b>	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.

	<b>Jan 2022</b>	<b>Jan 2021</b>
<b>Accidents per 100,000 miles</b>	3.00	3.28
<b>Major preventable accidents</b>	0	1
<b>Minor preventable accidents</b>	6	6

## **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