

Access Paratransit Performance Report for APAC

Date: 1/29/2021

Performance measures for: December 2020

Starting next month, we will be adding comparison data for year 2020 and 2021

1. Ridership – December has 22 weekdays, 8 weekends and 1 holiday

- Monthly Access Boardings – 36,643
- Cost \$112.90 per boarding – increase from last month due to less rides due to continued request to stay home by Gov Inslee

2. Productivity and Service Provision

Access Metro's target is for at least 1.61 Access passengers per service hour. Currently productivity is low due to fewer rides and the 2 persons maximum on a vehicle for social distancing.

- Access Passengers Per Hour – 1.18
- Access Vehicle Hours – 31,013.15

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).

- On-Time Performance: 95.08 for pickups
- On-Time Performance: 94.45 for appt with opt/out

4. Booked Trips

- 33,046

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

- 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.

- Accidents 3.73 per 100,000

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