

Access Paratransit Performance Report for APAC

Date: 5/7/2021

Performance measures for: **March 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

	Mar 2021	Mar 2020 – COVID
Count	23 weekdays, 8 weekends	22 weekdays, 9 weekends
Boardings	42,790	44,679
Cost per Boarding	\$102.81	\$125.35

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.

	Mar 2021	Mar 2020 – COVID
PPSH	1.28	1.20
Vehicle Revenue Hours	33,513.18	37,266.62

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).

	Mar 2021	Mar 2020 – pre-COVID
On-Time Picks	95.61%	95.64%
On-time appt/opt out	94.63%	81.31%

4. Booked Trips

	Mar 2021	Mar 2020 – COVID
Booked trips	38,517	40,302

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

	Mar 2021	Mar 2020 – COVID
% PMI on time	100%	98%

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.

	Mar 2021	Mar 2020 – COVID
Accidents per 100,000 miles	6.82	No data system down

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