

# Access Paratransit Performance Report for APAC

Date: 6/30/2021

Performance measures for: **May 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

	<b>May 2021</b>	<b>May 2020 – Covid</b>
<b>Count</b>	20 weekdays, 10 weekends	20 weekdays, 10 weekends
<b>Boardings</b>	44,508	25,673
<b>Cost per Boarding</b>	\$96.25	\$134.30

## 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.

	<b>May 2021</b>	<b>May 2020 – Covid</b>
<b>PPSH</b>	1.38	0.98
<b>Vehicle Revenue Hours</b>	32,321.09	26,130.75

## 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>May 2021</b>	<b>May 2020 –Covid</b>
<b>On-Time Picks</b>	95.30%	96.50%
<b>On-time appt/opt out</b>	94.89%	96.81%

## 4. Booked Trips

	<b>May 2021</b>	<b>May 2020 – Covid</b>
<b>Booked trips</b>	39,939	22,888

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

	<b>May 2021</b>	<b>May 2020 – Covid</b>
<b>% PMI on time</b>	99.20%	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>May 2021</b>	<b>May 2020 – Covid</b>
<b>Accidents per 100,000 miles</b>	3.97	1.91

## **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