

MetroAccess – Demand Response Transit Systems

AI-2021-179

Capital Metro OPS Committee

November 2021

MetroAccess Overview & Operations

- What is **METROACCESS**?
- Role and Impact of Operations Software
 - ✓ Customers
 - ✓ Vehicle Operators
 - ✓ Dispatchers + Schedulers
 - ✓ Call Center
 - ✓ Eligibility
 - ✓ Planners
 - ✓ Administrative Team



MetroAccess KPIs

How do we know we're delivering the best customer experience?

On Time Pickups

92% or better

Answering calls promptly

5% or fewer abandoned calls

Reasonable hold times

2 minutes or less

Hundreds of Other Indicators...

(Productivity, On Board Time, Eligibility outcomes, Etc.)

METROACCESS
AUGUST 2019 OPERATIONS REPORT

Executive Summary

- Ridership has grown 4% for this fiscal year over the same period a year ago carrying about 61,297 passenger trips in the month of August
- System-wide on-time performance is 89.4% which is below the goal of 92%
- System-wide productivity goal was met operating at 1.5 passengers per vehicle hour
- North Base achieved 1.75 while South Base achieved 2.72 accidents per 100,000 miles (goal 2.0)
- Chargeable no-shows remain consistent at 3%
- Subscription trips are up to 32% of all passenger trips
- Premium service—open returns and standby make up 7% of trips or about 4,500 monthly trips
- Call Center abandonment rates increased in August as a result of the Trapezze scheduling and dispatch system upgrade - 7.1% reservations (goal <5%) and 8.0% Where's My Ride (goal <10%)
- South Base complaint rate is 14.1 and North Base is 23.2 per 10,000 passenger trips (goal 20)
- Eligible passengers are total of 6,130 with 3,535 active (58%), 63% are categorized as unconditional

August Performance

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	July	August
51,329	52,551	
512	496	
381	430	
654	644	
1,547	1,570	
3.0%	3.0%	
946	1,202	
34.0%	31.9%	
71	73	
3	5	
289	247	
4,012	4,272	

	July	August
2.5%	7.1%	
4.0%	8.0%	
14.1	14.1	
25.1	23.2	
-	-	
77	103	
4	2	
22	35	
54	72	
6,116	6,130	
3,530	3,535	
204	172	
3	0	
0	0	
4	0	
3	3	

	August	Total	%
6	47	0.8%	
93	3,871	83.1%	
22	1,402	22.9%	
36	545	8.9%	
5	171	2.8%	
11	101	1.7%	
Select Out	7	Pending	
7	12		

Ridership (All ADA services)	FY 2018 YTD	FY 2019 YTD	% Difference	June	July	August
South Base (Van)	319,242	331,454	3.8%	30,069	31,840	32,469
South Base (MV1)	89,855	77,774	-12.5%	6,743	7,071	7,252
Sub-Total South Base	409,097	409,228	0.3%	36,812	38,911	39,721
North Base (MiniVan)	206,737	228,662	10.6%	20,313	21,088	21,576
North Base (Van)	1,319	-	-	-	-	-
Total ADA Ridership	616,153	637,890	3.5%	57,125	59,999	61,297
Total Requested Trips	718,050	741,265	3.2%	64,934	69,212	69,962
% Difference	14.2%	13.9%		12.0%	13.3%	12.4%

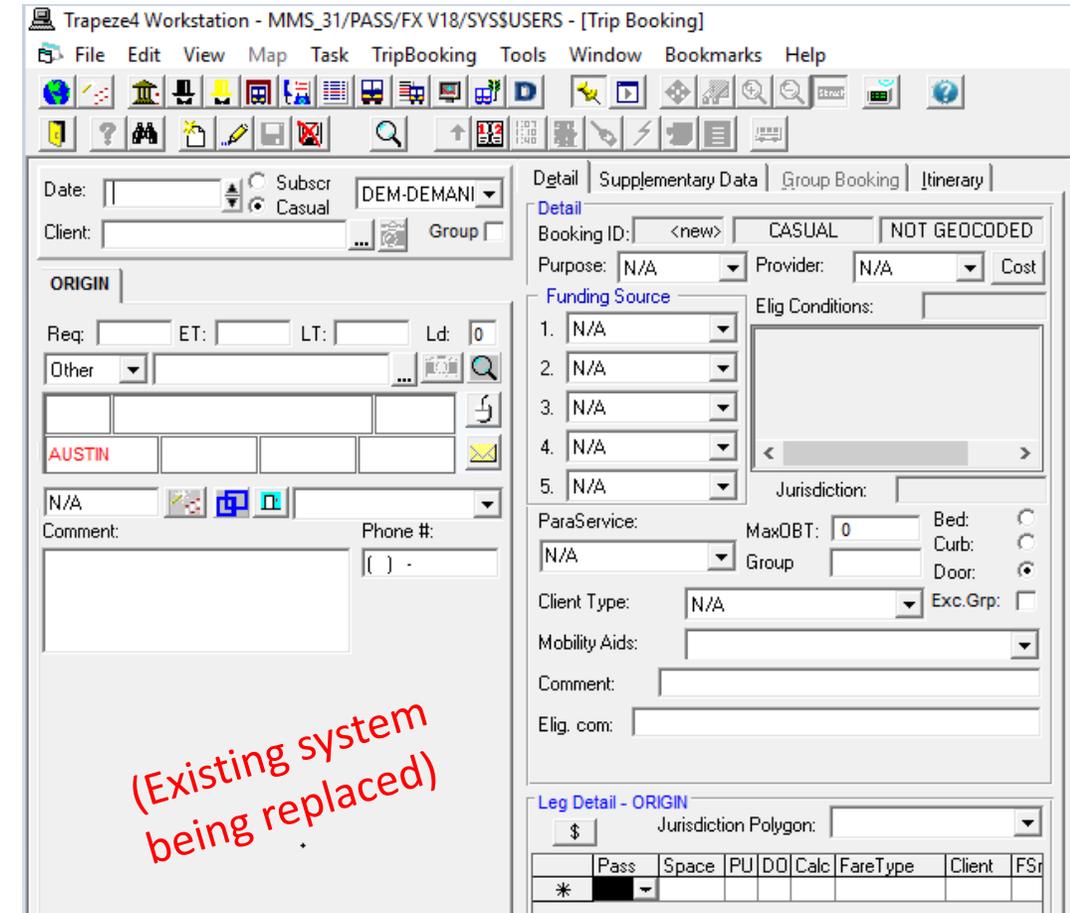
On Time Performance (OTP) Goal: Pickups >=92%	South Base (SB)	South Base (NB)	System Total*
91.4%	90.7%	-0.8%	93.3%
92.1%	89.6%	-2.7%	90.3%
92.0%	90.31%	-0.8%	92.2%
			92.2%

Productivity (Passengers per Service Hour)	South Base (Van)	South Base (MV1)	Sub-Total South Base	North Base (MiniVan)	North Base (Van)	Total
1.53	1.52	-0.7%	1.59	1.60	1.58	
1.43	1.41	-1.4%	1.39	1.39	1.38	
1.51	1.50	-0.7%	1.55	1.55	1.56	
1.45	1.44	-0.7%	1.43	1.39	1.42	
1.49	1.48	-0.7%	1.50	1.49	1.51	

Accident Rates (Vehicle Accidents per 100,000 miles) Goal: Vehicle Accident Rate <=2	South Base	North Base	Total
1.34	1.10	-19.4%	2.94
0.83	1.04	25.3%	0.00
1.18	1.08	-8.5%	1.26
			1.68
			0.44
			1.20
			2.72
			1.75
			2.35

System Background

- All Functions: Eligibility, Customer Accounts, Reservations, Scheduling, Dispatch, Driver Routing, and more.
- Deployed in 2001
- Last upgrade - Aug 2019 (v13 to v18)
 - ✓ (Necessary for modern security protocols and longstanding bugs fixes)
- Update Ops Committee Feb 2020 on Performance & Planned System Replacement
- Procurement Attempted in 2020
- Procurement Process Successful in 2021



Demand Response Transit Systems

Improvements for all Stakeholders

Improved Customer Experience

- ADA-accessible iOS, Android, & Web
- Real-time customer trip booking, cancellation
- Track ride status in Real-time
- Account Management
- Auto-notifications: voice, text & email
- Ride Ratings
- Account-based Fares

Improved Internal Team Experience

- ADA-accessible staff interface via the web
- Modern algorithms use historical data and real time traffic for improved schedule efficiency and timeliness
- In-vehicle turn-by-turn navigation adjusts based on Street Congestion
- Automation of Workflow for Routine Tasks

Demand Response Transit Systems

Integrations into Capital Metro Systems

- Phone System Ride Reminders
- Enterprise Asset Management
- Enterprise Customer Relationship Manager
- CapMetro App Customer Payment Integration

Penalties for non-performance



Demand Response Transit Systems

Systems Provided by Spare Labs Inc.

- Privately-owned, founded in 2015
- Headquarters: Vancouver, BC, Canada
- Expertise: ADA Paratransit, On Demand, First Mile/Last Mile, Ride Hailing
- Customer Base: 85+ operations on 4 continents



Recommended Award November 2021 – \$4,201,206

- New software startup timeline – 12 months
- Base: Through September 30, 2023 – \$447,210
- Options: 10 one-year licensing & support – \$3,753,996



STAR TRANSIT

citibus

MRTA

Next Steps

Early 2022:

Begin Kickoff and Design Activities

- Internal and External Stakeholders

Ongoing Throughout 2022:

Software/Hardware Integration

Stakeholder Engagement

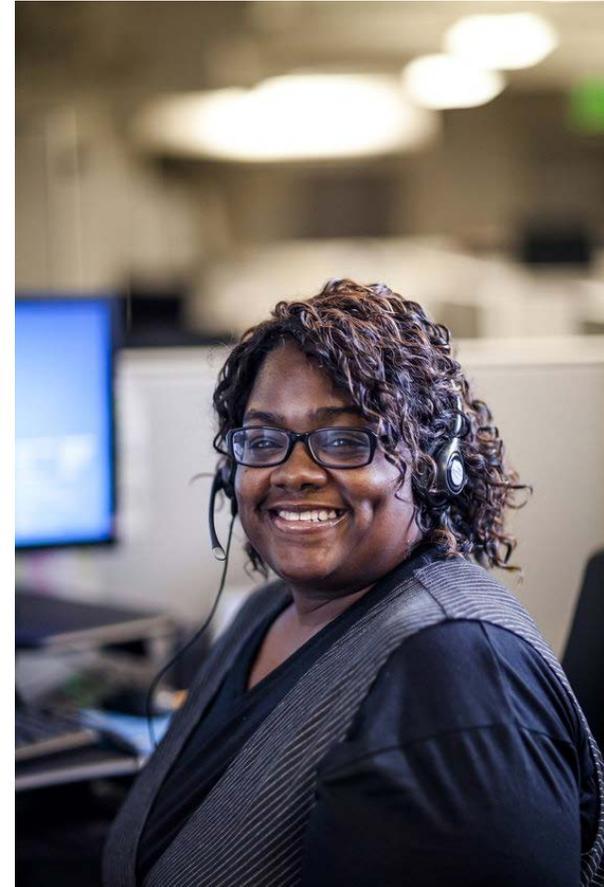
Software/Hardware Testing

Staff Training

Community Outreach & Training

Pilot Testing with Volunteer Customers

2023: Launch (Once 100% Tested & Ready)





METRO

THANK YOU!