

Metro Micro Overview

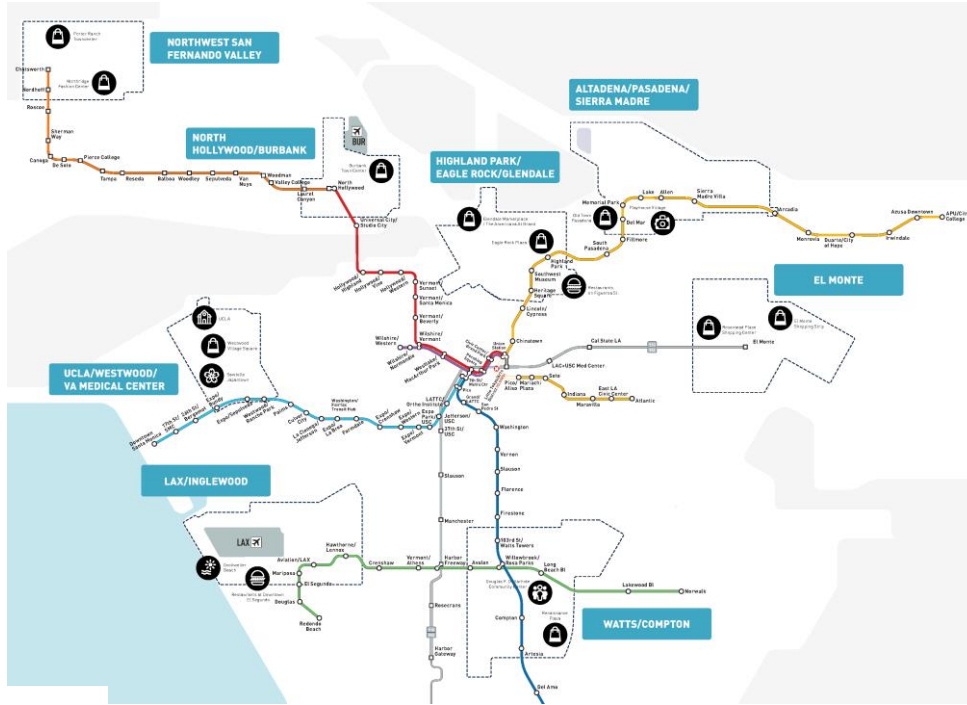


Item Number



- Metro Micro launches at the peak of the COVID-19 pandemic
- Metro Micro expands, launching a total of 7 zones in a single calendar year
- Metro Micro exceeds a half million trips in FY22
- Metro Micro is the largest on-demand transit program in the U.S.

Metro Micro Zones



- ✓ With all initial Metro Micro Zones launched inclusive of 2022 Equity Focused Communities (EFCs), ongoing analysis is being conducted at the Zone level.
- ✓ Beginning in June 2022, business rules were adjusted on the software directly to help achieve KPIs, including: pooling trips to fixed-route stations and aggregating traffic at high-volume stops.
- ✓ As a result of Metro Micro prioritizing pooled rides and wait times to respond to excess demand, *In July 2022, excess demand was at 26.7%, down from 33.4% in March 2022.*

Key Performance Indicators & Measures



Zone-level	Measure	Y1 Target	10/2021	3/2022	7/2022
Ridership	Passengers per vehicle per hour	3	2.55	2.97	3.28
	Average number of trips per week on Micro by unique users	3	3.3	3.2	3.1
Customer Experience	Percentage of trips with a maximum wait time of 15 mins	75%	51%	70%	82.5%
	Percentage of excess demand (no ride available)	<10%	9.40%	33.40%	26.7%
	On-Time Performance (pick ups and drop offs)	75%	--	64.01%	78.3%

Project-level	Measure	Y1 Target	10/2021	3/2022	7/2022
Innovation	Launch six service zones testing a variety of use cases	6	8	8	8
	% of flexible operators per SMART-TD side letter	90%	10%	31%	47%
Customer Experience	Star rating from customer in Metro Micro mobile application (completed rides)	4.5 of 5 stars	4.80	4.85	4.86
Strategic Partnerships	Number of partnerships with health, transport and higher education institutions	2 per zone	1	5	6
Workforce Investment	Percentage of Micro frontline team members promoting throughout Metro	5%	2.2%	4.8%	5.8%
	Percentage of Micro frontline team members to stay with pilot for more than 1 year	50%	N/A	51.9%	65.8%

Initial Findings and Focus



- ✓ **Customer Satisfaction:** Metro Micro has been well received by customers with an average of 4.8 of 5 stars from those completing a ride. Collection of customer demographics and trip types is ongoing.
- ✓ **Iteration and Improvements:** Metro Micro has begun software adjustments to better respond to demand. Metro Micro is assembling a customer solutions team to prioritize improvements to the software. This will be comprised of frequent users and Metro Micro staff.
- ✓ **Workforce Retention and Satisfaction:** Metro Micro has trained and retained a frontline workforce through effectively establishing an innovative workplace culture which supports flexibility and career growth within the agency and the public sector. Surveys and focus groups show that 80% of Metro Micro Operators enjoy their work and 74% recommend seeking a job with the program to family and friends.
- ✓ **Cost Analysis:** In FY22, Metro Micro cost per trip was \$47.23, compared to FY22 Budget Book forecast of \$136.21. Of the 290,000 trips forecasted in FY22, Metro Micro exceeded these figures by delivering 503,122.
- ✓ **Pilot Evaluation:** Evaluation of the pilot will begin in Dec. 2022, at the two-year mark of service.