

Metro Rideshare/Shared Mobility

Recovery & Retention Task Force

Breakdown of Quarterly Performance Metrics

Performance Metrics	FY 18					FY 19					FY 20					FY 21				
	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	FY 18 Grand Total	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	FY 19 Grand Total	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	FY 20 Grand Total	1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.	FY 21 Grand Total
1. Number of Employer Clients Receiving AVR Service	101	170	27	69	367	136	133	33	65	367	142	127	30	22	321	114	148	29		291
2. Number of Employer Client Worksites Receiving AVR Service					0					0					0					0
3. Number of Employee AVR Surveys Processed	68,829	85,005	18,941	41,819	214,594	72,242	77,301	24,290	44,466	218,299	64,247	78,185	19,483	14,484	176,399	58,969	59,346	15,587		133,902
4. Number of Employer AVRs Calculated	143	198	29	107	477	150	182	37	84	453	144	173	30	26	373	131	117	46		294
5. Number of New Employer Clients	5	9	12	16	42	8	3	4	7	22	8	4	6	0	18	8	12	3		23
6. Number of New Employer Client Worksites	5	10	12	21	48	11	3	4	8	26	8	4	6	0	18	13	13	10		36
7. Number of RideGuides Produced	12,396	13,372	1,272	6,965	34,005	12,552	10,834	2,317	6,981	32,684	13,713	10,604	1,577	2,149	28,043	8,589	7,347	1,428		17,364
8. Number of Walkers	774	854	515	1,016	3,159	836	1,707	596	1,005	4,144	802	1,572	666	170	3,210	622	1,232	325		2,179
9. Number of Bicyclists	289	314	139	295	1,037	492	650	139	363	1,644	439	637	124	98	1,298	263	425	86		774
10. Number of Carpoolers	5,622	4,130	1,880	2,514	14,146	6,469	4,504	1,828	3,154	15,955	5,198	3,972	2,323	1,044	12,537	4,653	4,471	870		9,994
11. Number Vanpoolers	429	569	174	406	1,578	1,563	535	215	735	3,048	979	556	165	442	2,142	678	602	165		1,445
12. Number of Bus Riders	1,987	2,003	607	1,606	6,203	2,481	1,969	849	1,601	6,900	1,727	2,140	817	613	5,297	1,849	1,730	348		3,927
13. Number of Rail Riders	2,406	1,805	719	1,910	6,840	3,287	1,692	881	1,590	7,450	2,141	1,909	833	697	5,580	2,724	1,930	400		5,054
14. Number of Telecommuters	11,096	10,634	1,540	5,589	28,859	12,686	8,102	1,201	5,828	27,817	10,452	7,718	1,101	1,719	20,990	11,186	11,952	3,060		26,198
15. Number of Drives Alone	52,338	41,465	11,807	20,706	126,316	61,989	39,978	12,386	26,372	140,725	47,034	38,827	13,414	9,200	108,475	45,480	44,558	11,143		101,181
16. Vehicle Miles Travel Reduced	5,012,070	4,307,753	1,741,707	4,991,485	16,053,015	4,060,546	3,892,785	2,218,154	3,670,432	13,841,917	5,754,696	4,164,009	1,982,309	1,718,949	13,619,963	6,785,516	8,175,933	2,288,634		17,250,083
17. Gallons of Gasoline Reduced	294,826	253,397	108,353	293,618	950,194	238,856	228,987	130,480	215,908	814,231	338,511	244,942	116,606	101,094	801,153	399,148	480,937	117,842		997,927
18. Pounds of Pollutants Reduced	5,741,803	4,934,127	2,110,427	5,717,277	18,503,634	4,650,974	4,458,819	2,540,686	4,204,135	15,854,614	6,591,464	4,769,481	2,270,549	1,968,482	15,599,976	7,772,170	9,364,763	2,293,453		19,430,386

Due to the COVID-19 pandemic, Governor Gavin Newsome issued a mandatory Stay at Home Order on March 19, 2020. The Stay at Home Order closed down all businesses except essential workers and sent all other workers to work from home. In response, The South Coast AQMD released their first communication to employers (250+ employees) required to comply with Rule 2202. The South Coast AQMD provided an automatic no cost 90 day extension to employers without sending in a formal written request. On November 4, 2020, the South Coast AQMD issued their second communication regarding Rule 2202 compliance in relation to the ongoing pandemic. Their directive provided a second no cost 90 day extension if the employer emailed their request to the South Coast AQMD for approval. The south Coast AQMD's second directive also allowed employers to remove furloughed employees from their total employee count and allowed employers to submit HR/payroll records, in lieu of surveying their telecommuting employees.

All of the above actions have significantly impacted our Performance Metrics. The goals and strategies provided by the Metro Rideshare/Shared Mobility Retention and Recovery Task Force, will allow strong retention of existing employer clients, will increase the number of employer clients we service and will ultimately increase those utilizing a rideshare mode and reduce vehicle miles travelled, reduce gallons of gasoline consumed and reduce the pounds of pollutants being emitted.