CapMetro

Access Advisory Committee

November 2024

Our Commitment to Reliability and Performance

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Overview

- We set a high standard for uptime internally, and we've recently dipped below our standard. Our 90 day uptime is currently at 99.87% (avg. 1.86 min per day), where historically Spare Platform has been at 99.99% (avg. 0.14 min per day).

- We acknowledge the impact this has on riders and are fully committed to improving **reliability** and **performance**.

- There are several project that are already underway, and many more planned to ensure we meet our standards going forward.

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Action Item #1:
Focus on Reliability and Performance Engineering

Short-Term/Immediate Solutions:

- Adding an additional layer of Quality Assurance to our release process
- Shifting more engineering capacity towards reliability and performance

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Action Item #2:
Ensuring Continued Operations During Outages

- Goal: Ensure drivers can access their manifest, even if there is an event that limits access to Spare Platform

- For example, we are investing in new solutions to ensure drivers can operate with existing manifests even during outages.

- CapMetro is being consulted as a part of our design and development process

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Action Item #3:
Accelerating Support Response Times

- Goal: Reducing average support response times to under 4 minutes. For live chat our average is now 2m 39s. For email, our average is now 4m 5s.

- Expanding support team and hiring more agents, ensuring faster, proactive assistance.

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Action Item #4:
Improved early warning systems

- New approach to monitoring that will flag performance issues earlier.

- Goal: Address issues before they lead to system degradation.

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Additional Priorities

- We are providing dispatchers with more reliable tools for making schedule adjustments and quickly addressing service issues.

- Talking with drivers to understand their key pain points and equipping them with additional information and resources to improve service for riders. This includes information on whether they are early or late for the pickup window.

- Giving dispatchers data on where, why, and when drivers start running late, making it easier to investigate and improve on-time performance.

- Working with CapMetro to roll out changes to appointment trips in order to increase on-time performance.

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Summary

1. Focus on Reliability and Performance Engineering

2. Ensuring Continued Operations During Outages

3. Accelerating Support Response Times

4. Improved early warning systems

5. Several enhancements to improve dispatcher and driver experience

We will continue to collaborate with CapMetro through these improvements.

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Work Planning Session

Facilitated by Staff Liaison

CapMetro