



MONTHLY OPERATIONS REPORT

Fiscal Year 2026

The performance data shown below is based on “reconciled” trip data for the periods indicated.

Performance Indicator	FY26 Target	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Total Requests	•	131,537	124,398	134,359	145,588	122,602	122,994	119,740	116,320	126,136	126,662	118,485
Trips Scheduled (Dedicated)	•	91,198	86,402	85,877	89,006	75,203	76,261	68,296	74,395	84,972	87,638	77,956
Passengers	•	91,161	86,600	85,557	89,033	75,153	74,085	64,783	72,232	84,391	87,892	74,716
Average Weekday Ridership	•	3,454	3,423	3,370	3,399	3,120	2,811	2,546	3,143	3,283	3,454	3,009
Trips Completed	•	76,514	72,279	71,969	74,871	62,614	62,203	54,657	60,901	70,780	73,433	62,405
On-Time Pick-up Performance	>=90.00%	90.58%	90.46%	89.54%	92.08%	91.30%	88.82%	91.77%	90.49%	89.93%	88.41%	77.70%

Performance Indicator	FY26 Target	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Late Stops	•	7,674	7,352	8,036	6,340	5,844	7,520	4,898	6,239	7,666	9,208	15,556
On-Time Stops	•	73,761	69,742	68,825	73,719	61,365	59,756	54,633	59,352	68,488	70,209	54,210
Excessively Late (> 20 min. past pick-up window)	•	2,109	1,919	2,130	1,606	1,623	2,466	1,493	1,998	2,527	2,955	5,493
Excessively Late - as a percentage of trips delivered	≤1.00%	2.76%	2.65%	2.96%	2.15%	2.59%	3.96%	2.73%	3.28%	3.57%	4.02%	8.80%
Missed Trips	•	1,140	1,188	1,212	1,046	1,045	1,413	967	1,022	1,299	1,761	3,914
Missed Trips - as a percentage of trips delivered	≤0.75%	1.49%	1.64%	1.68%	1.40%	1.67%	2.27%	1.77%	1.68%	1.84%	2.40%	6.27%
Customer No-Shows	•	1,788	1,725	1,724	1,935	1,726	1,751	1,783	1,600	1,846	1,985	1,610
No-Shows - as a percentage of trips scheduled	•	1.96%	2.00%	2.01%	2.17%	2.30%	2.30%	2.61%	2.15%	2.17%	2.26%	2.07%

Performance Indicator	FY26 Target	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Customer Late Cancellations	•	6,067	5,932	6,127	6,020	5,508	6,153	5,511	5,799	6,229	5,682	5,851
Late Cancellations - as a percentage of trips scheduled	•	6.65%	6.87%	7.13%	6.76%	7.32%	8.07%	8.07%	7.79%	7.33%	6.48%	7.51%
Calls Handled	•	198,391	190,325	207,698	200,323	185,690	199,120	179,889	190,322	193,949	173,014	171,414
Telephone Response Time - Reservations	>=95.00%	82.29%	91.01%	91.62%	93.30%	95.39%	92.49%	92.49%	85.79%	74.46%	92.35%	93.78%
Telephone Response Time - Where's My Ride	>=95.00%	85.23%	92.69%	80.21%	74.73%	87.80%	85.03%	97.18%	93.84%	87.59%	85.71%	61.55%
Complaints	•	541	537	585	508	472	651	401	523	707	844	1392
Complaints per 1,000 trips requested	<=5.00	4.11	4.32	4.35	3.49	3.85	5.29	3.35	4.50	5.61	6.66	11.75