



MONTHLY OPERATIONS REPORT

Fiscal Year 2027

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

Performance Indicator	FY27 Target	Jul-26
Total Requests	•	133,274
Trips Scheduled (Dedicated)	•	90,366
Passengers	•	89,617
Average Weekday Ridership	•	3,485
Trips Completed	•	75,196
On-Time Pick-up Performance	>=90.00%	89.58%
Late Stops	•	8,423
On-Time Stops	•	72,444
Excessively Late (> 20 min. past pick-up window)	•	2,471
Excessively Late - as a percentage of trips delivered	<=0.75%	3.29%

Performance Indicator	FY27 Target	Jul-26
Missed Trips	•	1,350
Missed Trips - as a percentage of trips scheduled	<=0.75%	1.49%
Customer No-Shows	•	2,020
No-Shows - as a percentage of trips scheduled	•	2.24%
Customer Late Cancellations	•	6,187
Late Cancellations - as a percentage of trips scheduled	•	6.85%
Calls Handled	•	161,541
Telephone Response Time - Reservations	>=87.50%	87.31%
Telephone Response Time - Where's My Ride	>=87.50%	98.05%
Complaints	•	655
Complaints per 1,000 trips requested	<=5.00	4.91