



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	Aug-26
Total Requests	•	133,274	126,532
Trips Scheduled (Dedicated)	•	90,366	86,064
Passengers	•	89,617	85,119
Average Weekday Ridership	•	3,485	3,473
Trips Completed	•	75,196	71,656
On-Time Pick-up Performance	>=90.00%	89.58%	88.94%
Late Stops	•	8,423	8,492
On-Time Stops	•	72,444	68,268
Excessively Late (> 20 min. past pick-up window)	•	2,471	2,508
Excessively Late - as a percentage of trips delivered	<=2.67%	3.29%	3.50%

Performance Indicator	FY27 Target	Jul-26	Aug-26
Missed Trips	•	1,350	1,286
Missed Trips - as a percentage of trips scheduled	<=0.75%	1.49%	1.49%
Customer No-Shows	•	2,020	1,799
No-Shows - as a percentage of trips scheduled	•	2.24%	2.09%
Customer Late Cancellations	•	6,187	6,239
Late Cancellations - as a percentage of trips scheduled	•	6.85%	7.25%
Calls Handled	•	161,541	154,807
Telephone Response Time - Reservations	>=87.50%	87.31%	80.39%
Telephone Response Time - Where's My Ride	>=87.50%	98.05%	94.29%
Complaints	•	655	541
Complaints per 1,000 trips requested	<=5.00	4.91	4.28