

MONTHLY OPERATIONS REPORT

Fiscal Year 2024

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

Performance Indicator	FY24 Target	Jul-23	Aug-23	Sep-23
Total Requests	•	150,854	166,120	158,165
Trips Scheduled	•	114,704	124,748	117,652
Passengers	•	115,411	126,747	118,898
Average Weekday Ridership	•	4,608	4,781	4,831
Trips Completed	•	97,215	106,985	100,812
On-Time Pick-up Performance	>=93.00%	91.86%	92.38%	90.10%
Late Stops	•	8,277	8,543	10,481
On-Time Stops	•	93,395	103,533	95,352
Excessively Late (> 20 min. past pick-up window)	•	2,062	1,911	2,384
Excessively Late - as a percentage of trips delivered	<=0.75%	2.12%	1.79%	2.36%
Missed Trips	•	932	925	1,182
Missed Trips - as a percentage of trips delivered	<=0.75%	0.96%	0.86%	1.17%
Customer No-Shows	•	1,714	1,996	1,805
No-Shows - as a percentage of trips scheduled	•	1.49%	1.60%	1.53%
Customer Late Cancellations	•	5,257	5,523	5,243
Late Cancellations - as a percentage of trips scheduled	•	4.58%	4.43%	4.46%
Calls Handled	•	138,836	146,836	138,721
Telephone Response Time - Reservations	>=95.00%	93.71%	86.33%	87.43%
Telephone Response Time - Where's My Ride	>=95.00%	86.89%	88.93%	76.78%
Complaints	•	487	541	686
Complaints per 1,000 trips requested	<=5.00	3.23	3.26	4.34

^a *Note: FY23 pickup window began 15 minutes before scheduled arrival time and ended 15 minutes after scheduled arrival time. FY24 pickup window begins at scheduled arrival time and ends 30 minutes after scheduled arrival time. This affects On-Time Pick-Ups, Excessively Late Trips, and Missed Trips