

# 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	Oct-23	Nov-23	Dec-23
Total Requests	•	150,854	166,120	158,165	168,098	160,345	154,561
Trips Scheduled	•	114,704	124,748	117,652	125,050	116,387	114,793
Passengers	•	115,411	126,747	118,898	127,117	117,818	114,031
Average Weekday Ridership	•	4,608	4,781	4,831	4,986	4,672	4,498
Trips Completed	•	97,215	106,985	100,812	107,459	99,367	96,040
On-Time Pick-up Performance	<b>&gt;=93.00%</b>	91.86%	92.38%	90.10%	91.53%	91.01%	91.55%
Late Stops	•	8,277	8,543	10,481	9,553	9,386	8,583
On-Time Stops	•	93,395	103,533	95,352	103,168	95,008	93,022
Excessively Late (> 20 min. past pick-up window)	•	2,062	1,911	2,384	1,979	2,043	1,997
Excessively Late - as a percentage of trips delivered	<b>&lt;=0.75%</b>	2.12%	1.79%	2.36%	1.84%	2.06%	2.08%
Missed Trips	•	932	925	1,182	1,063	1,102	1,125
Missed Trips - as a percentage of trips delivered	<b>&lt;=0.75%</b>	0.96%	0.86%	1.17%	0.99%	1.11%	1.17%
Customer No-Shows	•	1,714	1,996	1,805	1,983	1,906	2,134
No-Shows - as a percentage of trips scheduled	•	1.49%	1.60%	1.53%	1.59%	1.64%	1.86%
Customer Late Cancellations	•	5,257	5,523	5,243	5,640	5,333	5,925
Late Cancellations - as a percentage of trips scheduled	•	4.58%	4.43%	4.46%	4.51%	4.58%	5.16%
Calls Handled	•	138,836	146,836	138,721	146,635	139,636	146,500
Telephone Response Time - Reservations	<b>&gt;=95.00%</b>	93.71%	86.33%	87.43%	86.54%	90.55%	97.56%
Telephone Response Time - Where's My Ride	<b>&gt;=95.00%</b>	86.89%	88.93%	76.78%	86.13%	85.89%	90.47%
Complaints	•	488	541	686	605	610	547
Complaints per 1,000 trips requested	<b>&lt;=5.00</b>	3.23	3.26	4.34	3.60	3.80	3.54

<sup>a</sup> \*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