

# 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	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Total Requests	•	150,854	166,120	158,165	168,098	160,345	154,561	160,232	148,992	153,105	151,120	156,240
Trips Scheduled	•	114,704	124,748	117,652	125,050	116,387	114,793	117,073	112,178	117,007	114,860	116,091
Passengers	•	115,411	126,747	118,898	127,117	117,818	114,031	112,216	112,584	117,719	115,427	117,361
Average Weekday Ridership	•	4,608	4,781	4,831	4,986	4,672	4,498	4,300	4,667	4,725	4,553	4,470
Trips Completed	•	97,215	106,985	100,812	107,459	99,367	96,040	95,670	95,475	98,990	97,403	98,968
On-Time Pick-up Performance	>=93.00%	91.86%	92.38%	90.10%	91.53%	91.01%	91.55%	92.06%	90.23%	91.14%	92.05%	91.47%
Late Stops	•	8,277	8,543	10,481	9,553	9,386	8,583	8,032	9,830	9,254	8,169	8,882
On-Time Stops	•	93,395	103,533	95,352	103,168	95,008	93,022	93,157	90,776	95,192	94,524	95,295
Excessively Late (> 20 min. past pick-up window	•	2,062	1,911	2,384	1,979	2,043	1,997	1,716	2,430	2,181	2,031	2,249
Excessively Late - as a percentage of trips delivered	<=0.75%	2.12%	1.79%	2.36%	1.84%	2.06%	2.08%	1.79%	2.55%	2.20%	2.09%	2.27%
Missed Trips	•	932	925	1,182	1,063	1,102	1,125	982	1,221	1,153	995	1,110
Missed Trips - as a percentage of trips delivered	<=0.75%	0.96%	0.86%	1.17%	0.99%	1.11%	1.17%	1.03%	1.28%	1.16%	1.02%	1.12%
Customer No-Shows	•	1,714	1,996	1,805	1,983	1,906	2,134	2,115	1,942	2,066	2,098	2,013
No-Shows - as a percentage of trips scheduled	•	1.49%	1.60%	1.53%	1.59%	1.64%	1.86%	1.81%	1.73%	1.77%	1.83%	1.73%
Customer Late Cancellations	•	5,257	5,523	5,243	5,640	5,333	5,925	6,720	5,302	5,635	5,365	5,578
Late Cancellations - as a percentage of trips scheduled	•	4.58%	4.43%	4.46%	4.51%	4.58%	5.16%	5.74%	4.73%	4.82%	4.67%	4.80%
Calls Handled	•	138,836	146,836	138,721	146,635	139,636	146,500	132,977	129,997	139,543	137,983	144,348
Telephone Response Time - Reservations	>=95.00%	93.71%	86.33%	87.43%	86.54%	90.55%	97.56%	99.60%	99.46%	99.34%	96.37%	91.78%
Telephone Response Time - Where's My Ride	>=95.00%	86.89%	88.93%	76.78%	86.13%	85.89%	90.47%	95.71%	86.84%	90.39%	95.90%	91.16%
Complaints	•	488	541	686	605	610	547	522	740	614	557	683
Complaints per 1,000 trips requested	<=5.00	3.23	3.26	4.34	3.60	3.80	3.54	3.26	4.97	4.01	3.69	4.37

<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