

MONTHLY OPERATIONS REPORT

Fiscal Year 2025

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

Performance Indicator	FY25 Target	Jul-24
Total Requests	•	147,597
Trips Scheduled	•	108,413
Passengers	•	107,840
Average Weekday Ridership	•	4,097
Trips Completed	•	90,558
On-Time Pick-up Performance	>=92.00%	89.06%
Late Stops	•	10,659
On-Time Stops	•	86,796
Excessively Late (> 20 min. past pick-up window)	•	2,608
Excessively Late - as a percentage of trips delivered	<=1.00%	2.88%
Missed Trips	•	2,568
Missed Trips - as a percentage of trips delivered	<=0.75%	2.84%
Customer No-Shows	•	2,215
No-Shows - as a percentage of trips scheduled	•	2.04%
Customer Late Cancellations	•	5,612
Late Cancellations - as a percentage of trips scheduled	•	5.18%
Calls Handled	•	107,432
Telephone Response Time - Reservations	>=95.00%	76.32%
Telephone Response Time - Where’s My Ride	>=95.00%	75.17%
Complaints	•	1035
Complaints per 1,000 trips requested	<=5.00	7.01