

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	Aug-24	Sep-24
Total Requests	•	147,597	144,536	130,687
Trips Scheduled	•	108,413	107,122	94,593
Passengers	•	107,840	107,544	94,143
Average Weekday Ridership	•	4,097	4,168	3,774
Trips Completed	•	90,558	90,527	79,568
On-Time Pick-up Performance	>=92.00%	89.06%	90.28%	88.00%
Late Stops	•	10,659	9,336	10,173
On-Time Stops	•	86,796	86,716	74,612
Excessively Late (> 20 min. past pick-up window)	•	2,608	2,407	2,708
Excessively Late - as a percentage of trips delivered	<=1.00%	2.88%	2.66%	3.40%
Missed Trips	•	2,568	1,352	1,940
Missed Trips - as a percentage of trips delivered	<=0.75%	2.84%	1.49%	2.44%
Customer No-Shows	•	2,215	2,097	1,477
No-Shows - as a percentage of trips scheduled	•	2.04%	1.96%	1.56%
Customer Late Cancellations	•	5,612	5,624	5,525
Late Cancellations - as a percentage of trips scheduled	•	5.18%	5.25%	5.84%
Calls Handled	•	107,432	147,499	146,973
Telephone Response Time - Reservations	>=95.00%	76.32%	73.76%	61.78%
Telephone Response Time - Where’s My Ride	>=95.00%	75.17%	88.42%	90.31%
Complaints	•	1034	725	692
Complaints per 1,000 trips requested	<=5.00	7.01	5.02	5.30