

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	Oct-24
Total Requests	•	147,597	144,536	130,687	136,419
Trips Scheduled	•	108,413	107,122	94,593	97,044
Passengers	•	107,840	107,544	94,143	97,141
Average Weekday Ridership	•	4,097	4,168	3,774	3,636
Trips Completed	•	90,558	90,527	79,568	81,677
On-Time Pick-up Performance	>=92.00%	89.06%	90.28%	88.00%	87.03%
Late Stops	•	10,659	9,336	10,173	11,292
On-Time Stops	•	86,796	86,716	74,612	75,794
Excessively Late (> 20 min. past pick-up window)	•	2,608	2,407	2,708	3,236
Excessively Late - as a percentage of trips delivered	<=1.00%	2.88%	2.66%	3.40%	3.96%
Missed Trips	•	2,568	1,352	1,940	2,018
Missed Trips - as a percentage of trips delivered	<=0.75%	2.84%	1.49%	2.44%	2.47%
Customer No-Shows	•	2,215	2,097	1,477	1,552
No-Shows - as a percentage of trips scheduled	•	2.04%	1.96%	1.56%	1.60%
Customer Late Cancellations	•	5,612	5,624	5,525	5,709
Late Cancellations - as a percentage of trips scheduled	•	5.18%	5.25%	5.84%	5.88%
Calls Handled	•	107,432	147,499	146,973	154,827
Telephone Response Time - Reservations	>=95.00%	76.32%	73.76%	61.78%	68.10%
Telephone Response Time - Where’s My Ride	>=95.00%	75.17%	88.42%	90.31%	76.06%
Complaints	•	1034	725	692	778
Complaints per 1,000 trips requested	<=5.00	7.01	5.02	5.30	5.70