

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	Nov-24
Total Requests	•	147,597	144,536	130,687	136,419	118,806
Trips Scheduled	•	108,413	107,122	94,593	97,044	78,670
Passengers	•	107,840	107,544	94,143	97,141	78,481
Average Weekday Ridership	•	4,097	4,168	3,774	3,636	3,128
Trips Completed	•	90,558	90,527	79,568	81,677	65,717
On-Time Pick-up Performance	>=92.00%	89.06%	90.28%	88.00%	87.03%	83.38%
Late Stops	•	10,659	9,336	10,173	11,292	11,728
On-Time Stops	•	86,796	86,716	74,612	75,794	58,835
Excessively Late (> 20 min. past pick-up window)	•	2,608	2,407	2,708	3,236	3,655
Excessively Late - as a percentage of trips delivered	<=1.00%	2.88%	2.66%	3.40%	3.96%	5.56%
Missed Trips	•	2,568	1,352	1,940	2,018	2,149
Missed Trips - as a percentage of trips delivered	<=0.75%	2.84%	1.49%	2.44%	2.47%	3.27%
Customer No-Shows	•	2,215	2,097	1,477	1,552	1,320
No-Shows - as a percentage of trips scheduled	•	2.04%	1.96%	1.56%	1.60%	1.68%
Customer Late Cancellations	•	5,612	5,624	5,525	5,709	4,887
Late Cancellations - as a percentage of trips scheduled	•	5.18%	5.25%	5.84%	5.88%	6.21%
Calls Handled	•	107,432	147,499	146,973	154,827	150,961
Telephone Response Time - Reservations	>=95.00%	76.32%	73.76%	61.78%	68.10%	92.99%
Telephone Response Time - Where’s My Ride	>=95.00%	75.17%	88.42%	90.31%	76.06%	78.39%
Complaints	•	1034	725	692	778	930
Complaints per 1,000 trips requested	<=5.00	7.01	5.02	5.30	5.70	7.83