

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 | Dec-24 |
|---|--------------------|---------|---------|---------|---------|---------|---------|
| Total Requests | • | 147,597 | 144,536 | 130,687 | 136,419 | 118,806 | 113,675 |
| Trips Scheduled | • | 108,413 | 107,122 | 94,593 | 97,044 | 78,670 | 74,333 |
| Passengers | • | 107,840 | 107,544 | 94,143 | 97,141 | 78,481 | 73,972 |
| Average Weekday Ridership | • | 4,097 | 4,168 | 3,774 | 3,636 | 3,128 | 2,838 |
| Trips Completed | • | 90,558 | 90,527 | 79,568 | 81,677 | 65,717 | 61,638 |
| On-Time Pick-up Performance | >=92.00% | 89.06% | 90.28% | 88.00% | 87.03% | 83.38% | 87.11% |
| Late Stops | • | 10,659 | 9,336 | 10,173 | 11,292 | 11,728 | 8,547 |
| On-Time Stops | • | 86,796 | 86,716 | 74,612 | 75,794 | 58,835 | 57,755 |
| Excessively Late (> 20 min. past pick-up window) | • | 2,608 | 2,407 | 2,708 | 3,236 | 3,655 | 2,802 |
| Excessively Late - as a percentage of trips delivered | <=1.00% | 2.88% | 2.66% | 3.40% | 3.96% | 5.56% | 4.55% |
| Missed Trips | • | 2,568 | 1,352 | 1,940 | 2,018 | 2,149 | 1,654 |
| Missed Trips - as a percentage of trips delivered | <=0.75% | 2.84% | 1.49% | 2.44% | 2.47% | 3.27% | 2.68% |
| Customer No-Shows | • | 2,215 | 2,097 | 1,477 | 1,552 | 1,320 | 1,433 |
| No-Shows - as a percentage of trips scheduled | • | 2.04% | 1.96% | 1.56% | 1.60% | 1.68% | 1.93% |
| Customer Late Cancellations | • | 5,612 | 5,624 | 5,525 | 5,709 | 4,887 | 5,535 |
| Late Cancellations - as a percentage of trips scheduled | • | 5.18% | 5.25% | 5.84% | 5.88% | 6.21% | 7.45% |
| Calls Handled | • | 107,432 | 147,499 | 146,973 | 154,827 | 150,961 | 137,519 |
| Telephone Response Time - Reservations | >=95.00% | 76.32% | 73.76% | 61.78% | 68.10% | 92.99% | 86.04% |
| Telephone Response Time - Where's My Ride | >=95.00% | 75.17% | 88.42% | 90.31% | 76.06% | 78.39% | 59.47% |
| Complaints | • | 1034 | 725 | 692 | 778 | 930 | 762 |
| Complaints per 1,000 trips requested | <=5.00 | 7.01 | 5.02 | 5.30 | 5.70 | 7.83 | 6.70 |