

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	Jan-25	Feb-25	Mar-25
Total Requests	•	147,597	144,536	130,687	136,419	118,806	113,675	123,983	113,239	124,030
Trips Scheduled	•	108,413	107,122	94,593	97,044	78,670	74,333	77,621	74,725	85,827
Passengers	•	107,840	107,544	94,143	97,141	78,481	73,972	72,421	72,169	84,832
Average Weekday Ridership	•	4,097	4,168	3,774	3,636	3,128	2,838	2,757	3,105	3,408
Trips Completed	•	90,558	90,527	79,568	81,677	65,717	61,638	61,168	60,902	71,671
On-Time Pick-up Performance	>=92.00%	89.06%	90.28%	88.00%	87.03%	83.38%	87.11%	89.61%	89.38%	87.35%
Late Stops	•	10,659	9,336	10,173	11,292	11,728	8,547	6,899	6,940	9,655
On-Time Stops	•	86,796	86,716	74,612	75,794	58,835	57,755	59,507	58,406	66,687
Excessively Late (> 20 min. past pick-up window)	•	2,608	2,407	2,708	3,236	3,655	2,802	2,016	2,136	2,980
Excessively Late - as a percentage of trips delivered	<=1.00%	2.88%	2.66%	3.40%	3.96%	5.56%	4.55%	3.30%	3.51%	4.16%
Missed Trips	•	2,568	1,352	1,940	2,018	2,149	1,654	1,610	1,187	1,567

Performance Indicator	FY25 Target	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Missed Trips - as a percentage of trips delivered	<=0.75%	2.84%	1.49%	2.44%	2.47%	3.27%	2.68%	2.63%	1.95%	2.19%
Customer No-Shows	•	2,215	2,097	1,477	1,552	1,320	1,433	1,643	1,546	1,513
No-Shows - as a percentage of trips scheduled	•	2.04%	1.96%	1.56%	1.60%	1.68%	1.93%	2.12%	2.07%	1.76%
Customer Late Cancellations	•	5,612	5,624	5,525	5,709	4,887	5,535	6,358	5,675	6,107
Late Cancellations - as a percentage of trips scheduled	•	5.18%	5.25%	5.84%	5.88%	6.21%	7.45%	8.19%	7.59%	7.12%
Calls Handled	•	107,432	147,499	146,973	154,827	150,961	158,795	156,379	158,970	175,831
Telephone Response Time - Reservations	>=95.00%	76.32%	73.76%	61.78%	68.10%	92.99%	85.98%	95.01%	85.74%	68.50%
Telephone Response Time - Where's My Ride	>=95.00%	75.17%	88.42%	90.31%	76.06%	78.39%	67.09%	93.34%	94.16%	93.31%
Complaints	•	1034	725	692	778	930	762	456	505	632
Complaints per 1,000 trips requested	<=5.00	7.01	5.02	5.30	5.70	7.83	6.70	3.68	4.46	5.10