

MONTHLY OPERATIONS REPORT

Fiscal Year 2023

The performance data shown below is based on "reconciled" trip data for the periods indicated.

Performance Indicator	FY23 Target	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
Total Requests	•	149,608	162,025	155,703	158,295	157,550	155,785	155,627
Trips Scheduled	•	111,015	118,095	116,045	118,745	114,812	115,047	115,135
Passengers	•	110,922	118,244	116,122	118,349	113,281	111,924	113,764
Average Weekday Ridership	•	5,282	5,141	5,278	5,636	5,149	5,087	5,171
Trips Completed	•	94,980	101,682	99,940	101,689	97,378	96,067	98,441
On-Time Pick-up Performance	>=92.00%	93.96%	91.96%	92.98%	92.87%	91.46%	90.91%	93.74%
Late Stops	•	5,992	8,555	7,326	7,558	8,644	9,179	6,446
On-Time Stops	•	93,205	97,822	97,006	98,470	93,696	91,855	96,464
Excessively Late (> 20 min. past pick-up window)	•	1,300	1,970	1,534	1,508	1,905	2,142	1,340
Excessively Late - as a percentage of trips delivered	<=0.75%	1.37%	1.94%	1.53%	1.48%	1.96%	2.23%	1.36%
Missed Trips	•	860	1,134	786	767	1,300	1,165	673
Missed Trips - as a percentage of trips delivered	<=0.75%	0.91%	1.12%	0.79%	0.75%	1.34%	1.21%	0.68%
Customer No-Shows	•	1,510	1,669	1,734	1,742	1,804	1,863	1,902
No-Shows - as a percentage of trips scheduled	•	1.36%	1.41%	1.49%	1.47%	1.57%	1.62%	1.65%
Customer Late Cancellations	•	4,862	4,928	5,114	5,363	5,132	5,500	4,953
Late Cancellations - as a percentage of trips scheduled	•	4.38%	4.17%	4.41%	4.52%	4.47%	4.78%	4.30%
Calls Handled	•	123,048	133,361	137,607	134,247	132,397	136,410	138,381
Telephone Response Time - Reservations	>=95.00%	81.75%	92.34%	96.06%	89.05%	93.84%	93.12%	99.40%
Telephone Response Time - Where's My Ride	>=95.00%	73.72%	74.40%	96.69%	94.68%	77.76%	83.96%	96.12%
Complaints	•	552	673	516	501	665	655	422
Complaints per 1,000 trips requested	<=5.00	3.69	4.15	3.31	3.16	4.22	4.20	2.71

^a *Note: In November 2022, 108 stops were designated as "late" due to a system outage that made it impossible to verify whether the customer was picked up on-time