

Fiscal Year 2025

Passengers and Trips	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Trips Scheduled	4,507	4,460	4,362	4,883	4,133	3,875	4,358					
Completed Trips	3,802	3,707	3,650	4,184	3,509	3,114	2,907					
Passengers (Unlinked Ridership)	4,492	4,482	4,299	5,023	4,096	3,548	3,380					
Average Weekday Ridership	163	163	165	175	185	126	116					
On Time Performance												
On-Time Pick-Ups	3,532	3,414	3,308	3,860	3,289	2,597	2,446					
: as a percentage of trips delivered	93%	92%	91%	92%	94%	83%	84%					
:Late Pick-Ups (>10 minute past pick-up window)	247	261	321	299	197	425	435					
: as a percentage of trips delivered	6%	7%	9%	7%	6%	14%	15%					
:Excessively Late (>30 minutes past pick-up window)	23	32	21	25	23	92	26					
: as a percentage of trips delivered	1%	1%	1%	1%	1%	3%	1%					
Cancellations and No-Shows												
Trips Cancelled by Provider	148	190	129	157	148	185	781					
: as a percentage of trips scheduled	3%	4%	3%	3%	4%	5%	18%					
Trips Cancelled by Customer (Late Cancels)	447	450	480	449	371	429	544					
: as a percentage of trips scheduled	10%	10%	11%	9%	9%	11%	12%					
Customer No-Shows	103	96	81	82	94	76	97					
: as a percentage of trips scheduled	2.3%	2.2%	1.9%	1.7%	2.3%	2.0%	2.2%					
Trips Missed by Provider	7	17	22	11	11	71	29					
: as a percentage of trips scheduled	0.2%	0.4%	0.5%	0.2%	0.3%	1.8%	0.7%					
STAR Call Center												
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Calls Recieved	-	2,875	2,743	3,116	2,589	3,634	3,634					
Calls Answered	-	2,814	2,696	3,068	2,504	3,293	3,273					
Telephone Response time (Seconds)	-	:16	:16	:19	:12	:47	:34					
Complaints	-	8	7	11	4	13	6					
: per 1,000 trips requested	-	1%	1%	1%	0%	1%	1%	0%	0%	0%	0%	0%

* As of August 2024, we have regained access to our phone system data. We are currently working on obtaining the backlogged data.

Fiscal Year 2024

Passengers and Trips	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Trips Scheduled	4,144	4,552	4,226	4,566	4,027	3,901	4,202	4,122	4,339	4,685	4,617	4,263
Completed Trips	3,459	3,819	3,566	3,931	3,385	3,198	3,393	3,553	3,737	4,089	3,913	3,589
Passengers (Unlinked Ridership)	4,164	4,579	4,247	4,708	3,994	3,834	3,943	4,171	4,457	4,880	4,608	4,188
Average Weekday Ridership	193	204	201	205	185	182	143	198	202	210	200	208
On Time Performance												
On-Time Pick-Ups	3,068	3,447	3,142	3,566	3,089	2,969	3,098	3,344	3,451	3,822	3,670	3,327
: as a percentage of trips delivered	89%	90%	88%	91%	91%	93%	91%	94%	92%	93%	94%	93%
:Late Pick-Ups (>10 minute past pick-up window)	233	203	235	229	165	117	171	188	259	158	153	157
: as a percentage of trips delivered	7%	5%	7%	6%	5%	4%	5%	5%	7%	4%	4%	4%
:Excessively Late (>30 minutes past pick-up window)	158	169	189	136	131	112	124	21	27	109	90	105
: as a percentage of trips delivered	5%	4%	5%	3%	4%	4%	4%	1%	1%	3%	2%	3%
Cancellations and No-Shows												
Trips Cancelled by Provider	171	142	183	181	165	191	239	134	151	136	171	162
: as a percentage of trips scheduled	4%	3%	4%	4%	4%	5%	6%	3%	3%	3%	4%	4%
Trips Cancelled by Customer (Late Cancels)	426	442	352	377	374	408	456	351	359	366	451	395
: as a percentage of trips scheduled	10%	10%	8%	8%	9%	10%	11%	9%	8%	8%	10%	9%
Customer No-Shows	88	149	125	77	103	104	114	84	92	94	82	117
: as a percentage of trips scheduled	2.1%	3.3%	3.0%	1.7%	2.6%	2.7%	2.7%	2.0%	2.1%	2.0%	1.8%	2.7%
Trips Missed by Provider	11	21	22	6	13	4	29	8	3	14	19	10
: as a percentage of trips scheduled	0.3%	0.5%	0.5%	0.1%	0.3%	0.1%	0.7%	0.2%	0.1%	0.3%	0.4%	0.2%
STAR Call Center												
Calls Recieved	4,102	4,289	4,233	4,040	3,633	3,616	3,102	1,801	-	-	-	-
Calls Answered	3,817	4,146	4,176	3,987	3,581	3,591	3,004	1,774	-	-	-	-
Telephone Response time (Seconds)	:11	:13	:15	:13	:14	:15	:14	:13	-	-	-	-
Complaints	5	7	12	5	5	3	4	3	-	-	-	-
: per 1,000 trips requested	1%	1%	1%	1%	1%	0%	0%	0%	-	-	-	-

Fiscal Year 2023

Passengers and Trips	22-Jul	22-Aug	22-Sep	22-Oct	22-Nov	22-Dec	23-Jan	23-Feb	23-Mar	23-Apr	23-May	23-Jun
Trips Scheduled	3,918	4,082	4,055	4,230	4,700	4,690	3,987	3,739	4,526	4,091	4,379	4,136
Completed Trips	3,172	3,325	3,419	3,528	3,769	3,848	3,286	3,162	3,791	3,476	3,888	3,625
Passengers (Unlinked Ridership)	2,976	3,325	3,419	3,528	3,769	3,189	3,840	3,679	4,458	4,159	4,502	4,249
Average Weekday Ridership	138.8	149.1	154.5	161.1	163.5	143.8	183.0	188.6	161.4	164.9	200.9	159.7
On Time Performance												
On-Time Pick-Ups	2,569	2,649	2,982	3,128	3,340	3,490	2,943	2,851	3,344	3,027	3,314	3,155
: as a percentage of trips delivered	81%	80%	87%	89%	89%	91%	90%	90%	88%	87%	85%	87%
:Late Pick-Ups (>10 minute past pick-up window)	261	311	243	231	222	167	204	168	408	229	301	273
: as a percentage of trips delivered	8%	9%	7%	7%	6%	4%	6%	5%	11%	7%	8%	8%
:Excessively Late (>30 minutes past pick-up window)	342	365	194	169	207	191	139	143	39	220	273	197
: as a percentage of trips delivered	11%	11%	6%	5%	5%	5%	4%	5%	1%	6%	7%	5%
Cancellations and No-Shows												
Trips Cancelled by Provider	168	147	83	136	600	177	163	123	122	121	186	127
: as a percentage of trips scheduled	4%	4%	2%	3%	13%	4%	4%	3%	3%	3%	4%	3%
Trips Cancelled by Customer (Late Cancels)	491	508	461	476	231	551	463	394	518	526	461	414
: as a percentage of trips scheduled	13%	12%	11%	11%	5%	12%	12%	11%	11%	13%	11%	10%
Customer No-Shows	87	102	92	90	100	114	71	60	115	90	97	97
: as a percentage of trips scheduled	2.2%	2.5%	2.3%	2.1%	2.1%	2.4%	2.4%	1.6%	2.1%	2%	2%	2%
Trips Missed by Provider	41	39	18	27	25	13	4	13	29	17	26	13
: as a percentage of trips scheduled	1.0%	1.0%	0.4%	0.6%	0.5%	0.3%	0.1%	0.3%	0.6%	0.4%	0.6%	0.3%
STAR Call Center												
Calls Recieved	4,149	4,276	3,941	3,952	4,353	4,193	3,651	3,467	4,429	3,990	4,294	4,076
Calls Answered	3,744	3,745	3,450	3,541	3,612	3,603	3,132	3,020	3,686	3,867	4,195	3,777
Telephone Response time (Seconds)	:11	:11	:10	:09	:13	:13	:10	:11	:14	:14	:18	:09
Complaints	6	10	12	8	3	10	9	8	9	12	8	11
: per 1,000 trips requested	1.6	2.4	2.8	1.9	0.7	2.6	2.3	2.1	2	2.9	1.7	1.9