

STAR Performance Metrics

| 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 | | | | | | | | | |
| Completed Trips | 3,802 | 3,707 | 3,650 | | | | | | | | | |
| Passengers (Unlinked Ridership) | 4,492 | 4,482 | 4,299 | | | | | | | | | |
| Average Weekday Ridership | 163 | 163 | 165 | | | | | | | | | |
| On Time Performance | | | | | | | | | | | | |
| On-Time Pick-Ups | 3,532 | 3,414 | 3,308 | | | | | | | | | |
| : as a percentage of trips delivered | 93% | 92% | 91% | | | | | | | | | |
| :Late Pick-Ups (>10 minute past pick-up window) | 247 | 261 | 321 | | | | | | | | | |
| : as a percentage of trips delivered | 6% | 7% | 9% | | | | | | | | | |
| :Excessively Late (>30 minutes past pick-up window) | 23 | 32 | 21 | | | | | | | | | |
| : as a percentage of trips delivered | 1% | 1% | 1% | | | | | | | | | |
| Cancellations and No-Shows | | | | | | | | | | | | |
| Trips Cancelled by Provider | 148 | 190 | 129 | | | | | | | | | |
| : as a percentage of trips scheduled | 3% | 4% | 3% | | | | | | | | | |
| Trips Cancelled by Customer (Late Cancels) | 447 | 450 | 480 | | | | | | | | | |
| : as a percentage of trips scheduled | 10% | 10% | 11% | | | | | | | | | |
| Customer No-Shows | 103 | 96 | 81 | | | | | | | | | |
| : as a percentage of trips scheduled | 2.3% | 2.2% | 1.9% | | | | | | | | | |
| Trips Missed by Provider | 7 | 17 | 22 | | | | | | | | | |
| : as a percentage of trips scheduled | 0.2% | 0.4% | 0.5% | | | | | | | | | |
| STAR Call Center | | | | | | | | | | | | |
| | | * | | | | | | | | | | |
| Calls Recieved | - | 2,875 | 2,743 | | | | | | | | | |
| Calls Answered | - | 2,814 | 2,696 | | | | | | | | | |
| Telephone Response time (Seconds) | - | :16 | :16 | | | | | | | | | |
| Complaints | - | 8 | 7 | | | | | | | | | |
| : per 1,000 trips requested | - | 1% | 1% | 0% | 0% | 0% | 0% | 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.