

Fiscal Year 2023

<b>Passengers and Trips</b>	<b>22-Jul</b>	<b>22-Aug</b>	<b>22-Sep</b>	<b>22-Oct</b>	<b>22-Nov</b>	<b>22-Dec</b>	<b>23-Jan</b>	<b>23-Feb</b>	<b>23-Mar</b>	<b>23-Apr</b>	<b>23-May</b>	<b>23-Jun</b>
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
<b>On Time Performance</b>												
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 <b>delivered</b>	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 <b>delivered</b>	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 <b>delivered</b>	11%	11%	6%	5%	5%	5%	4%	5%	1%	6%	7%	5%
<b>Cancellations and No-Shows</b>												
Trips Cancelled by Provider	168	147	83	136	600	177	163	123	122	121	186	127
: as a percentage of trips <b>scheduled</b>	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 <b>scheduled</b>	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 <b>scheduled</b>	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 <b>scheduled</b>	1.0%	1.0%	0.4%	0.6%	0.5%	0.3%	0.1%	0.3%	0.6%	0.4%	0.6%	0.3%
<b>STAR Call Center</b>												
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 <b>requested</b>	1.6	2.4	2.8	1.9	0.7	2.6	2.3	2.1	2	2.9	1.7	1.9

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<b>Passengers and Trips</b>	<b>Jul-23</b>	<b>Aug-23</b>	<b>Sep-23</b>	<b>Oct-23</b>	<b>Nov-23</b>	<b>Dec-23</b>	<b>Jan-24</b>	<b>Feb-24</b>	<b>Mar-24</b>	<b>Apr-24</b>	<b>May-24</b>	<b>Jun-24</b>
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
<b>On Time Performance</b>												
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 <b>delivered</b>	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 <b>delivered</b>	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 <b>delivered</b>	5%	4%	5%	3%	4%	4%	4%	1%	1%	3%	2%	3%
<b>Cancellations and No-Shows</b>												
Trips Cancelled by Provider	171	142	183	181	165	191	239	134	151	136	171	162
: as a percentage of trips <b>scheduled</b>	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 <b>scheduled</b>	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 <b>scheduled</b>	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 <b>scheduled</b>	0.3%	0.5%	0.5%	0.1%	0.3%	0.1%	0.7%	0.2%	0.1%	0.3%	0.4%	0.2%
<b>STAR Call Center</b>												
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 <b>requested</b>	1%	1%	1%	1%	1%	0%	0%	0%	-	-	-	-

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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							
Completed Trips	3,802	3,707	3,650	4,184	3,509							
Passengers (Unlinked Ridership)	4,492	4,482	4,299	5,023	4,096							
Average Weekday Ridership	163	163	165	175	185							
<b>On Time Performance</b>												
On-Time Pick-Ups	3,532	3,414	3,308	3,860	3,289							
: as a percentage of trips <b>delivered</b>	93%	92%	91%	92%	94%							
:Late Pick-Ups (>10 minute past pick-up window)	247	261	321	299	197							
: as a percentage of trips <b>delivered</b>	6%	7%	9%	7%	6%							
:Excessively Late (>30 minutes past pick-up window)	23	32	21	25	23							
: as a percentage of trips <b>delivered</b>	1%	1%	1%	1%	1%							
<b>Cancellations and No-Shows</b>												
Trips Cancelled by Provider	148	190	129	157	148							
: as a percentage of trips <b>scheduled</b>	3%	4%	3%	3%	4%							
Trips Cancelled by Customer (Late Cancels)	447	450	480	449	371							
: as a percentage of trips <b>scheduled</b>	10%	10%	11%	9%	9%							
Customer No-Shows	103	96	81	82	94							
: as a percentage of trips <b>scheduled</b>	2.3%	2.2%	1.9%	1.7%	2.3%							
Trips Missed by Provider	7	17	22	11	11							
: as a percentage of trips <b>scheduled</b>	0.2%	0.4%	0.5%	0.2%	0.3%							
<b>STAR Call Center</b>												
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Calls Recieved	-	2,875	2,743	3,116	2,589							
Calls Answered	-	2,814	2,696	3,068	2,504							
Telephone Response time (Seconds)	-	:16	:16	:19	:12							
Complaints	-	8	7	11	4							
: per 1,000 trips <b>requested</b>	-	1%	1%	1%	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.