

Star Service Metric Report

FY 2023

July 2022 - March 2023

Total Requests	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			
Passengers (Unlinked Ridership)	2,976	3,325	3,419	3,528	3,769	3,189	3,840	3,679	4,458			
Average Weekday Ridership	138.8	149.1	154.5	161.1	163.5	143.8	183.0	188.6	161.4			
On-Time Pick-Ups	2,373	2,649	2,982	3,128	3,340	2,831	3,497	3,368	4,011			
: as a percentage of trips delivered	80%	80%	87%	89%	89%	89%	91%	92%	90%			
:Late Pick-Ups (>10 minute past pick-up window)	261	311	243	231	222	167	204	168	408			
: as a percentage of trips delivered	9%	9%	7%	7%	6%	5%	5%	5%	9%			
:Excessively Late (>30 minutes past pick-up window)	342	365	194	169	207	191	139	143	39			
: as a percentage of trips delivered	11%	11%	6%	5%	5%	6%	4%	4%	1%			
Missed Trips	41	39	18	27	25	13	4	13	29			
:as a percentage of trips scheduled	1%	1%	0%	1%	1%	0%	0%	0%	1%			
Customer No-Shows	87	102	92	90	100	114	71	60	115			
:as a percentage of trips scheduled	2.20%	2.50%	2.30%	2.10%	2.10%	2.40%	2.40%	1.60%	2.10%			
Calls Recieved	4,149	4,276	3,941	3,952	4,353	4,193	3,651	3,467	4,429			
Calls Answered	3,744	3,745	3,450	3,541	3,612	3,603	3,132	3,020	3,686			
Telephone Response time (Seconds)	:11	:11	:10	:09	:13	:13	:10	:11	:14			
Complaints	6	10	12	8	3	10	9	8	9			
:per 1,000 trips requested	1.6	2.4	2.8	1.9	0.7	2.6	2.3	2.1	2			