

Fiscal Year 2026

<b>Passengers and Trips</b>	<b>Jul-25</b>	<b>Aug-25</b>	<b>Sep-25</b>	<b>Oct-25</b>	<b>Nov-25</b>	<b>Dec-25</b>	<b>Jan-26</b>	<b>Feb-26</b>	<b>Mar-26</b>	<b>Apr-26</b>	<b>May-26</b>	<b>Jun-26</b>
Trips Scheduled	4,456	4,130	4,139	4,313	4,029	4,260	3,915	3,925	4,442	4,321		
Completed Trips	3,480	3,229	3,315	3,438	2,922	3,104	2,601	2,842	3,568	3,516		
Passengers (Unlinked Ridership)	4,052	3,731	3,852	3,926	3,342	3,577	3,067	3,271	4,107	4,117		
Average Weekday Ridership	184	136	137	136	127	128	104	130	146	146		
<b>On Time Performance</b>												
On-Time Pick-Ups	3,398	3,046	3,030	3,256	2,852	3,025	2,544	2,582	3,263	3,226		
: as a percentage of trips <b>delivered</b>	98%	94%	91%	95%	98%	97%	98%	91%	91%	92%		
:Late Pick-Ups (>10 minute past pick-up window)	72	162	249	177	51	68	51	226	291	263		
: as a percentage of trips <b>delivered</b>	2%	5%	8%	5%	2%	2%	2%	8%	8%	7%		
:Excessively Late (>30 minutes past pick-up window)	10	21	36	5	19	11	6	34	14	27		
: as a percentage of trips <b>delivered</b>	0%	1%	1%	0%	1%	0%	0%	1%	0%	1%		
<b>Cancellations and No-Shows</b>												
Trips Cancelled by Provider	572	461	524	266	547	558	600	410	394	345		
: as a percentage of trips <b>scheduled</b>	13%	11%	13%	6%	14%	13%	15%	10%	9%	8%		
Trips Cancelled by Customer	306	366	200	497	465	508	642	569	405	372		
: as a percentage of trips <b>scheduled</b>	7%	9%	5%	12%	12%	12%	16%	14%	9%	9%		
Customer No-Shows	80	63	88	99	87	80	65	94	62	78		
: as a percentage of trips <b>scheduled</b>	1.8%	1.5%	2.1%	2.3%	2.2%	1.9%	1.7%	2.4%	1.4%	1.8%		
Trips Missed by Provider	18	11	12	6	8	10	7	10	13	10		
: as a percentage of trips <b>scheduled</b>	0.4%	0.3%	0.3%	0.1%	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%		
<b>STAR Call Center</b>												
Calls Recieved	2,096	1,792	2,028	1,989	1,837	2,011	1,933	1,974	2,210	1,949		
Calls Answered	2,058	1,769	2,004	1,989	1,804	1,964	1,910	1,930	2,144	1,935		
Telephone Response time (Seconds)	:17	:14	:14	:17	:18	:19	:14	:17	:21	:15		
Complaints	13	13	17	12	4	6	12	6	10	8		
: per 1,000 trips <b>requested</b>	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%		

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	3,892	3,871	3,678	3,458	3,776
Completed Trips	3,802	3,707	3,650	4,184	3,509	3,114	2,907	2,830	3,192	3,047	2,876	3,206
Passengers (Unlinked Ridership)	4,492	4,482	4,299	5,023	4,096	3,548	3,380	3,170	3,673	3,479	3,302	3,662
Average Weekday Ridership	163	163	165	175	185	126	116	127	139	129	118	156
<b>On Time Performance</b>												
On-Time Pick-Ups	3,532	3,414	3,308	3,860	3,289	2,597	2,446	2,526	2,782	2,713	2,556	3,078
: as a percentage of trips <b>delivered</b>	93%	92%	91%	92%	94%	83%	84%	89%	87%	89%	89%	96%
:Late Pick-Ups (>10 minute past pick-up window)	247	261	321	299	197	425	435	294	379	312	283	96
: as a percentage of trips <b>delivered</b>	6%	7%	9%	7%	6%	14%	15%	10%	12%	10%	10%	3%
:Excessively Late (>30 minutes past pick-up window)	23	32	21	25	23	92	26	10	31	22	37	32
: as a percentage of trips <b>delivered</b>	1%	1%	1%	1%	1%	3%	1%	0%	1%	1%	1%	1%
<b>Cancellations and No-Shows</b>												
Trips Cancelled by Provider	148	190	129	157	148	185	781	497	259	272	282	297
: as a percentage of trips <b>scheduled</b>	3%	4%	3%	3%	4%	5%	18%	13%	7%	7%	8%	8%
Trips Cancelled by Customer (Late Cancels)	447	450	480	449	371	429	544	480	327	272	261	196
: as a percentage of trips <b>scheduled</b>	10%	10%	11%	9%	9%	11%	12%	12%	8%	7%	8%	5%
Customer No-Shows	103	96	81	82	94	76	97	78	60	62	28	70
: as a percentage of trips <b>scheduled</b>	2.3%	2.2%	1.9%	1.7%	2.3%	2.0%	2.2%	2.0%	1.5%	1.7%	0.8%	1.9%
Trips Missed by Provider	7	17	22	11	11	71	29	19	17	7	11	7
: as a percentage of trips <b>scheduled</b>	0.2%	0.4%	0.5%	0.2%	0.3%	1.8%	0.7%	0.5%	0.4%	0.2%	0.3%	0.2%
<b>STAR Call Center</b>												
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Calls Recieved	-	2,875	2,743	3,116	2,589	3,634	3,634	2,429	2,755	2,485	2,148	2,016
Calls Answered	-	2,814	2,696	3,068	2,504	3,293	3,273	2,360	2,693	2,374	2,108	1,980
Telephone Response time (Seconds)	-	:16	:16	:19	:12	:47	:34	:26	:24	:20	:53	:36
Complaints	-	8	7	11	4	13	6	15	15	14	29	23
: per 1,000 trips <b>requested</b>	-	1%	1%	1%	0%	1%	1%	2%	2%	1%	3%	2%

Fiscal Year 2024

<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	3,448	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	3,057	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%	-	-	-	-

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	3,835	3,625
Passengers (Unlinked Ridership)	3,434	3,885	3,915	4,107	3,972	3,732	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	3,261	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