

STAR Performance Metrics

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