Access Services Key Performance Indicators (KPIs)

A comparison summary of the main KPIs is provided below:

Key Performance Indicators	Standard	FY23	FY24 YTD*
On-Time Performance	≥ 91%	91.3%	**92.5%**
Excessively Late Trips	≤ 0.10%	0.05%	**0.01%**
Excessively Long Trips	≤ 5.0%	3.6%	**3.3%**
Missed Trips	≤ 0.75%	0.44%	**0.35%**
Denials	0	4	2
Access to Work - On-Time Performance	≥ 94%	95.5%	**96.7%**
Average Hold Time (Reservations)	≤ 120	60	**59**
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.3%	**2.4%**
Calls On Hold > 5 Min (ETA)	≤ 10%	2.0%	**2.3%**
Complaints Per 1,000 Trips	≤ 4.0	2.7	**2.3**
Preventable Incidents per 100,000 miles	≤ 0.25	0.19	**0.17**
Preventable Collisions per 100,000 miles	≤ 0.75	0.82	0.87
Miles Between Road Calls	≥ 25,000	41,561	**39,861**

*Statistical data through October 2023