

Access Services Key Performance Indicators

A comparison summary of the main KPIs is provided below:

Key Performance Indicators	Standard	FY22	FY23 YTD*
On Time Performance	≥ 91%	89.8%	90.8%
Excessively Late Trips	≤ 0.10%	0.14%	0.06%
Excessively Long Trips	≤ 5.0%	3.6%	4%
Missed Trips	≤ 0.75%	0.59%	0.48%
Denials	0	6	2
Access to Work On Time Performance	≥ 94%	95.8%	95.5%
Average Hold Time (Reservations)	≤ 120	66	65
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.2%	2.5%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.8%	2.1%
Complaints Per 1,000 Trips	≤ 4.0	3.2	3.1
Preventable Incidents per 100,000 miles	≤ 0.25	0.20	0.22
Preventable Collisions per 100,000 miles	≤ 0.75	0.74	0.82
Miles Between Road Calls	≥ 25,000	58,746	54,507

*Statistical data through December 31, 2022