

Attachment A

Access Services Key Performance Indicators (KPIs)

A comparison summary of the main KPIs is provided below:

Key Performance Indicators	Standard	FY25	FY26 YTD*
On-Time Performance	≥ 91%	92.8%	92.0%
Excessively Late Trips	≤ 0.10%	0.02%	0.03%
Excessively Long Trips	≤ 5.0%	3.2%	2.9%
Missed Trips	≤ 0.75%	0.29%	0.29%
Denials	0	2	0
Access to Work - On-Time Performance	≥ 94%	96.2%	95.3%
Average Hold Time (Reservations)	≤ 120	56	57
Calls On Hold > 5 Min (Reservations)	≤ 5%	3.0%	2.9%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.9%	3.6%
Complaints Per 1,000 Trips	≤ 4.0	1.9	1.8
Preventable Incidents per 100,000 miles	≤ 0.25	0.22	0.19
Preventable Collisions per 100,000 miles	≤ 0.85	0.81	0.70
Miles Between Road Calls	≥ 50,000	50,535	69,795

*Statistical data through December 2025