Access Services Key Performance Indicators (KPIs)

A comparison summary of the main KPIs is provided below:

Key Performance Indicators	Standard	FY24	FY25 YTD*
On-Time Performance	≥ 91%	92.3%	**92.3%**
Excessively Late Trips	≤ 0.10%	0.02%	**0.02%**
Excessively Long Trips	≤ 5.0%	3.8%	**3.7%**
Missed Trips	≤ 0.75%	0.33%	**0.33%**
Denials	0	6	1
Access to Work - On-Time Performance	≥ 94%	95.8%	**96.4%**
Average Hold Time (Reservations)	≤ 120	54	**54**
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.6%	**2.8%**
Calls On Hold > 5 Min (ETA)	≤ 10%	2.7%	**3.0%**
Complaints Per 1,000 Trips	≤ 4.0	2.0	**2.1**
Preventable Incidents per 100,000 miles	≤ 0.25	0.21	0.26
Preventable Collisions per 100,000 miles	≤ 0.75	0.80	0.92
Miles Between Road Calls	≥ 25,000	47,940	**46,034**

*Statistical data through December 2024