



LIFT Operations Service Data – February 2023

Key Performance Indicators	February 2023	February 2022	% Change
LIFT Ridership (Excludes Assessment Rides)			
Total Trips – LIFT Bus	33,856	31,463	108%
Total Trips – LIFT Cab	4,473	2,413	185%
Total Trips – Big Star	366	-	-
Average weekday Ridership	1,664	1,440	116%
Customer Service	Weekday Avg.	Saturday Avg.	Sun/Holiday Avg
Calls Answered / 5 Min. (Reservations)	99.8 %	100 %	100 %
Average Wait Before Answered (Reservations)	19 seconds	11 seconds	12 Seconds
Calls Answered / 5 Min. (Dispatch)	98.5 %	99.6 %	99.3 %
Average Wait Before Answered (Dispatch)	31 seconds	17 seconds	25 seconds
Turndowns	February 2023	February 2022	% Change
ADA Rides	0	0	0.0%
Non-ADA Rides	0	0	0.0%

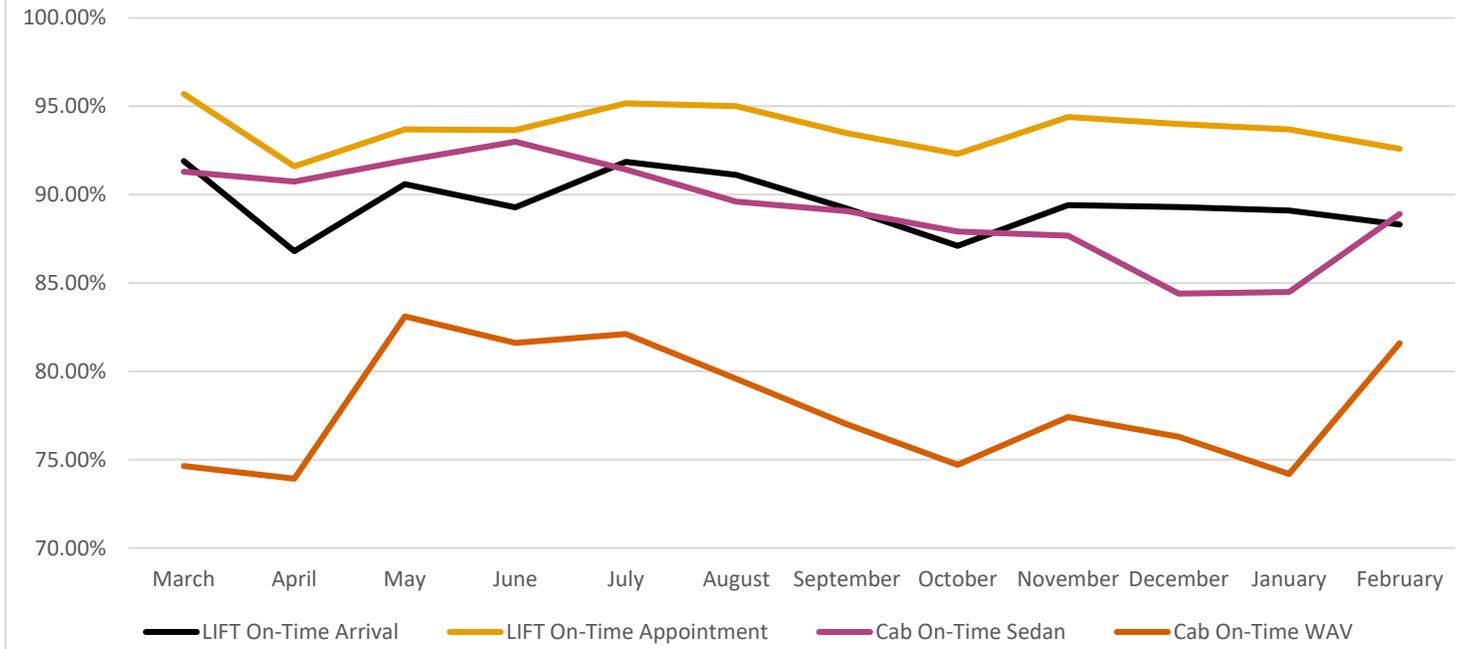
LIFT Bus On-Time Performance (Arrivals & Appointments) Service

On Time Pickup	Early						On Time OT	Late					
	25+	25-20	20-15	15-10	10-5	5-0		0-5	5-10	10-15	15-20	20-25	25+
Bus	0.2%	0.2%	0.5%	1.0%	3.7%	14.9%	67.9%	4.2%	2.6%	1.8%	1.1%	0.7%	1.2%
Microbus	0.1%	0.0%	0.3%	0.8%	3.3%	15.4%	67.8%	4.3%	2.7%	1.8%	1.4%	0.8%	1.3%
Total	0.18	0.2%	0.4%	0.9%	3.6%	15.0%	67.9%	4.2%	2.7%	1.8%	1.1%	0.8%	1.2%

Total Trips	58	57	135	306	1,166	4,862	21,932	1,354	857	577	371	248	389
Total OTP	88.3% (Early & On-Time)						11.7% (Late)						

On-Time Appointments	Early	On Time	Late					
	60+ minutes before appt	< 60 minutes before appt	0-5	5-10	10-15	15-20	20-25	25+
Bus	1.2%	91.4%	2.3%	1.8%	1.2%	0.7%	0.5%	0.9%
Microbus	1.6%	91.2%	1.9%	2.2%	1.3%	0.8%	0.4%	0.7%
Total	1.3%	91.3%	2.2%	1.9%	1.2%	0.7%	0.5%	0.9%

LIFT System On-Time Performance Rolling 12-Month Period

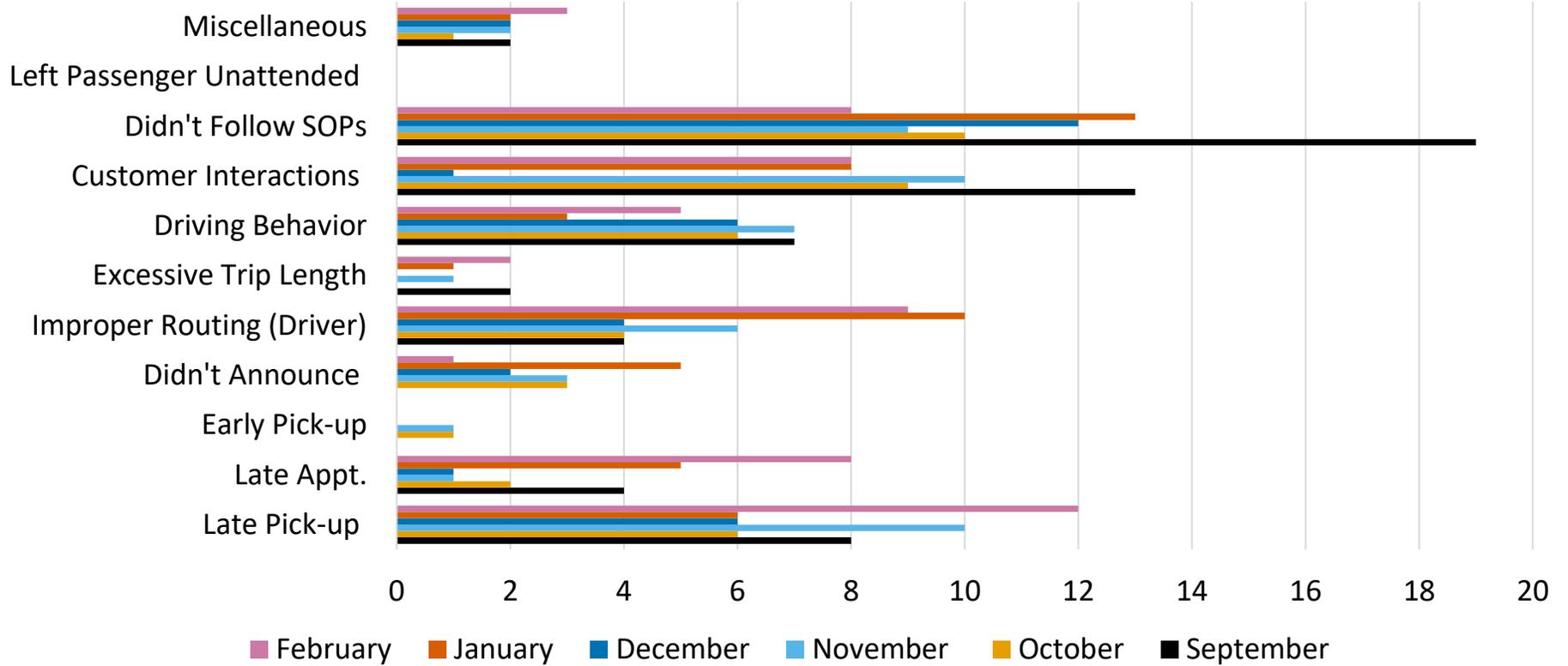


*February 2023 Cab data represents 2/1/2023 – 2/19/2023

	March	April	May	June	July	August
LIFT On-Time Arrival	91.90%	86.80%	90.60%	89.28%	91.86%	91.12%
LIFT On-Time Appointment	95.70%	91.60%	93.70%	93.66%	95.16%	95.01%
Cab On-Time Sedan	91.30%	90.74%	91.92%	94.10%	91.42%	89.60%
Cab On-Time WAV	74.64%	73.93%	83.11%	85.80%	82.11%	79.58%

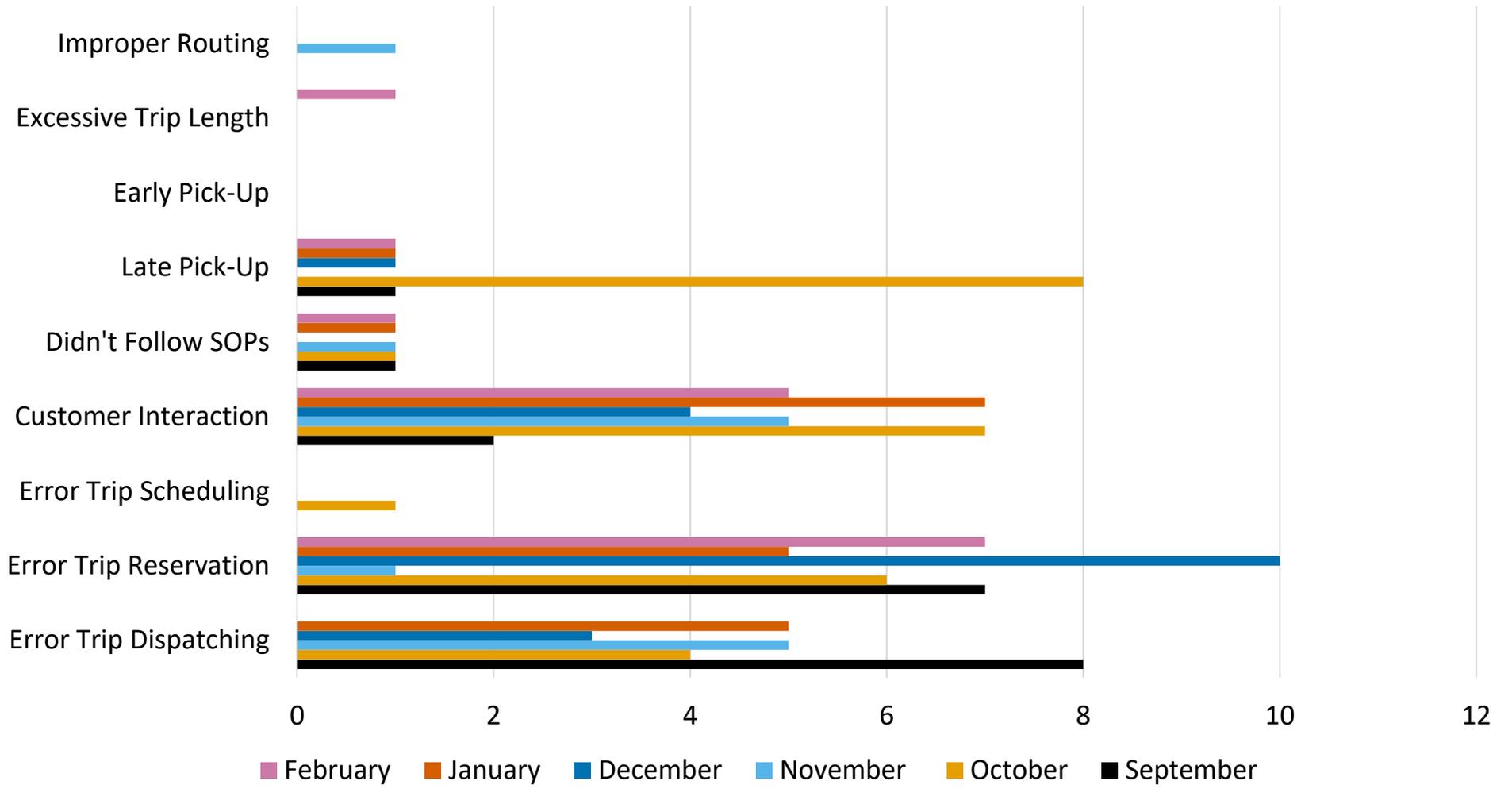
	September	October	November	December	January	February
LIFT On-Time Arrival	89.20%	89.20%	89.40%	89.30%	89.1%	88.30%
LIFT On-Time Appointment	93.48%	93.48%	94.40%	94.00%	93.7%	92.6%
Cab On-Time Sedan	89.07%	87.91%	87.67%	84.4%	84.5%	88.9%*
Cab On-Time WAV	77.00%	74.72%	77.41%	76.3%	74.2%	81.6%*

LIFT Transportation - Monthly Complaints by Type



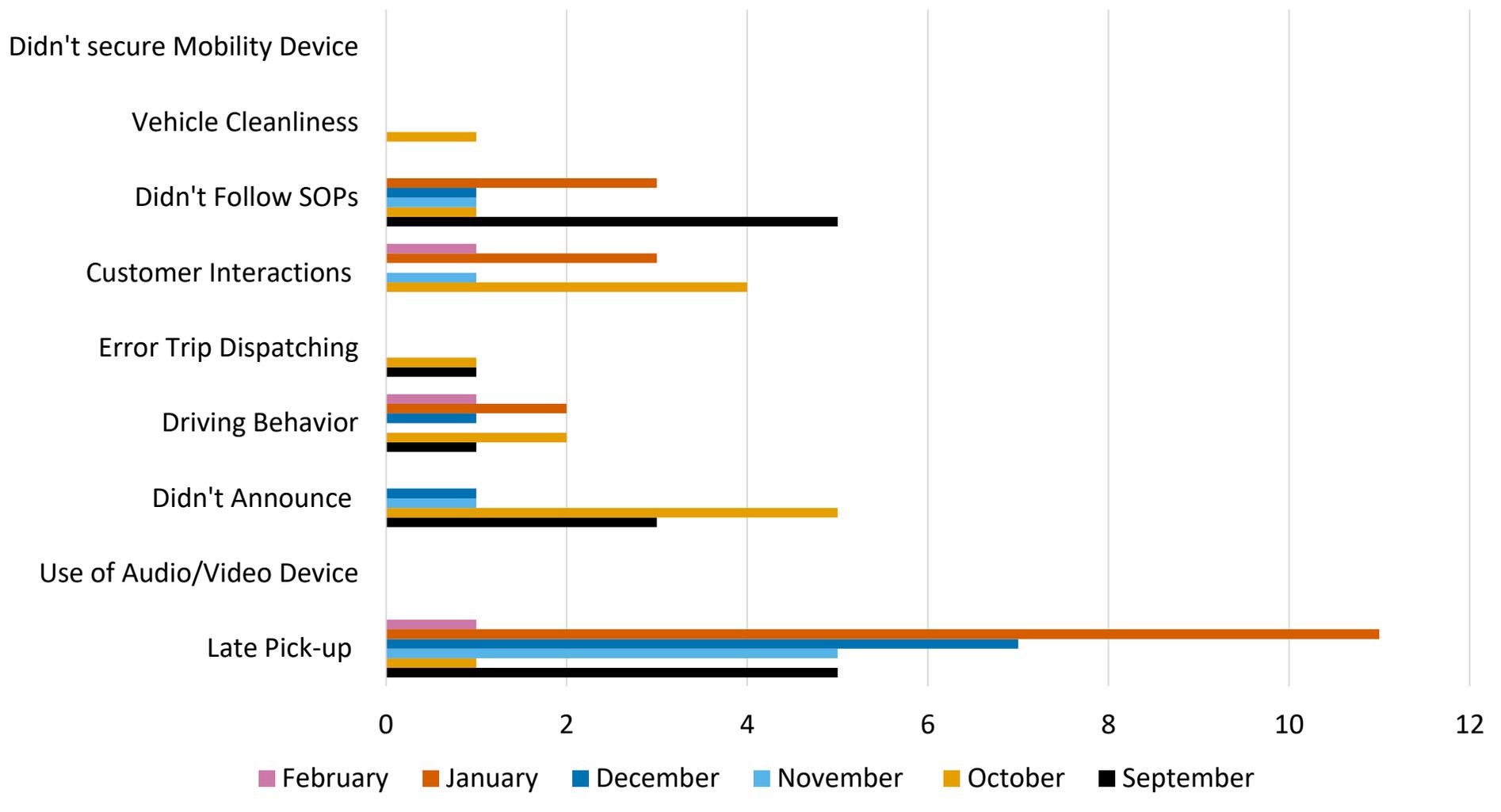
LIFT Transportation	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Number of Trips - LIFT Bus	41,118	42,689	36,686	40,642	39,302	37,424	38,814	37,090	40,333	33,856
Number of Complaints	34	58	49	74	59	42	50	34	53	56
Complaints per 1,000 Trips	.83	1.36	1.34	1.82	1.50	1.12	1.29	0.92	1.31	1.65
Commendations	26	21	18	21	24	18	11	19	24	12

LIFT Contact Center - Monthly Complaints by Type



LIFT Contact Center	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Number of Trips - LIFT Bus	41,118	42,689	36,686	40,642	39,302	37,424	38,814	37,090	40,333	33,856
Number of Complaints	7	20	19	17	19	27	13	18	19	15
Complaints per 1,000 Trips	.17	.47	.52	.42	.48	.72	.33	.49	.47	.44
Commendations	10	5	7	8	6	6	2	9	5	2

Broadway Cab Transportation - Monthly Complaints by Type



Broadway Cab	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Number of Trips - Cab	2,306	3,268	3,307	3,947	4,267	4,114	4,233	3,915	5,190	4,473
Number of Complaints	9	15	8	13	19	19	10	13	20	3
Complaints per 1,000 Trips	3.90	4.59	2.42	3.29	4.45	4.62	2.36	3.32	3.85	.67
Commendations	0	0	1	1	1	0	0	0	0	0

