1. Ridership (passengers, personal care attendant, companion)
   a. Monthly
   b. Year-to-date
   c. Compare to same time period previous fiscal year
   d. Compare to previous month

2. Cost per vehicle hour

3. Cost per vehicle trip

4. Cost per vehicle mile

5. Passengers per mile

6. Passengers per hour

7. Cancellations as a percentage of total trips

8. No-shows as a percentage of total trips

9. Subsidy per passenger

10. On-time arrival percentage (arriving within the 30-minute pick-up window)

11. Late cancellations as a percentage of total trips

12. Missed trips as a percentage of total trips

13. Subscription trips as a percentage of total trips

14. Placements as a percentage of total trips

15. Percentage of passengers who are able to schedule a ride within:
   a. 5-minutes of requested time
   b. 15-minutes of requested time
   c. 30-minutes of requested time
   d. 45-minutes of requested time
   e. 60-minutes of requested time

16. Complaints
   a. Late arrival
   b. Sun Van didn’t arrive
c. Safety
d. Cleanliness
e. Customer Service Representative
e. Driver