

Performance Dashboard FY15

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY14
Total Passengers	232,416	229,744	268,730	285,906	238,583	247,944	193,890	176,526	246,070	258,923	235,336	231,869	237,161			237,657
Pass/Rev Hour	28.52	28.03	29.58	27.90	27.78	27.45	24.00	22.94	26.07	26.90	27.54	26.98	26.97	22.00	26.00	28.75
Pass/Rev Mile	2.27	2.21	2.43	2.39	2.28	2.23	1.96	2.12	2.15	2.28	2.18	2.19	2.22	2.00	2.20	2.26
On-Time	97.13%	97.47%	94.81%	95.09%	97.51%	96.74%	98.32%	97.30%	95.24%	97.66%	95.38%	98.16%	96.73%	95%	98%	96.32%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY14
Total Passengers	16,630	15,722	15,920	16,936	14,399	16,727	13,669	12,256	16,454	16083	15089	15869	15,480			15,966
Pass/Rev Hour	2.72	2.72	2.59	2.67	2.50	2.66	2.37	2.27	2.71	2.59	2.52	2.47	2.57	2.25	2.75	2.64
On-Time	91.33%	89.97%	89.03%	86.20%	87.85%	87.24%	84.57%	77.38%	84.10%	86.46%	87.52%	87.73%	86.62%	85%	90%	88.18%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY14
Accidents/ 100K miles	1.84	1.81	1.92	0.89	2.01	0.91	1.91	1.08	1.69	2.75	1.91	0.00	1.56	3	2	1.02
Preventable DR Accidents/100K miles	0	0	0	0	0	0	0	2.15	1.64	0.00	1.75	0.00	0.46	3	2	1.20
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY14
Fixed Route Miles Between Breakdowns w/ passenger interruption	21,002.00	22,084.00	9,460.55	22,407.00	16,609.33	27,599.75	14,328.71	30,945.00	14,755.88	18,186.83	20,974.60	10,451.30	19,067	20,000	25,000	18,976
Demand Response Miles Between Breakdowns w/ passenger interruption	4,875.08	8,061.29	6,222.67	6,647.89	18,021.33	20,355.33	4,944.60	9,294.00	10,176.00	15,508.50	4,089.57	3,926.50	9,344	10,000	15,000	7,383
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY14
Valid Complaints /100,000 FR	3.68	3.62	2.88	7.14	4.01	5.43	3.99	4.50	3.61	2.75	2.86	3.83	4.03	8	5	1.71
Valid Complaints /10,000 DR	0.60	0.64	0.00	0.59	0.69	0.00	0.00	2.49	1.25	0.00	0.00	0.00	0.52	4	2	0.68