

Performance Dashboard FY16

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	Average	Standard	Goal	FY15
Total Passengers	223,184	225,968	241,068	274,086	242,180	245,276	202,400	213,721	253,783	246,708	236,837			237,161
Pass/Rev Hour	26.71	26.36	25.64	27.43	26.95	27.21	23.53	23.21	25.90	25.64	25.86	22.00	26.00	26.97
Pass/Rev Mile	2.16	2.14	2.16	2.41	2.25	2.30	2.00	1.94	2.13	2.17	2.17	2.00	2.20	2.22
On-Time	98.71%	98.68%	95.70%	96.84%	97.01%	97.14%	99.15%	98.61%	98.63%	97.77%	97.82%	95%	98%	96.73%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	Average	Standard	Goal	FY15
Total Passengers	16,352	14,997	15,625	16,192	14,413	16,035	14,333	13,335	16,375	14,473	15,213			15,480
Pass/Rev Hour	2.60	2.61	2.53	2.68	2.57	2.73	2.50	2.46	2.56	2.57	2.58	2.25	2.75	2.57
On-Time	90.32%	88.74%	88.74%	88.71%	88.71%	89.31%	89.05%	90.22%	89.07%	90.31%	89.32%	85%	90%	86.62%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	Average	Standard	Goal	FY15
Preventable FR Accidents/ 100K miles	0.00	0.00	0.95	0.00	0.00	0.00	0.00	0.00	0.87	0.91	0.27	3	2	1.56
Preventable DR Accidents/10K miles	0	0	0	1.7	1.74	0	1.89	0	1.71	0.00	0.70	3	2	0.46
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	Average	Standard	Goal	FY15
Fixed Route Miles Between Breakdowns w/ passenger interruption	16,395.71	26,997.50	21,158.40	15,870.29	39,975.33	24,619.75	33,759.00	9,506.64	28,724.00	9,987.09	22,699	20,000	25,000	19,067
Demand Response Miles Between Breakdowns w/ passenger interruption	19,040.67	53,757.00	4,557.25	29,326.50	57,441.00	55,653.00	52,980.00	50,872.00	19,496.33	26,574.00	36,970	10,000	15,000	9,344
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	Average	Standard	Goal	FY15
Valid Complaints /100,000 FR	1.72	2.21	1.24	3.63	2.29	2.61	1.55	2.56	1.74	0.91	2.05	8	5	4.03
Valid Complaints /10,000 DR	1.22	0.67	2.56	1.24	1.39	1.87	1.40	1.50	1.22	2.07	1.51	4	2	0.52