Performance Dashboard FY20

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Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY19
Total Passengers	199,117	211,340	232,952	255,408	219,066	189,218	192,481	197,473	134,785	43,714	46,121	68,789	**165,872**			**219,727**
Pass/Rev Hour	23.03	23.91	24.96	24.86	25.43	21.23	21.65	20.95	17.59	7.85	8.50	12.35	**19.36**	**22.00**	**26.00**	**24.28**
Pass/Rev Mile	1.84	2.02	2.16	2.00	2.05	1.70	1.76	1.86	1.36	0.66	0.72	0.95	**1.59**	**2.00**	**2.20**	**2.02**
On-Time	98.49%	98.47%	94.96%	96.56%	95.67%	96.02%	97.99%	99.00%	99.58%	99.95%	100.00%	100.00%	**98.06%**	**95%**	**98%**	**97.81%**

Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY19
Total Passengers	14,828	15,014	13,708	15,334	13,308	12,882	13,845	12,575	8,154	2,840	2597	3236	**10,693**			**14,490**
Pass/Rev Hour	2.65	2.67	2.58	2.62	2.60	2.49	2.53	2.56	1.65	0.71	0.70	0.82	**2.05**	**2.25**	**2.75**	**2.51**
On-Time	87.85%	88.32%	84.44%	84.95%	84.97%	84.90%	87.60%	86.36%	90.02%	97.61%	95.41%	94.40%	**88.90%**	**85%**	**90%**	**88.10%**

Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY19
Preventable FR Accidents/ 100K miles	1.76	1.82	0.00	3.35	3.48	2.74	0.86	2.83	2.06	0.00	1.52	5.58	**2.17**	**3**	**2**	**1.27**
Preventable DR Accidents/10K miles	0.2	0	0.21	0	0.21	0.2	0	2.17	2.78	0.00	6.77	0.00	**1.05**	**3**	**2**	**0.67**

Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY19
Fixed Route Miles Between Breakdowns w/ passenger interruption	56,860	54,826	50,262	59,691	115,075	54,688	55,818.00	35,291.00	48,501.00	22,597.00	65,748.00	89,532.00	**59,074**	**20,000**	**25,000**	**45,778**
Demand Response Miles Between Breakdowns w/ passenger interruption	25,243.00	50,136.00	23,931.50	54,092.00	12,137.00	16,120.00	51,337.00	22,992.00	17,964.00	15,393.00	14,778.00	19,719.00	**26,987**	**25,000**	**30,000**	**37,622**

Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY19
Valid Complaints /100,000 pax FR	3.01	1.42	1.92	4.07	4.70	1.72	1.61	3.37	1.57	2.29	2.17	7.27	**2.93**	**8**	**5**	**2.52**
Valid Complaints /10,000 pax DR	3.44	0.00	3.71	2.47	5.63	3.84	1.77	0.00	2.97	0.00	0.00	3.69	**2.29**	**4**	**2**	**0.85**