



Performance Dashboard FY21

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Average	Standard	Goal	FY20
Total Passengers	102,225	115,976	104,819	104,069	89,062	86,467	77,924	72,586	94,141			165,872
Pass/Rev Hour	14.55	16.70	14.26	13.41	12.77	12.00	11.54	10.44	13.21	22.00	26.00	19.36
Pass/Rev Mile	1.09	1.26	1.08	1.02	0.97	0.90	0.82	0.81	0.99	2.00	2.20	1.59
On-Time	100.00%	99.98%	99.90%	99.81%	99.95%	99.71%	99.99%	99.96%	99.91%	95%	98%	98.06%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Average	Standard	Goal	FY20
Total Passengers	3,858	3,876	4,701	5,919	5,356	5,185	4,086	4,368	4,669			10,693
Pass/Rev Hour	0.91	1.02	1.14	1.42	1.28	1.14	1.00	1.19	1.14	2.25	2.75	2.05
On-Time	93.50%	94.55%	94.46%	94.40%	93.17%	94.23%	95.76%	94.50%	94.32%	85%	90%	88.90%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Average	Standard	Goal	FY20
Preventable FR Accidents/ 100K miles	1.08	2.14	3.03	0.00	0.00	0.00	2.18	1.07	1.19	3	2	2.17
Preventable DR Accidents/10K miles	0	0	0	0.64	0	0	0.37	0	0.13	3	2	1.05
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Average	Standard	Goal	FY20
Fixed Route Miles Between Breakdowns w/ passenger interruption	48,167	94,951	97,669	102,954	99,615	47,912	97,005.00	43,342.00	78,952	20,000	25,000	59,074
Demand Response Miles Between Breakdowns w/ passenger interruption	27,882.00	25,235.00	26,122.00	31,397.00	29,537.00	32,336.00	24,690.00	26,031.00	27,904	25,000	30,000	26,987
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Average	Standard	Goal	FY20
Valid Complaints /100,000 pax FR	7.83	5.17	4.83	7.79	1.13	4.64	3.86	6.98	5.28	8	5	2.93
Valid Complaints /10,000 pax DR	3.07	0.00	0.00	2.02	4.49	2.35	2.89	0.00	1.85	4	2	2.29