



Performance Dashboard FY21

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY20
Total Passengers	102,225	115,976	104,819	104,069	89,062	86,467	77,924	72,586	97,150	96,986	98,220	102,468	1,147,952			165,872
Pass/Rev Hour	14.55	16.70	14.77	13.34	12.32	12.00	11.03	10.44	12.33	12.78	14.18	14.58	13.25	22.00	26.00	19.36
Pass/Rev Mile	1.09	1.26	1.08	1.02	0.97	0.91	0.82	0.80	0.92	0.95	1.06	1.11	1.00	2.00	2.20	1.59
On-Time	100.00%	99.98%	99.90%	99.81%	99.95%	99.71%	99.99%	99.96%	99.87%	98.86%	99.43%	99.66%	99.76%	95%	98%	98.06%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY20
Total Passengers	3,858	3,876	4,701	5,919	5,356	5,185	4,086	4,424	6,049	5,724	5,881	6,711	61,770			10,693
Pass/Rev Hour	0.91	1.02	1.14	1.42	1.28	1.14	1.08	1.25	1.41	1.50	1.62	1.66	1.29	2.25	2.75	2.05
On-Time	93.50%	94.55%	94.46%	94.40%	93.17%	94.23%	95.76%	94.50%	95.07%	94.43%	92.40%	93.69%	94.18%	85%	90%	88.90%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY20
Preventable FR Accidents/ 100K miles	1.08	2.14	3.03	0.00	0.00	0.00	2.18	1.05	1.95	0.94	0.00	1.05	1.36	3	2	2.17
Preventable DR Accidents/10K miles	0	0	0	0.64	0	0	0.37	0	0	0.32	0.30	0.00	0.11	3	2	1.05
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	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	44,434.00	102,479.00	98,881.00	18,805.00	11,908.88	116,388	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	33,035.00	31,341.00	31,026.00	34,662.00	71,095	25,000	30,000	26,987
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	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	3.12	4.16	0.00	0.98	4.21	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	3.98	4.13	4.02	0.00	2.31	4	2	2.29