



Performance Dashboard FY22

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY21
Total Passengers	106,503	114,179	122,255	119,181	114,880	112,333	114,889			95,663
Pass/Rev Hour	15.28	16.14	16.99	15.95	15.91	15.41	15.95	22.00	26.00	13.25
Pass/Rev Mile	1.16	1.22	1.28	1.22	1.21	1.15	1.21	2.00	2.20	1.00
On-Time	99.60%	99.97%	99.47%	99.51%	99.58%	99.66%	99.63%	95%	98%	99.76%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY21
Total Passengers	7,156	8,471	8,153	7,570	8,424	8,049	7,971			5,148
Pass/Rev Hour	1.78	2.02	1.94	2.04	2.13	1.89	1.97	2.25	2.75	1.29
On-Time	93.89%	93.36%	90.41%	89.34%	86.43%	89.04%	90.41%	85%	90%	94.18%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY21
Preventable FR Accidents/ 100K miles	1.04	1.01	2.13	1.05	0.00	1.03	1.04	3	2	1.12
Preventable DR Accidents/10K miles	0	0	0	0	0	0	0.00	3	2	0.14
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	YTD	Standard	Goal	FY21
Fixed Route Miles Between Breakdowns w/ passenger interruption	96,172	98,638	31,257	23,897	90,510	32,441	48,022	20,000	25,000	72,065
Demand Response Miles Between Breakdowns w/ passenger interruption	33,552.00	17,833.00	34,628.00	33,038.00	35,767.00	34,293.00	34,221	25,000	30,000	29,441
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY21
Valid Complaints /100,000 pax FR	8.45	7.01	3.38	0.86	8.09	3.62	5.24	8	5	4.21
Valid Complaints /10,000 pax DR	3.32	1.48	5.80	0.00	0.00	2.84	2.24	4	2	2.25