



## Performance Dashboard FY22

<b>Fixed Route</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY21</b>
<b>Total Passengers</b>	106,503	114,179	122,255	119,181	114,880	112,333	87,734	95,386	124,451	122,684	<b>111,959</b>			<b>95,663</b>
<b>Pass/Rev Hour</b>	15.28	16.14	16.99	15.95	15.91	15.41	12.85	13.34	15.67	15.86	<b>15.34</b>	<b>22.00</b>	<b>26.00</b>	<b>13.25</b>
<b>Pass/Rev Mile</b>	1.16	1.22	1.27	1.21	1.21	1.14	0.97	1.05	1.21	1.26	<b>1.17</b>	<b>2.00</b>	<b>2.20</b>	<b>1.00</b>
<b>On-Time</b>	99.60%	99.97%	99.47%	99.51%	99.58%	99.66%	99.92%	99.85%	99.92%	99.84%	<b>99.73%</b>	<b>95%</b>	<b>98%</b>	<b>99.76%</b>
<b>Demand Response</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY21</b>
<b>Total Passengers</b>	7,156	8,471	8,153	7,570	8,424	8,513	7,186	7,491	9,775	8,513	<b>8,125</b>			<b>5,148</b>
<b>Pass/Rev Hour</b>	1.78	2.02	1.94	2.04	2.13	1.95	1.87	2.03	2.04	2.04	<b>1.98</b>	<b>2.25</b>	<b>2.75</b>	<b>1.29</b>
<b>On-Time</b>	93.89%	93.36%	90.41%	89.34%	86.43%	89.04%	91.08%	89.69%	92.41%	91.70%	<b>90.74%</b>	<b>85%</b>	<b>90%</b>	<b>94.18%</b>
<b>Safety</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY21</b>
<b>Preventable FR Accidents/ 100K miles</b>	1.04	1.01	2.00	0.98	0.00	1.00	1.08	1.07	1.88	1.98	<b>1.20</b>	<b>3</b>	<b>2</b>	<b>1.12</b>
<b>Preventable DR Accidents/10K miles</b>	0	0	0	0	0	0.27	0.31	0	0	0.27	<b>0.09</b>	<b>3</b>	<b>2</b>	<b>0.14</b>
<b>Maintenance</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>YTD</b>	<b>Standard</b>	<b>Goal</b>	<b>FY21</b>
<b>Fixed Route Miles Between Breakdowns w/ passenger interruption</b>	96,172	98,638	31,257	23,897	90,510	32,441	90,155.00	43,877.00	50,816.00	47,851.00	<b>49,855</b>	<b>20,000</b>	<b>25,000</b>	<b>72,065</b>
<b>Demand Response Miles Between Breakdowns w/ passenger interruption</b>	33,552.00	17,833.00	34,628.00	33,038.00	35,767.00	34,293.00	32,072.00	31,816.00	40,437.00	36,790.00	<b>58,540</b>	<b>25,000</b>	<b>30,000</b>	<b>29,441</b>
<b>Customer Service</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY21</b>
<b>Valid Complaints /100,000 pax FR</b>	8.45	7.01	3.38	0.86	8.09	3.62	1.15	3.25	4.96	2.53	<b>4.33</b>	<b>8</b>	<b>5</b>	<b>4.21</b>
<b>Valid Complaints /10,000 pax DR</b>	3.32	1.48	5.80	0.00	0.00	2.84	1.67	0.00	1.26	1.37	<b>1.77</b>	<b>4</b>	<b>2</b>	<b>2.25</b>