



Performance Dashboard FY22

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY21
Total Passengers	106,503	114,179	122,255	119,181	114,880	112,333	87,734	95,386	124,451	122,732	124,352	128,606	114,383			95,663
Pass/Rev Hour	15.28	16.14	16.99	15.95	15.91	15.41	12.85	13.34	15.67	15.86	17.72	18.33	15.79	22.00	26.00	13.25
Pass/Rev Mile	1.16	1.22	1.27	1.21	1.21	1.14	0.97	1.05	1.21	1.26	1.36	1.37	1.20	2.00	2.20	1.00
On-Time	99.60%	99.97%	99.47%	99.51%	99.58%	99.66%	99.92%	99.85%	99.92%	99.84%	99.80%	99.87%	99.75%	95%	98%	99.76%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY21
Total Passengers	7,364	8,471	8,397	7,727	8,628	8,513	7,186	7,496	9,833	8,841	9,179	9,390	8,419			5,148
Pass/Rev Hour	1.84	2.02	2.00	2.08	2.18	1.95	1.87	2.03	2.05	2.05	2.21	2.29	2.05	2.25	2.75	1.29
On-Time	93.89%	93.36%	90.41%	89.34%	86.43%	89.04%	91.08%	89.69%	92.41%	91.70%	87.91%	86.38%	90.14%	85%	90%	94.18%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY21
Preventable FR Accidents/ 100K miles	0.00	0.00	2.00	0.98	0.00	0.98	2.16	1.07	1.88	1.98	4.20	0.00	1.27	3	2	1.12
Preventable DR Accidents/10K miles	0	0	0	0	0	0.27	0.31	0	0	0.27	0.28	0.27	0.12	3	2	0.14
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	YTD	Standard	Goal	FY21
Fixed Route Miles Between Breakdowns w/ passenger interruption	96,172	98,638	31,257	19,118	93,010	32,930	90,155.00	43,877.00	50,816.00	47,851.00	31,601.00	48,676.50	45,744	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	37,476.00	32,072.00	31,816.00	40,437.00	36,790.00	17,913.00	36,482.00	47,061	25,000	30,000	29,441
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY21
Valid Complaints /100,000 pax FR	8.45	7.01	3.38	0.86	3.60	2.71	1.15	3.25	5.79	2.53	0.00	1.56	3.34	8	5	4.21
Valid Complaints /10,000 pax DR	3.32	2.97	5.80	0.00	0.00	1.42	1.67	0.00	1.26	1.37	2.75	0.00	1.70	4	2	2.25