



Performance Dashboard FY23

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY22
Total Passengers	134,689	146,137	131,696	151,154	147,220	153,685	144,097			114,383
Pass/Rev Hour	16.30	16.31	14.25	15.75	15.94	15.98	15.76	22.00	26.00	15.79
Pass/Rev Mile	1.50	1.50	1.38	1.53	1.64	1.66	1.54	2.00	2.20	1.20
On-Time	99.92%	99.71%	99.66%	99.80%	99.62%	99.90%	99.77%	95%	98%	99.75%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY22
Total Passengers	8,505	9,789	9,461	9,251	8,977	9,251	9,206			8,419
Pass/Rev Hour	2.40	2.38	2.51	2.60	2.47	2.33	2.45	2.25	2.75	2.05
On-Time	87.57%	87.73%	81.93%	78.52%	79.94%	84.41%	83.35%	85%	90%	90.14%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY22
Preventable FR Accidents/ 100K miles	4.31	0.00	3.21	0.00	1.08	1.04	1.61	3	2	1.27
Preventable DR Accidents/10K miles	0	0	0	0.28	0.29	0.27	0.14	3	2	0.12
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	YTD	Standard	Goal	FY22
Fixed Route Miles Between Breakdowns w/ passenger interruption	44,912	97,550	23,398	31,631	92,368	96,344	62,458	20,000	25,000	45,744
Demand Response Miles Between Breakdowns w/ passenger interruption	41,459.00	39,044.00	35,487.00	17,730.00	34,078.00	36,387.00	80,503	25,000	30,000	47,061
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Average	Standard	Goal	FY22
Valid Complaints /100,000 pax FR	3.76	7.01	5.06	4.32	2.70	0.90	3.96	8	5	3.34
Valid Complaints /10,000 pax DR	4.36	2.56	3.98	1.34	6.94	0.00	3.20	4	2	1.70