



Performance Dashboard FY23

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY22
Total Passengers	134,700	146,158	131,628	150,276	147,220	153,685	135,461	130,657	155,958	156,249	155,338	150,425	145,646			114,383
Pass/Rev Hour	16.30	16.31	14.25	15.75	15.94	15.98	15.65	14.42	15.42	16.51	16.92	19.97	16.12	22.00	26.00	15.79
Pass/Rev Mile	1.50	1.50	1.38	1.53	1.54	1.58	1.48	1.46	1.51	1.50	1.54	1.51	1.50	2.00	2.20	1.20
On-Time	99.92%	99.71%	99.66%	99.80%	99.62%	99.90%	99.80%	99.93%	99.71%	99.40%	98.95%	99.34%	99.65%	95%	98%	99.75%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY22
Total Passengers	8,505	9,789	9,461	9,251	8,977	9,251	8,911	8,263	10,270	8,544	9,997	9,880	9,258			8,419
Pass/Rev Hour	2.40	2.38	2.51	2.60	2.47	2.33	2.26	2.31	2.23	2.33	2.25	2.22	2.36	2.25	2.75	2.05
On-Time	87.57%	87.73%	81.93%	78.52%	79.94%	84.41%	86.44%	81.91%	82.14%	85.61%	82.50%	91.17%	84.16%	85%	90%	90.14%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY22
Preventable FR Accidents/ 100K miles	4.31	0.00	3.21	0.00	1.08	1.04	1.06	0.00	0.98	2.08	2.96	0.00	1.39	3	2	1.27
Preventable DR Accidents/10K miles	0	0	0	0.28	0.29	0.27	0	0	0.25	0.30	0.00	0.00	0.12	3	2	0.12
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	YTD	Standard	Goal	FY22
Fixed Route Miles Between Breakdowns w/ passenger interruption	44,912	97,550	23,398	31,631	92,368	96,344	94,670.00	44,772.00	102,325.00	96,051.00	101,225.00	100,241.00	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	34,912.00	31,840.00	39,259.00	33,355.00	36,342.00	35,766.00	80,503	25,000	30,000	47,061
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY22
Valid Complaints /100,000 pax FR	2.97	5.47	4.72	3.56	2.16	0.68	3.08	6.64	9.66	2.83	9.75	1.99	4.46	8	5	3.34
Valid Complaints /10,000 pax DR	4.36	2.56	3.98	1.34	6.94	0.00	0.00	1.54	7.53	4.35	3.83	0.00	3.04	4	2	1.70