



## Performance Dashboard FY24

<b>Fixed Route</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY23</b>
<b>Total Passengers</b>	149,952	161,918	160,724	179,472	165,589	178,119	<b>165,962</b>			<b>145,678</b>
<b>Pass/Rev Hour</b>	17.69	17.58	17.20	18.56	15.23	16.14	<b>17.07</b>	<b>22.00</b>	<b>26.00</b>	<b>15.81</b>
<b>Pass/Rev Mile</b>	1.64	1.63	1.69	1.66	1.49	1.68	<b>1.63</b>	<b>2.00</b>	<b>2.20</b>	<b>1.50</b>
<b>On-Time</b>	99.71%	99.76%	98.41%	98.60%	99.29%	99.41%	<b>99.20%</b>	<b>95%</b>	<b>98%</b>	<b>99.65%</b>
<b>Demand Response</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY23</b>
<b>Total Passengers</b>	8,998	10,212	10,058	10,340	9,435	9,113	<b>9,693</b>			<b>9,258</b>
<b>Pass/Rev Hour</b>	2.24	2.35	2.33	2.28	2.13	2.17	<b>2.25</b>	<b>2.25</b>	<b>2.75</b>	<b>2.35</b>
<b>On-Time</b>	90.38%	92.60%	91.38%	93.30%	94.40%	94.68%	<b>92.79%</b>	<b>85%</b>	<b>90%</b>	<b>84.16%</b>
<b>Safety</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY23</b>
<b>Preventable FR Accidents/ 100K miles</b>	2.99	1.80	4.67	1.77	3.46	2.58	<b>2.88</b>	<b>3</b>	<b>2</b>	<b>1.56</b>
<b>Preventable DR Accidents/10K miles</b>	0	0.26	0	0.28	0.53	0	<b>0.18</b>	<b>3</b>	<b>2</b>	<b>1.18</b>
<b>Maintenance</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>YTD</b>	<b>Standard</b>	<b>Goal</b>	<b>FY23</b>
<b>Fixed Route Miles Between Breakdowns w/ passenger interruption</b>	50,102	110,897	49,772	105,781	58,553	56,526	<b>211,105</b>	<b>20,000</b>	<b>25,000</b>	<b>67,556</b>
<b>Demand Response Miles Between Breakdowns w/ passenger interruption</b>	33,266.00	37,791.00	33,913.00	36,360.00	34,171.00	34,169.00	<b>71,057</b>	<b>25,000</b>	<b>30,000</b>	<b>61,912</b>
<b>Customer Service</b>	<b>July</b>	<b>Aug.</b>	<b>Sept.</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY23</b>
<b>Valid Complaints /100,000 pax FR</b>	4.67	1.24	0.62	2.79	3.62	3.04	<b>2.66</b>	<b>8</b>	<b>5</b>	<b>4.48</b>
<b>Valid Complaints /10,000 pax DR</b>	1.42	0.00	2.48	2.55	2.76	1.37	<b>1.76</b>	<b>4</b>	<b>2</b>	<b>3.07</b>