



Performance Dashboard FY24

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY23
Total Passengers	149,952	161,918	160,724	179,472	165,589	178,119	195,444	201,997	245,795	259,858	270,942	266,407	203,018			145,678
Pass/Rev Hour	17.69	17.58	17.20	18.56	15.23	16.14	18.18	18.67	20.98	22.66	25.54	26.75	19.60	22.00	26.00	15.81
Pass/Rev Mile	1.64	1.63	1.69	1.70	1.51	1.63	1.76	1.79	2.15	2.27	2.44	2.53	1.90	2.00	2.20	1.50
On-Time	99.71%	99.76%	98.41%	98.60%	99.29%	99.41%	99.86%	99.90%	99.82%	99.78%	99.57%	99.51%	99.47%	95%	98%	99.65%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY23
Total Passengers	8,998	10,212	10,058	10,340	9,435	9,113	9,559	9,234	10,136	10,244	10,862	9,047	9,770			9,258
Pass/Rev Hour	2.24	2.35	2.33	2.28	2.13	2.17	2.22	2.17	2.19	2.17	2.35	2.24	2.24	2.25	2.75	2.35
On-Time	90.38%	92.60%	91.38%	93.30%	94.40%	94.68%	92.20%	92.70%	92.50%	91.20%	90.80%	91.50%	92.30%	85%	90%	84.16%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY23
Preventable FR Accidents/ 100K miles	2.99	1.80	4.67	1.77	3.46	2.58	1.69	0.87	1.60	3.25	1.68	0.00	2.20	3	2	1.56
Preventable DR Accidents/10K miles	0.00	0.26	0.00	0.28	0.59	0.00	0.00	0.00	0.00	0.25	0.25	0.29	0.16	3	2	1.18
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	YTD	Standard	Goal	FY23
Fixed Route Miles Between Breakdowns w/ passenger interruption	50,102	110,897	49,772	105,781	58,553	56,526	57,490	109,261.00	62,434.00	116,430.00	117,617.00	112,445.00	78,620	20,000	25,000	67,556
Demand Response Miles Between Breakdowns w/ passenger interruption	33,266	37,791	33,913	36,360	34,171	34,169	36,177	35,257	38,603.00	39,393.00	36,342.00	35,766.00	86,241	25,000	30,000	61,912
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY23
Valid Complaints /100,000 pax FR	4.67	1.24	0.62	2.79	3.62	2.81	3.07	0.99	3.25	3.08	1.48	3.38	2.58	8	5	4.48
Valid Complaints /10,000 pax DR	1.42	0.00	2.48	2.55	2.76	1.37	0.00	5.41	0.00	0.00	1.14	0.00	1.40	4	2	3.07