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Performance Dashboard FY25

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY23
Total Passengers	303,610	330,575	338,691	375,881	324,599	289,200	272,143	265,033	317,486	313,024			145,678
Pass/Rev Hour	25.48	27.04	26.52	27.51	26.28	23.36	22.28	22.15	24.64	25.03	22.00	26.00	15.81
Pass/Rev Mile	2.45	2.60	2.72	2.77	2.63	2.32	2.19	2.23	2.46	2.49	2.00	2.20	1.50
On-Time	99.83%	99.85%	99.13%	99.20%	98.64%	99.09%	99.71%	99.75%	99.73%	99.44%	95%	98%	99.65%

Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY23
Total Passengers	10,181	9,831	9,959	11,461	9,656	10,074	10,398	9,489	9,458	10,056			9,258
Pass/Rev Hour	2.12	2.21	2.22	2.20	2.04	1.99	1.85	1.85	2.14	2.07	2.25	2.75	2.35
On-Time	91.70%	92.50%	92.20%	90.20%	93.30%	93.70%	94.50%	94.30%	94.50%	92.99%	85%	90%	84.16%

Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY23
Preventable FR Accidents/ 100K miles	3.83	0.00	1.51	3.46	3.15	3.03	0.75	1.57	1.44	2.08	3	2	1.56
Preventable DR Accidents/10K miles	0.28	0	0	0	0.54	0.52	0	0	0	0.15	3	2	1.18

Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	YTD	Standard	Goal	FY23
Fixed Route Miles Between Breakdowns w/ passenger interruption	43,467	33,535	123,082	134,282	122,909	21,043	32,566	118,939	65,576	50,062	20,000	25,000	67,556
Demand Response Miles Between Breakdowns w/ passenger interruption	36,285	36,259	35,405	41,022	37,034	38,336	41,306	37,599	42,741	115,329	25,000	30,000	61,912

Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Average	Standard	Goal	FY23
Valid Complaints /100,000 pax FR	6.26	3.03	2.72	2.49	0.97	3.57	3.40	4.04	2.99	3.22	8	5	4.48
Valid Complaints /10,000 pax DR	0.00	0.00	0.00	0.00	2.58	0.00	0.00	2.63	0.00	0.54	4	2	3.07