



Performance Dashboard FY25

Fixed Route	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY24
Total Passengers	303,610	330,575	338,691	375,881	324,599	289,200	272,143	265,033	317,486	314,951	311,130	296,129	311,619			307,817
Pass/Rev Hour	25.48	27.04	26.52	27.51	26.28	23.36	22.28	22.15	24.64	24.57	25.42	25.81	25.03	22.00	26.00	24.59
Pass/Rev Mile	2.45	2.60	2.72	2.77	2.63	2.32	2.19	2.23	2.46	2.54	2.54	2.48	2.49	2.00	2.20	2.40
On-Time	99.83%	99.85%	99.13%	99.20%	98.64%	99.09%	99.71%	99.75%	99.73%	99.72%	99.09%	99.32%	99.42%	95%	98%	98.89%
Demand Response	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY24
Total Passengers	10,181	9,831	9,959	11,461	9,656	10,074	10,398	9,489	11,627	11,977	12,355	11,855	10,739			10,963
Pass/Rev Hour	2.12	2.21	2.22	2.20	2.04	1.99	1.85	1.85	2.03	1.99	2.11	2.26	2.07	2.25	2.75	2.12
On-Time	91.70%	92.50%	92.20%	90.20%	93.30%	93.70%	94.50%	94.30%	94.50%	93.88%	94.10%	93.15%	93.17%	85%	90%	92.48%
Safety	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY24
Preventable FR Accidents/ 100K miles	3.83	0.00	1.51	3.46	3.15	3.03	0.75	1.57	1.44	0.71	1.52	3.11	2.01	3	2	2.15
Preventable DR Accidents/10K miles	0.28	0	0	0	0.54	0.52	0	0	0	0	0.00	0.00	0.11	3	2	0.51
Maintenance	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	YTD	Standard	Goal	FY24
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	130,913	131,786	128,788	61,716	20,000	25,000	78,620
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	44,109	43,923	41,122	118,785	25,000	30,000	86,241
Customer Service	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan	Feb	Mar	Apr	May	June	Average	Standard	Goal	FY24
Valid Complaints /100,000 pax FR	6.26	3.03	2.72	2.49	0.97	3.57	3.40	4.04	2.99	2.37	0.98	4.05	3.03	8	5	3.41
Valid Complaints /10,000 pax DR	0.00	0.00	0.00	0.00	2.58	0.00	0.00	2.63	0.00	1.02	0.97	1.01	0.77	4	2	1.40