



# Performance Dashboard FY21

<b>Fixed Route</b>	<b>July</b>	<b>Aug.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY20</b>
Total Passengers	102,225	115,976	<b>109,101</b>			<b>165,872</b>
Pass/Rev Hour	14.96	17.18	<b>16.07</b>	<b>22.00</b>	<b>26.00</b>	<b>19.36</b>
Pass/Rev Mile	1.14	1.28	<b>1.21</b>	<b>2.00</b>	<b>2.20</b>	<b>1.59</b>
On-Time	100.00%	99.98%	<b>99.99%</b>	<b>95%</b>	<b>98%</b>	<b>98.06%</b>
<b>Demand Response</b>	<b>July</b>	<b>Aug.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY20</b>
Total Passengers	3,858	3,762	<b>3,810</b>			<b>10,693</b>
Pass/Rev Hour	0.91	0.99	<b>0.95</b>	<b>2.25</b>	<b>2.75</b>	<b>2.05</b>
On-Time	93.50%	94.55%	<b>94.03%</b>	<b>85%</b>	<b>90%</b>	<b>88.90%</b>
<b>Safety</b>	<b>July</b>	<b>Aug.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY20</b>
Preventable FR Accidents/ 100K miles	2.16	3.21	<b>2.69</b>	<b>3</b>	<b>2</b>	<b>2.17</b>
Preventable DR Accidents/10K miles	0	0	<b>0.00</b>	<b>3</b>	<b>2</b>	<b>1.05</b>
<b>Maintenance</b>	<b>July</b>	<b>Aug.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY20</b>
Fixed Route Miles Between Breakdowns w/ passenger interruption	46,213	93,337	<b>69,775</b>	<b>20,000</b>	<b>25,000</b>	<b>59,074</b>
Demand Response Miles Between Breakdowns w/ passenger interruption	23,107.00	22,767.00	<b>22,937</b>	<b>25,000</b>	<b>30,000</b>	<b>26,987</b>
<b>Customer Service</b>	<b>July</b>	<b>Aug.</b>	<b>Average</b>	<b>Standard</b>	<b>Goal</b>	<b>FY20</b>
Valid Complaints /100,000 pax FR	2.93	5.17	<b>4.05</b>	<b>8</b>	<b>5</b>	<b>2.93</b>
Valid Complaints /10,000 pax DR	0.00	0.00	<b>0.00</b>	<b>4</b>	<b>2</b>	<b>2.29</b>