

Measure Name	Data Source	Annual Target	Quarter Target	June	July	August	1st Qtr Avg	Sept	Oct	Nov	2nd Qtr Avg	Dec	Jan	Feb	3rd Qtr Avg	Mar	Apr	May	4th Qtr Avg	Year Avg
Miles between road calls per month	Monthly MV Binder	15000	15000	34,296	14,517	29,474	26,096	30,116	16,178	16,377	20,890	21,587	14,362	14,272	16,740	11,586	9,763	6,791	9,380	18,277
e-van On time performance per month	Monthly MV Binder	95%	95%	96.27	97.89	91.54	95	95.10	94.11	97.21	95	97.78	97.01	97.10	97	97.47	96.72	99.10	97.76	96.44
Fixed Route On time performance per month	Monthly MV Binder	95%	95%	N/A	78.24	71.11	75	69.54	75.58	89.19	78	89.50	90.17	89.35	90	88.96	88.83	88.71	88.83	82.82
Commuter Passengers per month	Solutions Monthly Mgt Report	41000	41000	39,343	39,024	45,290	41,219	35,930	46,253	36,732	39,638	33,313	41,198	37,602	37,371	40,492	43,139	43,467	42,366	40,149
Local routes Passengers per month	Solutions Monthly Mgt Report	41000	41000	22,444	19,147	36,202	25,931	50,608	60,258	44,518	51,795	38,382	41,382	47,802	42,522	46,079	55,361	50,541	50,660	42,727
e-van Passengers per month	Solutions Monthly Mgt Report	1400	1400	N/A	1,325	980	1,153	1,169	1,546	1,414	1,376	1,249	1,371	1,224	1,281	1,250	1,275	1,321	1,282	1,273
Number of valid ADA applications processed within 21 day window per quarter	ADA Coordinator	100%	100%	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
e-van Passengers Per Vehicle Service Hour	Solutions Monthly Mgt Report	2.15	2.15	N/A	1.8	1.1	1.4	1.5	1.6	1.6	1.6	1.7	1.7	1.8	1.7	1.8	1.6	1.7	1.7	1.6
Local Routes Passengers Per Vehicle Service Hour	Solutions Monthly Mgt Report	16	16	7.7	6.6	11.6	9	19.3	19.2	15.1	18	12.3	13.9	18.4	15	16.1	18.6	17.0	17.23	14.7
Commuter Passengers Per Vehicle Service Hour	Solutions Monthly Mgt Report	26	26	24.8	25.1	26.1	25	25.7	26.6	23.7	25	22.2	26.1	26.6	25	26.0	26.0	26.2	26.07	25.4