



Division of Student Transportation

# Performance Dashboard

## ON TIME

May 28 – May 31, 2013

**97.32%**

Delivery before bell

**95.30%**

Delivery 35 - 5 min before bell

**93.06%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

May 28 – May 31, 2013

Avg. Call Duration **1:24 min**

Avg. Call Wait Time **1:43 min**

# Calls Answered **1368**

% Calls Answered **83.1%**

Parent Resource Center

## SAFE

April 2013

**1.6**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of April 29, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

May 28 – May 31, 2013

**100%**

Routing changes  
implemented within 3 days