

Division of Student Transportation

Performance Dashboard

ON TIME

Aug 19 - 23, 2013

85.14%

Delivery before bell

82.44%

Delivery 35 - 5 min before bell

75.00%

On-Time Delivery 30 - 10 min before bell

CUSTOMER FOCUSED

Aug 19 - 23, 2013

Avg. Call Duration 2:14 min

Avg. Call Wait Time 50 sec

Calls Answered 1020

% Calls Answered 93.2%

Parent Resource Center

SAFE

July 2013

1.47

Preventable accidents per 100,000 miles

RELIABLE

As of July 1, 2013

7.9 years

Average age of fleet

EFFICIENT

Aug 19 – Aug 23, 2013

100%

Routing changes implemented within 3 days