

Division of Student Transportation

Performance Dashboard

ON TIME

Oct 7 - 11, 2013

97.23%

Delivery before bell

95.70%

Delivery 35 - 5 min before bell

93.45%

On-Time Delivery 30 - 10 min before bell

CUSTOMER FOCUSED

Oct 7 - 11, 2013

Avg. Call Duration 1:35 min

Avg. Call Wait Time 31 sec

Calls Answered 1256

% Calls Answered 91.3%

Parent Resource Center

SAFE

September 2013

1.53

Preventable accidents per 100,000 miles

RELIABLE

As of August 1, 2013

7.9 years

Average age of fleet

EFFICIENT

Oct 7 - 11, 2013

100%

Routing changes implemented within 3 days