



Division of Student Transportation

# Performance Dashboard

## ON TIME

Sept 23 – 27, 2013

**97.03%**

Delivery before bell

**96.05%**

Delivery 35 - 5 min before bell

**94.04%**

On-Time Delivery  
30 - 10 min before bell

## CUSTOMER FOCUSED

Sept 23 – 27, 2013

Avg. Call Duration **2:07 min**

Avg. Call Wait Time **17 sec**

# Calls Answered **1323**

% Calls Answered **96.9%**

Parent Resource Center

## SAFE

August 2013

**2.25**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of July 1, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

Sept 23 – 27, 2013

**100%**

Routing changes  
implemented within 3 days