

Division of Student Transportation

Performance Dashboard



Sept 3 - 6, 2013

95.21%

Delivery before bell

92.08%

Delivery 35 - 5 min before bell

88.48%

On-Time Delivery 30 - 10 min before bell

CUSTOMER FOCUSED

Sept 3 - 6, 2013

Avg. Call Duration 2:24 min

Avg. Call Wait Time 23 sec

Calls Answered 1984

% Calls Answered 95.9%

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 3 - 6, 2013

100%

Routing changes implemented within 3 days