



Division of Student Transportation

# Performance Dashboard



## CUSTOMER FOCUSED

Sept 30 – Oct 4, 2013

Avg. Call Duration **1:44 min**

Avg. Call Wait Time **30 sec**

# Calls Answered **1405**

% Calls Answered **93.3%**

Parent Resource Center

## SAFE

September 2013

**1.53**

Preventable accidents  
per 100,000 miles

## RELIABLE

As of July 1, 2013

**7.9 years**

Average age of fleet

## EFFICIENT

Sept 30 – Oct 4, 2013

**100%**

Routing changes  
implemented within 3 days