



Division of Student Transportation

Performance Dashboard



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