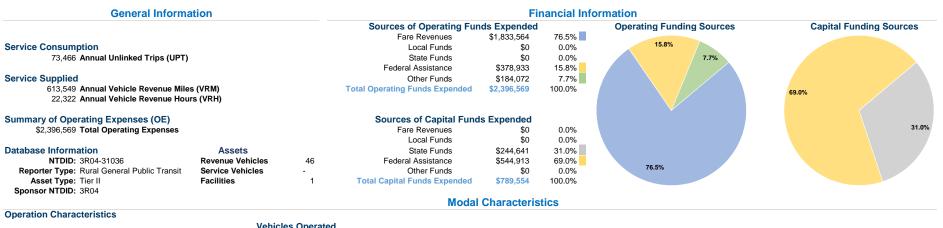
STEP, Inc. 2020 Annual Agency Profile

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2138 Lincoln St Williamsport, Pa 17701-5549



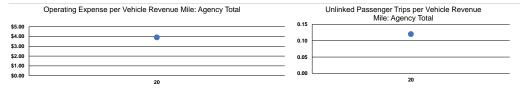
## **Vehicles Operated** at Maximum Service

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	Directly	Purchased	Operating	Fare	Uses of Capital	Annual Vehicle	Annual Vehicle
Mode	Operated	Transportation	Expenses	Revenues	Funds Annual Unlinked Trips	Revenue Miles	Revenue Hours
Demand Response	33	6	\$2,396,569	\$1,833,564	\$789,554 73,466	613,549	22,322
Total	33	6	\$2,396,569	\$1,833,564	\$789,554 73,466	613,549	22,322

## **Performance Measures**

	Service Eff	iciency		Service Effectiveness		
				Operating Expenses		
	Operating Expenses per	Operating Expenses per		per Unlinked	Unlinked Trips per	Unlinked Trips per
Mode	Vehicle Revenue Mile	Vehicle Revenue Hour	Mode	Passenger Trip	Vehicle Revenue Mile	Vehicle Revenue Hour
Demand Response	\$3.91	\$107.36	Demand Response	\$32.62	0.1	3.3
Total	\$3.91	\$107.36	Total	\$32.62	0.1	3.3



## **Performance Measure Targets - 2021**

Performance Measure - Asset Type - Target % not in State of Good Repair Equipment - Automobiles - 46%

Equipment - Trucks and other Rubber Tire Vehicles - 50%

Facility - Administrative / Maintenance Facilities - 30%

Facility - Passenger / Parking Facilities - 83% Rolling Stock - AB - Articulated Bus - 100%

Rolling Stock - AO - Automobile - 16% Rolling Stock - BR - Over-the-road Bus - 12%

Rolling Stock - BU - Bus - 29%

Rolling Stock - CU - Cutaway - 42%

Rolling Stock - MV - Minivan - 64%

Rolling Stock - SV - Sports Utility Vehicle - 17%

Rolling Stock - VN - Van - 64%