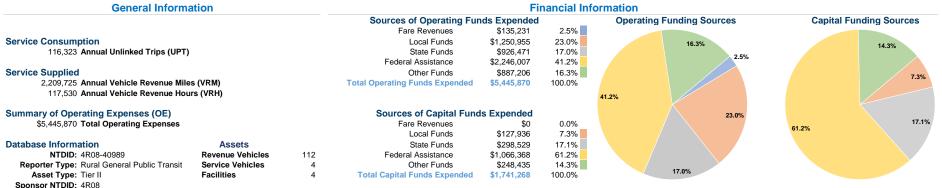
Southeast Tennessee Human Resource Agency-Rural Division 2020 Annual Agency Profile

312 Resource Rd P.O. Box 909 Dunlap, Tn 37327-6338



Performance Measure Targets - 2021

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

Equipment - Automobiles - 10%

Equipment - Trucks and other Rubber Tire Vehicles - 30%

Facility - Administrative / Maintenance Facilities - 25%

Facility - Passenger / Parking Facilities - 25%

Rolling Stock - AO - Automobile - 50%

Rolling Stock - BU - Bus - 15%

Rolling Stock - CU - Cutaway - 10%

Rolling Stock - MV - Minivan - 25%

Rolling Stock - OR - Other - 0%

Rolling Stock - VN - Van - 15%

Modal Characteristics

Operation Characteristics

Vehicles Operated at Maximum Service

Directly Operating Fare Uses of Capital **Annual Vehicle Annual Vehicle** Purchased Funds Annual Unlinked Trips Mode Operated Transportation Expenses Revenues Revenue Miles Revenue Hours Demand Response 102 \$5,347,845 \$132,842 \$1,741,268 114,304 2,180,579 115,579 Bus \$98,025 \$2,389 \$0 2,019 29,146 1,951 \$1,741,268 103 \$5,445,870 \$135,231 116,323 2,209,725 117,530 Total

Performance Measures

\$3.00 \$2.50 \$2.00 \$1.50 \$1.00 \$0.50 \$0.00 Operating Expense per Vehicle Revenue Mile: Agency Total

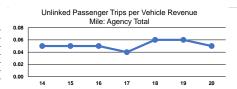
Service Efficiency

 Mode
 Operating Expenses per Vehicle Revenue Mile
 Operating Expenses per Vehicle Revenue Mile
 Operating Expenses per Vehicle Revenue Hour

 Demand Response
 \$2.45
 \$46.27

 Bus
 \$3.36
 \$50.24

 Total
 \$2.46
 \$46.34



Service Effectiveness

Mode	Operating Expenses per Unlinked Passenger Trip	Unlinked Trips per Vehicle Revenue Mile	Unlinked Trips per Vehicle Revenue Hour
Demand Response	\$46.79	0.1	1.0
Bus	\$48.55	0.1	1.0
Total	\$46.82	0.1	1.0