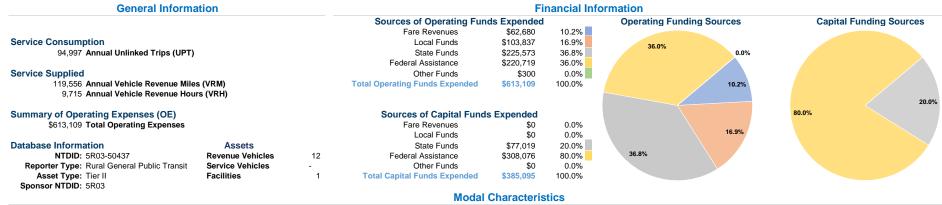
## Big Rapids Dial-A-Ride 2020 Annual Agency Profile

226 N Michigan Ave Big Rapids, Mi 49307-1404



### **Operation Characteristics**

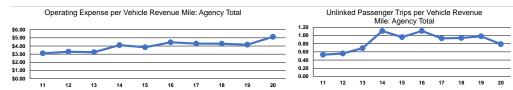
### **Vehicles Operated** at Maximum Service

	Directly	Purchased	Operating	Fare	Uses of Capital		Annual Vehicle	Annual Vehicle
Mode	Operated	Transportation	Expenses	Revenues	Funds Annual L	Jnlinked Trips	Revenue Miles	Revenue Hours
Demand Response	7	-	\$613,109	\$62,680	\$385,095	94,997	119,556	9,715
Total	7		\$613,109	\$62,680	\$385,095	94,997	119,556	9,715

#### **Performance Measures**

#### Service Efficiency

	Service Effi	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	\$5.13	\$63.11	Demand Response	\$6.45	0.8	9.8
Total	\$5.13	\$63.11	Total	\$6.45	0.8	9.8



# **Performance Measure Targets - 2021**

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

Equipment - Automobiles - 62%

Equipment - Trucks and other Rubber Tire Vehicles - 44%

Facility - Administrative / Maintenance Facilities - 3%

Facility - Passenger / Parking Facilities - 3%

Rolling Stock - AO - Automobile - 10%

Rolling Stock - BU - Bus - 13%

Rolling Stock - CU - Cutaway - 6%

Rolling Stock - FB - Ferryboat - 40%

Rolling Stock - MV - Minivan - 19% Rolling Stock - SB - School Bus - 15%

Rolling Stock - SV - Sports Utility Vehicle - 10%

Rolling Stock - VN - Van - 20%