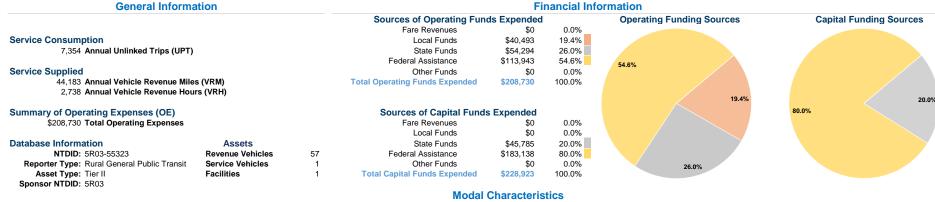
Pioneer Resources - Muskegon 2020 Annual Agency Profile

Service Effectiveness

1145 E Wesley Muskegon, Mi 49442-2100



Operation Characteristics

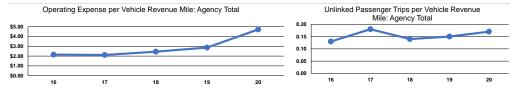
Vehicles Operated at Maximum Service

Directly Purchased Fare **Uses of Capital Annual Vehicle Annual Vehicle** Operating Mode Operated Transportation Expenses Funds Annual Unlinked Trips Revenue Miles Revenue Hours Revenues \$228,923 Demand Response \$208,730 \$0 7,354 44,183 2,738 \$208,730 \$0 \$228,923 7,354 44,183 2,738 Total

Performance Measures

Service Efficiency

				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	\$4.72	\$76.23	Demand Response	\$28.38	0.2	2.7
Total	\$4.72	\$76.23	Total	\$28.38	0.2	2.7



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%