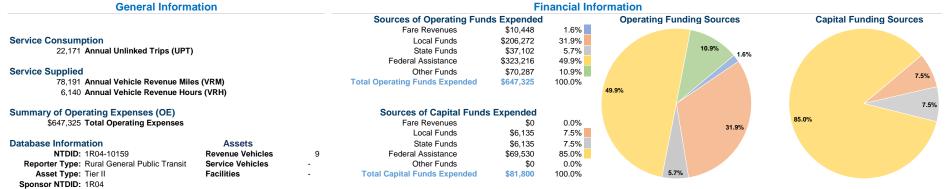
VNA Home Healthcare, Hospice & Community Service 2021 Annual Agency Profile

312 Marlboro St P.O. Box 564 Keene, Nh 03431-4163



Performance Measure Targets - 2022

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

Facility - Administrative / Maintenance Facilities - 0%

Facility - Passenger / Parking Facilities - 0% Rolling Stock - BR - Over-the-road Bus - 0%

Rolling Stock - BU - Bus - 17%

Rolling Stock - CU - Cutaway - 32%

Rolling Stock - VN - Van - 0%

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 Unlinked Trips	Revenue Miles	Revenue Hours
Demand Response	3	· -	\$253,940	\$3,148	\$81,800	5,172	26,700	2,214
Bus	3	-	\$393,385	\$7,300	\$0	16,999	51,491	3,926
Total	6	-	\$647,325	\$10,448	\$81,800	22,171	78,191	6,140

Modal Characteristics

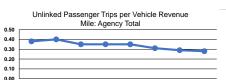
Performance Measures

\$10.00

\$8.00 \$6.00 \$4.00 \$2.00 \$0.00 Operating Expense per Vehicle Revenue Mile: Agency Total

Service Efficiency

Operating Expenses per Operating Expenses per Mode Vehicle Revenue Mile Vehicle Revenue Hour Demand Response \$9.51 \$114.70 \$7.64 \$100.20 Bus Total \$8.28 \$105.43



Service Effectiveness

Mode	Operating Expenses per Unlinked Passenger Trip	Unlinked Trips per Vehicle Revenue Mile	Unlinked Trips per Vehicle Revenue Hour
Demand Response	\$49.10	0.2	2.3
Bus	\$23.14	0.3	4.3
Total	\$29.20	0.3	3.6