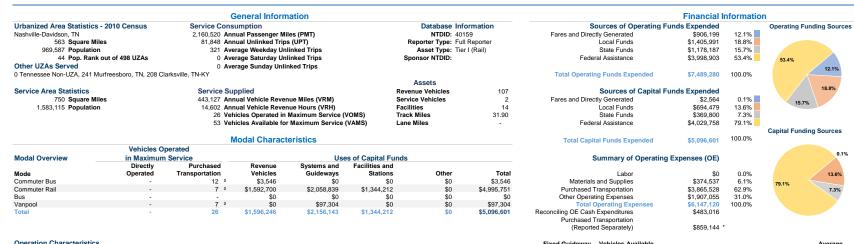
2021 Annual Agency Profile Mr. Stephen Bland Madison, Tn 37115-3025 615-862-6262

Service Effectiveness

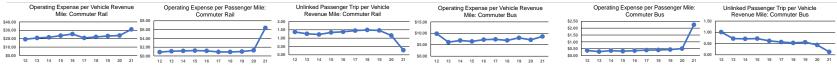


## Operation Characteristics

| oporation onalastonotico |               |                        |               |                 |                |                |                | i ixea Guideway | Verneies Available               |                 |                | Avelage      |
|--------------------------|---------------|------------------------|---------------|-----------------|----------------|----------------|----------------|-----------------|----------------------------------|-----------------|----------------|--------------|
|                          | Operating     |                        | Uses of       | Annual          | Annual         | Annual Vehicle | Annual Vehicle | Directional     | for Maximum Vehicles Operated in |                 | Percent        | Fleet Age in |
| Mode                     | Expenses      | Fare Revenues          | Capital Funds | Passenger Miles | Unlinked Trips | Revenue Miles  | Revenue Hours  | Route Miles     | Service                          | Maximum Service | Spare Vehicles | Yearsa       |
| Commuter Bus             | \$1,908,620 2 | \$129,760 <sup>2</sup> | \$3,546       | 849,175         | 28,065         | 221,164        | 7,195          | 0.0             | 16                               | 12 <sup>2</sup> | 33.3%          | 2.0          |
| Commuter Rail            | \$3,936,477 2 | \$141,811 2            | \$4,995,751   | 616,945         | 34,859         | 126,589        | 4,572          | 62.8            | 11                               | 7 2             | 57.1%          | 48.6         |
| Bus                      | \$196,756 1   | \$49,925 1             | \$0           | 0               | 0              | 0              | 0              | 0.0             | 0                                | 0 1             | 0.0%           | 0.0          |
| Vanpool                  | \$105,267 2   | \$63,741 2             | \$97,304      | 694,400         | 18,924         | 95,374         | 2,835          | 0.0             | 26                               | 7 2             | 271.4%         | 8.9          |
| Total                    | \$6,147,120   | \$385,237              | \$5,096,601   | 2,160,520       | 81,848         | 443,127        | 14,602         | 62.8            | 53                               | 26              | 50.9%          |              |

Service Efficiency Performance Measures

|               | Operating Expenses per | Operating Expenses per |               | Operating Expenses per | Operating Expenses per  | Unlinked Trips per   | Unlinked Trips per   |
|---------------|------------------------|------------------------|---------------|------------------------|-------------------------|----------------------|----------------------|
| Mode          | Vehicle Revenue Mile   | Vehicle Revenue Hour   | Mode          | Passenger Mile         | Unlinked Passenger Trip | Vehicle Revenue Mile | Vehicle Revenue Hour |
| Commuter Bus  | \$8.63                 | \$265.27               | Commuter Bus  | \$2.25                 | \$68.01                 | 0.1                  | 3.9                  |
| Commuter Rail | \$31.10                | \$861.00               | Commuter Rail | \$6.38                 | \$112.93                | 0.3                  | 7.6                  |
| Bus           | \$0.00                 | \$0.00                 | Bus           | \$0.00                 | \$0.00                  | 0.0                  | 0.0                  |
| Vanpool       | \$1.10                 | \$37.13                | Vanpool       | \$0.15                 | \$5.56                  | 0.2                  | 6.7                  |
| Total         | \$13.87                | \$420.98               | Total         | \$2.85                 | \$75.10                 | 0.2                  | 5.6                  |



Notes:

aDemand Response - Taxi (DR/TX) and non-dedicated fleets do not report fleet age data.

¹Excludes data for purchased transportation filed separately. 2Includes data for a contract with another reporter.

\*This agency has a purchased transportation relationship in which they buy service from Gray Line of Tennessee (NTDID: Entity that Does Not Report to NTD), and in which the data are captured in this report for mode CB/PT.

\*This agency has a purchased transportation relationship in which they buy service from Transit Solutions Group (NTDID: Entity that Does Not Report to NTD), and in which the data are captured in this report for mode CR/PT.

\*This agency has a purchased transportation relationship in which they buy service from Metropolitan Transit Authority (NTDID: 40004), and in which the data are captured in another report for mode MB/PT.

\*This agency has a purchased transportation relationship in which they buy service from The Transportation Management Association Group (NTDID: 40178), and in which the data are captured in this report for mode VP/PT.

## Performance Measure Targets - 2022

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

Equipment - Trucks and other Rubber Tire Vehicles - 0%

Facility - Passenger / Parking Facilities - 0% Infrastructure - CR - Commuter Rail - 14%

Rolling Stock - BR - Over-the-road Bus - 0%

Rolling Stock - RL - Commuter Rail Locomotive - 0% Rolling Stock - RP - Commuter Rail Passenger Coach - 0%

Rolling Stock - VN - Van - 70%