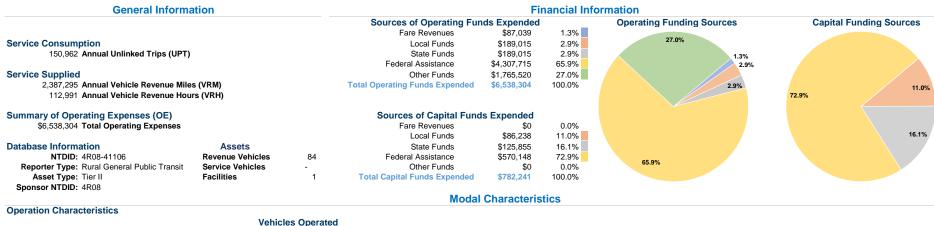
Northwest Tennessee Human Resource Agency 2021 Annual Agency Profile

P.O. Box 963 Martin, Tn 38237-1308

124 Weldon Dr



at Maximum Service

Mode	Directly Operated	Purchased Transportation	Operating Expenses	Fare Revenues	Uses of Capital Funds Annual	Unlinked Trips	Annual Vehicle Revenue Miles
Demand Response	46	-	\$6,538,304	\$87,039	\$782,241	150,962	2,387,295
Total	46	-	\$6,538,304	\$87,039	\$782,241	150,962	2,387,295

Performance Measures

\$3.00 \$2.50 \$2.00 \$1.50 \$1.00 \$0.50 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	\$2.74	\$57.87
Total	\$2.74	\$57.87

Unlinked Passenger Trips per Vehicle Revenue



Performance Measure Targets - 2022

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

Equipment - Automobiles - 25%

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 - 30%

Rolling Stock - OR - Other - 0%

Rolling Stock - VN - Van - 25%

Annual Vehicle

Revenue Hours

Unlinked Trips per

Vehicle Revenue Hour

Service Effectiveness

Unlinked Trips per

0.1

0.1

Vehicle Revenue Mile

Operating Expenses per Unlinked

Passenger Trip

\$43.31

\$43.31

Mode

Total

Demand Response

112,991

112,991

1.3

1.3