

MEASURE	FY 2013 Actuals	FY 2014 Target	June 2014	Total Last Report	Total/Avg. to Date	% FY 2014 Target
# Receiving Independent Living Services	317	350	not yet available	305	305	87%
# Receiving Meals on Wheels	349	373	25	426	451	121%
# of Seniors Receiving Congregate Meals	817	832	25	833	858	103%
# of Eagle Transit Dial-A-Ride Customers	368	470	107	680	787	167%
# of RSVP Volunteer Hours	40,468	32,000	not yet available	40,527	40,527	127%
# of Public Outreach/Education/Media Efforts	35	48	14	79	93	194%
% of Ind. Liv. Recipients/Intake at Moderate to High Risk of Institutionalization	N/A	70%	88%	84%	88%	126%
Per Meal Cost of Nutrition Services	\$6.08	\$6.00	\$6.14	\$5.65	\$6.14	102%
% of Annual Survey Respondents Who Indicate Overall Satisfaction with AOA Services	N/A	90%	N/A	N/A	N/A	N/A
Maximum # of Public Complaints About Transportation Services (5 per month, no more than 60 annually)	N/A	60	2	15	17	28%

WORKLOAD INDICATOR	FY 2013 Actuals	FY 2014 Target	June 2014	Total Last Report	Total/Avg. to Date	% Target
Nutrition						
Meals Served	76,893	78,000	6,704	72,233	78,937	101%
# Nutritional Assessments Conducted	not available	560	104	435	539	96%
Transportation - March only						
Total Ride Count	93,833	96,000	7,021	87,514	94,535	98%
Dial-A-Ride Count	34,083	40,320	2,186	23,476	25,662	64%
City, Commuter and Other Ride Count	59,750	55,680	4,835	64,038	68,873	124%
Information and Referral - March only						
Outreach, Info and Referral Contacts	15,896	16,300	not yet available	15,030	15,030	92%
Independent Living						
Homemaker Units of Service	3,318	3,780	not yet available	2,810	2,810	74%
Escorted Transportation Units of Service	1,845	1,768	not yet available	2,046	2,046	116%
Respite Units of Service	2,742	2,932	not yet available	2,086	2,086	71%
Community Support Units of Service	N/A	N/A	not yet available	395	395	N/A
Medicare/Insur. Counseling Units of Service	1,793	1,300	not yet available	1652	1,652	127%
RSVP						
Volunteers Recruited/Enrolled	493	500	not yet available	495	495	99%
Volunteer Work Stations Developed and Maintained	59	60	not yet available	87	87	145%
RSVP Newsletters/Volunteer Opportunities Produced and Distributed	4	6	not yet available	8	8	133%