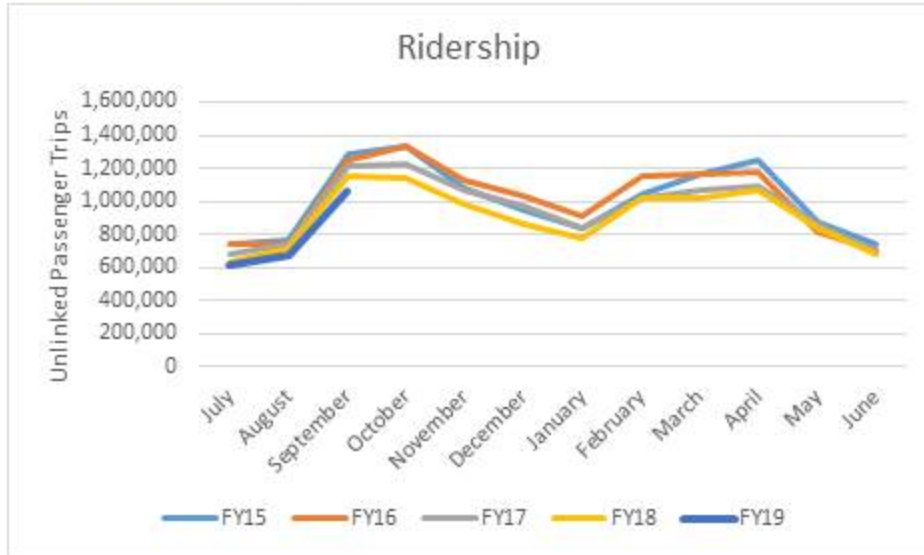


1st Quarter Fixed Route Performance Measures (July – September 2018)



Scheduled Trip Adherence

% of Trips Operated	% of Trips not Operated
99.98%	0.02%

Customer Complaints

Complaints per 100k Passengers	1st Qtr FY18	1st Qtr FY19	FY19 Goal
	3.33	3.58	2.38

Maintenance

Miles between Breakdowns	1st Qtr FY18	1st Qtr FY19	FY19 Goal
	15,897	7,344	20,759

Customer Safety

Preventable Accidents per 100k Miles	1st Qtr FY18	1st Qtr FY19	FY19 Goal
	1.70	2.43	1.75

Finance

Year	FY17	FY18
Cost/Passenger	\$3.00	\$3.15
State Contract Assistance/Passenger	\$2.00	\$2.06