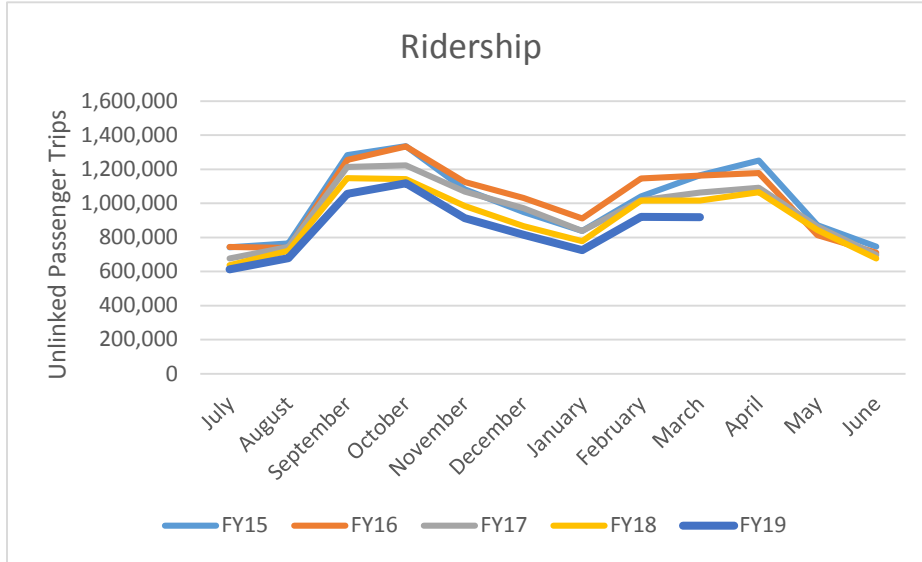


# 3rd Quarter Fixed Route Performance Measures (January – March 2019)



## Scheduled Trip Adherence

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

## Customer Complaints

Complaints per 100k Passengers	3rd Qtr FY18	3rd Qtr FY19	FY19 Goal
	5.22	2.18	2.38

## Maintenance

Miles between Breakdowns	3rd Qtr FY18	3rd Qtr FY19	FY19 Goal
	22,043	14,768	20,759

## Customer Safety

Preventable Accidents per 100k Miles	3rd Qtr FY18	3rd Qtr FY19	FY19 Goal
	2.70	2.47	1.75

## Finance

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