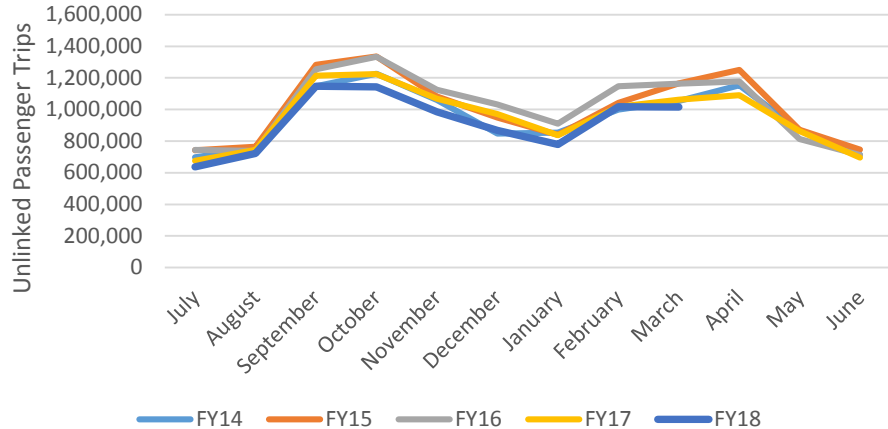




# 3rd Quarter Fixed Route Performance Measures (Jan – Mar 2018)

Ridership



Scheduled Trip Adherence

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

Maintenance

Miles between Breakdowns	3rd Qtr FY17	3rd Qtr FY18	FY18 Goal
	19,013	22,043	20,759

Customer Complaints

Complaints per 100k Passengers	3rd Qtr FY17	3rd Qtr FY18	FY18 Goal
	1.08	3.10	2.38

Customer Safety

Preventable Accidents per 100k Miles	3rd Qtr FY17	3rd Qtr FY18	FY18 Goal
	2.01	2.70	1.75

Finance

Year	FY17	FY18
Cost/Passenger	\$3.78	\$4.01
State Contract Assistance/Passenger	\$2.00	\$1.89