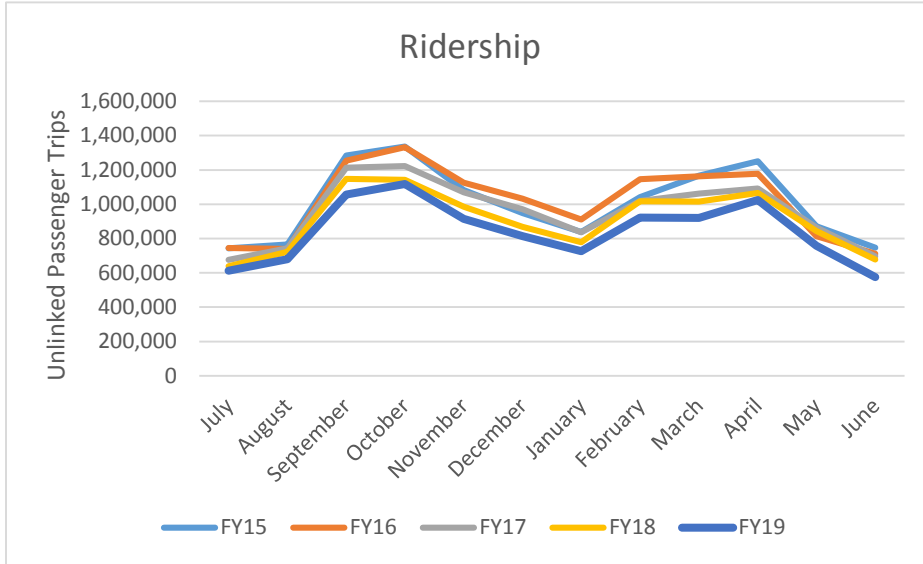




4th Quarter Fixed Route Performance Measures (April – June 2019)



Scheduled Trip Adherence

% of Trips Operated	% of Trips not Operated
99.94%	0.06%

Customer Complaints

Complaints per 100k Passengers	4th Qtr FY18	4th Qtr FY19	FY19 Goal
	3.98	2.59	2.38

Maintenance

Miles between Breakdowns	4th Qtr FY18	4th Qtr FY19	FY19 Goal
	1,078	10,578	20,759

Customer Safety

Preventable Accidents per 100k Miles	4th Qtr FY18	4th Qtr FY19	FY19 Goal
	0.71	1.69	1.75

Finance

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