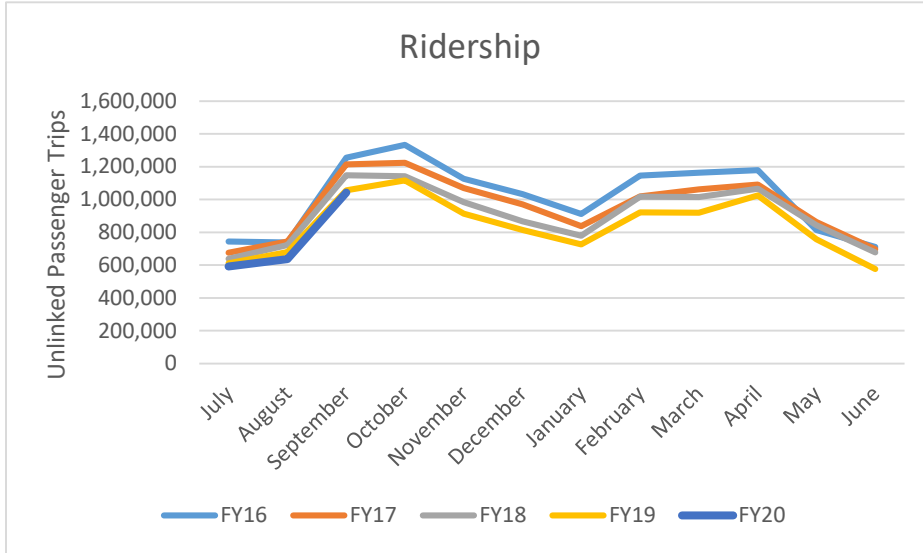




1st Quarter Fixed Route Performance Measures (July – September 2019)



Scheduled Trip Adherence

% of Trips Operated	% of Trips not Operated
99.96%	0.04%

Maintenance

Miles between Breakdowns	1st Qtr FY19	1st Qtr FY20	FY20 Goal
	7,344	13,432	20,759

Customer Complaints

Complaints per 100k Passengers	1st Qtr FY19	1st Qtr FY20	FY20 Goal
	3.58	3.70	2.38

Customer Safety

Preventable Accidents per 100k Miles	1st Qtr FY19	1st Qtr FY20	FY20 Goal
	2.43	1.90	1.75

Finance

Year	FY18	FY19
Cost/Passenger	\$3.15	\$3.15
State Contract Assistance/Passenger	\$2.06	\$2.06