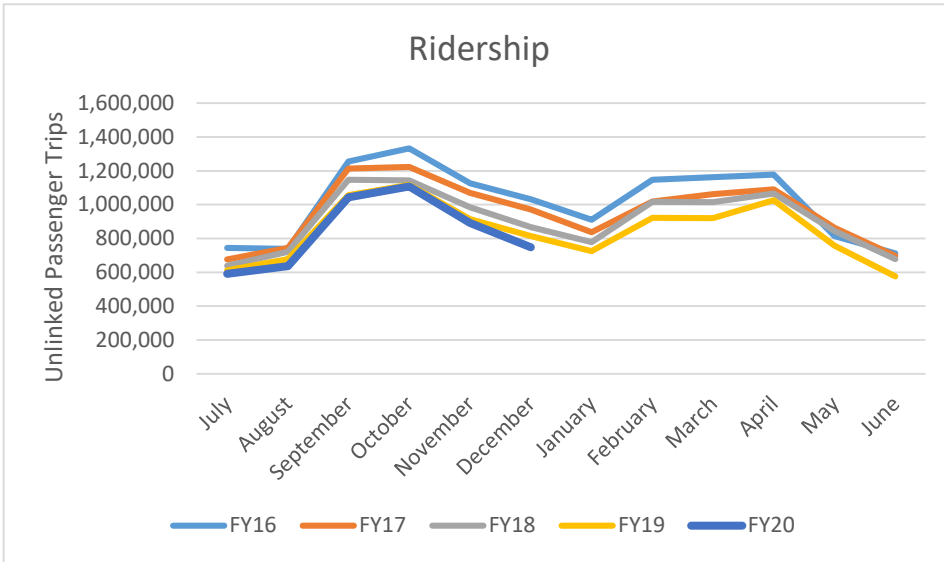


# 2nd Quarter Fixed Route Performance Measures (October – December 2019)



## Scheduled Trip Adherence

% of Trips Operated	% of Trips not Operated
99.86%	0.14%

## Customer Complaints

Complaints per 100k Passengers	2nd Qtr FY19	2nd Qtr FY20	FY20 Goal
	2.46	3.20	2.38

## Maintenance

Miles between Breakdowns	2nd Qtr FY19	2nd Qtr FY20	FY20 Goal
	9,630	25,063	20,759

## Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY19	2nd Qtr FY20	FY20 Goal
	2.19	2.03	1.75

## Finance

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