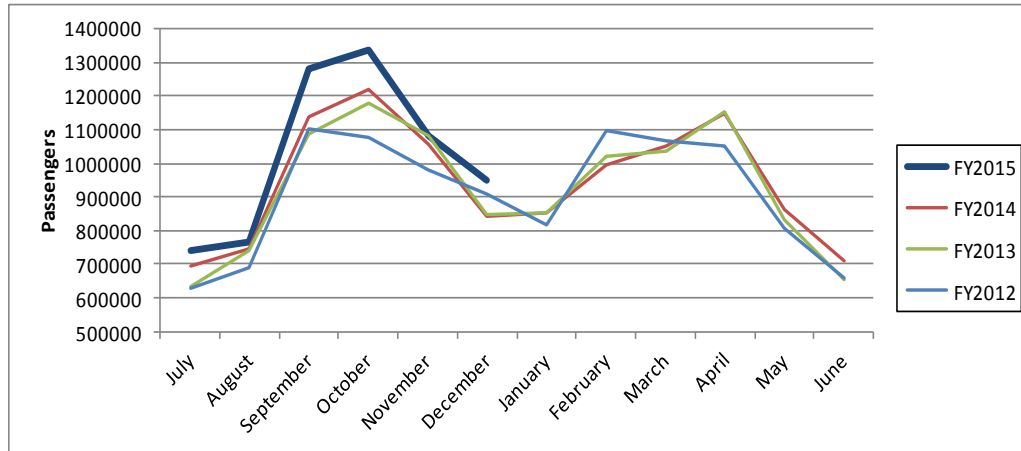




## 2nd Quarter Fixed Route Performance Measures (October-December 2014)

### Ridership



### Scheduled Trip Adherence

Percent of Trips Operated	Percent of Trips not Operated
<b>99.98%</b>	<b>0.02%</b>

### Customer Complaints

Complaints per 100k Passenger	2nd Qtr FY14	2nd Qtr FY15	FY15 Goal
	<b>3.24</b>	<b>2.49</b>	<b>2.38</b>

### Maintenance

Miles Between Breakdowns	2nd Qtr FY14	2nd Qtr FY15	FY15 Goal
	<b>20936</b>	<b>12807</b>	<b>20759</b>

### Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY14	2nd Qtr FY15	FY15 Goal
	<b>2.77</b>	<b>1.95</b>	<b>1.75</b>

### Finance

Year	FY13	FY14
Fixed Route Cost/Passenger	<b>\$2.61</b>	<b>\$2.59</b>
Paratransit Cost/Passenger	<b>\$24.64</b>	<b>\$26.61</b>
State Contract Assistance/Passenger	<b>\$1.67</b>	<b>\$1.60</b>