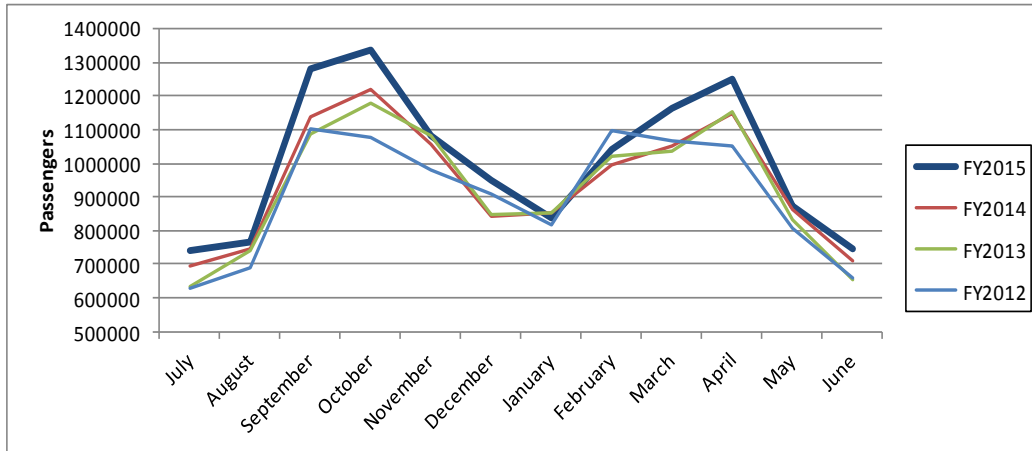




# 4th Quarter Fixed Route Performance Measures (April-June 2015)

## Ridership



## Scheduled Trip Adherence

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

## Customer Complaints

Complaints per 100k Passengers	4th Qtr FY14	4th Qtr FY15	FY15 Goal
	3.05	3.62	2.38

## Customer Safety

Preventable Accidents per 100k Miles	4th Qtr FY14	4th Qtr FY15	FY15 Goal
	2.23	1.85	1.75

## Maintenance

Miles Between Breakdowns	4th Qtr FY14	4th Qtr FY15	FY15 Goal
	12497	13224	20759

## Finance

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