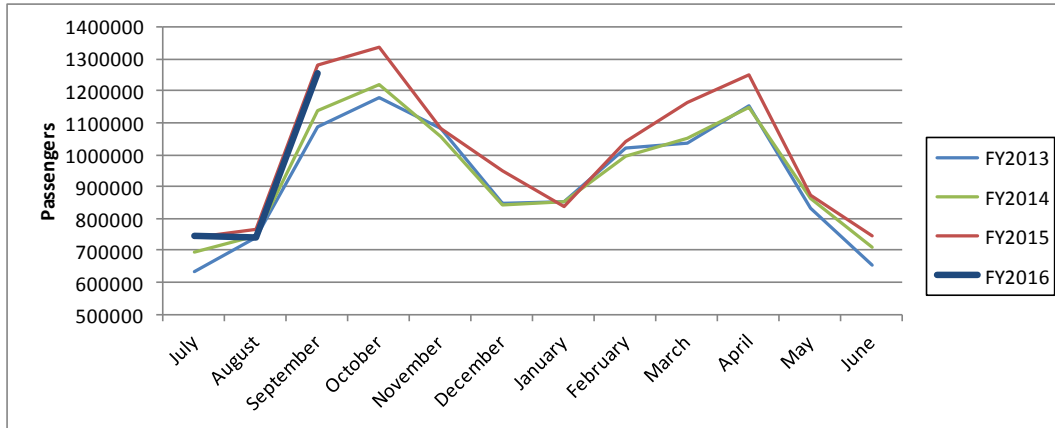




Ridership



Customer Complaints

Complaints per 100k Passengers	1st Qtr FY15	1st Qtr FY16	FY16 Goal
	2.62	3.87	2.38

Customer Safety

Preventable Accidents per 100k Miles	1st Qtr FY15	1st Qtr FY16	FY16 Goal
	1.81	1.58	1.75

1st Quarter Fixed Route Performance Measures (July-September 2015)

Scheduled Trip Adherence

Percent of Trips Operated	Percent of Trips not Operated
99.97%	0.03%

Maintenance

Miles Between Breakdowns	1st Qtr FY15	1st Qtr FY16	FY16 Goal
	13449	13796	20759

Finance

Year	FY15	FY16
Cost/Passenger	\$2.59	\$2.75
State Contract Assistance/Passenger	\$1.60	\$1.86