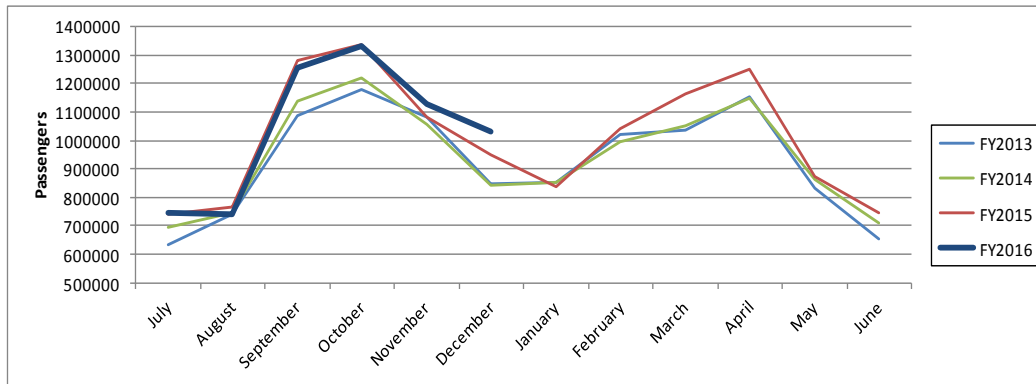




Ridership



Customer Complaints

Complaints per 100k Passengers	2nd Qtr FY15	2nd Qtr FY16	FY16 Goal
	2.47	2.29	2.38

Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY15	2nd Qtr FY16	FY16 Goal
	1.95	2.45	1.75

2nd Quarter Fixed Route Performance Measures (October-December 2015)

Scheduled Trip Adherence

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

Maintenance

Miles Between Breakdowns	2nd Qtr FY15	2nd Qtr FY16	FY16 Goal
	12807	19297	20759

Finance

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