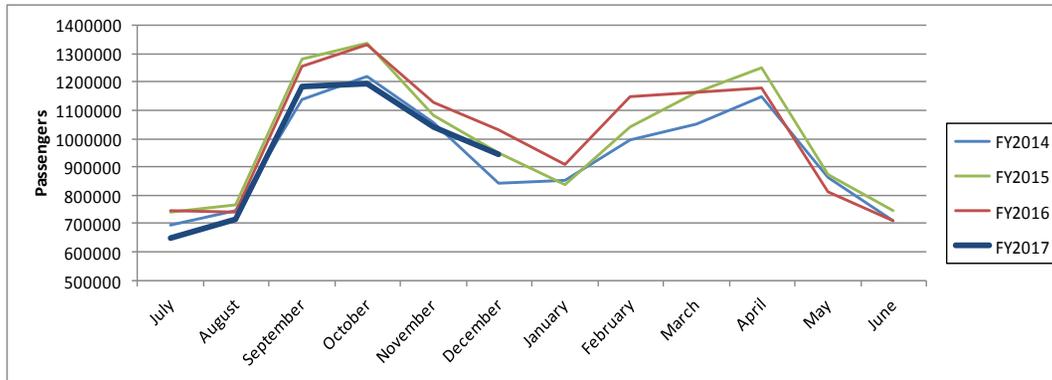




2nd Quarter Fixed Route Performance Measures (October-December 2016)

Ridership



Scheduled Trip Adherence

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

Customer Complaints

Complaints per 100k Passengers	2nd Qtr FY16	2nd Qtr FY17	FY17 Goal
	2.29	1.07	2.38

Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY16	2nd Qtr FY17	FY17 Goal
	2.45	2.36	1.75

Maintenance

Miles Between Breakdowns	2nd Qtr FY15	2nd Qtr FY16	FY17 Goal
	19297	14533	20759

Finance

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