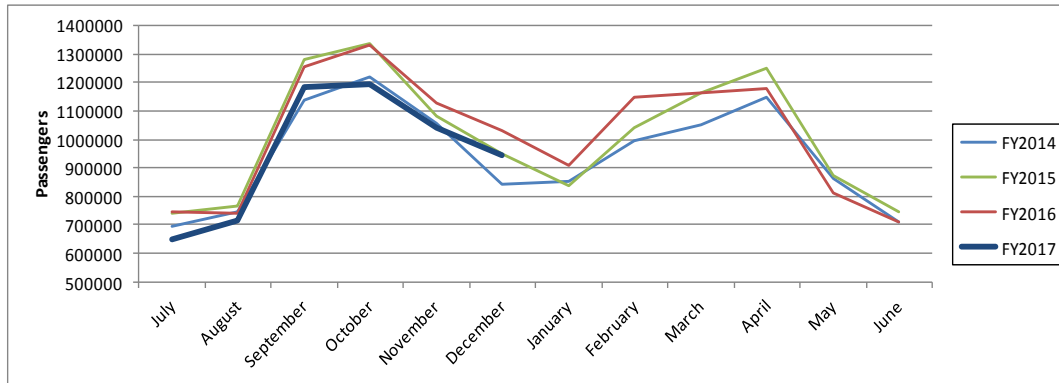




## 2nd Quarter Fixed Route Performance Measures (October-December 2016)

### Ridership



### Scheduled Trip Adherence

Percent of Trips Operated	Percent of Trips not Operated
<b>99.97%</b>	<b>0.03%</b>

### Customer Complaints

Complaints per 100k Passengers	2nd Qtr FY16	2nd Qtr FY17	FY17 Goal
	<b>2.29</b>	<b>1.07</b>	<b>2.38</b>

### Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY16	2nd Qtr FY17	FY17 Goal
	<b>2.45</b>	<b>2.36</b>	<b>1.75</b>

### Maintenance

Miles Between Breakdowns	2nd Qtr FY15	2nd Qtr FY16	FY17 Goal
	<b>19297</b>	<b>14533</b>	<b>20759</b>

### Finance

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