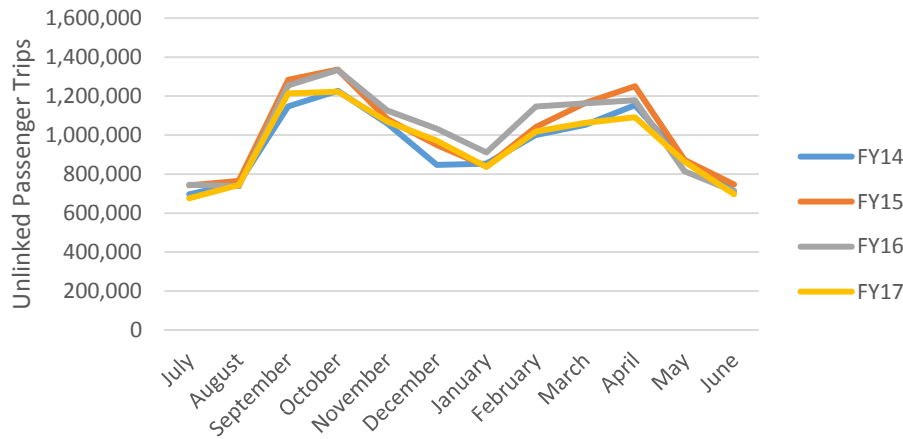




4th Quarter Fixed Route Performance Measures (April – June 2017)

Ridership



Scheduled Trip Adherence

% of Trips Operated	% of Trips not Operated
99.99%	0.01%

Maintenance

Miles between Breakdowns	4 th Qtr FY16	4 th Qtr FY17	FY17 Goal
	13,743	48,590	20,759

Customer Complaints

Complaints per 100k Passengers	4 th Qtr FY16	4 th Qtr FY17	FY17 Goal
	2.48	2.53	2.38

Customer Safety

Preventable Accidents per 100k Miles	4 th Qtr FY16	4 th Qtr FY17	FY17 Goal
	2.97	2.27	1.75

Finance

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