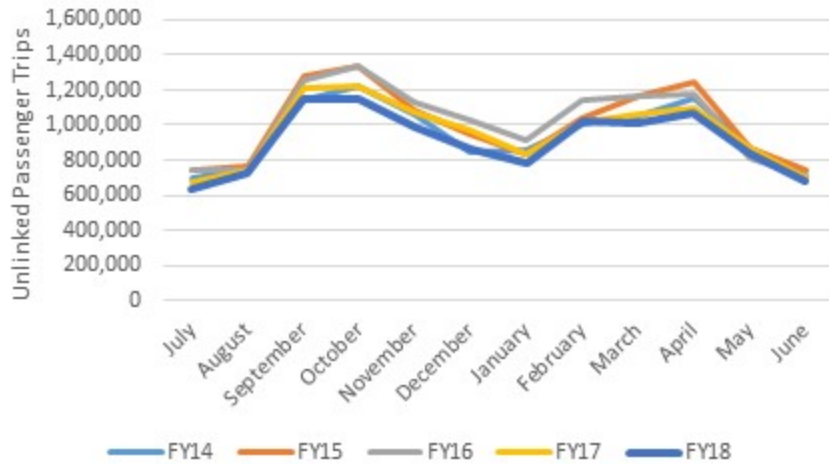


4th Quarter Fixed Route Performance Measures (April – June 2018)

Ridership



Scheduled Trip Adherence

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

Maintenance

Miles between Breakdowns	4th Qtr FY17	4th Qtr FY18	FY18 Goal
	48,590	1,078	20,759

Customer Complaints

Complaints per 100k Passengers	4th Qtr FY17	4th Qtr FY18	FY18 Goal
	2.53	3.98	2.38

Customer Safety

Preventable Accidents per 100k Miles	4th Qtr FY17	4th Qtr FY18	FY18 Goal
	2.27	0.71	1.75

Finance

Year	FY17	FY18
Cost/Passenger	\$3.78	\$4.01
State Contract Assistance/Passenger	\$2.00	\$1.89