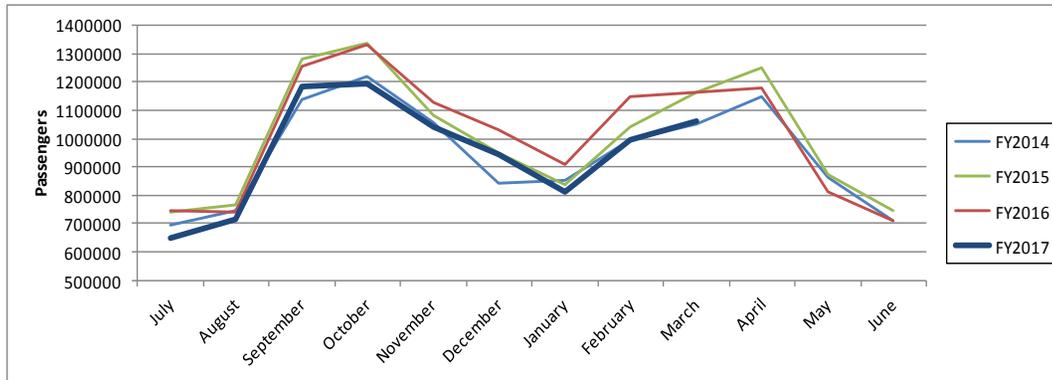




**Ridership**



**3rd Quarter Fixed Route Performance Measures (January-March 2017)**

**Scheduled Trip Adherence**

|                                  |                                      |
|----------------------------------|--------------------------------------|
| <b>Percent of Trips Operated</b> | <b>Percent of Trips not Operated</b> |
| <b>99.82%</b>                    | <b>0.18%</b>                         |

**Customer Complaints**

|                                       |                     |                     |                  |
|---------------------------------------|---------------------|---------------------|------------------|
| <b>Complaints per 100k Passengers</b> | <b>3rd Qtr FY16</b> | <b>3rd Qtr FY17</b> | <b>FY17 Goal</b> |
|                                       | <b>2.24</b>         | <b>1.08</b>         | <b>2.38</b>      |

**Customer Safety**

|   |                     |                     |                  |
|---|---------------------|---------------------|------------------|
| <b>Preventable Accidents per 100k Miles</b> | <b>3rd Qtr FY16</b> | <b>3rd Qtr FY17</b> | <b>FY17 Goal</b> |
|   | <b>1.90</b>         | <b>2.01</b>         | <b>1.75</b>      |

**Maintenance**

|                                 |                     |                     |                  |
|---------------------------------|---------------------|---------------------|------------------|
| <b>Miles Between Breakdowns</b> | <b>3rd Qtr FY16</b> | <b>3rd Qtr FY17</b> | <b>FY17 Goal</b> |
|                                 | <b>14219</b>        | <b>19013</b>        | <b>20759</b>     |

**Finance**

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