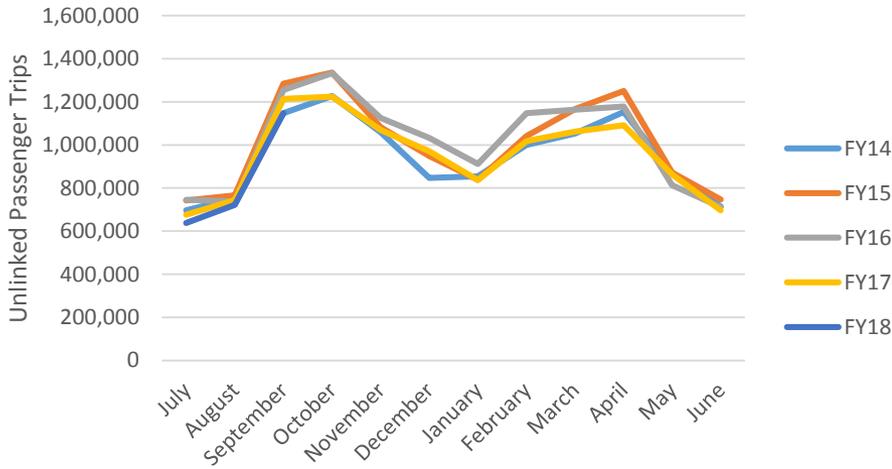




# 1<sup>st</sup> Quarter Fixed Route Performance Measures (July – Sep 2017)

Ridership



Scheduled Trip Adherence

% of Trips Operated	% of Trips not Operated
99.98%	0.02%

Maintenance

Miles between Breakdowns	1st Qtr FY17	1st Qtr FY18	FY18 Goal
	16,661	15,897	20,759

Customer Complaints

Complaints per 100k Passengers	1st Qtr FY17	1st Qtr FY18	FY18 Goal
	2.99	3.33	2.38

Finance

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

Customer Safety

Preventable Accidents per 100k Miles	1st Qtr FY17	1st Qtr FY18	FY18 Goal
	1.67	1.70	1.75