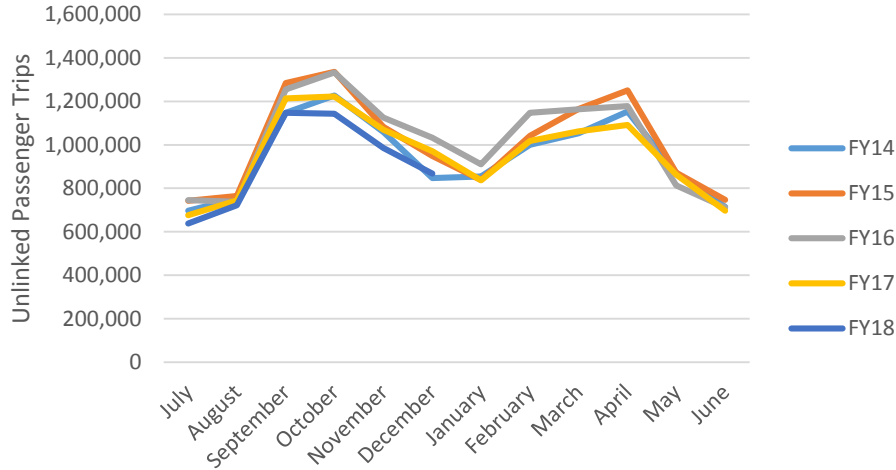




2nd Quarter Fixed Route Performance Measures (Oct – Dec 2017)

Ridership



Scheduled Trip Adherence

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

Maintenance

Miles between Breakdowns	2nd Qtr FY17	2nd Qtr FY18	FY18 Goal
	14,533	17,869	20,759

Customer Complaints

Complaints per 100k Passengers	2nd Qtr FY17	2nd Qtr FY18	FY18 Goal
	1.07	2.13	2.38

Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY17	2nd Qtr FY18	FY18 Goal
	2.36	1.72	1.75

Finance

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