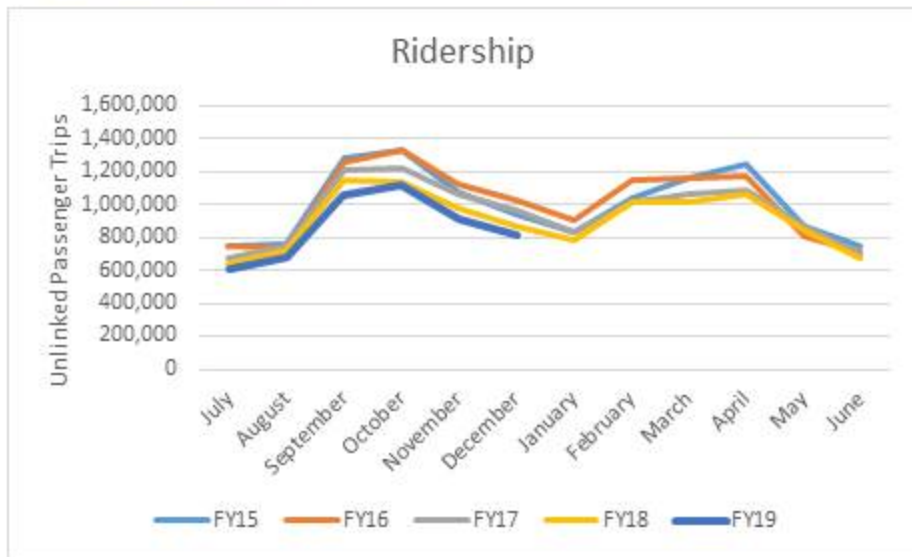


2nd Quarter Fixed Route Performance Measures (October – December 2018)



Scheduled Trip Adherence

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

Customer Complaints

Complaints per 100k Passengers	2nd Qtr FY18	2nd Qtr FY19	FY19 Goal
	2.13	2.46	2.38

Maintenance

Miles between Breakdowns	2nd Qtr FY18	2nd Qtr FY19	FY19 Goal
	17,860	9,630	20,759

Customer Safety

Preventable Accidents per 100k Miles	2nd Qtr FY18	2nd Qtr FY19	FY19 Goal
	1.73	2.19	1.75

Finance

Year	FY17	FY18
Cost/Passenger	\$3.00	\$3.15
State Contract Assistance/Passenger	\$2.00	\$2.06