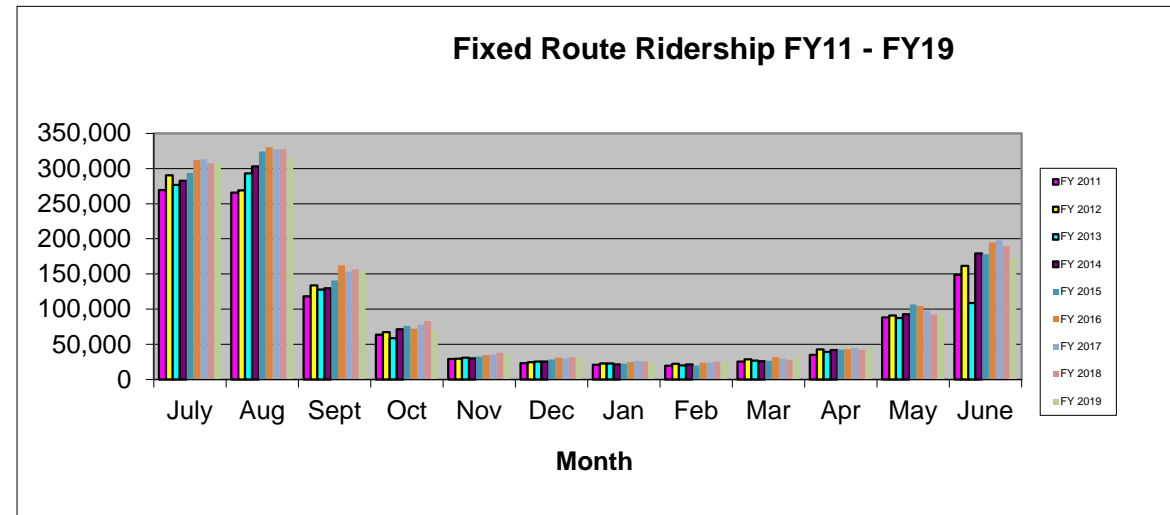




Performance Measures
July 2018 - June 2019 (Fiscal Year 2019)



Scheduled Trip Adherence														
Percent of Trips Operated		Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	
	Fixed Route	98.300%	94.500%	96.500%	97.500%	98.250%	99.500%	99.500%	99.500%	98.200%	98.400%	99.200%	94.500%	92.000%
	Demand Response	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	100.000%	98.000%	95.000%

Safety													
Preventable Accidents		Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
	Fixed Route	14	12	7	1	2	2	3	3	2	1	1	7
	Demand Response	0	2	0	0	0	0	1	1	1	0	0	0

Maintenance													
Miles Between Breakdowns		Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
	Fixed Route	14,054.6	35,813.0	20,906.4	21,234.7	17,375.0	34,919.0	28,569.5	17,710.7	17,413.8	8,086.6	16,581.0	40,175.0
	Demand Response	12,306.0	10,758.0	8,331.0	10,419.0	8,473.0	11,007.0	9,005.0	7,498.0	8,694.0	8,583.0	10,657.0	10,866.0

Customer Complaints													
Complaints per 100K Passengers		Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
	Fixed Route	0.00006	0.00008	0.00011	0.00011	0.00008	0.00015	0.00015	0.00015	0.00015	0.00019	0.00022	0.00007