# Performance Statistics
# Fiscal Year 2020
# July 1, 2019 - June 30, 2020

| Ridership | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Passenger Boardings | Fixed Route | 245,316 | 272,623 | | | | | | | | | | |
| | Demand Response | 980 | 1,079 | | | | | | | | | | |

| Scheduled Trip Adherence | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Percent of Trips Operated | Fixed Route | 80.0% | 94.5% | | | | | | | | | | |
| | Demand Response | 82.0% | 96.0% | | | | | | | | | | |

| Safety | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Preventable Accidents | Fixed Route | 3 | 5 | | | | | | | | | | |
| | Demand Response | 0 | 1 | | | | | | | | | | |

| Maintenance | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Miles Between Breakdowns | Fixed Route | 48,380.8 | 160,480.0 | | | | | | | | | | |
| | Demand Response | 9,117.0 | 8,563.0 | | | | | | | | | | |

| Customer Complaints | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 | Feb-20 | Mar-20 | Apr-20 | May-20 | Jun-20 |
| Complaints per 100K Passengers | Fixed Route | 0.00006 | 0.00007 | | | | | | | | | | |