

## Performance Dashboard FY17

| Fixed Route                                                        | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June      | Average | Standard | Goal   | FY16    |
|--------------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|---------|----------|--------|---------|
| Total Passengers                                                   | 210,200   | 228,027   | 249,401   | 257,358   | 242,821   | 227,351   | 202,068   | 200,955   | 240,897   | 230,836   | 219,645   | 211,343   | 226,742 |          |        | 235,479 |
| Pass/Rev Hour                                                      | 26.30     | 24.85     | 27.04     | 25.92     | 26.23     | 24.69     | 21.66     | 21.47     | 23.49     | 23.87     | 24.00     | 23.76     | 24.44   | 22.00    | 26.00  | 25.80   |
| Pass/Rev Mile                                                      | 2.06      | 2.02      | 2.26      | 2.25      | 2.21      | 2.03      | 1.91      | 1.93      | 2.09      | 2.10      | 1.99      | 2.02      | 2.07    | 2.00     | 2.20   | 2.15    |
| On-Time                                                            | 97.07%    | 97.79%    | 92.27%    | 96.57%    | 95.92%    | 97.49%    | 98.70%    | 98.40%    | 98.82%    | 97.31%    | 94.51%    | 96.05%    | 96.74%  | 95%      | 98%    | 97.68%  |
| Demand Response                                                    | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June      | Average | Standard | Goal   | FY16    |
| Total Passengers                                                   | 14,481    | 16,095    | 14,562    | 14,157    | 14,251    | 14,791    | 13,756    | 11,778    | 14,424    | 13,368    | 14,681    | 14,300    | 14,220  |          |        | 15,260  |
| Pass/Rev Hour                                                      | 2.58      | 2.58      | 2.58      | 2.51      | 2.57      | 2.44      | 2.33      | 2.32      | 2.80      | 2.58      | 2.50      | 2.49      | 2.52    | 2.25     | 2.75   | 2.59    |
| On-Time                                                            | 90.90%    | 90.69%    | 89.42%    | 91.16%    | 90.12%    | 90.14%    | 91.29%    | 88.70%    | 90.83%    | 89.01%    | 88.19%    | 89.47%    | 89.99%  | 85%      | 90%    | 89.49%  |
| Safety                                                             | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June      | Average | Standard | Goal   | FY16    |
| Preventable FR Accidents/ 100K miles                               | 0.96      | 0.00      | 0.96      | 0.82      | 0.86      | 0.92      | 0.85      | 0.00      | 0.00      | 0.00      | 0.00      | 0.87      | 0.52    | 3        | 2      | 0.23    |
| Preventable DR Accidents/10K miles                                 | 3.89      | 1.8       | 0         | 0         | 0         | 0         | 0         | 0         | 1.79      | 0.00      | 0.00      | 1.90      | 0.78    | 3        | 2      | 0.74    |
| Maintenance                                                        | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June      | Average | Standard | Goal   | FY16    |
| Fixed Route Miles Between Breakdowns w/ passenger interruption     | 17,378.33 | 18,987.00 | 20,865.00 | 20,254.17 | 19,275.67 | 21,823.00 | 22,514.00 | 49,457.00 | 57,304.00 | 26,385.00 | 38,178.00 | 23,044.00 | 27,955  | 20,000   | 25,000 | 21,935  |
| Demand Response Miles Between Breakdowns w/ passenger interruption | 25,675.50 | 27,849.00 | 26,318.50 | 25,958.00 | 53,627.00 | 55,013.00 | 52,297.00 | 44,851.00 | 55,264.00 | 48,910.00 | 54,521.00 | 17,574.67 | 40,655  | 15,000   | 20,000 | 36,413  |
| Customer Service                                                   | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June      | Average | Standard | Goal   | FY16    |
| Valid Complaints /100,000 pax FR                                   | 1.90      | 3.07      | 3.48      | 1.76      | 2.33      | 1.46      | 3.70      | 5.01      | 3.80      | 3.49      | 4.18      | 2.84      | 3.09    | 8        | 5      | 2.08    |
| Valid Complaints /10,000 pax DR                                    | 0.85      | 0.00      | 3.28      | 1.70      | 4.08      | 3.27      | 1.71      | 3.97      | 2.40      | 0.89      | 0.80      | 1.63      | 2.05    | 4        | 2      | 1.42    |