

## Performance Dashboard FY19

| Fixed Route                                                        | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June       | Average | Standard | Goal   | FY18    |
|--------------------------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|---------|----------|--------|---------|
| Total Passengers                                                   | 203,675   | 219,193   | 233,865   | 263,031   | 233,379   | 208,634   | 197,655   | 208,464   | 216,594   | 240,095   | 218,684   | 193,457    | 219,727 |          |        | 226,610 |
| Pass/Rev Hour                                                      | 24.52     | 24.59     | 25.82     | 26.93     | 24.74     | 23.30     | 23.01     | 23.15     | 23.36     | 24.49     | 23.74     | 23.71      | 24.28   | 22.00    | 26.00  | 25.04   |
| Pass/Rev Mile                                                      | 2.01      | 2.02      | 2.20      | 2.21      | 2.03      | 1.94      | 1.86      | 2.10      | 1.93      | 2.10      | 1.95      | 1.93       | 2.02    | 2.00     | 2.20   | 2.02    |
| On-Time                                                            | 96.93%    | 98.18%    | 96.69%    | 95.99%    | 97.02%    | 97.62%    | 98.91%    | 98.86%    | 98.96%    | 98.41%    | 98.63%    | 97.56%     | 97.81%  | 95%      | 98%    | 97.57%  |
| Demand Response                                                    | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June       | Average | Standard | Goal   | FY18    |
| Total Passengers                                                   | 14,389    | 15,423    | 13,341    | 15,338    | 14,374    | 14,017    | 14,623    | 13,120    | 14,719    | 14,785    | 15,684    | 14,067     | 14,490  |          |        | 14,424  |
| Pass/Rev Hour                                                      | 2.64      | 2.65      | 2.69      | 2.60      | 2.23      | 2.31      | 2.43      | 2.38      | 2.60      | 2.41      | 2.56      | 2.59       | 2.51    | 2.25     | 2.75   | 2.56    |
| On-Time                                                            | 89.83%    | 88.92%    | 87.11%    | 88.28%    | 88.29%    | 85.94%    | 88.91%    | 88.94%    | 89.08%    | 87.59%    | 86.68%    | 87.66%     | 88.10%  | 85%      | 90%    | 87.90%  |
| Safety                                                             | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June       | Average | Standard | Goal   | FY18    |
| Preventable FR Accidents/ 100K miles                               | 0.00      | 1.79      | 1.81      | 0.81      | 1.81      | 3.56      | 3.56      | 1.04      | 0.00      | 0.91      | 0.00      | 0.00       | 1.27    | 3        | 2      | 1.26    |
| Preventable DR Accidents/10K miles                                 | 0         | 1.92      | 0         | 0         | 0         | 0.4       | 0         | 0         | 3.91      | 1.83      | 0.00      | 0.00       | 0.67    | 3        | 2      | 0.39    |
| Maintenance                                                        | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June       | Average | Standard | Goal   | FY18    |
| Fixed Route Miles Between Breakdowns w/ passenger Interruption     | 20,705.60 | 55,781.50 | 49,505.00 | 37,083.00 | 35,213.00 | 38,929.67 | 56,150.00 | 31,899.00 | 27,592.00 | 36,614.00 | 55,284.00 | 104,574.00 | 45,778  | 20,000   | 25,000 | 27,761  |
| Demand Response Miles Between Breakdowns w/ passenger interruption | 15,817.33 | 17,321.00 | 55,463.00 | 26,758.50 | 49,682.00 | 12,039.00 | 46,628.00 | 46,628.00 | 51,086.00 | 26,602.50 | 54,704.00 | 48,739.00  | 37,622  | 25,000   | 30,000 | 33,325  |
| Customer Service                                                   | July      | Aug.      | Sept.     | Oct.      | Nov.      | Dec.      | Jan       | Feb       | Mar       | Apr       | May       | June       | Average | Standard | Goal   | FY18    |
| Valid Complaints /100,000 pax FR                                   | 2.45      | 1.82      | 1.93      | 2.59      | 2.50      | 1.57      | 3.15      | 4.03      | 3.66      | 2.48      | 1.45      | 2.58       | 2.52    | 8        | 5      | 2.25    |
| Valid Complaints /10,000 pax DR                                    | 0.87      | 0.80      | 1.86      | 0.82      | 1.74      | 0.91      | 0.00      | 0.00      | 0.86      | 0.00      | 2.39      | 0.00       | 0.85    | 4        | 2      | 1.25    |