

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 2/28/2017 & 2/28/2018**

CURRENT MONTH			YEAR TO DATE				
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2016 to 2017	% Change
			<b>Service Supplied</b>				
490,256	<b>493,015</b>	2,759	Total (Vehicle) Miles	994,975	<b>1,010,555</b>	15,580	1.6%
32,692	<b>32,718</b>	26	Revenue Hours	66,136	<b>66,776</b>	640	1.0%
36,454	<b>36,454</b>	0	Total (Vehicle) Hours	73,642	<b>74,355</b>	713	1.0%
			<i>Ridership</i>				
1,194,405	<b>1,251,050</b>	56,645	Revenue Passengers	2,232,787	<b>2,249,324</b>	16,537	0.7%
55,762	<b>50,425</b>	(5,337)	Transfers	112,824	<b>105,978</b>	(6,846)	-6.1%
<u>10,096</u>	<u><b>8,553</b></u>	<u>(1,543)</u>	Non-Revenue Rides	<u>20,336</u>	<u><b>18,338</b></u>	<u>(1,998)</u>	-9.8%
1,260,263	<b>1,310,028</b>	49,765	Total Passengers	2,365,947	<b>2,373,640</b>	7,693	0.3%
			<b>Service Quality*</b>				
87.2%	<b>88.5%</b>	1.3%	% Trips on time	89.2%	<b>89.9%</b>	0.7%	0.7%
3.9%	<b>3.2%</b>	-0.7%	% Trips early	3.8%	<b>3.4%</b>	-0.4%	-9.3%
8.9%	<b>8.3%</b>	-0.6%	% Trips late	7.1%	<b>6.8%</b>	-0.3%	-4.3%
16	<b>9</b>	(7)	Passenger Accidents	31	<b>16</b>	(15)	-48.4%
			<b>Vehicle Accidents**</b>				
2	<b>8</b>	6	Chargeable	8	<b>9</b>	1	12.5%
6	<b>14</b>	8	Non-chargeable	19	<b>23</b>	4	21.1%
<u>0</u>	<u><b>0</b></u>	<u>0</u>	Preventable	<u>0</u>	<u><b>0</b></u>	<u>0</u>	0.0%
8	<b>22</b>	14	Total Vehicle Accidents	27	<b>32</b>	5	18.5%
			<b>Fleet/Maintenance</b>				
24	<b>6</b>	(18)	Road Calls	60	<b>12</b>	(48)	-80.0%
82	<b>82</b>	0	Actual Inspections	166	<b>168</b>	2	1.2%
82	<b>82</b>	0	Scheduled Inspections	166	<b>168</b>	2	1.2%
0.14	<b>0.11</b>	(0.03)	<b>Complaints/1000 Rides</b>	0.15	<b>0.13</b>	(0.03)	-17.5%

\*Sample of over 200,000 trips. Early=one minute or more early at a timepoint. Late=five minutes or more late at a timepoint.

\*\*Chargeable – Accidents that are caused by the actions of the bus operator.

Non-chargeable – Accidents caused by the other vehicle's operator's actions.

Preventable – Both parties involved share liability of the accident.