

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 8/31/2016 & 8/31/2017**

| CURRENT MONTH  |                      |                          | YEAR TO DATE                 |                |                      |                          |             |
|----------------|----------------------|--------------------------|------------------------------|----------------|----------------------|--------------------------|-------------|
| Actual<br>2016 | Actual<br>2017       | Variance<br>2016 to 2017 |                              | Actual<br>2016 | Actual<br>2017       | Variance<br>2016 to 2017 | %<br>Change |
|                |                      |                          | <b>Service Supplied</b>      |                |                      |                          |             |
| 477,195        | <b>482,362</b>       | 5,167                    | Total (Vehicle) Miles        | 3,987,983      | <b>3,979,119</b>     | (8,864)                  | -0.2%       |
| 33,191         | <b>33,502</b>        | 311                      | Revenue Hours                | 266,320        | <b>267,808</b>       | 1,488                    | 0.6%        |
| 35,741         | <b>36,071</b>        | 330                      | Total (Vehicle) Hours        | 293,475        | <b>294,908</b>       | 1,433                    | 0.5%        |
|                |                      |                          | <i>Ridership</i>             |                |                      |                          |             |
| 730,225        | <b>720,780</b>       | (9,445)                  | Revenue Passengers           | 7,903,509      | <b>7,718,949</b>     | (184,560)                | -2.3%       |
| 68,384         | <b>67,092</b>        | (1,292)                  | Transfers                    | 500,824        | <b>480,604</b>       | (20,220)                 | -4.0%       |
| <u>12,936</u>  | <u><b>11,468</b></u> | <u>(1,468)</u>           | Non-Revenue Rides            | <u>93,405</u>  | <u><b>86,105</b></u> | <u>(7,300)</u>           | -7.8%       |
| 811,545        | <b>799,340</b>       | (12,205)                 | Total Passengers             | 8,497,738      | <b>8,285,658</b>     | (212,080)                | -2.5%       |
|                |                      |                          | <b>Service Quality*</b>      |                |                      |                          |             |
| 85.8%          | <b>90.2%</b>         | 4.4%                     | % Trips on time              | 86.2%          | <b>89.0%</b>         | 2.8%                     | 3.2%        |
| 3.9%           | <b>3.8%</b>          | -0.1%                    | % Trips early                | 3.8%           | <b>4.1%</b>          | 0.3%                     | 8.7%        |
| 10.3%          | <b>6.0%</b>          | -4.3%                    | % Trips late                 | 10.0%          | <b>7.0%</b>          | -3.1%                    | -30.6%      |
| 9              | <b>14</b>            | 5                        | Passenger Accidents          | 110            | <b>110</b>           | 0                        | 0.0%        |
|                |                      |                          | Vehicle Accidents**          |                |                      |                          |             |
| 4              | <b>5</b>             | 1                        | Chargeable                   | 60             | <b>27</b>            | (33)                     | -55.0%      |
| 5              | <b>10</b>            | 5                        | Non-chargeable               | 64             | <b>90</b>            | 26                       | 40.6%       |
| <u>0</u>       | <u><b>0</b></u>      | <u>0</u>                 | Preventable                  | <u>1</u>       | <u><b>0</b></u>      | <u>(1)</u>               | -100.0%     |
| 9              | <b>15</b>            | 6                        | Total Vehicle Accidents      | 125            | <b>117</b>           | (8)                      | -6.4%       |
|                |                      |                          | <b>Fleet/Maintenance</b>     |                |                      |                          |             |
| 58             | <b>15</b>            | (43)                     | Road Calls                   | 419            | <b>248</b>           | (171)                    | -40.8%      |
| 80             | <b>80</b>            | 0                        | Actual Inspections           | 665            | <b>663</b>           | (2)                      | -0.3%       |
| 80             | <b>80</b>            | 0                        | Scheduled Inspections        | 665            | <b>663</b>           | (2)                      | -0.3%       |
| 0.26           | <b>0.27</b>          | 0.01                     | <b>Complaints/1000 Rides</b> | 0.18           | <b>0.18</b>          | (0.00)                   | -2.5%       |

\*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.