

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 9/30/2016 & 9/30/2017**

CURRENT MONTH			YEAR TO DATE				
Actual 2016	Actual 2017	Variance 2016 to 2017		Actual 2016	Actual 2017	Variance 2016 to 2017	% Change
			<b>Service Supplied</b>				
518,153	<b>510,772</b>	(7,381)	Total (Vehicle) Miles	4,506,136	<b>4,489,891</b>	(16,245)	-0.4%
34,545	<b>33,598</b>	(947)	Revenue Hours	300,865	<b>301,406</b>	541	0.2%
38,563	<b>37,353</b>	(1,210)	Total (Vehicle) Hours	332,038	<b>332,261</b>	223	0.1%
			<i>Ridership</i>				
1,180,422	<b>1,043,650</b>	(136,772)	Revenue Passengers	9,083,931	<b>8,762,599</b>	(321,332)	-3.5%
64,834	<b>60,407</b>	(4,427)	Transfers	565,658	<b>541,011</b>	(24,647)	-4.4%
<u>12,565</u>	<u>12,028</u>	<u>(537)</u>	Non-Revenue Rides	<u>105,970</u>	<u>98,133</u>	<u>(7,837)</u>	-7.4%
1,257,821	<b>1,116,085</b>	(141,736)	Total Passengers	9,755,559	<b>9,401,743</b>	(353,816)	-3.6%
			<b>Service Quality*</b>				
83.6%	<b>88.7%</b>	5.1%	% Trips on time	88.4%	<b>88.9%</b>	0.6%	0.6%
3.3%	<b>3.1%</b>	-0.2%	% Trips early	4.0%	<b>4.0%</b>	0.0%	-0.6%
13.2%	<b>8.2%</b>	-5.0%	% Trips late	7.6%	<b>7.1%</b>	-0.6%	-7.3%
19	<b>16</b>	(3)	Passenger Accidents	129	<b>136</b>	7	5.4%
			Vehicle Accidents**				
11	<b>5</b>	(6)	Chargeable	71	<b>32</b>	(39)	-54.9%
18	<b>17</b>	(1)	Non-chargeable	82	<b>107</b>	25	30.5%
<u>0</u>	<u>1</u>	<u>1</u>	Preventable	<u>1</u>	<u>1</u>	<u>0</u>	0.0%
29	<b>23</b>	(6)	Total Vehicle Accidents	154	<b>140</b>	(14)	-9.1%
			<b>Fleet/Maintenance</b>				
48	<b>20</b>	(28)	Road Calls	467	<b>268</b>	(199)	-42.6%
86	<b>65</b>	(21)	Actual Inspections	751	<b>728</b>	(23)	-3.1%
86	<b>85</b>	(1)	Scheduled Inspections	751	<b>748</b>	(3)	-0.4%
0.22	<b>0.23</b>	0.00	<b>Complaints/1000 Rides</b>	0.19	<b>0.18</b>	(0.00)	-2.1%

\*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.