

FIXED ROUTE
Operating Statistics For Periods Ending 11/30/2015 & 11/30/2016

CURRENT MONTH			YEAR TO DATE				
Actual 2015	Actual 2016	Variance 2015 to 2016		Actual 2015	Actual 2016	Variance 2015 to 2016	% Change
			Service Supplied				
485,758	500,463	14,705	Total (Vehicle) Miles	5,516,369	5,532,423	16,054	0.3%
32,300	33,506	1,206	Revenue Hours	371,323	369,615	(1,708)	-0.5%
35,872	37,227	1,355	Total (Vehicle) Hours	411,938	408,539	(3,399)	-0.8%
			<i>Ridership</i>				
1,161,214	1,089,902	(71,312)	Revenue Passengers	12,358,749	11,403,844	(954,905)	-7.7%
59,162	55,321	(3,841)	Transfers	733,492	683,108	(50,384)	-6.9%
<u>10,933</u>	<u>15,926</u>	<u>4,993</u>	Non-Revenue Rides	<u>148,711</u>	<u>134,410</u>	<u>(14,301)</u>	-9.6%
1,231,309	1,161,149	(70,160)	Total Passengers	13,240,952	12,221,362	(1,019,590)	-7.7%
			Service Quality*				
86.1%	84.8%	-1.3%	% Trips on time	85.7%	85.7%	0.0%	0.0%
3.6%	3.6%	0.0%	% Trips early	3.4%	3.7%	0.3%	8.1%
10.4%	11.6%	1.2%	% Trips late	10.9%	10.6%	-0.3%	-2.6%
9	10	1	Passenger Accidents	111	150	39	35.1%
			Vehicle Accidents				
1	4	3	Chargeable	66	81	15	22.7%
12	15	3	Non-chargeable	87	97	10	11.5%
<u>2</u>	<u>0</u>	<u>(2)</u>	Preventable	<u>3</u>	<u>3</u>	<u>0</u>	0.0%
15	19	4	Total Vehicle Accidents	156	181	25	16.0%
			Fleet/Maintenance				
52	38	(14)	Road Calls	843	544	(299)	-35.5%
81	82	1	Actual Inspections	919	921	2	0.2%
81	83	2	Scheduled Inspections	919	922	3	0.3%
0.15	0.18	0.03	Complaints/1000 Rides	0.16	0.19	0.03	17.2%

*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.