

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 4/30/2017 & 4/30/2018**

CURRENT MONTH			YEAR TO DATE					
Actual 2017	Actual 2018	Variance 2017 to 2018		Actual 2017	Actual 2018	Variance 2017 to 2018	% Change	
			<b>Service Supplied</b>					
498,075	<b>523,246</b>	25,171	Total (Vehicle) Miles	2,030,368	<b>2,059,820</b>	29,452	1.5%	
33,379	<b>34,780</b>	1,401	Revenue Hours	136,065	<b>136,937</b>	872	0.6%	
36,883	<b>38,718</b>	1,835	Total (Vehicle) Hours	151,352	<b>152,176</b>	824	0.5%	
			<i>Ridership</i>					
1,117,100	<b>1,235,441</b>	118,341	Revenue Passengers	4,611,478	<b>4,641,789</b>	30,311	0.7%	
55,240	<b>52,705</b>	(2,535)	Transfers	226,380	<b>214,077</b>	(12,303)	-5.4%	
<u>9,580</u>	<u><b>11,868</b></u>	<u>2,288</u>	Non-Revenue Rides	<u>40,078</u>	<u><b>40,150</b></u>	<u>72</u>	0.2%	
1,181,920	<b>1,300,014</b>	118,094	Total Passengers	4,877,936	<b>4,896,016</b>	18,080	0.4%	
			<b>Service Quality*</b>					
89.3%	<b>89.6%</b>	0.3%	% Trips on time	90.1%	<b>90.2%</b>	0.1%	0.1%	
4.5%	<b>3.0%</b>	-1.5%	% Trips early	3.9%	<b>3.5%</b>	-0.4%	-9.7%	
6.2%	<b>7.4%</b>	1.2%	% Trips late	6.1%	<b>6.4%</b>	0.3%	5.0%	
13	<b>12</b>	(1)	Passenger Accidents	65	<b>37</b>	(28)	-43.1%	
			<b>Vehicle Accidents**</b>					
2	<b>1</b>	(1)	Chargeable	12	<b>20</b>	8	66.7%	
9	<b>12</b>	3	Non-chargeable	45	<b>46</b>	1	2.2%	
<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%	
11	<b>13</b>	2	Total Vehicle Accidents	57	<b>66</b>	9	15.8%	
			<b>Fleet/Maintenance</b>					
49	<b>35</b>	(14)	Road Calls	151	<b>72</b>	(79)	-52.3%	
83	<b>77</b>	(6)	Actual Inspections	339	<b>333</b>	(6)	-1.8%	
83	<b>87</b>	4	Scheduled Inspections	339	<b>343</b>	4	1.2%	
0.16	<b>0.13</b>	(0.03)	<b>Complaints/1000 Rides</b>	0.16	<b>0.13</b>	(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.