

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 7/31/2016 & 7/31/2017**

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>					
440,232	<b>447,492</b>	7,260	Total (Vehicle) Miles	3,510,788	<b>3,496,757</b>	(14,031)	-0.4%	
30,456	<b>30,768</b>	312	Revenue Hours	233,129	<b>234,306</b>	1,177	0.5%	
32,713	<b>33,037</b>	324	Total (Vehicle) Hours	257,734	<b>258,837</b>	1,103	0.4%	
			<i>Ridership</i>					
702,403	<b>679,618</b>	(22,785)	Revenue Passengers	7,173,284	<b>6,998,169</b>	(175,115)	-2.4%	
63,513	<b>62,268</b>	(1,245)	Transfers	432,440	<b>413,512</b>	(18,928)	-4.4%	
<u>11,842</u>	<u><b>11,919</b></u>	<u>77</u>	Non-Revenue Rides	<u>80,469</u>	<u><b>74,637</b></u>	<u>(5,832)</u>	-7.2%	
777,758	<b>753,805</b>	(23,953)	Total Passengers	7,686,193	<b>7,486,318</b>	(199,875)	-2.6%	
			<b>Service Quality*</b>					
84.7%	<b>90.0%</b>	5.3%	% Trips on time	75.9%	<b>88.8%</b>	12.9%	16.9%	
4.2%	<b>3.8%</b>	-0.4%	% Trips early	3.6%	<b>4.1%</b>	0.5%	15.1%	
11.2%	<b>6.2%</b>	-5.0%	% Trips late	6.2%	<b>7.1%</b>	0.9%	14.3%	
13	<b>15</b>	2	Passenger Accidents	101	<b>106</b>	5	5.0%	
			Vehicle Accidents**					
5	<b>3</b>	(2)	Chargeable	56	<b>22</b>	(34)	-60.7%	
8	<b>12</b>	4	Non-chargeable	59	<b>80</b>	21	35.6%	
<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%	
13	<b>15</b>	2	Total Vehicle Accidents	116	<b>102</b>	(14)	-12.1%	
			<b>Fleet/Maintenance</b>					
56	<b>20</b>	(36)	Road Calls	361	<b>233</b>	(128)	-35.5%	
73	<b>75</b>	2	Actual Inspections	585	<b>583</b>	(2)	-0.3%	
73	<b>75</b>	2	Scheduled Inspections	585	<b>583</b>	(2)	-0.3%	
0.21	<b>0.22</b>	0.01	<b>Complaints/1000 Rides</b>	0.17	<b>0.17</b>	(0.01)	-3.5%	

\*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.