

**FIXED ROUTE**  
**Operating Statistics For Periods Ending 4/30/2016 & 4/30/2017**

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>				
525,052	<b>498,075</b>	(26,977)	Total (Vehicle) Miles	2,076,953	<b>2,030,368</b>	(46,585)	-2.2%
34,412	<b>33,379</b>	(1,033)	Revenue Hours	136,456	<b>136,065</b>	(391)	-0.3%
38,379	<b>36,883</b>	(1,496)	Total (Vehicle) Hours	151,907	<b>151,352</b>	(555)	-0.4%
			<i>Ridership</i>				
1,187,370	<b>1,117,100</b>	(70,270)	Revenue Passengers	4,753,442	<b>4,611,478</b>	(141,964)	-3.0%
59,468	<b>55,240</b>	(4,228)	Transfers	240,752	<b>226,380</b>	(14,372)	-6.0%
<u>10,985</u>	<u><b>9,580</b></u>	<u>(1,405)</u>	Non-Revenue Rides	<u>44,094</u>	<u><b>40,078</b></u>	<u>(4,016)</u>	-9.1%
1,257,823	<b>1,181,920</b>	(75,903)	Total Passengers	5,038,288	<b>4,877,936</b>	(160,352)	-3.2%
			<b>Service Quality*</b>				
86.2%	<b>89.3%</b>	3.1%	% Trips on time	87.0%	<b>87.9%</b>	0.9%	1.0%
3.5%	<b>4.5%</b>	1.0%	% Trips early	3.5%	<b>4.2%</b>	0.7%	18.6%
10.3%	<b>6.2%</b>	-4.1%	% Trips late	9.5%	<b>8.0%</b>	-1.5%	-15.7%
14	<b>13</b>	(1)	Passenger Accidents	58	<b>65</b>	7	12.1%
			<b>Vehicle Accidents**</b>				
13	<b>2</b>	(11)	Chargeable	36	<b>12</b>	(24)	-66.7%
13	<b>9</b>	(4)	Non-chargeable	31	<b>45</b>	14	45.2%
<u>1</u>	<u><b>0</b></u>	<u>(1)</u>	Preventable	<u>1</u>	<u><b>0</b></u>	<u>(1)</u>	-100.0%
27	<b>11</b>	(16)	Total Vehicle Accidents	68	<b>57</b>	(11)	-16.2%
			<b>Fleet/Maintenance</b>				
31	<b>49</b>	18	Road Calls	198	<b>151</b>	(47)	-23.7%
88	<b>83</b>	(5)	Actual Inspections	347	<b>339</b>	(8)	-2.3%
88	<b>83</b>	(5)	Scheduled Inspections	347	<b>339</b>	(8)	-2.3%
0.13	<b>0.16</b>	0.02	<b>Complaints/1000 Rides</b>	0.16	<b>0.16</b>	0.00	0.0%

\*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.