

## EFFICIENCY

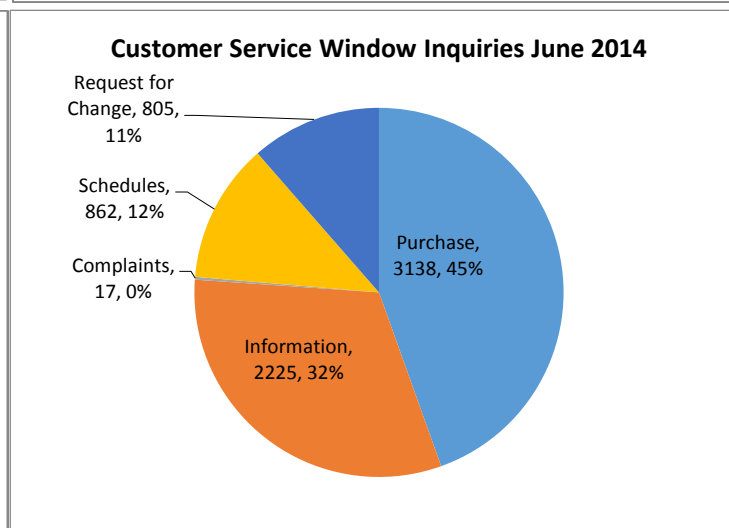
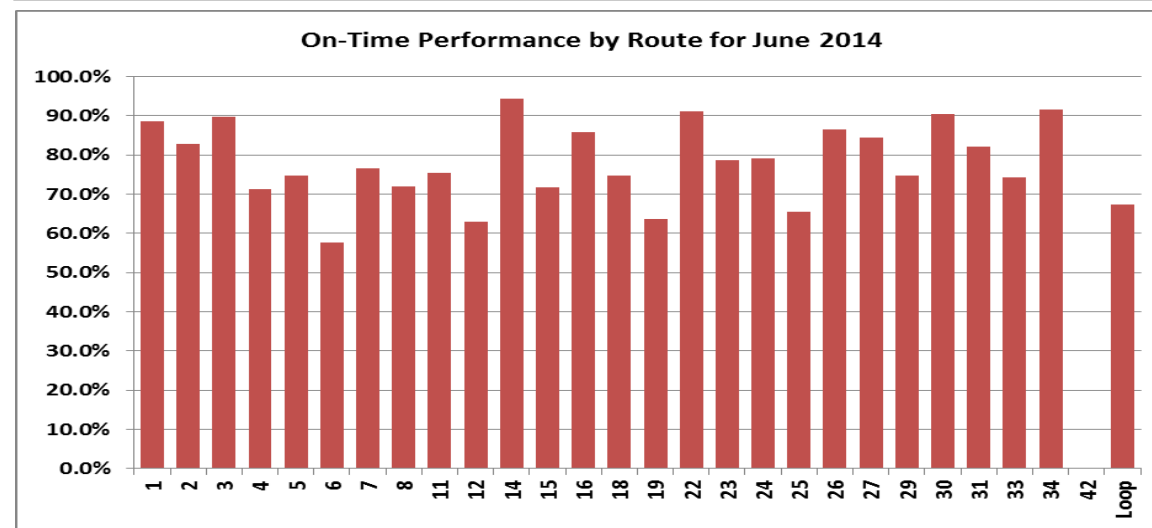
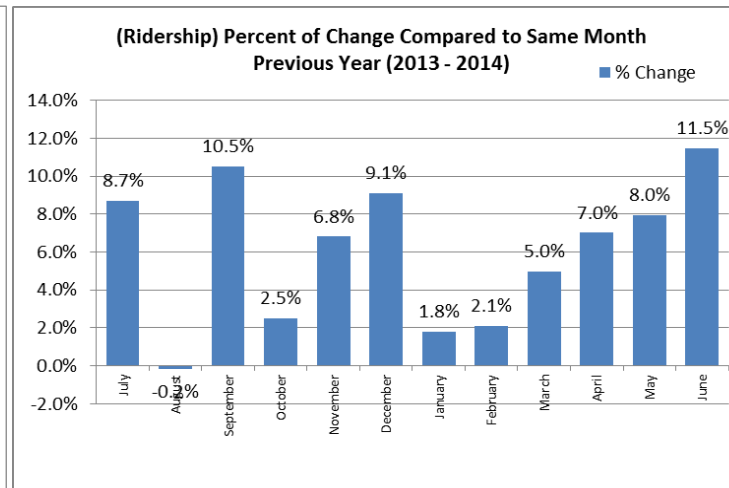
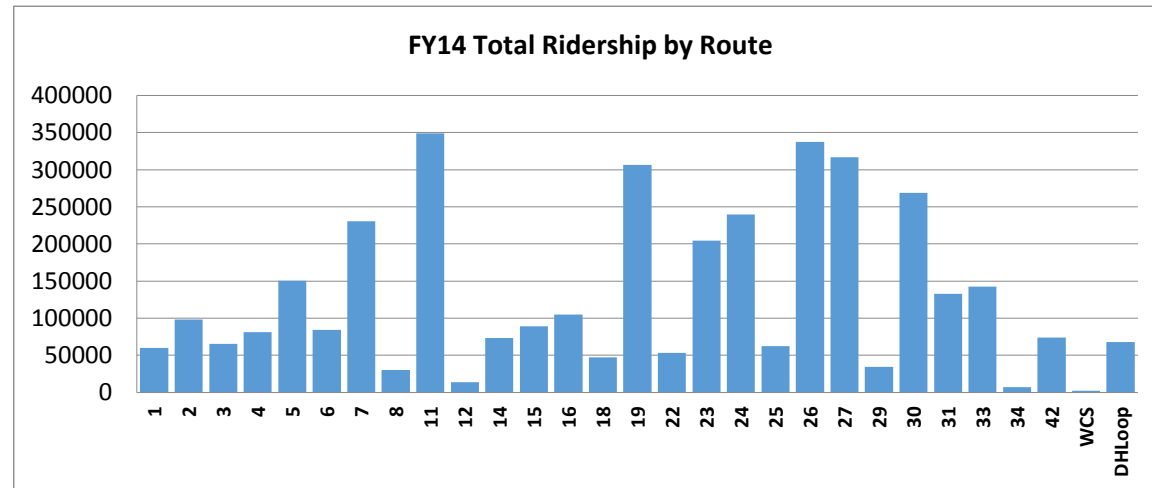
	Fixed-Route Ridership	Passengers per Rev. Hrs.	Passengers per Rev. Mi.	OTP*	Missed Trips	Set-Backs
July	309,647	24.0	2.0	55.7%	154	203
August	317,252	23.9	2.0	59.0%	107	69
September	324,885	25.8	2.2	57.9%	23	40
October	330,970	23.8	2.1	61.7%	31	45
November	301,285	23.9	2.1	63.7%	36	39
December	292,742	22.6	2.0	62.6%	47	42
January	285,929	21.7	1.9	80.7%	37	24
February	278,760	22.8	2.0	77.6%	62	32
March	314,745	22.6	1.9	79.1%	33	47
April	327,517	24.5	2.2	78.9%	35	49
May	330,455	24.8	2.2	78.1%	42	63
June	316,326	24.0	2.1	78.3%	30	46
<b>Total</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
<b>FY14</b>	<b>3,730,516</b>	<b>23.7</b>	<b>2.1</b>	<b>69.4%</b>	<b>55.1</b>	<b>58.2</b>
<b>FY13</b>	<b>3,519,559</b>	<b>24.7</b>	<b>2.1</b>		<b>42.3</b>	<b>19.7</b>

## SAFETY & MAINTENANCE

	Preventable Accidents	Workers Comp Claims**	Lost Work Days**	Mean Miles Between Breakdowns	On-Time Inspections
July	0.0	28	1,120	7,634	83%
August	3.0	31	1,360	13,017	55%
September	2.6	32	1,582	16,990	41%
October	4.1	32	1,722	10,636	85%
November	2.6	35	1,842	17,107	86%
December	1.3	40	1,994	11,425	81%
January	2.0	3	172	11,807	97%
February	2.8	6	341	9,516	69%
March	3.0	8	539	11,821	100%
April	2.7	10	681	12,684	92%
May	1.3	11	803	13,905	98%
June	2.0	13	921	9,943	93%
<b>Average</b>	<b>Average</b>	<b>CY TD</b>	<b>CY TD</b>	<b>Average</b>	<b>Average</b>
<b>FY14</b>	<b>2.3</b>	<b>13</b>	<b>921</b>	<b>12,207</b>	<b>81.7%</b>
<b>FY13</b>	<b>2.5</b>	<b>24</b>	<b>933</b>	<b>16,616</b>	<b>95.3%</b>

## CUSTOMER SERVICE

	Visits to window	Call Volume***	Complaints
July	4,353	803	74
August	4,500	800	81
September	5,042	1,308	89
October	6,144	1,183	62
November	6,659	904	46
December	6,931	829	42
January	7,879	1,121	45
February	7,488	N/D	42
March	8,142	447	19
April	7,888	791	16
May	7,699	711	14
June	7,047	312	17
<b>Total</b>	<b>Total</b>	<b>Total</b>	<b>Total</b>
<b>FY14</b>	<b>79,772</b>	<b>9,209</b>	<b>547</b>
<b>FY13</b>	<b>33,742</b>	<b>6,428</b>	<b>386</b>



## ON THE RADAR...

- By the end of FY14, ridership is 6.0% higher compared to FY13, but very similar to FY12.
- Passengers per revenue mile and revenue hour are very similar to last year.
- The OTP is steady but early trips continue to affect overall OTP.
- Number of missed trips and set backs saw a decrease this month; but FY14 average is much higher than FY13.
- Related to maintenance, in FY14 we had an overall decrease in preventable accidents, claims are lower as well as lost work days. Nonetheless, FY14 averages of on-time inspections and mean miles between breakdowns are lower than FY13.
- Hub visibility and accessibility had proven to be a success in FY14. Annual visits to the window were 2.3 times higher compared to FY13.

\*Starting on January 2014, OTP is measured based on trips start time. A trip is considered on time if it starts within 1 minute early to 10 minutes late. Previously, OTP included all timepoints and the on-time criteria used was 1 minute early to 5 minutes late. \*\*Monthly aggregated figures on Calendar Year To Date \*\*\*In February 2014 a new Customer Service program was implemented. Transactions are now measured as tickets originated via different channels (phone, email, voicemail, social media, among others).