



PERFORMANCE INDICATORS

FISCAL YEAR 2018 (JULY 1, 2017 - JUNE 30, 2018)

FIXED ROUTE EFFICIENCIES

	Fixed Route Ridership	Fixed Route Passengers per Rev. Hr.	Fixed Route Passengers per Rev. Mi.	Scheduled Trips Operated	Missed Trips
July	264,594	20.0	1.7	99.8%	57
August	298,990	20.5	1.8	99.9%	44
September	280,567	21.4	1.8	99.7%	79
October	283,996	20.6	1.8	99.9%	39
November	258,861	19.7	1.7	99.8%	59
December	235,314	17.8	1.5	99.8%	49
January	229,375	16.8	1.4	99.8%	57
February	242,931	19.3	1.6	99.9%	28
March	254,358	17.9	1.5	99.7%	93
April	246,755	18.7	1.6	99.8%	50
May	275,269	19.7	1.7	99.7%	71
June	260,073	19.0	1.6	99.5%	101

PARATRANSIT EFFICIENCIES

	Paratransit Ridership*	Paratransit Passengers per Rev. Hrs.	Paratransit Passengers per Rev. Mi.
July	14,468	2.3	0.16
August	16,767	2.4	0.16
September	16,030	2.4	0.16
October	16,977	2.4	0.16
November	16,030	2.3	0.16
December	15,091	2.3	0.16
January	13,894	2.2	0.15
February	13,504	2.3	0.16
March	14,288	2.2	0.17
April	15,380	2.4	0.16
May	16,455	2.3	0.16
June	15,688	2.3	0.16

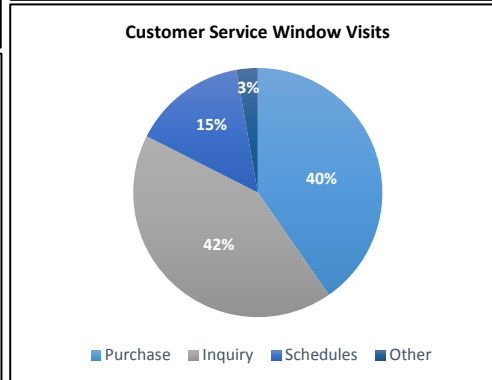
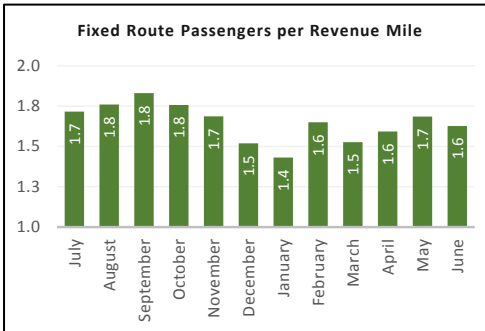
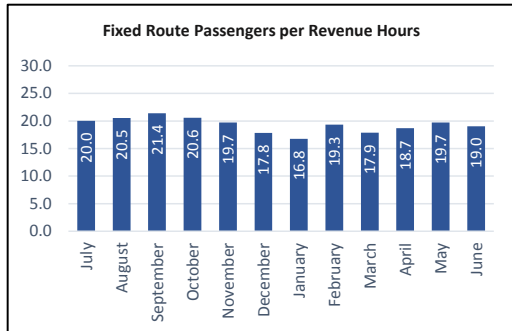
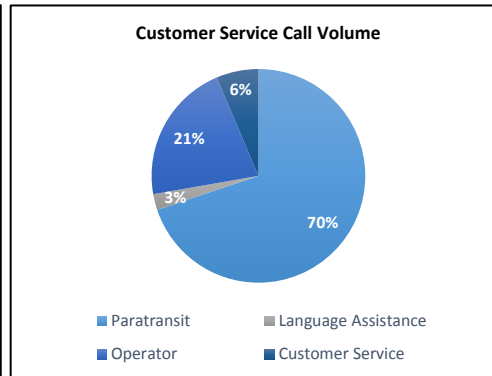
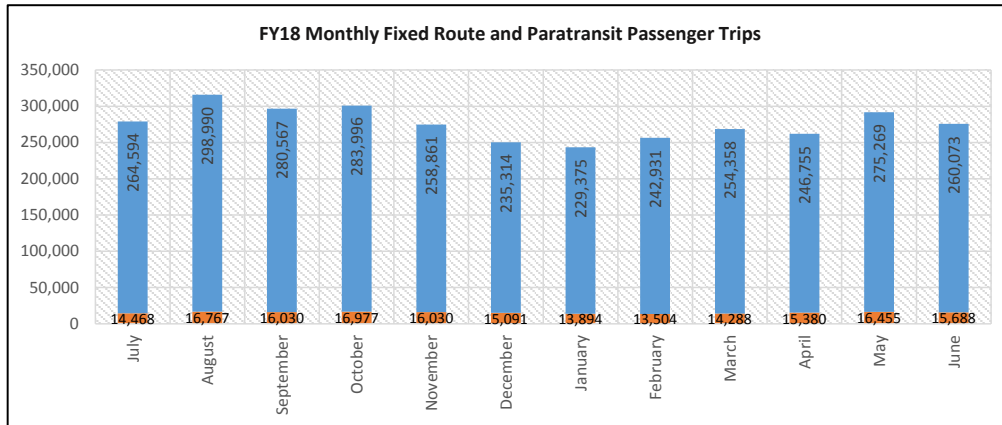
SAFETY & MAINTENANCE

	Preventable Accidents**	Mean Miles Between Breakdowns	Preventative Maintenance Inspections
July	1.2	8,516	100%
August	1.1	11,799	89%
September	0.0	9,407	94%
October	4.5	11,949	100%
November	5.2	9,588	100%
December	3.6	9,921	100%
January	2.9	7,453	90%
February	2.5	6,782	97%
March	1.1	6,129	91%
April	1.8	7,186	100%
May	1.7	8,686	100%
June	1.8	9,009	100%

CUSTOMER SERVICE

	Visits to Window	Call Volume	Complaints
July	7,830	4,114	82
August	7,904	4,396	95
September	7,243	3,992	99
October	6,081	5,226	78
November	5,816	4,824	54
December	4,868	4,675	60
January	4,548	5,231	46
February	4,937	4,698	29
March	4,741	5,106	36
April	3,079	4,479	34
May	4,450	5,327	55
June	4,424	4,549	72

	Total	Average	Average	Average	Total	Total	Average	Average	Average	Average	Average	Total	Total	Total
FY18	3,131,083	19.3	1.6	99.8%	724	184,572	2.3	0.16	2.3	8,869	97%	65,921	56,617	740
FY17	3,598,964	20.9	1.8	99.8%	577	191,681	2.3	0.16	2.2	11,862	94%	77,595	---	882



YEAR IN REVIEW...

- Overall, fixed route ridership declined by 13%, and paratransit ridership declined by nearly 4% in Fiscal Year 2018 versus Fiscal Year 2017.
- New fare structure took effect at the beginning of FY18; July 1, 2017.
- The total number of fixed route missed trips were higher than FY17. In FY18, missed trips represent 0.2% of the 300,000+ scheduled trips.
- Customer service window visits were higher than average in the first quarter of FY18, as passengers obtained new route schedules, or purchased new fare passes.
- Passenger complaints decreased by 16%.
- Though many fixed routes had a decrease in ridership, service changes made at the end of FY17 to Route 1 (29%), and Route 31 (35%) had the greatest increases in ridership during FY18 vs. FY17.

*Includes all Demand Response modes **Per 100,000 miles operated