



PERFORMANCE INDICATORS

1ST QUARTER FISCAL YEAR 2019 (JULY 1, 2018 - SEPTEMBER 30, 2018)

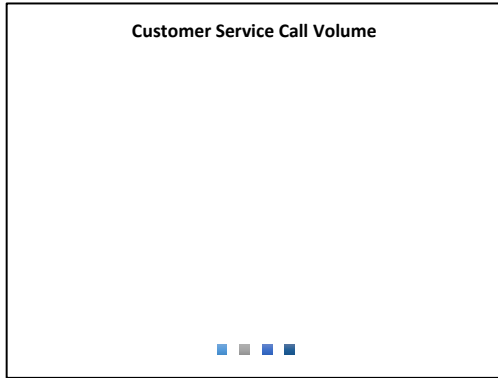
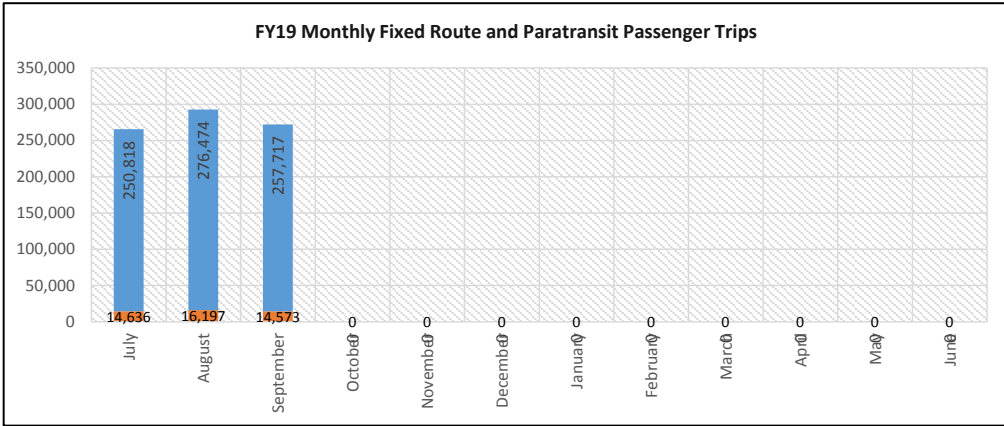
FIXED ROUTE EFFICIENCIES

PARATRANSIT EFFICIENCIES

SAFETY & MAINTENANCE

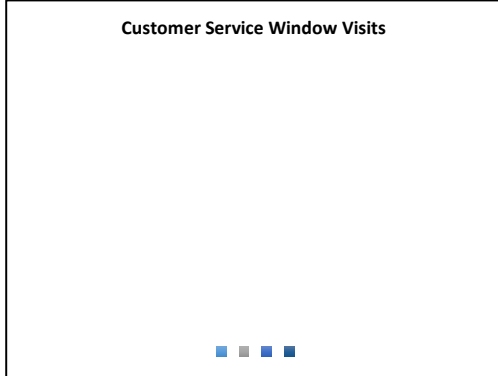
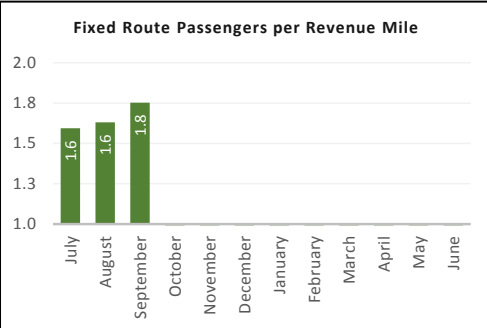
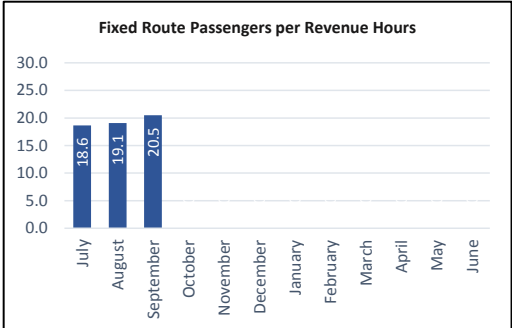
CUSTOMER SERVICE

	Fixed Route Ridership	Fixed Route Passengers per Rev. Hr.	Fixed Route Passengers per Rev. Mi.	Scheduled Trips Operated	Missed Trips	Paratransit Ridership*	Paratransit Passengers per Rev. Hrs.	Paratransit Passengers per Rev. Mi.	Preventable Accidents**	Mean Miles Between Breakdowns	Preventative Maintenance Inspections	Visits to Window	Call Volume	Complaints
July	250,818	18.6	1.6	99.5%	125	14,636	2.3	0.16	3.5	8,178	97%	0	0	0
August	276,474	19.1	1.6	99.5%	135	16,197	2.4	0.16	1.1	9,240	100%	0	0	0
September	257,717	20.5	1.8	99.4%	134	14,573	2.4	0.16	3.8	8,679	97%	0	0	0
October														
November														
December														
January														
February														
March														
April														
May														
June														
FY19 YTD	785,009	19.4	1.7	99.5%	394	45,406	2.4	0.16	2.8	8,699	98%	0	0	0
FY18 YTD	844,151	20.7	1.8	99.7%	180	47,265	2.4	0.16	0.8	9,907	94%	22,977	12,502	276



QUARTER IN REVIEW...

- Overall, fixed route ridership declined by 7%, and paratransit ridership declined by 4% in the first three months of Fiscal Year 2019 versus Fiscal Year 2018.
- Fixed route ridership declined by 7% on weekdays, by 2% on Saturdays, and by 3% on Sundays.
- The total number of fixed route missed trips were higher than FY18. In FY19, missed trips represent 0.5% of the 75,000+ scheduled trips.
- Versus 1st Quarter FY18, Routes 1 and 29 have seen an overall increase in ridership by more than 5%. Routes 3 and 33 have increased ridership by more than 3%.
- Saturday service ridership has increased by more than 5% on Routes 1, 3, 14, 19, and 29.
- Sunday service ridership has increased by more than 5% on Routes 1, 2, and 19.



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