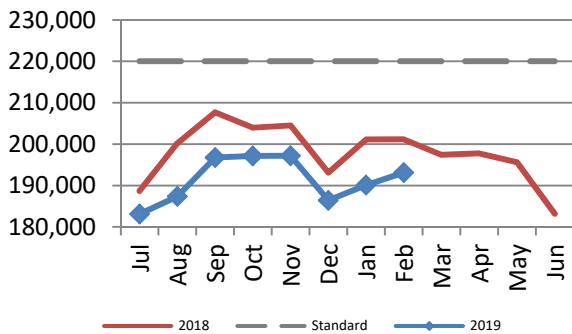


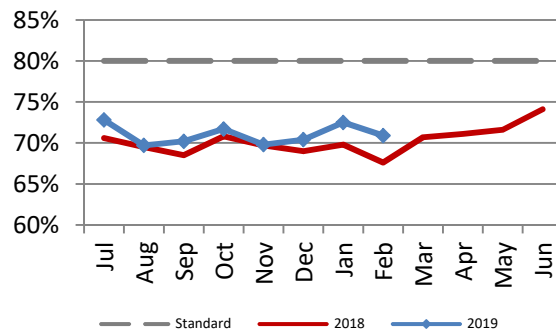
Monthly Performance Report
For the Month Ending February 2019

Key Performance Indicators (KPI)	February 2019	February 2018	Percent Change	8 Month FY2019	8 Month FY2018	Percent Change	Goals
Total Monthly Ridership	4,760,783	4,954,566	-3.91%	40,996,596	42,661,182	-3.90%	
Average Weekday Ridership	193,128	201,150	-3.99%	191,403	200,050	-4.32%	220,000
Percent of Trips On Time	70.9%	67.6%	3.3%	71.00%	69.44%	1.56%	80%
Bus Availability	89.2%	87.5%	1.7%	90.7%	88.5%	2.25%	90%
Bus Miles/Major Collisions	341,580	151,818	124.99%	261,276	221,073	18.19%	200,000
Preventable Accidents/Million Miles (rolling 12 Mos)				1.67	1.81	-7.73%	3.00
Bus Miles/Mechanical Road Calls	8,758	9,709	-9.79%	11,258	9,526	18.18%	10,000
Spare Ratio	20.53%	20.62%	-0.09%	20.44%	20.44%	0.01%	>20%
Percent of Inspections Completed On Time	100.00%	100.00%	0.00%	100.00%	100.00%	0.00%	98%
Percent Maintained Pullouts	99.34%	99.60%	-0.25%	99.48%	99.48%	0.00%	100%
Cost per Hour	\$131.22	\$124.78	5.16%	\$130.29	\$125.71	3.65%	\$120
Cost per Trip	\$3.44	\$3.11	10.63%	\$3.39	\$3.13	8.60%	\$2.50
Cost per Mile	\$9.58	\$9.22	3.95%	\$9.52	\$9.22	3.22%	
Farebox Recovery	27.95%	31.20%	-3.25%	27.37%	26.71%	0.66%	30%
Trips per Hour	38.17	40.16	-4.95%	38.41	40.18	-4.39%	48
Trips per Mile	2.79	2.97	-6.04%	2.81	2.95	-4.77%	
Passenger Miles per Revenue Hour	208.54	215.78	-3.35%	209.66	213.66	-1.87%	250
Average System Speed	12.76	12.82	-0.42%	12.73	12.73	0.07%	
Percent Complete in 30 Days (Customer)	94.00%	94.58%	-0.6%	96.92%	97.65%	-0.7%	
Complaint Rate (Complaints per 100,000 trips)	8.70	10.50	-17.14%	8.94	10.02	-10.82%	10

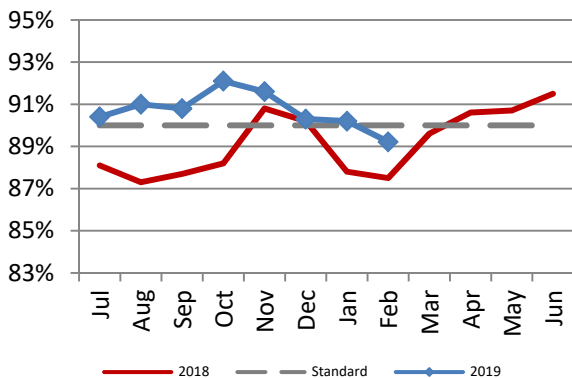
TheBUS
Average Weekday Ridership



TheBUS
Percent of Trips On Time



TheBUS
Bus Availability



TheBUS
Bus Miles/Major Collisions

