**FY'19 2nd Quarter Performance Measures**
(Oct - Dec 2018)

### Ridership

<table>
<thead>
<tr>
<th>Category</th>
<th>Fixed Route</th>
<th>Demand Response</th>
<th>ADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>30,534</td>
<td>6,148</td>
<td>466</td>
</tr>
</tbody>
</table>

### Fixed Route Trip Information

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Wheelchair Passengers</th>
<th>Number of Veteran Passengers</th>
<th>Number of Bicycle Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Miles Driven</td>
<td>168</td>
<td>543</td>
<td>991</td>
</tr>
</tbody>
</table>

### Maintenance

- Total Miles Driven: 146,942
- Number of Road Calls: 2
- Preventative Maintenance Performed On-Time: 97.87%

### Finance

- Total Transportation Costs: $655,820.52

### Customer Safety

- Number of Preventable Accidents: 1

### Customer Complaints

- Number of Complaints:
  - Late Bus: 0
  - Early Bus: 0
  - Rude Employee: 0
  - Unsafe Operation: 2
  - Pass By: 1
  - Other: 0