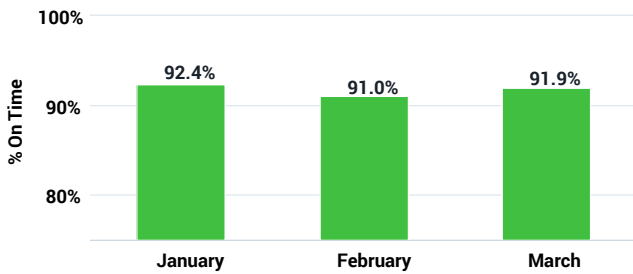


Reliability

On Time Performance



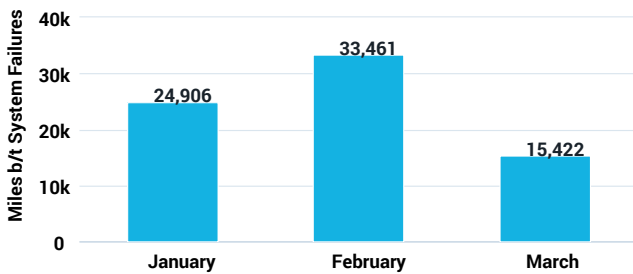
On time performance is a primary measure of service reliability. A bus is on time if it departs a route's scheduled time point between one minute early and five minutes late. This graph shows the monthly percentage of stops on time.

Formula = (on time stops/total stops)

Monthly Benchmark/Target: >90%

**based on industry data*

Total Miles between Major System Failures



The goal is to minimize bus repair road calls through preventative maintenance and asset management. This graphs shows the average frequency of major system failures. A major system failure is a road call that requires replacement of a bus in service due to an issue that is a safety hazard or when vehicle movement is restricted or disabled.

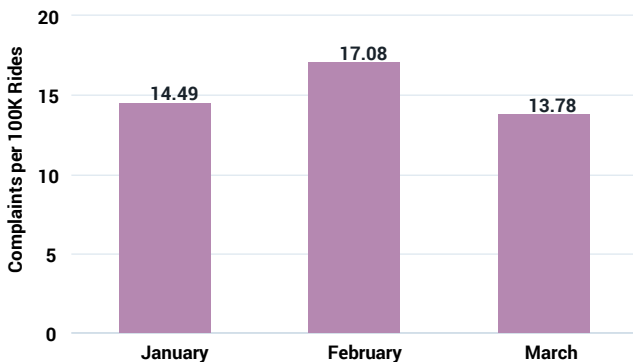
Formula = (total miles/# of failures)

Monthly Benchmark/Target: >7,500 miles

**based on industry data*

Quality

Complaints per 100K Rides



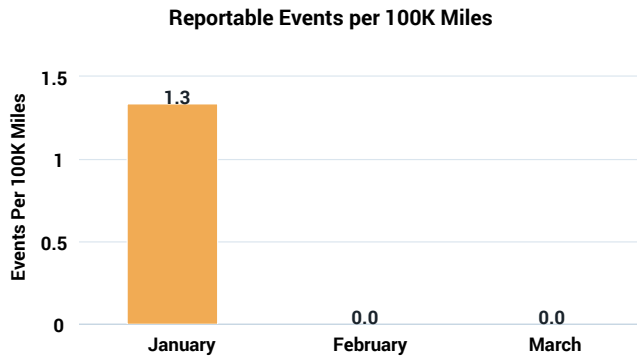
The focus is to provide quality service and respond to feedback in a timely manner. This graph shows the monthly rate of complaints per 100,000 rides

Formula = (complaints/rides)X100,000

Monthly Benchmark/Target: <11.1

**based on prior year average*

Safety



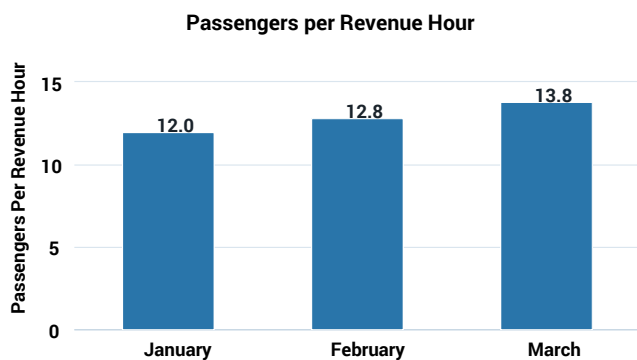
The goal is to provide safe service and minimize the likelihood of all accidents. This graph provides the rate of reportable safety & security events on transit property or involving revenue vehicles per 100K miles. Reportable events, as defined by the National Transit Database, include: injuries requiring immediate medical attention away from scene; property damage exceeding \$25,000; collisions when vehicle is towed away; evacuation; or fatalities.

Formula = (events/total miles)X100,000

Monthly Benchmark/Target: <1

**based on safety goals*

Productivity



The goal is to increase ridership and community mobility. This graph shows the monthly ratio of rides to revenue hours. This is an industry standard KPI for measuring service productivity.

Formula = (rides/revenue hours)

Monthly Benchmark/Target: >11.9

**based on prior year average*