

Performance Indicators & Data	April - FY 2026	April - FY 2025	Percentage Variance	FY 2026 YTD	FY 2025 YTD	YTD Variance	Year To Date Performance
Farebox Recovery Ratio	20.15%	26.36%	(23.56%)	20.75%	23.03%	(9.90%)	Meets Plan
Operating Costs Per Revenue Hour	\$150.32	\$128.56	16.93%	\$144.01	\$143.96	0.03%	Meets Plan
Passenger Revenue Per Revenue Hour (a)	\$30.29	\$33.89	(10.62%)	\$29.88	\$33.15	(9.86%)	
Subsidy Per Revenue Hour	\$120.03	\$94.67	26.79%	\$114.13	\$110.81	3.00%	
Operating Cost Per Revenue Mile	\$11.35	\$9.76	16.29%	\$10.90	\$10.94	(0.37%)	
Passenger Revenue Per Revenue Mile	\$2.29	\$2.57	(10.89%)	\$2.26	\$2.52	(10.32%)	
Subsidy Per Revenue Mile	\$9.06	\$7.18	26.18%	\$8.64	\$8.42	2.61%	
Operating Costs Per Passenger	\$11.48	\$9.84	16.67%	\$11.65	\$11.18	4.20%	
Passenger Revenue Per Passenger (Avg Fare) (a)	\$2.31	\$2.59	(10.81%)	\$2.42	\$2.57	(5.84%)	
Subsidy Per Passenger	\$9.17	\$7.24	26.66%	\$9.23	\$8.60	7.33%	
Operating Cost Per Passenger Mile	\$1.89	\$1.94	(2.58%)	\$1.92	\$2.20	(12.73%)	
Passenger Revenue Per Passenger Mile (a)	\$0.38	\$0.51	(25.49%)	\$0.40	\$0.51	(21.57%)	
Subsidy Per Passenger Mile	\$1.51	\$1.43	5.59%	\$1.53	\$1.69	(9.47%)	
Passengers Per Revenue Hour	13.1	13.1	0.15%	12.4	12.9	(4.04%)	
Passengers Per Revenue Mile	0.99	0.99	0.00%	0.94	0.98	(4.08%)	
Revenue Miles Between NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Percentage of Trips On Time	75.3%	78.0%	(3.37%)	76.3%	79.0%	(3.41%)	
Passengers Served Between Complaints	4,928	4,883	0.92%	5,167	5,978	(13.57%)	
Complaints Per 100,000 Passengers	20.29	20.48	(0.93%)	19.36	16.73	15.72%	
Revenue Miles Between NTD System Failures (c)	5,954	6,462	(7.86%)	7,429	6,766	9.80%	
Total Miles Between Total NTD System Failures (c)	6,552	7,102	(7.74%)	8,174	7,482	9.25%	
Total Miles Between Major NTD System Failures (d)	11,232	15,152	(25.87%)	15,098	16,799	(10.13%)	
Passengers	635,718	615,240	3.33%	5,879,560	5,577,545	5.41%	
Passenger Miles	3,862,753	3,125,220	23.60%	35,593,978	28,382,802	25.41%	
Revenue Hours	48,557	47,074	3.15%	475,639	433,100	9.82%	
Total Hours	51,140	49,542	3.23%	500,838	457,110	9.57%	
Revenue Miles	643,016	620,356	3.65%	6,284,565	5,697,095	10.31%	
Total Miles	707,641	681,818	3.79%	6,914,989	6,299,545	9.77%	
Operating Costs	\$7,299,152	\$6,051,782	20.61%	\$68,496,830	\$62,348,152	9.86%	
Passenger Revenue (a)	\$1,470,967	\$1,595,173	(7.79%)	\$14,213,632	\$14,357,997	(1.01%)	
Operating Subsidy	\$5,828,185	\$4,456,608	30.78%	\$54,283,198	\$47,990,154	13.11%	
NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Total Roadcalls (NTD System Failures) (c)	108	96	12.50%	846	842	0.48%	
Major Mechanical Failures (Roadcalls) (d)	63	45	40.00%	458	375	22.13%	
Complaints	129	126	2.38%	1,138	933	21.97%	
Trips On Time	61,521	102,126	(39.76%)	819,155	899,208	(8.90%)	
On-Time Performance Trips Sampled	81,680	131,010	(37.65%)	1,073,843	1,138,709	(5.70%)	

(a) Includes Auxiliary Revenues and other Local Support related to reduced fares. (b) Collision Accidents reportable per NTD Definition. (c) Total System Failures per NTD Definition. (d) Major System Failures per NTD Definition.

Performance Indicators & Data	April - FY 2026	April - FY 2025	Percentage Variance	FY 2026 YTD	FY 2025 YTD	YTD Variance	Year To Date Performance
Farebox Recovery Ratio	19.00%	24.05%	(21.00%)	19.51%	22.48%	(13.21%)	
Operating Costs Per Revenue Hour	\$157.60	\$130.17	21.07%	\$150.34	\$146.66	2.51%	
Passenger Revenue Per Revenue Hour (a)	\$29.95	\$31.31	(4.34%)	\$29.33	\$32.97	(11.04%)	
Subsidy Per Revenue Hour	\$127.66	\$98.86	29.13%	\$121.01	\$113.69	6.44%	
Operating Cost Per Revenue Mile	\$10.53	\$9.38	12.26%	\$10.12	\$10.39	(2.60%)	
Passenger Revenue Per Revenue Mile	\$2.00	\$2.26	(11.50%)	\$1.97	\$2.34	(15.81%)	
Subsidy Per Revenue Mile	\$8.53	\$7.13	19.64%	\$8.14	\$8.06	0.99%	
Operating Costs Per Passenger	\$10.28	\$7.89	30.29%	\$10.70	\$8.64	23.84%	
Passenger Revenue Per Passenger (Avg Fare) (a)	\$1.95	\$1.90	2.63%	\$2.09	\$1.94	7.73%	
Subsidy Per Passenger	\$8.33	\$5.99	39.07%	\$8.61	\$6.70	28.51%	
Operating Cost Per Passenger Mile	\$2.37	\$1.76	34.66%	\$2.46	\$1.92	28.13%	
Passenger Revenue Per Passenger Mile (a)	\$0.45	\$0.42	7.14%	\$0.48	\$0.43	11.63%	
Subsidy Per Passenger Mile	\$1.92	\$1.33	44.36%	\$1.98	\$1.49	32.89%	
Passengers Per Revenue Hour	15.3	16.5	(7.15%)	14.1	17.0	(17.21%)	
Passengers Per Revenue Mile	1.02	1.19	(14.29%)	0.95	1.20	(20.83%)	
Revenue Miles Between NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Percentage of Trips On Time	78.7%	85.5%	(7.86%)	80.4%	83.6%	(3.81%)	
Passengers Served Between Complaints	7,417	7,268	2.05%	7,830	12,679	(38.24%)	
Complaints Per 100,000 Passengers	13.48	13.76	(2.03%)	12.77	7.89	61.85%	
Revenue Miles Between NTD System Failures (c)	3,861	4,073	(5.21%)	4,052	3,067	32.12%	
Total Miles Between Total NTD System Failures (c)	4,218	4,379	(3.68%)	4,426	3,300	34.12%	
Total Miles Between Major NTD System Failures (d)	7,909	10,510	(24.75%)	9,613	8,948	7.43%	
Passengers	59,337	58,141	2.06%	532,429	519,847	2.42%	
Passenger Miles	257,611	261,167	(1.36%)	2,312,266	2,335,109	(0.98%)	
Revenue Hours	3,870	3,522	9.87%	37,899	30,638	23.70%	
Total Hours	4,105	3,684	11.42%	40,186	32,096	25.20%	
Revenue Miles	57,912	48,872	18.50%	563,201	432,427	30.24%	
Total Miles	63,271	52,548	20.41%	615,251	465,310	32.22%	
Operating Costs	\$609,877	\$458,493	33.02%	\$5,697,836	\$4,493,378	26.81%	
Passenger Revenue (a)	\$115,879	\$110,277	5.08%	\$1,111,736	\$1,010,117	10.06%	
Operating Subsidy	\$493,998	\$348,216	41.87%	\$4,586,100	\$3,483,260	31.66%	
NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Total Roadcalls (NTD System Failures) (c)	15	12	25.00%	139	141	(1.42%)	
Major Mechanical Failures (Roadcalls) (d)	8	5	60.00%	64	52	23.08%	
Complaints	8	8	0.00%	68	41	65.85%	
Trips On Time	7,546	10,460	(27.86%)	101,667	89,357	13.78%	
On-Time Performance Trips Sampled	9,583	12,239	(21.70%)	126,393	106,854	18.29%	

(a) Includes Auxiliary Revenues and other Local Support related to reduced fares. (b) Collision Accidents reportable per NTD Definition. (c) Total System Failures per NTD Definition. (d) Major System Failures per NTD Definition.

Monthly Performance Scorecard
April, FY 2026 -- Finance Level 2 - MB/CB/DR
All Routes

Performance Indicators & Data	April - FY 2026	April - FY 2025	Percentage Variance	FY 2026 YTD	FY 2025 YTD	YTD Variance	Year To Date Performance
Farebox Recovery Ratio	3.90%	6.33%	(38.39%)	2.93%	4.18%	(29.90%)	
Operating Costs Per Revenue Hour	\$172.71	\$149.61	15.44%	\$173.62	\$178.56	(2.77%)	
Passenger Revenue Per Revenue Hour (a)	\$6.74	\$9.47	(28.83%)	\$5.09	\$7.46	(31.77%)	
Subsidy Per Revenue Hour	\$165.97	\$140.14	18.43%	\$168.53	\$171.10	(1.50%)	
Operating Cost Per Revenue Mile	\$12.36	\$9.23	33.91%	\$12.41	\$10.82	14.70%	
Passenger Revenue Per Revenue Mile	\$0.48	\$0.58	(17.24%)	\$0.36	\$0.45	(20.00%)	
Subsidy Per Revenue Mile	\$11.88	\$8.64	37.50%	\$12.05	\$10.37	16.20%	
Operating Costs Per Passenger	\$37.30	\$33.66	10.81%	\$39.82	\$39.55	0.68%	
Passenger Revenue Per Passenger (Avg Fare) (a)	\$1.46	\$2.13	(31.46%)	\$1.17	\$1.65	(29.09%)	
Subsidy Per Passenger	\$35.85	\$31.53	13.70%	\$38.65	\$37.90	1.98%	
Operating Cost Per Passenger Mile	\$44.73	\$3.77	1,086.47%	\$46.00	\$4.50	922.22%	
Passenger Revenue Per Passenger Mile (a)	\$1.75	\$0.24	629.17%	\$1.35	\$0.19	610.53%	
Subsidy Per Passenger Mile	\$42.99	\$3.53	1,117.85%	\$44.65	\$4.31	935.96%	
Passengers Per Revenue Hour	4.6	4.4	4.28%	4.4	4.5	(3.33%)	
Passengers Per Revenue Mile	0.33	0.27	22.22%	0.31	0.27	14.81%	
Revenue Miles Between NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Percentage of Trips On Time	100.0%	77.9%	28.35%	91.1%	78.4%	16.10%	
Passengers Served Between Complaints	14,695	3,856	281.09%	6,692	3,483	92.13%	
Complaints Per 100,000 Passengers	6.81	25.93	(73.74%)	14.94	28.71	(47.96%)	
Revenue Miles Between NTD System Failures (c)	6,821	7,293	(6.47%)	6,462	9,510	(32.05%)	
Total Miles Between Total NTD System Failures (c)	7,722	8,053	(4.11%)	7,308	10,562	(30.81%)	
Total Miles Between Major NTD System Failures (d)	200,777	72,476	177.03%	73,770	56,379	30.85%	
Passengers	117,559	107,966	8.89%	1,077,334	1,027,572	4.84%	
Passenger Miles	98,025	964,693	(89.84%)	932,584	9,039,575	(89.68%)	
Revenue Hours	25,390	24,291	4.53%	247,094	227,599	8.57%	
Total Hours	29,000	27,655	4.86%	284,015	258,747	9.77%	
Revenue Miles	354,674	393,804	(9.94%)	3,457,189	3,756,521	(7.97%)	
Total Miles	401,553	434,857	(7.66%)	3,909,806	4,172,069	(6.29%)	
Operating Costs	\$4,385,071	\$3,634,062	20.67%	\$42,899,571	\$40,640,001	5.56%	
Passenger Revenue (a)	\$171,106	\$229,957	(25.59%)	\$1,256,601	\$1,698,938	(26.04%)	
Operating Subsidy	\$4,213,965	\$3,404,105	23.79%	\$41,642,970	\$38,941,064	6.94%	
NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Total Roadcalls (NTD System Failures) (c)	52	54	(3.70%)	535	395	35.44%	
Major Mechanical Failures (Roadcalls) (d)	2	6	(66.67%)	53	74	(28.38%)	
Complaints	8	28	(71.43%)	161	295	(45.42%)	
Trips On Time	3,651	18,128	(79.86%)	171,438	298,517	(42.57%)	
On-Time Performance Trips Sampled	3,651	23,269	(84.31%)	188,257	380,585	(50.53%)	

(a) Includes Auxiliary Revenues and other Local Support related to reduced fares. (b) Collision Accidents reportable per NTD Definition. (c) Total System Failures per NTD Definition. (d) Major System Failures per NTD Definition.



Monthly Performance Scorecard

April, FY 2026 -- Mode & Service Type - Bus (Motorbus) / Purchased Transportation

All Routes

Performance Indicators & Data	April - FY 2026	April - FY 2025	Percentage Variance	FY 2026 YTD	FY 2025 YTD	YTD Variance	Year To Date Performance
Farebox Recovery Ratio	90.42%	8.79%	928.67%	4.78%	9.26%	(48.38%)	
Operating Costs Per Revenue Hour	\$8.35	\$134.89	(93.81%)	\$126.91	\$136.94	(7.32%)	
Passenger Revenue Per Revenue Hour (a)	\$7.55	\$11.85	(36.29%)	\$6.07	\$12.67	(52.09%)	
Subsidy Per Revenue Hour	\$0.80	\$123.04	(99.35%)	\$120.84	\$124.26	(2.75%)	
Operating Cost Per Revenue Mile	\$0.56	\$9.29	(93.97%)	\$8.64	\$9.46	(8.67%)	
Passenger Revenue Per Revenue Mile	\$0.51	\$0.82	(37.80%)	\$0.41	\$0.88	(53.41%)	
Subsidy Per Revenue Mile	\$0.05	\$8.47	(99.41%)	\$8.23	\$8.58	(4.08%)	
Operating Costs Per Passenger	\$1.11	\$20.13	(94.49%)	\$18.19	\$21.34	(14.76%)	
Passenger Revenue Per Passenger (Avg Fare) (a)	\$1.00	\$1.77	(43.50%)	\$0.87	\$1.98	(56.06%)	
Subsidy Per Passenger	\$0.11	\$18.36	(99.40%)	\$17.32	\$19.36	(10.54%)	
Operating Cost Per Passenger Mile	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Passenger Revenue Per Passenger Mile (a)	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Subsidy Per Passenger Mile	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Passengers Per Revenue Hour	7.5	6.7	12.39%	7.0	6.4	8.72%	
Passengers Per Revenue Mile	0.51	0.46	10.87%	0.48	0.44	9.09%	
Revenue Miles Between NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Percentage of Trips On Time	0.0%	100.0%	(100.00%)	100.0%	100.0%	0.00%	
Passengers Served Between Complaints	0	1,957	(100.00%)	6,644	9,157	(27.44%)	
Complaints Per 100,000 Passengers	0.00	51.10	(100.00%)	15.05	10.92	37.82%	
Revenue Miles Between NTD System Failures (c)	0	0	0.00%	0	0	0.00%	
Total Miles Between Total NTD System Failures (c)	0	0	0.00%	0	0	0.00%	
Total Miles Between Major NTD System Failures (d)	0	0	0.00%	0	0	0.00%	
Passengers	2,200	1,957	12.42%	19,933	18,314	8.84%	
Passenger Miles	0	0	0.00%	0	0	0.00%	
Revenue Hours	292	292	0.00%	2,857	2,854	0.11%	
Total Hours	307	307	0.00%	3,003	2,999	0.12%	
Revenue Miles	4,328	4,241	2.05%	41,960	41,327	1.53%	
Total Miles	4,328	4,241	2.05%	41,960	41,327	1.53%	
Operating Costs	\$2,438	\$39,388	(93.81%)	\$362,569	\$390,820	(7.23%)	
Passenger Revenue (a)	\$2,205	\$3,461	(36.30%)	\$17,331	\$36,172	(52.09%)	
Operating Subsidy	\$233	\$35,927	(99.35%)	\$345,238	\$354,648	(2.65%)	
NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Total Roadcalls (NTD System Failures) (c)	0	0	0.00%	0	0	0.00%	
Major Mechanical Failures (Roadcalls) (d)	0	0	0.00%	0	0	0.00%	
Complaints	0	1	(100.00%)	3	2	50.00%	
Trips On Time	0	51	(100.00%)	337	505	(33.27%)	
On-Time Performance Trips Sampled	0	51	(100.00%)	337	505	(33.27%)	

(a) Includes Auxiliary Revenues and other Local Support related to reduced fares. (b) Collision Accidents reportable per NTD Definition. (c) Total System Failures per NTD Definition. (d) Major System Failures per NTD Definition.



Monthly Performance Scorecard
April, FY 2026 -- System - System-Wide
All Routes

Performance Indicators & Data	April - FY 2026	April - FY 2025	Percentage Variance	FY 2026 YTD	FY 2025 YTD	YTD Variance	Year To Date Performance
Farebox Recovery Ratio	9.50%	64.19%	(85.20%)	18.84%	30.56%	(38.35%)	
Operating Costs Per Revenue Hour	\$142.18	\$119.22	19.26%	\$163.03	\$140.42	16.10%	
Passenger Revenue Per Revenue Hour (a)	\$13.51	\$76.53	(82.35%)	\$30.72	\$42.91	(28.41%)	
Subsidy Per Revenue Hour	\$128.67	\$42.69	201.41%	\$132.31	\$97.51	35.69%	
Operating Cost Per Revenue Mile	\$9.76	\$7.54	29.44%	\$11.35	\$9.46	19.98%	
Passenger Revenue Per Revenue Mile	\$0.93	\$4.84	(80.79%)	\$2.14	\$2.89	(25.95%)	
Subsidy Per Revenue Mile	\$8.84	\$2.70	227.41%	\$9.21	\$6.57	40.18%	
Operating Costs Per Passenger	\$27.94	\$18.67	49.65%	\$17.24	\$10.59	62.80%	
Passenger Revenue Per Passenger (Avg Fare) (a)	\$2.65	\$11.98	(77.88%)	\$3.25	\$3.24	0.31%	
Subsidy Per Passenger	\$25.29	\$6.69	278.03%	\$13.99	\$7.35	90.34%	
Operating Cost Per Passenger Mile	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Passenger Revenue Per Passenger Mile (a)	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Subsidy Per Passenger Mile	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Passengers Per Revenue Hour	5.1	6.4	(20.34%)	9.5	13.3	(28.73%)	
Passengers Per Revenue Mile	0.35	0.40	(12.50%)	0.66	0.89	(25.84%)	
Revenue Miles Between NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Percentage of Trips On Time	77.8%	68.7%	13.20%	68.9%	63.7%	8.23%	
Passengers Served Between Complaints	2,324	3,608	(35.59%)	3,634	6,612	(45.04%)	
Complaints Per 100,000 Passengers	43.03	27.71	55.29%	27.52	15.12	82.01%	
Revenue Miles Between NTD System Failures (c)	19,956	20,844	(4.26%)	37,342	28,671	30.24%	
Total Miles Between Total NTD System Failures (c)	21,491	22,251	(3.42%)	39,982	30,727	30.12%	
Total Miles Between Major NTD System Failures (d)	64,473	33,377	93.17%	56,641	81,939	(30.87%)	
Passengers	20,918	25,258	(17.18%)	417,897	614,935	(32.04%)	
Passenger Miles	0	0	0.00%	0	0	0.00%	
Revenue Hours	4,111	3,956	3.92%	44,200	46,376	(4.69%)	
Total Hours	4,464	4,375	2.05%	47,908	50,877	(5.84%)	
Revenue Miles	59,867	62,533	(4.26%)	634,811	688,110	(7.75%)	
Total Miles	64,473	66,754	(3.42%)	679,687	737,451	(7.83%)	
Operating Costs	\$584,481	\$471,588	23.94%	\$7,205,851	\$6,512,163	10.65%	
Passenger Revenue (a)	\$55,526	\$302,716	(81.66%)	\$1,357,676	\$1,989,930	(31.77%)	
Operating Subsidy	\$528,955	\$168,872	213.23%	\$5,848,175	\$4,522,233	29.32%	
NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Total Roadcalls (NTD System Failures) (c)	3	3	0.00%	17	24	(29.17%)	
Major Mechanical Failures (Roadcalls) (d)	1	2	(50.00%)	12	9	33.33%	
Complaints	9	7	28.57%	115	93	23.66%	
Trips On Time	15,290	14,656	4.33%	120,637	97,522	23.70%	
On-Time Performance Trips Sampled	19,663	21,337	(7.85%)	175,125	153,209	14.30%	

(a) Includes Auxiliary Revenues and other Local Support related to reduced fares. (b) Collision Accidents reportable per NTD Definition. (c) Total System Failures per NTD Definition. (d) Major System Failures per NTD Definition.

Performance Indicators & Data	March - FY 2026	March - FY 2025	Percentage Variance	FY 2026 YTD	FY 2025 YTD	YTD Variance	Year To Date Performance
Farebox Recovery Ratio	7.20%	6.99%	3.00%	5.68%	7.93%	(28.37%)	Fails to Meet Target
Operating Costs Per Revenue Hour	\$133.40	\$126.41	5.53%	\$143.92	\$133.13	8.10%	Exceeds Target
Passenger Revenue Per Revenue Hour (a)	\$9.60	\$8.83	8.72%	\$8.18	\$10.56	(22.54%)	
Subsidy Per Revenue Hour	\$123.80	\$117.58	5.29%	\$135.75	\$122.57	10.75%	
Operating Cost Per Revenue Mile	\$7.35	\$6.86	7.14%	\$7.92	\$6.75	17.33%	Exceeds Target
Passenger Revenue Per Revenue Mile	\$0.53	\$0.48	10.42%	\$0.45	\$0.54	(16.67%)	
Subsidy Per Revenue Mile	\$6.82	\$6.38	6.90%	\$7.47	\$6.22	20.10%	
Operating Costs Per Passenger	\$22.63	\$16.70	35.51%	\$25.17	\$23.22	8.40%	Exceeds Target
Passenger Revenue Per Passenger (Avg Fare) (a)	\$1.63	\$1.17	39.32%	\$1.43	\$1.84	(22.28%)	
Subsidy Per Passenger	\$21.01	\$15.54	35.20%	\$23.74	\$21.38	11.04%	
Operating Cost Per Passenger Mile	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Passenger Revenue Per Passenger Mile (a)	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Subsidy Per Passenger Mile	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	0.00%	
Passengers Per Revenue Hour	5.9	7.6	(22.19%)	5.7	5.7	(0.17%)	Fails to Meet Target
Passengers Per Revenue Mile	0.32	0.41	(21.95%)	0.31	0.29	6.90%	
Revenue Miles Between NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Percentage of Trips On Time	72.4%	75.4%	(3.97%)	74.1%	78.4%	(5.55%)	
Passengers Served Between Complaints	9,672	11,223	(13.82%)	7,374	11,361	(35.09%)	
Complaints Per 100,000 Passengers	10.34	8.91	16.05%	13.56	8.80	54.09%	
Revenue Miles Between NTD System Failures (c)	0	0	0.00%	0	182,312	(100.00%)	
Total Miles Between Total NTD System Failures (c)	0	0	0.00%	0	196,087	(100.00%)	
Total Miles Between Major NTD System Failures (d)	0	0	0.00%	0	0	0.00%	
Passengers	19,343	22,446	(13.82%)	154,850	159,058	(2.65%)	Exceeds Target
Passenger Miles	0	0	0.00%	0	0	0.00%	
Revenue Hours	3,282	2,966	10.65%	27,084	27,746	(2.39%)	
Total Hours	3,655	3,514	4.01%	31,255	30,790	1.51%	
Revenue Miles	59,606	54,621	9.13%	492,406	546,937	(9.97%)	
Total Miles	63,438	58,069	9.25%	526,817	588,262	(10.45%)	
Operating Costs	\$437,821	\$374,944	16.77%	\$3,898,043	\$3,693,877	5.53%	
Passenger Revenue (a)	\$31,508	\$26,199	20.27%	\$221,475	\$292,935	(24.39%)	
Operating Subsidy	\$406,312	\$348,745	16.51%	\$3,676,568	\$3,400,943	8.10%	
NTD Reportable Accidents (b)	0	0	0.00%	0	0	0.00%	
Total Roadcalls (NTD System Failures) (c)	0	0	0.00%	0	3	(100.00%)	
Major Mechanical Failures (Roadcalls) (d)	0	0	0.00%	0	0	0.00%	
Complaints	2	2	0.00%	21	14	50.00%	
Trips On Time	8,608	17,331	(50.33%)	77,531	33,374	132.31%	
On-Time Performance Trips Sampled	11,892	22,996	(48.29%)	104,702	42,569	145.96%	

(a) Includes Auxiliary Revenues and other Local Support related to reduced fares. (b) Collision Accidents reportable per NTD Definition. (c) Total System Failures per NTD Definition. (d) Major System Failures per NTD Definition.