



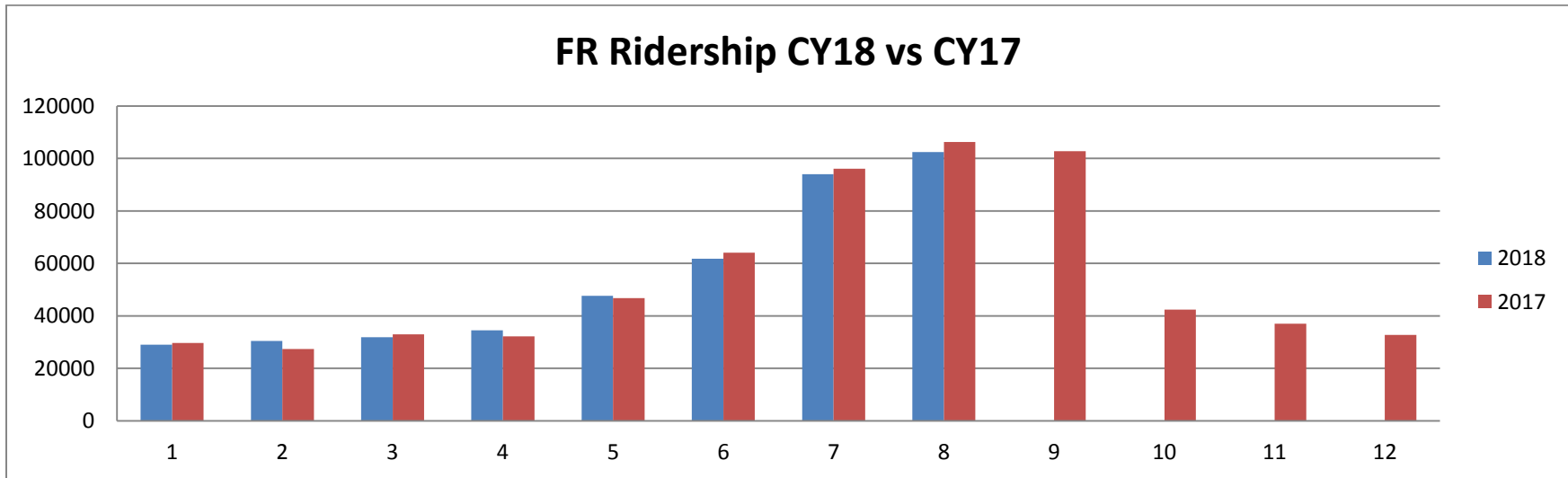
## PERFORMANCE MEASURES

CCRTA uses performance measures to track our efficiency and to use as a benchmark to gauge our future performance and growth. Measures are broken out by type of service – fixed route and demand response (i.e. DART). CCRTA will be posting monthly information about our ridership, reliability, customer service, safety and maintenance of equipment.

### Fixed Route

Monthly Ridership (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	28985	30422	31857	34509	47598	61823	93981	102451				
2017	29671	27378	32918	32201	46742	64033	96122	106291	102765	42419	36978	32708



Vehicle Revenue Hours (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	5933	6771	8296	6790	6846	9600	11658	14054				
2017	5974	6452	8081	6471	6905	9666	11565	13960	12763	6532	6785	8333

Vehicle Revenue Miles(year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	95976	82628	96579	86460	95895	111926	148220	151559				
2017	90501	83920	94996	86315	93919	109952	146575	151168	145873	93950	92142	91407

Percentage of Scheduled Trips Operated

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	100	100	100	100	100	100	100	100				
2017	100	100	100	100	100	100	100	100	100	100	100	100

Preventable accidents

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	0	0	0	0	0	0	0	0				
2017	0	0	0	0	0	0	0	1	0	0	0	0

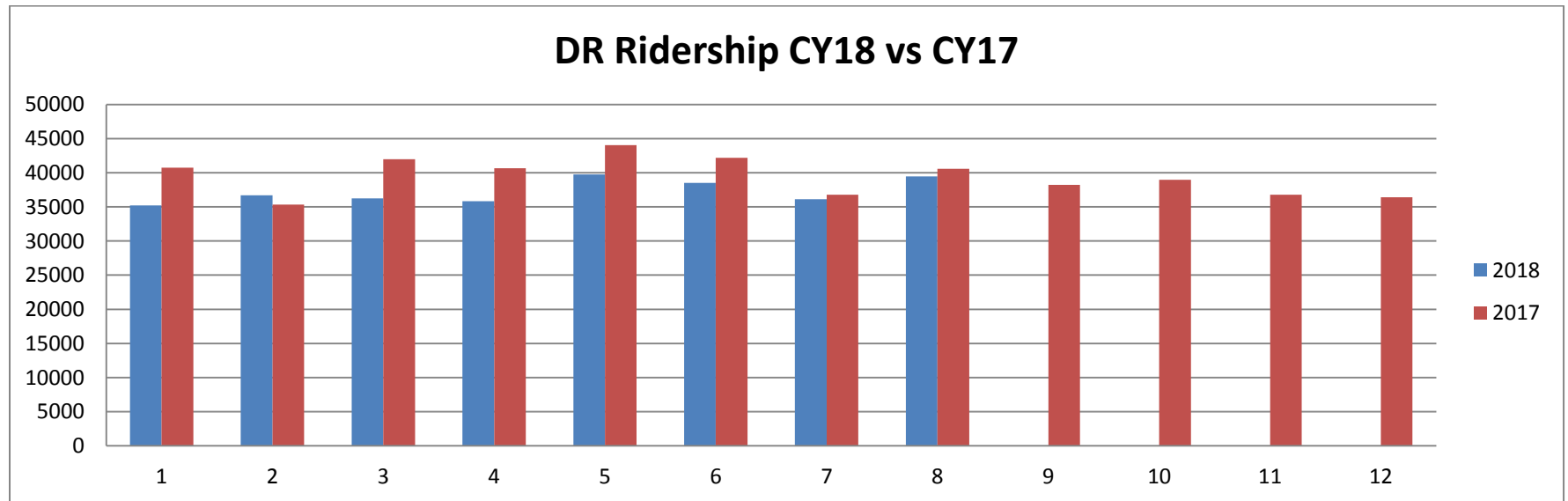
SOGR – Miles between road calls

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	9313	8378	12034	9474	9195	9691	5178	8323				
2017	5269	7710	8529	9213	7108	8836	9425	9200	7442	7317	12819	13964

## Demand Response

Monthly Ridership (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	35199	36676	36256	35837	39743	38500	36106	39466				
2017	40724	35338	41985	40640	44049	42173	36793	40571	38213	38974	36789	36407



Vehicle Revenue Hours (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	17725	17385	26240	25087	18809	19281	18498	19746				
2017	16749	16325	18498	17317	18988	19104	17529	19010	18950	19905	18268	18487

Vehicle Revenue Miles(year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	263723	258714	269704	278716	286562	295935	267873	287643				
2017	291903	270996	316548	285456	325787	301551	255598	290801	272750	279824	272220	257791

Trips Operated (% of trips scheduled)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	100	100	100	100	100	100	100	100				
2017	100	100	100	100	100	100	100	100	100	100	100	100

Preventable accidents

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	0	0	0	0	0	0	0	0				
2017	0	0	0	0	0	0	0	0	0	0	0	0

SOGR – Miles between road calls

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2018	18454	17972	67800	66980	72265	17040	46272	30759				
2017	133919	17739	25522	33916	51044	72080	33677	74538	68602	46983	66902	64364