## Redi-Wheels Statistics Measure A Billing Information FY 2016 and FY 2017

			FIZ	.016 aliu F1 2017				
Total Revenue Hours		Total Redi-Wheels Ridership		Individuals Riding		Cost per rider		
				(Average)		(Average)		
July - Sept 2015	45,716	July - Sept 2015	79,582	July - Sept 2015	2,257	July - Sept 2015	\$51.49	
Oct - Dec 2015	44,383	Oct - Dec 2015	80,285	Oct - Dec 2015	2,256	Oct - Dec 2015	\$50.85	
Jan - March 2016	44,167	Jan - March 2016	78,325	Jan - March 2016	2,185	Jan - March 2016	\$45.12	
April-June 2016	44,607	April-June 2016	81,410	April-June 2016	2,262	April-June 2016	\$48.44	
			319,602					
July - Sept 2016	44,760	July - Sept 2016	82,387	July - Sept 2016	2,306	July - Sept 2016	\$50.11	
Oct - Dec 2016	44,447	Oct - Dec 2016	80,370	Oct - Dec 2016	2,324	Oct - Dec 2016	\$55.17	
Jan - March 2017	45,193	Jan - March 2017	80,505	Jan - March 2017	2,307	Jan - March 2017	\$55.77	
April-June 2017	45,707	April-June 2017	83,995	April-June 2017	2,347	April-May 2017 **	\$59.88	
			327,257					
Redi-Wheels Trip Denials		Average Weekday Ridership *						
July - Sept 2015	0	July - Sept 2015	1,076					
Oct - Dec 2015	0	Oct - Dec 2015	1,094					
Jan - March 2016	0	Jan - March 2016	1,054					
April-June 2016	0	April-June 2016	1,111					
710111 34116 2010		April saile 2010	1,111					
July - Sept 2016	0	July - Sept 2016	1,118					
Oct - Dec 2016	0	Oct - Dec 2016	1,098					
Jan - March 2017	0	Jan - March 2017	1,101					
April-June 2017	0	April-June 2017	1,135					
				* Average weekday ridership is the average for the quarter				
	** Financial data for June 2017 will be available in N					•	r.	

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Productivity (Passo	engers pe	er hour)	On Time Performa	On Time Performance			
		Standard		Actual	Standard		
July - Sept 2015	1.74	1.70	July - Sept 2015	90%	90%		
Oct - Dec 2015	1.81	1.70	Oct - Dec 2015	91%	90%		
Jan - March 2016	1.77	1.70	Jan - March 2016	92%	90%		
April-June 2016	1.83	1.70	April-June 2016	93%	90%		
July - Sept 2016	1.84	1.70	July - Sept 2016	93%	90%		
Oct - Dec 2016	1.81	1.70	Oct - Dec 2016	92%	90%		
Jan - March 2017	1.78	1.70	Jan - March 2017	92%	90%		
April-June 2017	1.84	1.70	April-June 2017	91%	90%		
Complaints per the	ousand ri		Telephone hold tin	Telephone hold time (Minute			
		Standard			Standard		
July - Sept 2015	0.54	2.50	July - Sept 2015	1.3	1.5		
Oct - Dec 2015	0.84	2.50	Oct - Dec 2015	1.6	1.5		
Jan - March 2016	0.55	2.50	Jan - March 2016	1.1	1.5		
April-June 2016	0.63	2.50	April-June 2016	1.1	1.5		
July - Sept 2016	0.44	2.50	July - Sept 2016	1.1	1.5		
Oct - Dec 2016	0.41	2.50	Oct - Dec 2016	0.9	1.5		
Jan - March 2017	0.23	2.50	Jan - March 2017	0.9	1.5		
April-June 2017	0.55	2.50	April-June 2017	1.1	1.5		