



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

<b>Productivity (Passengers per hour)</b>			<b>On Time Performance</b>			
		<b>Standard</b>		<b>Actual</b>	<b>Standard</b>	
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%	
<b>Complaints per thousand riders</b>			<b>Telephone hold time (Minutes)</b>			
		<b>Standard</b>			<b>Standard</b>	
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	