

ATTACHMENT 1
Redi-Wheels Statistics
Measure A Billing Information
FY 2014 and FY 2015

Total Revenue Hours			Total Redi-Wheels Ridership			Individuals Riding	
						(Average)	
July - Sept 2013	39,485		July - Sept 2013	69,647		July - Sept 2013	2,025
Oct - Dec 2013	39,695		Oct - Dec 2013	68,072		Oct - Dec 2013	2,029
Jan - March 2014	39,376		Jan - March 2014	66,944		Jan - March 2014	2,019
April-June 2014	42,081		April-June 2014	71,974		April-June 2014	2,153
July - Sept 2014	44,618		July - Sept 2014	73,529		July - Sept 2014	2,209
Oct - Dec 2014	43,728		Oct - Dec 2014	70,702		Oct - Dec 2014	2,142
Jan - March 2015	43,419		Jan - March 2015	71,080		Jan - March 2015	2,130
April-June 2015	43,614		April-June 2015	76,491		April-June 2015	2,198
Redi-Wheels Trip Denials			Average Weekday Ridership *				
July - Sept 2013	0		July - Sept 2013	948			
Oct - Dec 2013	0		Oct - Dec 2013	951			
Jan - March 2014	0		Jan - March 2014	943			
April-June 2014	0		April-June 2014	982			
July - Sept 2014	0		July - Sept 2014	1004			
Oct - Dec 2014	0		Oct - Dec 2014	960			
Jan - March 2015	0		Jan - March 2015	991			
April-June 2015	0		April-June 2015	1044			
			* Note: Average weekday ridership is the average for the quarter.				

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			Productivity (Passengers per hour)				On Time Performance		
Cost per rider									
(Average)				Standard				Standard	
July - Sept 2013	\$48.72		July - Sept 2013	1.76	1.70		July - Sept 2013	89%	90%
Oct - Dec 2013	\$52.55		Oct - Dec 2013	1.71	1.70		Oct - Dec 2013	90%	90%
Jan - March 2014	\$59.35		Jan - March 2014	1.70	1.70		Jan - March 2014	93%	90%
April-June 2014	\$47.92		April-June 2014	1.71	1.70		April-June 2014	91%	90%
July - Sept 2014	\$48.79		July - Sept 2014	1.65	1.70		July - Sept 2014	89%	90%
Oct - Dec 2014	\$51.65		Oct - Dec 2014	1.62	1.70		Oct - Dec 2014	88%	90%
Jan - March 2015	\$44.27		Jan - March 2015	1.64	1.70		Jan - March 2015	90%	90%
April-June 2015	Not Avail.		April-June 2015	1.75	1.70		April-June 2015	91%	90%
			Complaints per thousand riders				Telephone hold time (Minutes)		
				Standard				Standard	
			July - Sept 2013	0.85	2.50		July - Sept 2013	1.7	1.5
			Oct - Dec 2013	0.73	2.50		Oct - Dec 2013	1.7	1.5
			Jan - March 2014	0.55	2.50		Jan - March 2014	1.3	1.5
			April-June 2014	0.74	2.50		April-June 2014	1.4	1.5
			July - Sept 2014	0.68	2.50		July - Sept 2014	1.3	1.5
			Oct - Dec 2014	0.65	2.50		Oct - Dec 2014	1.8	1.5
			Jan - March 2015	0.83	2.50		Jan - March 2015	0.7	1.5
			April-June 2015	0.5	2.50		April-June 2015	1.1	1.5