

## Key Performance Indicators for Operations

Chart 1: On-Time Performance

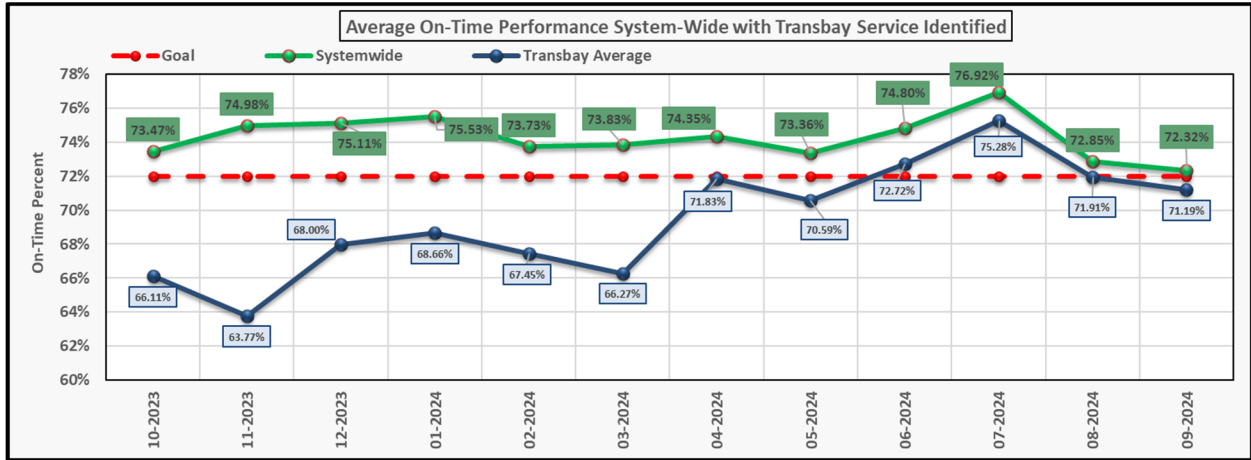


Chart 2: Ridership

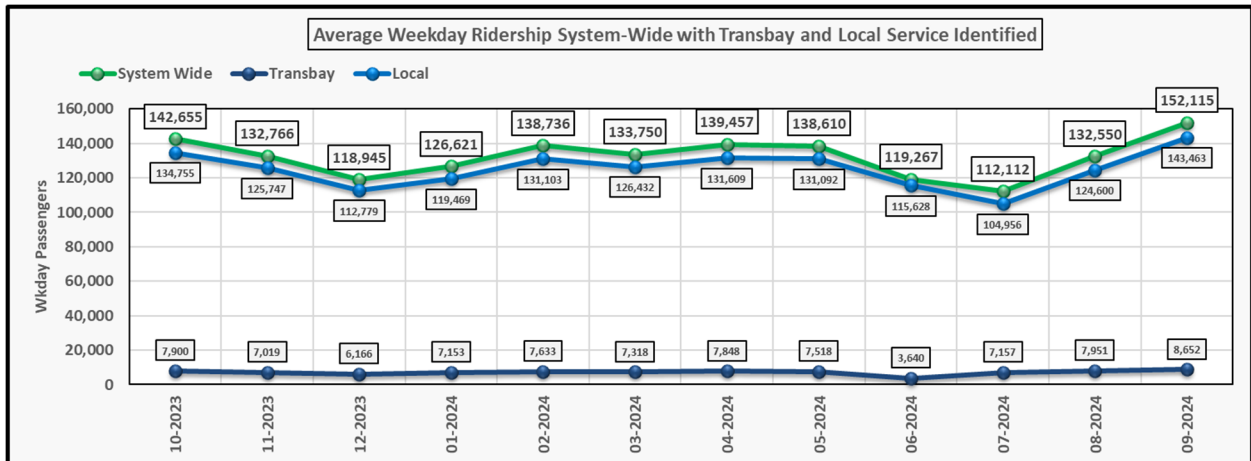


Chart 3: Service Operated

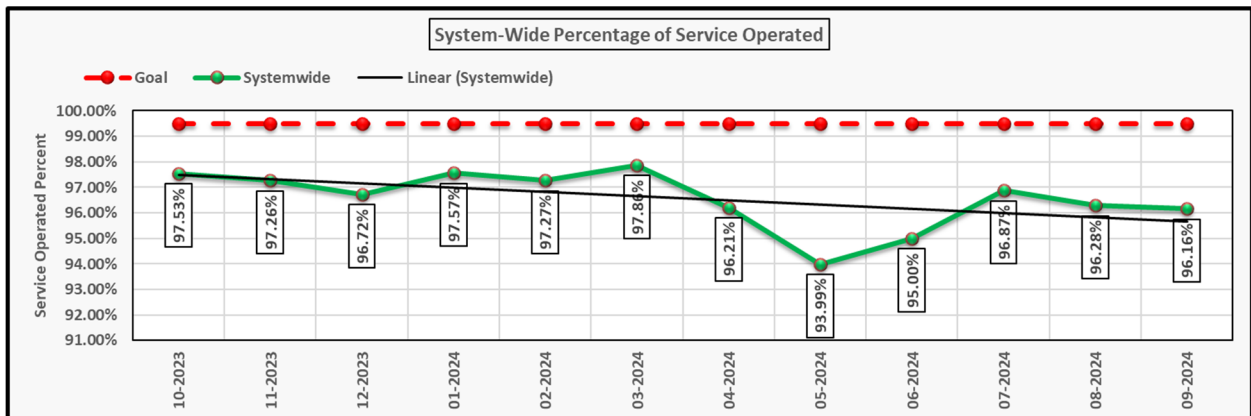


Chart 4: Log-On Rate

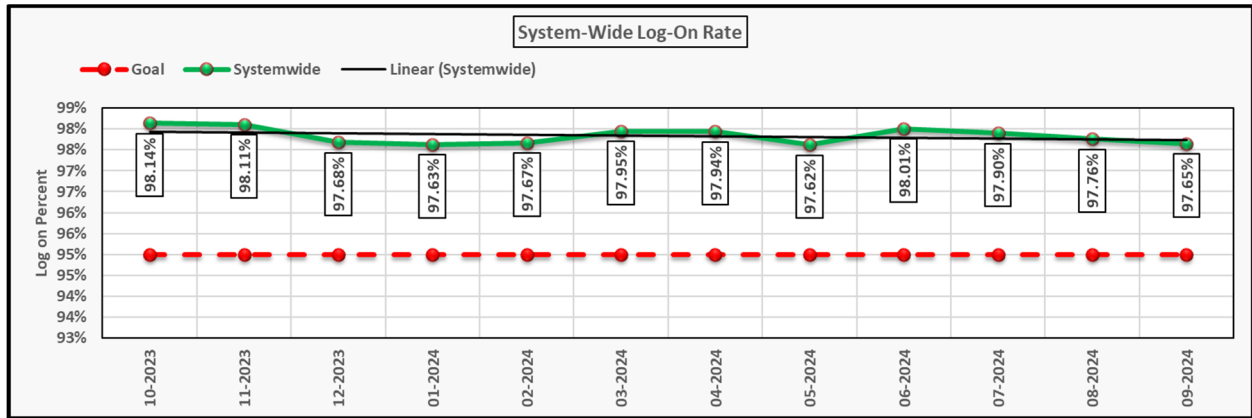


Chart 5: Scheduled Operator Unavailability

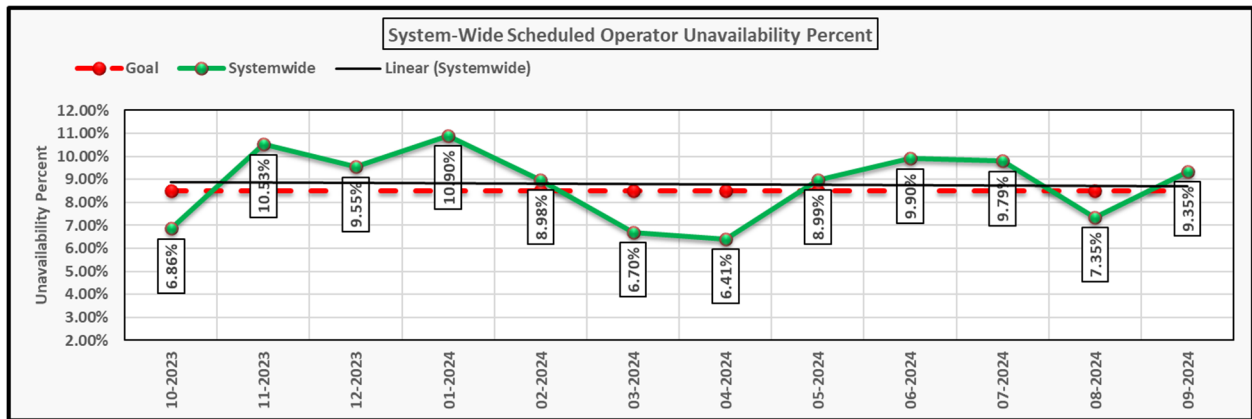


Chart 6: Unscheduled Operator Unavailability

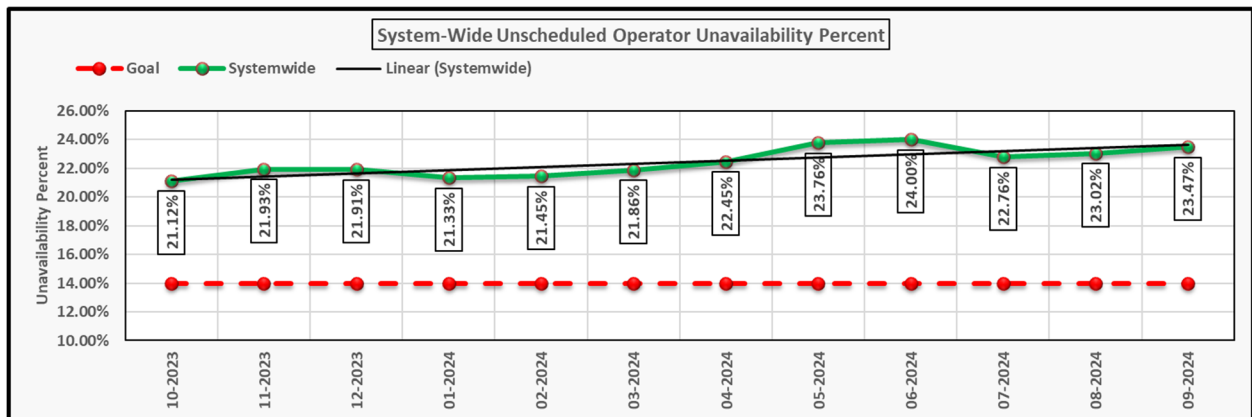


Chart 7: Passenger Falls

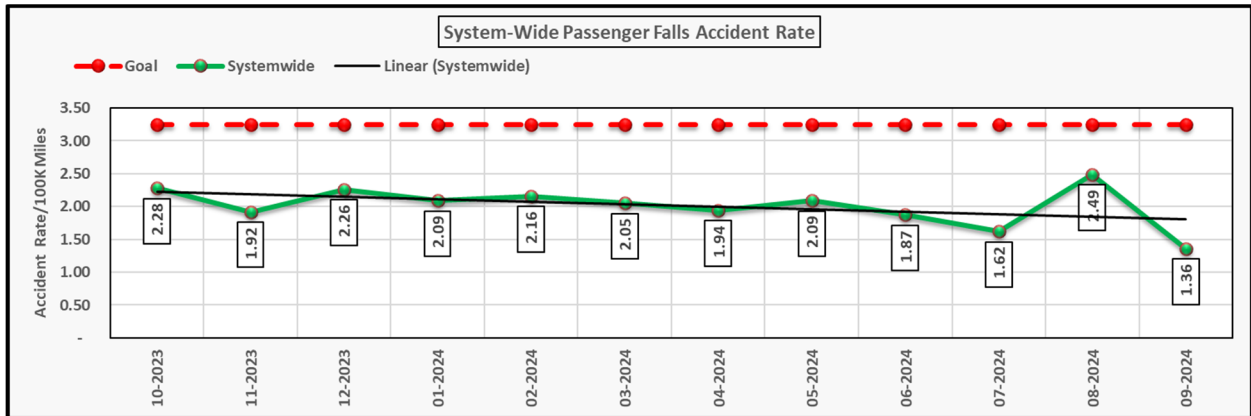


Chart 8: Vehicle Accidents

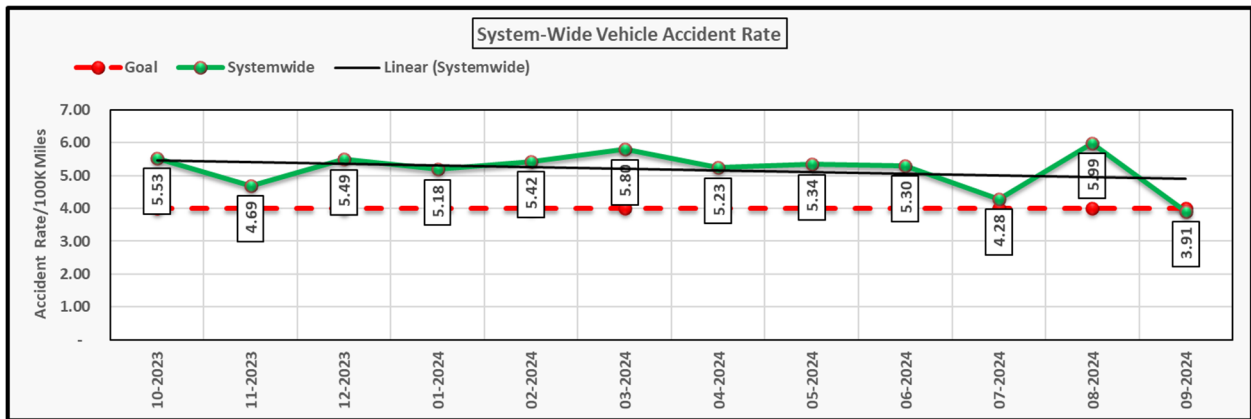


Chart 9: Miles Between Chargeable Road Calls

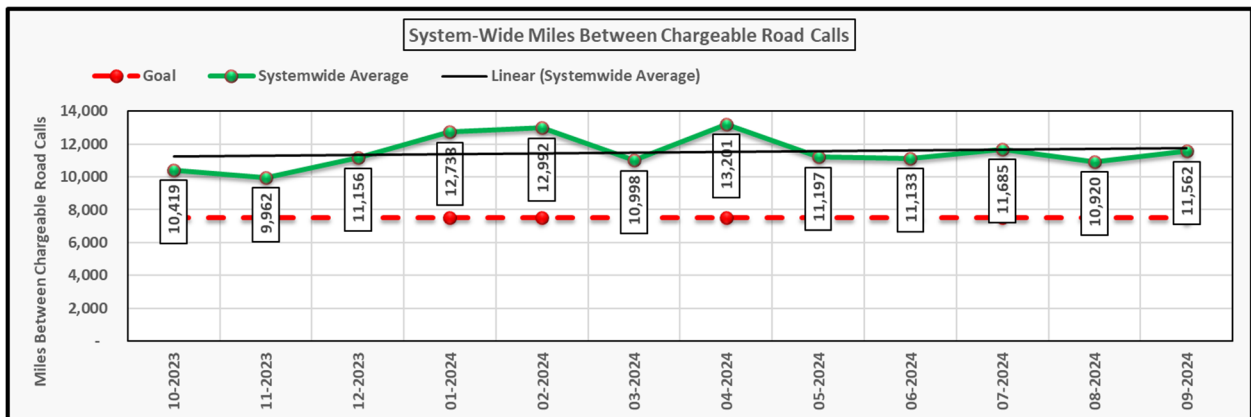


Chart 10: Bus Cleanliness Inspection – Overall Rating

