

AGENDA ITEM 3 A
Information Item

MEMORANDUM

DATE: April 1, 2021

TO: El Dorado County Transit Authority

FROM: Brian James, Planning and Marketing Manager

SUBJECT: Fiscal Year 2020/21 6-Month Administrative Operations Report

REQUESTED ACTION:

BY MOTION,

None. Information Only.

BACKGROUND

The El Dorado County Transit Authority (El Dorado Transit) provides public transportation under authority of a Joint Powers Agreement (JPA) with the County of El Dorado and the City of Placerville.

The Fiscal Year 2020/21 6-Month Administrative Operations Report (Administrative Operations Report) provides an overview of El Dorado Transit operations for the reporting period July 1, 2020 through December 31, 2020.

As a recipient of Transportation Development Act (TDA) funds, El Dorado Transit is required to report performance measures as defined in the Public Utilities Code Chapter 4, Article 1, Section 99247. The Administrative Operations Report includes required statistical analysis and other Board approved performance measures on a route, mode and systemwide basis.

The Administrative Operations Report presents performance measures on a route, service type and total systemwide basis which is above and beyond the mandated reporting format. This reporting provides the public, policy makers and management a detailed comparison down to the individual route level. For comparison purposes, the Administrative Operations Report also includes data from the prior fiscal year.

DISCUSSION

As noted in the Administrative Operations Report, El Dorado Transit provides three (3) distinct types of public transportation: Demand Response, Motor Bus (Local Fixed Routes) and Commuter Bus (Commuter Services). The purpose of each service varies, therefore, goals and objectives for performance are considered separately.

It should be noted that COVID-19 had a severe impact on transit ridership beginning in March 2020. As a result, all ridership and fare revenue numbers were considerably lower during the reporting period. The following sections discuss the general performance of the various service modes during the July 2020 to December 2020 reporting period:

- Demand Response services ridership decreased by 17,240 one-way passenger trips or 79.4% during the period. The goal for on-time performance for Demand Response services is 90%, and El Dorado Transit achieved 93.3%.
- Motor Bus (Local Fixed Route) ridership decreased by 39,144 one-way passenger trips or 44.9% during the period. The goal for on-time performance for Motor Bus services is 85%, and El Dorado Transit achieved 88.8%.
- Commuter Bus (Commuter Services) ridership decreased by 70,283 one-way passenger trips or 91.6% during the period. The goal for on-time performance for Commuter Bus services is 90%, and El Dorado Transit achieved 98.8%.
- System wide ridership decreased by 126,667 one-way passenger trips or 68.2%.

Additional performance measures discussed in the report include fares, operating expenses and monthly ridership trends.

FISCAL IMPACT

None.



EL DORADO TRANSIT



Fiscal Year 2020/21

6-Month Administrative Operations Report

April 1, 2021

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Fiscal Year 2020/21

6-Month Administrative Operations Report

El Dorado County Transit Authority

2021 Board of Directors

Chair: Kara Taylor, Placerville City Council

Vice Chair: Lori Parlin, El Dorado County Board of Supervisors, District 4

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Jackie Neau, Placerville City Council

Executive Director: Matthew Mauk, El Dorado County Transit Authority

Mission Statement *To provide safe, reliable, courteous, attractive, effective and comfortable public transit, coordinate transit services, reduce vehicle miles traveled on the Western Slope of El Dorado County and actively support reducing emissions to improve air quality.*

Introduction

The El Dorado County Transit Authority (El Dorado Transit) provides public transportation on the western slope of El Dorado County under authority of a Joint Powers Agreement (JPA) with the County of El Dorado and the City of Placerville.

The El Dorado Transit Fiscal Year 2020/21 6-Month Administrative Operations Report is prepared to apprise the board and public on transit operations over the first six months of Fiscal Year (FY) 2020/21 (July 1, 2020 to December 31, 2020). In addition, this report presents a comparison of performance measures for the prior fiscal year.

Service Description

Public transportation services provided by El Dorado Transit include Demand Response, Motor Bus (Local Fixed Routes), Commuter Bus (Commuter Routes) and Special Event Services which include annual services funded through local air quality management grants for vehicle emissions reduction.

Due to the COVID-19 virus and physical distancing regulations, Senior Day Care services closed on March 13, 2020 and the Mother Lode Rehabilitation Enterprises (M.O.R.E.) facility closed on March 16, 2020. Commuter services were decreased to four (4) buses in the morning and afternoon on March 23, 2020. Transit ridership has reduced in all areas of service.

Demand Response

Demand Response services include Dial-A-Ride and subscription Dial-A-Ride, Americans with Disabilities Act (ADA) Complementary Paratransit, SAC-MED, Mother Lode Rehabilitation Enterprises (M.O.R.E.) and the Older Adult Day Services program transportation.

Dial-A-Ride is a reservation service that operates seven (7) days a week providing curb-to-curb transportation for seniors and persons with disabilities. El Dorado Transit provided 2,960 one-way passenger trips during the reporting period.

ADA Complementary Paratransit service is a reservation based, shared ride service providing origin to destination transportation to eligible persons with disabilities. ADA Complementary Paratransit service is provided the same days and hours as the local fixed route bus services, within $\frac{3}{4}$ mile of the route service area. El Dorado Transit provided 837 one-way passenger trips during the reporting period.

SAC-MED is a non-emergency medical transportation service for seniors, persons with disabilities and the general public traveling to medical appointments in Sacramento and Placer Counties. The service operates on Tuesday and Thursday each week using wheelchair lift-equipped buses or vans. El Dorado Transit provided 104 one-way passenger trips during the reporting period.

M.O.R.E. client transportation is a contracted service. ALTA California Regional Center (ALTA) provides funding for the M.O.R.E client transportation through an agreement with El Dorado Transit. Clients are transported from home or an agreed pickup location to the M.O.R.E. program facility in Placerville, as well as to workplace sites. El Dorado Transit provided 577 one-way passenger trips during the reporting period.

Older Adult Day Services clients are transported from home to the facilities in Placerville and El Dorado Hills on an individual subscription basis, Monday through Friday. The program has been closed due to COVID-19 restrictions, and no trips were provided for the service.

The following table provides a year-to-year comparison of demand response services, noting a large decrease in trips, hours and miles due to impacts from COVID-19 which started in March 2020.

DEMAND RESPONSE COMPARISON				
Reporting Period: July 1, 2020 – December 31, 2020				
	FY 2020/21 (current)	FY 2019/20 (prior)	Difference	Percentage +/-
TRIPS	4,478	21,718	-17,240	-79.4%
HOURS	3,079	7,593	-4,514	-59.4%
MILES	62,875	145,460	-82,585	-56.8%

Motor Bus (Local Fixed Routes)

El Dorado Transit provides weekday connecting bus service within the communities of Pollock Pines, Camino, Placerville, Diamond Springs, El Dorado, Shingle Springs and Cameron Park with connections to El Dorado Hills and Folsom. Saturday service is provided by the Route 25 Saturday Express between Placerville and Pollock Pines and the Route 35 Diamond Springs Saturday route.

The following table provides a year-to-year comparison of Motor Bus services, noting a large decrease in trips from COVID-19 which started in March 2020, and a decrease in hours and miles due to the route updates that were implemented in July 2020.

MOTOR BUS COMPARISON				
Reporting Period: July 1, 2020 – December 31, 2020				
	FY 2020/21 (current)	FY 2019/20 (prior)	Difference	Percentage +/-
TRIPS	48,027	87,171	-39,144	-44.9%
HOURS	11,492	13,143	-1,651	-12.6%
MILES	217,067	250,238	-33,171	-13.3%

Commuter Bus (Commuter Routes)

Commuter Bus services provide transportation between El Dorado County and downtown Sacramento during peak commute times, Monday through Friday. Four (4) one-way routes operate both in the morning and afternoon between park-and-ride facilities in El Dorado County and several downtown stops. In addition, two (2) Reverse Commute routes are available for passengers traveling from Sacramento to El Dorado County in the morning and from El Dorado County to Sacramento in the afternoon. The Reverse Commute services are offered on buses that would otherwise be empty while returning from or traveling to Sacramento to perform regular commuter routes.

The following table provides a year-to-year comparison of Commuter Bus services, noting a large decrease in trips, hours, and miles due to impacts from COVID-19 which started in March 2020.

COMMUTER BUS COMPARISON				
Reporting Period: July 1, 2020 – December 31, 2020				
	FY 2020/21 (current)	FY 2019/20 (prior)	Difference	Percentage +/-
TRIPS	6,486	76,769	-70,283	-91.6%
HOURS	1,657	4,740	-3,083	-65.0%
MILES	50,095	140,880	-90,785	-64.4%

Special Event and Charter Services

El Dorado Transit operates special event services which include grant funded annual public services. El Dorado Transit also provides limited charter services as allowed per State and Federal guidelines. There were no special event or charter services provided during the reporting period.

Performance Measures

Mandated Performance Reporting

The TDA guidelines require that public transit agencies report certain annual performance measures to their governing bodies, the regional transportation planning agency and to the office of the California State Controller.

The following table summarizes and compares the system wide performance measures required under the TDA for the reporting period:

SYSTEM WIDE COMPARISON				
Reporting Period: July 1, 2020 – December 31, 2020				
	FY 2020/21 (current)	FY 2019/20 (prior)	Difference	Percentage +/-
TRIPS	58,991	185,658	-126,667	-68.2%
HOURS	16,227	25,476	-9,249	-36.3%
MILES	330,037	536,578	-206,541	-38.5%

The following tables (Figures 1 and 2) summarize system wide performance measures required under the TDA guidelines for FY 2020/21 and FY 2019/20:

Figure 1 Comparative Report for All Services as per TDA guidelines

FISCAL YEAR KEY PERFORMANCE MEASURES FOR ALL SERVICES	2020/21	2019/20	Difference	Percentage Change +/-
Farebox Recovery Ratio (FBR)	2.70%	20.44%	-17.74	-86.8%
Passenger Fares	\$91,567	\$820,368	-728,801	-88.8%
Average Fare/Passenger	\$1.55	\$4.42	-\$2.87	-64.9%
Operating Expenses	\$3,392,206	\$4,013,069	-\$620,863	-15.5%
Operating Cost/Passenger	\$57.50	\$21.62	+\$35.88	+165.9%
Operating Cost/Revenue Hour	\$209.05	\$157.52	+\$51.53	+32.7%
Operating Cost/Revenue Mile	\$10.28	\$7.48	+\$2.80	+37.4%
Road Calls	29	69	-40	-60.0%
Employees/Full-Time Equivalent (FTE)	68	70	-2	-2.9%

The Fare-Box Recovery (FBR) percentage represents the ratio of fare revenue collected to operating expenses. The TDA guidelines require that the overall FBR for the agency be at least 12.2%. El Dorado Transit recovered 2.70% in FBR during the reporting period. This TDA requirement has been suspended for Fiscal Year 2021/22 due to COVID-19 reductions in ridership nationwide.

Operating Expenses decreased due to service reductions and personnel changes. However, due to the low ridership Operating Cost per Passenger, Operating Cost per Revenue Hour, and Operating Cost per Revenue Mile increased.

Road Calls decreased by 60.0% due to adding new vehicles to the fleet to replace vehicles that had exceeded their useful life, less vehicles on the road, and the robust maintenance schedule. We had 11,381 miles between road calls, which is 42% better than the national average of 8,000 miles between road calls.

Figure 2 *Passenger Trips per Revenue Hour Report for All Services as per TDA guidelines*

PASSENGER TRIPS PER REVENUE HOUR	2020/21	2019/20	Difference	Percentage Change +/-
Demand Response	1.5	2.9	-1.4	-48.3%
Motor Bus (Local Fixed Routes)	4.2	6.6	-2.4	-36.4%
Commuter Bus (Commuter Routes)	3.9	16.2	-12.3	-75.9%
Systemwide Passenger Trips per Revenue Hour	3.6	7.3	-3.7	-50.7%

Passenger Trips per Revenue Hour represents the average number of passenger boardings per hour in all vehicle types. Systemwide passenger trips per revenue hour decreased from 7.3 to 3.6 or 50.7%.

Additional Performance Measures

Although not required by the TDA, El Dorado Transit prepares mid-year and annual reports of performance measures by mode and route. Mid-year statistical data summarized by service and mode are included for review as Attachment A (FY 2020/21) and Attachment B (FY 2019/20).

El Dorado Transit compares actual performance with performance standards for FBR and operating subsidy per passenger. The Short- and Long-Range Transit Plan includes goals for Service Efficiency, Farebox Return Ratio and Operating Subsidy per Passenger.

The following table (Figure 3) shows the performance standards and the actual performance numbers for comparison:

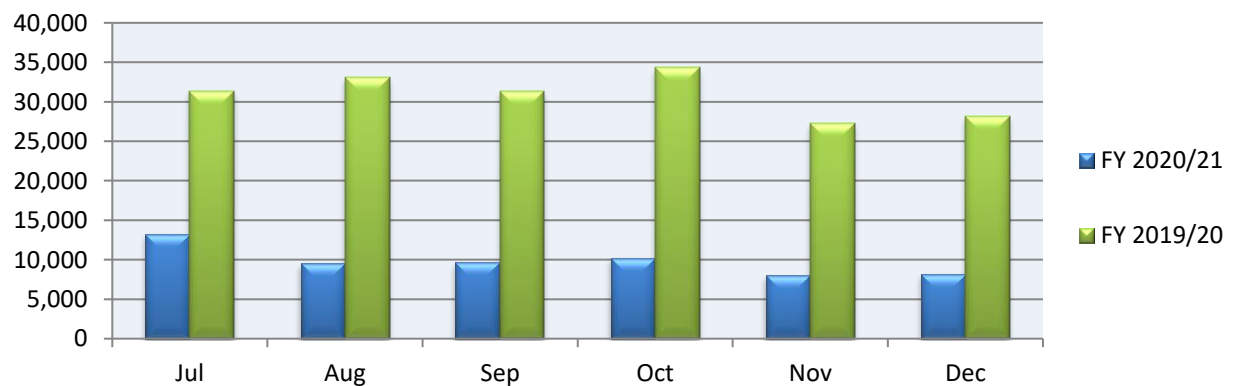
Figure 3 Comparative Report between Actual 2019/20 and Performance Standards

COMPARISON OF ACTUAL PERFORMANCE AND PERFORMANCE STANDARDS	Farebox Recovery Ratio	Operating Subsidy per Passenger	Passenger Trips per Revenue Hour
Motor Bus Routes Standard/Goal	>10.0%	<\$15.00	>5.0
Route 20 - Placerville	1.46%	\$42.38	4.2
Route 25 – Saturday Express	2.26%	\$46.10	4.3
Route 30 – Diamond Springs/El Dorado	1.60%	\$50.00	3.7
Route 35 – Diamond Springs Saturday	1.38%	\$71.00	2.6
Route 40 – Cameron Park/Shingle Springs	1.55%	\$56.69	3.4
Route 50X – 50 Express	1.75%	\$51.83	4.1
Route 60 – Pollock Pines	2.49%	\$37.88	5.8
Total Motor Bus Routes – Average	1.79%	\$48.17	4.2
Demand Response Standard/Goal	N/A	<\$35.00	>2.0
Total Demand Response - Average	3.15%	\$139.10	1.5
Commuter Bus Standard/Goal	>50.0%	<\$5.00	>10.0
Total Commuter Bus – Average	7.41%	\$56.13	3.9

Monthly Ridership Trends

The following graph (Figure 4) compares monthly passenger boardings for FY 2020/21 and FY 2019/20 for all services:

Figure 4 Fiscal Year Monthly Boardings



On-Time Performance Standards

El Dorado Transit on-time performance is regularly measured to evaluate actual performance compared to adopted targets. Figure 6 shows the percentage of on-time arrivals by mode compared to adopted targets.

Figure 5 On-Time Performance FY 2020/21

Service Type	Adopted Target	Actual Performance
Demand Response	90%	93.3%
Motor Bus Routes	85%	88.8%
Commuter Bus Routes	90%	98.8%

Marketing and Outreach

The following were developed and/or conducted by El Dorado Transit staff, as appropriate, to heighten public awareness and promote transit services:

Passenger Materials

El Dorado Transit provides complete route and schedule information in printed brochures, and on the agency website which is available in more than 100 languages. Schedules and route maps are updated regularly and made available on transit vehicles, bus stops and distributed through a network of outlets within the service area.

The agency website is maintained in-house and provides easy access to the most popular types of information including:

- Trip Planner
- Connect Card information
- Transit fares, passes and scrip ticket information and ordering
- Schedule and route information
- Americans with Disabilities Act (ADA) services
- Press Releases
- Legal Notices
- Service Alerts
- Employment information

Print Advertising and Local Media

El Dorado Transit staff develops and distributes timely Press Releases to local news outlets to identify noteworthy activities and events. These commonly include:

- New, expanded or modified services
- Opening of new facilities
- Delivery of new vehicles
- Special services
- Ridership growth
- Introduction of targeted promotional activities

In addition to news releases, the staff works with local news reporters to develop feature articles about the benefits of using transit.

Digital Outreach

El Dorado Transit staff distribute information to the public through social media tools such as Facebook and Twitter. Passengers can sign up for rider alert emails that are sent whenever there is a disruption or change in services. Route information and real-time bus arrival information is available to passengers through the free RouteShout app.

Direct Outreach

An ongoing public speaking program and mobility training is conducted to build a positive image within the community, build awareness of the services El Dorado Transit offers and instructs both potential riders and gatekeepers on how to use the transit system. El Dorado Transit staff makes personal on-site presentations to business and community leaders, gatekeepers, potential rider groups, partner organizations, and human services providers. When necessary, presentations are targeted and timed to coincide with implementation of new, expanded, or modified services.

One-on-one transit training (mobility training) is an important tool that is available to potential riders to assist them in maintaining their independence and to access life-line services or employment opportunities. Passengers may schedule special training sessions, in-home appointments or escorted transit rides with staff, depending on individual needs. Mobility training is particularly effective in helping potential or first-time passengers become familiar with the available services and overcome any anxiety about using transit.

Glossary of Terms/Definitions

Americans with Disabilities Act (ADA)	a wide-ranging civil rights law enacted by the U.S. Congress in 1990 that prohibits, under certain circumstances, discrimination based on disability
Average Fare per Passenger	calculation of actual fare revenue divided by the passenger trips
Charter	Transportation provided at the request of a third party for the exclusive use of a bus or van for a negotiated price (excludes public, demand response services)
Demand Response	Shared ride service or services, generally origin-to-destination (curb-to-curb), performed upon request or by advance reservation; as in Dial-A-Ride or SAC-MED
Employee Full-Time Equivalent (FTE)	number of total hours worked divided by the maximum number of compensable hours in a full-time schedule as defined by law
Farebox Recovery Ratio (FBR)	the ratio of fares collected to operating expenses on a given service or services, represented as a percentage
Hours (revenue)	represents the time during which a vehicle was either transporting passengers or available for public boarding (excludes vehicle travel time to and from base before or after passenger service)
Miles (revenue)	represents the miles recorded on a vehicle while either transporting passengers or available for public boarding (excludes distance travelled to and from base before or after passenger service)
Operating Cost	All costs in the operating expense object classes exclusive of depreciation and costs associated with providing charter service
Operating Cost per Passenger	calculation of operating cost divided by the trips recorded
Operating Cost per Hour	calculation of operating cost divided by the revenue hours
Operating Cost per Mile	calculation of operating cost divided by the revenue miles
Passenger Trips per Revenue Hour	calculation of total passenger trips divided by the revenue hours

Road Calls	cumulative total of mobile responses to a disabled transit vehicle, while in passenger service
Ridership	cumulative total of trips recorded on a service or services during a given timeframe
Transportation Development Act (TDA)	provides two major sources of funding for public transportation: the Local Transportation Fund (LTF) and the State Transit Assistance fund (STA). These funds are for the development and support of public transportation needs that exist in California and are allocated to areas of each county based on population, taxable sales and transit performance
Trip	represents the boarding of a single transit passenger for the purposes of travel in one direction (one-way)

Attachment B

El Dorado County Transit Authority

6-Month Administrative Operations Report

Fiscal Year 2019 / 2020

Reporting Period July 1, 2019 through December 31, 2019

	Demand Response						Motor Bus										Commuter Bus			Special Services		SYSTEMWIDE
	DIAL A RIDE	SAC-MED	M.O.R.E.	OLDER ADULT DAY SERVICES	COMP PARA- TRANSIT	Subtotal	#40 CP/ SHINGLE SPRINGS	#30 DIAMOND SPRINGS	#25 SATURDAY EXPRESS	#60 POLLOCK PINES	#20 PLACERVILLE	# 35 DIAMOND SPRINGS SATURDAY	50 EXPRESS	Subtotal	COMMUTER	REVERSE COMMUTE	Subtotal	ED COUNTY FAIR	Subtotal	TOTALS		
TRIPS	7,851	163	10,947	2,444	313	21,718	7,911	13,813	2,529	19,473	21,137	747	21,561	87,171	76,313	456	76,769	0	0	185,658		
HOURS	4,930	197	1,922	380	164	7,593	1,627	1,610	417	2,868	3,222	208	3,191	13,143	4,370	371	4,740	0	0	25,476		
MILES	82,896	4,866	46,942	7,905	2,851	145,460	32,262	25,463	8,244	58,465	36,786	2,779	86,239	250,238	128,841	12,039	140,880	0	0	536,578		
REVENUES:																						
TDA	\$ 466,895.36	\$ 22,548.58	\$ 7,040.41	\$ 35,101.76	\$ 16,374.72	\$ 547,960.83	\$ (207.84)	\$ 146,024.73	\$ 41,915.27	\$ 288,413.72	\$ 263,724.52	\$ 18,703.57	\$ 375,954.39	\$ 1,134,528.36	\$ 88,536.10	\$ 44,361.83	\$ 132,897.93	\$ -	\$ -	\$ 1,815,387.12		
STA	\$ 136,303.64	\$ 5,406.35	\$ 54,013.52	\$ 10,664.09	\$ 4,612.06	\$ 210,999.66	\$ 45,328.38	\$ 44,938.32	\$ 11,649.75	\$ 79,958.20	\$ 89,872.41	\$ 5,811.71	\$ 88,752.74	\$ 366,311.51	\$ 121,770.77	\$ 10,404.39	\$ 132,175.16	\$ -	\$ -	\$ 709,486.32		
5311	\$ 60,618.10	\$ 2,438.88	\$ 23,617.07	\$ 4,633.02	\$ 2,021.64	\$ 93,328.71	\$ 19,972.59	\$ 19,758.01	\$ 5,156.61	\$ 35,178.84	\$ 39,540.75	\$ 2,567.65	\$ 39,157.86	\$ 161,332.31	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 254,661.00		
5307	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 115,202.98	\$ 9,797.04	\$ 125,000.02	\$ -	\$ -	\$ 125,000.02		
SGR	\$ 23,523.97	\$ 946.62	\$ 9,164.39	\$ 1,797.60	\$ 784.46	\$ 36,217.04	\$ 7,750.05	\$ 7,666.74	\$ 2,001.06	\$ 13,650.47	\$ 15,343.11	\$ 996.41	\$ 15,194.61	\$ 62,602.45	\$ 20,810.30	\$ 1,769.69	\$ 22,579.99	\$ -	\$ -	\$ 121,399.49		
OP GRANTS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 166,767.19	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 166,767.19	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 166,767.19		
FARES	\$ 40,898.00	\$ 1,730.00	\$ 224,426.97	\$ 7,405.50	\$ 696.00	\$ 275,156.47	\$ 11,837.89	\$ 15,166.96	\$ 3,864.37	\$ 29,438.21	\$ 25,624.93	\$ 984.09	\$ 27,946.78	\$ 114,863.23	\$ 428,067.96	\$ 2,280.00	\$ 430,347.96	\$ -	\$ -	\$ 820,367.66		
TOT. REV	\$ 728,239.07	\$ 33,070.43	\$ 318,262.36	\$ 59,601.97	\$ 24,488.88	\$ 1,163,662.71	\$ 251,448.26	\$ 233,554.76	\$ 64,587.06	\$ 446,639.44	\$ 434,105.72	\$ 29,063.43	\$ 547,006.38	\$ 2,006,405.05	\$ 774,388.11	\$ 68,612.95	\$ 843,001.06	\$ -	\$ -	\$ 4,013,068.82		
WHEELCHAIR PSGR	747	20	464	85	75	1391	146	129	49	458	268	9	139	1198	141	1	142	0	0	2,731		
EXPENDITURES:																						
EMPLOYEES	\$ 345,429.89	\$ 13,979.21	\$ 134,532.28	\$ 26,593.67	\$ 11,416.22	\$ 531,951.27	\$ 113,808.42	\$ 112,629.81	\$ 29,310.05	\$ 200,490.07	\$ 225,383.04	\$ 14,598.43	\$ 223,154.02	\$ 919,373.84	\$ 305,615.70	\$ 26,100.81	\$ 331,716.51	\$ -	\$ -	\$ 1,783,041.63		
BENEFITS	\$ 187,609.88	\$ 7,614.22	\$ 73,005.95	\$ 14,283.79	\$ 6,255.10	\$ 288,768.94	\$ 61,691.26	\$ 61,018.71	\$ 16,010.63	\$ 108,598.65	\$ 122,121.43	\$ 7,973.13	\$ 120,941.97	\$ 498,355.78	\$ 165,636.05	\$ 14,146.86	\$ 179,782.91	\$ -	\$ -	\$ 966,907.61		
VEHICLE OP	\$ 93,507.81	\$ 5,497.47	\$ 52,955.20	\$ 8,871.05	\$ 3,238.30	\$ 164,069.83	\$ 36,466.86	\$ 28,762.95	\$ 9,300.84	\$ 66,028.86	\$ 41,561.23	\$ 3,135.13	\$ 97,365.41	\$ 282,621.28	\$ 145,525.14	\$ 13,559.43	\$ 159,084.57	\$ -	\$ -	\$ 605,775.65		
OTHER OP	\$ 101,691.49	\$ 5,979.53	\$ 57,768.93	\$ 9,853.46	\$ 3,579.26	\$ 178,872.67	\$ 39,481.72	\$ 31,143.29	\$ 9,965.54	\$ 71,521.86	\$ 45,040.02	\$ 3,356.74	\$ 105,544.98	\$ 306,054.15	\$ 157,611.22	\$ 14,805.85	\$ 172,417.07	\$ -	\$ -	\$ 657,343.87		
TOTAL EXP	\$ 728,239.07	\$ 33,070.43	\$ 318,262.36	\$ 59,601.97	\$ 24,488.88	\$ 1,163,662.71	\$ 251,448.26	\$ 233,554.76	\$ 64,587.06	\$ 446,639.44	\$ 434,105.72	\$ 29,063.43	\$ 547,006.38	\$ 2,006,405.05	\$ 774,388.11	\$ 68,612.95	\$ 843,001.06	\$ -	\$ -	\$ 4,013,068.76		
FARE BOX RECOVERY	5.62%	5.23%	70.52%	12.42%	2.84%	23.65%	4.71%	6.49%	5.98%	6.59%	5.90%	3.39%	5.11%	5.72%	55.28%	3.32%	51.05%	#DIV/0!	#DIV/0!	20.44%		
OPERATING COST PER / PSGR	\$92.76	\$202.89	\$29.07	\$24.39	\$78.24	\$53.58	\$31.78	\$16.91	\$25.54	\$22.94	\$20.54	\$38.91	\$25.37	\$23.02	\$10.15	\$150.47	\$10.98	#DIV/0!	#DIV/0!	\$21.62		
OPERATING COST PER / HOUR	\$147.72	\$167.57	\$165.56	\$157.00	\$149.62	\$153.26	\$154.52	\$145.04	\$154.98	\$155.73	\$134.72	\$140.06	\$171.44	\$152.66	\$177.22	\$185.19	\$177.84	#DIV/0!	#DIV/0!	\$157.52		
OPERATING COST PER / MILE	\$8.78	\$6.80	\$6.78	\$7.54	\$8.59	\$8.00	\$7.79	\$9.17	\$7.83	\$7.64	\$11.80	\$10.46	\$6.34	\$8.02	\$6.01	\$5.70	\$5.98	#DIV/0!	#DIV/0!	\$7.48		
PASSENGER TRIPS PER / REVENUE HOUR	1.6	0.8	5.7	6.4	1.9	2.9	4.9	8.6	6.1	6.8	6.6	3.6	6.8	6.6	17.5	1.2	16.2	#DIV/0!	#DIV/0!	7.3		
AVERAGE FARE PER / PASSENGER	\$5.21	\$10.61	\$20.50	\$3.03	\$2.22	\$12.67	\$1.50	\$1.10	\$1.53	\$1.51	\$1.21	\$1.32	\$1.30	\$1.32	\$5.61	\$5.00	\$5.61	#DIV/0!	#DIV/0!	\$4.42		
OPERATING SUBSIDY PER / PASSENGER	\$87.55	\$192.27	\$8.57	\$21.36	\$76.02	\$40.91	\$30.29	\$15.81	\$24.01	\$21.42	\$19.33	\$37.59	\$24.07	\$21.70	\$4.54	\$145.47	\$5.38	#DIV/0!	#DIV/0!	\$17.20		
ROAD CALLS	5	0	8	0	0	13	8	5	1	7	11	0	14	46	10	0	10	0	0	69		
EMPLOYEE FULL-TIME EQUIVALENT (FTE)																				70		