

Topics of Discussion

- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (August)**

Topics of Discussion

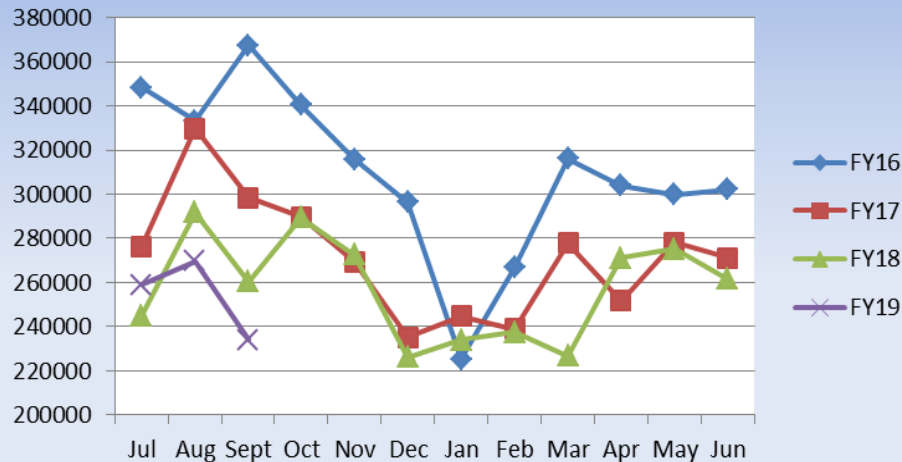
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (September)**

Operation Summary (September)

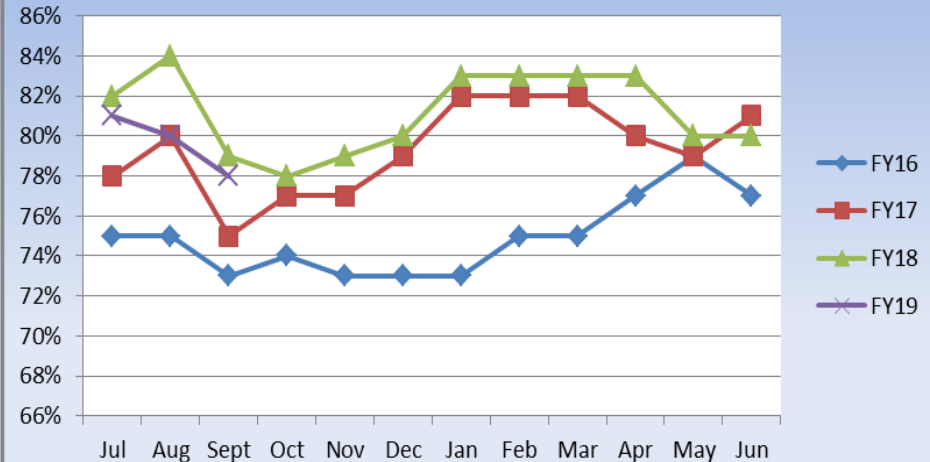
FY19 AVG	Service Failures	18-Sep	17-Sep
44.3	Missed Trips	43	44
FY18 AVG	Mechanical	18-Sep	17-Sep
20.7	Total Road Calls	19	18

FY19	Safety	SEP
AVG		2018
	Collisions	
3.0	Preventable	3
7.0	non-Preventable	3
10.0	Total	6
	Pass. Incidents	
0.0	Preventable	0
10.0	non-Preventable	7
10.0	Total	7
320751	Monthly Miles	306825
	Wrkrs Comp claims	
1.0	Claims	2
157	NUMBER OF EMPLOYEES	159

Ridership Data Year Over Year



On Time Performance Year Over Year



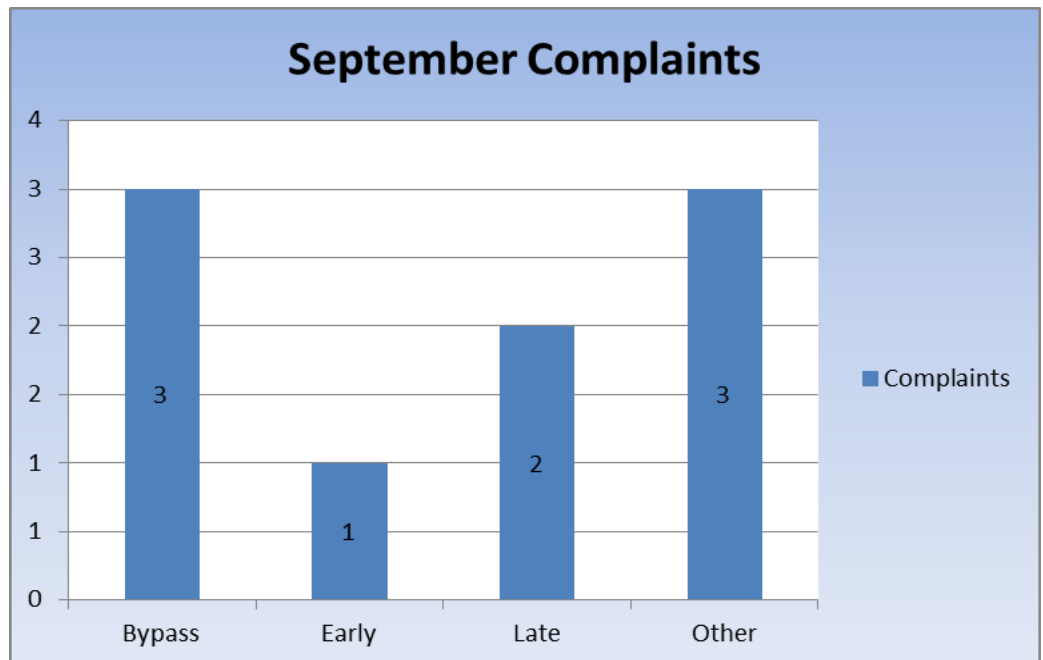
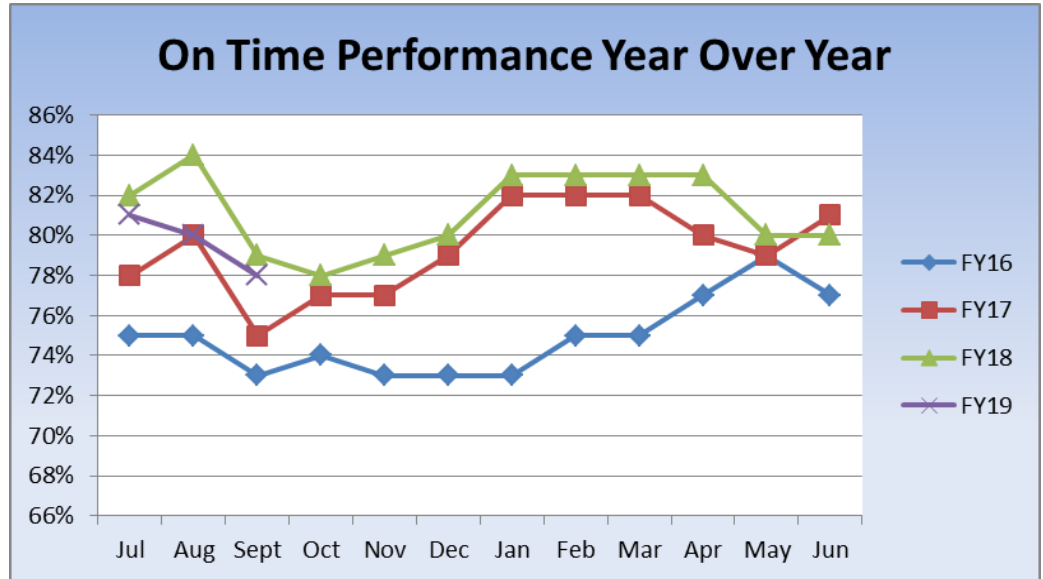
On Time Performance/Complaints (September)

FY19 Avg	Route	SEP
88%	Route 11	88%
65%	Route 12	67%
83%	Route 13	81%
57%	Route 14	45%
84%	Route 15X	84%
84%	Route 16	83%
77%	Route 17	74%
72%	Route 18	68%
78%	Route 20	73%
70%	Route 21	65%
79%	Route 21X	76%
92%	Route 22	92%
81%	Route 23	78%
84%	Route 24	84%
85%	Route 25	86%
81%	Route 26	81%
88%	Route 27	90%
82%	Route 28	82%
88%	Route 30	89%
87%	Route 32	87%
75%	Route 33	74%
88%	Route 34	87%
67%	Route 35	65%
70%	Route 35s	69%
76%	Route 36	76%
81%	Route 37	77%
86%	Route 53	86%

80%

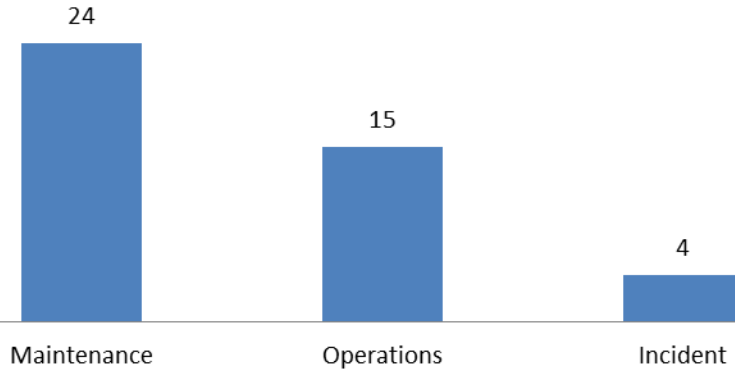
Total

78%



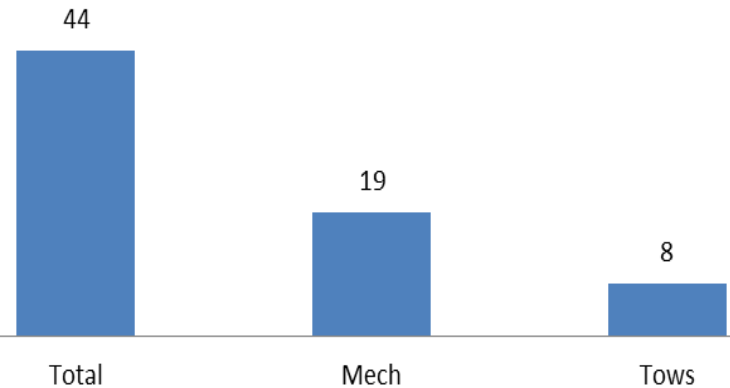
Service Failures (September)

Missed Trip Breakdown (September)



September Missed Trip Breakdown

September Road Call Breakdown



September Road Call Breakdown

September Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Vanhorne, Kiana	62620	9/6/2018	Thursday	11:10	3601	Accident	Yes	Clear	Daylight	4/15/2002	Bird made contact with driver side windshield causing Operator to swerve to right, making contact with the curb. Supervisor and maintenance dispatched. No injuries.
Ham Sr., Linwood	62637	9/10/2018	Monday	13:00	1703	Accident	Yes	Clear	Daylight	1/8/2018	Operator made contact with the pole, knocking off the convex mirror. Supervisor dispatched. No injuries.
Sharp, Torri	62645	9/12/2018	Wednesday	16:16	3251	Accident	Yes	Clear	Daylight	5/15/2017	V1 made contact with V2 while trying to pass. Supervisor and police dispatched. No injuries.
Beauzile, Rehnskold	63164	9/11/2018	Tuesday	13:55	1451	Accident	No	Clear	Daylight	4/3/2003	V2 made contact with V1 while V1 was yielding to change lanes. Supervisor and police were dispatched. No injuries.
Thomas, Leroy	62637	9/18/2018	Tuesday	8:52	1703	Accident	No	Clear	Daylight	9/11/2012	V2 made contact with V1 while making a u-turn. Supervisor and police dispatched. No injuries.
Cypress, James	63189	9/27/2018	Thursday	9:10	1601	Accident	No	Cloudy	Daylight	2/8/2016	V2 made contact with one vehicle before rear ending V1 while they were stopped at a traffic light. Patrons and involved parties were transported to PG Hospital and Doctor's Hospital. V2 was dead on scene. Supervisors, Managers and police were dispatched.
Makuyana, Peter	63151	9/6/2018	Thursday	9:17	3301	Incident		Clear	Daylight	6/1/2010	Patron had a seizure on board. Supervisor, police and ambulance dispatched. Emergency services removed the patron from the bus. No injuries.
Johnson, Linwood	63206	9/6/2018	Thursday	16:59	2007	Incident		Clear	Daylight	9/3/2013	Intoxicated patron fell as the Operator pulled into the bus stop. Supervisor dispatched. No injuries.
Philippe, Sinora	63169	9/14/2018	Friday	15:20	3252	Incident		Rain	Daylight	12/7/2010	Disruptive patron on board. Supervisor and police dispatched. Patron was removed. No injuries.
Coleman, Christopher	63162	9/18/2018	Tuesday	16:47	3452	Incident		Clear	Daylight	5/29/2018	Pedestrian threw an object at the bus. Supervisor and police were dispatched. No injuries.
Douglas, Joseph	62634	9/18/2018	Tuesday	13:31	1351	Incident		Rain	Daylight	5/1/2017	While V1 was stopped at a stop sign, V2 made contact and fled the scene. Supervisor and police dispatched. No injuries.
Posey, Tanika	63203	9/21/2018	Friday	11:40	2202	Incident		Clear	Daylight	8/7/2012	After boarding, patron slipped and fell while walking to rear passenger seats. Supervisor dispatched. No injuries.
Parker, Juveena	63166	9/26/2018	Wednesday	15:35	1752	Incident		Clear	Daylight	6/29/2015	Verbal dispute between two patrons over a cell phone. Supervisor and police dispatched. No injuries.

September Complaints

Route	Time	Operator	Date	Patron Name	Complaint
22	5:12 PM	Baldwin	9/20/2018	Que	Rude Operator
21	8:40 AM	Shingler	9/10/2018	Gray	Late
15x	7:35 AM	Schools	9/12/2018	Walls	Bypass
16	7:15 AM	Ham	9/12/2018	Walls	Operator missed turn
16	8:40 AM	Holloway	9/12/2018	Unknown	Invalid
24	2:07 PM	Handon	9/20/2018	Robinson	Bypass
20	8:23 AM	Thomas	9/26/2018	Crandle	Bypass
25	1:23 PM	McCoy	9/14/2018	Allen	Early
32	3:55 PM	Patter	9/19/2018	Hill	Late

September OTP

Route	Early	On Time	Late
Route 11	9%	88%	3%
Route 12	4%	67%	30%
Route 13	5%	81%	15%
Route 14	1%	45%	54%
Route 15X	6%	84%	11%
Route 16	7%	83%	10%
Route 17	3%	74%	22%
Route 18	5%	68%	27%
Route 20	4%	73%	23%
Route 21	5%	65%	30%
Route 21X	5%	76%	19%
Route 22	4%	92%	4%
Route 23	2%	78%	20%
Route 24	6%	84%	10%
Route 25	10%	86%	4%
Route 26	5%	81%	15%
Route 27	7%	90%	3%
Route 28	5%	82%	13%
Route 30	3%	89%	8%
Route 32	4%	87%	9%
Route 33	9%	74%	17%
Route 34	1%	87%	13%
Route 35	7%	65%	28%
Route 35s	14%	69%	17%
Route 36	8%	76%	16%
Route 37	3%	77%	20%
Route 53	1%	86%	13%
Totals:	5%	78%	17%

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993				2,268,860
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847				2,047,843
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146				9.74%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	80%	78%				81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%				92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%				6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%				13%
Complaints	20	5	3	9	7	11	2	11	12	9				74
Preventable Accidents	2.75	4	3	6	7	3	2	3	3	3				35
Non-Preventable		9	6	7	7	11	6	10	8	3				66
Total Accidents		13	9	13	14	14	8	13	11	6				102
Incidents		28	9	14	15	6	8	11	12	7				110
W/C Injurs	0.83	0	0	0	0	3	1	1	0	2				7
Road Calls	23	19	21	21	23	19	19	23	20	19				165
Total Operators	156	150	150	150	152	154	153	156	156	159				153
Operating Days		22	20	21	21	22	21	21	23	19				190

KPI's 2017

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		257,530	277,401	279,083	252,082	279,007	271,220	258,552	304,235	274,898	311,008	272,437	225,402	3,262,855
Passenger Count Recon		236,733	238,231	255,719	221,301	253,830	253,181	224,743	261,080	251,379	260,598	234,666	199,353	2,890,814
Difference		20,797	39,170	23,364	30,781	25,177	18,039	33,809	43,155	23,519	50,410	37,771	26,049	372,041
On Time % (2-7) (Client)	90%	82%	82%	77%	80%	79%	81%	82%	84%	84%	78%	79%	81%	81%
On Time % (5-10)	85%	92%	93%	93%	91%	91%	92%	91%	94%	90%	90%	91%	92%	92%
Early	3%	7%	7%	7%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%
Late	7%	11%	11%	16%	14%	15%	13%	11%	10%	10%	16%	15%	13%	13%
Complaints	20	12	25	13	28	18	7	12	21	14	16	15	11	192
Preventable Accidents	2.75	3	4	3	5	2	3	2	2	2	5	3	2	36
Non-Preventable		5	4	7	6	4	6	7	9	6	8	6	1	69
Total Accidents		8	8	10	11	6	9	9	11	8	13	9	3	105
Incidents		18	32	27	24	8	7	19	16	9	14	23	19	216
W/C Injurs	0.83	1	2	3	4	0	1	1	0	0	1	0	0	13
Road Calls	23	26	17	20	20	18	22	21	19	22	18	22	21	246
Total Operators	156	157	155	149	152	154	155	154	154	153	152	152	150	153
Operating Days		21	20	23	20	22	22	20	23	20	22	21	20	254

Topics of Discussion

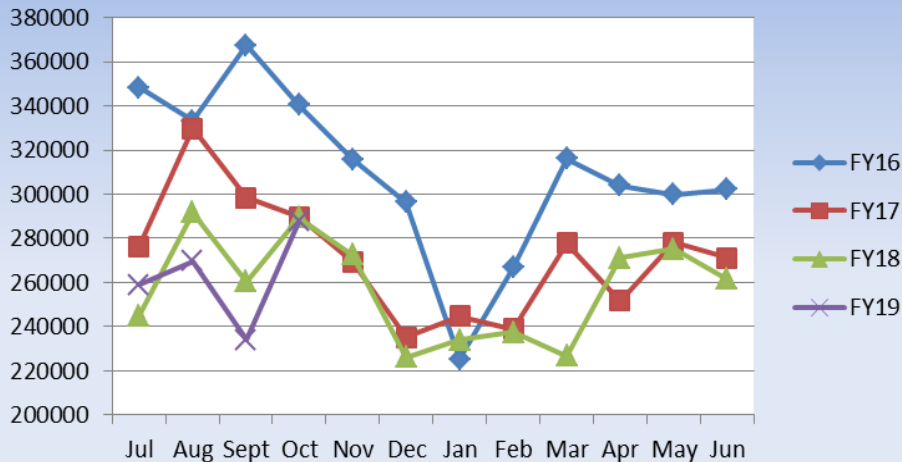
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (October)**

Operation Summary (October)

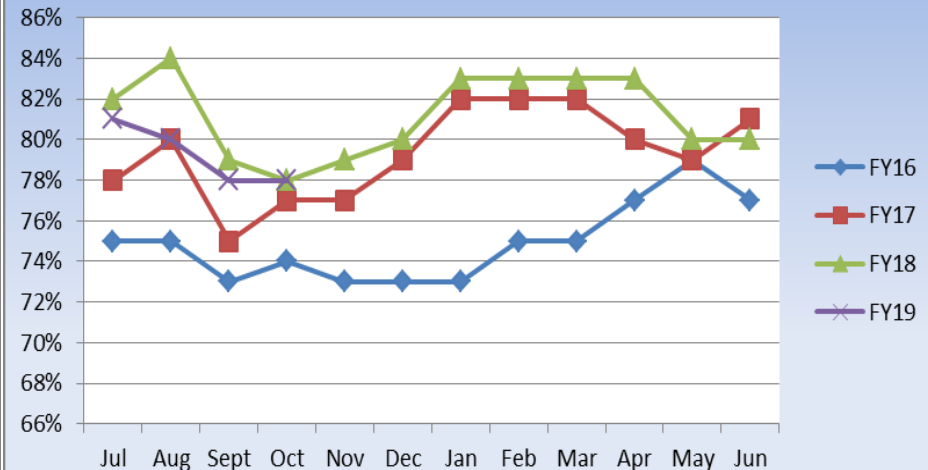
FY19 AVG	Service Failures	18-Oct	17-Oct
43.0	Missed Trips	39	69
FY18 AVG	Mechanical	18-Oct	17-Oct
20.5	Total Road Calls	20	18

FY19 AVG	Safety	OCT 2018
	Collisions	
3.0	Preventable	3
7.8	non-Preventable	10
10.8	Total	13
	Pass. Incidents	
0.0	Preventable	0
9.5	non-Preventable	8
9.5	Total	8
327242	Monthly Miles	346715
	Wrkrs Comp claims	
0.8	Claims	0
156	NUMBER OF EMPLOYEES	151

Ridership Data Year Over Year



On Time Performance Year Over Year



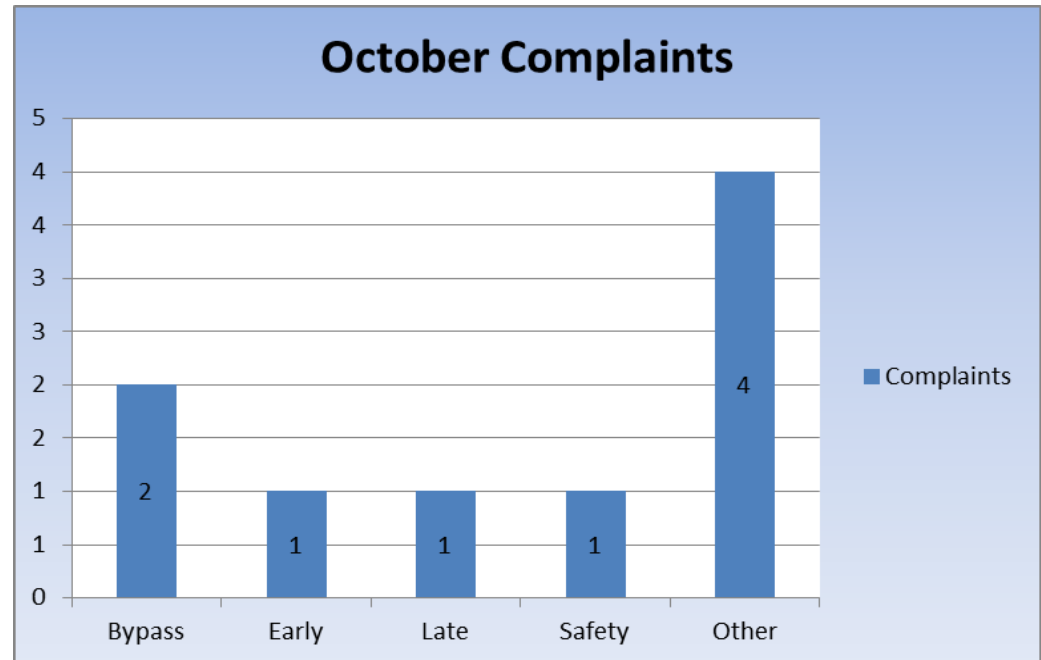
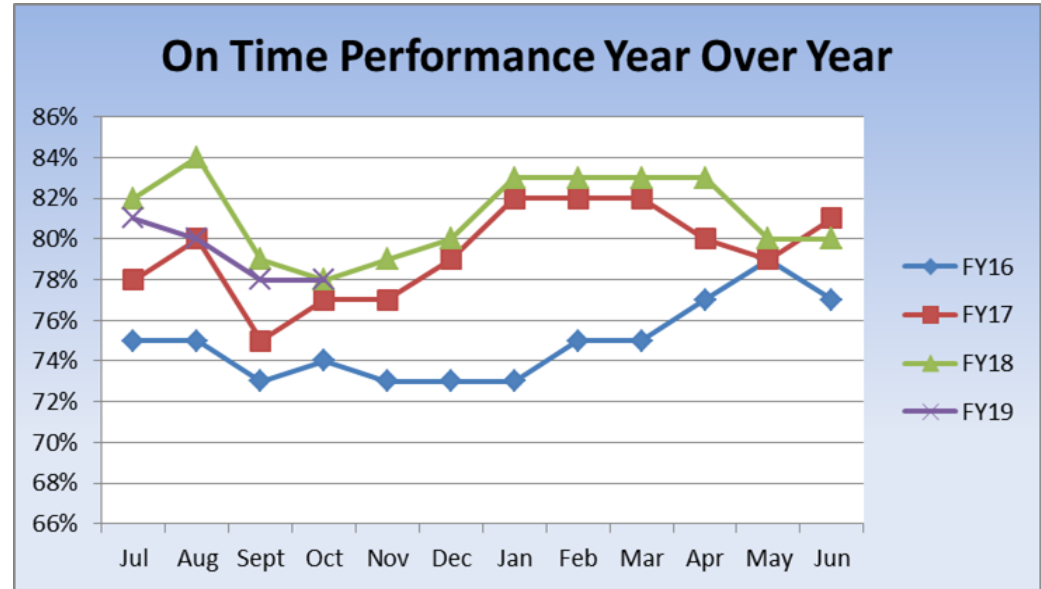
On Time Performance/Complaints (October)

FY19 Avg	Route	OCT
89%	Route 11	92%
65%	Route 12	62%
82%	Route 13	78%
55%	Route 14	50%
84%	Route 15X	84%
85%	Route 16	87%
76%	Route 17	74%
71%	Route 18	69%
76%	Route 20	68%
71%	Route 21	73%
78%	Route 21X	74%
92%	Route 22	93%
82%	Route 23	83%
84%	Route 24	84%
86%	Route 25	88%
81%	Route 26	83%
87%	Route 27	82%
83%	Route 28	84%
89%	Route 30	90%
87%	Route 32	85%
72%	Route 33	65%
87%	Route 34	83%
67%	Route 35	66%
72%	Route 35s	78%
75%	Route 36	74%
80%	Route 37	75%
85%	Route 53	81%

79%

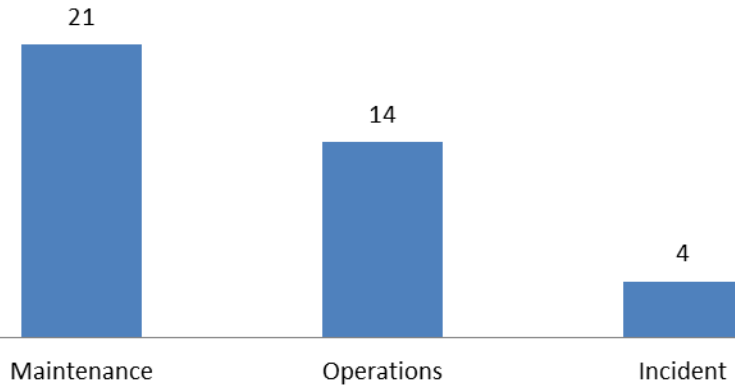
Total

78%



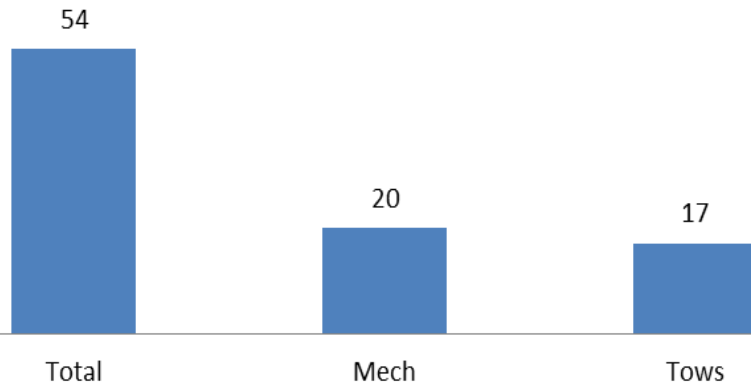
Service Failures (October)

Missed Trip Breakdown (October)



October Missed Trip Breakdown

October Road Call Breakdown



October Road Call Breakdown

October Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Francis, Allison	63199	10/2/2018	Tuesday	18:10	1854	Accident	Yes	Clear	Dark	3/21/2016	Operator made contact with a double parked vehicle. Supervisor and police dispatched. No injuries.
Grainger, Dwayne	63217	10/17/2018	Wednesday	9:35	5101	Accident	Yes	Clear	Daylight	7/29/2013	While making a left turn, V1 made contact with V2 front bumper. Supervisor and police dispatched. No injuries.
Smith, Konstantine	63217	10/31/2018	Wednesday	11:32	DH	Accident	Yes	Clear	Daylight	8/6/2018	Operator made contact with a fixed object while going through a construction zone. No injuries.
Fitzgerald, Keenan	62632	10/3/2018	Wednesday	16:00	1203	Accident	No	Clear	Daylight	4/18/2016	V2 made contact with V1 passenger side mirror during a left turn. Supervisor dispatched. No injuries.
Dyson, Devon	63145	10/9/2018	Tuesday	7:45	2002	Accident	No	Clear	Daylight	8/6/2018	V3 hit V2, V2 then hit V1 when V1 pulled away from a bus stop. 3 patrons transported to PG. V2 & V3 drivers were also transported. Supervisor, GM, AGM & Safety Mgr dispatched.
Lesesne, Tammi	63166	10/9/2018	Tuesday	7:44	1803	Accident	No	Clear	Daylight	10/9/2017	V2 (Schoolbus) made contact with V1 driver side mirror when they forgot to put in the stop sign. Supervisor dispatched. No injuries.
Jayasekera, Nihal	63140	10/10/2018	Wednesday	19:12	1806	Accident	No	Clear	Dark	7/10/2017	V1 was rear ended by V2 while stopped at a bus stop. Supervisor and police dispatched. No injuries.
Moses, Calvin	62638	10/10/2018	Wednesday	18:48	3652	Accident	No	Clear	Dark	3/5/2018	V2 was attempting to pass V1 in the Mattawoman park and Ride when his rear made contact with V1 driver side mirror. Supervisor and police dispatched. No injuries.
Owolabi, Michael	63209	10/11/2018	Thursday	18:48	2155	Accident	No	Rain	Dark	4/20/2009	V2 ran a stop sign and made contact with V1 passenger side wheel well. Supervisor and police dispatched. No injuries.
Holton, Walter	62645	10/17/2018	Wednesday	16:02	3251	Accident	No	Clear	Daylight	9/2/2014	V2 made contact with V1 driver side mirror, shattering it, while traveling through a construction zone. Supervisor and police dispatched. No injuries.
Patten, Cecil	63211	10/22/2018	Monday	14:28	3254	Accident	No	Clear	Daylight	4/25/2005	While V1 was stopped at a traffic light, V2 made contact with the left rear panel. Supervisor and police dispatched. No injuries.
Lilly, Derrick	63169	10/26/2018	Friday	7:51	1801	Accident	No	Clear	Daylight	1/8/2018	V1 was yielding to re-enter the flow of traffic when V2 made contact with the driver side mirror, knocking out the glass. Supervisor, police and maintenance dispatched. No injuries.
Plummer, Martin	62636	10/30/2018	Tuesday	10:07	1701	Accident	No	Clear	Daylight	10/21/2004	V1 was stopped at a traffic light when he was rear ended by V2. Supervisor dispatched. No injuries.
Edmonds, Deonte	62620	10/4/2018	Thursday	17:00	2007	Incident		Clear	Daylight	8/6/2018	Disruptive, irate, unstable patron on board. Supervisor and police dispatched. Patron removed. No injuries.
Knox, Robert	62635	10/10/2018	Wednesday	10:29	1603	Incident		Clear	Daylight	6/18/2018	Patron fell before bus came to a stop at the bus stop. Supervisor dispatched. Patron left before Supervisor arrived. No injuries.
Tolson, Michael	62651	10/11/2018	Thursday	11:04	1602	Incident		Cloudy	Daylight	9/21/1999	Patron fell while boarding the bus. Supervisor dispatched. No injuries.
Ball, Linda	62648	10/11/2018	Thursday	13:05	2852	Incident		Clear	Daylight	12/7/2015	Patron became irate while adding fare to her Smart Trip and hit the Operators hand away with a water bottle. Supervisor and police dispatched. Police was talking to patron when she fled the scene. No injuries.
Lesesne, Tammi	63166	10/18/2018	Thursday	6:20	1803	Incident		Clear	Daylight	10/9/2017	Operator smelled fumes on the bus. Supervisor and maintenance dispatched. No injuries.
Owolabi, Michael	63193	10/23/2018	Tuesday	14:45	2153	Incident		Clear	Daylight	4/20/2009	Patron was trying to get money out of coin slot on fare-box, the Operator called for assistance. Supervisor and police dispatched. No injuries.
Oneal, Alfredo	63159	10/29/2018	Monday	16:51	1592	Incident		Clear	Daylight	8/27/2018	Patron refused to pay fare. She then exited the bus and stood in front of the buses path. Supervisor and police dispatched. Patron moved from in front of the bus before assistance arrived. No injuries.
Oneal, Alfredo	63217	10/29/2018	Monday	7:18	5101	Incident		Clear	Daylight	8/27/2018	Passenger tripped and fell while exiting the vehicle. Patron stated she was not injured and left the scene.

October Complaints

Route	Time	Operator	Date	Patron Name	Complaint
20	5:20 PM	Carmichael	10/16/2018	Jefferson	Bypass
24	11:30 AM	Barbee	10/26/2018	Jackson	Bypass
32	---	Fuller	10/10/2018	Unknown	Early
35	4:11 PM	Williams	10/1/2018	Cardwell	Fare dispute
13	6:00 PM	Coleman	10/9/2018	Ploch	Late
21	4:23 PM	Owolabi	10/12/2018	Thomas	Rude operator
32	3:20 PM	Patten	10/16/2018	Campbell	Rude operator
22	1:29 PM	Posey	10/26/2018	Price	Rude operator
15X	7:30 AM	Cauley	10/2/2018	Walls	Safety

October OTP

Route	Early	On Time	Late
Route 11	9%	88%	3%
Route 12	4%	67%	30%
Route 13	5%	81%	15%
Route 14	1%	45%	54%
Route 15X	6%	84%	11%
Route 16	7%	83%	10%
Route 17	3%	74%	22%
Route 18	5%	68%	27%
Route 20	4%	73%	23%
Route 21	5%	65%	30%
Route 21X	5%	76%	19%
Route 22	4%	92%	4%
Route 23	2%	78%	20%
Route 24	6%	84%	10%
Route 25	10%	86%	4%
Route 26	5%	81%	15%
Route 27	7%	90%	3%
Route 28	5%	82%	13%
Route 30	3%	89%	8%
Route 32	4%	87%	9%
Route 33	9%	74%	17%
Route 34	1%	87%	13%
Route 35	7%	65%	28%
Route 35s	14%	69%	17%
Route 36	8%	76%	16%
Route 37	3%	77%	20%
Route 53	1%	86%	13%
Totals:	5%	78%	17%

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682			2,556,542
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116			2,319,959
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566			9.25%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	80%	78%	78%			81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%			92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%			6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%			14%
Complaints	20	5	3	9	7	11	2	11	12	10	9			83
Preventable Accidents	2.75	4	3	6	7	3	2	3	3	3	3			38
Non-Preventable		9	6	7	7	11	6	10	8	3	10			76
Total Accidents		13	9	13	14	14	8	13	11	6	13			115
Incidents		28	9	14	15	6	8	11	12	7	6			116
W/C Injurys	0.83	0	0	0	0	3	1	1	0	2	0			7
Road Calls	23	19	21	21	23	19	19	23	20	19	20			185
Total Operators	156	150	150	150	152	154	153	156	156	159	151			153
Operating Days		22	20	21	21	22	21	21	23	19	23			213

KPI's 2017

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		257,530	277,401	279,083	252,082	279,007	271,220	258,552	304,235	274,898	311,008	272,437	225,402	3,262,855
Passenger Count Recon		236,733	238,231	255,719	221,301	253,830	253,181	224,743	261,080	251,379	260,598	234,666	199,353	2,890,814
Difference		20,797	39,170	23,364	30,781	25,177	18,039	33,809	43,155	23,519	50,410	37,771	26,049	372,041
On Time % (2-7) (Client)	90%	82%	82%	77%	80%	79%	81%	82%	84%	84%	78%	79%	81%	81%
On Time % (5-10)	85%	92%	93%	93%	91%	91%	92%	91%	94%	90%	90%	91%	92%	92%
Early	3%	7%	7%	7%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%
Late	7%	11%	11%	16%	14%	15%	13%	11%	10%	10%	16%	15%	13%	13%
Complaints	20	12	25	13	28	18	7	12	21	14	16	15	11	192
Preventable Accidents	2.75	3	4	3	5	2	3	2	2	2	5	3	2	36
Non-Preventable		5	4	7	6	4	6	7	9	6	8	6	1	69
Total Accidents		8	8	10	11	6	9	9	11	8	13	9	3	105
Incidents		18	32	27	24	8	7	19	16	9	14	23	19	216
W/C Injurs	0.83	1	2	3	4	0	1	1	0	0	1	0	0	13
Road Calls	23	26	17	20	20	18	22	21	19	22	18	22	21	246
Total Operators	156	157	155	149	152	154	155	154	154	153	152	152	150	153
Operating Days		21	20	23	20	22	22	20	23	20	22	21	20	254

Topics of Discussion

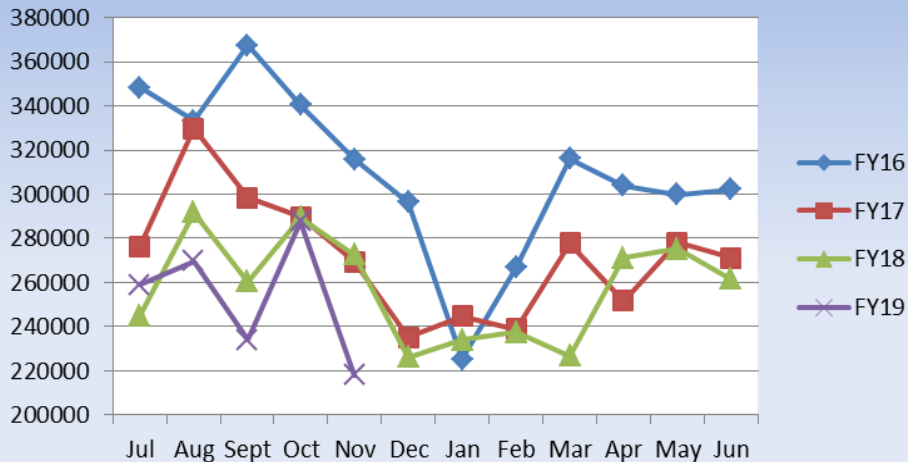
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (November)**

Operation Summary (November)

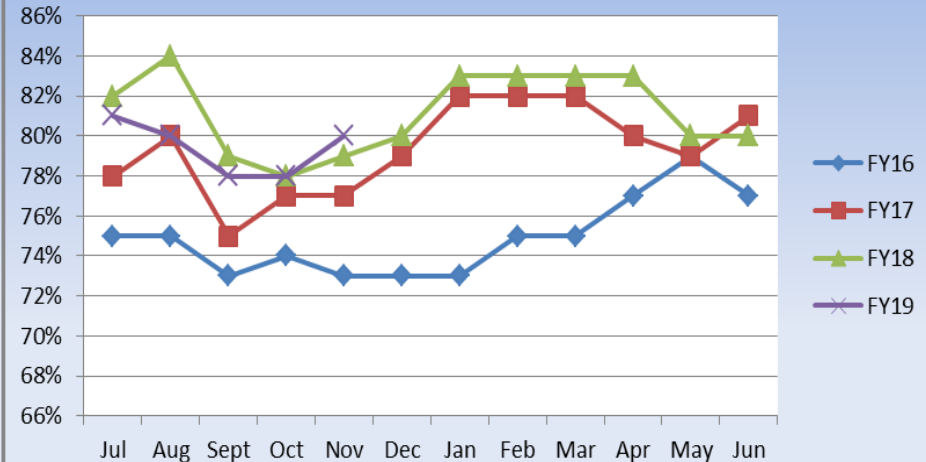
FY19 AVG	Service Failures	18-Nov	17-Nov
43.8	Missed Trips	47	52
FY18 AVG	Mechanical	18-Nov	17-Nov
22.4	Total Road Calls	23	21

FY19	Safety	NOV
AVG		2018
	Collisions	
3.4	Preventable	4
7.2	non-Preventable	6
10.6	Total	10
	Pass. Incidents	
0.0	Preventable	0
8.2	non-Preventable	3
8.2	Total	3
325688	Monthly Miles	319475
	Wrkrs Comp claims	
0.6	Claims	0
154	NUMBER OF EMPLOYEES	150

Ridership Data Year Over Year

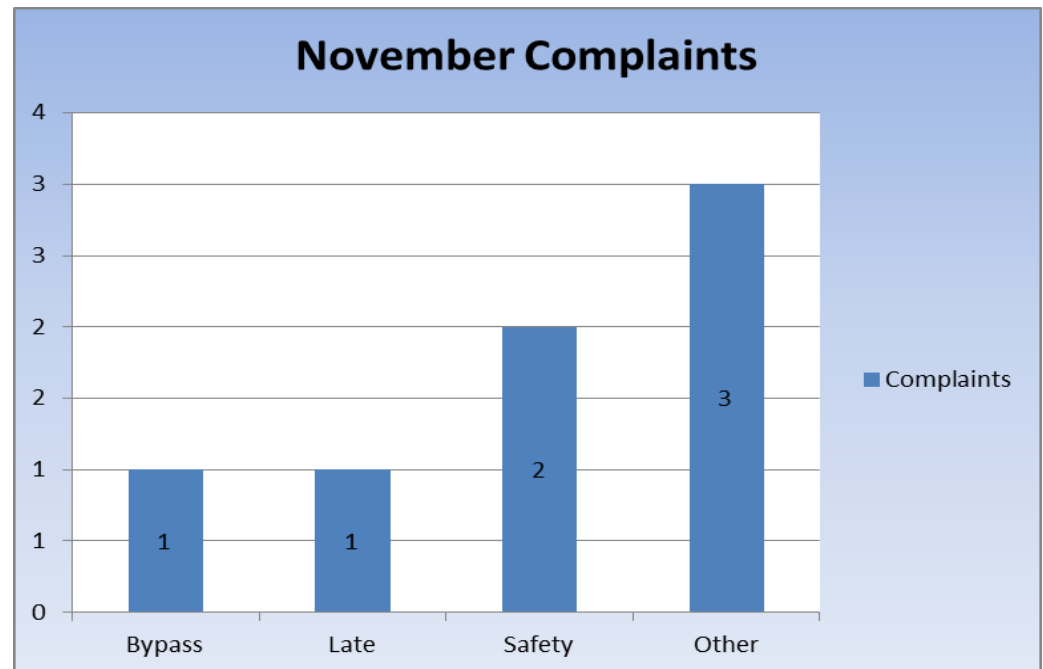
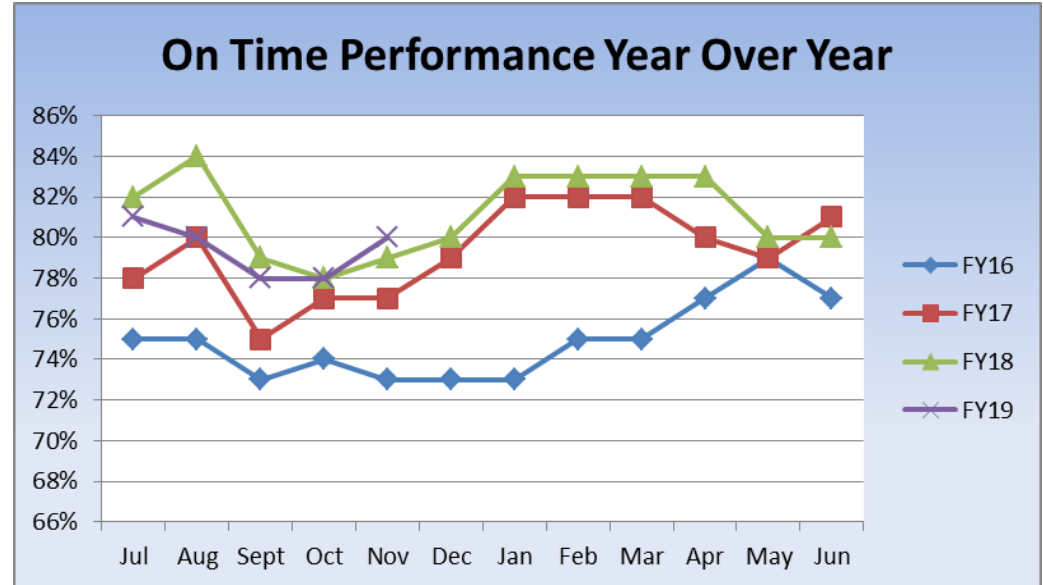


On Time Performance Year Over Year



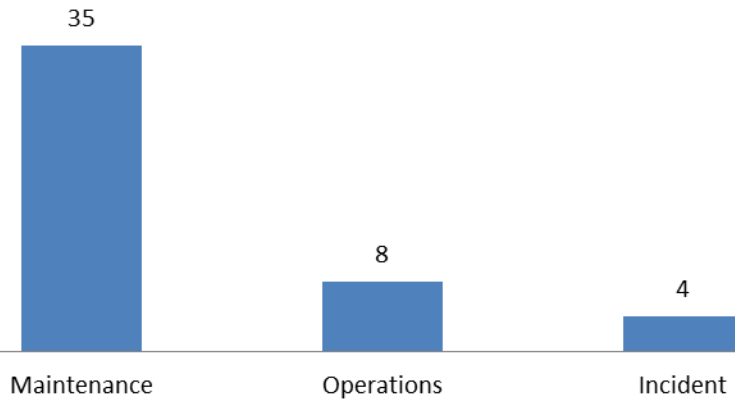
On Time Performance/Complaints (November)

FY19 Avg	Route	NOV
89%	Route 11	92%
64%	Route 12	62%
81%	Route 13	79%
56%	Route 14	57%
84%	Route 15X	83%
85%	Route 16	88%
77%	Route 17	78%
72%	Route 18	73%
76%	Route 20	75%
72%	Route 21	76%
78%	Route 21X	78%
92%	Route 22	93%
81%	Route 23	79%
84%	Route 24	84%
86%	Route 25	87%
82%	Route 26	85%
86%	Route 27	82%
83%	Route 28	85%
89%	Route 30	88%
86%	Route 32	82%
72%	Route 33	69%
86%	Route 34	83%
66%	Route 35	60%
75%	Route 35s	85%
75%	Route 36	74%
80%	Route 37	79%
85%	Route 53	84%
79%	Total	80%



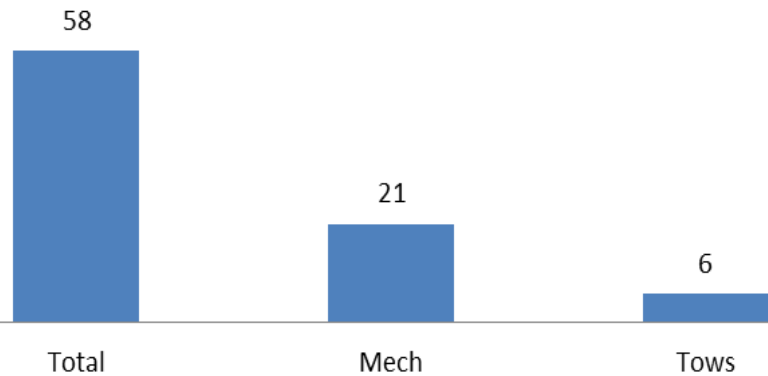
Service Failures (November)

Missed Trip Breakdown (November)



November Missed Trip Breakdown

November Road Call Breakdown



November Road Call Breakdown

November Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Reed, Ahmad	63204	11/6/2018	Tuesday	12:09	DeadHead	Accident	Yes	Raining	Daylight	11/13/2017	Operator made contact with a guardrail when he made a "panic stop" to avoid running into the back of the vehicle in front of him. Supervisor was dispatched. No injuries.
Lomax, Brenda	63191	11/13/2018	Tuesday	10:55	DeadHead	Accident	Yes	Raining	Daylight	8/27/2018	V2 was changing lanes/merging, due to construction, when V1 made contact. Supervisor and police dispatched. No injuries.
Walker, Danielle	62619	11/16/2018	Friday	6:11	3701	Accident	Yes	Clear	Daylight	7/2/2018	While exiting a bus stop, V1 made contact with a pole, knocking her mirror off. Supervisor dispatched. No injuries.
Ball, Linda	62648	11/28/2018	Wednesday	15:50	2852	Accident	Yes	Clear	Daylight	12/7/2015	V1 made a left out of the metro station, blocking lanes to her left. Vehicles to her left allowed her to proceed. As she started to move, V2 made contact with the bike rack, knocking it completely off the bus. Supervisor and police dispatched. No injuries.
Parker, Juveena	63188	11/5/2018	Monday	16:11	2651	Accident	No	Raining	Daylight	6/29/2015	V1 was stopped at a stop sign when V2 rear-ended her. Supervisor and police dispatched. Operator claimed an injury but refused medical. No other injuries.
Jean-Simon, Jean	62635	11/8/2018	Thursday	17:12	1653	Accident	No	Raining	Dark	3/31/2003	V2 encroached the lane of travel of V1 and made contact with the driver side mirror. Supervisor and police dispatched. No injuries.
Cox, Rodney	63161	11/16/2018	Friday	10:00	2102	Accident	No	Clear	Daylight	6/18/2018	V2 encroached the lane of travel of V1 and made contact with the passenger side mirror and fled the scene. Supervisor and police dispatched. No injuries.
Crockett, Keith	62628	11/26/2018	Monday	19:05	1852	Accident	No	Raining	Dark	8/21/2017	V1 was loading/unloading at a bus stop when V2 made contact with the driver side mirror, cracking it, then fled the scene. Supervisor and police dispatched. No injuries.
Kim, Jacob	63207	11/28/2018	Wednesday	18:22	3352	Accident	No	Clear	Dark	7/2/2018	V1 was stopped at a traffic light when V2 sideswiped his driver side mirror, cracking the flat mirror. Supervisor and police dispatched. No injuries.
Schools, Glenn	63140	11/6/2018	Tuesday	7:58	2003	Downgraded to an Incident		Raining	Daylight	2/5/2018	Operator's passenger side mirror fell off. Supervisor and police dispatched. No injuries.
Kim, Jacob	63207	11/7/2018	Wednesday	15:03	3352	Incident		Clear	Daylight	7/2/2018	Operator was assaulted by a male student as he exited the bus. The patron fled the scene. Supervisor and police dispatched. Operator refused medical assistance. No other injuries.
Lafortune, Kathleen	62627	11/21/2018	Wednesday	10:19	1804	Incident		Clear	Daylight	3/4/2002	Operator had to panic stop to avoid hitting a vehicle that cut her path off, causing a patron to hit her head. Supervisor dispatched. No injuries.
Davis, William	63210	11/26/2018	Monday	7:42	2001	Incident		Raining	Daylight	2/27/2006	Patron was having a seizure. Supervisor dispatched. No injuries.

November Complaints

Route	Time	Operator	Date	Patron Name	Complaint
30	5:39 PM	Sharp	11/29/2018	Unknown	Bypass
18	6:10 AM	Woody	11/16/2018	Davall	Rude Operator
30	1:27 PM	Sharp	11/29/2018	Newman	Rude Operator
36	6:45 AM	Vanhorne	11/1/2018	Charles	Late
20	9:00 AM	Davis	11/15/2018	Unknown	Safety
33	5:08 PM	Kim	11/7/2018	McClam	Safety
17	5:33 PM	Baker	11/2/2018	Jennings	Rude Operator

November OTP

Route	Early	On Time	Late
Route 11	3%	92%	5%
Route 12	4%	62%	33%
Route 13	7%	79%	14%
Route 14	7%	57%	36%
Route 15X	10%	83%	7%
Route 16	6%	88%	6%
Route 17	5%	78%	16%
Route 18	6%	73%	21%
Route 20	8%	75%	17%
Route 21	6%	76%	18%
Route 21X	5%	78%	17%
Route 22	3%	93%	5%
Route 23	1%	79%	20%
Route 24	8%	84%	8%
Route 25	5%	87%	7%
Route 26	6%	85%	9%
Route 27	13%	82%	5%
Route 28	7%	85%	8%
Route 30	5%	88%	7%
Route 32	6%	82%	12%
Route 33	9%	69%	22%
Route 34	2%	83%	15%
Route 35	8%	60%	32%
Route 35s	6%	85%	9%
Route 36	6%	74%	19%
Route 37	5%	79%	15%
Route 53	3%	84%	13%
Totals:	6%	80%	14%

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682	218,087		2,774,629
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116	216,596		2,536,555
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566	1,491		8.58%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	80%	78%	78%	80%		81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%	91%		92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%	6%		6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%	14%		14%
Complaints	20	5	3	9	7	11	2	11	12	10	9	7		92
Preventable Accidents	2.75	4	3	6	7	3	2	3	3	3	3	4		42
Non-Preventable		9	6	7	7	11	6	10	8	3	10	6		81
Total Accidents		13	9	13	14	14	8	13	11	6	13	9		124
Incidents		28	9	14	15	6	8	11	12	7	6	3		119
W/C Injurs	0.83	0	0	0	0	3	1	1	0	2	0	0		7
Road Calls	23	19	21	21	23	19	19	23	20	19	20	21		215
Total Operators	156	150	150	150	152	154	153	156	156	159	151	150		153
Operating Days		22	20	21	21	22	21	21	23	19	23	21	20	255

KPI's 2017

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		257,530	277,401	279,083	252,082	279,007	271,220	258,552	304,235	274,898	311,008	272,437	225,402	3,262,855
Passenger Count Recon		236,733	238,231	255,719	221,301	253,830	253,181	224,743	261,080	251,379	260,598	234,666	199,353	2,890,814
Difference		20,797	39,170	23,364	30,781	25,177	18,039	33,809	43,155	23,519	50,410	37,771	26,049	372,041
On Time % (2-7) (Client)	90%	82%	82%	77%	80%	79%	81%	82%	84%	84%	78%	79%	81%	81%
On Time % (5-10)	85%	92%	93%	93%	91%	91%	92%	91%	94%	90%	90%	91%	92%	92%
Early	3%	7%	7%	7%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%
Late	7%	11%	11%	16%	14%	15%	13%	11%	10%	10%	16%	15%	13%	13%
Complaints	20	12	25	13	28	18	7	12	21	14	16	15	11	192
Preventable Accidents	2.75	3	4	3	5	2	3	2	2	2	5	3	2	36
Non-Preventable		5	4	7	6	4	6	7	9	6	8	6	1	69
Total Accidents		8	8	10	11	6	9	9	11	8	13	9	3	105
Incidents		18	32	27	24	8	7	19	16	9	14	23	19	216
W/C Injurs	0.83	1	2	3	4	0	1	1	0	0	1	0	0	13
Road Calls	23	26	17	20	20	18	22	21	19	22	18	22	21	246
Total Operators	156	157	155	149	152	154	155	154	154	153	152	152	150	153
Operating Days		21	20	23	20	22	22	20	23	20	22	21	20	254

Topics of Discussion

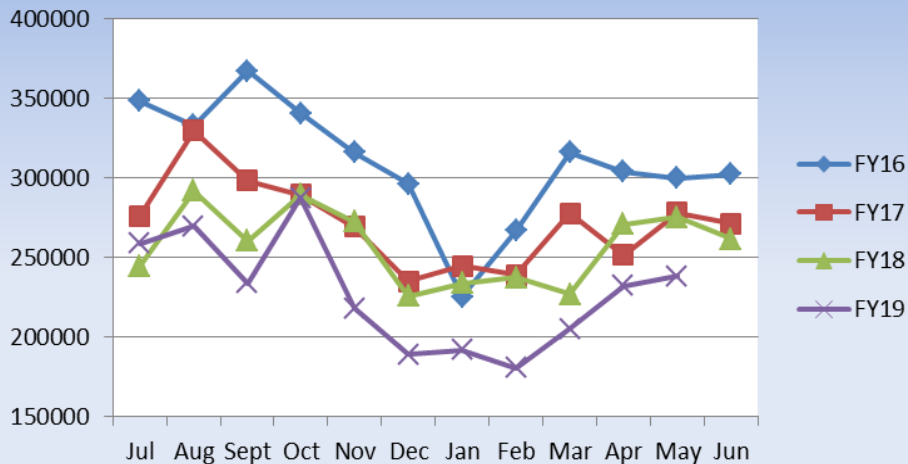
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (May)**

Operation Summary (May)

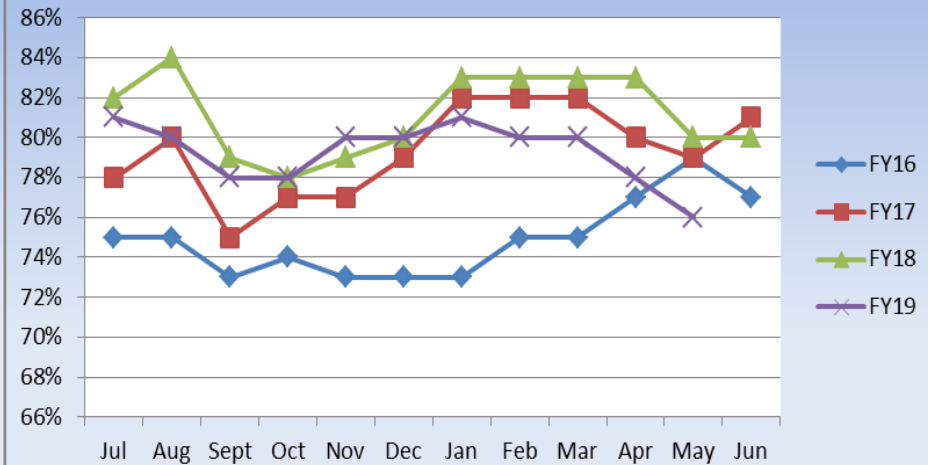
FY19 AVG	Service Failures	19-May	18-May
57.8	Missed Trips	83	68
FY18 AVG	Mechanical	19-May	18-May
20.5	Total Road Calls	17	19

FY19 AVG	Safety	MAY 2019
	Collisions	
2.8	Preventable	5
6.7	non-Preventable	8
9.5	Total	13
	Pass. Incidents	
0.0	Preventable	0
7.3	non-Preventable	7
7.3	Total	7
331324	Monthly Miles	319475
	Wrkrs Comp claims	
0.7	Claims	2
153	NUMBER OF EMPLOYEES	150

Ridership Data Year Over Year

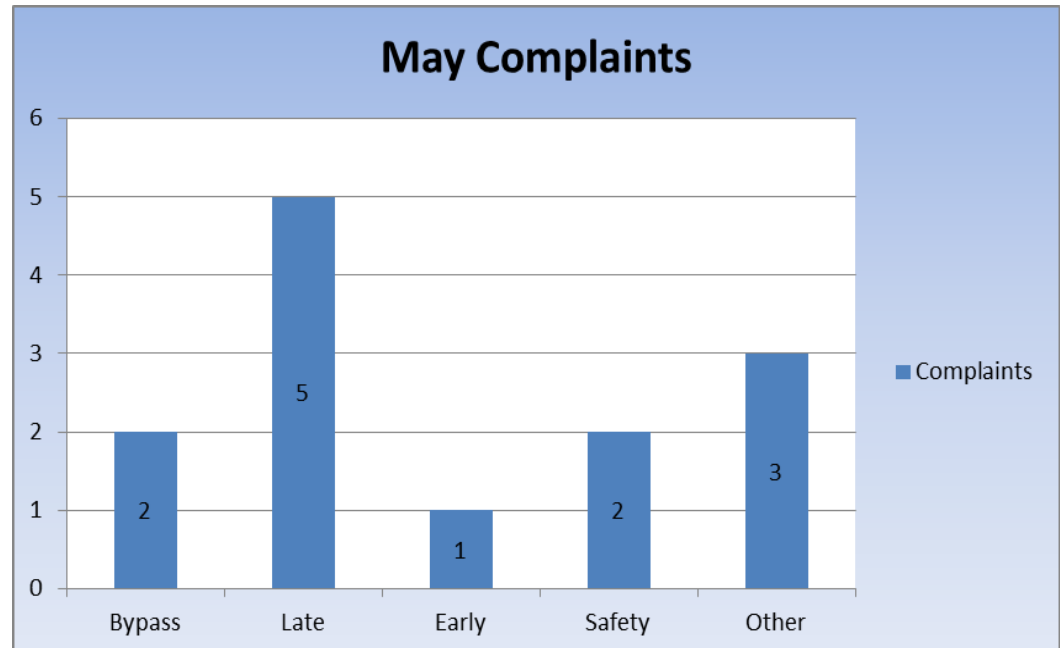
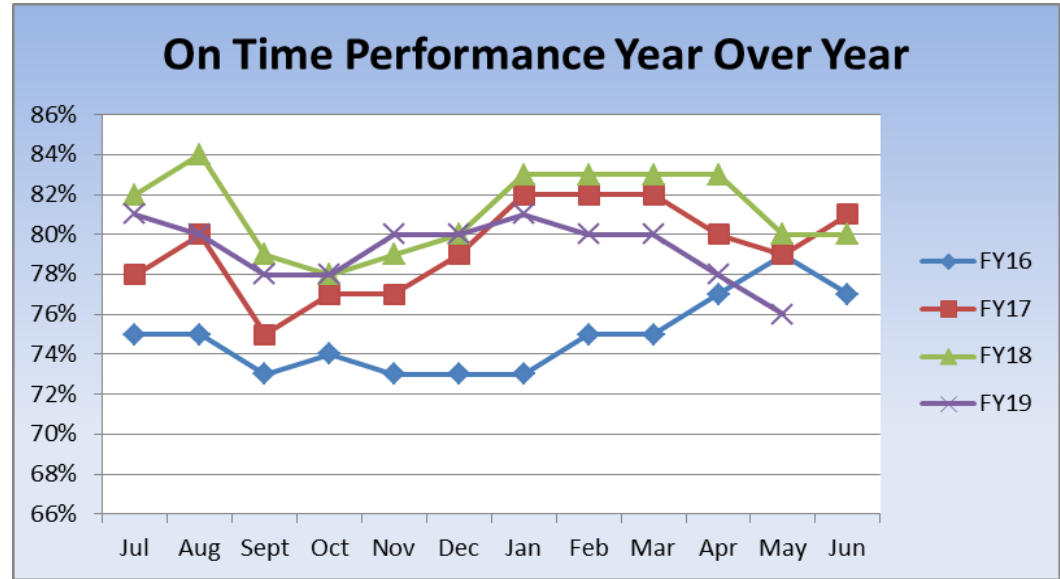


On Time Performance Year Over Year

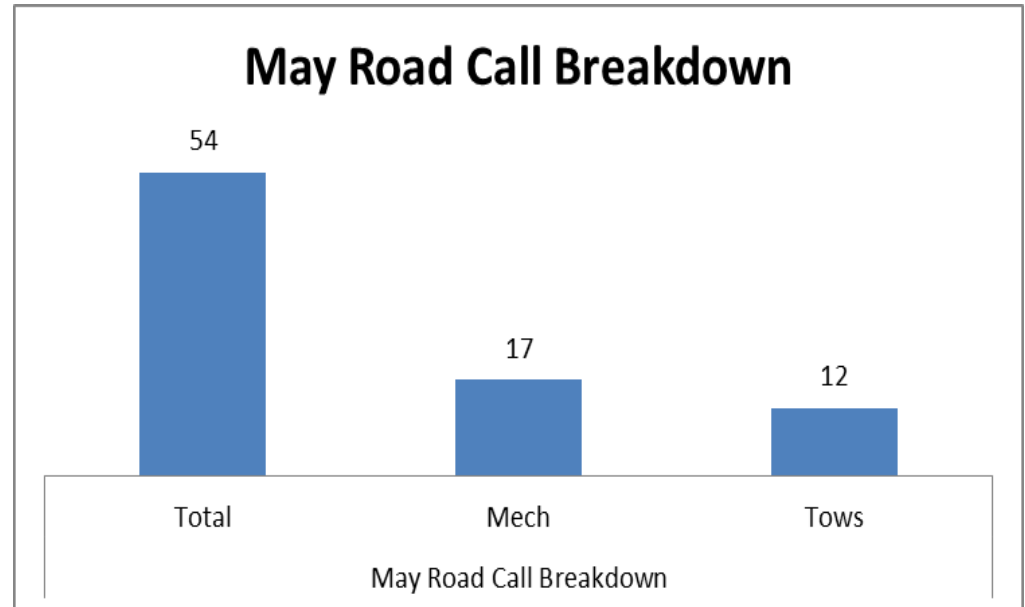
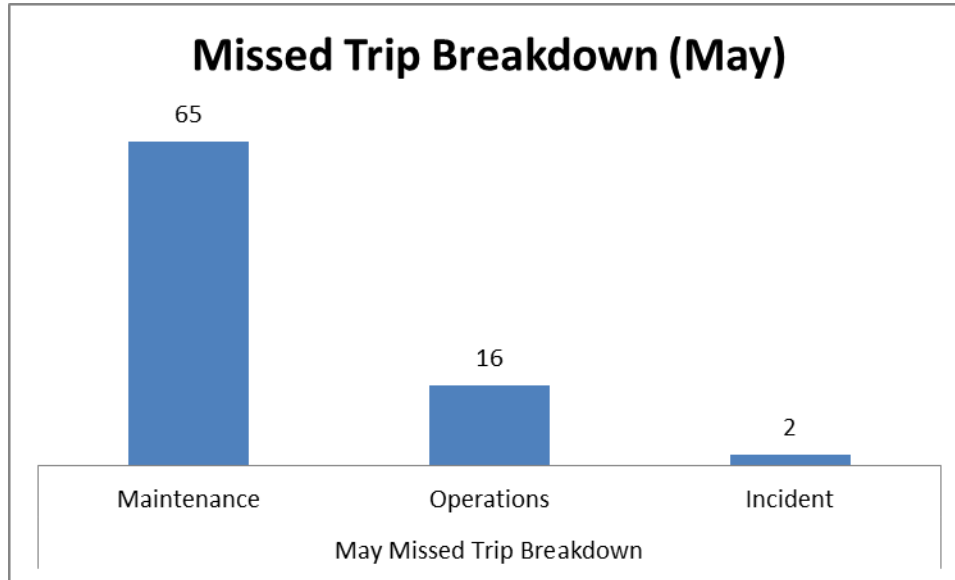


On Time Performance/Complaints (May)

FY19 Avg	Route	MAY
88%	Route 11	86%
64%	Route 12	57%
80%	Route 13	78%
56%	Route 14	39%
81%	Route 15X	83%
84%	Route 16	80%
75%	Route 17	67%
73%	Route 18	67%
74%	Route 20	69%
73%	Route 21	79%
79%	Route 21X	82%
93%	Route 22	91%
79%	Route 23	75%
84%	Route 24	82%
86%	Route 25	85%
81%	Route 26	78%
82%	Route 27	80%
83%	Route 28	83%
87%	Route 30	80%
85%	Route 32	78%
71%	Route 33	66%
86%	Route 34	89%
66%	Route 35	68%
82%	Route 35s	74%
75%	Route 36	69%
80%	Route 37	83%
83%	Route 53	81%
79%	Total	76%



Service Failures (May)



May Accidents

Operator	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Anderson, Vernon	5/7/2019	Tuesday	12:22 P.M.	1401	Accident	Prev	Clear	Daylight	3/14/2005	Vehicle one was exiting a Bus stop on Aurburn Ave and made contact with a fixed object. Causing damages to left flat mirror. There were two passengers on board at time of accident no injuries were reported. Supervisor was dispatched to scene of accident . The relief Operator continued the route.
Walker, Antione	5/7/2019	Tuesday	4:34 P.M.	2172	Accident	Prev	Clear	Daylight	7/1/2017	Operator stated that as he was making a left turn onto Corporate Dr. Vehicle one made contact with Vehicle two rear end. Causing rear window to shatter. There were two passengers on board of Vehicle one at time of accident. Both were claiming injuries The Police and Ambulance were called. One passenger on the Bus and the driver of Vehicle two were transported to Hospital. Vehicle two was towed from scene of accident.
Carroll, Andrea	5/8/2019	Wednesday	11:46 A.M.	3204	Accident	Prev	Clear	Daylight	6/25/2001	Vehicle one passenger side mirror came into contact with Vehicle two. Construction truck directional sign. Six passengers were on board at time of accident no injuries were reported. Constuction worker at the scene claiming injuries. But refused medical treatment. Police and Supervisor were dispatched to the scene.
Rhodes, Randall	5/8/2019	Wednesday	12:10 P.M.	3201	Accident	Prev	Clear	Daylight	3/28/2005	Vehicle 63211 had the accident first Bus 62645 came behind Bus 63211 and hit the same sign. Police and Supervisor was already at the scene because of the other accident. There were 15 passengers on Bus at time of accident no injuries were reported.
Walker, Danielle	5/16/2019	Thursday	8:10 A.M.	1591	Accident	Prev	Cloudy	Daylight	7/1/2018	Vehicle one came into contact with Vehicle two rear bumper.Ten passengers on board at time of accident. No injuries were reported. Police and Supervisor were dispatched to scene of accident. The Patron in Vehicle two is claiming injuries.
Washington, Johnette	5/1/2019	Wednesday	9:46 A.M.	2402	Accident	Non- Prev	Clear	Daylight	1/7/2019	Operator stated while at the Bus stop. Vehicle two backed into Vehicle one. Eight passengers on Bus at time of accident. Causing damage to front of Bus including passenger side windshield. Operator and one passenger were transported to PG hospital.
Mason, Kevin	5/7/2019	Tuesday	4:46 P.M.	3554	Accident	Non- Prev	Clear	Daylight	4/4/2016	Operator stated that after servicing a Bus Stop. Vehicle two made contact with Vehicle one left rear tire fender. There was no damages to Bus. There were four passengers on board no injuries were reported. Vehicle two left the scxene of vthe accident. Police was called and a Supervisor was dispatched to the location.
Woody, Dana	5/10/2019	Friday	5:15 P.M.	2451	Accident	Non- Prev	Raining	Daylight	1/29/2007	Vehicle one was stopped at a traffic light on Marlboro Pike. Vehicle two failed to stop in traffic and made contact with Vehicle one right bumper. Supervisor and Police and ambulance was dispatched to scene. There were six passengerson board at time of accident. One female passenger was transported by ambulance claiming injuries. Strategic Operator continued on route.
Hallmon, Dana	5/10/2019	Friday	5:27 P.M.	3652	Accident	Non- Prev	Raining	Daylight	6/18/2018	Vehicle one was approaching a Bus stop when Vehicle two rear ended Vehicle one and fled the scene of the accident. Police and Supervisor were dispatched to the location. There were three passengers were on board at time of accident. No injuries were reported. Operator continue route.
Stallworth, Indea	5/14/2019	Tuesday	8:55 A.M.	3501	Accident	Non- Prev	Clear	Daylight	7/31/2017	While Bus 63168 was sitting at Bus Stop on Brinkley Road Vehicle two rear ended Vehicle one driver side rear. Police and Supervisor was dispatched to the scene.

May (continued)

Cypress Keith	5/24/2019	Friday	4:53 P.M.	1352	Accident	None Prev	Clear	Daylight		Operator stated that as he was traveling on 42 nd Street. Vehicle two made contact with Vehicle one driver side mirror. There were three passenger on board at time of accident no injuries were reported. The Police were called and a Supervisor was dispatched to the location.
Posey, Tanika	5/29/2019	Wednesday	4:30 P.M.	2191	Accident	Non- Prev	Clear	Daylight		Vehicle one was making a left turn onto D'Arcy Rd. When Vehicle two made contact with the right rear of Vehicle.
Jackson, Charmeise	5/31/2019	Friday	6:45 P.M.	2007	Accident	Non- Prev	Clear	Daylight	10/29/2018	Heading Eastbound on Woodyard rd making a left turn and a Truck made a left turn into side of Bus. The person got out and said he was going to give me his information. Three passengers on board at time of accident. No injuries reported Vehicle two drive fled scene without giving his information.
Banks, Lyford	5/1/2019	Wednesday	5:41 A.M.	2252	Incident	Non- Prev	Clear	Daylight	2/8/2016	Operator stated as he was approaching a traffic light a male child passenger fell out of the left rear passenger seat. Supervisor and an Ambulance was dispatched to the location to assist There were four passenger onboard. The male child guardian refused medical attention. There were no other injuries reported. The operator was able to continue in service.
Proctor, Claudia	5/7/2019	Tuesday	6:20	1802	Incident	Non- Prev	Clear	Daylight	9/21/2010	Operator stated that while in motion a box truck made contact with driver side mirror. Police & Supervisor were dispatched to location to assist. Per Police report 10 patrons on board, no injuries claimed. No damage to driver side mirror/Operator continued in service.
Shelton, Kim	5/7/2019	Tuesday	8:33 A.M.	1402	Incident	Non- Prev	Clear	Daylight	8/16/2004	Operator stated the 77 year old passenger was having a heart attack on the Bus. Emergency Services was called Supervisor & Police dispatched to the location. Passenger refused transportation to the Hospital he wanted to go to P.G. Metro station to be dropped off.
Cumberbatch	5/10/2019	Friday	8:13 A.M.	5301	Incident	Non- Prev	Clear	Daylight	11/10/2014	Operator stated a passenger was threatening her waving her hands in face of driver and screaming at her. The Police was called The passenger was gone before I got there. But I stayed to make sure the passenger didn't return to get on Bus.
Wilson, Lisa	5/13/2019	Monday	8:52 A.M.	3001	Incident	Non- Prev	Clear	Daylight		Operator stated that a passenger was playing loud music on the Bus. The patron refused to turn music down. He was being disruptive. Supervisor was dispatched to location. Supervisor stated that the operator was going back and forth with each other. Supervisor transported passenger to Naylor Road Metro Station.
Walker, Danielle	5/17/2019	Friday	3:30 P.M.	3552	Incident	Non- Prev	Clear	Daylight	7/1/2018	Operator stated that a patron struck her in the back of her head while exiting the Bus. No injuries to report Police and Supervisor were dispatched to scene.
Baker, James	5/21/2019	Tuesday	7:39 A.M.	2002	Incident	Non- Prev	Clear	Daylight	6/1/2011	Operator stated that a male patron attempted to board Bus at an unauthorized stop. Operator refused to board the passenger. The male struck the passenger side window with his hand causing window to shatter. Supervisor and Police were dispatched to assist. Per Supervisor investigation seven patrons were on board at time of incident. No injuries were claim. Bus was return to shop for repairs. Strategic operator continued route.

May Complaints

Route	Time	Operator	Date	Patron Name	Complaint
21	9:56 AM	Lewis	5/3/2019	Richardson	Bypass
17	6:50 PM	Baker	5/9/2019	Kayla	Bypass
35	11:02 AM	Varies	5/24/2019	Taylor	Early
32	---	Jackson	5/2/2019	Jones	Fare Dispute
18	5:24 PM	Carmichael	5/10/2019	Greene	Late
32	4:15 PM	Frazier	5/13/2019	Brandon	Late
30	6:45 PM	Barber	5/29/2019	Williams	Late
20	5:55 PM	Shelton	5/16/2019	Baker	Late
20	4:40 PM	Davis	5/30/2019	Baker	Late
21	9:00 AM	Walker	5/8/2019	Mitchell	Operator error
33	8:10 PM	Bell	5/20/2019	Dates	Rude Operator
---	5:30 PM	Dyson	5/22/2019	Johnson	Safety
20	8:49 AM	Wells	5/31/2019	Anonymous	Safety

May OTP

Current Month (2&7)			
Route	Early	On Time	Late
Route 11	11%	86%	3%
Route 12	2%	57%	41%
Route 13	8%	78%	14%
Route 14	6%	39%	55%
Route 15X	12%	83%	5%
Route 16	9%	80%	11%
Route 17	5%	67%	29%
Route 18	5%	67%	28%
Route 20	8%	69%	23%
Route 21	7%	79%	14%
Route 21X	11%	82%	7%
Route 22	4%	91%	5%
Route 23	4%	75%	20%
Route 24	10%	82%	9%
Route 25	7%	85%	8%
Route 26	7%	78%	16%
Route 27	18%	80%	3%
Route 28	6%	83%	11%
Route 30	3%	80%	17%
Route 32	5%	78%	17%
Route 33	7%	66%	27%
Route 34	3%	89%	9%
Route 35	10%	68%	22%
Route 35s	5%	74%	21%
Route 36	3%	69%	28%
Route 37	4%	83%	13%
Route 53	4%	81%	15%
Totals:	7%	76%	17%

Current Month (3 &8)			
Route	Early	On Time	Late
Route 11	6%	91%	2%
Route 12	1%	65%	35%
Route 13	3%	85%	12%
Route 14	4%	46%	51%
Route 15X	8%	88%	3%
Route 16	5%	89%	7%
Route 17	2%	74%	24%
Route 18	3%	73%	23%
Route 20	6%	74%	20%
Route 21	4%	85%	11%
Route 21X	5%	90%	5%
Route 22	2%	95%	3%
Route 23	4%	81%	15%
Route 24	5%	88%	7%
Route 25	3%	91%	6%
Route 26	3%	84%	13%
Route 27	13%	85%	2%
Route 28	3%	89%	8%
Route 30	2%	85%	14%
Route 32	2%	84%	13%
Route 33	4%	74%	22%
Route 34	1%	92%	7%
Route 35	7%	75%	18%
Route 35s	2%	82%	17%
Route 36	1%	76%	22%
Route 37	2%	88%	10%
Route 53	3%	86%	11%
Totals:	4%	82%	14%

AM/PM (2&7)

AM (2&7)			
Route	Early	On Time	Late
Route 11	3%	95%	2%
Route 12	2%	64%	34%
Route 13	12%	85%	3%
Route 14	8%	60%	32%
Route 15X	6%	91%	3%
Route 16	13%	76%	11%
Route 17	7%	83%	10%
Route 18	4%	67%	29%
Route 20	10%	74%	16%
Route 21	6%	83%	11%
Route 21X	13%	83%	4%
Route 22	2%	95%	3%
Route 23	4%	75%	21%
Route 24	8%	88%	4%
Route 25	6%	86%	8%
Route 26	8%	86%	6%
Route 27	19%	79%	1%
Route 28	8%	87%	5%
Route 30	3%	89%	8%
Route 32	2%	88%	10%
Route 33	6%	76%	18%
Route 34	5%	93%	2%
Route 35	16%	74%	10%
Route 35s	5%	72%	22%
Route 36	4%	77%	19%
Route 37	2%	91%	6%
Route 53	2%	86%	13%
Totals:	7%	82%	11%

PM (2&7)			
Route	Early	On Time	Late
Route 11	17%	79%	4%
Route 12	2%	50%	47%
Route 13	4%	72%	24%
Route 14	4%	21%	75%
Route 15X	19%	74%	7%
Route 16	6%	83%	11%
Route 17	3%	53%	44%
Route 18	5%	67%	28%
Route 20	6%	62%	32%
Route 21	8%	75%	18%
Route 21X	9%	81%	10%
Route 22	5%	88%	7%
Route 23	4%	75%	20%
Route 24	11%	76%	13%
Route 25	7%	85%	8%
Route 26	6%	71%	24%
Route 27	16%	80%	4%
Route 28	4%	81%	16%
Route 30	3%	72%	24%
Route 32	7%	70%	23%
Route 33	8%	59%	33%
Route 34	1%	85%	14%
Route 35	7%	63%	30%
Route 35s	5%	75%	20%
Route 36	3%	63%	34%
Route 37	6%	71%	23%
Route 53	6%	78%	16%
Totals:	6%	71%	23%

AM/PM (3&8)

AM (3&8)			
Route	Early	On Time	Late
Route 11	2%	97%	1%
Route 12	0%	71%	29%
Route 13	5%	93%	2%
Route 14	4%	69%	27%
Route 15X	4%	94%	2%
Route 16	7%	87%	6%
Route 17	3%	91%	7%
Route 18	3%	73%	24%
Route 20	8%	79%	13%
Route 21	3%	89%	8%
Route 21X	6%	91%	3%
Route 22	1%	97%	2%
Route 23	4%	80%	16%
Route 24	4%	94%	2%
Route 25	3%	91%	6%
Route 26	4%	91%	5%
Route 27	14%	85%	1%
Route 28	5%	91%	4%
Route 30	2%	93%	5%
Route 32	1%	92%	7%
Route 33	3%	83%	13%
Route 34	2%	97%	2%
Route 35	11%	82%	7%
Route 35s	1%	78%	21%
Route 36	2%	84%	14%
Route 37	1%	94%	5%
Route 53	1%	90%	10%
Totals:	4%	87%	9%

PM (3&8)			
Route	Early	On Time	Late
Route 11	9%	87%	3%
Route 12	1%	58%	41%
Route 13	1%	78%	20%
Route 14	3%	26%	71%
Route 15X	14%	82%	5%
Route 16	3%	90%	8%
Route 17	1%	60%	39%
Route 18	4%	74%	23%
Route 20	4%	66%	29%
Route 21	4%	82%	14%
Route 21X	4%	89%	7%
Route 22	2%	93%	5%
Route 23	4%	81%	15%
Route 24	6%	83%	11%
Route 25	3%	91%	6%
Route 26	3%	79%	19%
Route 27	12%	85%	3%
Route 28	2%	87%	12%
Route 30	2%	78%	21%
Route 32	4%	78%	18%
Route 33	5%	67%	28%
Route 34	0%	89%	11%
Route 35	5%	70%	25%
Route 35s	2%	83%	16%
Route 36	1%	69%	30%
Route 37	2%	80%	18%
Route 53	4%	84%	12%
Totals:	4%	77%	19%

Route Review Recommendations

Route	Change	Adjust Running Time	Adjust Headway	Last Schedule Adjustment
11	Minor	YES	NO	Apr-11
12	PM Headway Adjustment	YES	NO	Mar-14
13	PM Headway Adjustment	YES	YES	May-04
14	PEAK Headway Adjustment	YES	YES	Dec-03
15X	Minor	YES	NO	Mar-14
16	Minor	YES	NO	Mar-14
17	Minor	YES	NO	Jun-11
18	Undergoing changes			
20	Minor	YES	NO	May-08
21	Minor	YES	YES	Jan-14
21X	Minor	YES	NO	Jan-14
22	Minor	YES	No	Mar-14
23	Review- May need PM Headway Adjustment	YES	YES	Mar-14
24	Minor	YES	No	Jan-13
25	Minor	YES	NO	Jun-09
26	Review- May need PM Headway Adjustment	YES	YES	Sep-14
27	Minor	YES	NO	Feb-03
28	Review			Jan-12
30	PM Headway Adjustment	YES	NO	Mar-14
32	Minor	YES	NO	Jan-12
33	Minor	YES	NO	Jan-12
34	Minor	YES	NO	Jan-12
35	Minor	YES	NO	Aug-13
35S	Minor	YES	NO	Apr-13
36	PM Headway Adjustment	YES	NO	Mar-14
37	Minor	YES	NO	Jun-15
53	PM Headway Adjustment	YES	NO	Sep-07
	Total	25	5	

KPI's 2019

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		191,799	180,735	211,652	232,344	238,443								1,054,973
Passenger Count Recon		189,589	186,015	206,197	221,746	215,527								1,019,074
Difference		2,210	-5,280	5,455	10,598	22,916								3%
On Time % (2-7) (Client)	90%	81%	80%	80%	78%	76%								79%
On Time % (5-10)	85%	92%	91%	91%	91%	89%								91%
Early	3%	7%	7%	6%	7%	7%								7%
Late	7%	13%	14%	14%	15%	17%								15%
Complaints	20	8	14	10	21	18								71
Preventable Accidents	2.75	2	2	1	0	5								10
Non-Preventable		4	7	7	4	11								33
Total Accidents		6	9	8	4	16								43
Incidents		5	6	4	4	8								27
W/C Injursys	0.83	0	0	0	2	2								4
Road Calls	23	23	17	18	18	17								94.00
Total Operators	151	150	153	150	150	150								151
Operating Days		22	20	21	22	22								107

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682	218,087	189,288	2,963,917
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116	216,596	181,821	2,718,376
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566	1,491	7,467	8.28%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	81%	78%	78%	80%	80%	81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%	91%	91%	92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%	6%	6%	6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%	14%	14%	14%
Complaints	20	5	3	9	7	11	2	11	17	9	10	8	9	101
Preventable Accidents	2.75	4	3	6	7	3	2	3	4	3	3	4	2	44
Non-Preventable		9	6	7	7	11	6	10	7	3	10	5	7	88
Total Accidents		13	9	13	14	14	8	13	11	7	13	9	9	133
Incidents		28	9	14	15	6	8	11	12	7	6	3	4	123
W/C Injurys	0.83	0	0	0	0	3	1	1	0	2	0	0	1	8
Road Calls	23	19	21	21	23	19		23	20	19	20	30	20	235
Total Operators	156	151	150	150	152	154	153	156	156	159	151	150	150	153
Operating Days		22	20	22	21	22	21	21	23	19	23	21	20	255

Topics of Discussion

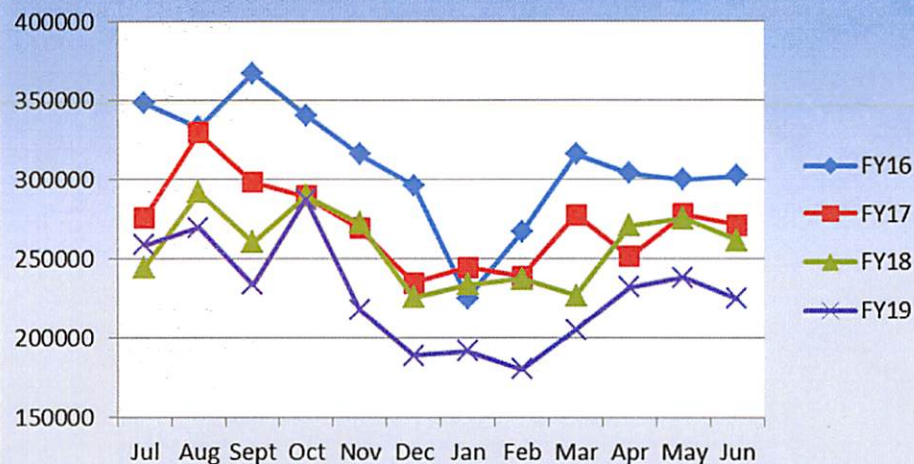
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (June)**

Operation Summary (June)

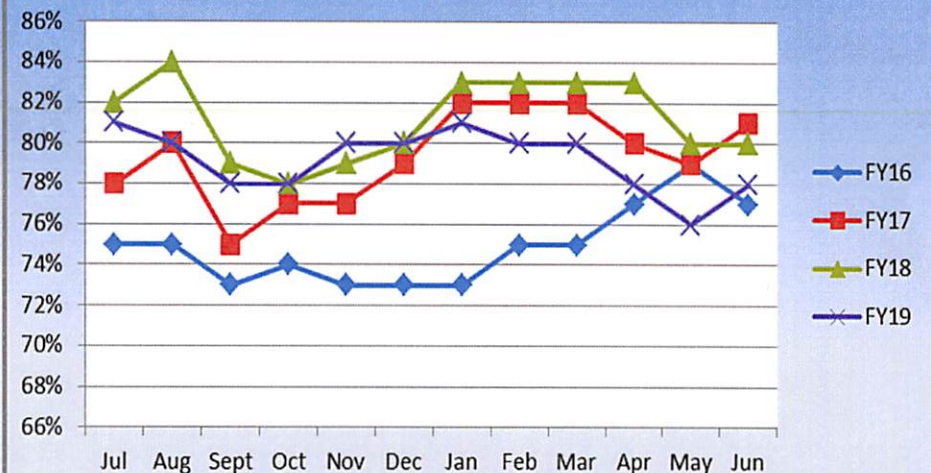
FY19 AVG	Service Failures	19-Jun	18-Jun
57.3	Missed Trips	52	63
FY18 AVG	Mechanical	19-Jun	18-Jun
20.2	Total Road Calls	17	20

FY19	Safety	JUNE
AVG		2019
	Collisions	
2.9	Preventable	4
6.6	non-Preventable	6
9.5	Total	10
	Pass. Incidents	
0.0	Preventable	0
6.9	non-Preventable	3
6.9	Total	3
331324	Monthly Miles	319475
	Wrkrs Comp claims	
0.6	Claims	0
153	NUMBER OF EMPLOYEES	152

Ridership Data Year Over Year

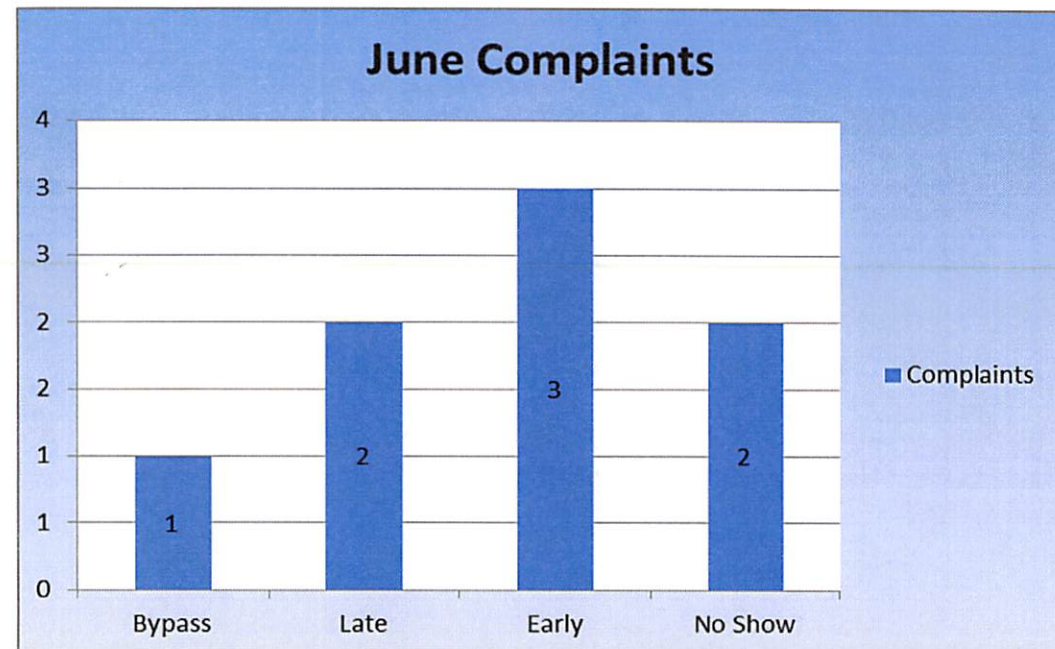
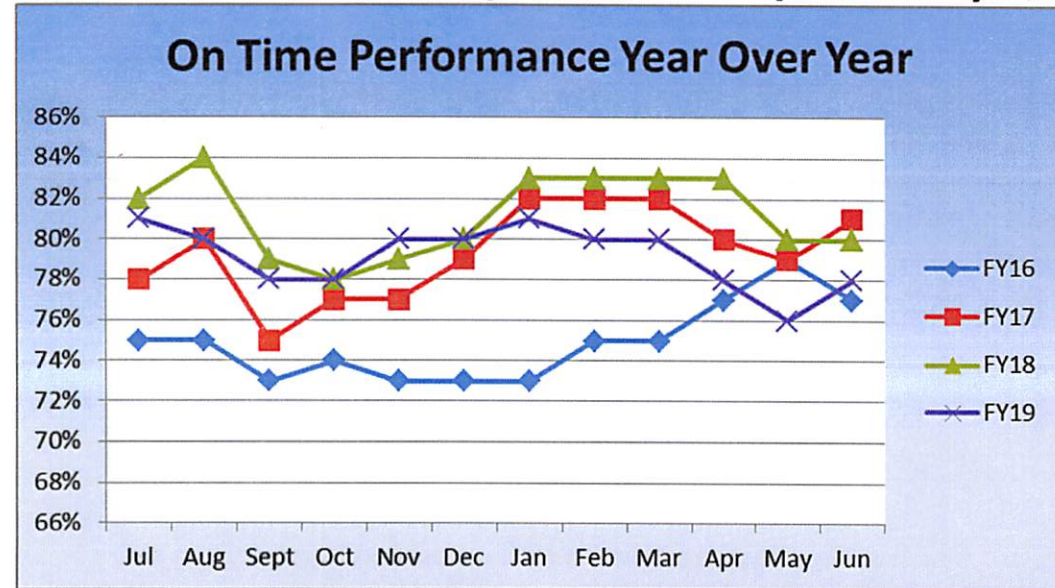


On Time Performance Year Over Year

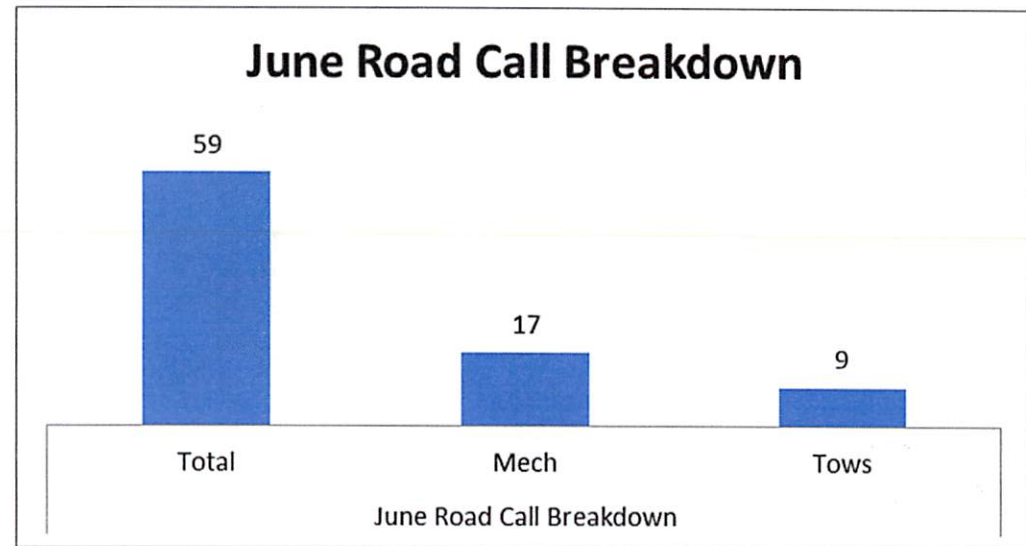
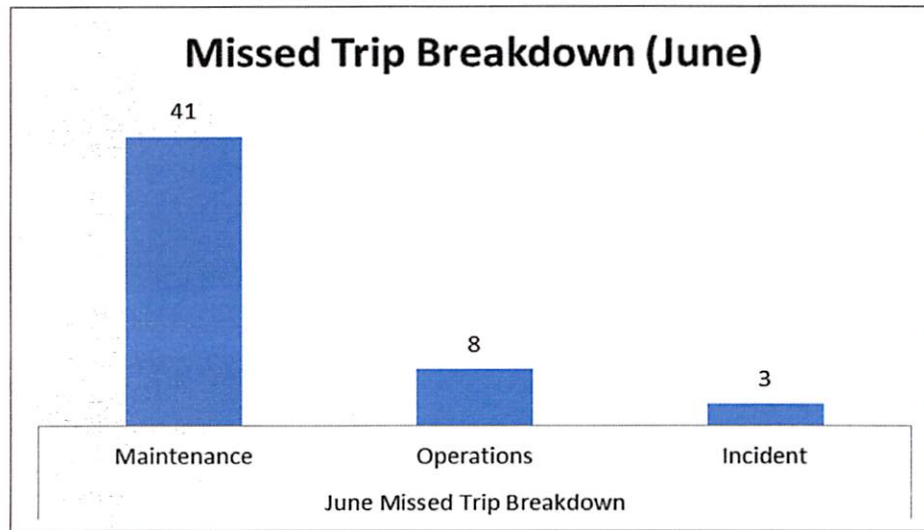


On Time Performance/Complaints (June)

FY19 Avg	Route	JUNE
88%	Route 11	86%
64%	Route 12	66%
80%	Route 13	82%
55%	Route 14	48%
81%	Route 15X	81%
83%	Route 16	81%
75%	Route 17	76%
73%	Route 18	70%
74%	Route 20	75%
74%	Route 21	76%
79%	Route 21X	80%
93%	Route 22	89%
79%	Route 23	76%
84%	Route 24	86%
86%	Route 25	85%
81%	Route 26	76%
82%	Route 27	77%
83%	Route 28	82%
87%	Route 30	86%
84%	Route 32	77%
71%	Route 33	73%
87%	Route 34	88%
66%	Route 35	60%
81%	Route 35s	67%
75%	Route 36	76%
80%	Route 37	80%
84%	Route 53	84%
79%	Total	78%



Service Failures (June)



June Accidents

Operator	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Adeniji Adewunmi	6/14/2019	Friday	10:49 A.M.	2707	Accident	Preventable	Clear	Daylight	8/7/2012	Vehicle two came into contact with another Transdev Bus. No passengers were on board at time of accident.
Moses Walker	6/14/2019	Friday	2:19 P.M.	1854	Accident	Preventable	Clear	Daylight		Operator stated that as he was traveling Southbound on Central Ave. Vehicle one passenger mirror made contact with Vehicle two driver side mirror. Supervisor and Police were dispatched to assist No patrons on board at time of accident. Passenger mirror on Vehicle one was detached. Strategic operator continued the service.
Michael Greenlee	6/24/2019	Monday	8:31 A.M.	2601	Accident	Preventable	Clear	Daylight	5/18/2003	Vehicle two made contact with Vehicle one while passing Vehicle one inside of the Motor Vehicle Administration. Supervisor and Police was dispatched to the location. There were no injuries claimed. Strategic operator continued the route.
Cynthia Edmondson	6/11/2019	Tuesday	10:08 A.M.	2403	Accident	Preventable	Clear	Daylight	7/29/2013	Operator stated that the passenger mirror made contact with fixed object stop sign. As she pulled away from Bus stop Supervisor dispatched to assist. Per Supervisor investigation six patrons on board no injuries reported. Strategic operator continued in service.
Marcia Whitelocke	6/11/2019	Tuesday	8:17 A.M.	2193	Accident	Non- Preventable	Clear	Daylight	8/7/2012	Operator stated that as she was making a left turn onto Landover Rd. Vehicle two made contact with Vehicle one front right side panel. Supervisor & Police were dispatched to assist. Per Supervisor investigation no patrons on board no injuries. Strategic operator continued the route.
Oliver Twyman	6/17/2019	Monday	4:37 P.M.	3705	Accident	Non- Preventable	Cloudy	Daylight	9/2/2014	Operator stated that vehicle three made contact with Vehicle two. Which made contact with left center point of vehicle one. Supervisor and Police dispatched to assist. Six Patrons were on board at time of accident no injuries were reported. Operator continued in service.
Veronica Baldwin	6/18/2019	Tuesday	6:57 P.M.	2351	Accident	Non- Preventable	Rainy	Daylight	11/11/2013	Vehicle two came into contact with rear of Vehicle one. Vehicle one was stop at a stop light. There was on passenger on board at time of accident. There was one person in Vehicle two. Minor damages to rear bumper of Bus. No one claim injuries. But Transdev driver said her neck was stiff. She has not followed up on that injury.

June Accidents (continued)

James Cypress	6/18/2019	Tuesday	4:40 A.M.	N/A	Accident	Non-Preventable	Clear	Night	2/18/2016	Vehicle two came into contact with Operator in Parking lot. While walking Operator claiming injuries.
Kareem Cauley	6/3/2019	Monday	4:28 P.M.	3352	Accident	Non-Prev	Clear	Daylight	6/18/2018	Vehicle one was traveling on Southern Ave @ Wheeler Road when Vehicle two abruptly changed lanes causing Vehicle one to make contact with Vehicle two rear bumper. Vehicle two fled the scene before Police and Supervisor arrived. There were three Patrons on board no injuries were reported.
Konstantine Smith	6/6/2019	Thursday	12:57 P.M.	2454	Accident	Non-Prev	Clear	Daylight	8/6/2018	Vehicle one was stopped at the traffic light on Marlboro Pike @ Kipling Parkway to make a left turn. On to Kipling Parkway Vehicle two made contact with Vehicle one right side panel. Supervisor and Police was dispatched to the location to assist. There were four Patrons on board no injuries were reported. Vehicle one was traveling on Campus Way & Lotford Road - Vehicle two abruptly ran in front of Vehicle one causing Vehicle one to slam on brakes. Resulting in a patron that was attempting to approach the farebox was thrown. She hit her knee on a pole. There were 6 Patrons on bus at the time of incident. Two were transported by Ambulance.
Jeeneea Lea	6/20/2019	Thursday	11:51 A.M.	2801	Incident	Non-Preventable	Clear	Daylight	3/1/2011	Operator stated that as he was leaving the rear of the CAB, A female patron that was seated and seemed to be intoxicated fell out of her seat while Bus was in motion. Other patrons helped the female passenger back to her seat. The operator continue in service to Addison Road station. While at the station the patron was nonresponsive and could not get off the Bus. The ambulance was called and the patron walked off the Bus by her own will. A supervisor was also at the location. 25 passengers were on the Bus no other injuries were reported.
Eugene Shelton	6/28/2019	Friday	4:00P.M.	2054	Incident	Non-Preventable	Clear	Daylight	10/15/2018	Operator stated while in route there was three passengers on board in a argument with each other. Two departed the Bus and the operator began to continue in route. When the two passengers wanted to get back on Bus to fight the passenger whom was still on Bus. The operator refuse to let them back one of the passenger that had been on the Bus took his fist and cracked entrance door to the Bus.
Charmise Jackson	6/4/2019	Tuesday	11:40 A.M.	3203	Incident	Non-Prev	Clear	Daylight	10/29/2018	

June Complaints

Route	Time	Operator	Date	Patron Name	Complaint
24	8:30 AM	Rose	6/12/2019	Unknown	Early
24	1:55 PM	James	6/8/2019	Hartridge	No show
15x	7:15 PM	Evans	6/6/2019	Unknown	Early
23	7:11 AM	Strother	6/28/2019	Suberu	Late
21	6:09 PM	Owolabi	6/7/2019	Pope	Late
21x	1:50 PM	Williamson	6/11/2019	Darby	Early
28	6:00 AM	Miles	6/3/2019	Unknown	No show
32	4:54 PM	Sharp	6/4/2019	Dunn	Bypass

June OTP

Route	Early	On Time	Late
Route 11	11%	86%	3%
Route 12	4%	66%	30%
Route 13	7%	82%	11%
Route 14	8%	48%	44%
Route 15X	15%	81%	4%
Route 16	10%	81%	9%
Route 17	5%	76%	19%
Route 18	5%	70%	25%
Route 20	9%	75%	16%
Route 21	7%	76%	17%
Route 21X	11%	80%	10%
Route 22	4%	89%	8%
Route 23	5%	76%	19%
Route 24	8%	86%	6%
Route 25	8%	85%	6%
Route 26	5%	76%	19%
Route 27	19%	77%	4%
Route 28	7%	82%	10%
Route 30	4%	86%	10%
Route 32	8%	77%	15%
Route 33	9%	73%	19%
Route 34	4%	88%	8%
Route 35	10%	60%	31%
Route 35s	11%	67%	21%
Route 36	5%	76%	19%
Route 37	4%	80%	15%
Route 53	4%	84%	12%
Totals:	8%	78%	15%

KPI's 2019

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		191,799	180,735	211,652	232,344	238,443	225,188							1,280,161
Passenger Count Recon		189,589	186,015	206,197	221,746	215,527	194,579							1,213,653
Difference		2,210	-5,280	5,455	10,598	22,916	30,609							5.20%
On Time % (2-7) (Client)	90%	81%	80%	80%	78%	76%	78%							79%
On Time % (5-10)	85%	92%	91%	91%	91%	89%	91%							91%
Early	3%	7%	7%	6%	7%	7%	8%							7%
Late	7%	13%	14%	14%	15%	17%	15%							15%
Complaints	20	8	14	10	21	18	8							79
Preventable Accidents	2.75	2	2	1	0	5	4							13
Non-Preventable		4	7	7	4	11	6							42
Total Accidents		6	9	8	4	16	10							55
Incidents		5	6	4	4	8	3							29
W/C Injurys	0.83	0	0	0	2	2	0							4
Road Calls	23	23	17	18	18	17	17							94
Total Operators	151	150	153	150	150	150	152							151
Operating Days		22	20	21	22	22	20							127

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682	218,087	189,288	2,963,917
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116	216,596	181,821	2,718,376
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566	1,491	7,467	8.28%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	81%	78%	78%	80%	80%	81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%	91%	91%	92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%	6%	6%	6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%	14%	14%	14%
Complaints	20	5	3	9	7	11	2	11	17	9	10	8	9	101
Preventable Accidents	2.75	4	3	6	7	3	2	3	4	3	3	4	2	44
Non-Preventable		9	6	7	7	11	6	10	7	3	10	5	7	88
Total Accidents		13	9	13	14	14	8	13	11	7	13	9	9	133
Incidents		28	9	14	15	6	8	11	12	7	6	3	4	123
W/C Injurs	0.83	0	0	0	0	3	1	1	0	2	0	0	1	8
Road Calls	23	19	21	21	23	19		23	20	19	20	30	20	235
Total Operators	156	151	150	150	152	154	153	156	156	159	151	150	150	153
Operating Days		22	20	22	21	22	21	21	23	19	23	21	20	255

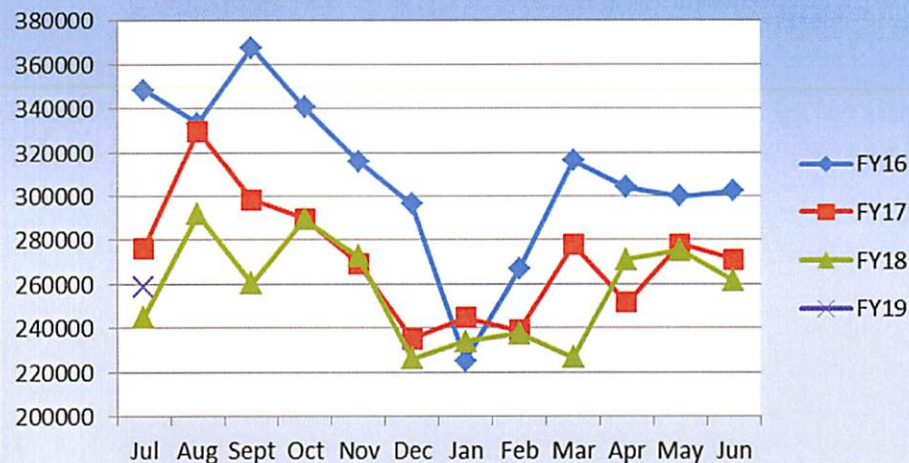
Topics of Discussion

- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (July)**

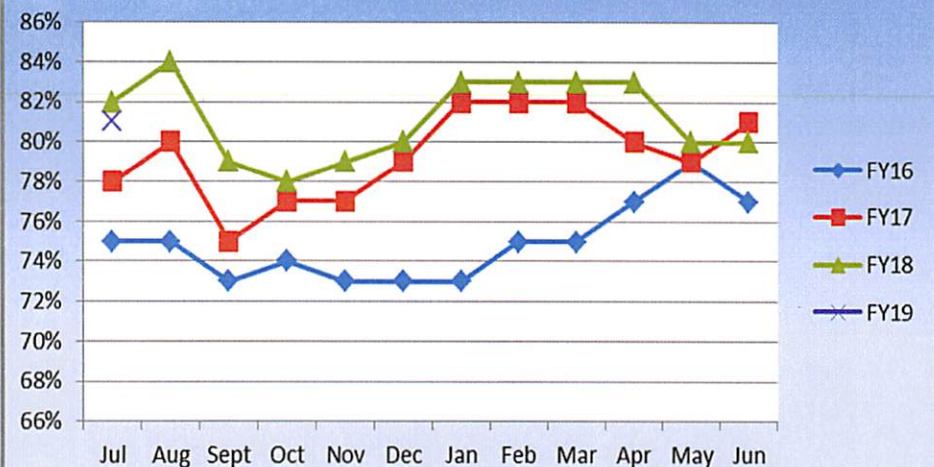
Operation Summary (July)

FY19 AVG	Service Failures	18-Jul	17-Jul	FY19	Safety	JULY	
				AVG		2018	
					Collisions		
				3.0	Preventable	3	
				10.0	non-Preventable	10	
				13.0	Total	13	
	Missed Trips	47	69		Pass. Incidents		
				0.0	Preventable	0	
				11.0	non-Preventable	11	
				11.0	Total	11	
				305712	Monthly Miles	305712	
					Wrkrs Comp claims		
FY18 AVG	Mechanical	18-Jul	17-Jul	1.0	Claims	1	
				156	NUMBER OF EMPLOYEES	156	
				23.0	Total Road Calls	23	18

Ridership Data Year Over Year

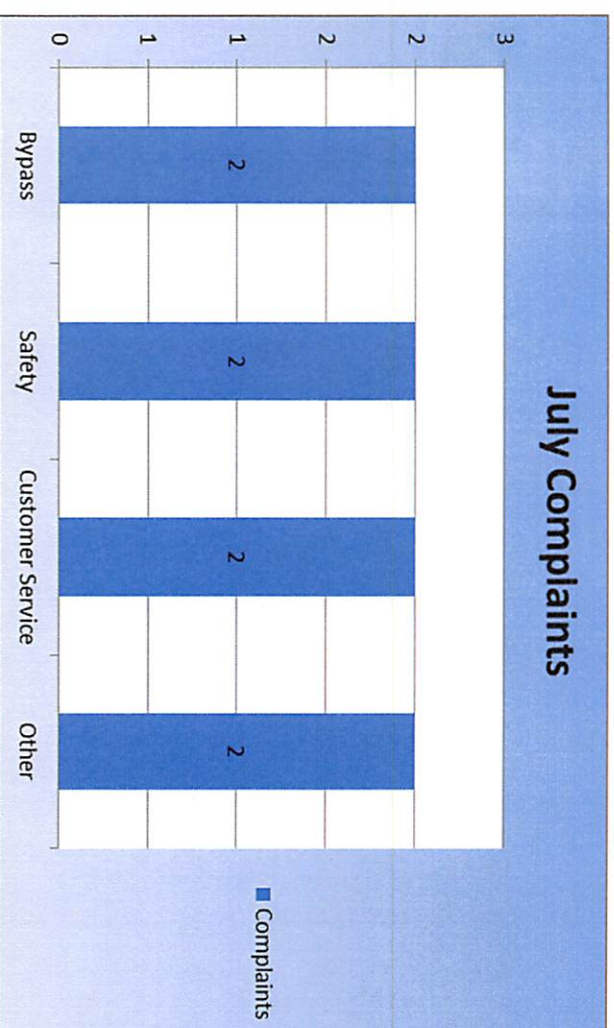
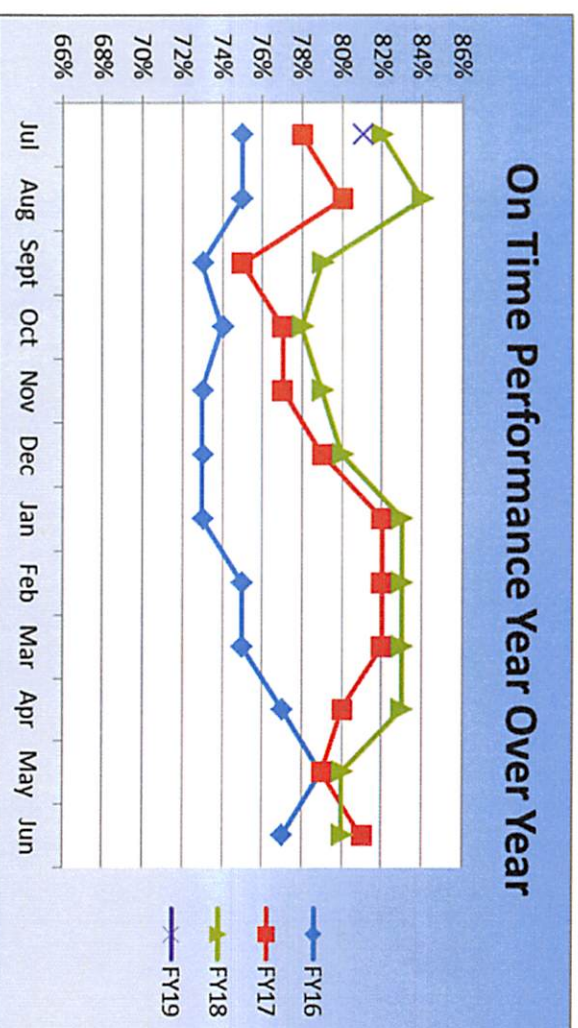


On Time Performance Year Over Year

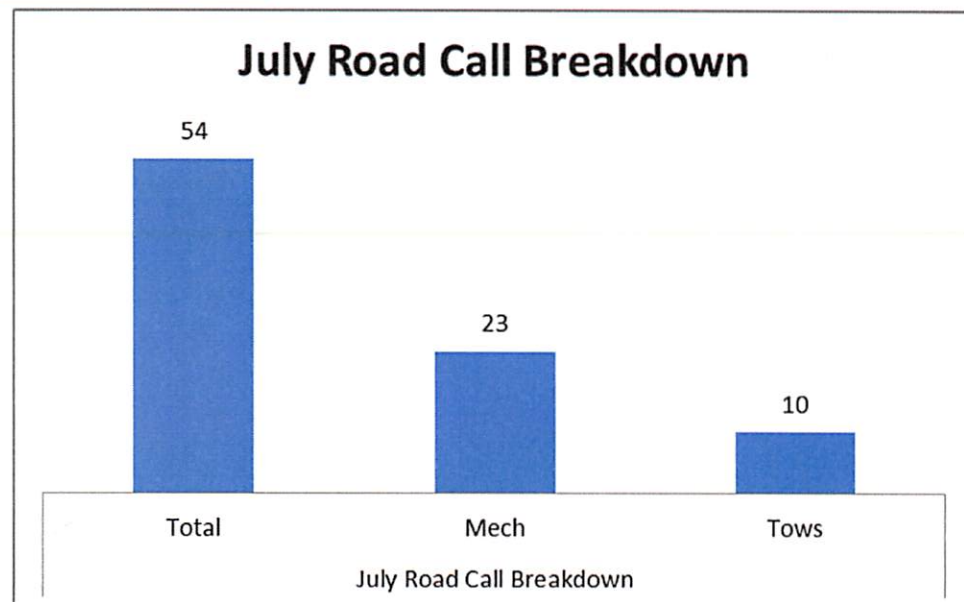
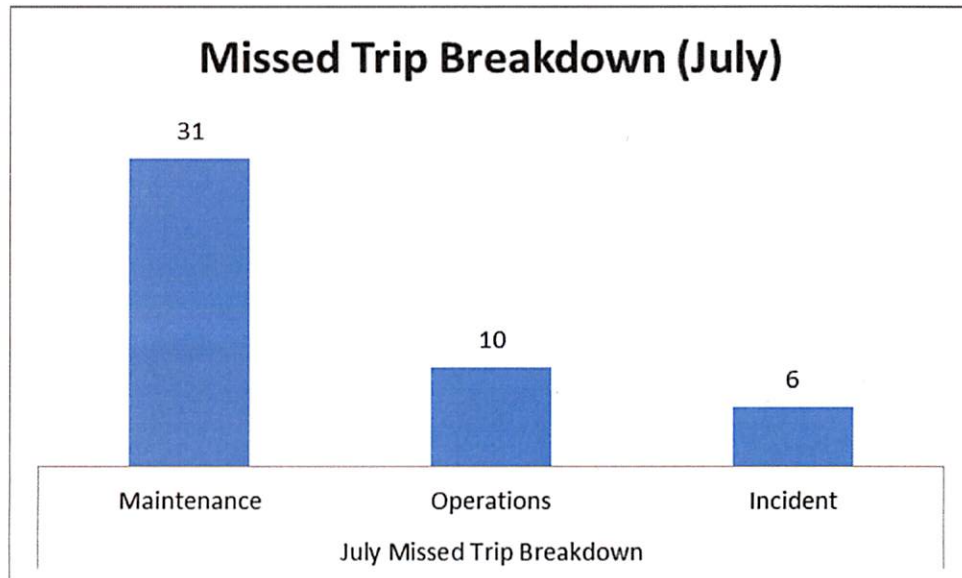


On Time Performance/Complaints (July)

FY19 Avg	Route	Jul
88%	Route 11	88%
68%	Route 12	68%
85%	Route 13	85%
67%	Route 14	67%
86%	Route 15X	86%
85%	Route 16	85%
80%	Route 17	80%
75%	Route 18	75%
80%	Route 20	80%
72%	Route 21	72%
80%	Route 21X	80%
91%	Route 22	91%
83%	Route 23	83%
83%	Route 24	83%
87%	Route 25	87%
82%	Route 26	82%
88%	Route 27	88%
82%	Route 28	82%
86%	Route 30	86%
88%	Route 32	88%
77%	Route 33	77%
89%	Route 34	89%
68%	Route 35	68%
71%	Route 35s	71%
73%	Route 36	73%
82%	Route 37	82%
84%	Route 53	84%
81%	Total	81%



Service Failures (July)



July Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Description
Stallworth, India	63193	7/5/2018	Thursday	17:42	1652	Accident	Yes	Clear	Daylight	7/31/2017	V1 and V2 collided during a left turn by V1. Supervisor and police dispatched. No injuries.
Shingler, Earl	63193	7/23/2018	Monday	10:21	2104	Accident	Yes	Clear	Daylight	5/1/2017	V2 rear ended V1 while they were both servicing a bus stop. Supervisor and police dispatched. No injuries.
Dixon, William	62619	43308	Friday	7:31 AM	1202	Accident	Yes	Clear	Daylight	39132	Operator failed to estimate clearance and made contact with V2 passenger side mirror. Supervisor and police dispatched. No injuries.
Banks, Lyford	63169	7/3/2018	Tuesday	9:30	1801	Accident	No	Clear	Daylight	2/8/2016	V1 stopped at a crosswalk when V2 rear ended him due to lack of attention. Supervisor and police dispatched. No injuries.
Goff, Wallace	62638	7/9/2018	Monday	6:35	5101	Accident	No	Clear	Daylight	10/9/2017	V2 ran a red light and made contact with V1 as he proceeded through the intersection. Supervisor and police dispatched. V2 driver transported to V1 was in the process of being hooked up for a tow when V2 made contact with the driver side rear bumper and fled the scene. Supervisor dispatched.
Bullock, Tyree	63145	7/10/2018	Tuesday	15:59	Non Revenue	Accident	No	Clear	Daylight	11/14/2016	V2 was trying to pass V1 and made contact to the driver side panel. Supervisor and police dispatched. No injuries.
Baldwin, Veronica	63190	7/11/2018	Wednesday	9:40	2301	Accident	No	Clear	Daylight	11/11/2013	While servicing a bus stop, V1 was struck by V2 as they were passing. V2 left the scene. Supervisor and police dispatched. No injuries.
Thomas, Jerome	63213	7/13/2018	Friday	18:19	3051	Accident	No	Clear	Daylight	3/7/2016	V2 made contact with V1 while changing lanes in a construction zone. Male patron over the age of 18 was transported to PG hospital. Supervisor and Traveling on Rollins Ave., trainee made contact with a tree branch, that was protruding out over the lane, knocking off the mirror. Supervisor was V2 made contact with V1 driver side mirror and kept going. Supervisor and police dispatched. No injuries.
Delgado, Maggie	63215	7/17/2018	Tuesday	10:48	2601	Accident	No	Clear	Daylight	9/10/2007	V2 made contact with V1 left mirror while he was stopped at a traffic light. Supervisor and police dispatched. No injuries.
Evans, Hayward	63163	7/17/2018	Tuesday	14:37	24	Accident	No	Clear	Daylight	7/2/2018	While V1 was broke down, V2 made contact with the right mirror and left the scene. Supervisor and Maintenance dispatched. No injuries.
Woods, Deborah	62623	7/19/2018	Thursday	8:00	1702	Accident	No	Clear	Daylight	9/21/1999	As Operator was approaching a bus stop, patron stood to exit without holding onto handrail and fell. Supervisor was dispatched. No injuries.
King, Walter	63169	7/20/2018	Friday	15:51	1854	Accident	No	Clear	Daylight	1/23/2017	Patron became unruly over fare and threatened Operator. Supervisor and police were dispatched. Supervisor could not get situation under control.
Cumberbatch, Cheryl	62640	7/23/2018	Monday	14:07	5103	Accident	No	Clear	Daylight	11/10/2014	A mentally challenged patron began taking off her clothing and yelling and screaming. B Supervisor and police dispatched. Patron removed by irate patron boarded the bus and made threats to the Operator. Supervisor and police dispatched. Police escorted patron off bus. No injuries.
Canady, Mel	63213	7/9/2018	Friday	9:40	3001	Incident		Clear	Daylight	2/26/2007	Patron was experiencing a seizure. Ambulance and Supervisor was dispatched. Patron transported to UMC on Southern Ave. No injuries.
Woods, Deborah	62623	7/11/2018	Wednesday	11:40	1702	Incident		Clear	Daylight	9/21/1999	V1 was cut off by V2, causing her to brake hard and a patron was thrown to the floor. Supervisor dispatched.
Childs, Taknocka	62640	7/11/2018	Wednesday	19:18	5301	Incident		Clear	Dark	1/11/2011	Patron tripped and fell while boarding the bus but did not claim an injury. Supervisor was dispatched. Patron left before Supervisor arrived. No injuries.
Martin, Gerald	62625	7/11/2018	Wednesday	16:48	1605	Incident		Clear	Daylight	1/22/2018	Female child patron hit her face on the seat when the Operator was driving and changing lanes. Mom refused treatment but dad wanted his daughter to V1 was cut off by V2, causing him to brake hard and a patron was thrown to the floor. Police were on site and Supervisor was dispatched.
Thomas, Jerome	63164	7/16/2018	Monday	20:12	3351	Incident		Clear	Dark	3/7/2016	Patrons were arguing and one pulled out a taser. Supervisor and police dispatched. Both of them were escorted of bus. No injuries.
Carroll, Andrea	63197	7/20/2018	Friday	11:55	3204	Incident		Clear	Daylight	6/25/2001	As Operator was approaching a bus stop, patron stood to exit without holding onto handrail and fell. Supervisor was dispatched. No injuries.
Makuyana, Peter	62627	7/23/2018	Monday	17:09	2153	Incident		Clear	Daylight	6/1/2010	
Edwards, Loletta	62630	7/23/2018	Monday	17:19	1252	Incident		Clear	Daylight	5/11/2015	
Costa, Leonard	62646	7/27/2018	Friday	14:21	1452	Incident		Clear	Daylight	5/2/2016	
James, Arletta	63196	43308	Friday	2:38 PM	2451	Incident		Clear	Daylight	41813	
Makuyana, Peter	63198	43311	Monday	1:16 PM	1452	Incident		Clear	Daylight	40330	

July Complaints

Route	Time	Operator	Date	Patron Name	Complaint
23	6:27 AM	Strother, T	7/5/2018	Farmer	Safety
17	6:36 PM	Baker, J	7/13/2018	Smith	Safety
33	1:40 PM	Bennett, M	7/17/2018	Spears	Rude
24	3:23 PM	James, A	7/17/2018	Brandon	Bypass
16	3:00 PM	Stamford, C	7/17/2018	Danita	Rude
20	5:20 PM	Proctor, C	7/23/2018	Lancaster	Uneven pavement
36	1:27 PM	Ballard, A	7/25/2018	Delaney	Bypass
32	6:20 PM	Sharp, T	7/31/2018	Dee Dee	A/C too cold

July OTP

Route	Early	On Time	Late
Route 11	9%	88%	3%
Route 12	6%	68%	26%
Route 13	4%	85%	11%
Route 14	4%	67%	29%
Route 15X	9%	86%	5%
Route 16	7%	85%	8%
Route 17	5%	80%	15%
Route 18	7%	75%	18%
Route 20	5%	80%	14%
Route 21	5%	72%	23%
Route 21X	7%	80%	13%
Route 22	4%	91%	5%
Route 23	2%	83%	16%
Route 24	7%	83%	10%
Route 25	8%	87%	5%
Route 26	4%	82%	14%
Route 27	7%	88%	5%
Route 28	5%	82%	13%
Route 30	4%	86%	9%
Route 32	6%	88%	6%
Route 33	12%	77%	11%
Route 34	1%	89%	10%
Route 35	8%	68%	24%
Route 35s	5%	71%	24%
Route 36	5%	73%	22%
Route 37	4%	82%	13%
Route 53	2%	84%	14%
Totals:	6%	81%	13%

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797						1,765,182
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237						1,587,658
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560						10.06%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%						82%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%						93%
Early	3%	6%	6%	6%	5%	5%	5%	6%						6%
Late	7%	12%	12%	11%	12%	15%	14%	13%						13%
Complaints	20	5	3	9	7	11	2	8						45
Preventable Accidents	2.75	4	3	6	7	3	2	3						28
Non-Preventable		9	6	7	7	11	7	10						57
Total Accidents		13	9	13	14	14	9	13						85
Incidents		28	9	14	15	6	7	11						90
W/C Injurs	0.83	0	0	0	0	3	1	1						5
Road Calls	23	19	21	21	23	19	20	23						146
Total Operators	156	150	150	150	152	154	153	156						152
Operating Days		22	20	21	21	22	21	21						148

KPI's 2017

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		257,530	277,401	279,083	252,082	279,007	271,220	258,552	304,235	274,898	311,008	272,437	225,402	3,262,855
Passenger Count Recon		236,733	238,231	255,719	221,301	253,830	253,181	224,743	261,080	251,379	260,598	234,666	199,353	2,890,814
Difference		20,797	39,170	23,364	30,781	25,177	18,039	33,809	43,155	23,519	50,410	37,771	26,049	372,041
On Time % (2-7) (Client)	90%	82%	82%	77%	80%	79%	81%	82%	84%	84%	78%	79%	81%	81%
On Time % (5-10)	85%	92%	93%	93%	91%	91%	92%	91%	94%	90%	90%	91%	92%	92%
Early	3%	7%	7%	7%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%
Late	7%	11%	11%	16%	14%	15%	13%	11%	10%	10%	16%	15%	13%	13%
Complaints	20	12	25	13	28	18	7	12	21	14	16	15	11	192
Preventable Accidents	2.75	3	4	3	5	2	3	2	2	2	5	3	2	36
Non-Preventable		5	4	7	6	4	6	7	9	6	8	6	1	69
Total Accidents		8	8	10	11	6	9	9	11	8	13	9	3	105
Incidents		18	32	27	24	8	7	19	16	9	14	23	19	216
W/C Injurs	0.83	1	2	3	4	0	1	1	0	0	1	0	0	13
Road Calls	23	26	17	20	20	18	22	21	19	22	18	22	21	246
Total Operators	156	157	155	149	152	154	155	154	154	153	152	152	150	153
Operating Days		21	20	23	20	22	22	20	23	20	22	21	20	254

Topics of Discussion

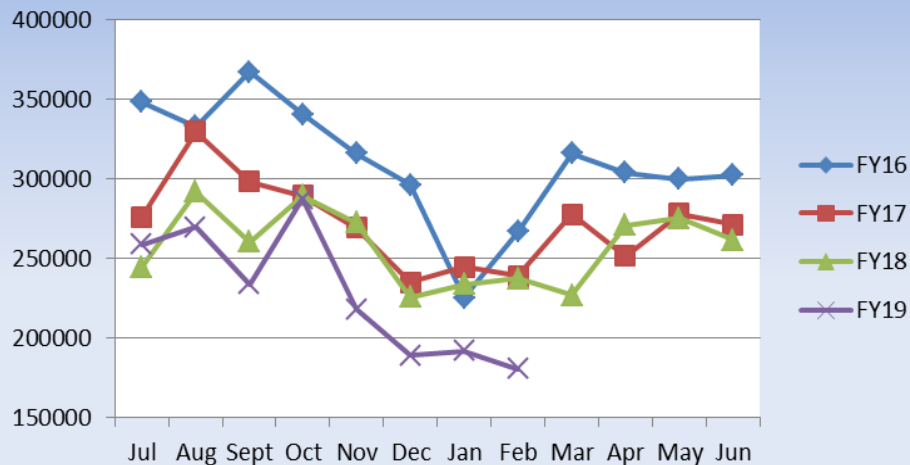
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (February)**

Operation Summary (February)

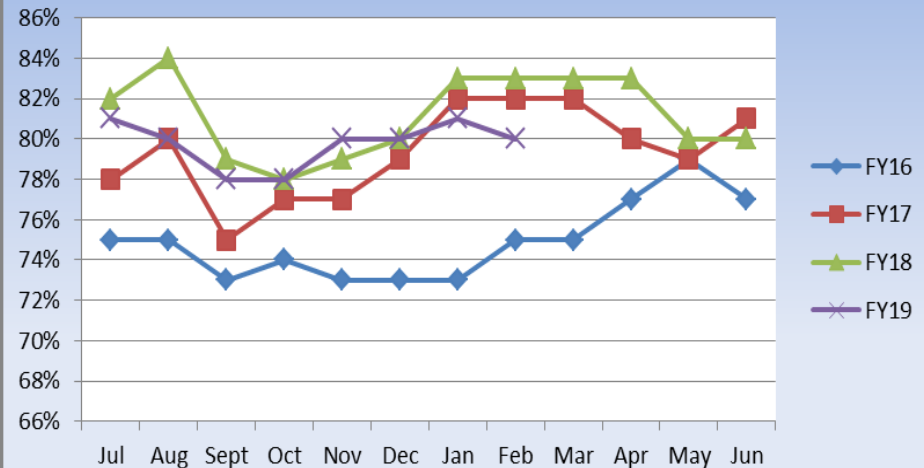
FY19 AVG	Service Failures	19-Feb	18-Feb
48.3	Missed Trips	84	58
FY18 AVG	Mechanical	19-Feb	18-Feb
21.5	Total Road Calls	17	21

FY19	Safety	FEB
AVG		2019
	Collisions	
3.0	Preventable	2
7.1	non-Preventable	7
10.1	Total	9
	Pass. Incidents	
0.0	Preventable	0
7.0	non-Preventable	4
7.0	Total	4
330918	Monthly Miles	319475
	Wrkrs Comp claims	
0.5	Claims	0
153	NUMBER OF EMPLOYEES	153

Ridership Data Year Over Year

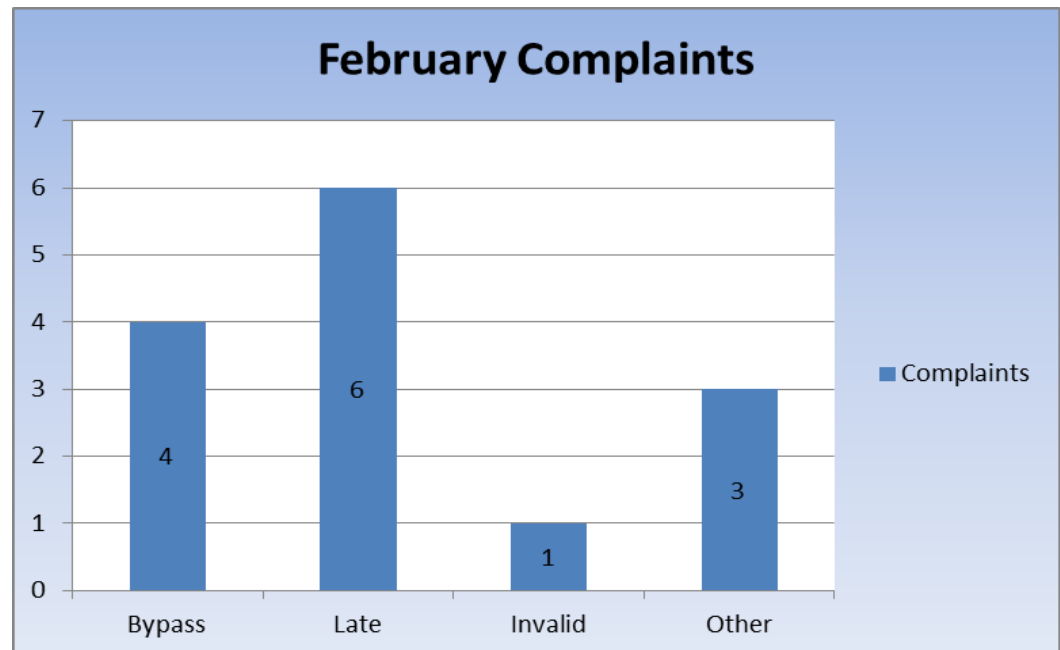
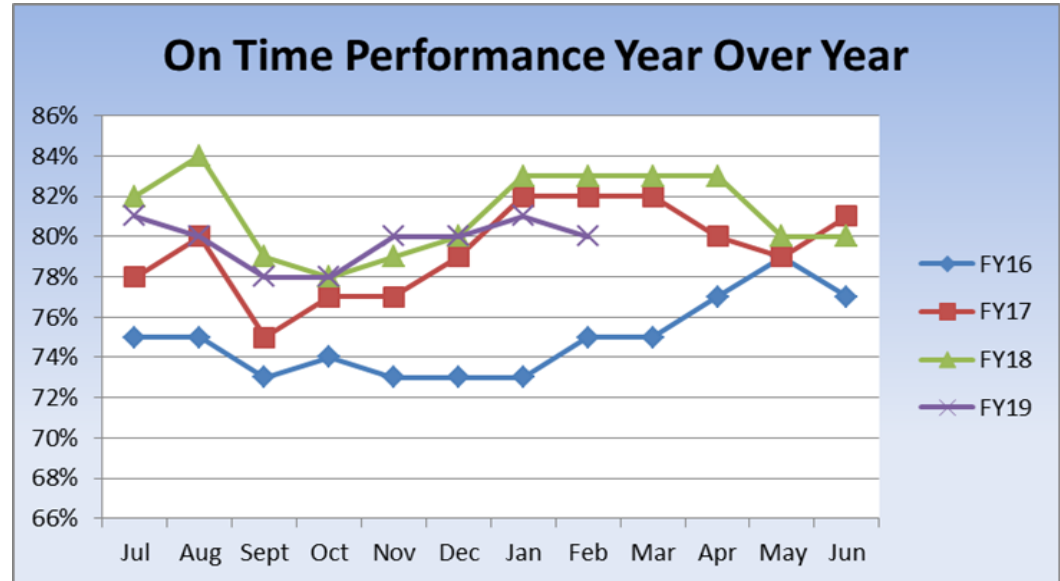


On Time Performance Year Over Year

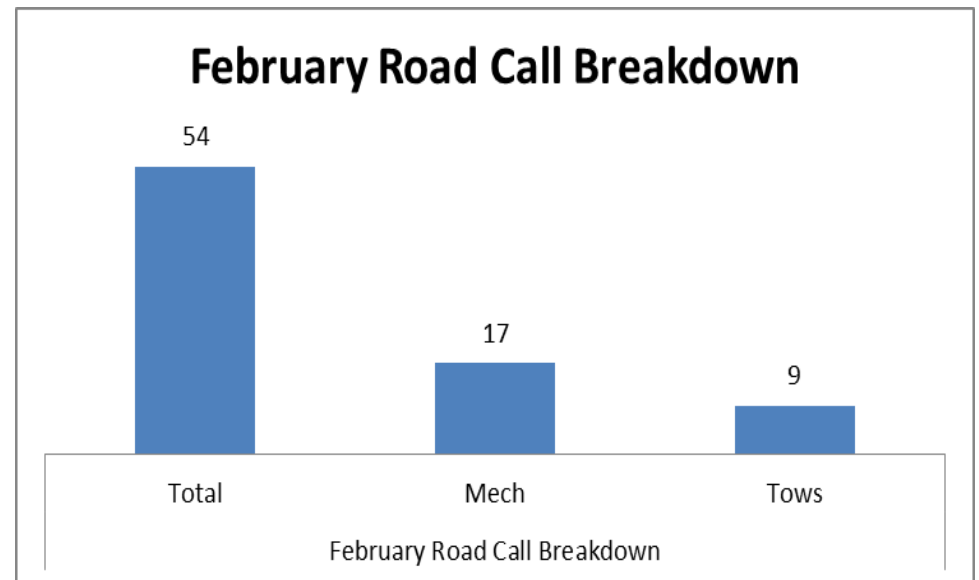
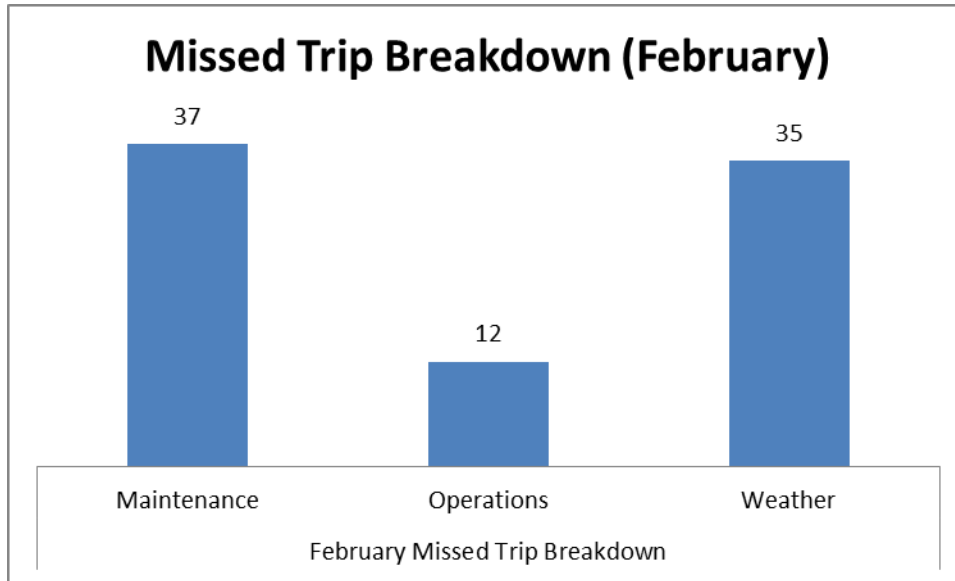


On Time Performance/Complaints (February)

FY19 Avg	Route	FEB
89%	Route 11	88%
65%	Route 12	67%
80%	Route 13	80%
57%	Route 14	62%
81%	Route 15X	72%
85%	Route 16	83%
77%	Route 17	74%
73%	Route 18	77%
76%	Route 20	74%
73%	Route 21	75%
79%	Route 21X	81%
93%	Route 22	95%
80%	Route 23	78%
85%	Route 24	86%
87%	Route 25	87%
82%	Route 26	82%
83%	Route 27	80%
83%	Route 28	83%
88%	Route 30	86%
86%	Route 32	87%
71%	Route 33	71%
86%	Route 34	88%
66%	Route 35	67%
82%	Route 35s	94%
76%	Route 36	75%
79%	Route 37	78%
84%	Route 53	82%
80%	Total	80%



Service Failures (February)



February Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Owolabi, Michael	63164	2/26/2019	Tuesday	14:34	2153	Accident	Preventable	Clear	Daylight		Vehicle (1) was making a right turn on Main Street when an adverse vehicle cut in front of Vehicle (1): Vehicle (1) sideswiped a fixed object (pole) to avoid Vehicle (2) making contact with Vehicle (1). Supervisor was dispatched to the location. There were no patrons onboard. There were no injuries reported. Strategic operator continued the route.
Hallmon, Charlene	63160	2/20/2019	Wednesday	10:20 A.M.	21	Accident	Preventable	Snow	Daylight	12/18/2018	Operator lost control due to hazardous road condition and vehicle 1 made contact with the curb. No damage. 1 reported injury Operator stated that as she was completing a left turn onto Mercantile lane. Vehicle 2 made contact with right side of Bus. Per supervisor investigation, 6 Patrons on board at time of accident. One parton claim to be injury to his right side and requested Medical attentio. Patron was transported to Hosiptal. Relief Operator continue service.
Lea, Jeneece	63148	2/1/2019	Friday	9:40 A.M.	2103	Accident	Non-prevtable-	Snow	Daylight	3/1/2011	
Matthews James	63208	2/6/2019	Wednesday	1:09 P.M.	2602	Accident	Non- Preventable	Clear	Daylight	10/82001	Vehicle two sideswiped Vehicle one. Traveling on Ritchie Marlboro Road. When Vehicle two sideswiped my Bus. Three Patrons were on board at time of accident. No injuries were report the two witness on board sign a witness card in favor of Transdev driver. Strategic operator continued the route.
Simon, Jean	62635	2/7/2019	Thursday	4:42 P.M.	1653	Accident	Non- Preventable	Snow	Daylight	3/31/2003	Vehicle one was traveling on Cherrywood Lane When Vehicle 2 was coming out of Greenway Shopping Center parking lot. And made contact with the right front bumper. Supervisor and Police was dispatched to the accident. Ther were 20 Patrons on board at time of accident no injuries were reported. Operator Dana Hallmon was making a right turn off Main St. Onto Water St when a Black car was trying to make a right turn while Bus 63147 was in the middle of her turn. Vehicle two make contact with right rear of Bus. Vehicle 2 was traveling in the opposite direction on Brandywine Road. When Vehice 2 made contact with Vehicle one. Supervisor and Police were dispatch to the scene of the accident. Transdev driver was transported to Southern Maryland Hospital before supervisor arrived at scene of accident. One Patron was on board at time of accident. He also was transported to the same Hospital neither of the two injuries were life threatening .
Hallmon, Dana	63145	2/20/2019	Wednesday	10:20 A.M.	20	Accident	Non- Preventable	Snow	Daylight	6/18/2018	Vehicle two made contact with Transdev Bus While at Bus stop. There were 5 Patrons on Bus atime of accident no injuries to report. Vehicle two made contact with driver side mirror. Minor scratch on driver side mirror. Operator stated that as she was traveling Southbound on Woodyard Road. Vehicle 2 ran a red light and made contact with right side panel of Bus. Per supervisor investigation 5 Patrons were on board no injuries. The Partons deboarded bus before supervisor arrived. Operator continue route. Operator stated that a female parton that was standing fell out. The patron got up and sat in in the Bus seat. But she didn't look alert. an ambulance was called and the patron was taken for medical treatment. There were 10 patrons on board at time of incident. A supervisor was sent to the location the driver was able to continue the run.
Marshall, Howard	63201	2/20/2019	Wednesday	12:46 PMm	3602	Accident	Non- Preventable	Snow	Daylight	6/4/2001	At 7:00 P.M. traveling on RT 210 running block 370H I was in the left lane. The Truck MBI # 2163 struck my right side mirror. Pushing it in. I reported it to dispatch I was told to continue my run. Once I got to a safe location I push my mirror out.
Simon, Jean	62635	2/28/2019	Thursday	2:18 P.M..	1653	Accident	Non- Preventable	Clear	Daylight	3/31/2003	Vehicle two claim that Transde bus made contact with their car. Police and supervisor was dispatch to the scene. No damages was found on either Vehicle. We had twon witness on Bus and both said it was no accident.
Carroll Andrea	62632	2/4/2019	Monday	8:52 A.M.	3204	Accident	Non Preventable	Clear	Daylight	6/25/2001	I was on 15 th St stop behind a School Bus and the Metro Bus 6704 tap my driver side mirror. No damages to mirror.
Davis, William	62638	2/5/2019	Tuesday	12:42	2001	Incident	Non Preventable	Clear	Daylight		Operator stated that he smelled fumes on the Bus. The Bus was evacuated immediately. There were 6 partons on board at the time of the incident. No was injury a Supervisor was sent to the location to assess the situation . The Bus was returned to base and the route was continued by a strategic operator. Operator stated that a male patron was sitting in the rear passenger seat and fell out of the seat. The passenger fell onto the rear door steps. Supervisor was diapatched to the location to assist. There were 5 passengers on board no injuries. The male patron left the scene before the Supervisor arrived. The operator continue the route.
La Fortune, Kathleen	62627	2/5/2019	Tuesday	8:07 P.M.	37	Incident	Non Preventable	Clear	Daylight		
Brawner, Barry	62621	2/26/2019	Tuesday	6:45 P.M.	3451	Incident	Non Preventable	Clear	Evening	3/3/2010	
C. Cumberbatch	63208	2/7/2019	Thursady	17:35	1807	Incident	Non Preventable	Clear	Daylight		
Dickerdson, Ronald	63195	2/12/2019	Tuesday	17:45	1592	Incident	Non Preventable	Rain	Evening		
Ginyard, Carlos	62626	2/15/2019	Friday	15:09	2454	Incident	Non Preventable	Clear	Daylight		

February Complaints

Route	Time	Operator	Date	Patron Name	Complaint
15x	4:35 PM	Shelton	2/5/2019	Bruno	Late
21	6:10 PM	Owolabi	2/6/2019	Brooks	Fare dispute
15x	6:31 PM	Shelton	2/7/2019	Pitts	Late
30	6:00 PM	Varies	2/8/2019	Simpson	Late
16	9:00 AM	Twyman	2/11/2019	Bennings	Rude Operator
15x	6:34 PM	Varies	2/12/2019	Beaumont	Late
37	4:40 PM	Varies	2/12/2019	Williams	Late
21	4:40 PM	NA	2/13/2019	Carroll	Late
35	10:47 AM	Woody	2/18/2019	Maloney	Invalid
16	6:40 PM	Twyman	2/21/2019	Blount	Bypass
18	3:13 PM	Carmichael	2/22/2019	NA	Bypass
12	5:16 PM	Shank	2/26/2019	Steve	Bypass
34	5:10 PM	Knox	2/26/2019	Chavez	Rude Operator
32	2:49 PM	Handon	2/28/2019	Johnson	Bypass

February OTP

Route	Early	On Time	Late
Route 11	5%	90%	4%
Route 12	5%	65%	30%
Route 13	5%	76%	19%
Route 14	7%	57%	36%
Route 15X	11%	83%	7%
Route 16	6%	85%	9%
Route 17	4%	81%	15%
Route 18	5%	73%	22%
Route 20	6%	79%	15%
Route 21	7%	72%	21%
Route 21X	6%	77%	18%
Route 22	2%	95%	3%
Route 23	1%	81%	18%
Route 24	8%	84%	8%
Route 25	5%	88%	8%
Route 26	7%	85%	8%
Route 27	16%	76%	9%
Route 28	8%	83%	10%
Route 30	6%	88%	6%
Route 32	5%	87%	9%
Route 33	10%	71%	19%
Route 34	2%	82%	16%
Route 35	8%	65%	26%
Route 35s	4%	92%	4%
Route 36	8%	79%	14%
Route 37	6%	78%	16%
Route 53	2%	86%	12%
Totals:	6%	80%	14%

KPI's 2019

[illegible]

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682	218,087	189,288	2,963,917
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116	216,596	181,821	2,718,376
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566	1,491	7,467	8.28%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	81%	78%	78%	80%	80%	81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%	91%	91%	92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%	6%	6%	6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%	14%	14%	14%
Complaints	20	5	3	9	7	11	2	11	17	9	10	8	9	101
Preventable Accidents	2.75	4	3	6	7	3	2	3	4	3	3	4	2	44
Non-Preventable		9	6	7	7	11	6	10	7	3	10	5	7	88
Total Accidents		13	9	13	14	14	8	13	11	7	13	9	9	133
Incidents		28	9	14	15	6	8	11	12	7	6	3	4	123
W/C Injurys	0.83	0	0	0	0	3	1	1	0	2	0	0	1	8
Road Calls	23	19	21	21	23	19		23	20	19	20	30	20	235
Total Operators	156	151	150	150	152	154	153	156	156	159	151	150	150	153
Operating Days		22	20	22	21	22	21	21	23	19	23	21	20	255

Topics of Discussion

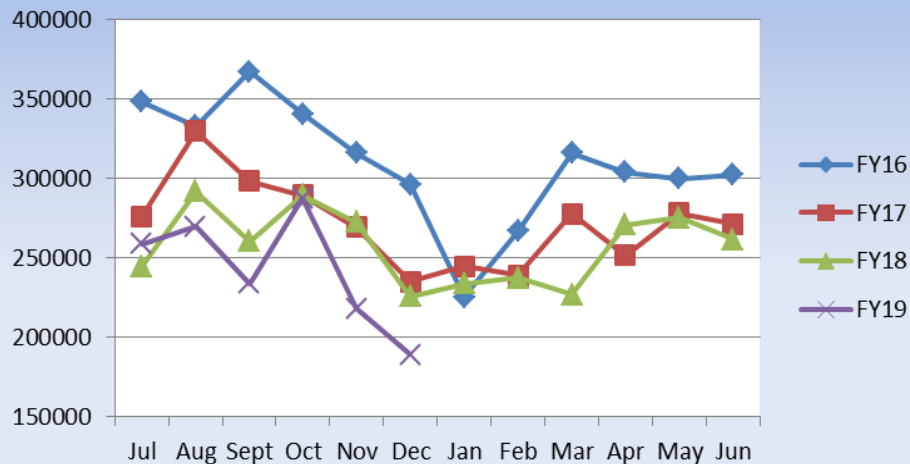
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (December)**

Operation Summary (December)

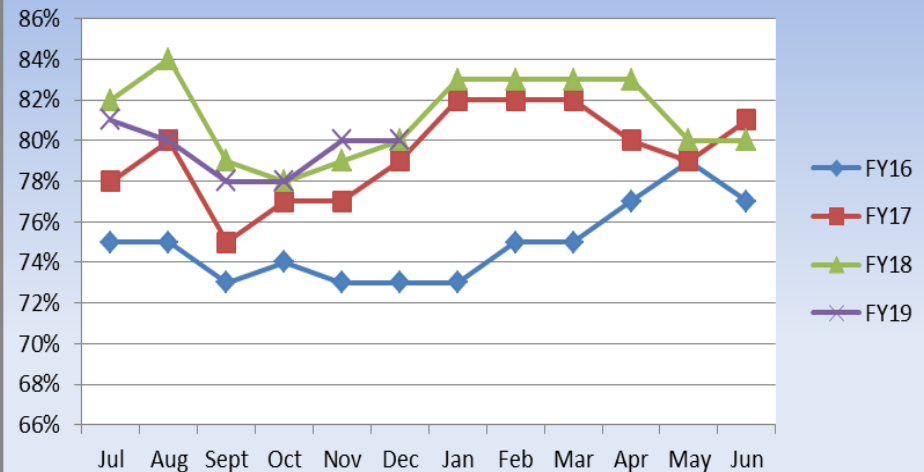
FY19 AVG	Service Failures	18-Dec	17-Dec
42.3	Missed Trips	35	70
FY18 AVG	Mechanical	18-Dec	17-Dec
22.0	Total Road Calls	20	23

FY19 AVG	Safety	DEC 2018
	Collisions	
3.2	Preventable	2
7.2	non-Preventable	7
10.3	Total	9
	Pass. Incidents	
0.0	Preventable	0
7.5	non-Preventable	4
7.5	Total	4
329693	Monthly Miles	349715
	Wrkrs Comp claims	
0.7	Claims	1
154	NUMBER OF EMPLOYEES	150

Ridership Data Year Over Year

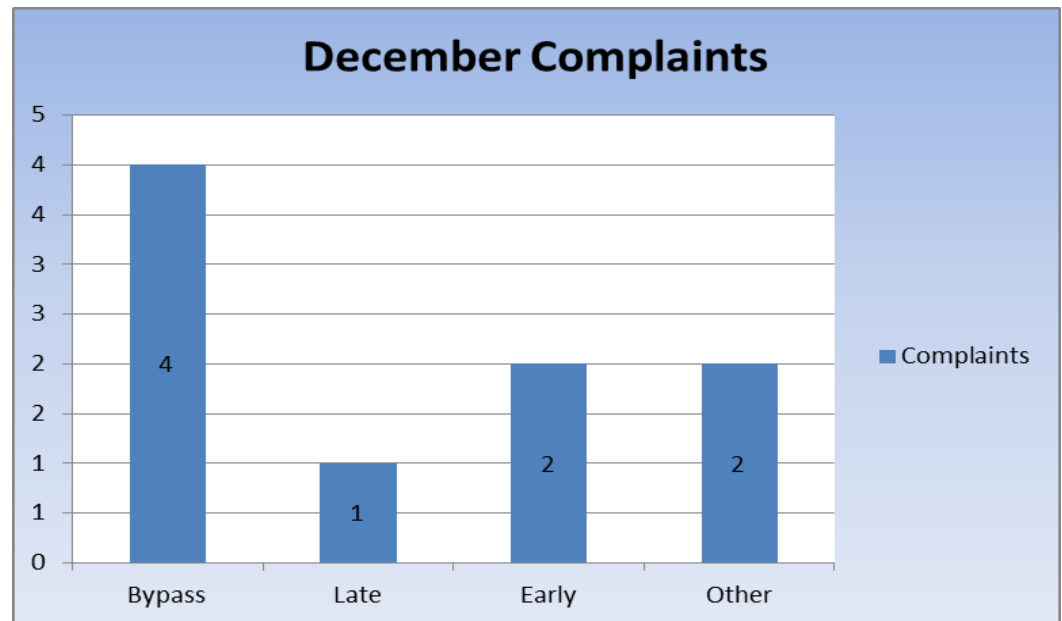
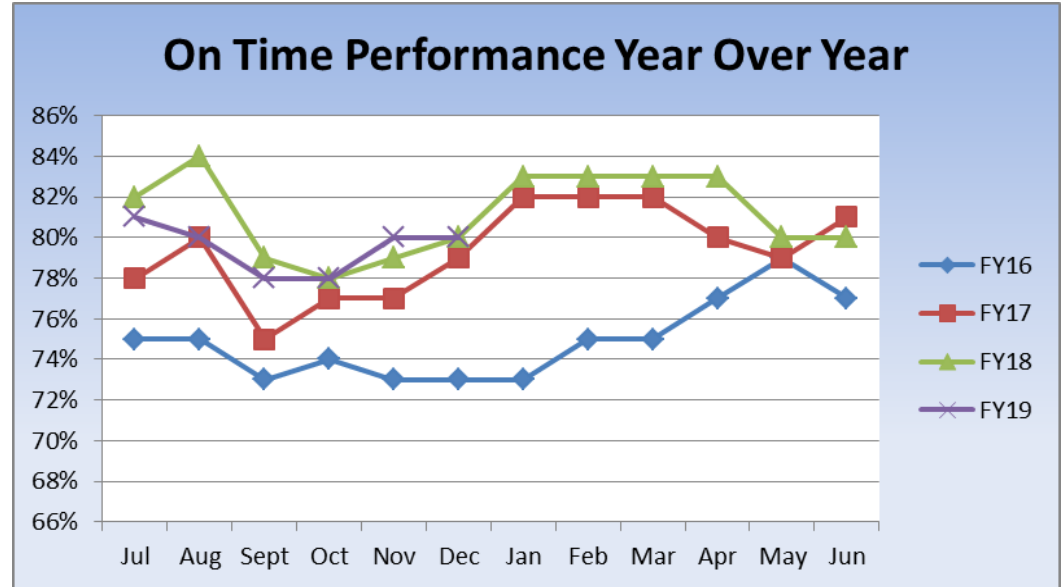


On Time Performance Year Over Year



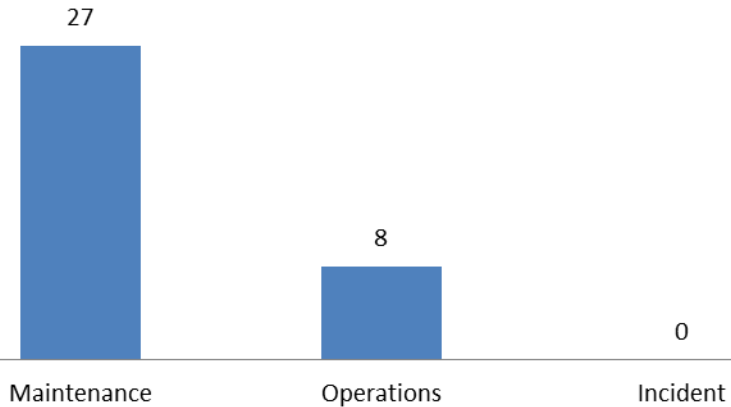
On Time Performance/Complaints (December)

FY19 Avg	Route	DEC
90%	Route 11	90%
64%	Route 12	65%
80%	Route 13	76%
56%	Route 14	57%
84%	Route 15X	83%
85%	Route 16	85%
77%	Route 17	81%
72%	Route 18	73%
76%	Route 20	79%
72%	Route 21	72%
78%	Route 21X	77%
93%	Route 22	95%
81%	Route 23	81%
84%	Route 24	84%
86%	Route 25	88%
83%	Route 26	85%
84%	Route 27	76%
83%	Route 28	83%
89%	Route 30	88%
86%	Route 32	87%
72%	Route 33	71%
85%	Route 34	82%
66%	Route 35	65%
78%	Route 35s	92%
76%	Route 36	79%
79%	Route 37	78%
85%	Route 53	86%
80%	Total	80%



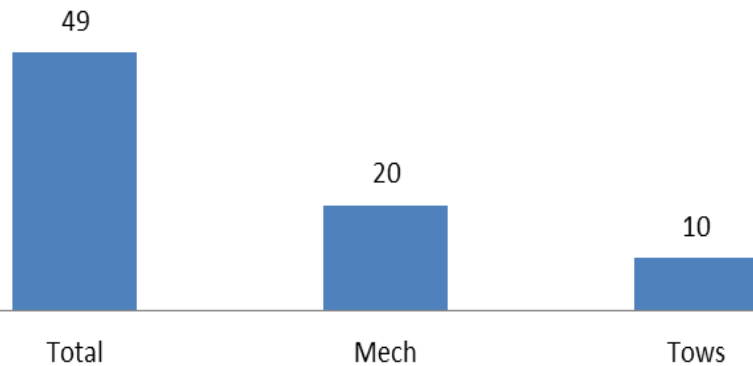
Service Failures (December)

Missed Trip Breakdown (December)



December Missed Trip Breakdown

December Road Call Breakdown



December Road Call Breakdown

December Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Smith, Konstantine	62652	12/3/2018	Monday	15:41	1352	Accident	Yes	Clear	Daylight	8/6/2018	V1 sideswiped V2 while trying to pass making contact with the left rear corner. Supervisor and police dispatched. No injuries.
Young, Helen	62649	12/10/2018	Monday	16:02	2193	Accident	Yes	Clear	Daylight	4/1/2014	V1 sideswiped V2 while trying to pass making contact with the left rear corner. Supervisor and police dispatched. No injuries.
Johnson, Denise	63213	12/7/2018	Friday	17:33	3505	Accident	No	Clear	Dark	12/4/2017	V2 encroached V1 lane and sideswiped the driver side mirror. Supervisor and police dispatched. No injuries.
Harris, Frank	62617	12/11/2018	Tuesday	6:59	2501	Accident	No	Clear	Daylight	3/19/2007	V2 rear ended V1. Supervisor and police dispatched. No injuries.
Johnson, Denise	62650	12/11/2018	Tuesday	19:03	1151	Accident	No	Clear	Dark	12/4/2017	V2 sideswiped V1 while trying to pass making contact with the left front bumper. Supervisor and police dispatched. No injuries.
McCoy, Karentina	63205	12/17/2018	Monday	14:44	2701	Accident	No	Clear	Daylight	8/25/2008	V2 rear ended V1. Supervisor and police dispatched. No injuries.
Woody, Dana	62636	12/21/2018	Friday	13:40	1751	Accident	No	Clear	Daylight	1/29/2007	V2 was trying to merge and made contact with V1 right front bumper. Supervisor and police dispatched. No injuries.
Reed, Ahmad	62651	12/26/2018	Wednesday	11:34	1602	Accident	No	Clear	Daylight	11/13/2017	Mechanical issues with brakes. Supervisor and police dispatched. No injuries.
Rose, Bridget	62633	12/26/2018	Wednesday	14:21	2851	Accident	No	Clear	Daylight	4/16/2018	V2 rear ended V1. Supervisor and police dispatched. No injuries.
Edmonds, Deonte	62644	12/5/2018	Wednesday	15:49	32	Incident		Clear	Daylight	8/6/2018	Patrons (man and students) fighting and disrupting. No Supervisor or police were dispatched. Marlow Heights Security pulled up. No injuries.
Woody, Dana	62636	12/20/2018	Thursday	12:57	1751	Incident			Daylight	1/29/2007	WC patron tipped over after exiting the bus and left the scene before the Supervisor arrived. No injuries.
Womack, Ronnie	62647	12/21/2018	Friday	12:52	3351	Incident			Daylight	5/15/2017	Operator requested medical attention for himself. Supervisor and ambulance dispatched. He was transported to Southern Md Hospital.
Fuller, Kevin	62634	12/24/2018	Monday	12:10	1301	Incident			Daylight	2/22/2016	Female patron fell as she was being seated, when the Operator pulled away from the stop. Supervisor dispatched. Patron refused medical.

December Complaints

Route	Time	Operator	Date	Patron Name	Complaint
21	6:04 PM	Lewis	12/13/2018	Cromwell	Bypass
33	8:38 AM	Womack	12/7/2018	Evans	Late
35	1:20 PM	Ball	12/21/2018	Payne	Rude operator
33	2:06 PM	Kim	12/17/2018	Williams	Bypass
20	5:46 PM	Hallmon	12/20/2018	Brown	Rude operator
33	4:00 PM	Walker	12/13/2018	Scott	Bypass
15x	4:33 PM	Dyson	12/10/2018	Unknown	Early
32	12:16 PM	Carroll	12/31/2018	Blue	Bypass
15x	---	---	12/12/2018	Unknown	Early

December OTP

Route	Early	On Time	Late
Route 11	5%	90%	4%
Route 12	5%	65%	30%
Route 13	5%	76%	19%
Route 14	7%	57%	36%
Route 15X	11%	83%	7%
Route 16	6%	85%	9%
Route 17	4%	81%	15%
Route 18	5%	73%	22%
Route 20	6%	79%	15%
Route 21	7%	72%	21%
Route 21X	6%	77%	18%
Route 22	2%	95%	3%
Route 23	1%	81%	18%
Route 24	8%	84%	8%
Route 25	5%	88%	8%
Route 26	7%	85%	8%
Route 27	16%	76%	9%
Route 28	8%	83%	10%
Route 30	6%	88%	6%
Route 32	5%	87%	9%
Route 33	10%	71%	19%
Route 34	2%	82%	16%
Route 35	8%	65%	26%
Route 35s	4%	92%	4%
Route 36	8%	79%	14%
Route 37	6%	78%	16%
Route 53	2%	86%	12%
Totals:	6%	80%	14%

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682	218,087	189,288	2,963,917
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116	216,596	181,821	2,718,376
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566	1,491	7,467	8.28%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	81%	78%	78%	80%	80%	81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%	91%	91%	92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%	6%	6%	6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%	14%	14%	14%
Complaints	20	5	3	9	7	11	2	11	17	9	10	8	9	101
Preventable Accidents	2.75	4	3	6	7	3	2	3	4	3	3	4	2	44
Non-Preventable		9	6	7	7	11	6	10	7	3	10	5	7	88
Total Accidents		13	9	13	14	14	8	13	11	7	13	9	9	133
Incidents		28	9	14	15	6	8	11	12	7	6	3	4	123
W/C Injurys	0.83	0	0	0	0	3	1	1	0	2	0	0	1	8
Road Calls	23	19	21	21	23	19		23	20	19	20	30	20	235
Total Operators	156	151	150	150	152	154	153	156	156	159	151	150	150	153
Operating Days		22	20	22	21	22	21	21	23	19	23	21	20	255

KPI's 2017

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		257,530	277,401	279,083	252,082	279,007	271,220	258,552	304,235	274,898	311,008	272,437	225,402	3,262,855
Passenger Count Recon		236,733	238,231	255,719	221,301	253,830	253,181	224,743	261,080	251,379	260,598	234,666	199,353	2,890,814
Difference		20,797	39,170	23,364	30,781	25,177	18,039	33,809	43,155	23,519	50,410	37,771	26,049	372,041
On Time % (2-7) (Client)	90%	82%	82%	77%	80%	79%	81%	82%	84%	84%	78%	79%	81%	81%
On Time % (5-10)	85%	92%	93%	93%	91%	91%	92%	91%	94%	90%	90%	91%	92%	92%
Early	3%	7%	7%	7%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%
Late	7%	11%	11%	16%	14%	15%	13%	11%	10%	10%	16%	15%	13%	13%
Complaints	20	12	25	13	28	18	7	12	21	14	16	15	11	192
Preventable Accidents	2.75	3	4	3	5	2	3	2	2	2	5	3	2	36
Non-Preventable		5	4	7	6	4	6	7	9	6	8	6	1	69
Total Accidents		8	8	10	11	6	9	9	11	8	13	9	3	105
Incidents		18	32	27	24	8	7	19	16	9	14	23	19	216
W/C Injurs	0.83	1	2	3	4	0	1	1	0	0	1	0	0	13
Road Calls	23	26	17	20	20	18	22	21	19	22	18	22	21	246
Total Operators	156	157	155	149	152	154	155	154	154	153	152	152	150	153
Operating Days		21	20	23	20	22	22	20	23	20	22	21	20	254

Topics of Discussion

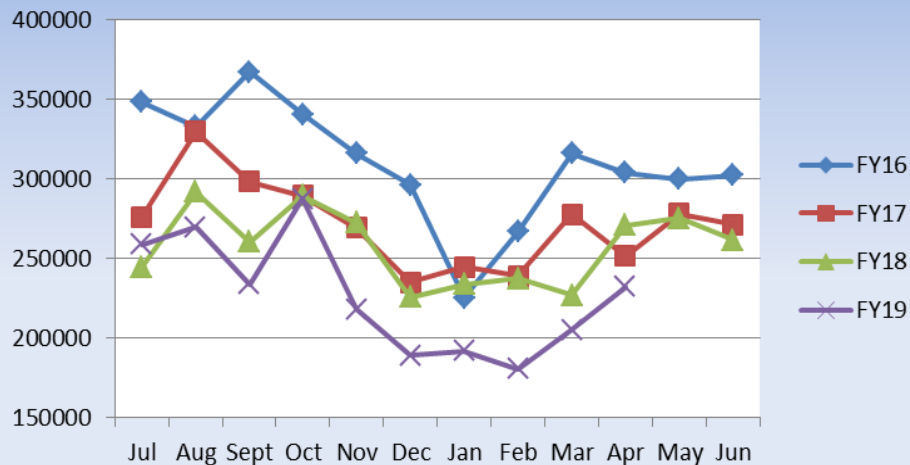
- **Operation Summary**
- **OTP/Complaints**
- **Service Failures**
- **Supporting Data (April)**

Operation Summary (April)

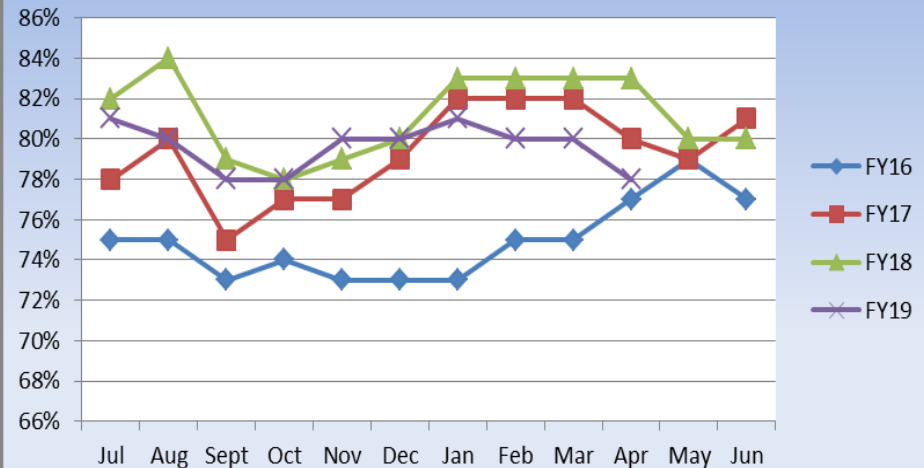
FY19 AVG	Service Failures	19-Apr	18-Apr
55.0	Missed Trips	85	57
FY18 AVG	Mechanical	19-Apr	18-Apr
20.8	Total Road Calls	18	23

FY19	Safety	APR
AVG		2019
	Collisions	
2.6	Preventable	0
6.6	non-Preventable	3
9.1	Total	3
	Pass. Incidents	
0.0	Preventable	0
7.3	non-Preventable	9
7.3	Total	9
332641	Monthly Miles	346418
	Wrkrs Comp claims	
0.7	Claims	2
153	NUMBER OF EMPLOYEES	150

Ridership Data Year Over Year

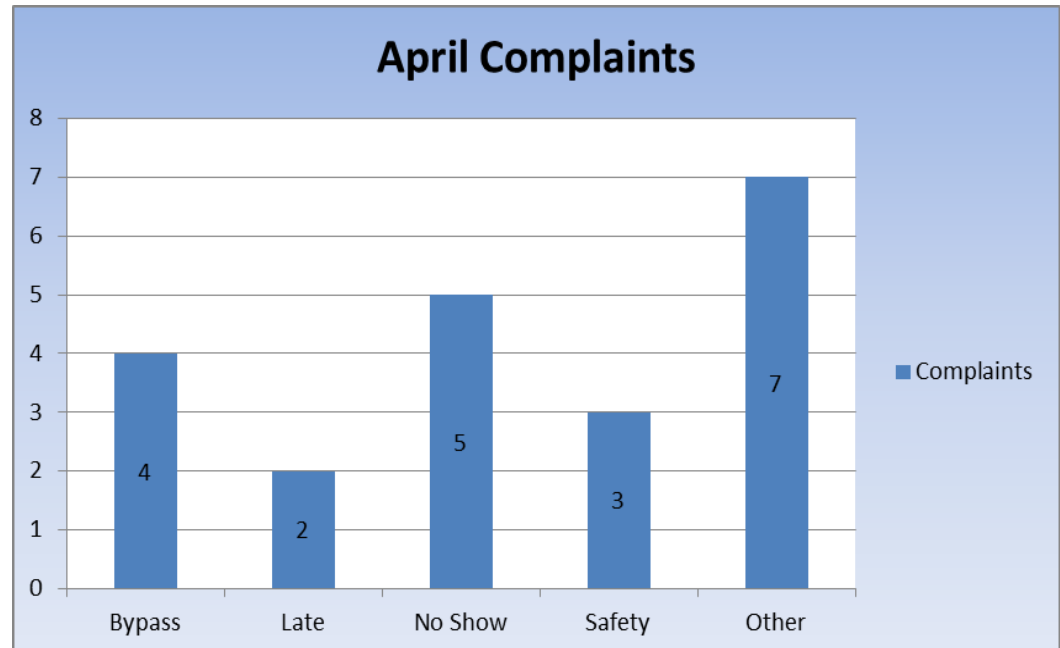
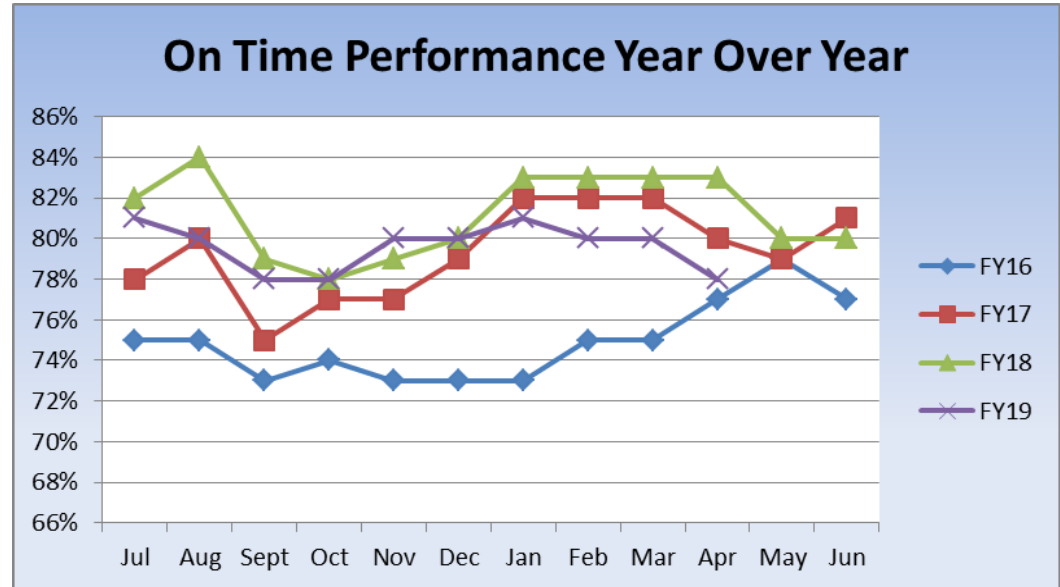


On Time Performance Year Over Year

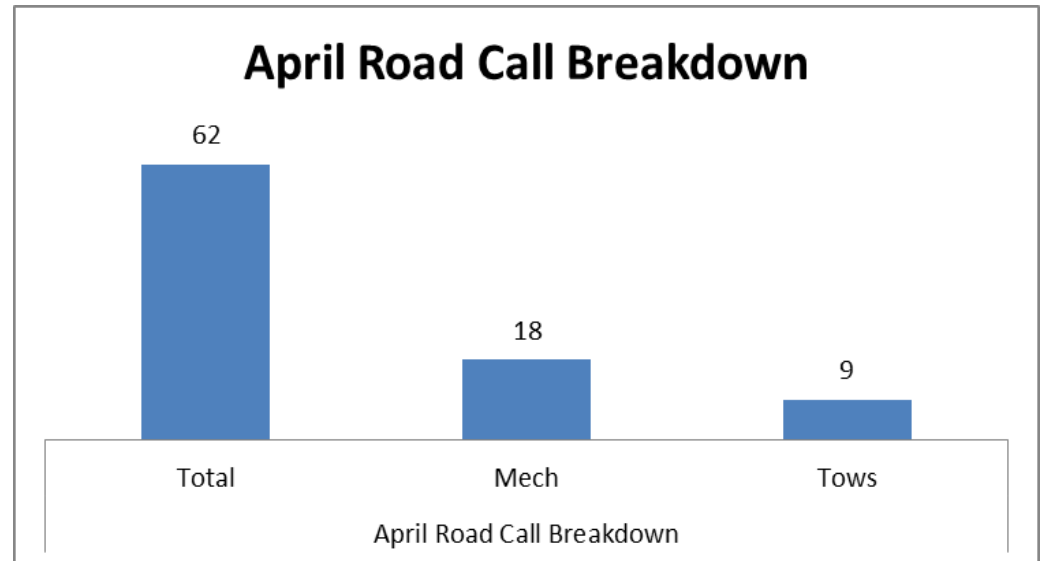
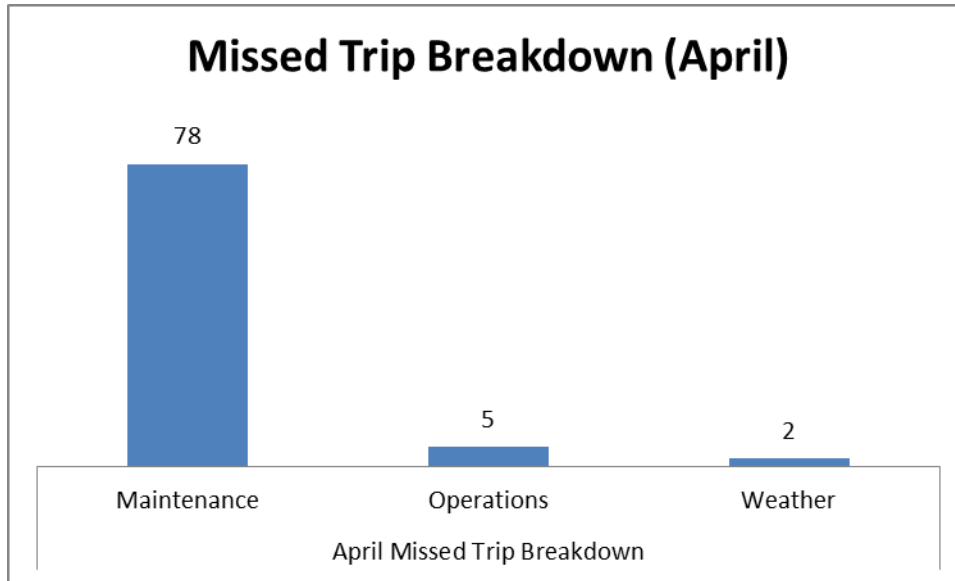


On Time Performance/Complaints (April)

FY19 Avg	Route	APR
88%	Route 11	82%
65%	Route 12	64%
80%	Route 13	82%
58%	Route 14	54%
80%	Route 15X	85%
84%	Route 16	80%
76%	Route 17	75%
73%	Route 18	71%
75%	Route 20	69%
73%	Route 21	74%
78%	Route 21X	72%
93%	Route 22	93%
80%	Route 23	78%
85%	Route 24	83%
86%	Route 25	83%
82%	Route 26	77%
82%	Route 27	79%
83%	Route 28	86%
88%	Route 30	86%
86%	Route 32	79%
71%	Route 33	72%
86%	Route 34	85%
66%	Route 35	66%
83%	Route 35s	80%
76%	Route 36	78%
80%	Route 37	85%
84%	Route 53	82%
80%	Total	78%



Service Failures (April)



April Accidents

Operator	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Joseph, Jean	4/1/2019	Monday	7:02 a.m.	1703	Accident	Non- Prev	Clear	Daylight	2/21/1999	Transdev Bus 62637 was at a Bus stop. When Metro Bus ran into Transdev Bus. Causing two passengers on Transdev Bus to be transported to Hospital. The injuries were non life threatening.
Owens, Stafford	4/10/2019	Wednesday	13:08 P.M.	2501	Accident	Non- Prev	Clear	Daylight	12/10/2018	The Bus was struck in the rear right by Vehicle two. Leaving a minor scrap on the bumper of Bus. Vehicle fled the scene after the accident occurred. Operator has photos of Vehicle two along with license plate number. Three passenger were on Bus at time of accident no injuries to report.
O'Neal, Afredo	4/26/2019	Friday	2:23 P.M.	3401	Accident	Non- Prev	Cloudy	Daylight	8/27/2018	Vehicle one was approaching a traffic light leaving from Suitland Metro Station. Vehicle two ran the stop sign while merging into the lane of Vehicle one. And made contact with Vehicle one left side panel. Supervisor and Police were dispatched to the location. There were four passengers on board no injuries were reported. Operator continue the route.
Veronica Baldwin	4/3/2019	Wednesday	8:16 A.M.	3201	Incident	Non- Prev	Clear	Daylight	11/11/2013	While standing up on Bus 62645 rt 3201 a parton fell and hit his knee. A supervisor was dispatcher to the location.
Sheltons, Eugene	4/3/2019	Wednesday	18:15 P.M.	2002	Incident	Non-Prev	Clear	Daylight	10/15/2018	I got to Addison Road Metro Station around 18:10 or 18:15 P.M. I pull my Bus up to the # 20 Bus stop. I stop and open the door a customer got on my Bus and walked pass the fare box. Without paying I got up out of my seat and ask the customer to pay the fare. He told me he didn't have to pay and it i said anything else to him about the fare he would punish me.
Polistin, John	4/4/2019	Thursday	10:03 A.M.	2004	Incident	Non- Prev	Clear	Daylight	3/16/2009	While waiting for the traffic light a young black man ask me to open door so he could get on. I said no than he hit the front door of Bus with an object and breaking door glass.
James, Arletta	4/15/2019	Monday	14:24 P.M.	2452	Incident	Non- Prev	Clear	Daylight	6/23/2014	Operator stated that as she was driving on Marlboro Pike a female patron began to have a seizure. The Police were there on the scene and an ambulance was called. A supervisor was dispatched to the location. Six passengers were on board at time of incident.
Greenlee, Micheal	4/8/2019	Monday	17:05 P.M	2173	Incident	Non- Prev	Clear	Daylight	5/18/2003	I was driving on Ardmore and Ardwick Rd when the convex mirror fell out. On the above date and time Bus 63209 pulled up to Bus stop. Across from Crossland High School, where one young black male was walking to the stop. The male was ranting about waiting for the Bus for a long time. He stepped on the Bus with his music playing real loud. As i was asking him to turn the music down he went and sat in the rear of Bus. I waved to him to turn the music down he got upset started ranting again and kick the glass. Police apprehended the subject for arrest. Supervisor Alston responded to the scene. Nothing else happen.
Curry, Bonita	4/18/2019	Thursday	11:55 A.M.	3502	Incident	Non- Prev	Clear	Daylight	4/1/2014	Passenger was past by today due to her threaten the Bus operator. Safety is first this has been a constanally situation. With this passenger. This passenger needs to know how to control her actions if she wants to ride my Bus or public transporation.
Wolfe, Michell	4/22/2019	Monday	11:15 A.M.	2403	Incident	Non- Prev	Clear	Daylight	2/22/2016	I asked the person to pay her fare. She refuse to pay I didn't ask her to give off bus. But she start to agrue with me.
Delgedo, Maggie	4/22/2019	Monday	11:45 A.M.	1302	Incident	Non- Prev	Clear	Daylight	9/10/2007	As the operator was letting a patron off at Capital Crossing Apartments. A female patron was on the outside of the Bus throw a rock and hit the operator in the right eye. While he was sitting in the driver seay
Knox, Robert	4/26/2019	Friday	7:10 P.M.	3452	Incident	Non- Prev	Clear	Daylight	6/18/2018	

April Complaints

Route	Time	Operator	Date	Patron Name	Complaint
33	6:00 AM	Lea	4/1/2019	Davis	Late
18	3:00 PM	Kim	4/2/2019	Hill	Safety
30	5:50 PM	Brown	4/3/2019	Simpson	No Show
32	5:35 PM	Holton	4/9/2019	Kigtridge	Restroom Policy
21	10:00 AM	Battle	4/10/2019	Graham	No Show
21	5:00 PM	Grainger	4/10/2019	Wallace	Safety
12	4:00 PM	Mason	4/11/2019	Unknown	Bypass
33	4:10 PM	Brown	4/12/2019	Thomas	Bypass
20	4:20 PM	Davis	4/16/2019	Baker	No Show
15x	8:40 AM	Barbee	4/16/2019	Michigan	Cleanliness
13	2:57 PM	Cypress	4/17/2019	Perdomo	Rude Operator
20	3:38 PM	Shelton	4/18/2019	Br'ton	Rude Operator
13	11:45 AM	McClellan	4/19/2019	Edgeson	Bypass
24	9:50 AM	Baldwin	4/22/2019	Unknown	Rude Operator
13	4:25 PM	Cypress	4/24/2019	Robinson	Bypass
21x	11:50 AM	Whitelocke	4/24/2019	Nelson	No Show
37	5:30 AM	Johnson	4/29/2019	Janak	Late
15x	11:50 AM	Simon	4/29/2019	Bruno	No Show
21x	9:10 AM	Whitelocke	4/29/2019	Unknown	Fare Dispute
26	4:06 PM	Matthews	4/30/2019	Spann	Safety
15x	5:15 PM	Dickerson	4/30/2019	Damian	Operator Error

April OTP

Route	Early	On Time	Late
Route 11	12%	82%	5%
Route 12	2%	64%	34%
Route 13	7%	82%	11%
Route 14	6%	54%	40%
Route 15X	11%	85%	5%
Route 16	8%	80%	12%
Route 17	4%	75%	21%
Route 18	4%	71%	24%
Route 20	7%	69%	24%
Route 21	8%	74%	19%
Route 21X	12%	72%	16%
Route 22	4%	93%	3%
Route 23	6%	78%	16%
Route 24	8%	83%	9%
Route 25	10%	83%	7%
Route 26	7%	77%	16%
Route 27	18%	79%	3%
Route 28	7%	86%	7%
Route 30	4%	86%	9%
Route 32	6%	79%	15%
Route 33	10%	72%	18%
Route 34	4%	85%	11%
Route 35	12%	66%	22%
Route 35s	6%	80%	14%
Route 36	5%	78%	18%
Route 37	4%	85%	11%
Route 53	6%	82%	12%
Totals:	7%	78%	15%

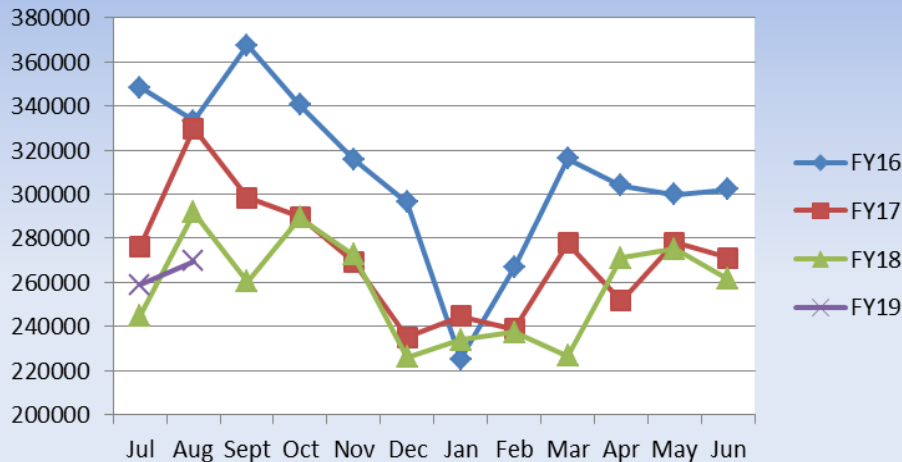
KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685	233,993	287,682	218,087	189,288	2,963,917
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338	217,847	272,116	216,596	181,821	2,718,376
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347	16,146	15,566	1,491	7,467	8.28%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	81%	78%	78%	80%	80%	81%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%	90%	90%	91%	91%	92%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%	5%	6%	6%	6%	6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%	17%	16%	14%	14%	14%
Complaints	20	5	3	9	7	11	2	11	17	9	10	8	9	101
Preventable Accidents	2.75	4	3	6	7	3	2	3	4	3	3	4	2	44
Non-Preventable		9	6	7	7	11	6	10	7	3	10	5	7	88
Total Accidents		13	9	13	14	14	8	13	11	7	13	9	9	133
Incidents		28	9	14	15	6	8	11	12	7	6	3	4	123
W/C Injurys	0.83	0	0	0	0	3	1	1	0	2	0	0	1	8
Road Calls	23	19	21	21	23	19		23	20	19	20	30	20	235
Total Operators	156	151	150	150	152	154	153	156	156	159	151	150	150	153
Operating Days		22	20	22	21	22	21	21	23	19	23	21	20	255

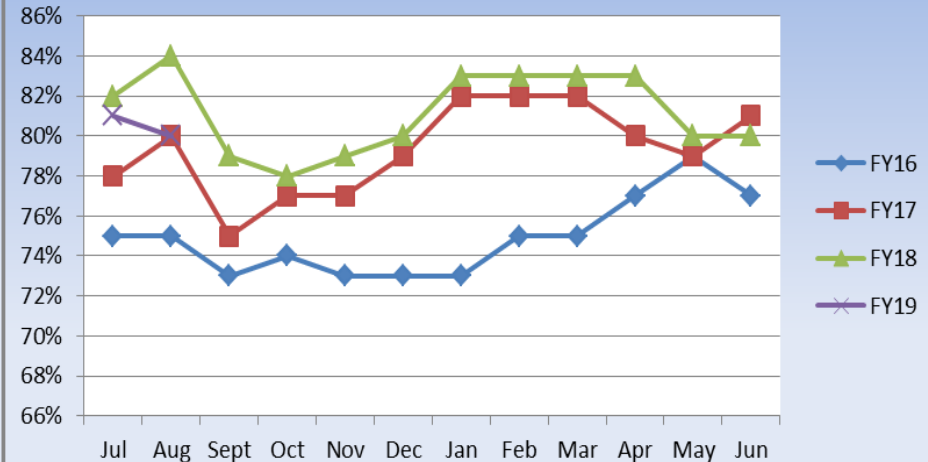
Operation Summary (August)

FY19 AVG	Service Failures	18-Aug	17-Aug	FY19	Safety	AUG
45.0	Missed Trips	43	52	AVG		2018
					Collisions	
				3.0	Preventable	3
				9.0	non-Preventable	8
				12.0	Total	11
					Pass. Incidents	
				0.0	Preventable	0
				11.5	non-Preventable	12
				11.5	Total	12
FY18 AVG	Mechanical	18-Aug	17-Aug	327714	Monthly Miles	349715
21.5	Total Road Calls	20	18		Wrkrs Comp claims	
				0.5	Claims	0
				156	NUMBER OF EMPLOYEES	156

Ridership Data Year Over Year



On Time Performance Year Over Year



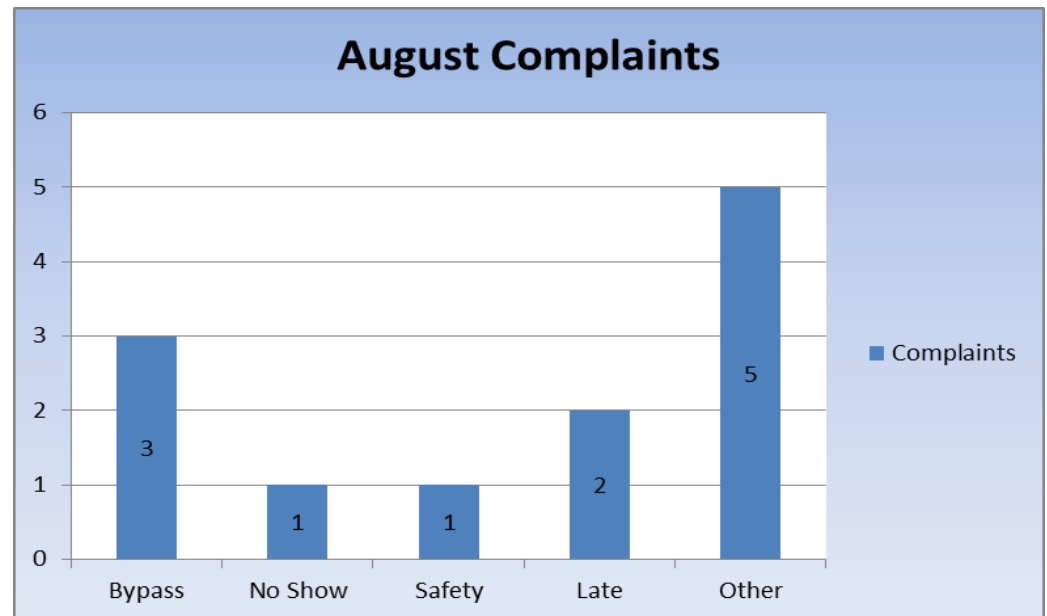
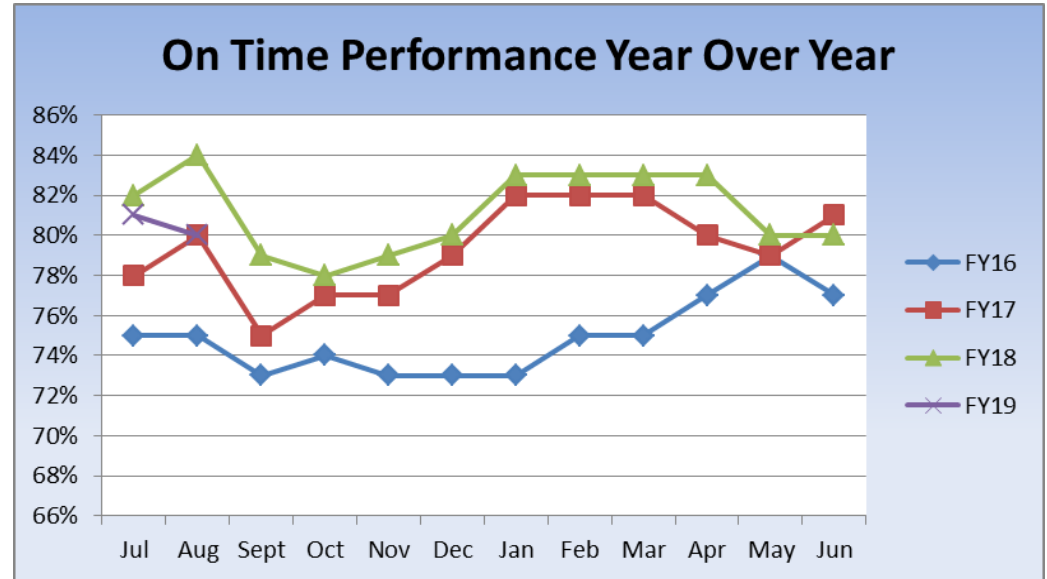
On Time Performance/Complaints (August)

FY19 Avg	Route	Aug
88%	Route 11	87%
65%	Route 12	61%
84%	Route 13	82%
63%	Route 14	59%
84%	Route 15X	82%
84%	Route 16	83%
79%	Route 17	77%
74%	Route 18	73%
81%	Route 20	82%
72%	Route 21	72%
81%	Route 21X	82%
92%	Route 22	92%
83%	Route 23	82%
84%	Route 24	85%
85%	Route 25	82%
81%	Route 26	79%
87%	Route 27	86%
83%	Route 28	83%
88%	Route 30	90%
88%	Route 32	87%
75%	Route 33	73%
89%	Route 34	88%
69%	Route 35	69%
71%	Route 35s	71%
76%	Route 36	78%
84%	Route 37	85%
86%	Route 53	88%

81%

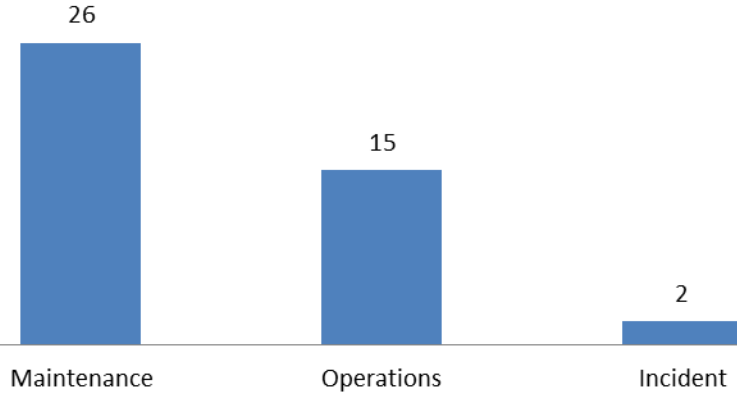
Total

80%



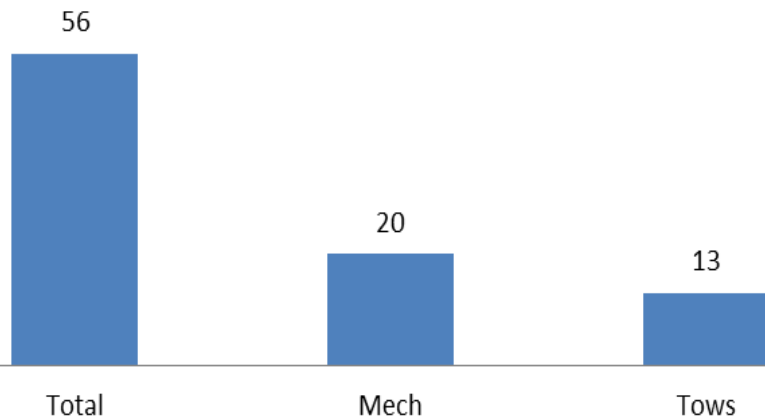
Service Failures (August)

Missed Trip Breakdown (August)



August Missed Trip Breakdown

August Road Call Breakdown



August Road Call Breakdown

August Accidents

Operator	Bus #	Date	Day of Week	Time	Route (or DHD)	Type	Preventability	Weather	Light	Hire Date	Error
Rhodes, Randall	62626	8/9/2018	Thursday	16:30	1592	Accident	Yes	Clear	Daylight	3/28/2005	While trying to pass V2, V1 made contact with V2 and knocked the mirror off. Supervisor and police were dispatched. V2 called ambulance himself and was transported.
Williams, Matthew	63139	8/21/2018	Tuesday	15:37	Deadhead	Accident	Yes	Raining	Daylight	12/12/2016	V1 rear ended V2 while approaching a traffic light. Supervisor and police were dispatched. No injuries.
Kim, Jacob	62631	8/21/2018	Tuesday	15:17	1252	Accident	Yes		Daylight	7/2/2018	Operator tried to avoid contact with another vehicle and moved to the right, making contact with a tree. Supervisor dispatched. No injuries.
Lewis, Virgil	63195	8/6/2018	Monday	9:51	2101	Incident		Clear	Daylight	1/6/2014	10-37 fell out of scooter when Operator made a left turnSupervisor and ambulance dispatched. Patron claimed injury to her left shoulder but refused to transported to hospital.
Malbon, Lawrence	62650	8/6/2018	Monday	13:39	1151	Accident	No	Clear	Daylight	8/7/2012	V2 encroached the lane of travel of V1 making contact with the mirror. Supervisor, maintenance and police were dispatched. No injuries.
Lee, Drusilla	63205	8/10/2018	Friday	9:41	2701	Accident	No	Clear	Daylight	11/16/2010	V2 encroached the lane of travel for V1 by crossing solid yellow lines. Supervisor and police dispatched. No injuries.
Proctor, Claudia	62625	8/16/2018	Friday	9:41	2004	Accident	No	Clear	Daylight	9/21/2010	V2 made contact with V1 driver side mirror while she sat at a light. Supervisor and police dispatched. No injuries.
Mason, Kevin	62634	8/17/2018	Friday	19:50	1351	Accident	No	Clear	Dark	4/4/2016	V2 made contact with V1 and fled the scene. Supervisor and police dispatched. No injuries.
Anderson, Vernon	63202	8/22/2018	Wednesday	5:46	1802	Accident	No	Clear	Daylight	3/14/2005	V2 made contact with V1 driver side mirror and fled the scene. Supervisor and police were dispatched. No injuries
Woods, Deborah	62623	8/23/2018	Thursday	10:42	1702	Accident	No	Clear	Daylight	9/21/1999	Something in the back of V2 made contact with V1 while they were in the process of going around a traffic circle and fled the scene. Supervisor and police
Whitelocke, Marcia	63162	8/23/2018	Thursday	7:10	2191	Accident	No	Clear	Daylight	8/7/2012	V2 made contact with V1 driver side mirror and fled the scene. Supervisor and police were dispatched. No injuries
Fitzgerald, Keenan	63213	8/29/2018	Wednesday	19:21	3001	Accident	No	Clear	Dark	4/18/2016	V2 made contact with V1 driver side while V1 was stopped at a bus stop. Supervisor was dispatched. No injuries.
Wells, Norvelle	63206	8/30/2018	Thursday	14:21	2251	Accident	No	Clear	Daylight	8/25/2008	V2 made contact with V1 driver side mirror. Supervisor and police dispatched. No injuries.
Brown, David	63209	43319	Tuesday	6:05 PM	3552	Incident		Cloudy	Daylight	10/13/2014	Patron slipped and fell while trying to pick up something from the floor. She hit her shoulder and the top of her head but refused to be treated. Supervisor dispatched.
Lewis, Virgil	63195	8/14/2018	Tuesday	8:32	2101	Incident		Clear	Daylight	1/6/2014	Patron had a seizure. Supervisor and EMS dispatched. Patron exited bus after being treated.
Cole, Latisha	63163	8/17/2018	Friday	18:50	2172	Incident		Clear	Dark	5/15/2018	Patron verbally assaulted the Operator and put her hands in her face. Supervisor and police dispatched. Police removed patron. No injuries.
Woody, Dana	62632	8/20/2018	Monday	15:22	1252	Incident		Clear	Daylight	1/29/2007	Upset patron kicked glass in front door and shattered it. Supervisor and police were dispatched. Patron fled before assistance arrived. No injuries.
Curry, Bonita	63160	8/21/2018	Tuesday	11:40	2105	Incident		Cloudy	Daylight	4/1/2014	Upset patron hit the passenger window with an umbrella and cracked it. Supervisor and police dispatched. Patron fled before assistance arrived. No injuries.
Barber, Vanessa	63197	8/23/2018	Thursday	11:47	3052	Incident		Clear	Daylight	1/11/2011	Operator stated fare to patrons who did not pay, they got upset, exited the bus but kicked the glass in the door and cracked it. Supervisor and police dispatched. No injuries.
Holton, Walter	62643	8/27/2018	Monday	14:35	3252	Incident		Clear	Daylight	9/2/2014	Elderly female stumbled as she exited the bus. Supervisor was dispatched. No injuries.
Taylor, Quinton	63216	8/27/2018	Tuesday	18:53	3351	Incident		Clear	Daylight	10/9/2017	While V1 was traveling straight, in one direction, V2 lost one of their tires, traveling in the opposite direction, and it rolled straight into the front of V1, making contact. Supervisor and police dispatched. No injuries.
Green, Leon	63189	8/30/2018	Thursday	16:33	1606	Incident		Clear	Daylight	4/16/2018	Patrons boarded without paying, Operator stated the policy, patrons became irate. Supervisor and police dispatched. No injuries.

August Complaints

Route	Time	Operator	Date	Patron Name	Complaint
20	1:36 PM	Proctor	8/1/2018	David	Bypass
35	4:40 PM	Bennett	8/2/2018	Dawkins	Bypass
35	4:08 PM	Brown	8/7/2018	Maloney	Late
11	7:15 AM	Calderon	8/7/2018	Waite	No Show
32	3:45 PM	Adeniji	8/8/2018	Lebron	Bypass
21	6:00 PM	Swinney	8/8/2018	Sweeney	Late
35s	1:52 PM	Makuyana	8/9/2018	Unknown	Invalid
20	2:43 PM	Williams	8/13/2018	Faison	Safety
28	10:43 AM	Polistin	8/15/2018	Allen	Customer Service
21	4:52 PM	Williamson	8/15/2018	Wilson	Invalid
16	9:40 AM	Wynn	8/20/2018	Bell	Rude Operator
27	4:09 PM	Cole	8/30/2018	Philips	Invalid

August OTP

Route	Early	On Time	Late
Route 11	10%	87%	3%
Route 12	3%	61%	36%
Route 13	3%	82%	14%
Route 14	2%	59%	39%
Route 15X	6%	82%	11%
Route 16	9%	83%	8%
Route 17	4%	77%	20%
Route 18	6%	73%	21%
Route 20	6%	82%	12%
Route 21	6%	72%	22%
Route 21X	7%	82%	12%
Route 22	3%	92%	5%
Route 23	1%	82%	16%
Route 24	8%	85%	7%
Route 25	13%	82%	5%
Route 26	5%	79%	17%
Route 27	10%	86%	4%
Route 28	6%	83%	11%
Route 30	4%	90%	6%
Route 32	4%	87%	9%
Route 33	12%	73%	15%
Route 34	1%	88%	11%
Route 35	7%	69%	24%
Route 35s	7%	71%	23%
Route 36	7%	78%	16%
Route 37	6%	85%	9%
Route 53	3%	88%	9%
Totals:	6%	80%	14%

KPI's 2018

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		234,008	237,596	226,873	271,099	275,231	261,578	258,797	269,685					2,034,867
Passenger Count Recon		210,596	209,176	210,885	234,758	244,092	240,914	237,237	242,338					1,829,996
Difference		23,412	28,420	15,988	36,341	31,139	20,664	21,560	27,347					10.07%
On Time % (2-7) (Client)	90%	83%	83%	83%	83%	80%	80%	81%	80%					82%
On Time % (5-10)	85%	93%	93%	94%	93%	91%	92%	93%	92%					93%
Early	3%	6%	6%	6%	5%	5%	5%	6%	6%					6%
Late	7%	12%	12%	11%	12%	15%	14%	13%	14%					13%
Complaints	20	5	3	9	7	11	2	11	12					65
Preventable Accidents	2.75	4	3	6	7	3	2	3	3					32
Non-Preventable		9	6	7	7	11	6	10	8					63
Total Accidents		13	9	13	14	14	8	13	11					95
Incidents		28	9	14	15	6	8	11	12					103
W/C Injurs	0.83	0	0	0	0	3	1	1	0					5
Road Calls	23	19	21	21	23	19	19	23	20					146
Total Operators	156	150	150	150	152	154	153	156	156					153
Operating Days		22	20	21	21	22	21	21	23					171

KPI's 2017

KPI's	Budget	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Passenger Count APC		257,530	277,401	279,083	252,082	279,007	271,220	258,552	304,235	274,898	311,008	272,437	225,402	3,262,855
Passenger Count Recon		236,733	238,231	255,719	221,301	253,830	253,181	224,743	261,080	251,379	260,598	234,666	199,353	2,890,814
Difference		20,797	39,170	23,364	30,781	25,177	18,039	33,809	43,155	23,519	50,410	37,771	26,049	372,041
On Time % (2-7) (Client)	90%	82%	82%	77%	80%	79%	81%	82%	84%	84%	78%	79%	81%	81%
On Time % (5-10)	85%	92%	93%	93%	91%	91%	92%	91%	94%	90%	90%	91%	92%	92%
Early	3%	7%	7%	7%	6%	6%	6%	7%	6%	6%	6%	6%	6%	6%
Late	7%	11%	11%	16%	14%	15%	13%	11%	10%	10%	16%	15%	13%	13%
Complaints	20	12	25	13	28	18	7	12	21	14	16	15	11	192
Preventable Accidents	2.75	3	4	3	5	2	3	2	2	2	5	3	2	36
Non-Preventable		5	4	7	6	4	6	7	9	6	8	6	1	69
Total Accidents		8	8	10	11	6	9	9	11	8	13	9	3	105
Incidents		18	32	27	24	8	7	19	16	9	14	23	19	216
W/C Injurs	0.83	1	2	3	4	0	1	1	0	0	1	0	0	13
Road Calls	23	26	17	20	20	18	22	21	19	22	18	22	21	246
Total Operators	156	157	155	149	152	154	155	154	154	153	152	152	150	153
Operating Days		21	20	23	20	22	22	20	23	20	22	21	20	254