

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

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