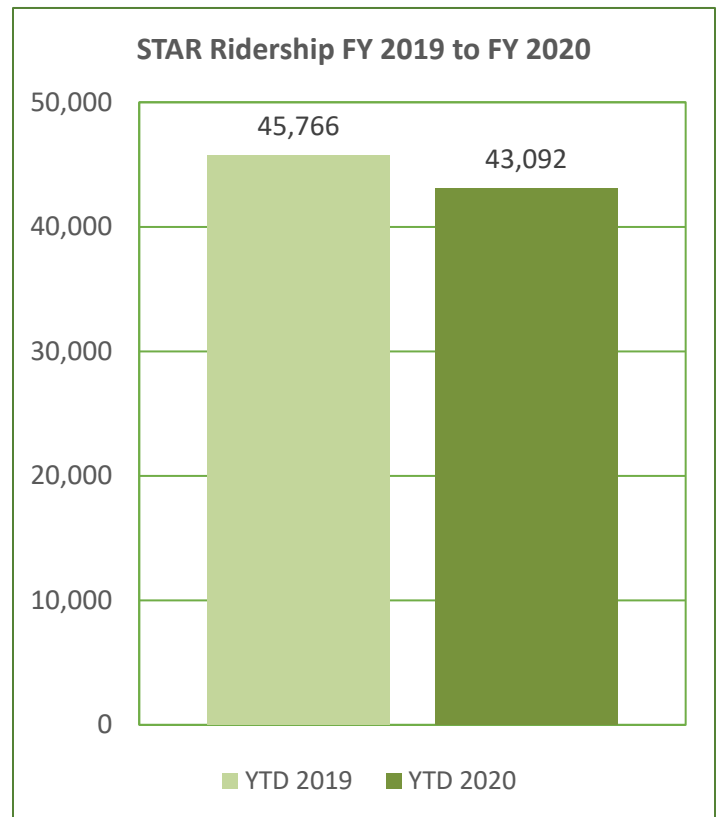
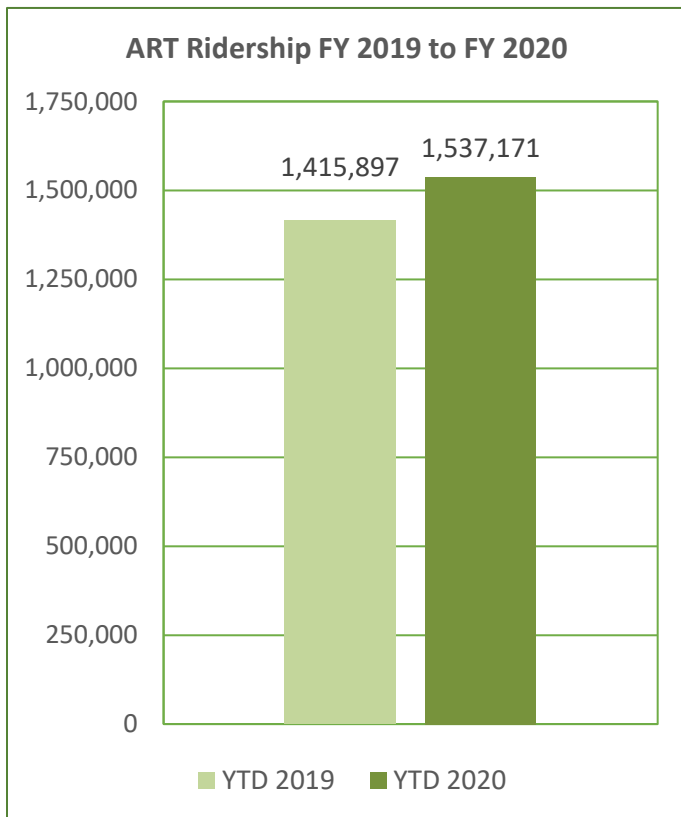


Service Delivery  
 Quarterly Performance Report  
 Q2 2020 (October, November, and  
 December)



System Wide Ridership						
Ridership by Service	Q2 FY 19	Q2 FY 20	% Change	YTD 2019	YTD 2020	% Change
ART	670,349	743,574	10.9	1,415,897	1,537,171	8.6
STAR	22,727	21,177	-6.8	45,766	43,092	-5.8
<b>Total Ridership</b>	<b>693,076</b>	<b>764,751</b>	<b>10.3%</b>	<b>1,461,663</b>	<b>1,580,263</b>	<b>8.1%</b>

Total System ridership in the second quarter of fiscal year 2020 increased over 71,000 passengers or 10% compared to the second quarter in fiscal year 2019. ART experienced a nearly 11% increase in ridership in the second quarter of this fiscal year. STAR experienced a 6.8% decrease in ridership in the second quarter.



STAR RIDERSHIP						
Ridership by Provider	Q2 FY 19	Q2 FY 20	% Change	YTD 2019	YTD 2020	% Change
Diamond	10,290	10,200	-0.9	21,238	20,625	-2.9
Red Top	12,437	10,977	-11.7	24,528	22,467	-8.4
<b>Total Ridership</b>	<b>22,727</b>	<b>21,177</b>	<b>-6.8</b>	<b>45,766</b>	<b>43,092</b>	<b>-5.8</b>

The ridership decrease is due to decrease in booked trips by both providers and reliability concerns resulting from trips missed by Red Top Cab compared to the same period in fiscal year 2019.

STAR PERFORMANCE STATISTICS						
	Q2 2019	Q2 2020	% Change	YTD 2019	YTD 2020	% Change
Revenue Hours Operated	11,644	11,044	-5.2	23,452	22,386	-3.9
Revenue Miles Operated	113,966	105,932	-7	232,165	210,869	-9.2
Passengers per hour	2	1.9	-5	2	1.9	-5
Trips Provided	18,348	17,208	-6.2	36,796	35,053	-4.7
Passengers per Trip	1.2	1.2	0	1.2	1.2	0
Cost per Hour	\$56.05	\$60.49	7.9	\$57.07	\$60.11	5.3
Cost per Passenger	\$28.72	\$31.55	9.9	\$29.24	\$31.23	6.8
Revenue Per Passenger	\$5.10	\$4.13	-19.0	\$5.12	\$4.15	-18.9
Subsidy per Passenger	\$23.61	\$27.41	16.1	\$24.12	\$27.07	12.2
Cost Recovery Ratio %	21.6	15.1	-30.3	21.2	15.3	-27.8
Customer Complaints per 1K passengers	2.95	2.03	-31.1	2.73	2.44	-10.8

STAR services experienced decreases in service hours and miles operated as Diamond and Red Top Cab provided fewer trips in fiscal year 2020. Subsidy per passenger has increased as Diamond is providing an additional vehicle on Sundays to accommodate service capacity.