

2008 Pace Blue Ribbon Committee Report

Appendix iii On-Time Performance - Ridership and Complaints Status

	Week of	OTP	Average Trips/ Weekday	(1) Average Late Trips/ Day> 60 minutes *	(2) Average Late Trips/ Day> 60 minutes **	Complaints	Percentage of complaints to ridership
Jan- June 2006		85%	5,382				
Jan- June 2007		86%	5,766				
January 2008		88%	5,979		68	(3) 587	(4) .40%
	6/1 - 6/7	88%	6,292	14	43	260	0.69%
	6/8 - 6/14	90%	6,195	8	28	210	0.56%
	6/15 - 6/21	92%	5,859	7	16	168	0.48%
	6/22 - 6/28	93%	5,969	4	14	190	0.53%
	6/29 - 7/5	91%	5,358	7	20	117	0.36%
	7/6 - 7/12	91%	6,317	6	19	200	0.53%
	7/13 - 7-19	93%	6,226	5	14	128	0.34%

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Appendix iii On-Time Performance

Ridership and Complaints Status

- (1) Includes 20 minute on-time window
- (2) Without 20 min. on- time window
- (3) Total complaints per month
- (4) Calculated by dividing total complaints (547) for the month by total trips (158,195) for the month