

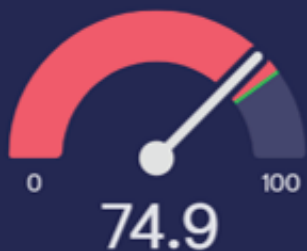
Preventable Events / 100K Miles



Preventable Events Per 100K Miles by Month



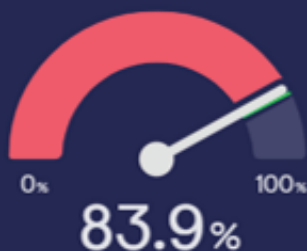
Customer Service Index (CSI)



CSI by Month (Target > 80)



On Time Performance (OTP)



OTP by Month (Target > 85%)



Notes:

- (1.) Preventable Events. "Preventable" events could have been prevented by operator actions. The current target is seven (7) preventable events per month or less.
- (2.) Customer Satisfaction Index (CSI). This index quantifies the number of customer calls, complaints and commendations that are received each month into a single metric that can be tracked over time. The index assigns weighted values for each complaint (negative) and commendation (positive) that are received each month, however, since commendations are relatively uncommon in the transit industry, commendations are weighted 20% more than complaints. The higher the CSI value, the higher the customer satisfaction. The typical range for CSI is 80-95, so months with a CSI below 80 would be cause for concern. Months with a CSI value of 95+ would be indicative of exceptional customer satisfaction for that month.
- (3.) On-Time Performance" tracks the percentage of scheduled departure times in which the bus departs the stop no more than 1 minute early and no more than 5 minutes late. The current DASH OTP target is 85% of all trips