PERFORMANCE MEASURES REPORT - APRIL 2013

GOAL	PERFORMANCE MEASURE		
Ridership/Efficiency	Monthly Transit Boardings		
	Passengers per Revenue Hour		
Reliability/Quality	On-time Performance		
	Miles Between Chargeable Road Calls		
Customer Focus	Passenger Complaints per 100,000 miles		
	Average Customer Call Walt Time (sec.)		

TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATAplus	TARGET MATA <i>plus</i>
	746,894	730,000	124,902	127,000	22,708	22,000
	24.5	26	36.2	37	2.6	2.5
·	48%	60%	80%	75%	86%	92%
	6,585	7500	357	460	8,047	7,500
10	-		-			
150	-		-			
	1.3	1.25	7.9	3.2	0.7	1.75
	0.2	0,275	0.0	1.4	0.0	0.55
	TOTAL 10 150	TOTAL FIXED ROUTE 746,894 24.5 48% 6,585 10 - 150 - 13	TOTAL FIXED ROUTE FIXED ROUTE 746,894 730,000 24.5 26 48% 60% 6,585 7500 10 - 150 - 151 - 152 -	TOTAL FIXED ROUTE FIXED ROUTE TROLLEY 746,894 730,000 124,902 24.5 26 36.2 48% 60% 80% 6,585 7500 357 10 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - - 150 - -	TOTAL FIXED ROUTE FIXED ROUTE TROLLEY TROLLEY 746,894 730,000 124,902 127,000 24.5 26 36.2 37 48% 60% 80% 75% 6,585 7500 357 460 10 - - 150 - - 150 - - 13 1.25 7.9 3.2	TOTAL FIXED ROUTE FIXED ROUTE TROLLEY TROLLEY MATAplus 746,894 730,000 124,902 127,000 22,708 24.5 26 36.2 37 2.6 48% 60% 80% 75% 86% 6,585 7500 357 460 8,047 10 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - - - - 150 - -

LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
871,324	
20.7	
53%	
3,822	
8.1	
0	
1.1	
0.3	

NOTES:

Safety/Security

Average Customer Call Wait Time was not available this month due to the changeover to a new telephone system.

Accidents per 100,000 Miles

Preventable Accidents per 100,000 mlles