

PERFORMANCE MEASURES REPORT - APRIL 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATAplus	TARGET MATAplus	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
		Ridership/Efficiency	Monthly Transit Boardings	894,504		746,894	730,000	124,902	127,000	22,708	22,000
	Passengers per Revenue Hour	21.0		24.5	26	36.2	37	2.6	2.5	20.7	
Reliability/Quality	On-time Performance	52%		48%	60%	80%	75%	86%	92%	53%	
	Miles Between Chargeable Road Calls	4,027		6,585	7500	357	460	8,047	7,500	3,822	
Customer Focus	Passenger Complaints per 100,000 miles	7.2	10	-		-		-		8.1	
	Average Customer Call Wait Time (sec.)	0	150	-		-		-		0	
Safety/Security	Accidents per 100,000 Miles	1.4		1.3	1.25	7.9	3.2	0.7	1.75	1.1	
	Preventable Accidents per 100,000 miles	0.2		0.2	0.275	0.0	1.4	0.0	0.55	0.3	

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