

PERFORMANCE MEASURES REPORT - APRIL 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	775,156	754,000	656,530	640,000	97,371	94,000	21,255	20,000
	Passengers per Revenue Hour	20.3		24.3	26	44.4	37	2.3	2.5
Reliability/Quality	On-time Performance	72%		70%	60%	79%	75%	91%	92%
	Miles Between Chargeable Road Calls	4,519		5,410	7,500	444	460	8,155	7,500
Customer Focus	Passenger Complaints per 100,000 miles	40.0	45	-		-		-	
	Average Customer Call Wait Time (sec.)	120	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	2.4		3.1	1.25	0.0	3.2	0.6	1.75
	Preventable Accidents per 100,000 miles	0.8		1.2	0.275	0.0	1.4	0.0	0.55