

PERFORMANCE MEASURES REPORT - August 2013

													LAST	SAME MONTH
													MONTH	LAST YEAR
GOAL	PERFORMANCE MEASURE	TOTAL	TARGET	FIXED ROUT	FIXED ROUT	TROLLEY	TROLLEY	MATAplus	MATAplus	TOTAL	TOTAL			
Ridership/Efficiency	Monthly Transit Boardings	864,325	879,000	715,580	730,000	127,674	127,000	21,071	22,000			865,842	943,476	
	Passengers per Revenue Hour	19.8		23.0	26.0	37.7	37.0	2.3	2.5			20.2	20.7	
Reliability/Quality	On-time Performance	51%		47%	60%	48%	75%	90%	92%			53%	50%	
	Miles Between Chargeable Road Calls	4,002		6,121	7,500	359	460	8,664	7,500			3,967	3,552	
Customer Focus	Passenger Complaints per 100,000 miles	8.6	10.0	5.0		36.4		15.4				10.8	14.2	
	Average Customer Call Wait Time (sec.)	222	150	-		-		-				369	278	
Safety/Security	Accidents per 100,000 Miles	1.4		1.2	1.3	0.0	3.2	1.9	1.8			2.0	2.6	
	Preventable Accidents per 100,000 miles	0.6		0.4	0.3	0.0	1.4	1.3	0.6			0.8	0.7	

NOTES:

- Green** = at or above Target
- Yellow** = within 10% of Target
- Red** = greater than 10% below Target