

PERFORMANCE MEASURES REPORT - December 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApus	TARGET MATApus	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
Ridership/Efficiency	Monthly Transit Boardings	754,145	879,000	673,425	730,000	64,990	127,000	15,730	22,000	789,836	811,012
	Passengers per Revenue Hour	20.4		25.8	26	25.0	37	1.9	2.5	22.1	19.9
Reliability/Quality	On-time Performance	74%		72%	60%	83%	75%	95%	92%	71%	51%
	Miles Between Chargeable Road Calls	4,152		6,405	7,500	348	460	6,834	7,500	5,030	3,180
Customer Focus	Passenger Complaints per 100,000 miles	12.8	10	12.7		0.0		14.6		11.1	8.3
	Average Customer Call Wait Time (sec.)	192	150	-		-		-		211	245
Safety/Security	Accidents per 100,000 Miles	2.7		2.7	1.25	11.1	3.2	1.5	1.75	1.3	2.3
	Preventable Accidents per 100,000 miles	0.4		0.5	0.275	0.0	1.4	0.0	0.55	0.0	0.8

NOTES:
 Green = at or above Target
 Yellow = within 10% of Target
 Red = greater than 10% below Target
 * = data not available