

# PERFORMANCE MEASURES REPORT - FEBRUARY 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATAp <sup>plus</sup>	TARGET MATAp <sup>plus</sup>	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
Ridership/Efficiency	Monthly Transit Boardings	783,515		679,079	730,000	84,860	127,000	19,576	22,000	823,772	
	Passengers per Revenue Hour	20.1		24.2	26	26.5	37	2.5	2.5	19.4	
Reliability/Quality	On-time Performance	52%		49%	60%	91%	75%	81%	92%	52%	
	Miles Between Chargeable Road Calls	3,886		5,587	7500	351	460	16,896	7,500	3,602	
Customer Focus	Passenger Complaints per 100,000 miles	9.6	10	-		-		-		8.7	
	Average Customer Call Wait Time (sec.)	147	150	-		-		-		186	
Safety/Security	Accidents per 100,000 Miles	1.0		0.5	1.25	8.5	3.2	1.5	1.75	1.7	
	Preventable Accidents per 100,000 miles	0.3		0.5	0.275	0.0	1.4	0.0	0.55	0.3	