

PERFORMANCE MEASURES REPORT - FEBRUARY 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATAplus	TARGET MATAplus
Ridership/Efficiency	Monthly Transit Boardings	671,849	754,000	586,217	640,000	65,338	94,000	20,294	20,000
	Passengers per Revenue Hour	19.1		23.8	26	27.2	37	2.5	2.5
Reliability/Quality	On-time Performance	73%		71%	60%	86%	75%	92%	92%
	Miles Between Chargeable Road Calls	4,494		6,241	7500	465	460	6,089	7,500
Customer Focus	Passenger Complaints per 100,000 miles	47.6	45	-		-		-	
	Average Customer Call Wait Time (sec.)	209	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	3.7		4.4	1.25	0.0	3.2	2.1	1.75
	Preventable Accidents per 100,000 miles	0.7		0.5	0.275	0.0	1.4	1.4	0.55