PERFORMANCE M	FASIIRES	RFD	ORT -	ΔΝΙΙΔ	RV 20	12									
I LIN ONWANCE IVI	LAJUNES	INLI	JI(1 - J		111 20	13									
														LAST	SAME MONTH
							TARGET		TARGET		TARGET		TARGET	MONTH	LAST YEAR
GOAL	PE	PERFORMANCE MEASURE			TOTAL	TOTAL	FIXED ROUTE	FIXED ROUTE	TROLLEY	TROLLEY	MATAplus	MATAplus	TOTAL	TOTAL	
Ridership/Efficiency	M	Monthly Transit Boardings			823,772		723,079	730,000	80,848	127,000	19,845	22,000	811,012		
	Pa	Passengers per Revenue Hour				19.4		24.0	26	23.1	37	2.2	2.5	19.9	
Reliability/Quality	Oı	On-time Performance			52%		48%	60%	83%	75%	89%	92%	51%		
	M	Miles Between Chargeable Road Calls				3,602		5,253	7500	347	460	9,861	7,500	3,180	
Customer Focus	Pa	Passenger Complaints per 100,000 miles				8.7	10	-		-		-		8.3	
	Av	Average Customer Call Wait Time (sec.)				186	150	-		-		-		245	
Safety/Security	Ac	Accidents per 100,000 Miles				1.7		1.9	1.25	0.0	3.2	1.4	1.75	2.3	
	Pr	Preventable Accidents per 100,000 miles				0.3		0.4	0.275	0.0	1.4	0.0	0.55	0.8	