

PERFORMANCE MEASURES REPORT - JANUARY 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApus	TARGET MATApus
Ridership/Efficiency	Monthly Transit Boardings	696,694	754,000	612,901	640,000	62,849	94,000	20,944	20,000
	Passengers per Revenue Hour	18.5		23.2	26	23.9	37	2.5	2.5
Reliability/Quality	On-time Performance	74%		72%	60%	85%	75%	93%	92%
	Miles Between Chargeable Road Calls	3,949		4,417	7500	438	460	13,356	7,500
Customer Focus	Passenger Complaints per 100,000 miles	51.2	45	-		-		-	
	Average Customer Call Wait Time (sec.)	195	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	1.9		2.2	1.25	0.0	3.2	1.4	1.75
	Preventable Accidents per 100,000 miles	0.3		0.2	0.275	0.0	1.4	0.7	0.55