PERFORMANCE MEASURES REPORT - July 2013											
										LAST	SAME MON
			TARGET		TARGET		TARGET		TARGET	MONTI	LAST YEAR
GOAL	PERFORMANCE MEASURE	TOTAL	TOTAL	FIXED ROUTE	FIXED ROUTE	TROLLEY	TROLLEY	MATAplus	MATAplus	TOTAL	TOTAL
Ridership/Efficiency	Monthly Transit Boardings	865,842		688,863	730,000	157,153	127,000	19,826	22,000	838,0	26 807
	Passengers per Revenue Hour	20.2		22.4	26	44.9	37	2.3	2.5	2	0.8
Reliability/Quality	On-time Performance	0.53		0.5	0.6	0.5	0.75	0.89	0.92	0	52
	Miles Between Chargeable Road Calls	3,967		6,203	7,500	332	460	16,340	7,500	3,9	73 3
Customer Focus	Passenger Complaints per 100,000 miles	10.8	10	-		-		-		1	5.4
	Average Customer Call Wait Time (sec.)	369	150	-		-		-			13
Safety/Security	Accidents per 100,000 Miles	2.0		1.5	1.25	11.6	3.2	2	1.75		L.3
	Preventable Accidents per 100,000 miles	0.8		0.4	0.275	3.9	1.4	1.4	0.55		0.3
NOTES:											

