

PERFORMANCE MEASURES REPORT - July 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	711,581	754,000	653,527	640,000	37,414	94,000	20,640	20,000
	Passengers per Revenue Hour	17.6		22.4	26	15.4	37	2.3	2.5
Reliability/Quality	On-time Performance	54%		50%	60%	*	75%	89%	92%
	Miles Between Chargeable Road Calls	6,707		6,716	7500	22,844	460	5,804	7,500
Customer Focus	Passenger Complaints per 100,000 miles	59.0	45	-		-		-	
	Average Customer Call Wait Time (sec.)	232	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	3.8		4.9	1.25	4.4	3.2	0.7	1.75
	Preventable Accidents per 100,000 miles	1.0		0.9	0.275	4.4	1.4	0.7	0.55