PERFORMANCE MEASURES REPORT - June 2013

											LAST	SAME MONTH
			TARGET		TARGET		TARGET		TARGET		MONTH	LAST YEAR
GOAL	PERFORMANCE MEASURE	TOTAL	TOTAL	FIXED ROU	FIXED ROU	TROLLEY	TROLLEY	MATAplus	MATAplus		TOTAL	TOTAL
Ridership/Efficiency	Monthly Transit Boardings	838626		665044	730000	153283	127000	20299	22000		934,058	
	Passengers per Revenue Hour	20.81319		23.06618	26	45.40373	37	2.510699	2.5		21.4	
Reliability/Quality	On-time Performance	0.520431		0.49	0.6	0.58	0.75	0.84	0.92		48%	
	Miles Between Chargeable Road Calls	3973.383		5672.443	7500	396.1587	460	11568.33	7500		3,272	
Customer Focus	Passenger Complaints per 100,000 miles	15.36196	10	-		-		-			11.8	
	Average Customer Call Wait Time (sec.)	213	150	-		-		-			0	
Safety/Security	Accidents per 100,000 Miles	1.307401		1.115765	1.25	4.006731	3.2	1.440715	1.75		2.9	
	Preventable Accidents per 100,000 miles	0.32685		0.223153	0.275	4.006731	1.4	0	0.55		1.1	
NOTES:												