

PERFORMANCE MEASURES REPORT - June 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	650,639	754,000	605,532	640,000	25,927	94,000	19,180	20,000
	Passengers per Revenue Hour	17.8		22.2	26	30.5	37	2.3	2.5
Reliability/Quality	On-time Performance	54%		49%	60%	*	75%	89%	92%
	Miles Between Chargeable Road Calls	4,496		5,435	7500	386	460	4,155	7,500
Customer Focus	Passenger Complaints per 100,000 miles	64.8	45	-		-		-	
	Average Customer Call Wait Time (sec.)	349	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	2.8		2.8	1.25	17.3	3.2	2.1	1.75
	Preventable Accidents per 100,000 miles	1.1		0.7	0.275	0.0	1.4	2.1	0.55