

PERFORMANCE MEASURES REPORT - MARCH 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATAplus	TARGET MATAplus	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
Ridership/Efficiency	Monthly Transit Boardings	871,324		730,126	730,000	119,664	127,000	21,534	22,000	783,515	
	Passengers per Revenue Hour	20.7		24.3	26	34.7	37	2.5	2.5	20.1	
Reliability/Quality	On-time Performance	53%		50%	60%	83%	75%	85%	92%	52%	
	Miles Between Chargeable Road Calls	3,822		6,148	7,500	357	460	7,119	7,500	3,886	
Customer Focus	Passenger Complaints per 100,000 miles	8.1	10	-		-		-		9.6	
	Average Customer Call Wait Time (sec.)	0	150	-		-		-		147	
Safety/Security	Accidents per 100,000 Miles	1.1		1.1	1.25	0.0	3.2	1.3	1.75	1.0	
	Preventable Accidents per 100,000 miles	0.3		0.2	0.275	0.0	1.4	0.7	0.55	0.3	

NOTES:
 Average Customer Call Wait Time was not available in March since MATA was in the process of converting to a new telephone system.