

# PERFORMANCE MEASURES REPORT - MARCH 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	724,594	754,000	610,319	640,000	93,461	94,000	20,814	20,000
	Passengers per Revenue Hour	19.6		23.1	26	45.5	37	2.5	2.5
Reliability/Quality	On-time Performance	72%		70%	60%	78%	75%	93%	92%
	Miles Between Chargeable Road Calls	5,007		7,359	7,500	464	460	5,535	7,500
Customer Focus	Passenger Complaints per 100,000 miles	40.6	45	-		-		-	
	Average Customer Call Wait Time (sec.)	*	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	3.3		3.4	1.25	0.0	3.2	3.5	1.75
	Preventable Accidents per 100,000 miles	0.4		0.2	0.275	0.0	1.4	0.7	0.55