

PERFORMANCE MEASURES REPORT - May 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	870,055	754,000	709,196	640,000	140,185	94,000	20,674	20,000
	Passengers per Revenue Hour	22.8		26.3	26	58.6	37	2.4	2.5
Reliability/Quality	On-time Performance	55%		51%	60%	51%	75%	90%	92%
	Miles Between Chargeable Road Calls	3,524		4,491	7500	422	460	4,530	7,500
Customer Focus	Passenger Complaints per 100,000 miles	46.9	45	-		-		-	
	Average Customer Call Wait Time (sec.)	119	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	3.2		2.8	1.25	17.8	3.2	2.7	1.75
	Preventable Accidents per 100,000 miles	1.4		0.9	0.275	17.8	1.4	0.7	0.55