

PERFORMANCE MEASURES REPORT - November 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
Ridership/Efficiency	Monthly Transit Boardings	789,836	879,000	698,384	730,000	72,166	127,000	19,286	22,000	882,244	821,397
	Passengers per Revenue Hour	22.1		27.9	26	29.1	37	2.3	2.5	22.3	20.1
Reliability/Quality	On-time Performance	71%		68%	60%	83%	75%	93%	92%	64%	50%
	Miles Between Chargeable Road Calls	5,030		8,866	7500	382	460	7,048	7,500	5,514	4,072
Customer Focus	Passenger Complaints per 100,000 miles	13.1	10	11.8		0.0		14.2		10.5	8.8
	Average Customer Call Wait Time (sec.)	192	150	-		-		-		260	165
Safety/Security	Accidents per 100,000 Miles	1.3		1.5	1.25	0.0	3.2	0.7	1.75	1.5	1.6
	Preventable Accidents per 100,000 miles	0.0		0.0	0.275	0.0	1.4	0.0	0.55	0.3	0.3

NOTES:
 Green = at or above Target
 Yellow = within 10% of Target
 Red = greater than 10% below Target
 * = data not available