

PERFORMANCE MEASURES REPORT - October 2013													
				TOTAL	TARGET	FIXED ROUTE	FIXED ROUTE	TROLLEY	TARGET	MATApplus	TARGET	LAST MONTH	SAME MONTH
GOAL	PERFORMANCE MEASURE			TOTAL	TOTAL	FIXED ROUTE	FIXED ROUTE	TROLLEY	TARGET	MATApplus	TARGET	TOTAL	LAST YEAR
Ridership/Efficiency	Monthly Transit Boardings			882,244	879,000	759,925	730,000	100,951	127,000	21,368	22,000	835,087	950,608
	Passengers per Revenue Hour			22.3		27.5	26	37.7	37	2.3	2.5	21.7	21.4
Reliability/Quality	On-time Performance			64%		61%	60%	81%	75%	93%	92%	50%	49%
	Miles Between Chargeable Road Calls			5,514		9,142	7500	441	460	7,282	7,500	4,001	3,288
Customer Focus	Passenger Complaints per 100,000 miles			10.5	10	10.5		5.4		11.2		17.7	12.3
	Average Customer Call Wait Time (sec.)			260	150	-		-		-		324	206
Safety/Security	Accidents per 100,000 Miles			1.5		1.6	1.25	5.4	3.2	0.6	1.75	2.7	1.0
	Preventable Accidents per 100,000 miles			0.3		0.2	0.275	0.0	1.4	0.6	0.55	1.4	0.6