

# PERFORMANCE MEASURES REPORT - October 2014

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	814,892	754,000	753,335	640,000	39,876	94,000	21,681	20,000	725,992	882,244
	Passengers per Revenue Hour	19.7		25.1	26	17.6	37	2.4	2.5	19.7	22.3
Reliability/Quality	On-time Performance	50%		46%	60%	*	75%	82%	92%	49%	64%
	Miles Between Chargeable Road Calls	7,413		7,143	7500	22,937	460	7,168	7,500	7,038	5,514
Customer Focus	Passenger Complaints per 100,000 miles	47.4	45	46.5		8.7		55.8		81.5	10.5
	Average Customer Call Wait Time (sec.)	287	150	-		-		-		334	260
Safety/Security	Accidents per 100,000 Miles	5.1		5.4	1.25	4.4	3.2	4.4	1.75	4.3	1.5
	Preventable Accidents per 100,000 miles	1.2		0.9	0.275	4.4	1.4	1.9	0.55	1.2	0.3
	Chargeable Road Calls	87.0		65.0		0.0		22.0		83	112
	Passenger Complaints	306.0		216.0		2.0		88.0		476	65
	Accidents	33.0		25.0		1.0		7.0		25	9
	Preventable Accidents	8.0		4.0		1.0		3.0		7	2

**Notes**

\* Data not available

Trolley services were suspended for the month; data is for bus services on trolley lines