

PERFORMANCE MEASURES REPORT - May 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApus	TARGET MATApus	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
	Monthly Transit Boardings	934,058		728,533	730,000	184,365	127,000	21,160	22,000	894,504	
Ridership/Efficiency	Passengers per Revenue Hour	21.4		23.4	26	48.0	37	2.5	2.5	21.0	
Reliability/Quality	On-time Performance	48%		44%	60%	63%	75%	81%	92%	52%	
	Miles Between Chargeable Road Calls	3,273		4,982	7500	299	460	14,956	7,500	4,027	
Customer Focus	Passenger Complaints per 100,000 miles	11.8	10	-	-	-	-	-	-	7.2	
	Average Customer Call Wait Time (sec.)	0	150	-	-	-	-	-	-	0	
Safety/Security	Accidents per 100,000 Miles	2.9		2.3	1.25	7.0	3.2	4.0	1.75	1.4	
	Preventable Accidents per 100,000 miles	1.1		0.6	0.275	7.0	1.4	1.3	0.55	0.2	

NOTES:

Average Customer Call Wait Time was not available this month due to the changeover to a new telephone system.