

# PERFORMANCE MEASURES REPORT - September 2014

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROUTE	TARGET FIXED ROUTE	TROLLEY	TARGET TROLLEY	MATApplus	TARGET MATApplus
Ridership/Efficiency	Monthly Transit Boardings	725,992	754,000	668,646	640,000	36,224	94,000	21,122	20,000
	Passengers per Revenue Hour	19.7		26.0	26	15.7	37	2.4	2.5
Reliability/Quality	On-time Performance	49%		45%	60%	*	75%	86%	92%
	Miles Between Chargeable Road Calls	7,038		8,363	7500	21,632	460	4,491	7,500
Customer Focus	Passenger Complaints per 100,000 miles	81.5	45	68.3		13.9		126.4	
	Average Customer Call Wait Time (sec.)	334	150	-		-		-	
Safety/Security	Accidents per 100,000 Miles	4.3		4.9	1.25	0.0	3.2	3.3	1.75
	Preventable Accidents per 100,000 miles	1.2		1.2	0.275	0.0	1.4	1.3	0.55