

PERFORMANCE MEASURES REPORT - September 2013

GOAL	PERFORMANCE MEASURE	TOTAL	TARGET TOTAL	FIXED ROU	TARGET FIXED ROU	TROLLEY	TARGET TROLLEY	MATAplus	TARGET MATAplus	LAST MONTH TOTAL	SAME MONTH LAST YEAR TOTAL
Ridership/Efficiency	Monthly Transit Boardings	835,087	879,000	719,927	730,000	95,170	127,000	19,990	22,000	864,325	847,298
	Passengers per Revenue Hour	21.7		26.3	26	34.9	37	2.4	2.5	19.8	21.6
Reliability/Quality	On-time Performance	50%		46%	60%	*	75%	88%	92%	51%	48%
	Miles Between Chargeable Road Calls	4,001		5,702	7,500	340	460	6,688	7,500	4,002	3,349
Customer Focus	Passenger Complaints per 100,000 miles	17.7	10	17.8		5.8		19.0		8.6	10.5
	Average Customer Call Wait Time (sec.)	324	150	-		-		-		222	228
Safety/Security	Accidents per 100,000 Miles	2.7		2.8	1.25	0.0	3.2	2.7	1.75	1.4	2.3
	Preventable Accidents per 100,000 miles	1.2		0.9	0.275	0.0	1.4	2.0	0.55	0.6	0.2

NOTES:

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