



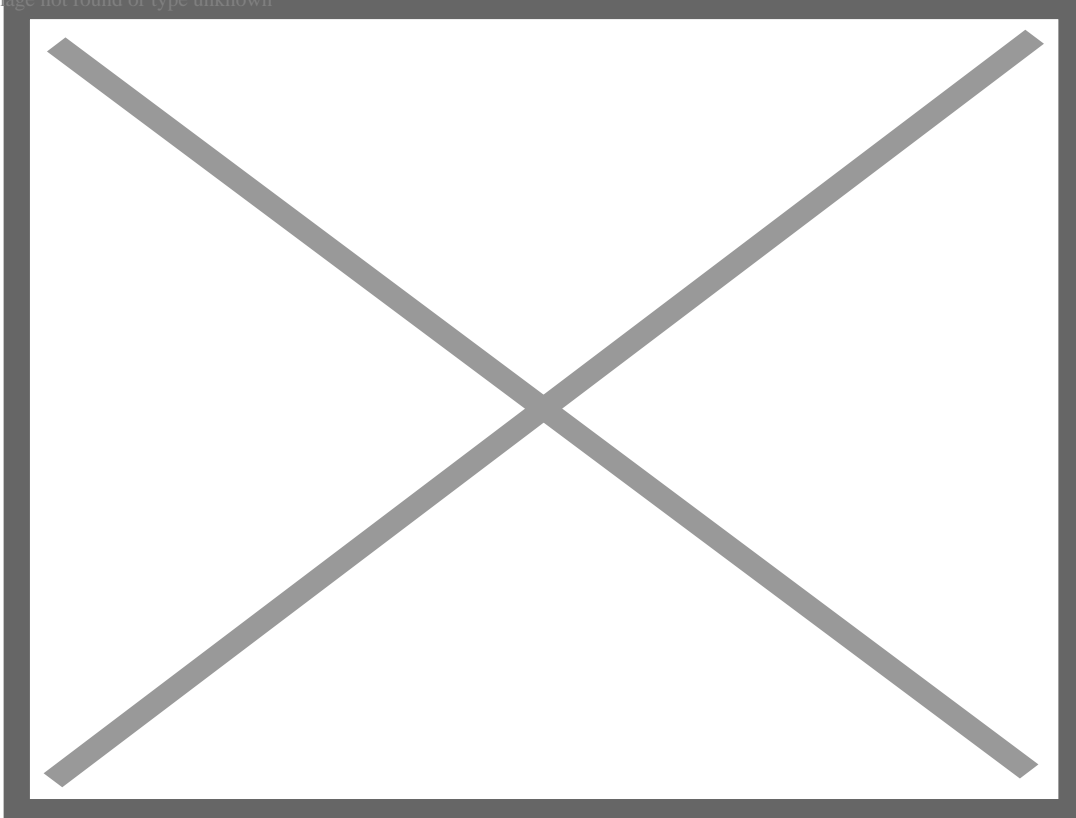
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[Home](#) > KEY PERFORMANCE INDICATORS - Fiscal Year 17

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Key Performance Indicators (KPI) information is finalized for Fiscal Year 2017. The highlights presented below offer a snapshot of the improvements we have made, as well as the upcoming challenges we face in FY 2018.

#### **ACCOMPLISHMENTS:**

- No categories are in the red! All key performance indicators either surpassed last year's total or came within 95% of the goal.
- FY 2017 was a safer year for MTS Rail and Bus, as they both surpassed the goals for Preventable Accidents per 100K miles, with .17 and 1.12 respectively.
- Rider satisfaction improved in FY 2017, with Complaints per 100K Passengers remaining low through the end of the year at a number of 3.7 complaints – the best performance in the past three years.
- More buses on time in 2017! At 81.3%, MTS fixed-route buses saw its best on-time performance in the past three years.
- Kudos to MTS' maintenance crews for reducing Mean Distance Between Failures for both

bus and rail in FY 2017, and exceeding their goals by more than 1,175 miles combined!

## **CHALLENGES:**

- The nation-wide trend towards decreased ridership continues; MTS System Ridership was down 4.81% from FY 2016 levels, at 88,221,536 trips.
- Tied to lower ridership numbers, Passengers per Revenue Hour for MTS Bus was down from 24.3 to 23.1.
- MTS Rail saw a decrease in On-Time Performance, going from 93.2 in FY 2016 to 91.8 in FY 2017.

## **News Category:**

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