



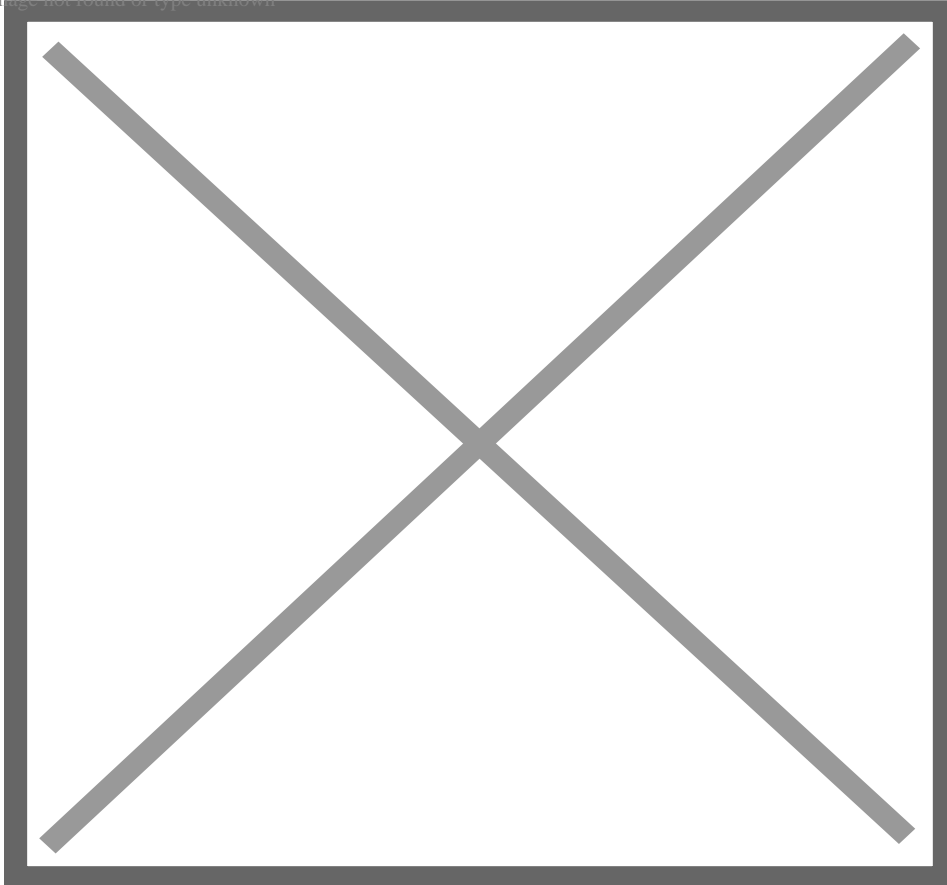
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**Key Performance Indicators (KPI) information is logged in for the first three months of FY 2018. We've started strong in some categories, while we have some catching up to do in others.**

#### **ACCOMPLISHMENTS:**

- MTS Rail saw a ridership increase of 20% on the Green Line in the month of July. Ridership on the Green Line was boosted by record Comic-Con ridership.
- MTS Maintenance Departments continue to march ahead of the pack! Mean Distance Between Failures has improved over last year by more than 2,000 miles on both Fixed-Route Bus and Trolley
- On-Time = Prime Time! On-Time Performance for MTS Bus (All Routes) is performing

slightly better than last year at 82.6%. And at 93.3%, MTS Rail is also edging last year's on-time performance.

#### **CHALLENGES:**

- MTS Fixed-Route Bus experienced a 5.7% drop in ridership in the first three months of FY 2018.
- Even though MTS Rail had a ridership uptick in July, both August and September saw ridership dip 3.7% and 4.6% respectively, and is now 1.8% down for the quarter. Service adjustments from the Transit Optimization Plan are designed to help reverse the trend next fiscal year.
- Preventable Accidents Per 100K Passengers is usually a strong point for MTS. But in the first three months of FY 2018, both MTS Bus and Rail have increased the rate of preventable accidents over last year at 1.18 and 0.38 respectively.

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