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Our Key Performance Indicators are at a near-pace of last year's effort. There are areas for improvement, as only four out of 10 measures are better than last year.

ACCOMPLISHMENTS:

- MTS Maintenance Departments for both Bus and Trolley continue to lead the pack. Between the two modes, miles driven breakdowns have increased by 2,500 miles for Trolley and 1,600 miles for Bus.
- On-Time Performance has been great. Both modes are outpacing last year's effort, which is important because reliability of service is one of the top priorities for passengers.
- Trolley has accident-free months in December and February
- While ridership is down over the last year, it's still within 95% of last year's total through the first eight months. Additionally, fare revenue remains at last year's pace.

CHALLENGES:

- Preventable Accidents Per 100K miles for both Bus and Trolley are higher than last year's total at 1.19 and 0.23 respectively.
- Passengers per Revenue Hour have dipped below last year's benchmark at 21.8 for Bus and 220.1 for Trolley. This is a direct reflection of the ridership losses we've experienced.

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