

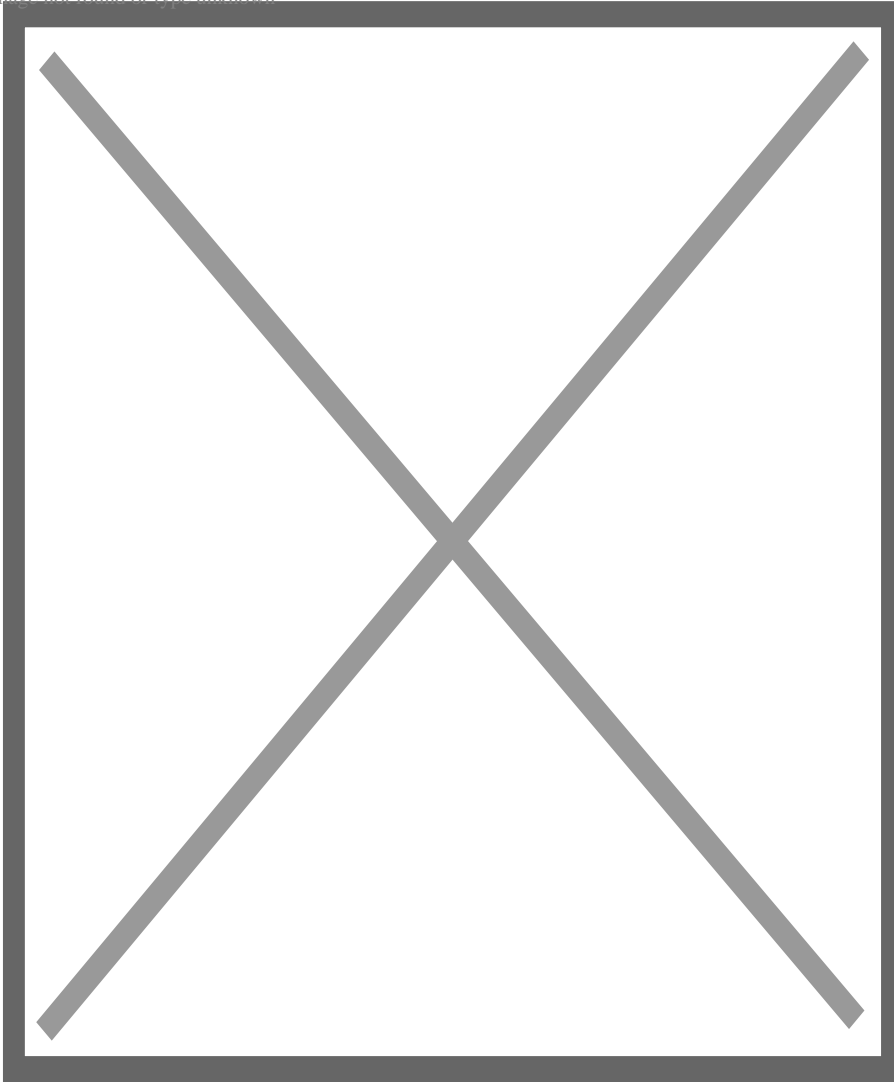


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Monday, January 14, 2019

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Key Performance Indicators for the first months of Fiscal Year 2019 (July – October) are now available. It's a mixed bag of results. Ridership is still down, but within 95% of last year's KPI. Maintenance teams are excelling. Other KPIs are also hovering in the 95% range of last year's KPI. Everyone plays a role to improve these performance indicators. What can you do?

Accomplishments

Ridership increases were experienced on the Trolley in August, September and October compared to the same months last year.

MTS Maintenance Departments for both Bus and Trolley ended FY 2018 on a strong note. Bus started strong in FY 2019. The Bus Maintenance team is beating last year's KPI for Mean Distance Between Failures by near a thousand miles.

Challenges

Ridership is down from last year in the first three months by 46,324 passenger trips, but ridership was up in October 4.5%.

Overall complaints per 100K passengers increased from 4.2 per 100K passengers to 4.8 in FY 2019 first quarter. Complaints from Trolley riders however, have so far decreased by approximately 20% over last year. Access complaints are up, some of which can be attributed to our taxi pilot program taking on some Access trips.

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