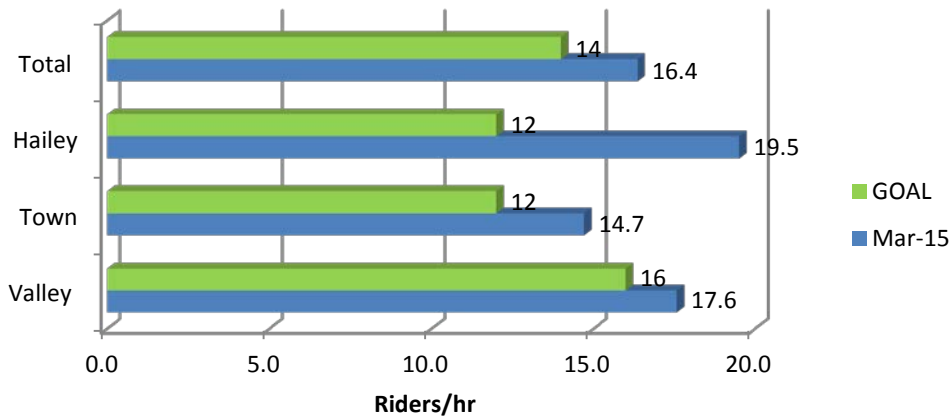


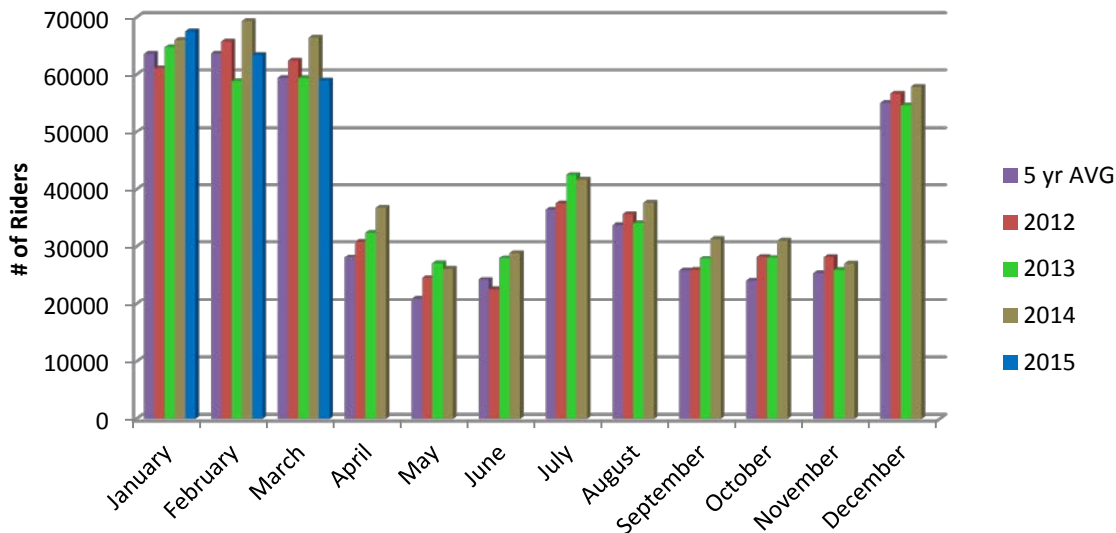
# PERFORMANCE DASHBOARD - RIDERSHIP, MARCH 2015

### Ridership per hour



**Definition:** One way rides for the month divided by the number of bus revenue service hours for the month (aka productivity) - being higher than goal is good. 15 is reasonable goal for a resort-rural fixed route system.

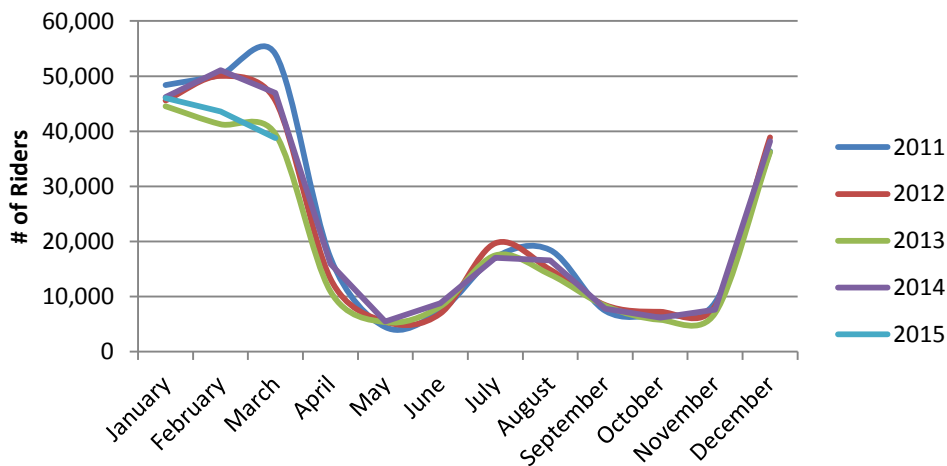
### Total Ridership by Month



2015 YTD Ridership 190033  
 2014 YTD Ridership 202089  
 2013 YTD Ridership 183,104  
 2012 YTD Ridership 189,454

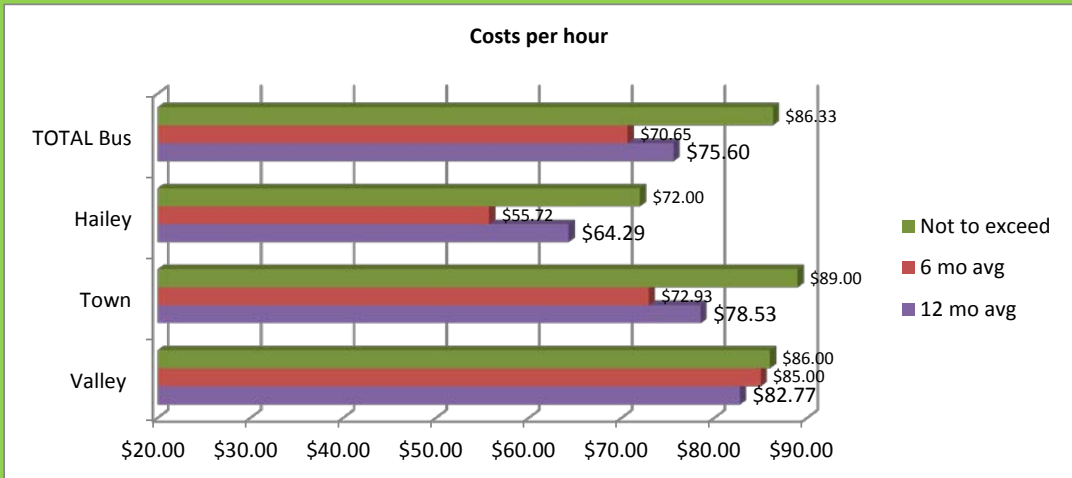
**Definition:** Monthly ridership compared with one year ago, two years ago and the 5 year average.

### Town Routes

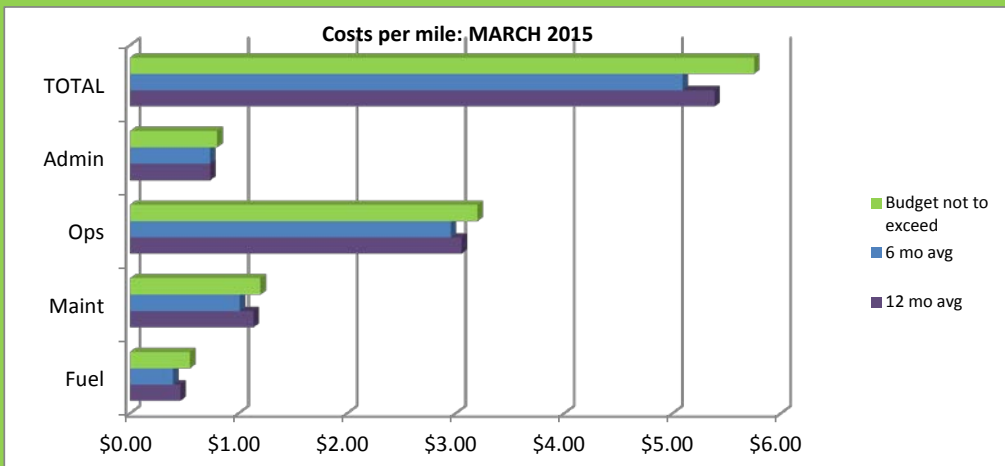
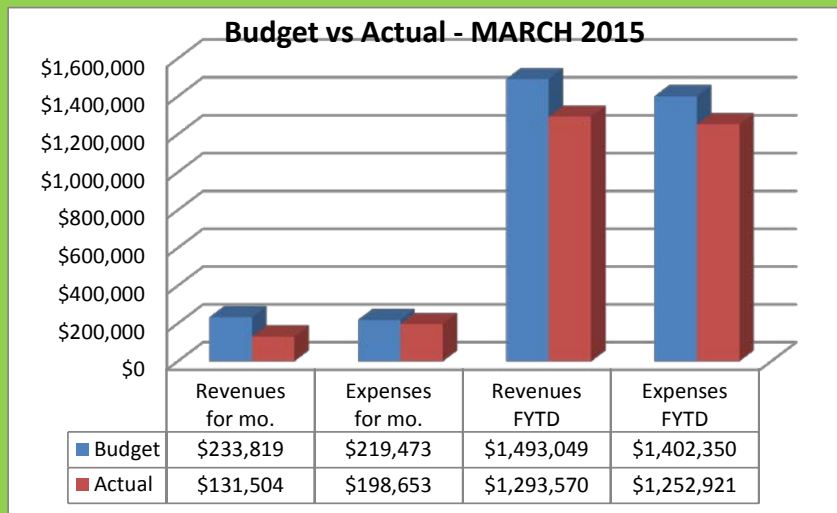
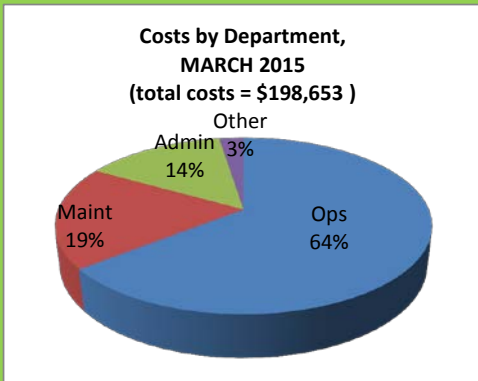




# PERFORMANCE DASHBOARD - FINANCIAL, MARCH 2015



**Definition:** Monthly costs divided by the number of bus revenue service hours operated for the month. Being lower than goal is good. Monthly numbers are compared to 6 and 12 month averages in order to give a longer time period for reference (monthly fluctuations can be great).



**Definition:** Costs for services are taken in total for the month and then divided by the mileage operated for the month. Costs are also calculated for each department to show the contribution to costs per mile. The budget is established based on historical averages and what is reasonable on a statewide basis for a rural fixed route system.

## PERFORMANCE DASHBOARD - SAFETY, MARCH 2015



Definition: This is the rate at which these safety related items are happening at a rate that is consistent with industry

Safety	Jan-15	Feb-15	Mar-15
<b>Incidents</b>	0	0	0
<b>Accidents</b>	0	0	0
<b>Road Calls</b>	1	1	0

**MAINTENANCE DAYS WITHOUT  
A LOSS TIME ACCIDENT OR  
INJURY: Current 558**

**Incident** is defined as an event that involved a minor collision, injury or altercation that may have caused physical damage or injury (less than \$200) to MRTA property or persons only. No outside parties involved.

**Accident** is defined as an event that caused damage to one or more MR vehicles or property in excess of \$200 OR damage to vehicles, property or persons unrelated to MRTA in any amount.

**Road Call** is defined as a vehicle that is taken out of revenue service because of a need for unscheduled maintenance.