



**CEO REPORT
April 2016**

STAFFING:

- ❖ CATS made the following departmental hires in March: Maintenance – 3; Operations – 6; and Administration – 1.

MEASURES OF SUCCESS:

- ❖ **On-Time Performance:** Goal – 80% Actual – 77.86% first quarter
- ❖ **Shelters:** Goal – 20 by April 30th Actual – 7 complete, 13 in-progress
- ❖ **Transit Hubs:** Goal – 2 by EOY
- ❖ **Fleet Upgrade:** Goal – 12 buses by EOY Actual – 4 in mid – Oct. 8 in mid – Dec.
- ❖ **Route Productivity:** Goal – in place April Actual – pending

PERFORMANCE MEASURES:

RIDERSHIP

	Mar 15	YTD 2015	Mar 16	YTD 2016
Total Trips	230,732	676,520	222,603	657,718

CUSTOMER SATISFACTION

	Mar 15	YTD 2015	Mar 16	YTD 2016
On-Time	76%	76.2%	77.8%	78.7%
	Mar 15	YTD 2015	Mar 16	YTD 2016
Customer Complaints	47	87	81	246

Complaint Type: **Courtesy – 17, Facilities/Maintenance Issues – 7, Passed Up –13, Performance – 28, Safety – 13, IT/Website Issues –3.** * It is important to note that there are 81 complaints from 222,603 trips for the month, a percentage of 0.0363%.