**Raw Trip Level (RTL) Trip Matching Application System Level Measure**

**Measure #1**
- System Level Quality Measure
- Trip Matching % (Weekly)

**Inputs**
- Number of Trips that Match per matching Application Output
- Total Number of Trips per Application Output

**Measure #2**
- System Level Cost Measure
- Newly Matched Trips per person-hour (Weekly)

**Inputs**
- Number of Trips that went from "Unmatched to Matched" per Application Output
- Hours per Week

**Measure #3**
- System Level Delivery Metric
- Lead-time to Complete Match (Weekly)

**Inputs**
- Average Age of Orphan Trips from Date of Entry into RTL System until Matched Trip by FMP
- Date of Most Recent Match per Application Output

**System Level Quality Measure Example**

**Matched Trips % by RTL Output**

This chart is an example of a high level system quality measure. The number of trips that match by FMP are tracked on a weekly basis through the RTL trip matching application output. High Level System measures and metrics are useful for presentation to senior management and stakeholders. Lower level or investigative measures and metrics can be utilized by program managers to gauge effectiveness of a process.

<table>
<thead>
<tr>
<th>Week</th>
<th>Matched Trips</th>
<th>Total Trips</th>
<th>Matched %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>72</td>
<td>100</td>
<td>72%</td>
</tr>
<tr>
<td>2</td>
<td>75</td>
<td>101</td>
<td>74%</td>
</tr>
<tr>
<td>3</td>
<td>92</td>
<td>110</td>
<td>84%</td>
</tr>
<tr>
<td>4</td>
<td>93</td>
<td>115</td>
<td>81%</td>
</tr>
<tr>
<td>5</td>
<td>98</td>
<td>120</td>
<td>82%</td>
</tr>
<tr>
<td>6</td>
<td>99</td>
<td>125</td>
<td>79%</td>
</tr>
<tr>
<td>7</td>
<td>110</td>
<td>120</td>
<td>92%</td>
</tr>
</tbody>
</table>