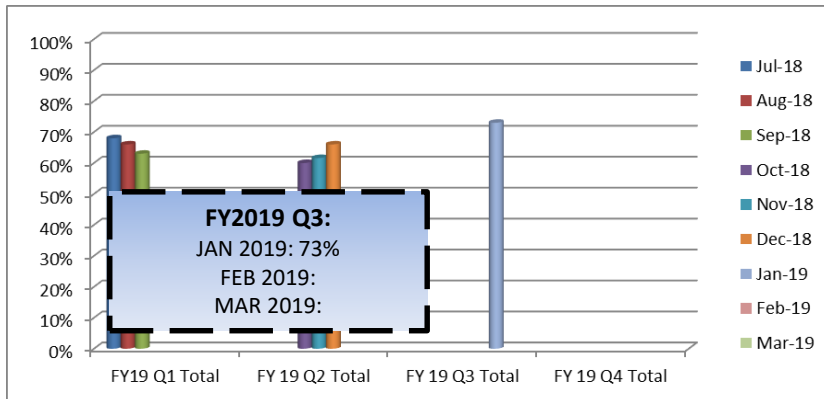


# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

IT IS OUR GOAL TO IMPROVE FIXED ROUTE SERVICE ON ALL LEVELS, ON A CONTINUOUS BASIS. IN ORDER TO DO THIS, WE HAVE ESTABLISHED BENCHMARKS TO MEASURE PERFORMANCE. THIS INFORMATION THEN ALLOWS IMPROVEMENTS TO BE MADE AND SATISFACTORY LEVELS OF SERVICE TO BE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGH FY19:

ON-TIME PERFORMANCE, VALID COMPLAINTS, PREVENTABLE ACCIDENTS PER 100,000 MILES, MILES BETWEEN ROAD CALLS, PASSENGERS PER REVENUE MILE AND REVENUE HOUR, AND MAINTENANCE COST PER REVENUE MILE AND REVENUE HOUR.

## ON TIME PERFORMANCE



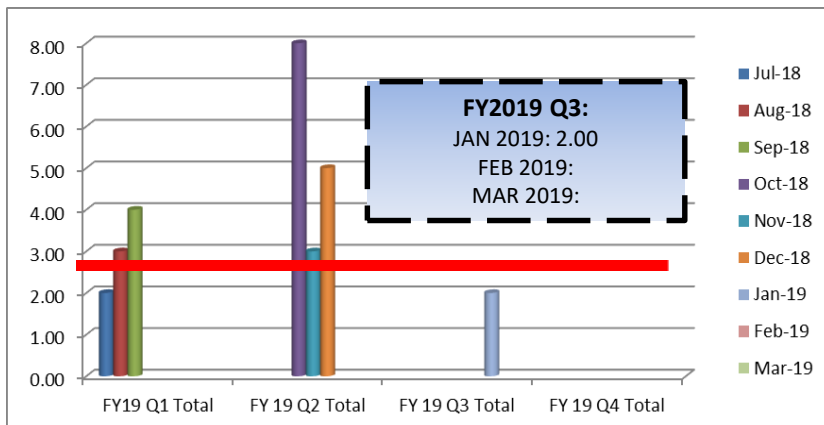
*On-time performance is used to assess reliability of the services we provide. A trip is considered on-time when the vehicle leaves its origin on-time and arrives at its destination within 5-minutes of the scheduled time. (Please note: If a vehicle leaves early, it is not considered on-time.)*

*We recently began using a new on time performance measuring tool called the Swiftly Transit Dashboard. This new method (implemented November 2017) actually provides on time performance for all routes and for all time points in real-time, even when a bus is stuck in traffic. The end result is a lowering of the calculated averages used to determine system on time performance. Over time we will use this new tool to adjust bus route running times, where needed, to improve on time performance. A new benchmark will be established as more data becomes available.*

*Valid complaints are used to assess the level of customer service that we provide.*

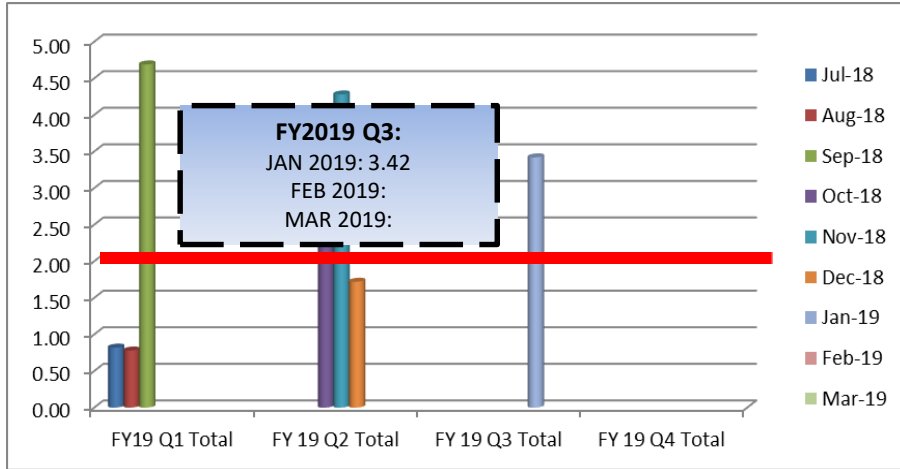
*It is our objective to decrease the number of valid complaints below the current benchmark of 2.72.*

## VALID COMPLAINTS



# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

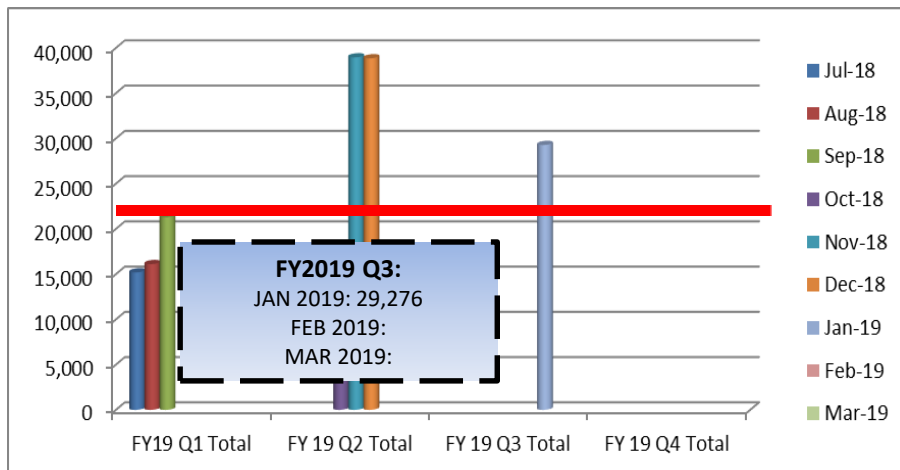
## PREVENTABLE ACCIDENTS PER 100,000 MILES



*Preventable accidents are used to measure safety. An accident is considered preventable when the operator has failed to do everything reasonable to prevent the accident.*

*It is our objective to remain below the benchmark of **2.04** preventable accidents per 100,000 miles.*

## MILES BETWEEN ROADCALLS

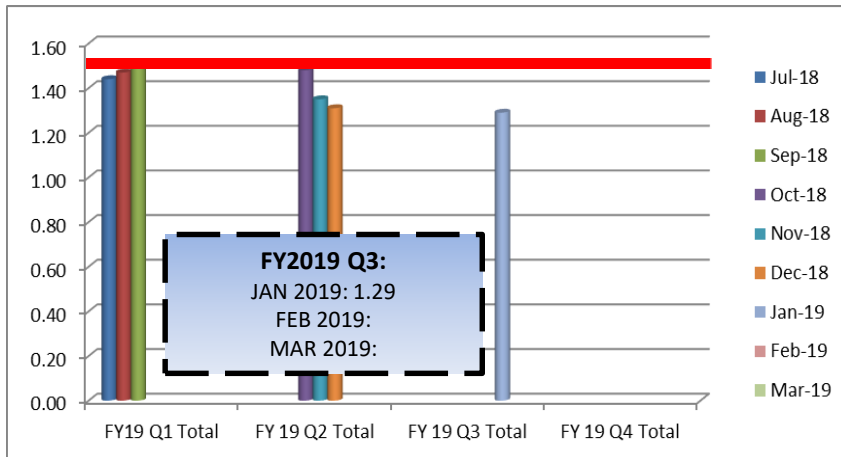


*Miles between road calls are used to assess dependability.*

*It is our objective to exceed the benchmark of **23,045** miles by increasing the miles between road calls.*

# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

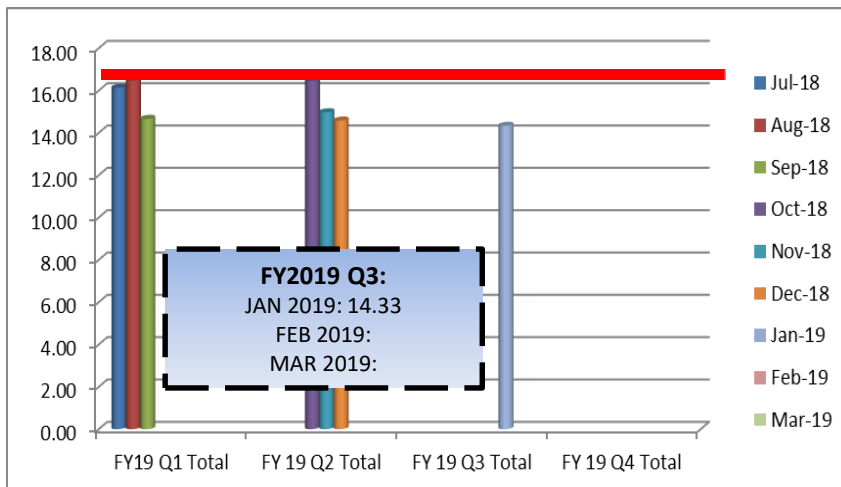
## PASSENGERS PER REVENUE MILE



*Passengers per revenue mile are used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue mile, the more efficient the service.*

*It is our objective to exceed the benchmark of **1.52** passengers per revenue mile.*

## PASSENGERS PER REVENUE HOUR

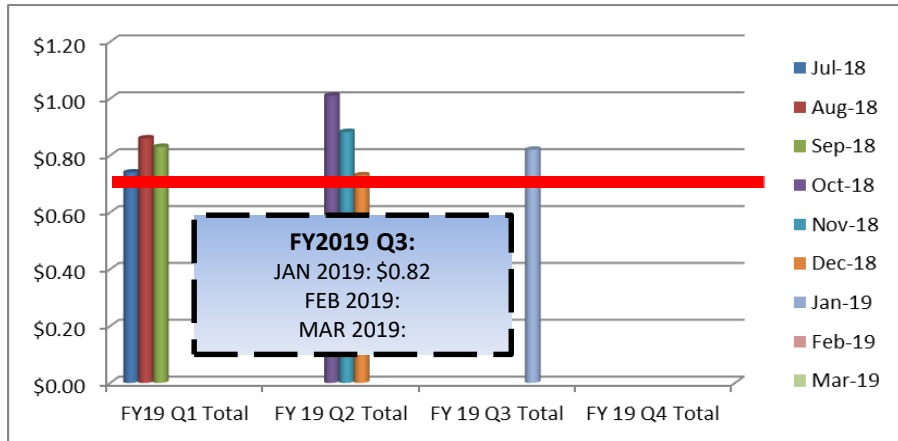


*Passengers per revenue hour are used similarly to passengers per revenue mile. It is used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue hour, the more efficient the service.*

*It is our objective to exceed the benchmark of **16.70** passengers per revenue hour.*

# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

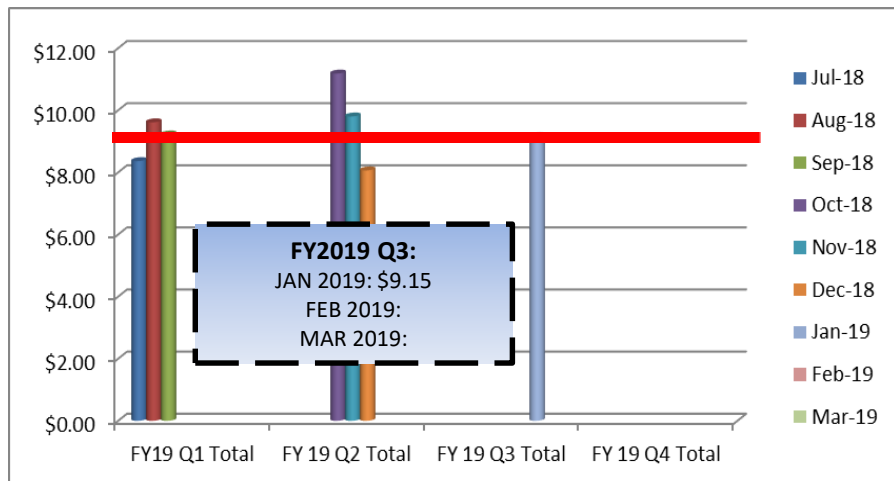
## MAINTENANCE COST PER REVENUE MILE



*Maintenance cost per revenue mile is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue mile, the more effective the preventative maintenance program.*

*It is our objective to reduce our maintenance cost per revenue mile below the benchmark of \$0.77.*

## MAINTENANCE COST PER REVENUE HOUR



*Like the maintenance cost per revenue mile, Maintenance cost per revenue hour is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue hour, the more effective the preventative maintenance program.*

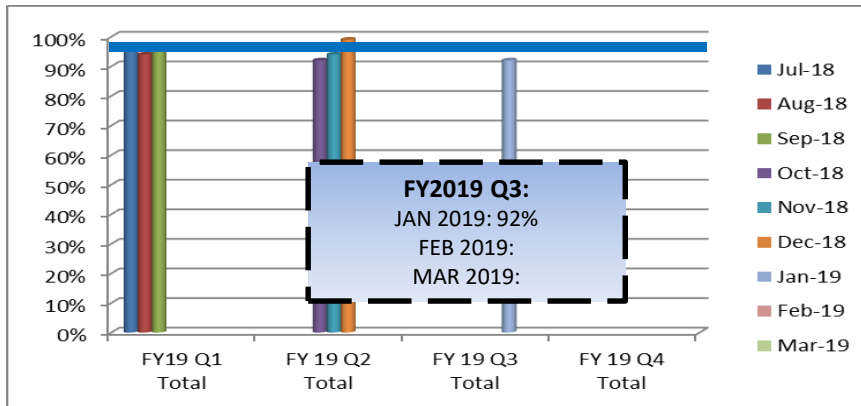
*It is our objective to reduce our maintenance cost per revenue hour below the benchmark of \$8.42.*

# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

IT IS OUR GOAL TO IMPROVE PARATRANSIT SERVICE ON ALL LEVELS, ON A CONTINUOUS BASIS. IN ORDER TO DO THIS, WE HAVE ESTABLISHED BENCHMARKS TO MEASURE PERFORMANCE. THIS INFORMATION THEN ALLOWS IMPROVEMENTS TO BE MADE AND SATISFACTORY LEVELS OF SERVICE TO BE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGH FY19:

ON-TIME PERFORMANCE, VALID COMPLAINTS, PREVENTABLE ACCIDENTS PER 100,000 MILES, MILES BETWEEN ROAD CALLS, PASSENGERS PER REVENUE MILE AND REVENUE HOUR, AND MAINTENANCE COST PER REVENUE MILE AND REVENUE HOUR.

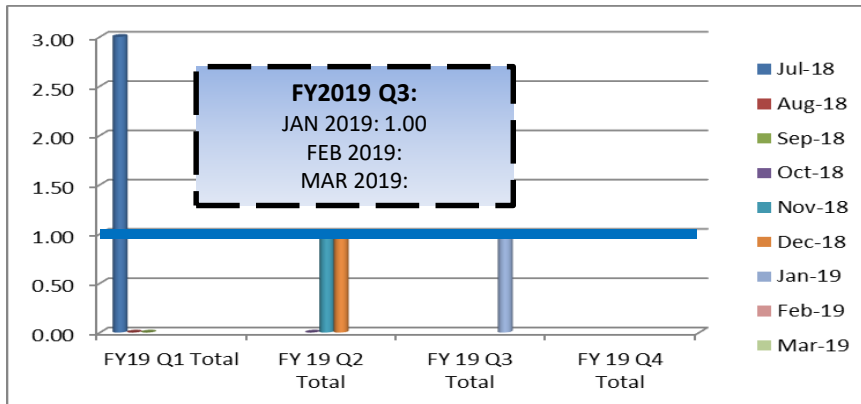
## ON TIME PERFORMANCE



*On-time performance is used to assess reliability of the services we provide. A trip is considered on-time when the vehicle arrives within the pick-up window of 15 minutes before or after the scheduled time.*

***It is our objective to maintain and/or exceed the benchmark of 97% of all trips performed on time.***

## VALID COMPLAINTS

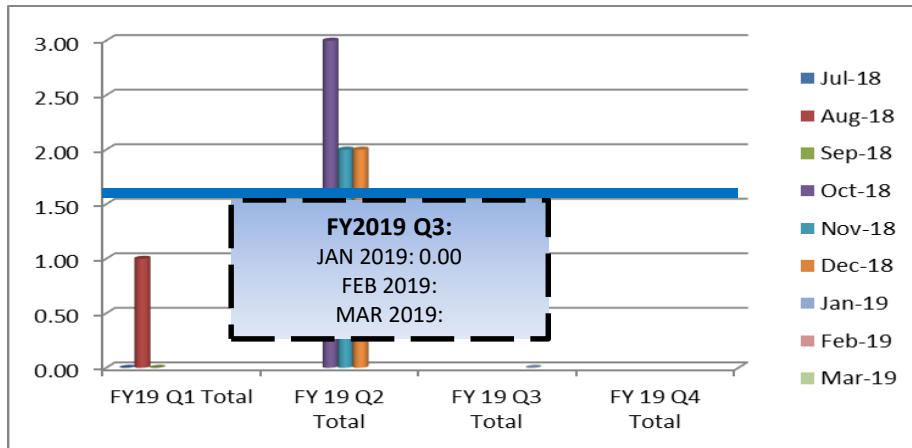


*Valid complaints are used to assess the level of customer service that we provide.*

***It is our objective to keep the number of valid complaints below the current benchmark of 1.00.***

# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

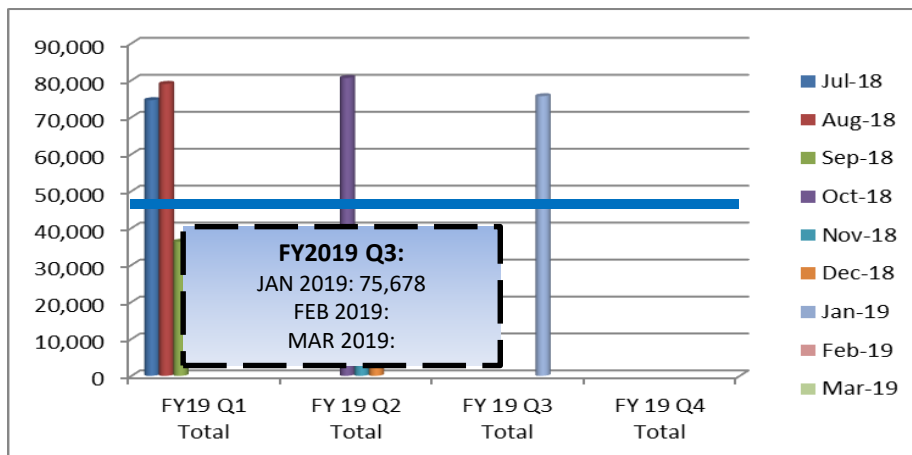
## PREVENTABLE ACCIDENTS PER 100,000 MILES



Preventable accidents are used to measure safety. An accident is considered preventable when the operator has failed to do everything reasonable to prevent the accident.

**It is our objective to remain below the benchmark of 1.50 preventable accidents per 100,000 miles.**

## MILES BETWEEN ROADCALLS

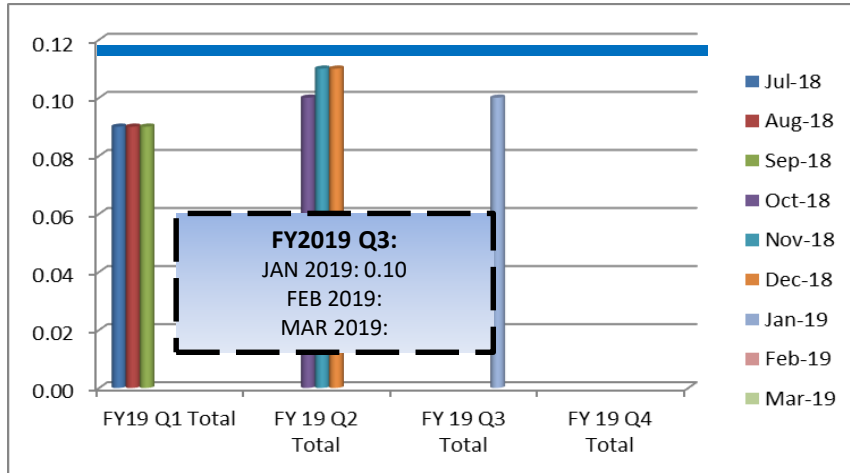


Miles between road calls are used to measure dependability.

**It is our objective to exceed the benchmark of 48,378 miles by increasing the miles between road calls.**

# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

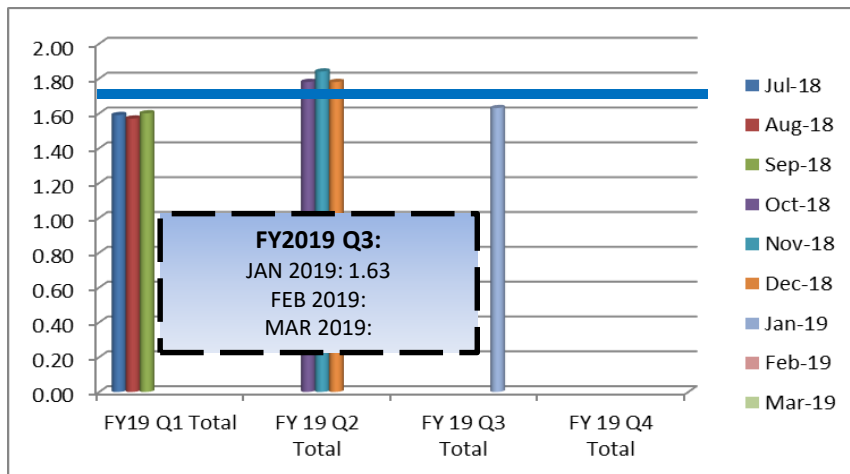
## PASSENGERS PER REVENUE MILE



*Passengers per revenue mile are used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue mile, the more efficient the service.*

***It is our objective to exceed the benchmark of 0.12 passengers per revenue mile.***

## PASSENGERS PER REVENUE HOUR

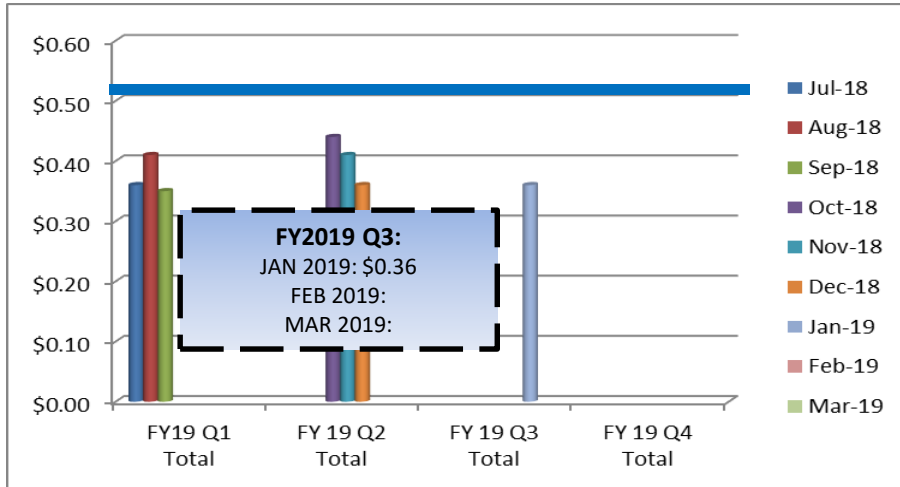


*Passengers per revenue hour are used similarly to passengers per revenue mile. It is used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue hour, the more efficient the service.*

***It is our objective to exceed the benchmark of 1.79 passengers per revenue hour.***

# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

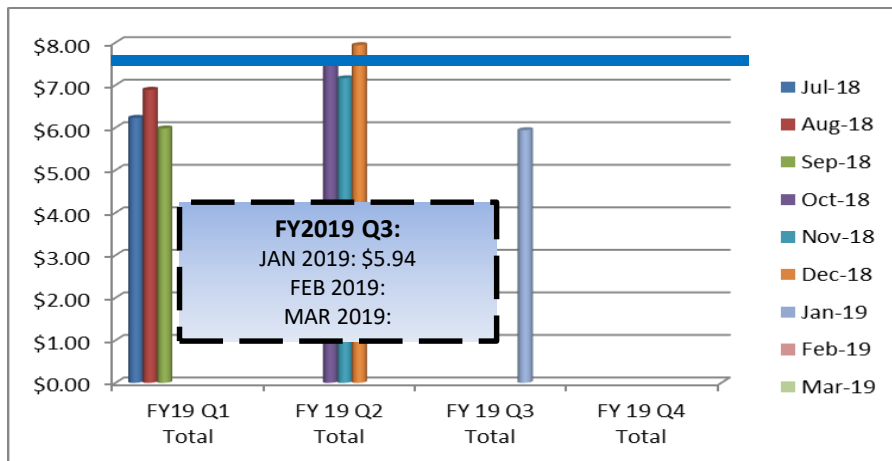
## MAINTENANCE COST PER REVENUE MILE



Maintenance cost per revenue mile is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue mile, the more effective the preventative maintenance program.

**It is our objective to reduce our maintenance cost per revenue mile below the benchmark of \$0.52.**

## MAINTENANCE COST PER REVENUE HOUR



Like the maintenance cost per revenue mile, Maintenance cost per revenue hour is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue hour, the more effective the preventative maintenance program.

**It is our objective to reduce our maintenance cost per revenue hour below the benchmark of \$7.68.**