

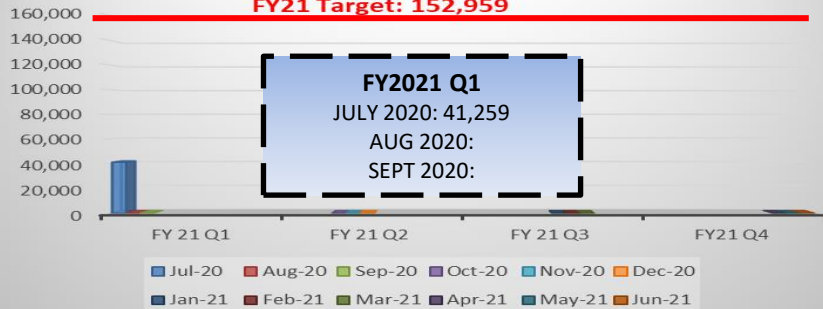
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY21:

- (1) RIDERSHIP (UPT), (2) ON-TIME PERFORMANCE, (3) UNLINKED PASSENGER TRIPS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) FAREBOX RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.

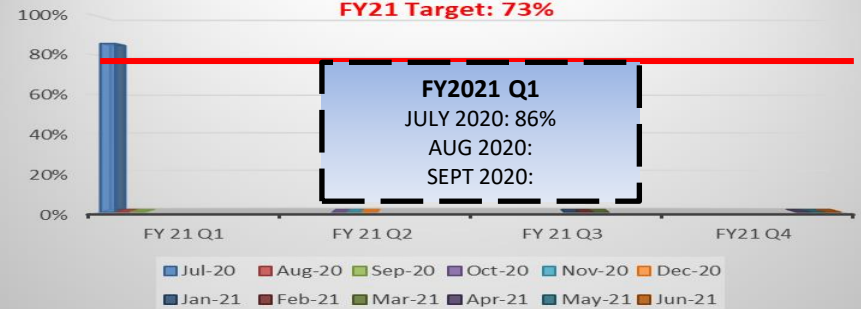
Ridership (UPT)

FY21 Target: 152,959



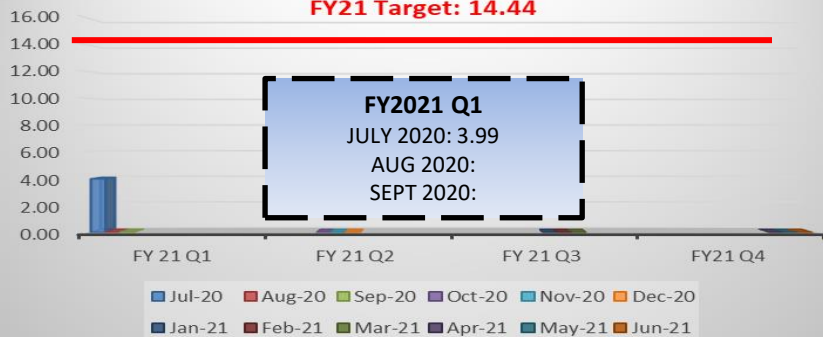
On-Time Performance

FY21 Target: 73%



Unlinked Pass. Trips per Rev. Hour

FY21 Target: 14.44



Valid Complaints

FY21 Target: 2.50



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

Preventable Accidents/ 100,000 Miles

FY21 Target: 2.00



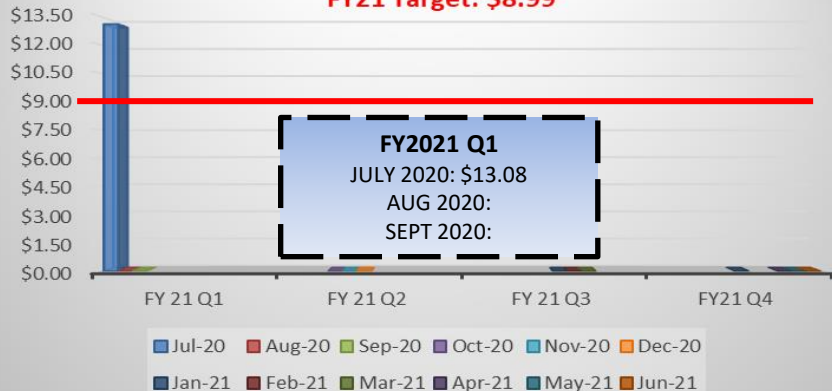
Miles between Road Calls

FY21 Target: 33,876



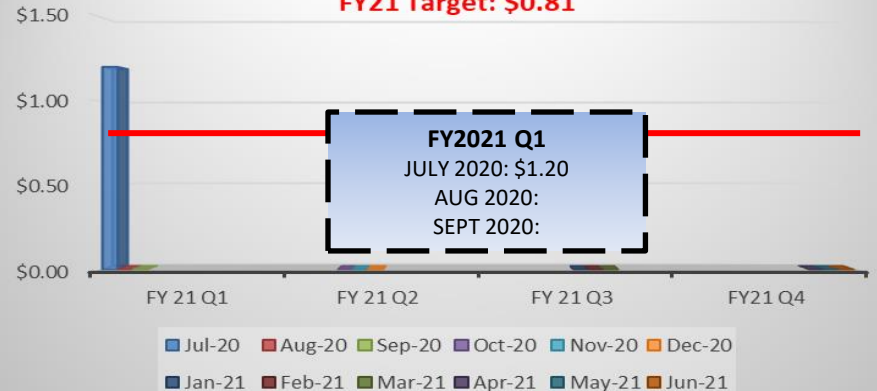
Maintenance Cost/ Revenue Hour

FY21 Target: \$8.99

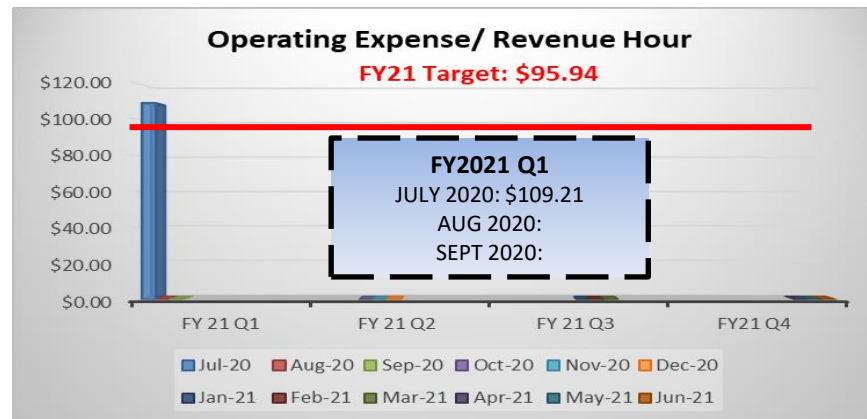
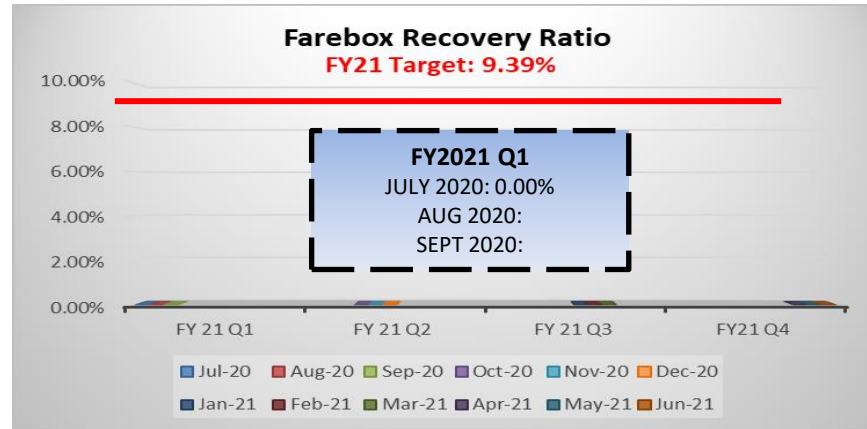


Maintenance Cost/ Revenue Mile

FY21 Target: \$0.81



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





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

Fixed Route Performance Measure Summary:

During July **FY2021**, the following performance measures met or exceeded the benchmark:

1. On-time performance at **86%**
2. Total Valid Complaints at **1.00**
3. Preventable Accidents per 100,000 miles at **1.77**

The following performance measures did not satisfy their targets. Those measures are:

4. Ridership at **41,259**
5. Unlinked passenger trips per revenue hour of **3.99**
6. Miles between road calls at **28,201**
7. Maintenance cost per revenue hours at **\$13.08**
8. Maintenance cost per revenue miles at **\$1.20**
9. Farebox Recovery ratio at **0.00%**
10. Operating expense per revenue hour at **\$109.21**

Service reductions as well as closed businesses, continued work from home measures, and suspension of revenue collection on all services, resulting from the COVID-19 pandemic, had major impacts on ridership and other performance measures.

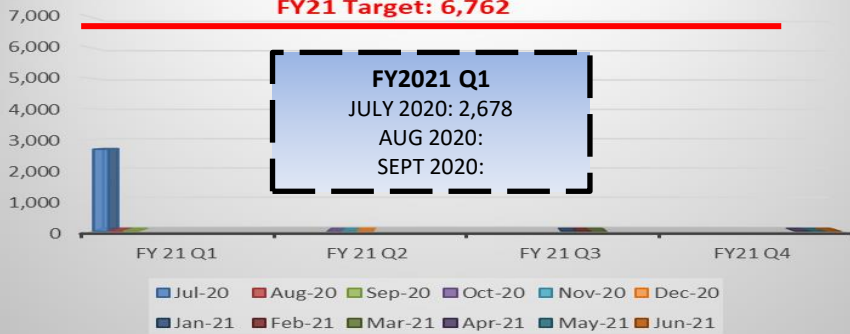
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY21:

- (1) RIDERSHIP, (2) ON-TIME PERFORMANCE, (3) PASSENGERS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) REVENUE RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE HOUR.

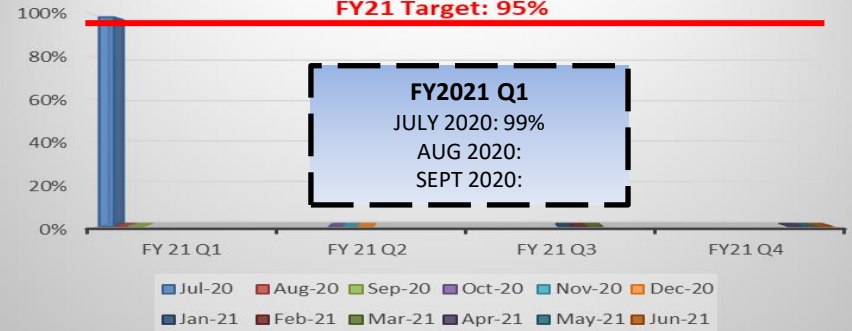
Ridership

FY21 Target: 6,762



On-Time Performance

FY21 Target: 95%



Passengers per Revenue Hour

FY21 Target: 1.67



Valid Complaints

FY21 Target: 1.56



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

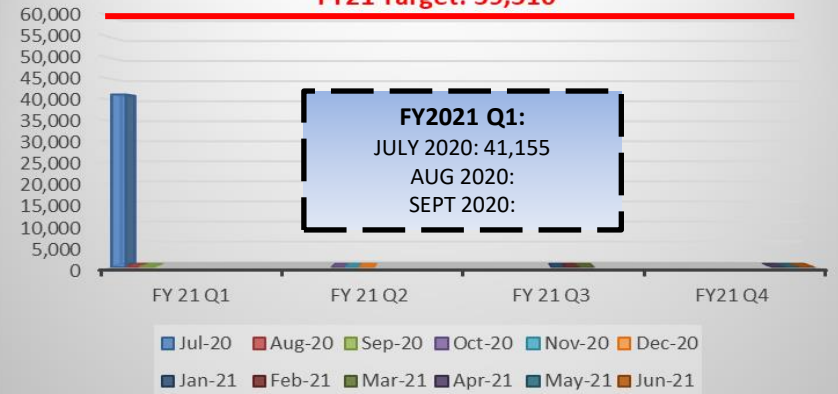
Preventable Accidents/ 100,000 Miles

FY21 Target: 1.22



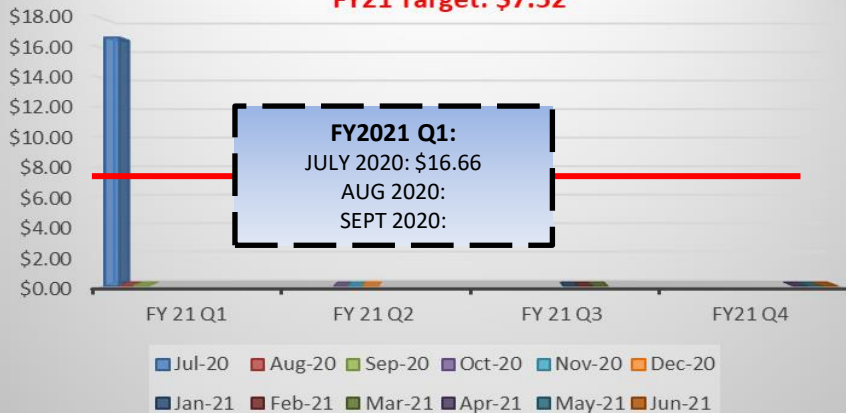
Miles between Road Calls

FY21 Target: 59,510



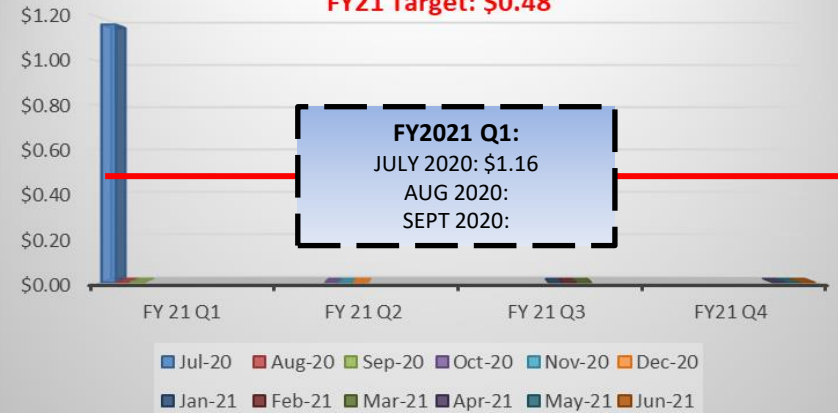
Maintenance Cost/ Revenue Hour

FY21 Target: \$7.52

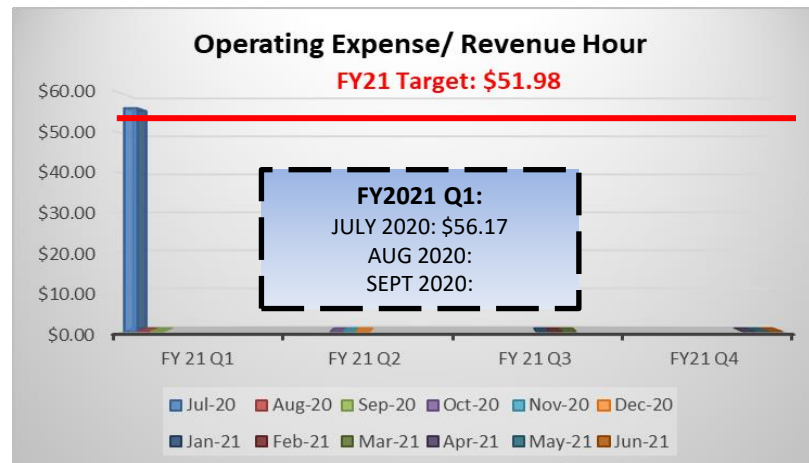
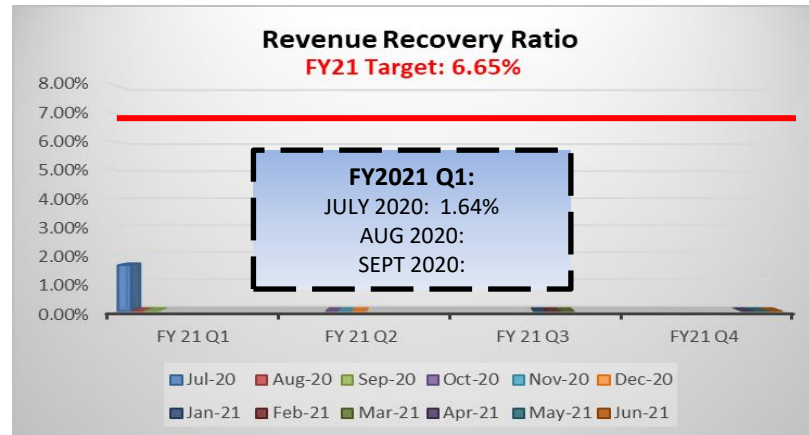


Maintenance Cost/ Revenue Mile

FY21 Target: \$0.48



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





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

Paratransit Performance Measure Summary:

During July **FY2021**, the following performance measures met or exceeded the target:

1. On-time performance at **99%**
2. Total Valid Complaints at **1.00**
3. Preventable Accidents per 100,000 miles at **0.00**

The following performance measures did not satisfy their targets. Those measures are:

4. Ridership at **2,678**
5. Miles between road calls at **41,155**
6. Unlinked passenger trips per revenue hour of **1.15**
7. Maintenance cost per revenue hours at **\$16.66**
8. Maintenance cost per revenue miles at **\$1.16**
9. Revenue Recovery ratio at **1.64%**
10. Operating expense per revenue hour at **\$56.17**

Service reductions as well as closed businesses, work from home measures, and suspension of revenue collection on all services, resulting from the COVID-19 pandemic, had major impacts on ridership and other performance measures.