

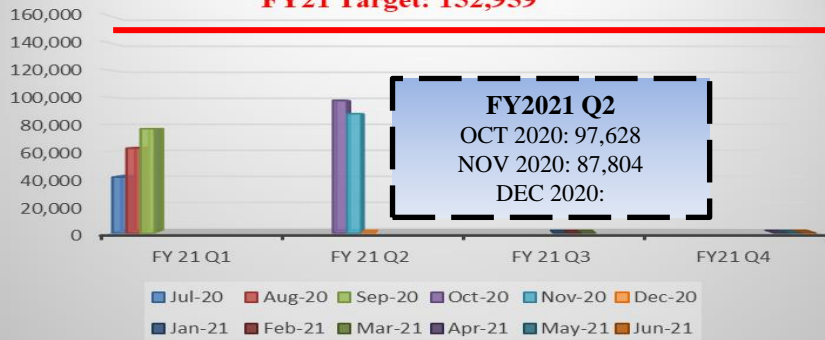
# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

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.

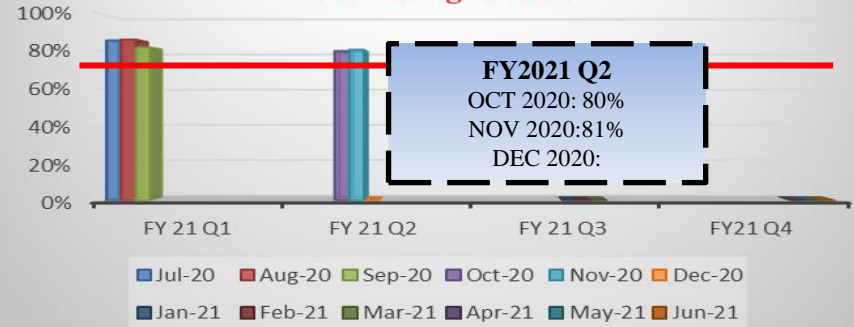
## Ridership (UPT)

**FY21 Target: 152,959**



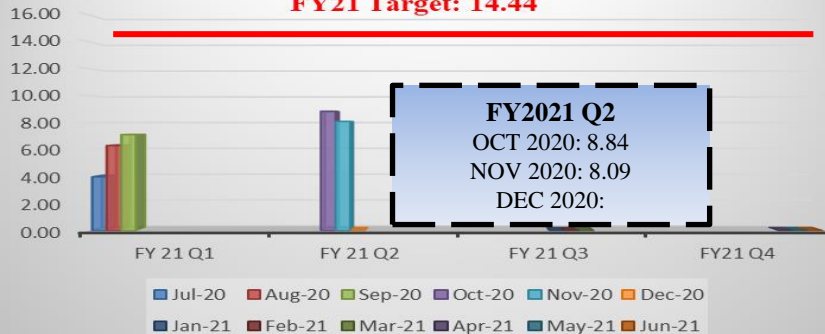
## On-Time Performance

**FY21 Target: 73%**



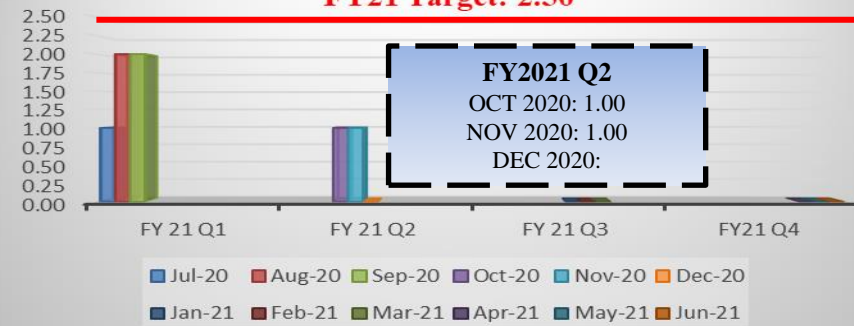
## Unlinked Pass. Trips per Rev. Hour

**FY21 Target: 14.44**



## Valid Complaints

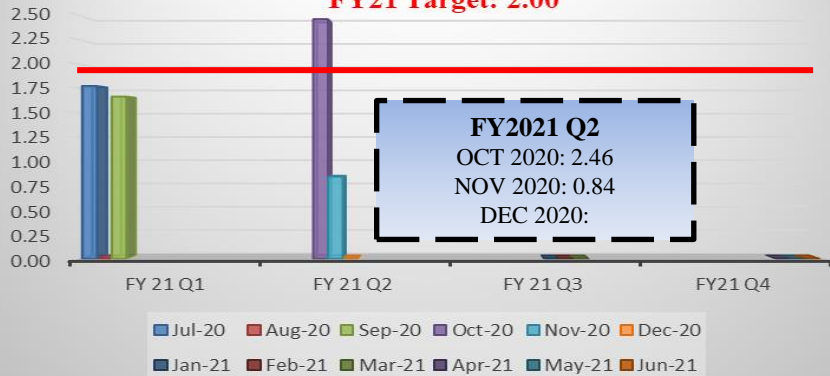
**FY21 Target: 2.50**



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

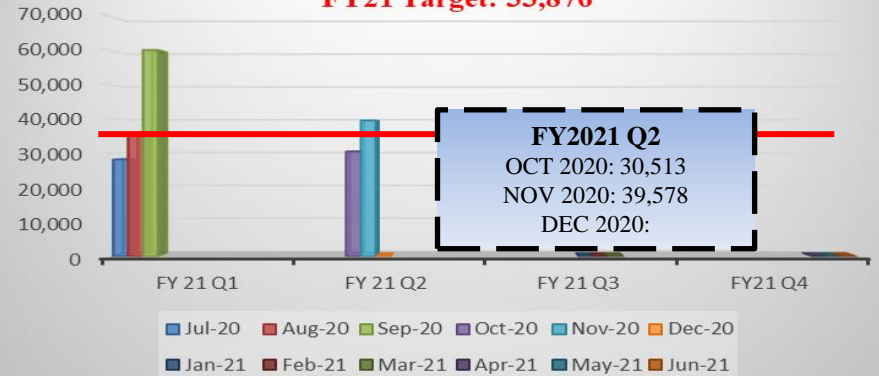
### Preventable Accidents/ 100,000 Miles

**FY21 Target: 2.00**



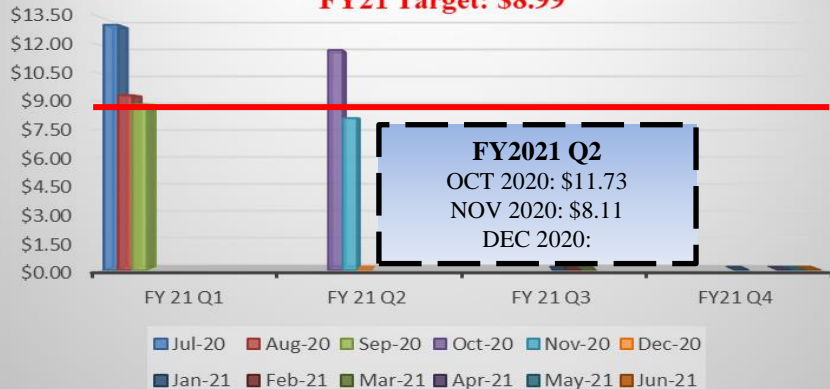
### Miles between Road Calls

**FY21 Target: 33,876**



### Maintenance Cost/ Revenue Hour

**FY21 Target: \$8.99**

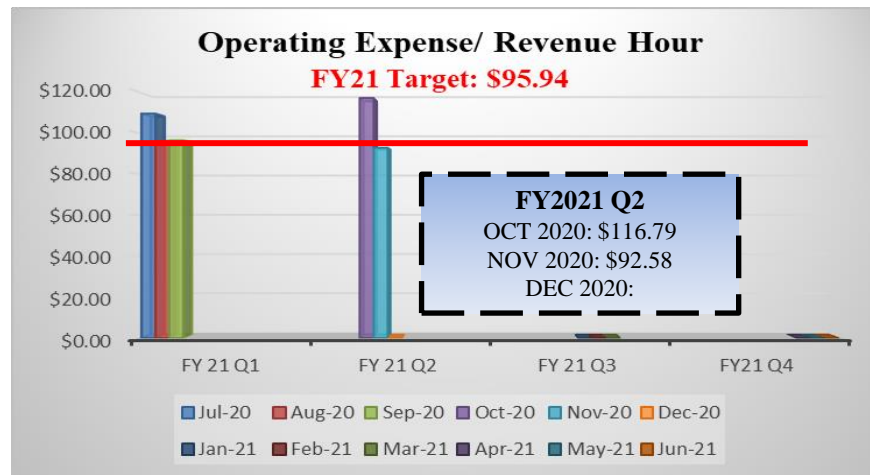
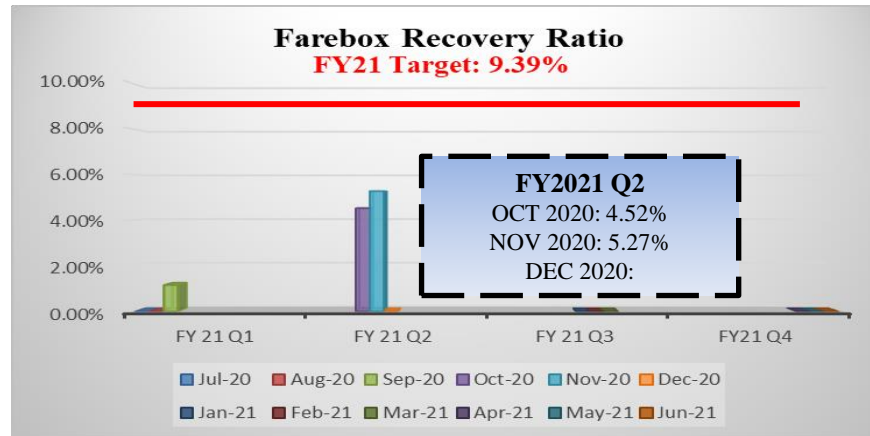


### Maintenance Cost/ Revenue Mile

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

1. On-time performance at **81%**
2. Total Valid Complaints at **1.00**
3. Maintenance cost per revenue miles at **\$0.74**
4. Maintenance cost per revenue hours at **\$8.11**
5. Miles between road calls at **39,578**
6. Preventable Accidents per 100,000 miles at **0.84**
7. Operating expense per revenue hour at **\$92.58**

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

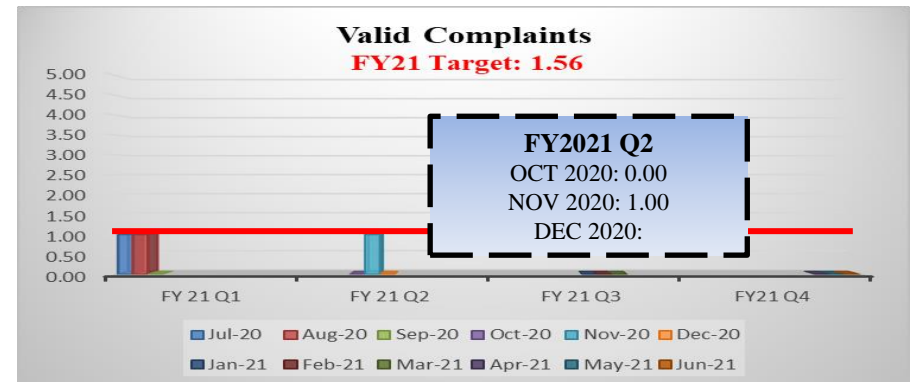
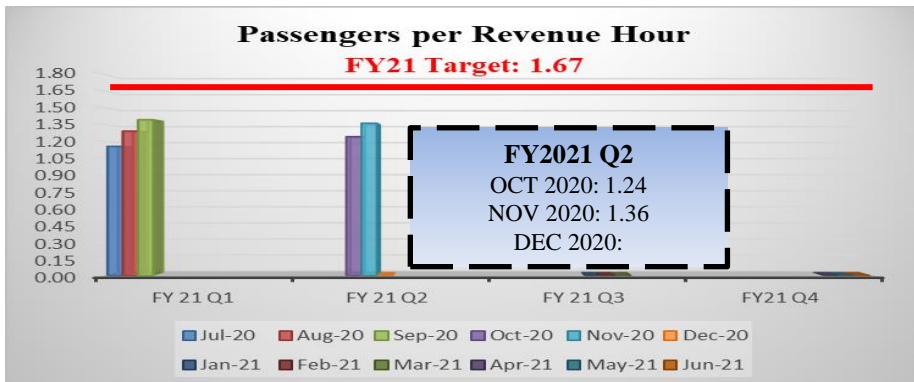
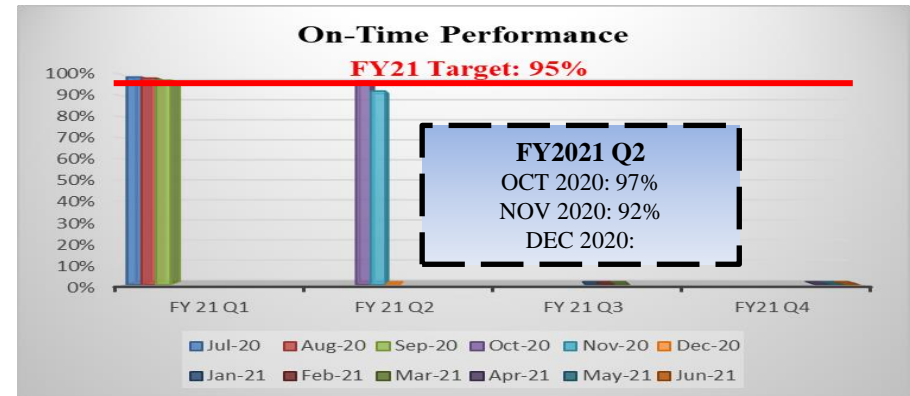
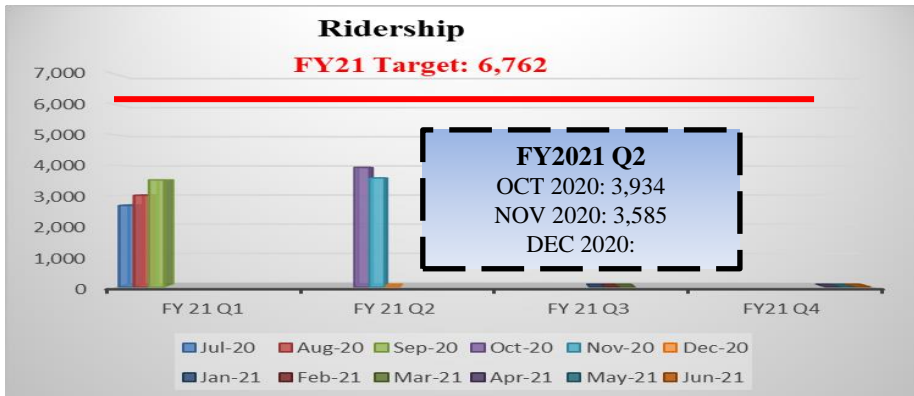
8. Ridership at **87,804**
9. Unlinked passenger trips per revenue hour of **8.09**
10. Farebox Recovery ratio at **5.27%**

*Fixed Route service Performance Measures have not recovered to pre-COVID-19 statistics.*

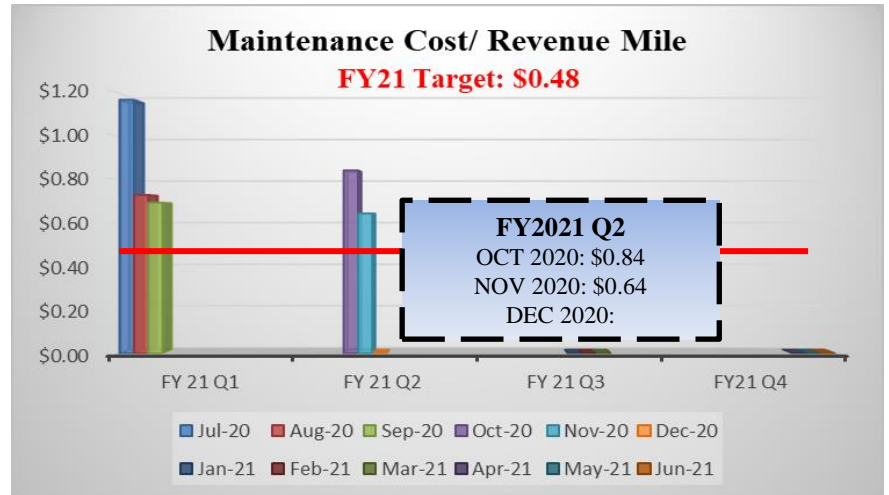
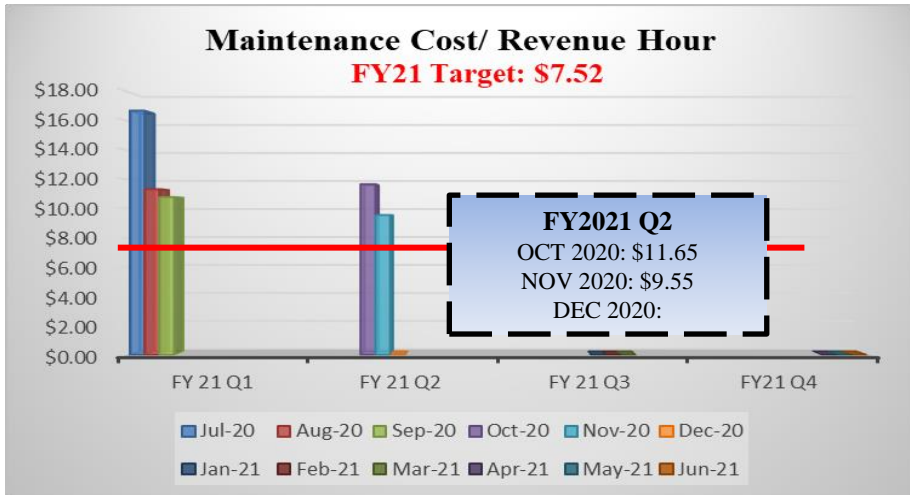
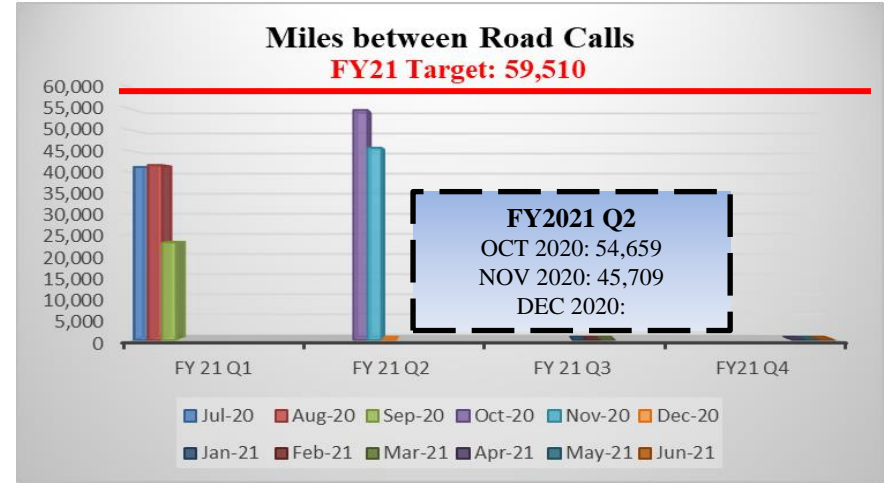
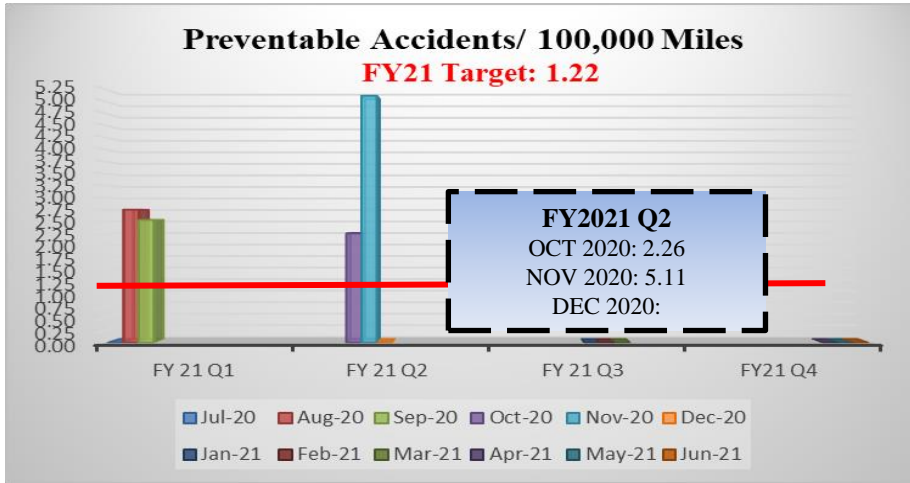
# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

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:

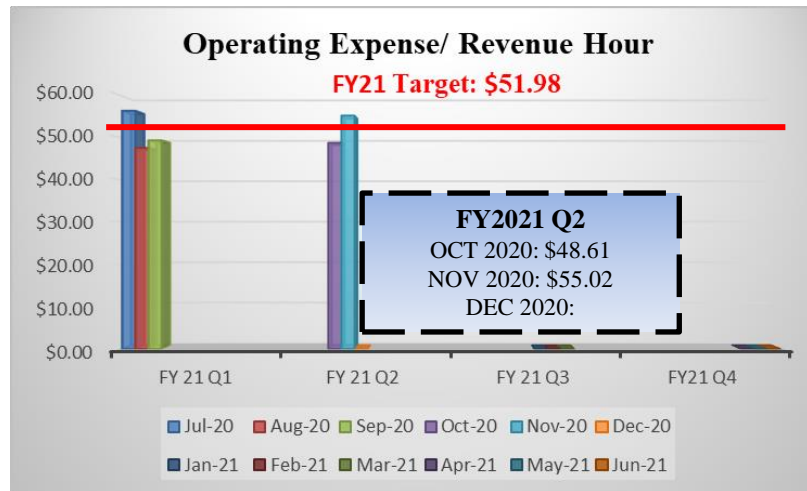
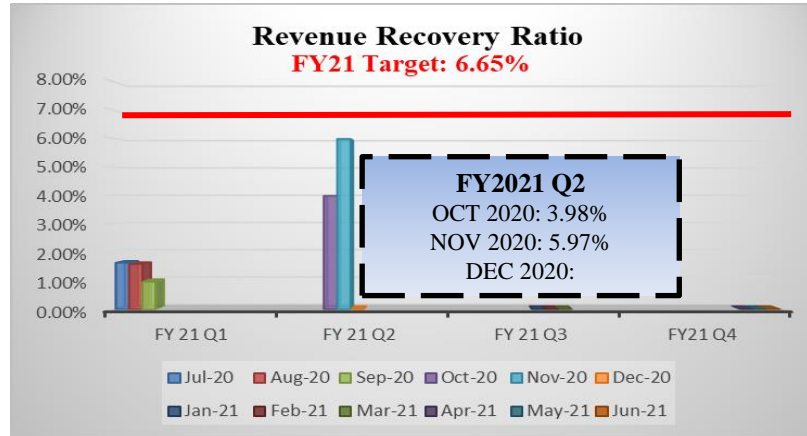
- (1) RIDERSHIP, (2) ON-TIME PERFORMANCE, (3) PASSENGERS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) REVENUE RECOVERY RATIO, AND (10) OPERATING EXPENSE PER REVENUE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



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



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





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

## Paratransit Performance Measure Summary:

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

1. Total Valid Complaints at **1.00**

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

2. On-time performance at **92%**
3. Operating expense per revenue hour at **\$55.02**
4. Preventable Accidents per 100,000 miles at **5.11**
5. Ridership at **3,585**
6. Miles between road calls at **45,709**
7. Unlinked passenger trips per revenue hour of **1.36**
8. Maintenance cost per revenue hours at **\$9.55**
9. Maintenance cost per revenue miles at **\$0.64**
10. Revenue Recovery ratio at **5.97%**

*Paratransit service Performance Measures have not recovered to pre-COVID-19 statistics.*