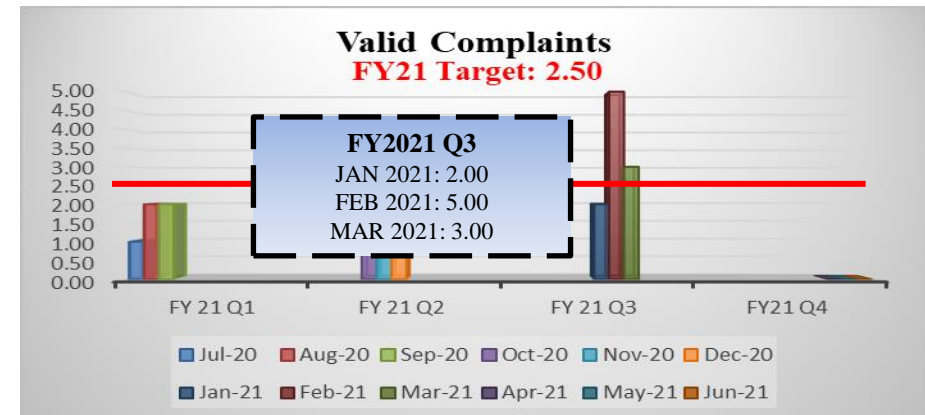
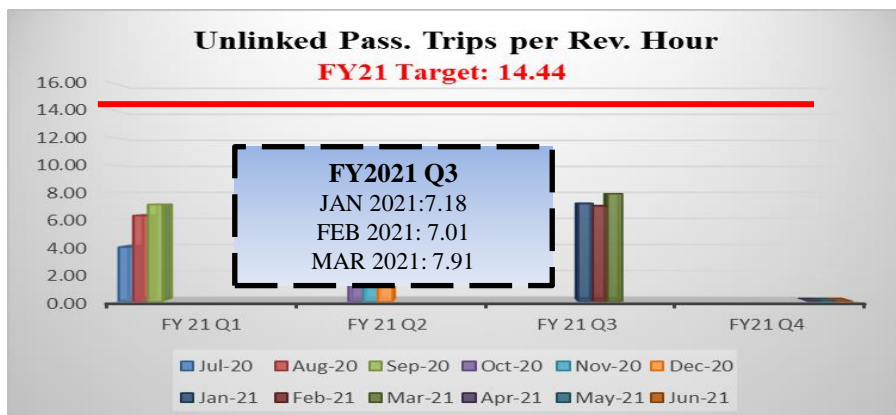
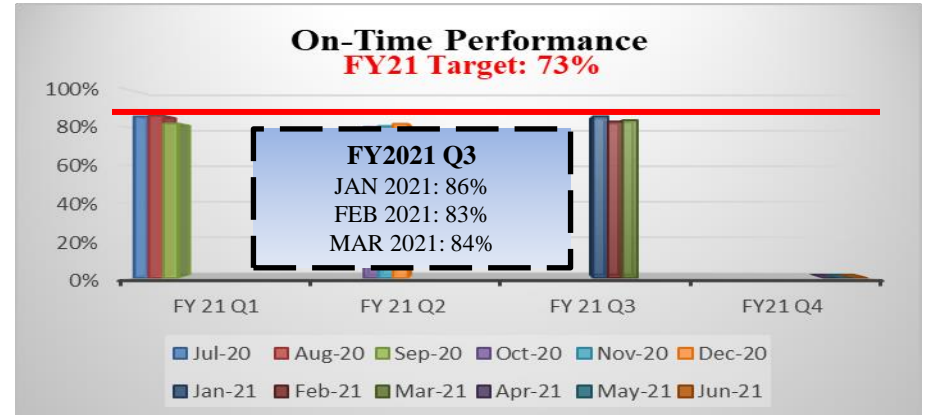
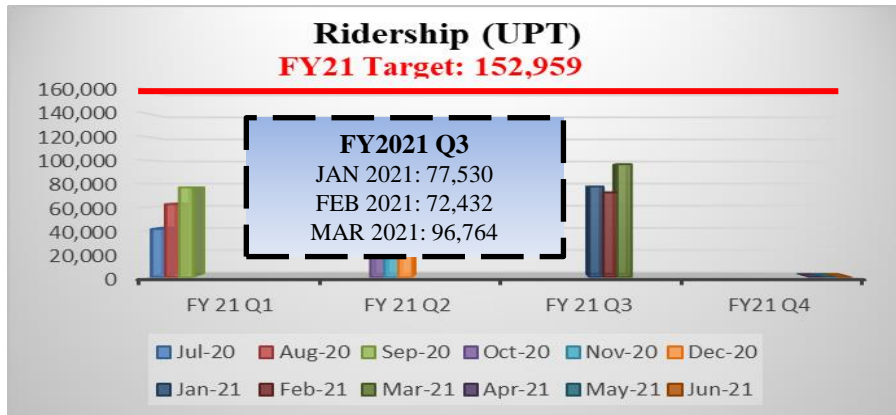


MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

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:

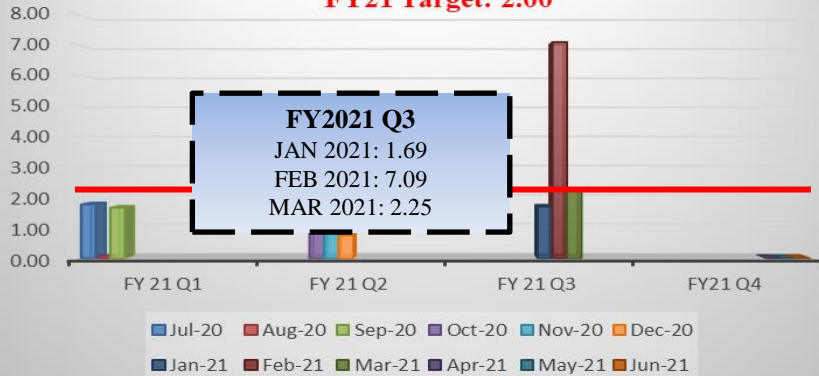
- (1) RIDERSHIP (UPT), (2) ON-TIME PERFORMANCE, (3) UNLINKED PASSENGER TRIPS PER REVENUE HOUR, (4) VALID COMPLAINTS, (5) PREVENTABLE ACCIDENTS PER 100,000 MILES, (6) MILES BETWEEN ROAD CALLS, (7) MAINTENANCE COST PER REVENUE MILE AND (8) PER REVENUE HOUR, (9) FAREBOX RECOVERY RATIO, AND (10) OPERATING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



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

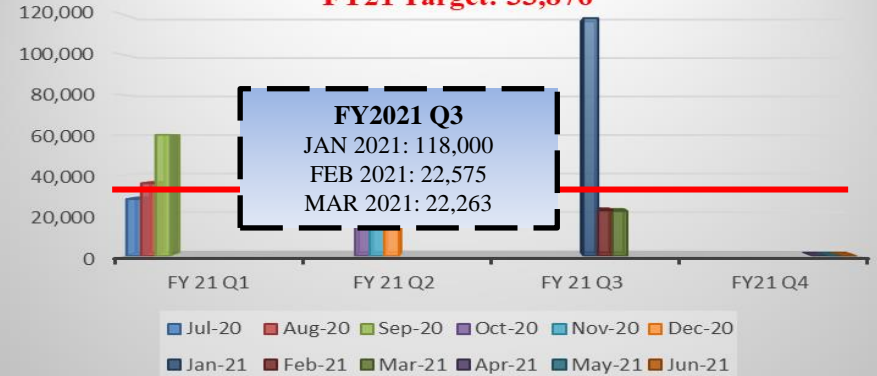
Preventable Accidents/ 100,000 Miles

FY21 Target: 2.00



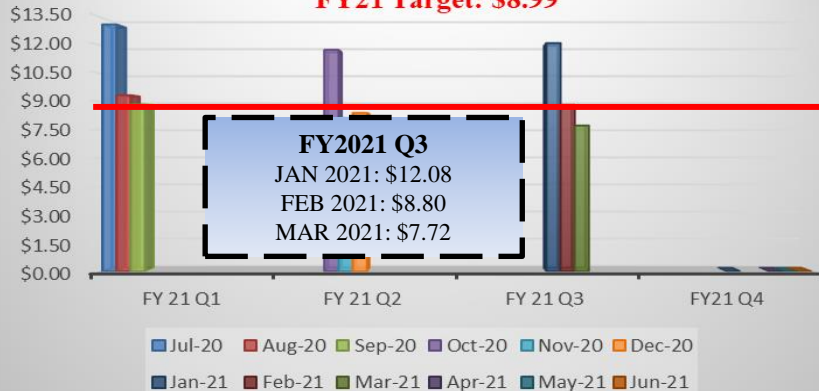
Miles between Road Calls

FY21 Target: 33,876



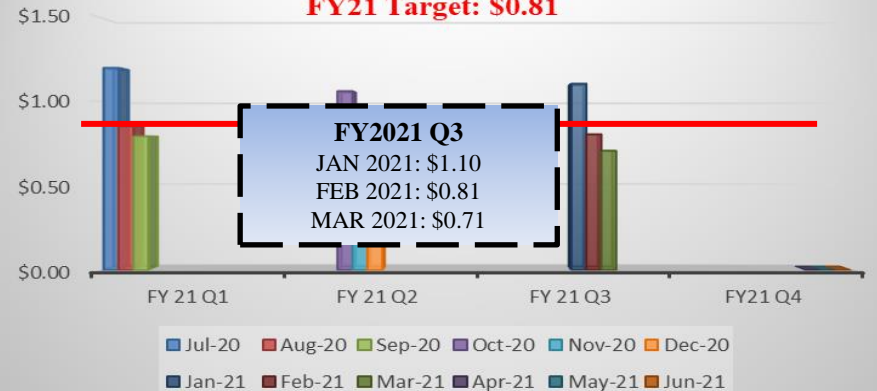
Maintenance Cost/ Revenue Hour

FY21 Target: \$8.99

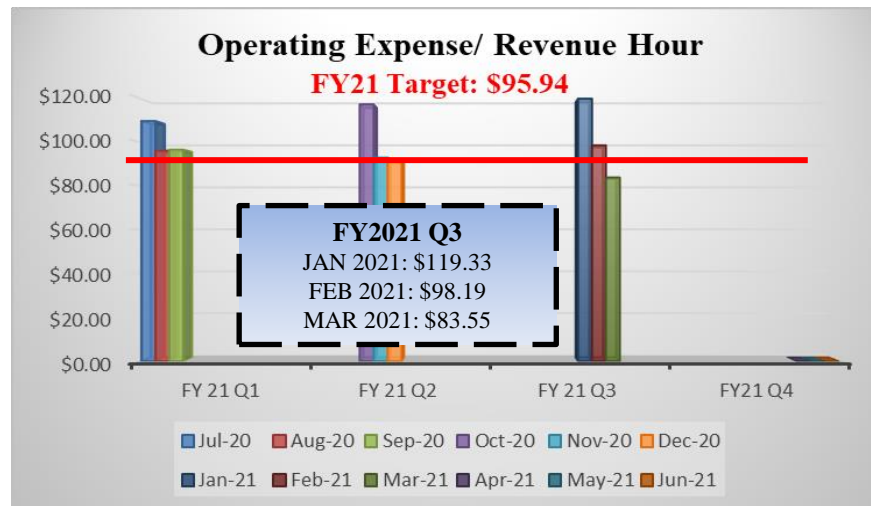
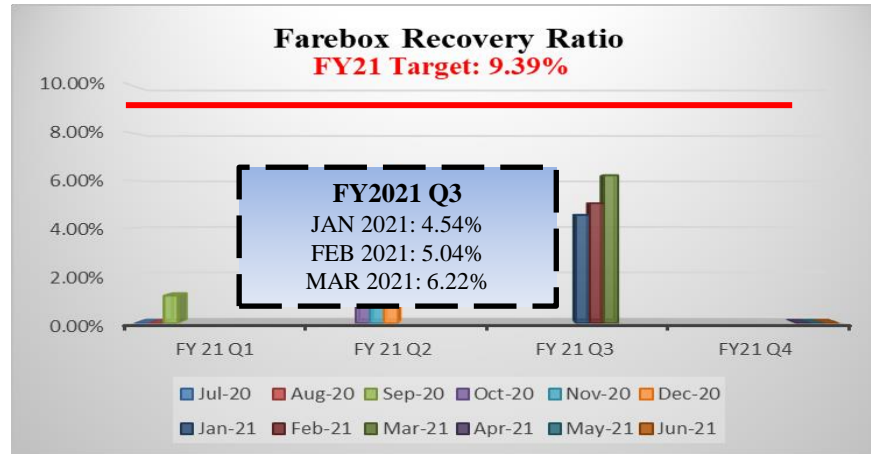


Maintenance Cost/ Revenue Mile

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

1. On-time performance at **84%**
2. Maintenance cost per revenue miles at **\$0.71**
3. Maintenance cost per revenue hours at **\$7.72**
4. Operating expense per revenue hour at **\$83.55**

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

5. Ridership at **96,764**
6. Total Valid Complaints at **3.00**
7. Miles between road calls at **22,263**
8. Preventable Accidents per 100,000 miles at **2.25**
9. Unlinked passenger trips per revenue hour of **7.91**
10. Farebox Recovery ratio at **6.22%**

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

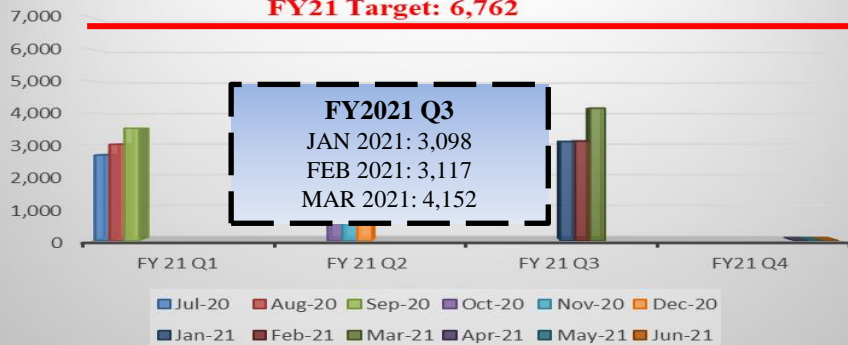
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

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.

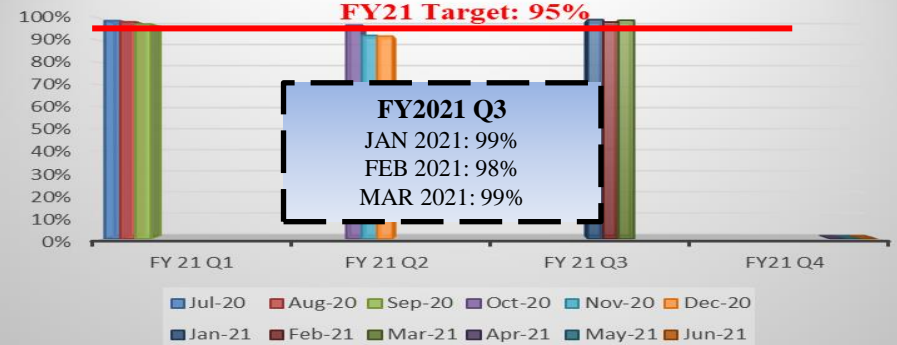
Ridership

FY21 Target: 6,762



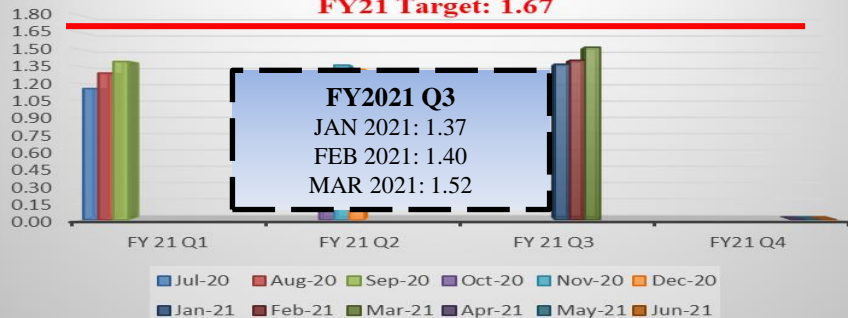
On-Time Performance

FY21 Target: 95%



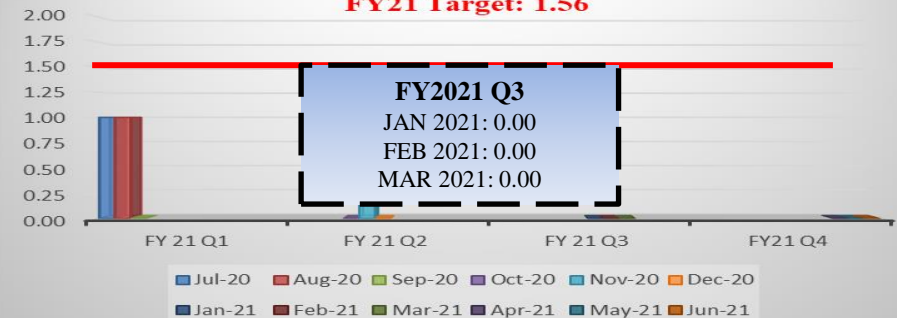
Passengers per Revenue Hour

FY21 Target: 1.67



Valid Complaints

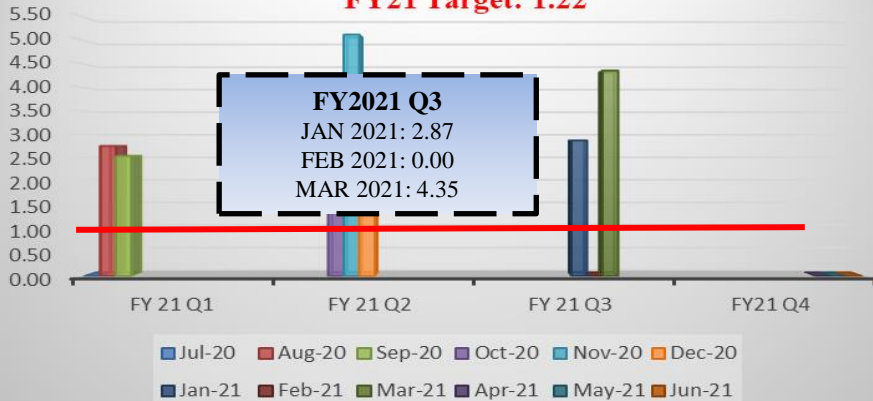
FY21 Target: 1.56



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

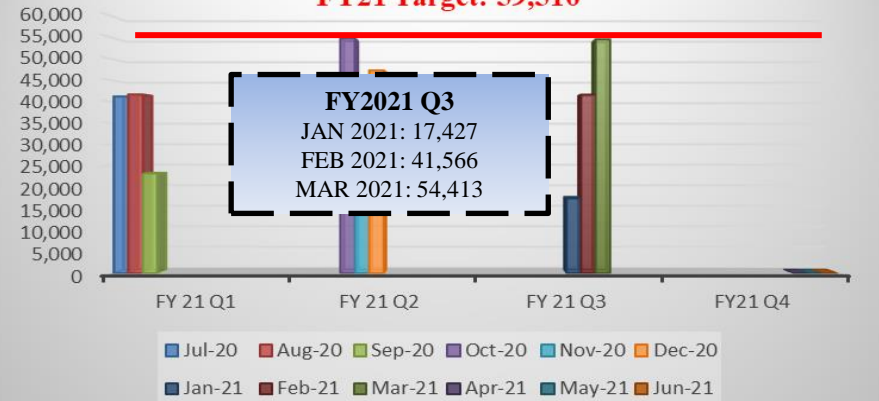
Preventable Accidents/ 100,000 Miles

FY21 Target: 1.22



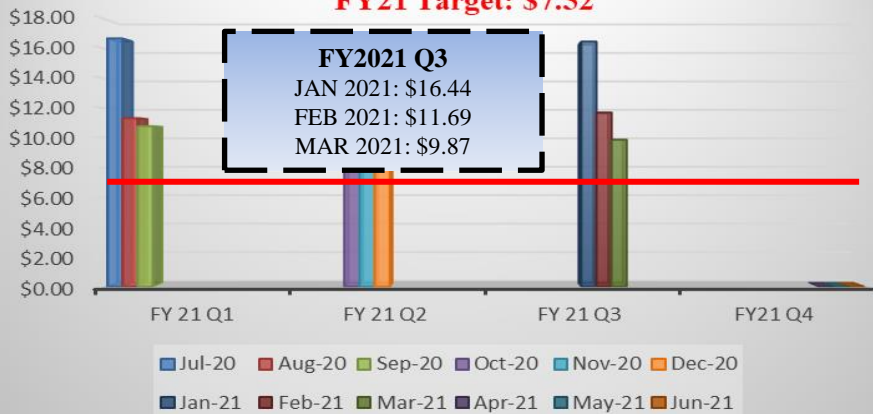
Miles between Road Calls

FY21 Target: 59,510



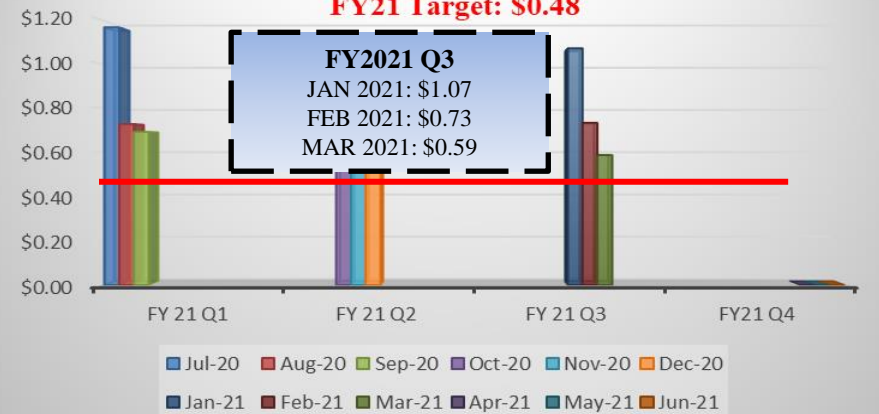
Maintenance Cost/ Revenue Hour

FY21 Target: \$7.52

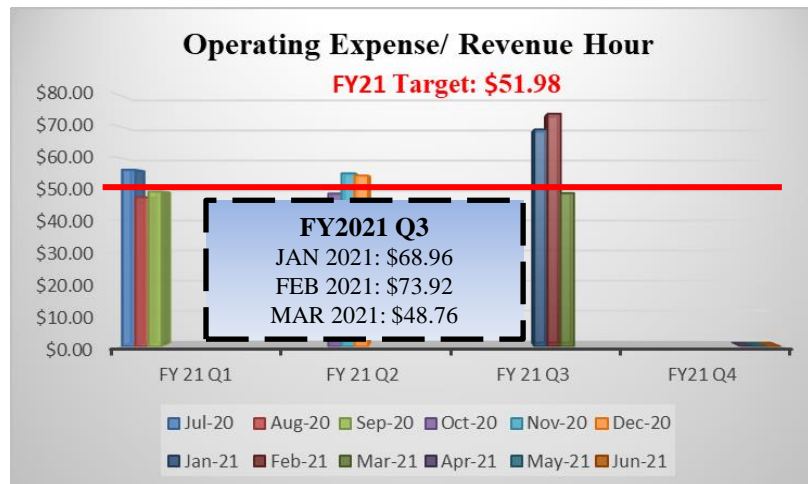
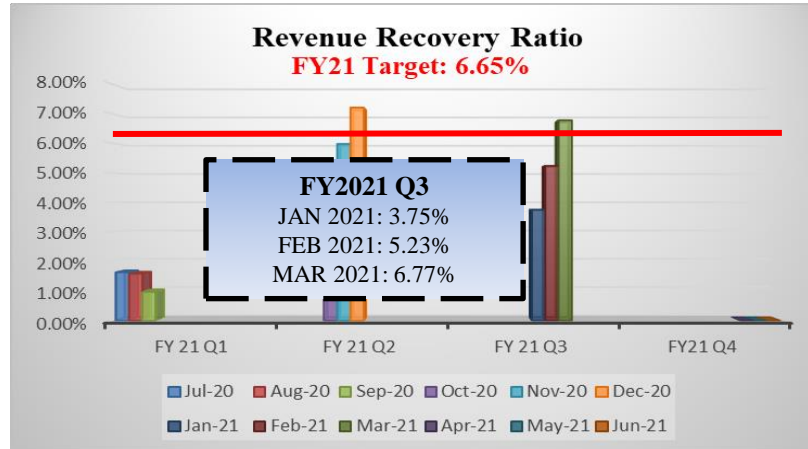


Maintenance Cost/ Revenue Mile

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

1. Total Valid Complaints at **0.00**
2. On-time performance at **99%**
3. Revenue Recovery ratio at **6.77%**
4. Operating expense per revenue hour at **\$48.76**

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

5. Preventable Accidents per 100,000 miles at **4.35**
6. Ridership at **4,152**
7. Miles between road calls at **54,413**
8. Unlinked passenger trips per revenue hour of **1.52**
9. Maintenance cost per revenue hours at **\$9.87**
10. Maintenance cost per revenue miles at **\$0.59**

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