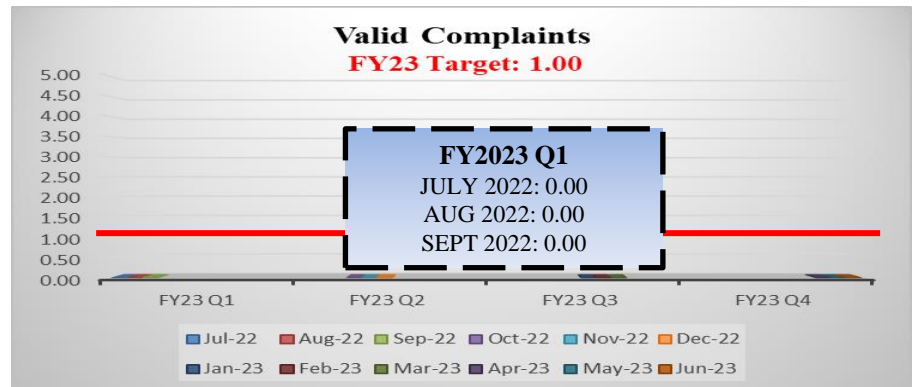
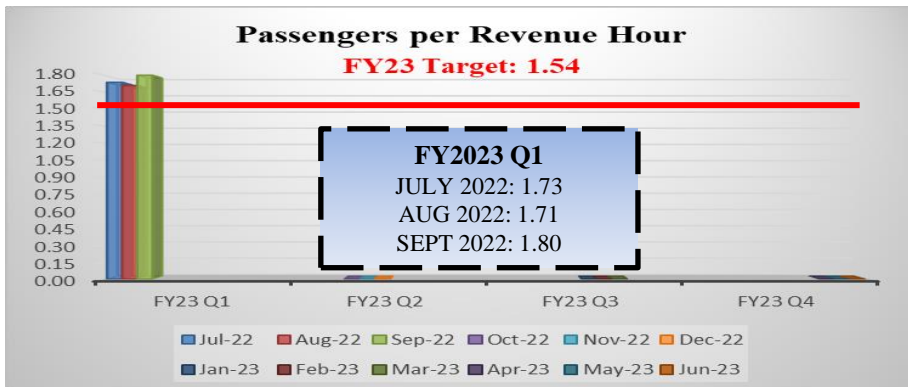
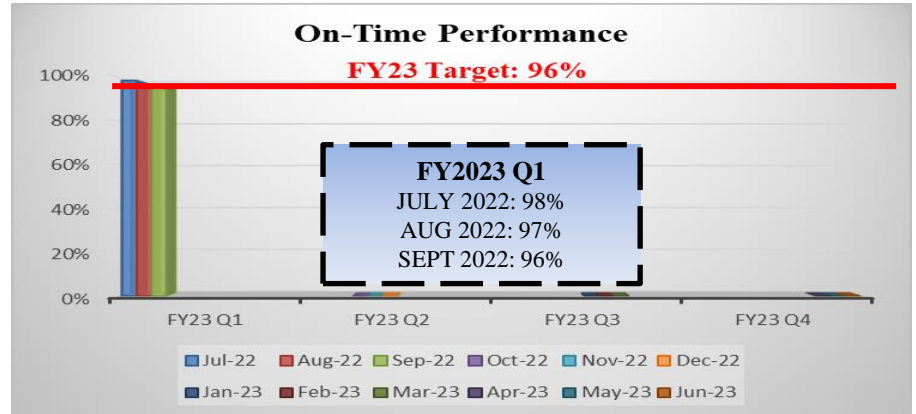
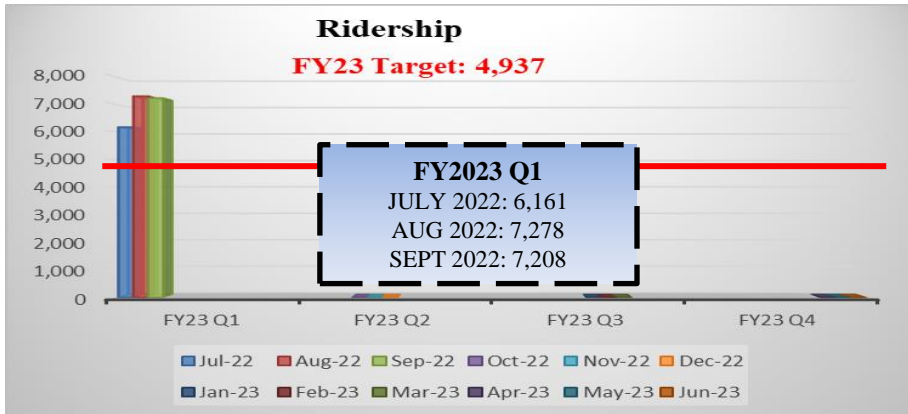


MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

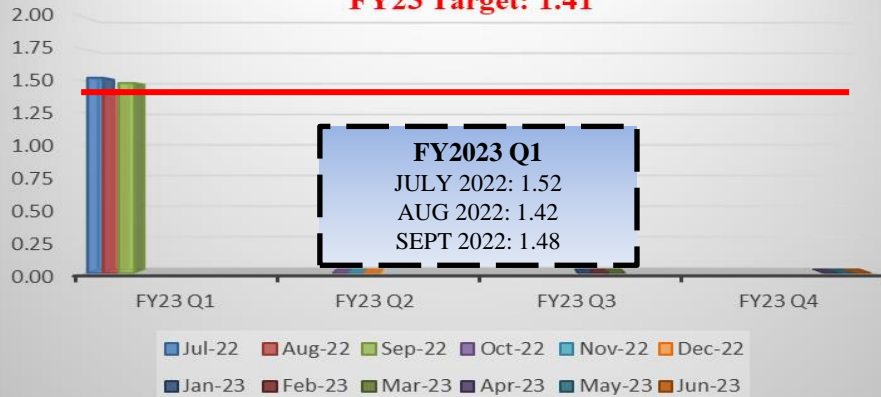
THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY23:

- (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.

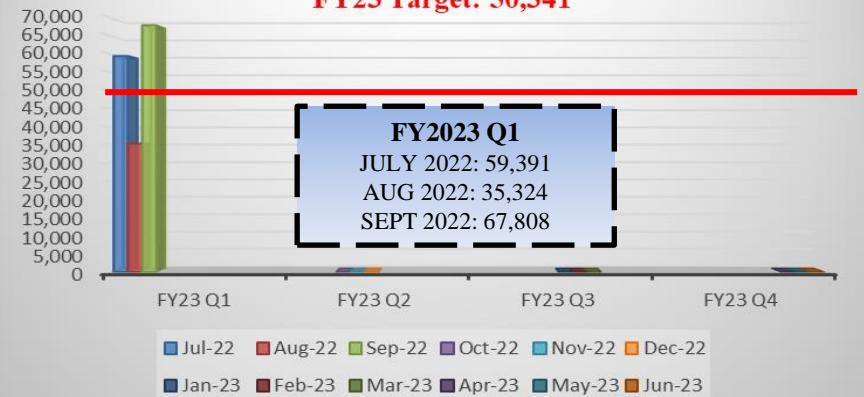


MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

Preventable Accidents/ 100,000 Miles
FY23 Target: 1.41



Miles between Road Calls
FY23 Target: 50,341



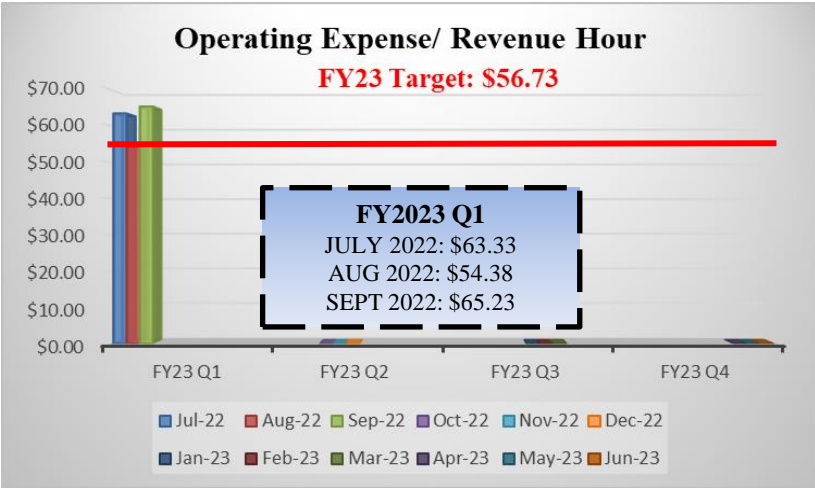
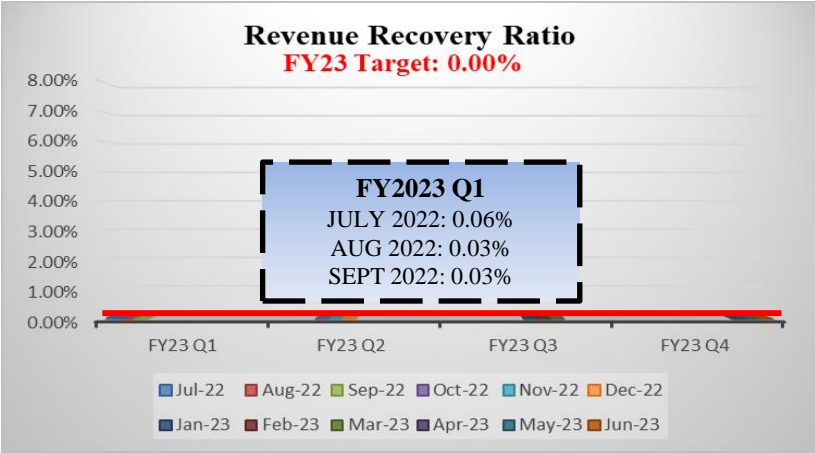
Maintenance Cost/ Revenue Hour
FY23 Target: \$10.88



Maintenance Cost/ Revenue Mile
FY23 Target: \$0.69



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





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

Paratransit Performance Measure Summary:

During **September FY2023**, the following performance measures met or exceeded the target:

1. Total Valid Complaints at **0.00**
2. Miles between road calls at **67,808**
3. Ridership at **7,208**
4. On-time performance at **96%**
5. Passenger trips per revenue hour of **1.80**
6. Revenue Recovery ratio at **0.03%**

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

7. Preventable Accidents per 100,000 miles at **1.42**
8. Maintenance cost per revenue hours at **\$12.97**
9. Maintenance cost per revenue miles at **\$0.77**
10. Operating expense per revenue hour at **\$65.23**

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