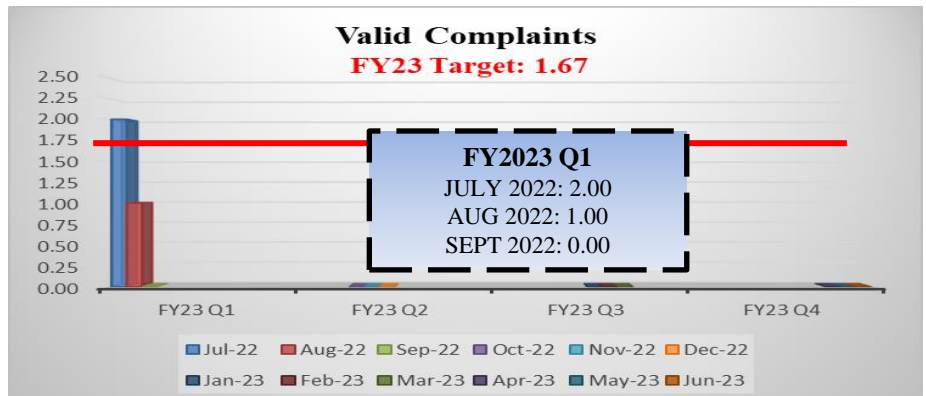
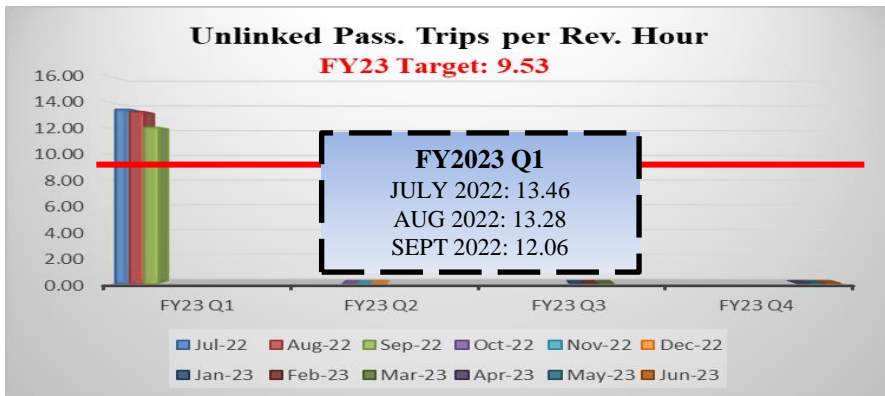
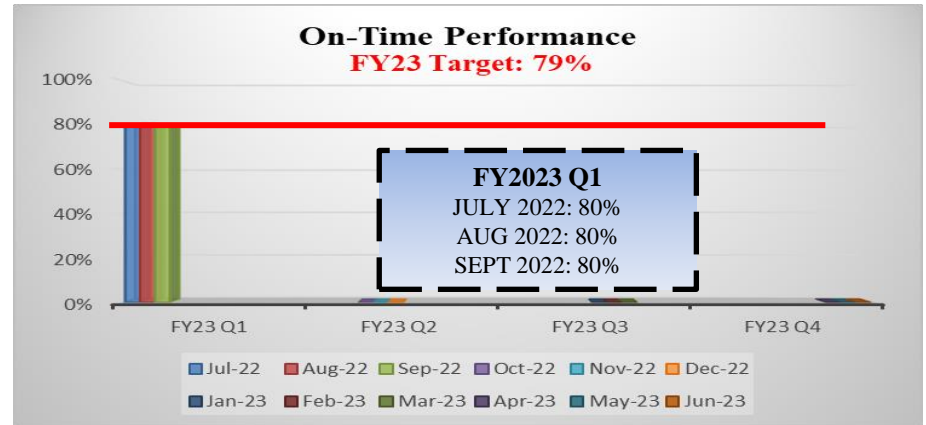
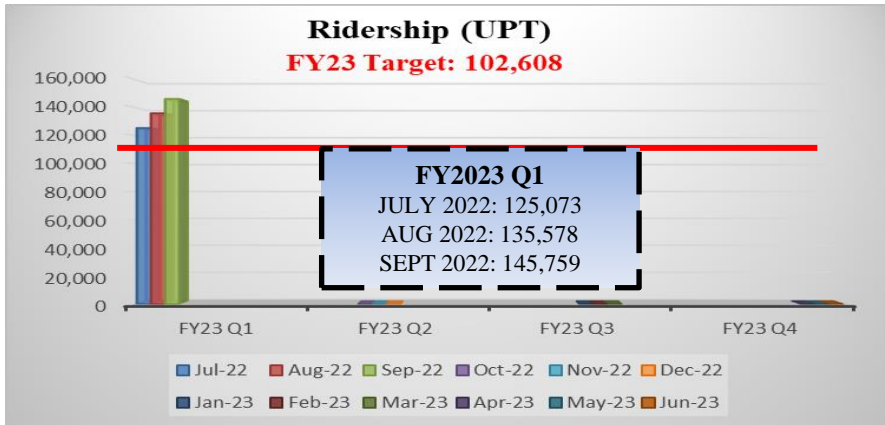


MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

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 FY23:

- (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

FY23 Target: 1.64



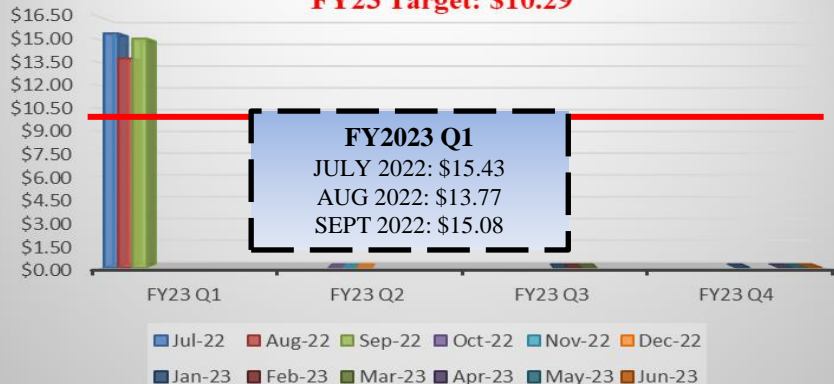
Miles between Road Calls

FY23 Target: 47,276



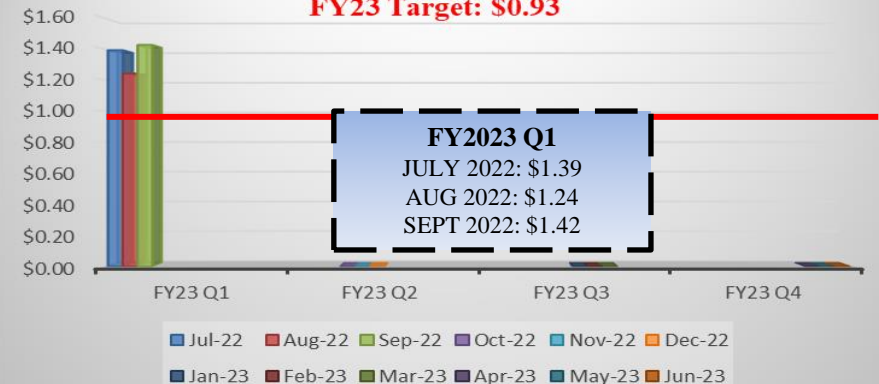
Maintenance Cost/ Revenue Hour

FY23 Target: \$10.29

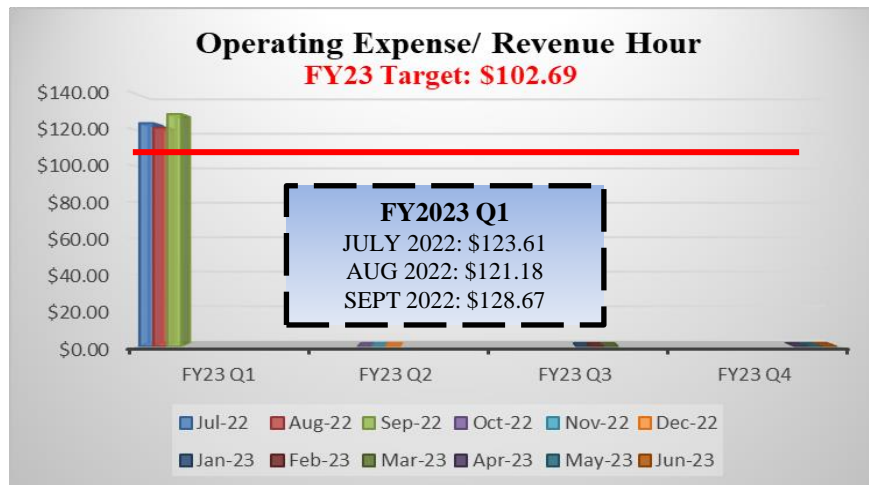
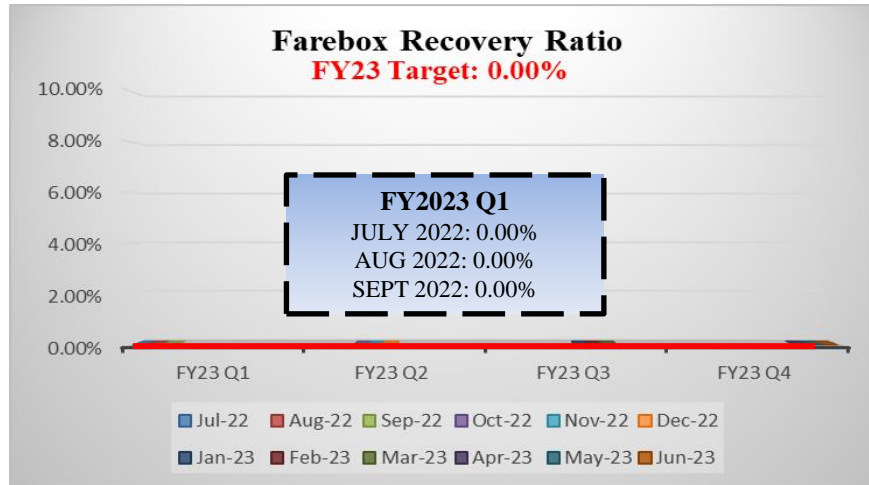


Maintenance Cost/ Revenue Mile

FY23 Target: \$0.93



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

1. On-time performance at **80%**
2. Preventable Accidents per 100,000 miles at **1.56**
3. Ridership at **145,759**
4. Unlinked passenger trips per revenue hour of **12.06**
5. Total Valid Complaints at **0.00**

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

6. Miles between road calls at **42,642**
7. Maintenance cost per revenue mile at **\$1.42**
8. Maintenance cost per revenue hour at **\$15.08**
9. Operating expense per revenue hour at **\$128.67**
10. Farebox Recovery ratio at **0.00%**

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