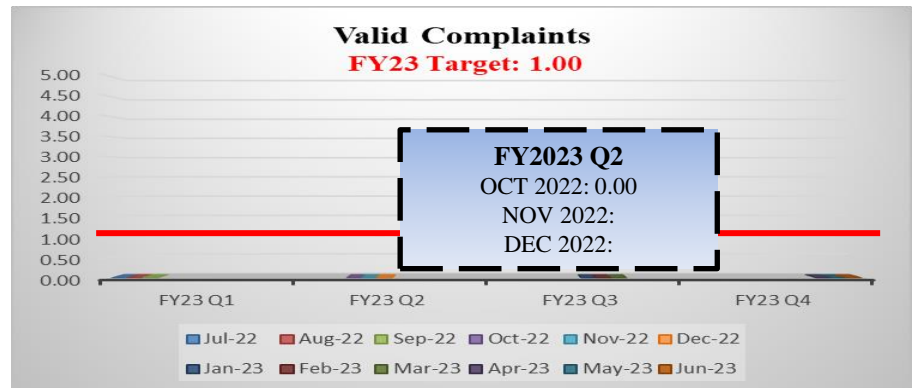
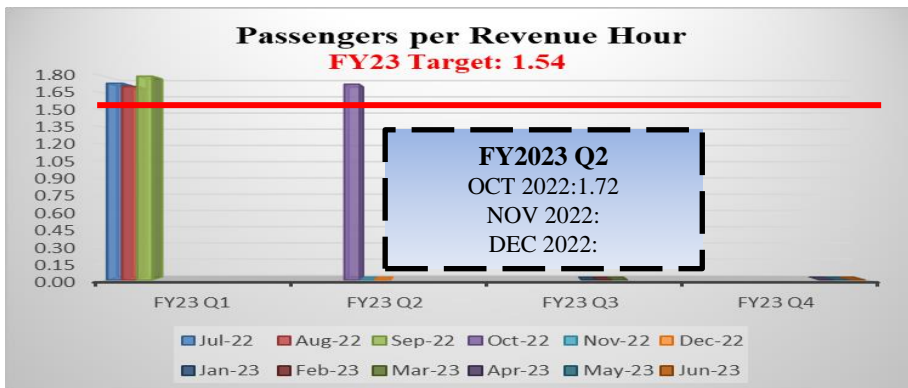
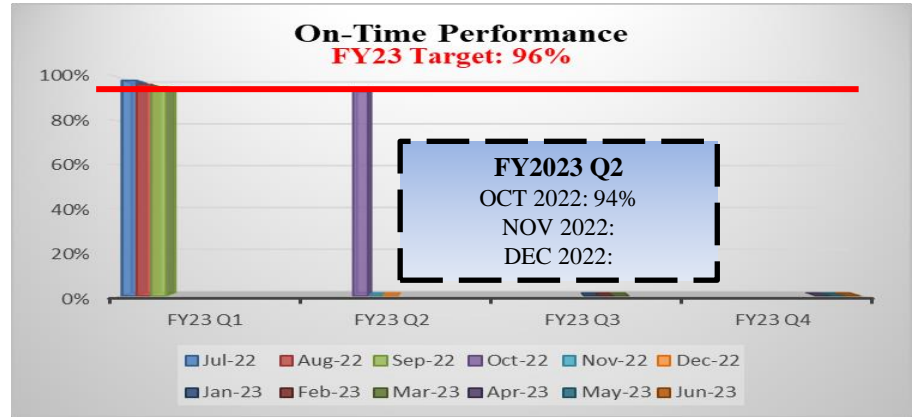
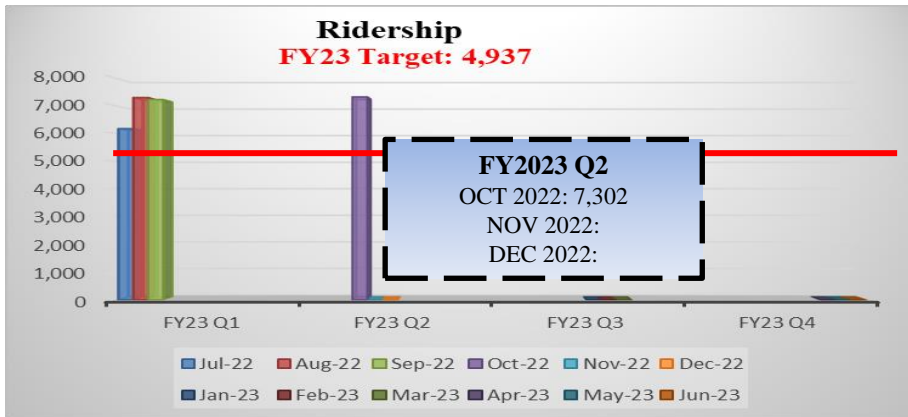


# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

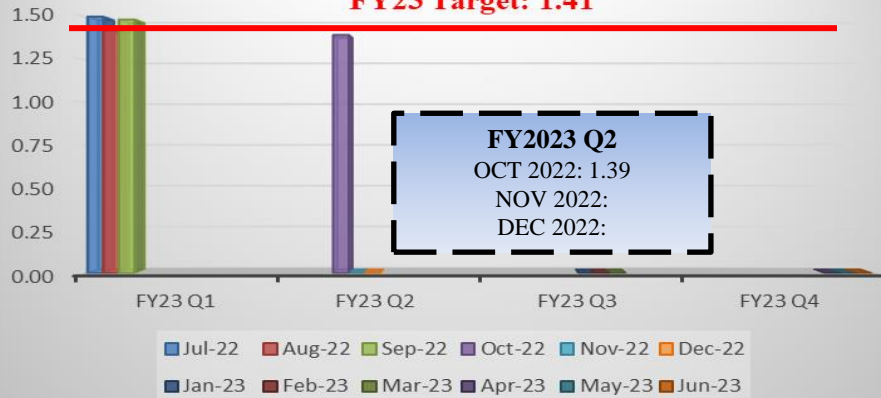
THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY23:

- (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.

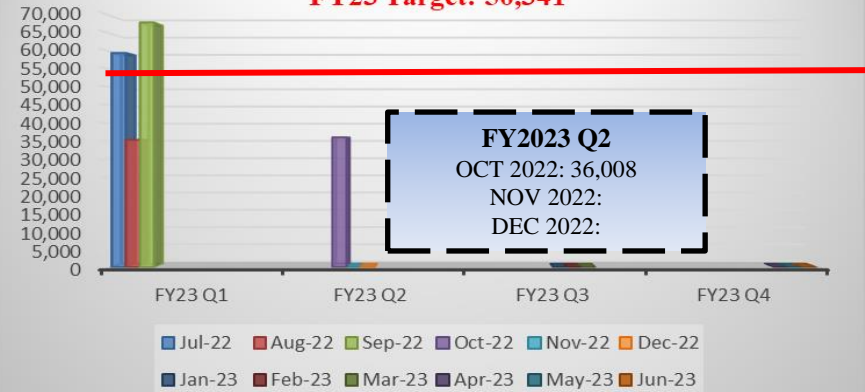


# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: PARATRANSIT

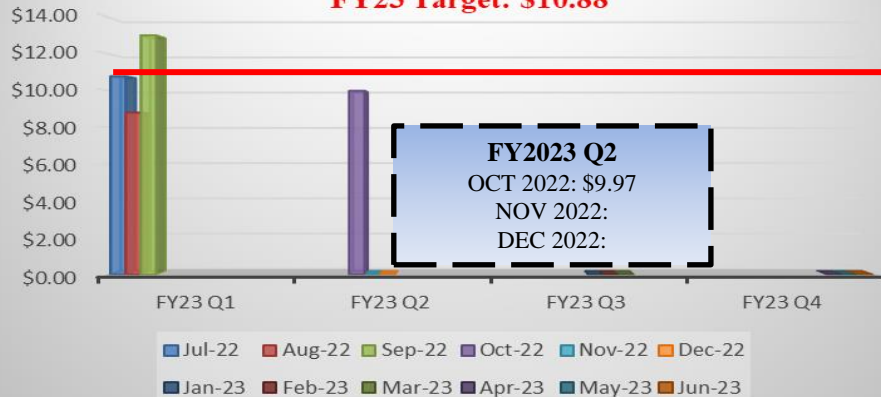
**Preventable Accidents/ 100,000 Miles**  
**FY23 Target: 1.41**



**Miles between Road Calls**  
**FY23 Target: 50,341**



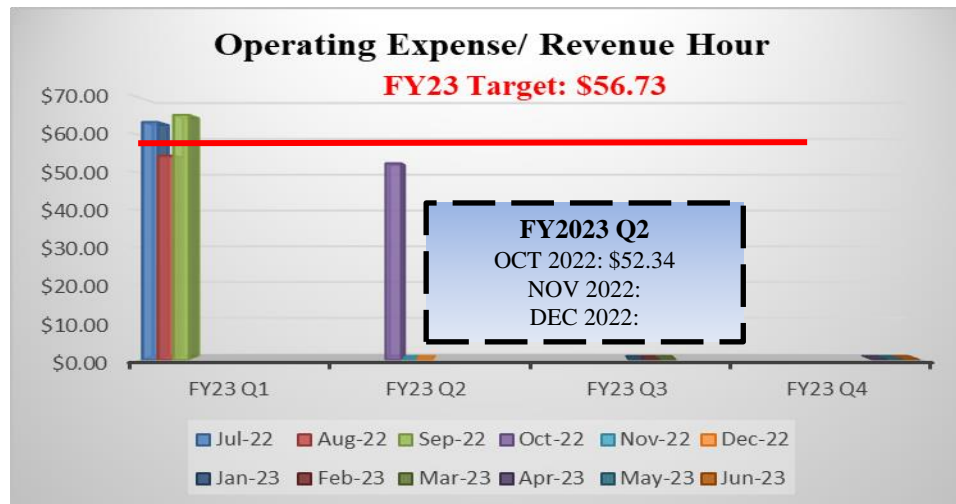
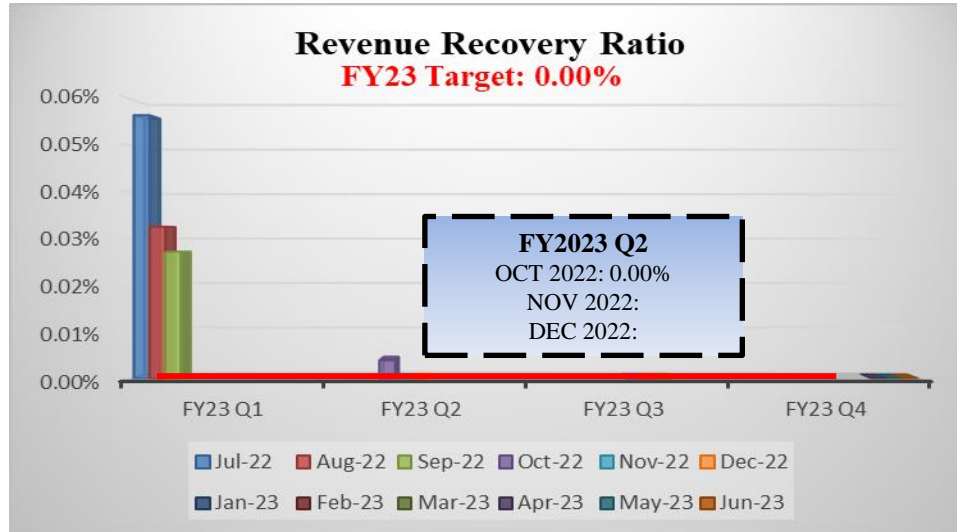
**Maintenance Cost/ Revenue Hour**  
**FY23 Target: \$10.88**



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

1. Total Valid Complaints at **0.00**
2. Ridership at **7,302**
3. Passenger trips per revenue hour of **1.72**
4. Revenue Recovery ratio at **0.00%**
5. Maintenance cost per revenue hours at **\$9.97**
6. Maintenance cost per revenue miles at **\$0.59**
7. Operating expense per revenue hour at **\$52.34**

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

8. Miles between road calls at **36,008**
9. On-time performance at **94%**
10. Preventable Accidents per 100,000 miles at **1.39**

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