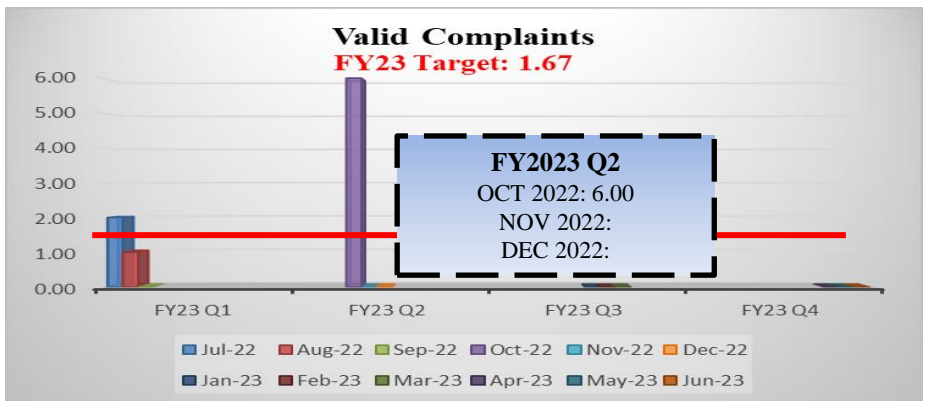
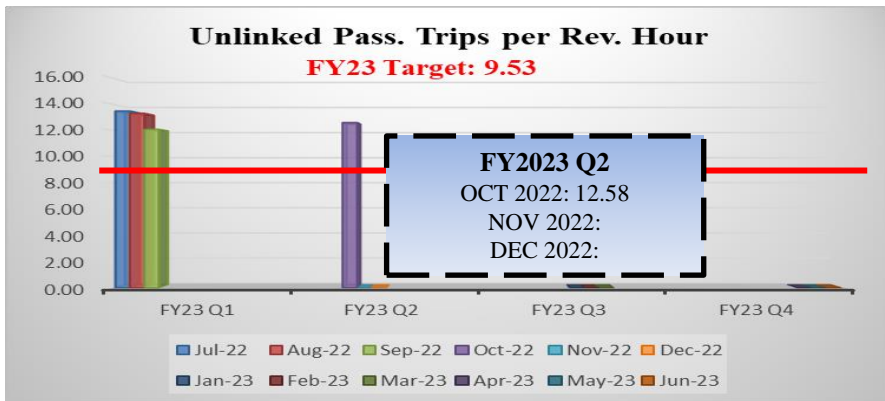
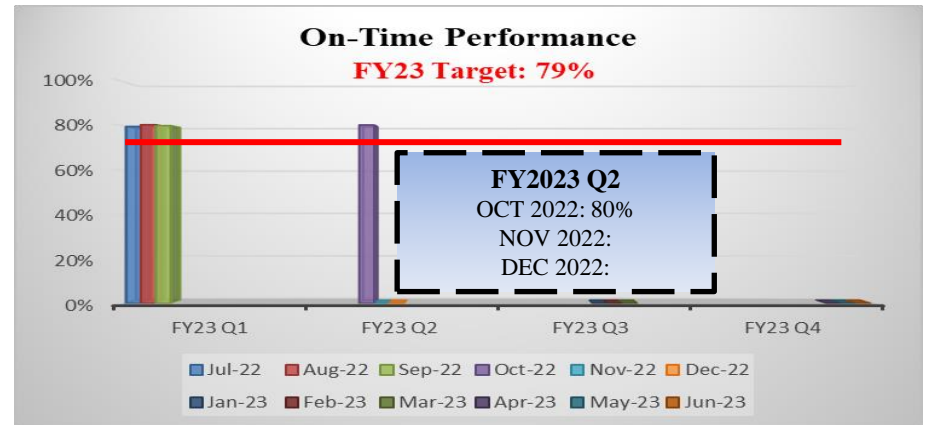
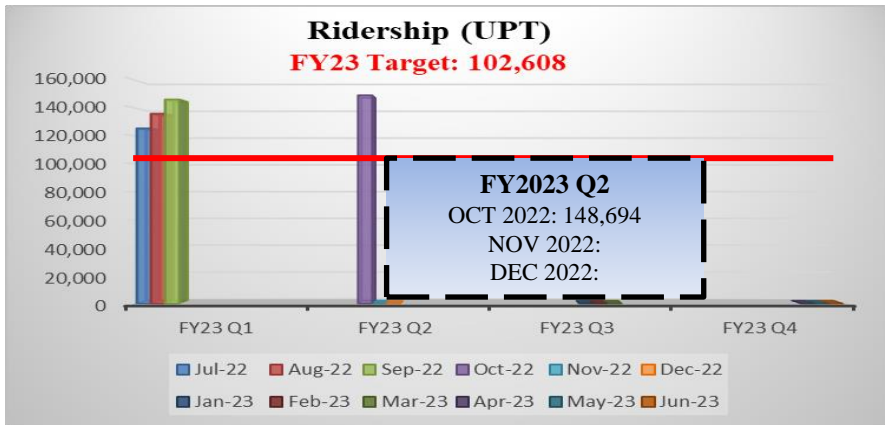


# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

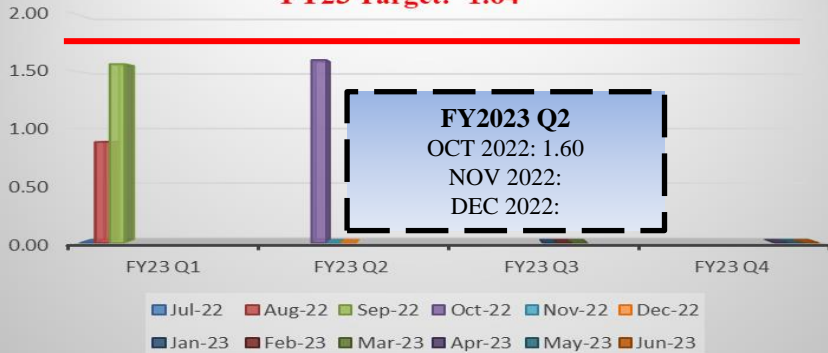
THE MVRTA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY23:

- (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.

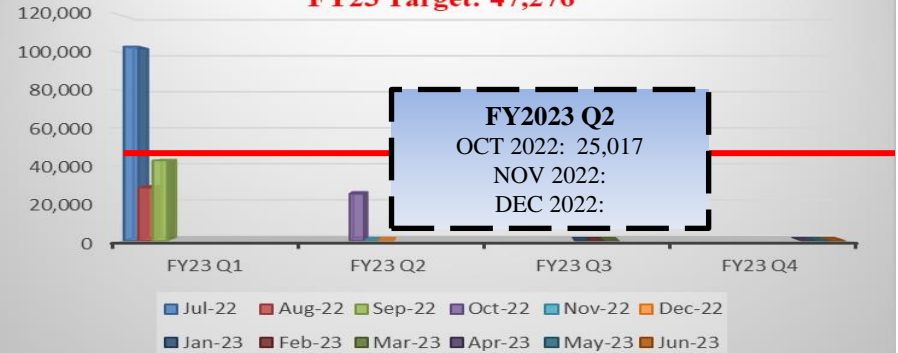


# MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA) PERFORMANCE MEASURES: FIXED ROUTE

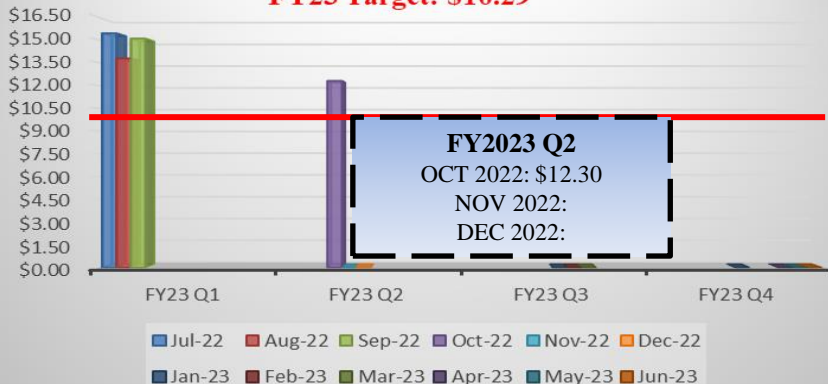
**Preventable Accidents/ 100,000 Miles**  
**FY23 Target: 1.64**



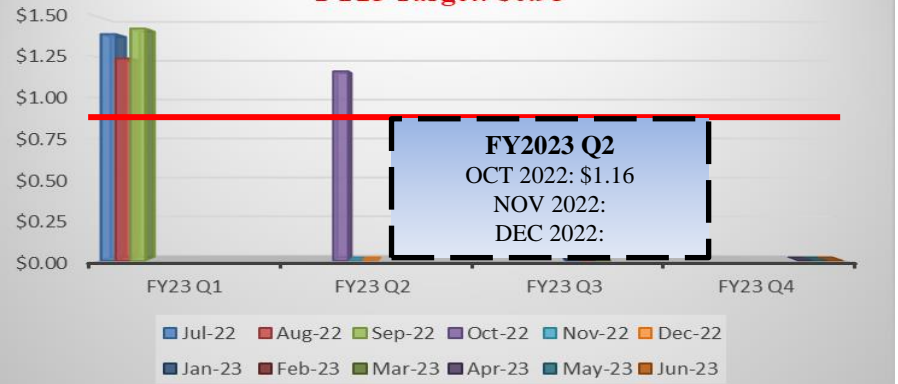
**Miles between Road Calls**  
**FY23 Target: 47,276**



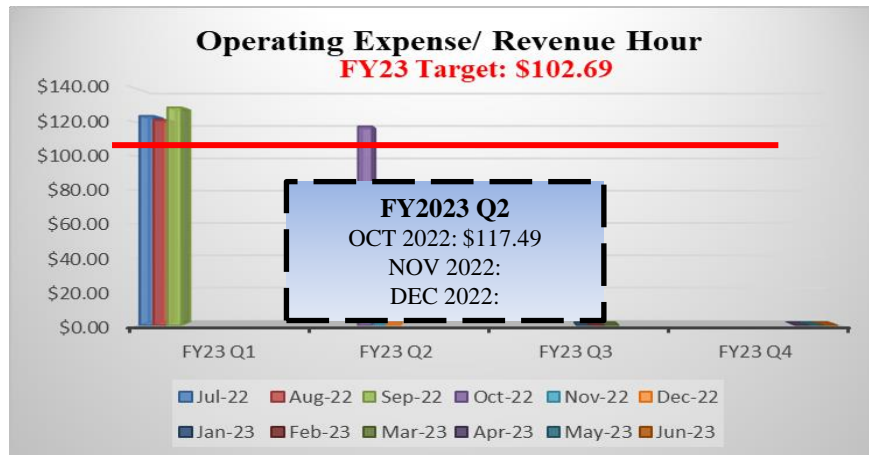
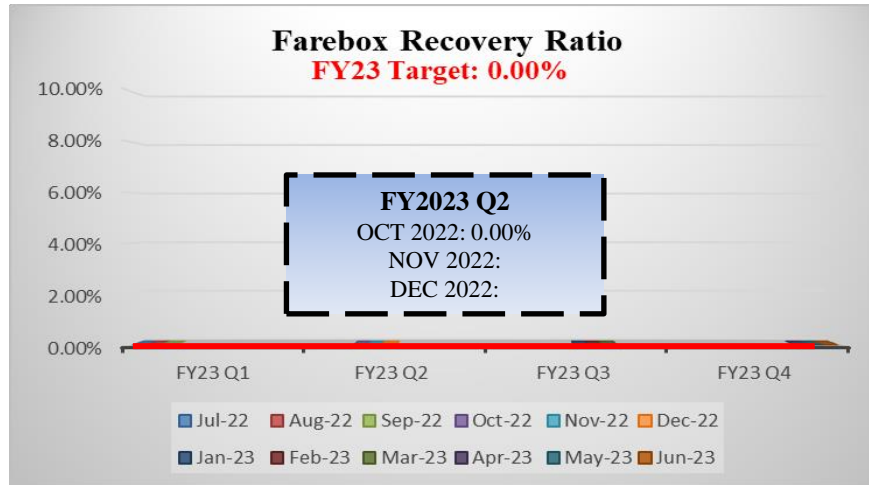
**Maintenance Cost/ Revenue Hour**  
**FY23 Target: \$10.29**



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

1. On-time performance at **80%**
2. Preventable Accidents per 100,000 miles at **1.60**
3. Ridership at **148,694**
4. Unlinked passenger trips per revenue hour of **12.58**

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

5. Total Valid Complaints at **6.00**
6. Miles between road calls at **25,017**
7. Maintenance cost per revenue mile at **\$1.16**
8. Maintenance cost per revenue hour at **\$12.30**
9. Operating expense per revenue hour at **\$117.49**
10. Farebox Recovery ratio at **0.00%**

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