

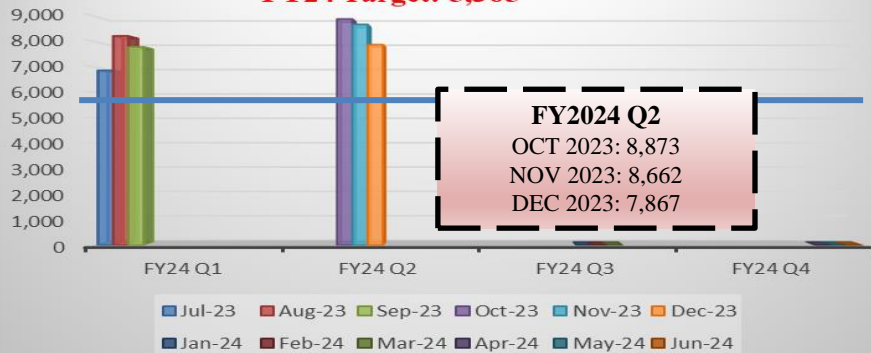
# MERRIMACK VALLEY TRANSIT (Mini MeVa)

## PERFORMANCE MEASURES: PARATRANSIT

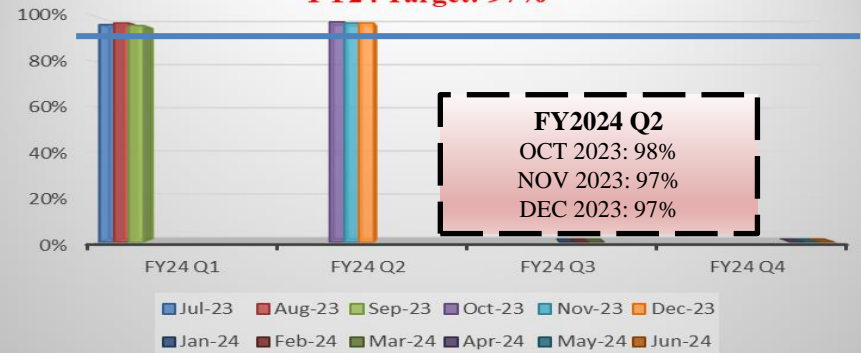
THE MEVA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY24:

- (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.

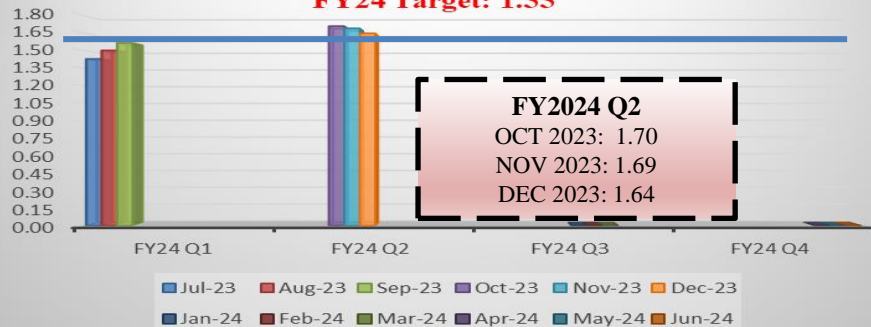
**Ridership**  
**FY24 Target: 5,365**



**On-Time Performance**  
**FY24 Target: 97%**



**Passengers per Revenue Hour**  
**FY24 Target: 1.55**



**Valid Complaints**  
**FY24 Target: 1.00**

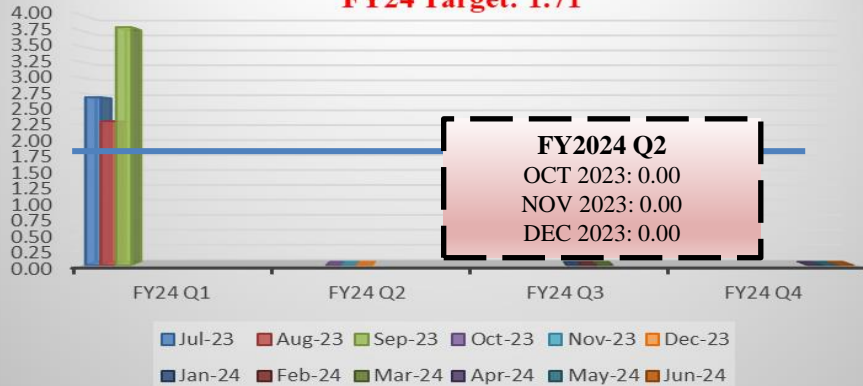


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## PERFORMANCE MEASURES: PARATRANSIT

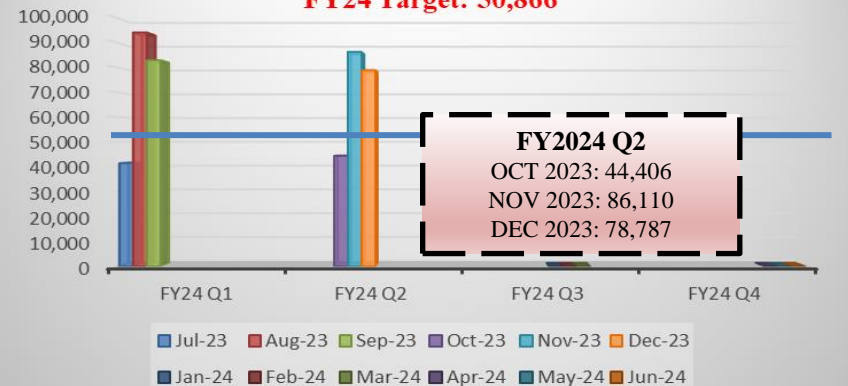
**Preventable Accidents/ 100,000 Miles**

**FY24 Target: 1.71**



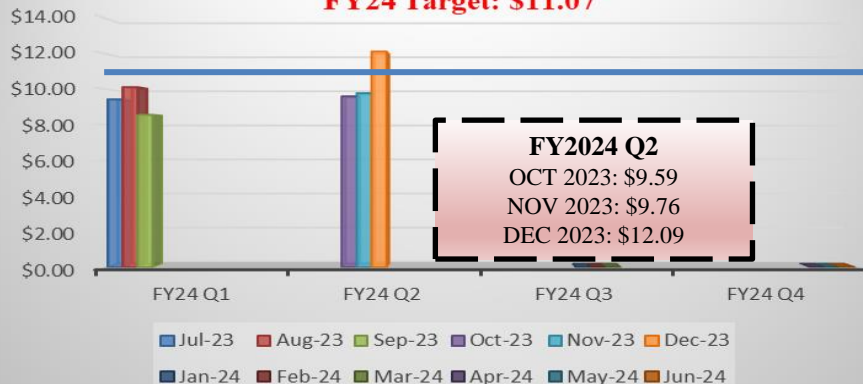
**Miles between Road Calls**

**FY24 Target: 50,866**



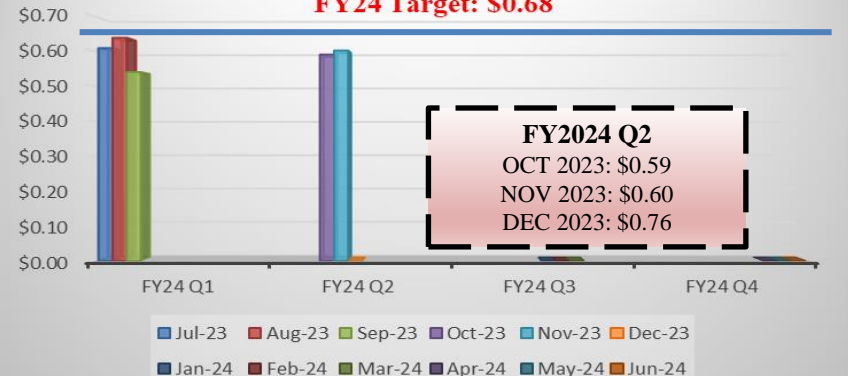
**Maintenance Cost/ Revenue Hour**

**FY24 Target: \$11.07**



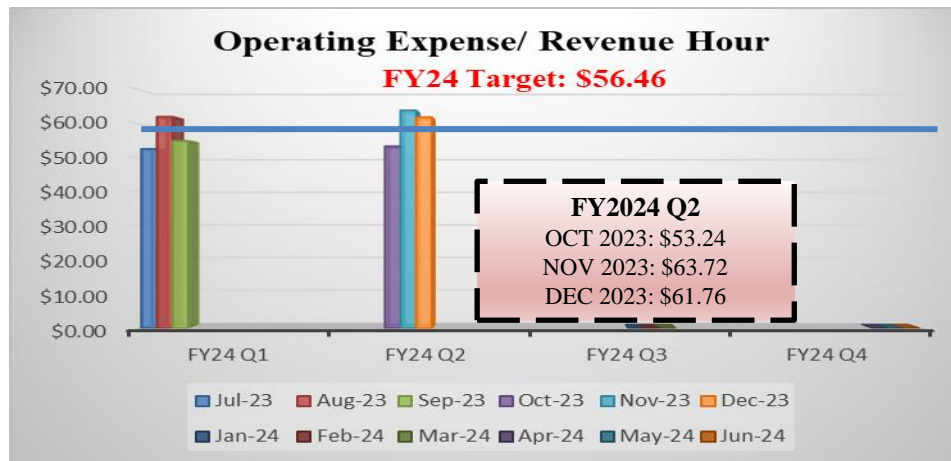
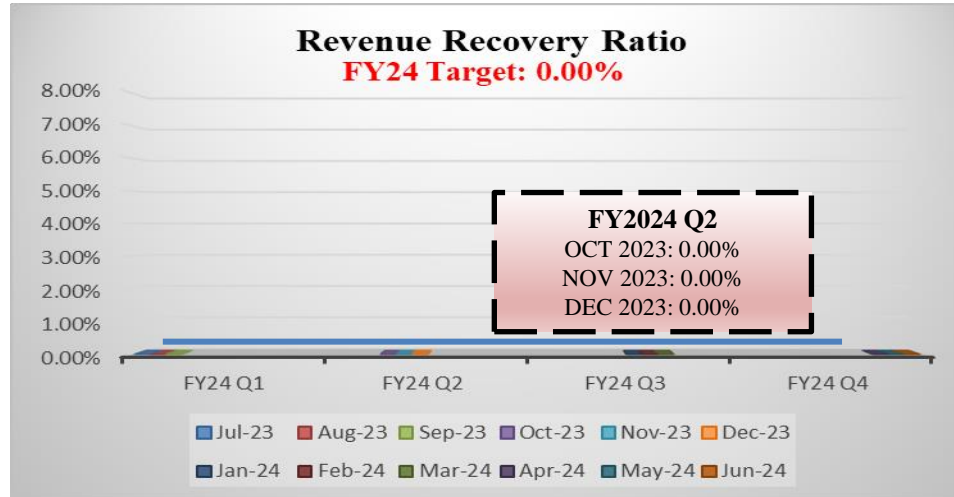
**Maintenance Cost/ Revenue Mile**

**FY24 Target: \$0.68**



# MERRIMACK VALLEY TRANSIT (Mini MeVa)

## PERFORMANCE MEASURES: PARATRANSIT





# MERRIMACK VALLEY TRANSIT (Mini MeVa) PERFORMANCE MEASURES: PARATRANSIT

## Paratransit Performance Measure Summary:

During **December FY2024**, the following performance measures met or exceeded the benchmark:

1. Ridership at **7,867**
2. Revenue Recovery ratio at **0.00%**
3. On-time performance at **97%**
4. Preventable Accidents per 100,000 miles at **0.00**
5. Passenger trips per vehicle revenue hour of **1.64**
6. Total Valid Complaints at **1.00**
7. Miles between road calls at **78,787**

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

8. Maintenance cost per revenue hours at **\$12.09**
9. Maintenance cost per revenue miles at **\$0.76**
10. Operating expense per revenue hour at **\$61.76**