

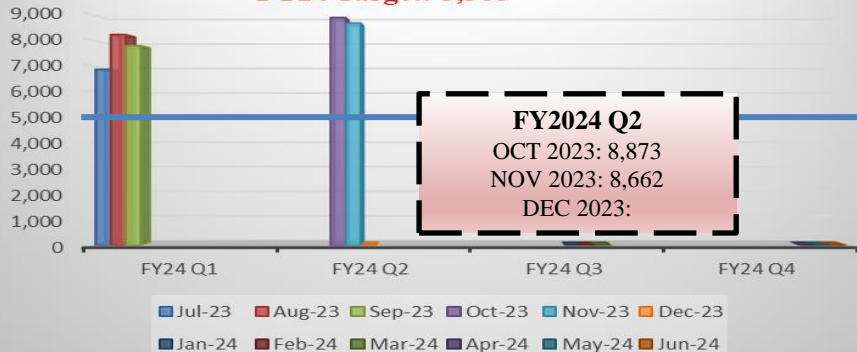
MERRIMACK VALLEY TRANSIT (Mini MeVa)

PERFORMANCE MEASURES: PARATRANSIT

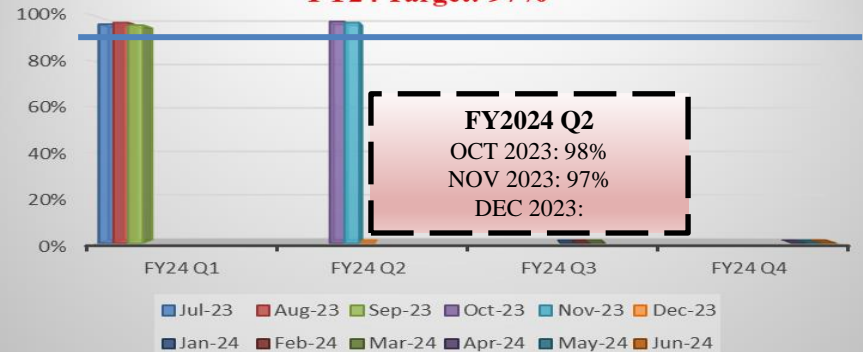
THE MEVA'S GOAL IS TO CONTINUOUSLY MONITOR AND IMPROVE SERVICE. TO DO THIS, TARGETS HAVE BEEN ESTABLISHED FOR TEN AREAS. EACH WILL BE ASSESSED MONTHLY SO THAT IMPROVEMENTS CAN BE MADE, AND SATISFACTORY LEVELS OF SERVICE MAINTAINED. THE FOLLOWING AREAS WILL BE MONITORED THROUGHOUT FY24:

- (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.

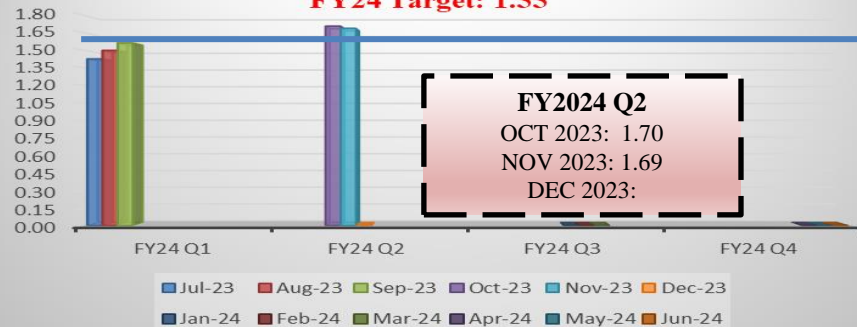
Ridership
FY24 Target: 5,365



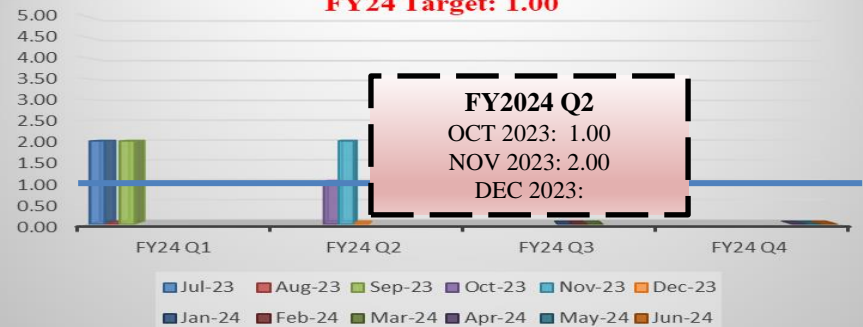
On-Time Performance
FY24 Target: 97%



Passengers per Revenue Hour
FY24 Target: 1.55



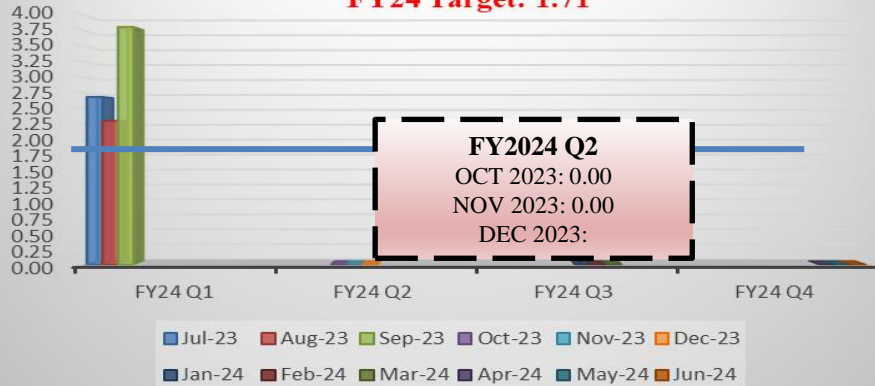
Valid Complaints
FY24 Target: 1.00



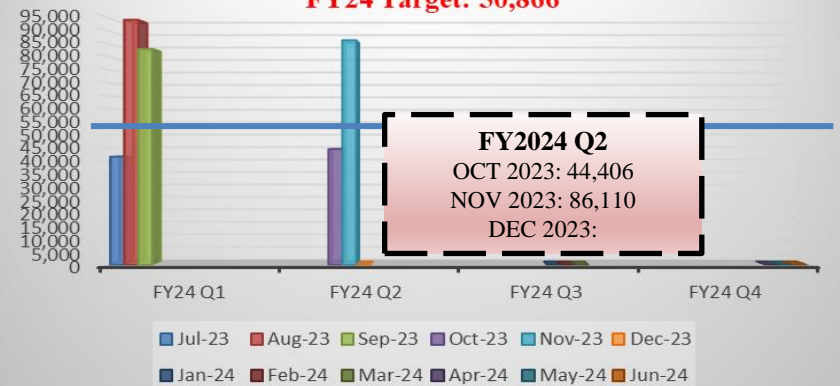
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PERFORMANCE MEASURES: PARATRANSIT

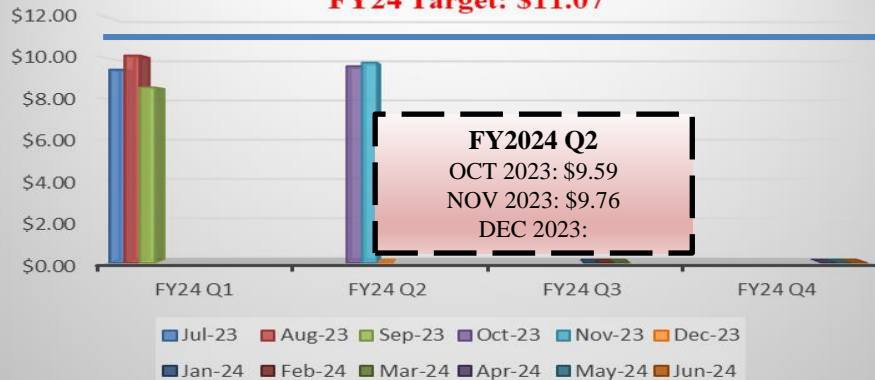
Preventable Accidents/ 100,000 Miles
FY24 Target: 1.71



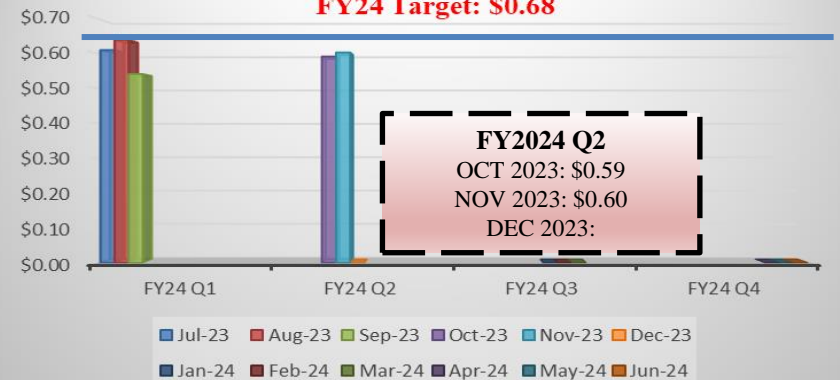
Miles between Road Calls
FY24 Target: 50,866



Maintenance Cost/ Revenue Hour
FY24 Target: \$11.07

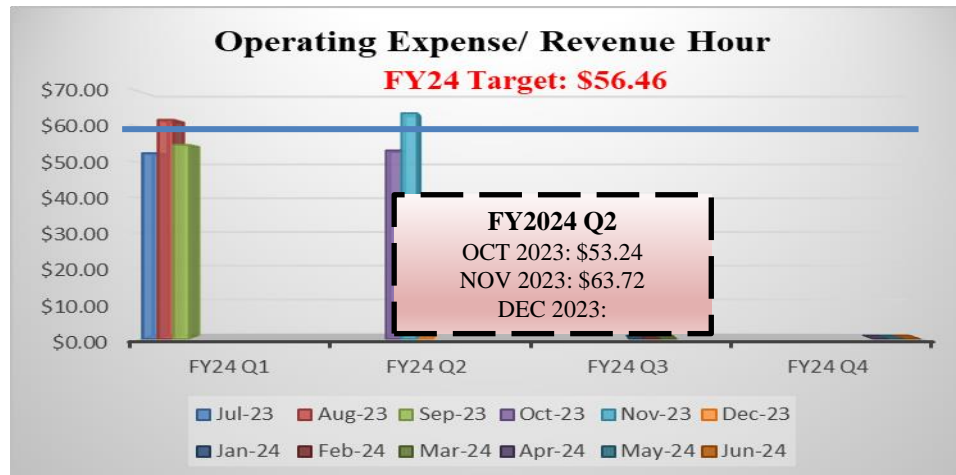
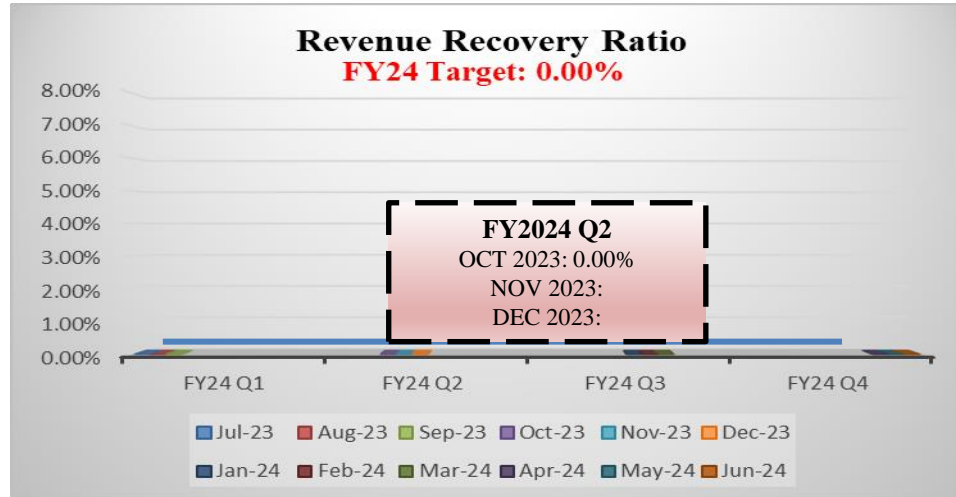


Maintenance Cost/ Revenue Mile
FY24 Target: \$0.68



MERRIMACK VALLEY TRANSIT (Mini MeVa)

PERFORMANCE MEASURES: PARATRANSIT





MERRIMACK VALLEY TRANSIT (Mini MeVa) PERFORMANCE MEASURES: PARATRANSIT

Paratransit Performance Measure Summary:

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

1. Ridership at **8,662**
2. Revenue Recovery ratio at **0.00%**
3. Maintenance cost per revenue hours at **\$9.76**
4. Maintenance cost per revenue miles at **\$0.60**
5. On-time performance at **97%**
6. Preventable Accidents per 100,000 miles at **0.00**
7. Passenger trips per vehicle revenue hour of **1.69**

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

8. Total Valid Complaints at **2.00**
9. Operating expense per revenue hour at **\$63.72**
10. Miles between road calls at **86,110**