



Ridership by Month

		Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Totals
Unlinked Passenger Trips (UPT)	Fixed Route	19,070	20,073	25,497	24,190	19,519	19,231	17,677	16,341	21,452	20,567	20,374	21,431	245,422
	Demand Response	8,576	8,811	10,903	14,202	11,589	12,014	10,661	9,483	14,394	14,434	14,443	16,304	145,814
	Demand Taxi*	12,008	12,079	12,298	14,905	12,605	11,204	11,084	10,704	13,316	12,724	13,331	13,764	150,022

*JARC (taxi service) runs Mon-Sat from 9:00pm - 11:30pm. Complete Devens Route moved to On-demand Taxi in March 2020. Also includes MH Brokerage Vendors in our service area.. **541,257**

Scheduled Trip Adherence

		Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Average
Percent of Scheduled Trips Operated	Fixed Route	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Demand Response*	96.5%	96.0%	96.1%	99.0%	99.0%	98.7%	98.8%	98.8%	99.0%	99.0%	98.9%	98.8%	98%

* Includes trips cancelled by client upon arrival at pickup and no-shows.

Customer Safety

		Jul-2020	Aug-2020	Sep-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	Jun-2021	Average
Preventable Accidents	Fixed Route	0	0	0	2	1	0	0	0	0	1	0	2	0.50
	Demand Response	0	1	1	2	2	2	1	3	1	2	2	3	1.67

Maintenance

	Jul-2020			Aug-2020			Sep-2020			Oct-2020			Nov-2020			Dec-2020		
	Vehicle Revenue Miles	*Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls
Fixed Route	55,076	55,076	1	55,446	--	0	61,684	30,842	2	61,396	15,349	4	55,141	18,380	3	58,275	58,275	1
Demand Response	69,296	69,296	1	71,107	--	0	96,608	48,304	2	115,186	--	0	98,760	49,380	2	109,063	109,063	1

	Jan-2021			Feb-2021			Mar-2021			Apr-2021			May-2021			Jun-2021		
	Vehicle Revenue Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Breakdowns	# of Roadcalls
Fixed Route	53,863	--	0	55,428	11,086	5	68,272	6,827	10	61,847	20,616	3	72,023	18,006	4	61,159	--	0
Demand Response	89,799	89,799	1	96,826	96,826	1	123,508	--	0	127,247	127,247	1	129,901	119,780	1	131,793	--	0

-- = No breakdowns occurred in month for this mode.

* Miles between Breakdowns is an average of Vehicle Revenue Miles travelled and the number of breakdowns in that mode.