



Unlinked Passenger Trips (UPT)	Ridership by Month												
	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Totals
Fixed Route	19,836	17,528	28,267	28,086	23,001	23,239	19,977	21,854	29,137	30,374	28,659	22,148	292,106
Demand Response	17,853	19,239	19,627	20,038	18,907	19,083	15,647	16,120	21,452	18,939	20,488	19,636	227,029
Demand Taxi*	18,519	17,798	17,935	17,933	17,866	19,135	18,074	18,039	22,444	21,538	22,148	22,329	233,758

*JARC (taxi service) runs Mon-Sat from 8:00pm - Midnight. Also includes Devens On-demand Taxi and MH Brokerage Vendors in our service area. **752,893**

Percent of Scheduled Trips Operated	Scheduled Trip Adherence												
	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Average
Fixed Route	100%	100%	100%	100%	100%	95%	99%	100%	100%	100%	100%	100%	100%
Demand Response*	98.7%	98.2%	98.2%	96.0%	98.2%	98.3%	95.6%	96.4%	96.6%	97.6%	97.6%	97.8%	97%

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

Preventable Accidents	Customer Safety												
	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022	Average
Fixed Route	0	1	1	1	0	0	1	0	1	3	0	2	0.83
Demand Response	3	2	1	2	2	2	4	2	1	4	1	1	2.08

Road Calls	Maintenance																	
	Jul-2021			Aug-2021			Sep-2021			Oct-2021			Nov-2021			Dec-2021		
	Vehicle Revenue Miles	*Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Road calls	Vehicle Miles	Miles btw Break downs	# of Road calls
Fixed Route	66,865	16,716	4	70,774	70,774	1	69,186	-	0	67,791	67,791	1	65,680	-	0	65,391	32,696	2
Demand Response	129,691	129,691	1	137,842	137,842	1	140,299	-	0	138,902	138,902	1	129,761	129,761	1	131,491	131,491	1

Road Calls	Jan-2022			Feb-2022			Mar-2022			Apr-2022			May-2022			Jun-2022		
	Vehicle Revenue Miles	Miles btw Breakdowns	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Roadcalls	Vehicle Miles	Miles btw Break downs	# of Road calls	Vehicle Miles	Miles btw Break downs	# of Road calls
	Fixed Route	61,778	20,593	3	65,391	65,391	1	70,663	14,133	5	70,820	10,117	7	74,324	24,775	3	73,031	24,344
Demand Response	111,018	-	0	107,731	-	1	144,435	-	0	125,945	-	0	136,799	-	0	132,943	-	2

-- = 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.