



		Ridership by Month												
		Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Totals
Unlinked Passenger Trips (UPT)	Fixed Route	34,426	37,226	54,030	59,944	50,397	40,527	41,699	47,006	30,492	13,668	15,332	18,698	443,445
	Demand Response	29,443	31,695	28,898	32,736	28,295	25,081	28,935	26,197	26,237	4,564	5,379	7,324	274,783
	Demand Taxi*	20,313	20,702	20,575	21,220	18,846	18,692	21,018	20,902	18,996	10,414	11,044	11,085	213,807

*JARC (taxi service) runs Mon-Sat from 9:00pm - 11:30pm. Devens On-demand added to Taxi in April 2019, some Subscription Taxi. Also includes MH Brokerage Vendors in our service area.. **932,035**

		Scheduled Trip Adherence												
		Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Average
Percent of Scheduled Trips Operated	Fixed Route	100%	100%	100%	100%	100%	90%	100%	100%	100%	100%	100%	100%	99%
	Demand Response*	96%	96%	96%	96%	96%	93%	96%	96%	94%	94%	96%	96%	95%

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

		Customer Safety												
		Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020	Average
Preventable Accidents	Fixed Route	1	0	4	0	1	0	0	0	1	0	0	0	0.58
	Demand Response	2	7	5	2	2	5	2	5	1	0	2	2	2.92

		Maintenance																	
		Jul-2019			Aug-2019			Sep-2019			Oct-2019			Nov-2019			Dec-2019		
		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		68,245	9,749	7	70,362	17,591	4	72,601	72,601	1	78,586	19,647	4	69,768	13,954	5	69,784	13,957	5
Demand Response		178,123	25,446	7	180,194	45,048	4	176,281	35,256	5	194,910	97,455	2	167,931	83,965	2	146,274	29,255	5

		Jan-2020			Feb-2020			Mar-2020			Apr-2020			May-2020			Jun-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		72,313	18,078	4	68,543	11,424	6	64,591	--	0	54,648	10,930	5	53,304	26,652	2	56,356	18,785	3
Demand Response		176,066	88,033	2	155,804	155,804	1	111,745	55,873	2	35,825	--	0	40,499	--	0	51,138	--	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.

	FY19			FY18		
	Fixed Route	Paratransit	Brokerage	Fixed Route	Paratransit	Brokerage
Annual Financial Information						
Farebox Revenue	\$ 869,675	\$ 5,264,744	\$ 168,205,209	\$ 943,990	\$ 5,024,350	\$ 153,972,295
Gross Operating Costs	\$ 5,629,296	\$ 12,964,632	\$ 167,671,454	\$ 5,641,834	\$ 12,058,336	\$ 153,162,646
% of Fare Box Recovery of Operating Costs	15.4%	40.6%	100.3%	16.7%	41.7%	100.5%
Fleet Size (Revenue Vehicles)	37	163		34	168	
Number of Non-revenue Vehicles	4	3	5	5	3	4
Annual Statistical Information						
Number of Fixed Routes	19			18		
Number of Passenger Trips	537,385	355,465	5,926,007	571,330	351,391	5,706,766
Number of Revenue Hours	56,030	153,496		58,558	149,817	
Number of Revenue Miles	910,583	2,286,687		960,457	2,197,517	
Number of Vehicle Hours	58,440	178,988		60,566	174,480	
Number of Vehicle Miles	960,517	2,752,844		998,503	2,653,880	
Performance Measures:						
Operating Expense Per Passenger Trip	\$10.48	\$36.47		\$9.87	\$34.32	
Operating Expense Per Revenue Hour	\$100.47	\$84.46		\$96.35	\$80.49	
Operating Expense Per Revenue Mile	\$6.18	\$5.67		\$5.87	\$5.49	
Passenger Trips Per Revenue Hour	9.59	2.32		9.76	2.35	
Passenger Trips Per Revenue Mile	0.59	0.16		0.59	0.16	
Required Subsidy Per Passenger Trip	\$8.86	\$21.66		\$8.22	\$20.02	
Fare Structure:						
Fixed Route Fares:						
Adult Base	\$ 1.25			\$ 1.25		
Elderly Fare	\$ 0.60			\$ 0.60		
Disabled Fare	\$ 0.60			\$ 0.60		
Under 12						
Under 5	Free			Free		
Student Fare	\$ 0.60			\$ 0.60		
Monthly Pass - Base	\$30 or \$60			\$25 or 50		
Monthly Pass - Elderly and Mobility Impaired	\$20 or \$40			\$20 or \$40		
Weekly Pass	N/A			N/A		
One Day Pass	N/A			N/A		
Other	\$16/\$10.50 or \$31/\$21			\$13/\$10.50 or \$26/\$21		
Describe Other	14 Day Pass			14 Day Pass		
Paratransit Fares:						
ADA		\$ 2.00			\$ 2.00	
Non-ADA	Monthly Subscription: From \$60 to \$150 - depends on # of trips/wk			Monthly Subscription: From \$45 to \$120 - depends on # of trips/wk		
Elderly		\$0.50-\$1.00			\$0.50-\$1.00	
Disabled		\$ 2.00			\$ 2.00	
Pass Program		N/A			N/A	
Ticket Program		Yes - same \$			Yes - same \$	