



Unlinked Passenger Trips (UPT)	Ridership by Month												Totals	
	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022		
Fixed Route	19,836	17,528	28,267	28,086	23,001	23,239	19,977	21,854						181,788
Demand Response	17,853	19,239	19,627	20,038	18,907	19,083	15,647	16,120						146,514
Demand Taxi*	18,519	17,798	17,935	17,933	17,866	19,135	18,074	18,039						145,299

*JARC (taxi service) runs Mon-Sat from 8:00pm - Midnight. Also includes Devens On-demand Taxi and MH Brokerage Vendors in our service area. **473,601**

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

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

Preventable Accidents	Customer Safety												Average	
	Jul-2021	Aug-2021	Sep-2021	Oct-2021	Nov-2021	Dec-2021	Jan-2022	Feb-2022	Mar-2022	Apr-2022	May-2022	Jun-2022		
Fixed Route	0	1	1	1	0	0	1	0						0.50
Demand Response	3	2	1	2	2	2	4	2						2.25

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

	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												
Demand Response	111,018	-	0	107,731	-	1												

-- = 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.