



| Unlinked Passenger Trips (UPT) | Ridership by Month |          |          |          |          |          |          |          |          |          |          |          | Totals         |
|--------------------------------|--------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|
|                                | Jul-2023           | Aug-2023 | Sep-2023 | Oct-2023 | Nov-2023 | Dec-2023 | Jan-2024 | Feb-2024 | Mar-2024 | Apr-2024 | May-2024 | Jun-2024 |                |
| Fixed Route                    | 27,296             | 27,382   | 30,916   | 31,963   | 31,716   | 30,022   | 30,846   | 31,557   | 33,613   | 35,102   | 32,261   | 43,030   | <b>385,705</b> |
| Demand Response                | 19,274             | 23,520   | 22,150   | 23,419   | 22,548   | 21,414   | 21,531   | 21,852   | 23,343   | 23,223   | 25,012   | 20,863   | <b>268,149</b> |
| Demand Taxi*                   | 26,718             | 29,212   | 28,978   | 25,852   | 24,962   | 24,488   | 25,292   | 24,584   | 32,259   | 28,481   | 28,916   | 24,688   | <b>324,430</b> |

\*JARC (taxi service) runs Mon-Sat from 8:00pm - Midnight. Also includes Devens On-demand Taxi and MH Brokerage Vendors in our service area. **978,284**

| Percent of Scheduled Trips Operated | Scheduled Trip Adherence |          |          |          |          |          |          |          |          |          |          |          | Average      |
|-------------------------------------|--------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------------|
|                                     | Jul-2023                 | Aug-2023 | Sep-2023 | Oct-2023 | Nov-2023 | Dec-2023 | Jan-2024 | Feb-2024 | Mar-2024 | Apr-2024 | May-2024 | Jun-2024 |              |
| Fixed Route                         | 100%                     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | 100%     | <b>100%</b>  |
| Demand Response*                    | 96.7%                    | 96.9%    | 96.5%    | 96.3%    | 95.6%    | 95.7%    | 96.5%    | 96.6%    | 96.6%    | 95.8%    | 96.1%    | 96.1%    | <b>96.3%</b> |

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

| Road Calls      | Maintenance           |                       |                 |               |                      |                 |               |                      |                 |               |                      |                 |               |                      |                 |               |                      |                 |
|-----------------|-----------------------|-----------------------|-----------------|---------------|----------------------|-----------------|---------------|----------------------|-----------------|---------------|----------------------|-----------------|---------------|----------------------|-----------------|---------------|----------------------|-----------------|
|                 | Jul-2023              |                       |                 | Aug-2023      |                      |                 | Sep-2023      |                      |                 | Oct-2023      |                      |                 | Nov-2023      |                      |                 | Dec-2023      |                      |                 |
|                 | Vehicle Revenue Miles | *Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls |
| Fixed Route     | 66,242                | 9,463                 | 7               | 71,147        | 7,905                | 9               | 75,991        | 6,908                | 11              | 78,604        | 19,651               | 4               | 75,395        | 15,079               | 5               | 74,007        | 14,801               | 5               |
| Demand Response | 165,056               | 82,528                | 2               | 161,901       | 53,967               | 3               | 149,584       | 49,861               | 3               | 158,789       | 79,395               | 2               | 158,863       | 158,863              | 1               | 151,910       | 151,910              | 1               |
|                 | Jan-2024              |                       |                 | Feb-2024      |                      |                 | Mar-2024      |                      |                 | Apr-2024      |                      |                 | May-2024      |                      |                 | Jun-2024      |                      |                 |
|                 | Vehicle Revenue Miles | Miles btw Breakdowns  | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls | Vehicle Miles | Miles btw Breakdowns | # of Road calls |
| Fixed Route     | 75,558                | 75,558                | 1               | 77,981        | 77,981               | 1               | 82,954        | 9,217                | 9               | 82,282        | 11,755               | 7               | 81,414        | 27,138               | 3               | 117,812       | 19,635               | 6               |
| Demand Response | 147,782               | -                     | 0               | 147,061       | 73,530               | 2               | 155,521       | 155,521              | 1               | 156,865       | 52,288               | 3               | 165,141       | 165,141              | 1               | 141,586       | 141,586              | 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.