



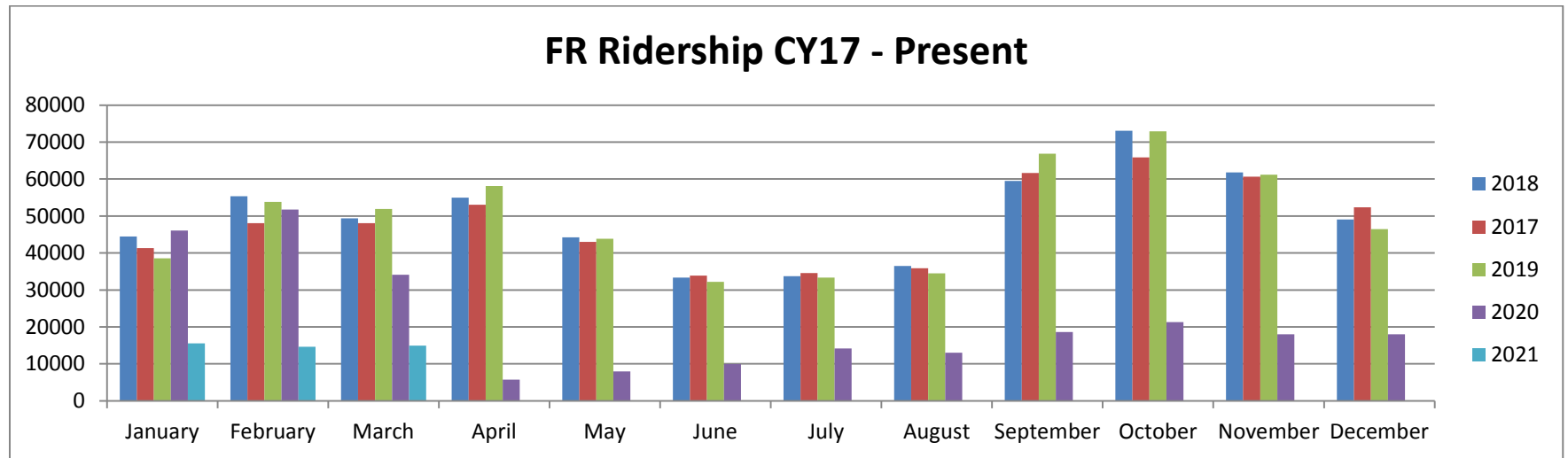
PERFORMANCE MEASURES

MWRTA uses performance measures to track our efficiency and to use as a benchmark to gauge our future performance and growth. Measures are broken out by type of service – fixed route and demand response (i.e. The Ride). MWRTA will be posting monthly information about our ridership, reliability, customer service, safety and maintenance of equipment. We hope you, our customer, will find this information helpful as you see your transit system grow to meet the needs of the Metrowest region.

Fixed Route

Monthly Ridership (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	15580	14615	14913									
2020	46081	51745	34104	5707	7980	9950	14180	12989	18626	21288	17990	18025
2019	38526	53795	51930	58148	43831	32227	33335	34499	66848	72907	61203	46459
2018	44472	55355	49392	54960	44201	33354	33740	36524	59510	73032	61830	49071
2017	41343	48080	48080	53047	43040	33844	34564	35891	61643	65844	60653	52340



Vehicle Revenue Hours (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	5640	5811	6153									
2020	7961	8610	7467	4509	4403	5133	5576	5885	6519	6741	6082	6158
2019	7184	7655	7648	8256	7617	6266	6838	6899	8427	9286	8205	8052
2018	6981	7125	7473	7607	5380	6052	6030	6651	7231	8513	7757	7298
2017	6820	7012	7012	6955	6730	6068	5747	6506	7676	8254	7639	7100

Vehicle Revenue Miles(year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	83383	78037	86355									
2020	114912	113536	96306	63611	73227	75355	82272	86837	89623	92541	83836	84497
2019	104993	99236	109687	106333	112190	96177	103735	108475	116689	126721	108968	109285
2018	95490	48298	99078	47820	38112	89902	92339	93572	106223	113675	111986	99016
2017	93645	31412	31412	47100	23293	89268	43394	48701	98113	108455	48682	31749

Percentage of Scheduled Trips Operated

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	99	99	99									
2020	99	99	99	99	99	99	99	99	99	99	99	99
2019	99	99	99	99	99	99	99	99	99	99	99	99
2018	99.99	100	100	100	99	100	99	99	99	99	99	99
2017	97	97	99.5	99.9	99.9	99	99.9	99	99.9	99.9	100	100

Preventable accidents

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	0	0	0									
2020	1	0	0	0	1	0	0	3	2	0	2	1
2019	0	1	1	0	3	2	2	2	0	0	2	2
2018	0	0	2	2	0	0	1	0	4	1	2	1
2017	3	1	1	0	1	1	0	0	2	0	2	2

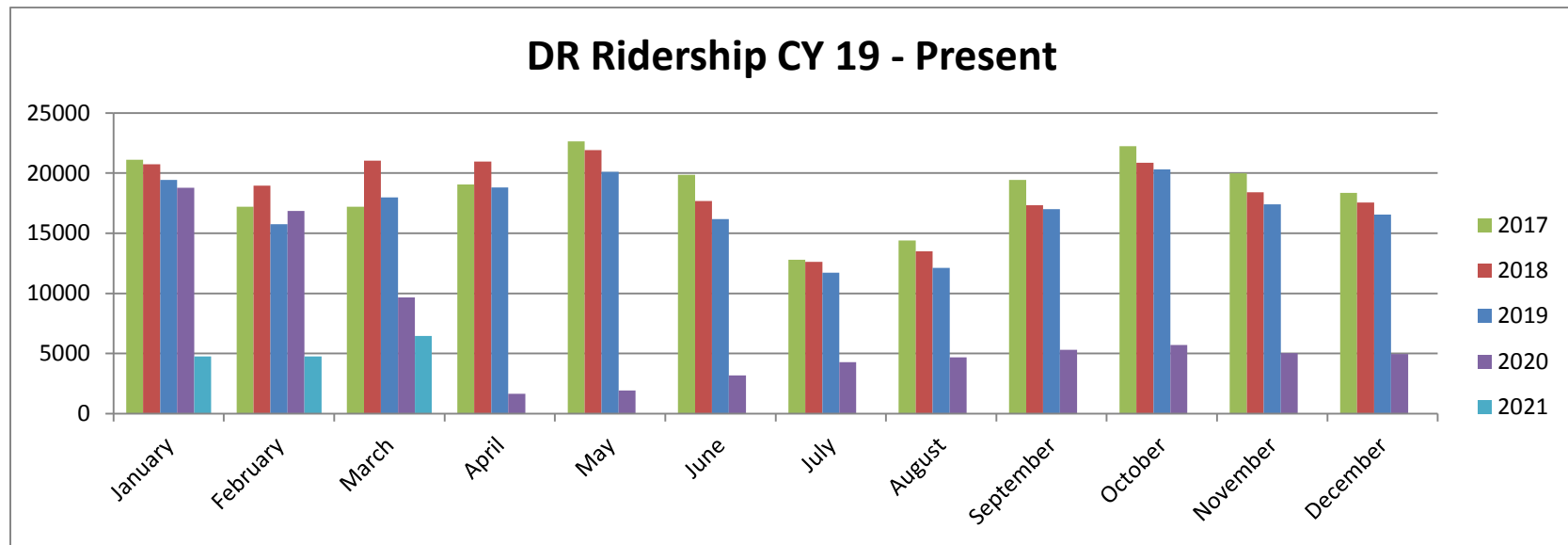
SOG – Miles between road calls

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	83383	39018	86355									
2020	114912	113535	96306	63611	73227	75355	82272	86837	89622	46270	83835	84497
2019	104993	33078	54843	106333	56094	96177	103735	54237	116689	126721	108967	109285
2018	95490	48298	99078	47820	38112	89902	92339	93572	106223	28419	111986	99016
2017	93645	31412	31412	47100	23293	89268	43394	48701	98113	108455	48682	31749

Demand Response

Monthly Ridership (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	4745	4763	6446									
2020	18787	16843	9651	1644	1914	3175	4289	4668	5302	5707	5040	4964
2019	19435	15814	18020	18812	20104	16166	11705	12128	16960	20304	17411	16560
2018	20735	18961	21028	20956	21913	17668	12612	13507	17331	20859	18396	17552
2017	21112	17206	17206	19059	22625	19850	12786	14387	19434	22239	19974	18342



Vehicle Revenue Hours (year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	2533	2566	3563									
2020	6090	5693	3707	850	987	1760	2418	2548	2974	3078	2765	2705
2019	6096	5613	6292	6201	6459	5814	5618	5821	5913	6699	5854	5462
2018	6791	6266	6744	6548	5495	6015	5466	5767	5745	6698	6154	5587
2017	7098	6314	6313	6782	7568	7201	6158	7164	7034	7519	6741	6800

Vehicle Revenue Miles(year over year)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	37442	37262	54803									
2020	89875	84239	51377	12579	14507	26172	34109	36253	43125	44754	39705	38767
2019	87412	78414	90663	91922	92565	78984	79167	82810	86898	98755	84403	76979
2018	90668	82458	88862	91753	64481	86257	78211	79176	79961	94895	86535	79998
2017	94418	82701	82701	92447	106067	99004	85193	95713	96030	100926	91878	89481

Trips Operated (% of trips scheduled)

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	99	99	99									
2020	99	99	99	99	99	99	99	99	99	99	99	99
2019	99	99	99	99	99	99	99	99	99	99	99	99
2018	99.99	100	99.9	99.9	100	100	100	99.9	99	99	99	99
2017	99.99	99.9	99	99	99	99	99.9	99.9	99.99	99.99	99.99	99.99

Preventable accidents

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	0	0	0									
2020	0	5	1	0	0	0	0	1	0	1	0	0
2019	3	1	1	1	1	1	1	0	1	0	2	0
2018	2	0	0	1	0	0	2	2	1	2	2	1
2017	1	0	0	1	3	3	1	1	1	2	1	2

SOG – Miles between road calls

YEAR	January	February	March	April	May	June	July	August	September	October	November	December
2021	43191	43932	65147									
2020	51087	95972	57965	14181	16094	28840	38134	40607	49883	51370	45828	44235
2019	48855	43769	101173	50862	102470	88877	91897	92585	96359	109268	93967	85544
2018	105438	96890	51702	105952	71354	99836	90116	93217	30890	54073	96747	44703
2017	108030	94062	94062	52145	118866	111313	91799	108775	54529	117998	53615	104044