

## GATRA Dial-A-Ride Performance Measures

FY12 (All Quarters) - FY13 (All Quarters)

### Group 1: Attleboro, North Attleborough, Norton, Rehoboth, Seekonk, Taunton, Berkley, Dighton, Raynham

	Q1 FY12	Q1 FY13	Q2 FY12	Q2 FY13	Q3 FY12	Q3 FY13	Q4 FY12	Q4 FY13
Total Passengers	27,073	26,089	25,648	26,006	26,520	25,203	27,278	28,266
Revenue Miles	138,838	128,964	129,551	127,123	127,415	125,512	125,019	139,270
Revenue Hours	9,731	9,468	9,485	9,396	9,559	9,323	9,191	9,799
Passengers/Rev. Mile	0.19	0.20	0.20	0.20	0.21	0.20	0.22	0.20
Passengers/Rev. Hour	2.78	2.76	2.70	2.77	2.77	2.70	2.97	2.88
Preventable Accidents per 100,000	2.16	NO ACCIDENTS	2.32	1.57	1.57	0.80	1.60	NO ACCIDENTS
Revenue Miles between Road Calls		NO ROAD CALLS		NO ROAD CALLS		NO ROAD CALLS		NO ROAD CALLS

### Group 2: Bellingham, Kiessling, Mansfield, Medway, Plainville, Wrentham

	Q1 FY12	Q1 FY13	Q2 FY12	Q2 FY13	Q3 FY12	Q3 FY13	Q4 FY12	Q4 FY13
Total Passengers	8,158	10,371	8,298	10,249	8,950	8,980	10,573	10,354
Revenue Miles	52,795	71,613	52,920	62,588	57,709	64,628	71,519	73,831
Revenue Hours	4,887	5,548	4,560	5,235	4,958	5,216	5,448	5,736
Passengers/Rev. Mile	0.15	0.14	0.16	0.16	0.16	0.14	0.15	0.14
Passengers/Rev. Hour	1.67	1.87	1.82	1.96	1.81	1.72	1.94	1.81
Preventable Accidents per 100,000	3.79	NO ACCIDENTS	3.78	NO ACCIDENTS	1.73	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS
Revenue Miles between Road Calls		NO ROAD CALLS		NO ROAD CALLS		NO ROAD CALLS		36,916

### Group 3: Lakeville, Middleborough, Carver, Wareham, Plymouth

	Q1 FY12	Q1 FY13	Q2 FY12	Q2 FY13	Q3 FY12	Q3 FY13	Q4 FY12	Q4 FY13
Total Passengers	14,366	14,066	14,125	13,767	14,217	14,383	14,516	16,431
Revenue Miles	89,408	97,373	87,233	97,732	91,419	101,564	89,703	105,451
Revenue Hours	5,688	6,585	5,608	6,458	5,934	6,865	6,252	7,299
Passengers/Rev. Mile	0.16	0.14	0.16	0.14	0.16	0.14	0.16	0.16
Passengers/Rev. Hour	2.53	2.14	2.52	2.13	2.40	2.10	2.32	2.25
Preventable Accidents per 100,000	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS	2.05	1.09	1.97	1.11	NO ACCIDENTS
Revenue Miles between Road Calls		NO ROAD CALLS		NO ROAD CALLS		NO ROAD CALLS		105,451

### Group 4: Kingston, Duxbury, Pembroke, Marshfield, Hanover

	Q1 FY12	Q1 FY13	Q2 FY12	Q2 FY13	Q3 FY12	Q3 FY13	Q4 FY12	Q4 FY13
Total Passengers	6,082	6,359	5,569	7,488	5,568	6,937	5,647	7,689
Revenue Miles	34,121	34,129	31,345	36,040	31,772	33,723	32,289	38,681
Revenue Hours	4,630	3,370	3,035	3,369	3,104	3,238	3,012	3,612
Passengers/Rev. Mile	0.18	0.19	0.18	0.21	0.18	0.21	0.17	0.20
Passengers/Rev. Hour	1.31	1.89	1.83	2.22	1.79	2.14	1.87	2.13
Preventable Accidents per 100,000	2.93	NO ACCIDENTS	NO ACCIDENTS	2.77	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS
Revenue Miles between Road Calls		NO ROAD CALLS		NO ROAD CALLS		NO ROAD CALLS		19,341