

## GATRA Dial-A-Ride Performance Measures

FY19 (All Quarters) - FY20 (All Quarters)

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

	Q1 FY19	Q1 FY20	Q2 FY19	Q2 FY20	Q3 FY19	Q3 FY20	Q4 FY19	Q4 FY20
Total Passengers	27,675	26,500	27,438	25,015	28,820	22,896	27,568	8,345
Revenue Miles	159,835	157,447	158,462	150,388	160,013	134,348	161,422	57,978
Revenue Hours	11,490	11,629	11,636	11,227	11,807	12,119	11,960	5,081
Passengers/Rev. Mile	0.17	0.17	0.17	0.17	0.18	0.17	0.17	0.14
Passengers/Rev. Hour	2.41	2.28	2.36	2.23	2.44	1.89	2.31	1.64
Preventable Accidents per 100,000	0.63	0.64	1.26	0.66	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS
Revenue Miles between Road Calls	39,959	157,447	39,616	150,388	53,338	44,783	53,807	28,989

### Group 2: Bellingham, Foxborough, Franklin, Mansfield, Medway, Norfolk, Plainville and Wrentham

	Q1 FY19	Q1 FY20	Q2 FY19	Q2 FY20	Q3 FY19	Q3 FY20	Q4 FY19	Q4 FY20
Total Passengers	21,017	21,074	21,628	18,244	21,318	18,918	21,884	2,757
Revenue Miles	91,382	104,459	93,588	93,689	88,046	93,562	91,287	17,255
Revenue Hours	7,681	8,787	7,764	8,149	7,865	7,719	8,345	1,537
Passengers/Rev. Mile	0.23	0.20	0.23	0.19	0.24	0.20	0.24	0.16
Passengers/Rev. Hour	2.74	2.40	2.79	2.24	2.71	2.45	2.62	1.79
Preventable Accidents per 100,000	1.09	NO ACCIDENTS	NO ACCIDENTS	1.07	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS	NO ACCIDENTS
Revenue Miles between Road Calls	22,846	52,230	23,397	23,422	44,023	46,781	30,429	NO ROADCALLS

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

	Q1 FY19	Q1 FY20	Q2 FY19	Q2 FY20	Q3 FY19	Q3 FY20	Q4 FY19	Q4 FY20
Total Passengers	19,342	18,728	19,133	18,048	19,407	15,687	19,183	3,669
Revenue Miles	117,713	104,376	119,818	121,731	121,814	105,480	118,040	31,023
Revenue Hours	8,500	9,269	8,626	7,851	8,640	7,923	9,081	2,950
Passengers/Rev. Mile	0.16	0.18	0.16	0.15	0.16	0.15	0.16	0.12
Passengers/Rev. Hour	2.28	2.02	2.22	2.30	2.25	1.98	2.11	1.24
Preventable Accidents per 100,000	1.70	NO ACCIDENTS	0.83	0.82	0.82	0.95	0.85	NO ACCIDENTS
Revenue Miles between Road Calls	16,816	17,396	29,955	40,577	40,605	35,160	19,673	10,341

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

	Q1 FY19	Q1 FY20	Q2 FY19	Q2 FY20	Q3 FY19	Q3 FY20	Q4 FY19	Q4 FY20
Total Passengers	11,436	11,215	10,130	9,599	10,279	8,057	11,134	1,321
Revenue Miles	55,819	51,138	50,951	46,015	46,006	38,377	46,548	6,674
Revenue Hours	4,820	4,323	4,132	4,244	3,935	3,541	3,928	786
Passengers/Rev. Mile	0.20	0.22	0.20	0.21	0.22	0.21	0.24	0.20
Passengers/Rev. Hour	2.37	2.59	2.45	2.26	2.61	2.28	2.83	1.68
Preventable Accidents per 100,000	1.79	1.96	NO ACCIDENTS	2.17	NO ACCIDENTS	5.21	6.44	NO ACCIDENTS
Revenue Miles between Road Calls	55,819	NO ROADCALLS	25,476	46,015	46,006	19,189	23,274	3,337