

## GATRA Dial-A-Ride Performance Measures

FY20 (All Quarters) - FY21 (1ST Quarter)

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

	Q1 FY20	Q1 FY21	Q2 FY20	Q2 FY21	Q3 FY20	Q3 FY21	Q4 FY20	Q4 FY21
Total Passengers	26,500	12,759	25,015		22,896		8,345	
Revenue Miles	157,447	88,048	150,388		134,348		57,978	
Revenue Hours	11,629	7,045	11,227		12,119		5,081	
Passengers/Rev. Mile	0.17	0.14	0.17		0.17		0.14	
Passengers/Rev. Hour	2.28	1.81	2.23		1.89		1.64	
Preventable Accidents per 100,000	0.64	NO ACCIDENTS	0.66		NO ACCIDENTS		NO ACCIDENTS	
Revenue Miles between Road Calls	157,447	14,675	150,388		44,783		28,989	

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

	Q1 FY20	Q1 FY21	Q2 FY20	Q2 FY21	Q3 FY20	Q3 FY21	Q4 FY20	Q4 FY21
Total Passengers	21,074	5,930	18,244		18,918		2,757	
Revenue Miles	104,459	58,923	93,689		93,562		17,255	
Revenue Hours	8,787	4,705	8,149		7,719		1,537	
Passengers/Rev. Mile	0.20	0.10	0.19		0.20		0.16	
Passengers/Rev. Hour	2.40	1.26	2.24		2.45		1.79	
Preventable Accidents per 100,000	NO ACCIDENTS	1.70	1.07		NO ACCIDENTS		NO ACCIDENTS	
Revenue Miles between Road Calls	52,230	58,923	23,422		46,781		NO ROADCALLS	

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

	Q1 FY20	Q1 FY21	Q2 FY20	Q2 FY21	Q3 FY20	Q3 FY21	Q4 FY20	Q4 FY21
Total Passengers	18,728	7,039	18,048		15,687		3,669	
Revenue Miles	104,376	52,229	121,731		105,480		31,023	
Revenue Hours	9,269	4,463	7,851		7,923		2,950	
Passengers/Rev. Mile	0.18	0.13	0.15		0.15		0.12	
Passengers/Rev. Hour	2.02	1.58	2.30		1.98		1.24	
Preventable Accidents per 100,000	NO ACCIDENTS	NO ACCIDENTS	0.82		0.95		NO ACCIDENTS	
Revenue Miles between Road Calls	17,396	10,446	40,577		35,160		10,341	

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

	Q1 FY20	Q1 FY21	Q2 FY20	Q2 FY21	Q3 FY20	Q3 FY21	Q4 FY20	Q4 FY21
Total Passengers	11,215	2,404	9,599		8,057		1,321	
Revenue Miles	51,138	18,460	46,015		38,377		6,674	
Revenue Hours	4,323	2,028	4,244		3,541		786	
Passengers/Rev. Mile	0.22	0.13	0.21		0.21		0.20	
Passengers/Rev. Hour	2.59	1.19	2.26		2.28		1.68	
Preventable Accidents per 100,000	1.96	NO ACCIDENTS	2.17		5.21		NO ACCIDENTS	
Revenue Miles between Road Calls	NO ROADCALLS	NO ROADCALLS	46,015		19,189		3,337	