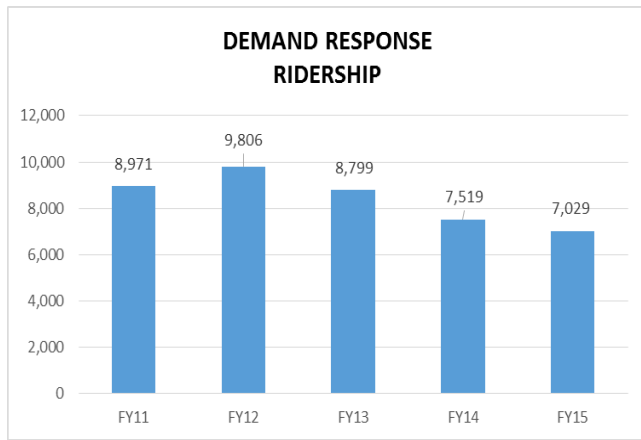
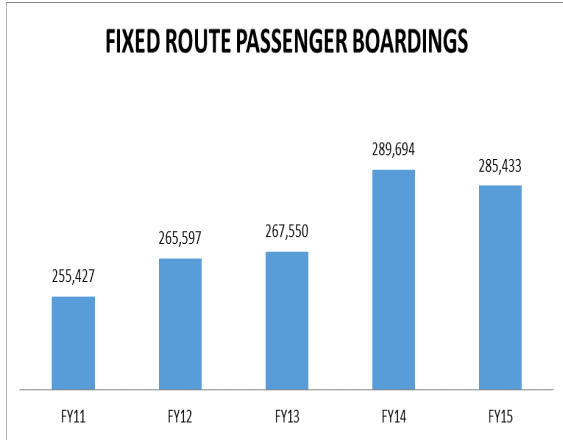


**NANTUCKET REGIONAL TRANSIT AUTHORITY  
PERFORMANCE MEASURES  
2015**

**Operations Metrics**

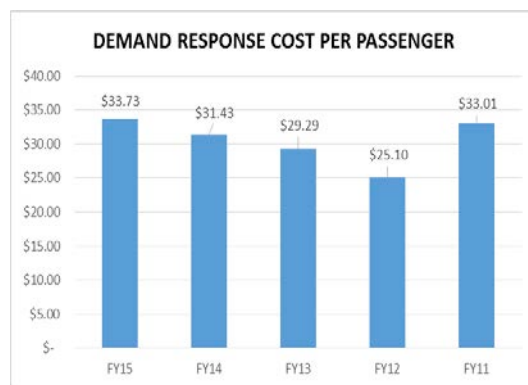
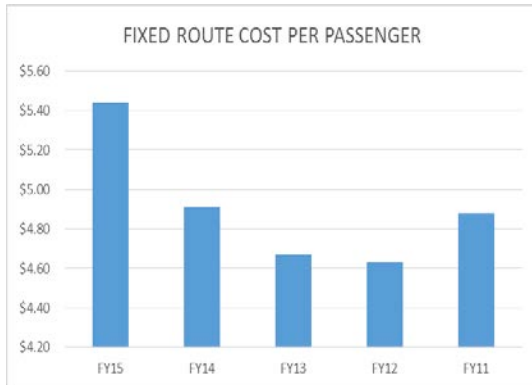
**Fixed Route Ridership**  
Standard: 272,740 Goal: 290,000  
5 Year Trend

**Demand Response Ridership**  
Standard: 8,425 Goal: 8,500  
5 Year Trend



**Fixed Route Cost/Passenger**  
Standard: \$4.90 Goal: \$4.50  
5 Year Trend

**Demand Response Cost/Passenger**  
Standard: \$30.51 Goal: \$28.00  
5 Year Trend



## Operations Metrics

### Fixed Route On Time Performance

Standard: N/A - Goal: 100% All Routes and System Wide

#### May 2015

Madaket Route	99%
Miacomet Loop	82%
Mid Island Loop	99%
Sconset via Old South Road Route	100%
<b>System Wide</b>	<b>99%</b>

#### June 2015

Airport Route	97%
Ferry Connector	100%
Jetties Beach	99%
Madaket Route	98%
Miacomet Loop	98%
Mid Island Loop	99%
Sconset via Milestone Road Route	100%
Sconset via Old South Road Route	99%
Sconset via Polpis Road Route	100%
Surfside Beach Route	99%
<b>System Wide</b>	<b>99%</b>

#### July 2015

Airport Route	97%
Ferry Connector	100%
Jetties Beach	98%
Madaket Route	99%
Miacomet Loop	95%
Mid Island Loop	98%
Sconset via Milestone Road Route	98%
Sconset via Old South Road Route	98%
Sconset via Polpis Road Route	99%
Surfside Beach Route	93%
<b>System Wide</b>	<b>97%</b>

#### August 2015

Airport Route	98%
Ferry Connector	100%
Jetties Beach	96%
Madaket Route	98%
Miacomet Loop	99%
Mid Island Loop	99%
Sconset via Milestone Road Route	97%
Sconset via Old South Road Route	98%
Sconset via Polpis Road Route	97%
Surfside Beach Route	99%

**System Wide** **98%**

September 2015

Airport Route	97%
Ferry Connector	100%
Jetties Beach	100%
Madaket Route	96%
Miacomet Loop	98%
Mid Island Loop	99%
Sconset via Milestone Road Route	99%
Sconset via Old South Road Route	99%
Sconset via Polpis Road Route	99%
Surfside Beach Route	98%

**System Wide** **99%**

October 2015

Ferry Connector	100%
Miacomet Loop	98%
Mid Island Loop	99%
Sconset via Old South Road Route	99%

**System Wide** **99%**

2015 Season

Airport Route	97%
Ferry Connector	100%
Jetties Beach	98%
Madaket Route	98%
Miacomet Loop	95%
Mid Island Loop	99%
Sconset via Milestone Road Route	99%
Sconset via Old South Road Route	99%
Sconset via Polpis Road Route	99%
Surfside Beach Route	97%

**System Wide** **98%**

Demand Response On Time Performance

Standard: 94%                      Goal: 97%

Quarterly Trend:

July 1, 2014 – September 30, 2014	96%
October 1, 2014 – December 31, 2014	94%
January 1, 2015 – March 31, 2015	93%
April 1, 2015 – June 30, 2015	92%

**Safety Metrics**

Fixed Route Safety Data - Reportable Incidents

Standard: 0                      Goal: 0

5 Year Trend:

FY11: 0

FY12: 0

FY13: 1

FY14: 0

FY15: 0

Demand Response Safety Data - Reportable Incidents

Standard: 0                      Goal: 0

5 Year Trend:

FY11: 0

FY12: 0

FY13: 0

FY14: 0

FY15: 0

Fixed Route Safety Data – Injuries

Standard: 0                      Goal: 0

5 Year Trend

FY11: 0

FY12: 0

FY13: 1

FY13: 0

FY14: 0

FY15: 0

Demand Response Safety Data – Injuries

Standard: 0                      Goal: 0

5 Year Trend

FY11: 0

FY12: 0

FY13: 0

FY14: 0

FY15: 0

**Maintenance Metrics**

Preventative Maintenance Schedule

Fixed Route

Standard: 100%      Goal: 100%  
 FY11: 100%  
 FY12: 100%  
 FY13: 100%  
 FY14: 100%  
 FY15: 100%

Demand Response

Standard: 100%      Goal: 100%  
 FY11: 100%  
 FY12: 100%  
 FY13: 100%  
 FY14: 100%  
 FY15: 100%

Inventory Valuation

Fixed Route

FY11 Fuel: monthly  
 FY11: Parts Inventory: monthly  
 FY11: Tires: monthly  
 FY12 Fuel: monthly  
 FY12: Parts Inventory: monthly  
 FY12: Tires: monthly Do not stock parts or fuel  
 FY13 Fuel: monthly  
 FY13: Parts Inventory: monthly  
 FY13: Tires: monthly  
 FY14 Fuel: monthly  
 FY14: Parts Inventory: monthly  
 FY14: Tires: monthly  
 FY15 Fuel: monthly  
 FY15: Parts Inventory: monthly  
 FY15: Tires: monthly

Demand Response

FY11 Tires: monthly  
 FY12 Tires: monthly  
 FY13 Tires: monthly  
 FY14 Tires: monthly  
 FY15 Tires: monthly

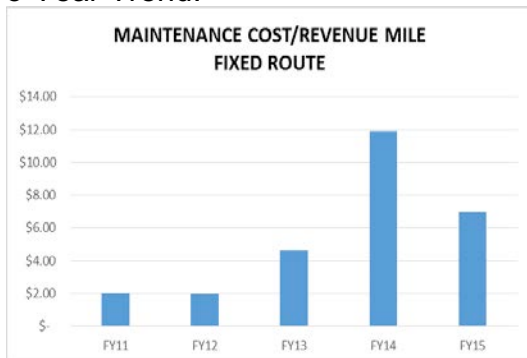
Maintenance Cost/Revenue Mile

Fixed Route

Standard: \$5.50      Goal: \$4.70  
 5 Year Trend:

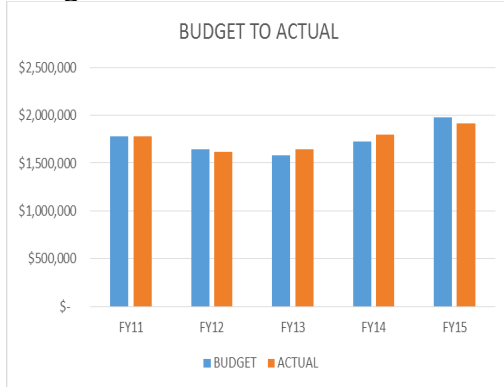
Demand Response

Standard: \$2.43      Goal: \$2.35  
 5 Year Trend:

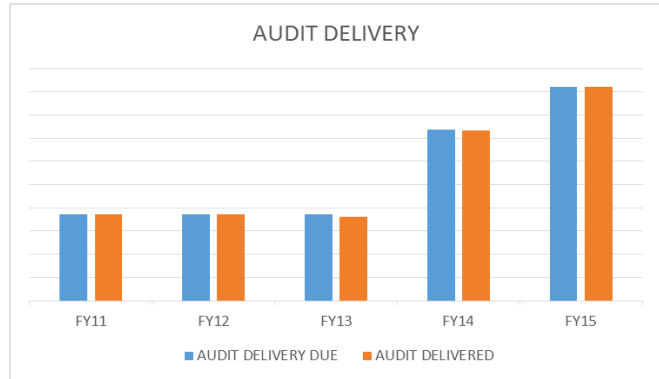


## General Administration Metrics

### Budget to Actual



### Audit Delivery



## Customer Service Metrics

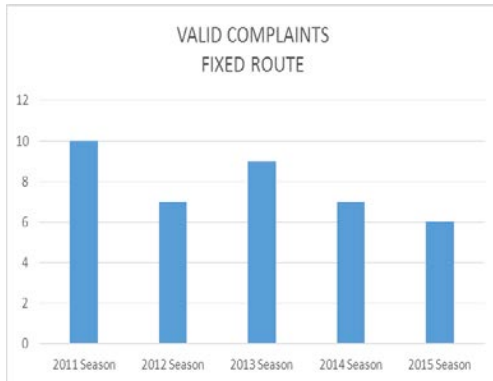
### Valid Complaints/Season

Fixed Route

Standard: 8

Goal: 7

5 Year Trend



### Valid Complaints/Year

Demand Response

Standard: <1 Goal: 0

5 Year Trend

