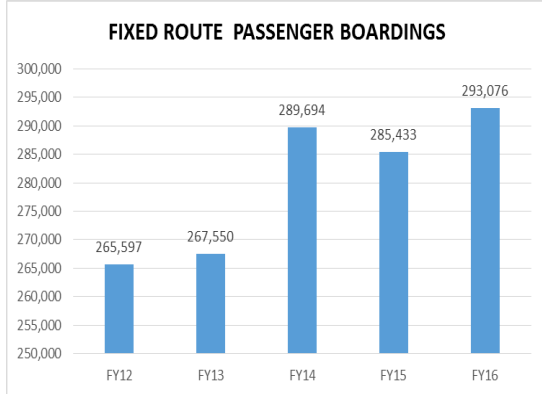


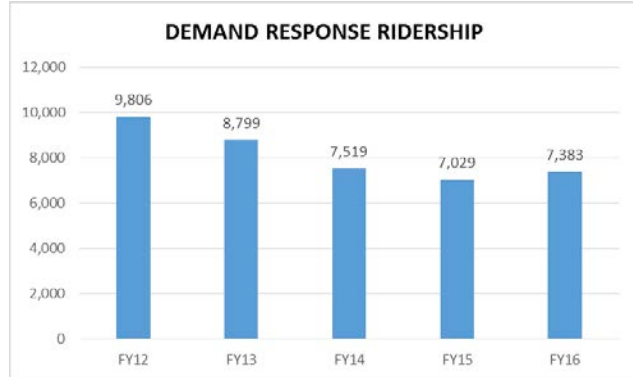
**NANTUCKET REGIONAL TRANSIT AUTHORITY
PERFORMANCE MEASURES
2016**

Operations Metrics – FY16

Fixed Route Ridership
Standard: 280,270 Goal: 290,000
5 Year Trend



Demand Response Ridership
Standard: 8,107 Goal: 8,500
5 Year Trend



Fixed Route Cost/Passenger
Standard: \$5.04 Goal: \$4.75
5 Year Trend



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



Operations Metrics – 2016 Season

Fixed Route On Time Performance

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

May 2016

Madaket Route	100%
Miacomet Loop	98%
Mid Island Loop	100%
Sconset via Old South Road Route	99%
System Wide	99%

June 2016

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

July 2016

Airport Route	100%
Ferry Connector	100%
Jetties Beach	99%
Madaket Route	99%
Miacomet Loop	98%
Mid Island Loop	98%
Sconset via Milestone Road Route	98%
Sconset via Old South Road Route	95%
Sconset via Polpis Road Route	97%
Surfside Beach Route	96%
System Wide	98%

August 2016

Airport Route	100%
Ferry Connector	100%
Jetties Beach	97%
Madaket Route	99%
Miacomet Loop	99%
Mid Island Loop	95%
Sconset via Old South Road Route	99%
Sconset via Milestone Road Route	99%
Sconset via Polpis Road Route	96%
Surfside Beach Route	96%
System Wide	97%

September 2016

Airport Route	100%
Ferry Connector	100%
Jetties Beach	100%
Madaket Route	100%
Miacomet Loop	99%
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	100%
System Wide	99%

October 2016

Miacomet Loop	100%
Mid Island Loop	100%
Sconset via Old South Road Route	100%
System Wide	100%

2016 Season

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

Demand Response On Time Performance
Standard: 90% Goal: 95%
Quarterly Trend:

July 1, 2015 – September 30, 2015	91%
October 1, 2015 – December 31, 2015	92%
January 1, 2016 – March 31, 2016	89%
April 1, 2016 – June 30, 2016	89%

Safety Metrics – FY16

Fixed Route Safety Data - Reportable Incidents

Standard: 0 Goal: 0

5 Year Trend:

FY12: 0

FY13: 1

FY14: 0

FY15: 0

FY16: 0

Demand Response Safety Data - Reportable Incidents

Standard: 0 Goal: 0

5 Year Trend:

FY12: 0

FY13: 0

FY14: 0

FY15: 0

FY16: 0

Fixed Route Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY12: 0

FY13: 1

FY14: 0

FY15: 0

FY16: 0

Demand Response Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY12: 0

FY13: 0

FY14: 0

FY15: 0

FY16: 0

Maintenance Metrics – FY16

Preventative Maintenance Schedule

Fixed Route

Standard: 100% Goal: 100%
 FY12: 100%
 FY13: 100%
 FY14: 100%
 FY15: 100%
 FY16: 100%

Demand Response

Standard: 100% Goal: 100%
 FY12: 100%
 FY13: 100%
 FY14: 100%
 FY15: 100%
 FY16: 100%

Inventory Valuation

Fixed Route

FY12 Fuel: monthly
 FY12: Parts Inventory: monthly
 FY12: Tires: monthly
 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
 FY16: Fuel: monthly
 FY16: Parts Inventory: monthly
 FY16: Tires: monthly

Demand Response

FY12 Tires: monthly
 FY13 Tires: monthly
 FY14 Tires: monthly
 FY15 Tires: monthly
 FY16 Tires: monthly
 Do not stock parts or fuel

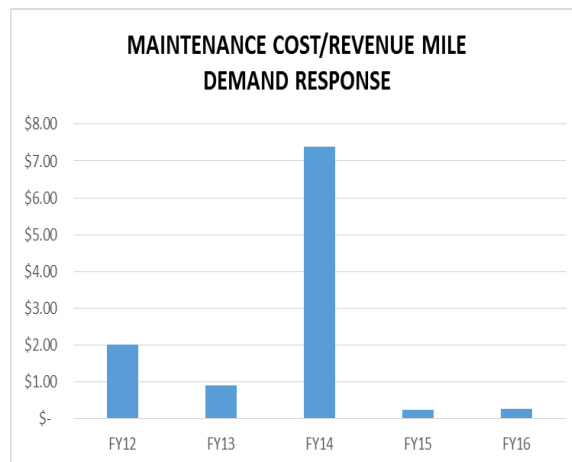
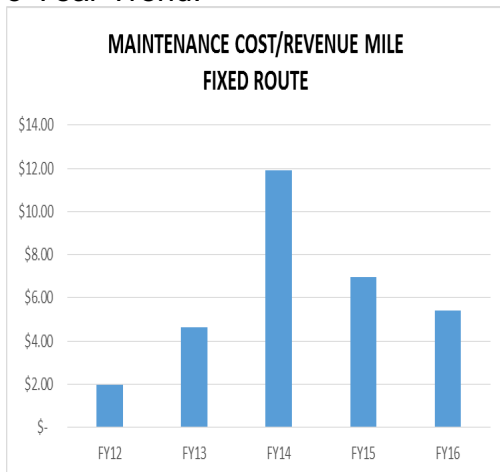
Maintenance Cost/Revenue Mile

Fixed Route

Standard: \$6.18 Goal: \$4.80
 5 Year Trend:

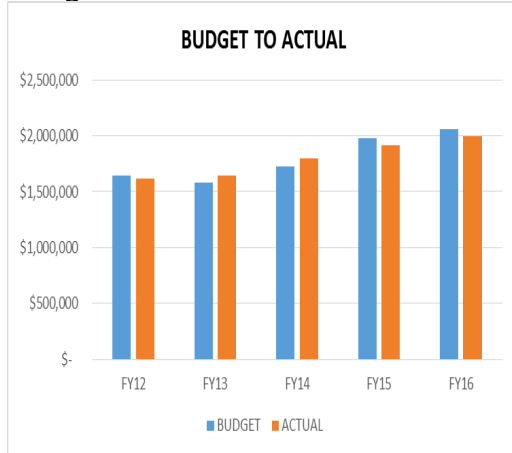
Demand Response

Standard: \$2.16 Goal: \$2.10
 5 Year Trend:

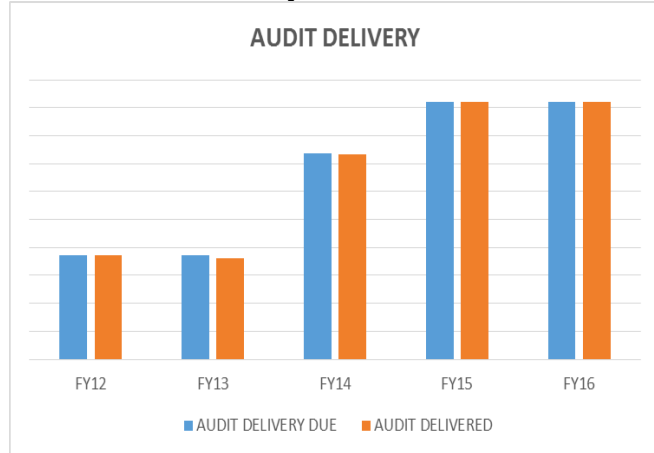


General Administration Metrics – FY16

Budget to Actual



Audit Delivery



Customer Service Metrics – 2016 Season

Valid Complaints/Season

Fixed Route

Standard: 7

Goal: 6

5 Year Trend

Valid Complaints/Year

Demand Response

Standard: <1 Goal: 0

5 Year Trend: 0

