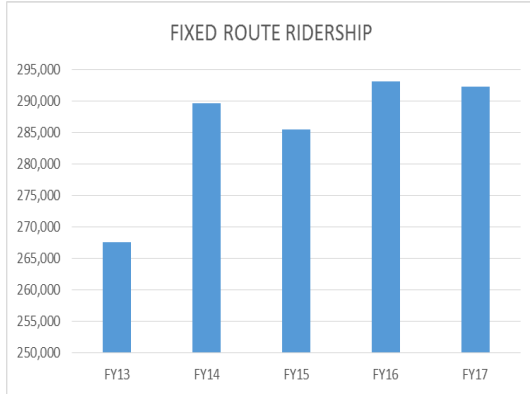


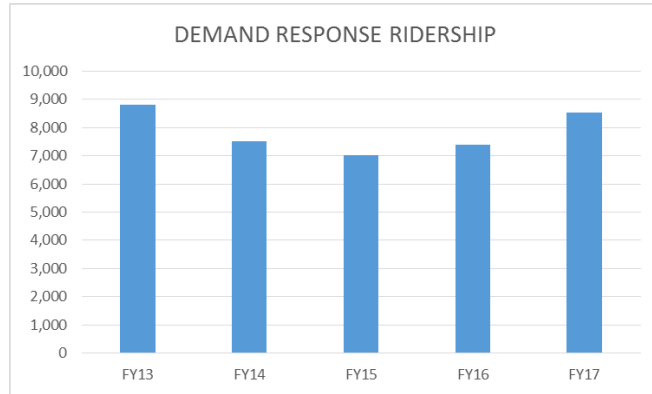
**NANTUCKET REGIONAL TRANSIT AUTHORITY
PERFORMANCE MEASURES
2017**

Operations Metrics – FY17

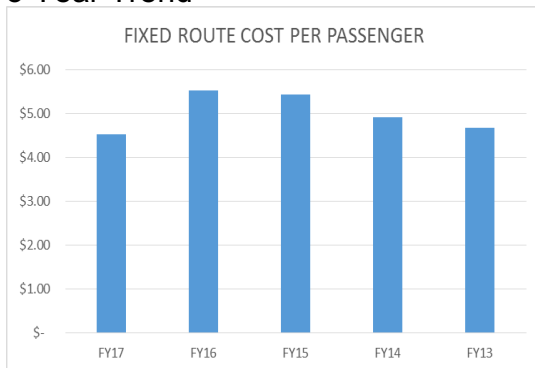
Fixed Route Ridership
Standard: 285,597 Goal: 300,000
5 Year Trend



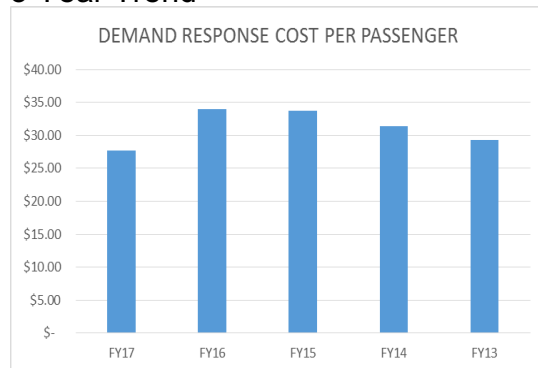
Demand Response Ridership
Standard: 7,854 Goal: 8,500
5 Year Trend



Fixed Route Cost/Passenger
Standard: \$5.02 Goal: \$4.50
5 Year Trend



Demand Response Cost/Passenger
Standard: \$31.23 Goal: \$27.50
5 Year Trend



Operations Metrics – 2017 Season

Fixed Route On Time Performance

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

May 2017

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

June 2017

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

July 2017

Airport Route	90%
Jetties Beach	94%
Madaket Route	96%
Miacomet Loop	96%
Mid Island Loop	93%
Sconset via Milestone Road Route	95%
Sconset via Old South Road Route	90%
Sconset via Polpis Road Route	91%
Surfside Beach Route	91%
System Wide	92%

August 2017

Airport Route	95%
Jetties Beach	97%
Madaket Route	99%
Miacomet Loop	100%
Mid Island Loop	97%
Sconset via Old South Road Route	95%
Sconset via Milestone Road Route	99%
Sconset via Polpis Road Route	96%
Surfside Beach Route	92%
System Wide	96%

September 2017

Airport Route	98%
Jetties Beach	98%

Madaket Route	99%
Miacomet Loop	83%
Mid Island Loop	100%
Sconset via Milestone Road Route	100%
Sconset via Old South Road Route	100%
Sconset via Polpis Road Route	100%
Surfside Beach Route	100%
System Wide	98%

October 2017

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

2017 Season

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

Demand Response On Time Performance
Standard: 92% Goal: 95%
Quarterly Trend:

July 1, 2016 – September 30, 2016	90%
October 1, 2016 – December 31, 2016	91%
January 1, 2017 – March 31, 2017	92%
April 1, 2017 – June 30, 2017	94%

Safety Metrics – FY17

Fixed Route Safety Data - Reportable Incidents
Standard: 0 Goal: 0
5 Year Trend:
FY13: 1
FY14: 0
FY15: 0

FY16: 0
FY17: 1
Demand Response Safety Data - Reportable Incidents
Standard: 0 Goal: 0
5 Year Trend:
FY13: 0
FY14: 0
FY15: 0
FY16: 0
FY17: 0

Fixed Route Safety Data – Injuries
Standard: 0 Goal: 0
5 Year Trend
FY13: 1
FY14: 0
FY15: 0
FY16: 0
FY17: 0

Demand Response Safety Data – Injuries
Standard: 0 Goal: 0
5 Year Trend
FY13: 0
FY14: 0
FY15: 0
FY16: 0
FY17: 0

Maintenance Metrics – FY17

Preventative Maintenance Schedule

Fixed Route

Standard: 100% Goal: 100%

FY13: 100%

FY14: 100%

FY15: 100%

FY16: 100%

FY17: 100%

Demand Response

Standard: 100%

Goal: 100%

FY13: 100%

FY14: 100%

FY15: 100%

FY16: 100%

FY17: 100%

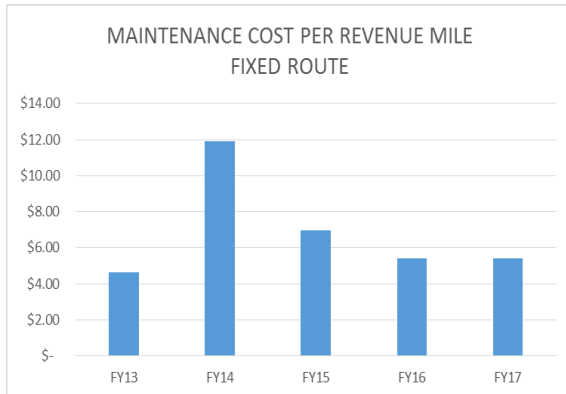
Inventory Valuation
Fixed Route

FY13 Fuel: monthly
 FY13: Parts: monthly
 FY13: Tires: monthly
 FY14 Fuel: monthly
 FY14: Parts: monthly
 FY14: Tires: monthly
 FY15 Fuel: monthly
 FY15: Parts: monthly
 FY15: Tires: monthly
 FY16: Fuel: monthly
 FY16: Parts: monthly
 FY16: Tires: monthly
 FY17: Fuel: monthly
 FY17: Parts: monthly
 FY17: Tires: monthly

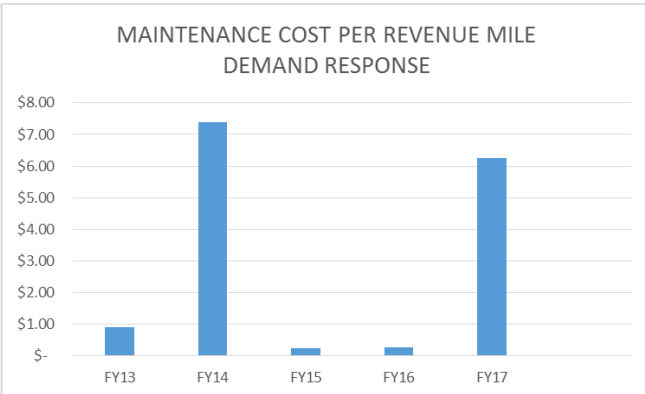
Demand Response

FY13 Tires: monthly
 FY14 Tires: monthly
 FY15 Tires: monthly
 FY16 Tires: monthly
 Parts and fuel are not stocked

Maintenance Cost/Revenue Mile
 Fixed Route
 Standard: \$6.87 Goal: \$6.50
 5 Year Trend:



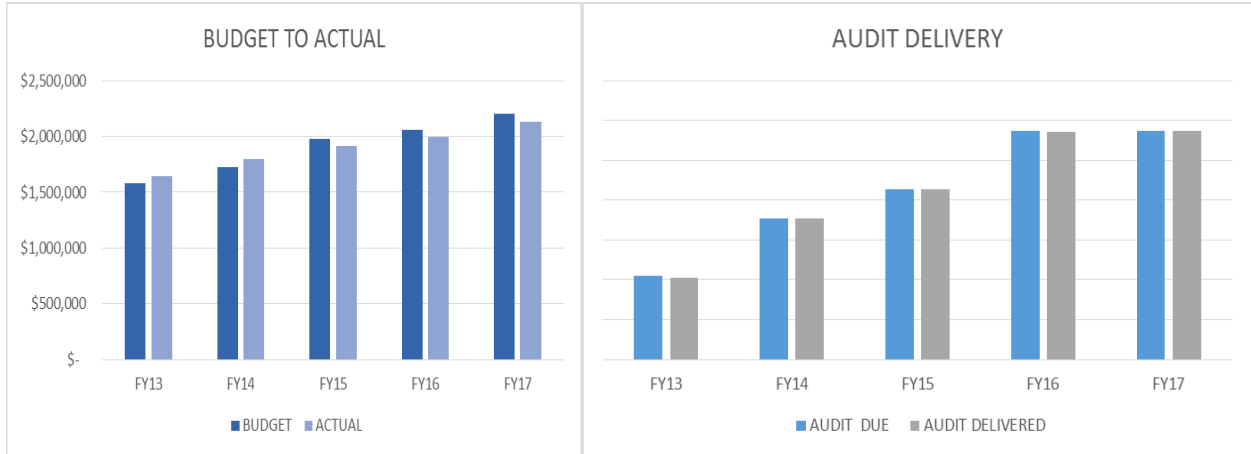
Demand Response
 Standard: \$3.01 Goal: \$2.75
 5 Year Trend:



General Administration Metrics – FY17

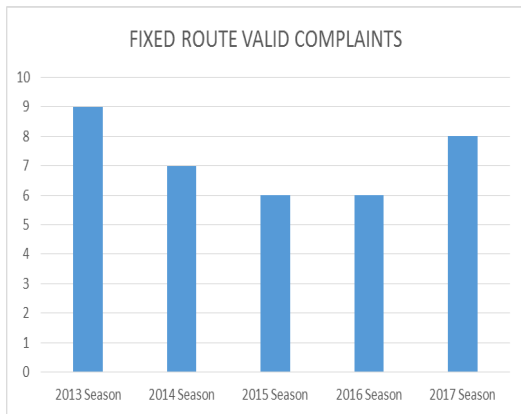
Budget to Actual

Audit Delivery



Customer Service Metrics – 2017 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

