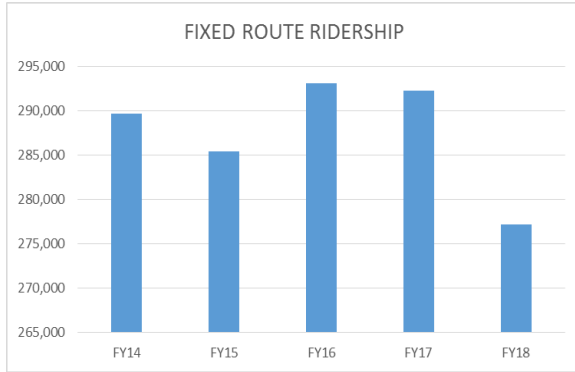


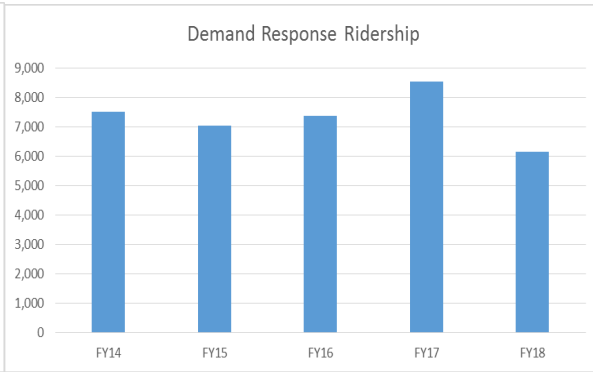
**NANTUCKET REGIONAL TRANSIT AUTHORITY
PERFORMANCE MEASURES
2018**

Operations Metrics – FY18

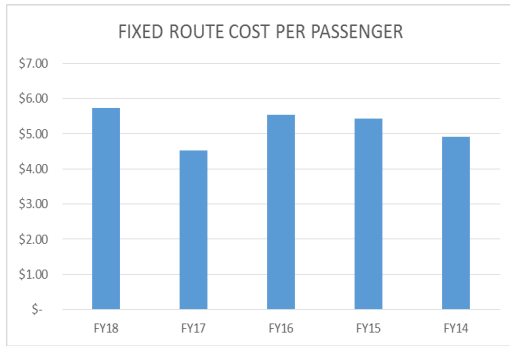
Fixed Route Ridership
Standard: 285,521 Goal: 300,000
5 Year Trend



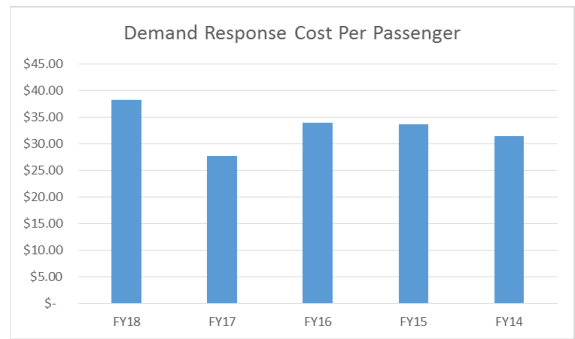
Demand Response Ridership
Standard: 7,326 Goal: 7,500
5 Year Trend



Fixed Route Cost/Passenger
Standard: \$5.23 Goal: \$4.50
5 Year Trend



Demand Response Cost/Passenger
Standard: \$33.02 Goal: \$29.00
5 Year Trend



Operations Metrics – 2018 Season

Fixed Route On Time Performance

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

April 2018

Miacomet Route	99%
Mid Island Route	100%
Sconset via Old South Route	100%
Town to Nobadeer	100%
System Wide	100%

May 2018

Madaket Route	99%
Miacomet Loop	92%
Mid Island Loop	92%
Sconset via Old South Road Route	99%
Town to Nobadeer	100%
System Wide	98%

June 2018

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

July 2018

Airport Route	89%
Jetties Beach	97%
Madaket Route	98%
Miacomet Loop	98%
Mid Island Loop	96%
Sconset via Milestone Road Route	99%
Sconset via Old South Road Route	93%
Sconset via Polpis Road Route	100%
Surfside Beach Route	98%
System Wide	98%

August 2018

Airport Route	99%
Jetties Beach	98%
Madaket Route	98%
Miacomet Loop	99%
Mid Island Loop	98%
Sconset via Old South Road Route	95%
Sconset via Milestone Road Route	99%
Sconset via Polpis Road Route	94%
Surfside Beach Route	87%
System Wide	95%

September 2018

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

October 2018

Miacomet Loop	96%
Mid Island Loop	100%
Sconset via Old South Road Route	100%
Town to Nobadeer	99%
System Wide	99%

November 2018

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

December 2018

Miacomet Loop	99%
Mid Island Loop	100%
Sconset via Old South Road Route	100%
Town to Nobadeer	99%
System Wide	100%

2018 Season

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

Demand Response On Time Performance
Standard: 93% Goal: 95%
Quarterly Trend:

July 1, 2017 – September 30, 2017	93%
October 1, 2017 – December 31, 2017	93%
January 1, 2018 – March 31, 2018	94%
April 1, 2018 – June 30, 2018	93%

Safety Metrics – FY18

Fixed Route Safety Data - Reportable Incidents
Standard: 0 Goal: 0

5 Year Trend:

FY14: 0
FY15: 0
FY16: 0
FY17: 1
FY18: 1

Demand Response Safety Data - Reportable Incidents
Standard: 0 Goal: 0

5 Year Trend:

FY14: 0
FY15: 0
FY16: 0
FY17: 0
FY18: 0

Fixed Route Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY14: 0

FY15: 0

FY16: 0

FY17: 0

FY18: 1

Demand Response Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY14: 0

FY15: 0

FY16: 0

FY17: 0

FY18: 0

Maintenance Metrics – FY18

Preventative Maintenance Schedule

Fixed Route

Standard: 100% Goal: 100%

FY14: 100%

FY15: 100%

FY16: 100%

FY17: 100%

FY18: 100%

Demand Response

Standard: 100% Goal: 100%

FY14: 100%

FY15: 100%

FY16: 100%

FY17: 100%

FY18: 100%

Inventory Valuation

Fixed Route

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

FY18: Fuel: monthly

FY18: Parts: monthly

FY18: Tires: monthly

Demand Response

FY14: Tires: monthly

FY15: Tires monthly

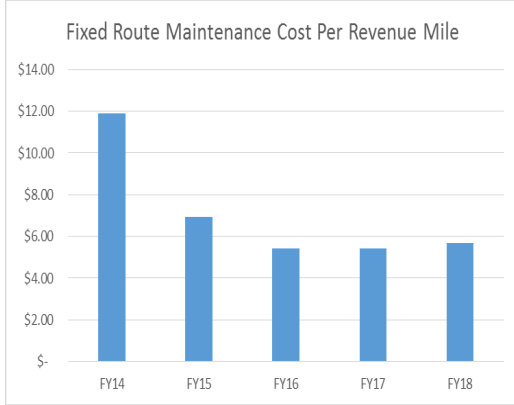
FY16: Tires monthly

FY17: Tires monthly

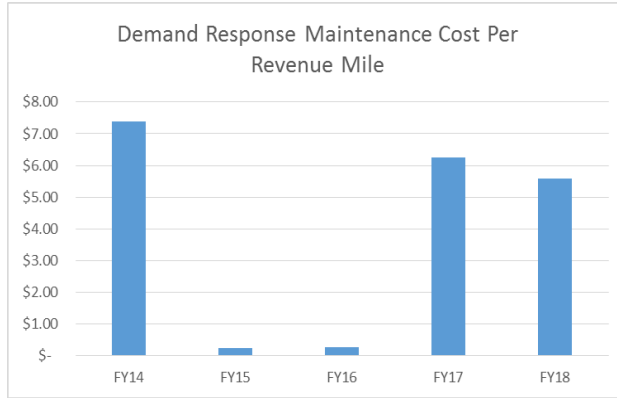
FY18: Tires monthly

fuel and parts are not stored

Maintenance Cost/Revenue Mile
 Fixed Route
 Standard: \$7.07 Goal: \$6.50
 5 Year Trend:

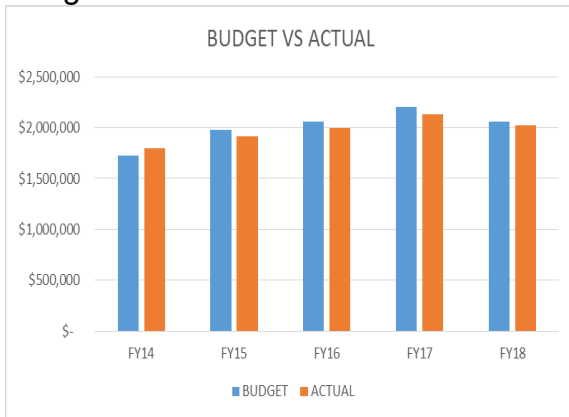


Demand Response
 Standard: \$3.95 Goal: \$3.00
 5 Year Trend:

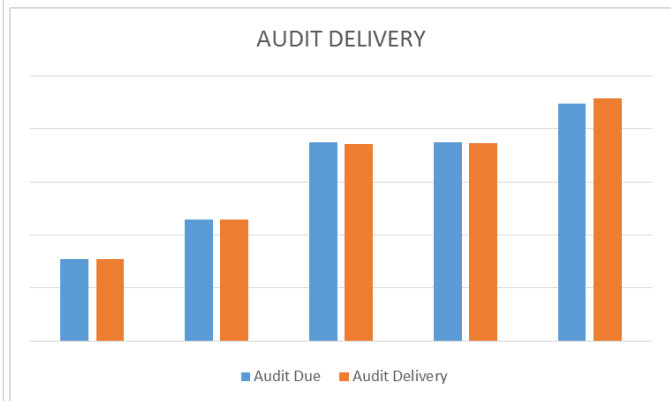


General Administration Metrics – FY18

Budget to Actual



Audit Delivery



Customer Service Metrics – 2018 Season

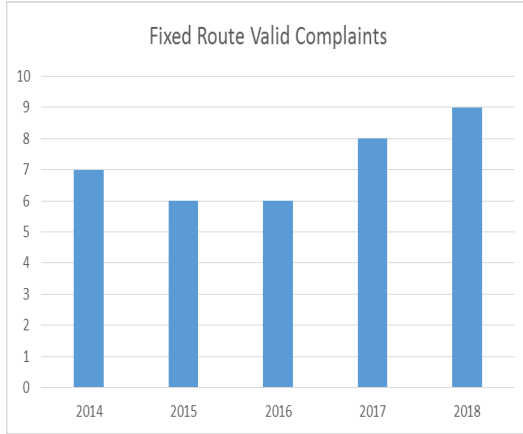
Valid Complaints/Season

Fixed Route

Standard: 7

Goal: 6

5 Year Trend



Valid Complaints/Year

Demand Response

Standard: <1

Goal: 0

5 Year Trend

