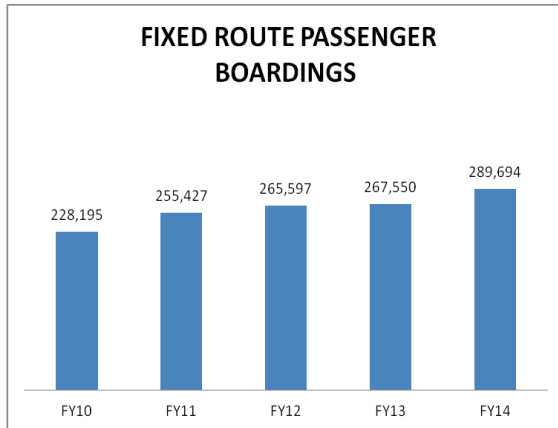


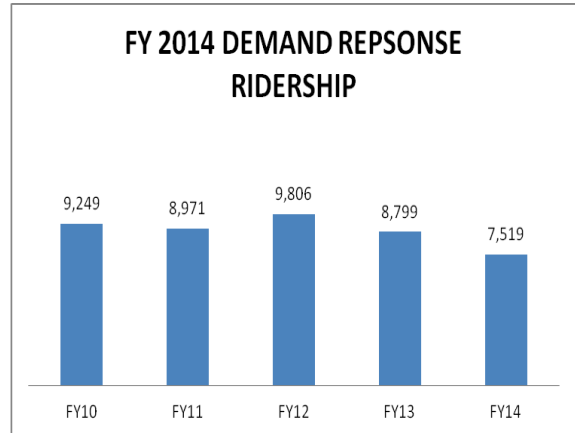
NANTUCKET REGIONAL TRANSIT AUTHORITY PERFORMANCE MEASURES

Operations Metrics

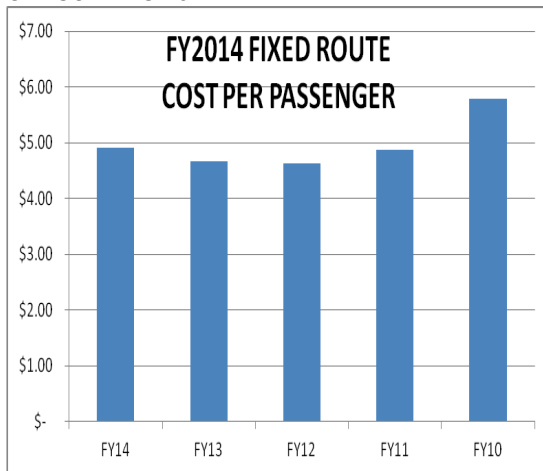
Fixed Route Ridership
Standard: 261,292 Goal: 268,327
5 Year Trend



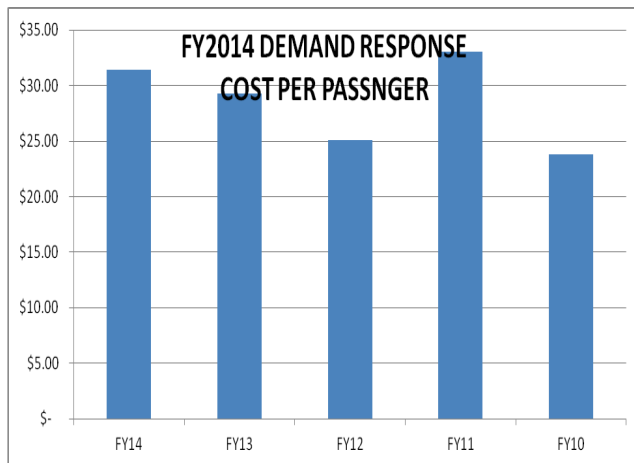
Demand Response Ridership
Standard: 9,454.6 Goal: 9,500
5 Year Trend



Fixed Route Cost/Passenger
Standard: \$4.37 Goal: \$4.35
5 Year Trend

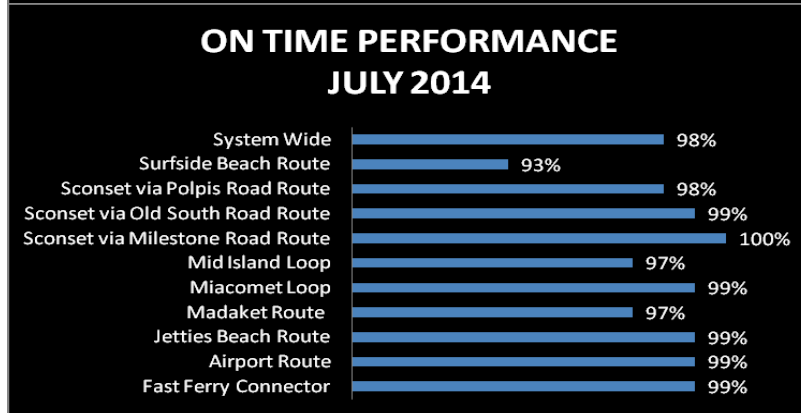
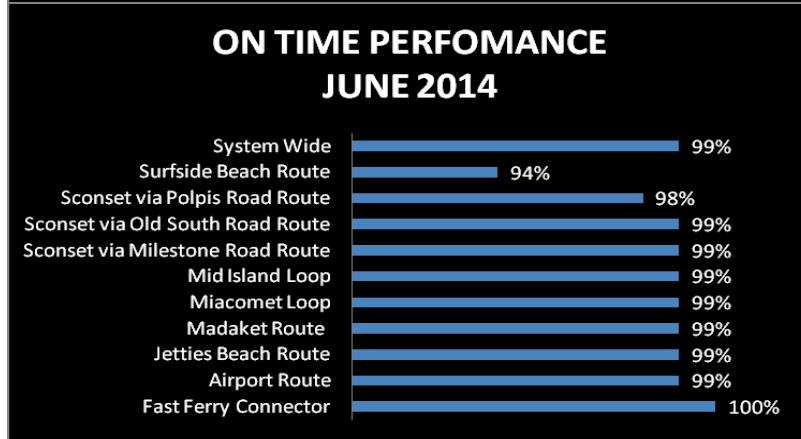
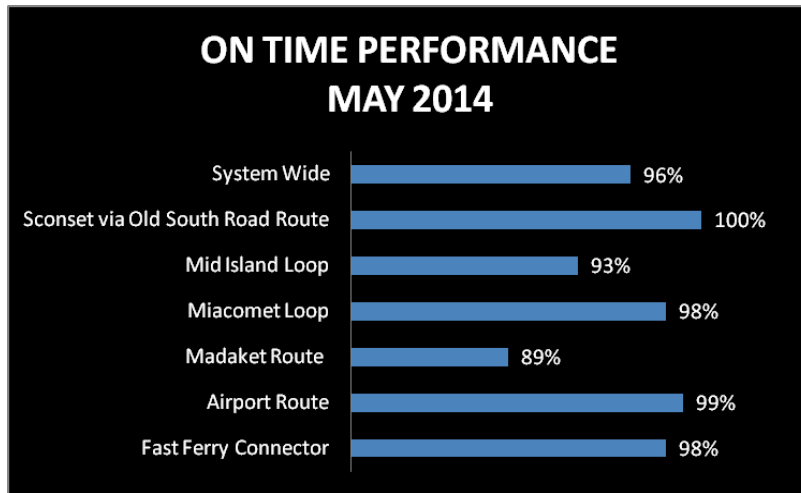


Demand Response Cost/Passenger
Standard: \$28.52 Goal: \$28.00
5 Year Trend

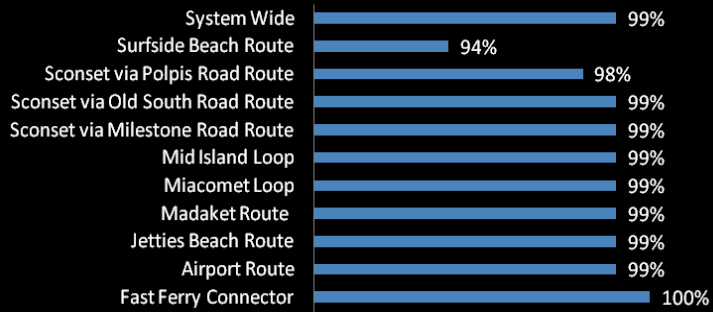


Operations Metrics

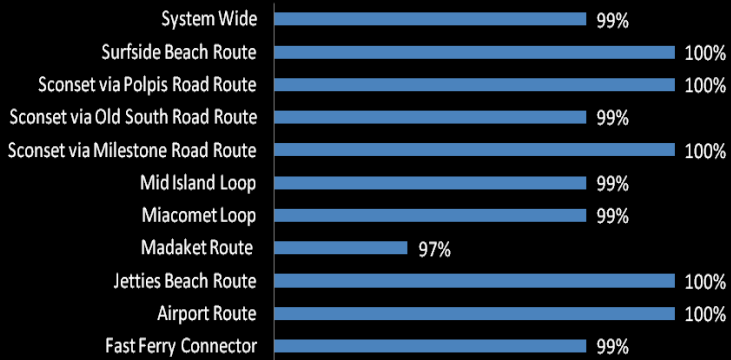
Fixed Route On Time Performance
 Standard: N/A - Goal: 100% All Routes and System Wide



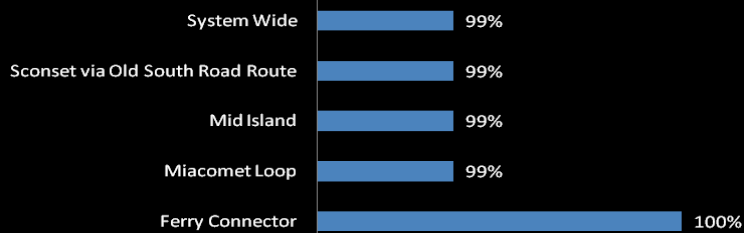
ON TIME PERFORMANCE AUGUST 2014

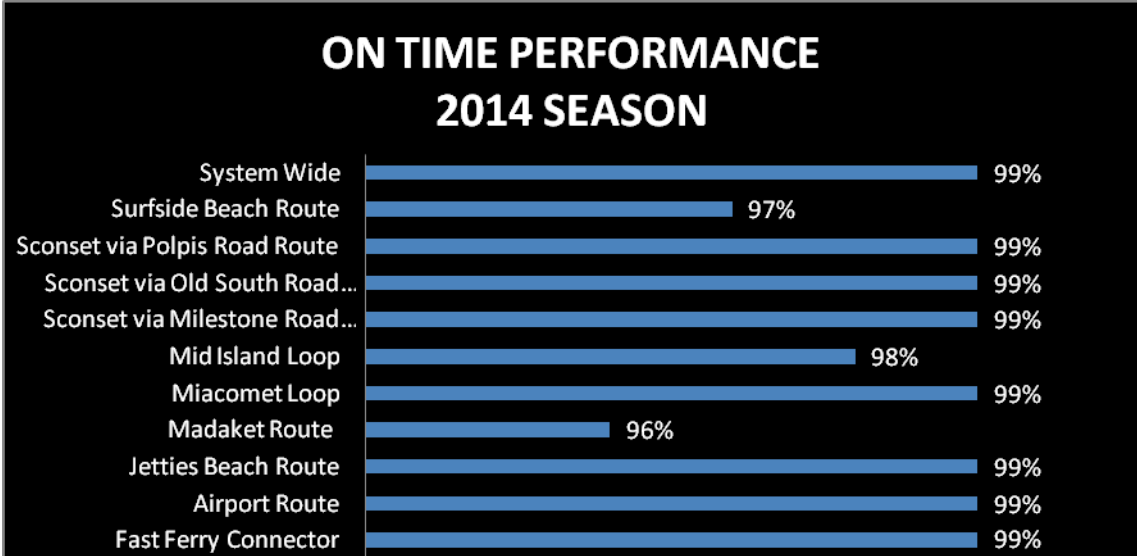


ON TIME PERFORMANCE SEPTEMBER 2014

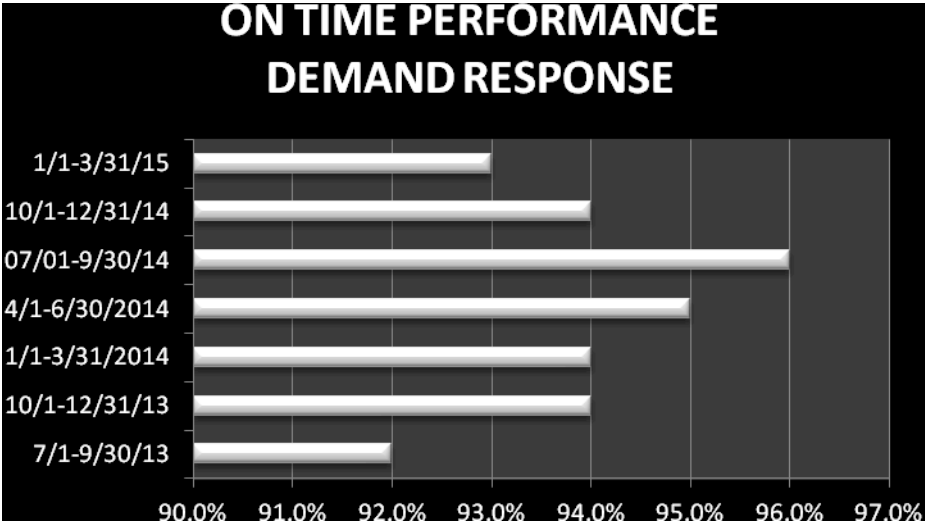


ON TIME PERFORMANCE OCTOBER 2014





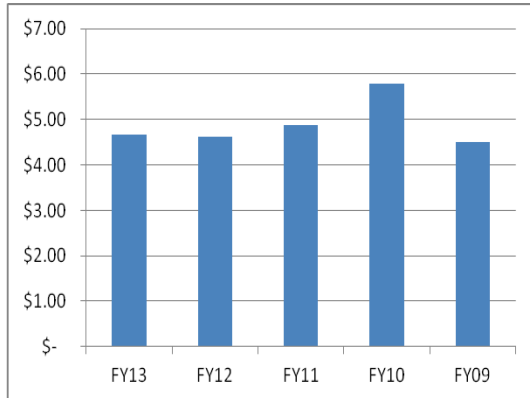
Demand Response On Time Performance
 Standard: 94% Goal: 96%
 Quarterly Trend:



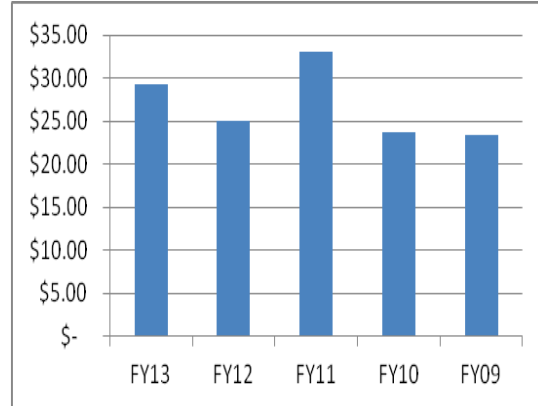
Fixed Route Cost/Passenger

Demand Response Cost/Passenger

Standard: \$4.97 Goal: \$4.85
5 Year Trend



Standard: \$26.91 Goal: \$26.00
5 Year Trend



Safety Metrics

Fixed Route Safety Data - Reportable Incidents

Standard: 0 Goal: 0

5 Year Trend:

FY10: 0

FY11: 0

FY12: 0

FY13: 1

FY14: 0

Demand Response Safety Data - Reportable Incidents

Standard: 0 Goal: 0

5 Year Trend:

FY10: 0

FY11: 0

FY12: 0

FY13: 0

FY14: 0

Fixed Route Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY10: 0

FY11: 0

FY12: 0

FY13: 1

FY14: 0

Demand Response Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY10: 0

FY11: 0
FY12: 0
FY13: 0
FY14: 0

Maintenance Metrics

Preventative Maintenance Schedule

Fixed Route

Standard: 100% Goal: 100%

FY11: 100%

FY12: 100%

FY13: 100%

FY14: 100%

Demand Response

Standard: 100%

Goal: 100%

FY11: 100%

FY12: 100%

FY13: 100%

FY14: 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

FY13 Fuel: monthly

FY13: Parts Inventory: monthly

FY13: Tires: monthly

FY14 Fuel: monthly

FY14: Parts Inventory: monthly

FY14: Tires: monthly

Demand Response

FY11 Tires: monthly

FY12 Tires: monthly

FY13 Tires: monthly

Do not stock parts or fuel

Maintenance Cost/Revenue Mile

Fixed Route

Standard: \$4.72 Goal: \$4.70

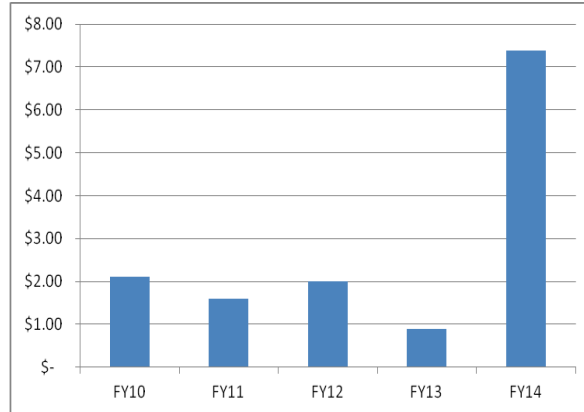
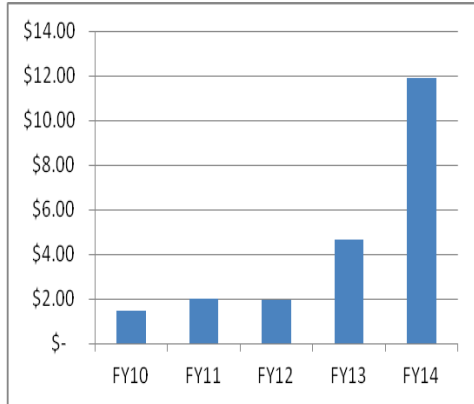
5 Year Trend:

Demand Response

Standard: \$2.80

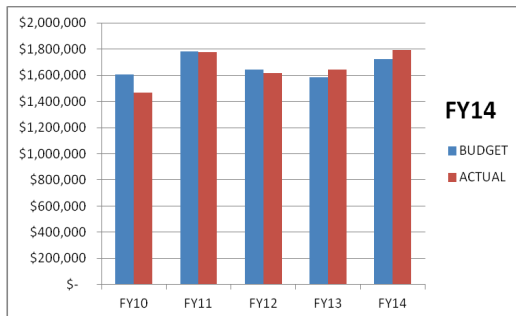
Goal: \$2.75

5 Year Trend:

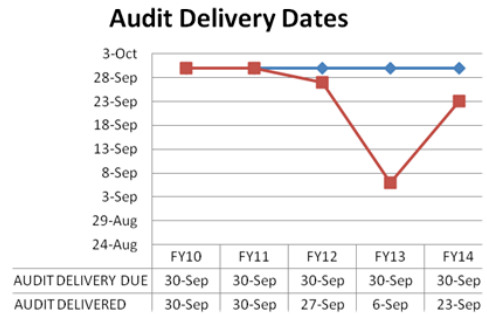


General Administration Metrics

Budget to Actual



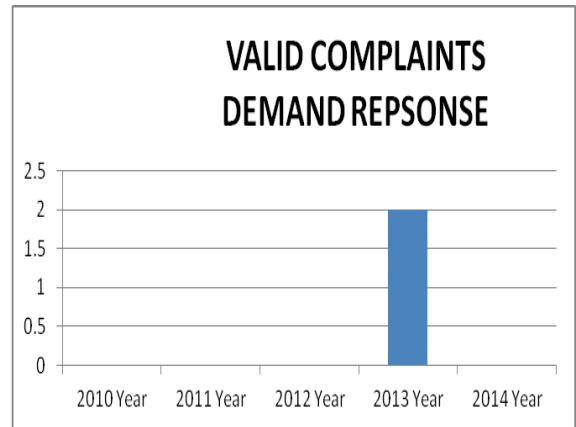
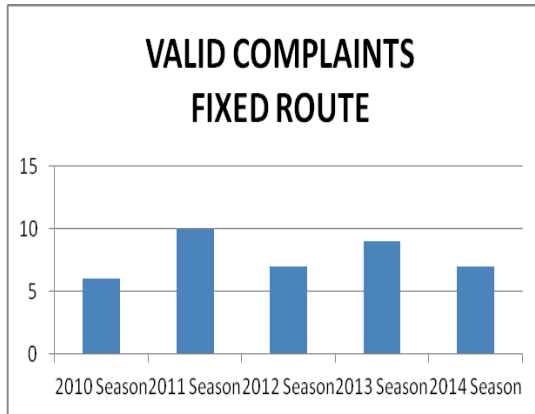
Audit Delivery



Customer Service Metrics

Valid Complaints/Season
 Fixed Route
 Standard: 8 Goal: 7
 5 Year Trend

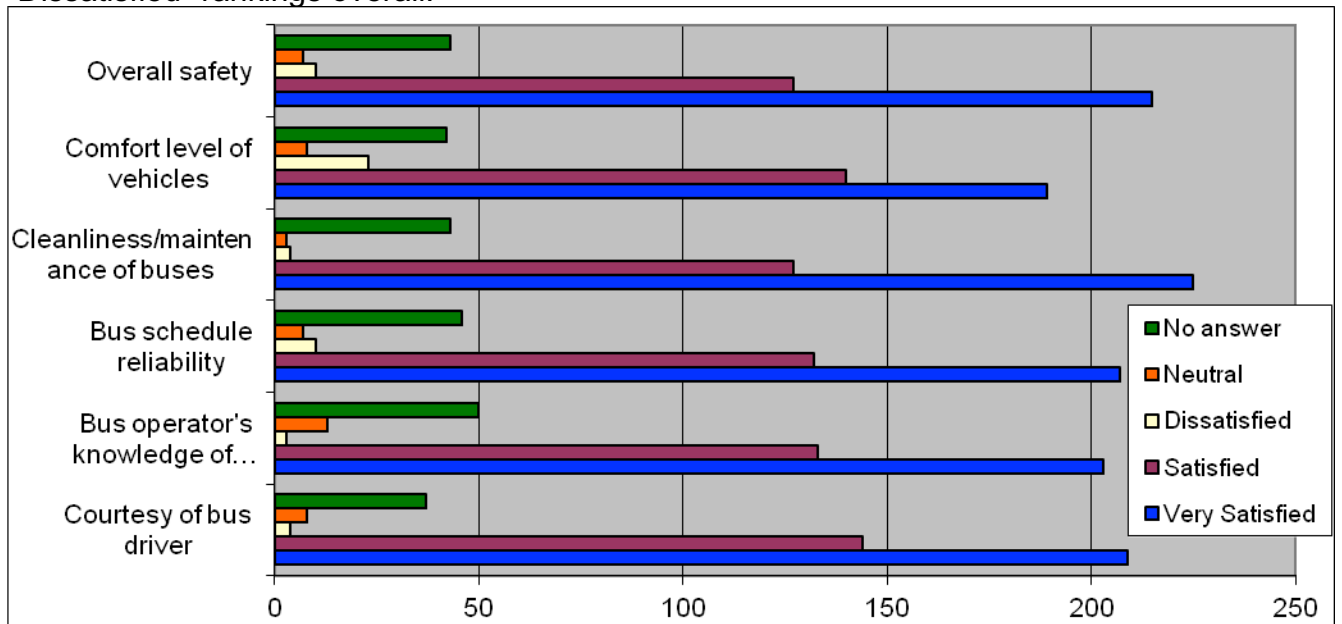
Valid Complaints/Year
 Demand Response
 Standard: .4 Goal: 0
 5 Year Trend: 0



Fixed Route Customer Satisfaction Survey – August 2012

Survey Results

Overall, the public is very pleased with all aspects of the bus service. Rankings from all survey groups were very positive for every issue listed. Across the board, the highest percentages were in the "Very Satisfied" or "Satisfied". There were very few "Dissatisfied" rankings overall.



◆ Year-Round Residents:

95 responses

	Very Satisfied	Satisfied	Dissatisfied
Courtesy of bus driver	57%	43%	0%

92 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	53%	47%	0%

89 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus schedule reliability	56%	42%	2%

94 responses

	Very Satisfied	Satisfied	Dissatisfied
Cleanliness/maintenance	58%	40%	2%

93 responses

	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses	48%	41%	11%

96 responses

	Very Satisfied	Satisfied	Dissatisfied
Overall safety	57%	37%	6%

◆ **Seasonal Residents:**

128 responses

	Very Satisfied	Satisfied	Dissatisfied
Courtesy of bus driver	56%	41%	3%

123 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	62%	36%	2%

124 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus schedule reliability	65%	30%	5%

125 responses

	Very Satisfied	Satisfied	Dissatisfied
Cleanliness/maintenance	63%	35%	2%

121 responses

	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses	55%	41%	4%

121 responses

	Very Satisfied	Satisfied	Dissatisfied
Overall safety	57%	40%	3%

◆ **Daily Visitors:**

37 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	57%	38%	5%

34 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	53%	47%	0%

35 responses

	Very Satisfied	Satisfied	Dissatisfied
--	----------------	-----------	--------------

Bus schedule reliability	49%	51%	0%
--------------------------	-----	------------	----

37 responses

	Very Satisfied	Satisfied	Dissatisfied
Cleanliness/maintenance	57%	43%	0%

36 responses

	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses	44%	56%	0%

36 responses

	Very Satisfied	Satisfied	Dissatisfied
Overall safety	53%	47%	0%

◆ Weekly Visitors:

89 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	65%	34%	1%

83 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	65%	34%	1%

90 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus schedule reliability	69%	33%	1%

91 responses

	Very Satisfied	Satisfied	Dissatisfied
Cleanliness/maintenance	74%	26%	0%

90 responses

	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses	60%	39%	1%

90 responses

	Very Satisfied	Satisfied	Dissatisfied
Overall safety	62%	37%	1%

◆ Other:

24 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	67%	33%	0%

22 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	59%	41%	0%

24 responses

	Very Satisfied	Satisfied	Dissatisfied
Bus schedule reliability	63%	29%	8%

24 responses

	Very Satisfied	Satisfied	Dissatisfied
Cleanliness/maintenance	67%	33%	0%

24 responses

	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses	63%	21%	12%

23 responses

	Very Satisfied	Satisfied	Dissatisfied
Overall safety	61%	39%	0%