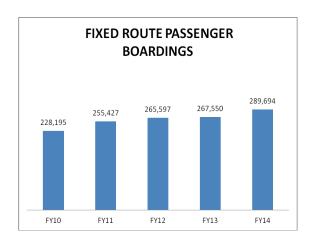
NANTUCKET REGIONAL TRANSIT AUTHORITY PERFORMANCE MEASURES

Operations Metrics

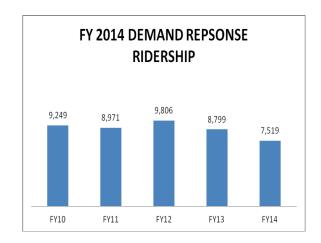
Fixed Route Ridership

Standard: 261,292 Goal: 268,327

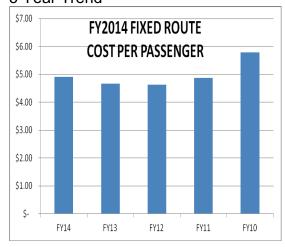
5 Year Trend



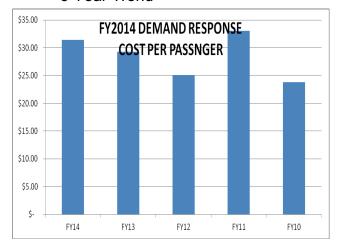
Demand Response Ridership Standard: 9,454.6 Goal: 9,500 5 Year Trend



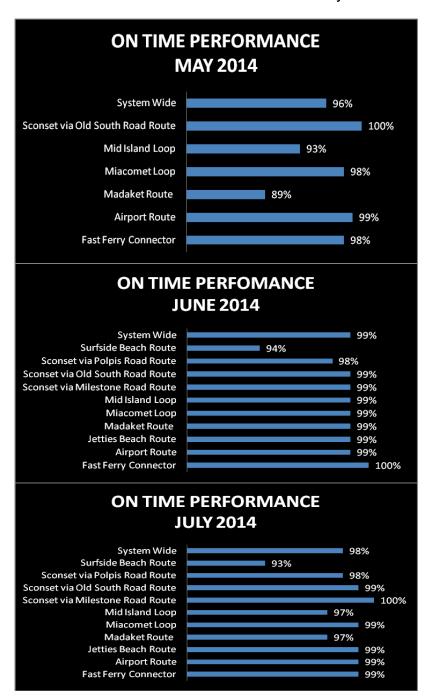
Fixed Route Cost/Passenger Standard: \$4.37 Goal: \$4.35 5 Year Trend

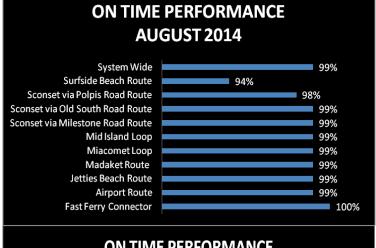


Demand Response Cost/Passenger Standard: \$28.52 Goal: \$28.00 5 Year Trend

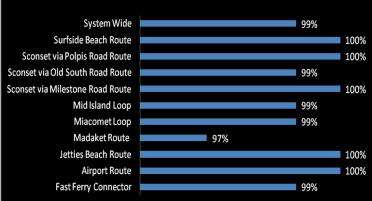


Operations Metrics

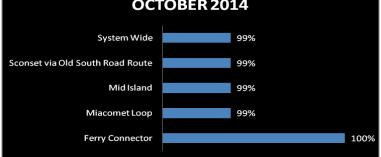


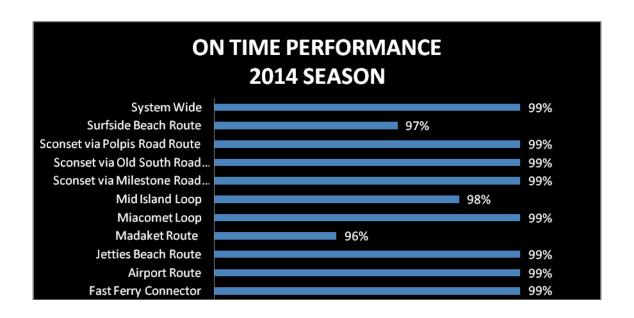


ON TIME PERFORMANCE SETPEMBER 2014



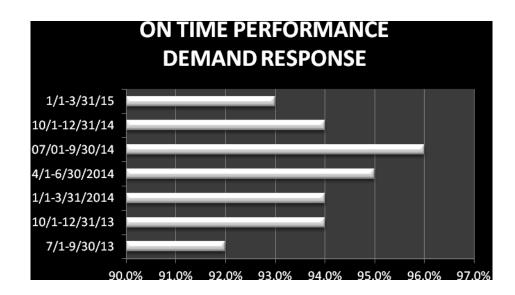
ON TIME PERFORMANCE OCTOBER 2014



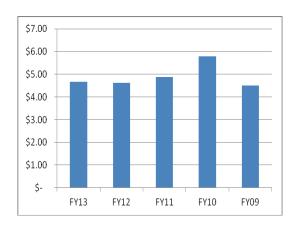


Demand Response On Time Performance Standard: 94% Goal: 96%

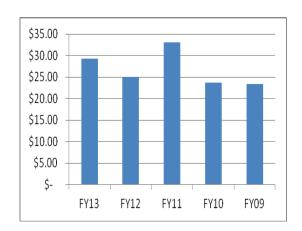
Quarterly Trend:



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%

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

Standard: 100% Goal: 100%

FY11: 100% FY12: 100% FY13: 100% FY14: 100%

Demand Response
FY11 Tires: monthly
FY12 Tires: monthly
FY13 Tires: monthly
Do not stock parts or fuel

Maintenance Cost/Revenue Mile

Fixed Route

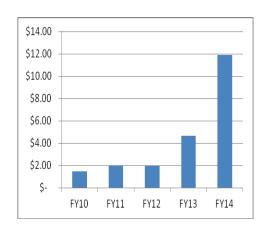
Standard: \$4.72 Goal: \$4.70

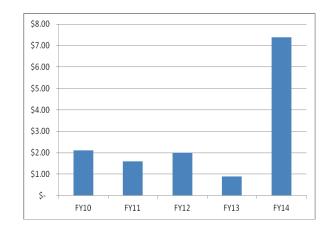
5 Year Trend:

Demand Response

Standard: \$2.80 Goal: \$2.75

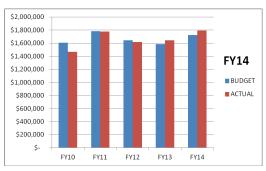
5 Year Trend:





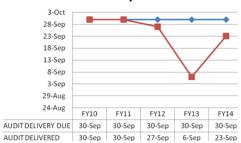
General Administration Metrics

Budget to Actual



Audit Delivery

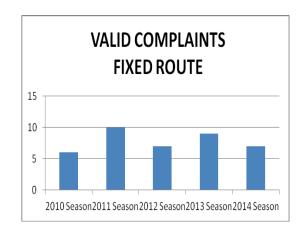
Audit Delivery Dates

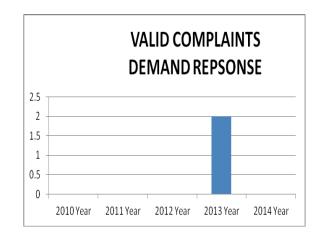


Customer Service Metrics

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



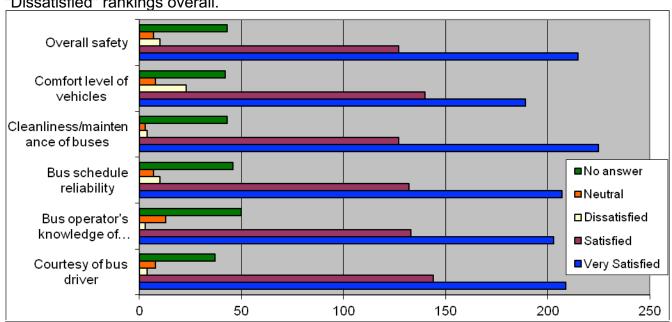


Fixed Route Customer Satisfaction Survey - August 2012

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%
	3370	,,	
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		0 " " "	
0	Very Satisfied	Satisfied	Dissatisfied
Overall safety	57%	37%	6%
♦ Seasonal Residents:			
128 responses	Very Satisfied	Satisfied	Dissatisfied
Courtesy of bus driver	56%	41%	3%
Courtesy or bus driver	30 /6	41/0	J /0
123 responses			
120 100001300	Very Satisfied	Satisfied	Dissatisfied
Bus operator's knowledge	62%	36%	2%
Due operator e intermedge	02 70	0070	
124 responses			
	Very Satisfied	Satisfied	Dissatisfied
Bus schedule reliability	65%	30%	5%
			_
125 responses			
	Very Satisfied	Satisfied	Dissatisfied
Cleanliness/maintenance	63%	35%	2%
101			
121 responses	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	0 " " "	T 5: (; f; 1)
	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses	55%	41%	4%
121 rooponoo			
121 responses	Very Satisfied	Satisfied	Dissatisfied
Overall safety	57%	40%	3%
Overall salety	J1 /0	40 /0	J /0
♦ 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	7		, ,
	Very Satisfied	Satisfied	Dissatisfied

Bus schedule reliability				
Cleanliness/maintenance Very Satisfied Satisfied Dissatisfied 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% 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% Overa	Bus schedule reliability	49%	51%	0%
Cleanliness/maintenance Very Satisfied Satisfied Dissatisfied 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% 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% Overa	37 responses			
Very Satisfied Satisfied Dissatisfied	•	Very Satisfied	Satisfied	Dissatisfied
Comfort level of buses Very Satisfied 44% Satisfied 56% Dissatisfied 0% 36 responses Very Satisfied 53% A7% 0% ✓ Weekly Visitors: 89 responses Very Satisfied Satisfied Dissatisfied Dissatisfied Dissatisfied Bus operator's knowledge 65% Satisfied Dissatisfied Dissatisfi	Cleanliness/maintenance	57%	43%	0%
Comfort level of buses Very Satisfied 44% Satisfied 56% Dissatisfied 0% 36 responses Very Satisfied 53% A7% 0% ✓ Weekly Visitors: 89 responses Very Satisfied Satisfied Dissatisfied Dissatisfied Dissatisfied Bus operator's knowledge 65% Satisfied Dissatisfied Dissatisfi	36 responses			
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 Sa		Very Satisfied	Satisfied	Dissatisfied
Overall safety Very Satisfied Satisfied Dissatisfied ♦ 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 res	Comfort level of buses			
Overall safety Very Satisfied Satisfied Dissatisfied ♦ 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 res	36 responses			
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 79% 41% 0% 24 responses Ver		Very Satisfied	Satisfied	Dissatisfied
89 responses Very Satisfied Satisfied Dissatisfied 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% 24 responses Very Satisfied Satisfied Dissatisfied Bus operator's knowledge 59% 41% 0%	Overall safety		47%	0%
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% 24 responses Very Satisfied Satisfied Dissatisfied Power statisfied Dissatisfied Dissatisfied Dissatisfied Bus operator's knowledge <				
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Very Satisfied Satisfied Dissatisfied	Bus operator's knowledge	65%	34%	1%
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 Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Satisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied	83 responses			
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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% 24 responses Very Satisfied Satisfied Dissatisfied Bus operator's knowledge 59% 41% 0% 24 responses Very Satisfied Satisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied Dissatisfied <td>Bus operator's knowledge</td> <td>65%</td> <td>34%</td> <td>1%</td>	Bus operator's knowledge	65%	34%	1%
Bus schedule reliability 91 responses Very Satisfied Satisfied Dissatisfied Cleanliness/maintenance 74% 90 responses Very Satisfied Satisfied Dissatisfied Comfort level of buses 60% 90 responses Very Satisfied Satisfied Dissatisfied Comfort level of buses 60% 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	90 responses			
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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	69%	33%	1%
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 59% 41% 0% 24 responses Very Satisfied Satisfied Dissatisfied 24 responses Very Satisfied Satisfied Dissatisfied	91 responses			
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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 Dissatisfied Dissatisfied Dissatisfied	90 responses			
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Very Satisfied Satisfied Dissatisfied Overall safety 62% 37% 1% ◆ Other: 24 responses Bus operator's knowledge 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	Comfort level of buses	60%	39%	1%
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	90 responses			
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24 responses Bus operator's knowledge Very Satisfied Satisfied Dissatisfied 22 responses Very Satisfied Satisfied Dissatisfied Bus operator's knowledge 59% 41% 0% 24 responses Very Satisfied Satisfied Dissatisfied	Overall safety	62%	37%	1%
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 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		Very Satisfied	Satisfied	Dissatisfied
Very SatisfiedSatisfiedDissatisfiedBus operator's knowledge59%41%0%24 responsesVery SatisfiedSatisfiedDissatisfied	Bus operator's knowledge	67%	33%	0%
Very SatisfiedSatisfiedDissatisfiedBus operator's knowledge59%41%0%24 responsesVery SatisfiedSatisfiedDissatisfied	22 responses			
24 responses Very Satisfied Satisfied Dissatisfied			Satisfied	
Very Satisfied Satisfied Dissatisfied	Bus operator's knowledge	59%	41%	0%
	24 responses			
Bus schedule reliability 63% 29% 8%				
	Bus schedule reliability	63%	29%	8%

	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%