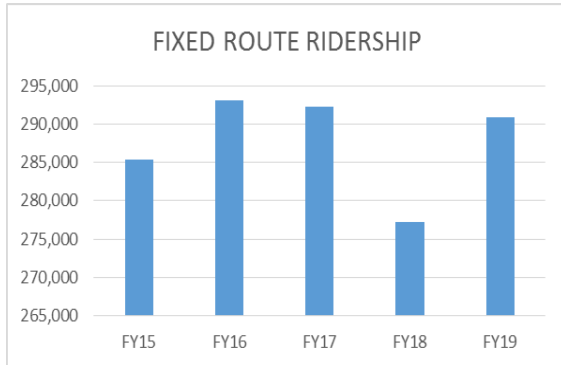


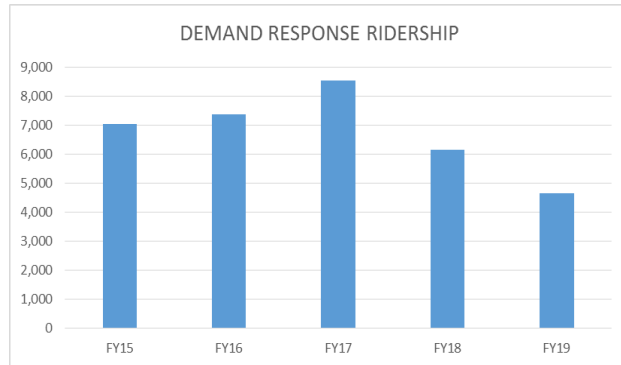
**NANTUCKET REGIONAL TRANSIT AUTHORITY
PERFORMANCE MEASURES
2019**

Operations Metrics – FY19

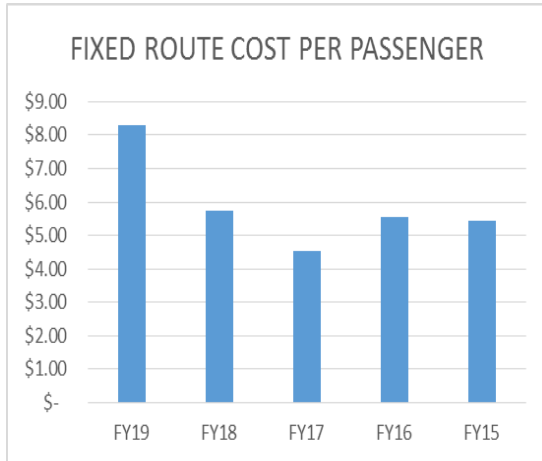
Fixed Route Ridership
Standard: 287,772 Goal: 300,000
5 Year Trend



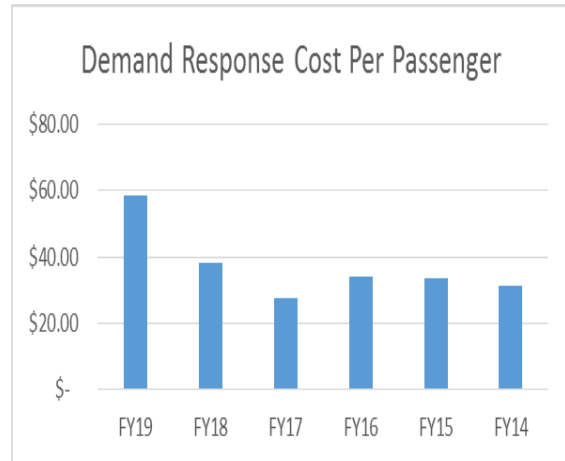
Demand Response Ridership
Standard: 6,755 Goal: 6,850
5 Year Trend



Fixed Route Cost/Passenger
Standard: \$5.91 Goal: \$5.75
5 Year Trend



Demand Response Cost/Passenger
Standard: \$44.71 Goal: \$40.00
5 Year Trend



Operations Metrics – 2019 Season

Fixed Route On Time Performance

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

January 2019

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

February 2019

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

March 2019

Miacomet Route	100%
Mid Island Route	97%
Sconset via Old South Route	96%
Town to Nobadeer	99%
System Wide	97%

April 2019

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

May 2019

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

June 2019

Airport Route	96%
Jetties Beach	94%
Madaket Route	100%
Miacomet Loop	99%

Mid Island Loop	99%
Sconset via Milestone Road Route	99%
Sconset via Old South Road Route	99%
Sconset via Polpis Road Route	97%
Surfside Beach Route	97%
System Wide	99%

July 2019

Airport Route	88%
Jetties Beach	97%
Madaket Route	98%
Miacomet Loop	98%
Mid Island Loop	94%
Sconset via Milestone Road Route	96%
Sconset via Old South Road Route	86%
Sconset via Polpis Road Route	90%
Surfside Beach Route	87%
System Wide	91%

August 2019

Airport Route	89%
Jetties Beach	99%
Madaket Route	98%
Miacomet Loop	98%
Mid Island Loop	97%
Sconset via Milestone Road Route	95%
Sconset via Old South Road Route	90%
Sconset via Polpis Road Route	90%
Surfside Beach Route	82%
System Wide	92%

September 2019

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

October 2019

Miacomet Loop	100%
Mid Island Loop	100%

Sconset via Old South Road Route	100%
Town to Nobadeer	100%
System Wide	100%

November 2019

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

December 2019

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

2019 Season

Airport Route	93%
Jetties Beach	97%
Madaket Route	99%
Miacomet Loop	99%
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	94%
Surfside Beach Route	92%
System Wide	97%

Demand Response On Time Performance
 Standard: 97% Goal: 100%
 Quarterly Trend:

July 1, 2018 – September 30, 2018	95%
October 1, 2018 – December 31, 2018	97%
January 1, 2019 – March 31, 2019	98%
April 1, 2019 – June 30, 2019	96%

Safety Metrics – FY19

Fixed Route Safety Data - Reportable Incidents

Standard: 1 Goal: 0

5 Year Trend:

FY15: 0

FY16: 0

FY17: 1

FY18: 1

FY19: 1

Demand Response Safety Data - Reportable Incidents

Standard: 0 Goal: 0

5 Year Trend:

FY15: 0

FY16: 0

FY17: 0

FY18: 0

FY19: 0

Fixed Route Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY15: 0

FY16: 0

FY17: 0

FY18: 1

FY19: 0

Demand Response Safety Data – Injuries

Standard: 0 Goal: 0

5 Year Trend

FY15: 0

FY16: 0

FY17: 0

FY18: 0

FY19: 0

Maintenance Metrics – FY19

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

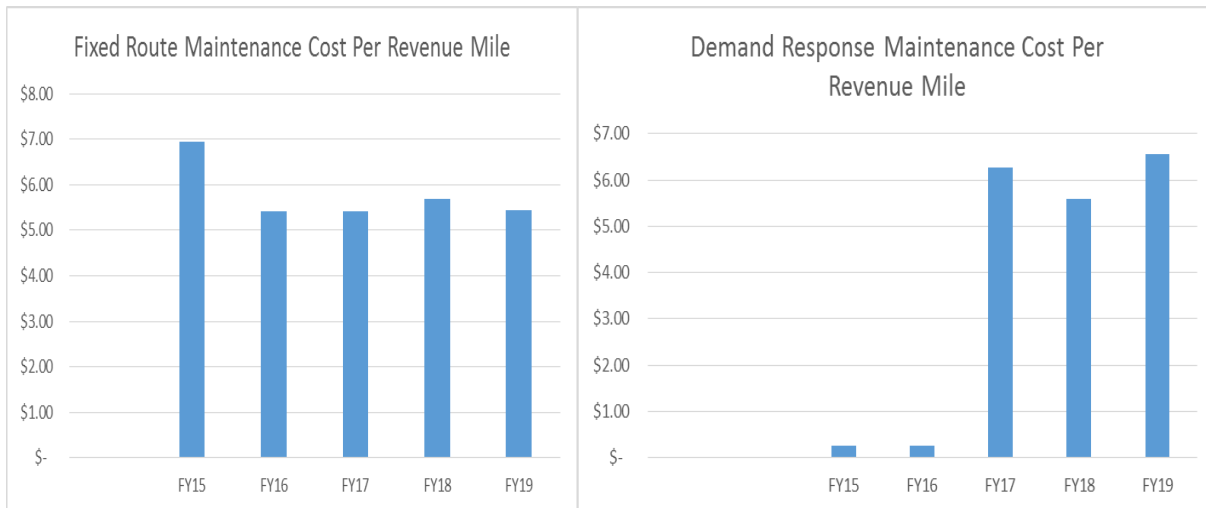
Demand Response

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
 FY19: Fuel: monthly
 FY19: Parts: monthly
 FY19: Tires: monthly

FY15: Tires monthly
 FY16: Tires monthly
 FY17: Tires monthly
 FY18: Tires monthly
 FY19: Tires monthly

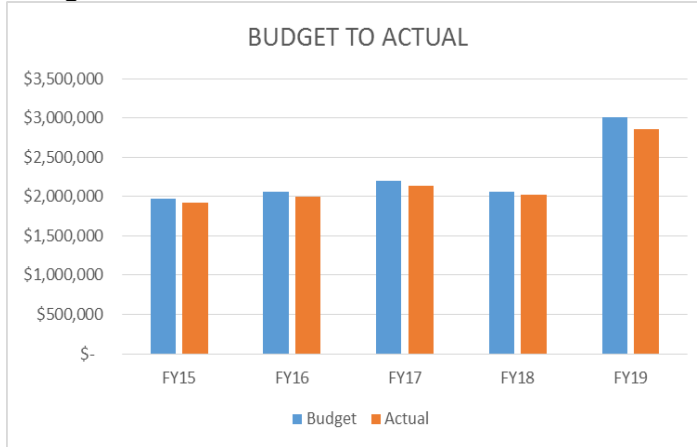
Maintenance Cost/Revenue Mile
Fixed Route
 Standard: \$7.07 Goal: \$6.50
 5 Year Trend:

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

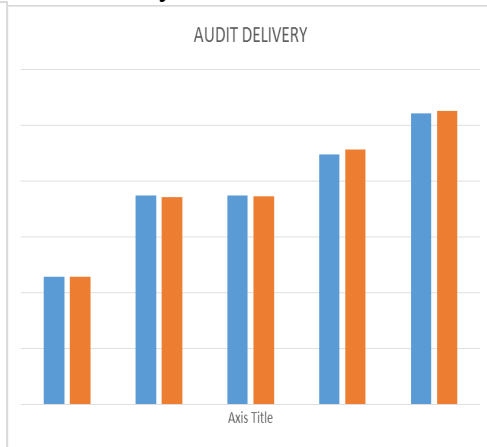


General Administration Metrics – FY19

Budget to Actual



Audit Delivery



Customer Service Metrics – 2019 Season

Valid Complaints/Season

Fixed Route

Standard: 7

Goal: 6

5 Year Trend

Valid Complaints/Year

Demand Response

Standard: 0 Goal: 0

5 Year Trend: 0

