



# TRACTION

## *Quarterly Performance Board Update FY22 Q2*



# Agenda

Performance Management Cadence

Path to Success: FY22

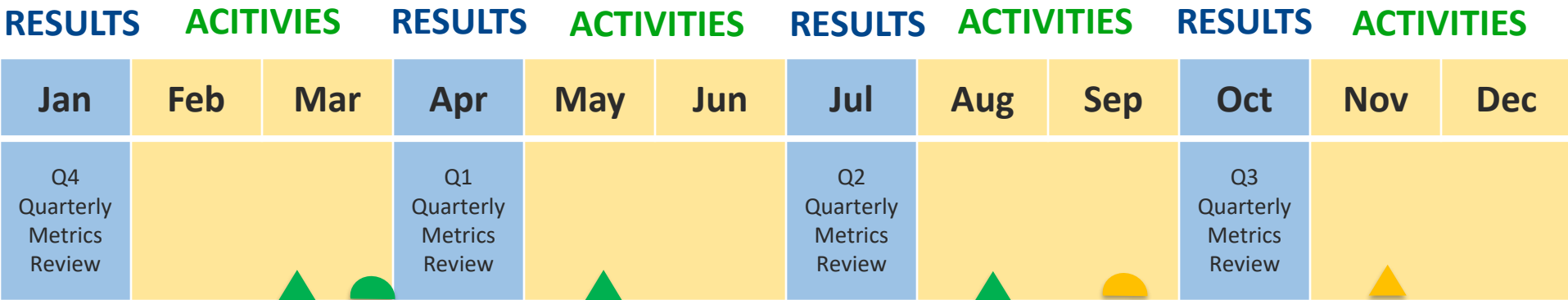
Q2 Organizational Results

Organizational Tactics

Quarterly Reporting Cadence and Schedule



# Performance Management Cadence



We are here

## Information Systems (Surveys) Key

- ▲ Customer Survey Complete / In Progress
- ▲ Customer Survey Proposed
- Community Survey Complete
- Community Survey Proposed





# Path to Success: FY22



# MISSION WHY WE EXIST



Connecting the Community.

# VISION WHAT WE STRIVE FOR



Leading the delivery of safe and creative mobility solutions and community connections.



# We are focused on OUTCOMES.



We don't measure activity...

...we measure and monitor METRICS that MATTER.

We track our progress to deliver the OUTCOMES.



# Organizational Success Outcomes

Success Outcomes	Metric	Information System	Success Definition	Performance Goal
<b>Customer Experience</b>	Net Promoter Score	Customer Survey	5% improvement in Net Promoter Score over baseline	26% NPS (-100 to 100 scale)
<b>TOTAL</b>			<b>35</b>	
<b>Community Value</b>	Community Value Score	Community Survey & Data	10% improvement in community value score over baseline	100
<b>TOTAL</b>			<b>30</b>	
<b>Financial Sustainability</b>	Operating & Capital Performance	Financial Reporting	\$0 deficit for the Available Ending Balances shown on three-year budget projections while reducing the amount of Unfunded Capital Projects by \$10 million each year (\$10 million INCLUDES the transfer to the Rail Car Reserve Fund)	\$0 deficit
<b>TOTAL</b>			<b>25</b>	
<b>Employee Engagement</b>	Employee Engagement	Employee Engagement Survey	10% improvement over baseline	-2% eNPS (-100 to 100 scale)
<b>TOTAL</b>			<b>10</b>	
<b>OVERALL TOTAL</b>			<b>100</b>	

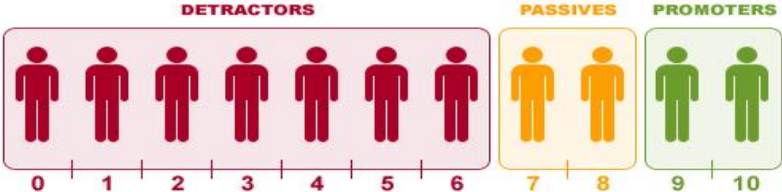


# Net Promoter Score (NPS)

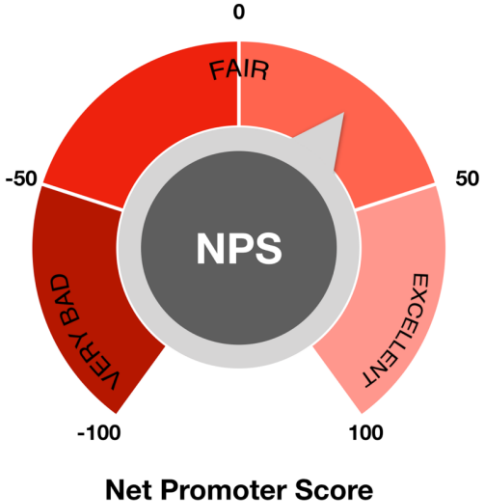
## Definition

NPS poses the ultimate question:

*“How likely would you be to recommend using RTA services to a friend or family member?”*



Net Promoter Score = % Promoters - % Detractors



Organization	NPS
Costco	79%
Disney	50%
Transit Agencies	35%
Airlines	23%
Car Rental Agencies	18%
Internet Service Providers	5%

NPS values can range from -100 to +100. The higher the value of NPS, the more likely customer are to recommend RTA.





# Q2 Organizational Results



# Organizational Success Outcomes

## *Bringing the Information Systems to Life*

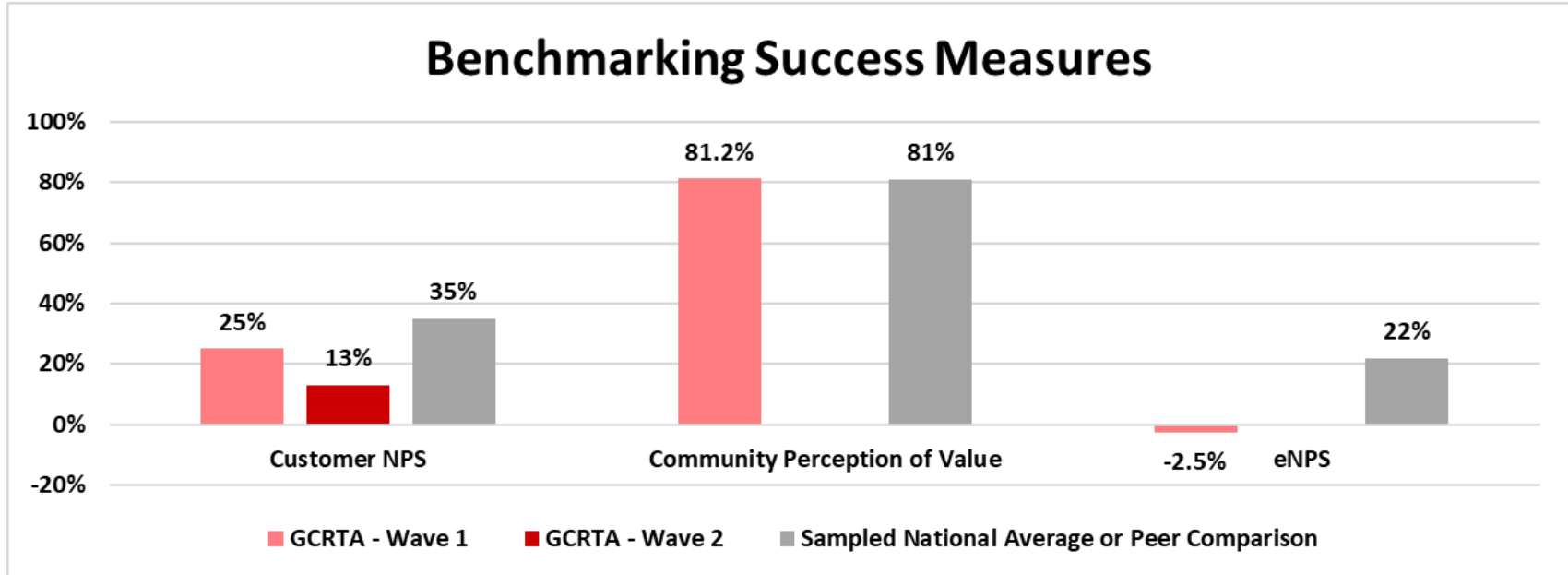
Success Outcomes	FY22 Outcome Definition	Performance Goal	Q2 Results
<b>Customer Experience</b>	5% improvement in Net Promoter Score over baseline	<b>26%</b>	<b>13%</b> Baseline NPS established 25% through first wave of customer surveys (Fixed Route Bus, BRT, Rail, Paratransit)
<b>Community Value</b>	10% improvement in community value score over baseline	<b>100</b>	<b>90</b> Baseline score established through first wave of community survey.
<b>Financial Sustainability</b>	\$0 deficit for the Available Ending Balances shown on three-year budget projections while reducing the amount of Unfunded Capital Projects by \$10 million each year (\$10 million INCLUDES the transfer to the Rail Car Reserve Fund)	<b>\$0 deficit</b>	On track to deliver.
<b>Employee Engagement</b>	10% improvement over baseline	<b>-2%</b>	<b>-2.5%</b> Baseline employee engagement Net Promoter Score established through first wave of employee surveys

# Organizational Performance

## Peer Benchmarking\*

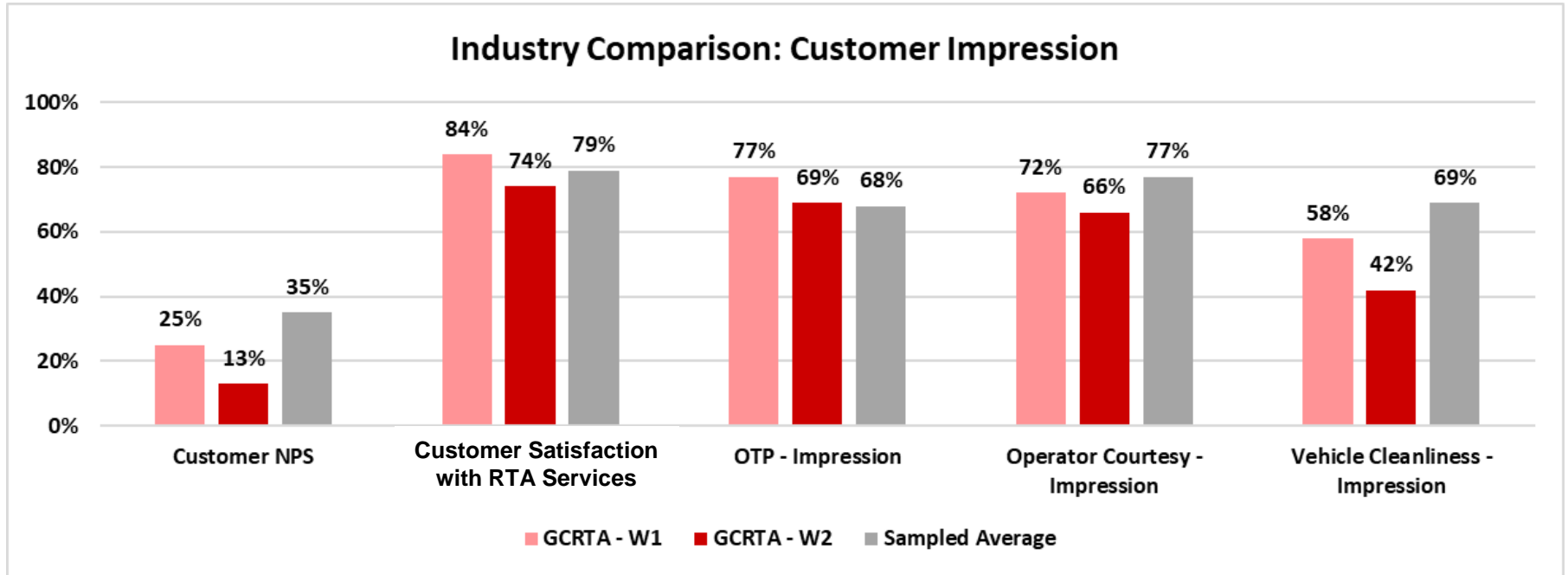
Criteria used to identify peer agencies:

- Service area type (urban/rural)
- Service Modes (bus/rail/DR)
- Urban area population
- Operating Budget
- Other demographics



# Organizational Scorecard Q1

## Industry Benchmarking and Key Performance Drivers





# Q2 Organizational Tactics



# Organizational Tactics 2022

*Making data-driven decisions ...*

## Key Areas of Opportunity – Wave 2

<i>Fixed Route Bus</i>	<i>Bus Rapid Transit</i>	<i>Rail</i>	<i>Paratransit</i>	<i>Community</i>
On-Time Performance	Vehicle Cleanliness	On-Time Performance	On-Time Performance	Reducing pollution/ carbon footprint
Vehicle Cleanliness	On-Time Performance	Safety Waiting for the Train	Safety on the vehicle	Reducing traffic congestion
Safety on the Bus	Buses being operated safely	Train Cleanliness	Operators being friendly and helpful	
Frequency	Fare price	Route coverage		
Fare price	Safety on the Bus	Frequency		

**Focus remains on vehicle cleanliness & security waiting for and riding vehicles.**





# Organizational Tactics 2022

## *Three areas of Focus*

### ❑ **Clean**

- Rail cars intraday cleanings at Windemere Station
- Increasing manpower for bus cleaners
- Decreasing days between interior cleans
- Quality Assurance program implemented

### ❑ **Safety**

- Transit Ambassadors Program
- Increased police visibility at hot spots (using GIS data)
- Continued use of camera technology

### ❑ **On-Time**

- Current actual OTP is 84%
- Continue to review route data to address issues
- Working to improve perception of OTP (68%) with actual results



# Organizational Scorecard 2022

RTA earned **90** out of **100** points in Q2 FY22.

Success Outcomes	Goal Points	Points Earned			
		Q1	Q2	Q3	Q4
Customer Experience	35	32.3	24.1		
Community Value	30	27.1	30.2		
Financial Sustainability	25	14.8	26.7		
Employee Engagement	10	9	9		
<b>Total</b>	<b>100</b>	<b>83.2</b>	<b>90.0</b>		



# Organizational Scorecard Q2 – Customer Experience

RTA earned **24** out of **35** points in Customer Experience.

Success Outcomes	Metric	FY2022 Performance Goals	Owner	Goal Points	Q1 2022		Q2 2022	
					Actual Results	Points Earned	Actual Results	Points Earned
Customer Experience	Net Promoter Score	26%	I. Birdsong	13	25%	12.4	12%	5.9
	Overall Customer Satisfaction	88%	I. Birdsong	8	84%	7.6	73%	6.6
	On-Time Performance - Impression	85%	F. Caver	3.5	77%	3.2	68%	2.8
	On-Time Performance - Actual	85%	F. Caver	3.5	84%	3.4	84%	3.5
	Safety - Impression	85%	S. King-Benford*	2	81%	1.9	70%	1.6
	Safety - Actual	70%	S. King-Benford*	2	43%	1.2	57%	1.6
	Operator Courtesy - Impression	76%	F. Caver	1.5	72%	1.4	63%	1.2
	Vehicle Cleanliness - Impression	70%	F. Caver	1.5	58%	1.2	41%	0.9
				<b>35</b>	<b>32.3</b>		<b>24.1</b>	



\*J. Burney to replace S. King-Benford for Q3

# Quarterly Reporting Cadence and Schedule

	Quarter Begins	Quarter Ends	Leadership Reporting	Leadership Reports Performance Results to Board*
Q1 2022	Jan 1	Mar 31	Apr 28	May 24
Q2 2022	Apr 1	Jun 30	July 28	Aug 16 - 23
Q3 2022	Jul 1	Sep 30	Oct 21	Nov 7 - 18
Q4 2022	Oct 1	Dec 31	Jan 27	Feb 14 - 21

Define Success Outcomes for FY23 →



\*These are proposed dates based on current Tuesday Board Meeting cadence. No Board Q4 results presentation due to incomplete information systems



Questions?