



# TRACTION



## *Quarterly Performance Board Update FY22 Q3*



# Agenda

Performance Management Cadence

Path to Success: FY22

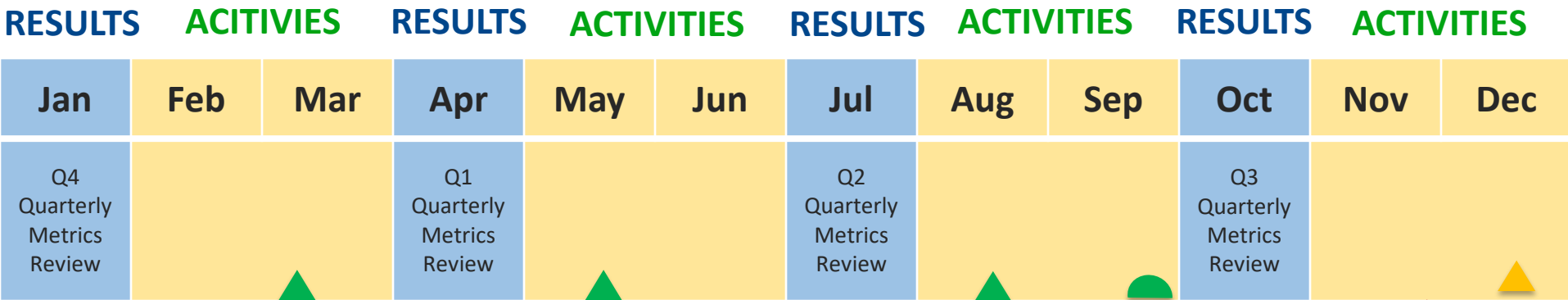
Q3 Organizational Results

Organizational Tactics

Quarterly Reporting Cadence and Schedule



# Performance Management Cadence



## Information Systems (Surveys) Key

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

↑  
We are here





# 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>	

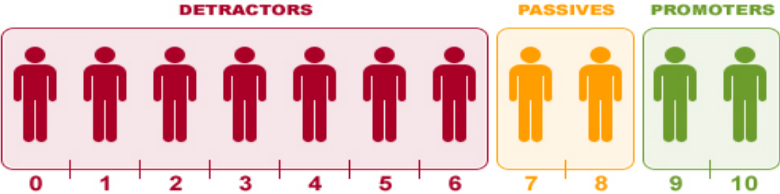


# Net Promoter Score (NPS)

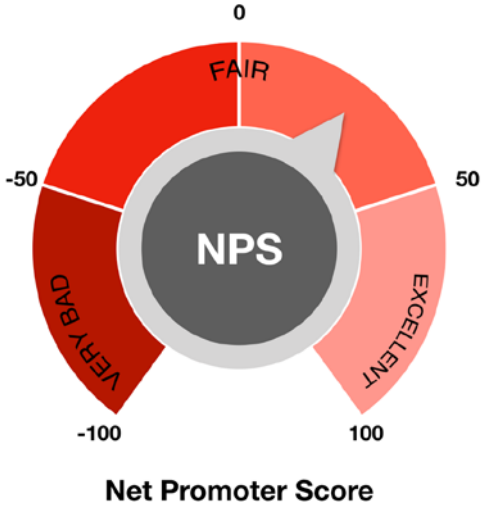
## Definition

**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	42%
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.





# Q3 Organizational Results



# Organizational Success Outcomes

## *Bringing the Information Systems to Life*

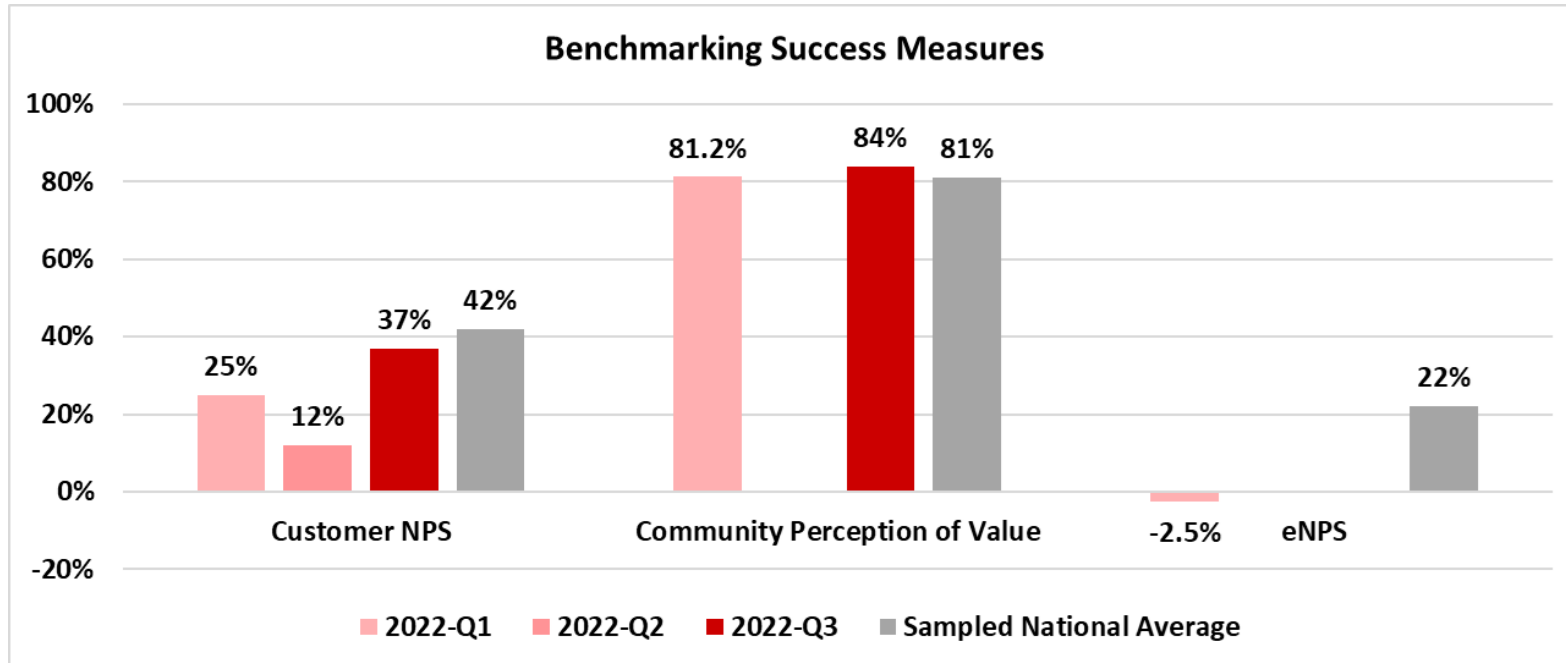
Success Outcomes	FY22 Outcome Definition	Performance Goal	Q3 Results
Customer Experience	5% improvement in Net Promoter Score over baseline	26%	37%
Community Value	10% improvement in community value score over baseline	89%	84
Financial Sustainability	\$0 deficit for the Available Ending Balances shown 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	On track to deliver.
Employee Engagement	10% improvement over baseline	-2%	-2.5%

# Organizational Performance

## Peer Benchmarking\*

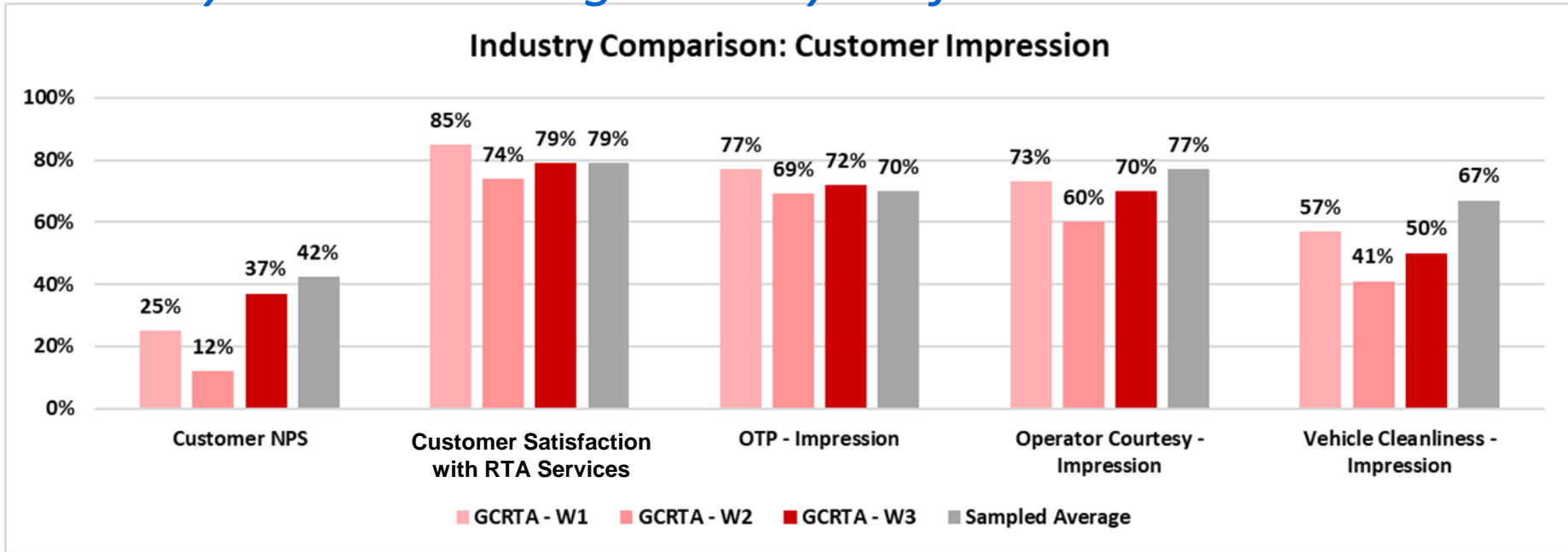
Criteria used to identify peer agencies:

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



# Organizational Scorecard Q3

## Industry Benchmarking and Key Performance Drivers





# Q3 Organizational Tactics



# Organizational Tactics 2022

*Making data-driven decisions ...*

## Key Areas of Opportunity – Wave 3

<i>Fixed Route Bus</i>	<i>Bus Rapid Transit</i>	<i>Rail</i>	<i>Paratransit</i>	<i>Community</i>
On-Time Performance	Safety on the bus	Safety on the Train	On-Time Performance	Providing mobility to low-income families and individuals who cannot afford the costs of owning a car
Travel Time	On-Time Performance	On-Time Performance	Operators being friendly	
Safety on the Bus	Bus Cleanliness	Train Cleanliness	Scheduling a trip ease	Providing access to places of employment
Safety waiting for bus	Fare Price	Fare Price	Travel Time	
Fare Price	Travel Time	Travel Time	Fare Price	
Bus Cleanliness	Safety waiting for bus	Safety Waiting for the Train		
Frequency	Frequency	Frequency		
	Operators being helpful and courteous	Operators being helpful and courteous		

**Focus shifts to safety 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 **102** out of **100** points in Q2 FY22.

Success Outcomes	Goal Points	Points Earned			
		Q1	Q2	Q3	Q4
Customer Experience	35	32.3	24.2	35.9	
Community Value	30	27.1	30.2	31.2	
Financial Sustainability	25	14.8	26.7	26.3	
Employee Engagement	10	9	9	9	
<b>Total</b>	<b>100</b>	<b>83.2</b>	<b>90.1</b>	<b>102.4</b>	





# 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?