

FY22 Q4 Quarterly Performance Review Executive Summary

Q4 Organizational Scorecard

Customer Experience, Community Value, and Financial Sustainability reached their point goal, while Employee Engagement ended below its target. *Customer Experience*: the elevated NPS buoyed the overall score, since the rest of the metrics came in below goal. *Community Value*: the investment ratio saved the three other underperforming metrics. *Financial Sustainability*: all metrics reached the goal except for one. *Employee Engagement*: almost all the metrics finished below target, but the Workforce NPS showed a 5 point improvement. Updates were made to match values with definitions (combining Agree with Strongly Agree).

Q4 Divisional Scorecards

Division	Points	Strength Area	Growth Area
Operations	84	NPS	Operator Labor Budget Adherence
Finance	98	Accounts Receivable Aging	Finance Sub-department Ratings
Engineering & Project Management	97	Actual Economic Impact of Capital	Completion of Annual Work Program
Legal Affairs	92	Operating Budget Used	Actual Safety
Human Resources	81	Training Found Valuable	Healthcare Cost Containment
Administration & External Affairs	94	Stakeholder Perception of Value	Customer Complaint Resolution
Innovation & Technology	71	Average Patch Compliance: Cyber Security	Internal NPS

2023 Organizational Scorecard Update

The key success metric(s) for 2023 is defined in each of the four success outcomes:

1. Customer Experience: 5% improvement in NPS (NPS goal of 29)
2. Community Value: 50% of the community agreeing that GCRTA serves employment, 79% of major projects are within EJ communities, 4 active transit oriented development projects, and a private sector to GCRTA capital ratio of 7
3. Financial Sustainability: \$10m transfer to capital and reserve fund over the board policy and \$35m of competitive capital grants;
4. Employee Engagement: 95% vacancy fill rate.

Tactics Review

9 of the 22 tactics milestones were completed and closed in 2022. The 3 most important things for 2023 are: (1) reduce the operator, mechanic, and transit police vacancies, (2) improve the perception of personal security while waiting, on a bus, or on a train, and (3) develop a strategy to do a root cause analysis of employee sentiment.