



## Greater Cleveland Regional Transit Authority

### FY23 Q2 Quarterly Performance Review Executive Summary

#### Q2 Organizational Scorecard

Community Value, Financial Sustainability, and Employee Engagement earned at least 86% of their point goal, while Customer Experience ended 19% below target. *Customer Experience*: Net Promoter Score went up one point from Q1 to 21, while actual on-time performance and the customer impression metrics failed to increase. *Community Value*: the investment ratio and EJ zone investment exceeded their goals, TOD projects were midway to the goal with many promising leads, but the community perception of employment access was low. *Financial Sustainability*: cost per service hour improved from Q1, while the operating ratio remains 1% below target. *Employee Engagement*: the bargaining vacancy fill rate remained at 84%, which now falls below the increasing target, but the non-bargaining vacancy fill rate and agencywide retention rate improved.

#### Q2 Divisional Scorecards

Division	Points	Strength Area	Growth Area
Operations	75.9	Operating Budget Used	Operator Labor Budget Adherence
Finance	95.6	Accounts Receivable Aging	Community Perception of Financial Management
Engineering & Project Management	104.3	Competitive Grants Awarded Towards Annual Goal for Prioritized Capital Projects	Completion of Annual Work Program
Legal Affairs	73.7	Rate of On-the-Job Injuries	Division Employees Understand How Performance is Linked to Organization Success
Human Resources	94.5	Operating Budget Used	Wellness Incentive Participation
Administration & External Affairs	80.3	Operating Budget Used	Community Perception of Access to Service

#### 2023 Organizational Scorecard Key Success Metrics

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: Operator, Mechanic, and Transit Police vacancy fill rate of 87% for Q2 and Non-bargaining vacancy fill rate of 90% for Q2 (year goal of 95% for both).

#### Tactics Review: 3 Most Important Things

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.