



Greater Cleveland Regional Transit Authority

FY23 Q4 Quarterly Performance Review Executive Summary

Q4 Organizational Scorecard

Customer Experience decreased its total points earned from Q3. Community Value, Financial Sustainability, and Employee Engagement remained essentially even. *Customer Experience*: Net Promoter Score went down nine points (16) from Q3, while overall satisfaction and on-time performance (perception and actual) increased. Customer perception of safety and security and vehicle cleanliness decreased. *Community Value*: the ratio of private sector to major capital investment improved slightly once again. TOD projects remained halfway to the goal. The investment percentage in EJ zones held at 77%. *Financial Sustainability*: cost per revenue hour improved significantly from Q3, while an additional \$5 million competitive grant was won. *Employee Engagement*: bargaining and non-bargaining vacancy fill rates improved once again. New employee engagement survey results are expected in late Q1 of 2024.

Q4 Divisional Scorecards

Division	Points	Strength Area	Growth Area
Operations	83.1	Operating Budget Used	Operator Labor Budget Adherence
Finance	92.8	Accounts Receivable Aging	Customer Perception of Financial Management
Engineering & Project Management	115.7	Competitive Grants Awarded Towards Annual Goal for Prioritized Capital Projects	Benefit and Value of Capital Program Investments - Impression
Legal Affairs	86.1	Rate of On-the-Job Injuries	Employees Understand How Performance is Linked to Organization Success
Human Resources	99.3	Healthcare Cost Containment	Wellness Incentive Participation
Administration & External Affairs	72	Community Perception of Financial Transparency	Customer Satisfaction with quality of Communication

2023 Organizational Scorecard Key Success Metrics

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

Success Outcome	Success Definition	Status
Customer Experience	29 Net Promoter Score (5% increase from 2022)	16 Net Promoter Score
Community Value	50% of community agrees RTA serves employment 79% of major projects are within EJ communities 4 active TOD projects 7.0 is ratio of private sector to RTA capital	43% of community agrees RTA serves employment 77% of major projects are within EJ communities 2 active TOD projects 8.85 is ratio of private sector to RTA capital
Financial Sustainability	\$10m transfer to capital & reserve fund over policy \$35m in competitive capital grants	\$10m transfer to capital & reserve fund over policy \$163m in competitive capital grants
Employee Engagement	95% fill rate for operators, mechanics, and police 95% fill rate for non-bargaining positions	87% fill rate for operators, mechanics, and police 94% fill rate for non-bargaining positions

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.