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INTRODUCTIONS

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OUR APPROACH TO PERFORMANCE METRICS

We were asked to review peer agencies to determine if performance metrics captured and reported may be applicable to RTD.

**Our Approach**

1. **Discover & Research**
   - Conduct a broad assessment of 5 peer transportation agencies and review publicly available performance metrics and KPIs.

2. **Engage**
   - Facilitate discussion with RTD Accountability Committee to review initial discovery.

3. **Analyze**
   - Assess research and discovery from peer agency information that may help RTD reach its desired future state.

4. **Summarize**
   - Draft the preliminary report and develop and present final recommendations for RTD performance metrics.

**Performance Metric Areas**

- Operational Effectiveness
- Community Engagement
- Financial Performance
- Customer Experience
- Equity & Accessibility
- Environmental Impact
- Safety
OUR LAST DISCUSSION
A review of our last discussion

On May 5th we:
• Shared draft recommendations
• Facilitated a conversation with the subcommittee to solicit feedback
• We discussed metric applicability, capability, and the priorities of the committee

The draft report:
• Reflects additions of and updates to applicable metrics
• Documents priority areas of interest for which we were unable to find applicable metrics
OPERATIONAL EFFECTIVENESS

Metrics that indicate RTD’s success in providing services

OBJECTIVE: INCREASE RIDERSHIP
Percent boarding change by mode

OBJECTIVE: PROVIDE DEPENDABLE SERVICE
Percent of on-time performance by mode
Percent of employee vacancies

OBJECTIVE: ENSURE FLEET RELIABILITY
Percent of vehicles over their useful life

Teal font indicates a change since the 5/5/21 meeting
FINANCIAL PERFORMANCE

Metrics that indicate RTD’s effective use of financial resources

OBJECTIVE: EFFICIENTLY MANAGE FINANCES

- Operating cost recovery ratio
- Percent increase in fare revenue
- Cost per mile as compared to peer agencies

OBJECTIVE: ACHIEVE OUTSTANDING FINANCIAL PERFORMANCE

- Bond Rating
CUSTOMER EXPERIENCE

Metrics that indicate customers are satisfied and have a positive experience

OBJECTIVE: PROVIDE AN EXCELLENT RIDER EXPERIENCE

Percent of time passengers are in crowded conditions
Average facility and vehicle cleanliness complaints per month

Overall customer satisfaction and/or NPS

OBJECTIVE: ENGAGE WITH CUSTOMERS

Call answer rate efficiency (in seconds)
Average time to resolve issue

Teal font indicates a change since the 5/5/21 meeting
COMMUNITY ENGAGEMENT

Metrics that indicate the extent to which agencies are partnering with the community

OBJECTIVE: PARTNER WITH THE COMMUNITY

Number of civic engagement presentations

STRETCH METRICS

Positive contribution to the region
Percent increase in positive public impressions
Number of successful partnerships
EQUITY & ACCESSIBILITY

Metrics that indicate the extent to which RTD services are available to all riders

OBJECTIVE: SERVE ALL POPULATIONS
FTA Title VI Triennial Review compliance
Percent of customers indicating service frequency meets their needs

OBJECTIVE: SERVE ALL CUSTOMERS
Adherence to ADA zero denials service request mandate

Average ADA complaints per boarding

STRETCH METRICS
Percent of minority/low-income people with access to the system
Percent of households within a 10-minute walk or roll of high-quality mobility options
Average wait time by service mode
Ratio of average fare to national average
Average number of transfers per trip
Calls answered for paratransit

Teal font indicates a change since the 5/5/21 meeting
ENVIRONMENTAL IMPACT

Metrics that indicate the positive impact transit has on the environment (and/or mitigate negative environmental impacts of other transportation alternatives)

OBJECTIVE: IMPROVE THE ENVIRONMENT

Percent of low emission vehicles in fleet

STRETCH METRICS

Pound of seasonal air pollutant prevented (NOX in summer and PM 2.5 in winter)

Pounds of CO2 per passenger miles traveled

Total facility energy use
SAFETY

Metrics that indicate the system is safe for employees and riders

OBJECTIVE: OPERATE A SAFE SYSTEM
Number of preventable accidents per 100,000 miles
Number of signal violations

OBJECTIVE: KEEP EMPLOYEES SAFE
Number of reported employee equipment accidents

OBJECTIVE: KEEP THE SYSTEM SECURE
Offenses per 100,000 riders
Average response time to emergency dispatch calls
IN SUMMARY

Through this effort…

24 Metrics that may be applicable to measuring RTD’s performance we identified

6 Metrics are already reported by RTD in quarterly board reports

9 Metrics are captured in alternative ways

9 New metrics

12 Stretch metrics were identified
Thank you