

NORTH HIGHLAND

REGIONAL TRANSPORTATION DISTRICT ACCOUNTABILITY COMMITTEE

Performance Metrics Discussion
May 19th, 2021



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Approach and review our previous discussion

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Proposed metrics

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Summary

INTRODUCTIONS



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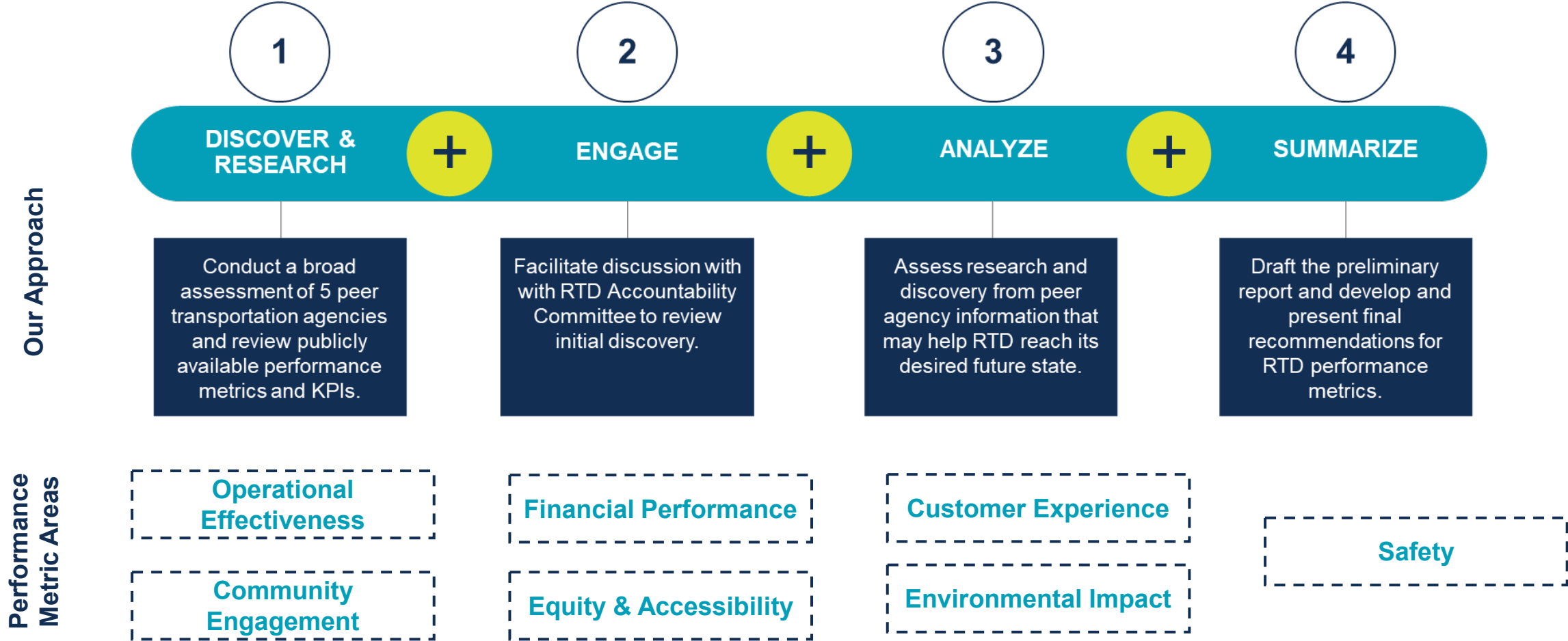


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OUR APPROACH TO PERFORMANCE METRICS

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



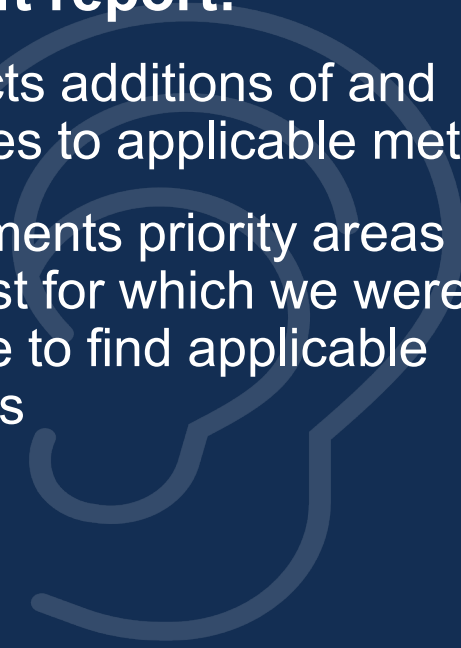
OUR LAST DISCUSSION

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
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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
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OPERATIONAL EFFECTIVENESS

Metrics that indicate RTD's success in providing services

OBJECTIVE: INCREASE RIDERSHIP

Percent boarding change by mode

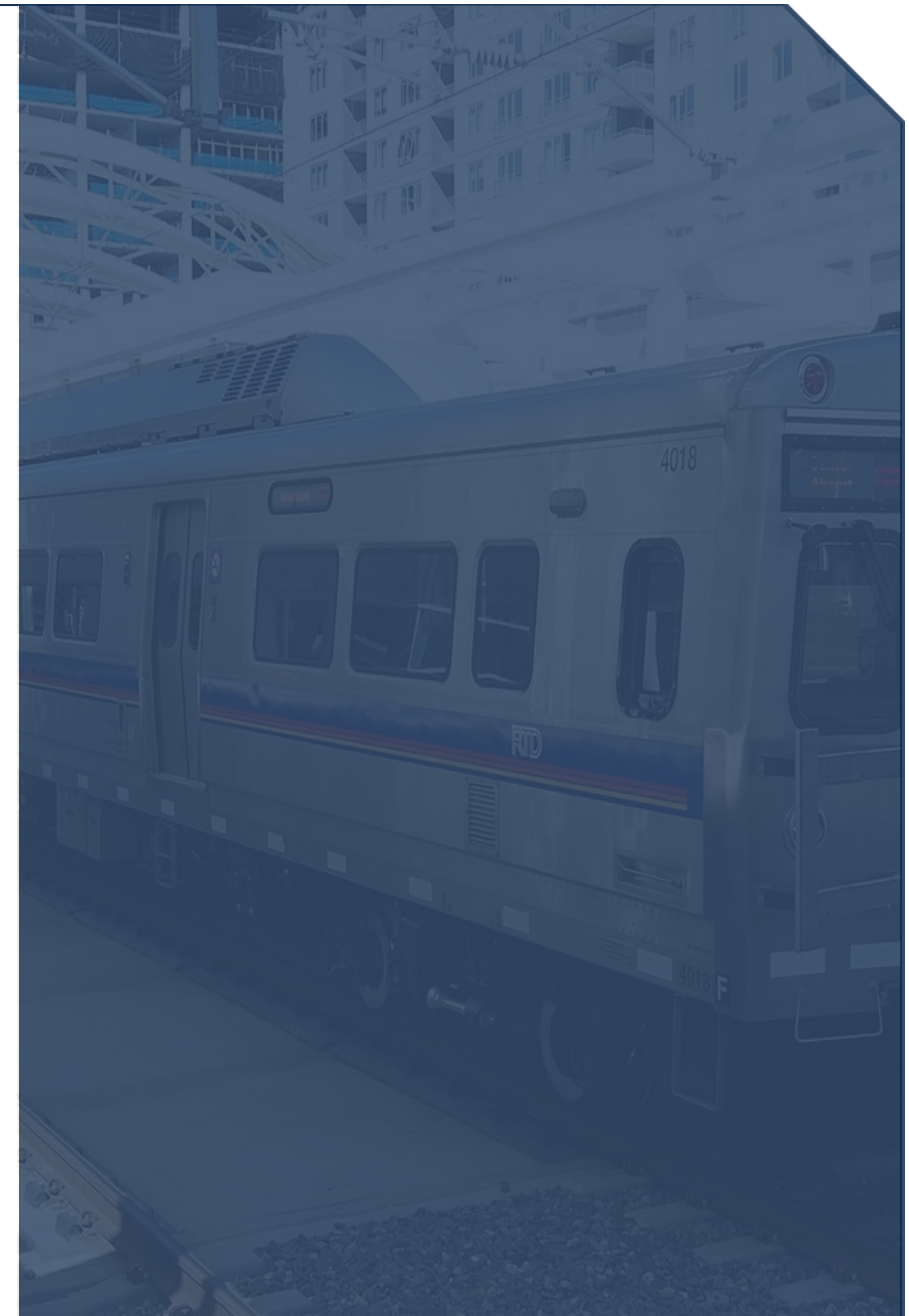
OBJECTIVE: PROVIDE DEPENDABLE SERVICE

Percent of on-time performance by mode

Percent of employee vacancies

OBJECTIVE: ENSURE FLEET RELIABILITY

Percent of vehicles over their useful life



FINANCIAL PERFORMANCE

Metrics that indicate RTD's effective use of financial resources

OBJECTIVE: EFFICIENTLY MANAGE FINANCES

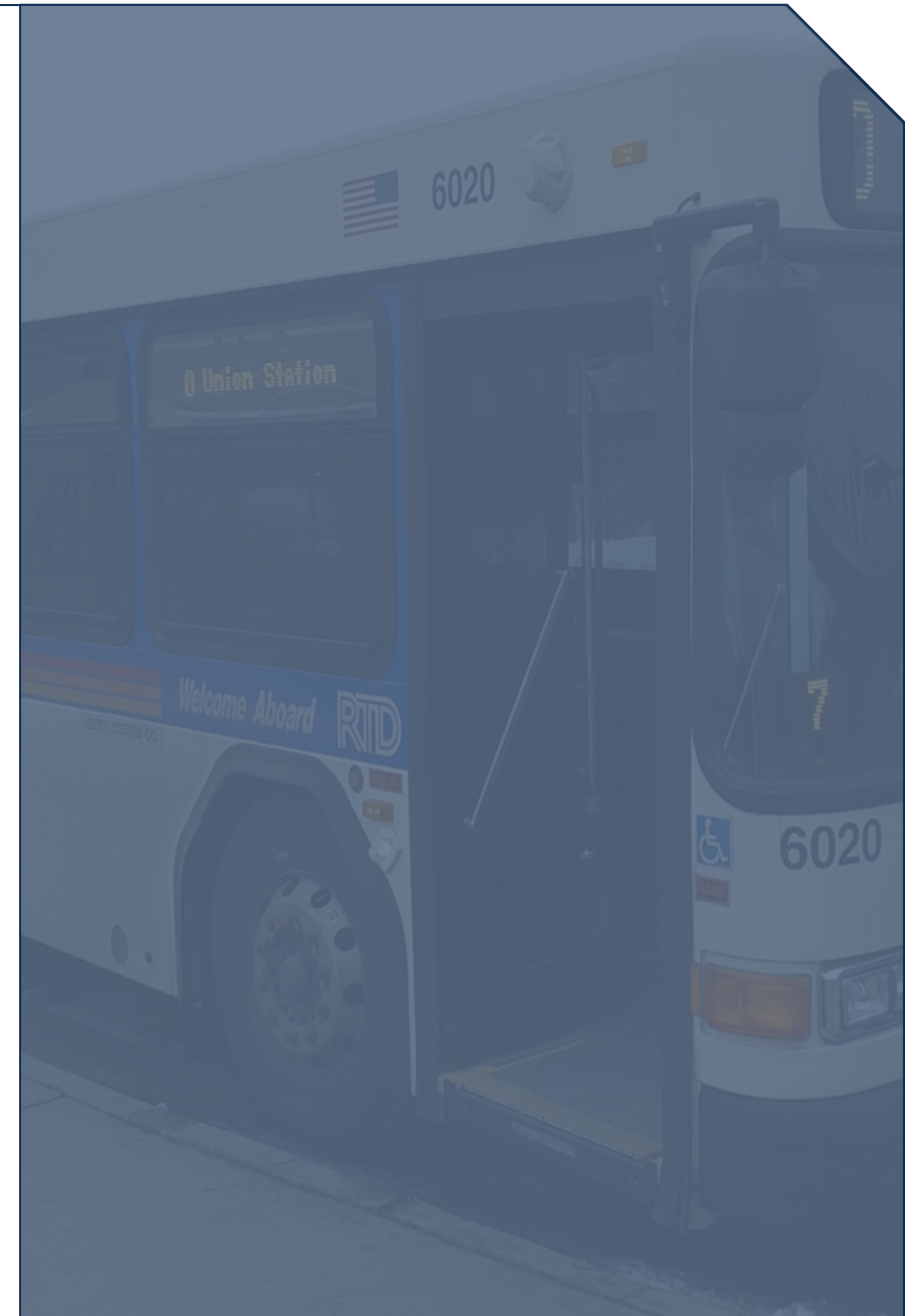
Operating cost recovery ratio

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

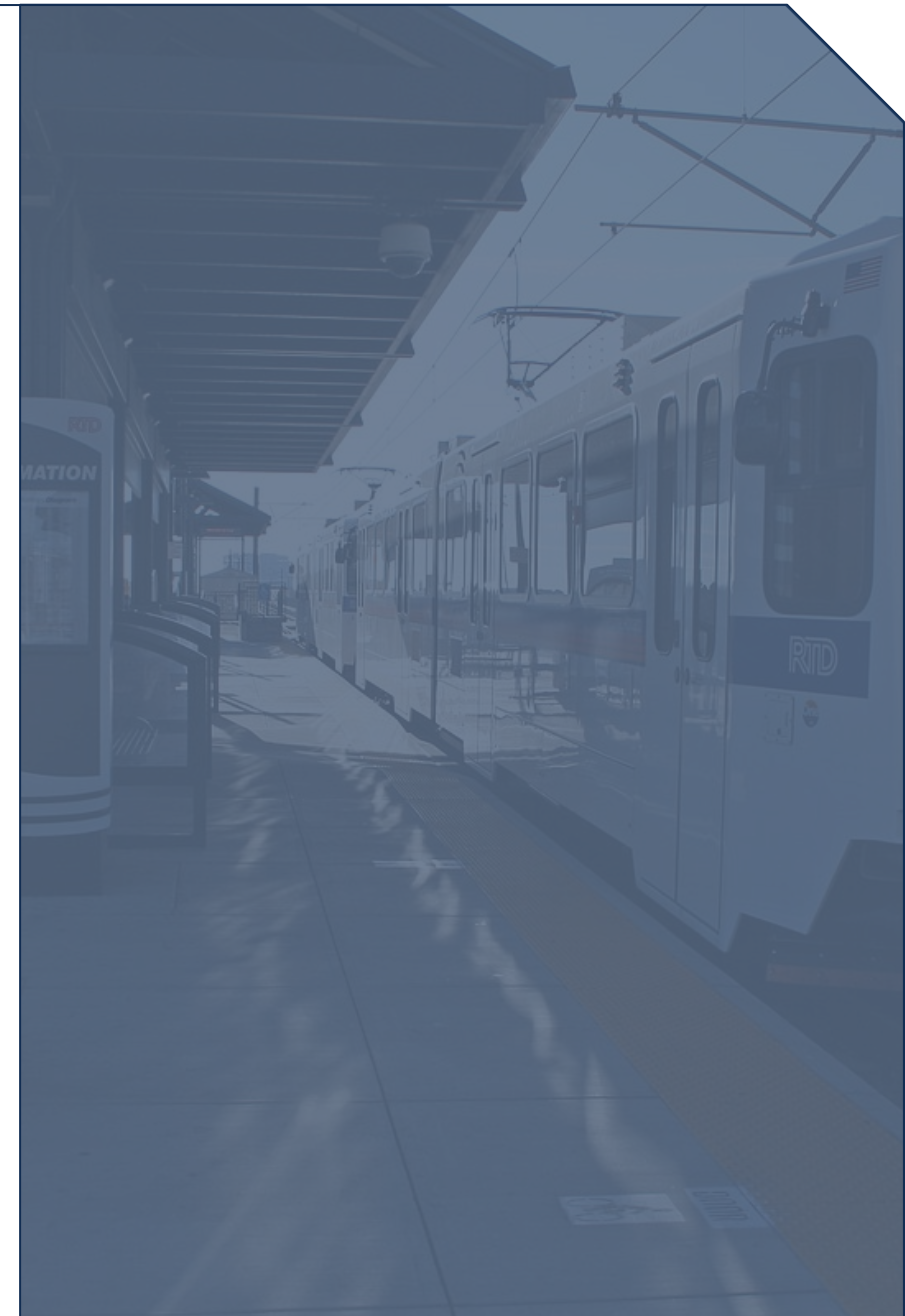
Average facility and vehicle cleanliness complaints per month

Overall customer satisfaction and/or NPS

OBJECTIVE: ENGAGE WITH CUSTOMERS

Call answer rate efficiency (in seconds)

Average time to resolve issue



COMMUNITY ENGAGEMENT

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

OBJECTIVE: PARTNER WITH THE COMMUNITY

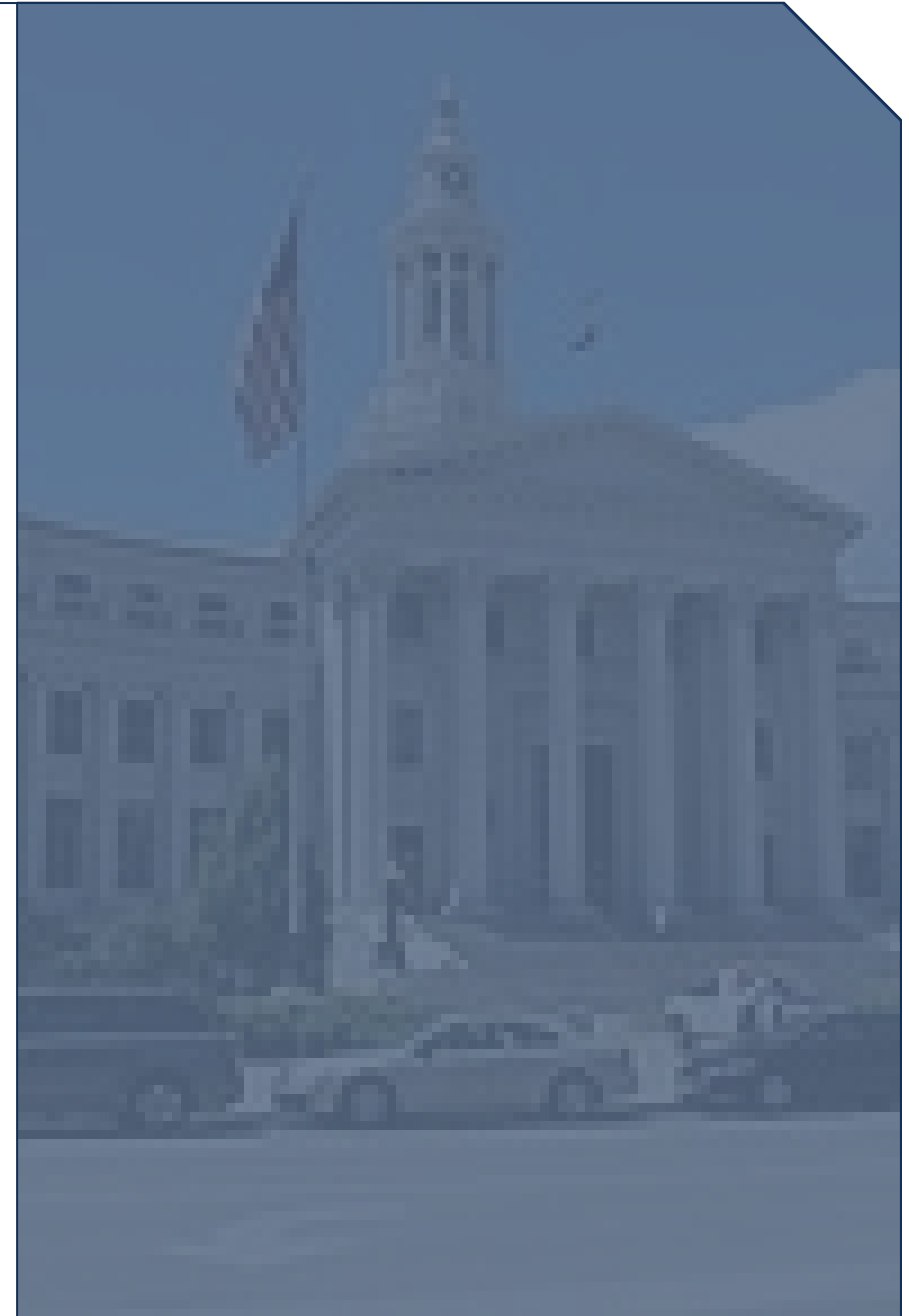
Number of civic engagement presentations

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

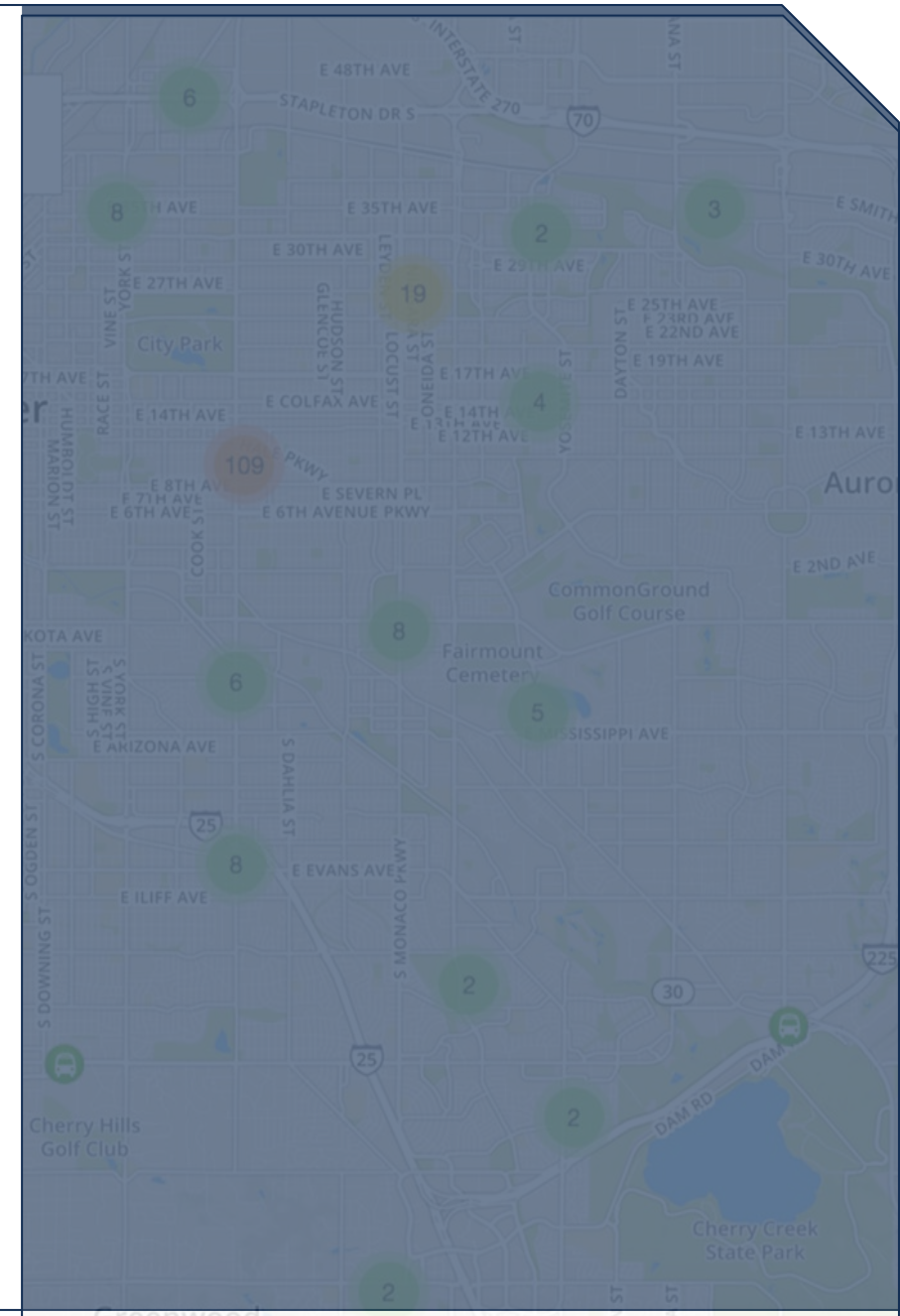
Percent of households within a 10-minute walk or roll of high-quality mobility options

Average wait time by service mode

Ratio of average fare to national average

Average number of transfers per trip

Calls answered for paratransit



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

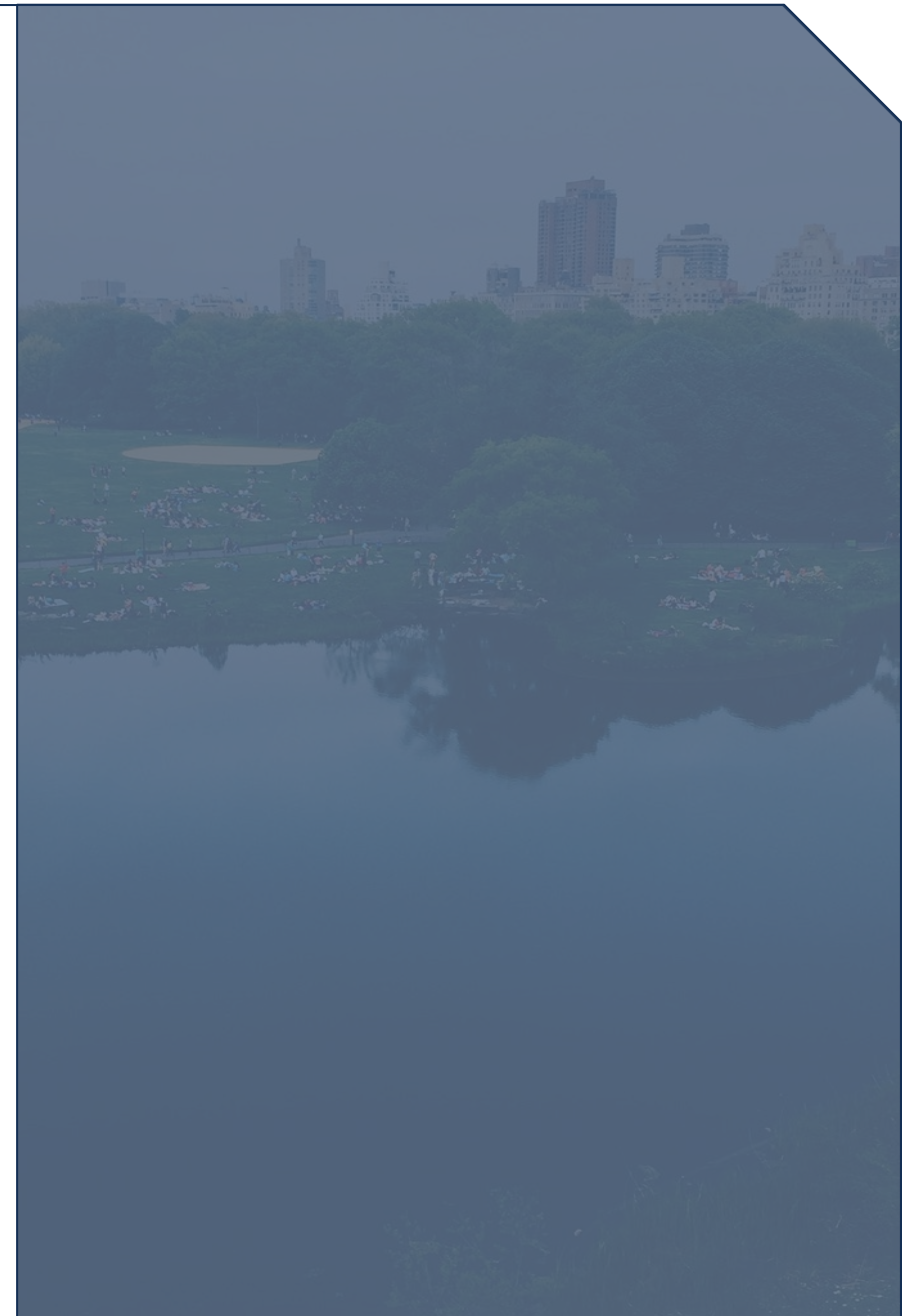
Percent of low emission vehicles in fleet

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

PERFORMANCE METRICS ASSESSMENT

Draft Recommendations

RTD Accountability Committee
May 13, 2021

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THANK YOU

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Thank you