Operational Excellence  On-Time Performance (Partanast) 85% 95.00% 3 3.00 time window.  On-Time Departure (IR) 95% 97.99% 6 6.00 The percentage of trips completed within the scheduled on time window.  Mean Distance Between Failures (Miles)  Fixed Route 13.900 13.149 4 3.78 The percentage of trips completed within the scheduled or time window.  Fixed Route 13.900 13.149 4 3.78 Total fixed miles between mechanical problems that rese in a vehicle not standard by total monthly road calls. Light Rail 8.100 8.975 4 4.00 Total fixed miles divided by total monthly road calls.  System Cleanliness Establish Baseline  Collisions Per 100k Miles (1.6 1.02 4 4.00 1.00 1.00 1.00 1.00 1.00 1.00 1.		Sacri	Overa	II Perto	orma	ince	Scorecard
Bus: \$164.54 \$157.41 \$ 3 3.00 The average operating cost of an hour of revenue service.  CSR: \$166.25 \$157.41 \$ 3 3.00 The average operating cost of an hour of revenue service.  CSR: \$166.25 \$157.43 \$ 3 3.00 The average operating cost of an hour of revenue service.  LR: \$366.67 \$368.83 \$ 2.28 The average operating cost of an hour of revenue service.  On-Time Performance (Flow Rous) Rous) The On-Time Performance (Flow Rous) Rous) The performance (Flow Rous) The performance (	Strategy	Overall Metric	Performance	Annualized			Definition
Paratransix   \$224.72   \$183.41   3   3.00   The everage operating cost of an hour of revenue service.		Operating Cost Per Vehicle Revenue Hour					
Continue Performance (Fisce Route)  On-Time Performance (Fisce Route)  Fisce Route  I a 39% 95% 97.99% 6 6 6.00  The percentage of trips completed within the scheduled or many and a series of the complete o		Bus:	\$164.54	\$157.41	3	3.00	The average operating cost of an hour of revenue service.
United Performance (Flade Route)  On-Time Performance (Flade Route)  Fined Route   1,900   13,149   4   3,78   1   1   1   1   1   1   1   1   1		Paratransit:	\$224.72	\$193.41	3	3.00	The average operating cost of an hour of revenue service.
On-Time Performance On-Time Performance (Fixed Route) On-Time Departure (LR) 95% 95.00% 3 3.00 The percentage of trips completed within the scheduled on time window. On-Time Departure (LR) On-Time Departure (LR) 95% 97.99% 6 6.00 The percentage of trips completed within the scheduled on time window. In the window. In the percentage of trips completed within the scheduled on time window. In the window. In the percentage of trips completed within the scheduled on time window. In the window. In the percentage of trips completed within the scheduled on time window. In the window. In the percentage of trips completed within the scheduled on time window. In the window. In the percentage of trips completed within the scheduled on time window. In the window. In th		CBS:	\$196.25	\$177.33	3	3.00	The average operating cost of an hour of revenue service.
Operational Excellence  On-Time Performance (Fixed Route)  On-Time Performance (Programs (Progra		LR:	\$366.67	\$368.83	3	2.98	The average operating cost of an hour of revenue service.
On-Time Performance (Fixed Performance) Con-Time Performance (Pixed Performance) Con-Time Performance) Excellence  On-Time Performance) (Pixed Route) On-Time Departure (LRI)  Fixed Route) Light Rol System Cleanliness  Establish Baseline TBD On 0, 8,770 On 0,		On-Time Performance	·				
Paratainal Excellence   Chrimo Departure (LR)   95%   97.99%   6   6.000   The percentage of trips completed within the scheduled or time window.   The severage miles between mechanical problems that resin a vehicle concompleting its scheduled revenue trip, or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not completing its scheduled revenue trip. Or a vehicle not or a vehicle not or scheduled or vehicle not		On-Time Performance (Fixed	76.00%	84.58%	3	3.00	The percentage of trips completed within the scheduled on time window.
Mean Distance Between Failures (Miles)  Fixed Route  Fixed Route  Fixed Route  Fixed Route  1,3,000  13,149  2,975  4 400  Total fleet miles divided by rolar morthly road calls.  System Cleanliness  Establish  Baseline  Collisions Per 100k Miles (YTD)  1,6  1,02  4 400  Total fleet miles divided by rolar morthly road calls.  The average prince distanting is nest decleded revenue tip. overhelde not completing its scheduled revenue tip. overhelde not starting its nest decleded revenue tip. overhelde not starting its nest decleded revenue tip. overhelde not starting its nest decleded revenue tip. Total fleet miles divided by rolar morthly road calls.  The average prince destination and light rail vehicle declerations and light rail vehicle declerations.  Establish  Baseline  Collisions Per 100k Miles (YTD)  1,6  1,02  4 4,00  1,00			85%	95.00%	3	3.00	
Mean Distance Between Failures (Miles)   Fixed Route   13,900   13,149   4 3.78   Total fleet miles divided by total morthly road calls.		On-Time Departure (LR)	95%	97.99%	6	6.00	
Light Rail   S,100   8,975   4   4,00   Total fleet miles divided by total monthly road calls.		Mean Distance Between Failures (Miles)					in a vehicle not completing its scheduled revenue trip, or a
System Cleanliness   Establish Baseline   TBD   6   0.000   The average percentage of cleanliness metrics for LR Stations, Bus Alley (Preventable accidents Revenue Miles) *100,000 miles of 12-month rolling average. Calculated by (Preventable accidents Revenue Miles) *100,000 miles of 12-month rolling average. Calculated by (Preventable accidents Revenue Miles) *100,000 miles of 12-month rolling average. Calculated by Percentage of fares in specific divided by percentage of calculated by percentage of fares in specific divided by percentage of calculated by percentage of calculated by percentage of calculated by percentage of calculated by perce							
System Cleanliness Baseline TBD 6 0.00 Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.  Collisions Per 100k Miles (YTD) 1.6 1.02 4 4.00 The number of preventable accidenties of the province of the prov		Light Rail	•	8,975	4	4.00	, ,
Collisions Per 100k Miles (VTD) 1.6 1.02 4 4.00 12-month rolling average. Calculated by (Preventable accidents' Revenue Miles) 100,000.  TOTAL POINTS 8,997,064 8,105,082 10 9.01 The average number of unlinked trips per revenue hour across all service modes.  Fare Evasion Rate 2.08% 2.05% 5 4.92 Fare evasion rate is calculated by percentage of fares inspected divided by the number of citations issued for the month.  Social Media Engagement Engagement Media Engag		System Cleanliness		TBD	6	0.00	Stations, Bus Stops, bus and light rail vehicle cleanliness metrics.
Rebuild Ridership Trust 8,997,064 8,105,082 10 9.01 The average number of unlinked trips per revenue hour across all service modes.  Fare Evasion Rate 2.08% 2.05% 5 4.92 Fare evasion rate is calculated by percentage of fares inspected divided by the number of citations issued for the month.  Social Media Engagement  Facebook Reach/Impressions 150,000 139,998 3 2.80 Total reach/impressions of content shared on SacRT social media platforms.  Twitter Reach/Impressions 500,000 434,810 3 2.61 Total reach/impressions of content shared on SacRT social media platforms.  Instagram Reach/Impressions 6,000 6,780 3 3.00 Total reach/impressions of content shared on SacRT social media platforms.  TOTAL POINTS 28 25.34  The % of employees that somewhat agree, agree, or stron agree that they receive timely feedback on Performance from Supervisor  % Agree Teamwork is Encouraged and Practiced Tron Supervisor  % Agree Teamwork is Encouraged and Practiced Tron Supervisor  % Agree Teamwork is 84.11% 80.10% 3 2.86 The % of employees that somewhat agree, agree, or stron agree that they receive timely feedback on their performant from Supervisors.  **Overall I am Happy At Work 88.50% 88.50% 3 3.00 The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best work.  **Overall I am Happy At Work 88.50% 96.50% 2 2.00 agree that was a good working relationship with Trose Around Me  **TOTAL POINTS***  **Overall Customer Satisfaction 3.5 4.2 10 10.00 The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best and the strong that they receive enough training to be best their best at work.  **Customer Satisfaction 3.5 4.2 10 10.00 Beach and the strong that they receive enough training to be best their best and the strong that they receive enough training to be best their best and the strong that they receive enough training to be best their best and the strong that they are apply at work at SacRT.  **TOTAL POINTS***  **Customer Sa			1.6	1.02	4	4.00	12-month rolling average. Calculated by (Preventable
Fare Evasion Rate  2.08%  2.05%  5 4.92  Fare evasion rate is calculated by percentage of fares inspected divided by the number of citations issued for the month.  Metrics to be determined by each platform.  Facebook Reach/Impressions  150,000  139,998  3 2.80  Total reach/impressions of content shared on SacRT social media platforms.  Instagram Reach/Impressions  10,000  12,625  3 3.00  Total reach/impressions of content shared on SacRT social media platforms.  Instagram Reach/Impressions  6,000  6,780  3 3.00  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total reach/impressions of content shared on SacRT social media platforms.  Total re		TOTAL POINTS			42	35.77	
Social Media Engagement  Facebook Reach/Impressions   150,000   139,998   3   2.80   Total reach/Impressions of content shared on SacRT social media platforms.  Twitter Reach/Impressions   500,000   434,810   3   2.61   media platforms.  Instagram Reach/Impressions   10,000   12,825   3   3.00   media platforms.  Linkedin Reach/Impressions   6,000   6,780   3   3.00   media platforms.  TOTAL POINTS   28   25.34    The Work of employees that somewhat agree, agree, or stron agree that they receive timely feedback on their performance from Supervisor   84,11%   80,10%   3   2.86   The Work of employees that somewhat agree, agree, or stron agree that they receive timely freedback on their performance from Supervisor   84,11%   80,10%   3   2.86   The Work of employees that somewhat agree, agree, or stron agree that they receive timely freedback on their performance from Supervisor   84,11%   80,10%   3   2.86   The Work of employees that somewhat agree, agree, or stron agree that they receive timely freedback on their performance from Supervisor   84,11%   80,10%   3   2.86   The Work of employees that somewhat agree, agree, or stron agree that they receive enough training to be Their Best at Work   88,50%   3   3.00   The Work of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  **Overall I am Happy At Work   88,50%   88,50%   2   2.00   The Work of employees that somewhat agree, agree, or stron agree that they are appy at work at SacRT.  **TOTAL POINTS   15   14,52   Through customer surveys, using a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a scale of 0 to 5 of how satisfaction   2.50 km/s a sca		Rebuild Ridership Trust	8,997,064	8,105,082	10	9.01	
Facebook Reach/Impressions   150,000   139,998   3   2.80   Total reach/Impressions of content shared on SacRT social media platforms.  Twitter Reach/Impressions   500,000   434,810   3   2.61   Total reach/Impressions of content shared on SacRT social media platforms.  Instagram Reach/Impressions   10,000   12,625   3   3.00   Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on		Fare Evasion Rate	2.08%	2.05%	5	4.92	inspected divided by the number of citations issued for the
Facebook Reach/Impressions 150,000 139,998 3 2.88 Total reach/Impressions of content shared on SacRT social media platforms.  Twitter Reach/Impressions 500,000 434,810 3 2.61 Total reach/Impressions of content shared on SacRT social media platforms.  Linkedin Reach/Impressions 6,000 6,780 3 3.00 Total reach/Impressions of content shared on SacRT social media platforms.  TOTAL POINTS 28 25.34  We Agree They Receive Timely Feedback on Performance (from Supervisor).  From Supervisor.  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  Fercursor (from Supervisor).  From Supervisor.  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their be		Social Media Engagement	Social Media Engagement				Metrics to be determined by each platform.
Instagram Reach/Impressions 10,000 12,625 3 3.00 Total reach/Impressions of content shared on SacRT social media platforms.  LinkedIn Reach/Impressions 6,000 6,780 3 3.00 Total reach/Impressions of content shared on SacRT social media platforms.  TOTAL POINTS 28 25.34  **Nagree They Receive Timely Feedback on Performance from Supervisor 68.15% 64.90% 4 3.81 The % of employees that somewhat agree, agree, or stron agree that they receive timely feedback on their performance from Supervisor 3 2.86 The % of employees that somewhat agree, agree, or stron agree that they receive implement agree, agree, or stron agree that they receive agree that they receive implement agree, agree, or stron agree that they receive implement agree, agree, or stron agree that they receive implement agree, agree, or stron agree that they receive agree that they receive agree that they receive anoung agree that they receive enough training to be best their best at Work  **Noverall I am Happy At Work 18.50% 1	community value	Facebook Reach/Impressions	150,000	139,998	3	2.80	
LinkedIn Reach/Impressions 6,000 6,780 3 3.00 Total reach/Impressions of content shared on SacRT social media platforms.  TOTAL POINTS  % Agree They Receive Timely Feedback on Performance from Supervisor % Agree They Receive Enough Training to be Their Best at Work % Overall I am Happy At Work % Agree they Have a Good Working Relationship with Those Around Me  TOTAL POINTS  LinkedIn Reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  Total reach/Impressions of content shared on SacRT social media platforms.  The % of employees that somewhat agree, agree, or stron agree that they receive timely feedback on their performant from their supervisors.  % Agree They Receive Enough Training to be Their Best at Work % Overall I am Happy At Work 88.50% 88.50% 88.50% 3 3.00 The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat		Twitter Reach/Impressions	500,000	434,810	3	2.61	
TOTAL POINTS 28 25.34  Fine They Receive Timely Feedback on Performance from Supervisor  Agree They Receive Enough Training to be Their Best at Work  Coverall I am Happy At Work Working Relationship with Those Around Me  TOTAL POINTS  Customer Satisfaction  TOTAL Points  Agree They Receive Timely Feedback on Performance from Supervisor  68.15% 64.90% 4 3.81 The % of employees that somewhat agree, agree, or stron agree that they receive timely feedback on their performan from their supervisors.  Agree They Receive Enough Training to be Their Best at Work  80.10% 3 2.86 The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work.  The % of employees th		Instagram Reach/Impressions	10,000	12,625	3	3.00	
## Agree They Receive Timely Feedback on Performance from Supervisor  ## Agree Teamwork is Encouraged and Practiced  ## Agree They Receive Enough Training to be Their Best at Work  ## Overall I am Happy At Work  ## Agree they Have a Good Working Relationship with Those Around Me  ## TOTAL POINTS    Customer Satisfaction   Customer Service   80%   88%   2.5   2.50   Percentage of calls answered within 20 seconds for Customer Service    Customer Advocacy   80%   77%   2.5   2.40   Percentage of calls answered within 20 seconds for Advocacy queues    The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.   The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.   The % of employees that somewhat agree, agree, or stron agree that they are a good working relationship with those around me.   Total Points   The % of employees that somewhat agree, agree, or stron agree that they have a good working relationship with those around me.   Total Points   The % of employees that somewhat agree, agree, or stron agree that they are a good working relationship with those around me.   Total Points   The % of employees that somewhat agree, agree, or stron agree that they are a good working relationship with those around me.   Total Points   The % of employees that somewhat agree, agree, or stron agree that they are a good working relationship with those around me.   Total Points   The % of employees that somewhat agree, agree, or stron agree that they are a good working relationship with those around me.   The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.   The % of employees that somewhat agree agree, or stron agree that they receive enough training to be best their best at work.   The % of employees		LinkedIn Reach/Impressions	6,000	6,780	3	3.00	Total reach/impressions of content shared on SacRT social media platforms.
Feedback on Performance from Supervisor  Remployee Engagement  Employee Engagement  For Supervisor  Agree Teamwork is Encouraged and Practiced  % Agree They Receive Enough Training to be Their Best at Work  % Overall I am Happy At Work  % Agree they Have a Good Working Relationship with Those Around Me  Total Points  Customer Satisfaction  Feedback on Performance from Supervisor  68.15% 64.90% 4 3.81 agree that they receive timely feedback on their performant from their supervisors.  70.40% 3 2.86 agree that teamwork is encouraged and practiced.  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or st					28	25.34	The Office of any law and the terror wheat are seen as a few seen and the seen and
Employee Engagement  Encouraged and Practiced  % Agree They Receive Enough Training to be Their Best at Work  % Overall I am Happy At Work  % Agree they Have a Good Working Relationship with Those Around Me  TOTAL POINTS  Overall Customer Satisfaction  Customer Satisfaction  Encouraged and Practiced.  73.92%  70.40%  3 2.86  B8.50%  3 2.86  The % of employees that somewhat agree, agree, or stron agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or stron agree that they have a good working relationship with thos around me.  TOTAL POINTS  15 14.52  Overall Customer Satisfaction  3.5 4.2 10 10.00  Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT, the KPI goals needs to be an overall score of 3.5 or higher.  Service Level for Calls Answered for Customer Service, Customer Advocacy Queues  Customer Service  80%  88%  2.5 2.50  Percentage of calls answered within 20 seconds for Customer Service  Percentage of calls answered within 20 seconds for Advocacy queues		Feedback on Performance	68.15%	64.90%	4	3.81	agree that they receive timely feedback on their performan
Training to be Their Best at Work  Training to be Their Best at Work  84.11%  80.10%  3 2.86 agree that they receive enough training to be best their best at work.  The % of employees that somewhat agree, agree, or strontagree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or strontagree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or strontagree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or strontagree that they have a good working relationship with those around me.  TOTAL POINTS  15 14.52  Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT, the KPI goals needs to be at work.  Service Level for Calls Answered for Customer Service, Customer Advocacy Queues  Customer Service  80%  88%  2.5 2.50  Percentage of calls answered within 20 seconds for Customer Service  Customer Service  Rowner Advocacy  Percentage of calls answered within 20 seconds for Advocacy queues			73.92%	70.40%	3	2.86	
% Overall I am Happy At Work  88.50%  88.50%  3 3.00  The % of employees that somewhat agree, agree, or strongagree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or strongagree that they are happy at work at SacRT.  The % of employees that somewhat agree, agree, or strongagree that they have a good working relationship with those around me.  TOTAL POINTS  15 14.52  Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT, the KPI goals needs to be an overall score of 3.5 or higher.  Service Level for Calls Answered for Customer Service, Customer Advocacy Queues  Customer Service  80%  88%  2.5  2.50  Percentage of calls answered within 20 seconds for Customer Service  Customer Service  Percentage of calls answered within 20 seconds for Advocacy queues		Training to be Their Best at	84.11%	80.10%	3	2.86	agree that they receive enough training to be best their best
Working Relationship with Those Around Me  TOTAL POINTS  Overall Customer Satisfaction  Service Level for Calls Answered for Customer Service, Customer Advocacy Queues  Customer Satisfaction  Customer Service  Row  88%  2.5  2.00  agree that they have a good working relationship with thos around me.  Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT, the KPI goals needs to be an overall score of 3.5 or higher.  Percentage of calls answered within 20 seconds for Customer Service  Customer Advocacy  Row  77%  2.5  2.40  Percentage of calls answered within 20 seconds for Advocacy queues			88.50%	88.50%	3	3.00	
Overall Customer Satisfaction  3.5  4.2  10  10.00  Through customer surveys, using a scale of 0 to 5 of how satisfied the public is with SacRT, the KPI goals needs to be an overall score of 3.5 or higher.  Service Level for Calls Answered for Customer Service, Customer Advocacy Queues  Customer Service  80%  88%  2.5  2.50  Percentage of calls answered within 20 seconds for Customer Advocacy Queues  Customer Advocacy  80%  77%  2.5  2.40  Percentage of calls answered within 20 seconds for Advocacy Queues		Working Relationship with	96.50%	96.50%	2	2.00	agree that they have a good working relationship with thos
Overall Customer Satisfaction  3.5  4.2  10  10.00  satisfied the public is with SacRT, the KPI goals needs to be an overall score of 3.5 or higher.  Service Level for Calls Answered for Customer Service, Customer Advocacy Queues  Customer Service  80%  88%  2.5  2.50  Percentage of calls answered within 20 seconds for Customer Advocacy Queues  Customer Advocacy  80%  77%  2.5  2.40  Percentage of calls answered within 20 seconds for Advocacy Queues		TOTAL POINTS			15	14.52	
Customer Satisfaction  Customer Service 80% 88% 2.5 2.50 Percentage of calls answered within 20 seconds for Customer Service  Customer Advocacy 80% 77% 2.5 2.40 Percentage of calls answered within 20 seconds for Advocacy queues		Overall Customer Satisfaction	3.5	4.2	10	10.00	satisfied the public is with SacRT, the KPI goals needs to be
Satisfaction  Customer Service 80% 88% 2.5 2.50 Percentage of calls answered within 20 seconds for Customer Service  Customer Advocacy 80% 77% 2.5 2.40 Percentage of calls answered within 20 seconds for Advocacy queues	Customer	Service Level for Calls Answere	ed for Customer S	Service, Custon	ner Advoc	acy Queues	
Customer Advocacy 80% 2.5 2.40 Advocacy queues		Customer Service	80%	88%	2.5	2.50	
TOTAL POINTS 15 14.90		Customer Advocacy	80%	77%	2.5	2.40	
					45	14.90	

<sup>\*</sup>Due to COVID-19 the performance results may be severely impacted