



# TOPS

## TRANSIT ORGANIZATION PERFORMANCE SCORECARD

2020-2021 • YEAR END

KEY RESULT AREAS	SUCCESS INDICATORS	GOAL POINTS	EARNED POINTS
<b>Financial Sustainability</b>	End of Year Net Income	20	26.0
<b>Customer Satisfaction</b>	Net Promoter Score (RTS in Monroe)  Customer Satisfaction (RTS Access & Regionals)	30	38.7
<b>Service Quality</b>	On-time Performance	40	47.5
<b>Employee Engagement</b>	Employee Survey & Satisfaction	10	12.4
		<b>GOAL 100</b>	<b>ACTUAL 124.7</b>