



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

2021-2022 • YEAR END

KEY RESULT AREAS	SUCCESS INDICATORS	GOAL POINTS	EARNED POINTS
Financial Sustainability	End of Year Net Income	15.0	19.5
Customer Satisfaction	Net Promoter Score (RTS in Monroe) Customer Satisfaction (RTS Access & Regionals)	33.75	33.6
Service Quality	On-time Performance	46.25	51.6
Employee Engagement	Employee Survey & Satisfaction	5.0	5.5
		GOAL 100	ACTUAL 110.2