**Maintenance Key Performance Indicators (KPI’s)**

**September 2020 K.P.I.’s**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL REVENUE MILES</strong></td>
<td>179,092</td>
</tr>
<tr>
<td><strong>TOTAL ROADCALLS</strong></td>
<td>21</td>
</tr>
<tr>
<td><strong>MAJOR ROADCALLS TOTAL</strong></td>
<td>14</td>
</tr>
<tr>
<td><strong>OTHER ROADCALLS TOTAL</strong></td>
<td>7</td>
</tr>
<tr>
<td><strong>MECHANIC DISPATCHED ROADCALLS</strong></td>
<td>17</td>
</tr>
<tr>
<td><strong>TOTAL BUS TRADES</strong></td>
<td>45</td>
</tr>
<tr>
<td><strong>SERVICE INTERRUPTIONS</strong></td>
<td>22</td>
</tr>
<tr>
<td><strong>BUSES TOWED</strong></td>
<td>1</td>
</tr>
</tbody>
</table>

**MILES BETWEEN MAJOR ROADCALLS** 12,792

**MILES BETWEEN OTHER ROADCALLS** 25,585

**MBRC** 8,528

**7,500 Miles Goal**

**MBRC = Miles Between Road-calls**

**10,000 Miles Goal**

- **Customer Service Interruptions** are delays to GCTD customers of 5 minutes or more.
On Time Performance: 90.1%  
90% goal

Missed Service: .006%  
Less than 1% goal

Preventable Accidents: 3  
1 per 100,000 miles goal

Customer Contacts: 9  
Goal is 1 contact per 10,000 boarding's

Missed service 96.7 miles  
201,662 Boarding  
167,026 Miles
• Safety Awards Next Week
• Employees of the Quarter in October
• Planning for GCTD Roadeo post COVID

• Temperature Reader Installed
C.H.P. Annual Inspections
October 27-29

• GCTD started preparation in early September
• All buses pressure washed
C.H.P. Inspections
October 27-29

- All 61 buses are inspected
- All repairs needed will be addressed in the next PM cycle
- GCTD has NO DEFERRED MAINTENANCE

- All Paperwork Up to Date
- CHP inspects all daily driver reports & maintenance workorders on 16 buses
Maintenance Preventive Maintenance

- GCTD buses are inspected and serviced per FTA / CHP guidelines. GCTD services all buses every 5,000 miles

- 39 Preventive Maintenance Services in September 2020

- 4 of these were late for GCTD standards (20, 22, 90 & 172 miles late)

- 0 of the 39 services were late per the FTA allowance of 10% or 5500 Miles.

- These are outstanding statistics from the Maintenance Department at GCTD.
FTA requires maintenance documentation of all facility assets.
Fueling Station Maintenance

- Contract with Trillium expires in December
- Looking to contract for 1 more year to allow for training of GCTD staff to take over duties
SAFETY ACTIONS

• Safety is of the utmost importance at Gold Coast Transit District

• Through a meeting with CUPA (Fire Marshall) GCTD identified a need for an Operator crosswalk

• GCTD PTASP (Public Transportation Agency Safety Plan) Committee is meeting on a regular basis. Potential risks are addressed as well as any other safety issues that are identified.
PARATRANSIT COVID SHIELDS
QUESTIONS?