Maintenance Key Performance Indicators (KPI’s)

March 2021 K.P.I.’s

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue Miles</td>
<td>185,781</td>
</tr>
<tr>
<td>Total Roadcalls</td>
<td>21</td>
</tr>
<tr>
<td>Major Roadcalls Total</td>
<td>11</td>
</tr>
<tr>
<td>Other Roadcalls Total</td>
<td>10</td>
</tr>
<tr>
<td>Mechanic Dispatched Roadcalls</td>
<td>1</td>
</tr>
<tr>
<td>Total Bus Trades</td>
<td>26</td>
</tr>
<tr>
<td>Service Interruptions</td>
<td>14</td>
</tr>
<tr>
<td>Buses Towed</td>
<td>2</td>
</tr>
<tr>
<td>Miles Between Major Roadcalls</td>
<td>16,889</td>
</tr>
<tr>
<td>Miles Between Other Roadcalls</td>
<td>18,578</td>
</tr>
<tr>
<td>MBRC</td>
<td>8,847</td>
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</tbody>
</table>

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: 88%  
90% goal

Missed Service: .0002%  
Less than 1% goal

Preventable Accidents: 1  
1 per 100,000 miles goal

Customer Contacts: 15  
Goal is 1 contact per 10,000 boarding's

Operations March 2021 Key Performance Indicators (KPI's)

Missed service 38.2 miles  
167,201 Boarding  
185,781 Miles
Upkeep of the GCTD Fleet

All buses are pressure washed & serviced every 5,000 miles (5 weeks).

GCTD has NO DEFERRED MAINTENANCE.

GCTD provides training on:

- Brakes
- Air Systems
- Engine Diagnostics & Troubleshooting
- CNG Fuel Systems
GCTD conducts exterior inspections as part of the preventative maintenance program. Any scuffs or scratches are buffed out by GCTD’s Service Worker II Andy Carpio.
Service Workers

- Clean all GCTD vehicles nightly
- Fuel GCTD buses nightly
- Run buses through bus wash
- Detail inside and outside of vehicles
- Empty farebox cash into vault
- Sanitize all buses when parked
Fueling Station Maintenance

- Just completed 1000-hour services on our 3 CNG Compressors.
- GCTD staff assisted on these services. Looking to take over all maintenance in 2022.
GCTD has started a program to outfit people in need of jackets to stay warm.
GCTD has joined forces with the Ventura County Overdose Prevention Team:

- Strategies on how to be a part of a solution to the overdose and addiction issues of West Ventura County.

Representatives from:

- The City of Oxnard, Oxnard Police Department
- The County of Ventura
- Overdose & Drug Prevention Organizations

"Give An Hour" is a nonprofit hired by the VC Behavioral Health Department to provide the Overdose Prevention training to organizations and police departments.

The goal of this outreach program is to get people connected to the resources they need to be safe and to get help.
Zero-Emissions Plan

- GCTD received 9 proposals
- GCTD committee reviewing proposals and selecting top 3 to be interviewed.

Milestones:
- Contract Award: June 15, 2021
- Kick-off Meeting: June 30, 2021
QUESTIONS?