### April 2021 K.P.I.’s

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue Miles</td>
<td>153,245</td>
</tr>
<tr>
<td>Total Roadcalls</td>
<td>16</td>
</tr>
<tr>
<td>Major Roadcalls Total</td>
<td>9</td>
</tr>
<tr>
<td>Other Roadcalls Total</td>
<td>7</td>
</tr>
<tr>
<td>Mechanic Dispatched Roadcalls</td>
<td>4</td>
</tr>
<tr>
<td>Total Bus Trades</td>
<td>20</td>
</tr>
<tr>
<td>Service Interruptions</td>
<td>8</td>
</tr>
<tr>
<td>Buses Towed</td>
<td>2</td>
</tr>
</tbody>
</table>

**Miles Between Major Roadcalls**
- 17,027 miles

**Miles Between Other Roadcalls**
- 21,892 miles

**MBRC**
- 9,578 miles

**Customer Service Interruptions**
- 8 interruptions

**Miles Between Customer Service Interrupt**
- 191,556 miles

---

**Key Definitions**
- **MBRC** = Miles Between Road-calls
- Customer Service Interruptions are delays to GCTD customers of 5 minutes or more

**Goals**
- **7,500 Miles Goal**
- **10,000 Miles Goal**
Operations April 2021 Key Performance Indicators (KPI’s)

On Time Performance: 88.7%  
90% goal

Missed Service: 0.01%  
Less than 1% goal

Preventable Accidents: 4  
1 per 100,000 miles goal

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

Missed service 160 miles  
Boarding: 183,251  
Revenue Miles: 153,245
GCTD buses are inspected and serviced per FTA / CHP guidelines. GCTD services all buses every 5,000 miles.

- 38 Preventive Maintenance Services in April 2021
- 0 of these were late for GCTD standards
- 0 of the 38 services were late per the FTA allowance of 10% or 5500 Miles.

These are outstanding statistics from the Maintenance Department at GCTD.
Gillig Bus Manufacturer

Assembly Line: 12 days
3 New Gillig Buses
FARE COLLECTION

Each bus is probed twice a week. Cash Box is inserted into the vault.
FARE COLLECTION
Facility Back-Up Generator

GCTD Back-Up Generator:

- Biannual load testing (Cummins)
- Can run entire facility for 3 days including fueling station
- 5500-gallon fuel capacity
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.
Ventura County Overdose Statistics

General Drug Death Statistics: 2016-2020

- Total OD Deaths: 116, 165, 170, 149, 217
- Accident OD Deaths: 105, 142, 156, 128, 203
- Suicide OD Deaths: 11, 23, 13, 17, 12
QUESTIONS?