## Maintenance Key Performance Indicators (KPI’s)

### November 2020 K.P.I.’s

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue Miles</td>
<td>166,383</td>
</tr>
<tr>
<td>Total Roadcalls</td>
<td>21</td>
</tr>
<tr>
<td>Major Roadcalls Total</td>
<td>8</td>
</tr>
<tr>
<td>Other Roadcalls Total</td>
<td>13</td>
</tr>
<tr>
<td>Mechanic Dispatched Roadcalls</td>
<td>10</td>
</tr>
<tr>
<td>Total Bus Trades</td>
<td>49</td>
</tr>
<tr>
<td>Service Interruptions</td>
<td>17</td>
</tr>
<tr>
<td>Buses Towed</td>
<td>0</td>
</tr>
</tbody>
</table>

### Miles Between Major Roadcalls

- 20,798 miles

### Miles Between Other Roadcalls

- 12,799 miles

### MBRC

- 7,923 miles

7,500 Miles Goal

**MBRC = Miles Between Road-calls**

### Customer Service Interruptions

- 17

**Customer Service Interruptions** are delays to GCTD customers of 5 minutes or more

10,000 Miles Goal
Bus Preventive Maintenance
November 2020

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


- 1 of these was considered late for GCTD standards (547 miles late)

- 1 of the 34 services were late per the FTA allowance of 10% or 5500 Miles.

- These are outstanding statistics from the Maintenance Department at GCTD.
Operations November 2020 Key Performance Indictors (KPI’s)

On Time Performance: 88.0%  
90% goal

Missed Service: .003%  
Less than 1% goal

Preventable Accidents: 4  
1 per 100,000 miles goal

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

Missed service 633 miles  
213,625 Boarding  
167,026 Miles
Based on projected passenger loads, and COVID-19 conditions, the following service changes are planned for the January 24, 2021:

- Weekday Route 1A/B – Restore service back to full-service hours.

- Weekday Route 6 – Restore frequency back to every 20 mins mid-day. Early AM & late PM trips reduced to match current demand.

- Weekday New Route 23 – maintain 60-minute frequency (frequency was reduced from every 30 mins In November due to contingency)

- School Trippers are planned but not operating until schools re-open.

- Minor schedule adjustments on Routes 5, 6, 7, 11, 15 & 21 to improve on-time performance and connections between high ridership routes.
GCTD Emergency Generator

- GCTD Emergency Generator can power the entire facility (Including CNG station), for up to 3 days continuously, before needing to be refueled.
- Generator sits atop a 5500-gallon diesel fuel tank.
- Generator is powered by a Cummins V-12 twin turbo diesel engine.
- Generator starts and shuts down automatically in power outage situations.
- Every Wednesday the generator starts for 10 minutes.
• GCTD is required to sample storm water run-off 4 times a year.

• GCTD took our first storm water samples of this fiscal year 12/27/20.

• Water run-off is filtered through the man-made aquifer.

• Water samples are retrieved by GCTD staff at two locations no more than 4 hours after a storm event has begun.
2021 Planning / Goals

- Zero-Emission Rollout Plan (RFP Going Out)
- Strategic ZEB Planning (Input from Board)
- TAM Plan update (Transit Asset Management)
- Facility cost savings
QUESTIONS?