





		Number of uniformed and/or plain-clothed; police details completed for the month.	Dec '21		45	50	97	150	
	GG1-1 Provide easy access to transportation information (PW)	Total Number of Traffic Control & Street Name Signs Installed, Repaired and or Replaced	Dec '21		1,726Signs	2,700Signs	5,762Signs	8,100Signs	
	GG1-2 Develop a customer-oriented organization (MDT)	All complaints per 100K boardings for Bus	Dec '21		17.00	15.00	15.46	15.00	
		All complaints per 100K boardings for Rail	Dec '21		1.16	1.50	1.64	1.50	
		All complaints per 100K boardings for Mover	Dec '21		n/a	0.50	n/a	.5	
	TM3-2 Provide well maintained, attractive and modern transportation facilities and vehicles (MDT)	Mean Distance Between Failures (Bus): KPI	Nov '21		5,241	4,000	5,257	4,000	
		Preventive Maintenance Adherence (Bus)	Nov '21		99.8%	90.0%	99.7%	90.0%	
		Mean Distance Between Service Disruption (Rail): KPI	Nov '21		23,343	39,000	20,988	39,000	
		Preventive Maintenance Adherence (Rail)	Nov '21		91.0%	90.0%	90.5%	90.0%	
		Preventive Maintenance Adherence (Mover)	Oct '21		94.9%	90.0%	94.9%	90.0%	
		Mean Distance Between Failures (Mover)	Oct '21		4,535	6,000	4,535	6,000	
		Escalator Availability (Metrorail & Metromover)	Nov '21		95.1%	95.0%	95.4%	95.0%	
		Elevator Availability (Metrorail & Metromover)	Nov '21		97.8%	96.0%	97.9%	96.0%	
		Bus Stop Inspections	Dec '21		433	350	497	350	
		ED2-1 Encourage creation of new small businesses (TPW)	Number of Active For-Hire licenses in MDC (Transportation related)	Oct '21		8,706	n/a	8,706	n/a
Financial	Meet Budget Targets (DTPW)	Expen: Total (DTPW)	'21 FQ4		\$261,085K	\$137,968K	\$636,788K	\$551,875K	
		Positions: Full-time Filled (DTPW)	'21 FQ4		3,580	3,853	n/a	n/a	
		Revenue: Total (DTPW)	'21 FQ4		\$524,452K	\$137,968K	\$694,849K	\$551,875K	
Internal	NI2-2 Provide well maintained drainage to minimize flooding (PW)	Citizen Requested Drain Cleaning Response	Dec '21		100.0%	100.0%	100.0%	100.0%	
		Proactive Arterial & Local Road Storm Drains Maintenance	Dec '21		248Drains	1,800Drains	517Drains	5,400Drains	
	NI1-1 Promote mixed-use, multi-modal, well designed, and sustainable communities (PW)	Number of Roadway Miles Swept	Dec '21		941miles	825miles	2,788miles	2,475miles	
		Pothole Repairs Response	Dec '21		85.6%	100.0%	79.0%	100.0%	
		Percentage of Locations with Damaged Vehicle	Aug '20		16%	90%	49%	90%	

		Detection Loops Replaced by In-House Crews w/in 30 Days							
		Percentage of Roadway Drop-Offs Maintenance Response	Dec '21		95%	100%	92%	100%	
Learning and Growth	GG2-2 Promote employee development and leadership (MDT)	Number of Commendations for Bus Operators, monthly	Dec '21		29	50	100	150	

[Edit Scorecard](#)