



		completed for the month.							
	<b>GG1-1 Provide easy access to transportation information (PW)</b>	Total Number of Traffic Control & Street Name Signs Installed, Repaired and or Replaced	Mar '22		1,602Signs	2,700Signs	10,502Signs	16,200Signs	
	<b>GG1-2 Develop a customer-oriented organization (MDT)</b>	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	
	<b>TM3-2 Provide well maintained, attractive and modern transportation facilities and vehicles (MDT)</b>	Mean Distance Between Failures (Bus): KPI	Mar '22		4,897	4,000	5,115	4,000	
		Preventive Maintenance Adherence (Bus)	Mar '22		99.8%	90.0%	98.1%	90.0%	
		Mean Distance Between Service Disruption (Rail): KPI	Jan '22		46,135	39,000	26,988	39,000	
		Preventive Maintenance Adherence (Rail)	Jan '22		86.0%	90.0%	89.0%	90.0%	
		Preventive Maintenance Adherence (Mover)	Jan '22		97.0%	90.0%	95.3%	90.0%	
		Mean Distance Between Failures (Mover)	Jan '22		9,951	6,000	8,051	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	Mar '22		488	350	509	350	
	<b>ED2-1 Encourage creation of new small businesses (TPW)</b>	Number of Active For-Hire licenses in MDC (Transportation related)	Mar '22		12,647	n/a	12,647	n/a	
Financial	<b>Meet Budget Targets (DTPW)</b>	Expen: Total (DTPW)	'22 FQ2		\$205,926K	\$134,234K	\$447,656K	\$268,470K	
		Positions: Full-time Filled (DTPW)	'22 FQ2		3,755	4,062	n/a	n/a	
		Revenue: Total (DTPW)	'22 FQ2		\$26,114K	\$134,236K	\$233,998K	\$268,472K	
Internal	<b>NI2-2 Provide well maintained drainage to minimize flooding (PW)</b>	Citizen Requested Drain Cleaning Response	Mar '22		100.0%	100.0%	100.0%	100.0%	
		Proactive Arterial & Local Road Storm Drains Maintenance	Mar '22		389Drains	1,800Drains	1,514Drains	10,800Drains	
	<b>NI1-1 Promote mixed-use, multi-modal, well designed, and sustainable communities (PW)</b>	Number of Roadway Miles Swept	Mar '22		940miles	825miles	5,138miles	4,950miles	
		Pothole Repairs Response	Mar '22		96.3%	100.0%	84.8%	100.0%	
		Percentage of Locations with Damaged Vehicle Detection Loops Replaced by In-House Crews w/in 30 Days	Aug '20		16%	90%	49%	90%	

Learning and Growth	<b>GG2-2 Promote employee development and leadership (MDT)</b>	Number of Commendations for Bus Operators, monthly	Mar '22	▼	49	50	231	300	▼
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