Performance Scorecard													
Strategic Area of Focus		Performance Metric	Target Performance (Goal)	Target Points	Q1 Perf	Q1 Points	Q2 Perf	Q2 Points	Q3 Perf	Q3 Points	Q4 Perf	Q4 Points
Financial Management	OPSTATS	Cost Per Trip	Decrease by 10%	10								
	OPSTATS	Passenger Trips Per Hour	2	10								
	OPSTATS	Revenue Fares and Contracts	Up by 2%	10								
	OPSTATS	Deficit	0 Deficit	10								
Total Score				**40**								
Customer Satisfaction	Customer Sat Survey	Net Promoter Score – quarters 1 and 3 only	95% customer satisfaction	20								
Total Score				**20**								
Employee Satisfaction	Employee Sat Survey	Employee Satisfaction	95% satisfied with their job	30								
Total Score				**30**								
Improved Efficiency	NCTracks	Successful Submission	100%	10								
Total Score				**10**								
Overall Score				**100**								