



Operations Performance Board Overview

November 2025

Kevin S. Hernandez, MBA

Chief Operating Officer

Agenda

1.

Fixed-Route



2.

Mobility



3.

**Safety &
Security**

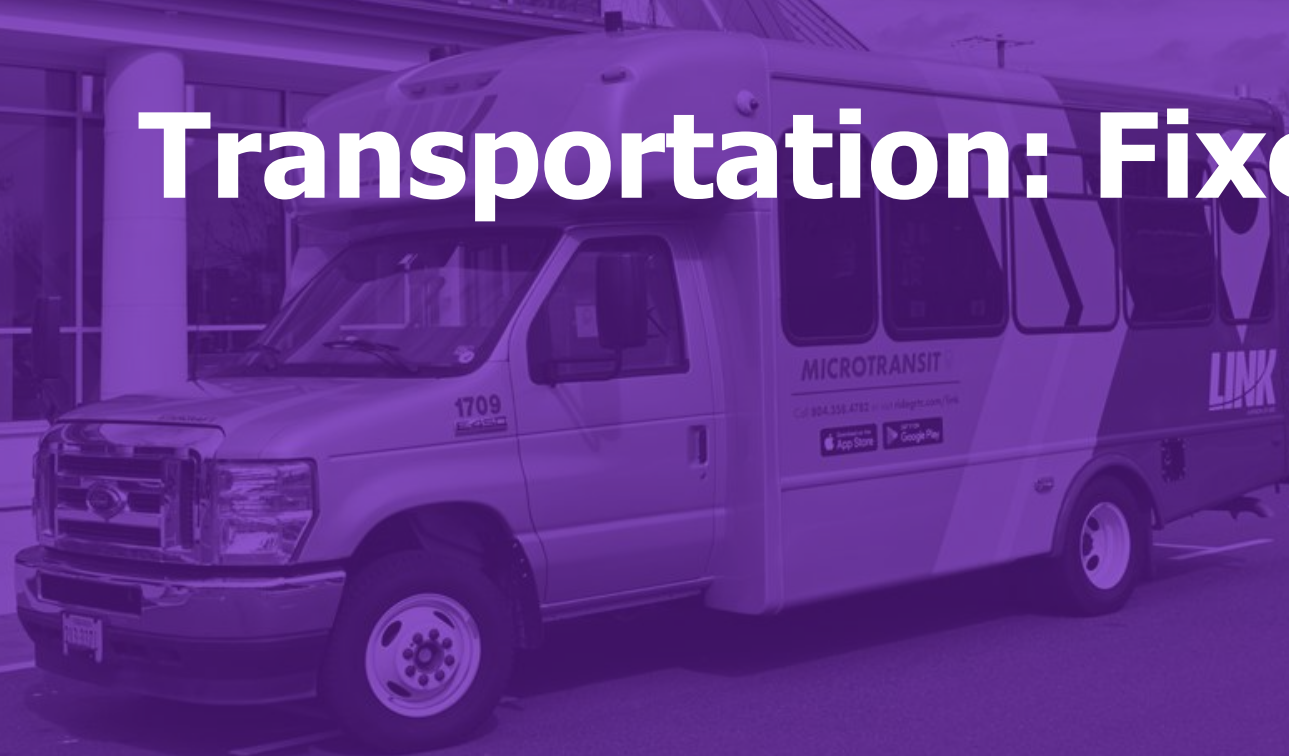


4.

**Fleet
Maintenance**



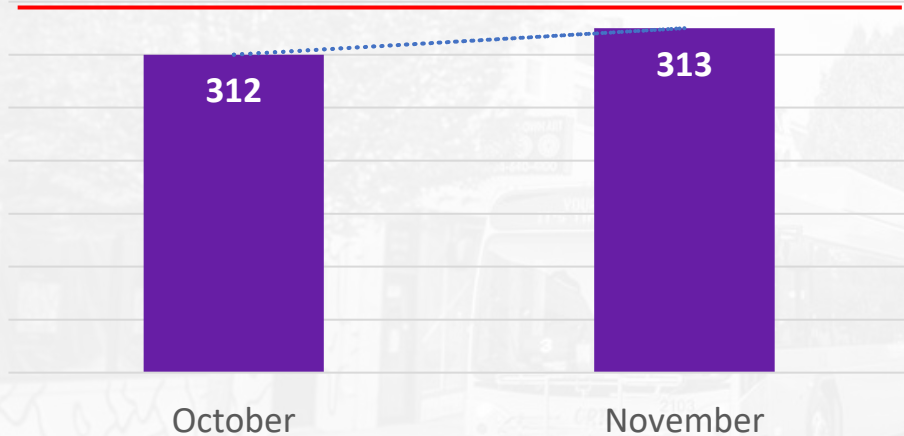
Transportation: Fixed-Route



Transportation – Fixed Route

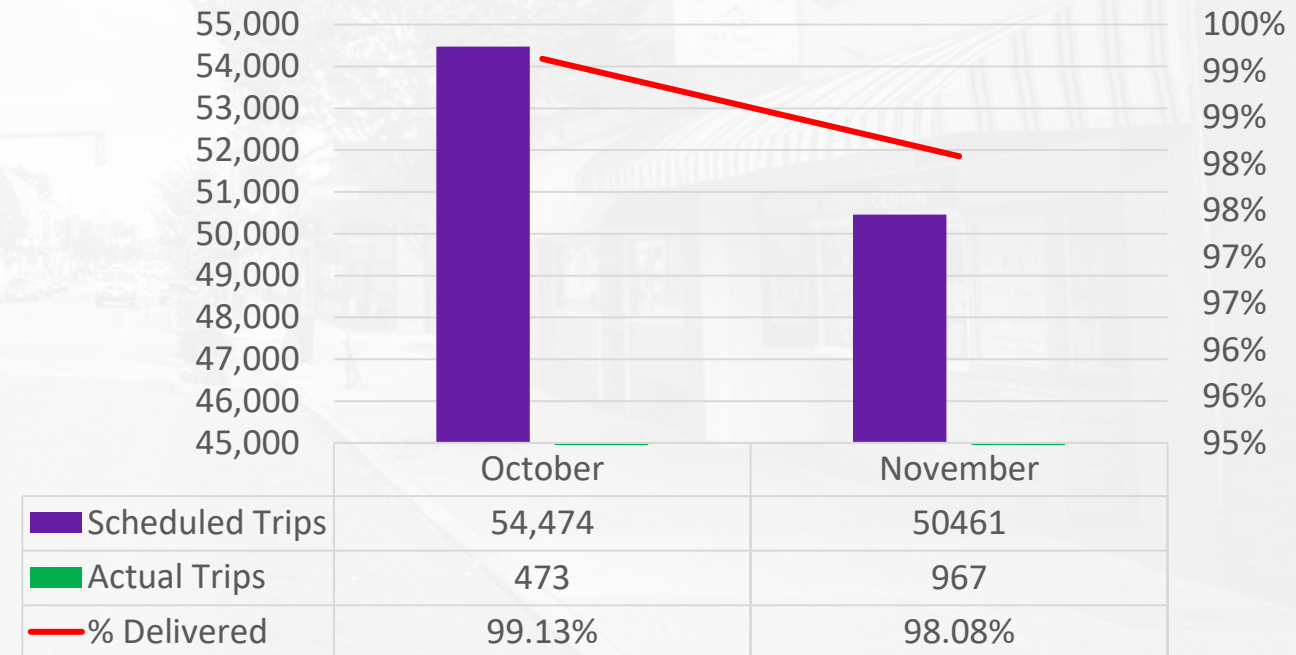
Fixed-Route FT Staffing

Goal = 320-325



- **Workforce Levels** ●
 - **Below Target Range – Hiring in Progress (+1)**
 - Hiring for next class, mid-January
- **Training:**
 - ~4 pending graduations
 - ~10 current trainees

Fixed-Route Service Delivery % (Trips Performed)

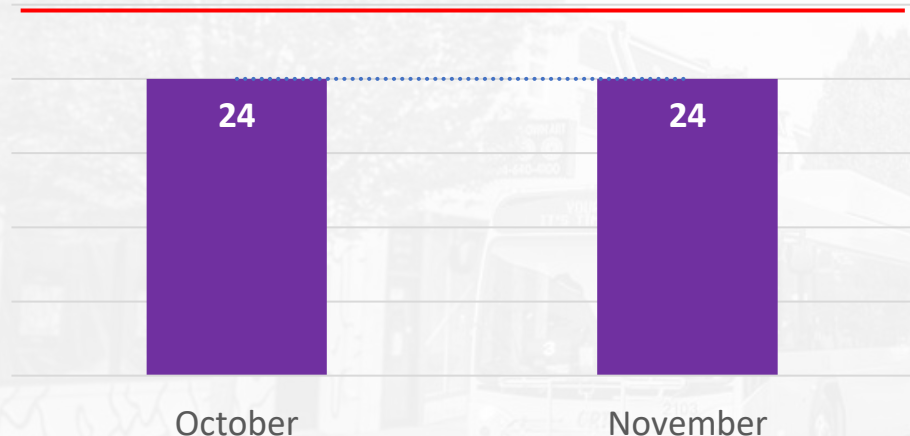


- **Service Delivery Performance** ●
 - **Performed 98%+ of scheduled trips in November – exceeds typical industry benchmark of 95%+.**

Transportation – Microtransit

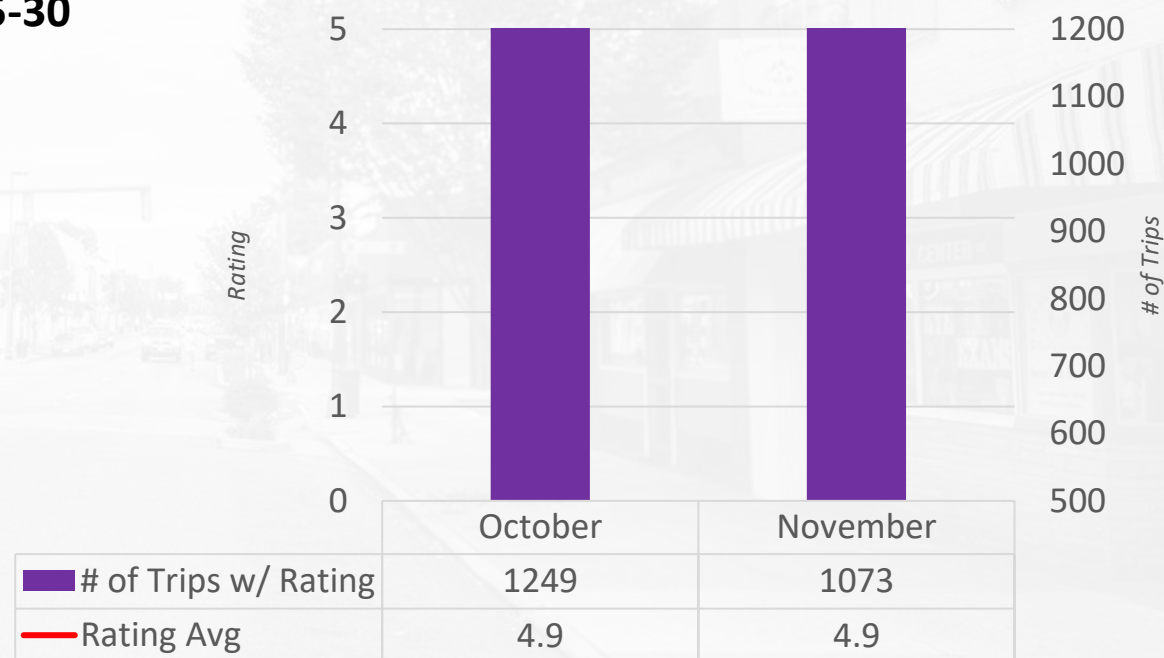
Microtransit FT Staffing

Goal = 25-30



- **Workforce Levels** ●
 - Slightly Below Target Range (0)
 - Hiring in Progress for January class
- **Training**
 - 6 currently in training

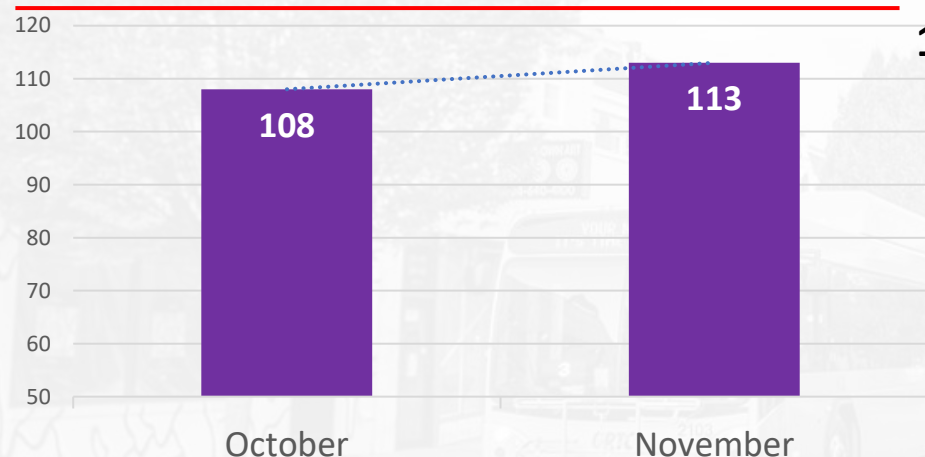
Microtransit Mobile App Rating



- **Rider Experience for Mobile Bookings** ●
 - Mobile Bookings continue to have a high rider feedback score of 4.9 out of 5.0

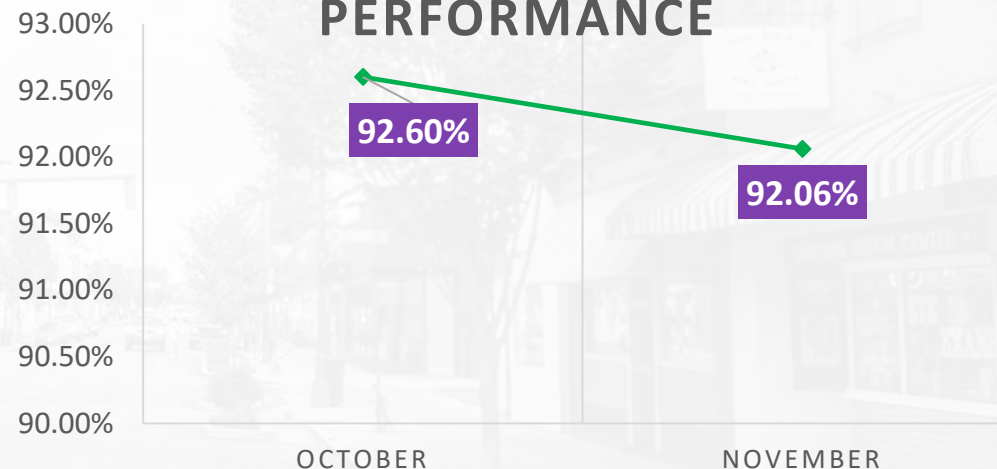
Transportation – Paratransit

Paratransit FT Staffing



Goal =
115-125

PARATRANSIT ON-TIME PERFORMANCE



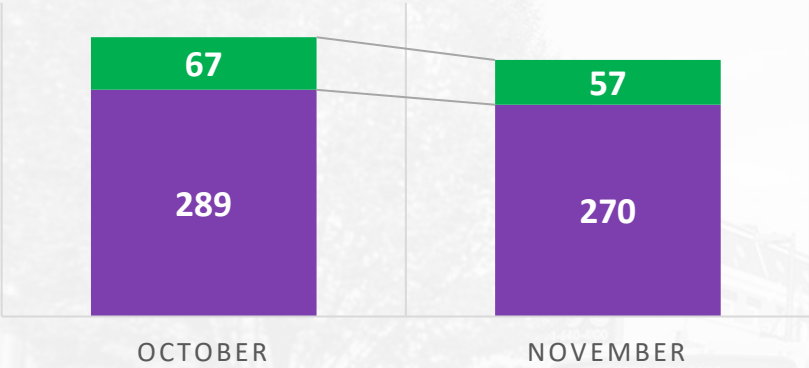
- **Workforce Levels** ●
 - **Below Target Range – Hiring in Progress (+5)**
- **Service Delivery** ●
 - Of 22,000+ trips in November, 92%+ were performed on-time, meeting our target.
 - Minor decrease from October.

Safety and Security



OVERALL COMPLAINTS

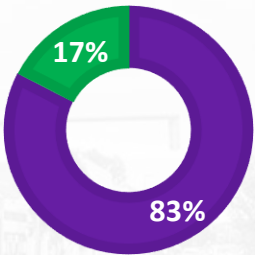
■ Total ■ Verified



Customer Service

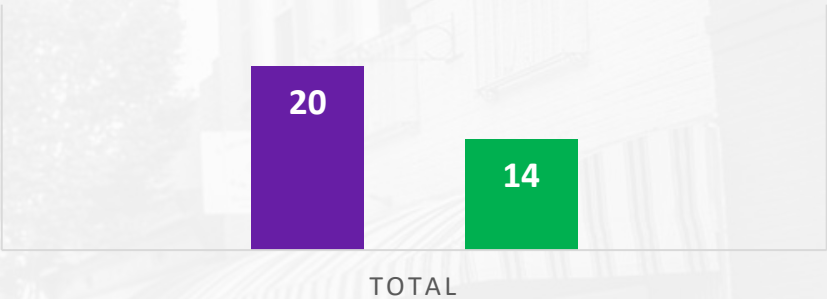
NOVEMBER

■ Total ■ Verified

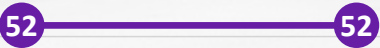


OVERALL COMMENDATIONS

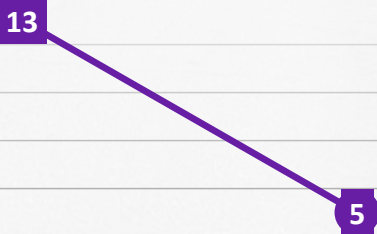
■ October ■ November



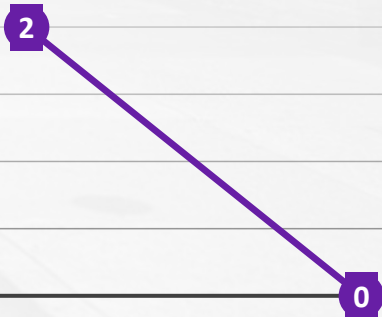
FIXED ROUTE



PARATRANSIT

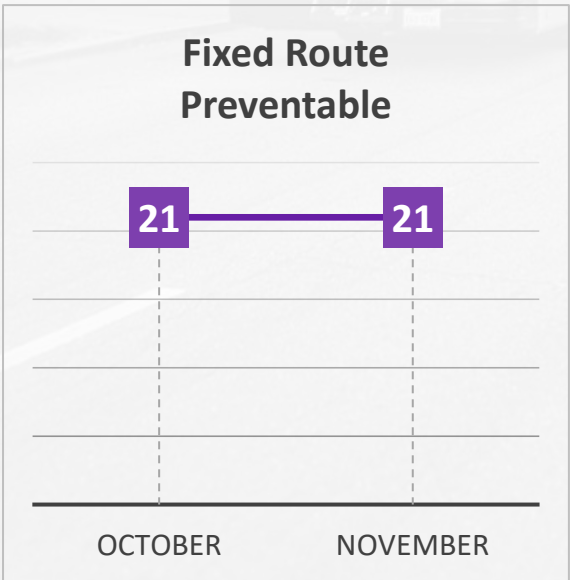
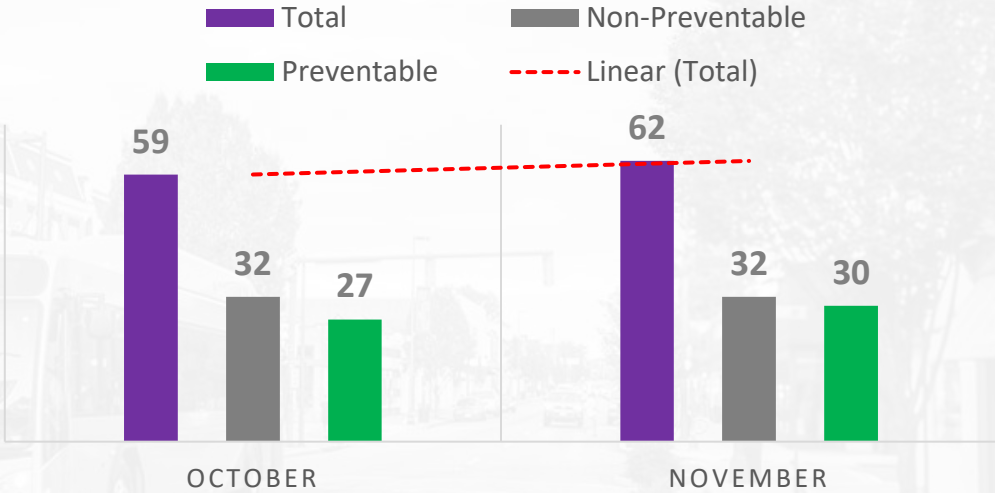


MICROTRANSIT



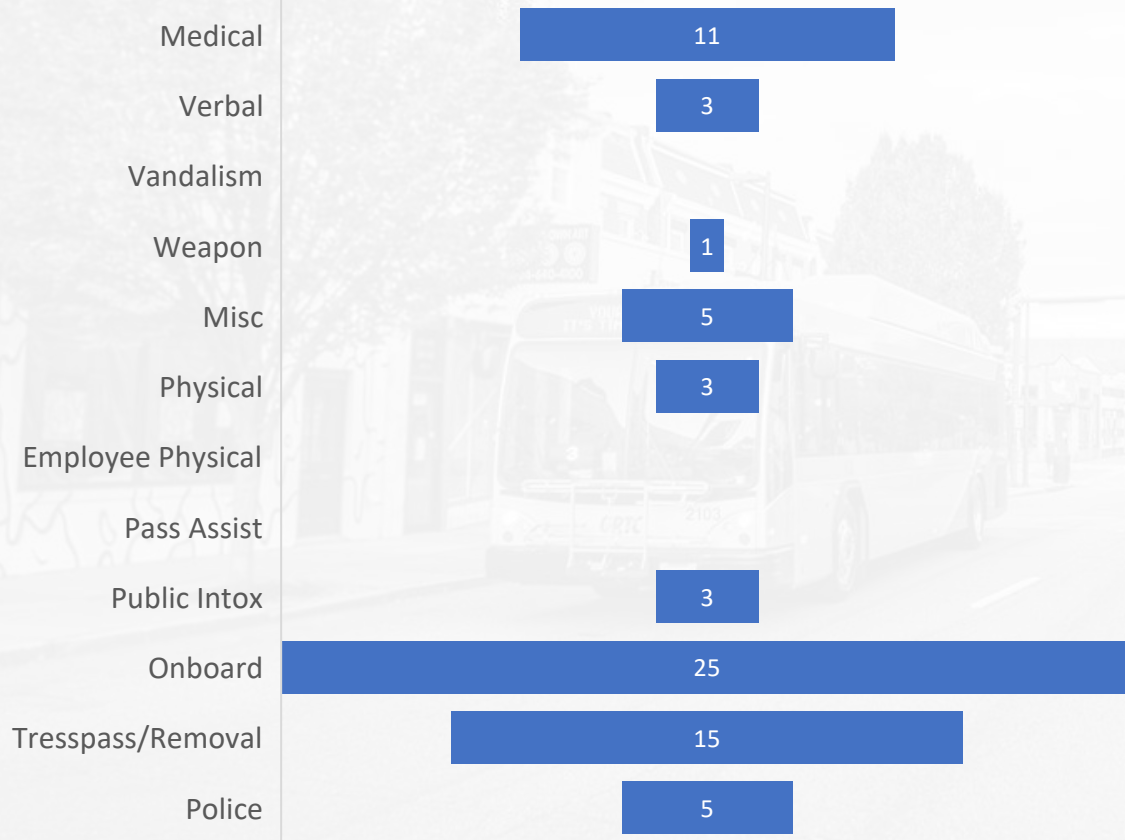
Safety (Vehicle Operations)

OVERALL VEHICLE EVENTS

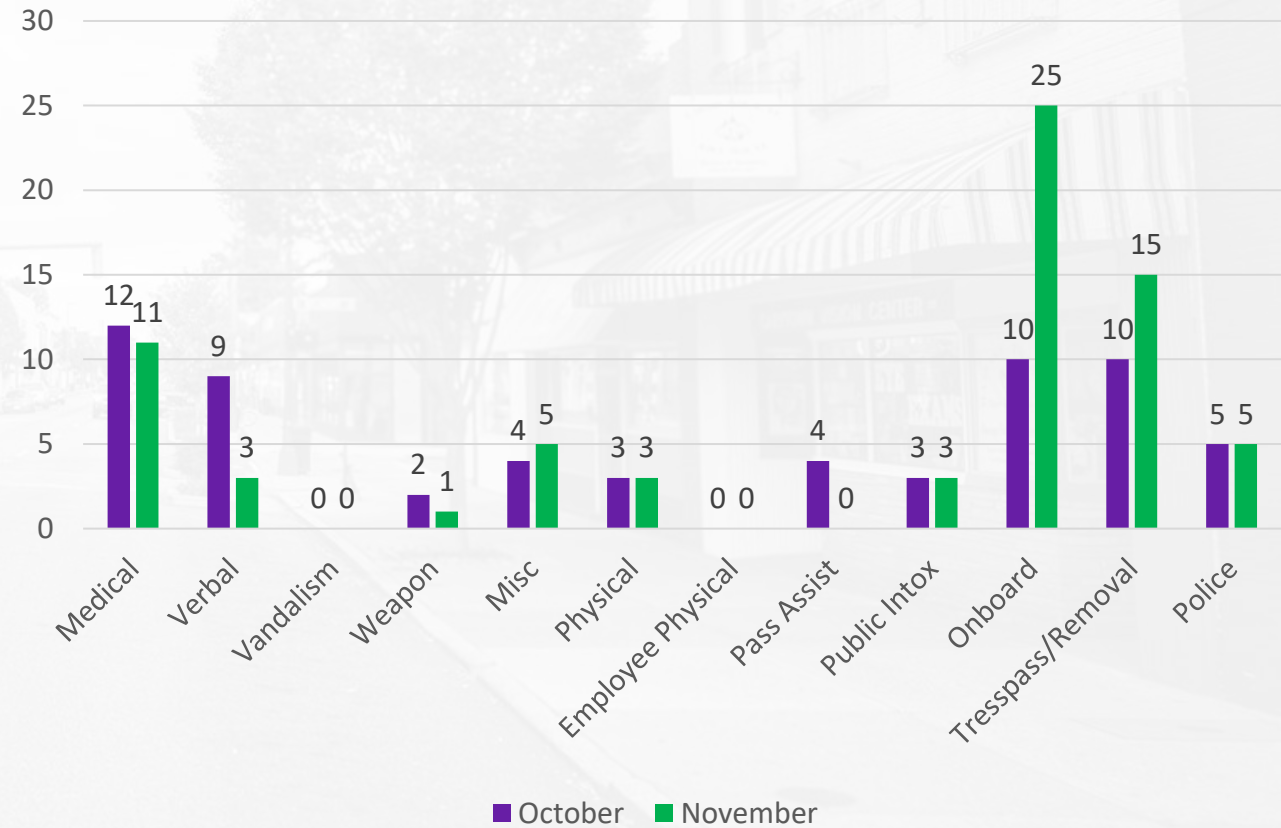


Security (Public Safety Officers)

PSO November Review

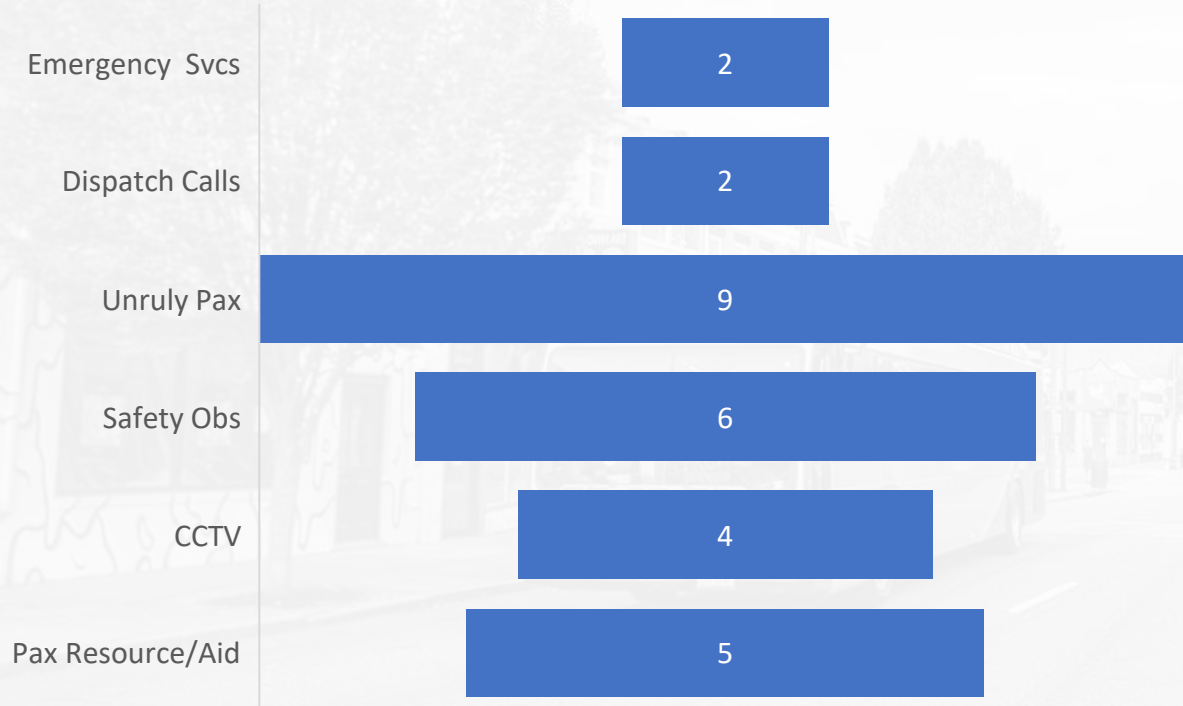


PSO Monthly Comparison

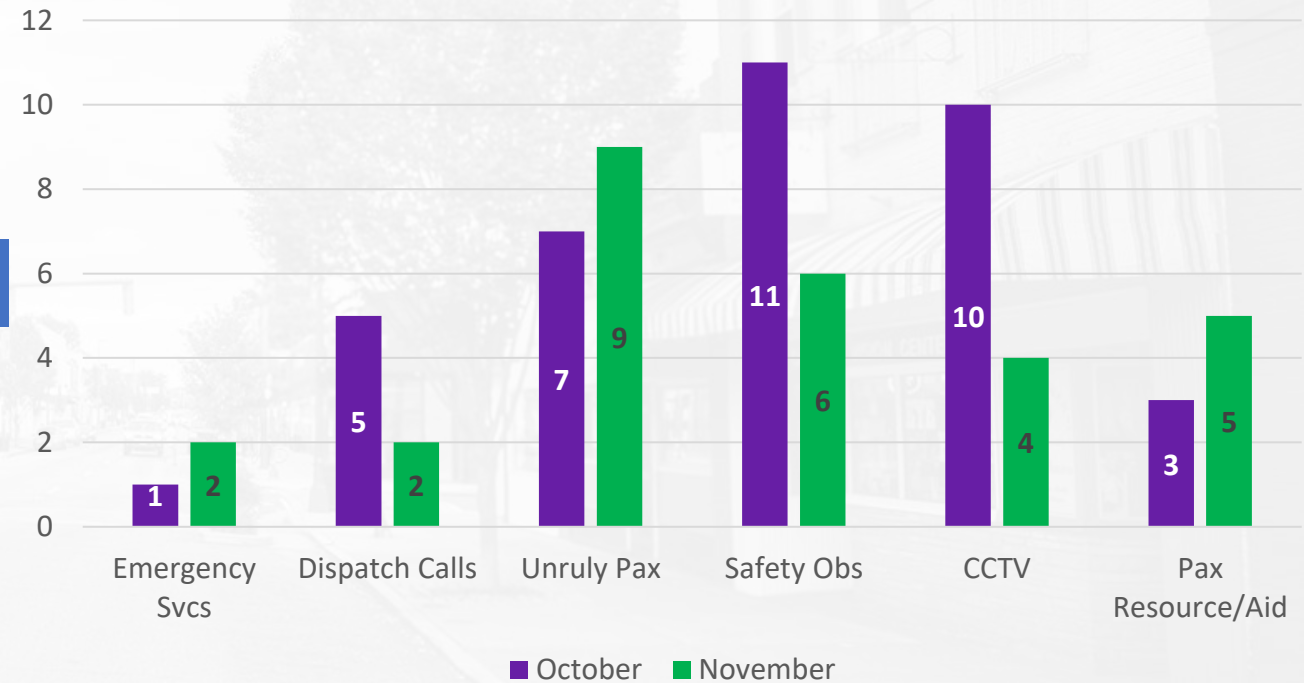


Security (Public Safety Ambassadors)

PSA November Review



PSA Monthly Comparison



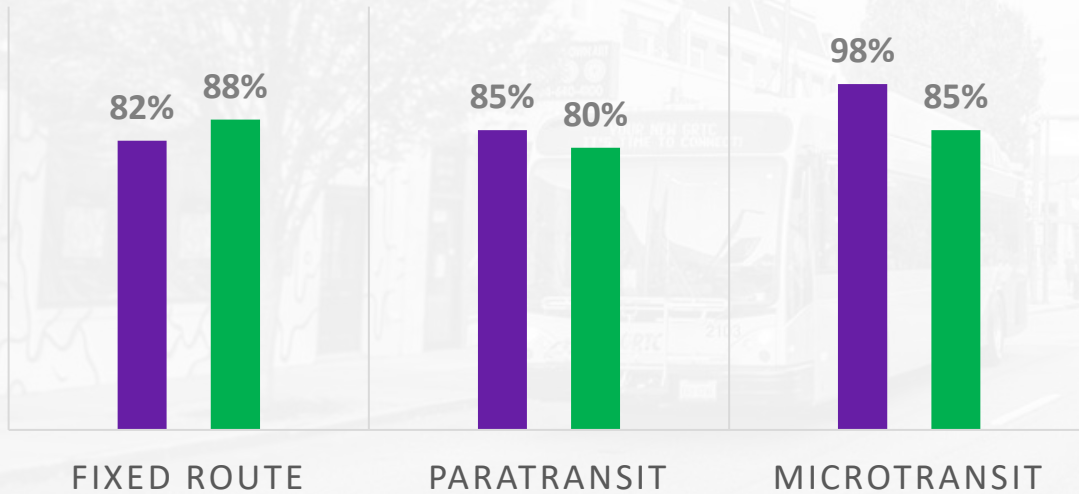
A purple-tinted photograph of a city street. A white bus is driving away from the camera on the left side of the road. The bus has a sign on its front that reads "YOUR NEW GRTC IT'S TIME TO CONNECT!". The bus number "210" is visible on the front. The street is lined with trees and buildings. On the right, there is a building with a striped awning and a sign that says "CARPENTERS VISION CENTER".

Fleet Maintenance

Fleet Maintenance

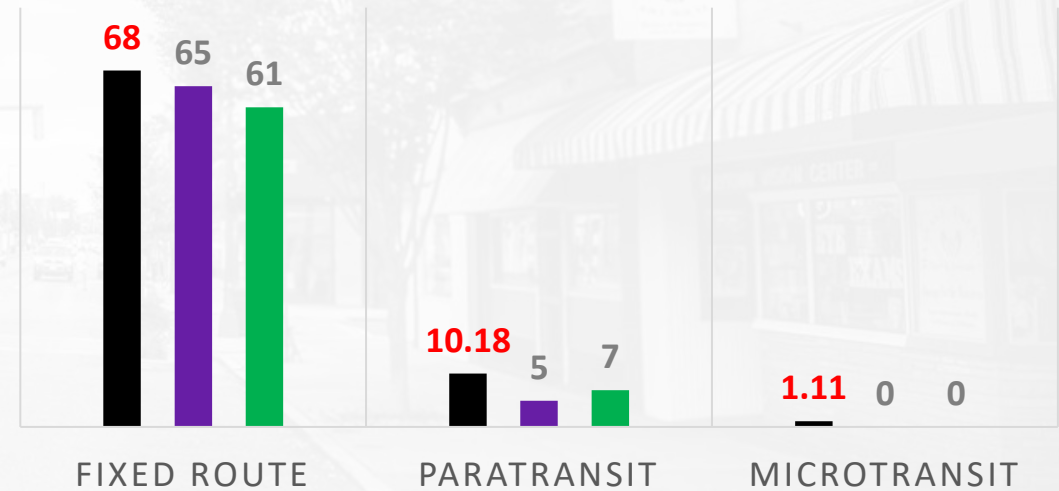
PREVENTATIVE MAINTENANCE

■ October ■ November



MONTHLY ROAD CALLS

■ Annual Average ■ October ■ November



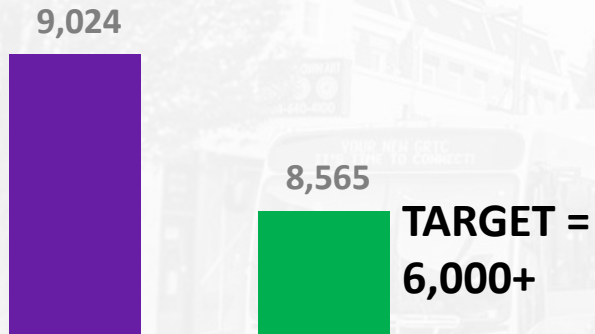
Fleet Maintenance Productivity: ●

- Preventive maintenance completion remains steady above 80%.
- Road calls:
 - All modes of transportation road calls below annual average, improvement from prior month.

Fleet Maintenance

FR MILES BETWEEN FAILURES (MBF)

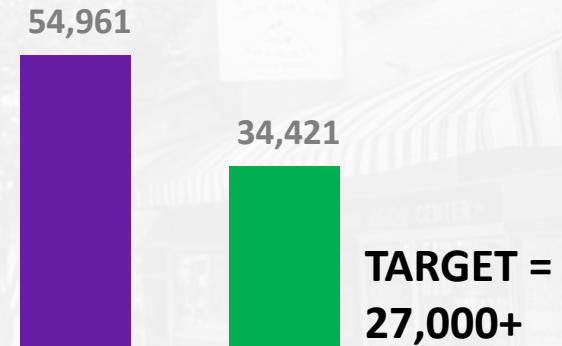
■ October ■ November



FIXED ROUTE

PARATRANSIT MBF

■ October ■ November



PARATRANSIT

FR BUS AVAILABILITY (AVG)

92%



NOVEMBER

New metric:

*ie. 92% of available fixed-route buses
Were available for revenue service on
Average in the November.*

Vehicles in Production

- Five (5) MCI Motor Coach Buses slated for delivery by Q3 2026. These buses feature cleaner diesel technology, a rear door, and lower deck for ADA access.
- Five (5) Ford Transit Vans (8-10 passengers) for Microtransit expansion slated for delivery by Q2 2026.
- Ten (10) TurtleTop vans slated for delivery by Q2 2026. These vans are a pilot with an expanded CNG capacity. Staff visited plant in Indiana recently to begin production process.
- Twenty (20) Forest River CNG vans slated for delivery by Q2/Q3 2026.
- Eight (8) New Flyer 60' CNG articulated buses slated for delivery by Q1 2026.
- Eight (8) Gillig 29'/40' CNG buses slated for delivery by Q1 2027.

Vehicles in Production



A purple-tinted photograph of a city street. A white bus with the number 2103 and the text "YOUR NEW GRTC IT'S TIME TO CONNECT!" is driving towards the camera. The street is lined with trees and buildings. On the right, there's a building with a striped awning and a sign that says "CARPENTERS VISION CENTER".

Questions?