



TOPS

TRANSIT ORGANIZATION PERFORMANCE SCORECARD

FINANCIAL YEAR 2019-20

KEY RESULT AREAS	SUCCESS INDICATORS	GOAL POINTS	EARNED POINTS
Financial Sustainability	End of Year NET Income	40	52.0
Customer Satisfaction	Customer Survey Results	25	27.2
Service Quality	On-time Performance	25	28.9
Employee Engagement	Employee Engagement & Satisfaction	10	11.3
		GOAL 100	ACTUAL 119.3