

Operational measures | Representative set for By the Numbers

Support Services	Goal area	Measure	Target
AMCP	Organizational sustainability	Periodic, independent review of assets finds they are well-maintained.	TBD
	Informed asset investment decisions	Provide tools and training for cost estimation	TBD
Communications	Trust and awareness - public	% of region's residents that are aware of Metro and correctly identify a Metro function	65%
	Engagement and inclusion – communities of color	Number of partnerships with community based organizations	Increase
FRS	Engagement and inclusion	Number of COBID firms proposing on Metro projects	Increase
	Effectiveness and efficiency	Number of audit deficiency comments from external auditors	Count of comments
HR	Organizational development – customer service	Employee engagement scores are at 3.5 or above overall	Increase by at least .2% over baseline
	Recruitment - efficiency	Implement latest version of NeoGov and a minimum of three new program enhancements	Completed plan to fully utilize and leverage current system's technology features
IS	Customer service	Help Desk services are efficient and effective	90% or better satisfaction
	Skilled workforce	% of training plans completed by Information Services staff within the performance management year	90% or better completion rate
Research	Public & client service	% of respondents answering "well" or "very well" to Likert-scale "how well did Research Center staff understand your project's needs?"	90%
	Equity – engagement	Percent staff completing annual training goals in each year	100%

External Services	Goal area	Measure	Target
Parks	Racially diverse workforce	Staff demographics	TBD
	Protect and improve water quality and fish/wildlife habitat	Acres protected	TBD
PES	Conserve natural resources	Sales and/or employment in the reuse sector	Increase
	Excellent service	Compliance inspections and audits of Metro-licensed, franchised and designated facilities	TBD
Planning	Invest in community capacity to effectively participate in and influence major transit project planning	% of people of color who indicate a level of satisfaction with engagement activities	TBD
	RTO program reduces single occupancy vehicle trips	Number of grants awarded and completed	TBD
Visitor venues	Goal area	Measure	Target
Expo	Fiscal responsibility	% of budget to completion for capital project expenses	High
	Diversity, equity, inclusion	% of positions hired with FOTA candidates	TBD
OCC	Fiscal responsibility	Revenue to expense percentages	TBD
	Sustainability and facility responsibility	Daily solar array generation	TBD
Portland's	Diversity, equity and inclusion	% of P's Presents shows that serve underserved communities as shown by ticket buyer data	TBD%
	Safe, well maintained and operated venues	# of process improvements implemented	TBD
Zoo		Percentage of community connecting zoo with its mission	65%
		Number of conservation actions taken by staff, volunteers and community	10,000