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# PERFORMANCE REPORT APRIL 2019

***Mission:***

To provide access to opportunity for everyone; safely, efficiently and courteously.



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# INTRODUCTION/BACKGROUND

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark peer agencies. CUTR provided a detailed review of Palm Tran's performance metrics and made three (3) presentations to the Executive Leadership Team and the Palm Tran Service Board (PTSB). As a result of CUTR's benchmarking Palm Tran against nine (9) peer agencies; metrics, targets and goals were recommended. These recommendations serve as the basis for the creation of Palm Tran's performance monitoring and improvement process. The Performance Management Office (PMO) was launched in October 2016 as part of Palm Tran's reorganization. The PMO is responsible for producing monthly reports using the Balanced Scorecard Approach, which reviews and analyzes key performance indicators across both fixed route and paratransit operations.

Each metric on the balance scorecards, referred to as "dashboards," is represented as a trend analysis comparing month to month. It also compares current performance to the prior fiscal year. These metrics reflect Palm Tran's commitment to monitor progress towards fulfilling its Vision, Mission, and Core Values. The report provides an annual comparison, and is utilized by the Executive Leadership Team (ELT) and the Palm Tran Statistics (PT-STAT) teams to monitor performance and recommend future improvement initiatives. This process culminates at the monthly PT-STAT Forum where recommendations are presented to the Executive Leadership Team (ELT) for approval and implementation.



# PERFORMANCE HIGHLIGHTS

During the month of April 2019, Palm Tran's Performance Report continues to show improvement in different areas. Only four (4) metrics from the Fixed Route Dashboard and four (4) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining ten (10) performed above, of which four (4) metrics exceeded the established stretch goal.

## Palm Tran Fixed Route:

- »Palm Tran Preventable Collisions per 100K miles metric exceeded the established stretched goal for the second month in a row at 0.44 collisions. (Pg. 6)
- »April ridership was 786,585, which is an increase of 2.7% (20,773) compared to the prior month of March, and an increase of 1.5% (11,719) compared to April of last fiscal year. (Pg. 9)
- »Palm Tran is pleased to report that during the month of April, Palm Tran's Fixed Route service exceeded the established target of On-Time Performance for the seventh time during the current fiscal year at 77.9%. (Pg. 11)
- »Palm Tran is glad to report that Customer Concerns continues to exceed the established stretch goal for the fifth month in a row. (Pg. 14)

## Palm Tran Connection:

- »Palm Tran Connection Non-Preventable Collisions increased from 2.25 in March to 2.58 in April performing slightly under the minimum established for this metric. (Pg. 17)
- »Palm Tran Connection On-Time Performance remained at 73.0% during the month of April. (Pg. 18)
- »Palm Tran Connection experienced two-hundred and forty-six (246) Road Calls in April compared to one-hundred and fifteen (115) Road Calls in March. (Pg. 20)
- »Reservations Call Hold Time experienced a sharp 2 minutes and 37 seconds reduction compared to the prior month of March. This metric exceeded the established target in April at 2:24 (min:sec) hold time. (Pg. 23)

Of course, through Palm Tran's PT-Stat program, Palm Tran continues to make improvements to move the needle in the right direction on metrics slightly below minimum standards. There are a number of initiatives that are ongoing that will continue to improve the overall performance, and ultimately will contribute to provide the highest level of service to the residents and visitors of Palm Beach County.

FIXED ROUTE DASHBOARD FY 2019

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.42	● 0.30	● 1.06	● 1.59	● 0.78	● 0.43	● 0.44					
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 2.25	● 2.70	● 2.13	● 2.03	● 1.41	● 2.16	● 2.36					
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	● 0.93					
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	875,000	1M	● 854,010	● 769,844	● 740,456	● 778,728	● 752,940	● 765,812	● 785,585					
Riders Per Revenue Hour	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1	● 18.0	● 18.4					
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	74%	76%	78%	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%	● 77.9%					
Mean Distance Between Road Calls	12,000	14,000	16,000	● 12,249	● 14,820	● 15,652	● 11,713	● 12,047	● 13,589	● 9,972					
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	● 0.20	● 0.12	● 0.19					
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	3.5	3.0	2.5	● 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47	● 2.30					

CONNECTION DASHBOARD FY 2019

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	● 1.30	● 0.63	● 0.92	● 1.19					
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.35	● 3.52	● 3.13	● 2.69	● 2.21	● 2.25	● 2.58					
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	1.5	1.8	2.0	● 1.57	● 1.52	● 1.47	● 1.69	● 1.73	● 1.71	● 1.72					
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	● 73.0%	● 75.0%	● 76.0%	● 76.0%	● 72.0%	● 73.0%	● 73.0%					
Mean Distance Between Road Calls	14,000	16,000	20,000	● 11,060	● 6,885	● 8,868	● 10,679	● 9,332	● 8,491	● 4,104					
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3	● 1.9	● 1.6					
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	3.0	2.0	1.5	● 4.8	● 3.7	● 3.9	● 4.2	● 5.0	● 4.1	● 4.2					
Reservations Call Hold Time	4:00	3:00	2:00	● 5:29	● 3:19	● 2:37	● 4:01	● 4:05	● 5:01	● 2:24					
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06					

### FIXED ROUTE DASHBOARD FY 2019

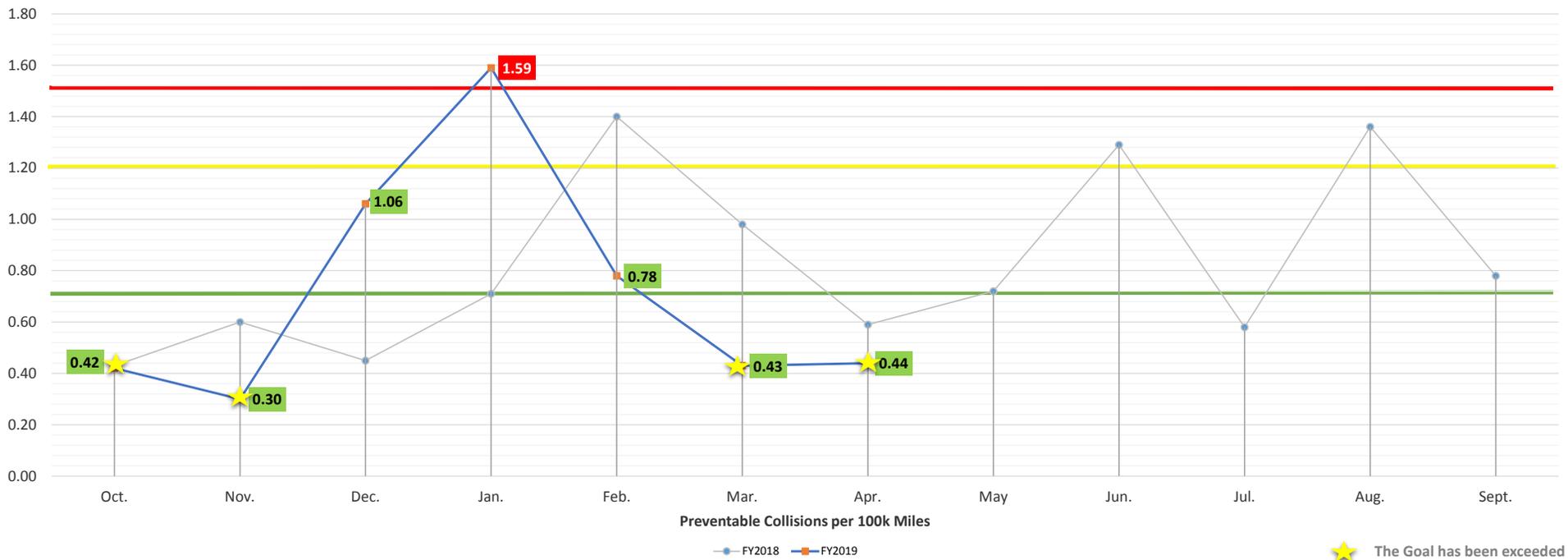
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	●	●	●	●	●	●					
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	★	●	★	●	●	★	★					
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	●	●	●	●	●	●					
				1.10	1.03	1.28	1.00	0.99	0.97	0.93					
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	875,000	1M	★	●	●	●	●	●	●					
Riders Per Revenue Hour	19.4	19.9	25.0	●	●	●	●	●	●	●					
				18.5	17.3	16.7	17.6	19.1	18.0	18.4					
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	74%	76%	78%	●	●	●	●	●	●	●					
Mean Distance Between Road Calls	12,000	14,000	16,000	★	●	●	●	★	★	●					
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	●	●	●	●	★	●	●					
				0.18	0.14	0.08	0.18	0.20	0.12	0.19					
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	3.5	3.0	2.5	●	●	●	●	●	●	●					
				3.79	2.64	1.99	2.09	2.42	2.47	2.30					

- Minimum/Maximum has not been met
- ★ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ Goal has been exceeded.



### FIXED ROUTE - Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2018	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59	● 0.72	● 1.29	● 0.58	● 1.36	● 0.78
	2019	1.5	1.2	0.7	● 0.42	● 0.30	● 1.06	● 1.59	● 0.78	● 0.43	● 0.44					



Metric	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	$(\text{Total Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be preventable for every 100K miles driven.

#### Narrative

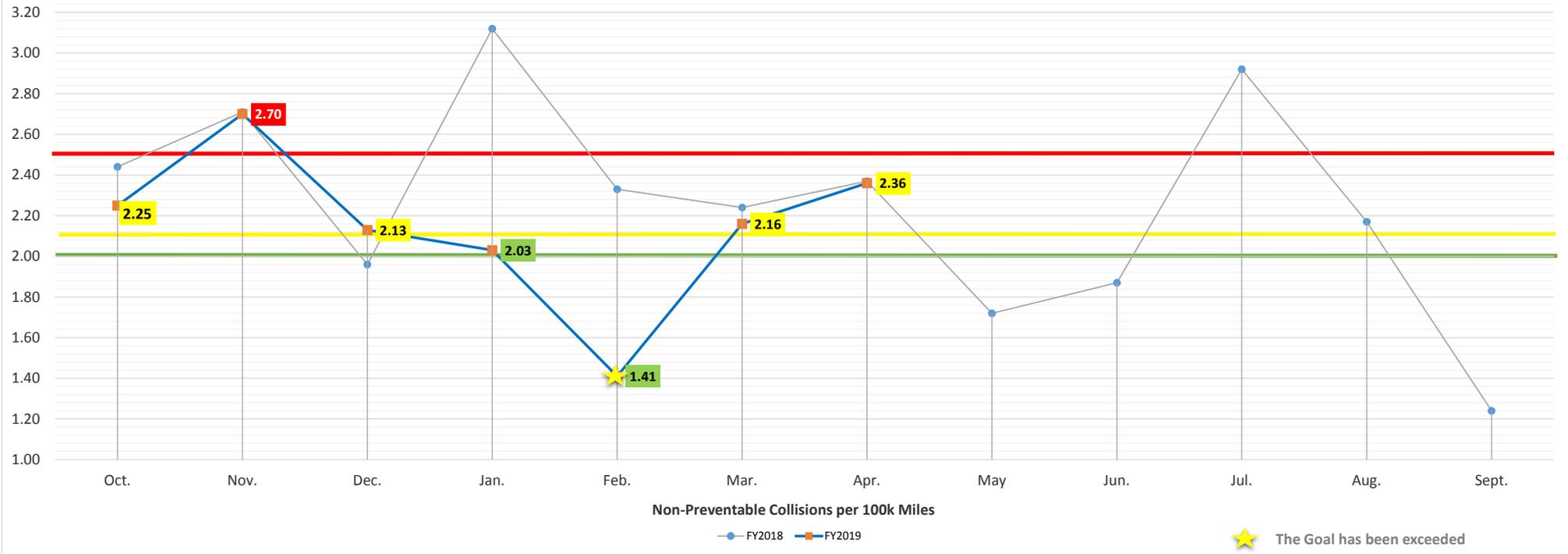
Palm Tran is pleased to report that for the month of April, this metric exceeded the established stretch goal for the second month in a row. Preventable Collisions increased slightly from 0.43 to 0.44 collisions. Palm Tran experienced three (3) Preventable Collisions during the month of April, which remained consistent to three (3) Preventable Collisions during the month of March. Preventable Collisions during the month of April consisted of one (1) Sideswipe Collision, one (1) Rear-End Collision, and one (1) Fixed Object Collision. The Safety and Accident Reduction PT-Stat team is currently focused on promoting defensive driving techniques to avoid possible Preventable Collisions through an increase in small class Safety Meetings.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



### FIXED ROUTE - Non-Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	2018	2.63	2.10	2.00	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37	● 1.72	● 1.87	● 2.92	● 2.17	● 1.24
	2019	2.50	2.10	2.00	● 2.25	● 2.70	● 2.13	● 2.03	● 1.41	● 2.16	● 2.36					



Metric	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	$(\text{Total Non-Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.

#### Narrative

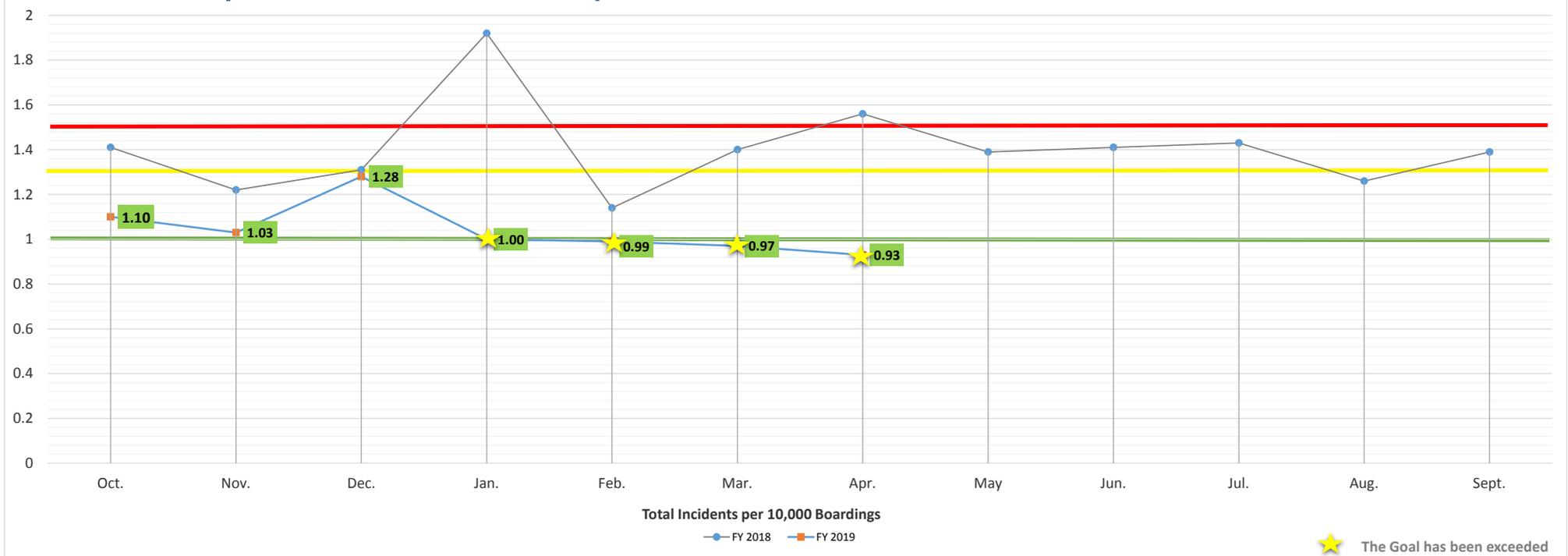
During the month of April, Non-Preventable Collisions increased from 2.16 to 2.36 collisions. Palm Tran experienced sixteen (16) Non-Preventable Collisions for the month of April, compared to fifteen (15) Non-Preventable Collisions for the month of March. This was due in large part to an increase of collisions categorized as rear-end collisions. Non-Preventable Collisions during the month of April consisted of eleven (11) rear-ends, and five (5) sideswipes. The Safety and Accident Reduction PT-Stat team is currently focused on the installation of red and white tape to the rear corners of all Palm Tran buses to increase visibility of the rear bumper corners to further decrease rear end collisions.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## FIXED ROUTE - Total Incidents per 10,000 Boardings

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total Incidents per 10,000 Boardings	2018	1.60	1.30	1.00	● 1.41	● 1.22	● 1.31	● 1.92	● 1.14	● 1.40	● 1.56	● 1.39	● 1.41	● 1.43	● 1.26	● 1.39
	2019	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	★ 0.93					



Metric	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	$(\text{Total Incidents}) / (\text{Total Count of Passenger Boardings for the Month}) * 10,000$	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to any other incident classified by operations (such as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.

### Narrative

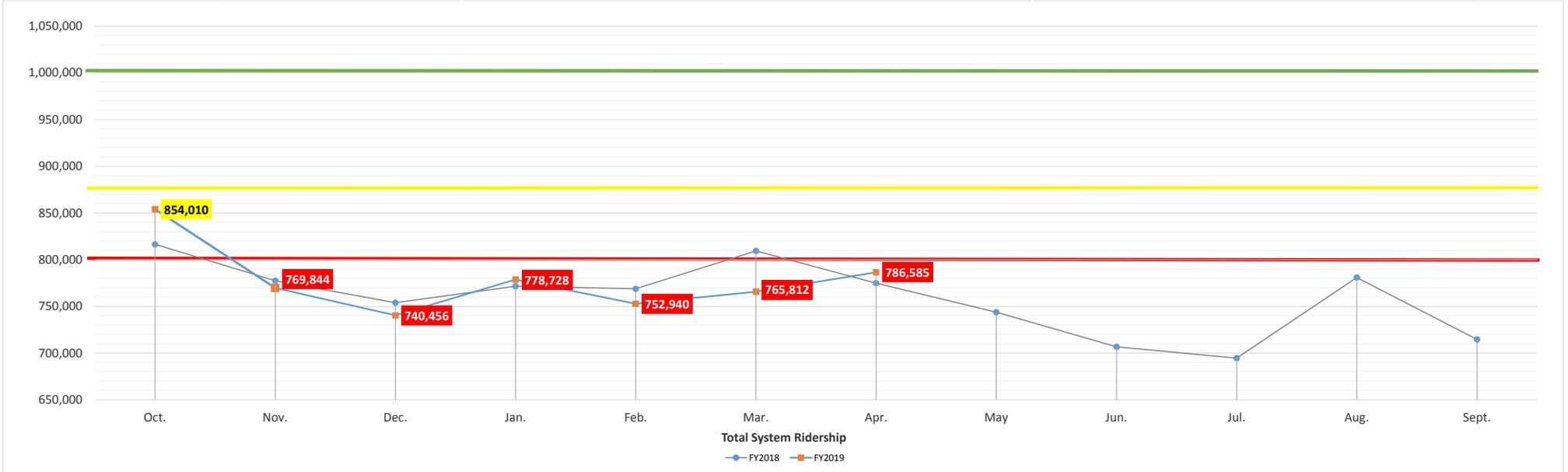
Palm Tran is pleased to report that for the month of April, this metric exceeded the established stretch goal for the fourth month in a row. During the month of April, Palm Tran experience 73 total incidents compared to 74 total incidents during the month of March. This is a decrease of one (1) incident compared to the prior month of March. Palm Tran top incidents during the month of April were categorized as "Passenger Disturbances," "Fare Disputes" and "Passenger Falls". The Safety and Accident Reduction PT-Stat team is currently evaluating an initiative to calibrate the accelerating and decelerating force of the bus during starting and stopping, which is expected to reduce the number of incidents related to "Passenger Falls".

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



### FIXED ROUTE - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD	
Total System Ridership	2018	800,000	875,000	1M	●	●	●	●	●	●	●	●	●	●	●	●	●	5,472,951
	2019	800,000	875,000	1M	●	●	●	●	●	●	●	●	●	●	●	●	●	5,448,375



Metric	Metric Calculation	Metric Description
Total System Ridership	Total Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings. <i>Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.</i>

#### Narrative

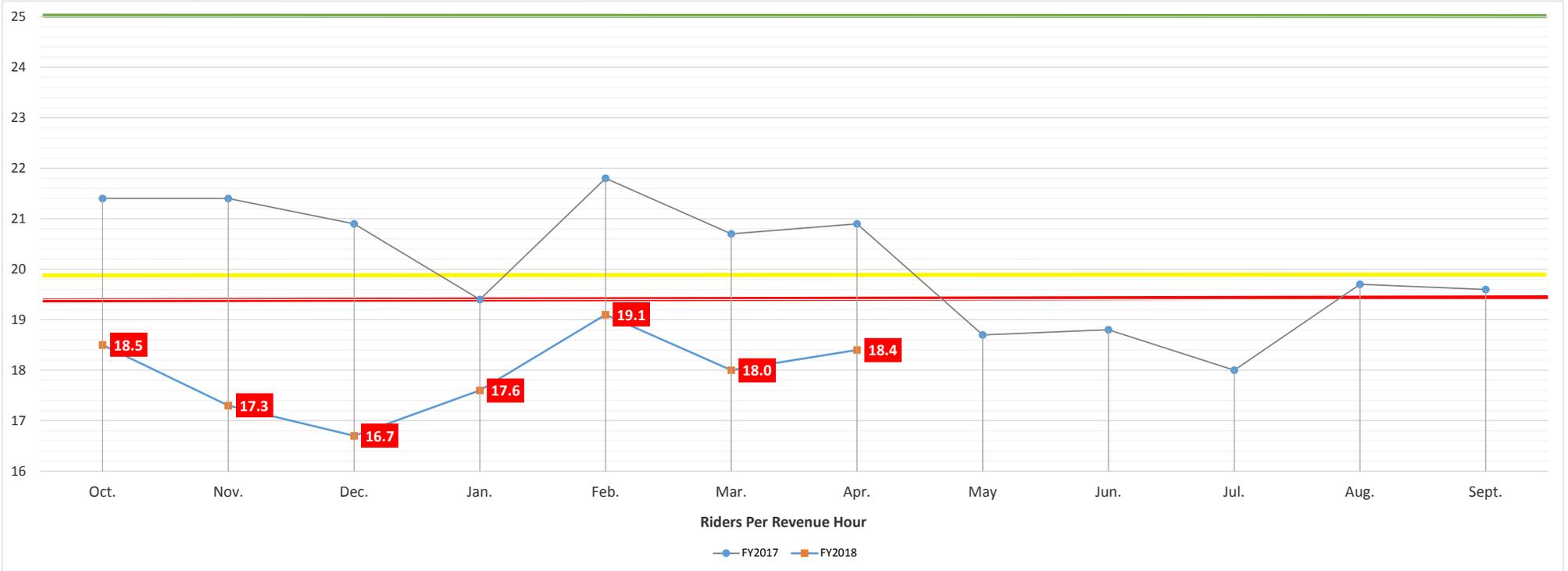
April ridership was 786,585, which is an increase of 2.7% (20,773) compared to the prior month of March, and an increase of 1.5% (11,719) compared to April of last fiscal year. This was due in large part to the month of April operating twenty-two (22) week days of service, compared to twenty-one (21) week days of service in March (each week day averages 35,000 riders). The Ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



### FIXED ROUTE - Riders Per Revenue Hour

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	2018	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4	● 21.8	● 20.7	● 20.9	● 18.7	● 18.8	● 18.0	● 19.7	● 19.6
	2019	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1	● 18.0	● 18.4					



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hour	Total Fixed Route Boardings / Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.

#### Narrative

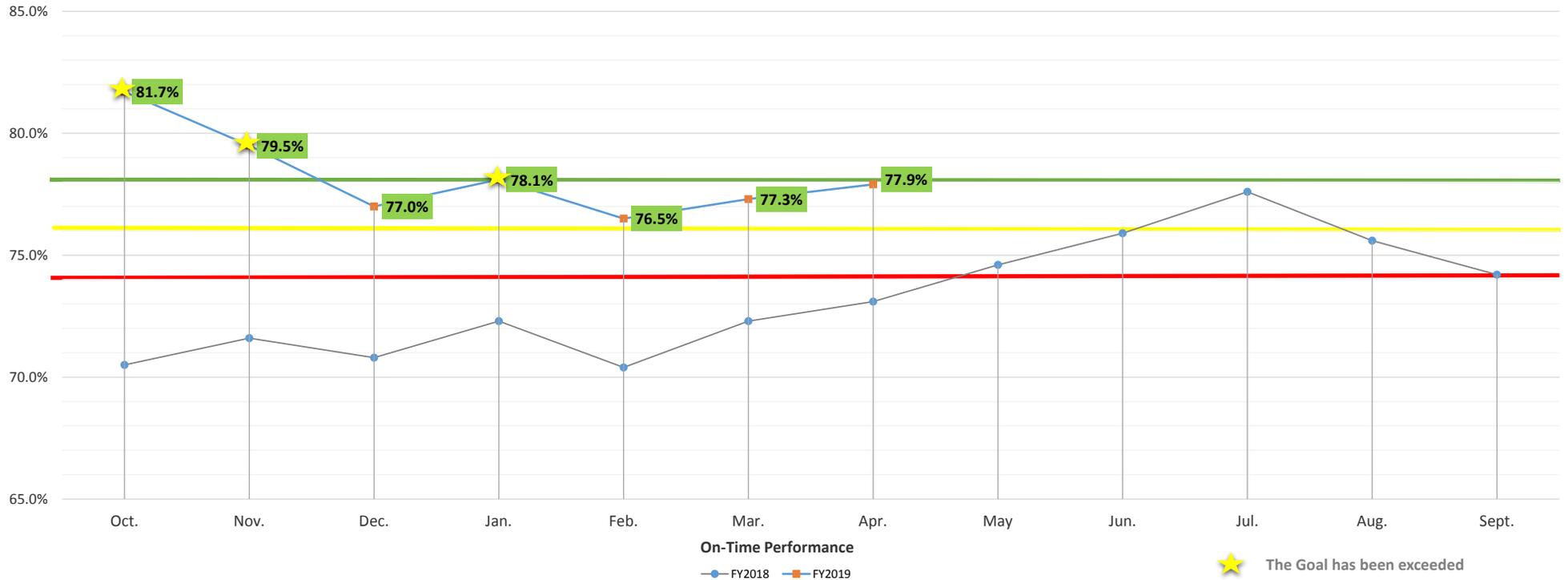
During the month of April, Riders Per Revenue Hour experienced a slight increase from 18.0 to 18.4 in April. This increase in productivity was due in large part to the 0.2% (80) increase in total fixed route revenue hours, while ridership increased by 2.7% (20,773 riders) as reported on page 9. The Ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service and further improve this metric.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## FIXED ROUTE - On-Time Performance

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	2018	73%	75%	77%	<span style="color: red;">●</span> 70.5%	<span style="color: red;">●</span> 71.6%	<span style="color: red;">●</span> 70.8%	<span style="color: red;">●</span> 72.3%	<span style="color: red;">●</span> 70.4%	<span style="color: red;">●</span> 72.3%	<span style="color: yellow;">●</span> 73.1%	<span style="color: yellow;">●</span> 74.6%	<span style="color: green;">●</span> 75.9%	<span style="color: green;">●</span> 77.6%	<span style="color: green;">●</span> 75.6%	<span style="color: yellow;">●</span> 74.2%
	2019	74%	76%	78%	<span style="color: green;">●</span> 81.7%	<span style="color: green;">●</span> 79.5%	<span style="color: green;">●</span> 77.0%	<span style="color: green;">●</span> 78.1%	<span style="color: green;">●</span> 76.5%	<span style="color: green;">●</span> 77.3%	<span style="color: green;">●</span> 77.9%					



Metric	Metric Calculation	Metric Description
On-Time Performance	(Number of On-Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters)	<b>New standard</b> – OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed. <b>Former standard</b> – Beginning October 2016, OTP Standard was no more than 3 minutes early, and no more than 7 minutes late.

### Narrative

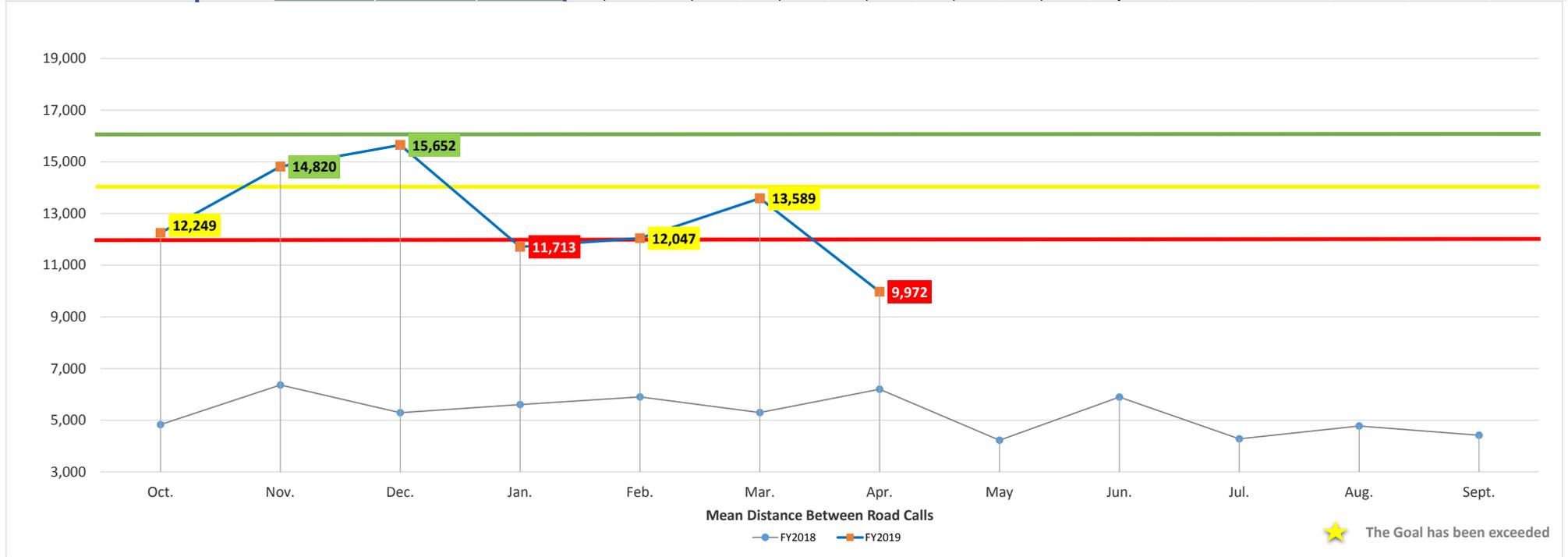
Palm Tran is pleased to report that for the month of April, this metric continues to exceed the established target for the seventh month in a row. During the month of April, On-Time Performance increased from 77.3% in March to 77.9% in April, which is 0.6 percentile points higher. This slight increase is attributed in large part to the typical On-Time Performance trend from March to April, which is related to the traffic conditions during this time of the year. The On-Time Performance PT-Stat team is currently benchmarking other transit properties to identify opportunities to further improve this metric.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## FIXED ROUTE - Mean Distance Between Road Calls

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	2018	4,000	5,000	6,000	<span style="color: yellow;">●</span> 4,832	<span style="color: green;">●</span> 6,364	<span style="color: green;">●</span> 5,290	<span style="color: green;">●</span> 5,603	<span style="color: green;">●</span> 5,905	<span style="color: green;">●</span> 5,296	<span style="color: green;">●</span> 6,197	<span style="color: yellow;">●</span> 4,225	<span style="color: green;">●</span> 5,896	<span style="color: yellow;">●</span> 4,281	<span style="color: yellow;">●</span> 4,777	<span style="color: yellow;">●</span> 4,418
	2019	12,000	14,000	16,000	<span style="color: yellow;">●</span> 12,249	<span style="color: green;">●</span> 14,820	<span style="color: green;">●</span> 15,652	<span style="color: red;">●</span> 11,713	<span style="color: yellow;">●</span> 12,047	<span style="color: yellow;">●</span> 13,589	<span style="color: red;">●</span> 9,972					



Metric	Metric Calculation	Metric Description
Mean Distance Between Road Calls	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	<b>New Standard:</b> The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip. <b>Former Standard:</b> The average number of miles driven by Fixed Route Revenue vehicles before experiencing any major or minor mechanical system failure regardless of the ability to complete or start a scheduled trip.

### Narrative

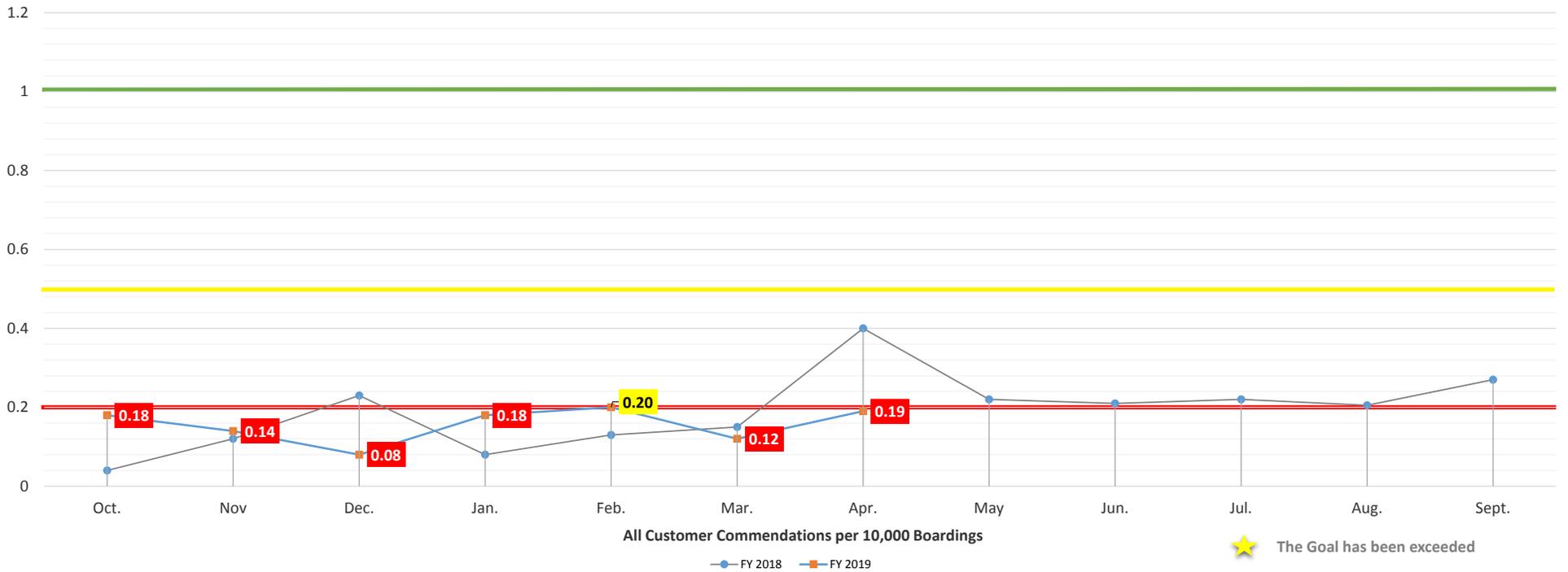
During the month of April, Palm Tran experienced 68 road calls compared to 51 road calls in March. This is an increase of seventeen (17) road calls, which is in large part attributed to an increase of road calls categorized as Engine Regeneration road calls from 9 in March to 22 in April. Due to this increase in road calls, miles between road calls decreased by 26.6% compared to the previous month of March. The top causes of road calls during the month of April were categorized as Engine Regenerations, Overheat/Coolant and Engine related road calls. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce the consistent Engine Regenerations road calls.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## FIXED ROUTE - All Customer Commendations per 10,000 Boardings

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Commendations per 10,000 Boardings	2018	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13	● 0.15	● 0.40	● 0.22	● 0.21	● 0.22	● 0.21	● 0.27
	2019	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	● 0.20	● 0.12	● 0.19					



Metric	Metric Calculation	Metric Description
All Customer Commendations per 10,000 Boardings	$(\text{Total Fixed Route Commendations} / \text{Total Riders}) * 10,000$	Customer Commendations per 10,000 boardings.

### Narrative

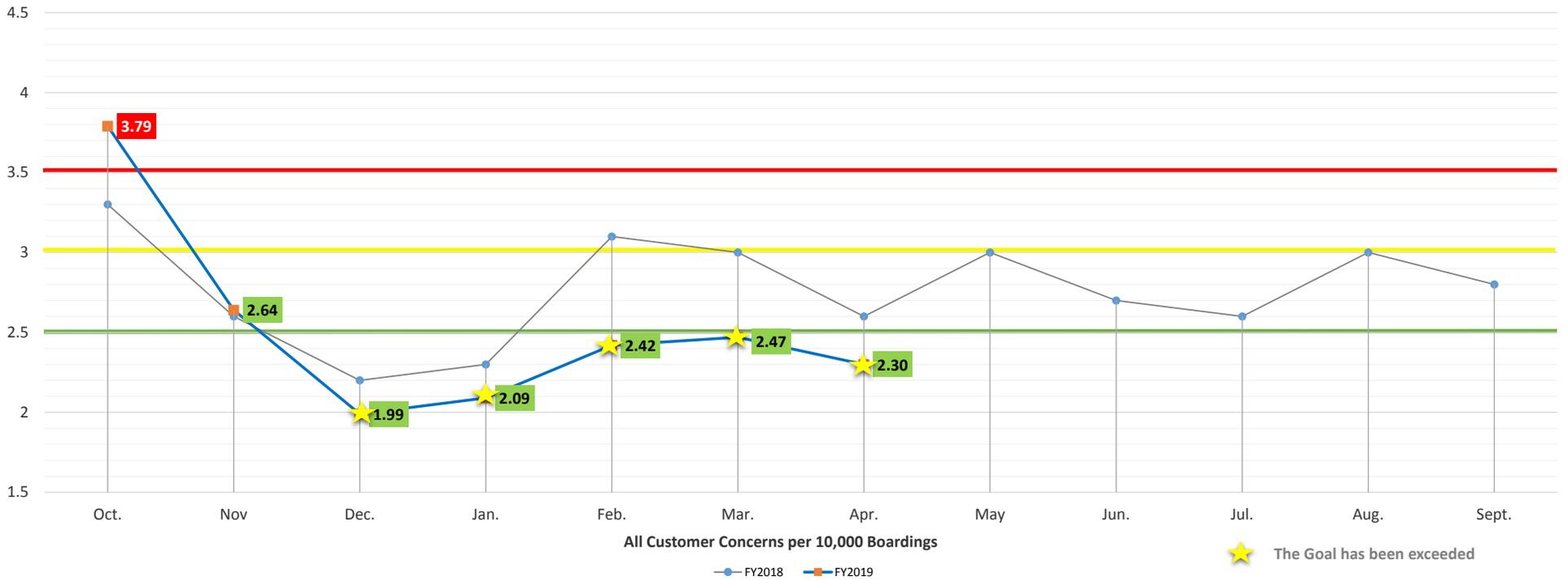
During the month of April, the customer commendations metric increased from 0.12 to 0.19 commendations compared to the previous month of March. Palm Tran received fifteen (15) customer commendations in April compared to nine (9) customer commendations in March. The majority of the commendations received were for Palm Tran bus operators and for Palm Tran customer service agents. The Palm Tran PT-Stat Customer Concerns Team continues to work on initiatives to improve the delivery of excellent customer service that would ultimately contribute to generate more customer commendations.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## FIXED ROUTE - All Customer Concerns per 10,000 Boardings

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	2018	3.5	3.0	2.5	<span style="color: yellow;">●</span> 3.3	<span style="color: green;">●</span> 2.6	<span style="color: green;">●</span> 2.2	<span style="color: green;">●</span> 2.3	<span style="color: yellow;">●</span> 3.1	<span style="color: green;">●</span> 3.0	<span style="color: green;">●</span> 2.6	<span style="color: green;">●</span> 3.0	<span style="color: green;">●</span> 2.7	<span style="color: green;">●</span> 2.6	<span style="color: green;">●</span> 3.0	<span style="color: green;">●</span> 2.8
	2019	3.5	3.0	2.5	<span style="color: red;">●</span> 3.79	<span style="color: green;">●</span> 2.64	<span style="color: green;">●</span> 1.99	<span style="color: green;">●</span> 2.09	<span style="color: green;">●</span> 2.42	<span style="color: green;">●</span> 2.47	<span style="color: green;">●</span> 2.30					



Metric	Metric Calculation	Metric Description
All Customer Concerns per 10,000 Boardings	$(\text{Total Fixed Route Concerns} / \text{Total Riders}) * 10,000$	Customer concerns per 10,000 boardings.

### Narrative

Palm Tran is pleased to report that this metric continues to exceed the established stretch goal for the fifth month in a row. The fixed-route Customer Concerns ratio decreased slightly to 2.30 per 10,000 boardings in April, compared to 2.47 during the month of March. In April, total logged concerns were 181 compared to 189 in March. The top categories of concerns in April were "Pass-Up", "Discourteous Driver", and "Existing Infrastructure." The Customer Service PT-Stat team continues to work on initiatives to address customer concerns.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## CONNECTION DASHBOARD FY 2019

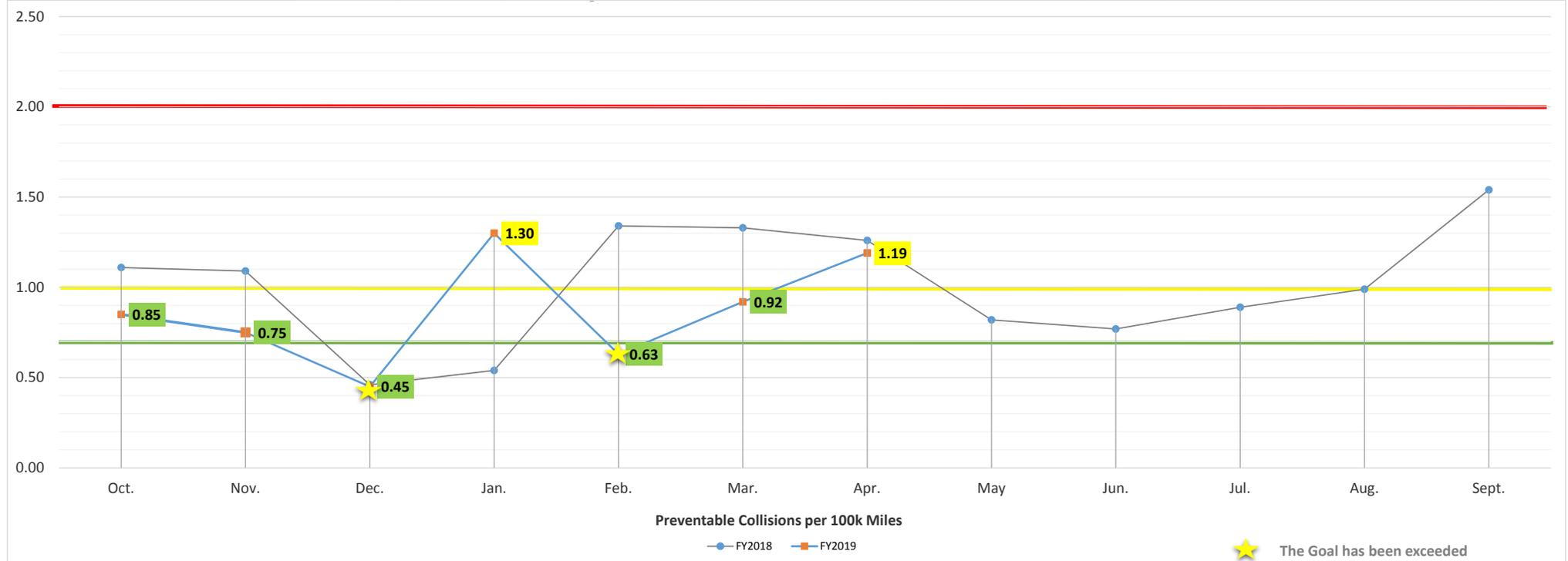
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	★ 1.30	● 0.63	● 0.92	★ 1.19					
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	★ 2.35	● 3.52	● 3.13	● 2.69	★ 2.21	★ 2.25	● 2.58					
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	1.5	1.8	2.0	★ 1.57	★ 1.52	● 1.47	★ 1.69	★ 1.73	★ 1.71	★ 1.72					
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	● 73.0%	● 75.0%	● 76.0%	● 76.0%	● 72.0%	● 73.0%	● 73.0%					
Mean Distance Between Road Calls	14,000	16,000	20,000	● 11,062	● 6,885	● 8,868	● 10,679	● 9,332	● 8,491	● 4,104					
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3	● 1.9	● 1.6					
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	3.0	2.0	1.5	● 4.8	● 3.7	● 3.9	● 4.2	● 5.0	● 4.1	● 4.2					
Reservations Call Hold Time	4:00	3:00	2:00	● 5:29	★ 3:19	● 2:37	● 4:01	● 4:05	● 5:01	● 2:24					
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06					

- Minimum/Maximum has not been met
- ★ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ Goal has been exceeded.



### CONNECTION - Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2018	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26	● 0.82	● 0.77	● 0.89	● 0.99	● 1.54
	2019	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	● 1.30	● 0.63	● 0.92	● 1.19					



Metric	Metric Calculation	Metric Description
Preventable Collisions per 100,000 Miles	$(\text{Total Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be preventable for every 100K miles driven.

#### Narrative

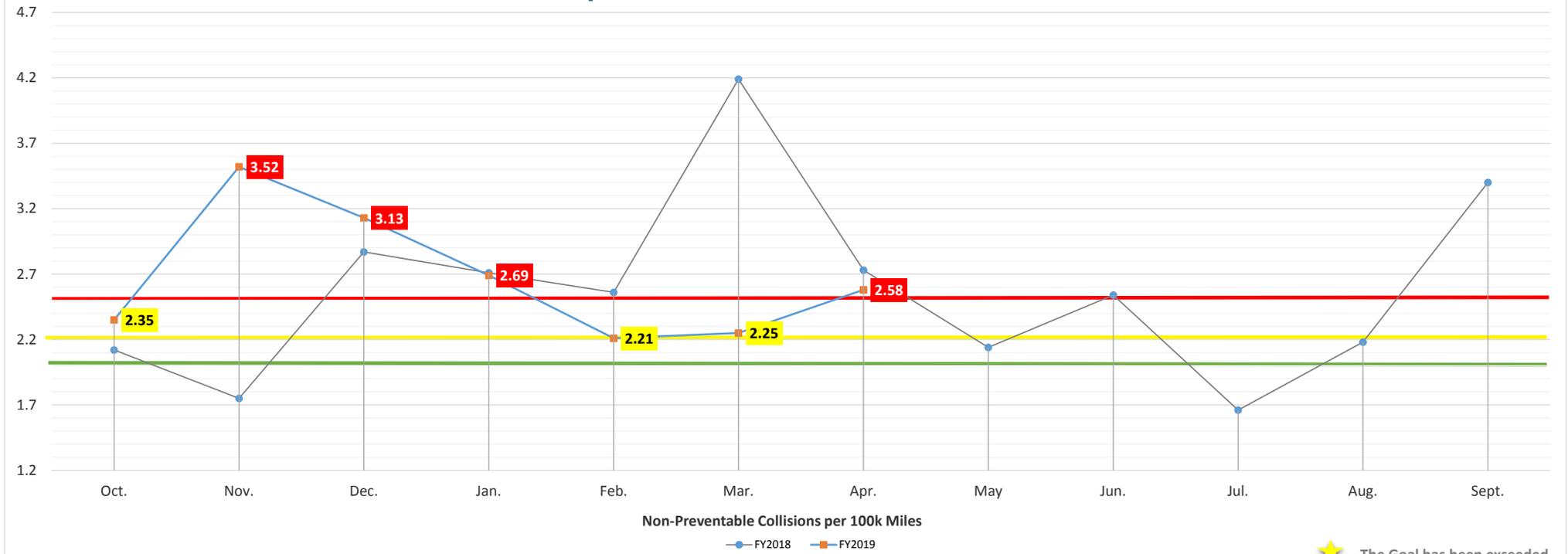
During the month of April, Preventable Collisions increased from 0.92 to 1.19 collisions. This was due to twelve (12) at fault accidents during the month of April compared to nine (9) at fault accidents during the month of March. The majority of the collisions were related to fixed object accidents. These included ten (10) fixed objects, one (1) lift malfunction, and one (1) rear-end collision. The Palm Tran Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the "Blind Spot Alert" pilot program recently installed in seven vehicles. This system alerts operators of objects in their blind spots and could potentially mitigate preventable accidents related to sideswipes and fixed objects collisions.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## CONNECTION - Non-Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	2018	2.5	2.2	2.0	<span style="color: green;">●</span> 2.12	<span style="color: green;">●</span> 1.75	<span style="color: red;">●</span> 2.87	<span style="color: red;">●</span> 2.71	<span style="color: red;">●</span> 2.56	<span style="color: red;">●</span> 4.19	<span style="color: red;">●</span> 2.73	<span style="color: green;">●</span> 2.14	<span style="color: red;">●</span> 2.54	<span style="color: green;">●</span> 1.66	<span style="color: green;">●</span> 2.18	<span style="color: red;">●</span> 3.40
	2019	2.5	2.2	2.0	<span style="color: yellow;">●</span> 2.35	<span style="color: red;">●</span> 3.52	<span style="color: red;">●</span> 3.13	<span style="color: red;">●</span> 2.69	<span style="color: yellow;">●</span> 2.21	<span style="color: yellow;">●</span> 2.25	<span style="color: red;">●</span> 2.58					



Metric	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	$(\text{Total Non-Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.

### Narrative

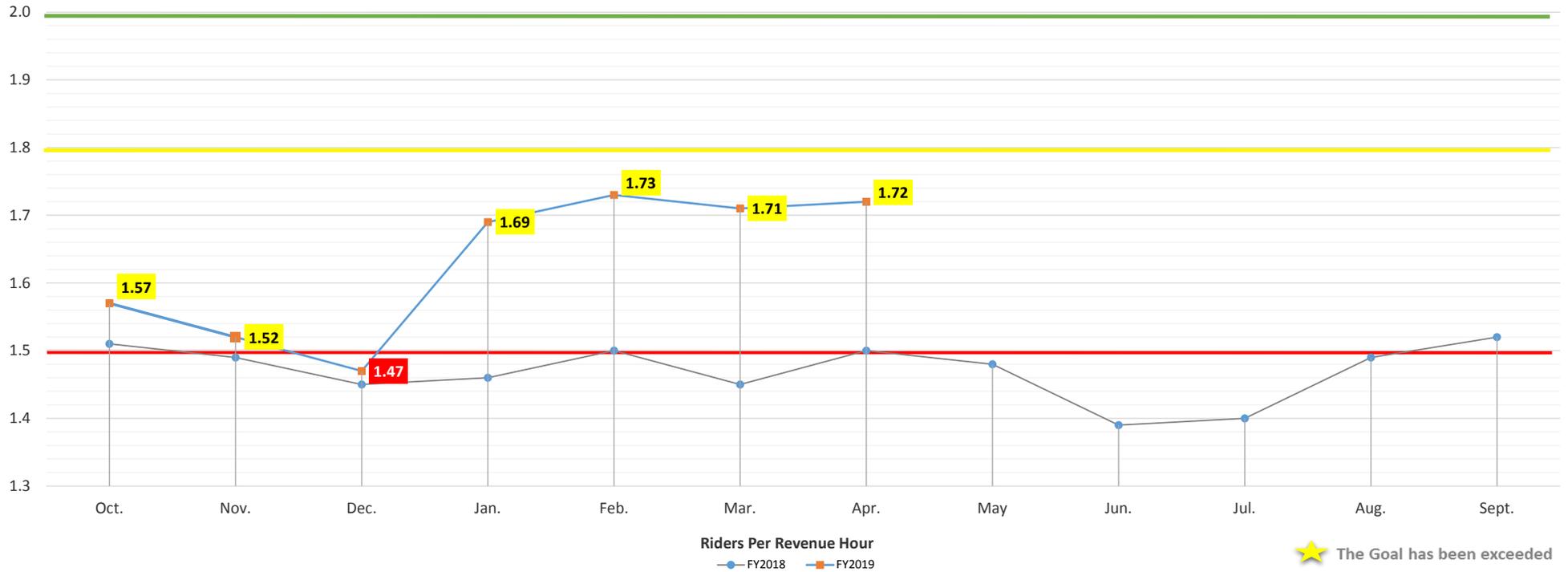
During the month of April, Non-Preventable Collisions increased from 2.25 to 2.58 collisions. This was due in large part to an increase in sideswipe collisions during the month of April. Palm Tran experienced twenty-six (26) No-Preventable Collisions for the month of April, compared to twenty-two (22) Non-Preventable Collisions for the month of March. The top categories for the month of April were defined as sideswipe, vehicle backed-into, and front-end damage collisions. The Connection Safety and Accident Reduction PT-Stat team is finalizing the installation of the "Deceleration Lighting System", which could potentially mitigate future Non-Preventable Collisions.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## CONNECTION - Riders Per Revenue Hour

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	2018	1.5	1.8	2.0	<span style="color: yellow;">●</span> 1.51	<span style="color: red;">●</span> 1.49	<span style="color: red;">●</span> 1.45	<span style="color: red;">●</span> 1.46	<span style="color: yellow;">●</span> 1.50	<span style="color: red;">●</span> 1.45	<span style="color: yellow;">●</span> 1.50	<span style="color: red;">●</span> 1.48	<span style="color: red;">●</span> 1.39	<span style="color: red;">●</span> 1.40	<span style="color: red;">●</span> 1.49	<span style="color: yellow;">●</span> 1.52
	2019	1.5	1.8	2.0	<span style="color: yellow;">●</span> 1.57	<span style="color: yellow;">●</span> 1.52	<span style="color: red;">●</span> 1.47	<span style="color: yellow;">●</span> 1.69	<span style="color: yellow;">●</span> 1.73	<span style="color: yellow;">●</span> 1.71	<span style="color: yellow;">●</span> 1.72					



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hours	<b>Former Standard:</b> Total Connections Passengers Transported / Total Connection Revenue Hours (as defined per the contract). <b>New Standard:</b> Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD ( <i>National Transit Database</i> )).

### Narrative

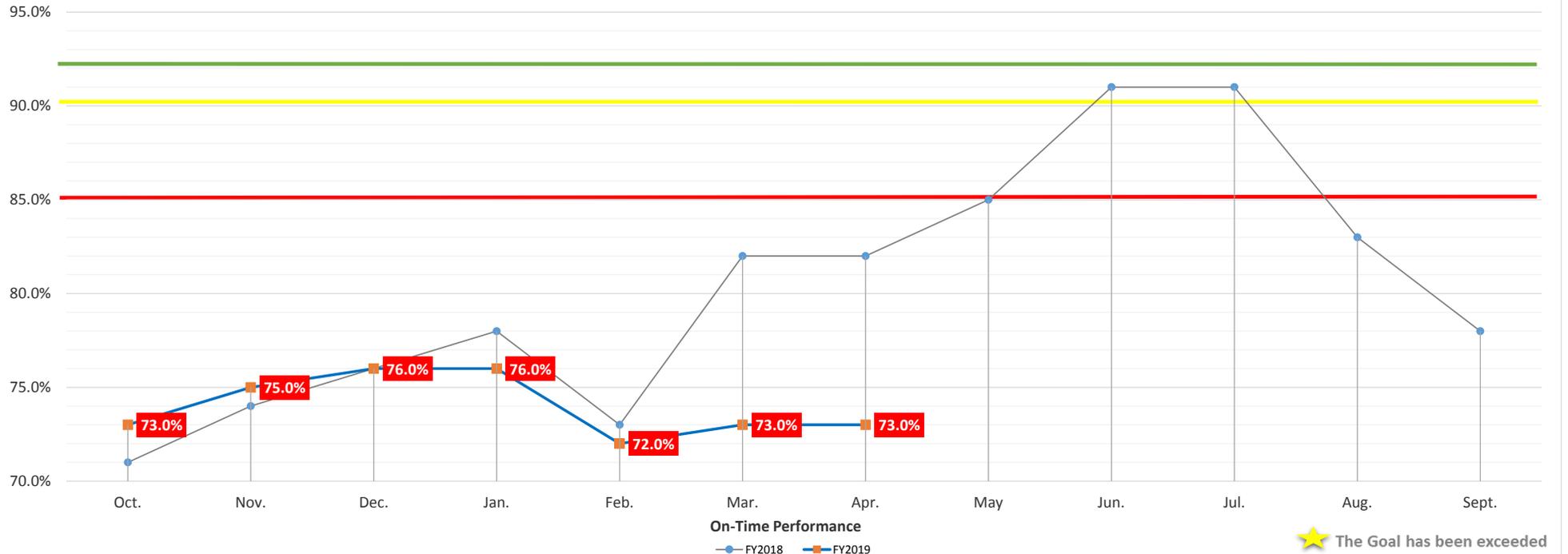
During the month of April, Palm Tran Connection riders per revenue hour slightly increased to 1.72 from 1.71 during the month of March. This is attributed in large part to the increase of Total Connection Revenue Hours by 3.1%, while the Total Connection Passenger Transported increased by 3.7% during the month of April. The Connection On-Time Performance and Productivity PT-Stat team continues to look at ways to better group and schedule trips to reduce the number of revenue hours needed while transporting a higher number of passengers.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## CONNECTION - On-Time Performance

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	2018	85%	90%	92%	<span style="color: red;">●</span> 71.0%	<span style="color: red;">●</span> 74.0%	<span style="color: red;">●</span> 76.0%	<span style="color: red;">●</span> 78.0%	<span style="color: red;">●</span> 73.0%	<span style="color: red;">●</span> 82.0%	<span style="color: red;">●</span> 82.0%	<span style="color: yellow;">●</span> 85.0%	<span style="color: green;">●</span> 91.0%	<span style="color: green;">●</span> 91.0%	<span style="color: red;">●</span> 83.0%	<span style="color: red;">●</span> 78.0%
	2019	85%	90%	92%	<span style="color: red;">●</span> 73.0%	<span style="color: red;">●</span> 75.0%	<span style="color: red;">●</span> 76.0%	<span style="color: red;">●</span> 76.0%	<span style="color: red;">●</span> 72.0%	<span style="color: red;">●</span> 73.0%	<span style="color: red;">●</span> 73.0%					



★ The Goal has been exceeded

Metric	Metric Calculation	Metric Description
On-Time Performance	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on-time when vehicle arrives to the location within the window.	<b>Former Standard:</b> Pick-up on-time performance was calculated as follows: 15 minutes +/- on either side of the scheduled pick-up window. Drop off on-times was calculated as follows: the customer must arrive to the drop off location at or prior to their scheduled drop off time. The presented number to the PTSB took the monthly pick-up and monthly drop-off OTP and averaged those number together to present a combined percentage for month OTP. <b>New Standard</b> Beginning October 2016, Palm Tran will track both pick-up OTP and drop-off OTP separately and report the pick-up OTP only, consistent with most of the industry.

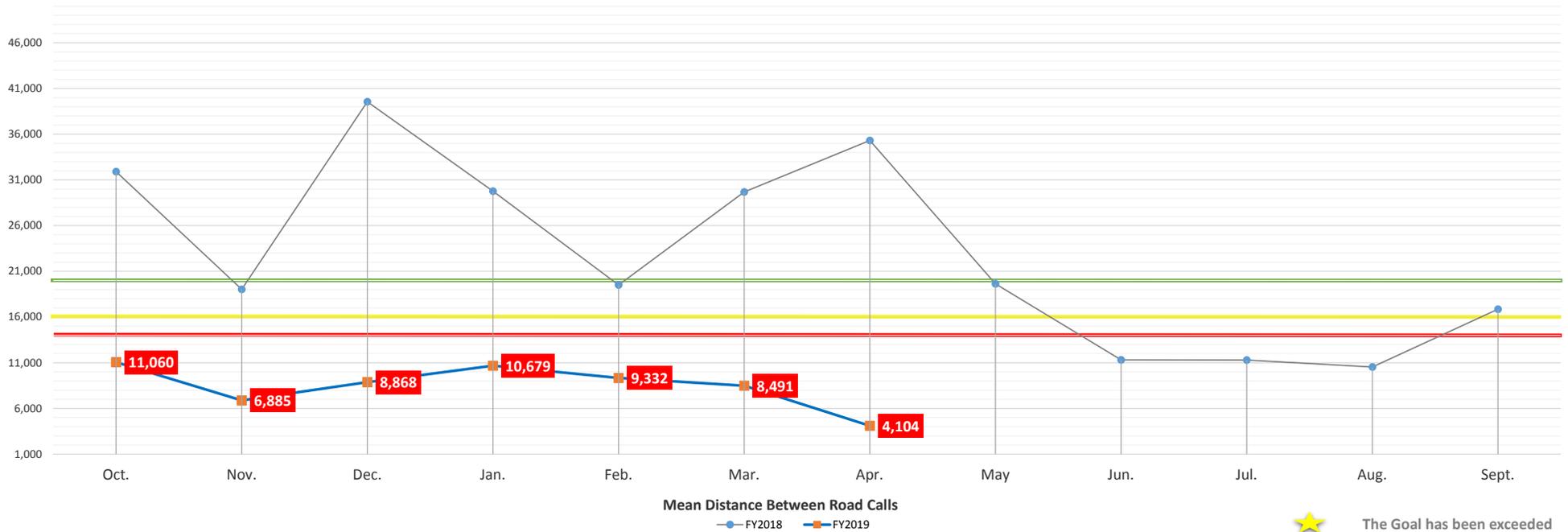
### Narrative

During the month of April, Palm Tran Connection On-Time Performance remained consistent at 73.0% compared to the prior month of March. This was due in large part to the increase in Total Passenger Transported by 3.7% (as reported on page 18) combined with an increase of vehicle breakdowns as reported on page 20. The Connection On-Time Performance PT-Stat team is focused on possible initiatives that could potentially address the constraints in ridership during the peak times when schools are in session.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

## CONNECTION - Mean Distance Between Road Calls

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	2018	28,000	31,000	35,000	<span style="color: green;">●</span> 31,898	<span style="color: red;">●</span> 19,028	<span style="color: green;">●</span> 39,551	<span style="color: yellow;">●</span> 29,768	<span style="color: red;">●</span> 19,515	<span style="color: yellow;">●</span> 29,678	<span style="color: green;">●</span> 35,317	<span style="color: red;">●</span> 19,625	<span style="color: red;">●</span> 11,320	<span style="color: red;">●</span> 11,286	<span style="color: red;">●</span> 10,533	<span style="color: red;">●</span> 16,863
	2019	14,000	16,000	20,000	<span style="color: red;">●</span> 11,060	<span style="color: red;">●</span> 6,885	<span style="color: red;">●</span> 8,868	<span style="color: red;">●</span> 10,679	<span style="color: red;">●</span> 9,332	<span style="color: red;">●</span> 8,491	<span style="color: red;">●</span> 4,104					



★ The Goal has been exceeded

Metric	Metric Calculation	Metric Description
Mean Distance Between Road Calls	(Total Connection Vehicle Miles) / Connection Major and Minor Mechanical Failures	The average number of miles driven by Connection vehicles before experiencing a mechanical failure.

### Narrative

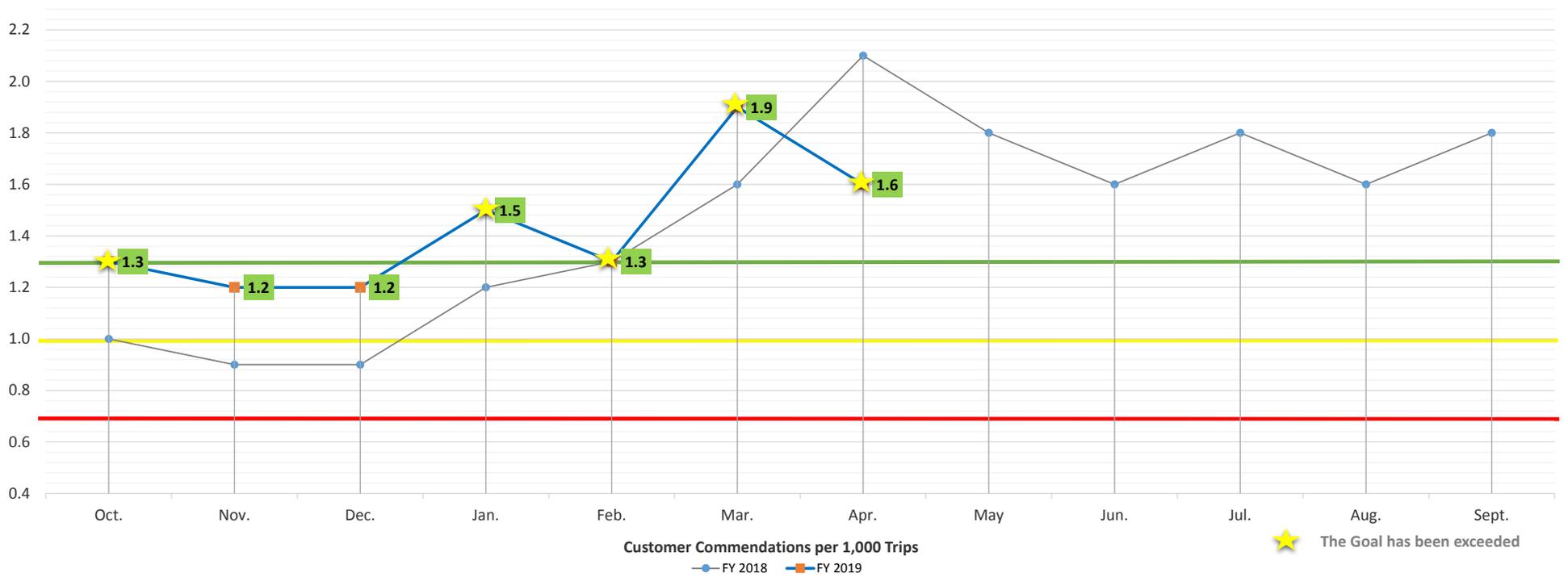
During the month of April, Palm Tran Connection experienced two-hundred and forty-six (246) Road Calls compared to one-hundred and fifteen (115) Road Calls for the month of March. This is an increase of one-hundred and thirty-one (131) Road Calls, which was due in large part to an increase of Road Calls on the vehicles formerly operated by one of the paratransit providers to the other two (MV Transportation and First Transit) on March 29, 2019. The top categories in April were as follows: Wheelchair Lift, transmission/engine, and air conditioner road calls. The Connection Safety and Accident Reduction PT-Stat team is currently emphasizing the importance of the driver's involvement/participation in identifying and reporting any possible performance issues with the vehicles to ensure the effectiveness of the maintenance plan.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## CONNECTION - Customer Commendations per 1,000 Trips

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Commendations per 1,000 Trips	2018	0.7	1.0	1.3	<span style="color: green;">●</span> 1.0	<span style="color: yellow;">●</span> 0.9	<span style="color: yellow;">●</span> 0.9	<span style="color: green;">●</span> 1.2	<span style="color: green;">●</span> 1.3	<span style="color: green;">●</span> 1.6	<span style="color: green;">●</span> 2.1	<span style="color: green;">●</span> 1.8	<span style="color: green;">●</span> 1.6	<span style="color: green;">●</span> 1.8	<span style="color: green;">●</span> 1.6	<span style="color: green;">●</span> 1.8
	2019	0.7	1.0	1.3	<span style="color: green;">●</span> 1.3	<span style="color: green;">●</span> 1.2	<span style="color: green;">●</span> 1.2	<span style="color: green;">●</span> 1.5	<span style="color: green;">●</span> 1.3	<span style="color: green;">●</span> 1.9	<span style="color: green;">●</span> 1.6					



Metric	Metric Calculation	Metric Description
Customer Commendations per 1,000 Trips	$(\text{Total Connection Commendations} / \text{Total completed passenger trips}) * 1,000$	Customer Commendations per 1,000 passenger trips.

### Narrative

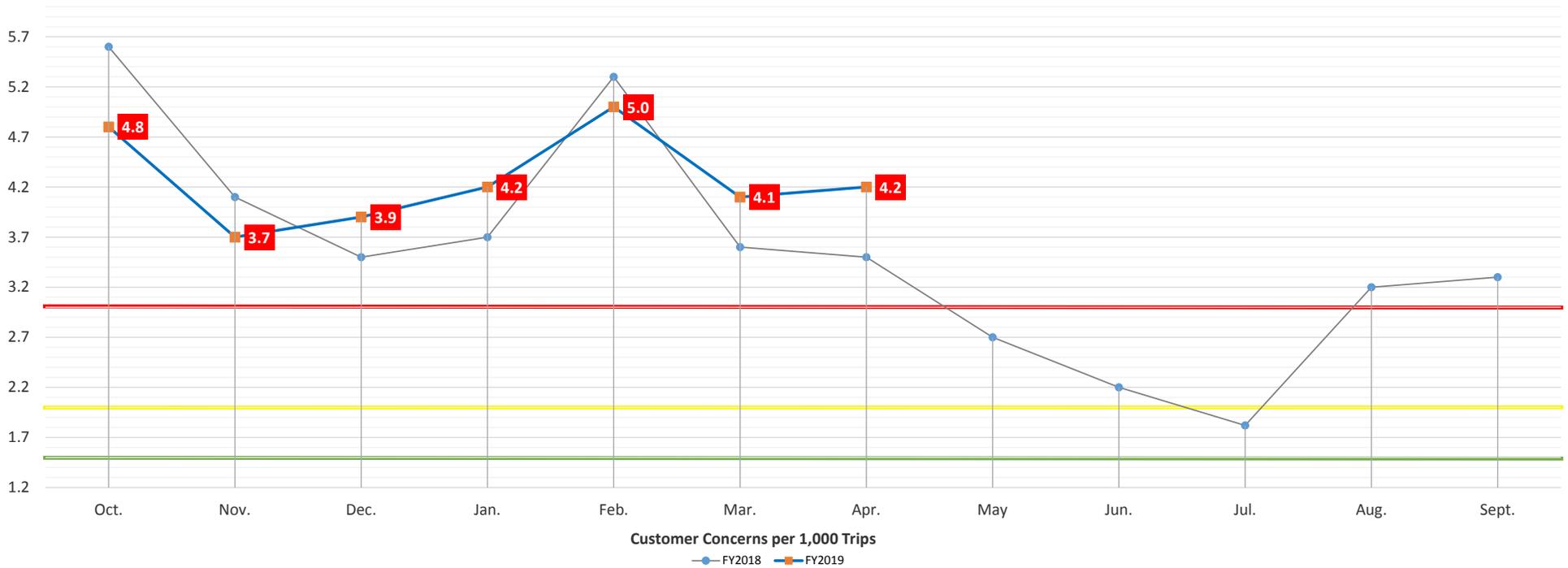
Palm Tran is pleased to report that for the month of April this metric achieved the established stretch goal for the fourth month in a row. During the month of April, Palm Tran Connection received 127 commendations compared to 142 during the month of March. Customer commendations during the month of April recognized exceptional customer service by drivers, reservationist, dispatchers, schedulers, customer service agents, service coordinators, administration employees, and for the overall Palm Tran Connection staff. The Customer Service PT-Stat team along with the collective efforts of the entire staff at Palm Tran Connection continues to improve service delivery and increase customer satisfaction.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



### CONNECTION - Customer Concerns per 1,000 Trips

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	2018	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5	● 2.7	● 2.2	● 1.8	● 3.2	● 3.3
	2019	3.0	2.0	1.5	● 4.8	● 3.7	● 3.9	● 4.2	● 5.0	● 4.1	● 4.2					



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Trips	$(\text{Total Connection Concerns} / \text{completed passenger trips}) * 1,000$	Customer concerns per 1,000 passenger trips.

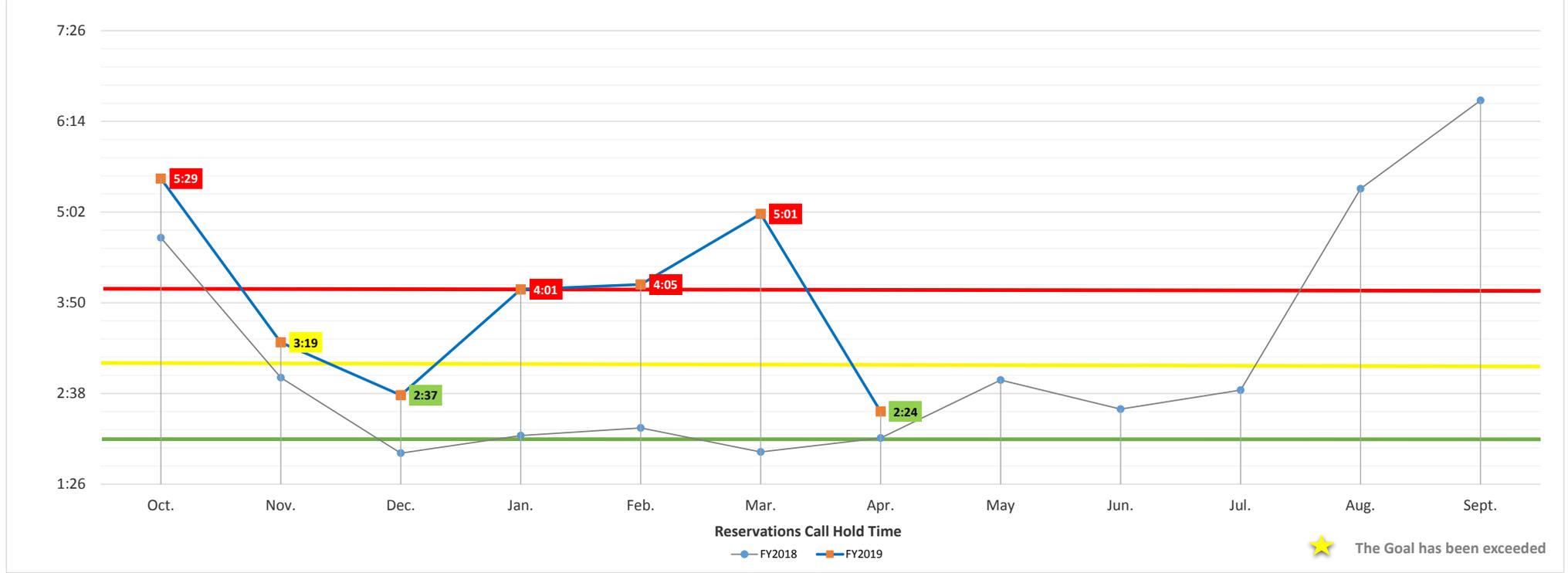
**Narrative**

During the month of April, there were 327 concerns filed compared to 311 concerns in March. This is an increase of 16 concerns, which in large part were related to the level of On-Time Performance as reported on page 19. The top categories during the month of April were focused on On-Time Performance, and on board the vehicle for too long. The Connection Customer Service PT-Stat team is gearing up for the CEP (Connection Efficiencies Project), which could potentially address some of the concerns reported by Palm Tran Connection customers.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

## CONNECTION - Reservations Call Hold Time

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Reservations Call Hold Time	2018	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11	● 1:52	● 2:03	● 2:49	● 2:26	● 2:41	● 5:21	● 6:31
	2019	4:00	3:00	2:00	● 5:29	● 3:19	● 2:37	● 4:01	● 4:05	● 5:01	● 2:24					



Metric	Metric Calculation	Metric Description
Reservations Call Hold Time	Summary of daily average Reservations Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month. Customer calls related to making reservations.

**Narrative**

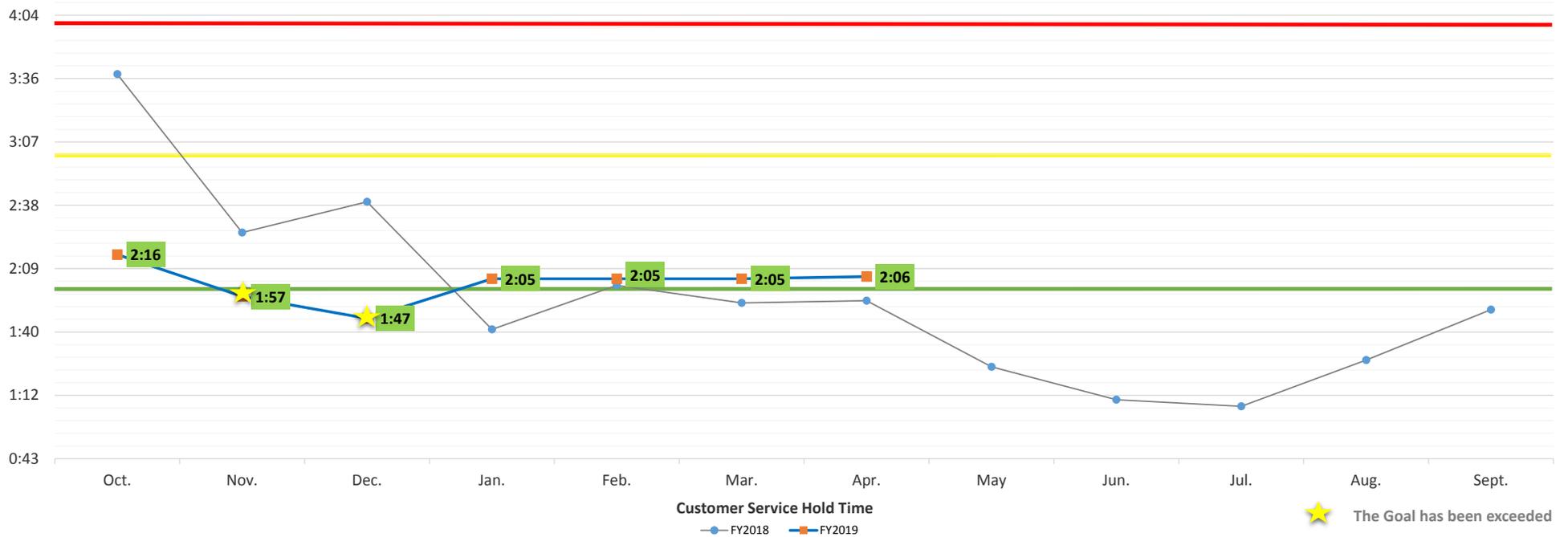
Palm Tran is Connection is pleased to report that for the month of April this metric exceeded the established target. During the month of April, reservations hold time experienced a sharp 2 minutes and 37 seconds reduction compared to the prior month of March. This was in large part due to the reservations department becoming fully staffed the first week of April after experiencing an unexpected staff reduction during the month of January. As the new reservationist become more familiar with the reservations software, reservations hold times are expected to continue to exceed the established target for the reservations hold time metric.

- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**



## CONNECTION - Where Is My Ride Hold Time

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Where is my ride Hold Time	2018	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54	● 1:55	● 1:25	● 1:10	● 1:07	● 1:28	● 1:51
	2019	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06					



Metric	Metric Calculation	Metric Description
Where Is My Ride Hold Time	Summary of daily average Where Is My Ride Hold Times/Number of Operational days for the Month.	Average Where Is My Ride Hold Time for the Month. Customer calls related to the location of their vehicle.

### Narrative

Palm Tran is pleased to report that during the month of April the “Where Is My Ride” hold time metric exceeded the established target for the seventh month in a row. During the month of April, “Where Is My Ride” hold time increased by only 1 second compared to the month of March. This was due in large part to the unchanged level of On-time Performance during the month of April as reported on page 19. This metric continues to outperform fiscal year 2018.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

