PERFORMANCE REPORT DECEMBER 2018

Mission:

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

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.

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									
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🟡 2.25	🔴 2.70	🟡 2.13									
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢 1.10	🟢 1.03	🟢 1.28									

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									
Riders Per Revenue Hour	19.4	19.9	25.0	🔴 18.5	🔴 17.3	🔴 16.7									

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%									
Mean Distance Between Road Calls	12,000	14,000	16,000	🟡 12,249	🟢 14,820	🟢 15,652									
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	🔴 0.18	🔴 0.14	🔴 0.08									

	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									

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									
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	🟡 2.35	🔴 3.52	🔴 3.13									

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									

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%									
Mean Distance Between Road Calls	14,000	16,000	20,000	🔴 11,060	🔴 6,885	🔴 8,868									
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	🟢 1.3	🟢 1.2	🟢 1.2									

	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									
Reservations Call Hold Time	4:00	3:00	2:00	🔴 5:29	🟡 3:19	🟢 2:37									
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:16	🟢 1:57	🟢 1:47									

FIXED ROUTE DASHBOARD FY 2019

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
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🔴 **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									

Preventable Collisions per 100k Miles

FY2018 — FY2019

⭐ The Goal has been exceeded

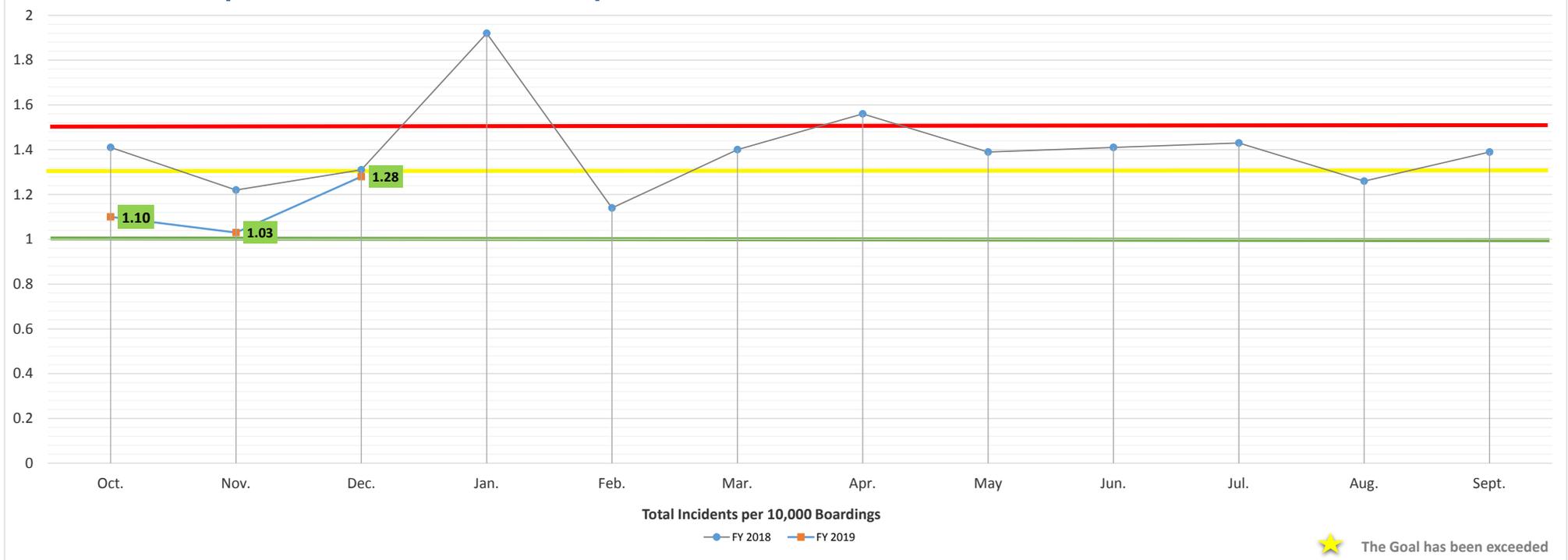| Metric	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.

Narrative

During the month of December, Preventable Collisions increased from 0.30 to 1.06 collisions. Palm Tran experienced seven (7) Preventable Collisions for the month of December, compared to two (2) Preventable Collisions for the month of November. This was due in large part to an increase of collisions categorized as sideswipe and rear-end collisions. Preventable Collisions during the month of December consisted of four (4) sideswipes, two (2) rear-ends, and one (1) fixed object collision. The Safety and Accident Reduction PT-Stat team is actively pursuing initiatives to mitigate sideswipes and 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

Palm Tran Performance Management Office

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									

Non-Preventable Collisions per 100k Miles

— FY2018   — FY2019   ⭐ The Goal has been exceeded

Metric	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	(Total Non-Preventable Collisions)/ (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 November , Palm Tran experienced a sharp decline on this metric. Non-Preventable Collisions decreased from 2.70 to 2.13 collisions. Palm Tran experienced fourteen (14) Non-Preventable Collisions for the month of December, compared to eighteen (18) Non-Preventable Collisions for the month of November. This was due in large part to a decrease of collisions categorized as rear-ends and vehicle cutting in front of the bus. Non-Preventable Collisions during the month of December consisted of ten (10) sideswipes, one (1) vehicles cutting in front of the bus, and three (3) rear-ends. The Safety and Accident Reduction PT-Stat team is currently focused on promoting defensive driving techniques through an increase in "small class Safety Meetings" to avoid possible 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**

Palm Tran Performance Management Office

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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									

Total Incidents per 10,000 Boardings

— FY 2018 — FY 2019

⭐ The Goal has been exceeded

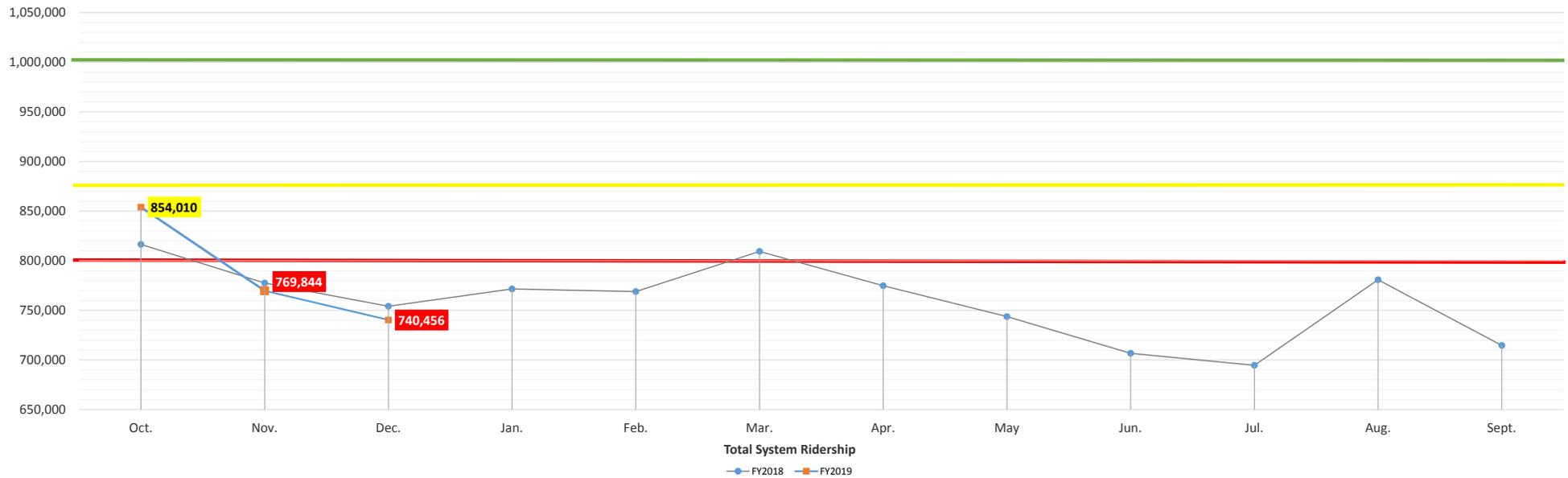| Metric	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to any other incident classified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

Narrative

Palm Tran is pleased to report that for the month of December, this metric exceeded the established target for the third month in a row. During the month of December, Palm Tran experienced 95 total incidents compared to 79 total incidents during the month of November. This is an increase of sixteen (16) incidents compared to the prior month of November. Palm Tran top incidents during the month of December 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 deaccelerating 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**

Palm Tran Performance Management Office

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	🟡 816,452	🔴 777,558	🔴 754,100	771,689	768,856	🟡 809,430	🔴 774,866	🔴 743,850	🔴 706,742	🔴 694,645	🔴 780,871	🔴 714,708	2,348,110
	2019	800,000	875,000	1M	🟡 854,010	🔴 769,844	🔴 **740,456**										2,364,310

Total System Ridership
— FY2018 — FY2019

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

Narrative

December ridership was 740,456, which is a decrease of 1.8% (13,644) compared to December of last fiscal year, and a decrease of 3.8% (29,388) compared to the prior month of November. This was due in large part to the typical ridership decline trend during the month of December due to the schools winter break (winter break started on December 21st). 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									

Riders Per Revenue Hour

— FY2017 — FY2018

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 December, Riders Per Revenue Hour experienced a slight decrease from 17.3 to 16.7 in December. This decrease in productivity was due in large part to the 0.2% (93 hours) reduction in total fixed route revenue hours, while ridership decreased by 3.8% (29,399 riders) as reported on page 8. 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

Palm Tran Performance Management Office

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%	🔴 70.5%	🔴 71.6%	🔴 70.8%	🔴 72.3%	🔴 70.4%	🔴 72.3%	🟡 73.1%	🟡 74.6%	🟢 75.9%	🟢 77.6%	🟢 75.6%	🟡 74.2%
	2019	74%	76%	78%	🟢 81.7%	🟢 79.5%	🟢 77.0%									

On-Time Performance

⭐ The Goal has been exceeded

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)	New standard – OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed. Former standard – 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 December, this metric exceeded the established target. During the month of December, On-Time Performance decreased slightly from 79.5% in November to 77% in December, which is 2.5 percentile points lower. This slight reduction is attributed to the increased traffic congestions during the Holiday season. The On-Time Performance PT-Stat team is currently analyzing the route schedules that were implemented on January, 2019 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	🟡 4,832	🟢 6,364	🟢 5,290	🟢 5,603	🟢 5,905	🟢 5,296	🟢 6,197	🟡 4,225	🟢 5,896	🟡 4,281	🟡 4,777	🟡 4,418
	2019	12,000	14,000	16,000	🟡 12,249	🟢 14,820	🟢 **15,652**									

Mean Distance Between Road Calls

⭐ The Goal has been exceeded

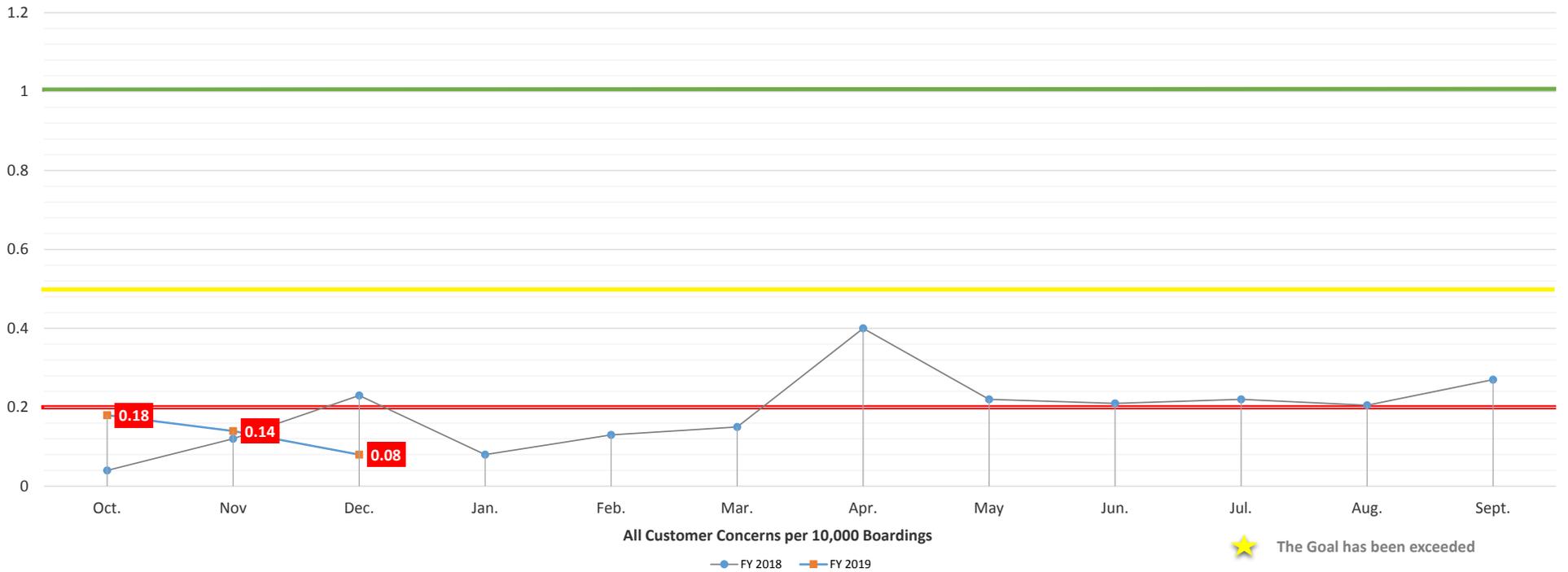| Metric	Metric Calculation	Metric Description
Mean Distance Between Road Calls	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	**New Standard:** The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical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

Palm Tran is pleased to report that for the month of December, this metric exceeded the established target. During the month of December, Palm Tran experienced 43 road calls compared to 45 road calls in November. This is a reduction of two (2) road calls, which is in large part attributed to a reduction of road calls categorized as engine related road calls. Due to this decrease in road calls, miles between road calls increased by 5.6% compared to the previous month of November exceeding the established target for this metric. The top causes of road calls during the month of December were categorized as Engine Regenerations, Overheat/Coolant related, and Engine road calls. The Mean Distance Between Road Calls PT–Stat team is currerntly 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**

Palm Tran Performance Management Office

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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**									

All Customer Concerns per 10,000 Boardings

— FY 2018   — FY 2019

⭐ The Goal has been exceeded

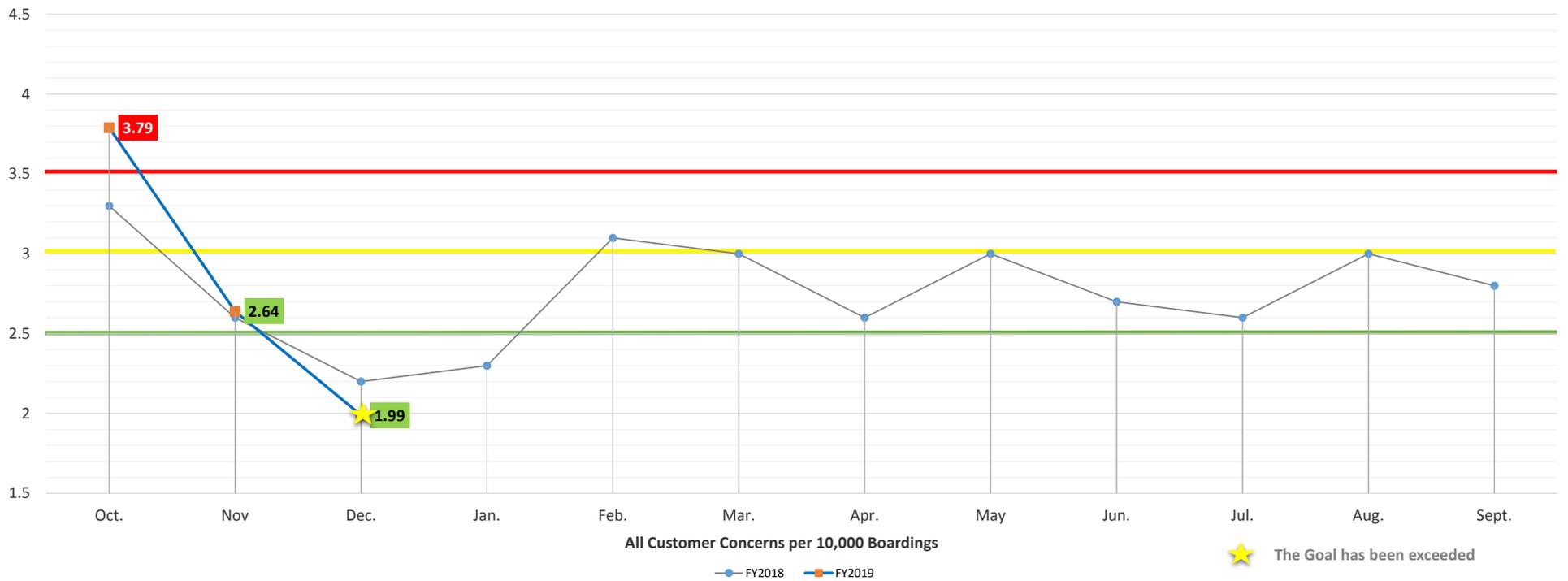| Metric	Metric Calculation	Metric Description
All Customer Commendations per 10,000 Boardings	(Total Fixed Route Commendations/Total Riders)*10,000	Customer Commendations per 10,000 boardings.

Narrative

During the month of December, customer commendations decreased slightly compared to the previous month of November. Palm Tran received six (6) commendations in December compared to eleven (11) commendations in November. The majority of the commendation received were categorized as "Courteous Bus Operator". The Customer Service PT–Stat 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**

Palm Tran Performance Management Office

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	🟡 3.3	🟢 2.6	🟢 2.2	🟢 2.3	🟡 3.1	🟢 3.0	🟢 2.6	🟢 3.0	🟢 2.7	🟢 2.6	🟢 3.0	🟢 2.8
	2019	3.5	3.0	2.5	🔴 3.79	🟢 2.64	🟢 **1.99**									

All Customer Concerns per 10,000 Boardings

⭐ The Goal has been exceeded

— FY2018 — FY2019

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

Narrative

Palm Tran is pleased to report that Customer Concerns have decreased for the second month in a row exceeding the established stretch goal. The fixed–route Customer Concerns ratio decreased to 1.99 per 10,000 boardings in December, compared to 2.64 during the month of November. In December, total logged concerns were 147 compared to 203 in November. This significant reduction in customer concerns were due in large part to customers already adjusted to the RPM (Route Performance Maximization) network improvements. The top categories of concerns in December are "Passed up," "Discourteous Driver" and "Behind Schedule." 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

Palm Tran Performance Management Office

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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									
Non–Preventable Collisions per 100k Miles	2.5	2.2	2.0	🟡 2.35	🔴 3.52	🔴 3.13									
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									
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%									
Mean Distance Between Road Calls	14,000	16,000	20,000	🔴 11,062	🔴 6,885	🔴 8,868									
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	🟢 1.3	🟢 1.2	🟢 1.2									
	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									
Reservations Call Hold Time	4:00	3:00	2:00	🔴 5:29	🟡 3:19	🟢 2:37									
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:16	🟢 1:57	🟢 1:47									

🔴 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.

Palm Tran Performance Management Office - December Report

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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**									

Preventable Collisions per 100k Miles

— FY2018 — FY2019

⭐ The Goal has been exceeded
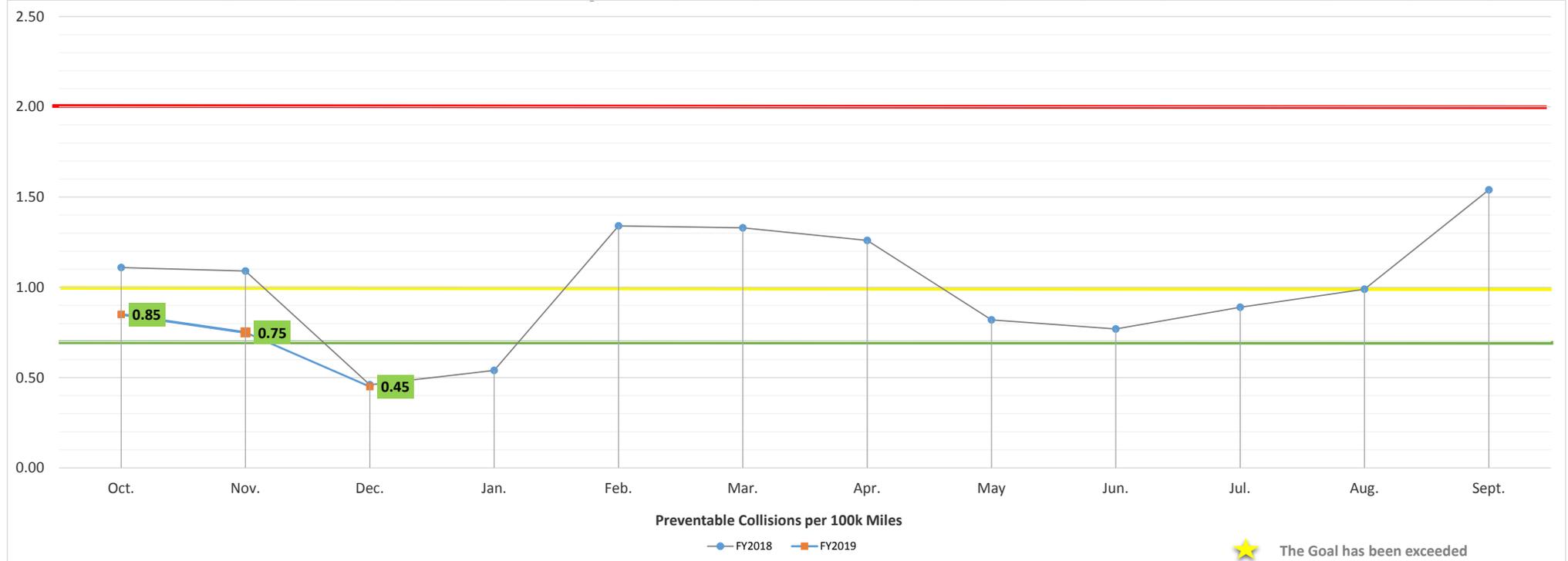
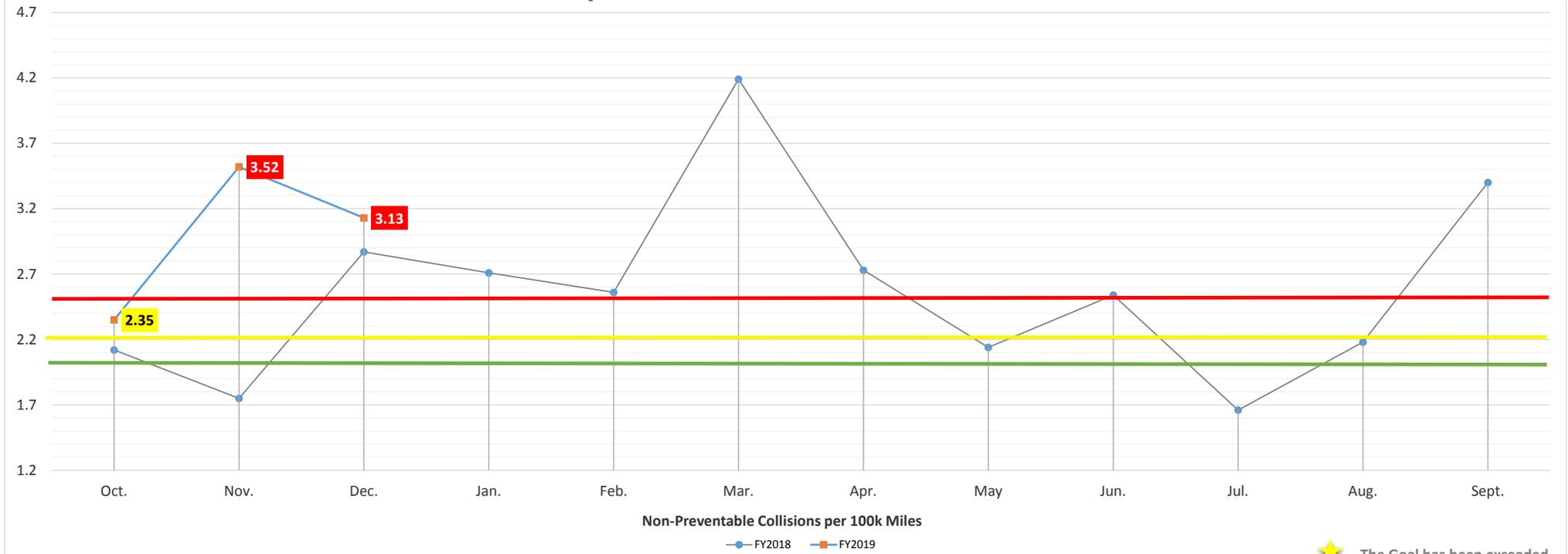| Metric	Metric Calculation	Metric Description
Preventable Collisions per 100,000 Miles	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.

Narrative

Palm Tran Connection is pleased to report a decline of Preventable Collisions from 0.75 during the month of November to 0.45 during the month of December exceeding the established stretch goal. This was due to four (4) at fault accidents during the month of December compared to seven (7) at fault accidents during the month of November. The majority of the collisions were related to sideswipe accidents. These included two (2) sideswipes, one (1) fixed object, and one (1) rear-end. 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 sideswipe and fixed object 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

Palm Tran Performance Management Office

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	🟢 2.12	🟢 1.75	🔴 2.87	🔴 2.71	🔴 2.56	🔴 4.19	🔴 2.73	🟢 2.14	🔴 2.54	🟢 1.66	🟢 2.18	🔴 3.40
	2019	2.5	2.2	2.0	🟡 2.35	🔴 3.52	🔴 **3.13**									

Non-Preventable Collisions per 100k Miles

FY2018 ●— FY2019 ■—

⭐ The Goal has been exceeded

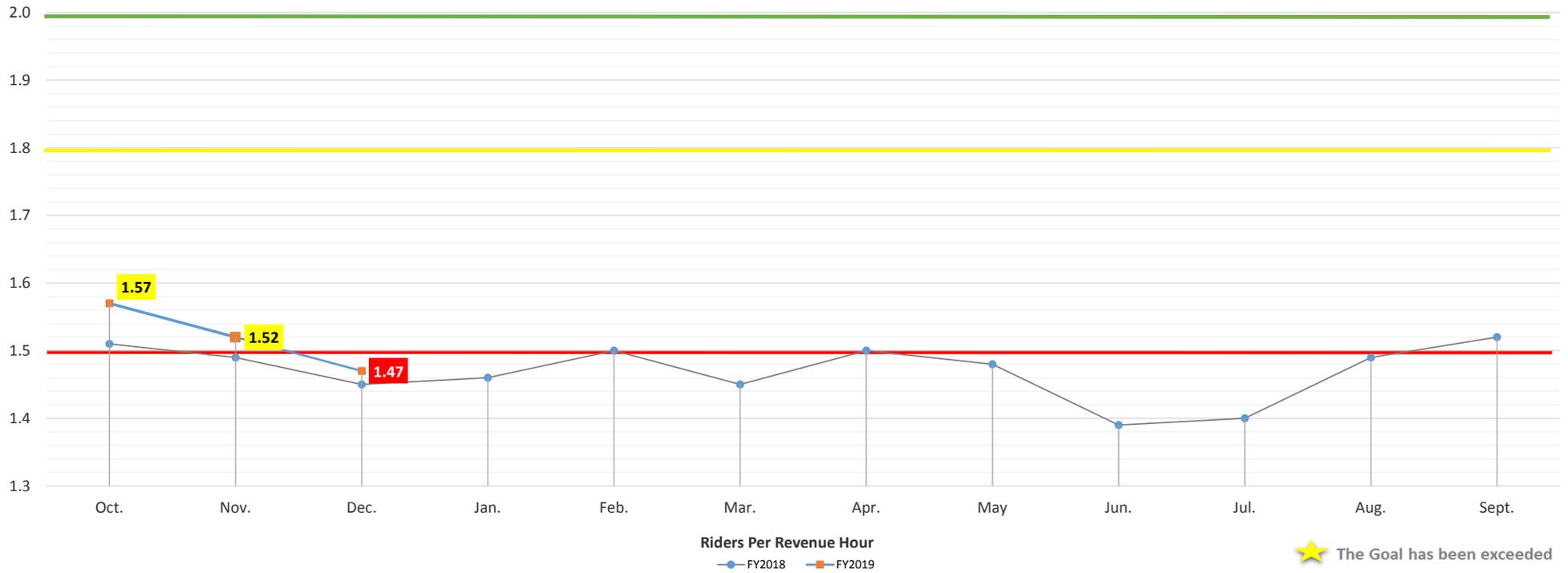| Metric	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	(Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.

Narrative

During the month of December, Non-Preventable Collisions decreased from 3.52 to 3.13 collisions. This was due in large part to a decrease in front-end damage collisions during the month of December. Palm Tran experienced twenty-eight (28) Non-Preventable Collisions for the month of December, compared to thirty-three (33) Non-Preventable Collisions for the month of November. The top three categories in the month of December were defined as sideswipe, vehicle backed-into, and front-end damage. The Connection Safety and Accident Reduction PT-Stat team started the installation of the "Deceleration Lighting System", which could potentially revent future Non-Prevenable 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

Palm Tran Performance Management Office

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	🟡 1.51	🔴 1.49	🔴 1.45	🔴 1.46	🟡 1.50	🔴 1.45	🟡 1.50	🔴 1.48	🔴 1.39	🔴 1.40	🔴 1.49	🟡 1.52
	2019	1.5	1.8	2.0	🟡 1.57	🟡 1.52	🔴 **1.47**									

Riders Per Revenue Hour
— FY2018 — FY2019

⭐ The Goal has been exceeded

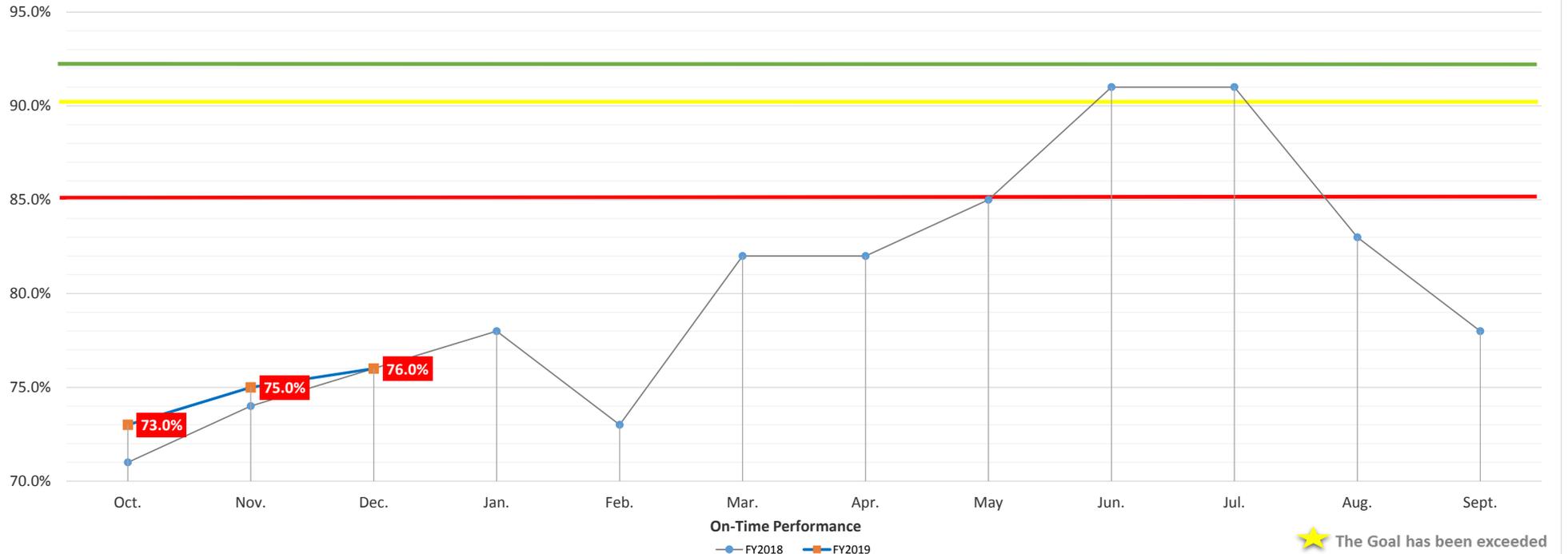| Metric	Metric Calculation	Metric Description
Riders Per Revenue Hours	Total Connections Passengers Transported / Total Connection Revenue Hours.	The aggregate average number of Connection customer boarding's occurring in each revenue hour.

Narrative

During the month of December, Palm Tran Connection riders per revenue hour decreased to 1.47 from 1.52 during the month of November. This is attributed in large part to a reduction of Total Connection Passenger Transported by 5.7%, while the Total Connection Revenue Hours only decreased by 2.6% during the month of December. Also, during the month of December many group trips were canceled for the holidays. 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**

Palm Tran Performance Management Office

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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%	🔴 71.0%	🔴 74.0%	🔴 76.0%	🔴 78.0%	🔴 73.0%	🔴 82.0%	🔴 82.0%	🟡 85.0%	🟢 91.0%	🟢 91.0%	🔴 83.0%	🔴 78.0%
	2019	85%	90%	92%	🔴 73.0%	🔴 75.0%	🔴 **76.0%**									

On-Time Performance
—●— FY2018   —■— FY2019

⭐ The Goal has been exceeded

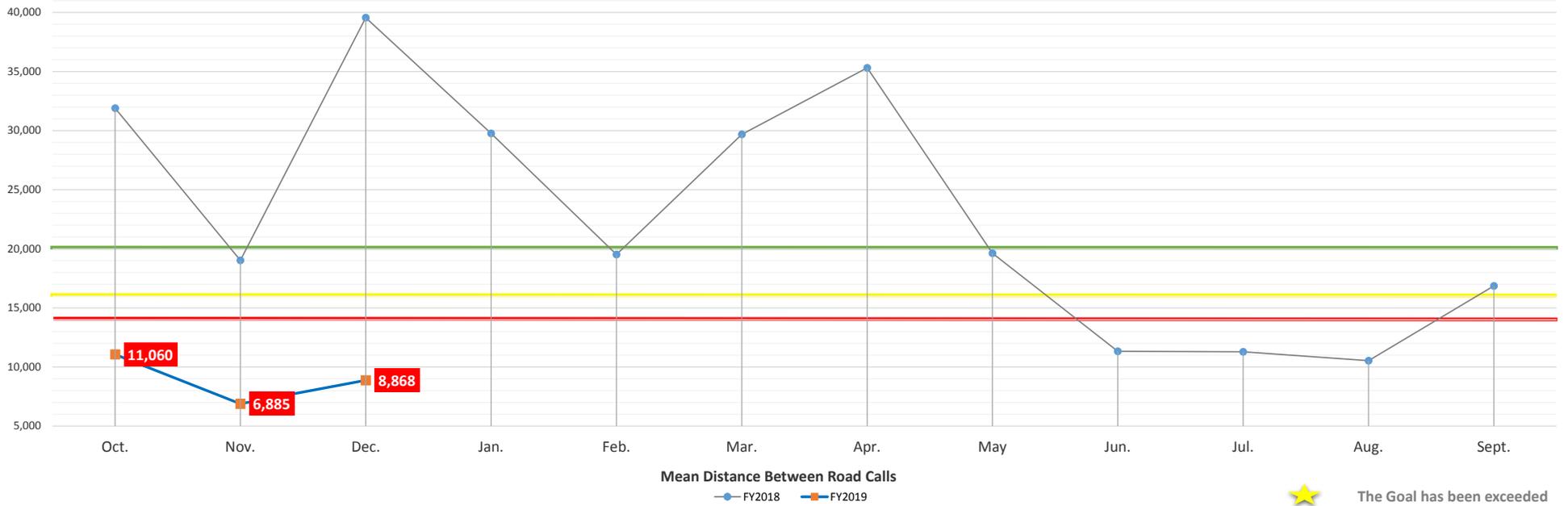| Metric	Metric Calculation	Metric Description
On-Time Performance	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on -time when vehicle arrives to the location within the window.	**Former Standard**: Pick-up on-time performance was calculated as follows: 15 minutes +/- 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. **New Standard** 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 December, Palm Tran Connection has seen an increase of one (1) percentile point in On-Time Performance over the prior month of November. This was due in large part to the 5.7% decrease in the Total Connection Passenger Transported during the month of December as reported on page 17. 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	🟢 31,898	🔴 19,028	🟢 39,551	🟡 29,768	🔴 19,515	🟡 29,678	🟢 35,317	🔴 19,625	🔴 11,320	🔴 11,286	🔴 10,533	🔴 16,863
	2019	14,000	16,000	20,000	🔴 11,060	🔴 6,885	🔴 **8,868**									

Mean Distance Between Road Calls

FY2018 — FY2019

⭐ The Goal has been exceeded

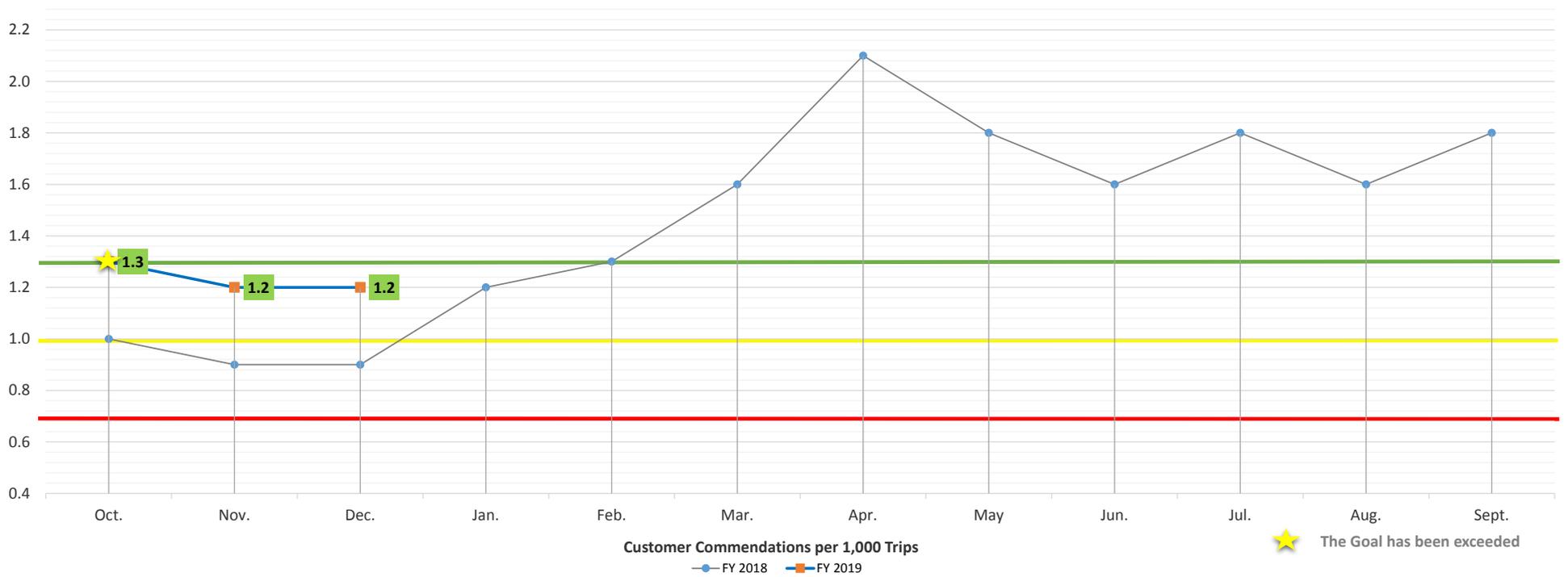| Metric	Metric Calculation	Metric Description
Mean Distance Between Road Calls	(Total Connection Vehicle Miles) / Connection Major and Minor Mechanical Failures	The average number of miles driven by Connection vehicles before experiencing a mechanical failure.

Narrative

During the month of December, Palm Tran Connection experienced one-hundred and one (101) Road Calls compared to one-hundred and thirty-six (136) Road Calls for the month of November. This is a reduction of thirty-five (35) Road Calls compared to the prior month of November, which was due in large part to a reduction of Road Calls categorized as "Transmission/Engine" Road Calls. The top categories in December were as follows: Wheelchair lift, Battery, rear air conditioner. The Connection Safety and Accident Reduction PT-Stat team is currently focused on possible initiatives that can decrease possible Wheelchair Lift malfunctions.

🔴 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	🟢 1.0	🟡 0.9	🟡 0.9	🟢 1.2	🟢 1.3	🟢 1.6	🟢 2.1	🟢 1.8	🟢 1.6	🟢 1.8	🟢 1.6	🟢 1.8
	2019	0.7	1.0	1.3	🟢 1.3	🟢 1.2	🟢 **1.2**									

Customer Commendations per 1,000 Trips

⭐ The Goal has been exceeded

● FY 2018 ■ FY 2019

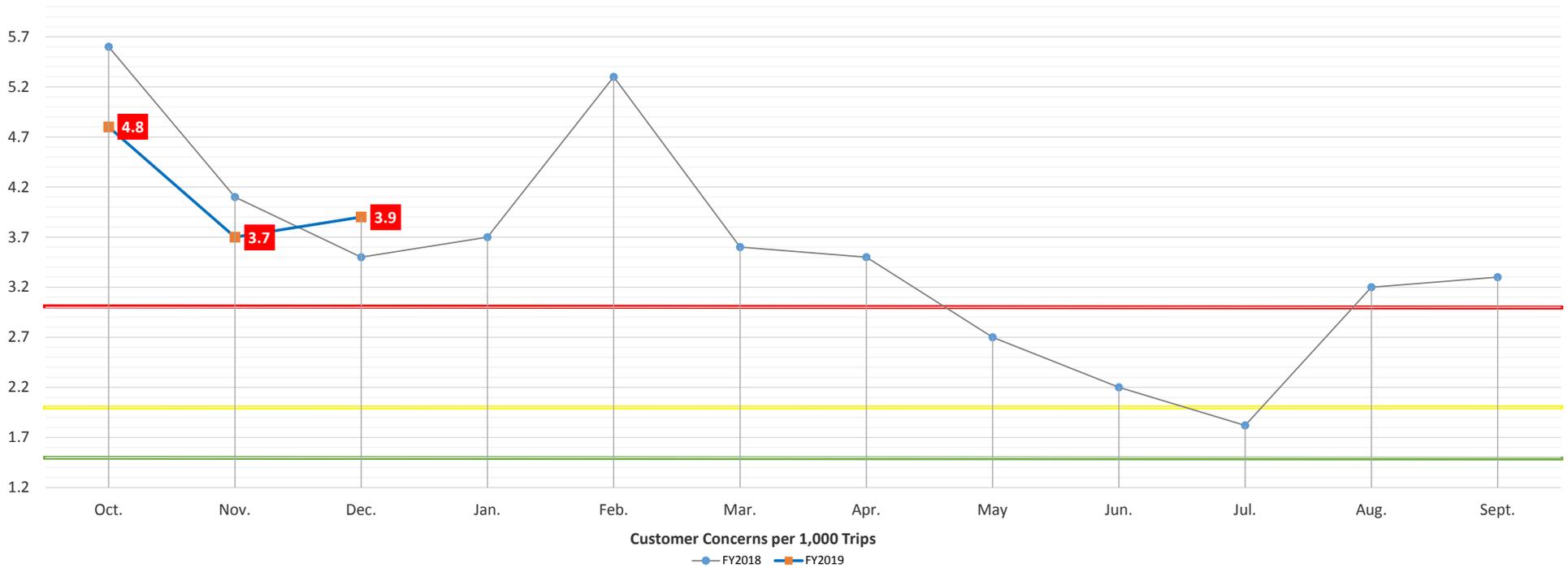| Metric	Metric Calculation	Metric Description
Customer Commendations per 1,000 Trips	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.

Narrative

Palm Tran is pleased to report that for the month of December this metric achieved the established target. During the month of December, Palm Tran Connection received 83 commendations compared to 88 during the month of November. Customer commendations during the month of December recognize exemplary service by drivers, reservationists, dispatchers, schedulers, eligibility 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

Palm Tran Performance Management Office

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**									

Customer Concerns per 1,000 Trips

— FY2018   — FY2019

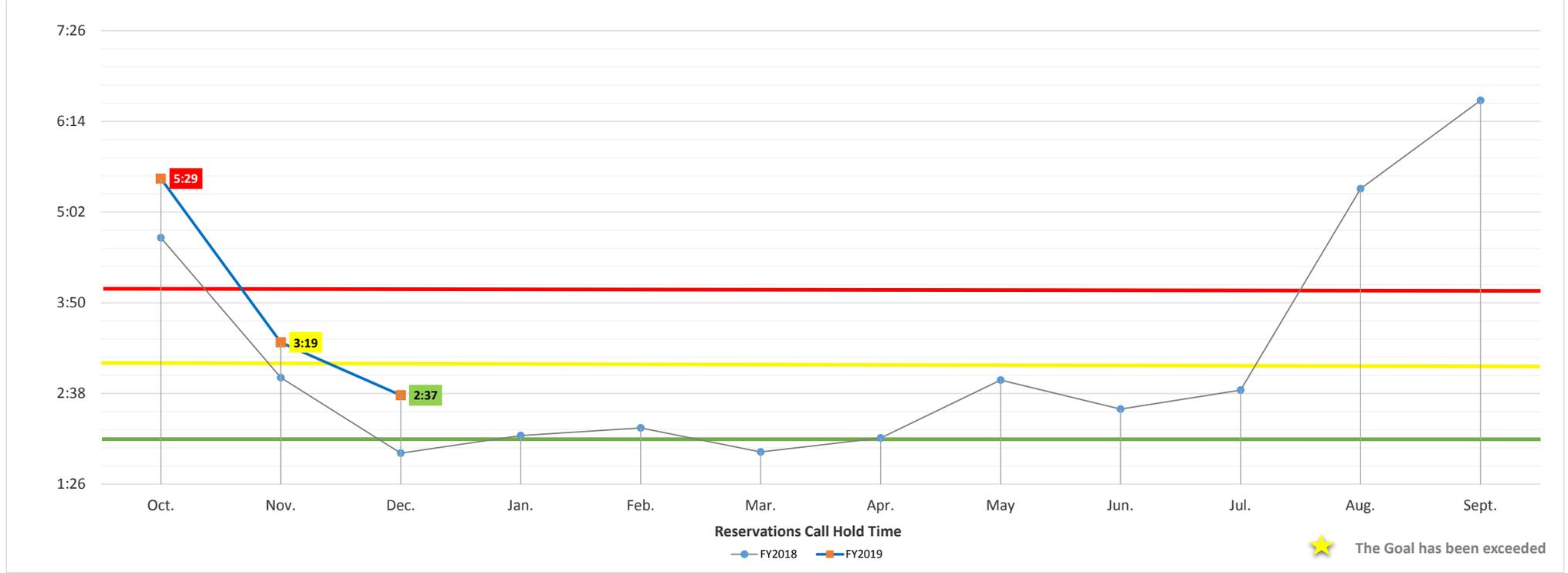| Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Trips	(Total Connection Concerns / completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.

Narrative

During the month of December, there were 258 concerns filed compared to 261 concerns in November. This is a decrease of 3 customer concerns, which is in large part related to the On–Time Performance improvement as reported on page 18. The top categories during the month of December were focused on On–Time Performance, and onboard the vehicle for too long. The Connection Customer Service PT–Stat team is evaluating possible initiatives to 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									

Reservations Call Hold Time

FY2018 ● — FY2019 ■

⭐ The Goal has been exceeded

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 Connection is pleased to report that for the month of December this metric exceed the established target. During the month of December, reservations hold time experienced a 1 minute and 22 seconds reduction compared to the prior month of November. This was in large part due to the call center hours of operation modification from 7:00am – 5:00pm to 8:00am – 5:00pm, which aligns with peers in the industry. This modification allowed more staff to answer the phones during peak hours which has resulted in decreasing hold times. Reservations hold times are expected to continue to improve.

🔴 **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**									

Customer Service Hold Time

— FY2018   — FY2019

⭐ The Goal has been exceeded

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 December the "Where Is My Ride" hold time metric exceeded the established stretch goal for the second month in a row. During the month of December, "Where Is My Ride" hold time decreased by 10 seconds compared to the month of November. This was due in large part to the slight On–Time Performance improvement during the month of December as reported on page 18. 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**

Palm Tran Performance Management Office