



PERFORMANCE REPORT FEBRUARY 2019

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.



PERFORMANCE HIGHLIGHTS

During the month of February 2019, Palm Tran's Performance Report continues to show improvement in different areas. Only two (2) 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 five (5) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

- »Palm Tran Non-Preventable Collisions declined from 2.03 to 1.41 collisions. This was due in large part to a decrease of collisions categorized as sideswipe collisions. (Pg. 7)
- »February ridership was 752,940, which is a decrease of 2.0% (15,916) compared to February of last fiscal year, and a decrease of 3.3% (25,788) compared to the prior month of January. (Pg. 9)
- »Palm Tran is pleased to report that during the month of February, Palm Tran's Fixed Route service exceeded the established target of On-Time Performance for the fifth time during the current fiscal year at 76.5%. (Pg. 11)
- »Palm Tran is glad to report that Customer Concerns continues to exceed the established stretch goal for the third month in a row. (Pg. 14)

Palm Tran Connection:

- »Palm Tran Connection is pleased to report that Preventable Collisions decreased from 1.30 to 0.63 collisions during the month of February. This was due in large part to a decrease of collisions categorized as fixed object collisions. (Pg. 15)
- »Palm Tran Connection On-Time Performance decreased to 72.0% during the month of February. (Pg. 18)
- »Customer Concerns increased from 4.2 in January to 5.0 per 1,000 trips during the month of February. (Pg. 20).
- »Reservations Call Hold Time increased to 4:05(min: sec). This was in large part due to an unexpected staff reduction of three reservationist experienced during the first week of the month of January, which have been addressed with two reservationist that started the last week of February, and a third that is scheduled to start in April. (Pg. 22)

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							
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 2.25	● 2.70	● 2.13	● 2.03	● 1.41							
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99							
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							
Riders Per Revenue Hour	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1							
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%							
Mean Distance Between Road Calls	12,000	14,000	16,000	● 12,249	● 14,820	● 15,652	● 11,713	● 12,047							
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	● 0.20							
	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							

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							
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.35	● 3.52	● 3.13	● 2.69	● 2.21							
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							
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%							
Mean Distance Between Road Calls	14,000	16,000	20,000	● 11,060	● 6,885	● 8,868	● 10,679	● 9,332							
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3							
	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							
Reservations Call Hold Time	4:00	3:00	2:00	● 5:29	● 3:19	● 2:37	● 4:01	● 4:05							
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05							

FIXED ROUTE DASHBOARD FY 2019

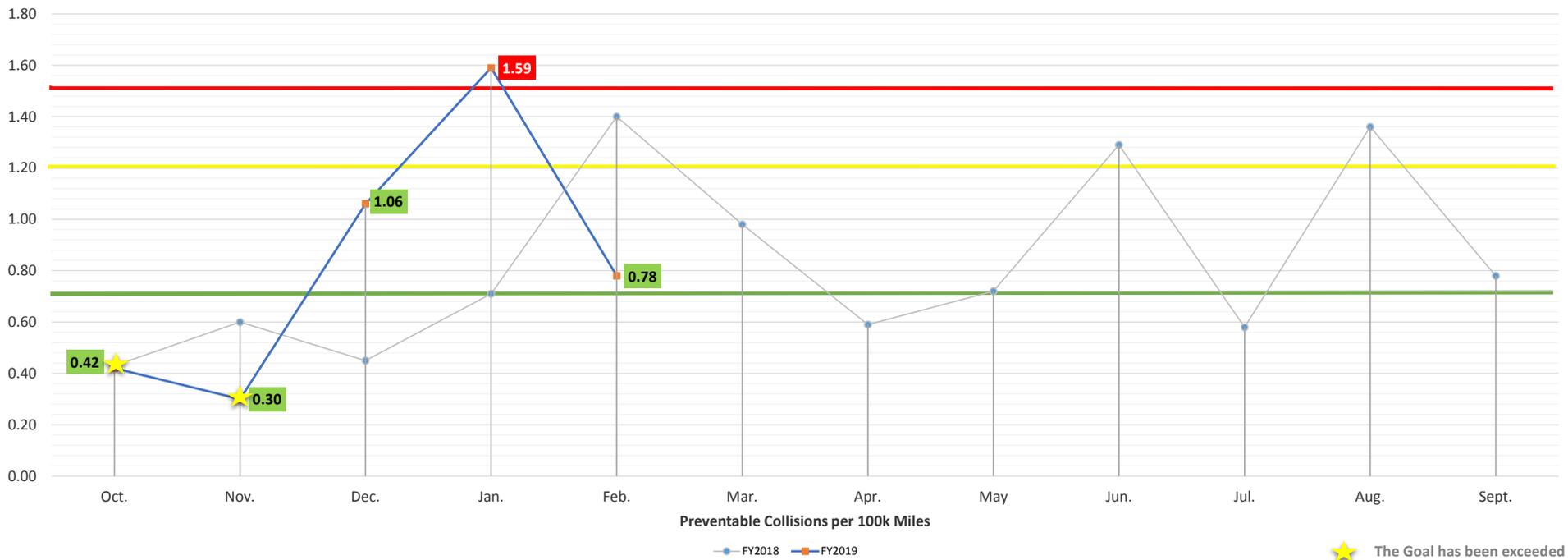
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	●	●	●	●							
				0.42	0.30	1.06	1.59	0.78							
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	●	●	●	●	●							
				2.25	2.70	2.13	2.03	1.41							
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	●	●	●	●							
				1.10	1.03	1.28	1.00	0.99							
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							
Riders Per Revenue Hour	19.4	19.9	25.0	●	●	●	●	●							
				18.5	17.3	16.7	17.6	19.1							
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%							
Mean Distance Between Road Calls	12,000	14,000	16,000	●	●	●	●	●							
				12,249	14,820	15,652	11,713	12,047							
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	●	●	●	●	●							
				0.18	0.14	0.08	0.18	0.20							
	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							

- 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							



★ The Goal has been exceeded

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

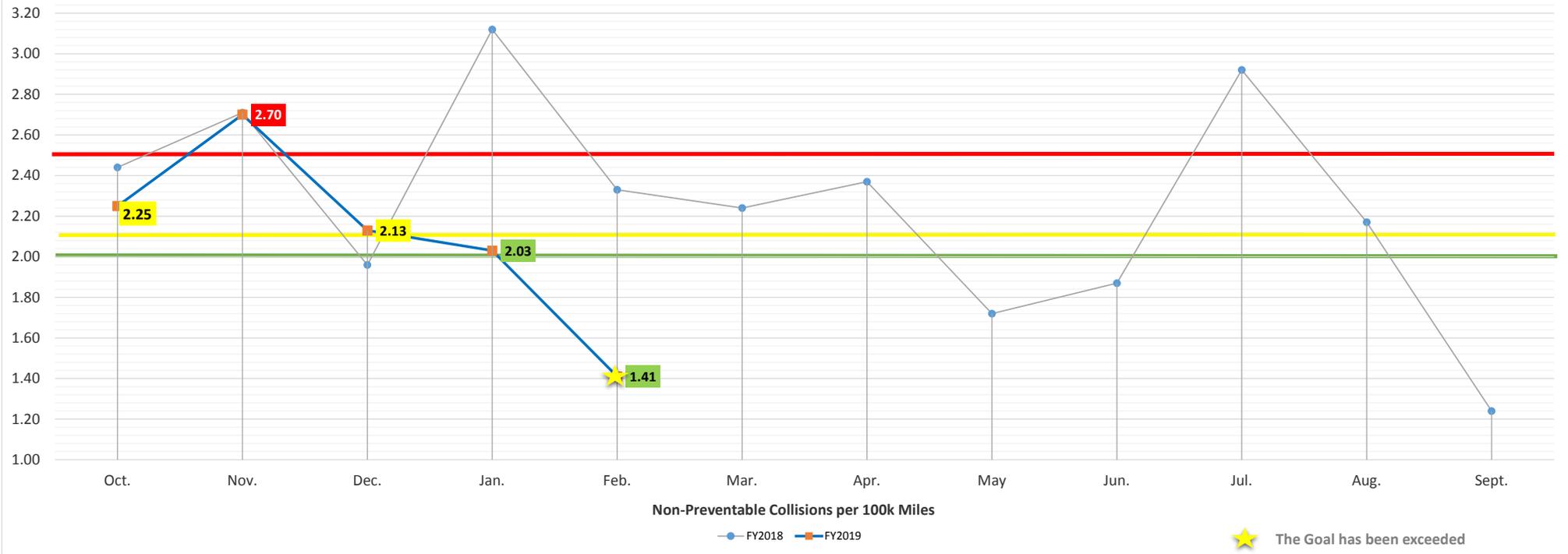
During the month of February, Palm Tran experienced a sharp decline on this metric. Preventable Collisions decreased from 1.59 to 0.78 collisions. Palm Tran experienced five (5) Preventable Collisions for the month of February, compared to eleven (11) Preventable Collisions for the month of January. This was due in large part to a decrease of collisions categorized as rear-end and fixed object collisions. Preventable Collisions during the month of February consisted of four (4) sideswipes and one (1) bus cutting in front of a cyclist. The Safety and Accident Reduction PT-Stat team is currently focused in promoting defensive driving techniques and cyclist awareness to avoid possible 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



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							



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

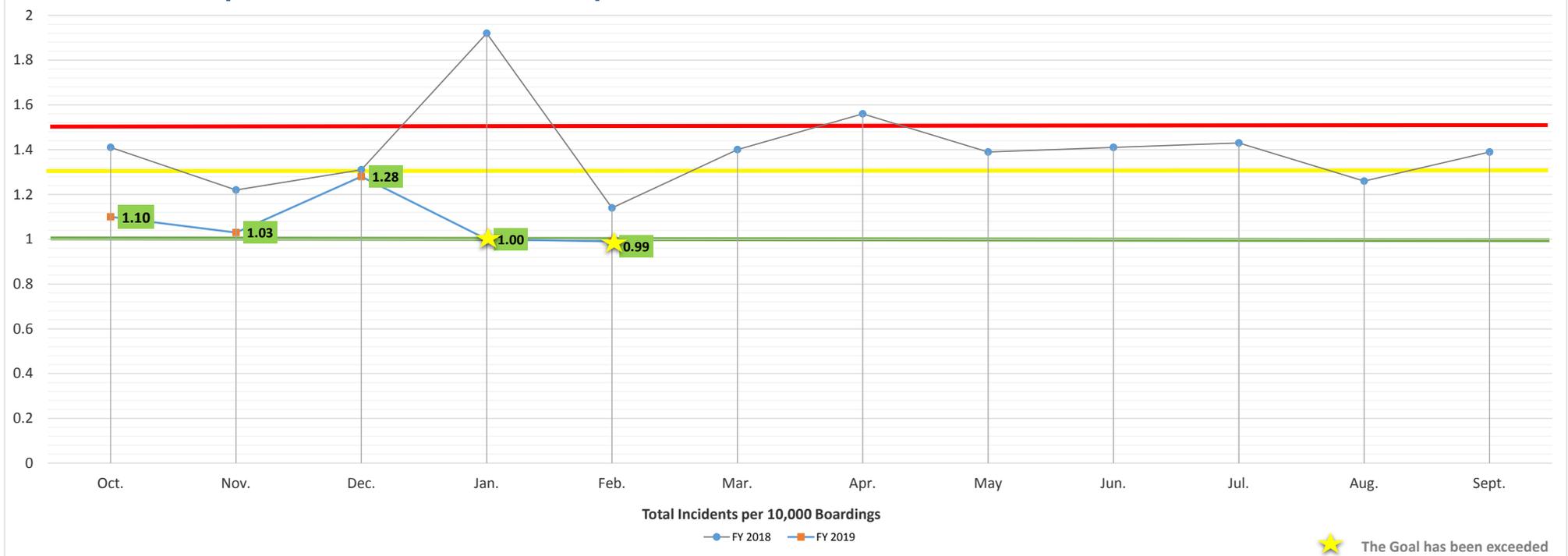
Palm Tran is pleased to report that for the month of February, this metric exceeded the established stretch goal. During the month of February, Non-Preventable Collisions declined from 2.03 to 1.41 collisions. Palm Tran experienced nine (9) Non-Preventable Collisions for the month of February, compared to (14) Non-Preventable Collisions for the month of January. This was due in large part to a decrease of collisions categorized as sideswipes. Non-Preventable Collisions during the month of February consisted of five (5) rear-ends, three (3) sideswipes, and one (1) cyclist hitting the side of the bus while the bus was servicing a bus stop. 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



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							



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

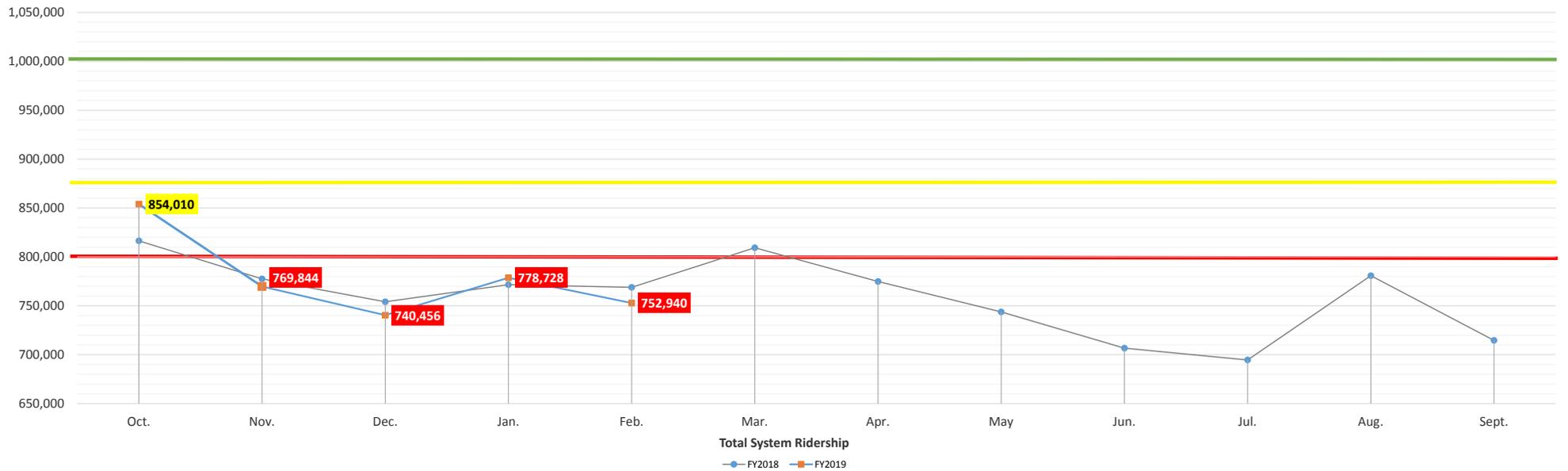
Palm Tran is pleased to report that for the month of February, this metric exceeded the established stretch goal for the second month in a row. During the month of February, Palm Tran experienced 75 total incidents compared to 78 total incidents during the month of January. This is a decrease of three (3) incidents compared to the prior month of January. Palm Tran top incidents during the month of February 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	816,452	777,558	754,100	771,689	768,856	809,430	774,866	743,850	706,742	694,645	780,871	714,708	3,888,655
	2019	800,000	875,000	1M	854,010	769,844	740,456	778,728	752,940								3,895,978



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

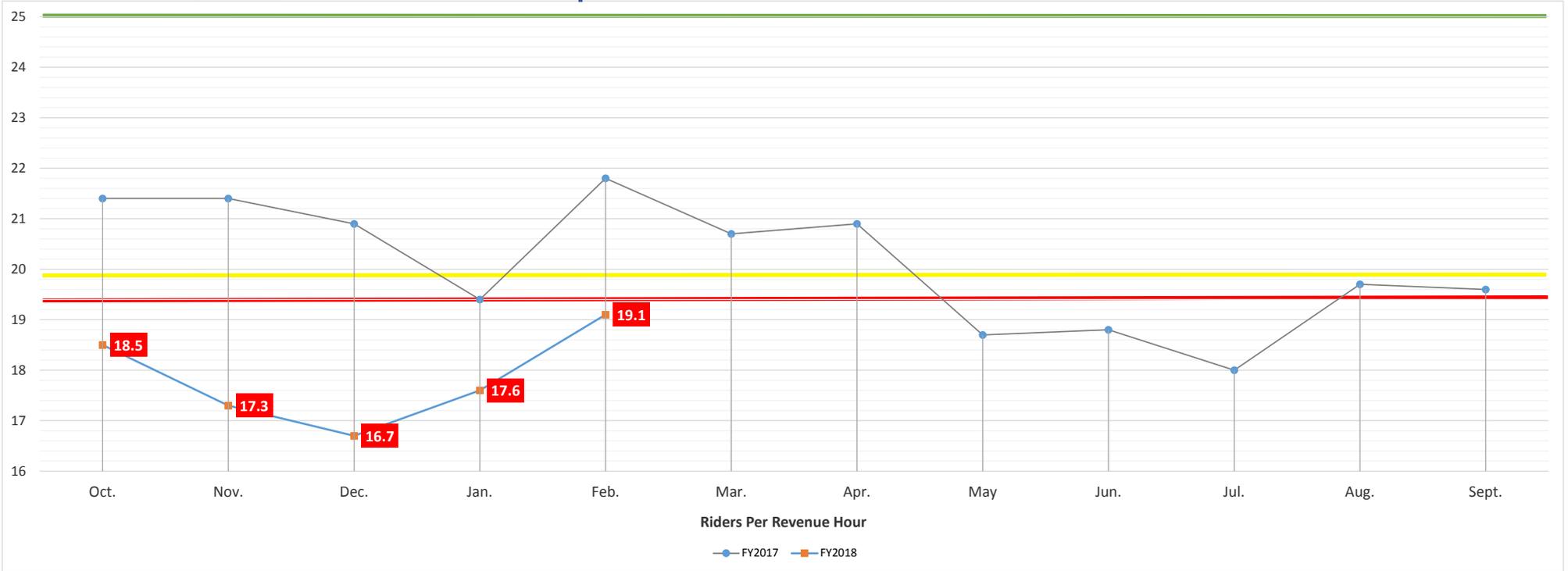
February ridership was 752,940, which is a decrease of 2.0% (15,916) compared to February of last fiscal year, and a decrease of 3.3% (25,788) compared to the prior month of January. This was due in large part to the month of February operating twenty (20) week days of service, compared to twenty-two (22) week days of service in January (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							



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

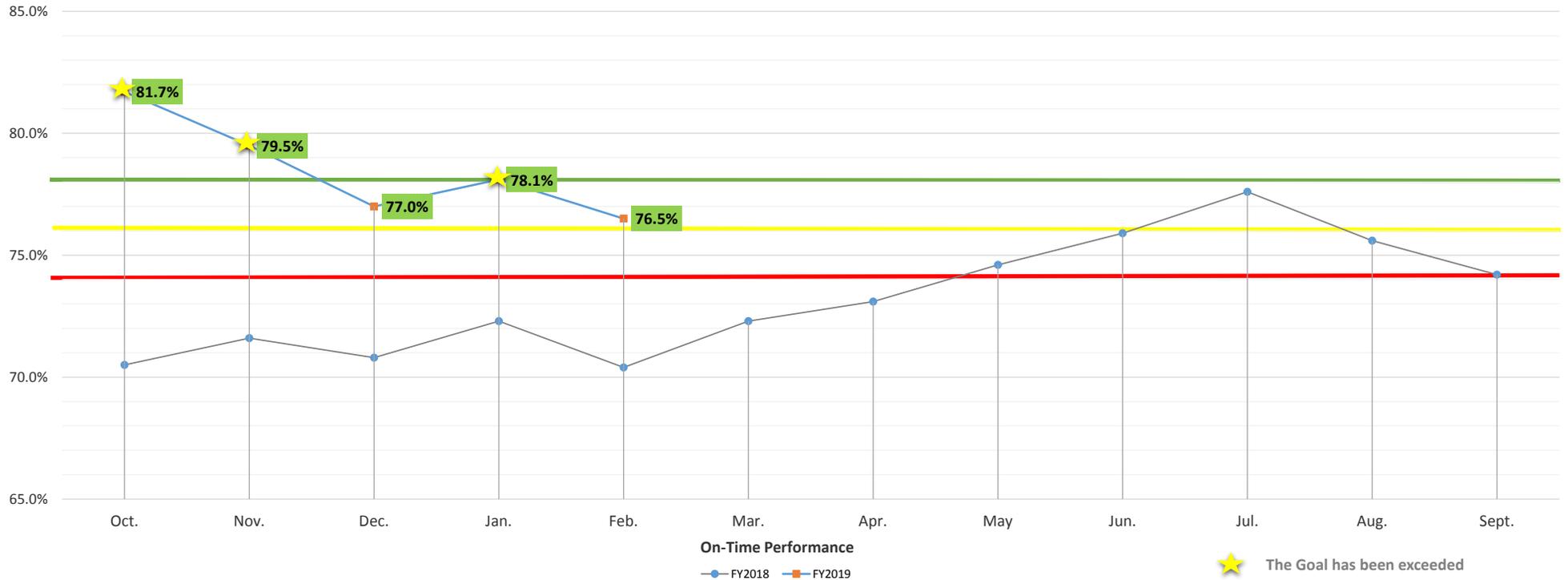
During the month of February, Riders Per Revenue Hour experienced a slight increase from 17.6 to 19.1 in February. This increase in productivity was due in large part to the 11.1% (4,918) decrease in total fixed route revenue hours, while ridership decreased by only 3.3% (25,788 riders) as reported on 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%	● 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%	● 78.1%	● 76.5%							



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

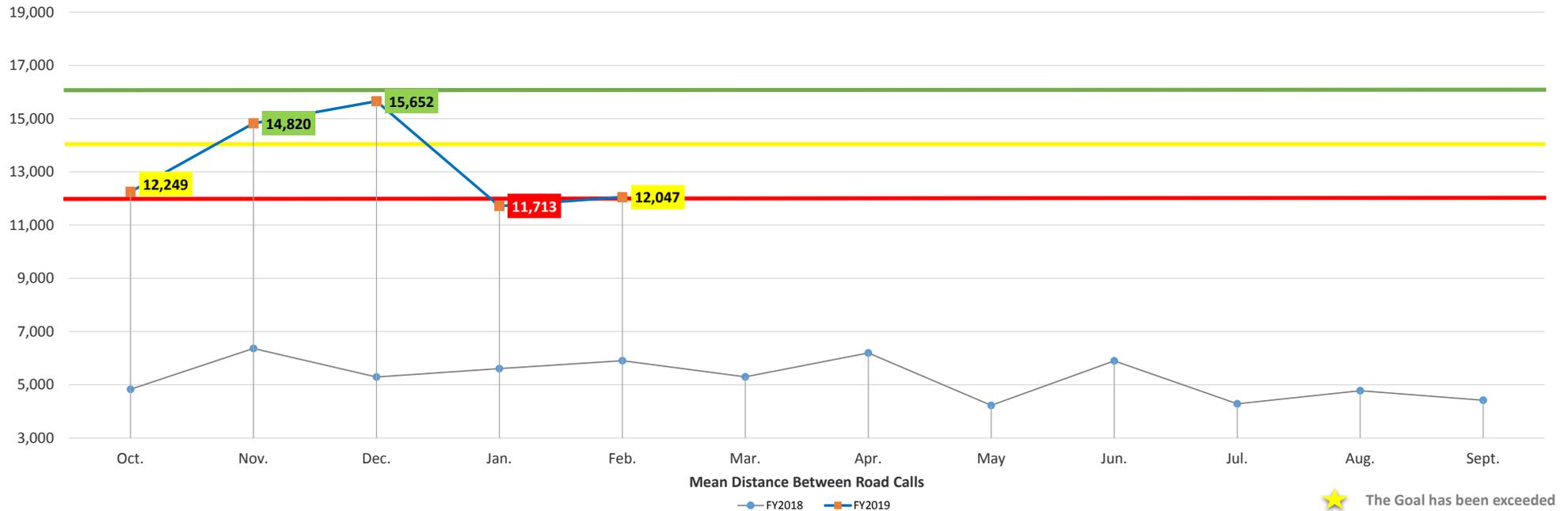
Palm Tran is pleased to report that for the month of February, this metric continues to exceed the established target for the fifth month in a row. During the month of February, On-Time Performance decreased from 78.1% in January to 76.5% in February, which is 1.6 percentile points lower. This slight decrease is attributed in large part to typical On-Time Performance decline from January to February, which is related to the school winter break for one week in January compared to no school break in February. The On-Time Performance PT-Stat team is currently evaluating 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	● 11,713	● 12,047							



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

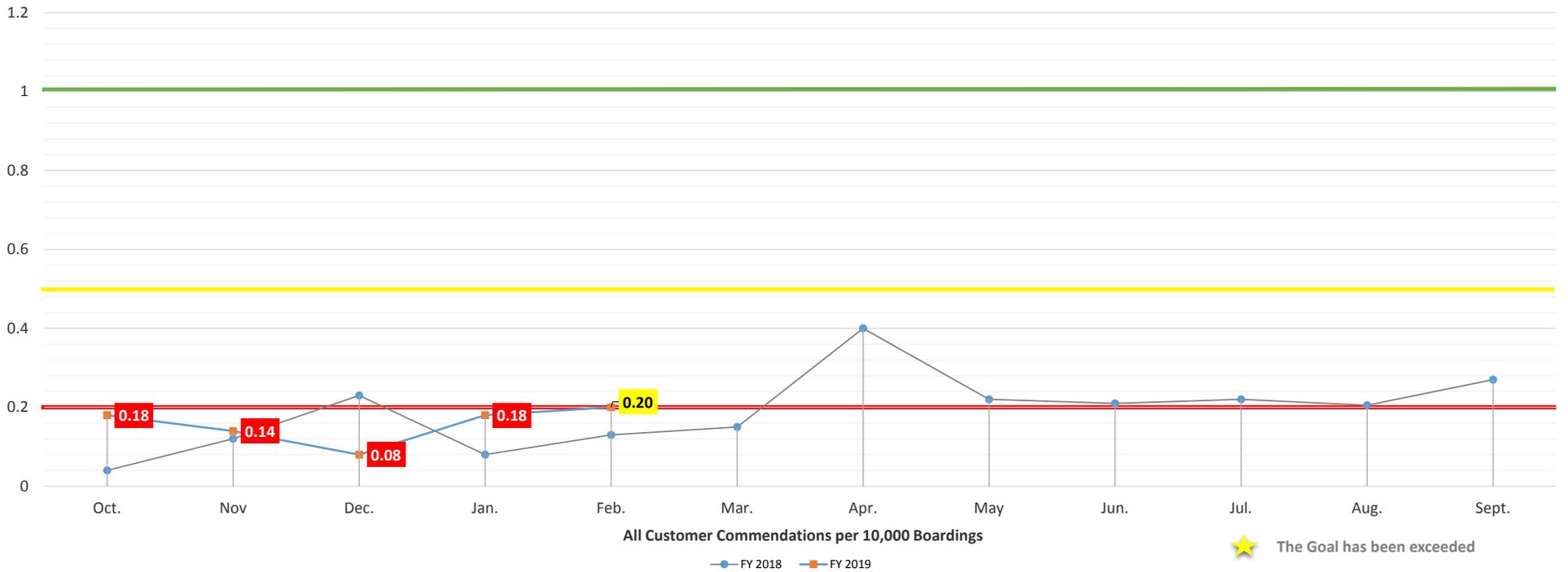
During the month of February, Palm Tran experienced 53 road calls compared to 59 road calls in January. This is a decrease of six (6) road calls, which is in large part attributed to a reduction of road calls categorized as Engine Regenerations road calls. Due to this decrease in road calls, miles between road calls increased by 3% compared to the previous month of January. The top causes of road calls during the month of February were categorized as Overheat/Coolant related, and Engine Regenerations 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							



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

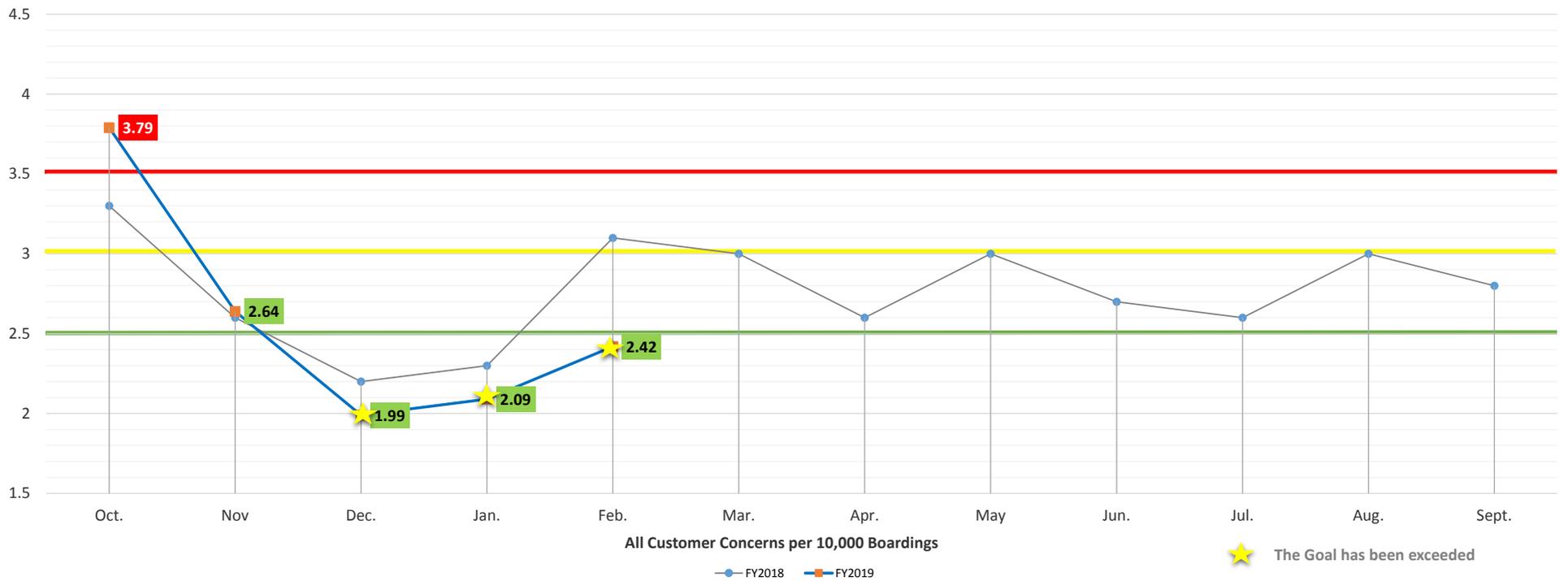
During the month of February, customer commendations increased slightly compared to the previous month of January. Palm Tran received fifteen (15) commendations in February compared to the fourteen (14) commendations in January. The majority of the commendations received were categorized as “Courteous Employee”. 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



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	● 2.09	● 2.42							



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 third month in a row. The fixed-route Customer Concerns ratio increased slightly to 2.42 per 10,000 boardings in February, compared to 2.09 during the month of January. In February, total logged concerns were 182 compared to 163 in January. The top categories of concerns in February are "Behind Schedule", "Passed Up", 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

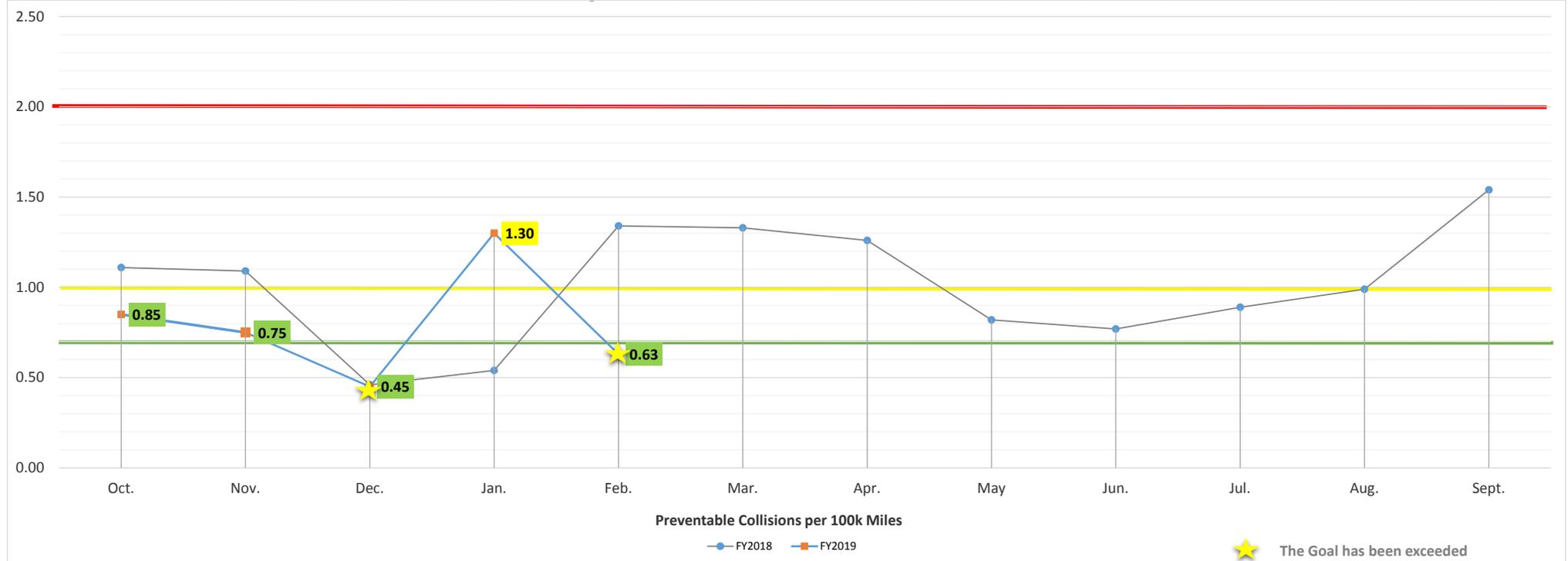
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	★ 1.30	● 0.63							
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	★ 2.35	● 3.52	● 3.13	● 2.69	★ 2.21							
Mobility	Min	Target	Goal	Oct.	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							
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%							
Mean Distance Between Road Calls	14,000	16,000	20,000	● 11,062	● 6,885	● 8,868	● 10,679	● 9,332							
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3							
	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							
Reservations Call Hold Time	4:00	3:00	2:00	● 5:29	★ 3:19	● 2:37	● 4:01	● 4:05							
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05							

- 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							



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

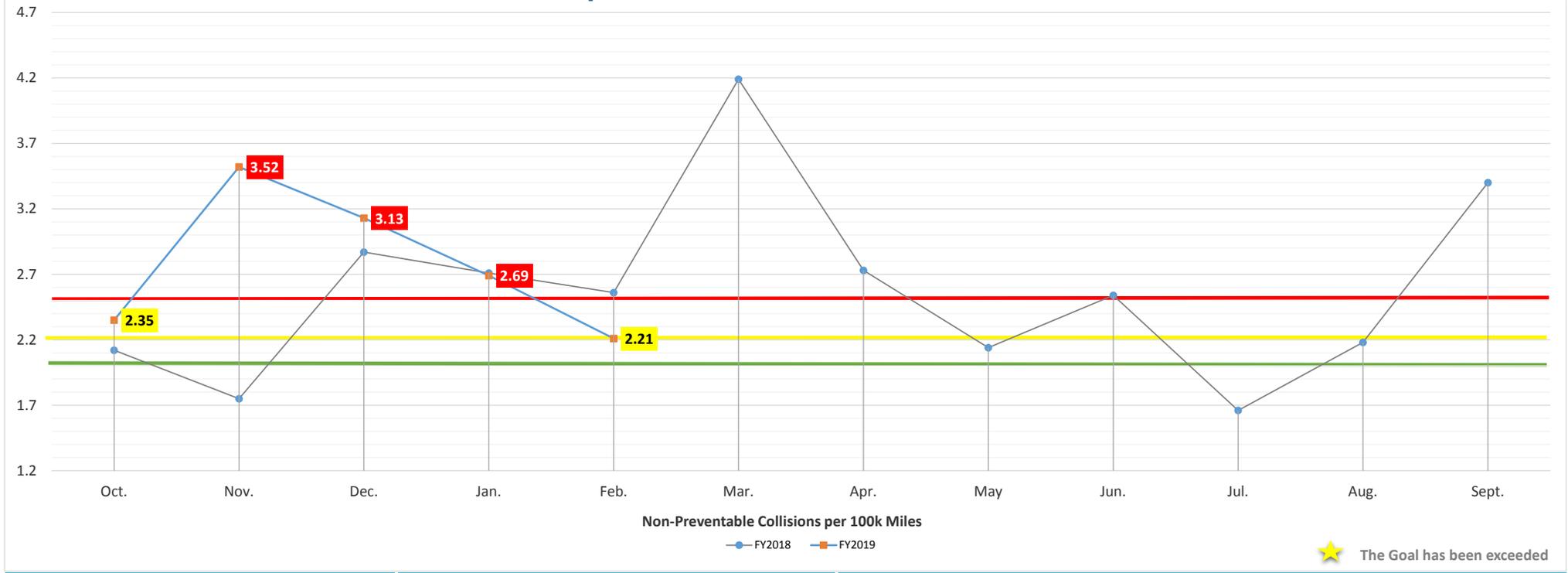
Palm Tran Connection is pleased to report a decline of Preventable Collisions from 1.30 during the month of January to 0.63 during the month of February exceeding the established stretch goal. This was due to seven (7) at fault accidents during the month of January compared to six (6) at fault accidents during the month of February. The majority of the collisions were related to fixed object accidents. These included three (3) fixed objects, one (1) sideswipe, one (1) front-end damage, 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 sideswipes 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



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	● 2.69	● 2.21							



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

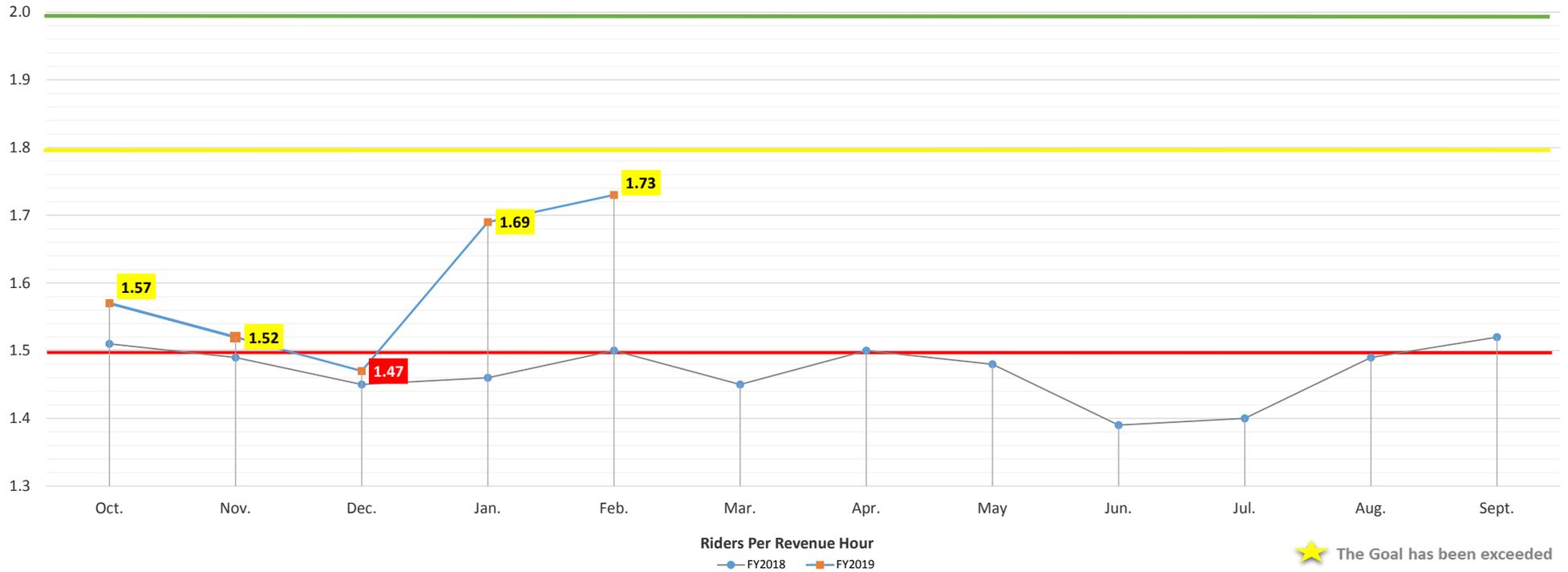
During the month of February, Non-Preventable Collisions decreased from 2.69 to 2.21 collisions. This was due in large part to a decrease in front-end damage and sideswipe collisions during the month of February. Palm Tran experienced twenty-one (21) Non-Preventable Collisions for the month of February, compared to twenty-seven (27) Non-Preventable Collisions for the month of January. The top three categories in the month of February were defined as vehicle backed-into, sideswipe, and rear-end collision. 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	● 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	● 1.69	● 1.73							



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hours	Former Standard: Total Connections Passengers Transported / Total Connection Revenue Hours (as defined per the contract). New Standard: 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

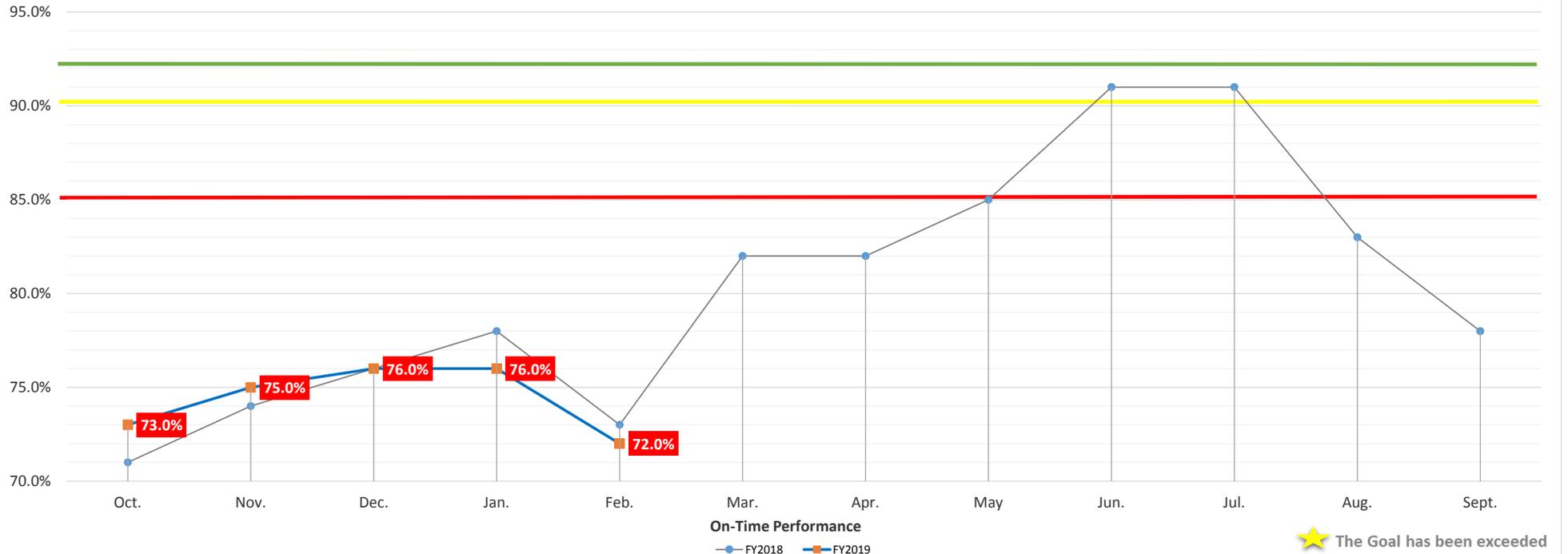
During the month of February, Palm Tran Connection riders per revenue hour increased to 1.73 from 1.69 during the month of January. This is attributed in large part to the decrease of Total Connection Revenue Hours by 5.6%, while the Total Connection Passenger Transported only decreased by 3.1% during the month of February. 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%	● 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%	● 76.0%	● 72.0%							



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

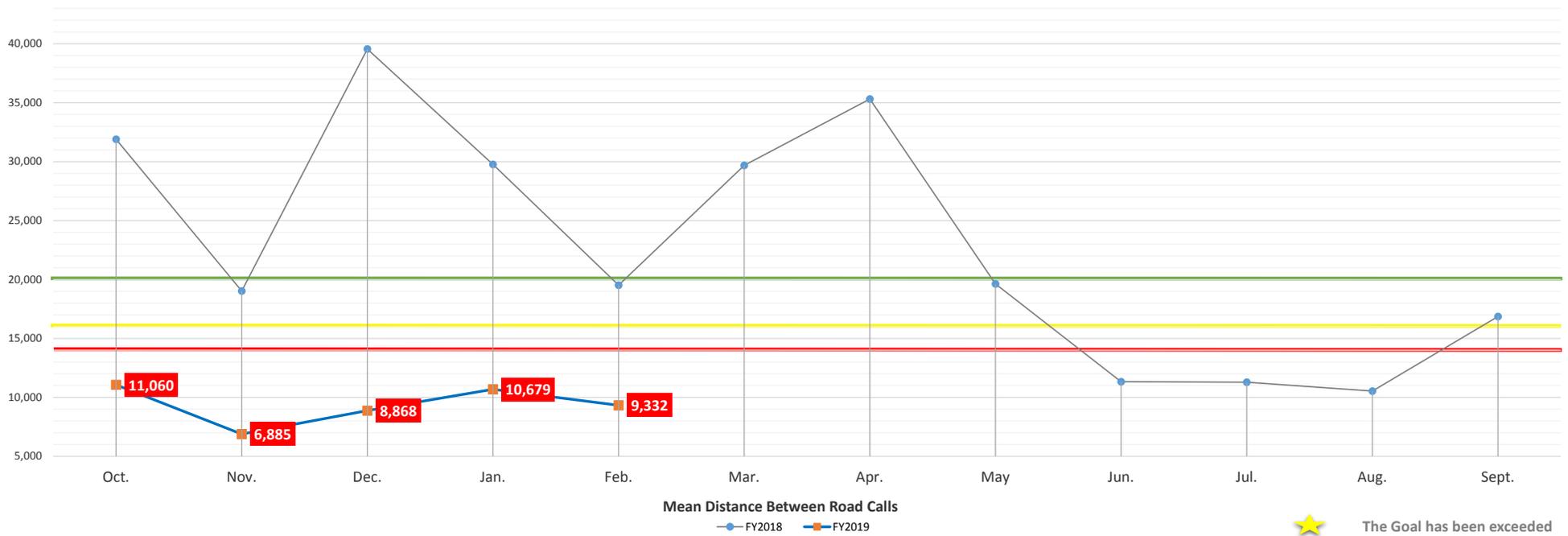
During the month of February, Palm Tran Connection has seen a decrease of four (4) percentile points in On-Time Performance over the prior month of January. This was due in large part to the 5.6% decrease in revenue hours, while the Total Connection Passenger Transported only decreased by 3.1% as reported on page 18. 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	10,679	9,332							



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

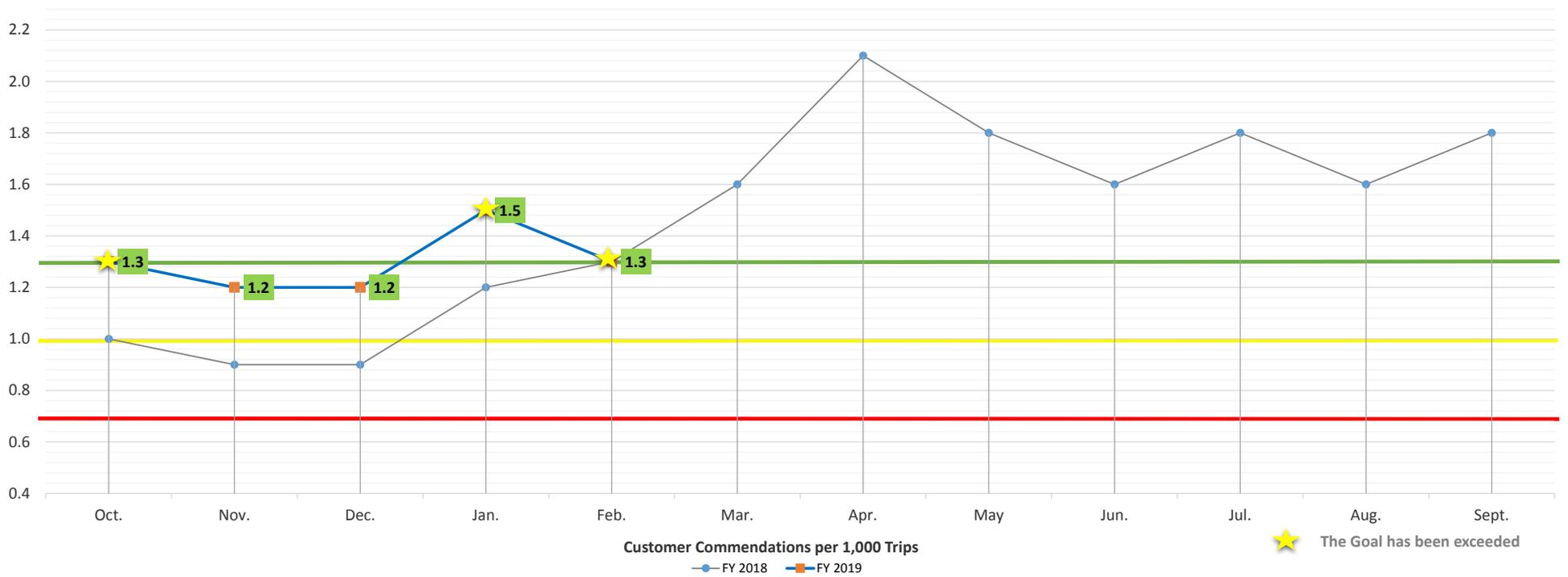
During the month of February, Palm Tran Connection experienced one-hundred and two (102) Road Calls compared to ninety-four (94) Road Calls for the month of January. This is an increase of eight (8) Road Calls compared to the prior month of January, which was due in large part to an increase of Road Calls categorized as "Rear-Air Conditioner" Road Calls. The top categories in February were as follows: Rear-air conditioner, transmission/engine, and wheelchair lift. The Connection Safety and Accident Reduction PT-Stat team is evaluating a the implementation of a pilot project that consist in the installation of an early warning system that would advise the maintenance team of any warning lights that might come up in the vehicle, which could potentially contribute to anticipate possible vehicle breakdowns.

- 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	● 1.5	● 1.3							



The Goal has been exceeded

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

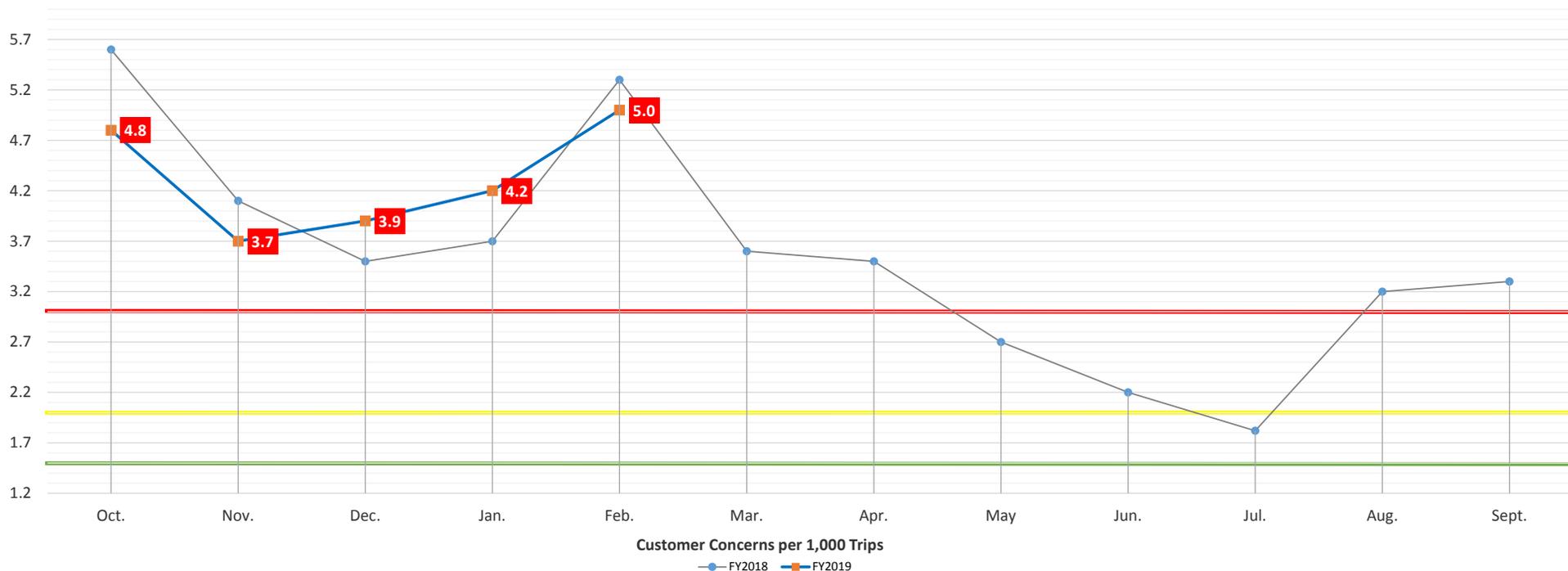
Palm Tran is pleased to report that for the month of February this metric achieved the established stretch goal for the second month in a row. During the month of February, Palm Tran Connection received 92 customer commendations compared to 113 during the month of January. Customer commendations during the month of February recognized exceptional customer service by drivers, reservationist, 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



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							



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.

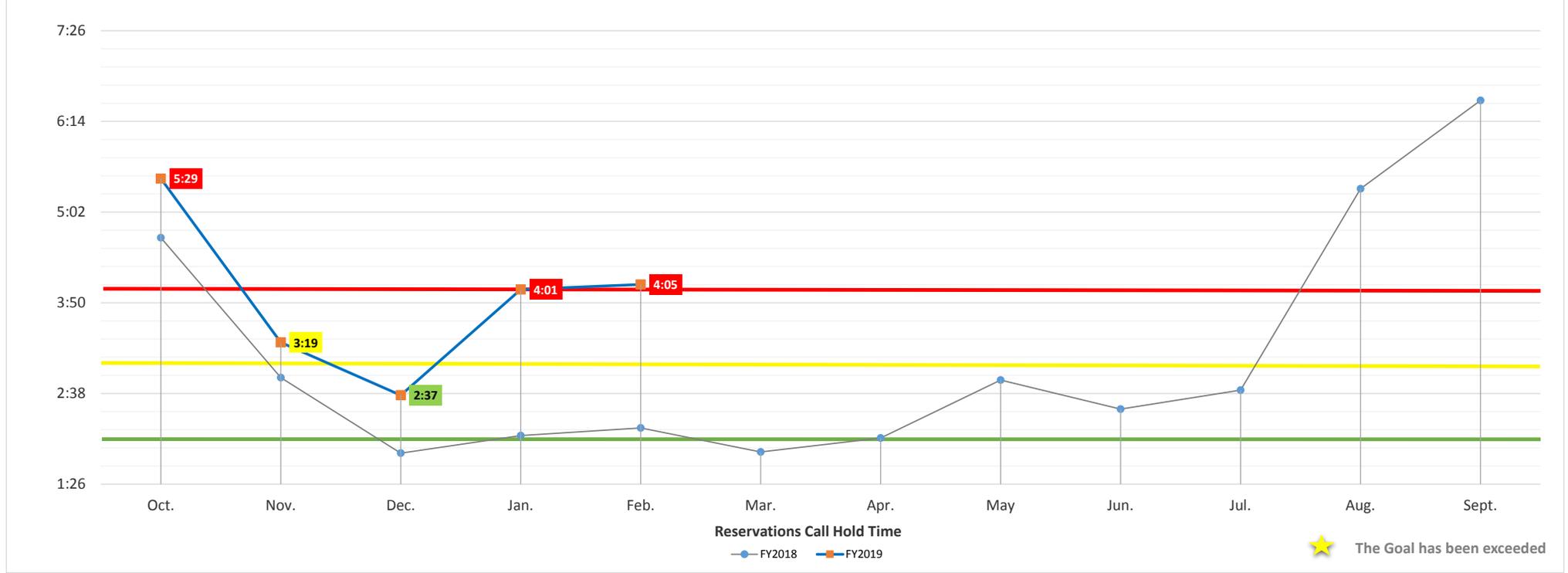
Narrative

During the month of February, there were 369 concerns filed compared to 319 concerns in January. This is an increase of 50 customer 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 February were focused on On-Time Performance, and on board 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	● 4:01	● 4:05							



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

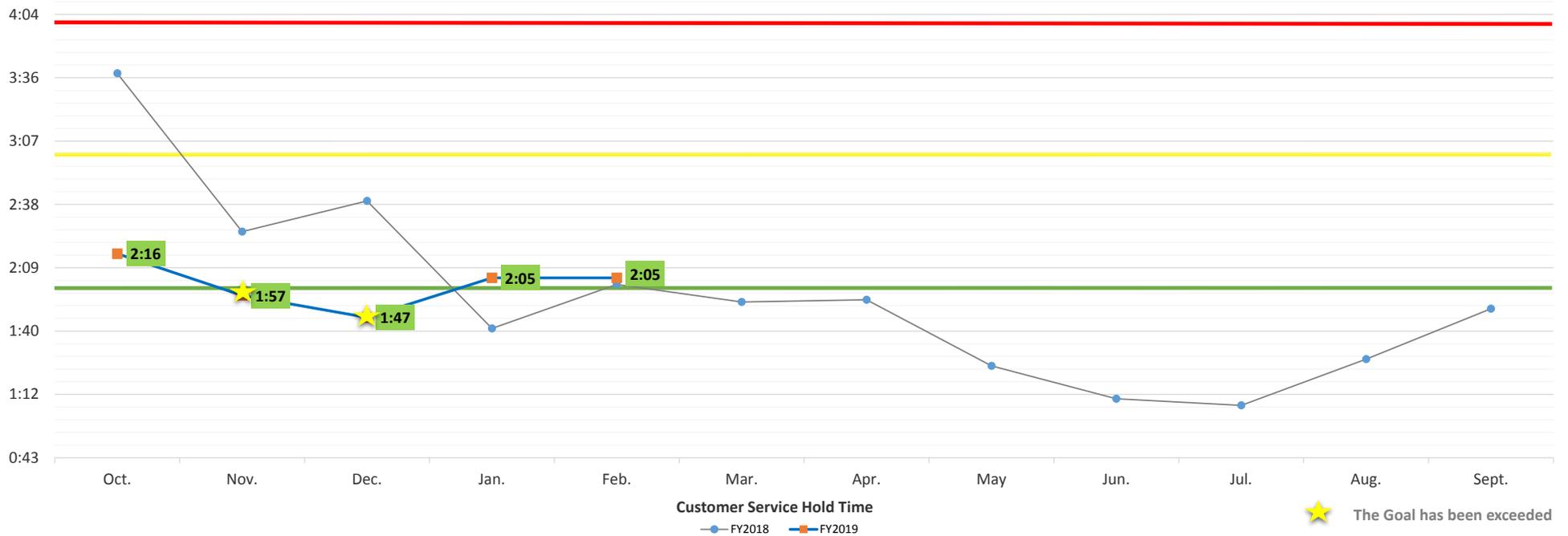
During the month of February, reservations hold time experienced a four seconds increase compared to the prior month of January. This was in large part due to an unexpected staff reduction of three reservationist experienced during the first week of the month of January, which have been addressed with two reservationist that started the last week of February, and a third that is scheduled to start in April. As the new reservationist become more familiar with the reservations software, reservations hold times are expected to return back to the level of performance delivered prior to January.

- 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							



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 February the “Where Is My Ride” hold time metric exceeded the established target for the fifth month in a row. During the month of February, “Where Is My Ride” hold time remained unchanged at 2 minutes and 5 seconds compared to the month of January. This was due in large part to the slight decrease in On-Time Performance during the month of February 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

