PERFORMANCE REPORT
FEBRUARY 2020

Mission:

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

PALM BEACH COUNTY · FLORIDA

Palm Tran
Public Transportation

Performance Management Office

INTRODUCTION/BACKGROUND

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark per 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 implementations.

PERFORMANCE HIGHLIGHTS

During the month of February 2020, Palm Tran's Performance Report continues to show improvement in different areas. Four (4) metrics from the Fixed Route Dashboard and three (3) from the Connection Dashboard did not attain the established minimum/maximum during this month, while the remaining eleven (11) performed above, of which seven (7) metrics exceeded the established stretch goal.
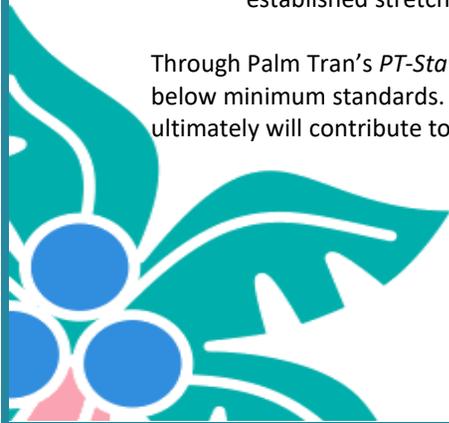
Palm Tran Fixed Route:

»Palm Tran experienced four (4) Preventable Collisions during the month of February. (Pg. 6)
»February ridership was 756,703, which is a decrease of 2.9% (22,724) compared to last month . (Pg. 9)
»Palm Tran's Fixed Route service exceeded the established target of On-Time Performance at 77.7%. (Pg. 11)
»Customer Concerns is slightly above the established target at 3.37 for the month of February. (Pg. 14)

Palm Tran Connection:

»Palm Tran Connection experienced twenty (20) Preventable Collisions during the month of February . (Pg. 16)
»Palm Tran Connection On-Time Performance decreased to 78.5% for the month of February. (Pg. 19)
»Palm Tran Connection experienced one-hundred and twenty-eight (128) mechanical failures in February compared to one-hundred and thirty (130) mechanical failures in January. (Pg. 20)
»Palm Tran Connection is pleased to report that during the month of February, the "Where Is My Ride" hold time exceeded the established stretch goal at 1:14 minutes. (Pg 24)

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 providing the highest level of service to the residents and visitors of Palm Beach County.

Performance Management Office

FIXED-ROUTE DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	1.50	1.20	0.70	0.00	0.59	0.44	0.84	0.58								0.49
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	1.90	2.21	1.47	2.79	1.61								2.00
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.65	0.70	0.64	0.68	0.48								0.63

Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	800,000	875,000	1M	835,187	744,353	716,736	779,427	756,703								3,832,406
Riders Per Revenue Hour	19.4	19.9	25.0	18.6	18.2	17.0	17.9	18.3								18.0

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	79.7%	78.3%	77.9%	78.9%	77.7%								78.5%
Mean Distance Between Failures	12,000	14,000	16,000	12,111	15,398	14,837	14,315	9,388								12,773
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.08	0.05	0.17	0.10	0.15								0.11

	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	2.38	2.59	3.15	3.23	3.37								2.94

CONNECTION DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	2.00	1.00	0.70	0.82	0.81	0.80	0.74	1.91								1.01
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	2.45	2.02	3.40	2.49	1.72								2.41

Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.50	1.80	2.00	1.69	1.58	1.53	1.58	1.59								1.59

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	73.9%	81.3%	83.1%	80.8%	78.5%								79.5%
Mean Distance Between Failures	14,000	16,000	20,000	5,472	8,244	6,256	8,356	8,177								7,068
All Customer Commendations per 1k Trips	0.70	1.00	1.30	1.87	1.70	1.42	2.02	2.1								1.82

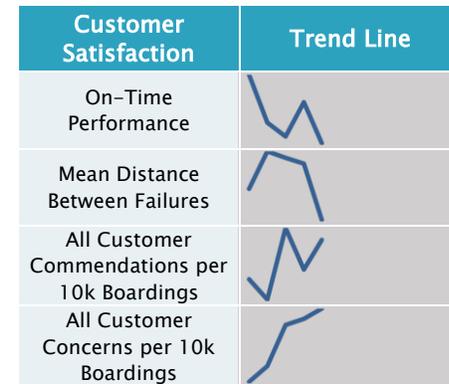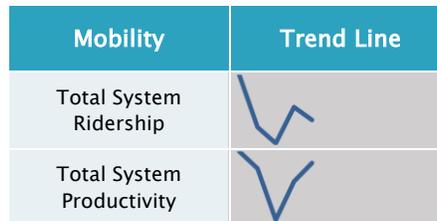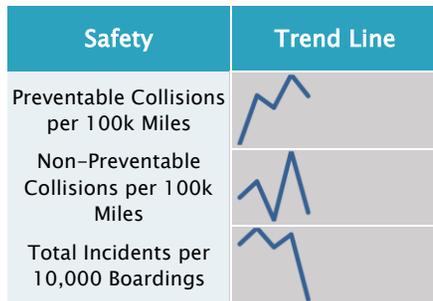|	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
All Customer Concerns per 1k Trips	3.00	2.00	1.50	4.00	2.75	2.20	2.79	3.8								3.13
Reservations Call Hold Time	4:00	3:00	2:00	2:07	1:52	2:51	2:06	1:53								2:10
Where Is My Ride Hold Time	4:00	3:00	2:00	1:37	0:59	0:52	1:32	1:14								1:15

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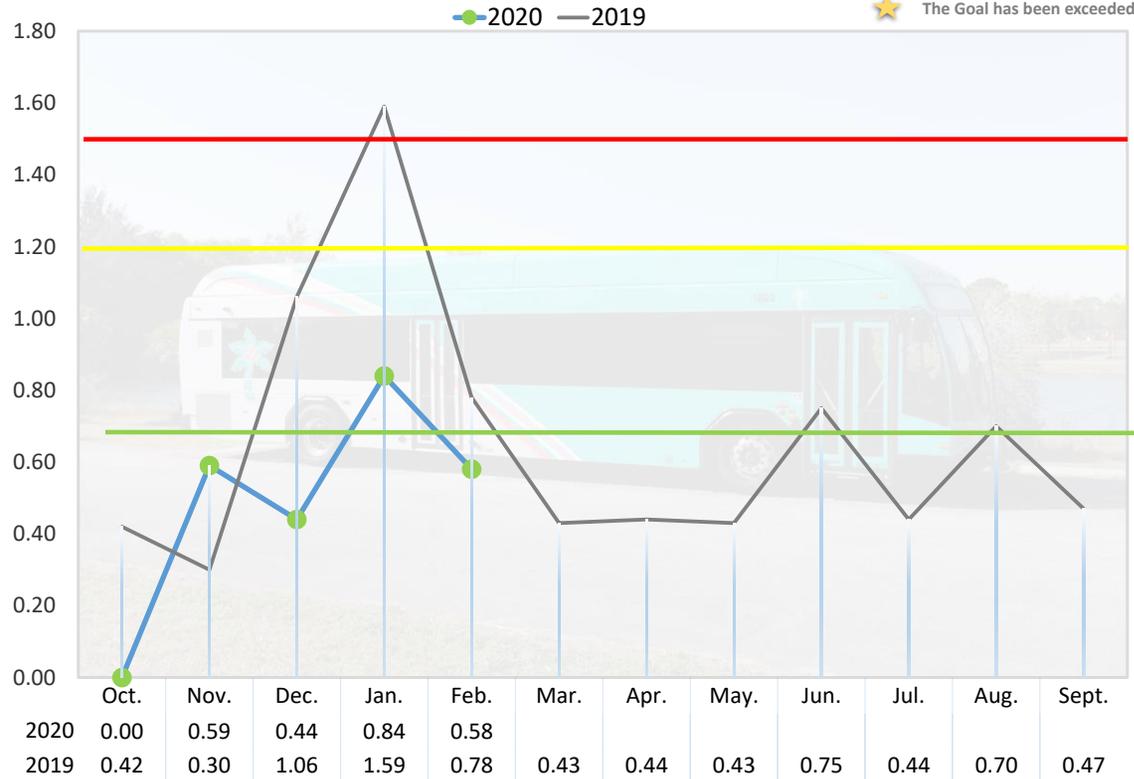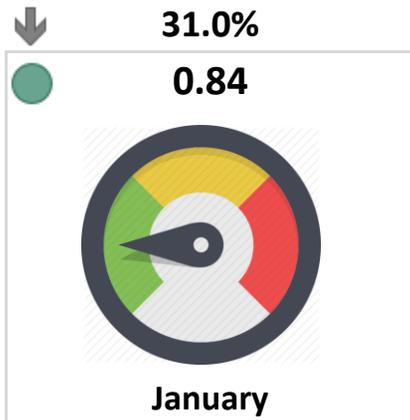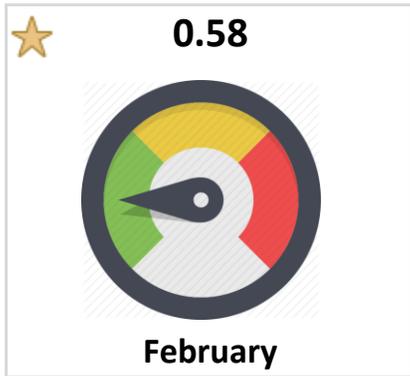● Target has been met or exceeded

Palm Tran Performance Management Office

FIXED-ROUTE DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	1.50	1.20	0.70	0.00	0.59	0.44	0.84	0.58								0.49
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	1.90	2.21	1.47	2.79	1.61								2.00
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.65	0.70	0.64	0.68	0.48								0.63
Mobility	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**YTD**
Total System Ridership	800,000	875,000	1M	835,187	744,353	716,736	779,427	756,703								3,832,406
Riders Per Revenue Hour	19.4	19.9	25.0	18.6	18.2	17.0	17.9	18.3								18.0
Customer Satisfaction	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**YTD**
On-Time Performance	74%	76%	78%	79.7%	78.3%	77.9%	78.9%	77.7%								78.5%
Mean Distance Between Failures	12,000	14,000	16,000	12,111	15,398	14,837	14,315	9,388								12,773
All Customer Commendations per 10k Boardings	0.2	0.5	1.0	0.08	0.05	0.17	0.10	0.15								0.11
	Max	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**YTD**
All Customer Concerns per 10k Boardings	3.5	3.0	2.5	2.38	2.59	3.15	3.23	3.37								2.94

Safety	Trend Line
Preventable Collisions per 100k Miles	
Non-Preventable Collisions per 100k Miles	
Total Incidents per 10,000 Boardings	

Mobility	Trend Line
Total System Ridership	
Total System Productivity	

Customer Satisfaction	Trend Line
On-Time Performance	
Mean Distance Between Failures	
All Customer Commendations per 10k Boardings	
All Customer Concerns per 10k Boardings	

◆ 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 Preventable Collisions per 100K Miles

Palm Tran Public Transportation

⭐ **0.58**

February

⬇ **31.0%**

🟢 **0.84**

January

⭐ The Goal has been exceeded

Legend: 🔵—2020 ⬜—2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.00	0.59	0.44	0.84	0.58							
2019	0.42	0.30	1.06	1.59	0.78	0.43	0.44	0.43	0.75	0.44	0.70	0.47

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	🟢 0.42	🟢 0.30	🟢 1.06	🔶 1.59	🟢 0.78	🟢 0.43	🟢 0.44	🟢 0.43	🟢 0.75	🟢 0.44	🟢 0.70	🟢 0.47	🟢 **0.65**
2020	🟢 0.00	🟢 0.59	🟢 0.44	🟢 0.84	🟢 0.58								🟢 **0.49**

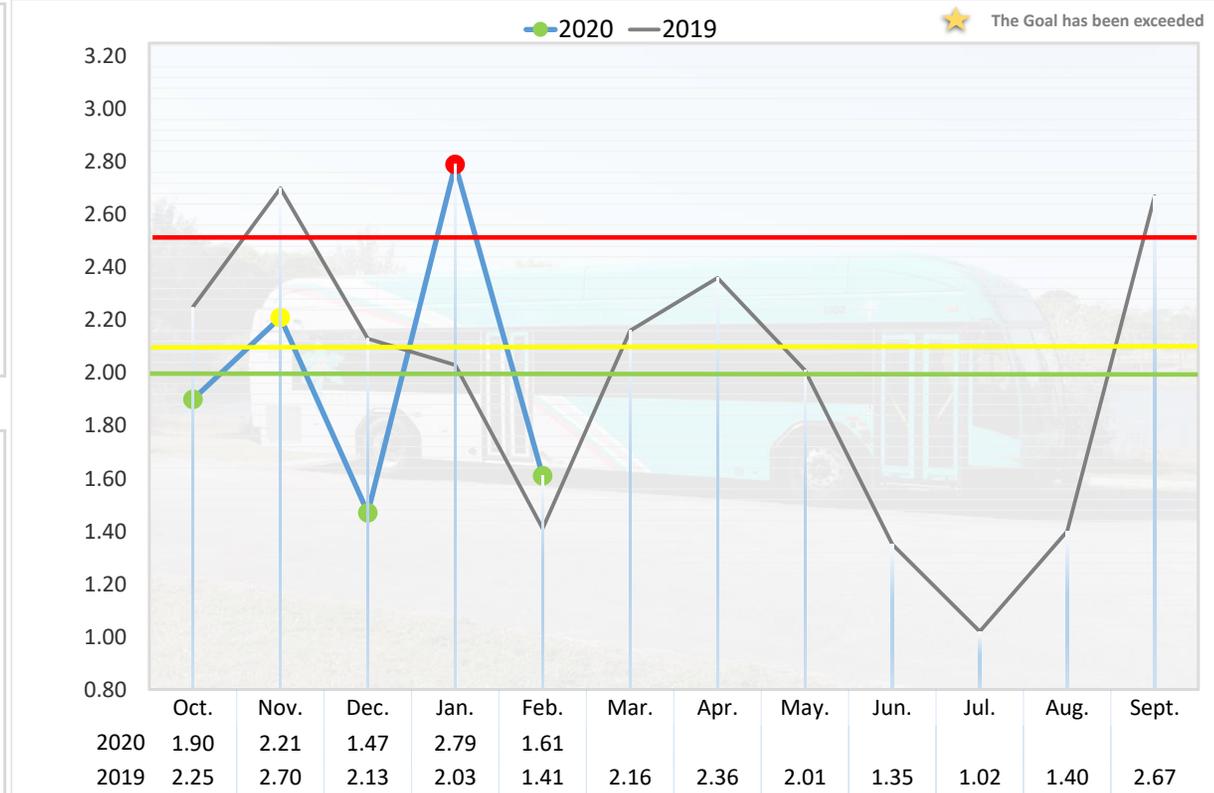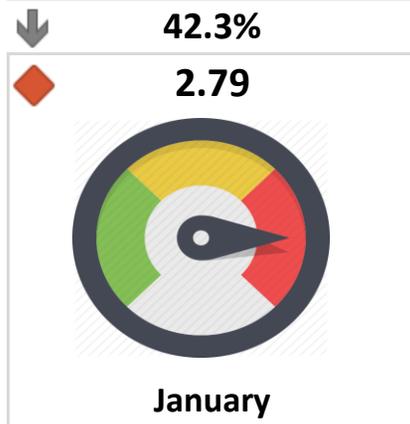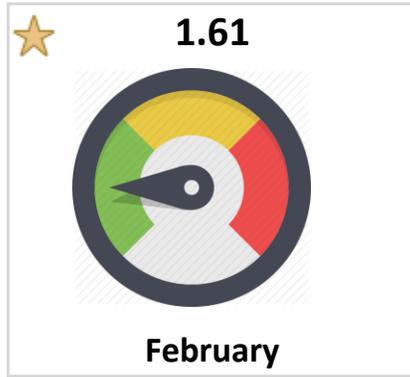| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	1.50	1.20	0.70	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	1.50	1.20	0.70		

Narrative
During the month of February, Palm Tran experienced four (4) Preventable Collisions, compared to six (6) Preventable Collisions for the month of January. This was due in part to the reduction of sideswipe collision. Preventable collisions during the month of February consisted of four (4) vehicles making contact with a fixed object. The Safety and Accident Reduction PT–Stat team is currently focused on promoting the importance of good posture while driving and practicing head and eye movement every two seconds.

🔶 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

⭐ **1.61**

February

⬇ **42.3%**

🔶 **2.79**

January

🟢 2020 ⎯ 2019

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1.90	2.21	1.47	2.79	1.61							
2019	2.25	2.70	2.13	2.03	1.41	2.16	2.36	2.01	1.35	1.02	1.40	2.67

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	🔺 2.25	🔶 2.70	🔺 2.13	🟢 2.03	🟢 1.41	🔺 2.16	🔺 2.36	🟢 2.01	🟢 1.35	🟢 1.02	🟢 1.40	🔶 2.67	🟢 1.96
2020	🟢 1.90	🔺 2.21	🟢 1.47	🔶 2.79	🟢 1.61								🟢 2.00

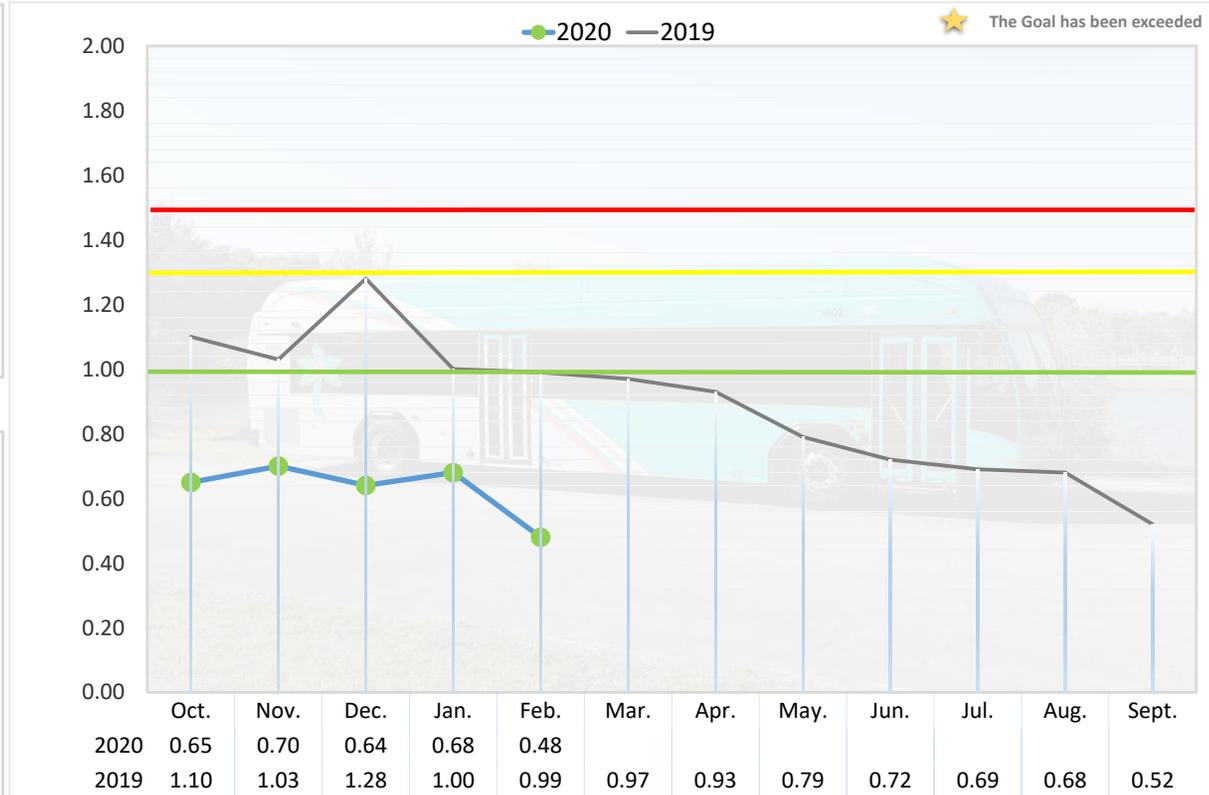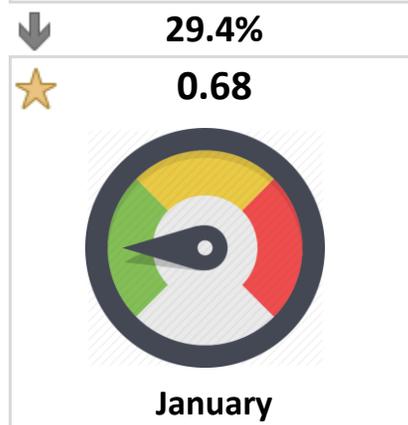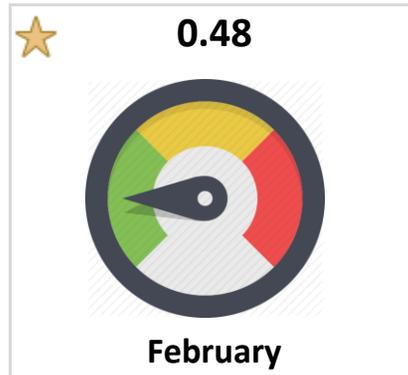| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2019	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2020	2.50	2.10	2.00		

Narrative

During the month of February, Palm Tran experienced eleven (11) Non-Preventable Collisions, compared to twenty (20) Non-Preventable Collisions for the month of January. Non-Preventable Collisions decreased from 2.79 to 1.61 collisions. This was due in large part to the reduction of collisions categorized as Rear-End collisions. Non-Preventable collisions during the month of February consisted of seven (7) Sideswipes, three (3) Rear-End collisions, and one (1) vehicle cutting in front of the bus. The Safety and Accident Reduction PT-Stat team is currently focused on communicating the importance of leaving room on all sides of the vehicle, especially in the front of the vehicle.

🔶 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 Incidents per 10,000 Boardings

Palm Tran Public Transportation

0.48
February

⬇ 29.4%

0.68
January

The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.65	0.70	0.64	0.68	0.48							
2019	1.10	1.03	1.28	1.00	0.99	0.97	0.93	0.79	0.72	0.69	0.68	0.52

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	1.10	1.03	1.28	1.00	0.99	0.97	0.93	0.79	0.72	0.69	0.68	0.52	**0.89**
2020	0.65	0.70	0.64	0.68	0.48								**0.63**

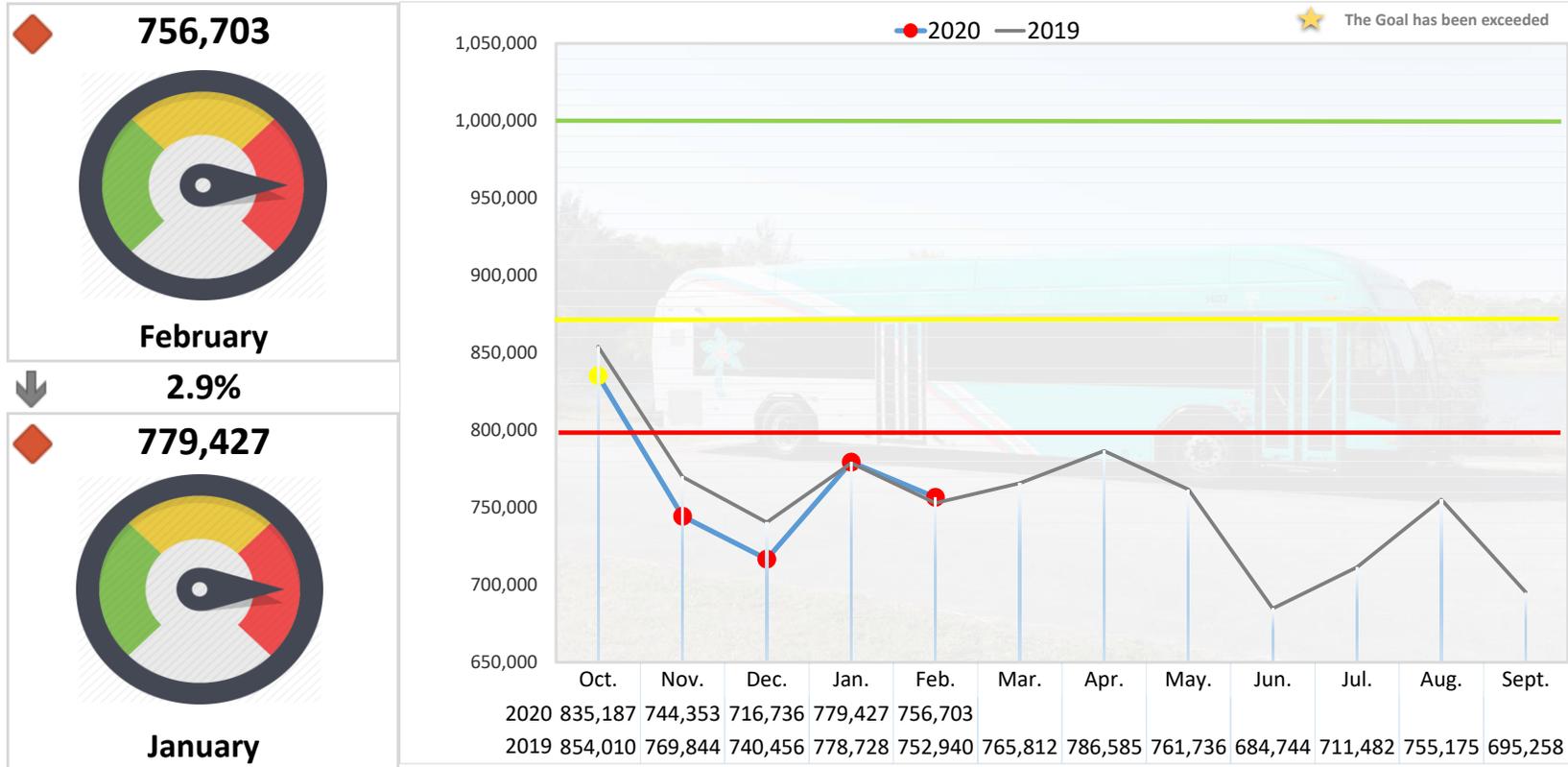| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2019	1.50	1.30	1.00	(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) 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.
	2020	1.50	1.30	1.00		

Narrative

Palm Tran is pleased to report that for the month of February, this metric exceeded the established stretch goal at 0.48 total incidents per 10,000 passenger boardings for the fifth time during the current fiscal year. Palm Tran experienced thirty–six (36) total incidents during the month of February, compared to fifty–three (53) total incidents in January. Palm Tran's top incidents during the month February were categorized as "Passenger Disturbances", "Fare Disputes" and "Passenger Falls". The Safety and Accident Reduction PT–Stat team is communicating the importance of Professionalism and good Customer Service to decrease Fare Disputes.

◆ 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

8

Fixed-Route Total System Ridership

756,703

February

2.9% ↓

779,427

January

The Goal has been exceeded ⭐

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	835,187	744,353	716,736	779,427	756,703							
2019	854,010	769,844	740,456	778,728	752,940	765,812	786,585	761,736	684,744	711,482	755,175	695,258

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	⚠ 854,010	◆ 769,844	◆ 740,456	◆ 778,728	◆ 752,940	◆ 765,812	◆ 786,585	◆ 761,736	◆ 684,744	◆ 711,482	◆ 755,175	◆ 695,258	**9,056,770**
2020	⚠ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703								◆ **3,832,406**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2019	800,000	875,000	1M	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.
	2020	800,000	875,000	1M		

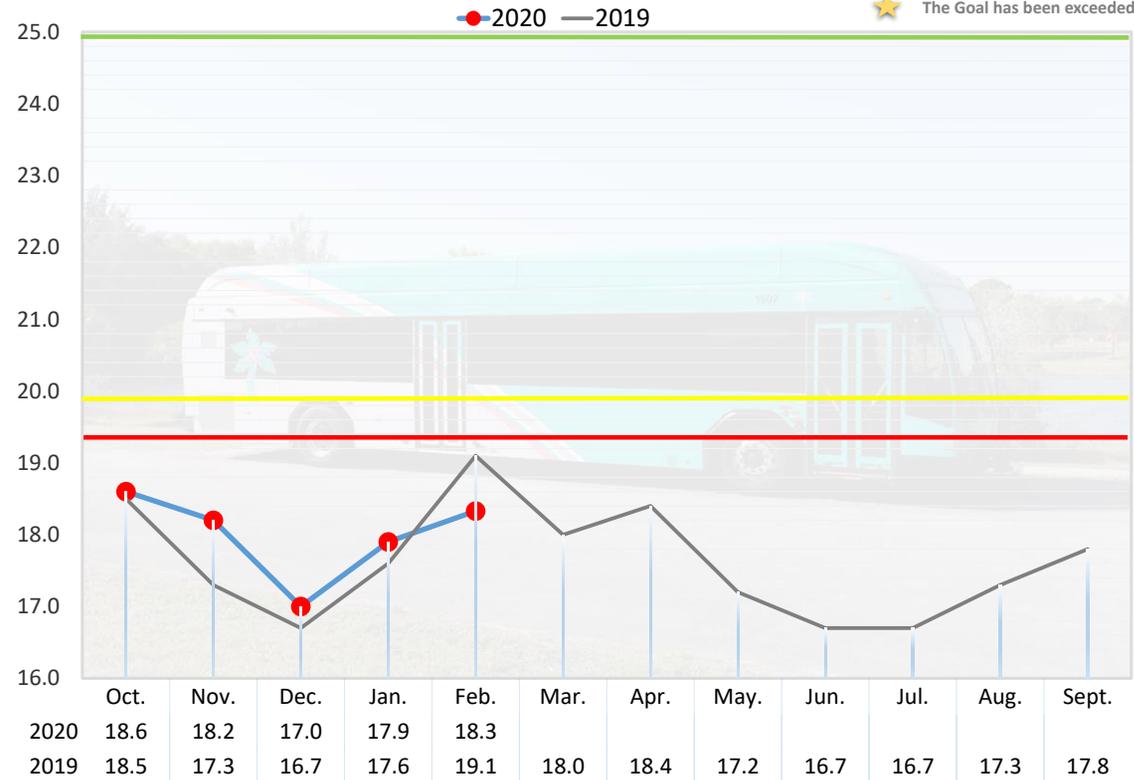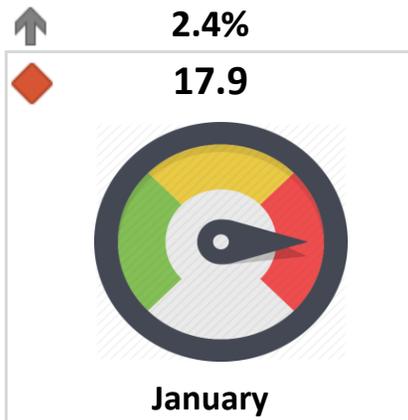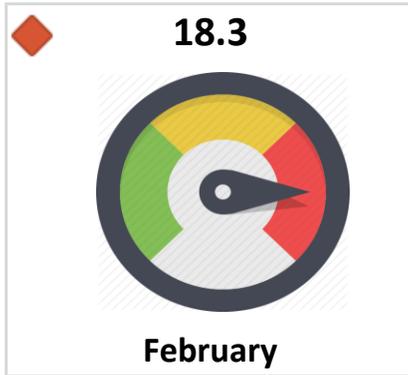| Narrative |
|---|
| February ridership was 756,703, which is an increase of 0.5% (3,763) compared to February of last fiscal and a decrease of 2.9% (22,724) compared to the prior month of January. The decrease in ridership for the month is due in large part to the number of service days for the month of February being two fewer weekdays (total of twenty weekdays) compared to twenty-two weekdays in January. Fixed Route Ridership PT-Stat team is currently focused on customer outreach and promotional activities to highlight the service area at the route level. |

◆ **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 Riders Per Revenue Hour

18.3

February

⬆ **2.4%**

17.9

January

Legend: ●—2020 —2019

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	18.6	18.2	17.0	17.9	18.3							
2019	18.5	17.3	16.7	17.6	19.1	18.0	18.4	17.2	16.7	16.7	17.3	17.8

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆18.5	◆17.3	◆16.7	◆17.6	◆19.1	◆18.0	◆18.4	◆17.2	◆16.7	◆16.7	◆17.3	◆17.8	◆ 17.6
2020	◆18.6	◆18.2	◆17.0	◆17.9	◆18.3								◆ **18.0**

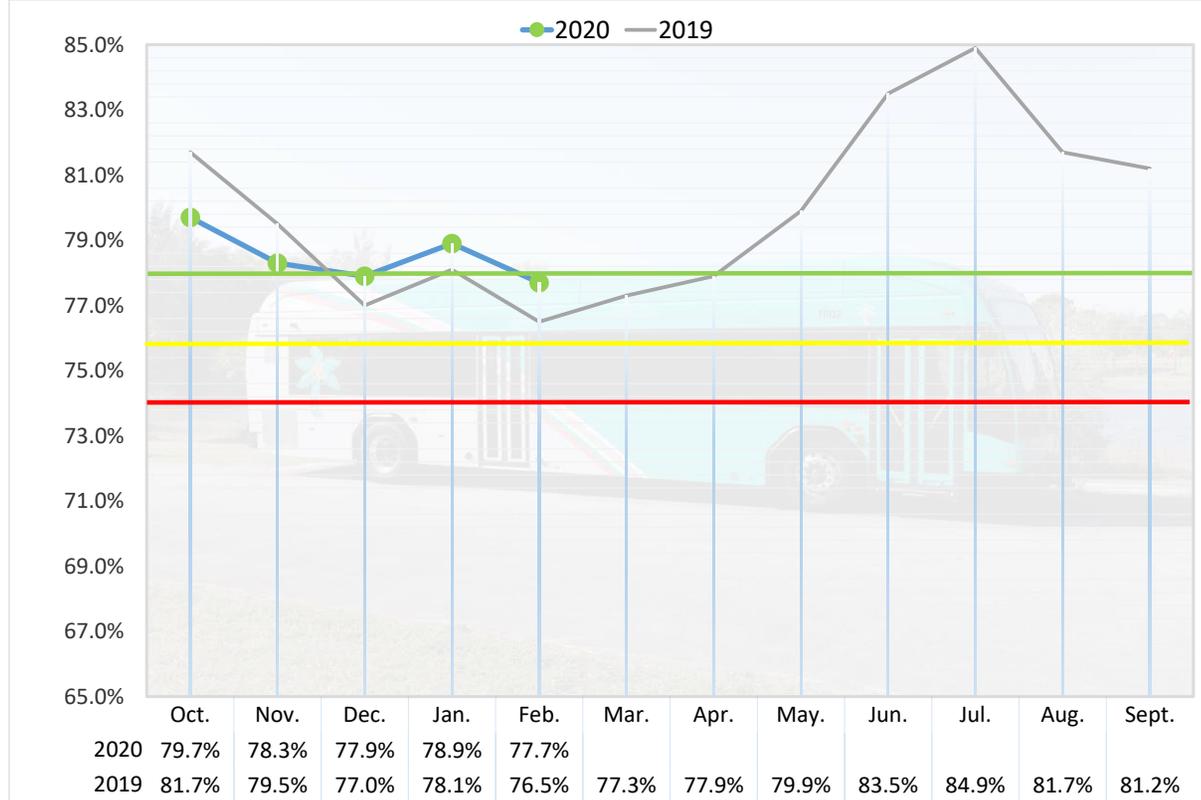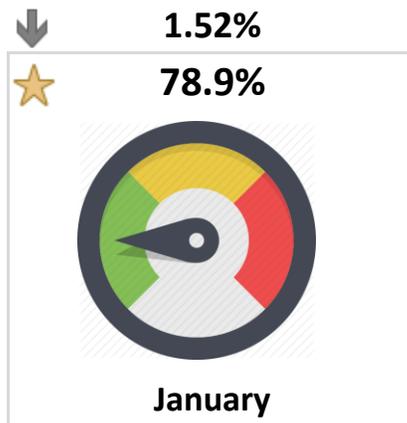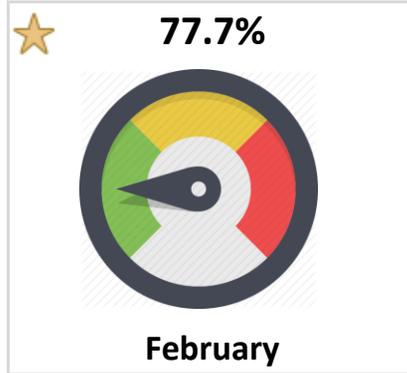| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2019	19.4	19.9	25.0	Total Fixed Route Boardings / Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.
	2020	19.4	19.9	25.0		

Narrative

During the month of February, Riders Per Revenue Hour increased slightly from 17.9 in January to 18.3 in February. This increase in productivity was due in large part to the 2.9% (22,724 riders) decline in ridership, while the total fixed route revenue hours decreased at a higher rate of 5.3% (2,293) yielding a higher unit of productivity. The Fixed Route 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

Palm Tran Performance Management Office

Fixed Route - On Time Performance

Palm Tran — Public Transportation

77.7%

⭐

February

⬇ **1.52%**

78.9%

⭐

January

Legend: ● 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	79.7%	78.3%	77.9%	78.9%	77.7%							
2019	81.7%	79.5%	77.0%	78.1%	76.5%	77.3%	77.9%	79.9%	83.5%	84.9%	81.7%	81.2%

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%	● 77.9%	● 79.9%	● 83.5%	● 84.9%	● 81.7%	● 81.2%	**80.0%**
2020	● 79.7%	● 78.3%	● 77.9%	● 78.9%	● 77.7%								**78.5%**

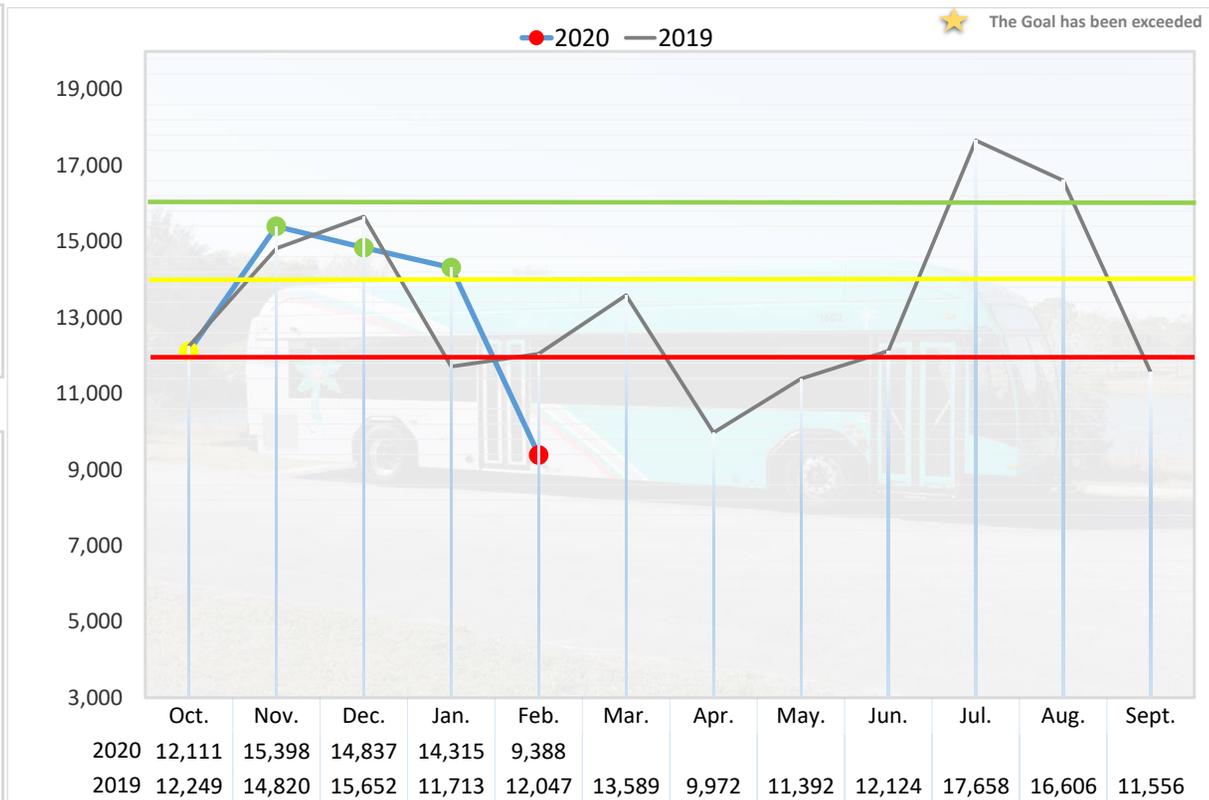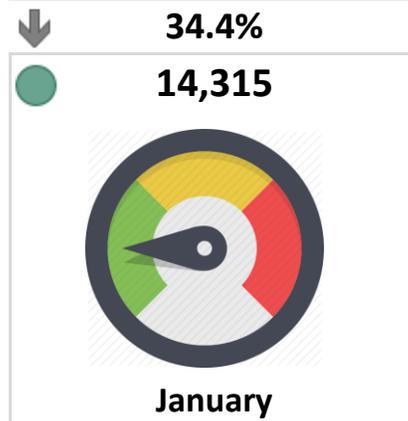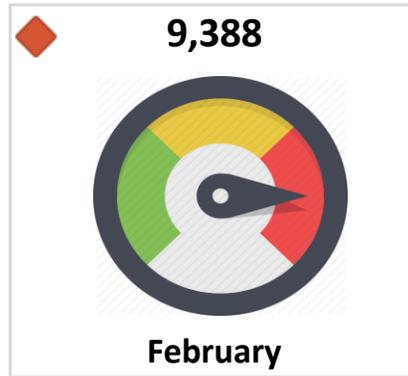| Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On–Time Performance	2019	74%	76%	78%	(Number of On–Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters)	Standard – OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed.
	2020	74%	76%	78%		

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, On–Time Performance decreased from 78.9% in January to 77.7% in February, which is 1.2 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 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

Palm Tran Performance Management Office

11

Fixed-Route Mean Distance Between Failures

9,388

February

↓ **34.4%**

14,315

January

Legend: ●—2020 —2019 ★ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	12,111	15,398	14,837	14,315	9,388							
2019	12,249	14,820	15,652	11,713	12,047	13,589	9,972	11,392	12,124	17,658	16,606	11,556

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	△ 12,249	● 14,820	● 15,652	◆ 11,713	△ 12,047	△ 13,589	◆ 9,972	◆ 11,392	△ 12,124	● 17,658	● 16,606	◆ 11,556	△ 13,282
2020	△ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388								△ 12,773

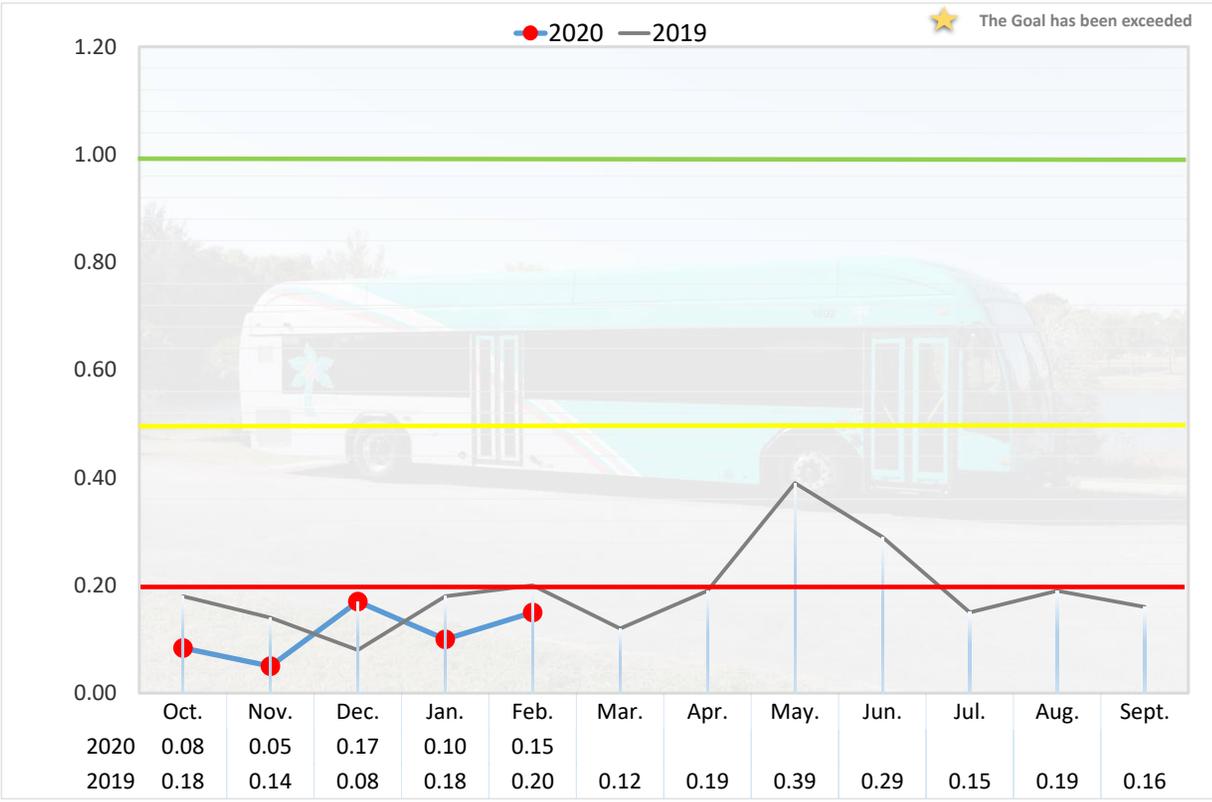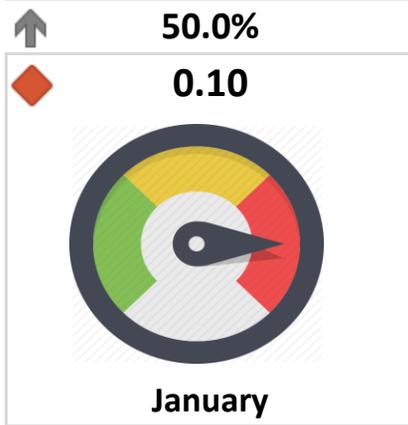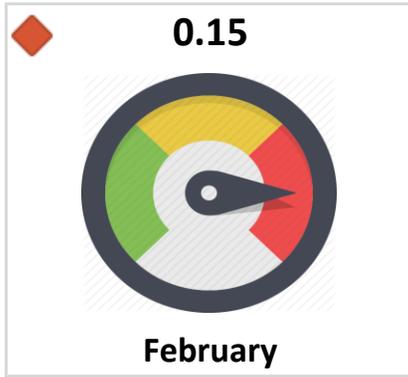| Mobility	Y	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2019	12,000	14,000	16,000	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip.
	2020	12,000	14,000	16,000		

Narrative

During the month of February, Palm Tran experienced seventy-three (73) major mechanical failures compared to fifty (50) mechanical failures in January. This is a significant increase of twenty-three (23) mechanical failures, which in large part were attributed to an increase of mechanical failures categorized as engine regeneration, engine and overheat/coolant failures. Due to this increase in failures by 46%, this metric decreased by 34.4%. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce the overall occurrence of roadcalls.

◆ 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 10k Boardings

0.15

February

⬆ **50.0%**

0.10

January

The Goal has been exceeded

● 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.08	0.05	0.17	0.10	0.15							
2019	0.18	0.14	0.08	0.18	0.20	0.12	0.19	0.39	0.29	0.15	0.19	0.16

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 0.18	◆ 0.14	◆ 0.08	◆ 0.18	△ 0.20	◆ 0.12	◆ 0.19	△ 0.39	△ 0.29	◆ 0.15	◆ 0.19	◆ 0.16	◆ 0.19
2020	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10	◆ 0.15								◆ **0.11**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2019	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed–Route Customer Commendations per 10,000 boardings.
	2020	0.20	0.50	1.00		

Narrative

During the month of February, the customer commendations metric experienced a slight increase from 0.10 to 0.15 customer commendations compared to the prior month of January. Palm Tran received eleven (11) commendations in February compared to eight (8) customer commendations in January. The majority of the commendations received were for "Courteous" Palm Tran bus operator. The Customer Service Pt–Stat team continues to work on initiatives to improve the delivery of an excellent customer experience 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 10k Boardings

Palm Tran
Public Transportation

3.37

January

4.3%

3.23

December

⭐ The Goal has been exceeded

Legend: ● 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	2.38	2.59	3.15	3.23	3.37							
2019	3.79	2.64	1.99	2.09	2.42	2.47	2.30	2.45	1.75	2.28	2.20	2.72

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47	● 2.30	● 2.45	● 1.75	● 2.28	● 2.20	● 2.72	● **2.40**
2020	● 2.38	● 2.59	▲ 3.15	▲ 3.23	▲ 3.37								● **2.94**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 10k Boardings	2019	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000	Customer concerns per 10,000 boardings.
	2020	3.50	3.00	2.50		

Narrative

During the month of February, the fixed–route Customer Concerns ratio experienced a slight increase to 3.37 Customer Concerns per 10,000 boardings in February, compared to 3.23 during the prior month of January. In February, total logged concerns were 255 compared to 252 in January. The top categories of concerns in February were" Behind Schedule" and "Pass Ups". 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
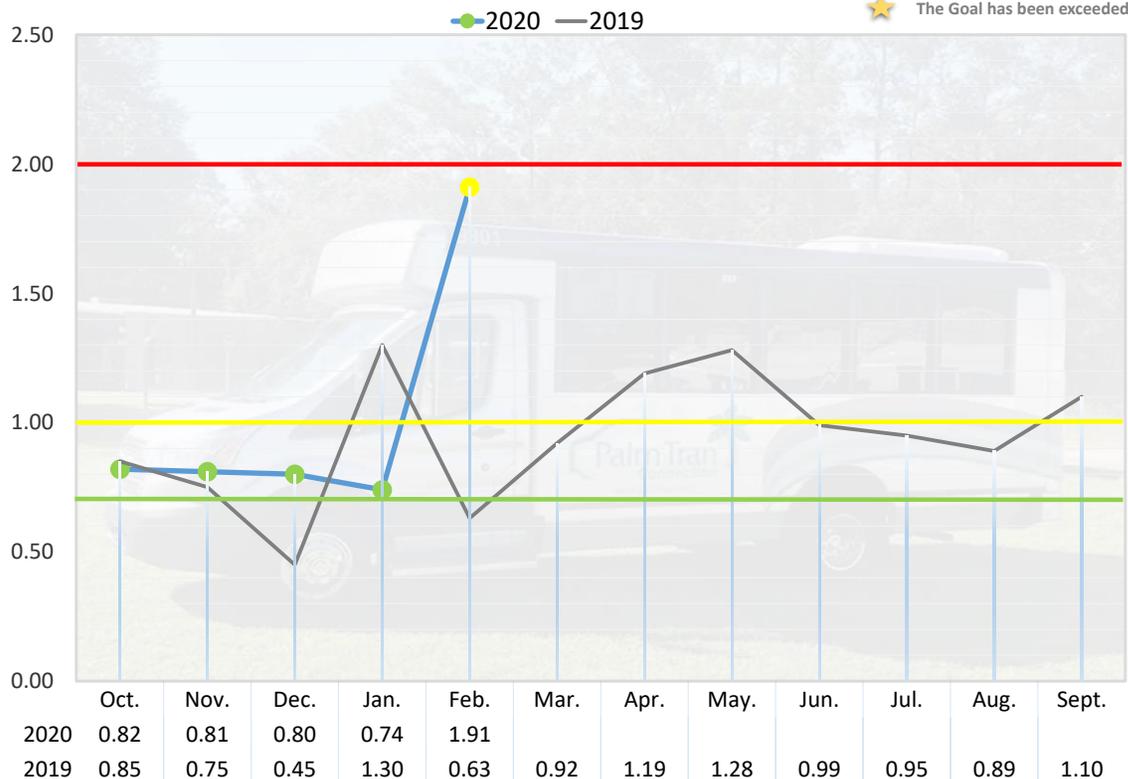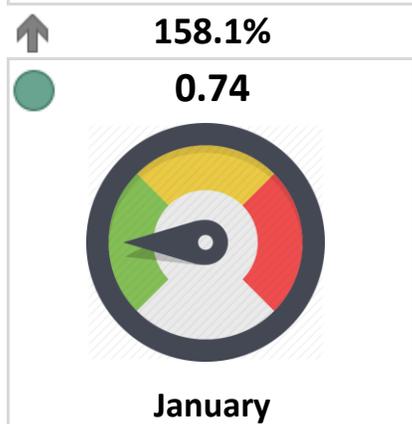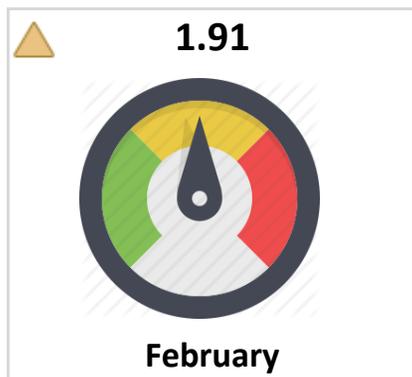● Target has been met or exceeded

Palm Tran Performance Management Office

14

CONNECTION DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	2.00	1.00	0.70	🟢 0.82	🟢 0.81	🟢 0.80	🟢 0.74	🔺 1.91								1.01
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🔺 2.45	🟢 2.02	🔶 3.40	🔺 2.49	🟢 1.72								2.41

Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.50	1.80	2.00	🔺 1.69	🔺 1.58	🔺 1.53	🔺 1.58	🔺 1.59								1.59

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	🔶 73.9%	🔶 81.3%	🔶 83.1%	🔶 80.8%	🔶 78.5%								79.5%
Mean Distance Between Failures	14,000	16,000	20,000	🔶 5,472	🔶 8,244	🔶 6,256	🔶 8,356	🔶 8,177								7,068
All Customer Commendations per 1k Trips	0.70	1.00	1.30	🟢 1.87	🟢 1.70	🟢 1.42	🟢 2.02	🟢 2.05								1.82

	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 1k Trips	3	2	2	🔶 4.00	🔺 2.75	🔺 2.20	🔺 2.79	🔶 3.76								3.13
Reservations Call Hold Time	4:00	3:00	2:00	🟢 2:07	🟢 1:52	🟢 2:51	🟢 2:06	🟢 1:53								2:10
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 1:37	🟢 0:59	🟢 0:52	🟢 1:32	🟢 1:14								1:15

Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour		On-Time Performance		Reservations Call Hold Time	
Non-Preventable Collisions per 100k Miles				Mean Distance Between Failures		Where Is My Ride Hold Time	
				All Customer Commendations per 1k Trips			

◆ 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 Preventable Collisions per 100K Miles

Palm Tran Connection

1.91
February

158.1%

0.74
January

The Goal has been exceeded

Chart: 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.82	0.81	0.80	0.74	1.91							
2019	0.85	0.75	0.45	1.30	0.63	0.92	1.19	1.28	0.99	0.95	0.89	1.10

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 0.85	● 0.75	● 0.45	△ 1.30	● 0.63	● 0.92	△ 1.19	△ 1.28	● 0.99	● 0.95	△ 1.10	●	0.95
2020	● 0.82	● 0.81	● 0.80	● 0.74	△ 1.91							△	1.01

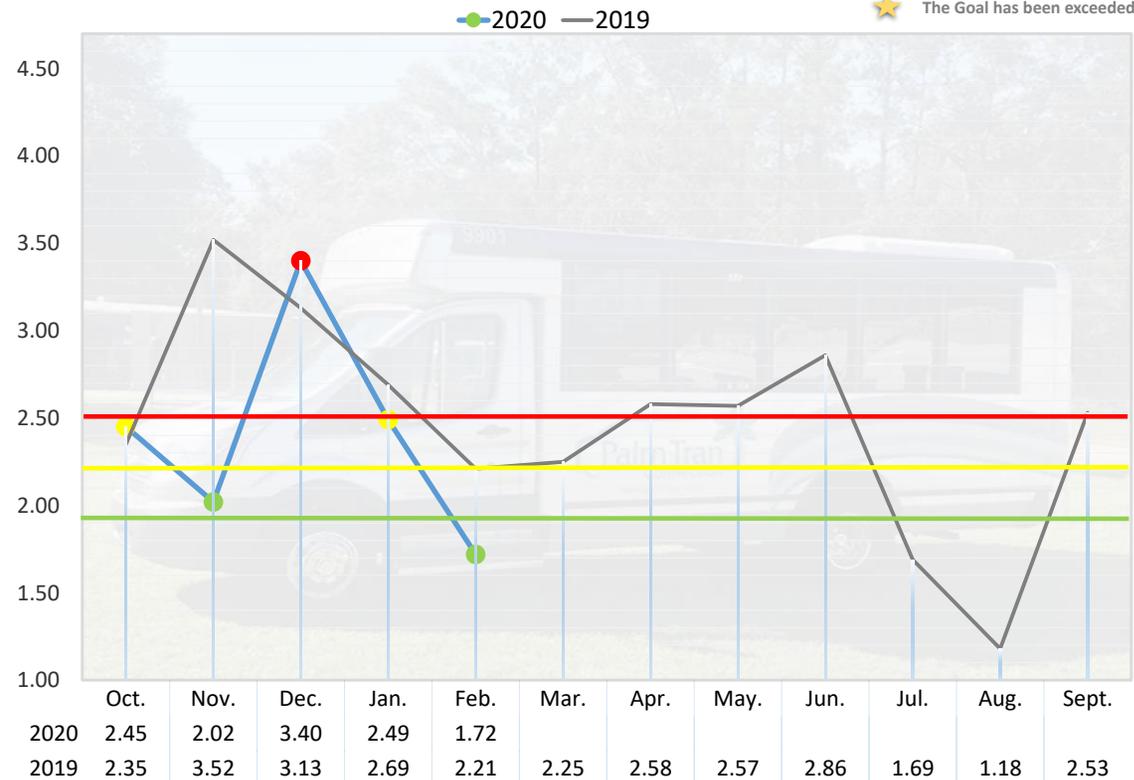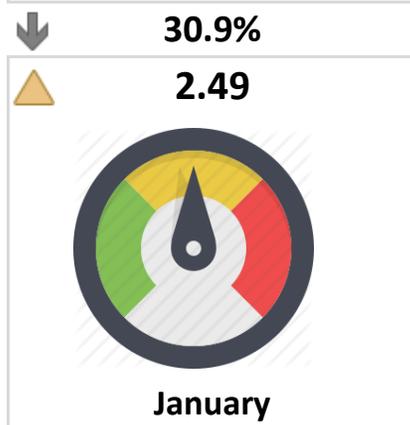| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	2.00	1.00	0.70	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	2.00	1.00	0.70		

Narrative

During the month of February, Preventable Collisions increased from 0.74 to 1.91 collisions. This was due in large part to the increase of at fault accidents during February to twenty (20) fault accidents, compared to eight (8) during the month of January. Preventable Collisions consisted of ten (10) side impact/swipe collisions, eight (8) fixed object collisions, one (1) vehicle rear ending another vehicle and one (1) collision while making an illegal U-turn. The Palm Tran Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the "Blind Spot Alert" pilot program installed in seven vehicles. This system alerts operators of objects in their blind spots and could potentially mitigate preventable collisions related to fixed object collisions and sideswipes.

◆ 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 Non-Preventable Collisions per 100k Miles

Palm Tran Connection

1.72

February

↓ **30.9%**

2.49

January

⭐ The Goal has been exceeded

Legend: ●—2020 —2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	2.45	2.02	3.40	2.49	1.72							
2019	2.35	3.52	3.13	2.69	2.21	2.25	2.58	2.57	2.86	1.69	1.18	2.53

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	△ 2.35	◆ 3.52	◆ 3.13	◆ 2.69	△ 2.21	△ 2.25	◆ 2.58	◆ 2.57	◆ 2.86	● 1.69	● 1.18	◆ 2.53	△ **2.33**
2020	△ 2.45	● 2.02	◆ 3.40	△ 2.49	● 1.72								△ **2.41**

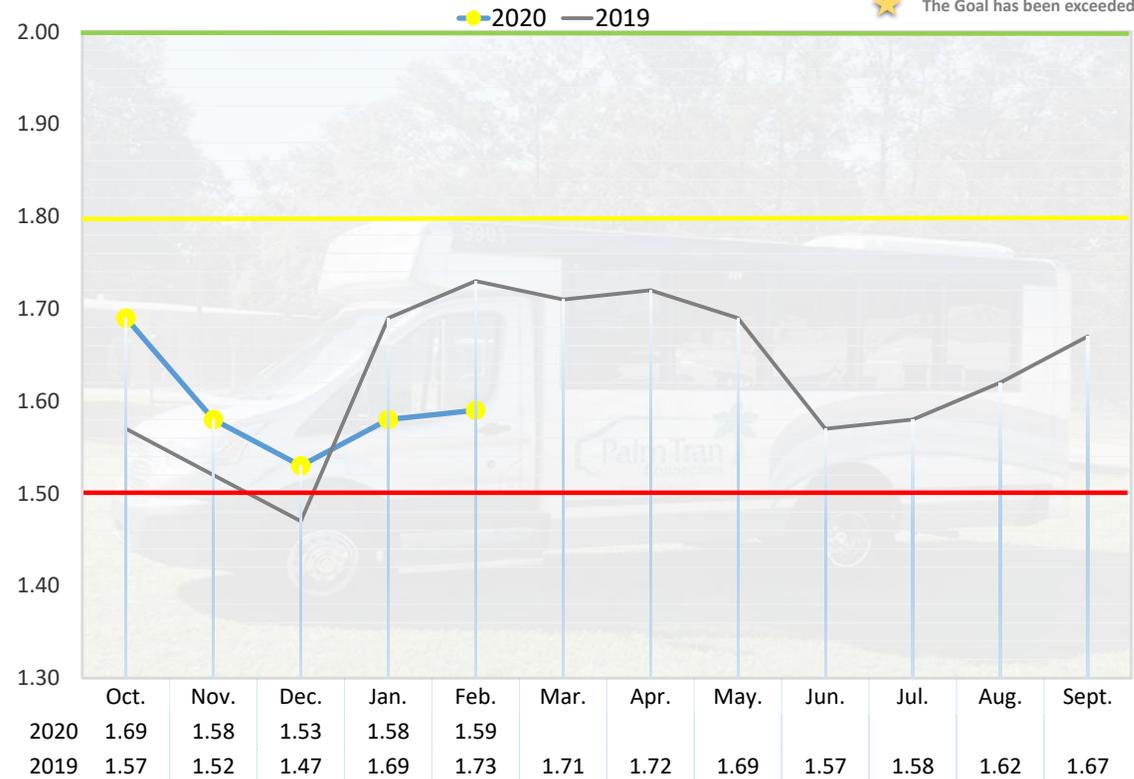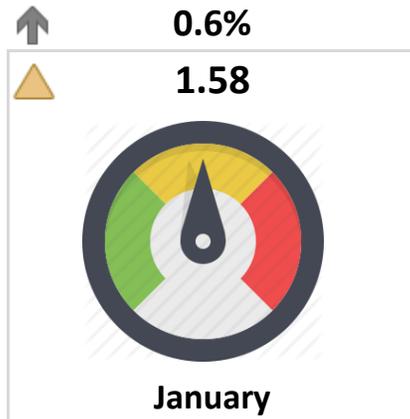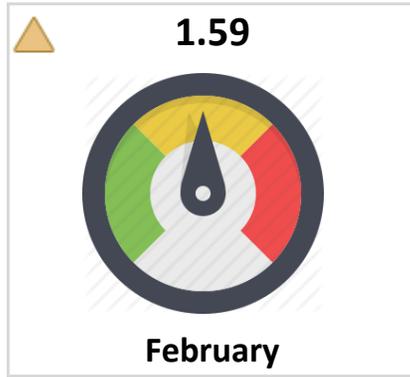| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2019	2.50	2.20	2.00	(Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2020	2.50	2.20	2.00		

Narrative

During the month of February, Non-Preventable Collisions decreased from 2.49 to 1.72 collisions. This was due in large part to the 33.3% (9 collisions) decrease in the total number of Non-Preventable Collisions. Palm Tran experienced eighteen (18) Non-Preventable Collisions for the month of February, compared to twenty-seven (27) Non-Preventable Collisions during the month of January. The top category for the month of February was defined as sideswipe collisions. The Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the "Deceleration Lighting System" initiative, 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

Palm Tran Performance Management Office

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Connection Riders Per Revenue Hour

1.59
February

▲ 0.6%

1.58
January

The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1.69	1.58	1.53	1.58	1.59							
2019	1.57	1.52	1.47	1.69	1.73	1.71	1.72	1.69	1.57	1.58	1.62	1.67

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 1.57	▲ 1.52	◆ 1.47	▲ 1.69	▲ 1.73	▲ 1.71	▲ 1.72	▲ 1.69	▲ 1.57	▲ 1.58	▲ 1.62	▲ 1.67	▲ 1.68
2020	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58	▲ 1.59								▲ 1.59

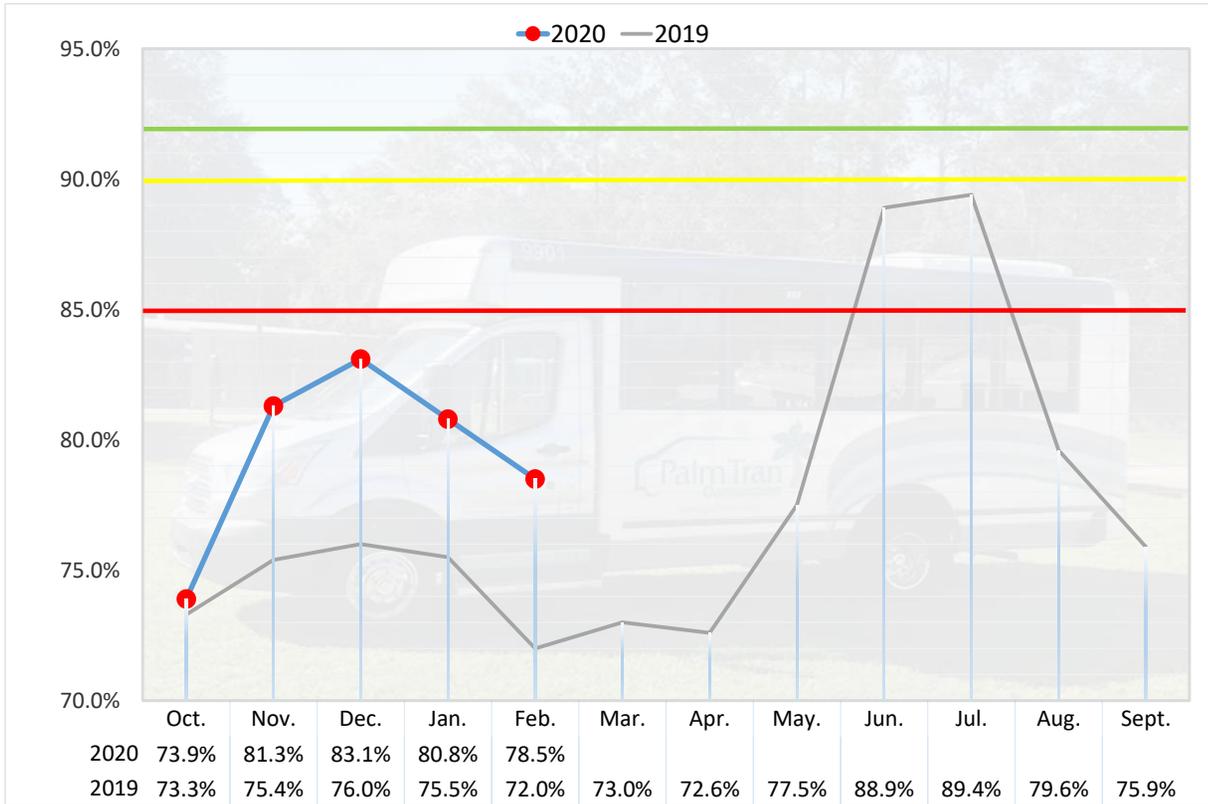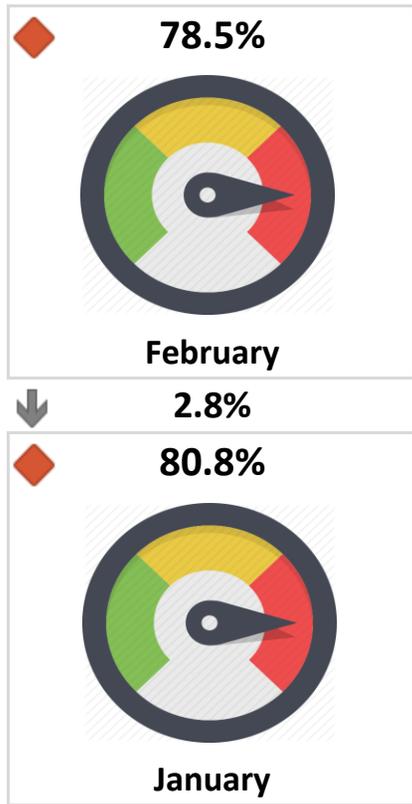| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2019	1.50	1.80	2.00	Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD (National Transit Database)).
	2020	1.50	1.80	2.00		

Narrative

During the month of February, Palm Tran Connection riders per revenue hour increased slightly from 1.58 in January to 1.59 in February. However, both Total Passengers Transported (3.4% – decline) and Total Revenue Hours (3.8% – decline) decreased compared to the month of January. 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

78.5%

February

↓ **2.8%**

80.8%

January

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	73.9%	81.3%	83.1%	80.8%	78.5%							
2019	73.3%	75.4%	76.0%	75.5%	72.0%	73.0%	72.6%	77.5%	88.9%	89.4%	79.6%	75.9%

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 73.3%	◆ 75.4%	◆ 76.0%	◆ 75.5%	◆ 72.0%	◆ 73.0%	◆ 72.6%	◆ 77.5%	△ 88.9%	△ 89.4%	◆ 79.6%	◆ 75.9%	◆ **77.4%**
2020	◆ 73.9%	◆ 81.3%	◆ 83.1%	◆ 80.8%	◆ 78.5%								◆ **79.5%**

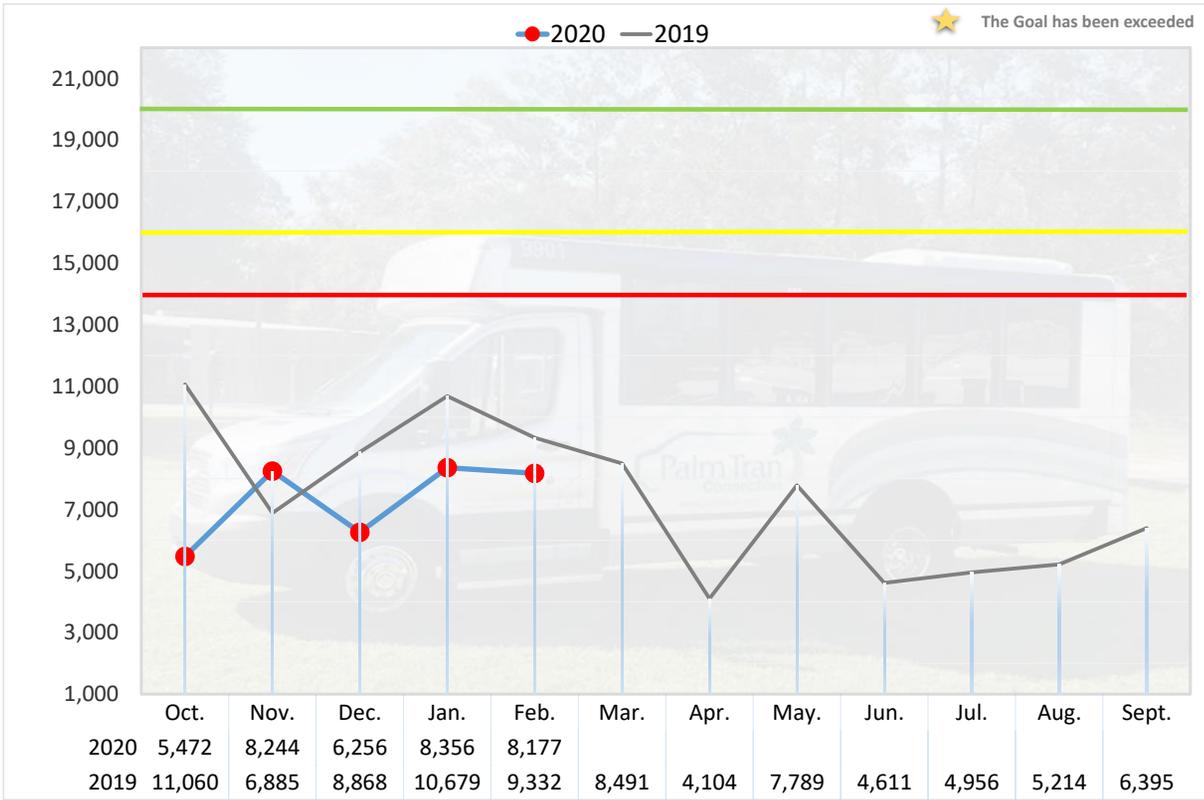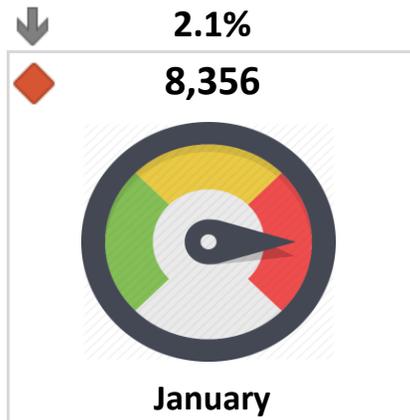| Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On–Time Performance	2019	85%	90%	92%	Actual pick–up time within +/– 15 minutes of scheduled pick–up time window. Trip is on –time when vehicle arrives to the location within the window.	New Standard Beginning October 2016, 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.
	2020	85%	90%	92%		

Narrative

During the month of February, Palm Tran Connection On–Time Performance decreased from 80.8% in January to 78.5% which is a decrease of 2.3 percentile points over the prior month of January. 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 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

Palm Tran Performance Management Office

Connection Mean Distance Between Failures

8,177

February

⬇ **2.1%**

8,356

January

⭐ The Goal has been exceeded

● 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	5,472	8,244	6,256	8,356	8,177							
2019	11,060	6,885	8,868	10,679	9,332	8,491	4,104	7,789	4,611	4,956	5,214	6,395

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 11,060	◆ 6,885	◆ 8,868	◆ 10,679	◆ 9,332	◆ 8,491	◆ 4,104	◆ 7,789	◆ 4,611	◆ 4,956	◆ 5,214	◆ 6,395	◆ **6,664**
2020	◆ 5,472	◆ 8,244	◆ 6,256	◆ 8,356	◆ 8,177								◆ **7,068**

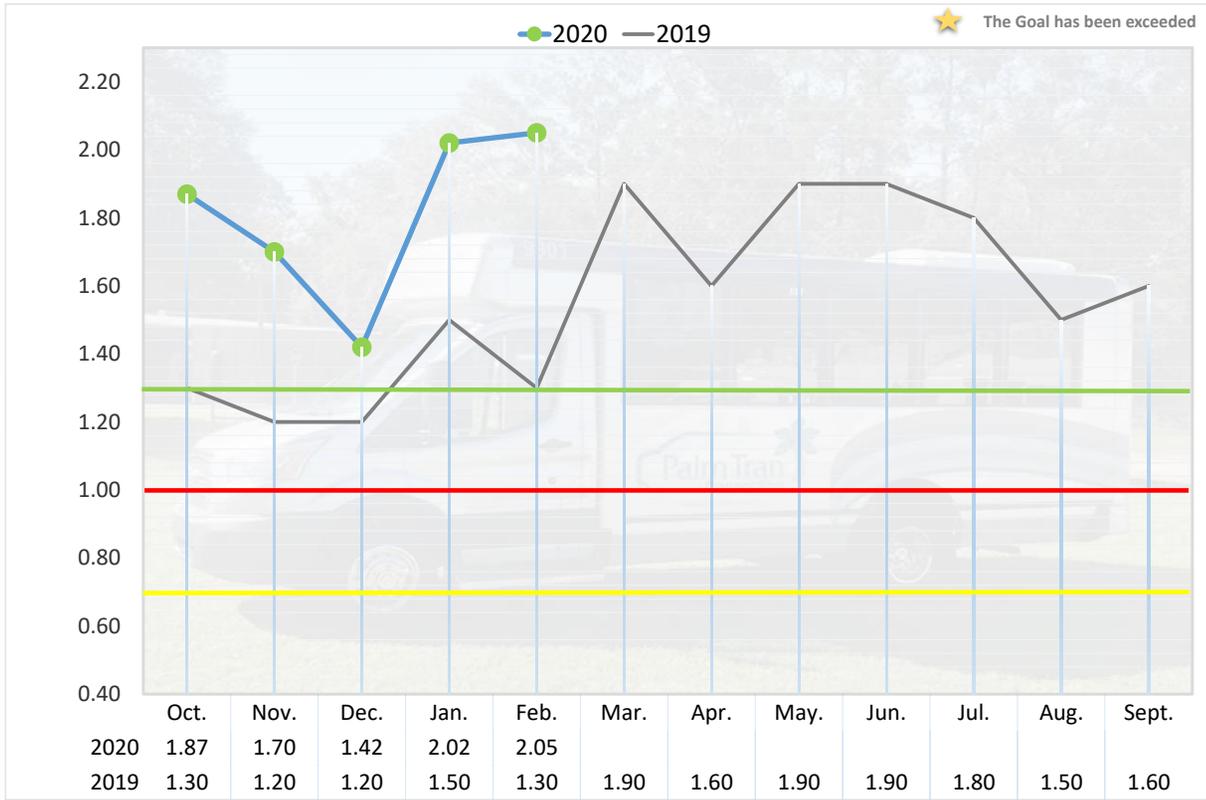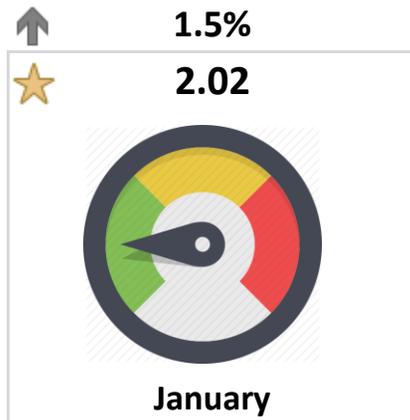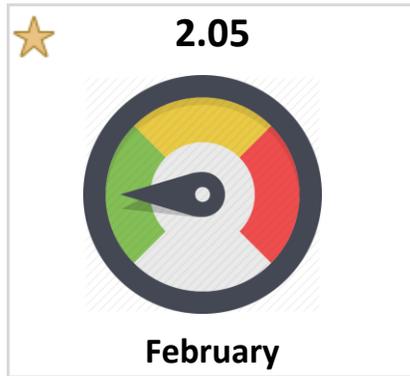| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2019	14,000	16,000	20,000	(Total Connection Vehicle Miles) / (Connection Major and Minor Mechanical Failures)	The average number of miles driven by Connection vehicles before experiencing a mechanical failure.
	2020	14,000	16,000	20,000		

Narrative

During the month of February, Palm Tran Connection experienced one-hundred and twenty-eight (128) mechanical failures compared to one-hundred and thirty (130) mechanical failures for the month of January. This is a slight decrease of two (2) mechanical failures. The top categories in February were as follows: transmission/engine, air conditioner failures, wheelchair lift mechanical failures and engine overheating issues. The Connection Safety and Accident Reduction PT-Stat team is currently emphasizing the importance of the driver's involvement and 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

Palm Tran Performance Management Office

Connection All Customer Commendations per 1k Trips

2.05

February

⬆ **1.5%**

2.02

January

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1.87	1.70	1.42	2.02	2.05							
2019	1.30	1.20	1.20	1.50	1.30	1.90	1.60	1.90	1.90	1.80	1.50	1.60

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	🟢 1.30	🟢 1.20	🟢 1.20	🟢 1.50	🟢 1.30	🟢 1.90	🟢 1.60	🟢 1.90	🟢 1.90	🟢 1.80	🟢 1.50	🟢 1.60	🟢 1.40
2020	🟢 1.87	🟢 1.70	🟢 1.42	🟢 2.02	🟢 2.05								1.82

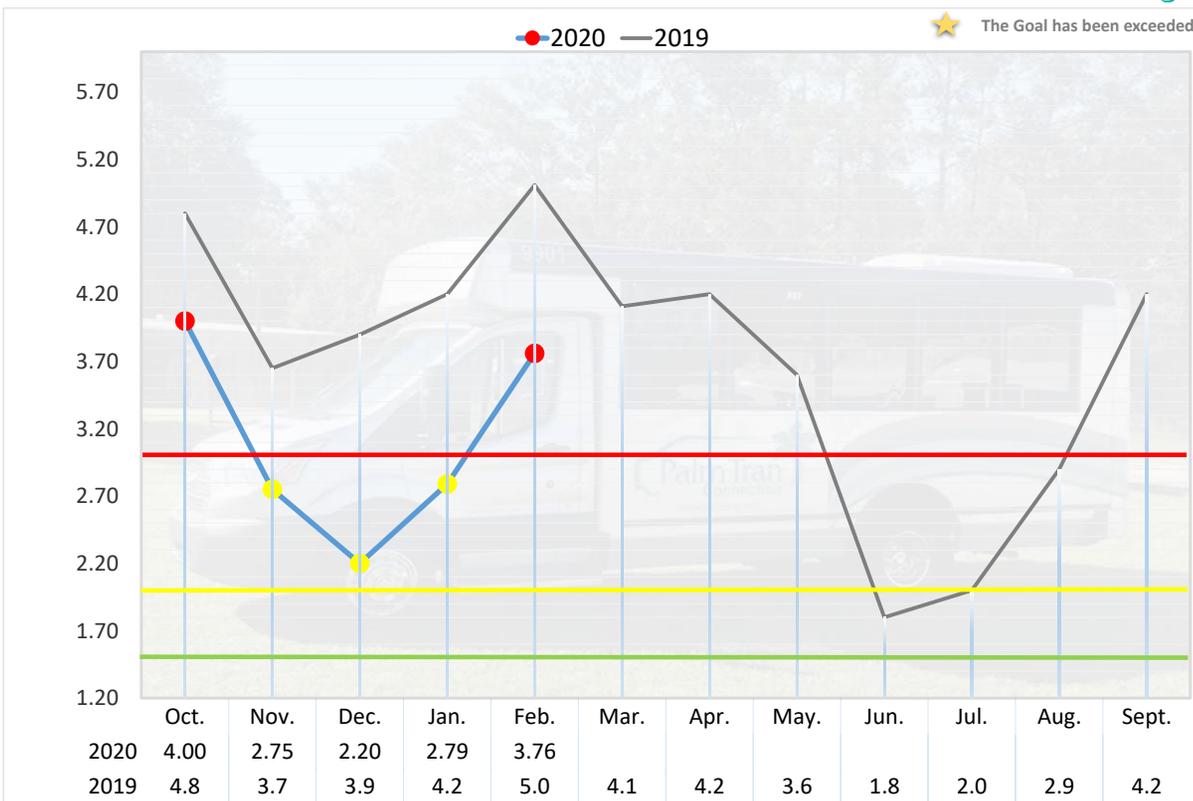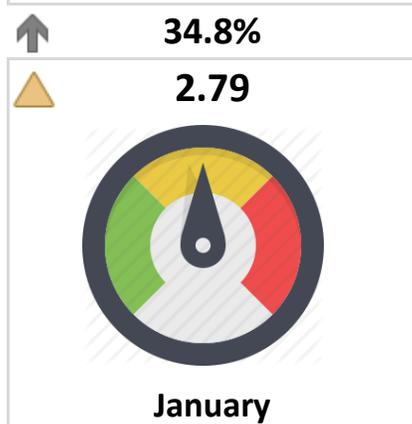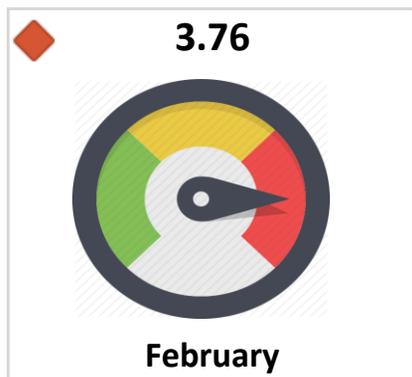| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2019	0.70	1.00	1.30	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2020	0.70	1.00	1.30		

Narrative
Palm Tran Connection is pleased to report that for the month of February this metric at 2.05 has exceeded the established stretch goal for the fifth time during the current fiscal year. During the month of February, Palm Tran Connection received one hundred and fifty-eight (158) commendations compared to the one hundred and sixty (160) commendations during the month of January. Customer Commendations recognized exceptional customer service by drivers and reservationist. The Palm Tran Connection 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 All Customer Concerns per 1k Trips

3.76

February

↑ **34.8%**

2.79

January

The Goal has been exceeded

● 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	4.00	2.75	2.20	2.79	3.76							
2019	4.8	3.7	3.9	4.2	5.0	4.1	4.2	3.6	1.8	2.0	2.9	4.2

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 4.8	◆ 3.7	◆ 3.9	◆ 4.2	◆ 5.0	◆ 4.1	◆ 4.2	◆ 3.6	● 1.8	● 2.0	▲ 2.9	◆ 4.2	◆ 3.3
2020	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79	◆ 3.76								◆ 3.1

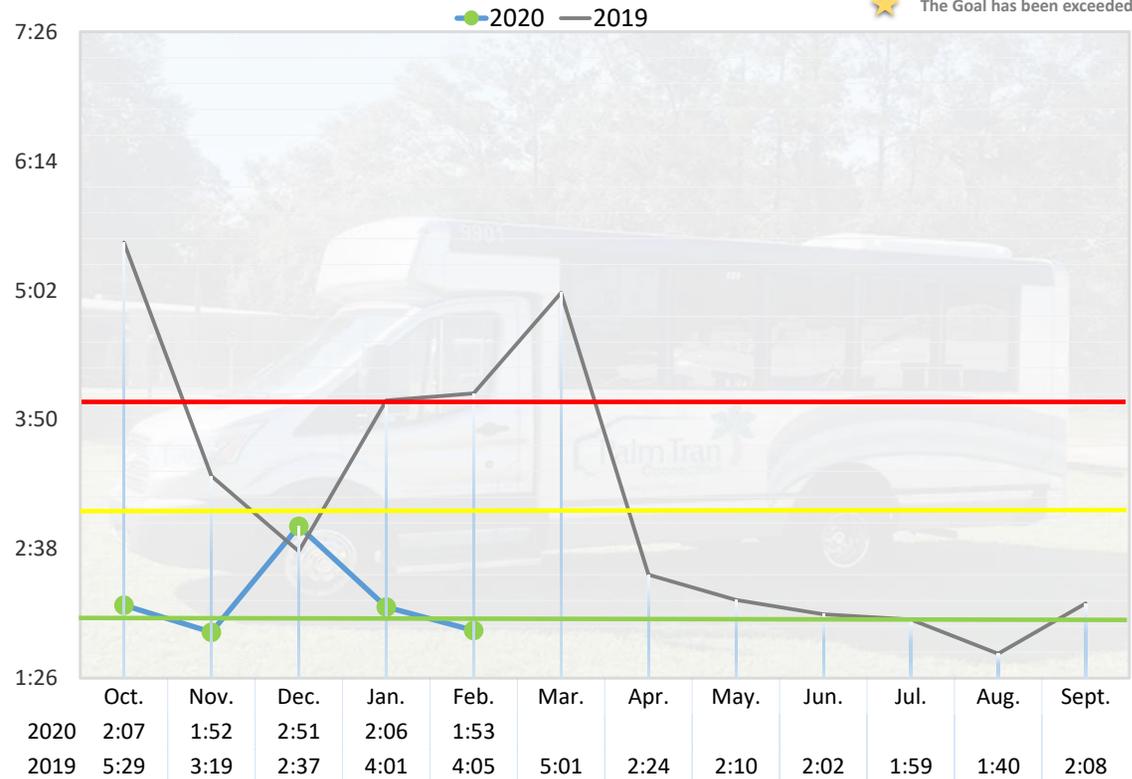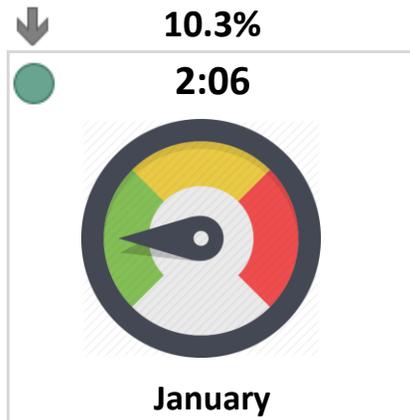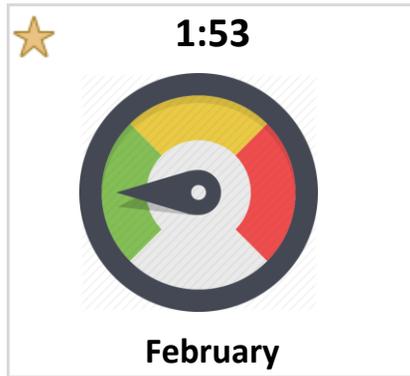| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2019	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2020	3.00	2.00	1.50		

Narrative

During the month of February, there were two hundred and ninety (290) concerns logged compared to two hundred and twenty-one (221) customer concerns logged in January. This is an increase of sixty-nine (69) concerns. The top category of customer concerns during the month of February was related to on-time performance which is consistent with the reduction of on-time performance as reported on page 19. The Palm Tran 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

Palm Tran Performance Management Office

Connection Reservations Call Hold Time

		2020	2019
	Oct.	2:07	5:29
	Nov.	1:52	3:19
	Dec.	2:51	2:37
	Jan.	2:06	4:01
	Feb.	1:53	4:05
	Mar.		5:01
	Apr.		2:24
	May.		2:10
	Jun.		2:02
	Jul.		1:59
	Aug.		1:40
	Sept.		2:08

Star box: **1:53** February

Arrow: **10.3%**

2:06 January

The Goal has been exceeded

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 5:29	△ 3:19	● 2:37	◆ 4:01	◆ 4:05	◆ 5:01	● 2:24	● 2:10	● 2:02	● 1:59	● 1:40	● 2:08	△ 3:05
2020	● 2:07	● 1:52	● 2:51	● 2:06	● 1:53								● 2:10

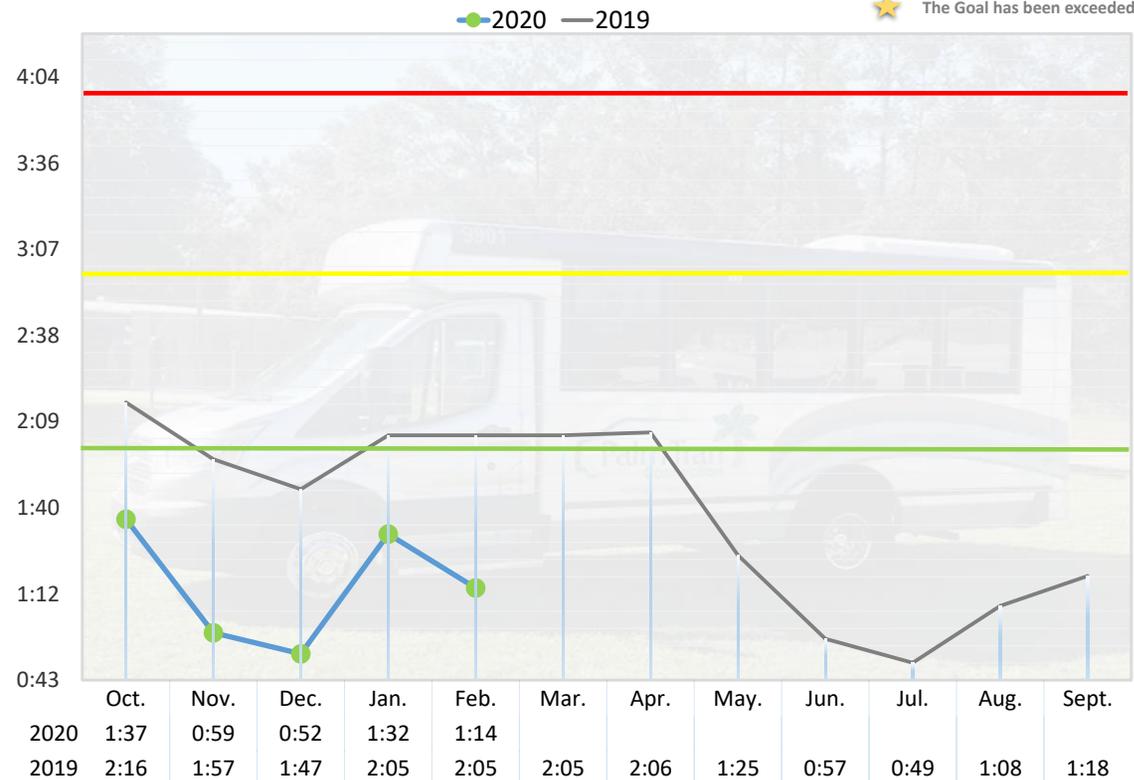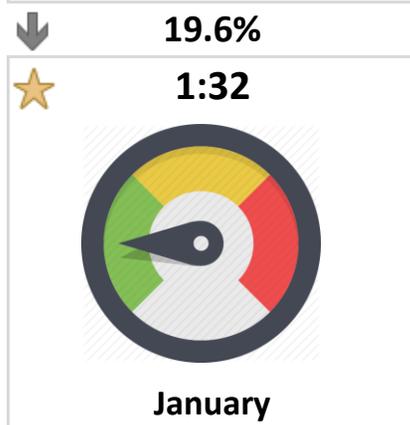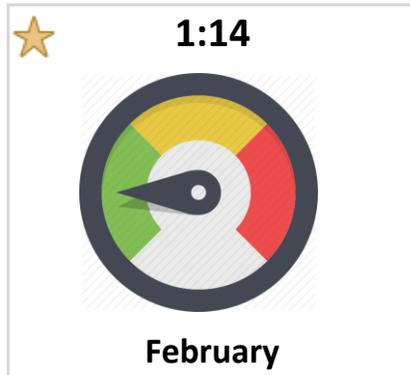| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2019	4:00	3:00	2:00	Summary of daily average Reservations Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month. Customer calls related to making reservations.
	2020	4:00	3:00	2:00		

Narrative

Palm Tran Connection is pleased to report that this metric has exceeded the established stretch goal for the second time during the current fiscal year. During the month of February, reservations hold time decreased by thirteen (13) seconds from 2:06 minutes in January to 1:53 minutes in February. Palm Tran Connection Reservations is now fully staffed and as the new employees get accustomed to the Trapeze software, the reservation process will continue to trend towards the goal of less than a three-minute hold time.

◆ 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 Where Is My Ride Hold Time

Palm Tran Connection

1:14

February

▼ 19.6%

1:32

January

★ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1:37	0:59	0:52	1:32	1:14							
2019	2:16	1:57	1:47	2:05	2:05	2:05	2:06	1:25	0:57	0:49	1:08	1:18

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	●2:16	●1:57	●1:47	●2:05	●2:05	●2:05	●2:06	●1:25	●0:57	●0:49	●1:08	●1:18	● 1:40
2020	●1:37	●0:59	●0:52	●1:32	●1:14								● **1:15**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2019	**4:00**	**3:00**	**2:00**	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.
	2020	**4:00**	**3:00**	**2:00**		

Narrative

Palm Tran Connection is pleased to report that during the month of February, the "Where Is My Ride" hold time metric continues to exceed the established stretch goal for the fifth time during the current fiscal year. During the month of February, "Where Is My Ride" hold time decreased by eighteen (18) seconds compared to the previous month of January. Palm Tran Connection staff continue to promote utilization of PASSWeb as an alternate to booking trips, enabling users to access the ETA (Estimated Time of Arrival) for their trips.

◆ 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