



PERFORMANCE REPORT MARCH 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 March 2019, Palm Tran's Performance Report continues to show improvement in different areas. Only three (3) metrics from the Fixed Route Dashboard and four (4) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining ten (10) performed above, of which four (4) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

- »Palm Tran Preventable Collisions declined from 0.78 to 0.43 collisions. This was due in large part to a decrease of collisions categorized as sideswipe collisions. (Pg. 6)
- »March ridership was 765,812, which is an increase of 1.7% (12,872) compared to the prior month of February, and a decrease of 5.4% (43,618) compared to March of last fiscal year. (Pg. 9)
- »Palm Tran is pleased to report that during the month of March, Palm Tran's Fixed Route service exceeded the established target of On-Time Performance for the sixth time during the current fiscal year at 77.3%. (Pg. 11)
- » Palm Tran is glad to report that Customer Concerns continues to exceed the established stretch goal for the fourth month in a row. (Pg. 14)

Palm Tran Connection:

- »Palm Tran Connection is pleased to report that Preventable Collisions continues to exceed the established target at 0.92 collisions during the month of March. (Pg. 15)
- »Palm Tran Connection On-Time Performance increased to 73.0% during the month of March. (Pg. 18)
- »Customer Concerns decreased from 5.0 in February to 4.1 per 1,000 trips during the month of March. (Pg. 20).
- »Reservations Call Hold Time increased to 5:01 (min: sec). This was in large part due to the unexpected staff reduction of three reservationist experienced during the month of January, which have been addressed with two new reservationist that started the last week of February. The third reservationist is schedule to start in April to become fully staff. (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	● 0.43						
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 2.25	● 2.70	● 2.13	● 2.03	● 1.41	● 2.16						
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97						
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	875,000	1M	● 854,010	● 769,844	● 740,456	● 778,728	● 752,940	● 765,812						
Riders Per Revenue Hour	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1	● 18.0						
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	74%	76%	78%	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%						
Mean Distance Between Road Calls	12,000	14,000	16,000	● 12,249	● 14,820	● 15,652	● 11,713	● 12,047	● 13,589						
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	● 0.20	● 0.12						
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	3.5	3.0	2.5	● 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47						

CONNECTION DASHBOARD FY 2019

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

FIXED ROUTE DASHBOARD FY 2019

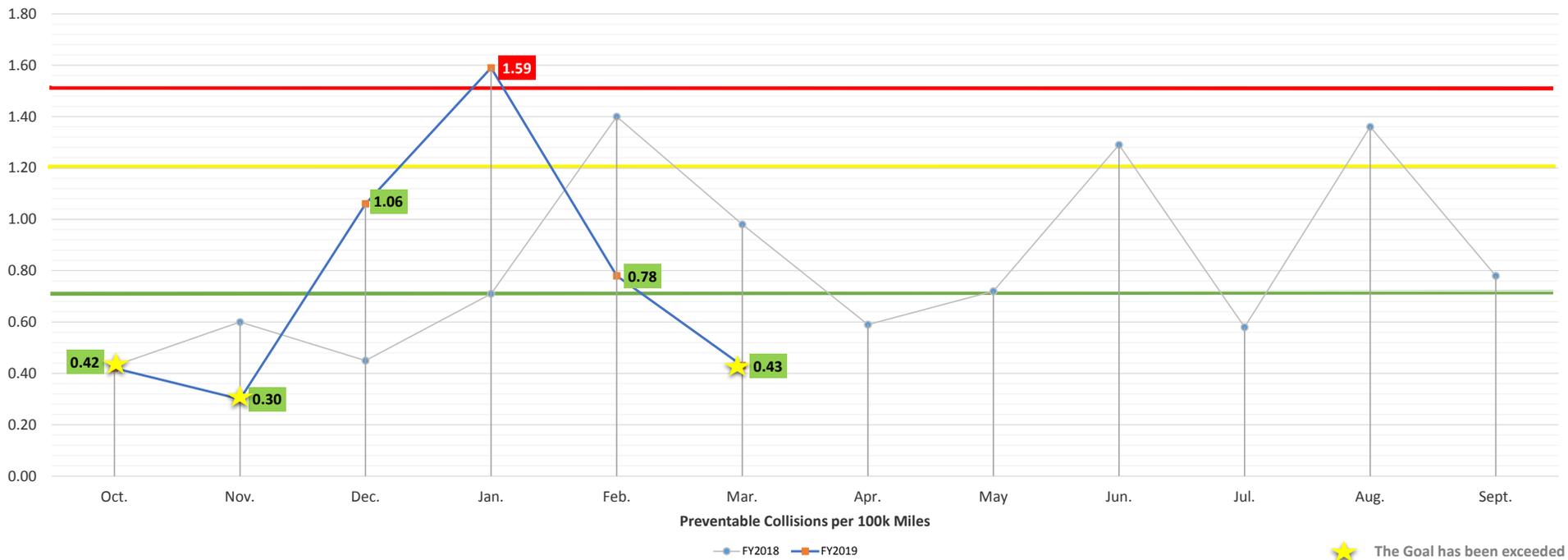
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	●	●	●	●	●						
				0.42	0.30	1.06	1.59	0.78	0.43						
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	★	●	★	●	●	★						
				2.25	2.70	2.13	2.03	1.41	2.16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

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



FIXED ROUTE - Preventable Collisions per 100k Miles

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



★ 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

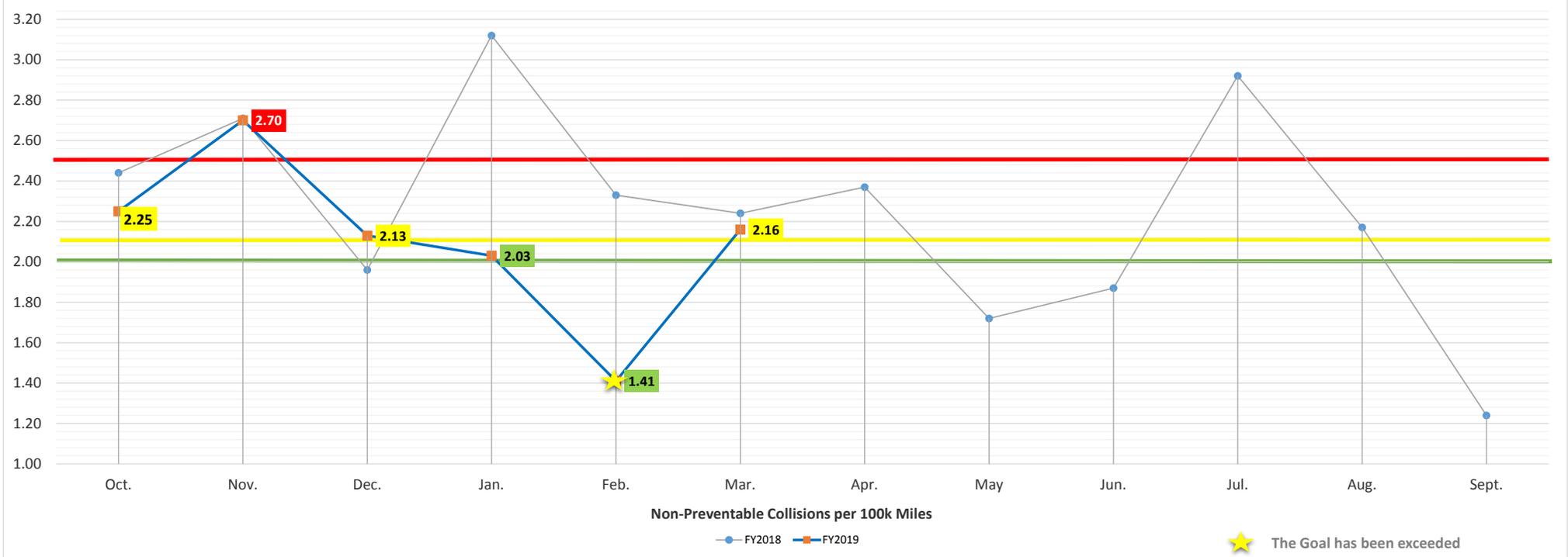
Palm Tran is pleased to report that for the month of March, this metric exceeded the established stretch goal for the third time during the current fiscal year. Preventable Collisions decreased from 0.78 to 0.43 collisions. Palm Tran experienced three (3) Preventable Collisions for the month of March, compared to five (5) Preventable Collisions for the month of February. This was in large part due to a decrease of collisions categorized as sideswipe collisions. Preventable Collisions during the month of March consisted of three (3) Sideswipe Collisions. The Safety and Accident Reduction PT-Stat team is currently focused in promoting defensive driving techniques 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	● 2.16						



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

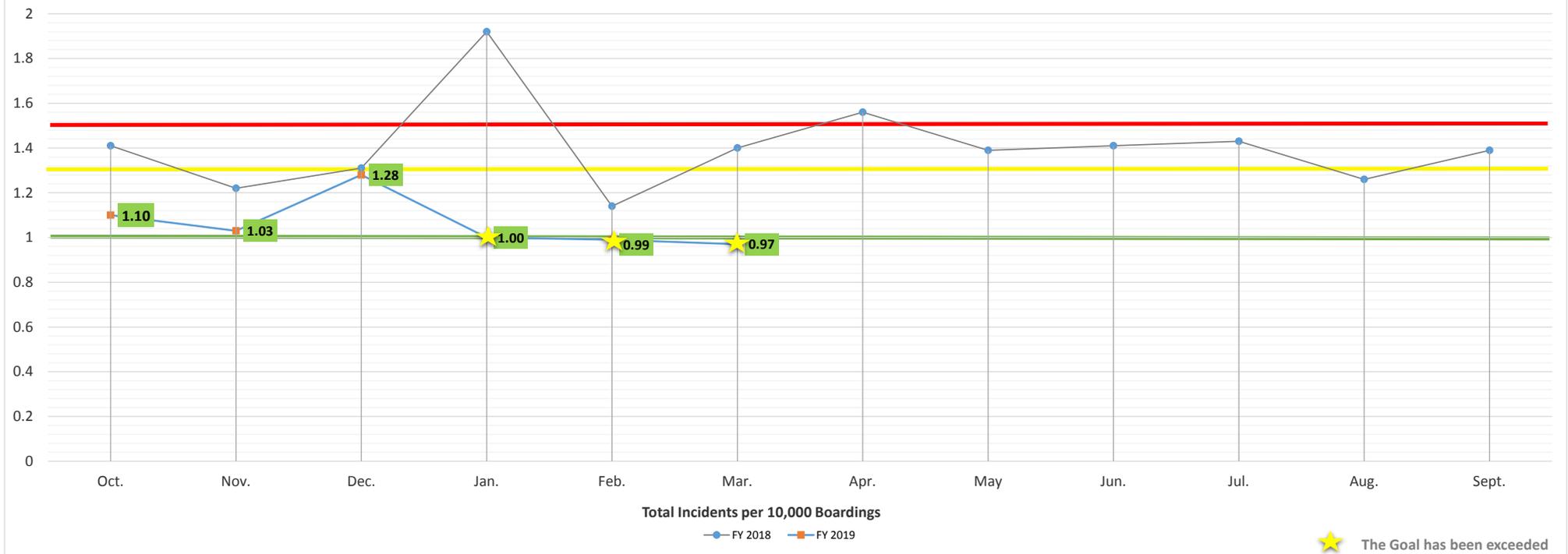
During the month of March, Non-Preventable Collisions increased from 1.41 to 2.16 collisions. Palm Tran experienced fifteen (15) Non-Preventable Collisions for the month of March, compared to nine (9) Non-Preventable Collisions for the month of February. This was due in large part to an increase of collisions categorized as sideswipes from three (3) in February to nine (9) in March. Non-Preventable Collisions during the month of March consisted of nine (9) sideswipes, three (3) vehicles cutting in front of the bus, and three (3) rear-end collisions. The Safety and Accident Reduction PT-Stat team is currently focused on the installation of red and white tape to the rear corners of all Palm Tran buses to increase visibility of the rear bumper corners to further decrease rear-end Collisions.

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



FIXED ROUTE - Total Incidents per 10,000 Boardings

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



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 March, this metric exceeded the established stretch goal for the third month in a row. During the month of March, Palm Tran experience 74 total incidents compared to 75 total incidents during the month of February. This is a decrease of one (1) incident compared to the prior month of February. Palm Tran top incidents during the month of March 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	4,698,085
	2019	800,000	875,000	1M	854,010	769,844	740,456	778,728	752,940	765,812							4,661,790



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

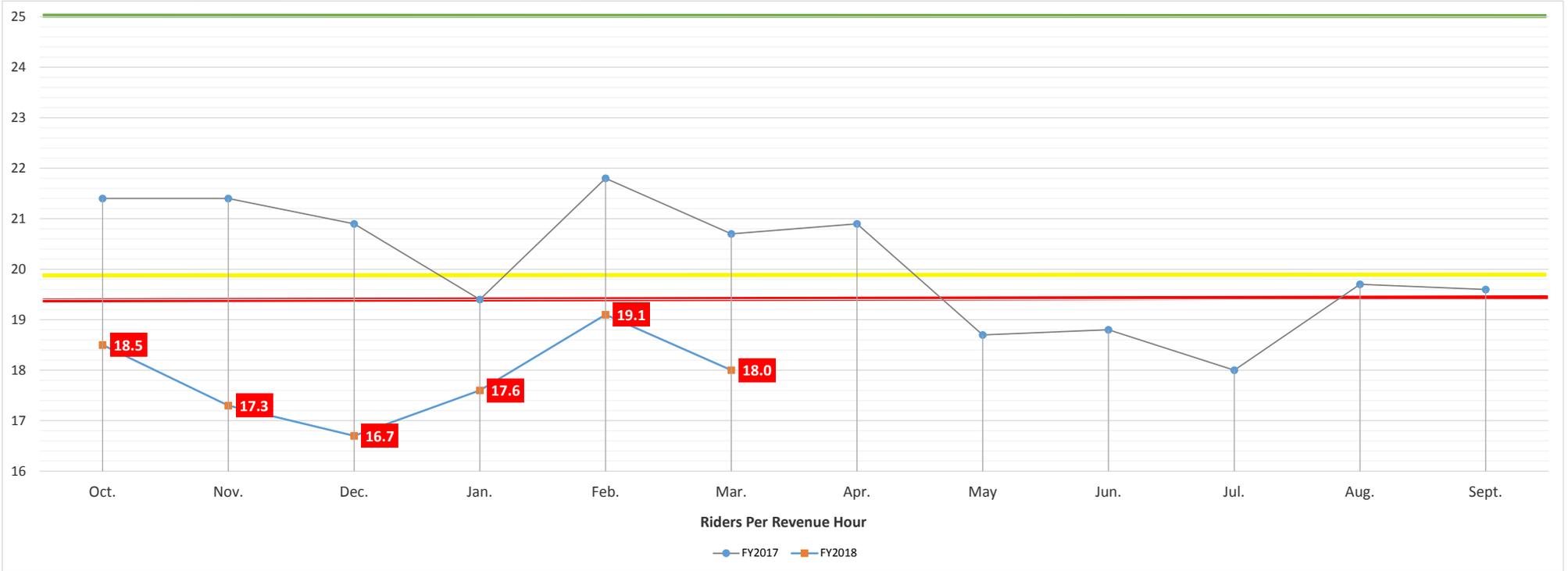
March ridership was 765,812, which is an increase of 1.7% (12,872) compared to the prior month of February, and a decrease of 5.4% (43,618) compared to March of last fiscal year. This was due in large part to the month of March operating thirty-one (31) days of service, compared to twenty (28) days of service in February (each week day averages 35,000 riders). The Ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service.

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



FIXED ROUTE - Riders Per Revenue Hour

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



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

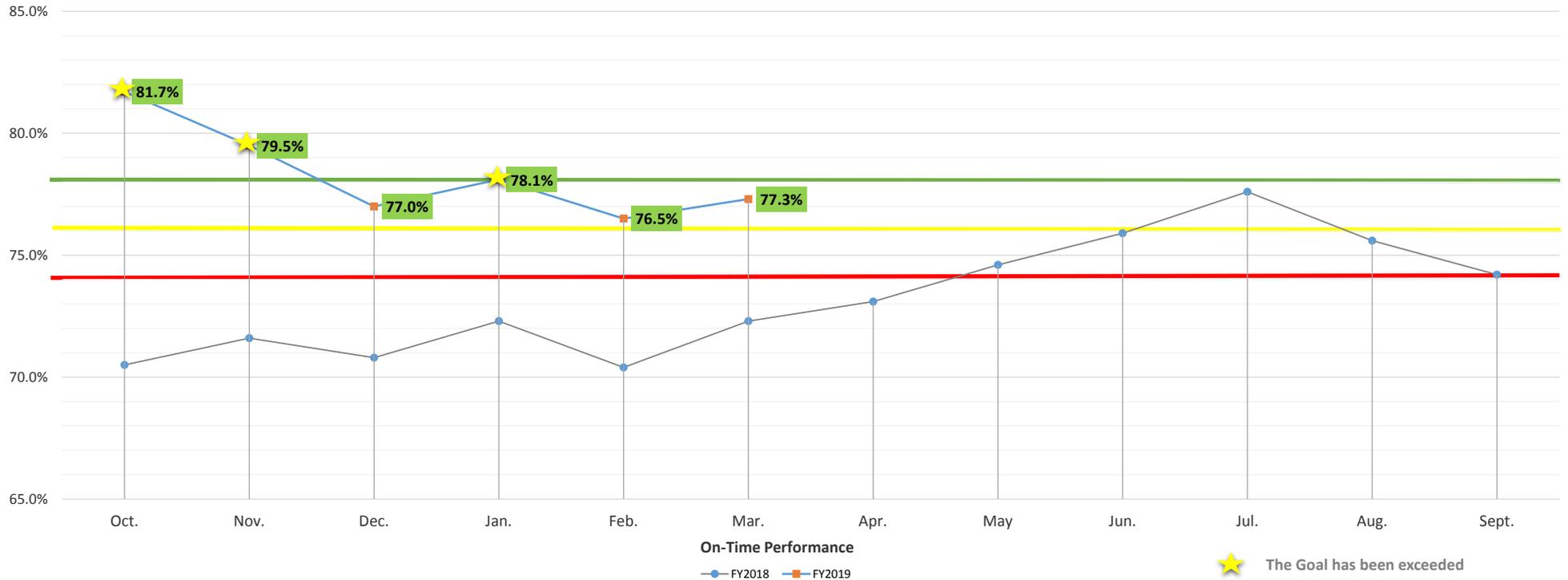
During the month of March, Riders Per Revenue Hour experienced a slight decrease from 19.1 to 18.0 in March. This decrease in productivity was due in large part to the 8.4% (3,246) increase in total fixed route revenue hours, while ridership increase by only 1.7% (12,872 riders) as reported on page 9. 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%	● 77.3%						



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

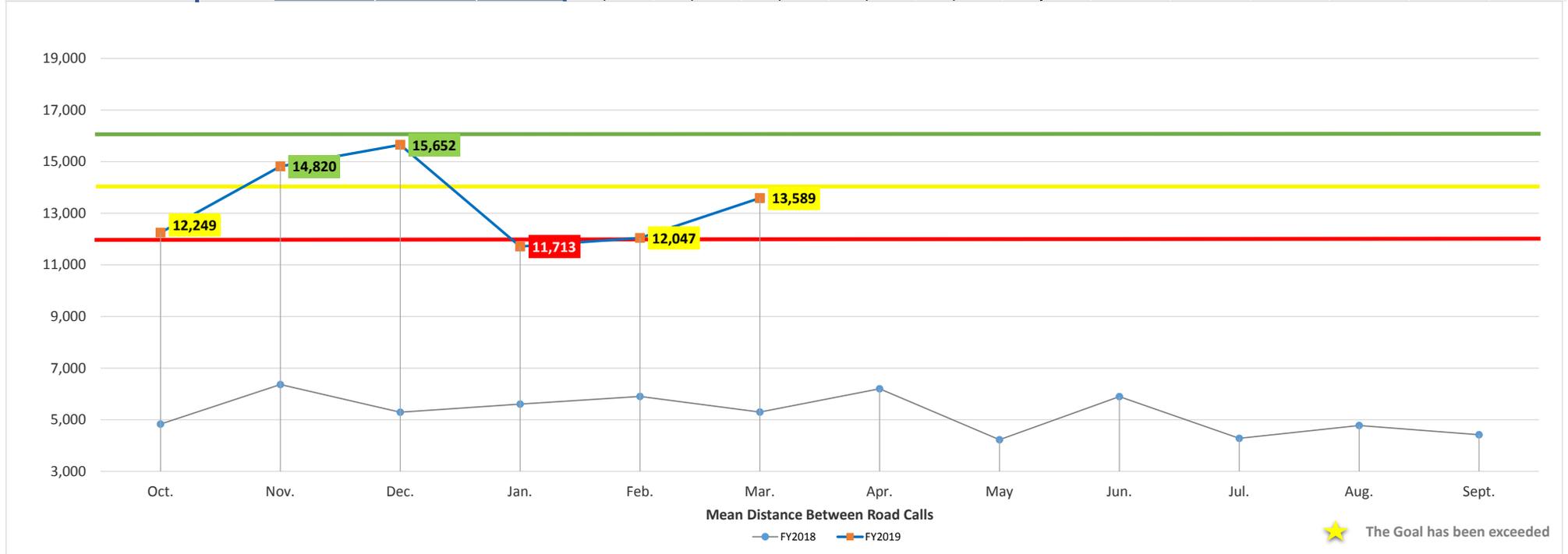
Palm Tran is pleased to report that for the month of March, this metric continues to exceed the established target for the sixth month in a row. During the month of March, On-Time Performance increased from 76.5% in February to 77.3% in March, which is 0.8 percentile points higher. This slight increase is attributed in large part to the typical On-Time Performance trend from February to March, which is related to the school spring break for one week in March 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	● 13,589						



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.

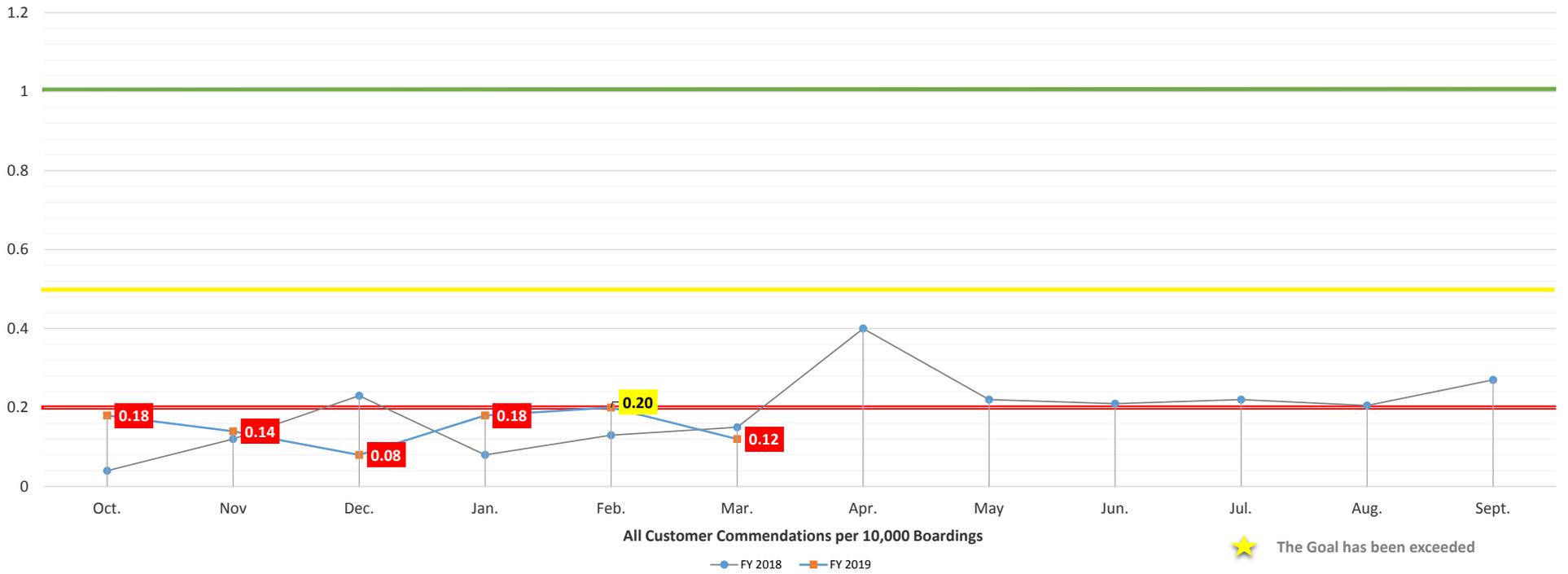
Narrative

During the month of March, Palm Tran experienced 51 road calls compared to 53 road calls in February. This is a decrease of two (2) 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 12.8% compared to the previous month of February. The top causes of road calls during the month of March 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	● 0.12						



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

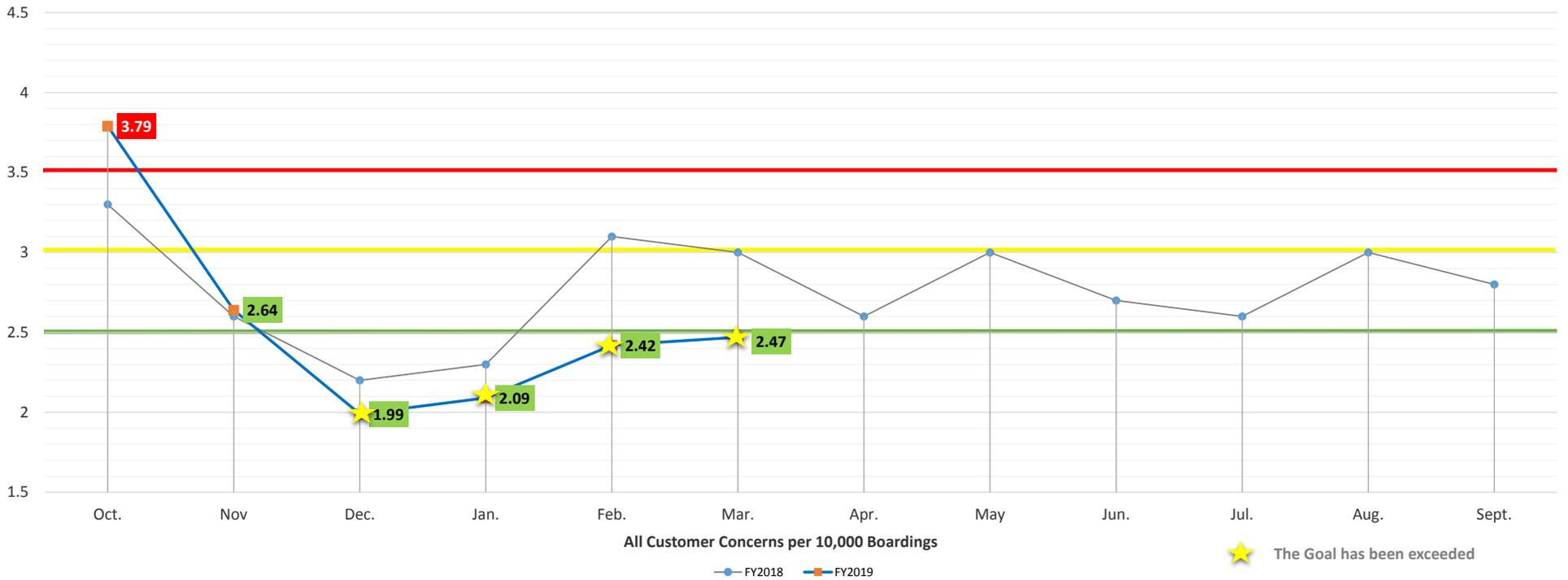
Narrative

During the month of March, customer commendations decreased slightly compared to the previous month of February. Palm Tran received nine (9) commendations in March compared to the fifteen (15) commendations in February. The majority of the commendations 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	● 2.47						



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 fourth month in a row. The fixed-route Customer Concerns ratio increased slightly to 2.47 per 10,000 boardings in March, compared to 2.42 during the month of February. In March, total logged concerns were 189 compared to 182 in February. The top categories of concerns in March are "Pass-Up", "Existing Infrastructure", and "Discourteous Driver." The Customer Service PT-Stat team continues to work on initiatives to address customer concerns.

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



CONNECTION DASHBOARD FY 2019

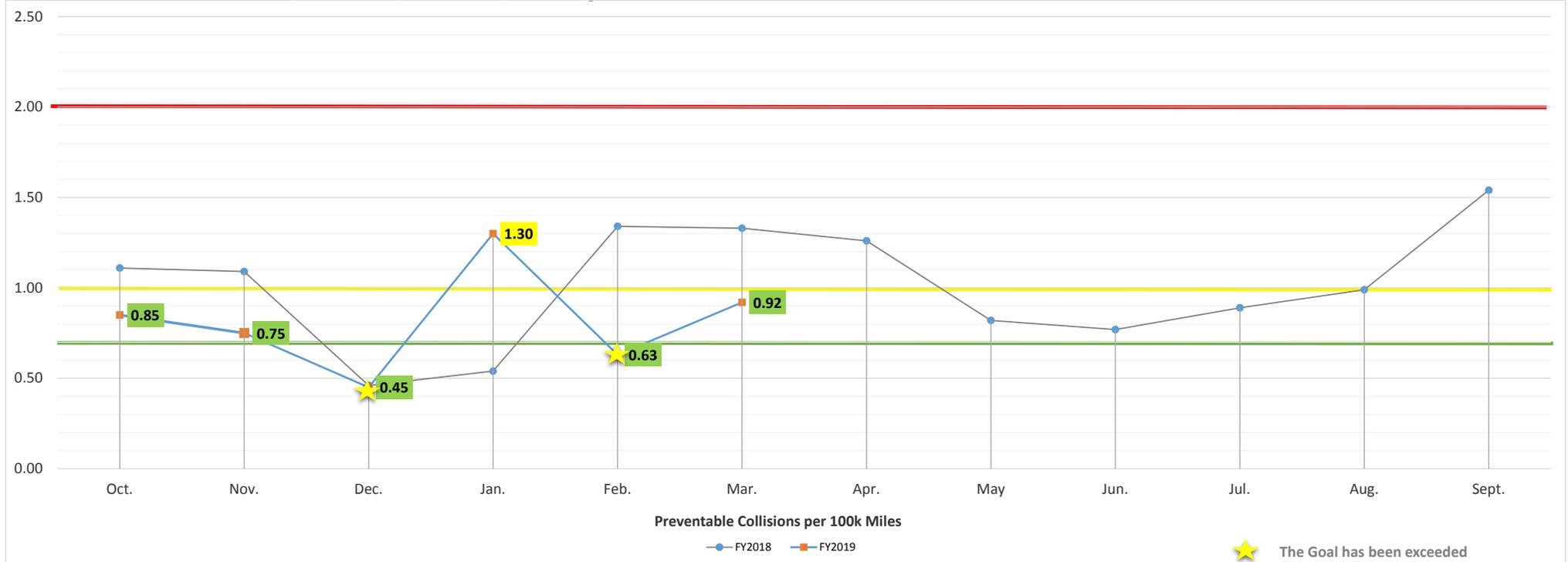
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	★ 1.30	● 0.63	● 0.92						
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	★ 2.35	● 3.52	● 3.13	● 2.69	★ 2.21	★ 2.25						
Mobility	Min	Target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



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

Narrative

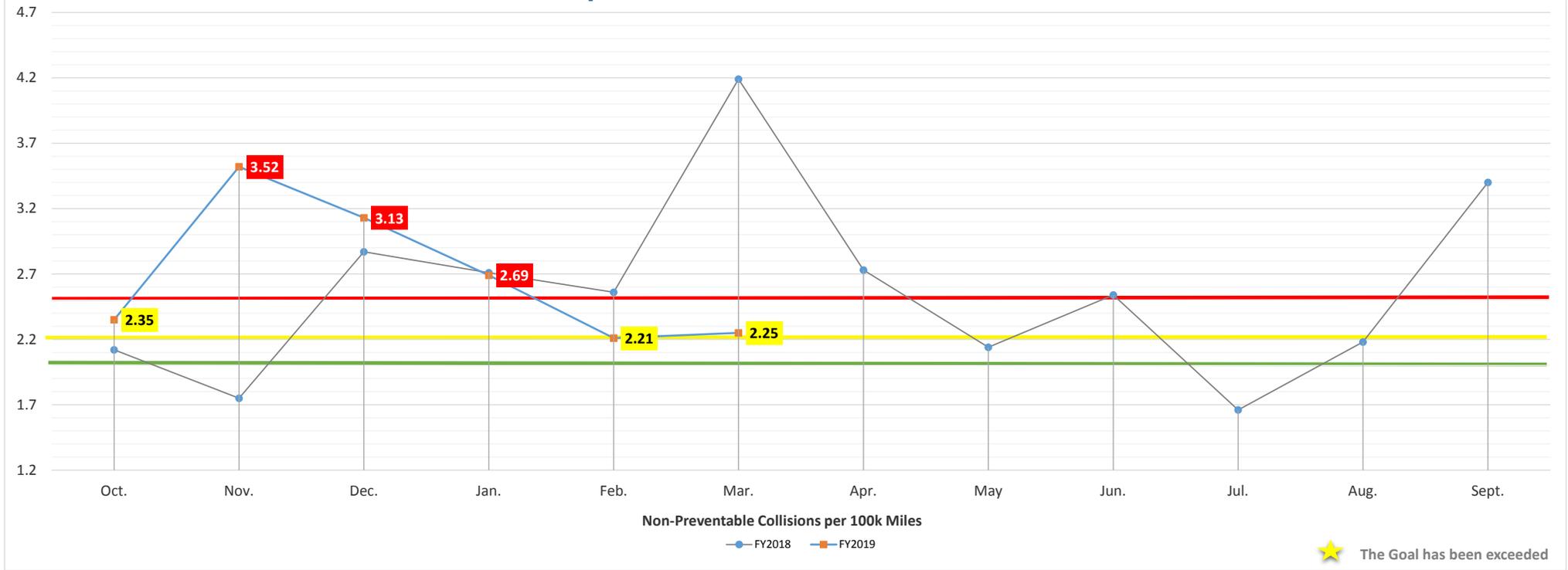
During the month of March, Preventable Collisions increased from 0.63 to 0.92 collisions. This was due to nine (9) at fault accidents during the month of March compared to seven (7) at fault accidents during the month of February. The majority of the collisions were related to fixed object accidents. These included four (4) fixed objects, four (4) sideswipes, and one (1) front-end damage. 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	● 2.25						



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

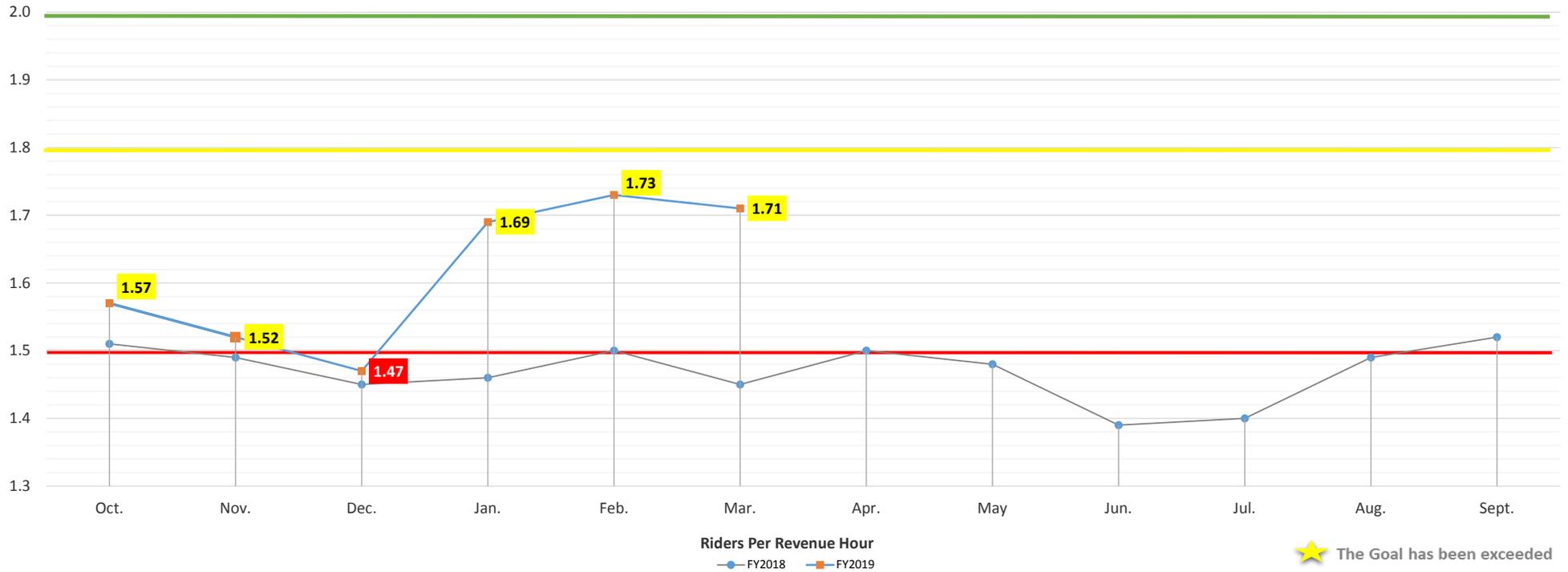
During the month of March, Non-Preventable Collisions increased slightly from 2.21 to 2.25 collisions. This was due in large part to an increase in sideswipe collisions during the month of March. Palm Tran experienced twenty-two (22) Non-Preventable Collisions for the month of March, compared to twenty-one (21) Non-Preventable Collisions for the month of February. The top categories in the month of March were defined as sideswipe, vehicle backed-into, 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	● 1.71						



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 (National Transit Database)).

Narrative

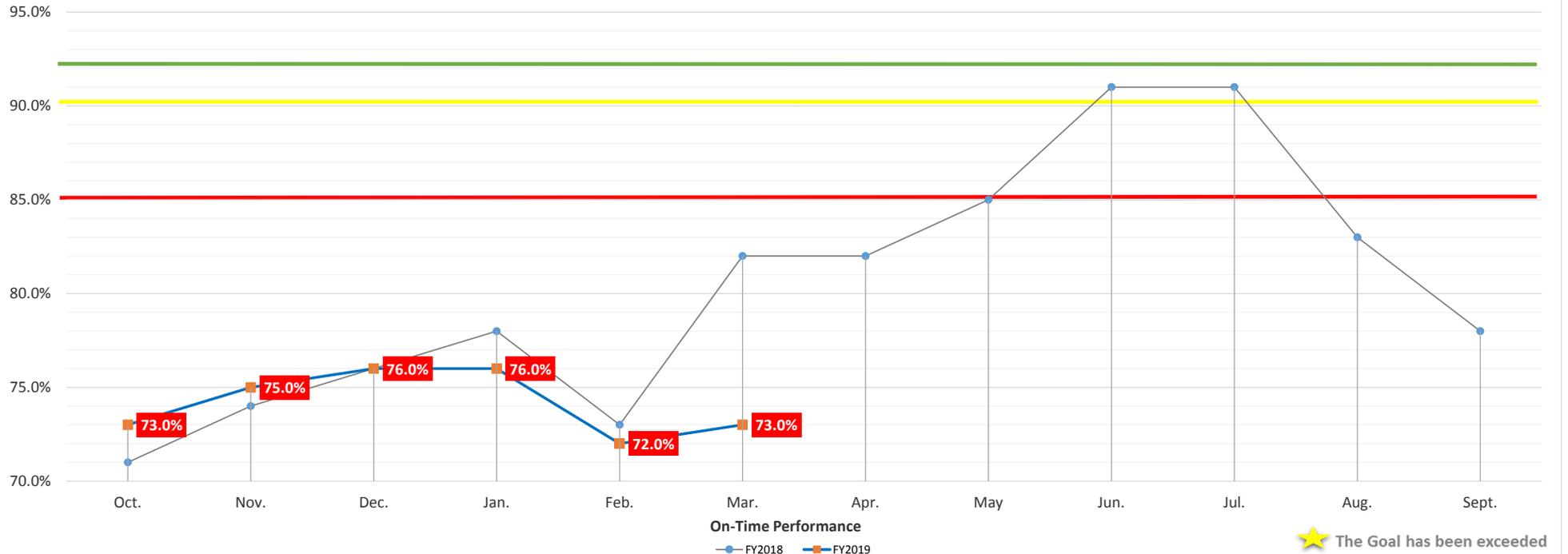
During the month of March, Palm Tran Connection riders per revenue hour decreased to 1.71 from 1.73 during the month of February. This is attributed in large part to the increase of Total Connection Revenue Hours by 4.6%, while the Total Connection Passenger Transported only increased by 3.0% during the month of March. 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%	● 73.0%						



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

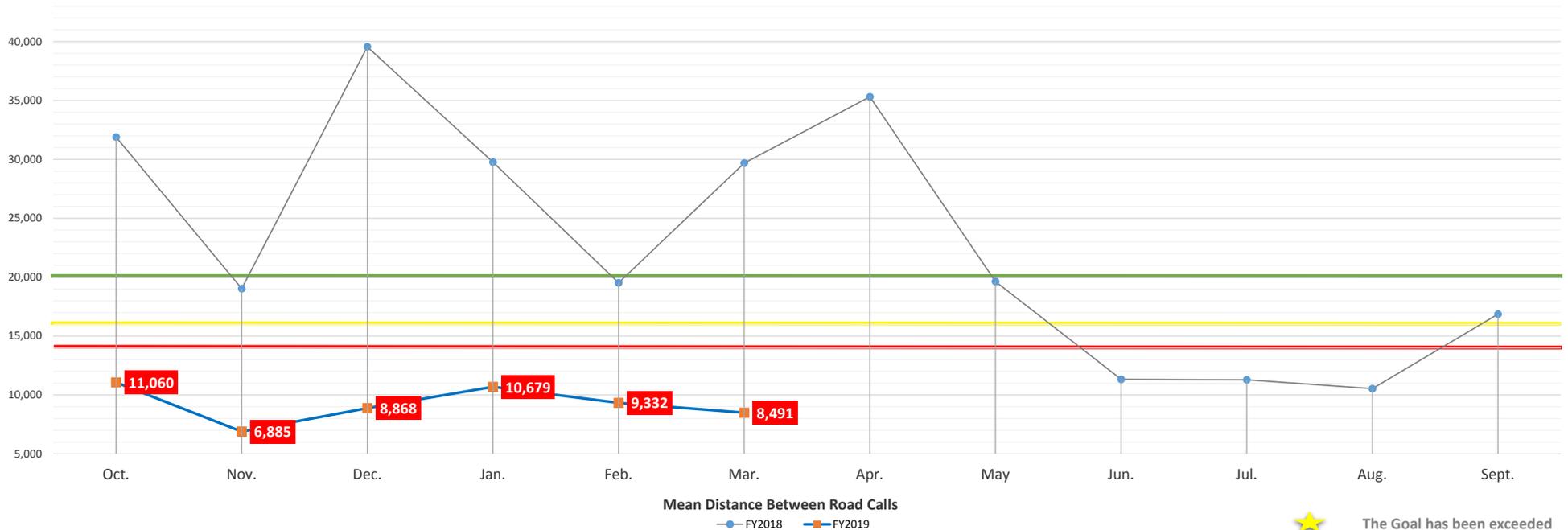
During the month of March, Palm Tran Connection has seen a slight increase of one (1) percentile point in On-Time Performance over the prior month of February. This was due in large part to the school spring break for one week in March compared to no school break during the month of February. The Connection 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



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	● 8,491						



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

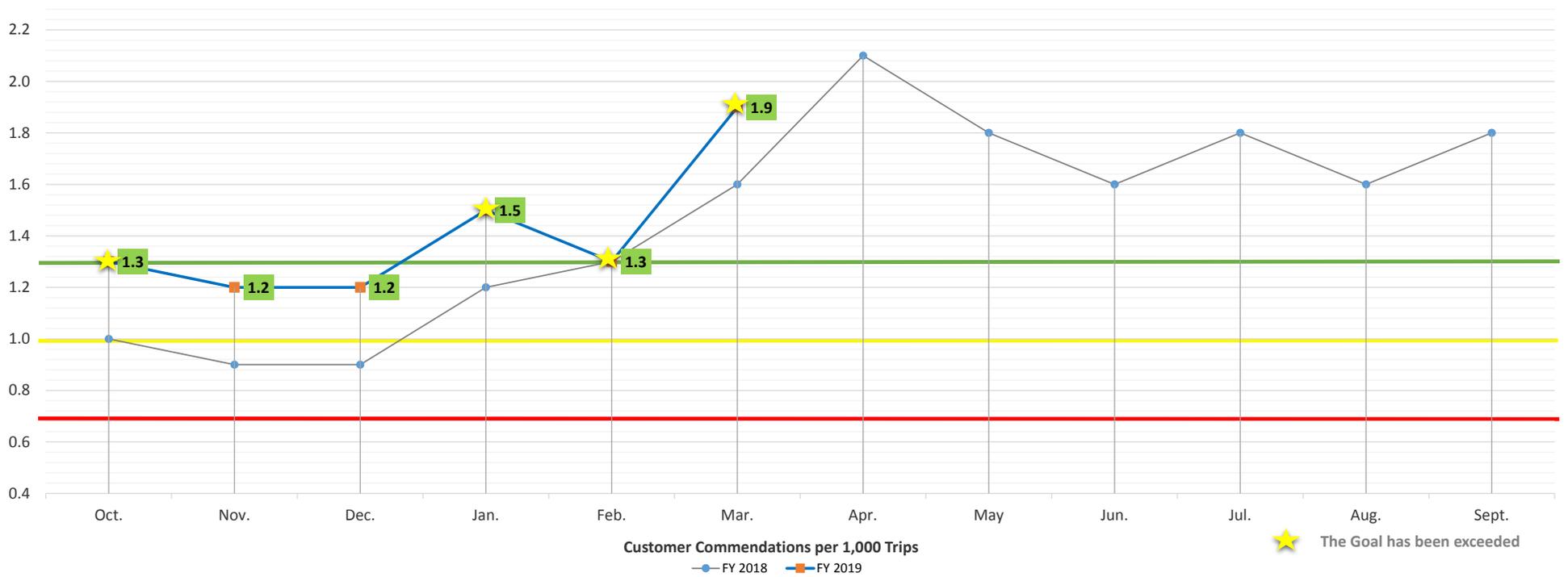
During the month of March, Palm Tran Connection experienced one-hundred and fifteen (115) Road Calls compared to one-hundred and two (102) Road Calls for the month of February. This is an increase of thirteen (13) Road Calls compared to the prior month of February, which was due in large part to an increase of Road Calls categorized as "Tire Issues" and "Transmission" Road Calls. The top categories in March were as follows: Transmission/engine, rear-air conditioner, and tire issues road calls. The Connection Safety and Accident Reduction PT-Stat team is evaluating the impact 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	● 1.9						



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

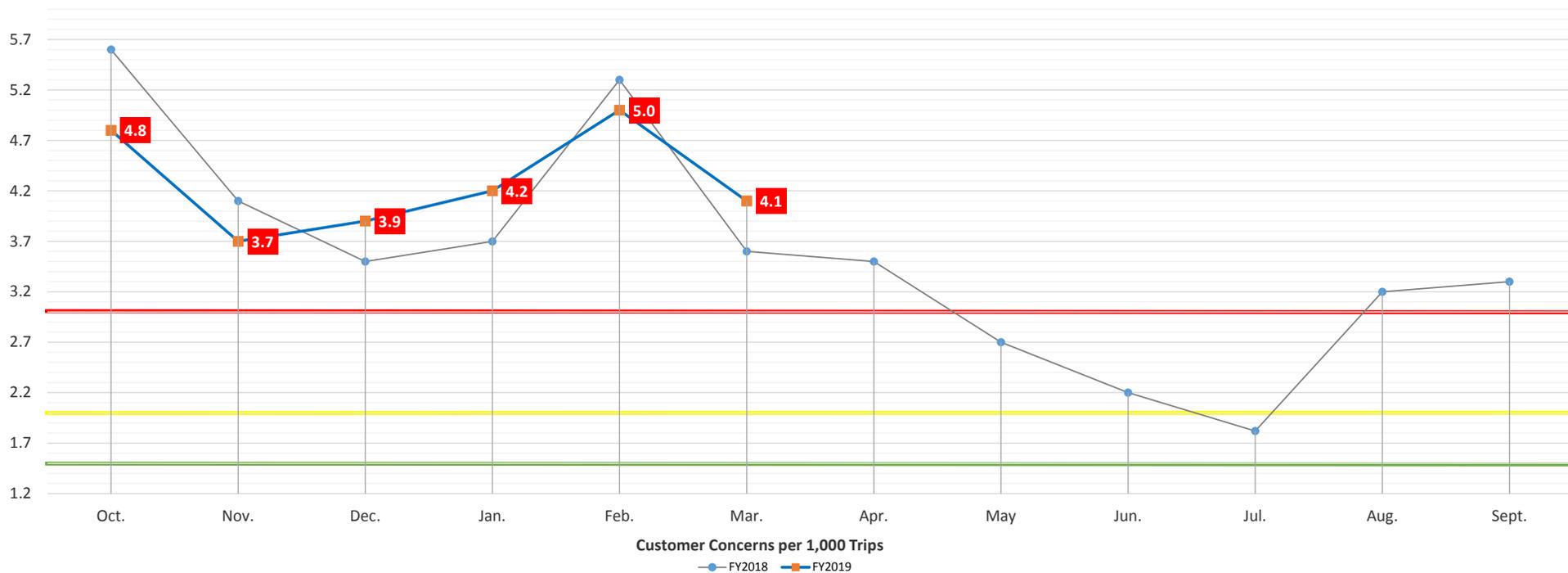
Palm Tran is pleased to report that for the month of March this metric achieved the established stretch goal for the third month in a row. During the month of March, Palm Tran Connection received 142 commendations compared to 92 during the month of February. Customer commendations during the month of March recognize exceptional customer service by drivers, reservationist, dispatchers, schedulers, customer service agents, and for the overall Palm Tran Connection staff. The Customer Service PT-Stat team along with the collective efforts of the entire staff at Palm Tran Connection continues to improve service delivery and increase customer satisfaction.

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



CONNECTION - Customer Concerns per 1,000 Trips

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



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.

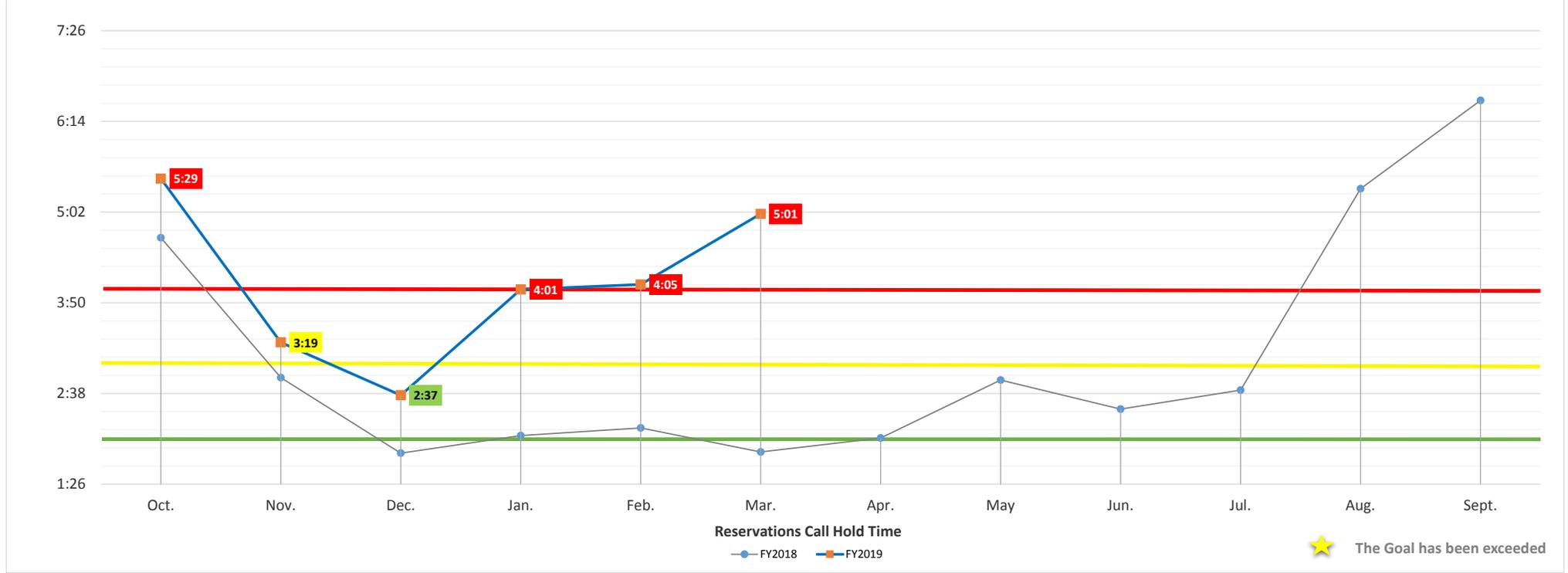
Narrative

During the month of March, there were 311 concerns filed compared to 369 concerns in February. This is a decrease of 58 concerns, which in large part were related to the increased level of On-Time Performance as reported on page 19. The top categories during the month of March 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	● 5:01						



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 March, reservations hold time experienced a 56 seconds increase compared to the prior month of February. This was in large part due to the unexpected staff reduction of three reservationist experienced during the month of January, which have been addressed with two new reservationist that started the last week of February. The third reservationist is schedule to start in April to become fully staff. As the new reservationist become more familiar with the reservationist software, reservations hold times are expected to return back to the level of performance deliver 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	● 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 March the “Where Is My Ride” hold time metric exceeded the established target for the sixth month in a row. During the month of March, “Where Is My Ride” hold time remained unchanged at 2 minutes and 5 seconds compared to the month of February. This was due in large part to the slight decrease in On-Time Performance during the month of March 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

