PERFORMANCE REPORT
NOVEMBER 2019

Mission:

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

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 November 2019, Palm Tran's Performance Report continues to show improvement in different areas. Three (3) metrics from the Fixed Route Dashboard and two (2) from the Connection Dashboard performed under the established minimum/maximum during this month, while the remaining thirteen (13) performed above, of which seven (7) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

»Palm Tran experienced four (4) Preventable Collisions for the month of November. (Pg. 8)
»November ridership was 744,353, which is a decrease of 10.9% (90,834) compared to last month . (Pg. 9)
»Palm Tran's Fixed Route service exceeded the established stretch goal of On-Time Performance at 78.3%. (Pg. 11)
»Customer Concerns is slightly above the 2.50 established stretch goal at 2.59 for the month of November. (Pg. 14)

Palm Tran Connection:

»Palm Tran Connection Preventable Collisions exceeded the stretch target at 0.81 collisions. (Pg. 16)
»Palm Tran Connection On-Time Performance increased to 81.0% for the month of October. (Pg. 19)
»Palm Tran Connection experienced one-hundred and twenty (120) mechanical failures in November compared to two-hundred and one (201) mechanical failures in October. (Pg. 20)
»Palm Tran Connection is pleased to report that during the month of November, the "Where Is My Ride" hold was less than a minute. (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.

Palm Tran
Public Transportation

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											0.28
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🟢 1.90	🔺 2.21											2.05
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢 0.65	🟢 0.70											0.67
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											1,579,540
Riders Per Revenue Hour	19.4	19.9	25.0	🔶 18.6	🔶 18.2											18.4
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%											79.1%
Mean Distance Between Failures	12,000	14,000	16,000	🔺 12,111	🟢 15,398											13,488
All Customer Commendations per 10k Boardings	0.2	0.5	1.0	🔶 0.08	🔶 0.05											0.07
	Max	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**FY 2020**
All Customer Concerns per 10k Boardings	3.5	3.0	2.5	🟢 2.38	🟢 2.59											2.48

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	2.0	1.0	0.7	🟢 0.82	🟢 0.81											0.81
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	🔺 2.45	🟢 2.02											2.25
Mobility	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**YTD**
Riders Per Revenue Hour	1.5	1.8	2.0	🔺 1.69	🔺 1.58											1.64
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%											77.6%
Mean Distance Between Failures	14,000	16,000	20,000	🔶 5,472	🔶 8,244											6,508
All Customer Commendations per 1k Trips	0.7	1.0	1.3	🟢 1.87	🟢 1.70											1.79
	Max	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**FY 2020**
All Customer Concerns per 1k Trips	3.0	2.0	1.5	🔶 4.00	🔺 2.8											3.42
Reservations Call Hold Time	4:00	3:00	2:00	🟢 2:07	🟢 1:52											1:59
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 1:37	🟢 0:59											1:18

🔶 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											0.28
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🟢 1.90	🔺 2.21											2.05
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢 0.65	🟢 0.70											0.67

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											1,579,540
Riders Per Revenue Hour	19.4	19.9	25.0	🔴 18.6	🔴 18.2											18.4

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%											79.1%
Mean Distance Between Failures	12,000	14,000	16,000	🔺 12,111	🟢 15,398											13,488
All Customer Commendations per 10k Boardings	0.2	0.5	1.0	🔴 0.08	🔴 0.05											0.07

	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											2.48

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

Fixed-Route Preventable Collisions per 100K Miles

0.59
November

0.00
October

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.00	0.59										
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
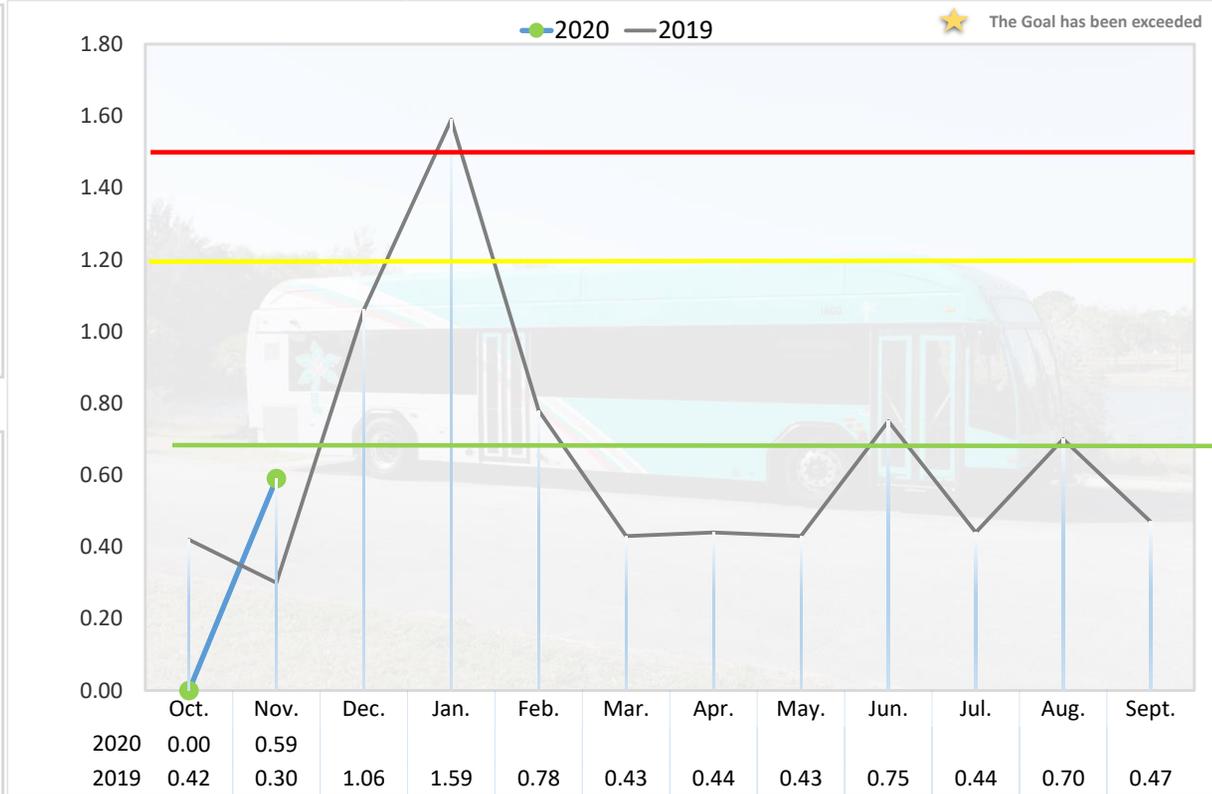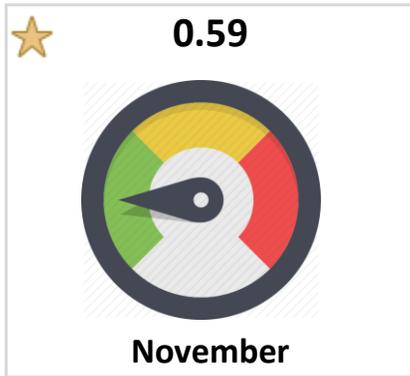
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	0.42	0.30	1.06	1.59	0.78	0.43	0.44	0.43	0.75	0.44	0.70	0.47	0.65
2020	0.00	0.59											0.28

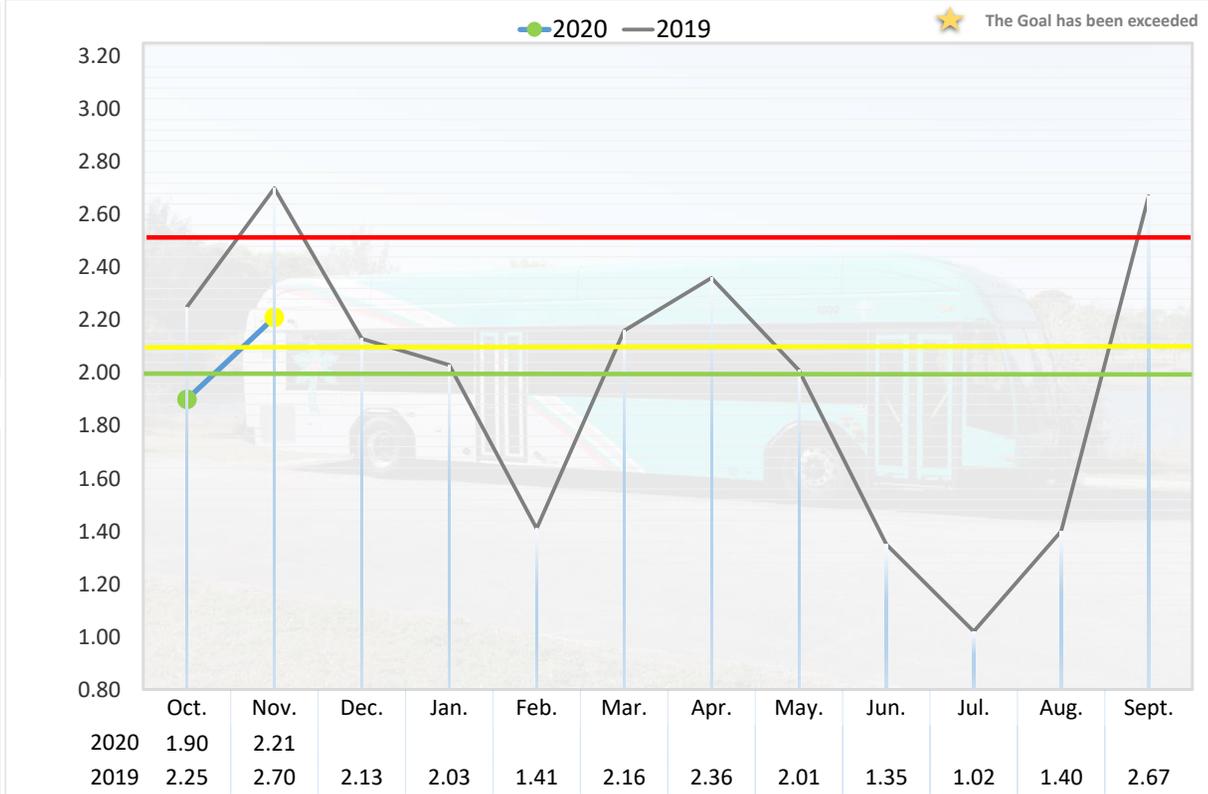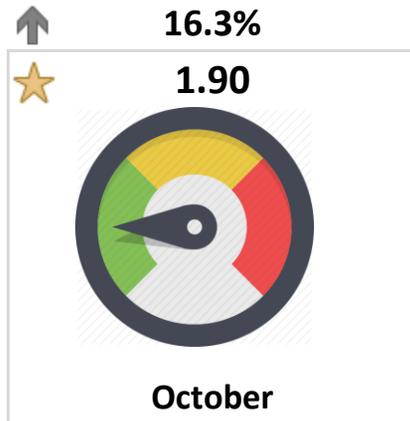| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	1.5	1.2	0.7	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	1.5	1.2	0.7		

Narrative

During the month of November, Palm Tran experienced four (4) Preventable Collisions, compared to zero (0) Preventable Collisions for the month of October. Nevertheless, Palm Tran continues to exceed the established stretch goal. Preventable collisions during the month of November consisted of four (4) vehicles making contact with fixed objects. The Safety and Accident Reduction PT–Stat team is currently focused on promoting vehicle spacing during retraining, which could potentially contribute to mitigate 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

Fixed-Route Non-Preventable Collisions per 100k Miles

Palm Tran Public Transportation

2.21

November

16.3% ↑

1.90 ★

October

⭐ The Goal has been exceeded

Legend: ● 2020 — 2019

Chart (y-axis 0.80 to 3.20):

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1.90	2.21										
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											● 2.05

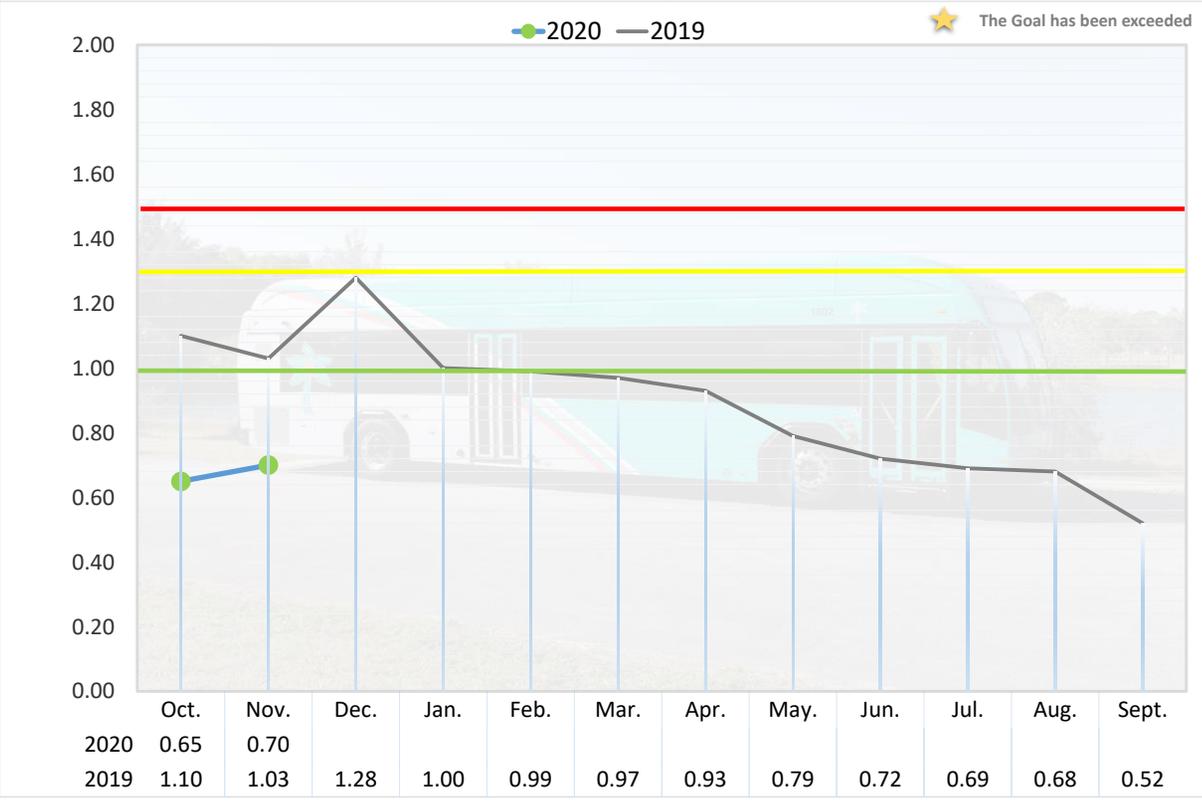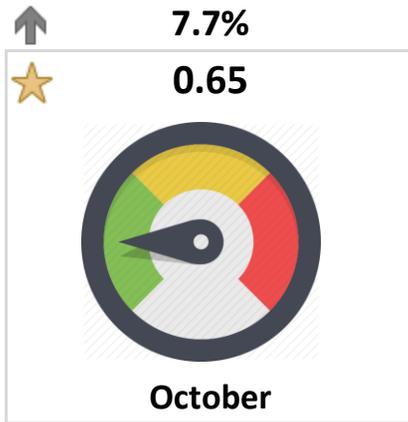| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2019	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2020	2.50	2.10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

Narrative

During the month of November, Palm Tran experienced fifteen (15) Non-Preventable Collisions, compared to fourteen (14) Non-Preventable Collisions for the month of October. Non-Preventable Collisions increased from 1.90 to 2.21 collisions. Non-Preventable collisions during the month of November consisted of six (6) Rear-End collisions, five (5) Sideswipes, and four (4) vehicles cutting in front of the bus. The Safety and Accident Reduction PT-Stat team is currently focused on communicating the importance of using a tap of the horn, brake lights and turn signals to communicate the operator's intentions and reducing Rear End Collisions.

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▲ 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

7

Fixed-Route Total Incidents per 10,000 Boardings

0.70

November

⬆ **7.7%**

0.65

October

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.65	0.70										
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											**0.67**

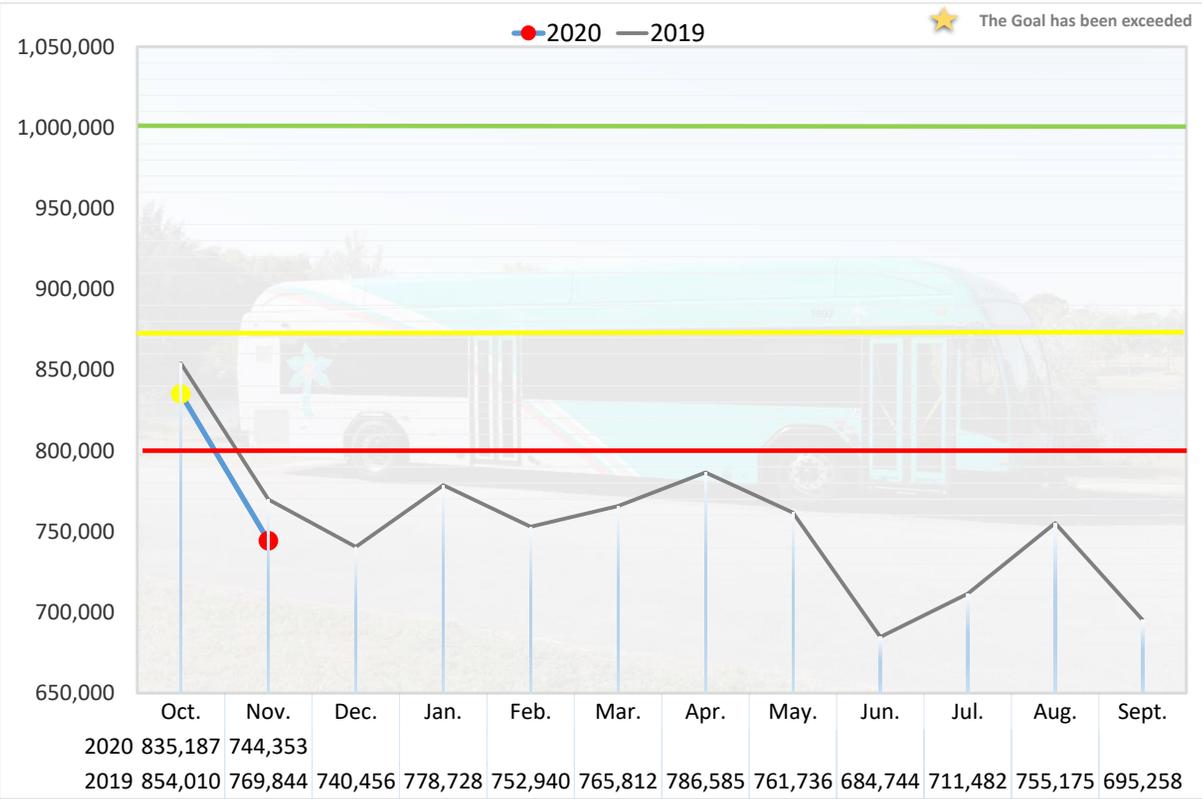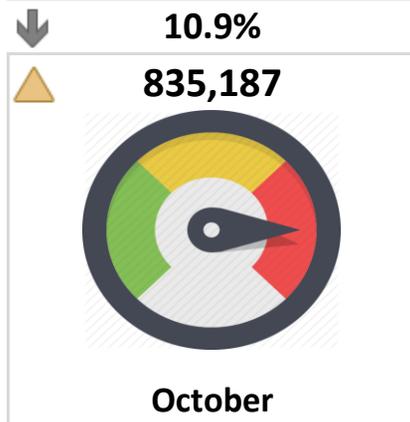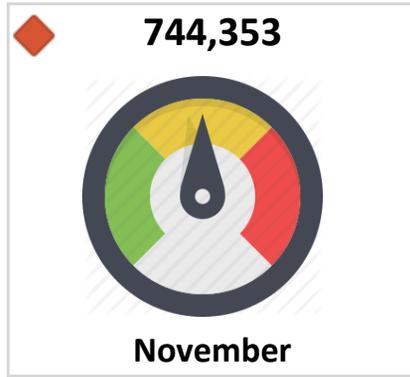| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2019	1.50	1.30	1.00	(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) 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 November, this metric exceeded the established stretch goal at 0.70 total incidents per 10,000 passenger boardings. Palm Tran experienced fifty–two (52) total incidents during the month of November, compared to fifty–four (54) total incidents in October. Palm Tran's top incidents during the month November were categorized as "Passenger Disturbances", "Fare Disputes" and "Passenger Falls". The Safety and Accident Reduction PT–Stat team is communicating the importance of decelerating smoothly and at an appropriate rate to decrease the events categorized as "Passenger Falls".

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

Palm Tran Performance Management Office

Fixed-Route Total System Ridership

744,353

November

10.9% ↓

835,187

October

The Goal has been exceeded

Legend: ● 2020 — 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	835,187	744,353										
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											◆ **1,579,540**

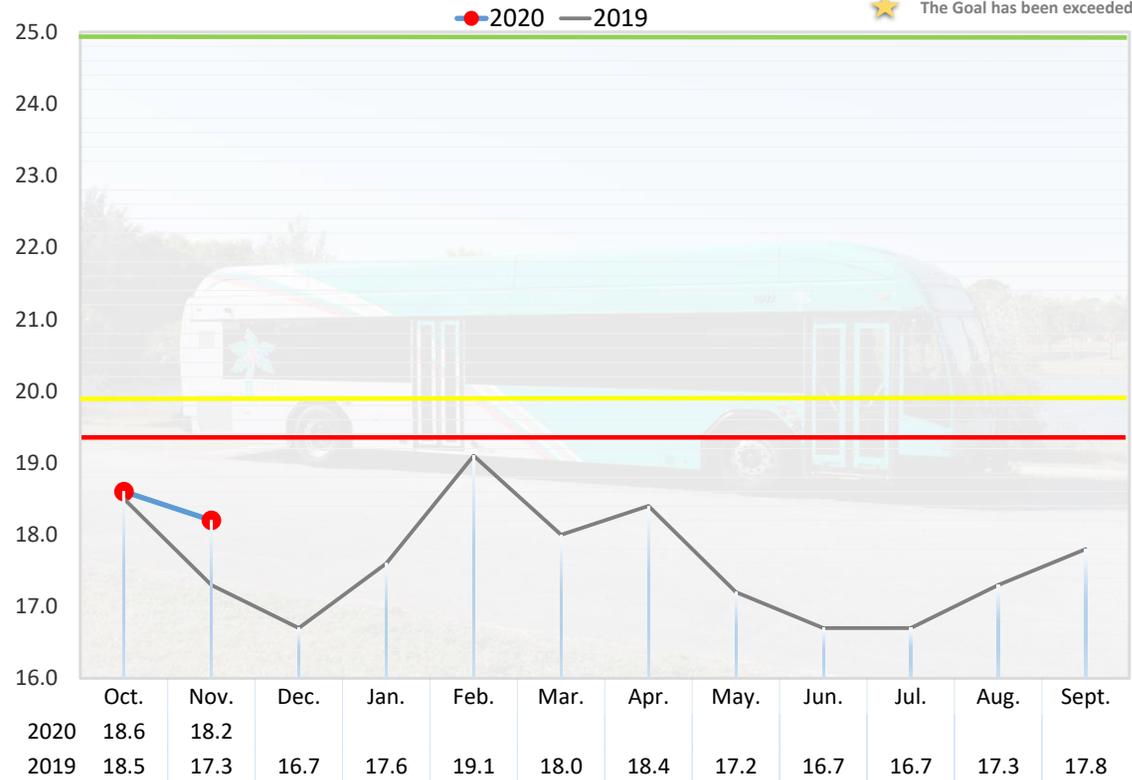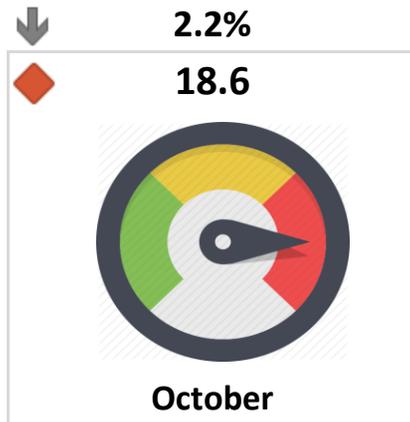| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2019	800,000	875,000	1M	Total Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings. Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.
	2020	800,000	875,000	1M		

Narrative

November ridership was 744,353, which is a decline of 3.3% (25,491) compared to November of last fiscal year and a decrease of 10.9% (90,834) compared to the prior month of October. This was due in large part to the month of November operating twenty (20) week days of service compared to twenty–three (23) week days of service in October. Also, the Go Glades pilot service is not included in the Fixed Route Total system ridership (Go Glades Ridership in November was 5,196). The 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

Palm Tran
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18.2

November

⬇ **2.2%**

18.6

October

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	18.6	18.2										
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											◆ **18.4**

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		

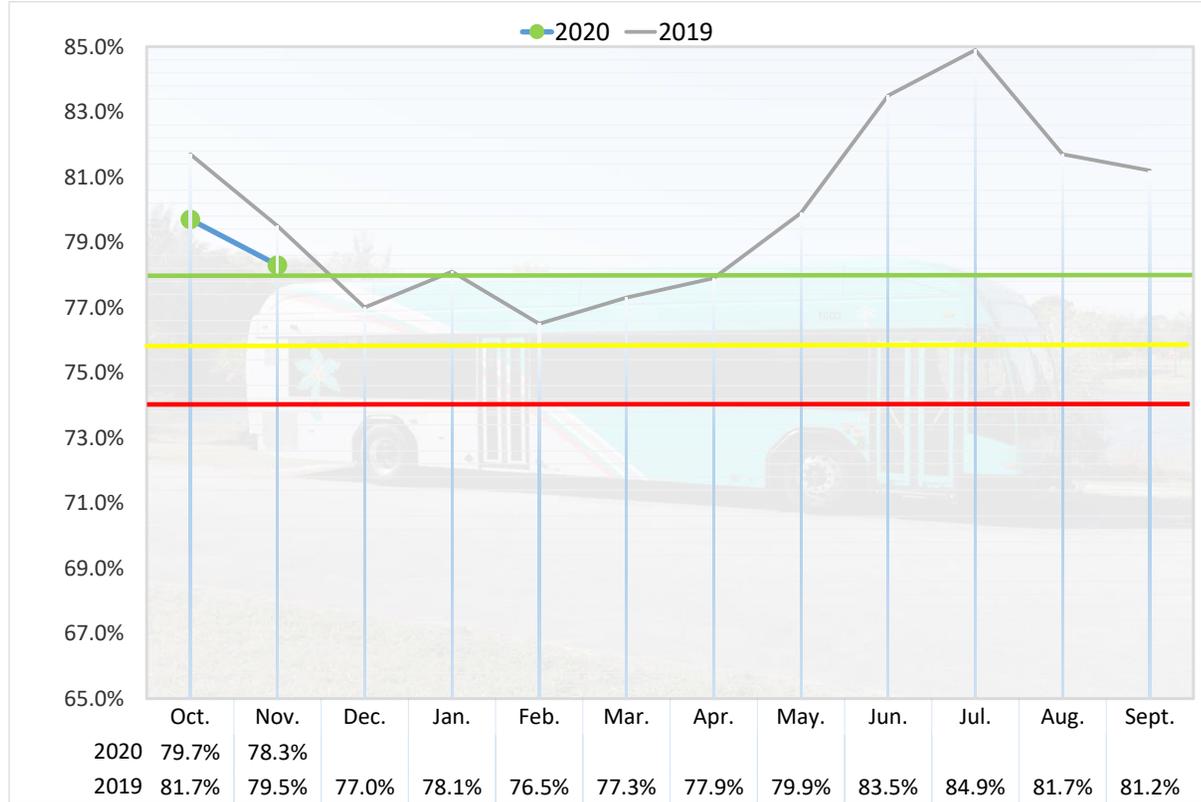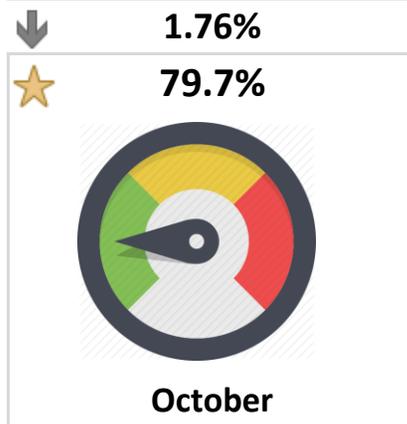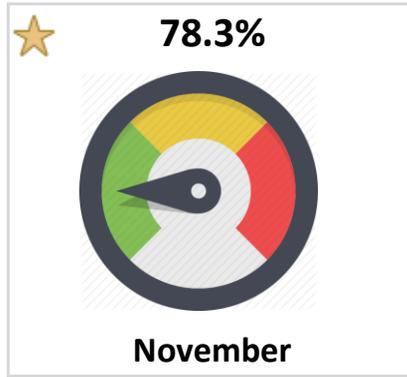| Narrative |
|---|
| During the month of November, Riders Per Revenue Hour decreased from 18.6 in October to 18.2 in November. This decrease in productivity was due in large part to the 10.9% (90,834) decrease in ridership (as reported on page 9), combined with the total fixed route revenue hours decreasing by 9.6% yielding a lower 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

	78.3%	
⭐	November	
⬇	1.76%	
⭐	79.7%	
	October	

Chart Legend: ● 2020 ── 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	79.7%	78.3%										
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%										●	**79.1%**

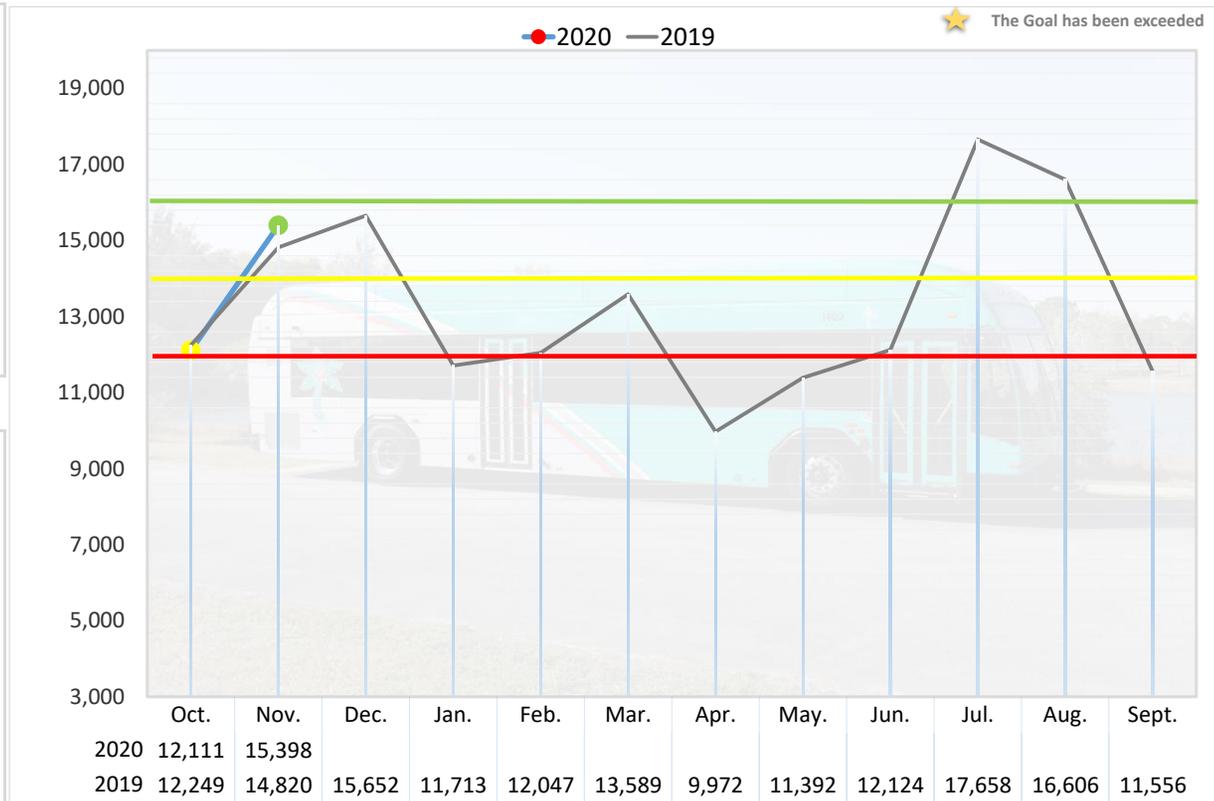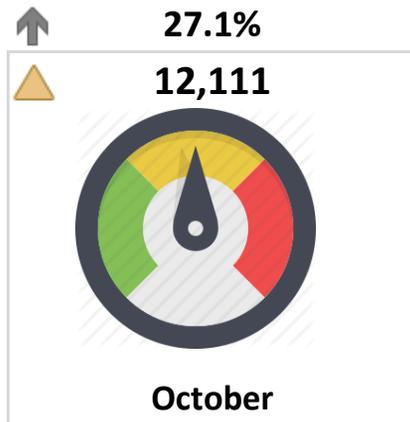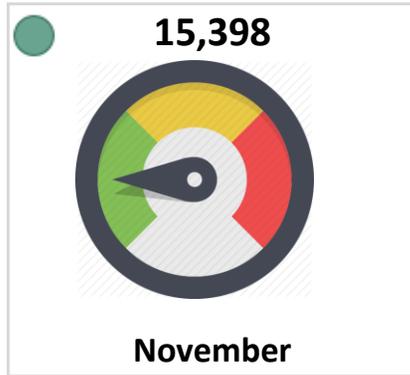| Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On–Time Performance	2019	74%	76%	78%	(Number of On–Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters)	Standard – OTP Standard is 0 minutes early to 5 minutes late. No early departures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

Narrative
Palm Tran is pleased to report that for the month of November, this metric exceeded the established stretch goal. During the month of November, On–Time Performance decreased from 79.7% in October to 78.3% in November, which is 1.4 percentile points lower. Nevertheless, this metric continues to exceed the established stretch goal. 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

Fixed-Route Mean Distance Between Failures

15,398

November

⬆ **27.1%**

⚠ **12,111**

October

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	12,111	15,398										
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											⚠ 13,488

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		

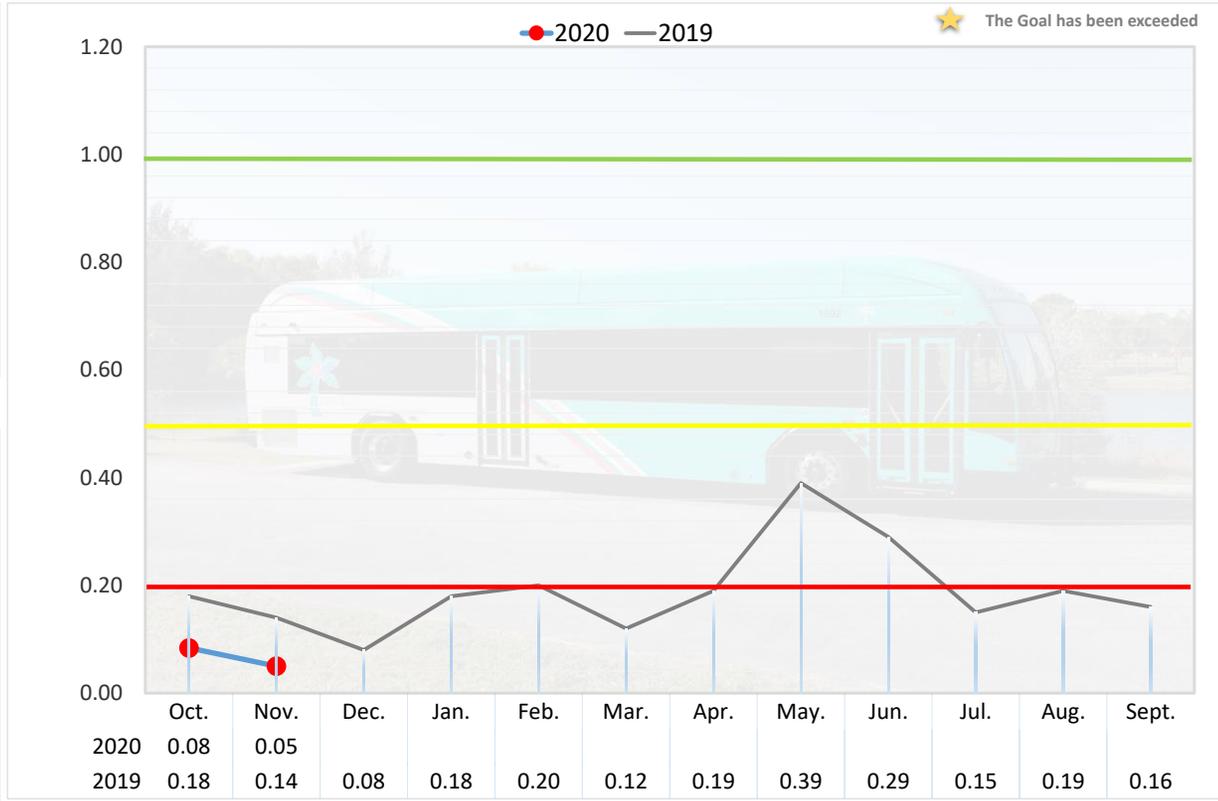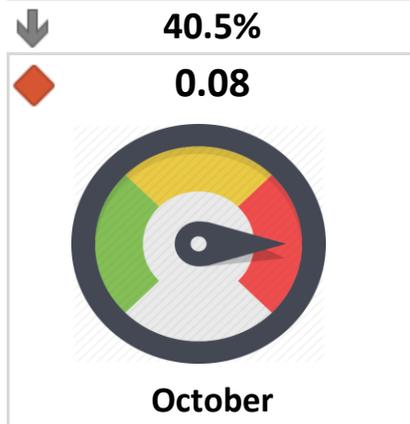| Narrative |
|---|
| During the month of November, Palm Tran experienced forty-four (44) major mechanical failures compared to sixty-one (61) mechanical failures in October. This is a decrease of seventeen (17) mechanical failures, which in large part were attributed to a reduction of mechanical failures categorized as engine Regens, fuel filter leaks and vehicle door malfunctions. Due to this decrease in failures by 27.9%, combined with a decrease of Total Fixed Route Vehicle miles of 8.3% (61,227 miles) resulted in an increase of 27.1% miles between failures. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce Overheat/Coolant related mechanical failures. |

◆ 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 Commendations per 10k Boardings

PalmTran Public Transportation

0.05

November

▼ **40.5%**

0.08

October

● 2020 — 2019

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.08	0.05										
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											◆ 0.07

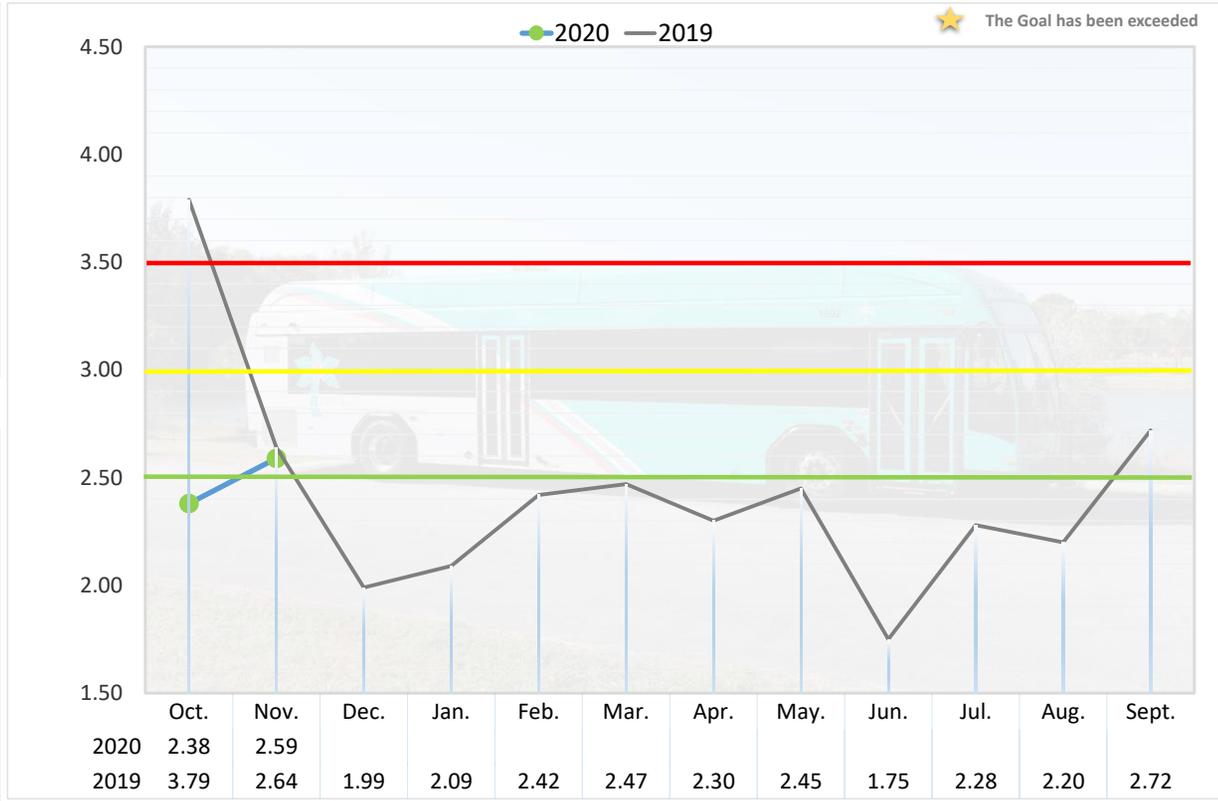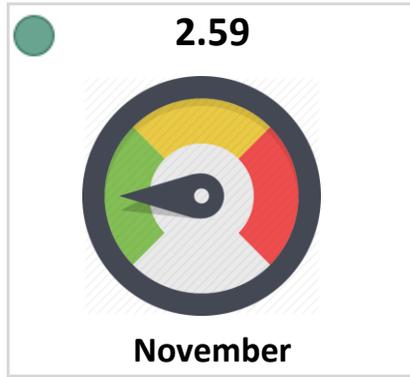| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2019	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed–Route Customer Commendations per 10,000 boardings.
	2020	0.20	0.50	1.00		

Narrative

During the month of November, the customer commendations metric experienced a decrease from 0.08 to 0.05 customer commendations per 10,000 boardings compared to the prior month of October. Palm Tran received four (4) commendations in November compared to seven (7) customer commendations in October. 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 generating 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

2.59

November

⬆ **8.8%**

⭐ **2.38**

October

⭐ 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										
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											● **2.48**

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 November, the Fixed–Route Customer Concerns ratio experienced an increase to 2.59 Customer Concerns per 10,000 boardings in November, compared to 2.38 during the prior month of October. This was due to 10.9% decrease in ridership (as reported on page 9), while the total number of Customer Concerns decreased at a lower rate of 3%. In November, total logged concerns were 193 compared to 199 in October. The top categories of concerns in November were "Discourteous Driver", Pass Ups" and "Behind Schedule". The Fixed Route 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
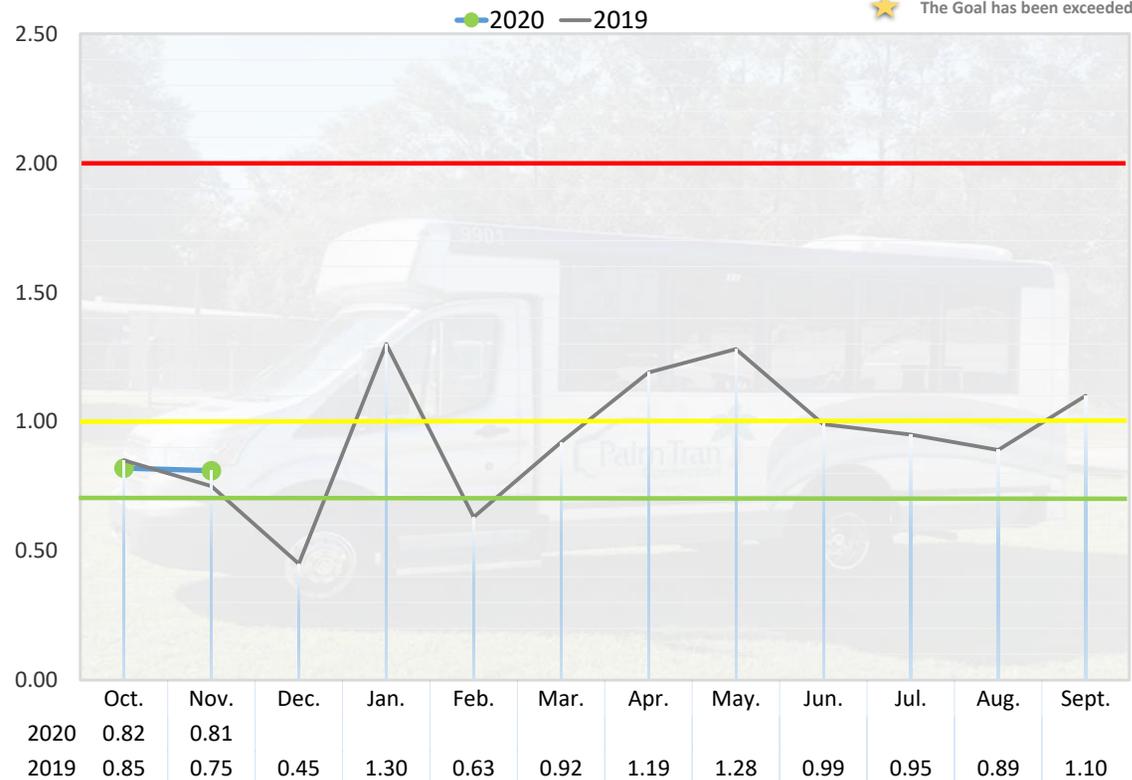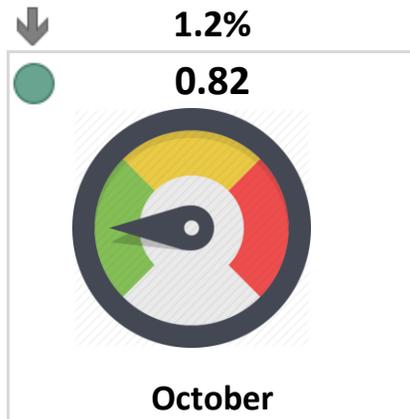● Target has been met or exceeded

Palm Tran Performance Management Office

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	2.0	1.0	0.7	🟢 0.82	🟢 0.81											0.81
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	🔺 2.45	🟢 2.02											2.25

Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.5	1.8	2.0	🔺 1.69	🔺 1.58											1.64

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%											77.6%
Mean Distance Between Failures	14,000	16,000	20,000	🔶 5,472	🔶 8,244											6,508
All Customer Commendations per 1k Trips	0.7	1.0	1.3	🟢 1.87	🟢 1.70											1.79

	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 1k Trips	3.0	2.0	1.5	🔶 4.00	🔺 2.75											3.42
Reservations Call Hold Time	4:00	3:00	2:00	🟢 2:07	🟢 1:52											1:59
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 1:37	🟢 0:59											1:18

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

Palm Tran Performance Management Office

15

Connection Preventable Collisions per 100K Miles

Palm Tran Connection

0.81

November

↓ **1.2%**

0.82

October

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

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	0.82	0.81										
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	●0.89	⚠1.10	●0.95
2020	●0.82	●0.81											●0.81

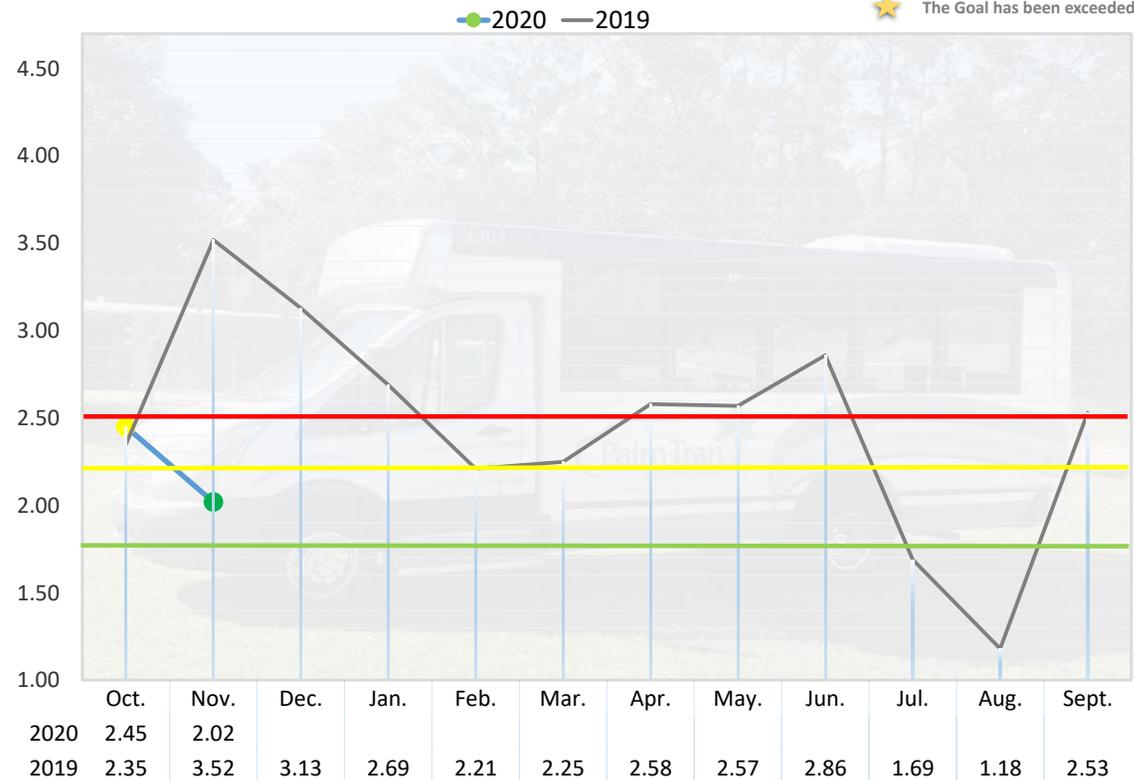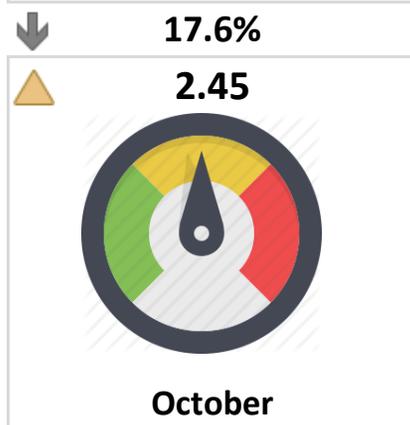| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	2.0	1.0	0.7	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	2.0	1.0	0.7		

Narrative

Palm Tran Connection is pleased to report that for the month of November this metric exceeded the established target. During the month of November, Preventable Collisions decreased from 0.82 to 0.81 collisions. Although the number of Preventable Collisions (eight – Collisions) remain consistent with the prior month of October, the total number of vehilce miles decreased by 10.1% (110,626). The categories of Preventable Collisions for the month were; six (6) fixed object collisions and two (2) sideswipe collisions. 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

Connection Non-Preventable Collisions per 100k Miles

2.02

November

↓ **17.6%**

△ **2.45**

October

⭐ 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										
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											△ 2.25

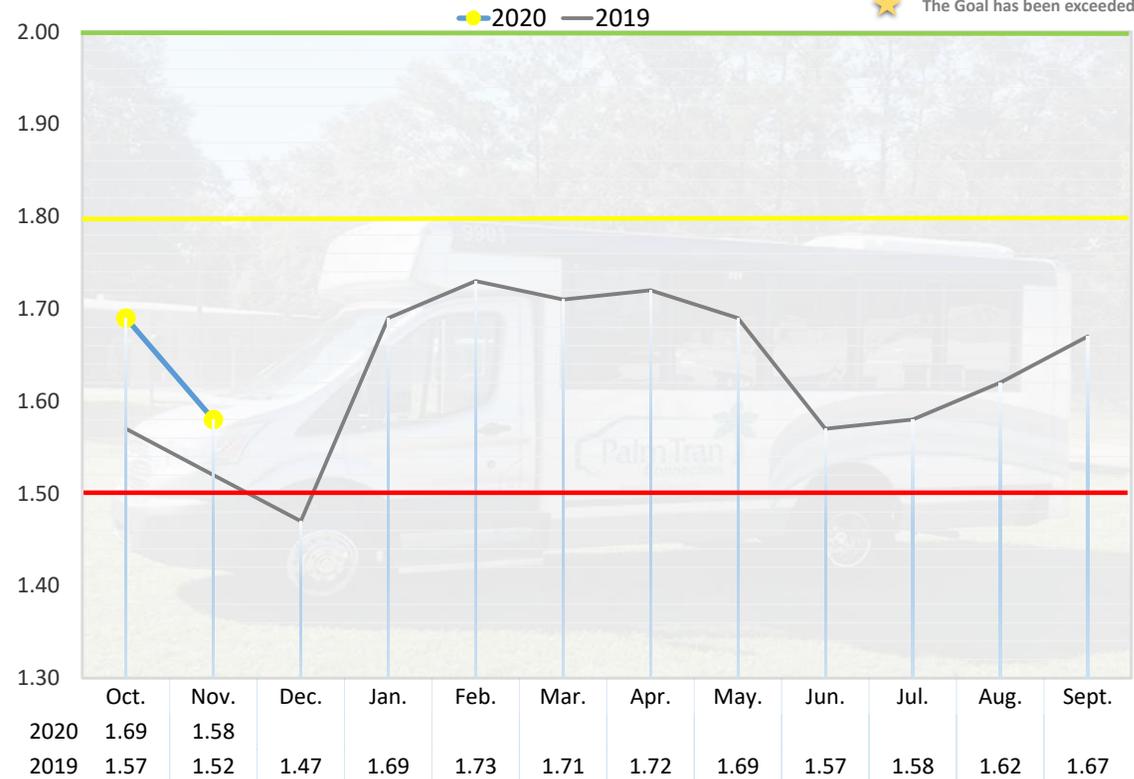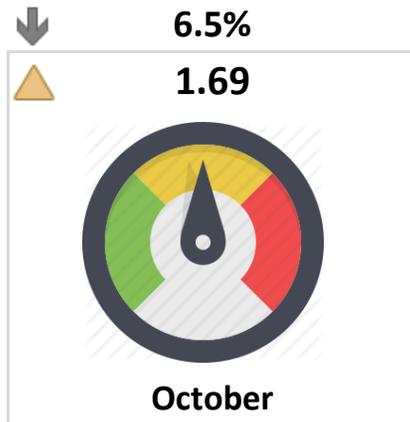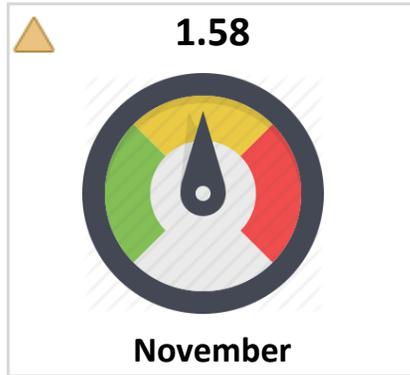| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2019	2.50	2.20	2.00	(Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2020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

Narrative

During the month of November, Non-Preventable Collisions decreased slightly from 2.45 to 2.02 collisions. This was due in large part to the 10.1% (110,626) decrease in Total Vehicle Miles combined with a reduction of the total number of Non-Preventable Collisions by 35% (7 collisions). Palm Tran Connection experienced twenty (20) Non-Preventable Collisions for the month of November, compared to twenty-seven (27) Non-Preventable Collisions during the month of October. The top categories for the month of November were defined as sideswipes, vehicles being backed into and rear-end 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

Connection Riders Per Revenue Hour

1.58

November

6.5%

1.69

October

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

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1.69	1.58										
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											△ 1.64

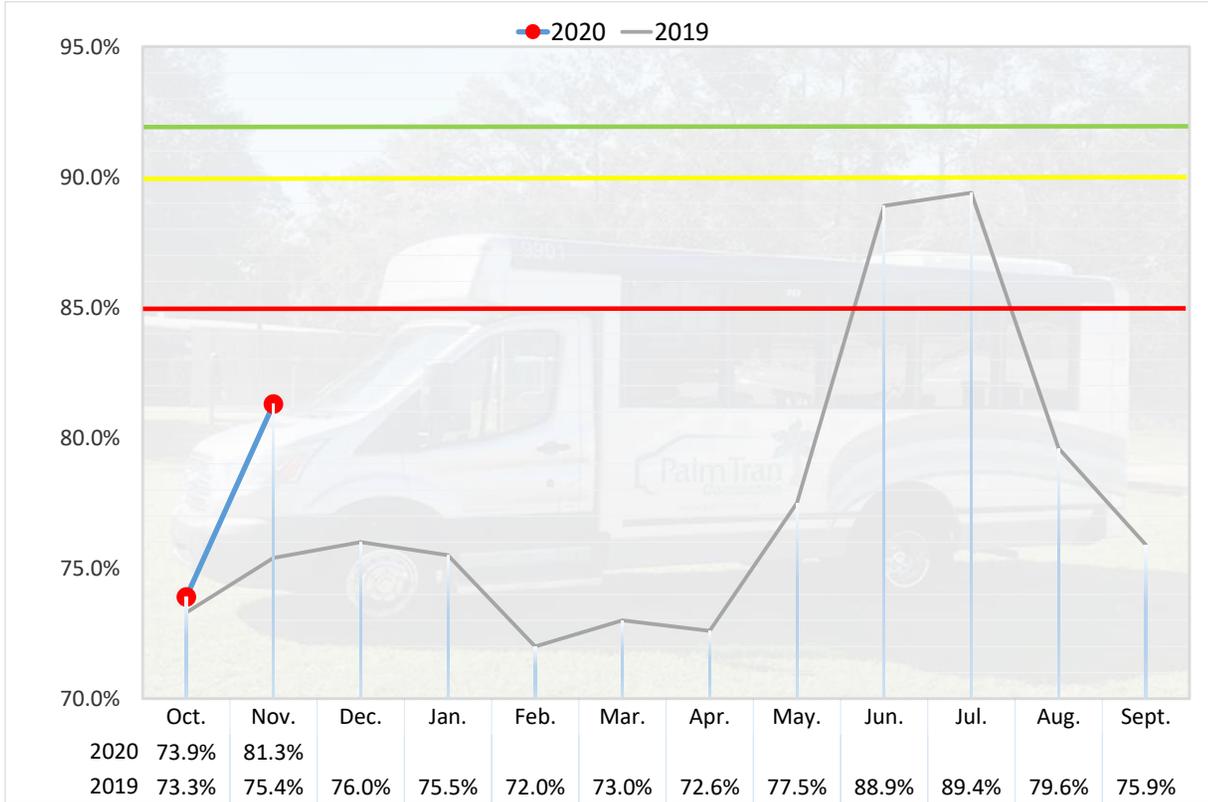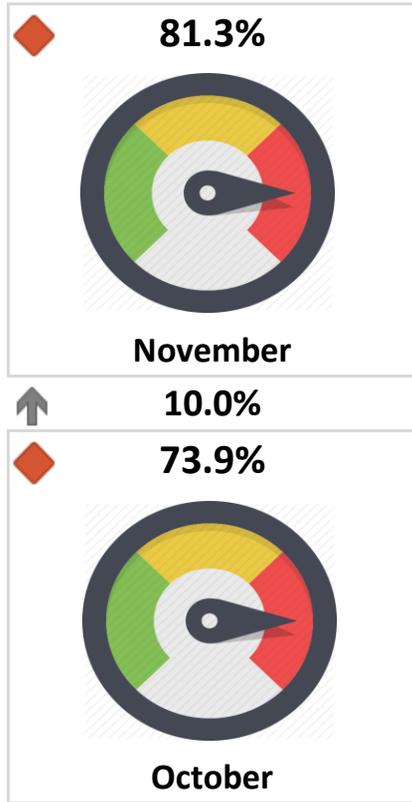| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2019	1.5	1.8	2.0	Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD (National Transit Database)).
	2020	1.5	1.8	2.0		

Narrative

During the month of November, Palm Tran Connection Riders per Revenue Hour decreased from 1.69 in October to 1.58 in November. This is attributed in large part to the decrease of Total Connection Revenue Hours by 7.1% (3,911 Revenue Hours), combined with a decrease of Total Connection Passenger Transported by 22.2% (12,262 passengers) during the month of November. 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

Connection - On Time Performance

81.3%

November

⬆ **10.0%**

73.9%

October

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.		
2020	73.9%	81.3%												
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%											◆ **77.6%**

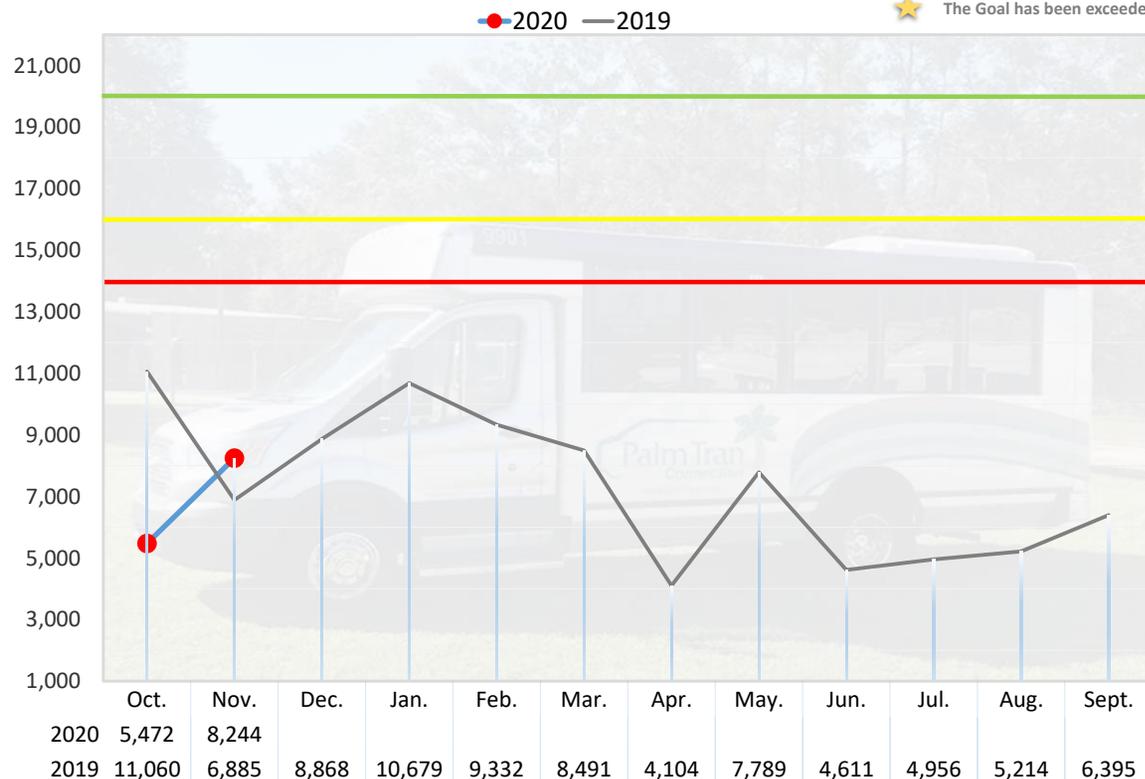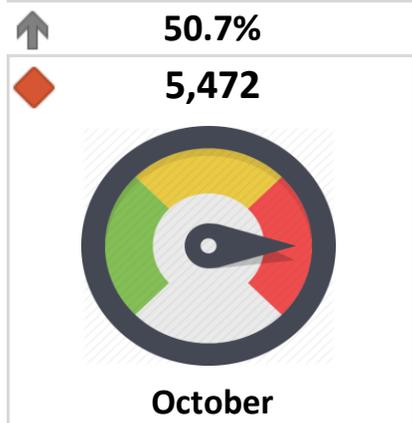| Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On–Time Performance	2019	85%	90%	92%	Actual pick–up time within +/– 15 minutes of scheduled pick–up time window. Trip is on –time when vehicle arrives to the location within the window.	New Standard Beginning October 2016, 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 November, Palm Tran Connection On–Time Performance increased from 73.9% to 81.3%, which is an increase of 7.4 percentile points over the prior month of October. This was due in large part to the following factors: a reduction of the Total Passengers Transported by 13.1% (12,262 passengers) as reported on page 18, a reduction in traffic due to school closure during the week of Thanksgiving, and the addition of 29 new vehicles (Toyota Sienna Vans) during the first week of November. 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

8,244

November

⬆ **50.7%**

5,472

October

The Goal has been exceeded

● 2020 —— 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	5,472	8,244										
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											◆ 6,508

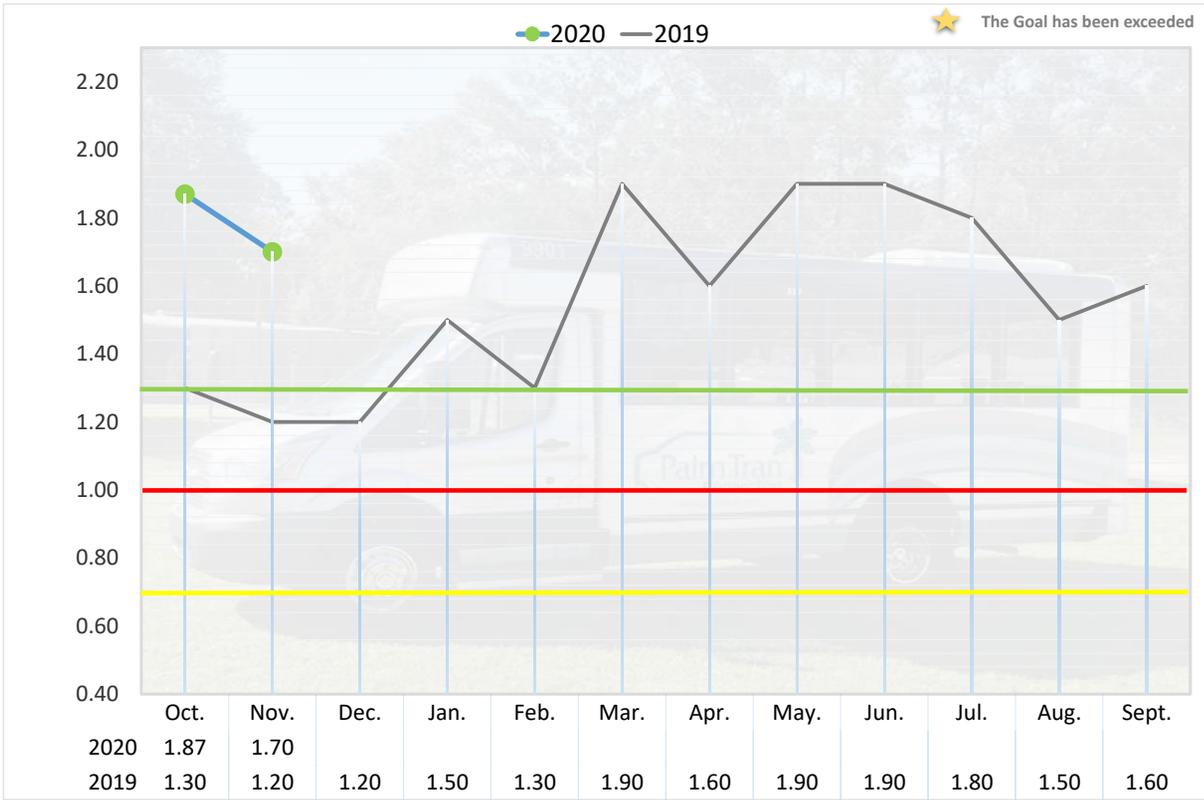| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2019	14,000	16,000	20,000	(Total Connection Vehicle Miles) / (Connection Major and Minor Mechanical Failures)	The average number of miles driven by Connection vehicles before experiencing a mechanical failure.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

Narrative

During the month of November, Palm Tran Connection experienced one–hundred and twenty (120) mechanical failures compared to two–hundred and one (201) mechanical failures for the month of October. This is a significant decrease of eighty–one (81) mechanical failures categorized as Air conditioner failures, transmission/engine failures, overheating and batter issues. The top categories in November were as follows: transmission/engine, wheelchair lift mechanical failures and tire 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

Connection All Customer Commendations per 1k Trips

1.70

November

⬇ **9.1%**

1.87

October

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1.87	1.70										
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											1.79

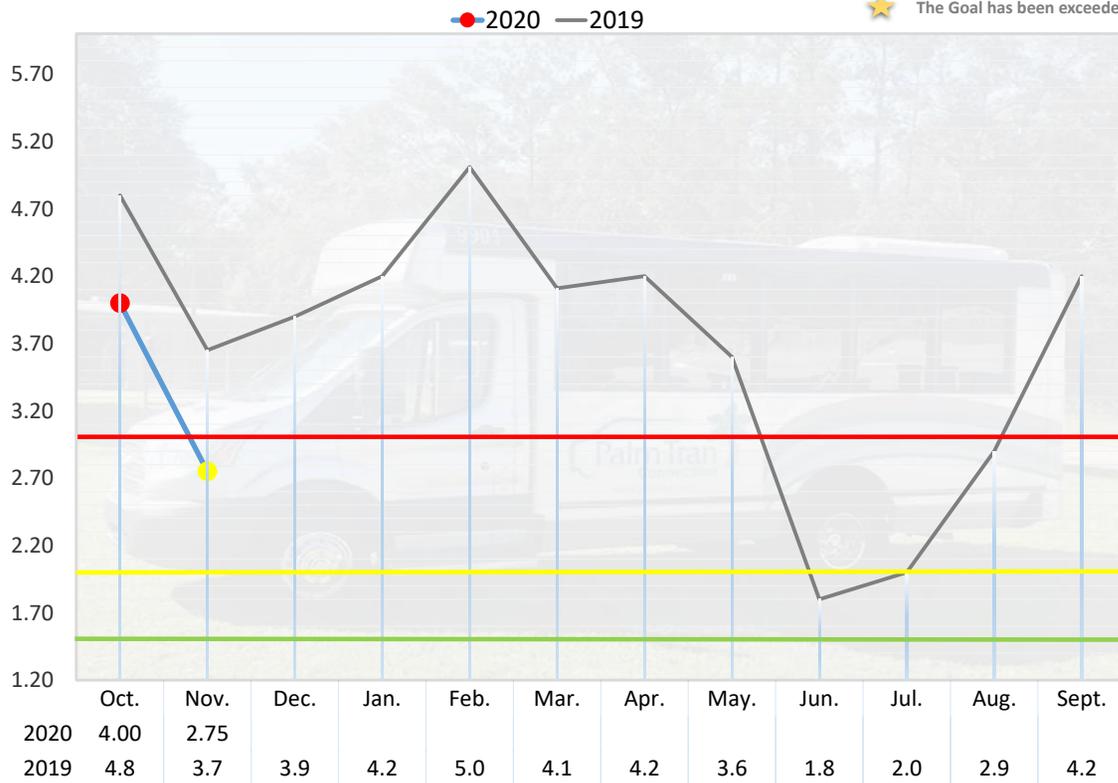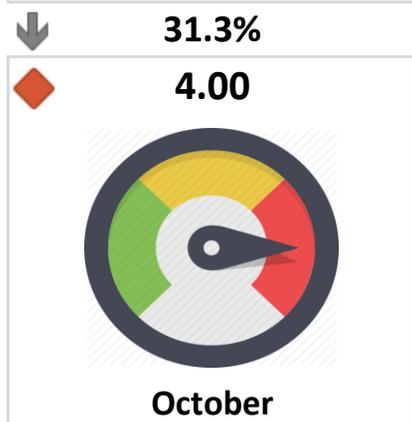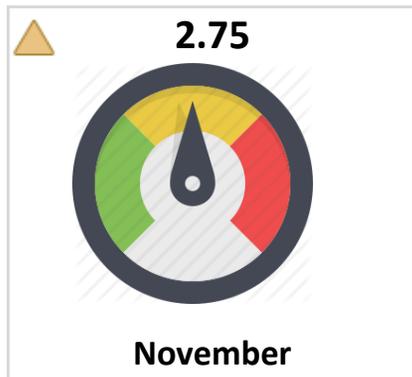| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2019	0.70	1.00	1.30	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2020	0.70	1.00	1.30		

Narrative

Palm Tran Connection is pleased to report that for the month of November this metric at 1.70 has exceeded the established stretch goal. During the month of November, Palm Tran Connection received one hundred and twenty-three (123) commendations compared to the two-hundred and fifty-seven commendations during the month of October. 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

Connection All Customer Concerns per 1k Trips

Palm Tran Connection

2.75

November

↓ **31.3%**

4.00

October

⭐ The Goal has been exceeded

Legend: ●━ 2020 ── 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	4.00	2.75										
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										◆	**3.4**

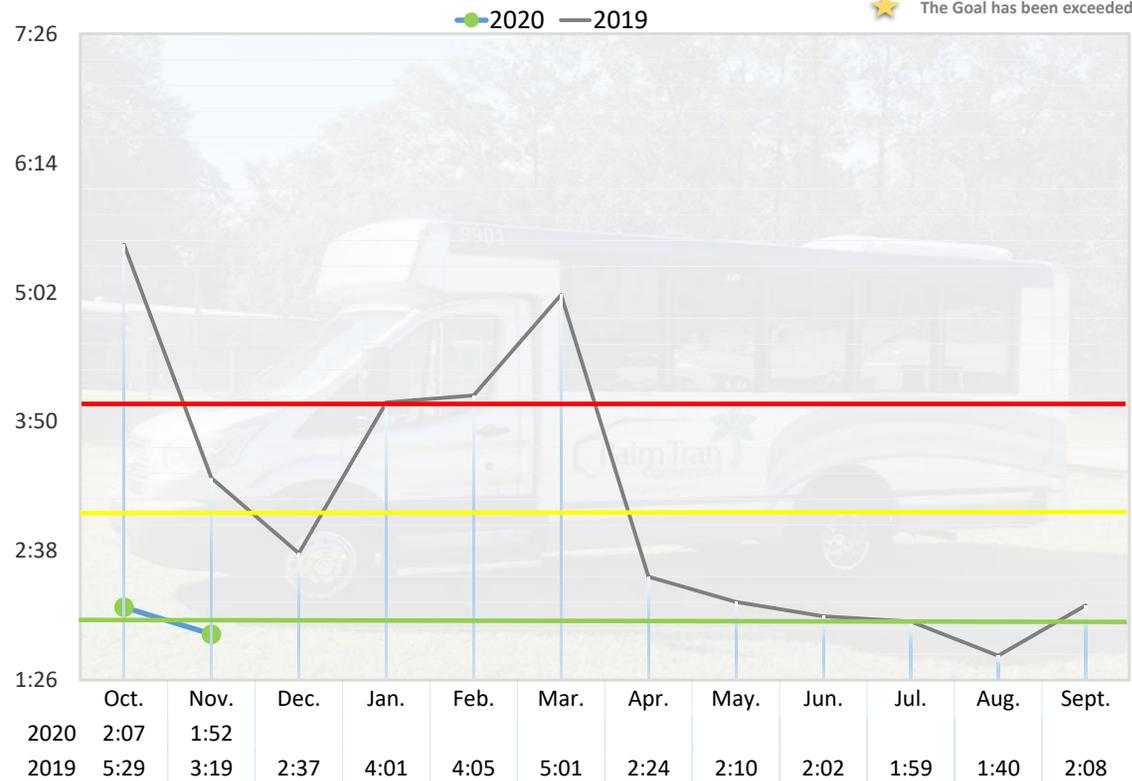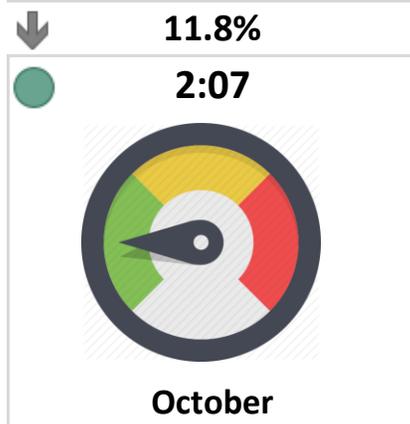| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2019	3.0	2.0	1.5	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2020	3.0	2.0	1.5		

Narrative

During the month of November, there were one-hundred and ninety-nine (199) cutomer concerns logged compared to three-hundred and thirty-six (336) customer concerns logged in October. This is a substantial decrease of one-hundred and thirty-seven (137) concerns, which in large part were related to the improvements in 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

⭐ **1:52**

November

⬇ **11.8%**

🟢 **2:07**

October

The Goal has been exceeded ⭐

🟢 2020 ― 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	2:07	1:52										
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

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											🟢 1:59

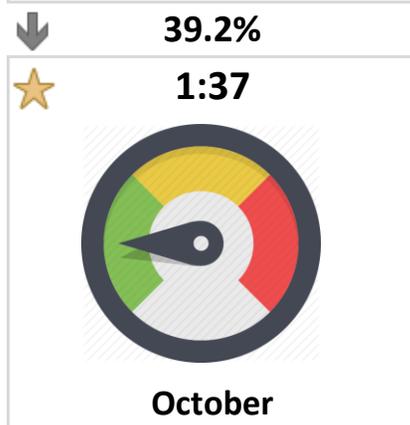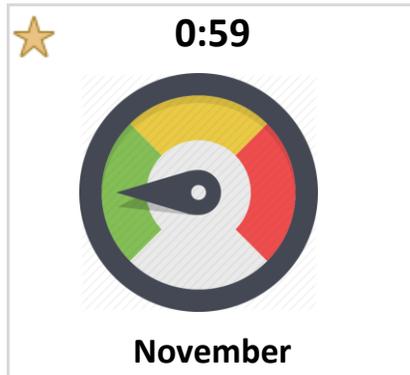| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2019	4:00	3:00	2:00	Summary of daily average Reservations Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month. Customer calls related to making reservations.
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

Narrative

Palm Tran Connection is pleased to report that during the month of November the average hold time was less than two minutes, which exceeds the stretch goal for this metric. During the month of November, reservations hold time experienced a reduction of fifteen (15) seconds compared to the prior month of October. This was due in large part to the increasing amount of Palm Tran Connection customers booking this trips using "PASSWeb" online application, combined with the 9,929 trips during the month of November. Palm Tran Connection continues to promote the use of "PASSWeb" to all customers, which could potentially further reduce reservations 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

The Goal has been exceeded

★ **0:59**

November

⬇ **39.2%**

★ **1:37**

October

Legend: ● 2020 ── 2019

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2020	1:37	0:59										
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											● **1:18**

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 November, the "Where Is My Ride" hold time metric continues to exceed the established stretch goal. During the month of November, "Where Is My Ride" hold time decreased by thirty-eight (38) seconds, which resulted in less than one-minute hold time for the month. This was due in large part to the increase of on-time performance as reported on page 19 and the increasing utilization of the "PASSWeb" online application, 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**