# PERFORMANCE REPORT
# SEPTEMBER 2019/FY2019 Year-End

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 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 September 2019, Palm Tran's Performance Report continues to show improvement in different areas. Five (5) 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 nine (9) performed above, of which seven (7) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

»Palm Tran is pleased to report that the Total Incidents per 10,000 Boardings metric exceeded the established stretch goal for the nineth month in a row. (Pg. 8)

»September ridership was 695,258, which is a decrease of 7.3% (59,917) compared to last month . (Pg. 9)

»Palm Tran's Fixed Route service exceeded the established stretch goal of On-Time Performance for the eighth time during the current fiscal year at 81.7%. (Pg. 11)

»Customer Concerns continues to exceed the established stretch goal for the tenth month in a row. (Pg. 14)

Palm Tran Connection:

»Palm Tran Connection Preventable Collisions increased from 0.89 in August to 1.10 in September. (Pg. 16)

»Palm Tran Connection On-Time Performance decreased to 76.0% for the month of September. (Pg. 19)

»Palm Tran Connection experienced one-hundred and forty-two (142) Road Calls in September compared to one-hundred and ninety-five (195) Road Calls in August. (Pg. 20)

»Palm Tran Connection is pleased to report that during the month of September, the "Where Is My Ride" hold time metric exceeded the established stretch goal for the seventh time during the current fiscal year. (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.

## FIXED ROUTE DASHBOARD FY 2019

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Preventable Collisions per 100k Miles | 1.50 | 1.20 | 0.70 | 🟢 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 |
| Non-Preventable Collisions per 100k Miles | 2.50 | 2.10 | 2.00 | 🟡 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 |
| Total Incidents per 10,000 Boardings | 1.50 | 1.30 | 1.00 | 🟢 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 |

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total System Ridership | 800,000 | 875,000 | 1M | 🟡 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 |
| Riders Per Revenue Hour | 19.4 | 19.9 | 25.0 | 🔴 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 |

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| On-Time Performance | 74% | 76% | 78% | 🟢 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% |
| Mean Distance Between Road Calls | 12,000 | 14,000 | 16,000 | 🟢 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 |
| 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 | 🔴 0.19 | 🟡 0.39 | 🟡 0.29 | 🔴 0.15 | 🔴 0.19 | 🔴 0.16 | 🔴 0.19 |

| | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 🟢 2.30 | 🟢 2.45 | 🟢 1.75 | 🟢 2.28 | 🟢 2.20 | 🟢 2.72 | ⭐ 🟢 2.4 |

## CONNECTION DASHBOARD FY 2019

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Preventable Collisions per 100k Miles | 2.0 | 1.0 | 0.7 | 🟢 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 |
| Non-Preventable Collisions per 100k Miles | 2.5 | 2.2 | 2.0 | 🟡 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 |

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Riders Per Revenue Hour | 1.5 | 1.8 | 2.0 | 🟡 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 |

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| On-Time Performance | 85% | 90% | 92% | 🔴 73.0% | 🔴 75.0% | 🔴 76.0% | 🔴 76.0% | 🔴 72.0% | 🔴 73.0% | 🔴 73.0% | 🔴 78.0% | 🟡 89.0% | 🟡 89.0% | 🔴 80.0% | 🔴 76.0% | 🔴 77.3% |
| Mean Distance Between Road Calls | 14,000 | 16,000 | 20,000 | 🔴 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 |
| 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 | 🟢 1.6 | 🟢 1.9 | 🟢 1.9 | 🟢 1.8 | 🟢 1.5 | 🟢 1.6 | ⭐ 🟢 1.4 |

| | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Concerns per 1,000 Trips | 3.0 | 2.0 | 1.5 | 🔴 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 |
| Reservations Call Hold Time | 4:00 | 3:00 | 2:00 | 🔴 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 |
| Where Is My Ride Hold Time | 4:00 | 3:00 | 2:00 | 🟢 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 |

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# FIXED ROUTE DASHBOARD FY 2019

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Preventable Collisions per 100k Miles | 1.50 | 1.20 | 0.70 | 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 |
| Non-Preventable Collisions per 100k Miles | 2.50 | 2.10 | 2.00 | 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 |
| Total Incidents per 10,000 Boardings | 1.50 | 1.30 | 1.00 | 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 |

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total System Ridership | 800,000 | 875,000 | 1M | 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 |
| Riders Per Revenue Hour | 19.4 | 19.9 | 25.0 | 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 |

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| On-Time Performance | 74% | 76% | 78% | 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% |
| Mean Distance Between Road Calls | 12,000 | 14,000 | 16,000 | 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 |
| 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 | 0.19 | 0.39 | 0.29 | 0.15 | 0.19 | 0.16 | 0.19 |

| | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 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 | 2.30 | 2.45 | 1.75 | 2.28 | 2.20 | 2.72 | ⭐ 2.4 |

🔴 Minimum/Maximum has not been met
🟡 Metric is at or above/below the Minimum/Maximum, but not at the Target
🟢 Target has been met or exceeded
⭐ Goal has been exceeded.

*Palm Tran Performance Management Office September Report*

# 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 | 🟢 0.44 | 🟢 0.43 | 🟢 0.75 | 🟢 0.44 | 🟢 0.70 | 🟢 **0.47** |
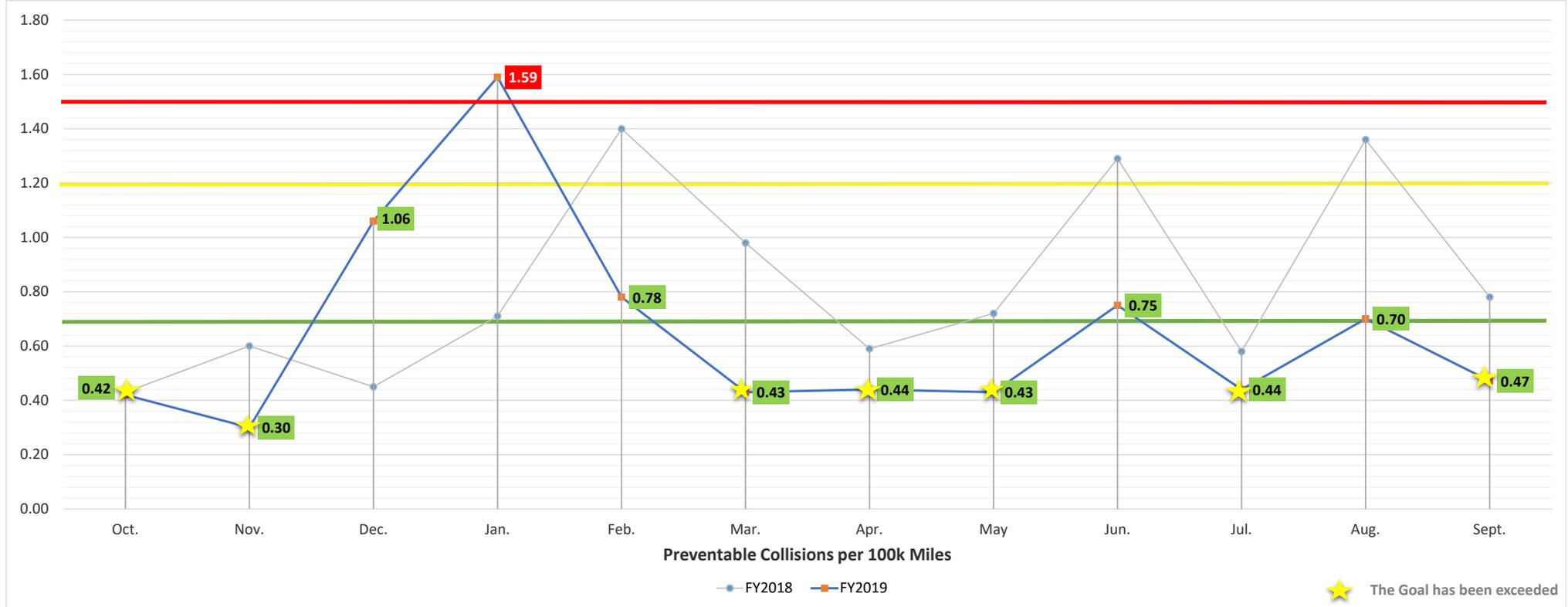


Preventable Collisions per 100k Miles

⭐ The Goal has been exceeded

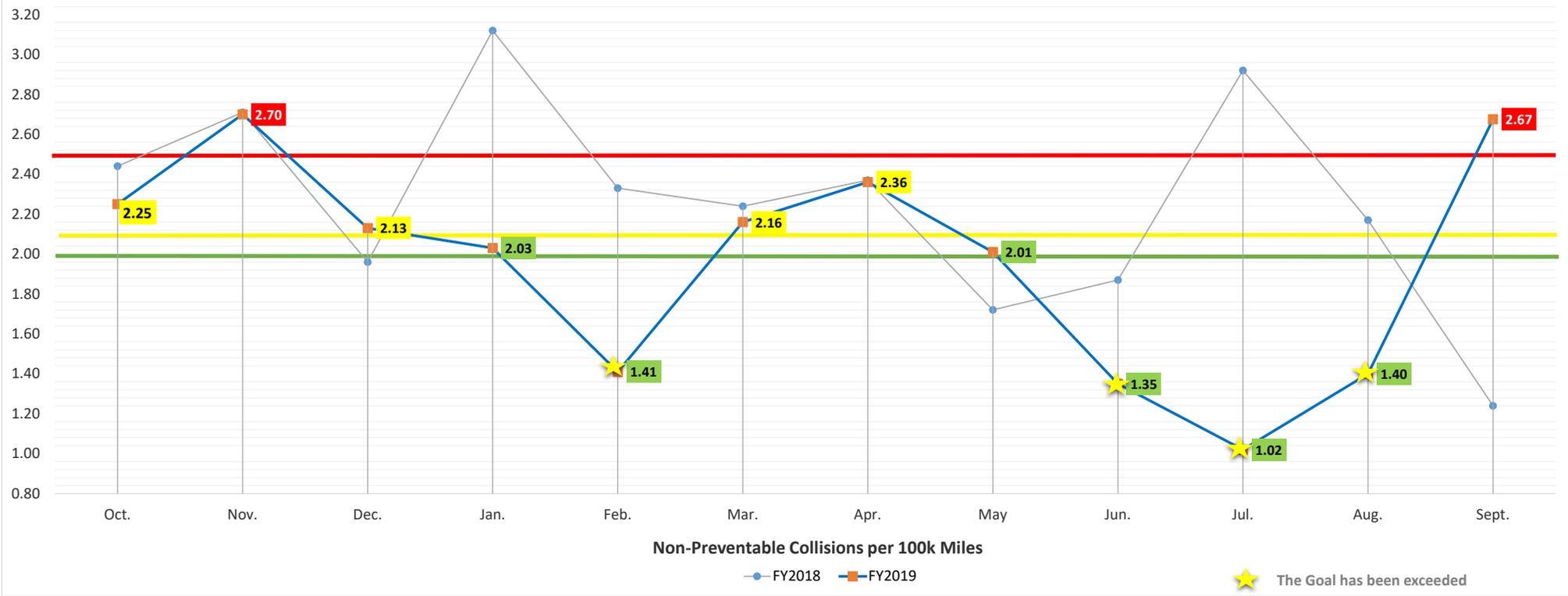| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Preventable Collisions per 100k Miles | (Total Preventable Collisions)/(Total Vehicle Miles)*100K | The average number of vehicle collisions determined to be preventable for every 100K miles driven. |

### Narrative

Palm Tran is pleased to report that this metric exceeded the established stretch goal for the seventh time during fiscal year 2019.  During the month of September, Preventable Collisions decreased from 0.70 to 0.47 collisions. Palm Tran experienced three (3) Preventable Collisions during the month of September, that were consistent with the three (3) Preventable Collison for the month of August. Preventable Collisions during the month of September consisted of two (2) fixed objects collisions and one (1) rear-end collision. The Safety and Accident Reduction PT-Stat team is currently focused on promoting the importance of defensive driving techniques of "Look Ahead, Look Around, Leave Room and Communicate (LLLC)" to avoid possible Preventable Collisions through bi-monthly Safety Meetings for both Operations and Maintenance.

🔴 **Minimum/Maximum has not been met**

🟡 **Metric is at or above/below the Minimum/Maximum,  but not at the Target**

🟢 **Target has been met or exceeded**

*Palm Tran Performance Management Office*

# FIXED ROUTE - Non-Preventable Collisions per 100k Miles

| Safety | FY | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Non-Preventable Collisions per 100k Miles | 2018 | 2.63 | 2.10 | 2.00 | 🟡 2.44 | 🔴 2.71 | 🟢 1.96 | 🔴 3.12 | 🟡 2.33 | 🟡 2.24 | 🟡 2.37 | 🟢 1.72 | 🟢 1.87 | 🔴 2.92 | 🟡 2.17 | 🟢 1.24 |
| | 2019 | 2.50 | 2.10 | 2.00 | 🟡 2.25 | 🔴 2.70 | 🟡 2.13 | 🟢 2.03 | 🟢 1.41 | 🟡 2.16 | 🟡 2.36 | 🟢 2.01 | 🟢 1.35 | 🟢 1.02 | 🟢 1.40 | 🔴 2.67 |



Non-Preventable Collisions per 100k Miles

— FY2018  — FY2019  ★ The Goal has been exceeded

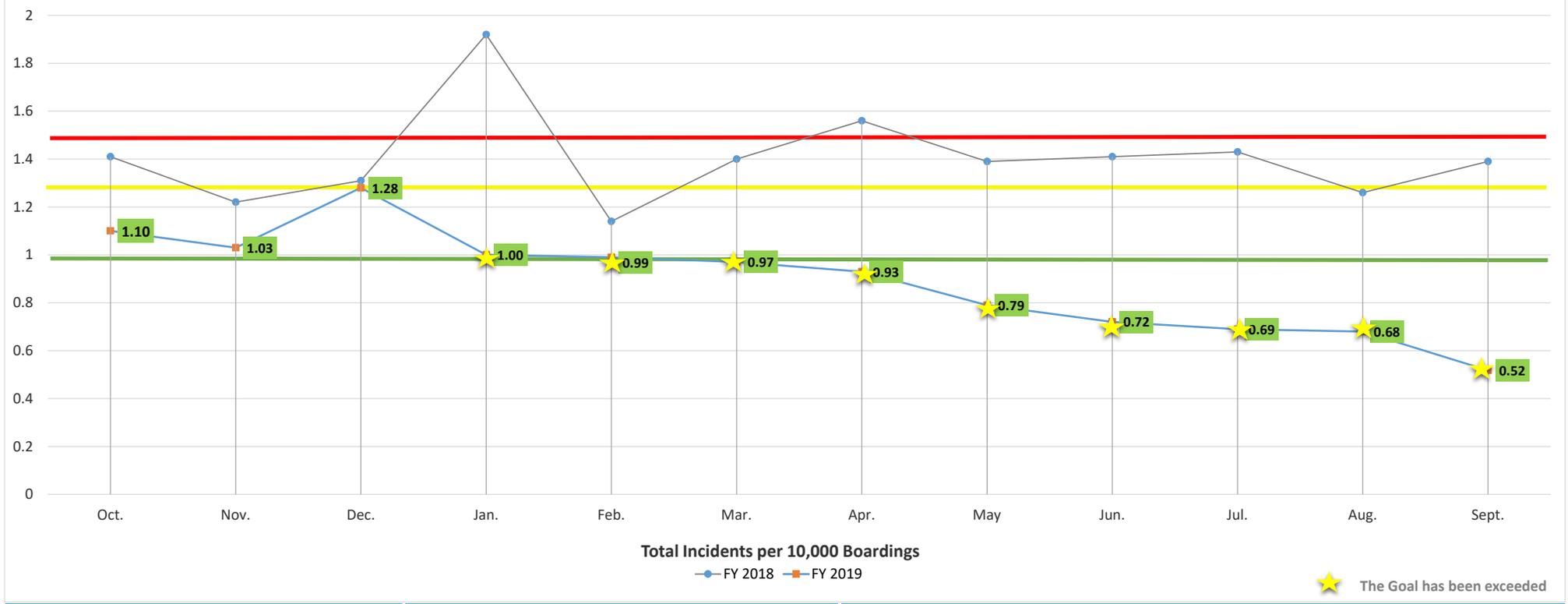| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Non-Preventable Collisions per 100K Miles | (Total Non-Preventable Collisions)/ (Total Vehicle Miles)*100K | The average number of vehicle collisions determined to be non-preventable for every 100K miles driven. |

## Narrative

During the month of September, Non-Preventable Collisions increased from 1.40 to 2.67 collisions. Palm Tran experienced sixteen (16) Non-Preventable Collisions for the month of September, compared to fourteen (14) Non-Preventable Collisions for the month of August. This was due in large part to an increase of collisions categorized sideswipe collisions. Non-Preventable Collisions during the month of September consisted of twelve (12) sideswipes, four (4) rear-end collisions. The Safety and Accident Reduction PT-Stat team is currently implementing an initiative that consist in the installation of red and white reflective tape on the rear corners of all Palm Tran buses to increase visibility of the rear bumper and 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

*Palm Tran Performance Management Office*

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# FIXED ROUTE - Total Incidents per 10,000 Boardings

| Safety | FY | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total Incidents per 10,000 Boardings | 2018 | 1.60 | 1.30 | 1.00 | 🟡 1.41 | 🟢 1.22 | 🟡 1.31 | 🔴 1.92 | 🟢 1.14 | 🟡 1.40 | 🟡 1.56 | 🟡 1.39 | 🟡 1.41 | 🟡 1.43 | 🟢 1.26 | 🟡 1.39 |
| | 2019 | 1.50 | 1.30 | 1.00 | 🟢 1.10 | 🟢 1.03 | 🟢 1.28 | 🟢 1.00 | 🟢 0.99 | 🟢 0.97 | 🟢 0.93 | 🟢 0.79 | 🟢 0.72 | 🟢 0.69 | 🟢 0.68 | 🟢 0.52 |



Total Incidents per 10,000 Boardings
— FY 2018  — FY 2019

⭐ The Goal has been exceeded

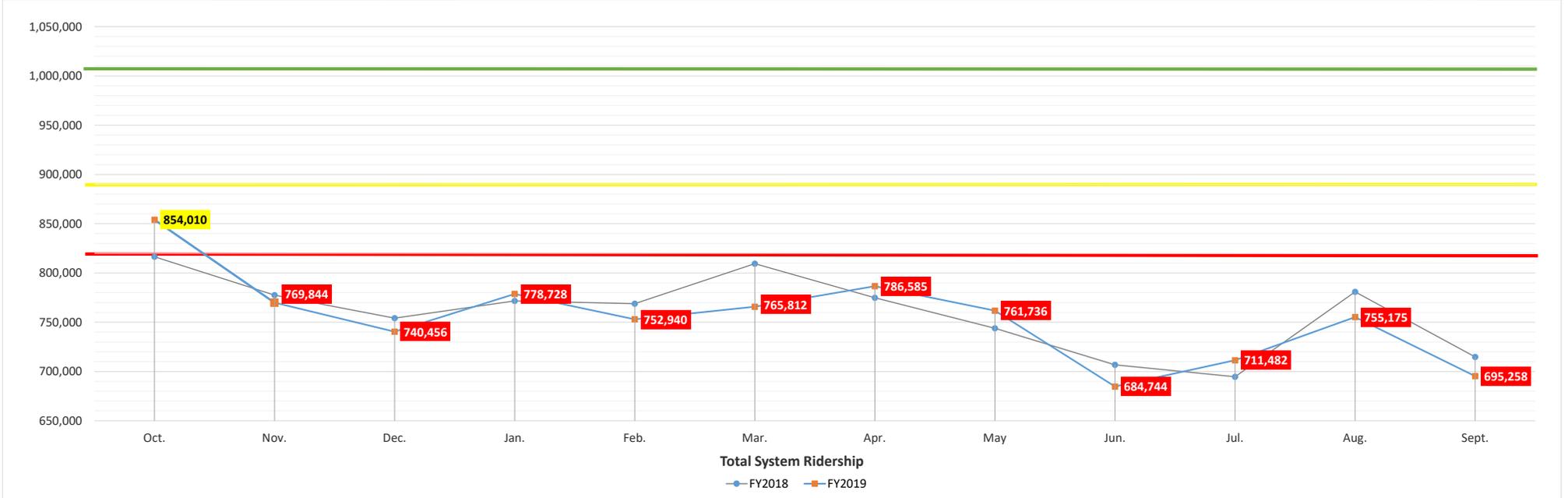| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Total Incidents per 10,000 Boardings | (Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000 | The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to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

## Narrative

Palm Tran is pleased to report that for the month of September, this metric exceeded the established stretch goal for the nineth time during the fiscal year 2019. During the month of September, Palm Tran experienced thirty-six (36) total incidents compared to fifty-one (51) total incidents during the month of August. Palm Tran top incidents during the month of September were categorized as "Passenger Disturbances", "Fare Disputes" and "Passenger Falls". The Safety and Accident Reduction PT-Stat team is currently focused on promoting the importance of professionalism and customer service for all Palm Tran employees to minimize the events labeled "Passenger Disturbances" and "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

# 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 | 9,113,767 |
| | 2019 | 800,000 | 875,000 | 1M | 🟡 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 |



Total System Ridership — FY2018 / FY2019

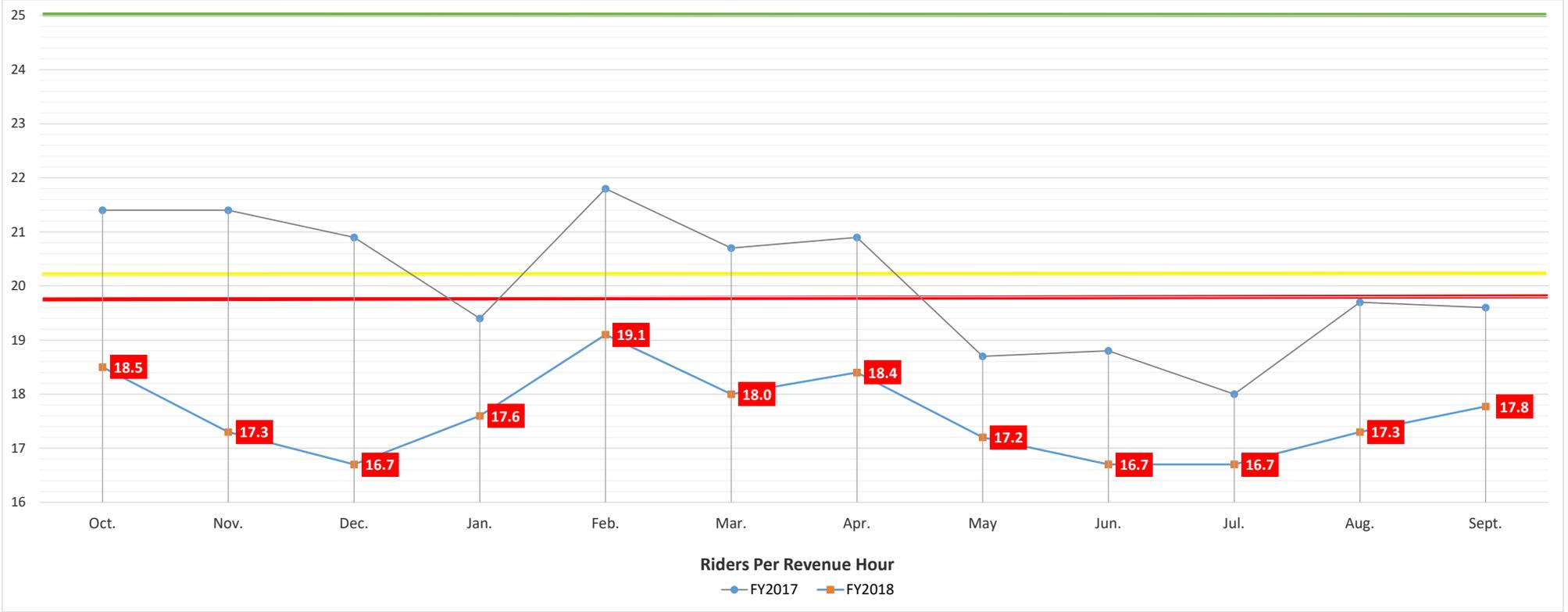| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Total System Ridership | Total Count of Passenger Boardings | The aggregate number of Fixed Route customer boardings. *Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.* |

## Narrative

September ridership was 695,258, which is a decrease of 2.7% (19,450) compared to September of last fiscal year, and a decrease of 7.9% (59,917) compared to the prior month of August. This was due in large part to the month of September operating nineteen (19) week days of service compared to twenty–two (22) week days of service in August. It should be noted that there were two fewer weekday service due to the Labor Day holiday and one hurricane related No Service Day. Also, the Go Glades pilot service is not included in the Fixed RouteTotal System Ridership. (Go Glades total ridership from December 21, 2018 to September, 2019 is 31,814). 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 | 🔴 18.4 | 🔴 17.2 | 🔴 16.7 | 🔴 16.7 | 🔴 17.3 | 🔴 17.8 |

**Riders Per Revenue Hour**

—●— FY2017    —■— FY2018

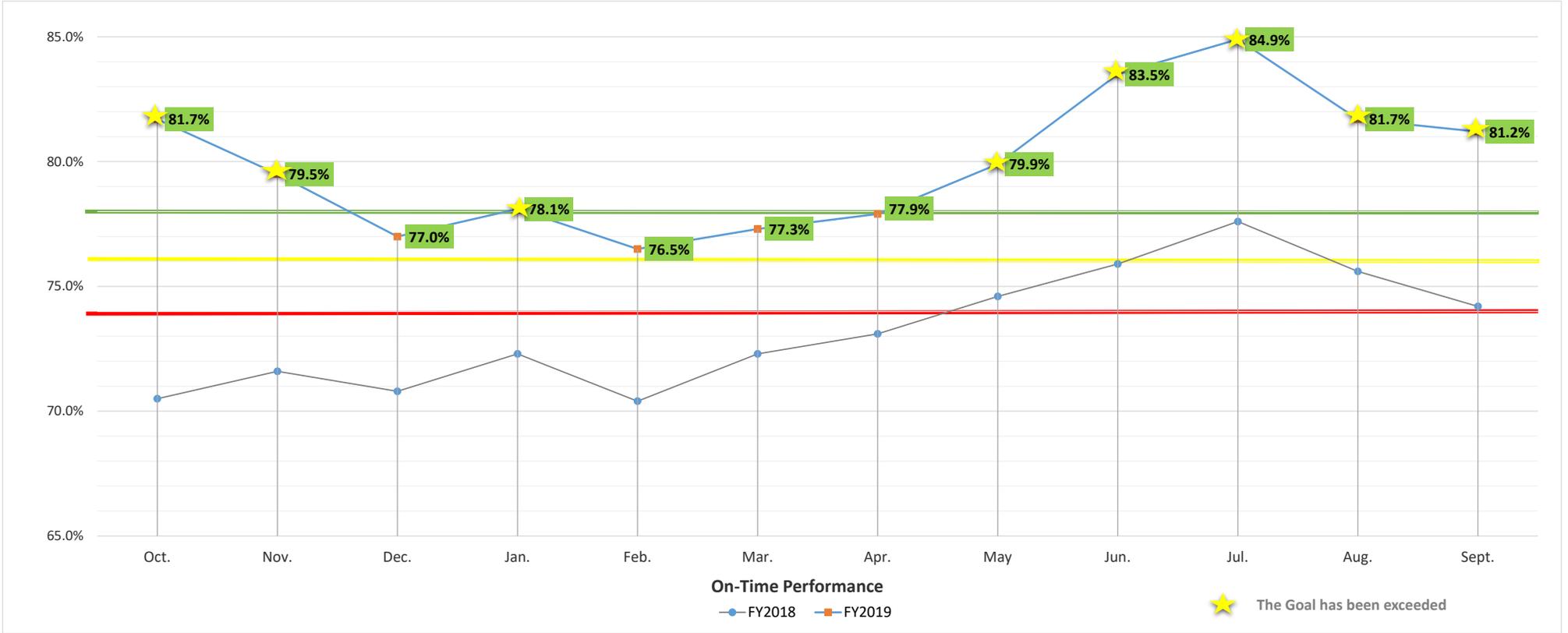| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Riders Per Revenue Hour | Total Fixed Route Boardings / Total Fixed Route Revenue Hours | The aggregate average number of Fixed Route customer boardings occurring in each revenue hour. |

## Narrative

During the month of September, Riders Per Revenue Hour at 17.8 compared to 17.3 Riders Per Revenue Hour for the month of August. This increase in productivity is the result of a 7.9% decrease in the number of riders combined with a decrease in the number of revenue hours at a higher rate of 10.5%; yielding a higher unit of productivity. The ridership PT–Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service and 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% | 🟢 77.9% | 🟢 79.9% | 🟢 83.5% | 🟢 84.9% | 🟢 81.7% | 🟢 **81.2%** |



**On-Time Performance**
— FY2018  — FY2019

⭐ The Goal has been exceeded

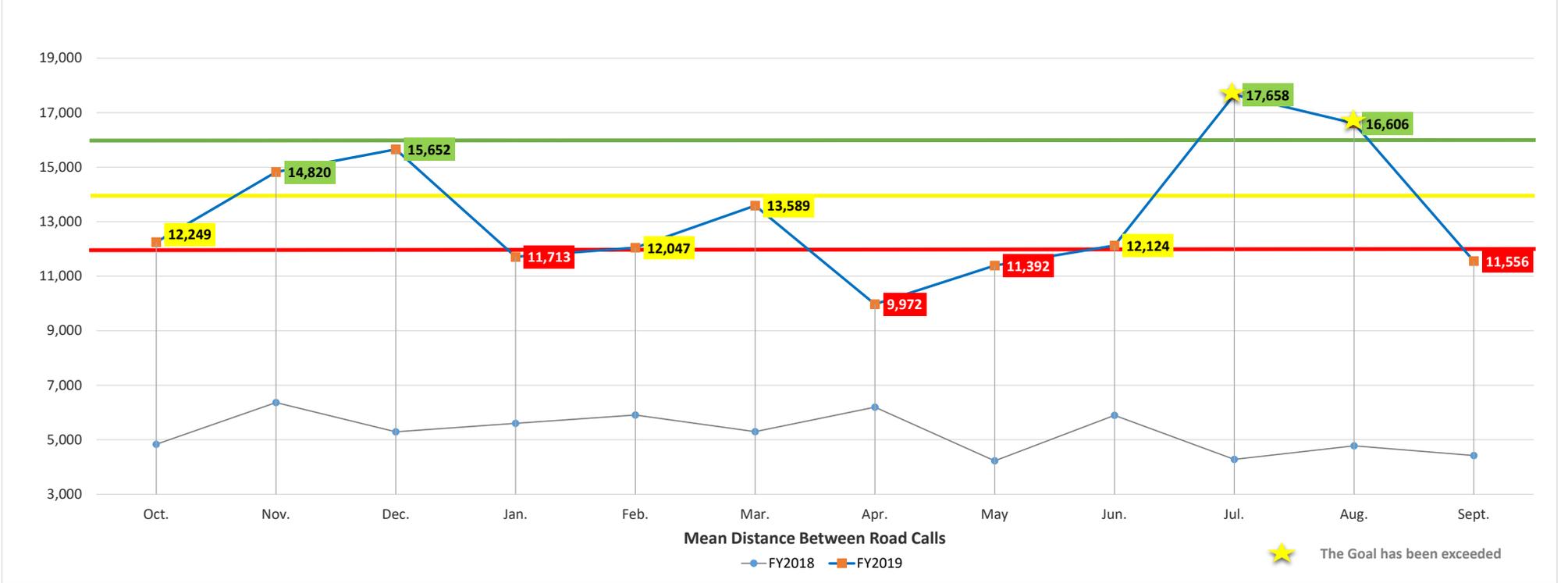| Metric | Metric Calculation | Metric Description |
|---|---|---|
| On-Time Performance | (Number of On-Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters) | New standard – OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed. Former standard – Beginning October 2016, OTP Standard was no more than 3 minutes early, and no more than 7 minutes late. |

## Narrative

During the month of September, On-Time Performance decreased from 81.7% in August to 81.2% in September, which is 0.5 percentile points lower. This slight decline in On-Time Performance is attributed in large part to traffic conditions that were affected by the school session that started on August 12. 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 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 | 🔴 9,972 | 🔴 11,392 | 🟡 12,124 | 🟢 17,658 | 🟢 16,606 | 🔴 **11,556** |



Mean Distance Between Road Calls

⭐ The Goal has been exceeded

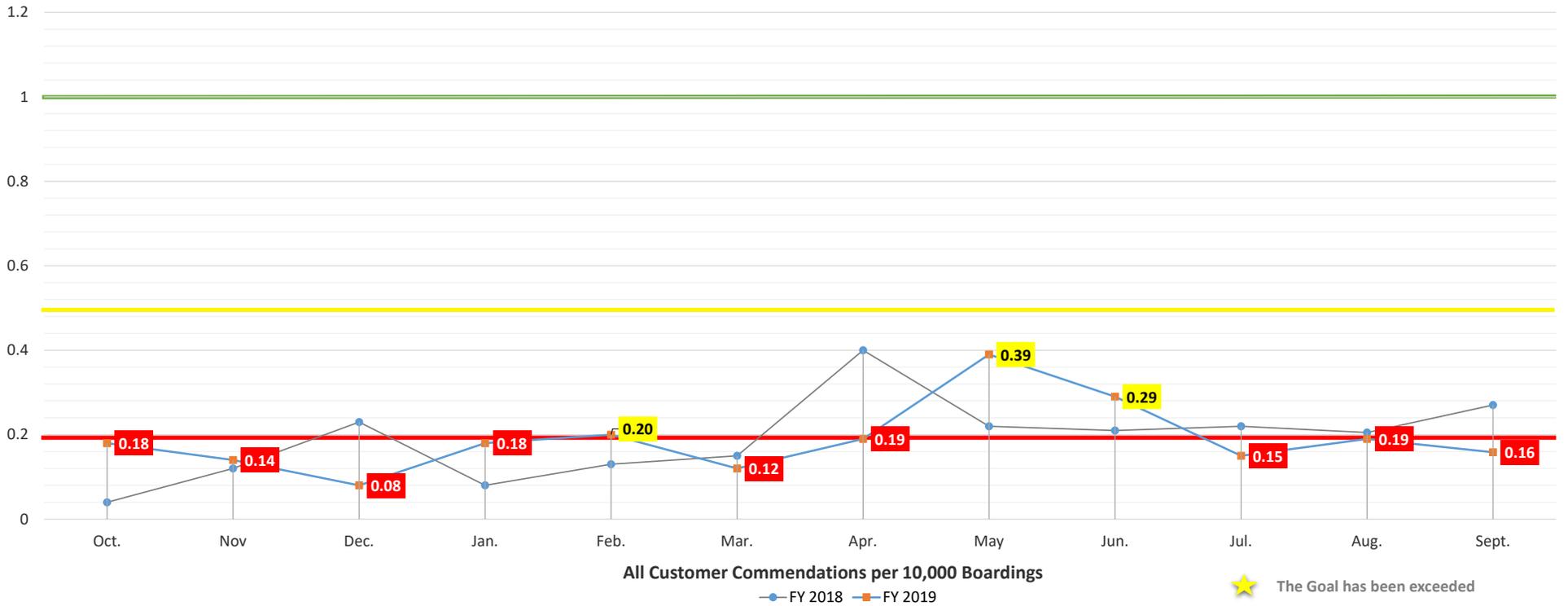| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Mean Distance Between Road Calls | (Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures) | New Standard: The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit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

## Narrative

During the month of September, Palm Tran experienced fifty-five (55) road calls compared to forty-three (43) road calls in August. This is an increase of twelve (12) road calls, which were in large part attributed to an increase of road calls categorized as Overheat / Coolant road calls from five (5) in August to eleven (11) in September. Due to this increase in road calls, miles between road calls increased by 30.4% compared to the previous month of August. The top causes of road calls during the month of September were categorized as Engine Regenerations and Overheat/Coolant. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce the increased Overheat/Coolant related road calls.

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

*Palm Tran Performance Management Office*

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# FIXED ROUTE - All Customer Commendations per 10,000 Boardings

| Customer Satisfaction | FY | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| All Customer Commendations per 10,000 Boardings | 2018 | 0.2 | 0.5 | 1.0 | 🔴 0.04 | 🔴 0.12 | 🟡 0.23 | 🔴 0.08 | 🔴 0.13 | 🔴 0.15 | 🟡 0.40 | 🟡 0.22 | 🟡 0.21 | 🟡 0.22 | 🟡 0.21 | 🟡 0.27 |
| | 2019 | 0.2 | 0.5 | 1.0 | 🔴 0.18 | 🔴 0.14 | 🔴 0.08 | 🔴 0.18 | 🟡 0.20 | 🔴 0.12 | 🔴 0.19 | 🟡 0.39 | 🟡 0.29 | 🔴 0.15 | 🔴 0.19 | 🔴 0.16 |



All Customer Commendations per 10,000 Boardings
— FY 2018  — FY 2019

⭐ The Goal has been exceeded

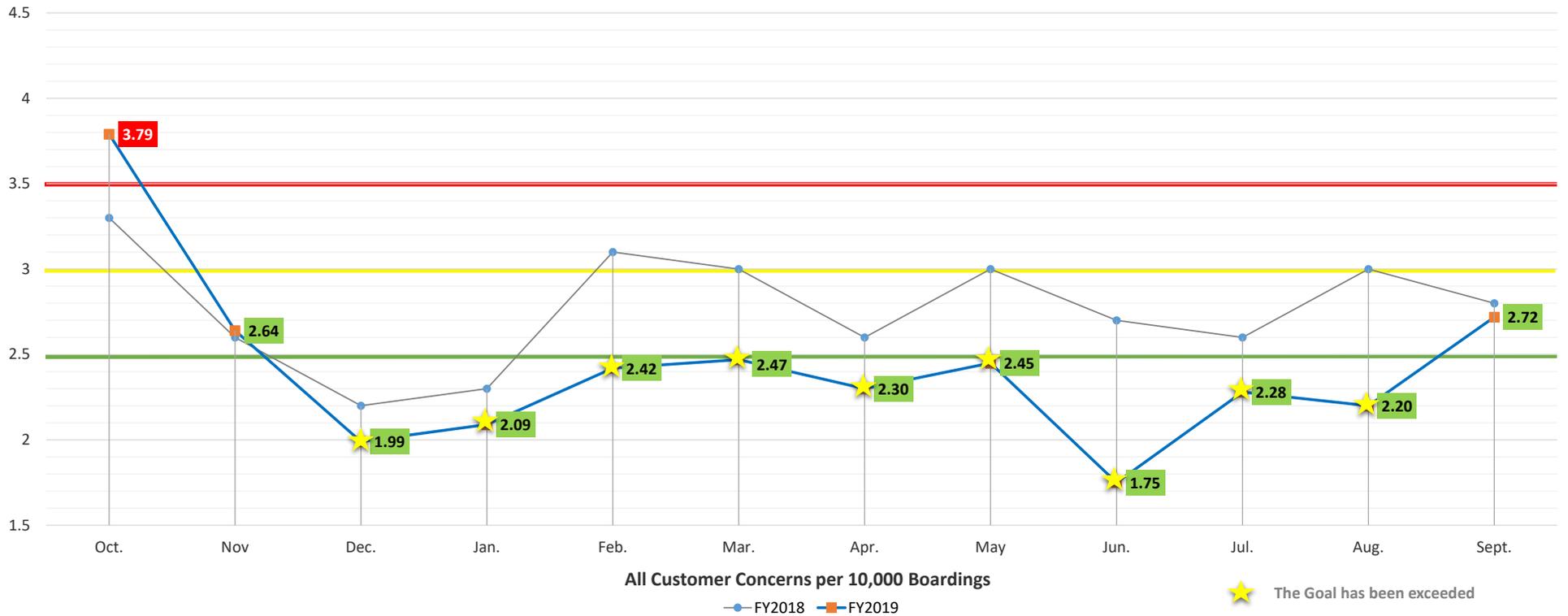| Metric | Metric Calculation | Metric Description |
|---|---|---|
| All Customer Commendations per 10,000 Boardings | (Total Fixed Route Commendations/Total Riders)*10,000 | Customer Commendations per 10,000 boardings. |

## Narrative

During the month of September, the customer commendations metric experienced a decrease from 0.19 in August to 0.16 customer commendations . Palm Tran received eleven (11) customer commendations in September compared to fourteen (14) customer commendations in August. The majority of the commendations received were for "Courteous" Palm Tran bus operators. 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 | 🟢 2.30 | 🟢 2.45 | 🟢 1.75 | 🟢 2.28 | 🟢 2.20 | 🟢 2.72 |



**All Customer Concerns per 10,000 Boardings**

⭐ The Goal has been exceeded

— FY2018    — FY2019

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

## Narrative

During the month of September, the fixed-route Customer Concerns ratio experienced an increase to 2.72 per 10,000 boardings , compared to 2.20 during the prior month of August. In September, total logged concerns were 187 compared to 189 in August. The top categories of concerns in September were "Pass-Up, "Discourteous Driver" and "Behind Schedule". The Customer service PT-Stat team continues to work on initiatives to address customer concerns.

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

# CONNECTION DASHBOARD FY 2019

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Preventable Collisions per 100k Miles | 2.0 | 1.0 | 0.7 | 🟢 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 |
| Non–Preventable Collisions per 100k Miles | 2.5 | 2.2 | 2.0 | 🟡 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 |

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Riders Per Revenue Hour | 1.5 | 1.8 | 2.0 | 🟡 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 |

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| On–Time Performance | 85% | 90% | 92% | 🔴 73.0% | 🔴 75.0% | 🔴 76.0% | 🔴 76.0% | 🔴 72.0% | 🔴 73.0% | 🔴 73.0% | 🔴 78.0% | 🟡 89.0% | 🟡 89.0% | 🔴 80.0% | 🔴 76.0% | 🔴 77.3% |
| Mean Distance Between Road Calls | 14,000 | 16,000 | 20,000 | 🔴 11,062 | 🔴 6,885 | 🔴 8,868 | 🔴 10,679 | 🔴 9,332 | 🔴 8,491 | 🔴 4,104 | 🔴 7,789 | 🔴 4,611 | 🔴 4,956 | 🔴 5,214 | 🔴 6,395 | 🔴 6,664 |
| 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 | 🟢 1.6 | 🟢 1.9 | 🟢 1.9 | 🟢 1.8 | 🟢 1.5 | 🟢 1.6 | ⭐🟢 1.4 |

| | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sept. | FY 2019 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Customer Concerns per 1,000 Trips | 3.0 | 2.0 | 1.5 | 🔴 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 |
| Reservations Call Hold Time | 4:00 | 3:00 | 2:00 | 🔴 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 |
| Where Is My Ride Hold Time | 4:00 | 3:00 | 2:00 | 🟢 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 |

🔴 Minimum/Maximum has not been met
🟡 Metric is at or above/below the Minimum/Maximum, but not at the Target
🟢 Target has been met or exceeded
⭐ Goal has been exceeded.

*Palm Tran Performance Management Office - Septembert Report*

# 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 | 🟡 1.19 | 🟡 1.28 | 🟢 0.99 | 🟢 0.95 | 🟢 0.89 | 🟡 1.10 |



**Preventable Collisions per 100k Miles**

— FY2018  — FY2019

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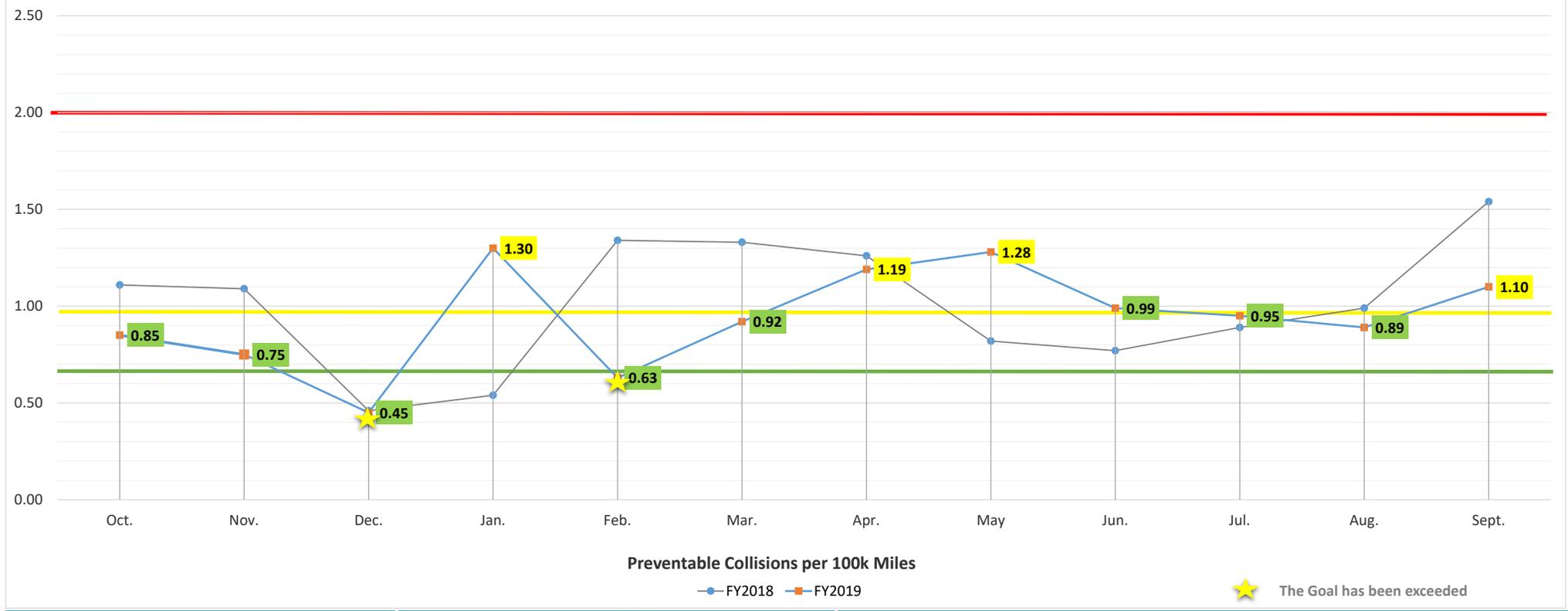
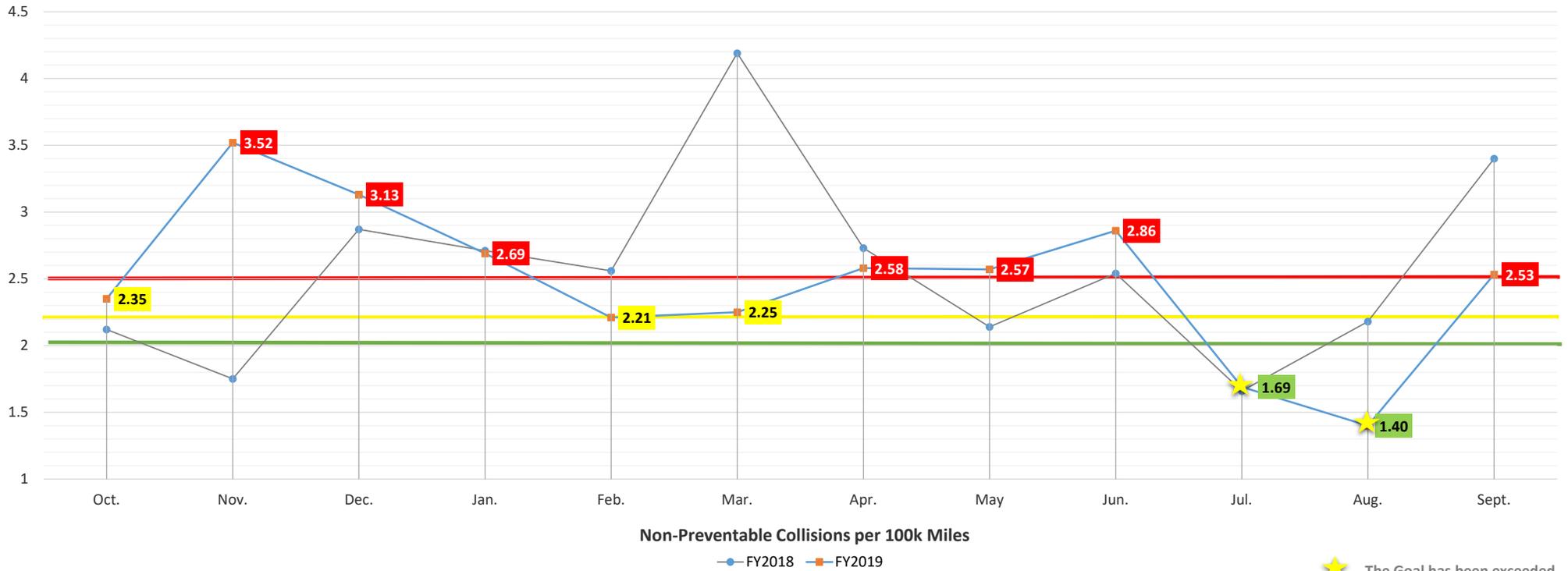| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Preventable Collisions per 100,000 Miles | (Total Preventable Collisions)/(Total Vehicle Miles)*100K | The average number of vehicle collisions determined to be preventable for every 100K miles driven. |

## Narrative

During the month of September, Preventable Collisions per 100K Miles increased from 0.89 in August to 1.10 in September. This was due in large part to ten (10) at fault accidents during the month of September compared to the nine (9) at fault accidents during the month of August. The majority of the collisions were related to fixed object accidents. These included six (6) fixed object collisions and four (4) 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 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**

*Palm Tran Performance Management Office*

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# 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 | 🔴 2.58 | 🔴 2.57 | 🔴 2.86 | 🟢 1.69 | 🟢 1.40 | 🔴 **2.53** |



Non-Preventable Collisions per 100k Miles
— FY2018  — FY2019

⭐ The Goal has been exceeded

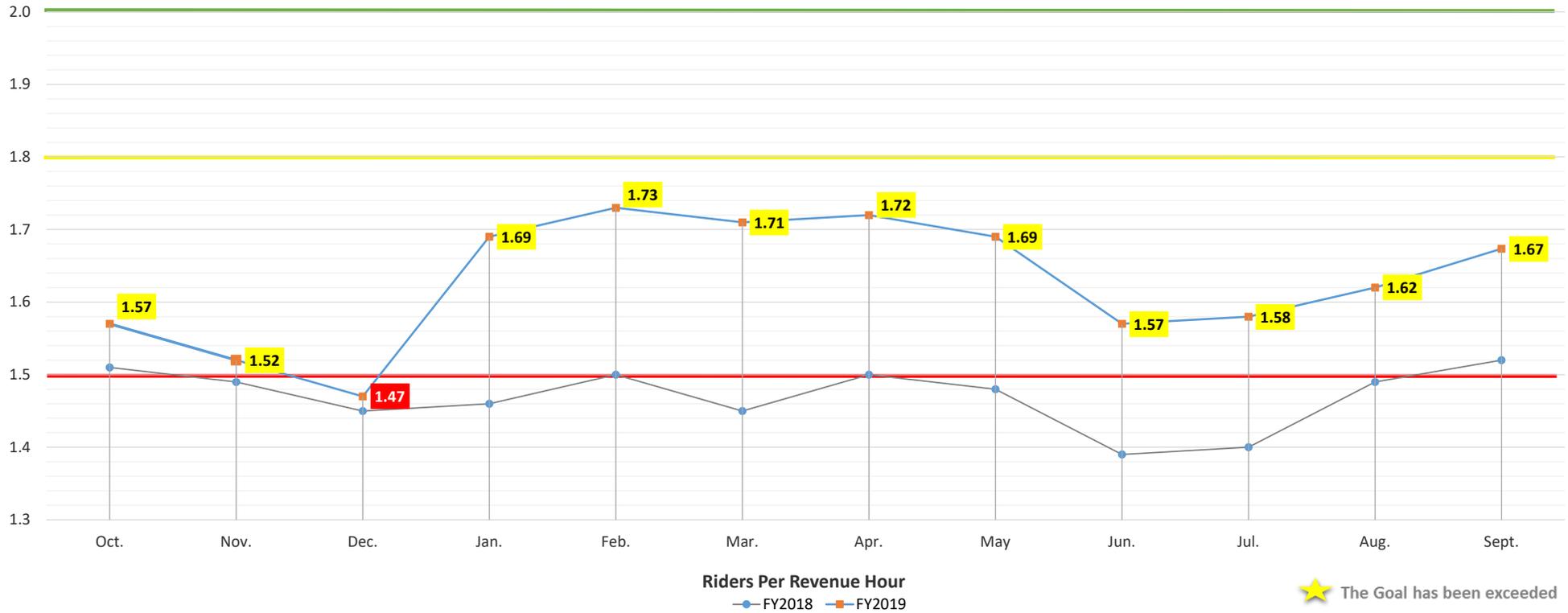| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Non-Preventable Collisions per 100K Miles | (Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K | The average number of vehicle collisions determined to be non-preventable for every 100K miles driven. |

## Narrative

During the month of September, Non-Preventable Collisions per 100K Miles increased from 1.40 in August to 2.53 in September. Palm Tran experienced twenty-three (23) Non-Preventable Collisions for the month of September, compared to twelve (12) Non-Preventable Collisions during the month of August. The top categories for the month of September were defined as sideswipes, wheelchair lift malfunction and rear-end collisions. The Connection Safety and Accident Reduction PT-Stat team completed the installation of the "Deceleration Lighting System", and are currently reviewing the effectiveness of this initiative.

🔴 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 | 🟡 1.72 | 🟡 1.69 | 🟡 1.57 | 🟡 1.58 | 🟡 1.62 | 🟡 **1.67** |



**Riders Per Revenue Hour**
— FY2018  — FY2019

⭐ The Goal has been exceeded

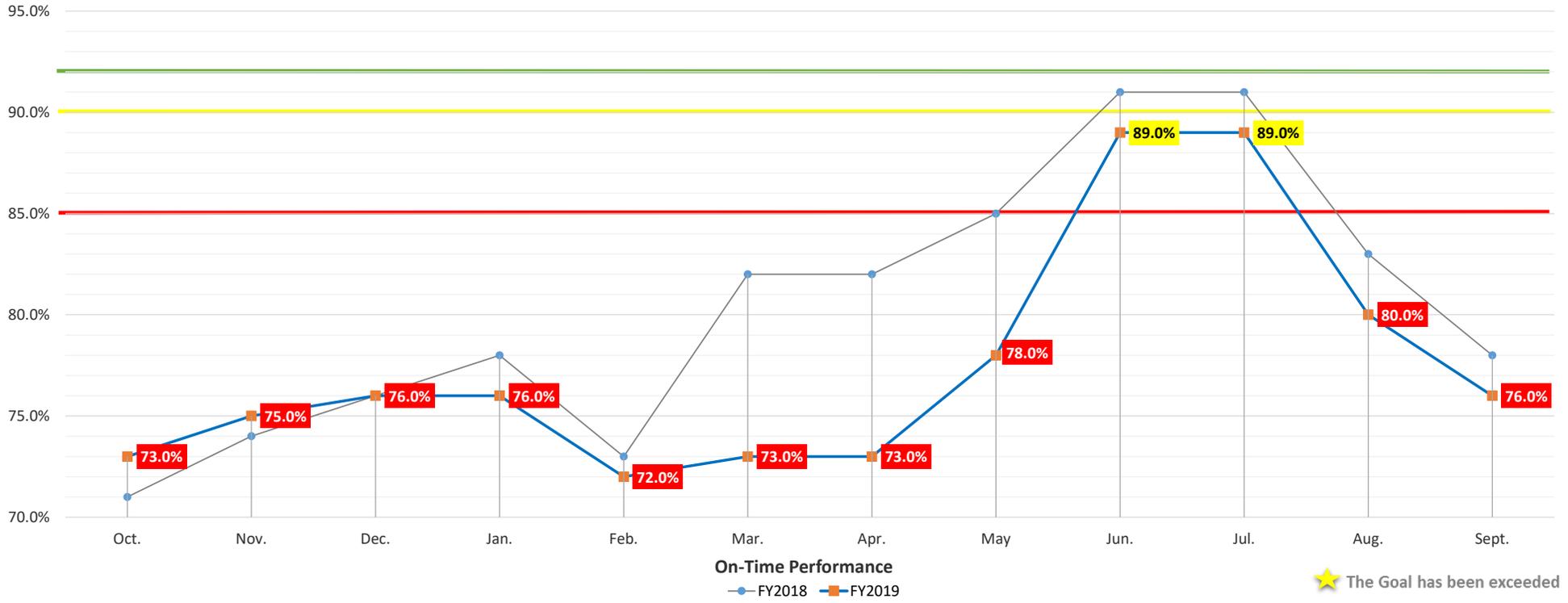| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Riders Per Revenue Hours | Former Standard: Total Connections Passengers Transported / Total Connection Revenue Hours (as defined per the contract). New Standard: Total Connection Passenger Transported / Total Connection Revenue Hours (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 September, Palm Tran Connection riders per revenue hour increased slightly from 1.62 in August to 1.67 during the month of September. This is attributed in large part to the decrease of Total Connection Revenue Hours by −12.8% (6,685 Revenue Hours), combined with a decrease of Total Connection Passenger Transported by −10.2% (8,638) during the month of September. 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

| 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% | 🔴 73.0% | 🔴 78.0% | 🟡 89.0% | 🟡 89.0% | 🔴 80.0% | 🔴 **76.0%** |



On-Time Performance
— FY2018  — FY2019

⭐ The Goal has been exceeded

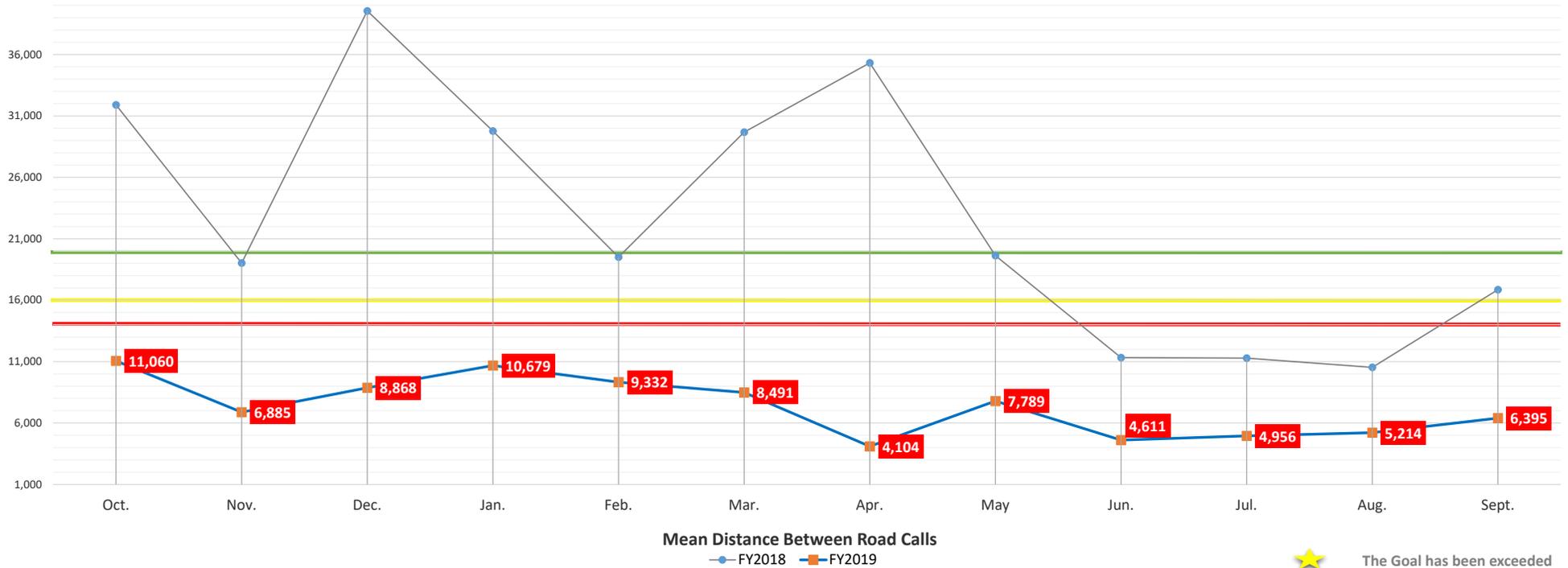| Metric | Metric Calculation | Metric Description |
|---|---|---|
| On-Time Performance | Actual pick–up time within +/– 15 minutes of scheduled pick–up time window. Trip is on –time when vehicle arrives to the location within the window. | Former Standard: Pick–up on-time performance was calculated as follows: 15 minutes +/– on either side of the scheduled pick–up window. Drop off on-times was calculated as follows: the customer must arrive to the drop off location at or prior to their scheduled drop off time. The presented number to the PTSB took the monthly pick–up and monthly drop-off OTP and averaged those number together to present a combined percentage for month OTP. New Standard Beginning October 2016, Palm Tran will track both pick–up OTP and drop-off OTP separately and report the pick–up OTP only, consistent with most of the industry. |

### Narrative

During the month of September, Palm Tran Connection On–Time Performance has seen a decrease of four (4) percentile points over the prior month of September. This was due in large part to an increase of traffic with school being in session. 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 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 | 🔴 4,104 | 🔴 7,789 | 🔴 4,611 | 🔴 4,956 | 🔴 5,214 | 🔴 6,395 |

**Mean Distance Between Road Calls**

⬤ FY2018  ⬛ FY2019

⭐ The Goal has been exceeded

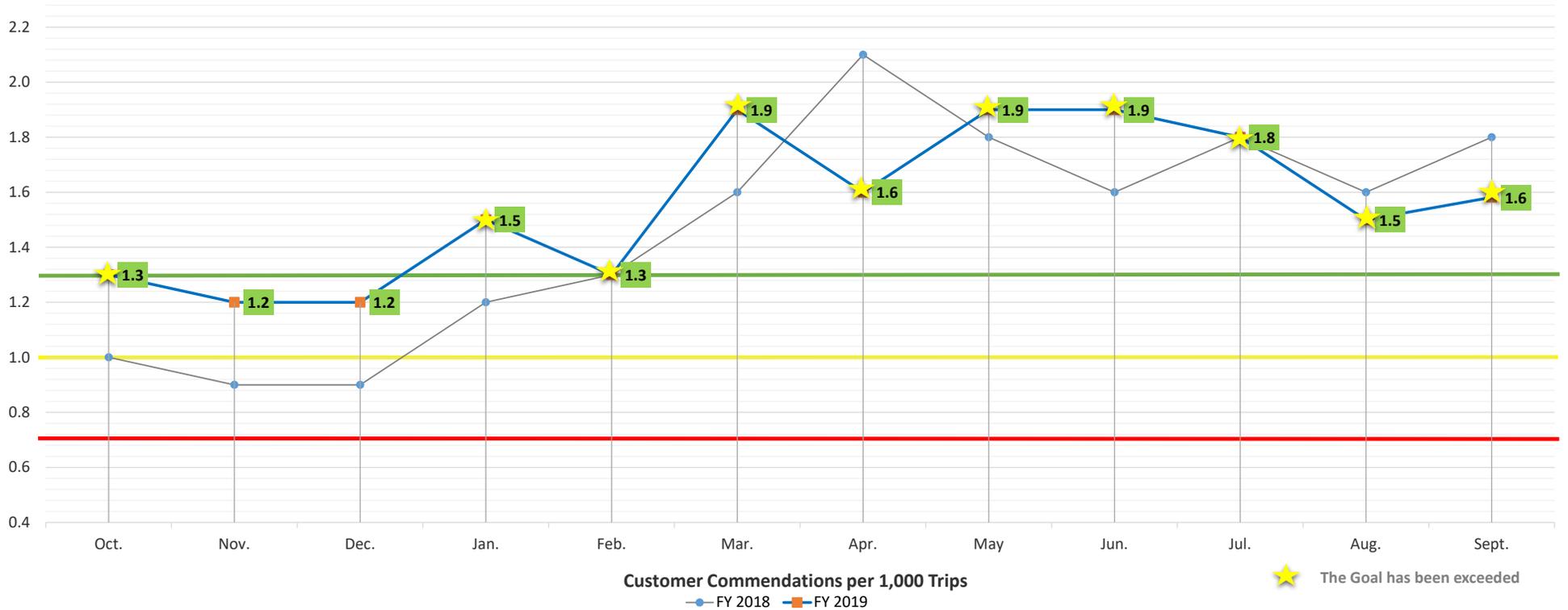| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Mean Distance Between Road Calls | (Total Connection Vehicle Miles) / Connection Major and Minor Mechanical Failures | The average number of miles driven by Connection vehicles before experiencing a mechanical failure. |

## Narrative

During the month of September, Palm Tran Connection experienced one–hundred and forty–two (142) Road Calls compared to one–hundred and ninety–five (195) Road Calls for the month of August. This is an increase of fifty–three (53) Road Calls. The top categories in September were as follows: transmission/engine, air conditioner, and wheelchair lift road calls. 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 - 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 | 🟢 1.6 | 🟢 1.9 | 🟢 1.9 | 🟢 1.8 | 🟢 1.5 | 🟢 **1.6** |



Customer Commendations per 1,000 Trips
— FY 2018  — FY 2019

⭐ The Goal has been exceeded

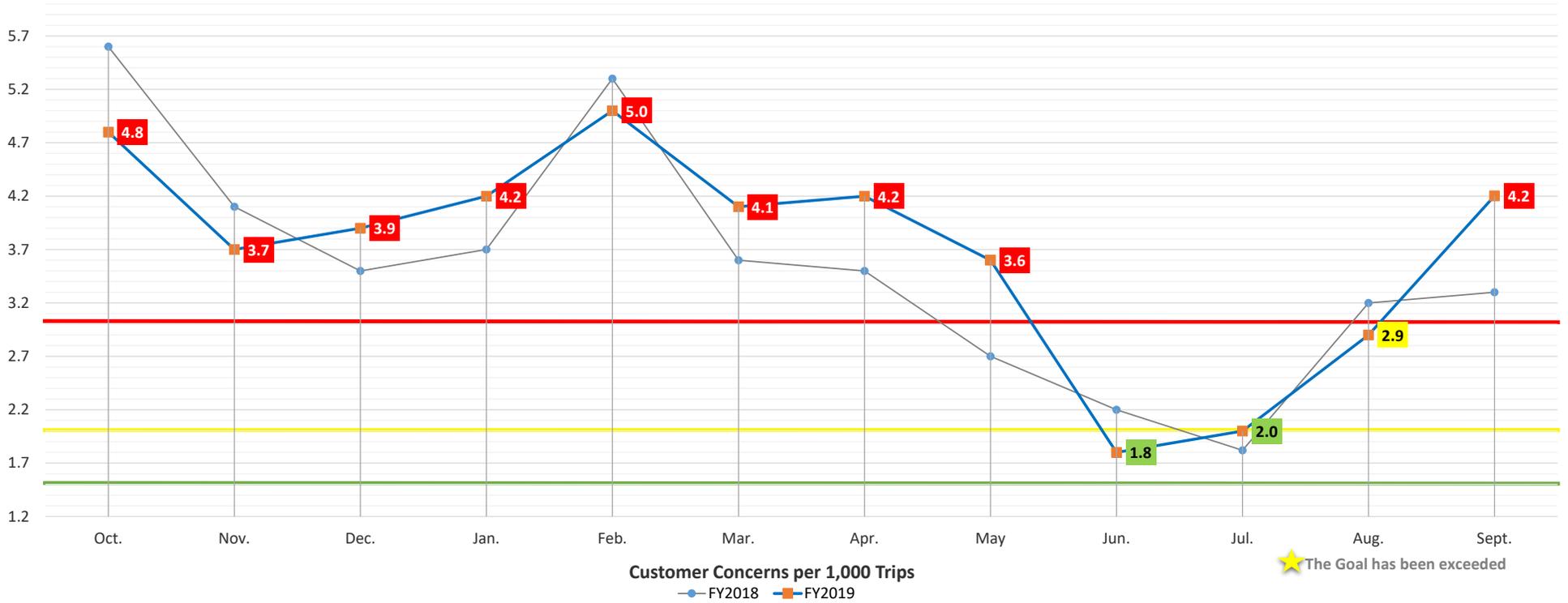| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Customer Commendations per 1,000 Trips | (Total Connection Commendations / Total completed passenger trips)*1,000 | Customer Commendations per 1,000 passenger trips. |

**Narrative**

Palm Tran Connection is pleased to report that for the month of September this metric exceeded the established stretch goal for the tenjth month in a row. During the month of September, Palm Tran Connection received two hundred and eighty-seven (287) commendations compared to the one-hundred and twenty-four commendations during the month of August. Customer Commendations recognized exceptional customer service by drivers, reservationist, dispatchers, schedulers 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 | 🔴 4.2 | 🔴 3.6 | 🟢 1.8 | 🟢 2.0 | 🟡 2.9 | 🔴 4.2 |



Customer Concerns per 1,000 Trips
— FY2018  — FY2019

⭐ The Goal has been exceeded

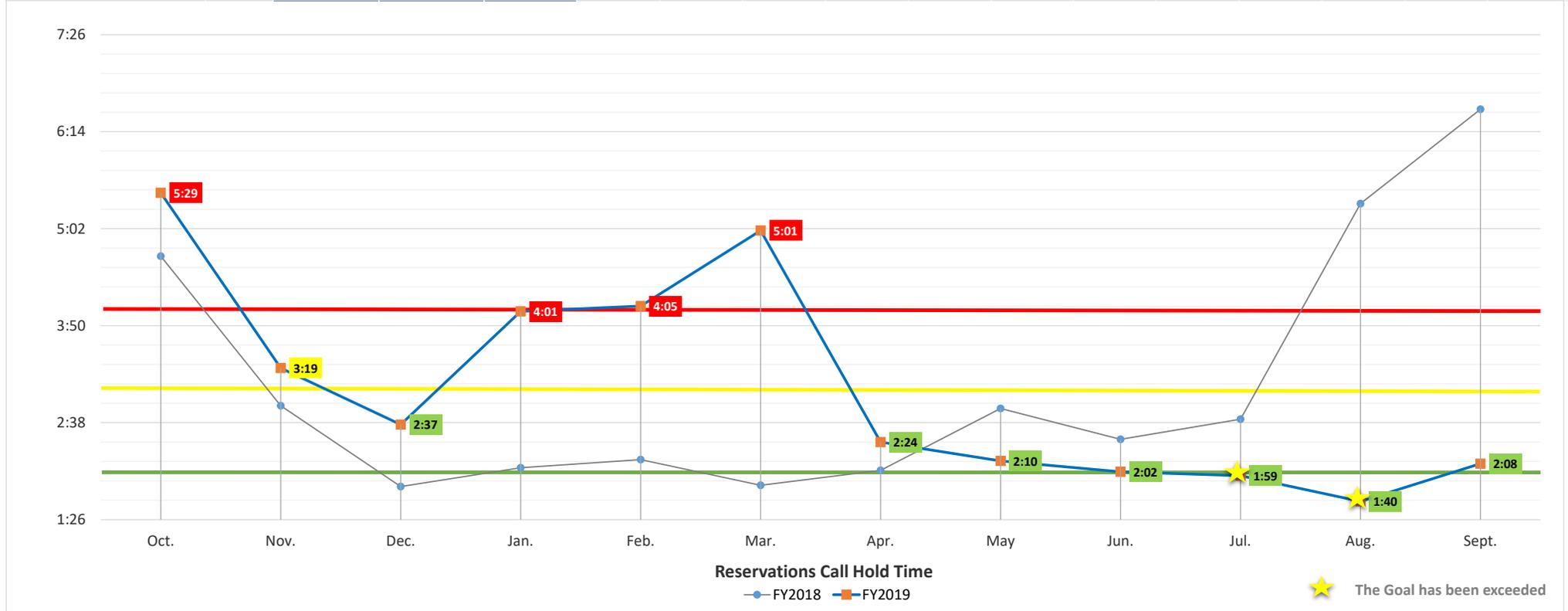| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Customer Concerns per 1,000 Trips | (Total Connection Concerns / Completed passenger trips)*1,000 | Customer concerns per 1,000 passenger trips. |

## Narrative

During the month of September, there were two-hundred and sixteen (216) customer concerns filed compared to one-hundred and eleven (111) concerns in August. This is a substantial increase of one hundred and five (105) concerns, which in large part were related to the decline of On-Time Performance as reported on page 19. The top categories during the month of September were related to on-time performance and onboard the vehicle for too long. The Connections 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

| 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 | 🟢 2:24 | 🟢 2:10 | 🟢 2:02 | 🟢 1:59 | 🟢 1:40 | 🟢 **2:08** |



**Reservations Call Hold Time**
— FY2018  — FY2019

⭐ The Goal has been exceeded

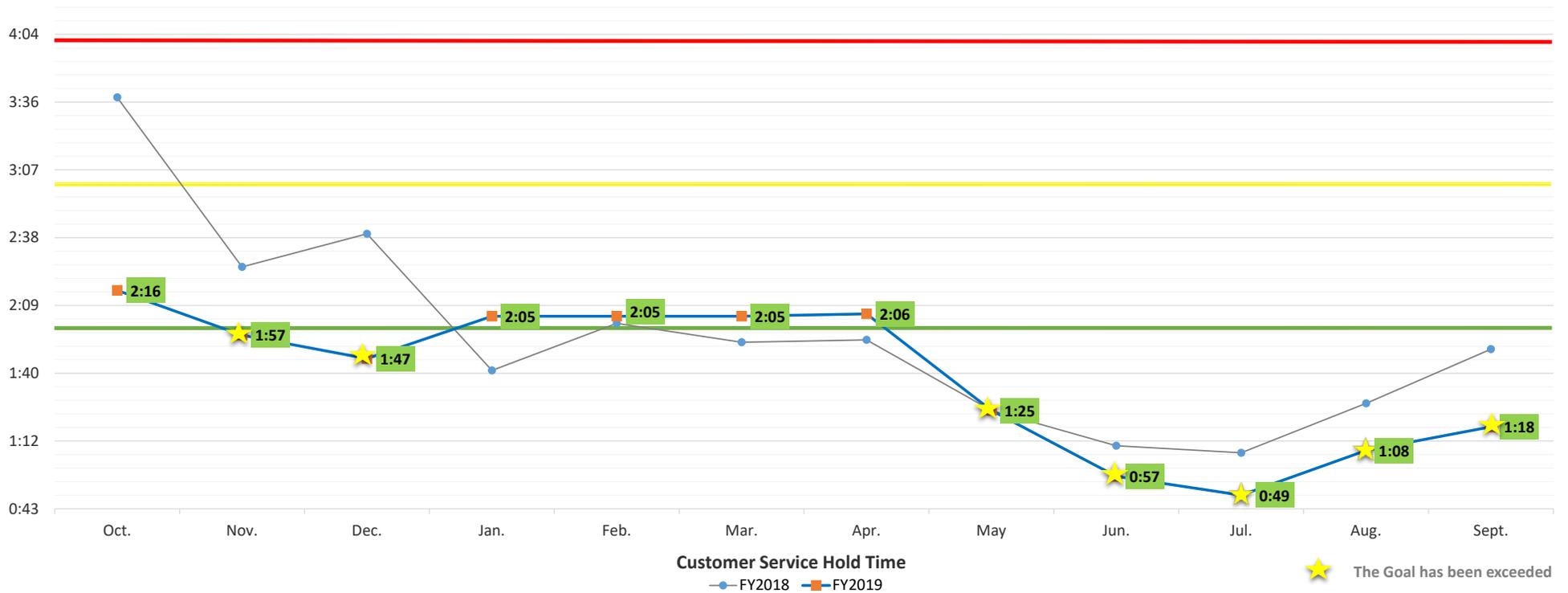| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Reservations Call Hold Time | Summary of daily average Reservations Hold Times/Number of Operational days for the Month. | Average Reservations Hold Time for the Month. Customer calls related to making reservations. |

## Narrative

During the month of September, reservations hold time experienced a twenty–eight (0:28) seconds increase. The reservations hold time increased from one minute and forty seconds (1:40) in August, to two–minutes and eight seconds (2:08) in September. 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

| 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 | 🟢 2:06 | 🟢 1:25 | 🟢 0:57 | 🟢 0:49 | 🟢 1:08 | 🟢 **1:18** |



Customer Service Hold Time

— FY2018   — FY2019

⭐ The Goal has been exceeded

| Metric | Metric Calculation | Metric Description |
|---|---|---|
| Where Is My Ride Hold Time | Summary of daily average Where Is My Ride Hold Times/Number of Operational days for the Month. | Average Where Is My Ride Hold Time for the Month. Customer calls related to the location of their vehicle. |

## Narrative

Palm Tran Connection is pleased to report that during the month of September the "Where Is My Ride" hold time metric exceeded the established stretch goal for the seventh time during fiscal year 2019. During the month of September, "Where Is My Ride" hold time increased by ten (10) seconds compared to the prior month of August. Nevertheless, this metric outperformed fiscal year 2018 by eight months in fiscal year 2019.

🔴 **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*