Performance Management Report

JULY 2019

Vision:
To enhance the quality of life for those who live, work and play in Palm Beach County.

Mission:
To provide access to opportunity for everyone; safely, efficiently and courteously.
INTRODUCTION/BACKGROUND

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark peer agencies. CUTR provided a detailed review of Palm Tran's performance metrics and made three (3) presentations to the Executive Leadership Team and the Palm Tran Service Board (PTSB). As a result of CUTR's benchmarking Palm Tran against nine (9) peer agencies; metrics, targets and goals were recommended. These recommendations serve as the basis for the creation of Palm Tran's performance monitoring and improvement process. The Performance Management Office (PMO) was launched in October 2016 as part of Palm Tran's reorganization. The PMO is responsible for producing monthly reports using the Balanced Scorecard Approach, which reviews and analyzes key performance indicators across both fixed route and paratransit operations.

Each metric on the balance scorecards, referred to as "dashboards," is represented as a trend analysis comparing month to month. It also compares current performance to the prior fiscal year. These metrics reflect Palm Tran's commitment to monitor progress towards fulfilling its Vision, Mission, and Core Values. The report provides an annual comparison, and is utilized by the Executive Leadership Team (ELT) and the Palm Tran Statistics (PT-STAT) teams to monitor performance and recommend future improvement initiatives. This process culminates at the monthly PT-STAT Forum where recommendations are presented to the Executive Leadership Team (ELT) for approval and implementation.
During the month of July 2019, Palm Tran’s Performance Report continues to show improvement in different areas. Three (3) metrics from the Fixed Route Dashboard and one (1) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining fourteen (14) performed above, of which ten (10) 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 seventh month in a row. (Pg. 8)
- July ridership was 711,482, which is an increase of 3.9% (26,738) compared to July of last fiscal year. (Pg. 9)
- Palm Tran’s Fixed Route service exceeded the established stretch goal of On-Time Performance for the sixth time during the current fiscal year at 84.4%. (Pg. 11)
- Customer Concerns continues to exceed the established stretch goal for the eighth month in a row. (Pg. 14)

Palm Tran Connection:
- Palm Tran Connection Preventable Collisions decreased from 0.99 in June to 0.95 in July. (Pg. 16)
- Palm Tran Connection On-Time Performance of 89.0% for the month of July remained consistent with June’s performance. (Pg. 19)
- Palm Tran Connection experienced one-hundred and ninety-one (191) Road Calls in July compared to one-hundred and ninety-seven (197) Road Calls in June. (Pg. 20)
- Palm Tran Connection is pleased to report that during the month of July, the “Where Is My Ride” hold time metric exceeded the established stretch goal for the fifth time during the current fiscal year. (Pg. 24)

Of course, through Palm Tran’s PT-Stat program, Palm Tran continues to make improvements to move the needle in the right direction on metrics slightly below minimum standards. There are a number of initiatives that are ongoing that will continue to improve the overall performance, and ultimately will contribute to provide the highest level of service to the residents and visitors of Palm Beach County.
### FIXED ROUTE DASHBOARD FY 2019

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### CONNECTION DASHBOARD FY 2019

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## FIXED ROUTE DASHBOARD FY 2019

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<td>1.50</td>
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<td>0.70</td>
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<tr>
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<tr>
<td>Mean Distance Between Road Calls</td>
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<tr>
<td>All Customer Commendations per 10,000 Boardings</td>
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- **Green**: Minimum/Maximum has not been met
- **Yellow**: Metric is at or above/below the Minimum/Maximum, but not at the Target
- **Red**: Target has been met or exceeded
- **Gold**: Goal has been exceeded.
## FIXED ROUTE - Preventable Collisions per 100k Miles

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**Metric**

- **Preventable Collisions per 100k Miles**
  
  \[
  \text{Preventable Collisions per 100kMiles} = \frac{\text{Total Preventable Collisions}}{\text{Total Vehicle Miles}} \times 100K
  \]

  The average number of vehicle collisions determined to be preventable for every 100K miles driven.

**Narrative**

Palm Tran is pleased to report that for the month of July, this metric exceeded the established stretch goal for the sixth month during the current fiscal year. Preventable Collisions per 100K miles decreased slightly from 0.75 to 0.44 collisions. Palm Tran experienced three (3) Preventable Collisions during the month of July, compared to five (5) Preventable Collisions during the month of June. Preventable Collisions during the month of July consisted of two (2) sideswipes and one (1) rear-end collision. The Safety and Accident Reduction PT-Stat team is currently focused on promoting the importance of leaving room on all sides of the bus through small class safety meetings to potentially avoid preventable collisions.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
### FIXED ROUTE - Non-Preventable Collisions per 100k Miles

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</tr>
</thead>
<tbody>
<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2018</td>
<td>2.63</td>
<td>2.10</td>
<td>2.00</td>
<td>2.44</td>
<td>2.71</td>
<td>1.96</td>
<td>3.12</td>
<td>2.33</td>
<td>2.24</td>
<td>2.37</td>
<td>1.72</td>
<td>1.87</td>
<td>2.92</td>
<td>2.17</td>
<td>1.24</td>
</tr>
<tr>
<td></td>
<td>2019</td>
<td>2.50</td>
<td>2.10</td>
<td>2.00</td>
<td>2.25</td>
<td>2.70</td>
<td>2.13</td>
<td>2.03</td>
<td>1.41</td>
<td>2.16</td>
<td>2.36</td>
<td>2.01</td>
<td>1.35</td>
<td>1.02</td>
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</tbody>
</table>

#### Metric

**Non-Preventable Collisions per 100K Miles**

\[
\text{Metric} = \frac{\text{Total Non-Preventable Collisions}}{\text{Total VehicleMiles}} \times 100,000
\]

The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.

#### Narrative

Palm Tran is pleased to report that for the month of July, this metric exceeded the established stretch goal for the second month in a row. Non-Preventable Collisions decreased from 1.35 to 1.02 collisions. Palm Tran experienced seven (7) Non-Preventable Collisions for the month of July, compared to nine (9) Non-Preventable Collisions for the month of June. This was due in large part to a reduction of collisions categorized rear-end collisions. Non-Preventable Collisions during the month of July consisted of three (3) sideswipes, three (3) vehicles cutting in front of the bus, and one (1) rear-end collision. The Safety and Accident Reduction PT-Stat team has concluded 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*
Palm Tran is pleased to report that for the month of July, this metric exceeded the established stretch goal for the seventh month in a row. During the month of July, Palm Tran experienced forty-nine (49) total incidents consisted to forty-nine (49) total incidents during the month of June. This was due to a consisten number of incidents, while ridership increase by 3.9% (26,738) as reported on page 9. Palm Tran top incidents during the month of July were categorized as “Passenger Disturbances”, “Fare Disputes” and “Passenger Falls”. The Safety and Accident Reduction PT-Stat team is currently evaluating an initiative to calibrate the accelerating and deaccelerating force of the bus during starting and stopping, which is expected to reduce the number of incidents related to “Passenger Falls”.

### Metric: Total Incidents per 10,000 Boardings

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

- **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**

---

**Table: Total Incidents per 10,000 Boardings**

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</tr>
</thead>
<tbody>
<tr>
<td>Total Incidents per 10,000 Boardings</td>
<td>2018</td>
<td>1.60</td>
<td>1.30</td>
<td>1.00</td>
<td>1.41</td>
<td>1.22</td>
<td>1.31</td>
<td>1.92</td>
<td>1.14</td>
<td>1.40</td>
<td>1.56</td>
<td>1.39</td>
<td>1.41</td>
<td>1.26</td>
<td>1.39</td>
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<tr>
<td></td>
<td>2019</td>
<td>1.50</td>
<td>1.30</td>
<td>1.00</td>
<td>1.10</td>
<td>1.03</td>
<td>1.28</td>
<td>1.00</td>
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<td>0.97</td>
<td>0.93</td>
<td>0.79</td>
<td>0.72</td>
<td>0.69</td>
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</tbody>
</table>
## FIXED ROUTE - Total System Ridership

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</thead>
<tbody>
<tr>
<td>Total System Ridership</td>
<td>2018</td>
<td>800,000</td>
<td>875,000</td>
<td>1M</td>
<td>816,452</td>
<td>777,558</td>
<td>754,100</td>
<td>771,689</td>
<td>768,856</td>
<td>809,430</td>
<td>774,866</td>
<td>743,850</td>
<td>706,742</td>
<td>694,645</td>
<td>780,871</td>
<td>714,708</td>
<td>7,618,188</td>
</tr>
<tr>
<td></td>
<td>2019</td>
<td>800,000</td>
<td>875,000</td>
<td>1M</td>
<td>854,010</td>
<td>769,844</td>
<td>740,456</td>
<td>778,728</td>
<td>752,940</td>
<td>765,812</td>
<td>786,585</td>
<td>761,736</td>
<td>684,744</td>
<td>711,482</td>
<td>7,606,337</td>
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<td></td>
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</tbody>
</table>

**Narrative**

July ridership was 711,482, which is an increase of 3.9% (26,738) compared to the prior month of June and an increase of 2.0% (16,837) compared to July of last fiscal year. While both the months of June and July operated 30 days of service, July included twenty-two (22) weekdays (each weekday averages 35,000 riders), four (4) Saturdays and four (4) Sundays, compared to June operating twenty (20) weekdays, five (5) Saturdays and five (5) Sundays. The ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service.
## FIXED ROUTE - Riders Per Revenue Hour

<table>
<thead>
<tr>
<th>Mobility</th>
<th>FY</th>
<th>Min</th>
<th>Target</th>
<th>Goal</th>
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<tbody>
<tr>
<td>Riders Per Revenue Hour</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>2018</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Oct.</td>
<td>21.4</td>
<td>21.4</td>
<td>20.9</td>
<td>19.4</td>
</tr>
<tr>
<td>Nov.</td>
<td>21.4</td>
<td>21.4</td>
<td>20.9</td>
<td>19.4</td>
</tr>
<tr>
<td>Dec.</td>
<td>19.4</td>
<td>19.4</td>
<td>21.8</td>
<td>20.7</td>
</tr>
<tr>
<td>Jan.</td>
<td>19.4</td>
<td>19.4</td>
<td>20.9</td>
<td>20.9</td>
</tr>
<tr>
<td>Feb.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
<td>17.2</td>
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<tr>
<td>Mar.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
<td>17.2</td>
</tr>
<tr>
<td>Apr.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
<td>17.2</td>
</tr>
<tr>
<td>May</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
<td>17.2</td>
</tr>
<tr>
<td>Jun.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
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<tr>
<td>Jul.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
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</tr>
<tr>
<td>Aug.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
<td>17.2</td>
</tr>
<tr>
<td>Sept.</td>
<td>18.7</td>
<td>18.7</td>
<td>18.4</td>
<td>17.2</td>
</tr>
<tr>
<td><strong>2019</strong></td>
<td></td>
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</tr>
<tr>
<td>Oct.</td>
<td>18.5</td>
<td>17.3</td>
<td>16.7</td>
<td>17.6</td>
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<tr>
<td>Nov.</td>
<td>18.5</td>
<td>17.3</td>
<td>16.7</td>
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<tr>
<td>Dec.</td>
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<td>17.3</td>
<td>16.7</td>
<td>17.6</td>
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<tr>
<td>Jan.</td>
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<td>17.3</td>
<td>16.7</td>
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<tr>
<td>Feb.</td>
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<tr>
<td>May</td>
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<td>Jun.</td>
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<td>Sept.</td>
<td>18.5</td>
<td>17.3</td>
<td>16.7</td>
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</tbody>
</table>

### Metric

<table>
<thead>
<tr>
<th>Metric</th>
<th>Metric Calculation</th>
<th>Metric Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Riders Per Revenue Hour</td>
<td>Total Fixed Route Boardings / Total Fixed Route Revenue Hours</td>
<td>The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.</td>
</tr>
</tbody>
</table>

### Narrative

During the month of July, Riders Per Revenue Hour remained consistent with the month June at 16.7. This was due in large part to the similar increase rate of 4.2% (1,728) in total fixed route revenue hours, combined with an increase of ridership by 3.9% (26,738) as reported on page 9. The ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service and 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

10
# FIXED ROUTE - On-Time Performance

<table>
<thead>
<tr>
<th>Metric Description</th>
<th>Metric Calculation</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>(Number of On-Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters)</td>
<td>FY2018 FY2019</td>
</tr>
</tbody>
</table>

**Narrative**

Palm Tran is pleased to report that for the month of July, this metric exceeded the established stretch goal for the sixth time during the current fiscal year. During the month of July, On-Time Performance increased from 83.5% in June to 84.4% in July, which is 0.9 percentile points higher. This increase is attributed in large part to the typical On-Time Performance trend from June to July, which is related to improved traffic conditions (school session ended on May 31). 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

**Graph**

The chart shows the On-Time Performance metrics for the fiscal years 2018 and 2019. The goal has been exceeded in July 2019, with a performance of 84.4%.

**Table**

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<tbody>
<tr>
<td>On-Time Performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>70.5%</td>
<td>71.6%</td>
<td>70.8%</td>
<td>72.3%</td>
<td>70.4%</td>
<td>72.3%</td>
<td>73.1%</td>
<td>74.6%</td>
<td>75.9%</td>
<td>77.6%</td>
<td>75.6%</td>
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<tr>
<td></td>
<td>2018</td>
<td>73%</td>
<td>75%</td>
<td>77%</td>
<td>81.7%</td>
<td>79.5%</td>
<td>77.0%</td>
<td>78.1%</td>
<td>76.5%</td>
<td>77.3%</td>
<td>77.9%</td>
<td>79.9%</td>
<td>83.5%</td>
<td>84.4%</td>
<td></td>
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<tr>
<td></td>
<td>2019</td>
<td>74%</td>
<td>76%</td>
<td>78%</td>
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</table>
# FIXED ROUTE - Mean Distance Between Road Calls

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</thead>
<tbody>
<tr>
<td>Mean Distance Between Road Calls</td>
<td>2018</td>
<td>4,000</td>
<td>5,000</td>
<td>6,000</td>
<td>4,832</td>
<td>6,364</td>
<td>5,290</td>
<td>5,603</td>
<td>5,905</td>
<td>5,296</td>
<td>6,197</td>
<td>4,225</td>
<td>5,896</td>
<td>4,281</td>
<td>4,777</td>
<td>4,418</td>
</tr>
<tr>
<td>Mean Distance Between Road Calls</td>
<td>2019</td>
<td>12,000</td>
<td>14,000</td>
<td>16,000</td>
<td>12,249</td>
<td>14,820</td>
<td>15,652</td>
<td>11,713</td>
<td>12,047</td>
<td>13,589</td>
<td>9,972</td>
<td>11,392</td>
<td>12,124</td>
<td>17,658</td>
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</tbody>
</table>

## Metric Calculation

- **Mean Distance Between Road Calls**
  
  \[
  \text{Mean Distance Between Road Calls} = \frac{(\text{Total Fixed Route Vehicle Miles})}{(\text{Fixed Route Major Mechanical Failures})}
  \]

## Metric Description

- **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/staring 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 July, Palm Tran experienced thirty-nine (39) road calls compared to fifty-five (55) road calls in June. This is a decrease of sixteen (16) road calls, which is in large part attributed to a decrease of road calls categorized as Engine Regeneration road calls from thirteen (13) in June to five (5) in July. Due to this decrease in road calls, miles between road calls increased by 3.3% compared to the previous month of June. The top causes of road calls during the month of July were categorized as Overheat/Coolant, Overheat/Sensor, Batteries and Engine Regenerations. 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*
### FIXED ROUTE - All Customer Commendations per 10,000 Boardings

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</thead>
<tbody>
<tr>
<td>All Customer</td>
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</tr>
<tr>
<td>Commendations</td>
<td>2018</td>
<td>0.2</td>
<td>0.5</td>
<td>1.0</td>
<td>0.04</td>
<td>0.12</td>
<td>0.23</td>
<td>0.08</td>
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<td>0.15</td>
<td>0.40</td>
<td>0.22</td>
<td>0.21</td>
<td>0.22</td>
<td>0.21</td>
<td>0.27</td>
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<tr>
<td></td>
<td>2019</td>
<td>0.2</td>
<td>0.5</td>
<td>1.0</td>
<td>0.18</td>
<td>0.14</td>
<td>0.08</td>
<td>0.18</td>
<td>0.20</td>
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<td>0.19</td>
<td>0.39</td>
<td>0.29</td>
<td>0.15</td>
<td>0.15</td>
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</tbody>
</table>

### Narrative

During the month of July, the customer commendations metric experienced a decrease from 0.29 to 0.15 commendations compared to the previous month of June. Palm Tran received eleven (11) customer commendations in July compared to twenty (20) customer commendations in June. 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.
### Metric: All Customer Concerns per 10,000 Boardings

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</tr>
</thead>
<tbody>
<tr>
<td>All Customer Concerns per 10,000 Boardings</td>
<td>2018</td>
<td>3.5</td>
<td>3.0</td>
<td>2.5</td>
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<td></td>
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<td>3.3</td>
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<td></td>
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<td>3.79</td>
<td>2.64</td>
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<td>2.09</td>
<td>2.42</td>
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<td>2.30</td>
<td>2.45</td>
<td>1.75</td>
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#### Narrative

Palm Tran is pleased to report that this metric continues to exceed the established stretch goal for the eighth month in a row. The fixed-route Customer Concerns ratio experienced an increase to 2.28 Customer Concerns per 10,000 boardings in July, compared to 1.75 during the month of June. In July, total logged concerns were 162 compared to 120 in June. The top categories of concerns in July were “Discourteous Driver” and “Pass-Up”. The Customer service PT-Stat team continues to work on initiatives to address customer concerns.

- **The Goal has been exceeded**
- **The 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

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<tbody>
<tr>
<td>Preventable Collisions per 100k Miles</td>
<td>2.0</td>
<td>1.0</td>
<td>0.7</td>
<td>0.85</td>
<td>0.75</td>
<td>0.45</td>
<td>1.30</td>
<td>0.63</td>
<td>0.92</td>
<td>1.19</td>
<td>1.28</td>
<td>0.99</td>
<td>0.95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2.5</td>
<td>2.2</td>
<td>2.0</td>
<td>2.35</td>
<td>3.52</td>
<td>3.13</td>
<td>2.69</td>
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<td>2.57</td>
<td>2.86</td>
<td>1.69</td>
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<tbody>
<tr>
<td>Riders Per Revenue Hour</td>
<td>1.5</td>
<td>1.8</td>
<td>2.0</td>
<td>1.57</td>
<td>1.52</td>
<td>1.47</td>
<td>1.69</td>
<td>1.73</td>
<td>1.71</td>
<td>1.72</td>
<td>1.69</td>
<td>1.57</td>
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<tbody>
<tr>
<td>On-Time Performance</td>
<td>85%</td>
<td>90%</td>
<td>92%</td>
<td>73.0%</td>
<td>75.0%</td>
<td>76.0%</td>
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<td>73.0%</td>
<td>73.0%</td>
<td>78.0%</td>
<td>89.0%</td>
<td>89.0%</td>
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<tr>
<td>Mean Distance Between Road Calls</td>
<td>14,000</td>
<td>16,000</td>
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<td>11,062</td>
<td>6,885</td>
<td>8,868</td>
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<td>9,332</td>
<td>8,491</td>
<td>4,104</td>
<td>7,789</td>
<td>4,611</td>
<td>4,956</td>
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<tr>
<td>All Customer Commendations per 1,000 Trips</td>
<td>0.7</td>
<td>1.0</td>
<td>1.3</td>
<td>1.3</td>
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<tr>
<td>Customer Concerns per 1,000 Trips</td>
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<td>2.0</td>
<td>1.5</td>
<td>4.8</td>
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<td>4.1</td>
<td>4.2</td>
<td>3.6</td>
<td>1.8</td>
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<tr>
<td>Reservations Call Hold Time</td>
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<td>3:00</td>
<td>2:00</td>
<td>5:29</td>
<td>3:19</td>
<td>2:37</td>
<td>4:01</td>
<td>4:05</td>
<td>5:01</td>
<td>2:24</td>
<td>2:10</td>
<td>2:02</td>
<td>1:59</td>
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<tr>
<td>Where Is My Ride Hold Time</td>
<td>4:00</td>
<td>3:00</td>
<td>2:00</td>
<td>2:16</td>
<td>1:57</td>
<td>1:47</td>
<td>2:05</td>
<td>2:05</td>
<td>2:06</td>
<td>2:05</td>
<td>2:06</td>
<td>1:25</td>
<td>0:57</td>
<td>0:49</td>
</tr>
</tbody>
</table>

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- Goal has been exceeded.
CONNECTION - Preventable Collisions per 100k Miles

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</thead>
<tbody>
<tr>
<td>Preventable Collisions</td>
<td>2018</td>
<td>2.0</td>
<td>1.0</td>
<td>0.7</td>
<td>1.11</td>
<td>1.09</td>
<td>0.46</td>
<td>1.34</td>
<td>1.33</td>
<td>1.26</td>
<td>0.82</td>
<td>0.77</td>
<td>0.89</td>
<td>0.99</td>
<td>1.54</td>
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<tr>
<td>per 100k Miles</td>
<td>2019</td>
<td>2.0</td>
<td>1.0</td>
<td>0.7</td>
<td>0.85</td>
<td>0.75</td>
<td>0.45</td>
<td>1.30</td>
<td>0.63</td>
<td>0.92</td>
<td>1.19</td>
<td>1.28</td>
<td>0.99</td>
<td>0.95</td>
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</table>

The Goal has been exceeded

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

Palm Tran Connection is pleased to report that for the month of July this metric exceeded the established target for the second month in a row. During the month of July, Preventable Collisions decreased from 0.99 to 0.95 collisions. This was due in large part to nine (9) at fault accidents during the month of July, which is consistent with the nine (9) at fault accidents during the month of June.

The majority of the collisions were related to fixed object accidents. These included six (6) fixed object collisions, one (1) front-end collision, one (1) sideswipe and one (1) pedestrian involved accident. The Palm Tran Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the “Blind Spot Alert” pilot program recently installed in seven vehicles. This system alerts operators of objects in their blind spots and could potentially mitigate preventable accidents related to sideswipes and fixed object collisions.

Minimum/Maximum has not been met

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

Target has been met or exceeded
### CONNECTION - Non-Preventable Collisions per 100kMiles

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</tr>
</thead>
<tbody>
<tr>
<td>Non-Preventable Collisions per 100kMiles</td>
<td>2018</td>
<td>2.5</td>
<td>2.2</td>
<td>2.0</td>
<td>2.12</td>
<td>1.75</td>
<td>2.87</td>
<td>2.71</td>
<td>2.56</td>
<td>4.19</td>
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<td>2.14</td>
<td>2.54</td>
<td>1.66</td>
<td>2.18</td>
<td>3.40</td>
</tr>
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<td></td>
<td>2019</td>
<td>2.5</td>
<td>2.2</td>
<td>2.0</td>
<td>2.35</td>
<td>3.52</td>
<td>3.13</td>
<td>2.69</td>
<td>2.21</td>
<td>2.25</td>
<td>2.58</td>
<td>2.57</td>
<td>2.86</td>
<td>1.69</td>
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#### Narrative
Palm Tran Connection is pleased to report that for the first time during the current fiscal year, this metric exceeded the established stretch goal. During the month of July, Non-Preventable Collisions decreased from 2.86 to 1.69 collisions. This was due in large part to the 4.2% (38,150) increase in Total Vehicle Miles, while the total number of Non-Preventable Collisions for the month decreased by 18.8% (3 collisions). Palm Tran experienced sixteen (16) Non-Preventable Collisions during the month of July, compared to nineteen (19) Non-Preventable Collisions during the month of June. The top categories for the month of July were defined as sideswipes and front-end accidents. The Connection Safety and Accident Reduction PT-Stat team completed the installation of the “Deceleration Lighting System”, which could potentially mitigate future Non-Preventable Collisions.
## CONNECTION - Riders Per Revenue Hour

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</tr>
</thead>
<tbody>
<tr>
<td>Riders Per Revenue Hour</td>
<td>2018</td>
<td>1.5</td>
<td>1.8</td>
<td>2.0</td>
<td>1.51</td>
<td>1.49</td>
<td>1.45</td>
<td>1.46</td>
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<td>1.45</td>
<td>1.50</td>
<td>1.48</td>
<td>1.39</td>
<td>1.40</td>
<td>1.49</td>
<td>1.52</td>
</tr>
<tr>
<td></td>
<td>2019</td>
<td>1.5</td>
<td>1.8</td>
<td>2.0</td>
<td>1.57</td>
<td>1.52</td>
<td>1.47</td>
<td>1.69</td>
<td>1.73</td>
<td>1.71</td>
<td>1.72</td>
<td>1.69</td>
<td>1.57</td>
<td>1.58</td>
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### Metric Calculation

- **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)).

### Metric Description

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 July, Palm Tran Connection riders per revenue hour increased slightly from 1.57 in June to 1.58 during the month of July. This is attributed in large part to the increase of Total Connection Revenue Hours by 4.8%, while the Total Connection Passenger Transported increased by 5.6% during the month of July. The Connection On–Time Performance and Productivity PT–Stat team continues to look at ways to better group and schedule trips to reduce the number of revenue hours needed while transporting a higher number of passengers.

- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**
CONNECTION - On-Time Performance

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</tr>
</thead>
<tbody>
<tr>
<td>On-Time Performance</td>
<td>2018</td>
<td>85%</td>
<td>90%</td>
<td>92%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>71.0%</td>
<td>74.0%</td>
<td>76.0%</td>
<td>78.0%</td>
<td>73.0%</td>
<td></td>
<td>85.0%</td>
</tr>
<tr>
<td></td>
<td>2019</td>
<td>85%</td>
<td>90%</td>
<td>92%</td>
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<td>73.0%</td>
<td>75.0%</td>
<td>76.0%</td>
<td>76.0%</td>
<td>72.0%</td>
<td>73.0%</td>
<td>78.0%</td>
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On-Time Performance

During the month of July, Palm Tran Connection On-Time Performance remained consistent at 89.0% compared to the prior month of June. This was due in large part to a decrease of the Average Weekly Ridership by 4.6% combined with improved traffic conditions (school session ended on May 31). 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**

**Metric**
- On-Time Performance

**Metric Calculation**
- 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.

**Metric Description**
- 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.
## CONCLUSION - Mean Distance Between Road Calls

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</thead>
<tbody>
<tr>
<td>FY 2018</td>
<td>28,000</td>
<td>31,000</td>
<td>35,000</td>
<td>31,898</td>
<td>19,028</td>
<td>39,551</td>
<td>29,768</td>
<td>19,515</td>
<td>29,678</td>
<td>35,317</td>
<td>19,625</td>
<td>11,320</td>
<td>11,286</td>
<td>10,533</td>
<td>16,863</td>
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<tr>
<td>FY 2019</td>
<td>14,000</td>
<td>16,000</td>
<td>20,000</td>
<td>11,060</td>
<td>6,885</td>
<td>8,868</td>
<td>10,679</td>
<td>9,332</td>
<td>8,491</td>
<td>4,104</td>
<td>7,789</td>
<td>4,611</td>
<td>4,956</td>
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### Narrative

During the month of July, Palm Tran Connection experienced one-hundred and ninety-one (191) Road Calls compared to one-hundred and ninety-seven (197) Road Calls for the month of June. This is a slight decrease of (6) Road Calls, which was due in large part to a decrease in air conditioner related Road Calls. The top categories in July 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.
### Customer Commendations per 1,000 Trips

<table>
<thead>
<tr>
<th></th>
<th>FY 2018</th>
<th>FY 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td></td>
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<tr>
<td>FY 2018</td>
<td>0.7</td>
<td>0.7</td>
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<tr>
<td>Target</td>
<td>1.0</td>
<td>1.0</td>
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<tr>
<td>Goal</td>
<td>1.3</td>
<td>1.3</td>
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<tr>
<td>Oct.</td>
<td>1.0</td>
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<tr>
<td>Nov.</td>
<td>0.9</td>
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<tr>
<td>Dec.</td>
<td>0.9</td>
<td>1.5</td>
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<tr>
<td>Jan.</td>
<td>1.2</td>
<td>1.3</td>
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<tr>
<td>Feb.</td>
<td>1.3</td>
<td>1.9</td>
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<tr>
<td>Mar.</td>
<td>1.6</td>
<td>1.6</td>
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<tr>
<td>Apr.</td>
<td>2.1</td>
<td>1.9</td>
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<tr>
<td>May</td>
<td>1.8</td>
<td>1.9</td>
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<td>Jun.</td>
<td>1.6</td>
<td>1.9</td>
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<tr>
<td>Jul.</td>
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<td>1.9</td>
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<tr>
<td>Aug.</td>
<td>1.6</td>
<td>1.8</td>
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<tr>
<td>Sept.</td>
<td>1.8</td>
<td>2.2</td>
</tr>
</tbody>
</table>

### Narrative

Palm Tran Connection is pleased to report that for the month of July this metric exceeded the established stretch goal for the seventh month in a row. During the month of July, Palm Tran Connection received one-hundred and twenty-four (124) commendations, which remained consistent with the one-hundred and twenty-four (124) commendations during the month of June. Customer Commendations recognized exceptional customer service by drivers, reservationist, dispatchers, schedulers, service coordinators, eligibility employees, administration employees, 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**

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**Palm Tran Performance Management Office**
### CONNECTION - Customer Concerns per 1,000 Trips

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</thead>
<tbody>
<tr>
<td>Customer Concerns per 1,000 Trips</td>
<td>2018</td>
<td>3.0</td>
<td>2.0</td>
<td>1.5</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<td>4.8</td>
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<td></td>
<td>2019</td>
<td>3.0</td>
<td>2.0</td>
<td>1.5</td>
<td>-</td>
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</tr>
<tr>
<td></td>
<td>4.8</td>
<td>3.7</td>
<td>3.9</td>
<td>4.2</td>
<td>5.0</td>
<td>4.1</td>
<td>4.2</td>
<td>3.6</td>
<td>-</td>
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</tr>
</tbody>
</table>

#### Narrative

Palm Tran Connection is pleased to report that for the month of July this metric met the established target. During the month of July, there were one hundred and forty-two (142) concerns filed compared to one hundred and nineteen (119) concerns in June. This is an increase of twenty-three (23) concerns, which in large part were related to "Vehicle No-Shows", and "Discourteous Drivers". The top categories during the month of July were focused on discourteous driver and on-time performance. The 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.
Palm Tran Connection is pleased to report that for the month of July this metric exceeded the established stretch goal for the first time during the current fiscal year. During the month of July, reservations hold time experienced a slight three (3) seconds reduction compared to the prior month of June. This was due in large part to an increase of Palm Tran Connection customers booking their trips using "PASSWeb" online option, allowing to schedule over 7,800 trips during the month of July. 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

**Metric**

- Reservations Call Hold Time

**Metric Calculation**

Summary of daily average Reservations Hold Times/Number of Operational days for the Month.

**Metric Description**

Average Reservations Hold Time for the Month. Customer calls related to making reservations.

**Narrative**

The Goal has been exceeded
### Narrative

Palm Tran Connection is pleased to report that during the month of July the “Where Is My Ride” hold time metric exceeded the established stretch goal for the fifth time during the current fiscal year. During the month of July, “Where Is My Ride” hold time decreased by eight (8) seconds compared to the month of June. This was due in large part to the consistent level of On-Time Performance (as reported on page 19) combined with more customers using the “PASSWeb” online application, which enables users to access the ETA (Estimated Time of Arrival) for their trips.

#### Metric

<table>
<thead>
<tr>
<th>Metric Calculation</th>
<th>Metric Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of daily average Where Is My Ride Times/Number of Operational days for the Month.</td>
<td>Average Where Is My Ride Hold Time for the Month. Customer calls related to the location of their vehicle.</td>
</tr>
</tbody>
</table>

### Metric

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY 2018</th>
<th>FY 2019</th>
<th>Target</th>
<th>Goal</th>
<th>Max</th>
<th>Minimum/Maximum</th>
<th>Metric Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where is my ride Hold Time</td>
<td>2018</td>
<td>4:00</td>
<td>3:00</td>
<td>2:00</td>
<td>3:38</td>
<td>2:26</td>
<td>April</td>
</tr>
<tr>
<td></td>
<td>2019</td>
<td>4:00</td>
<td>3:00</td>
<td>2:00</td>
<td>2:16</td>
<td>1:57</td>
<td>May</td>
</tr>
</tbody>
</table>

- **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**