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# PERFORMANCE REPORT

## APRIL 2018

***Mission:***

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



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# 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.

### FIXED ROUTE DASHBOARD APRIL 2018

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59					
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37					
Total Incidents per 10,000 Boardings	1.60	1.30	1.00	● 1.41	● 1.22	● 1.31	● 1.92	● 1.14	● 1.40	● 1.56					
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	850,000	1M	● 816,452	● 777,558	● 754,100	● 771,689	● 768,856	● 809,430	● 774,866					
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4	● 21.8	● 20.7	● 20.9					
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	73%	75%	77%	● 70.5%	● 71.6%	● 70.8%	● 72.3%	● 70.4%	● 72.3%	● 73.1%					
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290	● 5,603	● 5,905	● 5,296	● 6,197					
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13	● 0.15	● 0.40					
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	3.5	3.0	2.5	● 3.3	● 2.6	● 2.2	● 2.3	● 3.1	● 3.0	● 2.6					

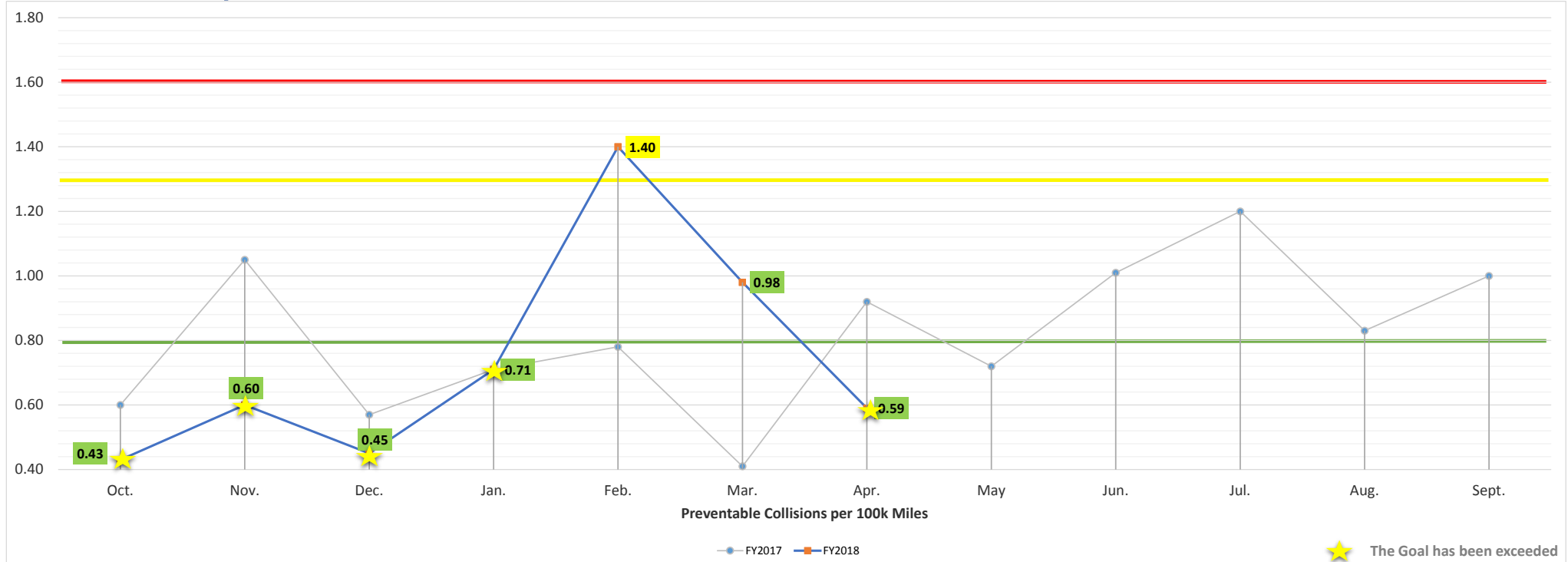
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ Goal has been exceeded.

-New Fixed Route Metric: Total Incidents per 10,000 Boardings implemented for fiscal year 2018.



## 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	2017	1.8	1.5	1.0	● 0.60	● 1.05	● 0.57	● 0.71	● 0.78	● 0.41	● 0.92	● 0.72	● 1.01	● 1.20	● 0.83	● 1.00
	2018	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59					



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

### Narrative

Palm Tran is pleased to report that during the month of April, this metric exceeded the established stretch goal. During the month of April, Preventable Collisions continues to decrease for the second month in a row from 0.98 to 0.59 collisions. Palm Tran experienced four (4) Preventable Collisions for the month of April, compared to seven (7) Preventable Collisions for the month of March. This is due in large part to a reduction of fixed object collisions to zero (0) during the month of April. Preventable Collisions during the month of April consisted of four (4) rear-ends. The Safety and Accident Reduction PT-STAT team will focus on defensive driving and proper following distance in the next few months in order to mitigate potential Preventable Collisions related to rear-end collisions.

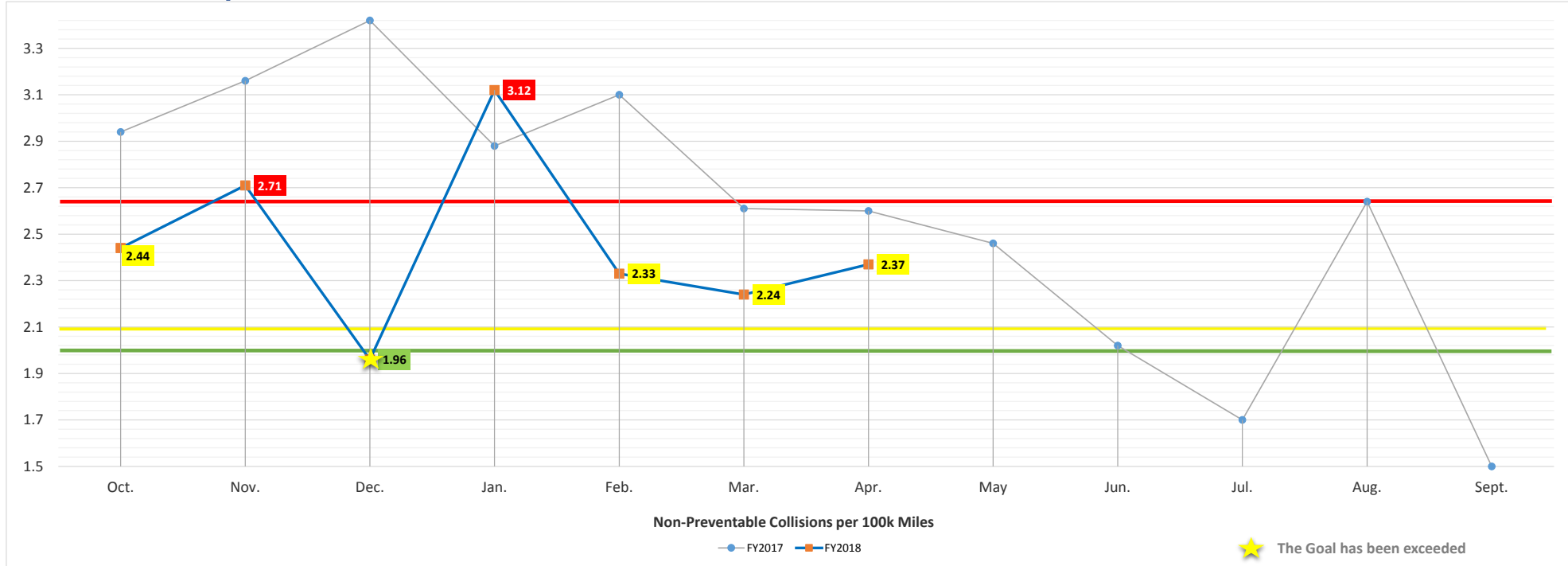


- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**

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## 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	2017	2.65	2.50	2.20	● 2.94	● 3.16	● 3.42	● 2.88	● 3.10	● 2.61	● 2.60	● 2.46	● 2.02	● 1.70	● 2.64	● 1.50
	2018	2.63	2.10	2.00	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37					



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

**Narrative**

During the month of April, Non-Preventable Collisions increased slightly from 2.24 to 2.37 collisions. This was due to a 5.5% decrease in Total Vehicle Miles compared to the prior month of March, while the total number of Non-Preventable Collisions remained unchanged. Palm Tran experienced sixteen (16) Non-preventable Collisions for the month of April, compared to sixteen (16) Non-Preventable Collisions for the month of March. Non-Preventable Collisions during the month of April consisted of four (4) sideswipes, three (3) left corner impacts while going around the bus, two (2) contacts from the right, two (2) contacts from the left, two (2) vehicles cutting in front of the bus, one (1) head-on collision, one (1) obstruction in the traveling lane, and one (1) bike rider that ran into the side of the bus at the intermodal. This metric continues to outperform the previous fiscal year 2017.

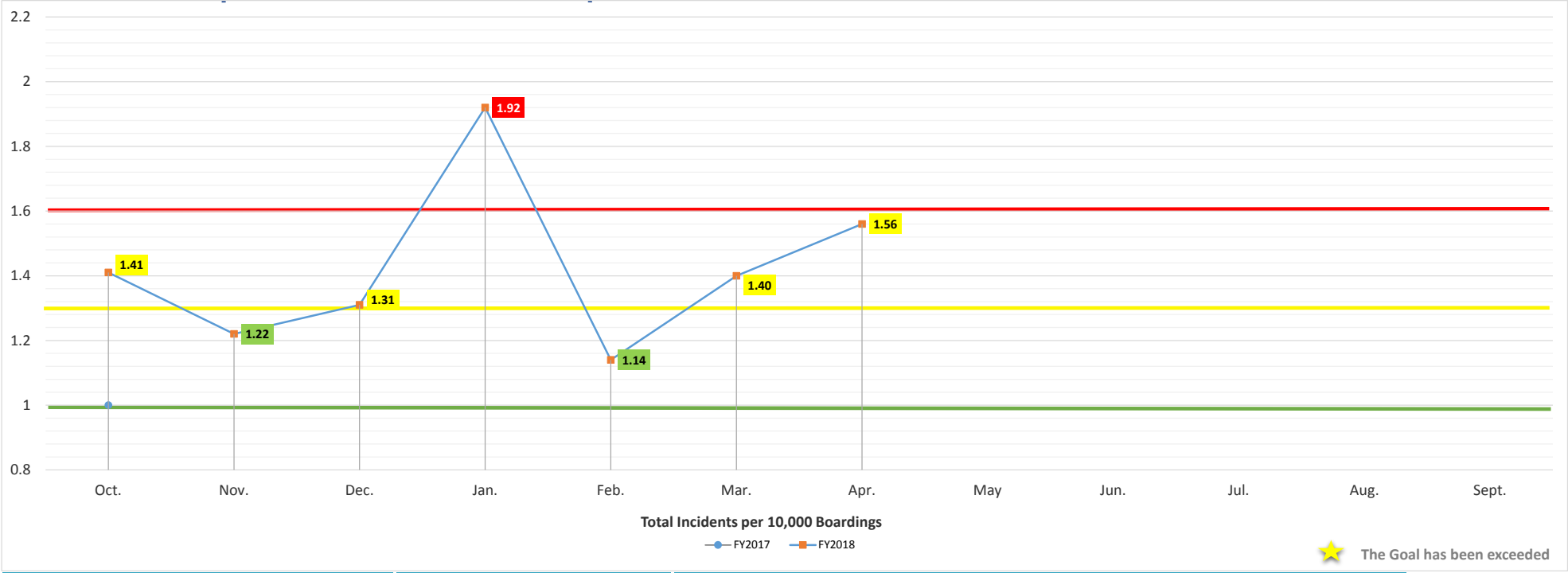


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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### 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	<span style="color: yellow;">●</span> 1.41	<span style="color: green;">●</span> 1.22	<span style="color: yellow;">●</span> 1.31	<span style="color: red;">●</span> 1.92	<span style="color: green;">●</span> 1.14	<span style="color: yellow;">●</span> 1.40	<span style="color: yellow;">●</span> 1.56					



★ The Goal has been exceeded

Metric	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	$(\text{Total Incidents}) / (\text{Total Count of Passenger Boardings for the Month}) * 10,000$	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to any other incident reported during operations (such as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.

**Narrative**

During the month of April, Palm Tran experienced 121 total incidents compared to 113 incidents during the month of March. This is a reduction of eight (8) incidents compared to the prior month of March. Although the total number of incidents decreased during the month of April, this metric increased due to a reduction of Total Passenger Boardings as reported on page 7. The top incidents during the month of April were categorized as passenger disturbances and passenger falls. The Safety and Accident Reduction PT-STAT Team is evaluating different initiatives that could potentially mitigate passenger falls and disturbances inside the vehicle.

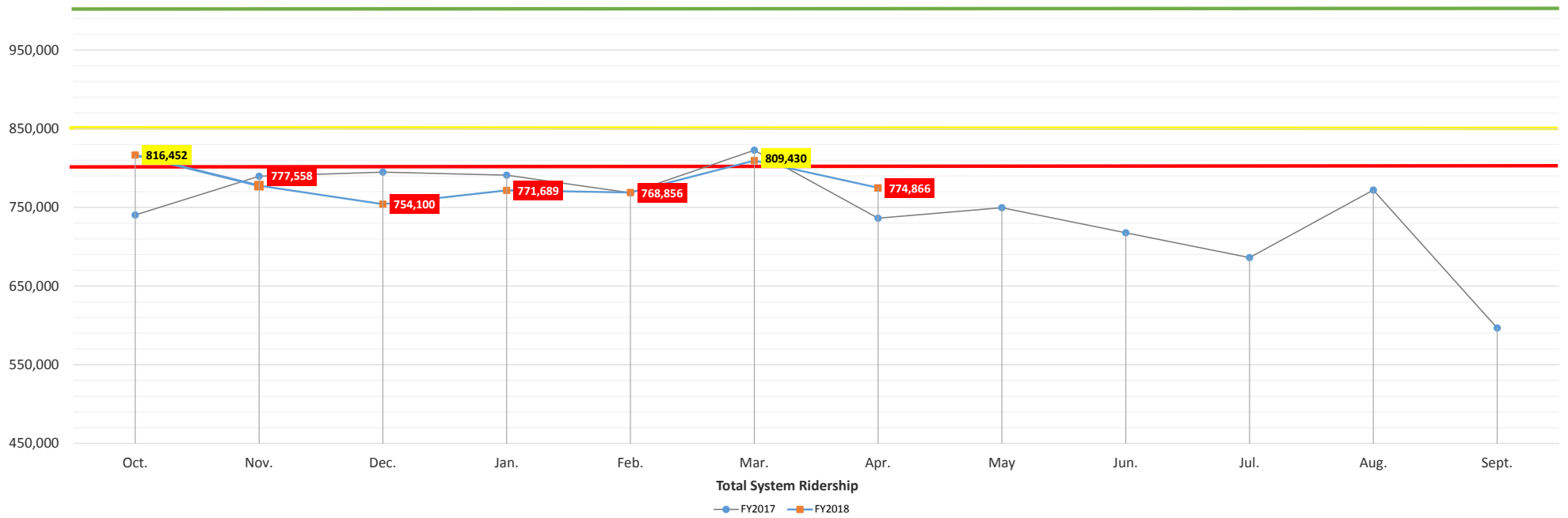


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### FIXED ROUTE - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	2017	775,000	850,000	1M	●	●	●	●	●	●	●	●	●	●	●	●
	2018	800,000	850,000	1M	●	●	●	●	●	●	●					
					740,293	789,517	794,859	790,894	768,598	822,635	736,236	749,676	717,715	686,132	772,042	596,664
					816,452	777,558	754,100	771,689	768,856	809,430	<b>774,866</b>					



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

#### Narrative

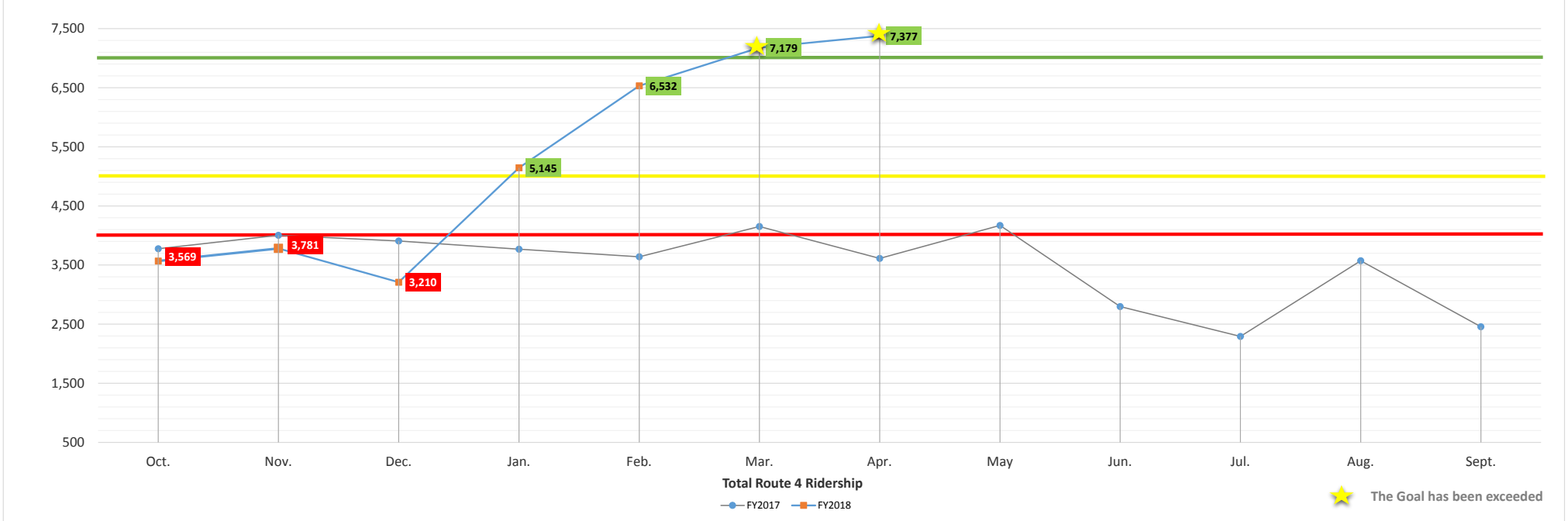
April ridership was 774,866, which is an increase of approximately 5.2% compared to April of last fiscal year, and remains steady with a proportional decrease of 4.2% (34,564 riders) compared to the prior month of March. This was due in large part to the month of April operating twenty-one (21) week days of service, compared to twenty-two (22) week days of service in March (one day of service averages 35,000 riders). The ridership PT-STAT team is currently focused on supporting the next steps of the RPM (route Performance Maximization) project.

- 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 - Route 4 Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Route 4 Ridership	2017	3,000	4,000	6000	3,776	4,003	3,908	3,768	3,641	4,152	3,613	4,171	2,798	2,293	3,574	2,455
	2018	4,000	5,000	7,000	3,569	3,781	3,210	5,145	6,532	7,179	7,377					



Metric	Metric Calculation	Metric Description
Total Route 4 Ridership	Total Count of Passenger Boardings on Route 4	The aggregate number of Fixed Route customer boardings on Route 4. <i>Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.</i>

**Narrative**

Palm Tran is pleased to report that April ridership on Route 4 was 7,377, which is an increase of 2.8% compared to the prior month of March, and a remarkable 104% increase compared to April of fiscal year 2017. This improvement is attributed to the Route 4 service extension and enhancement to provide additional access to Haverhill Road north of Okeechobee Blvd. Additionally, the new Route 4 is now providing a better span of service and frequency; Route 4 is currently providing sixty-eight (68) daily trips (78% more trips) compared to only thirty-eight (38) daily trips before January 2018.



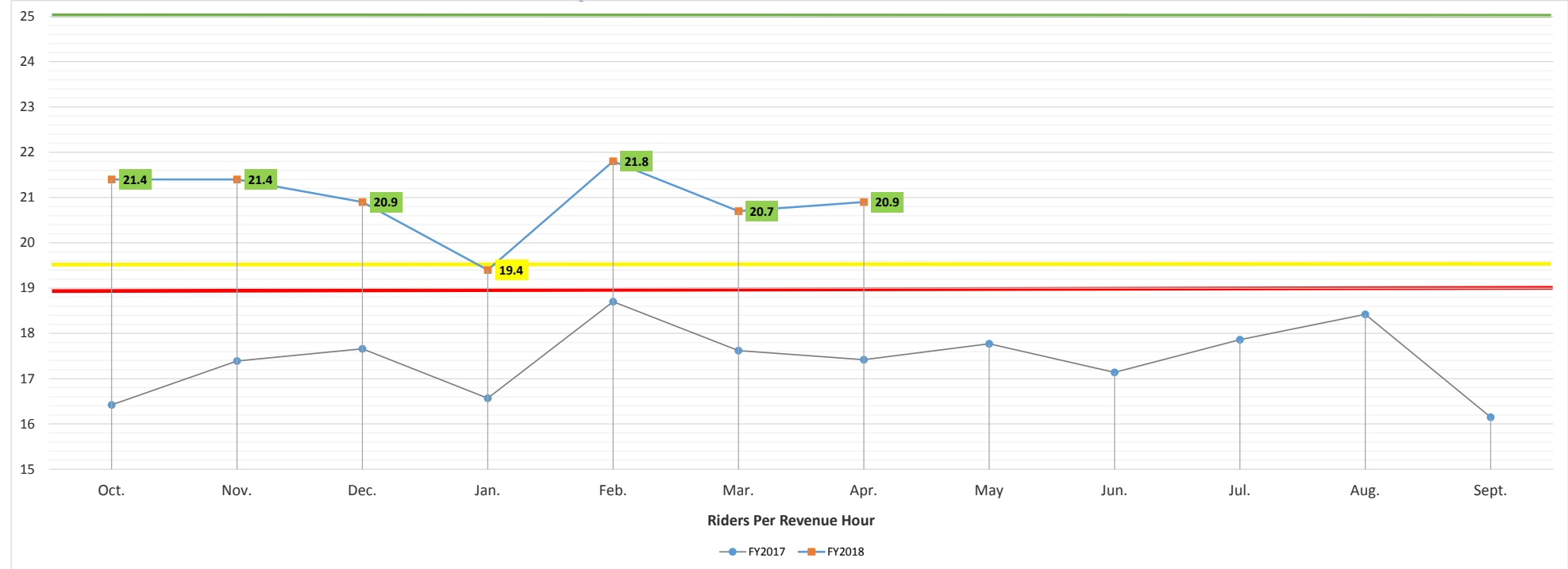
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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### 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	2017	19.4	19.9	25.0	16.42	17.39	17.66	16.57	18.70	17.62	17.42	17.77	17.14	17.86	18.42	16.15
	2018	19.4	19.9	25.0	21.4	21.4	20.9	19.4	21.8	20.7	20.9					



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 April, Riders Per Revenue Hour experienced a slight increase from 20.7 in March to 20.9 passenger per hour. This increase in productivity is due to 5.1% (2,009) less total fixed route revenue hours compared to the prior month of March, while ridership decreased by 4.2% as reported on page 7. Nevertheless, Palm Tran's productivity indicates an efficient operation during the month of April.

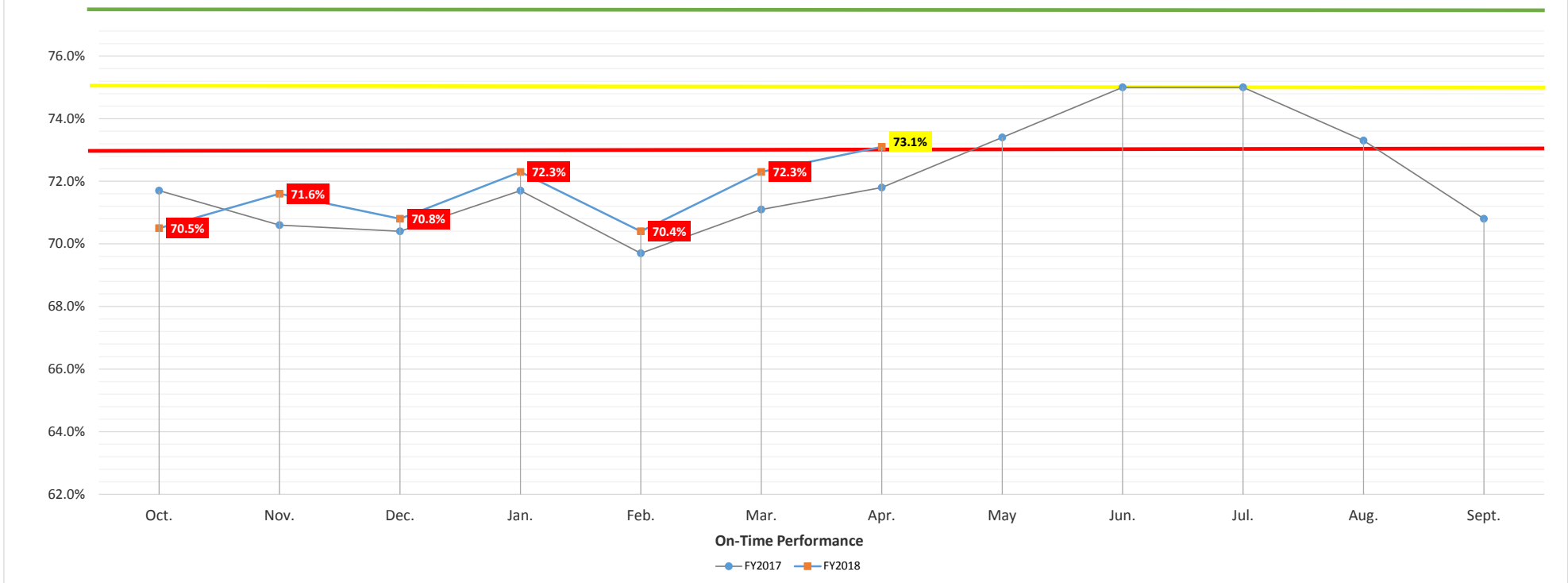


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- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

## 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	2017	73%	75%	77%	● 71.7%	● 70.6%	● 70.4%	● 71.7%	● 69.7%	● 71.1%	● 71.8%	● 73.4%	● 75.0%	● 75.0%	● 73.3%	● 70.8%
	2018	73%	75%	77%	● 70.5%	● 71.6%	● 70.8%	● 72.3%	● 70.4%	● 72.3%	● 73.1%					



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

### Narrative

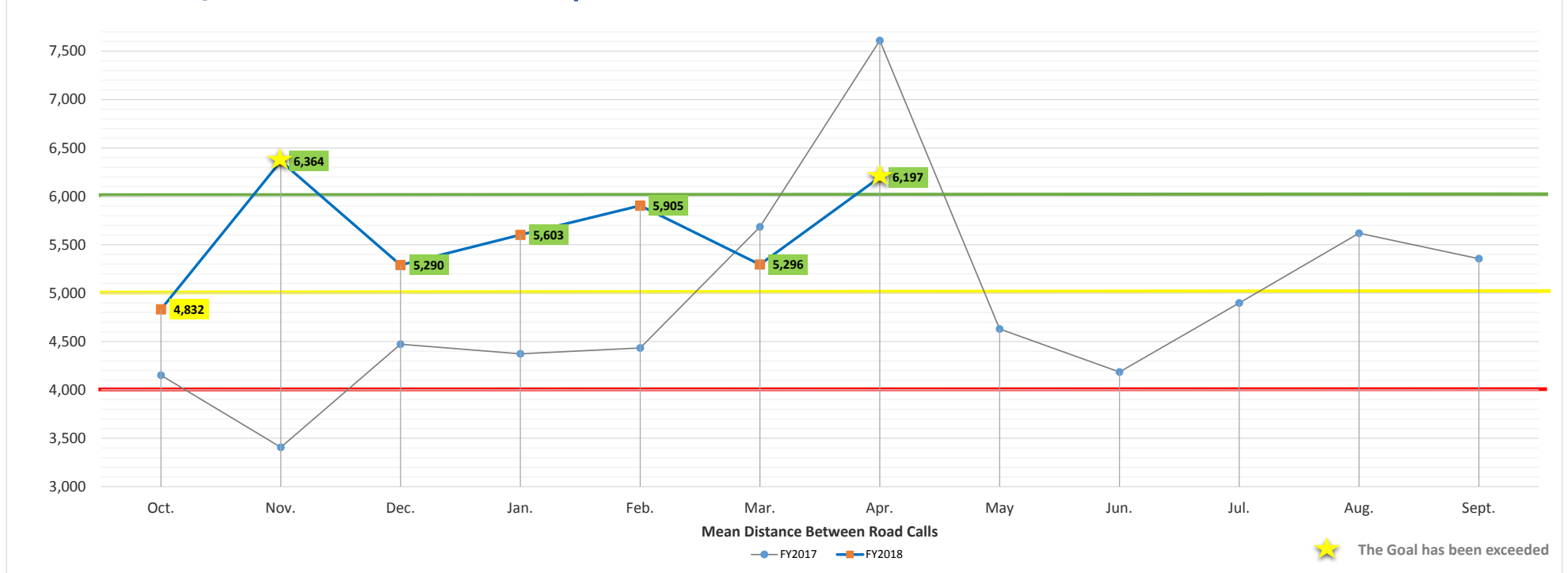
During the month of April, On-Time Performance increased from 72.3% in March to 73.1% in April, which is 0.8 percentile points higher. This increase is attributed in large part to the traffic conditions during this time of the year, which is consistent with the 0.7 percentile points increase experienced during the same period a year earlier. The On-Time Performance PT-STAT team is currently exploring travel times and time point improvements to be implemented during the RPM (Route Performance Maximization) project in an effort to reduce early and late trips that are currently affecting On-Time Performance.

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



## FIXED ROUTE - Mean Distance Between Road Calls

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	2017	3,010	4,010	4,500	● 4,151	● 3,407	● 4,472	● 4,373	● 4,433	● 5,684	● 7,610	● 4,629	● 4,185	● 4,898	● 5,619	● 5,355
	2018	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290	● 5,603	● 5,905	● 5,296	● 6,197					



Metric	Metric Calculation	Metric Description
Mean Distance Between Road Calls	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD-reportable major or minor mechanical failure.

### Narrative

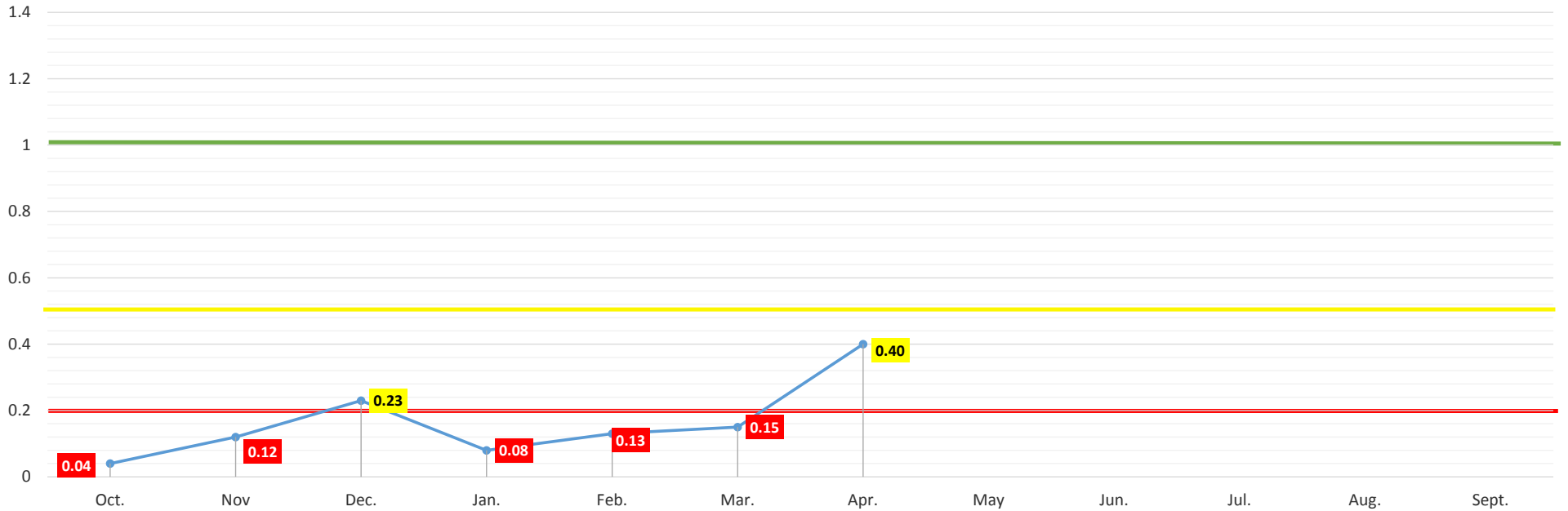
Palm Tran is pleased to report a sharp increase in the distance between road calls. During the month of April, Palm Tran experienced 109 road calls compared to 135 road calls in March. This is a reduction of twenty-six (26) road calls, which in large part were coolant related road calls. Due to this reduction, miles between road calls increased by 17% during compared to the previous month of March. As a result, this metric exceeded the established stretch goal for the second time this fiscal year. The top causes of road calls during the month of April were categorized as Check Engine Light and Engine Regeneration. The Mean Distance Between Road Calls PT-STAT team is focused on possible initiatives to mitigate road calls related to Engine Regenerations.



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

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

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13	● 0.15	● 0.40					



All Customer Concerns per 10,000 Boardings

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

### Narrative

During the month of April, customer commendations increased compared to the month of March. Palm Tran received thirty-one (31) Commendations in April compared to fifteen (15) Commendations in March, which translates into a 106% increase over the prior month of March. Although not yet at the target, this metric continues to trend in the right direction for the fourth month in a row. The efforts of the PT-STAT Customer Service team in collaboration with the Operations Department, led to commendations for “courteous drivers” becoming the most frequently received commendation during the month of April.

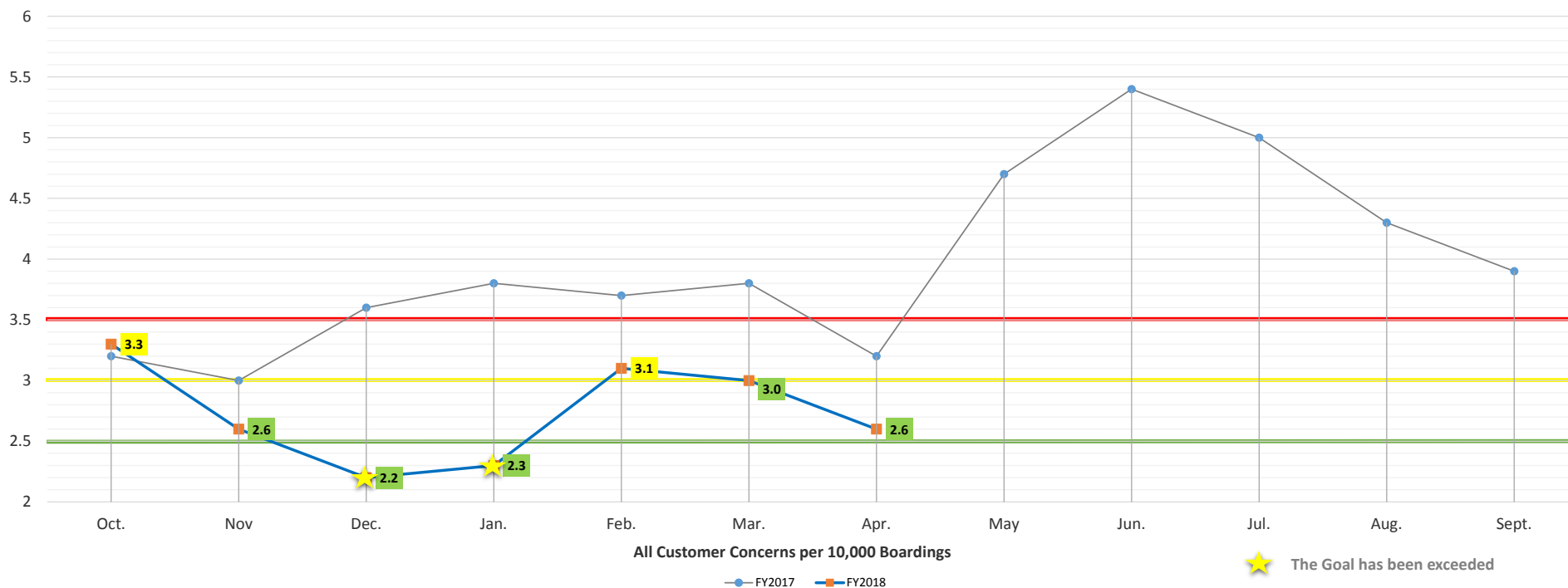


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office

## FIXED ROUTE - All Customer Concerns per 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	2017	3.5	3.0	2.5	● 3.2	● 3.0	● 3.6	● 3.8	● 3.7	● 3.8	● 3.2	● 4.7	● 5.4	● 5.0	● 4.3	● 3.9
	2018	3.5	3.0	2.5	● 3.3	● 2.6	● 2.2	● 2.3	● 3.1	● 3.0	● 2.6					



Metric	Metric Calculation	Metric Description
All Customer Concerns per 10,000 Boardings	$(\text{Total Fixed Route Concerns} / \text{Total Riders}) * 10,000$	Customer concerns per 10,000 boardings.

### Narrative

The fixed route customer concerns ratio decreased to 2.6 per 10,000 boardings, compared to 3.0 during the previous month of March. In April, total logged concerns were 199 compared to 241 in March. This was due in large part to the improvement of On-Time Performance as reported on page 9, combined with the decrease of vehicle breakdowns reported on page 10. The top categories of fixed route customer concerns for the month of April are “pass-up” and “discourteous driver” categories. The upcoming Route Performance Maximization (RPM) project will widely address customer concerns related to the overall efficiency of the system. The Fixed Route Customer Service PT-STAT team continues to evaluate initiatives to address Palm Tran riders concerns.



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- Target has been met or exceeded

Palm Tran Performance Management Office

### CONNECTION DASHBOARD APRIL 2018

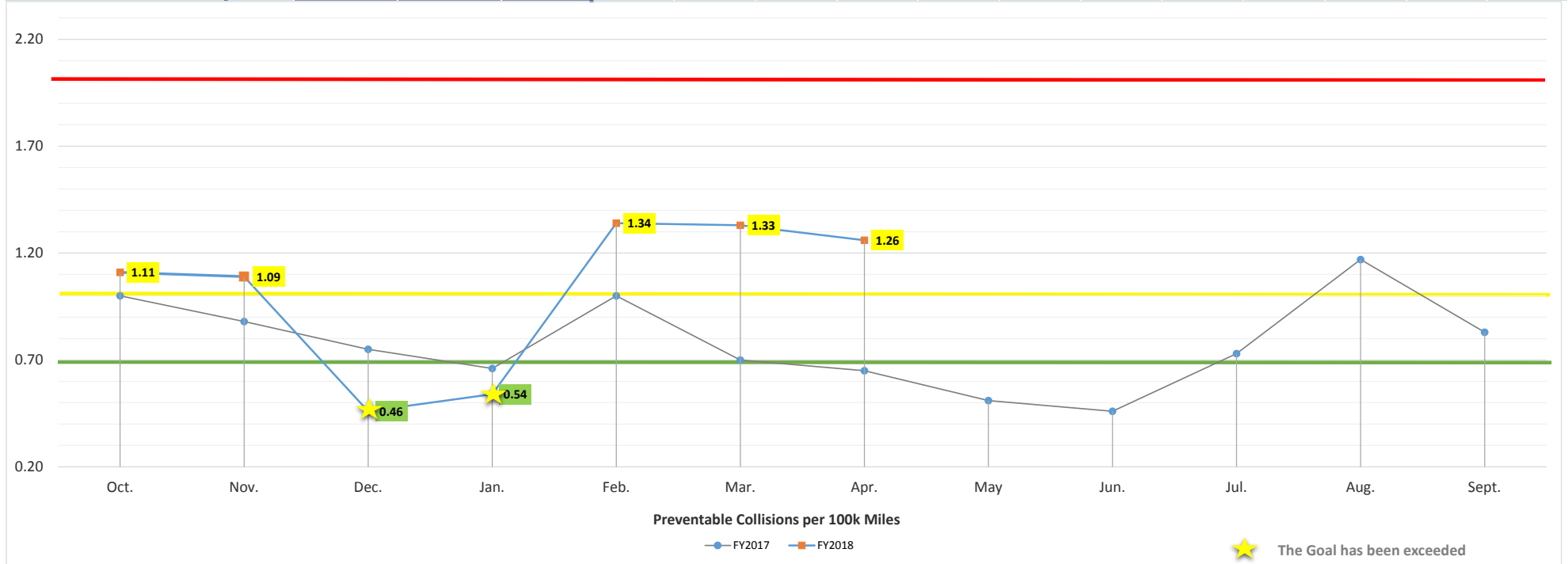
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26					
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56	● 4.19	● 2.73					
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	1.5	1.8	2.0	● 1.51	● 1.49	● 1.45	● 1.46	● 1.50	● 1.45	● 1.50					
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	● 71.0%	● 74.0%	● 76.0%	● 78.0%	● 73.0%	● 82.0%	● 82.0%					
Mean Distance Between Road Calls	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551	● 29,768	● 19,515	● 29,678	● 35,317					
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3	● 1.6	● 2.1					
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5					
Reservations Call Hold Time	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11	● 1:52	● 2:03					
Where Is My Ride Hold Time	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54	● 1:55					

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



## CONNECTION - Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2017	2.0	1.0	0.7	● 1.00	● 0.88	● 0.75	● 0.66	● 1.00	● 0.70	● 0.65	● 0.51	● 0.46	● 0.73	● 1.17	● 0.83
	2018	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26					



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

**Narrative**

Palm Tran Connection Preventable Collisions decreased from 1.33 to 1.26 for the month of April. This is due to twelve (12) at fault accidents during the month of April compared to thirteen (13) at fault accidents for the month of March. The majority of the collisions were related to fixed object collisions (gate arms, awnings, and trees). These included seven (7) fixed objects, three (3) sideswipes, and two (2) rear-ends. The Palm Tran Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could potentially mitigate preventable accidents related to fixed object collisions.

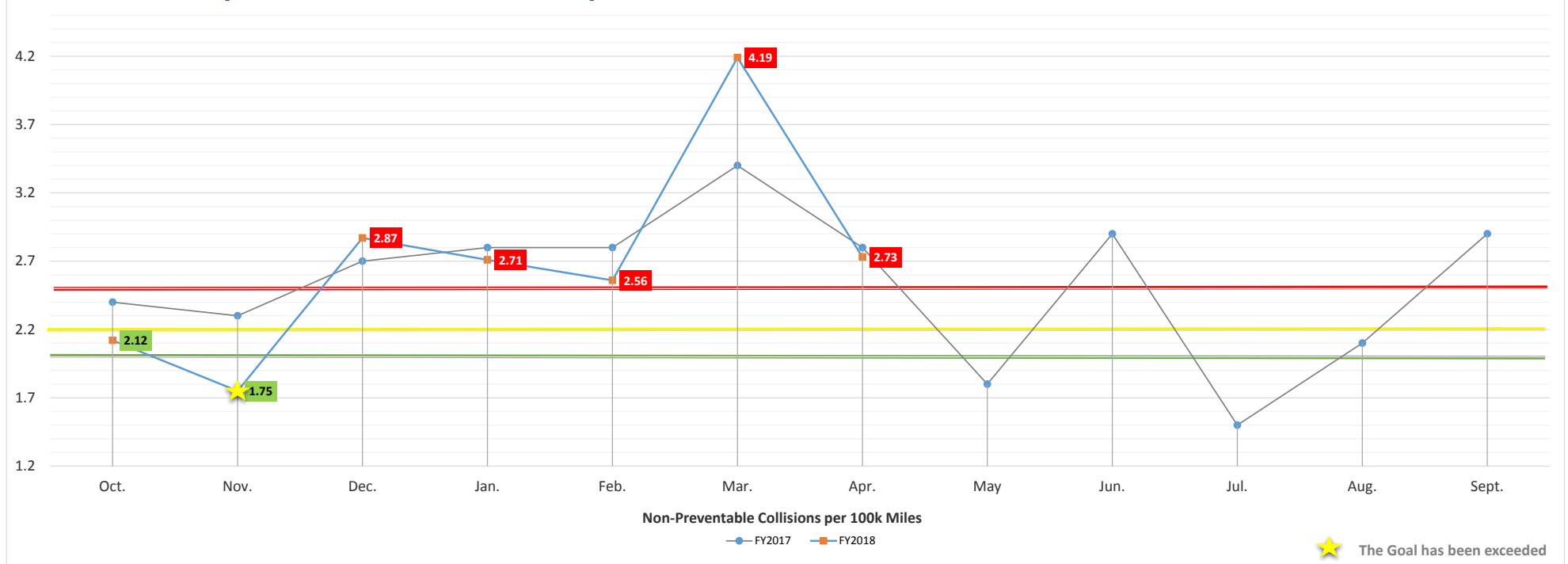


Palm Tran Performance Management Office

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

### CONNECTION - Non-Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	2017	2.5	2.2	2.0	2.4	2.3	2.7	2.8	2.8	3.4	2.8	1.8	2.9	1.5	2.1	2.9
	2018	2.5	2.2	2.0	2.12	1.75	2.87	2.71	2.56	4.19	2.73					



The Goal has been exceeded

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

#### Narrative

During the month of April, Non-Preventable Collisions experienced a sharp decline from 4.19 to 2.73 collisions. This reduction is due to twenty-six (26) Non-Preventable Collisions during the month of April compared to forty-one (41) Non-Preventable Collisions experienced during the month of March. This was due in large part to a reduction of collisions categorized as rear-ends and lift malfunctions. The top three categories of Non-Preventable Collisions during the month of April were defined as sideswipes, rear-ends, and front-end damage. The Connection Safety and Accident Reduction PT-STAT team is currently in the process of implementing a blind spot alert system in an effort to mitigate sideswipes accidents, as well as an initiative to install deceleration lights in an effort to reduce the number of rear-end collisions.

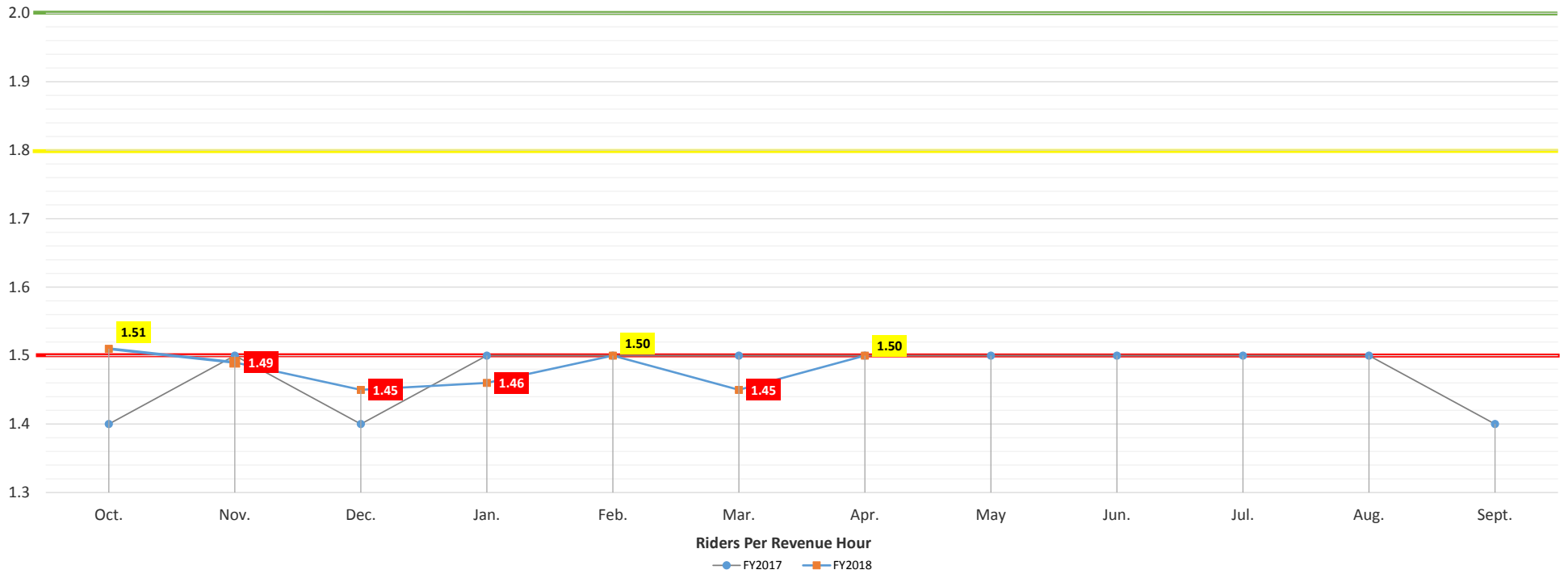


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



## 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	2017	1.5	1.8	2.0	<span style="color: red;">●</span> 1.4	<span style="color: yellow;">●</span> 1.5	<span style="color: red;">●</span> 1.4	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: yellow;">●</span> 1.5	<span style="color: red;">●</span> 1.4
	2018	1.5	1.8	2.0	<span style="color: yellow;">●</span> 1.51	<span style="color: red;">●</span> 1.49	<span style="color: red;">●</span> 1.45	<span style="color: red;">●</span> 1.46	<span style="color: yellow;">●</span> 1.50	<span style="color: red;">●</span> 1.45	<span style="color: yellow;">●</span> 1.50						



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hour	Total Connections Passenger trips / Total Connection Revenue Hours.	The aggregate average number of Connection customer boardings occurring in each revenue hour.

### Narrative

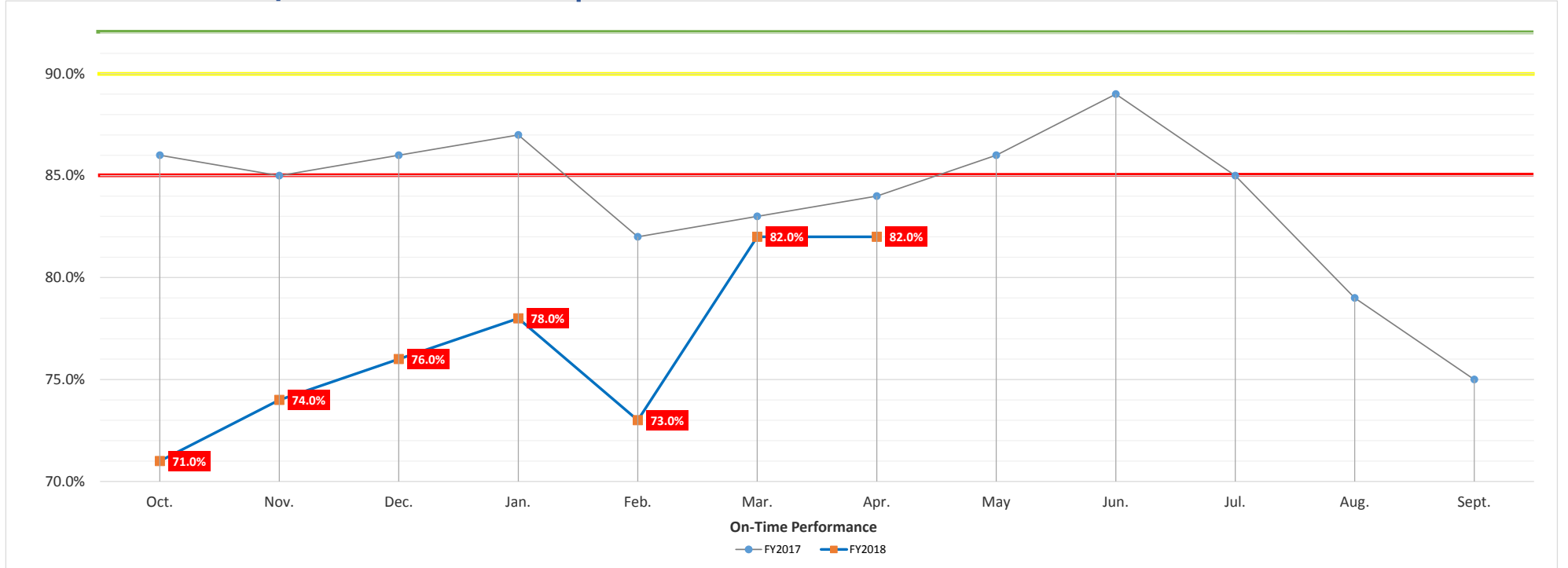
During the month of April, riders per revenue hour increased slightly from 1.45 to 1.50 during the month of March. This is attributed in large part to a decrease of Total Connection Revenue Hours by 4.5% due to March being a longer month compared to April, while the Total Connection Passenger Trips decreased at a slower rate of only 0.3% during the month of April. The Connection On-Time Performance and Productivity PT-STAT team continues to look at ways to better group and schedule trips to reduce the number of revenue hours needed while transporting a higher number of passengers.



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

## CONNECTION - On-Time Performance

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	2017	85%	90%	92%	<span style="color: yellow;">●</span> 86.0%	<span style="color: yellow;">●</span> 85.0%	<span style="color: yellow;">●</span> 86.0%	<span style="color: yellow;">●</span> 87.0%	<span style="color: red;">●</span> 82.0%	<span style="color: red;">●</span> 83.0%	<span style="color: red;">●</span> 84.0%	<span style="color: yellow;">●</span> 86.0%	<span style="color: yellow;">●</span> 89.0%	<span style="color: yellow;">●</span> 85.0%	<span style="color: red;">●</span> 79.0%	<span style="color: red;">●</span> 75.0%
	2018	85%	90%	92%	<span style="color: red;">●</span> 71.0%	<span style="color: red;">●</span> 74.0%	<span style="color: red;">●</span> 76.0%	<span style="color: red;">●</span> 78.0%	<span style="color: red;">●</span> 73.0%	<span style="color: red;">●</span> 82.0%	<span style="color: red;">●</span> 82.0%					



Metric	Metric Calculation	Metric Description
On-Time Performance	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on-time when vehicle arrives to the location within the window.	<b>Former Standard:</b> Pick-up on-time performance was calculated as follows: 15 minutes +/- on either side of the scheduled pick-up window. Drop off on-tims 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. <b>New Standard</b> 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.



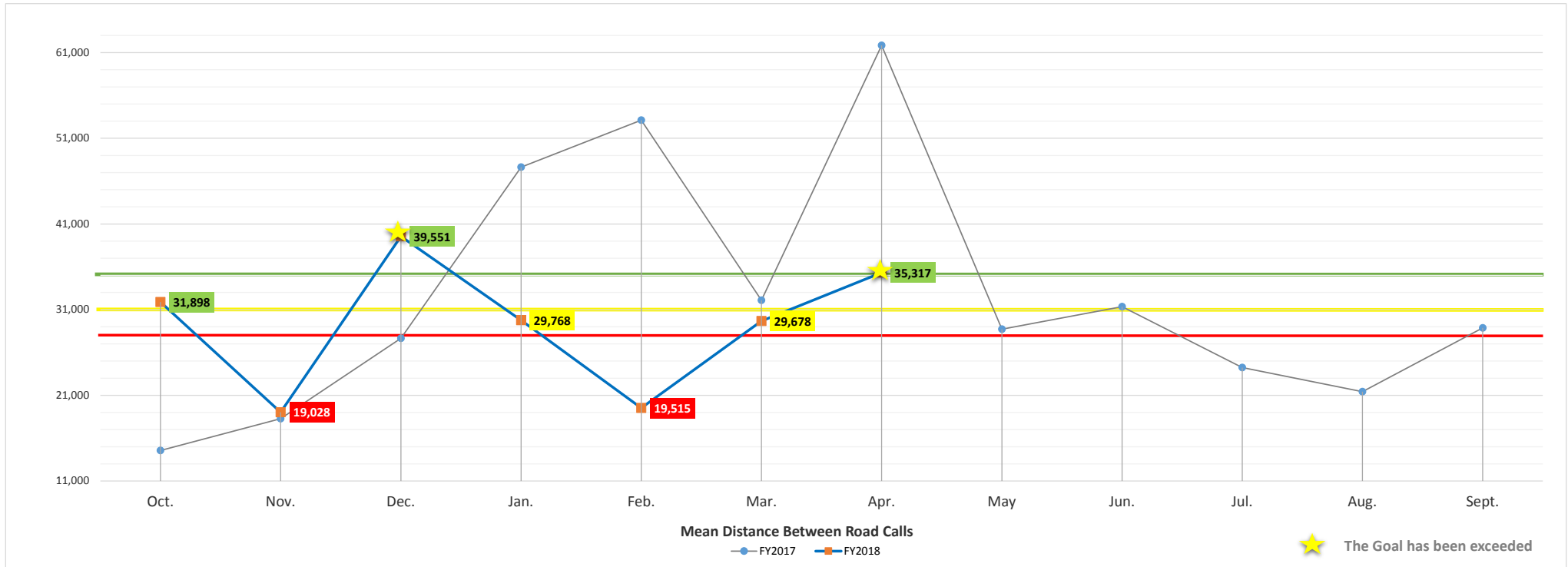
### Narrative

During the month of April 2018, Palm Tran Connection's On-Time Performance remained steady compared to the prior month of March. This is an accomplishment with the increase in productivity. The Connection On-Time Performance PT-STAT team is focused on possible initiatives that could potentially address the constraints in ridership during peak times.

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

## CONNECTION - Mean Distance Between Road Calls

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	2017	11,000	11,800	12,300	● 14,561	● 18,283	● 27,652	● 47,640	● 53,122	● 32,098	● 61,838	● 28,727	● 31,346	● 24,239	● 21,418	● 28,877
	2018	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551	● 29,768	● 19,515	● 29,678	● 35,317					



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**

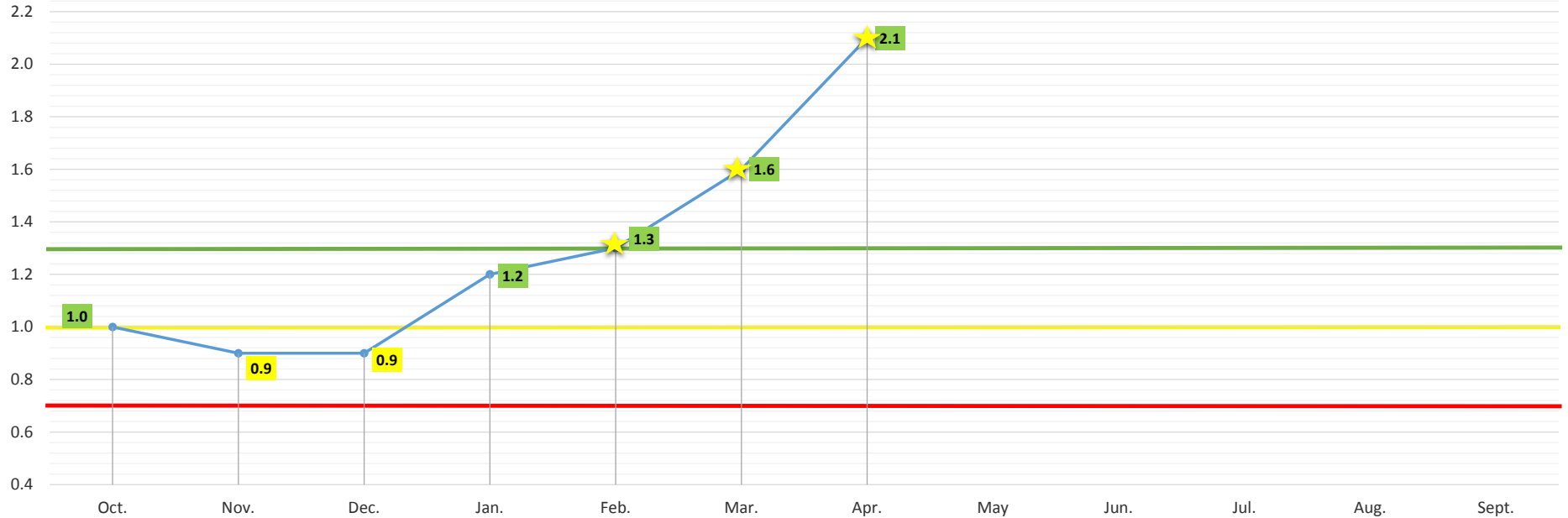
Palm Tran is pleased to report a significant improvement of this metric. During the month of April, Palm Tran Connection experienced twenty-seven (27) Road Calls compared to thirty-three (33) Road Calls for the month of March. This is a reduction of six (6) Road Calls compared to the prior month of March. The top Road Calls categories in April were as follows: Vehicles that would not start, tire issues, and transmission/engine. The Connection Safety and Accident Reduction Pt-STAT team is exploring new initiatives that could potentially mitigate 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

## CONNECTION - Customer Commendations per 1,000 Trips

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3	● 1.6	● 2.1					



Customer Commendations per 1,000 Trips

★ The Goal has been exceeded

Metric	Metric Calculation	Metric Description
Customer Commendations per 1,000 Trips	$(\text{Total Connection Commendations} / \text{Total completed passenger trips}) * 1,000$	Customer Commendations per 1,000 passenger trips.

### Narrative

Palm Tran is pleased to report that for the month of April this metric achieved the established stretch goal for the third month in a row. During the April, Palm Tran Connection received 152 commendations compared to 117 during the month of March. Customer commendations during the month of April recognized a higher level of customer service by drivers, reservationists, dispatch, eligibility staff, scheduling, and eight (8) for the overall Palm Tran Connection staff. The "Quality Customer Service" initiative, which promotes the importance of cordially greeting each Palm Tran Connection rider in person and on the phone, implemented in January by the Connection Customer Service PT-STAT team, continues to show a positive impact on this metric.

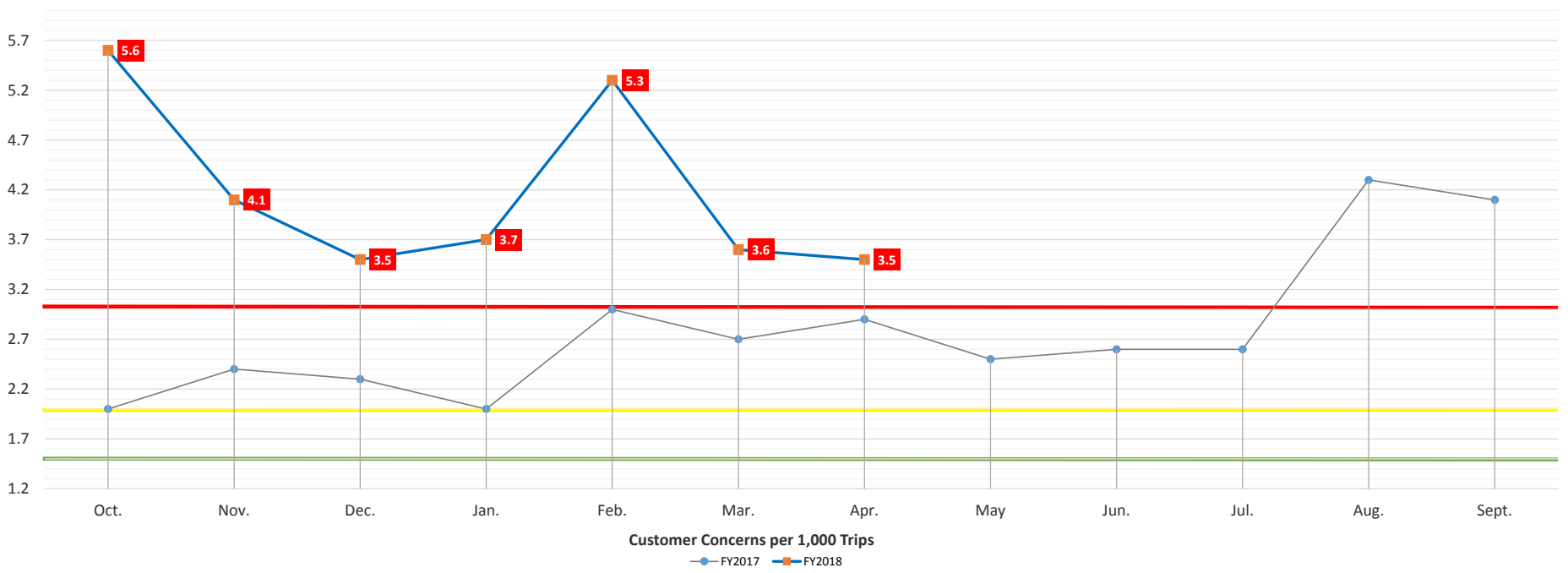


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office

### 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	2017	3.0	2.0	1.5	● 2.0	● 2.4	● 2.3	● 2.0	● 3.0	● 2.7	● 2.9	● 2.5	● 2.6	● 2.6	● 4.3	● 4.1
	2018	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5					



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 April, there were 252 concerns filed compared to 265 concerns in March. That is a decrease of 13 customer concerns, which is in large part related to the On-Time performance remaining at 82% as reported on page 17. The top categories during the month of April were focused on Late Drop-off, Late Pickup, and Scheduling. The Connection Customer Service PT-STAT team is coordinating a series of internal training topics to address some of the Dispatch and Scheduling concerns reported by Palm Tran Connection customers.

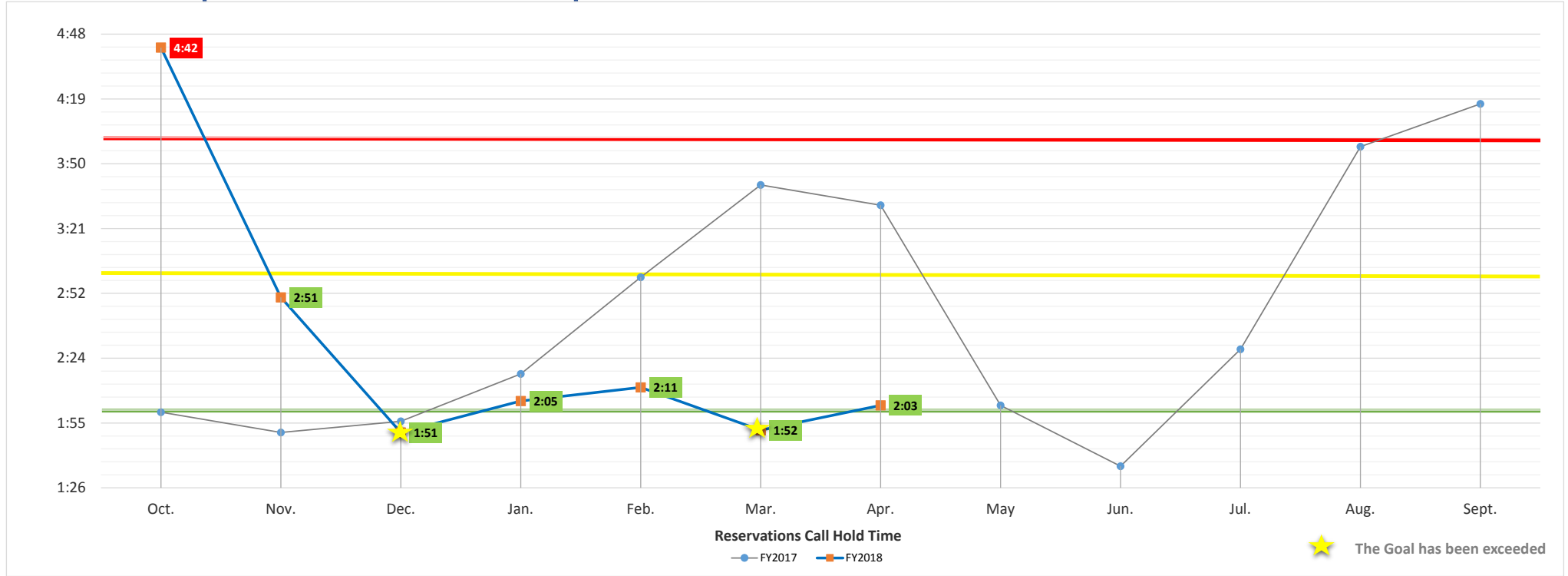
- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**

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## 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	2017	4:00	3:00	2:00	● 2:00	● 1:51	● 1:56	● 2:17	● 3:00	● 3:41	● 3:32	● 2:03	● 1:36	● 2:28	● 3:58	● 4:17
	2018	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11	● 1:52	● 2:03					



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**

Palm Tran is glad to report that during the month of April “Where Is My Ride” hold time metric continues to exceed the established target for the sixth month in a row. During the month of April, reservations hold time experienced an 11 seconds increase compared to the prior month of March. In comparison with April a year before, this metric has drastically decreased 1 minute and 28 seconds. As a result, customer service commendations continues to increase as reported on page 19. Palm Tran is very proud of the hard work and dedication of the Reservations staff to provide excellent customer service in a timely manner.

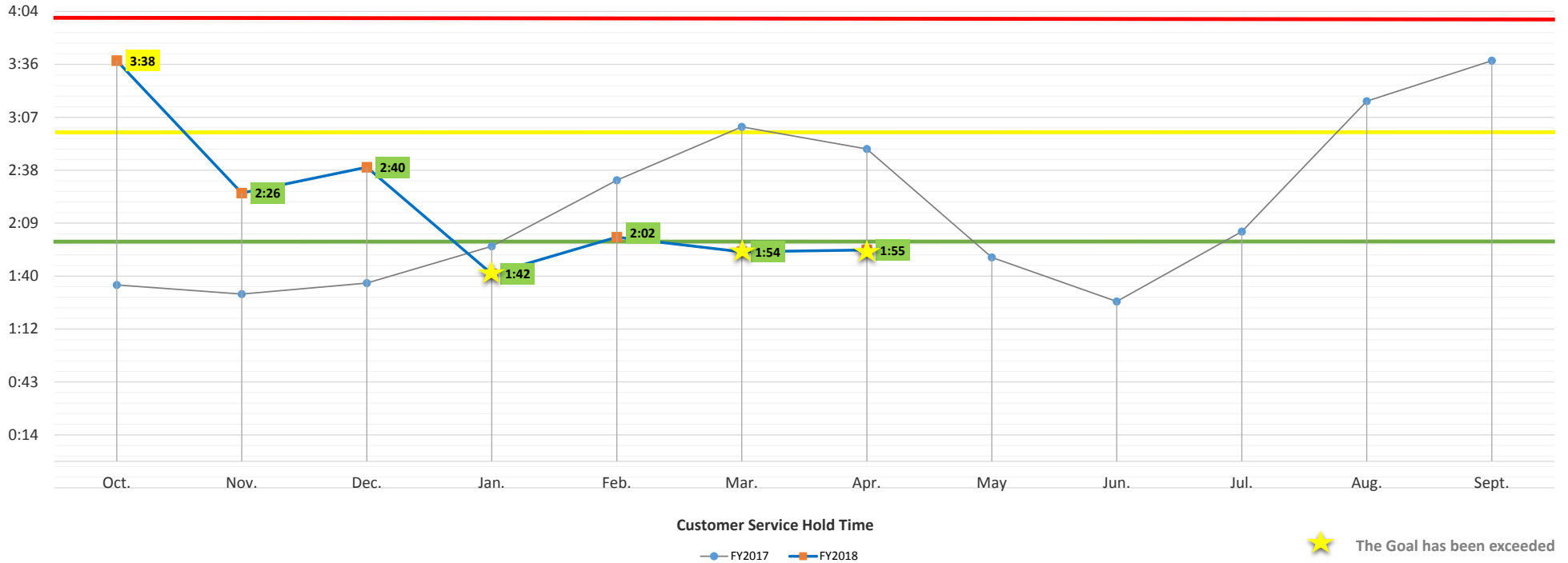


- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**

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## 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	2017	4:00	3:00	2:00	● 1:36	● 1:31	● 1:37	● 1:57	● 2:33	● 3:02	● 2:50	● 1:51	● 1:27	● 2:05	● 3:16	● 3:38
	2018	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54	● 1:55					



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

### Narrative

Palm Tran is pleased to report that during the month of April the "Where Is My Ride" hold time metric exceeded the established stretch goal for the third time in the last four months. During the month of April, "Where Is My Ride" hold time increased by 1 second compared to the month of March. This is due in large part to the consistency of the On-Time performance as reported on page 17. In addition, Customer Commendations continue to reflect the excellent job that Dispatch Assistants are doing at handling the ETA (Estimated Time of Arrival) process and treating the customer with exemplary customer service as evident by the increase in commendations as reported on page 19. Palm Tran Connection Dispatch Assistants attended a customer service training performed by Palm Tran's Organizational Development section to improve their customer service skills



- 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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