



PERFORMANCE REPORT AUGUST 2017

Mission:

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

FIXED ROUTE DASHBOARD AUGUST 2017

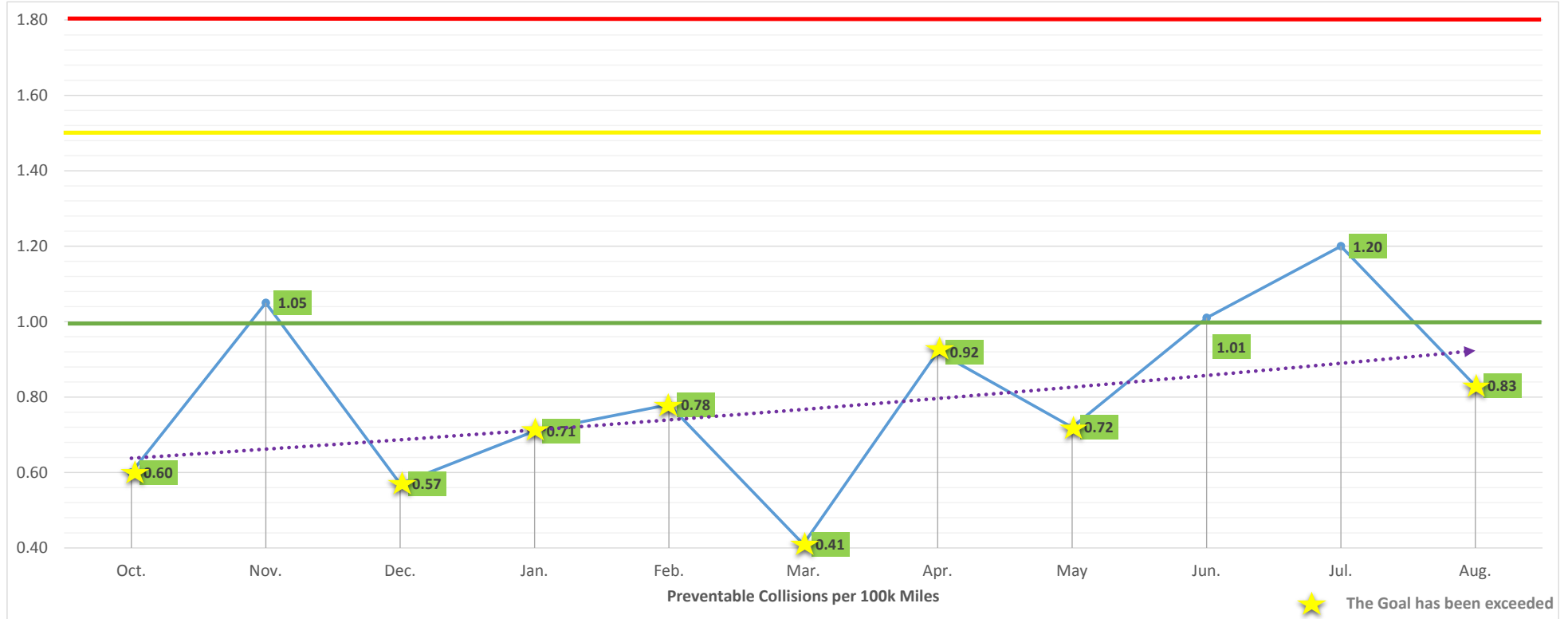
| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|--|---------|---------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Preventable Collisions per 100k Miles | 1.8 | 1.5 | 1.0 | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Non-Preventable Collisions per 100k Miles | 2.65 | 2.5 | 2.2 | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| | | | | 0.60 | 1.05 | 0.57 | 0.71 | 0.78 | 0.41 | 0.92 | 0.72 | 1.01 | 1.20 | 0.83 |
| | | | | 2.94 | 3.16 | 3.42 | 2.88 | 3.10 | 2.61 | 2.60 | 2.46 | 2.02 | 1.70 | 2.64 |
| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
| Total System Ridership | 775,000 | 850,000 | 1M | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Riders Per Revenue Hour | 19.4 | 19.9 | 25.0 | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| | | | | 740,293 | 789,517 | 794,859 | 790,894 | 768,598 | 822,635 | 736,236 | 749,676 | 717,715 | 686,132 | 772,042 |
| | | | | 16.42 | 17.39 | 17.66 | 16.57 | 18.70 | 17.62 | 17.42 | 17.77 | 17.14 | 17.86 | 18.42 |
| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
| On-Time Performance | 73% | 75% | 77% | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| Mean Distance Between Road Calls | 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 |
| | | | | 71.7% | 70.6% | 70.4% | 71.7% | 69.7% | 71.1% | 71.8% | 73.4% | 75.0% | 75.0% | 73.3% |
| Financial Stability | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
| All Customer Concerns per 10,000 Boardings | 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 |
| | | | | 35% | 24% | 20% | 18% | 18% | 19% | 18% | 17% | 17% | 16% | 16% |

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



FIXED ROUTE - Preventable Collisions per 100k Miles

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|---------------------------------------|-----|--------|------|------|------|------|------|------|------|------|------|------|------|------|
| Preventable Collisions per 100k Miles | 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 |



| 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

During the month of August, Palm Tran had six (6) preventable accidents, compared to eight (8) preventable accidents during the month of July. This is due to a decrease in fixed object collisions. August preventable accidents consisted of two (2) fixed objects, two (2) rear-ends, and two (2) collisions while turning.

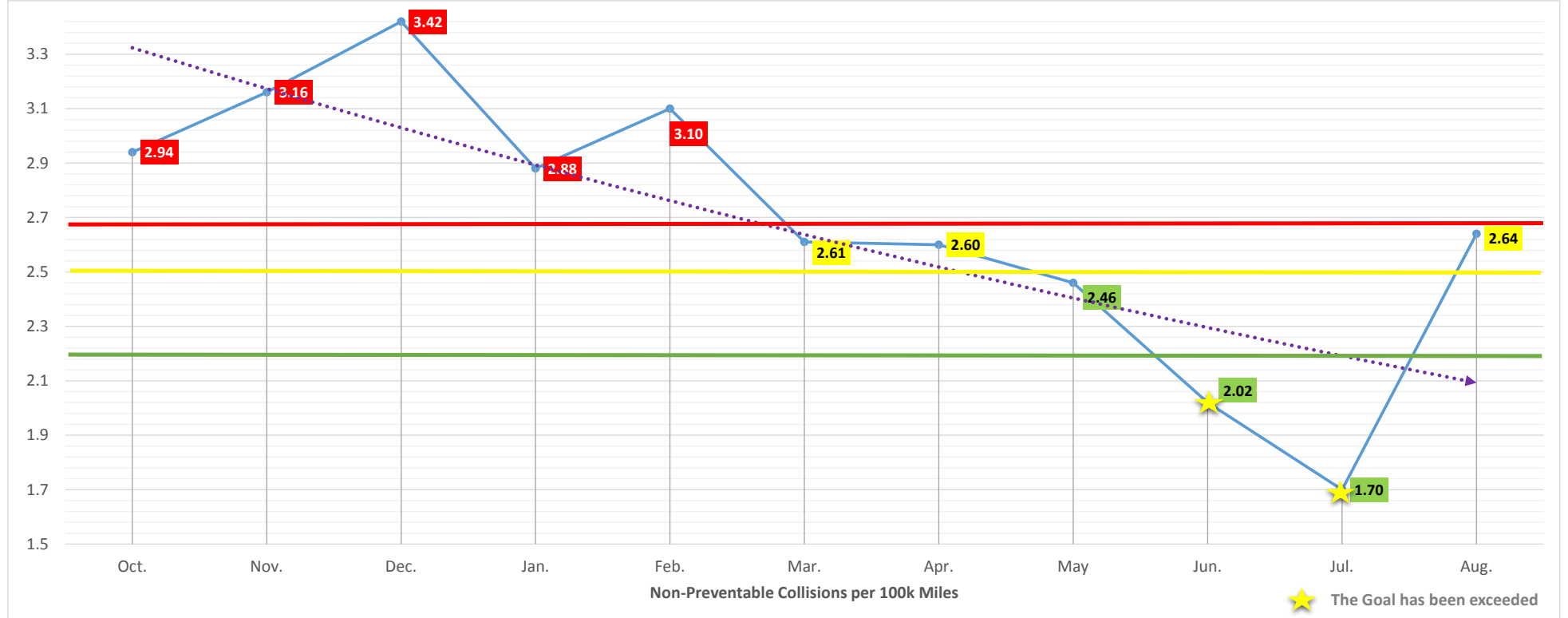


- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Non-Preventable Collisions per 100k Miles

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|---|------|--------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Non-Preventable Collisions per 100k Miles | 2.65 | 2.5 | 2.2 | ● 2.94 | ● 3.16 | ● 3.42 | ● 2.88 | ● 3.10 | ● 2.61 | ● 2.60 | ● 2.46 | ● 2.02 | ● 1.70 | ● 2.64 |



| 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 August nineteen (19) collisions occurred, compared to ten (10) collisions in the month of July. This increase is due to mirror incidents caused by passing vehicles during the month of August, which didn't occur during the month of July. Also, another contributing factor is an increase of vehicles making contact with the bus while turning. The Safety and Accident Reduction PT-STAT team is evaluating initiatives that could potentially mitigate Non-Preventable Collisions.

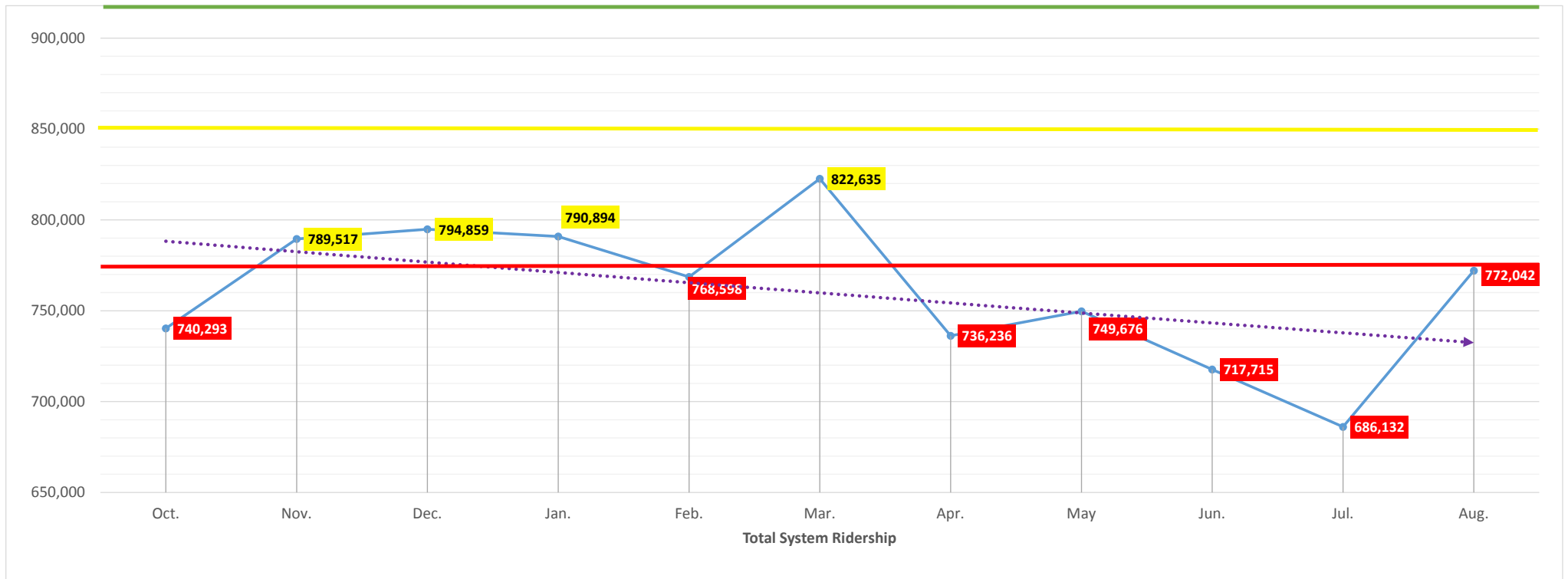


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- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

FIXED ROUTE - Total System Ridership

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|------------------------|---------|---------|------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Total System Ridership | 775,000 | 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 |



| 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

Palm Tran is glad to report that this metric is starting to move again in the right direction. August ridership is up from July by approximately 13%. There are two main reasons for the significant increment. The first reason is attributed to the start of the 2018 school year, and the second reason is that Palm Tran is following the typical ridership trend experienced over the past 5 years which yields an increment in riders during this time of the year.

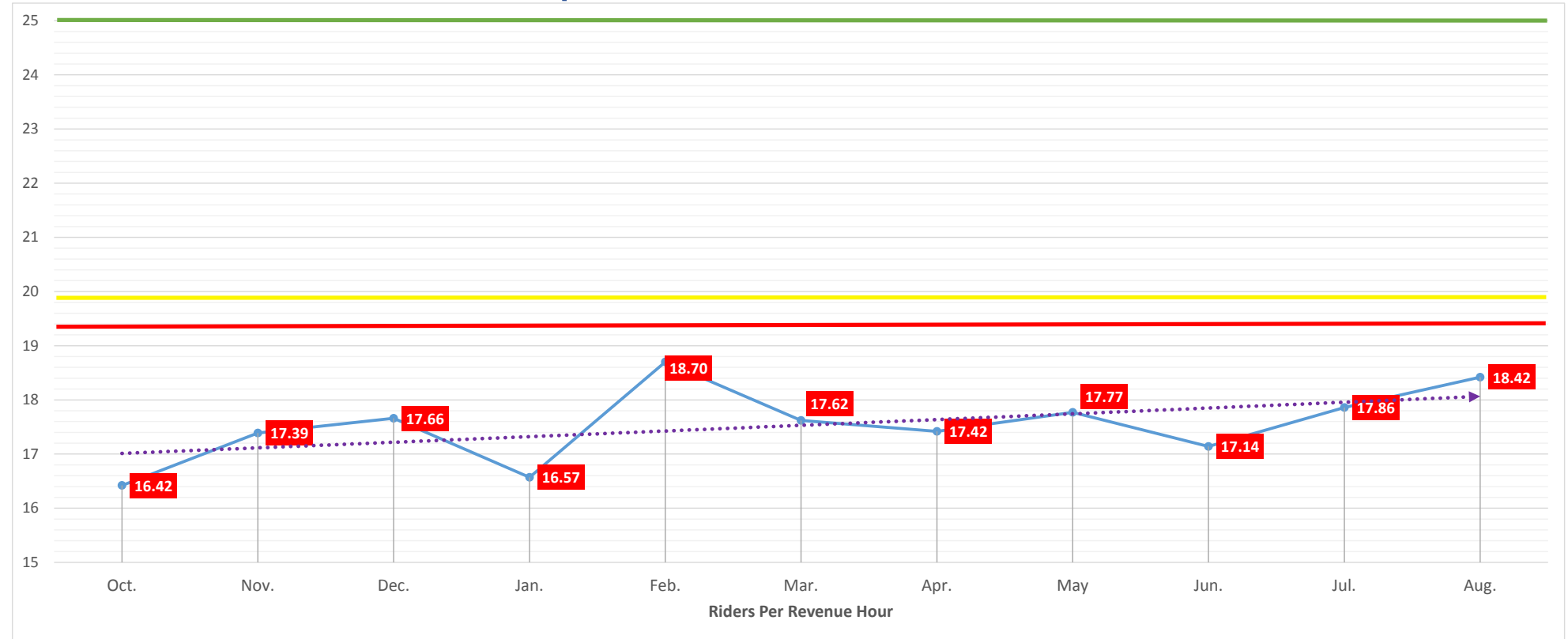


- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

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FIXED ROUTE - Riders Per Revenue Hour

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|-------------------------|------|--------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Riders Per Revenue Hour | 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 |



| 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. |

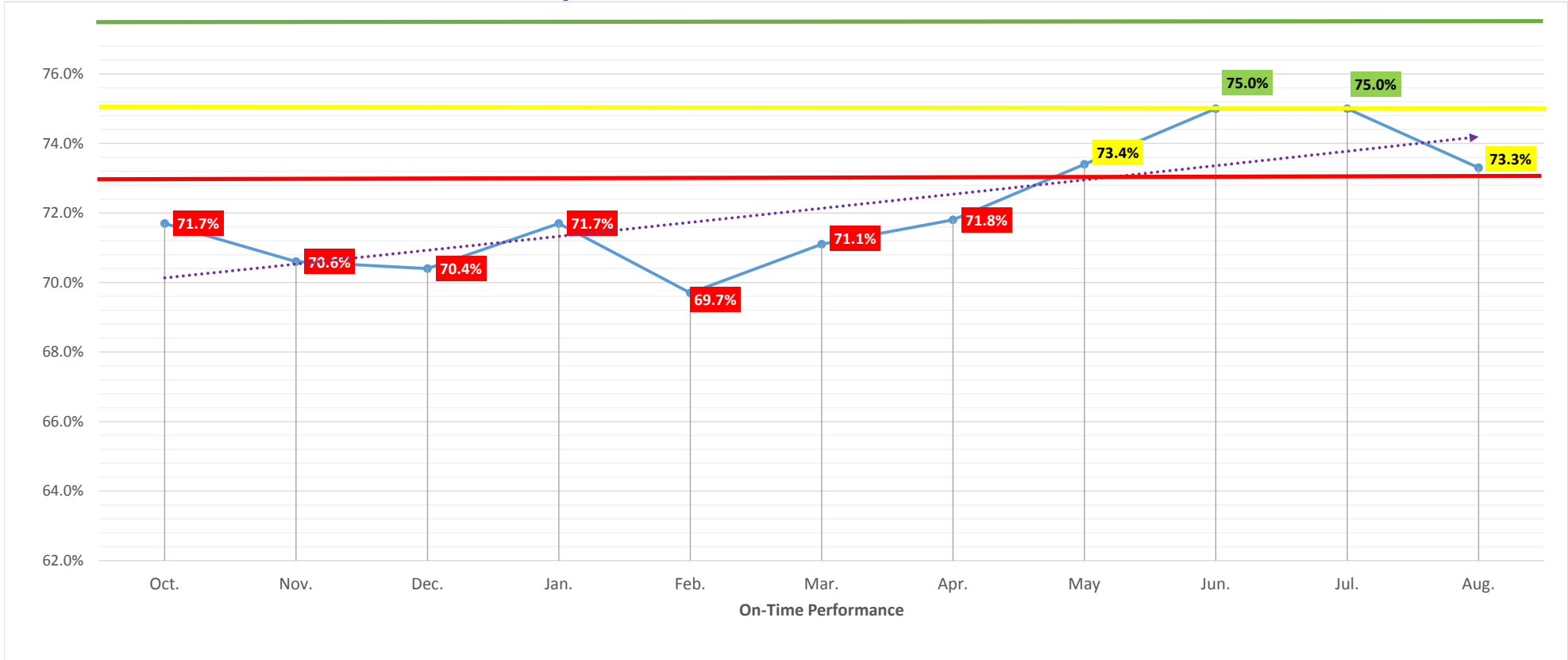
Narrative
 During the month of August, Riders Per Revenue Hour continued to trend towards the right direction due to increasing ridership. Compared to the month of July, this metric is higher. This is due to higher ridership with no change in the number of revenue hours, which translates into higher productivity (Riders Per Revenue Hour).



- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

FIXED ROUTE - On-Time Performance

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|-----------------------|-----|--------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| On-Time Performance | 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% |



| 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 - OTP Standard was no more than 3 minutes early, and no more than 7 minutes late. |
| Narrative | | |
| During the month of August, on time performance is about 1.5 percentile points lower than July. This is mainly attributed to the start of the 2018 school year, and higher number of service interruptions due to slight increment of accidents. | | |

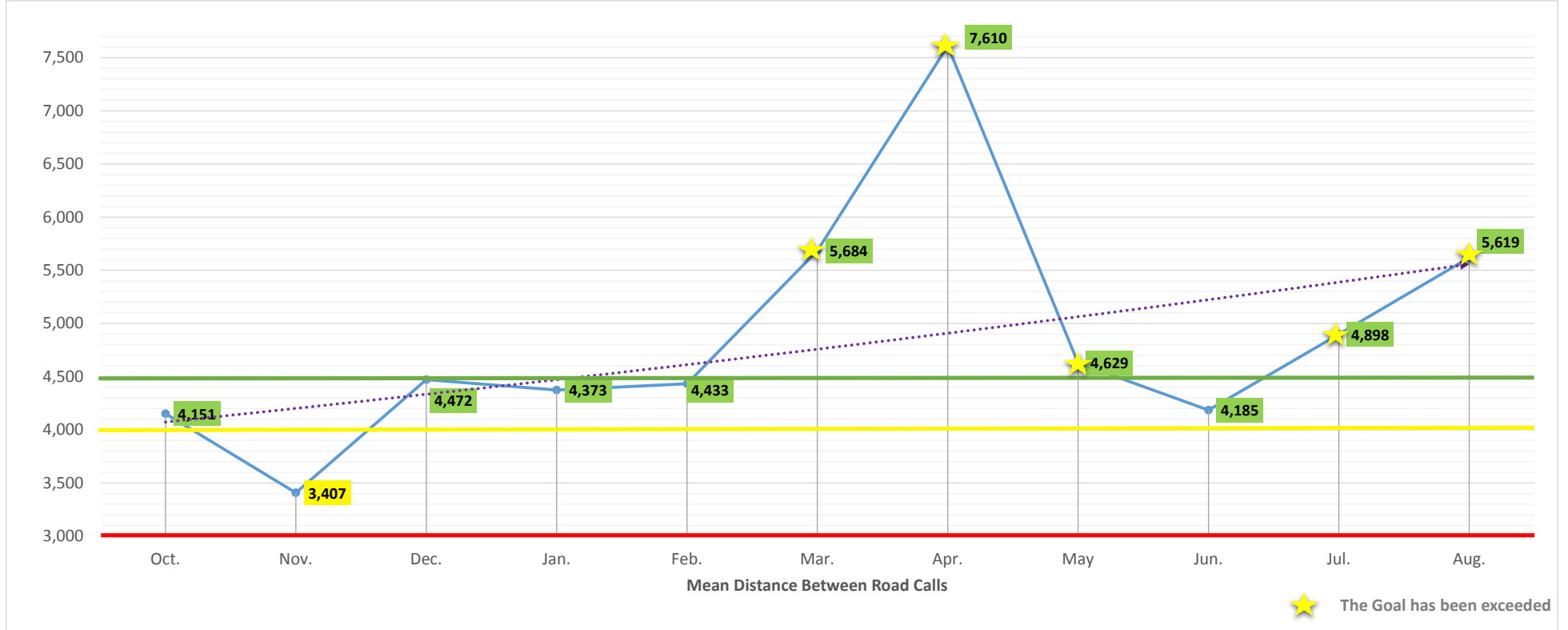


- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

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FIXED ROUTE - Mean Distance Between Road Calls

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|----------------------------------|-------|--------|-------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Mean Distance Between Road Calls | 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 |



★ The Goal has been exceeded

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

Narrative

During the month of August, Palm Tran experienced 128 Road Calls, a reduction of 7 Road Calls compared to the month of July. Palm Tran Road Calls during the month of August were mainly related to overheating and engine regenerations, which is expected during the summer months. Nevertheless, Palm Tran remains above the target and for this month beyond the Goal. The Mean Distance Between Road Calls PT-STAT team will continue to evaluate initiatives to reduce Road Calls.

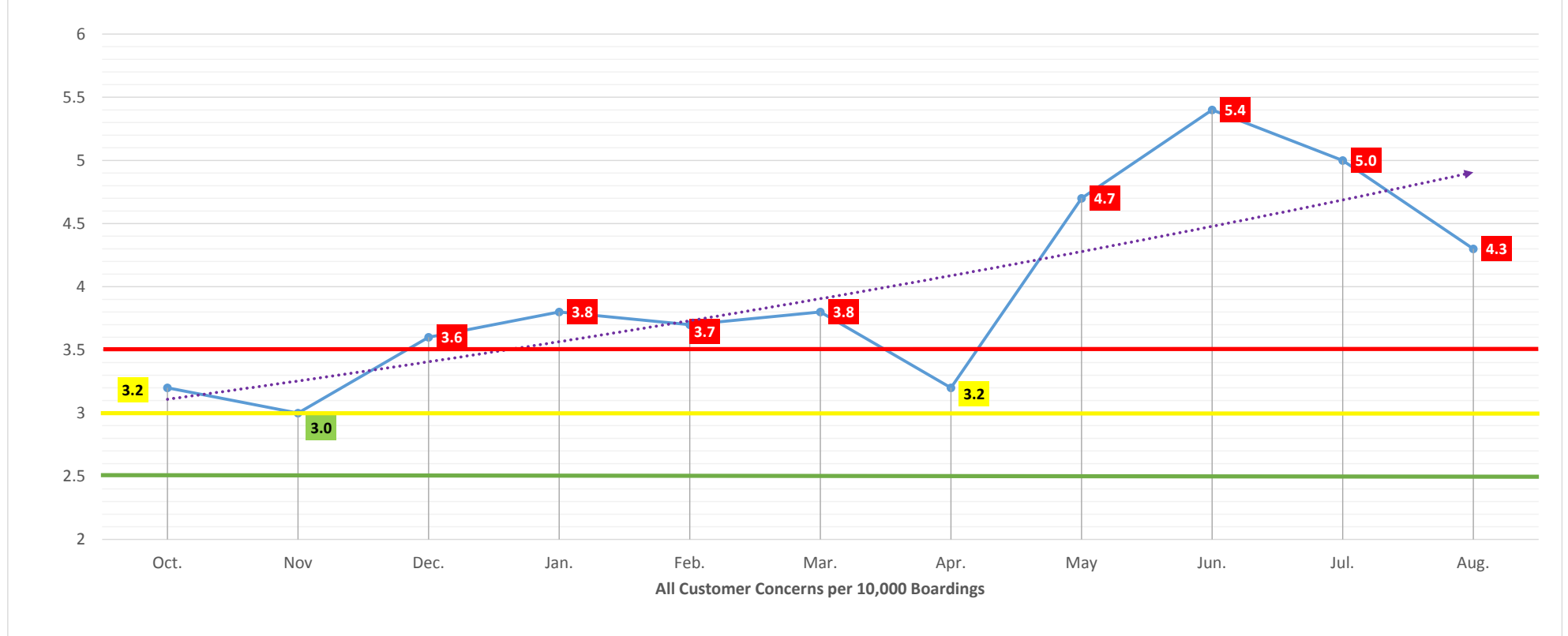


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- The Target has been met or exceeded

FIXED ROUTE - All Customer Concerns per 10,000 Boardings

| Customer Satisfaction | Max | Target | Goal | Oct. | Nov | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|--|-----|--------|------|------|-----|------|------|------|------|------|-----|------|------|------|
| All Customer Concerns per 10,000 Boardings | 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 |



| 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 customer concern ratio shows a slight improvement this month due to a significant increase in ridership and a slight decrease in the total number of reported customer concerns; However, the metric is still not meeting the target. Palm Tran recently expanded the ability to file a concern with additional temporary call center staff and new social media platforms, allowing customers more opportunities to communicate their concerns. The top categories of fixed route customer concerns continue to be pass-up, discourteous driver and on-time performance. Palm Tran continues its efforts to improve overall customer service in these areas with on-going training, the upcoming Route Performance Maximization (RPM) project, and the recent Townhall series where the Executive Leadership Team met with all employees.

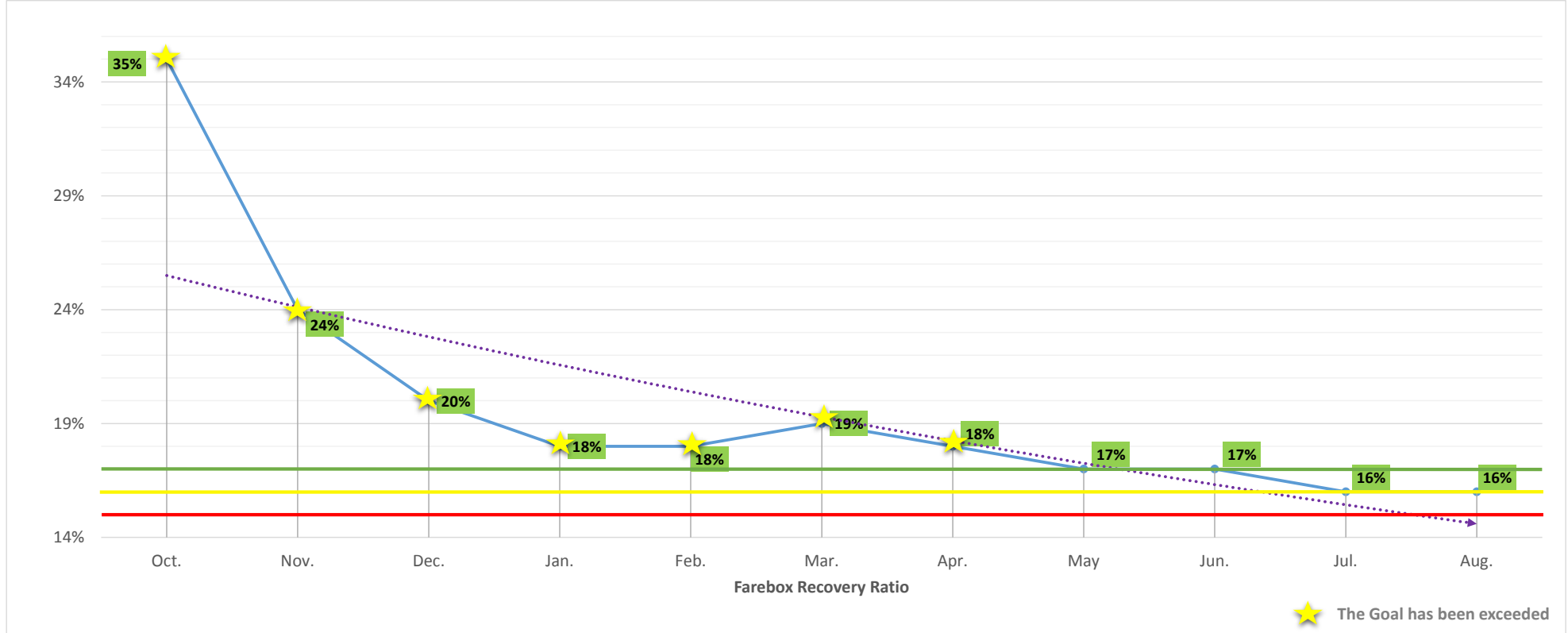


- The Maximum has not been met
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- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Farebox Recovery Ratio

| Financial Stability | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|------------------------|-----|--------|------|---|---|---|---|---|---|---|---|---|---|---|
| Farebox Recovery Ratio | 15% | 16% | 17% | ● 35% | ● 24% | ● 20% | ● 18% | ● 18% | ● 19% | ● 18% | ● 17% | ● 17% | ● 16% | ● 16% |



| Metric | Metric Calculation | Metric Description |
|------------------------|---|--|
| Farebox Recovery Ratio | $(\text{Total Fixed Route Fare Revenue Accrued Year-To-Date (YTD)}) / (\text{Total Fixed Route Operating Expenses Accrued Year-To-Date (YTD)})$ | The Year-To-Date (YTD) percentage of Fixed Route operating expenses recovered by Fixed Route fare revenue. |

Narrative

Year-To-Date (YTD) Farebox Recovery is 16%, which represents no changes over the previous month.



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- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

CONNECTION DASHBOARD AUGUST 2017

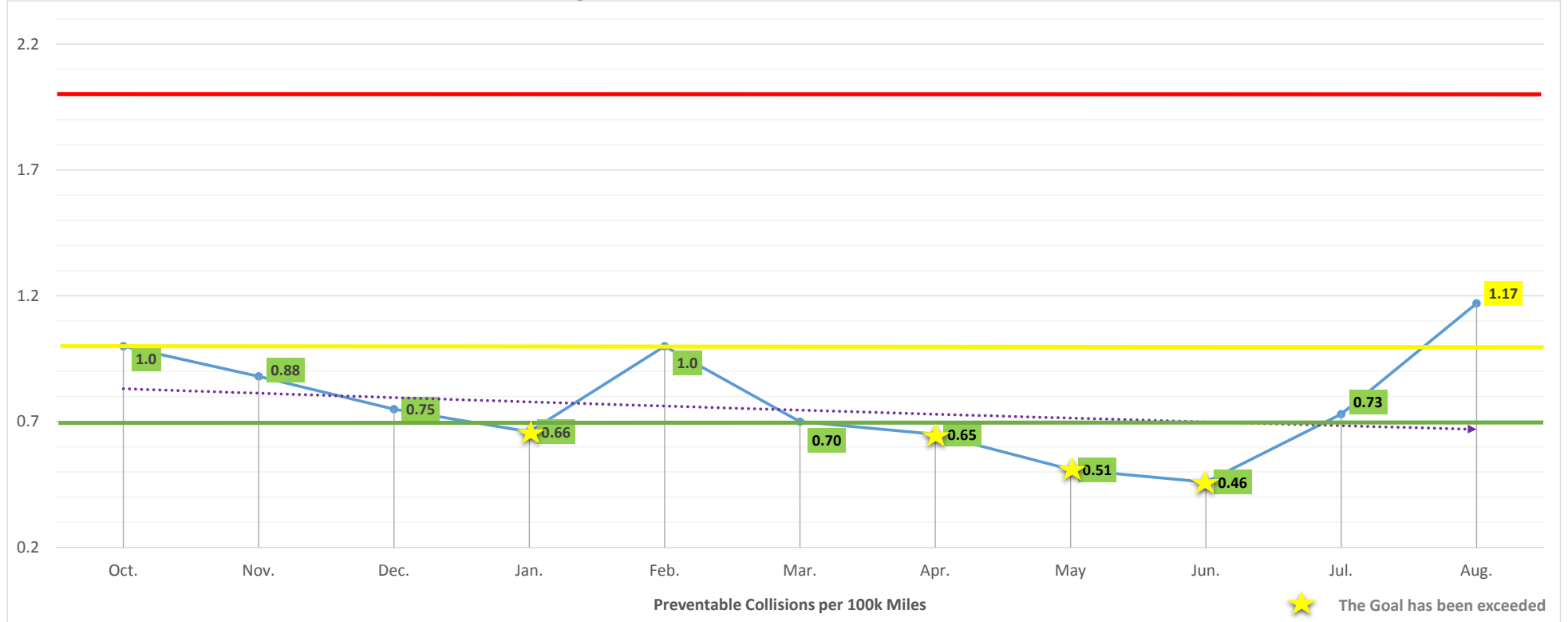
| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|---|--------|--------|--------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Preventable Collisions per 100k Miles | 2.0 | 1.0 | 0.7 | ● 1.0 | ● 0.88 | ● 0.75 | ● 0.66 | ● 1.0 | ● 0.70 | ● 0.65 | ● 0.51 | ● 0.46 | ● 0.73 | ● 1.17 |
| Non-Preventable Collisions per 100k Miles | 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 |
| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
| Riders Per Revenue Hour | 1.5 | 1.8 | 2.0 | ● 1.4 | ● 1.5 | ● 1.4 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 |
| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
| On-Time Performance | 85% | 90% | 92% | ● 86.0% | ● 85.0% | ● 86.0% | ● 87.0% | ● 82.0% | ● 83.0% | ● 84.0% | ● 86.0% | ● 89.0% | ● 85.0% | ● 79.0% |
| Mean Distance Between Road Calls | 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 |
| | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
| Customer Concerns per 1,000 Boardings | 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 |
| Reservations Call Hold Time | 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 |
| Where Is My Ride Hold Time | 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 |

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



CONNECTION - Preventable Collisions per 100k Miles

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|---------------------------------------|-----|--------|------|----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Preventable Collisions per 100k Miles | 2.0 | 1.0 | 0.7 | ● 1.0 | ● 0.88 | ● 0.75 | ● 0.66 | ● 1.0 | ● 0.70 | ● 0.65 | ● 0.51 | ● 0.46 | ● 0.73 | ● 1.17 |



| 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

Preventable collisions went from 0.73 to 1.17 in the month of August. This increase is due to eleven (11) at fault accidents for the month of August compared to six (6) at fault accidents for the month of July. These included five (5) front-end damage, four (4) sideswipes, one (1) while backing-up and one (1) rear-end. The Connection safety and accident reduction PT-STAT team is evaluating initiatives that could mitigate preventable collisions.

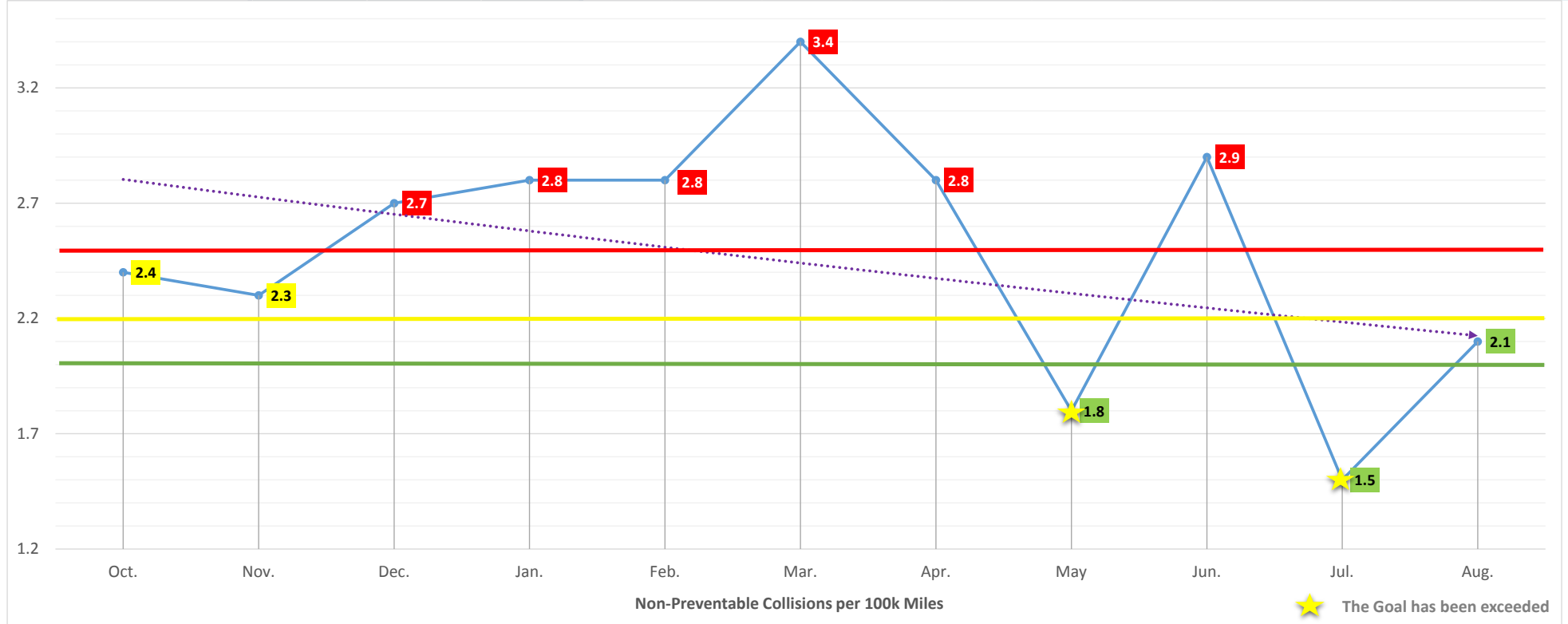


Palm Tran Performance Management Office

- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

CONNECTION - Non-Preventable Collisions per 100k Miles

| Safety | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|---|-----|--------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Non-Preventable Collisions per 100k Miles | 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 |



| 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

Non-Preventable Collisions went from 1.5 to 2.1 in the month of August. This increase is due to twenty (20) Non-Preventable Collisions for the month of August, compared to twelve (12) Non-Preventable Collisions for the month of July. Also, there was an increase of rear-end collisions to nine (9) during the month of August, compared to three (3) in July. August Non-Preventable Collisions consisted of nine (9) rear-ends, four (4) while boarding/alighting, three (3) sideswipes, two (2) backed into, one (1) front damage, and one (1) property damage. The Connection safety and accident reduction PT-STAT team is evaluating initiatives that could potentially mitigate Non-Preventable Collisions.

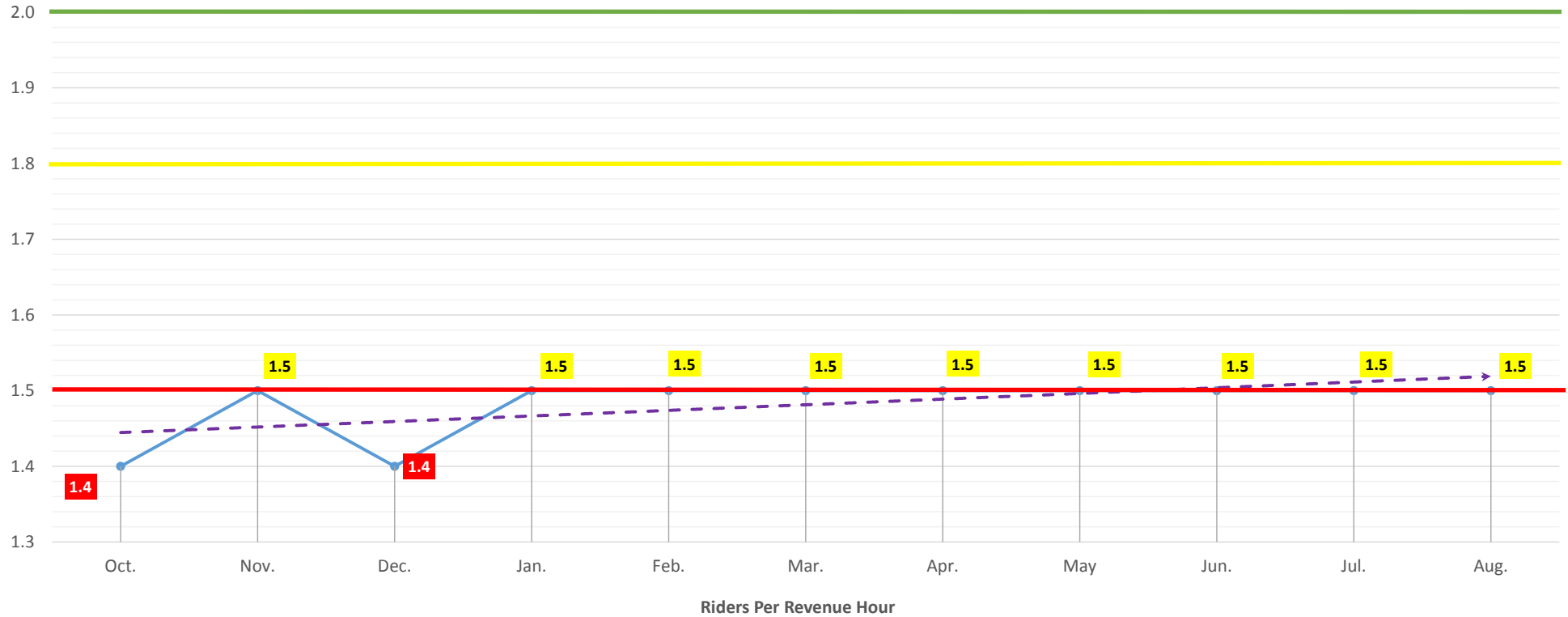


Palm Tran Performance Management Office

- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

CONNECTION - Riders Per Revenue Hour

| Mobility | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|-------------------------|-----|--------|------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Riders Per Revenue Hour | 1.5 | 1.8 | 2.0 | ● 1.4 | ● 1.5 | ● 1.4 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 | ● 1.5 |



| 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 August, the average trip length increased by 3.8% over July with an average one-way trip length of 10.37 miles which yielded a significant challenge to productivity. Nevertheless, Palm Tran Connection riders per revenue hour remains constant at 1.5 passengers per hour. Palm Tran Connection continues to look at ways to better group and schedule trips to reduce the number of revenue hours needed while working to increase on time performance.

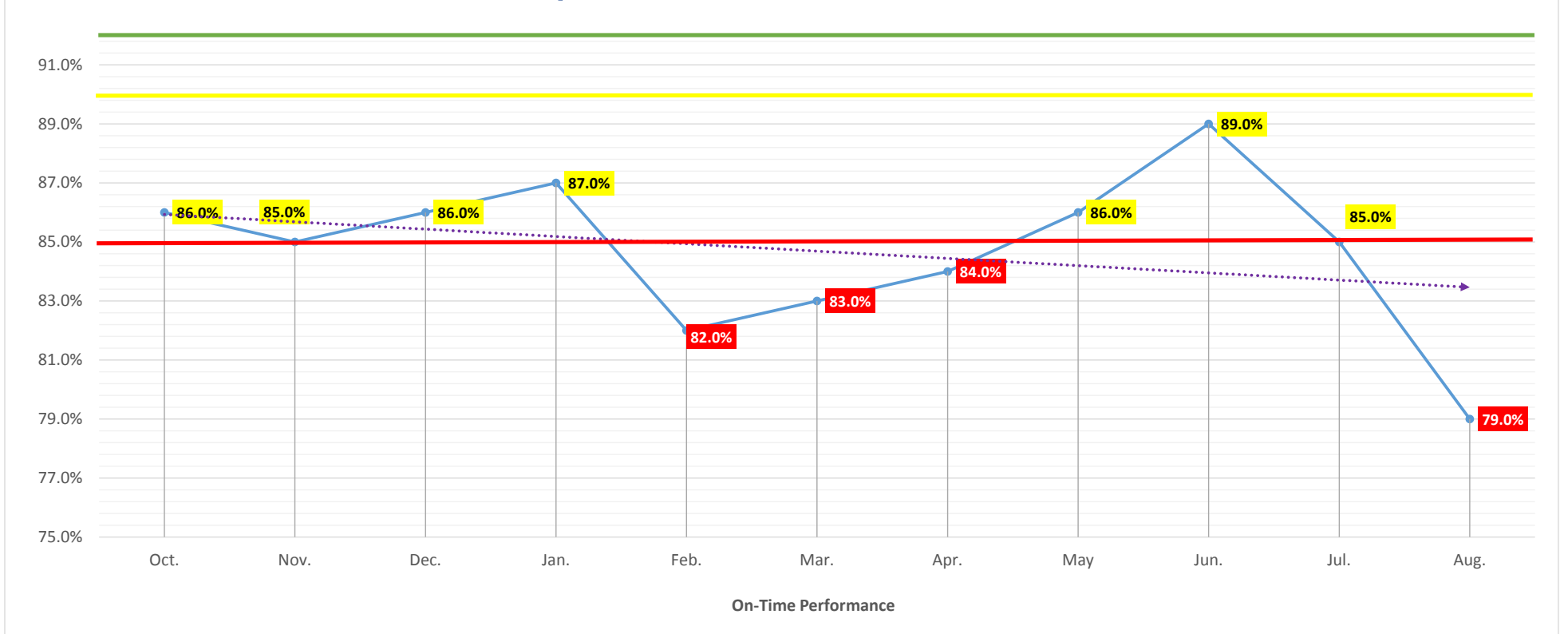


- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - On-Time Performance

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|-----------------------|-----|--------|------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| On-Time Performance | 85% | 90% | 92% | ● 86.0% | ● 85.0% | ● 86.0% | ● 87.0% | ● 82.0% | ● 83.0% | ● 84.0% | ● 86.0% | ● 89.0% | ● 85.0% | ● 79.0% |



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

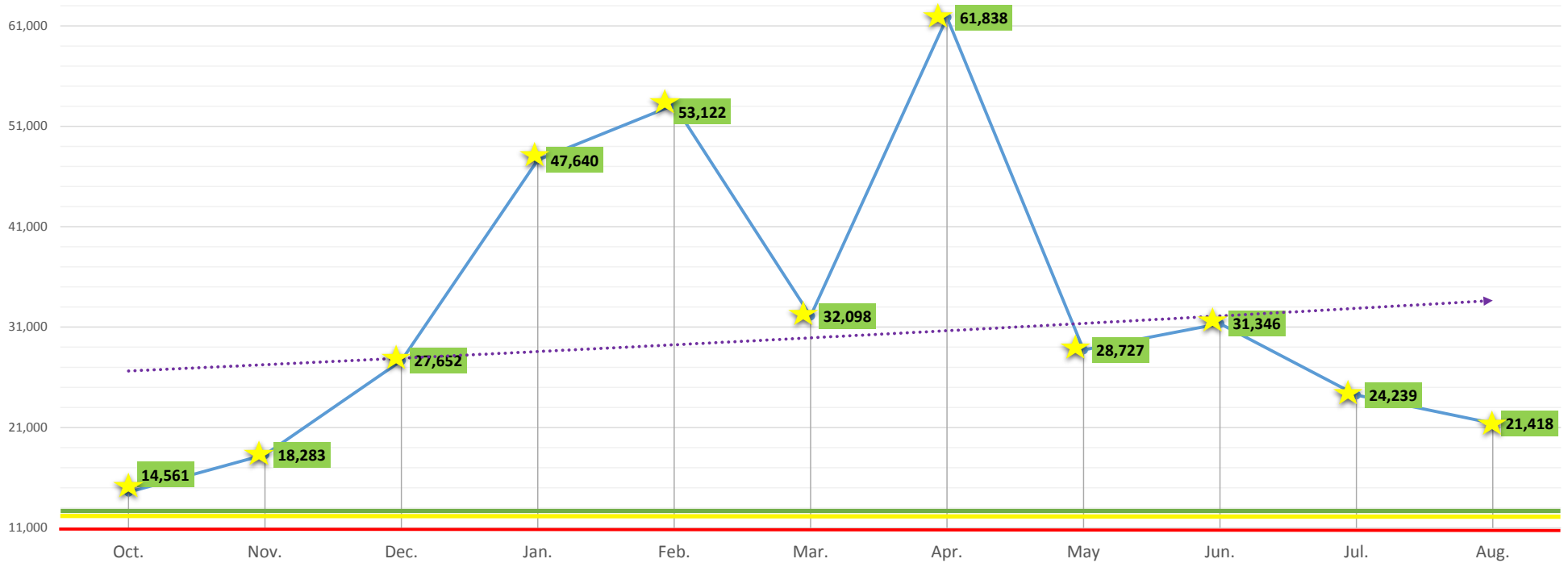
During the month of August, Palm Tran Connection has seen a sharp decline of 6.4 percentile points in On Time Performance over the prior month of July. An increase of completed trips by 10,702, which is 17.6% over July 2017, and coupled with the schools going back in session, are the main factors attributed to this decrease.

- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - Mean Distance Between Road Calls

| Customer Satisfaction | Min | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Mean Distance Between Road Calls | 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 |



Mean Distance Between Road Calls

★ 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

For the month of August 2017, Palm Tran Connection experienced forty-four (44) Road Calls compared to thirty-four (34) Road Calls in July. Although Road Calls increased by ten (10) for the month of August, given the incredible increase in revenue miles, this metric continues to exceed the goal. Road Calls in August were in majority related to vehicles that would not re-start, tire issues, and MDT malfunctions.

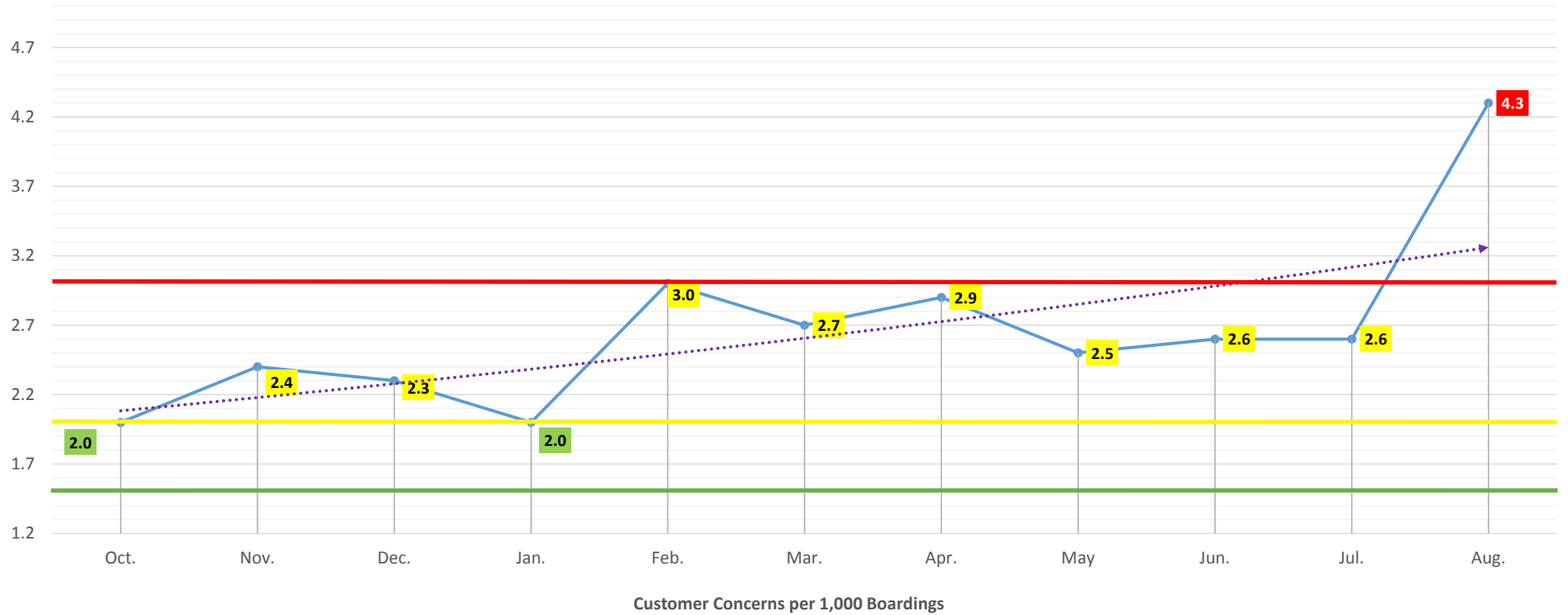


Palm Tran Performance Management Office

- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

CONNECTION - Customer Concerns per 1,000 Boardings

| Customer Satisfaction | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|---------------------------------------|-----|--------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Customer Concerns per 1,000 Boardings | 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 |



| Metric | Metric Calculation | Metric Description |
|---------------------------------------|--|-------------------------------------|
| Customer Concerns per 1,000 Boardings | $(\text{Total Connection Concerns} / \text{Total Riders}) * 1,000$ | Customer concerns per 1,000 riders. |

Narrative

During the month of August, there were 239 complaints filed and 85 commendations compared to 160 complaints and 103 commendations in July. The majority of the complaints focused on late pick-ups. The PT-STAT team is working on initiatives to improve processes that would help to reduce the number of late trips in the category of 0 to 5 minutes late past the end of the pick-up window.

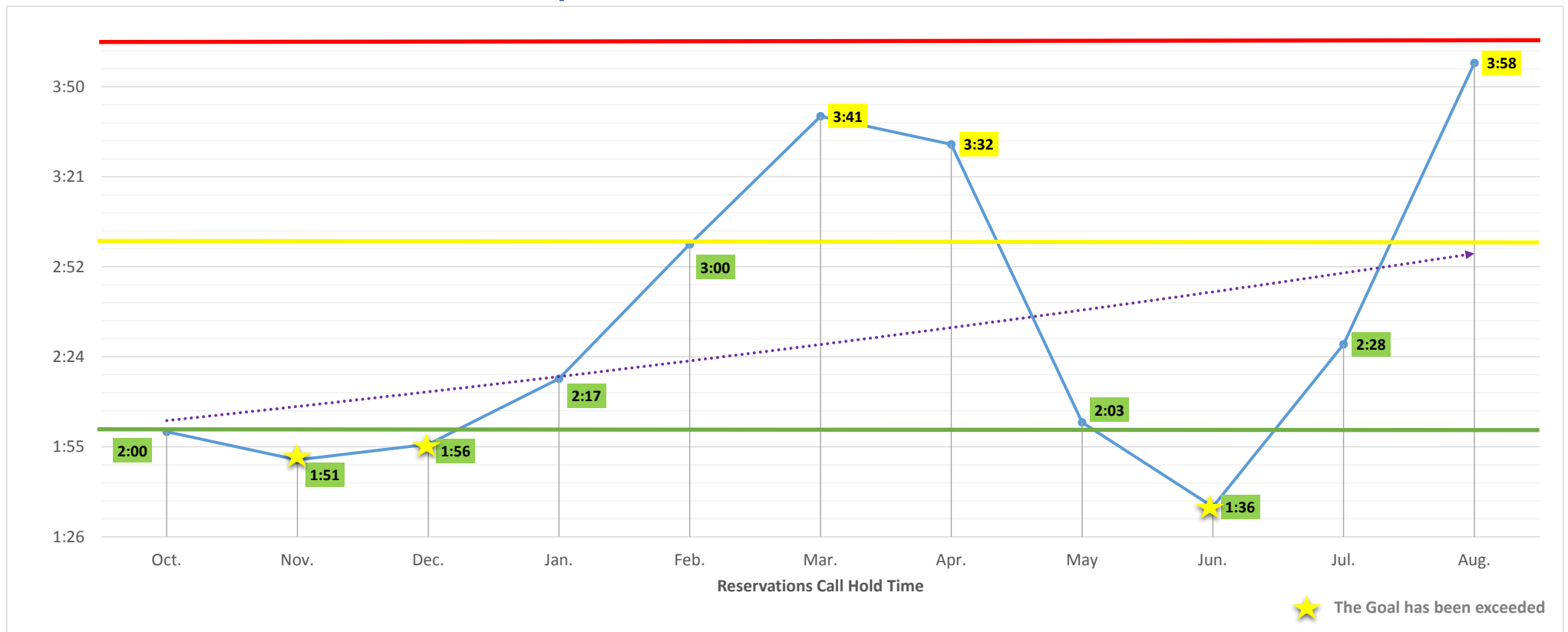


- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - Reservations Call Hold Time

| Customer Satisfaction | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|-----------------------------|------|--------|------|------|------|------|------|------|------|------|------|------|------|------|
| Reservations Call Hold Time | 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 |



| 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

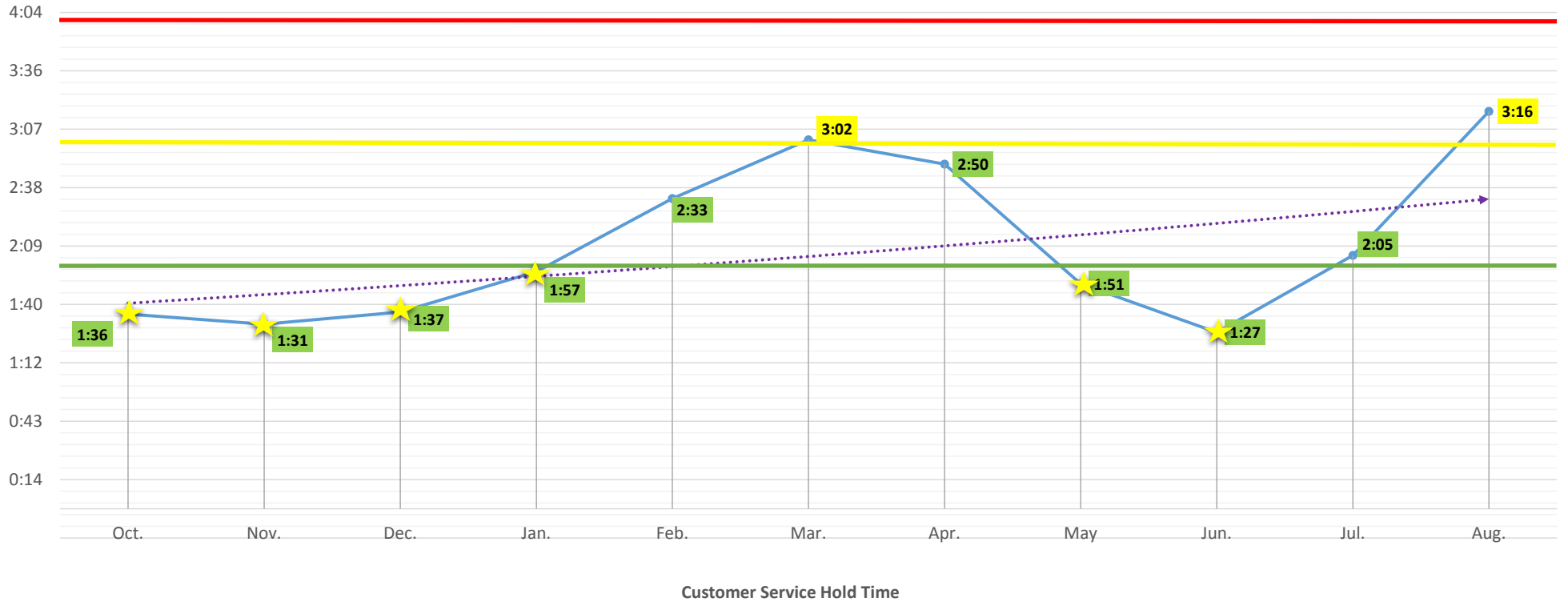
July's reservations hold time increased by 90 seconds compared to the month of July. This is attributed to a shortage of available reservations staff due to open reservationist positions, and an increase of calls for school trips. Palm Tran Connection filled the vacant reservationist positions on September 20, 2017. Palm Tran Connection is confident that once the new agents complete their training and learn the Trapeze scheduling software, Reservations Hold Time will be once again moving in the right direction.



- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

CONNECTION - Where Is My Ride Hold Time

| Customer Satisfaction | Max | Target | Goal | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. |
|----------------------------|------|--------|------|--|--|--|--|--|---|--|--|--|--|---|
| Where is my ride Hold Time | 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 |



★ 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

During the month of August, "where is my ride" Hold Time increased by 71 seconds compared to the month of July. Palm Tran Connection has experienced a staff reduction since the month of July that has resulted in four open reservationist positions. Palm Tran Connection filled the vacant reservationist positions on September 20, 2017. Once the new agents complete their training and learn the Trapeze scheduling software, "where is my ride" Hold Time is expected to be once again moving in the right direction.



- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office