



PERFORMANCE REPORT DECEMBER 2017

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.

FIXED ROUTE DASHBOARD DECEMBER 2017

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									
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96									
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									
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4	● 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%									
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290									
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23									
	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									

- 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
- ★ The Goal has been exceeded.

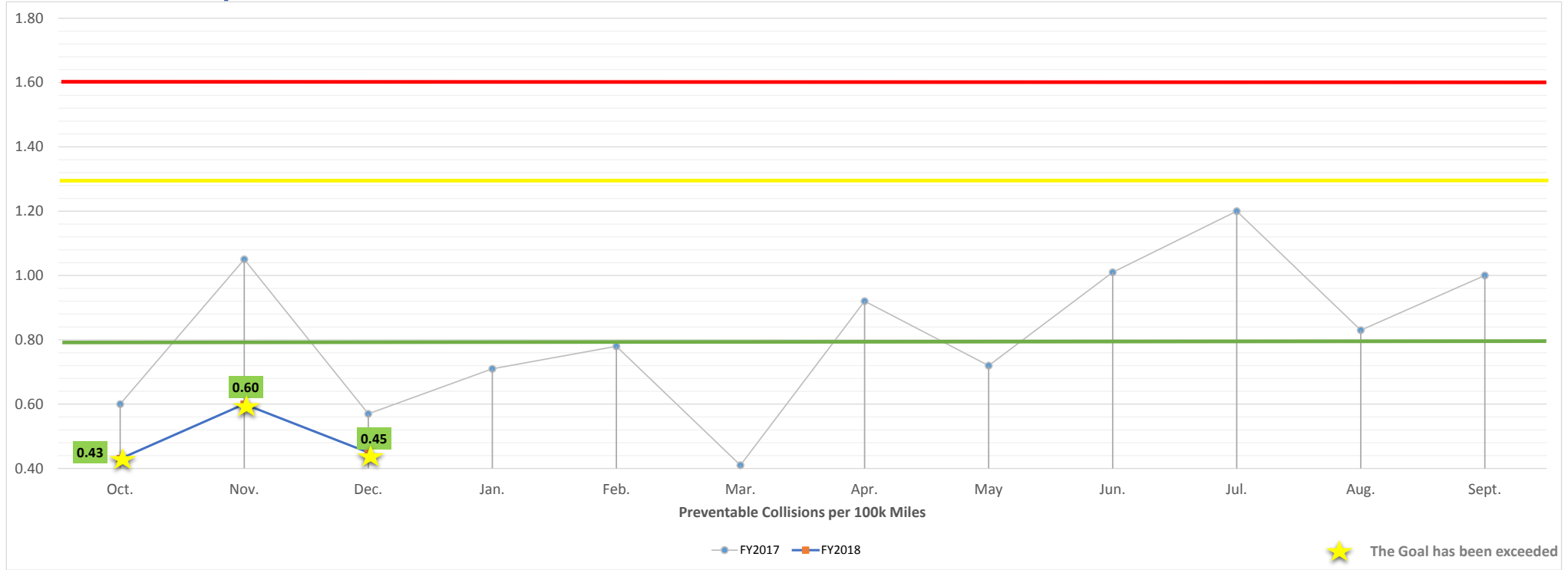


-The Farebox Recovery Ratio Metric has been removed. A new financial stability metric will be proposed through the Budget/Expense PT-Stat team. The farebox recovery metric is no longer being made a part of the monthly performance reporting mainly because the basis of the matrix, which is fixed route operating expenditures and farebox revenues generated as a direct result of those expenditures that are budgeted, based on annualized revenues and expenditures and not month over month. As a result, the month over month comparison does not provide a precise and accurate farebox recovery due to how expenditures are recorded.

-New Fixed Route Customer Commendations 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									



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 proud to report a third consecutive month of exceeding the goal for Preventable Collisions. During the month of December, Palm Tran experienced three (3) Preventable Collisions compared to four (4) during the month of November. This is due to no mirror strikes during the month of December compared to one (1) mirror strike in November. Preventable Collisions during the month of December consisted of two (2) rear-ends, and one (1) contact on the right.

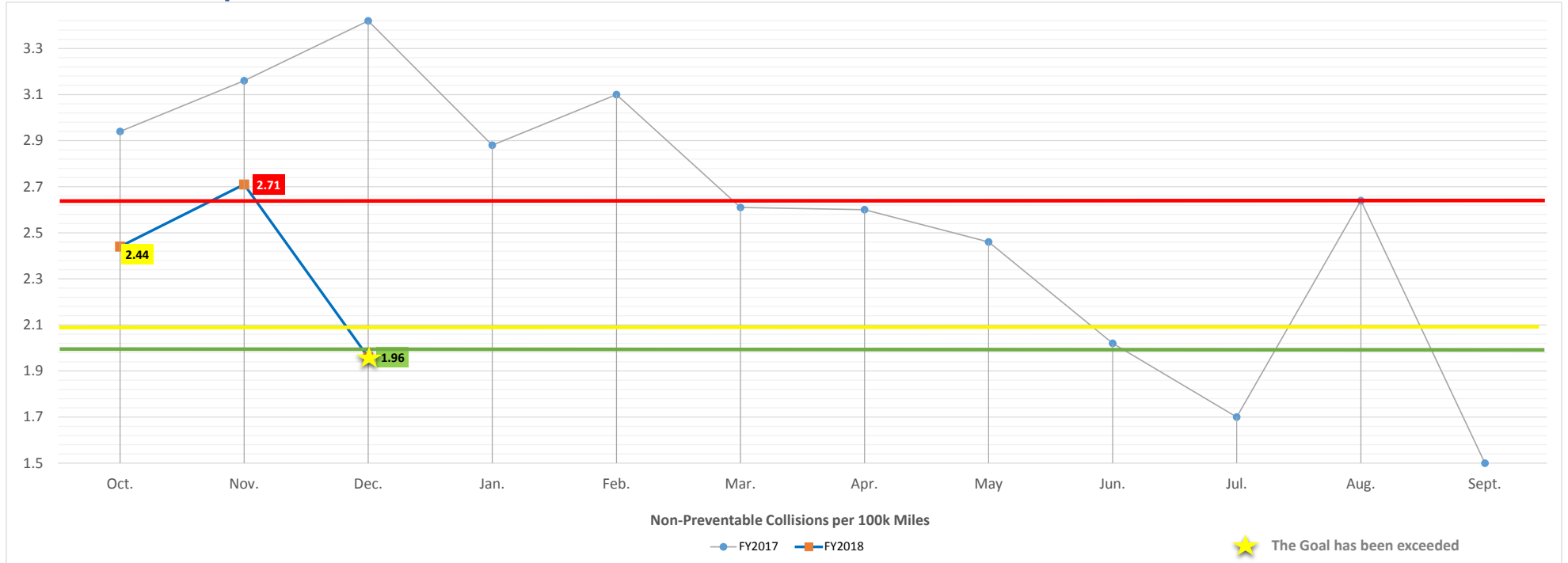


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Non-Preventable Collisions per 100k Miles

Safety	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	2.5	2.2	● 2.94	● 3.16	● 3.42	● 2.88	● 3.10	● 2.61	● 2.60	● 2.46	● 2.02	● 1.70	● 2.64	● 1.50
	2018	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96									



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

Palm Tran is glad to report a sharp improvement in this metric during the month of December that exceeds the goal during the typically most challenging month. This is attributed to the rear "Flashing Lights Project" which has contributed to reduced rear-end collisions from six (6) in December Fiscal Year 2017, to two (2) in December Fiscal Year 2018. During the month of December, thirteen (13) collisions occurred, compared to eighteen (18) in the month of November. This is due to a reduction of collisions categorized as contacts from the left and contacts from the right. December Non-Preventable Collisions consisted of six (6) contacts on the left, four (4) contacts on the right, two (2) rear-ends, and one (1) mirror strike. The Safety and Accident Reduction PT-STAT team is actively pursuing initiatives to address contacts on the side of the vehicle.

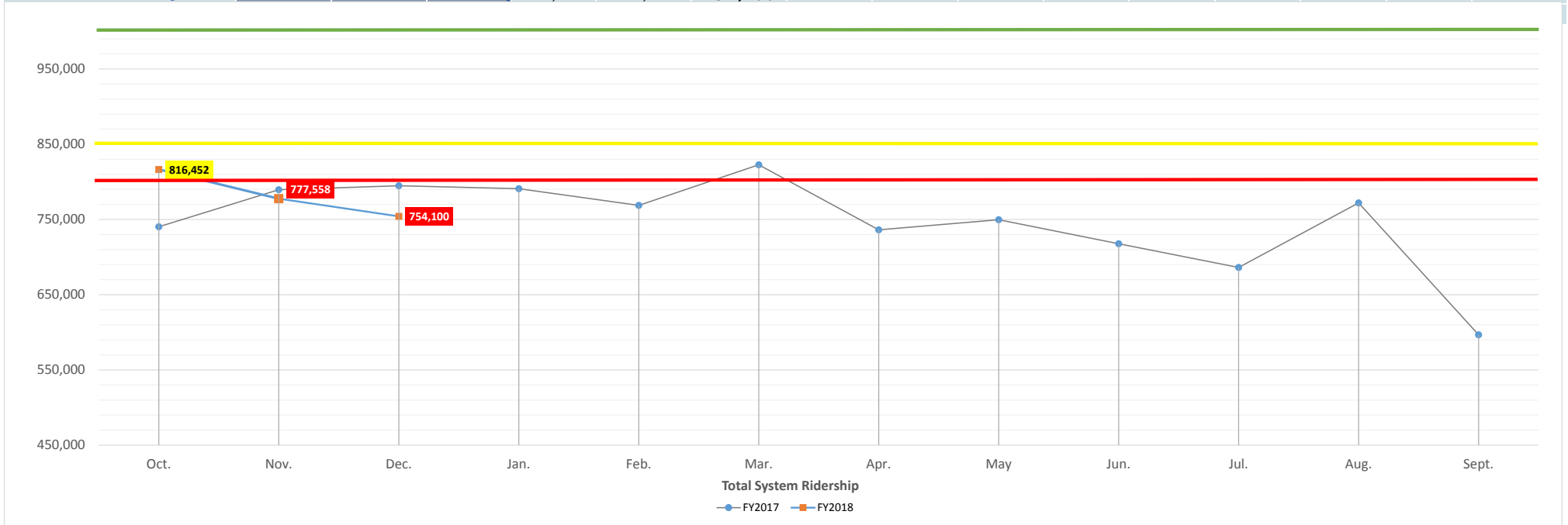


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - 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	● 740,293	● 789,517	● 794,859	● 790,894	● 768,598	● 822,635	● 736,236	● 749,676	● 717,715	● 686,132	● 772,042	● 596,664
	2018	800,000	850,000	1M	● 816,452	● 777,558	● 754,100									



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

December ridership was 754,100 which is a decrease of approximately 5.1% compared to December of last fiscal year, and a 3% reduction compared to the prior month of November. This was due to no Palm Tran service during "Christmas Day" which translated into one less week day of service which averages 35,000 riders, compared to one less day of Sunday service last year which averages 7,000 riders. Also, according to the the American Public Transportation Association (APTA), National fixed route ridership experienced a reduction of 4.17% for fiscal year 2017. The Ridership PT-STAT team is working on outreach efforts to support the recently extended Route 4 and communicate the service enhancement to possible new Route 4 riders.

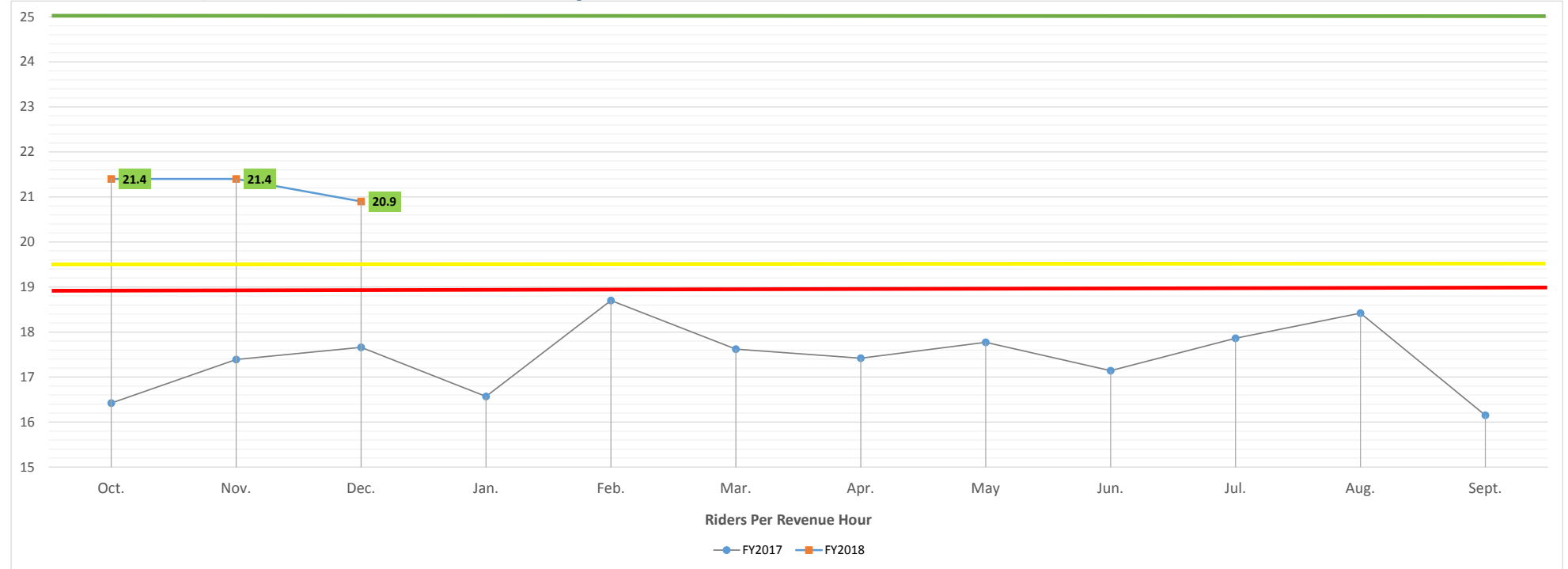


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- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

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									



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 December, Riders Per Revenue Hour experienced a slight reduction to 20.9 passengers per hour. This is due to Total Revenue Hours decreasing from 36,380 in November, to 36,042 in December combined with a ridership reduction during the month of December. Palm Tran's productivity continues to indicate efficient operation during the month of December.

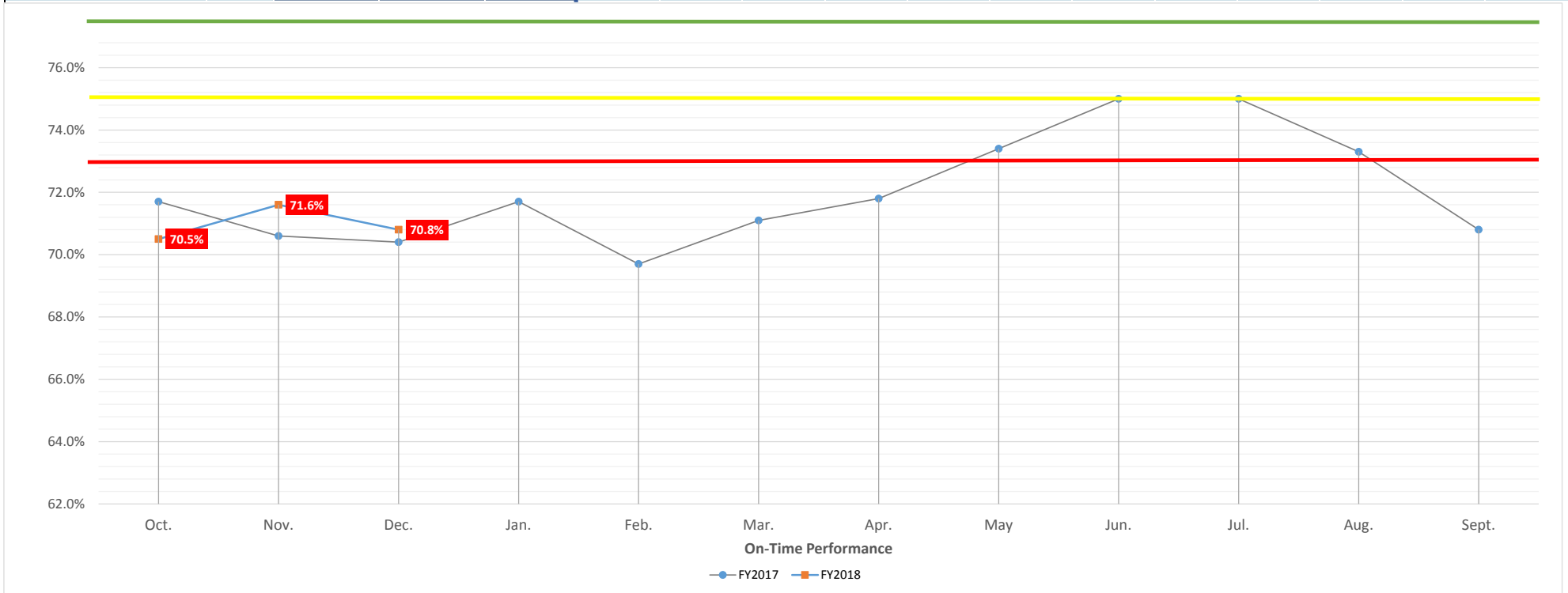


Palm Tran Performance Management Office

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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%									



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

Narrative

During the month of December, On-Time Performance continues to be consistent with the previous three months. On-Time Performance dropped from 71.6% in November to 70.8% in December, which is 0.8 percentile points lower. This slight reduction is attributed to increased traffic congestions during the Holiday season. The On-Time Performance PT-STAT team is reviewing possible time point improvements in an effort to reduce early trips that are currently affecting the On-Time Performance.

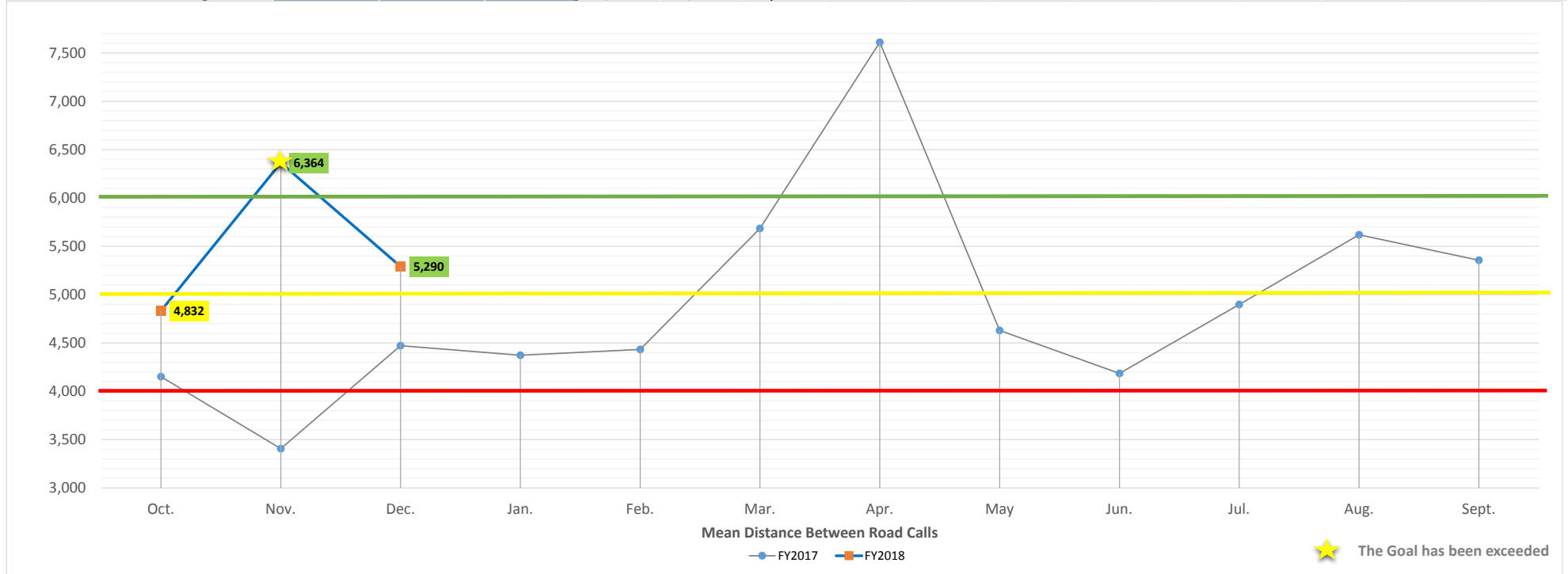
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- The Target has been met or exceeded



Palm Tran Performance Management Office

FIXED ROUTE - Mean Distance Between Road Calls

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



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 December, Palm Tran experienced 125 road calls. This is an increase of 21 road calls compared to the prior month of November. Palm Tran Road Calls during the month of December increased due to additional engine overheating and tire related road calls. Palm Tran Mean Distance Between Road Calls metric remains above the target for the month of December.

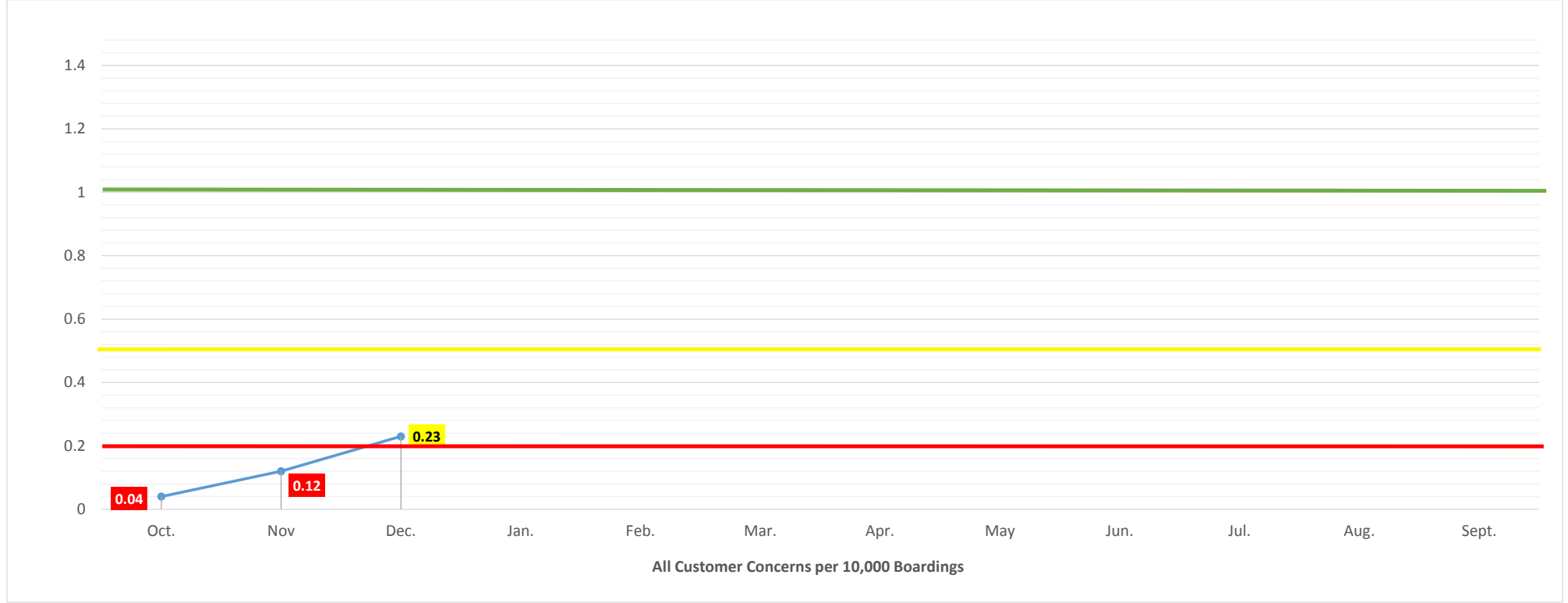


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- The Target has been met or exceeded

Palm Tran Performance Management Office

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									



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

The customer commendation ratio has improved for a second month in a row. Although Fixed Route Customer Commendations are still not at the target, Palm Tran is happy to report seventeen (17) commendations in December compared to nine (9) commendations in November and only three (3) commendations in October. Commendations included courteous bus operators and reliable service. In addition, fewer customer concerns and the opportunity for increased commendations will take place as Palm Tran continues to improve system reliability, customer service and implementation of a new route redesign.

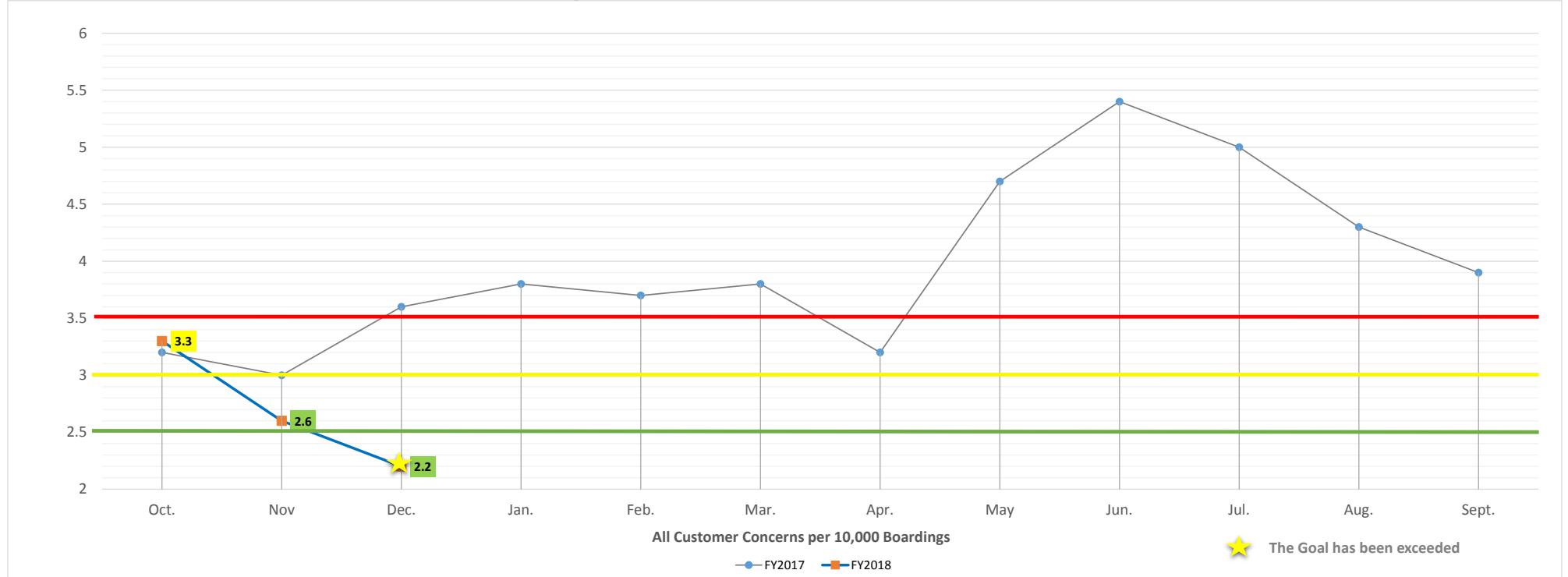


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - 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									



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

Palm Tran is pleased to report that Customer Concerns have decreased for the second month in a row. In December, total logged concerns were 183 compared to 215 in November. This metric exceeded the goal and continues to trend in the right direction. The top category of fixed route customer concerns for the month of December is "pass ups," which reduced from thirty-eight (38) in November to only twenty-five (25) in December. This is primarily due to increased communication with Bus Operators and ongoing public outreach efforts.



- The Minimum/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 DASHBOARD DECEMBER 2017

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									
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87									
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									
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%									
Mean Distance Between Road Calls	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551									
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9									
	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									
Reservations Call Hold Time	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51									
Where Is My Ride Hold Time	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40									

- 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
- ★ The Goal has been exceeded.

New Connection Customer Commendations per 1,000 Trips implemented for fiscal year 2018.



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	● 1.0	● 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									



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 is pleased to report a sharp decline of Preventable Collisions from 1.09 during the month of November to 0.46 during the month of December. This reduction is due to four (4) at fault accidents for the month of December compared to ten (10) at fault accidents for the month of November. These included two (2) front-end damages, one (1) backed-into a parked vehicle, and one (1) side swipe. The Connection PT-STAT team continues to focus on initiatives to mitigate Preventable Collisions that will contribute to exceeding the target for this metric.

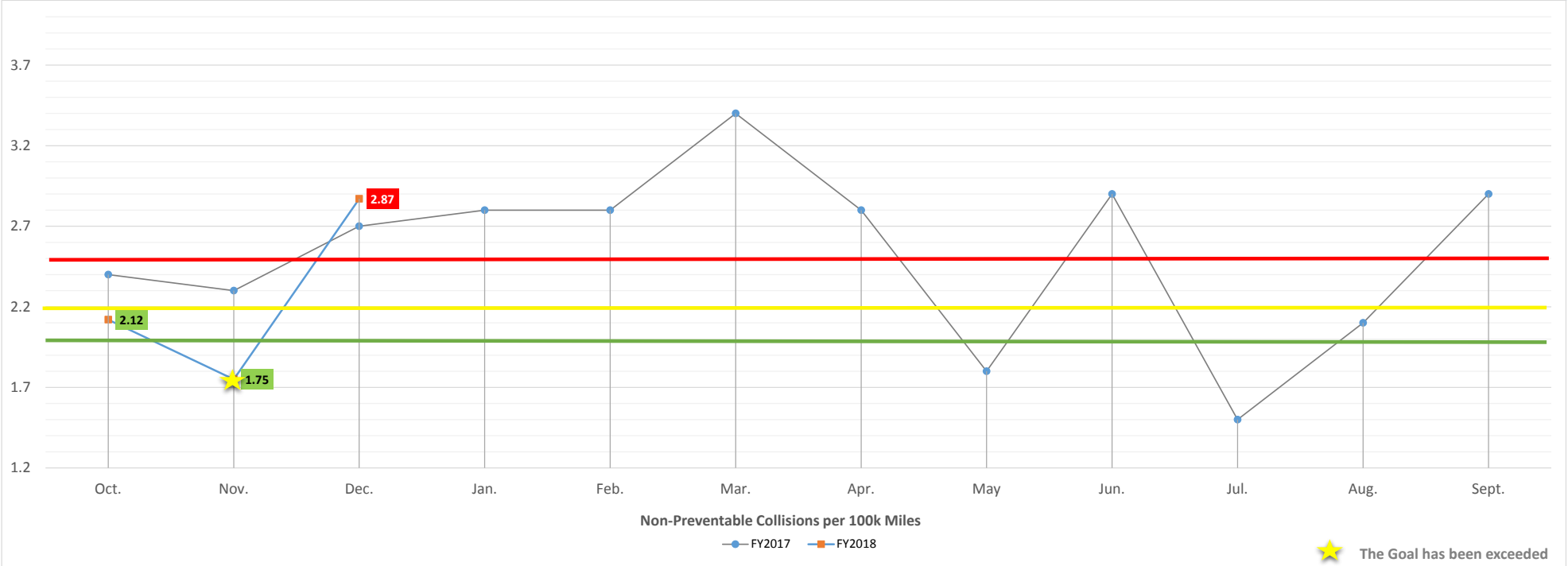


Palm Tran Performance Management Office

- The Minimum/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	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									



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 December, Non-Preventable Collisions increased from 1.75 to 2.87 collisions. This is due to an increase in side-swipe collisions during the month of December. Palm Tran experienced twenty-five (25) Non-Preventable Collisions for the month of December, compared to sixteen (16) Non-Preventable Collisions for the month of November. The top three categories in the month of December were defined as side-swipes, backed-into, and rear-ends. The Connection Safety and Accident Reduction PT-STAT team is implementing a "Back To The Basics" training program with the goal of reminding the drivers of defensive driving techniques that could potentially mitigate future Non-Preventable Collisions.

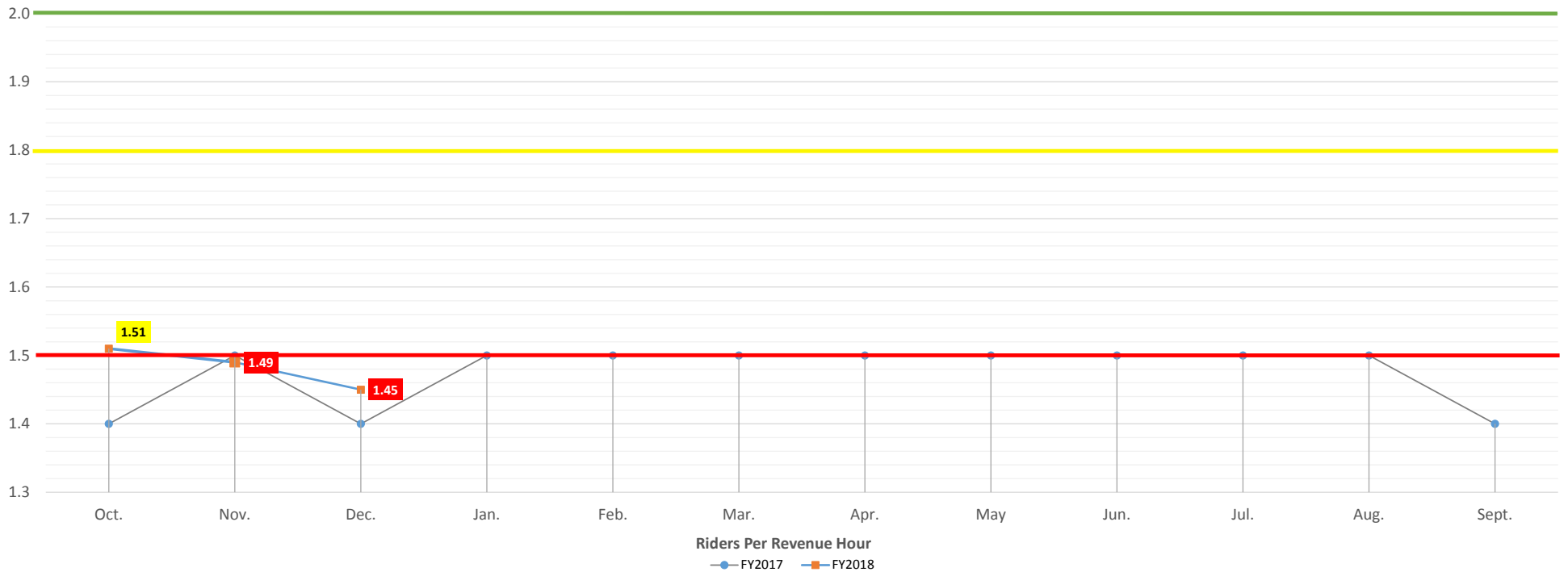


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- The Target has been met or exceeded

Palm Tran Performance Management Office

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	● 1.4	● 1.5	● 1.4	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.4
	2018	1.5	1.8	2.0	● 1.51	● 1.49	● 1.45									



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 December, Riders per revenue hour decreased slightly from 1.49 to 1.45, which is a 0.04 decrease from the previous month. In December, many of the group trips were cancelled due to agencies closing for the holidays, which decreased productivity. The Connection On-Time Performance PT-STAT team 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. In addition, for fiscal year 2018 Palm Tran added an extra decimal place to this metric to be able to observe the fluctuations month to month in detail.

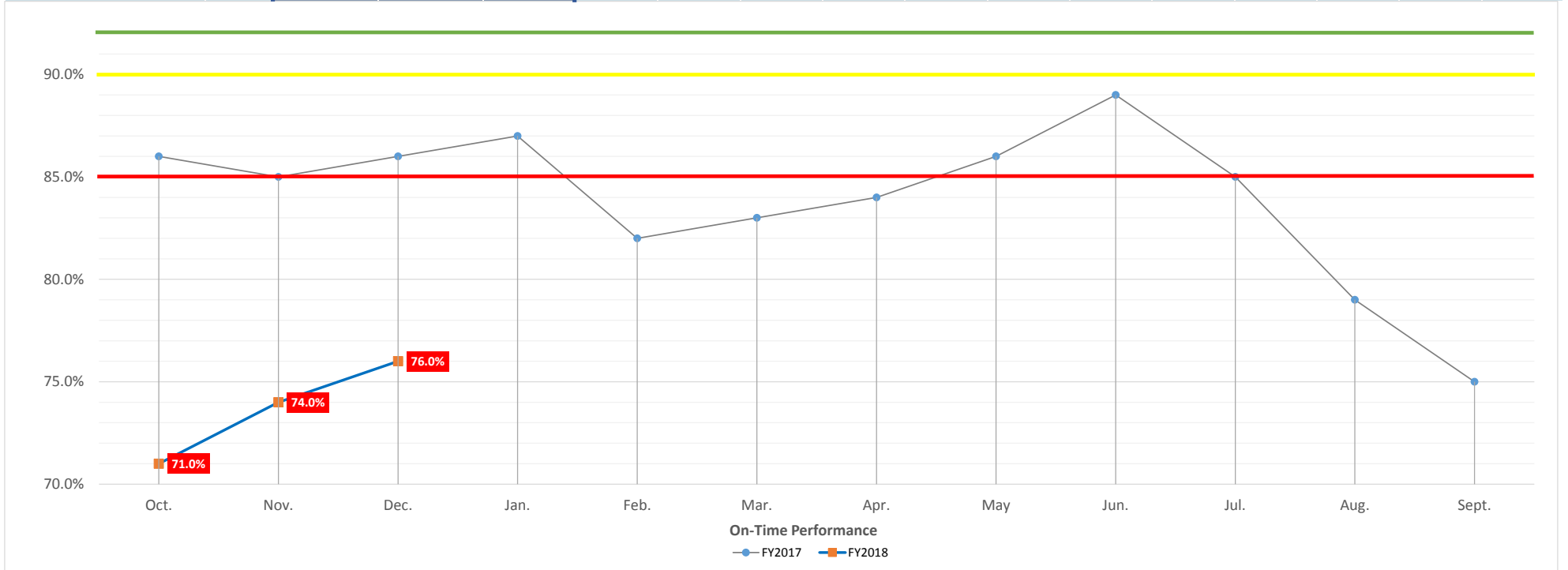


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- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - On-Time Performance

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	2017	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%	● 75.0%
	2018	85%	90%	92%	● 71.0%	● 74.0%	● 76.0%									



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

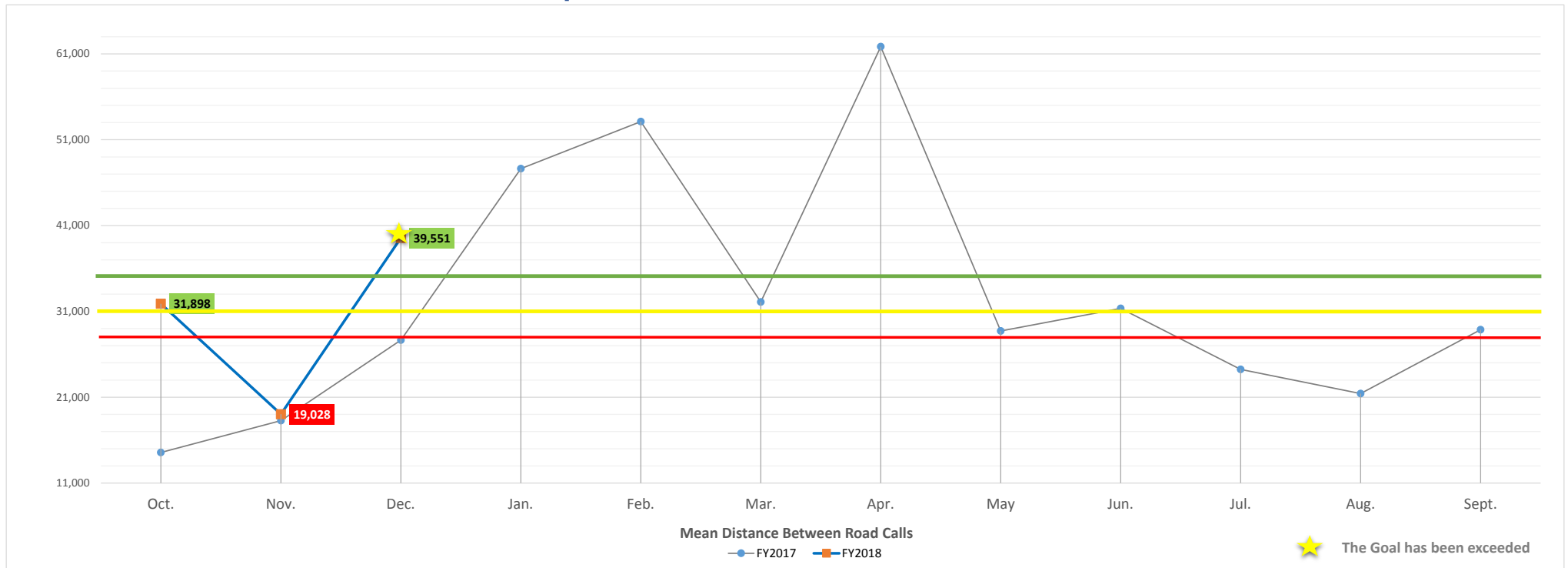
During the month of December, Palm Tran Connection has seen an increase of two (2) percentile points in On-Time Performance over the prior month of November. This is due to the decrease in total completed passenger trips by 4,411 (5.78%) compared to the prior month of November. However, in December, Palm Tran Connection completed less trips compared to the prior year, due to having one less weekday of service than the year before. In addition, this "Christmas Day" fell on a Monday, further reducing ridership. On non-holiday weekdays, Connection's ridership increased by 160 trips per day over the previous month. As Connection was closed on Monday for Christmas, Sunday ridership was unusually high which caused capacity issues that are reflected in an OTP of 57% for that day. Connection had technology issues on December 16th and 18th which lead to low OTP of 66% and 60% respectively. The On-Time Performance PT-STAT team is proposing options for addressing capacity constraints during peak times.

- The Minimum/Maximum 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	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	●	●	●	●	●	●	●	●	●	●	●	●
	2018	28,000	31,000	35,000	●	●	●									
					14,561	18,283	27,652	47,640	53,122	32,098	61,838	28,727	31,346	24,239	21,418	28,877
					31,898	19,028	39,551									



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

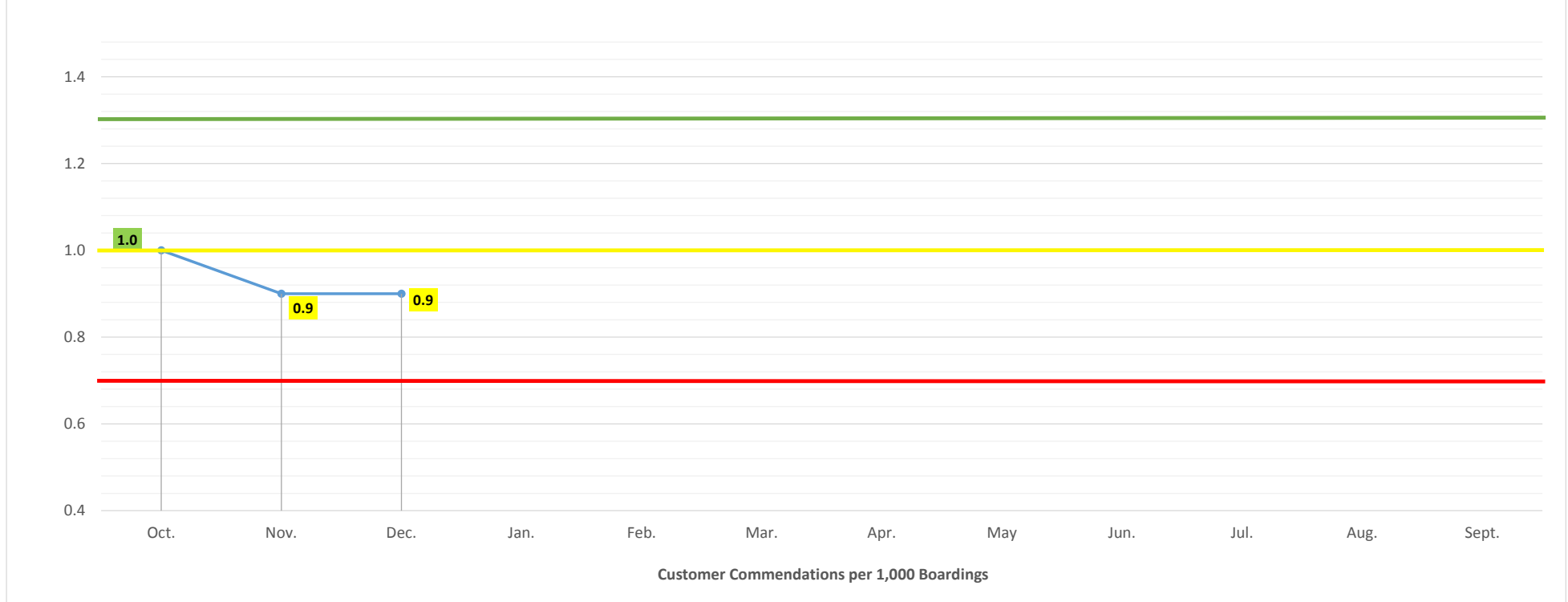
Palm Tran Connection is glad to report a sharp increase of miles between road calls during the month of December which exceeded the established goal. During the month of December, Palm Tran Connection experienced twenty-two (22) Road Calls compared to forty-eight (48) Road Calls for the month of November. This is a reduction of twenty-six (26) Road Calls compared to the prior month of November and is due primarily to a reduction of tire issues from sixteen (16) in November to six (6) in December, and reduction of A/C malfunctions Road Calls. The top Road Calls categories in December were as follows: tire issues, vehicles that would not re-start, and transmission malfunctions. The Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could potentially mitigate Road Calls.



- The Minimum/Maximum 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 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									



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

Narrative

During the month of December, Palm Tran Connection received fifty-nine (59) commendations compared to sixty-four (64) during the month of November. Although commendations declined slightly, this metric remains at 0.9 for the month of December due to a reduction of completed passenger trips. December customer commendations recognized a higher level of customer service by drivers, reservations staff, dispatch, customer service representatives, and administration staff. The Connection Customer Service PT-STAT team continues to stress the importance of providing superior customer service.

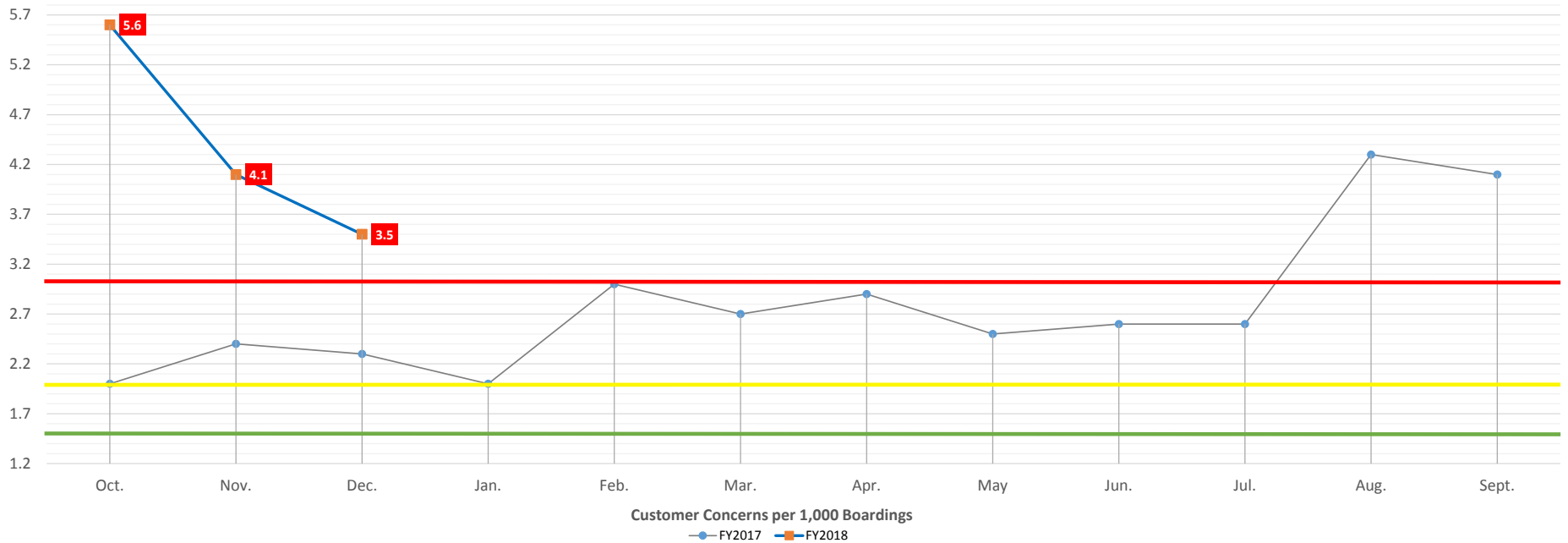


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - 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									



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

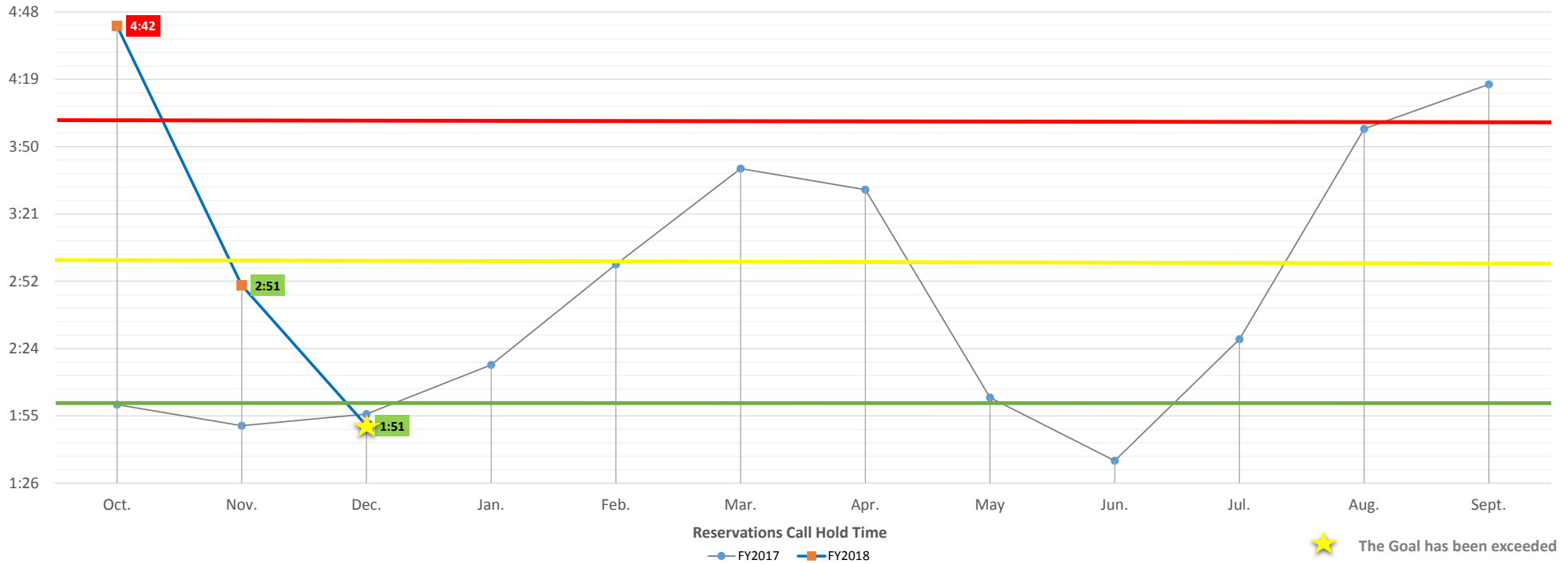
During the month of December, there were 233 complaints filed compared to 282 concerns in November. The majority of the concerns focus on late pick-ups. The dispatch and scheduling team are working together to increase awareness of the driver starting times to mitigate late pick-ups during the day. In addition, the Connection Customer Service PT-STAT team is implementing an initiative to educate customers on being ready and prepared with their fares when drivers arrive to help minimize boarding time.

- The Minimum/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 - 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									



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

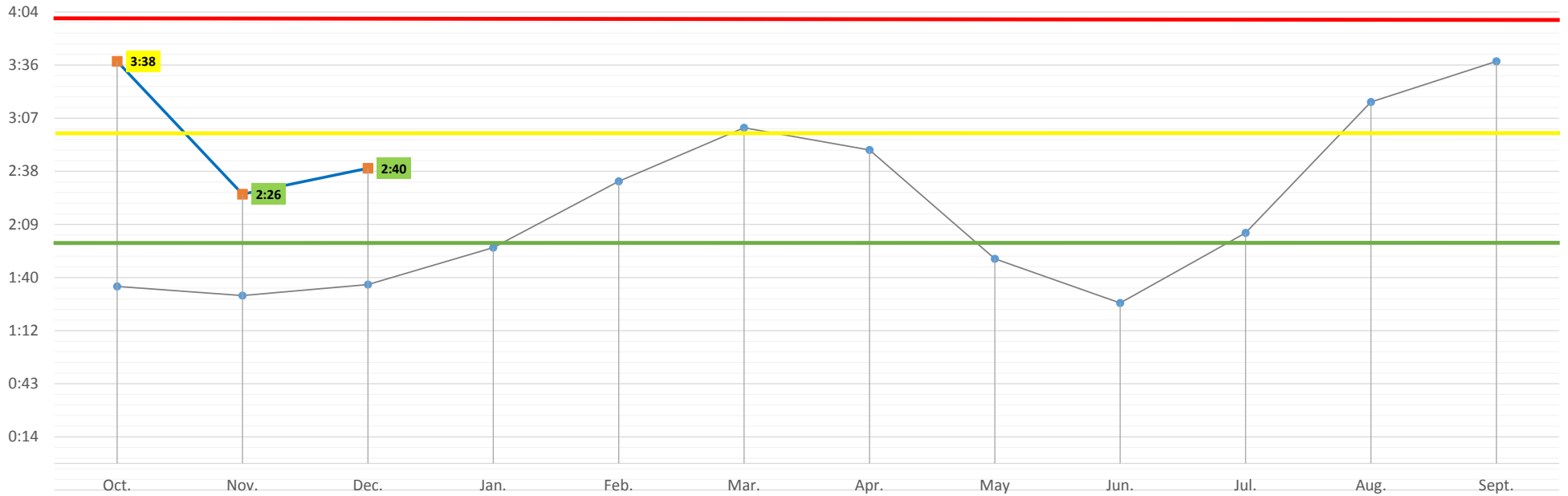
Palm Tran Connection is glad to report that December's reservations hold time decreased 1 minute compared to the prior month of November exceeding this metric goal. This improvement is attributed to the new phone system implemented on November 3rd, which is routing calls more efficiently and continues to improve the customer service experience. Palm Tran Connection will continue to explore opportunities to maximize the new phone system so that hold times continue to improve.



- The Minimum/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	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									



Customer Service Hold Time

● FY2017 ● FY2018

★ 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 December "Where Is My Ride" hold time increased by 14 seconds compared to the month of November. The amount of incoming calls for ETAs (estimated time of arrival) have increased due to the decrease in On-Time Performance during this month. In addition, on December 16th and the 18th the Mobil Data Terminals in the vehicles and the phone system experienced an outage for a large majority of the day. This outage contributed to the increase in ETA calls. Nevertheless, this metric continues to exceed the target during the month of December.



- The Minimum/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