



PERFORMANCE REPORT FEBRUARY 2018

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 FEBRUARY 2018

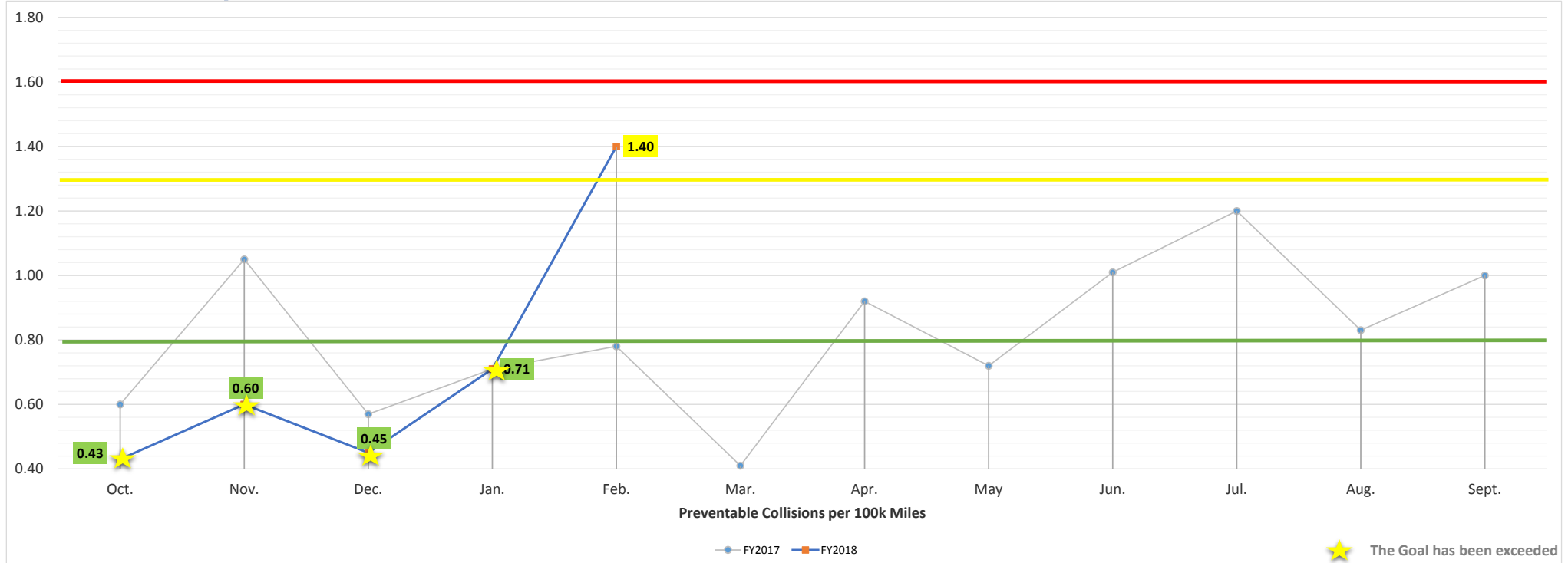
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40							
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33							
Mobility	Min	Target	Goal	Oct.	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							
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4	● 21.8							
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%							
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290	● 5,603	● 5,905							
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13							
	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							

- 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.



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							



★ The Goal has been exceeded

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

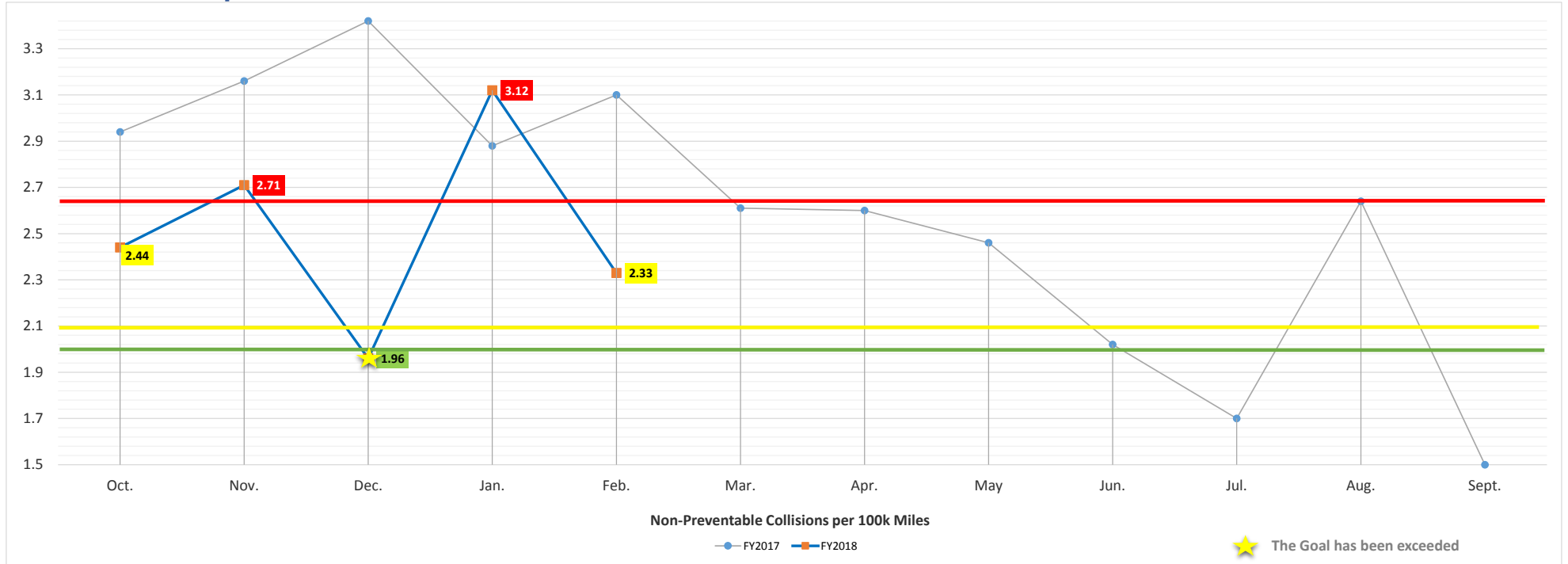
During the month of February, Preventable Collisions increased from 0.71 to 1.40 collisions. Palm Tran experienced nine (9) Preventable Collisions for the month of February, compared to five (5) Preventable Collisions for the month of January. This is due in majority to an increase of collisions categorized as side swipes. February Preventable Collisions consisted of four (4) side swipes, three (3) rear-ends, one (1) fixed object, and one (1) bus on bus collision. The Safety and Accident reduction PT-STAT team along with Palm Tran's safety section is in the process of developing an annual re-training program that will refresh Operators with safe driving techniques.



- 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

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							



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

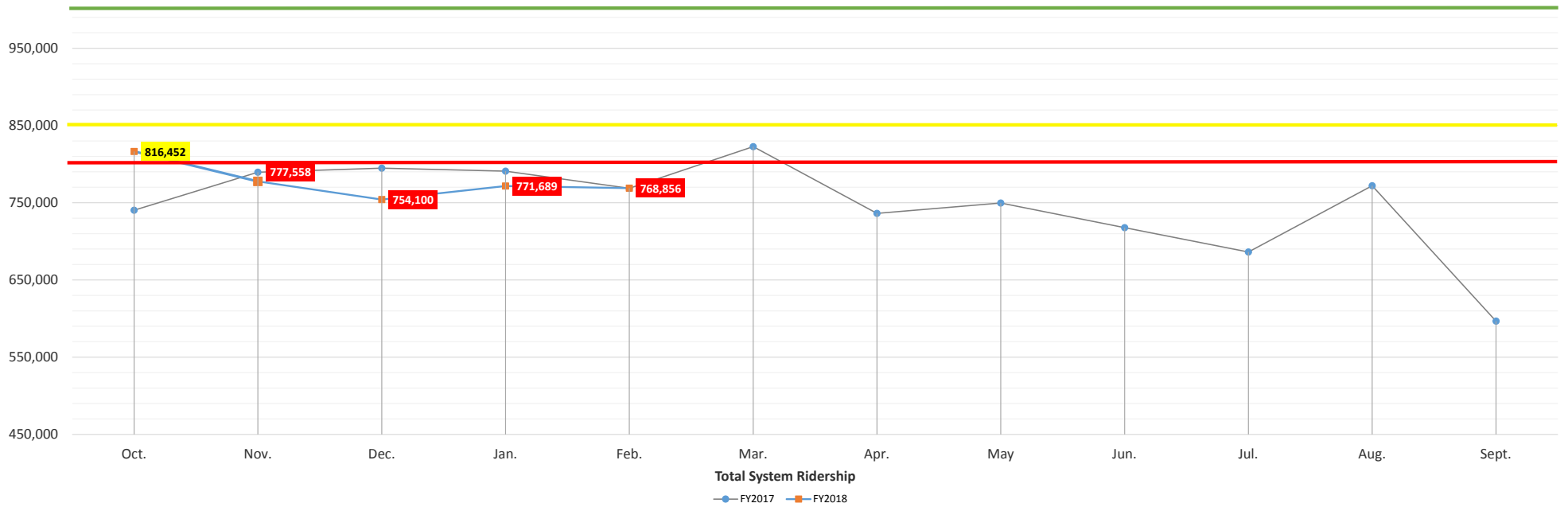
During the month of February, Palm Tran experienced a sharp decline on this metric. Non-Preventable Collisions decreased from 3.12 to 2.33 collisions. Palm Tran experienced fifteen (15) Non-Preventable Collisions for the month of February, compared to twenty-two (22) Non-Preventable Collisions for the month of January. This was due in majority to a reduction of collisions categorized as side swipes. Although side swipes reduced during the month of February, vehicles making contact with the bus while turning from the left and right continues to be a cause for Non-Preventable Collisions. February Non-Preventable Collisions consisted of five (5) vehicles cutting in front of bus, three (3) right side impacts, three (3) rear-ends, two (2) side swipes, and two (2) left side impacts. The Safety and Accident Reduction PT-STAT team is actively pursuing initiatives to address contacts on the sides 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

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	771,689	768,856							



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

Despite the fact that February is a shorter month compared to the previous month of January (10% shorter), ridership only declined by 0.4% which translated into higher productivity as reported on page 7. February ridership was 768,856, which is a decrease of 2,833 riders (0.4%) compared to the prior month of January. This is due in majority to the month of February operating nineteen (19) week days of service, compared to twenty-one (21) week days of service in January (one day of service averages 35,000 riders). The Ridership PT-STAT team worked on additional Route 4 outreach efforts to support its recent improvements by visiting the John I. Leonard High School to communicate the service enhancement to potential new Route 4 riders.

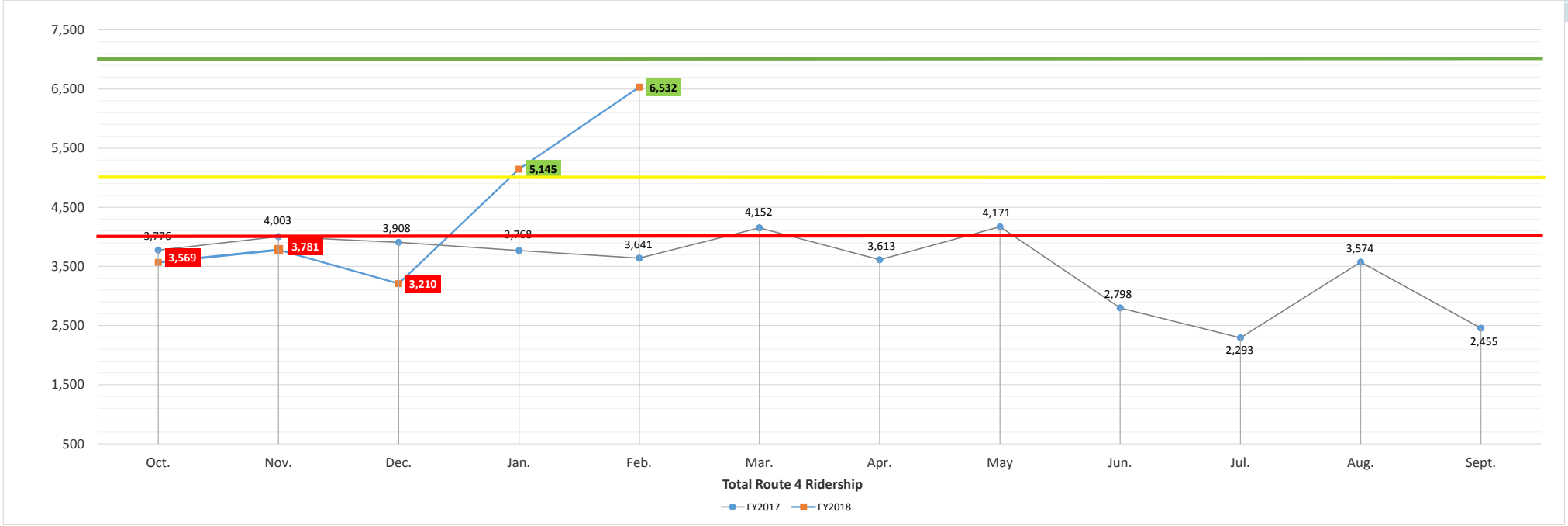


- The Minimum/Maximum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

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	●	●	●	●	●	●	●	●	●	●	●	●
	2018	4,000	5,000	7,000	●	●	●	●	●	●						



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 February ridership on Route 4 was 6,532, which is a sharp increase of 27% compared to the prior month of January, and a 79% increase compared to February of fiscal year 2017. This improvement is attributed to the Route 4 service extension 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.

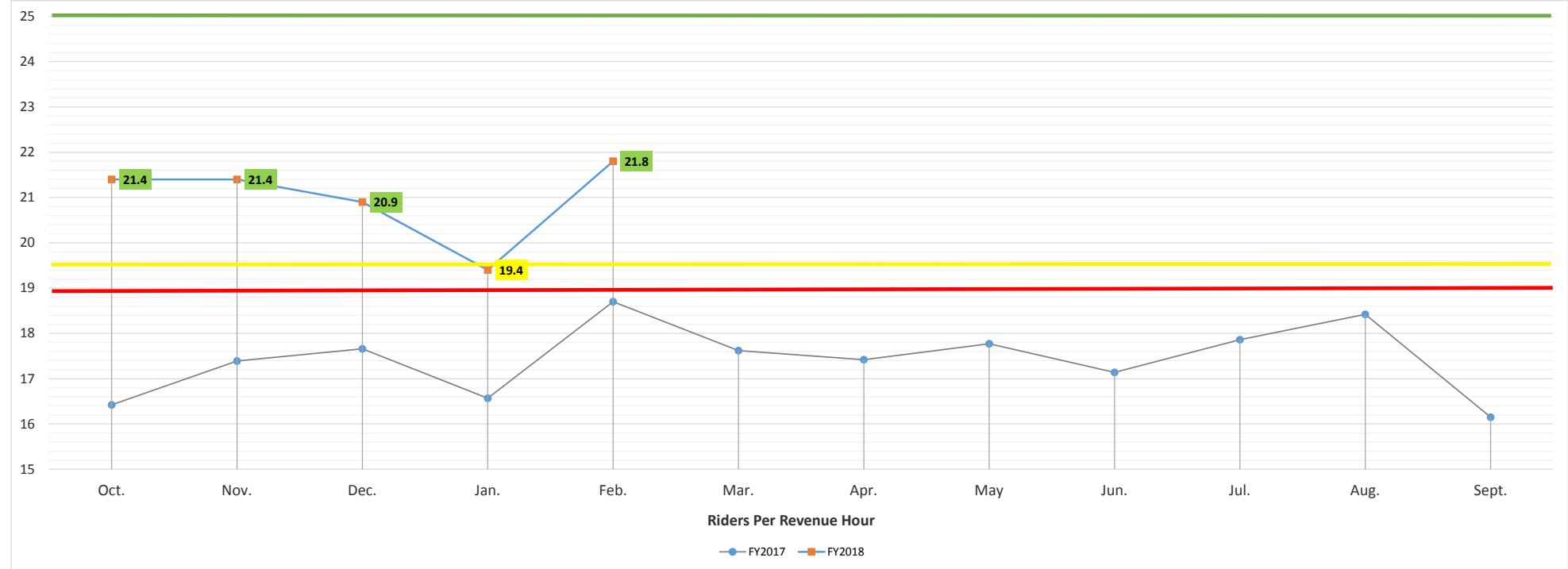


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- The Target has been met or exceeded

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	19.4	21.8							



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 February, Riders Per Revenue Hour experienced a sharp increase from 19.4 in January to 21.8 passengers per hour. This increase in productivity is due to 11.2% (4,450) less total fixed route revenue hours compared with the prior month of January (February being a shorter month), while ridership almost did not change (approximately 0.4% reduction). Palm Tran's productivity indicates an efficient operation during the month of February.

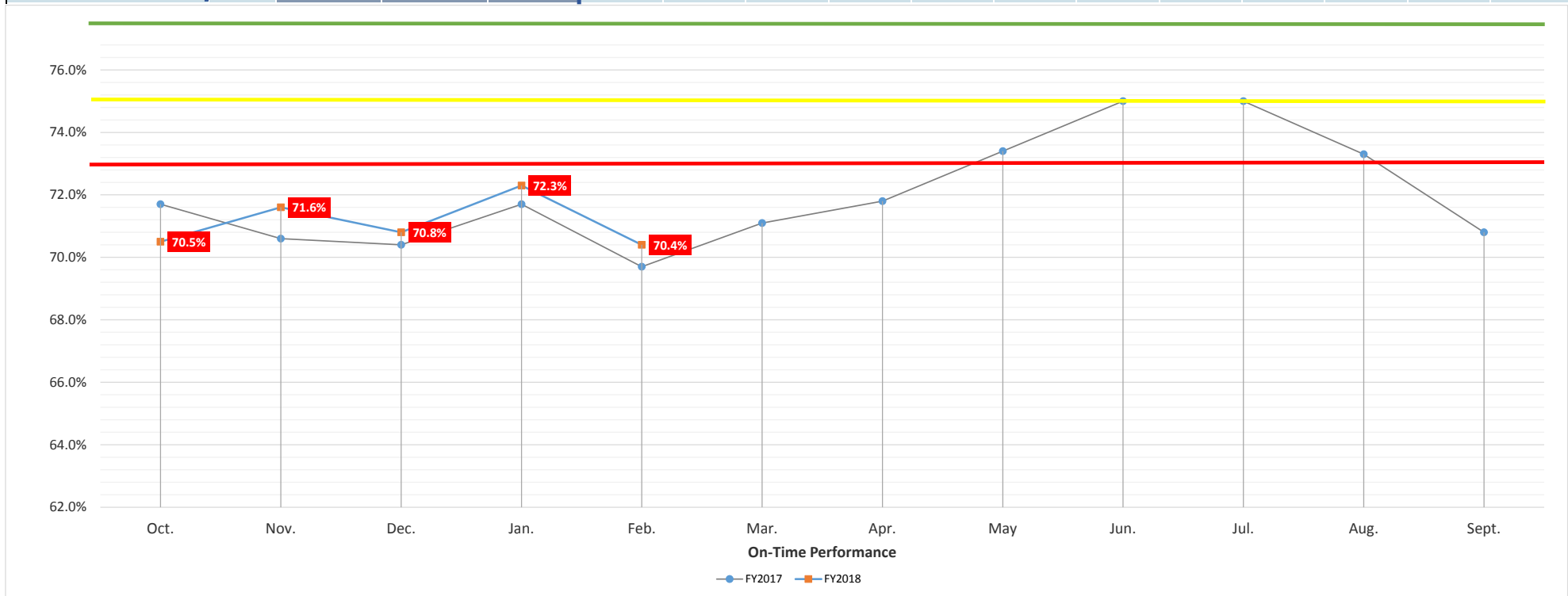


Palm Tran Performance Management Office

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- 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	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%							



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 February, On-Time Performance decreased from 72.3% in January to 70.4% in February, which is 1.9 percentile points lower. This reduction is attributed in majority to the traffic conditions during this time of the year, which is consistent with the 2.0 percentile points On-Time Performance decline experienced during the same period a year earlier. Additionally, on February 7th, an incident on I-95 diverted traffic to local roads increasing traffic congestion during the majority of the day, which impacted negatively this metric. The On-Time Performance PT-STAT team will continue to review time point improvements in an effort to reduce early trips that are currently affecting On-Time Performance.

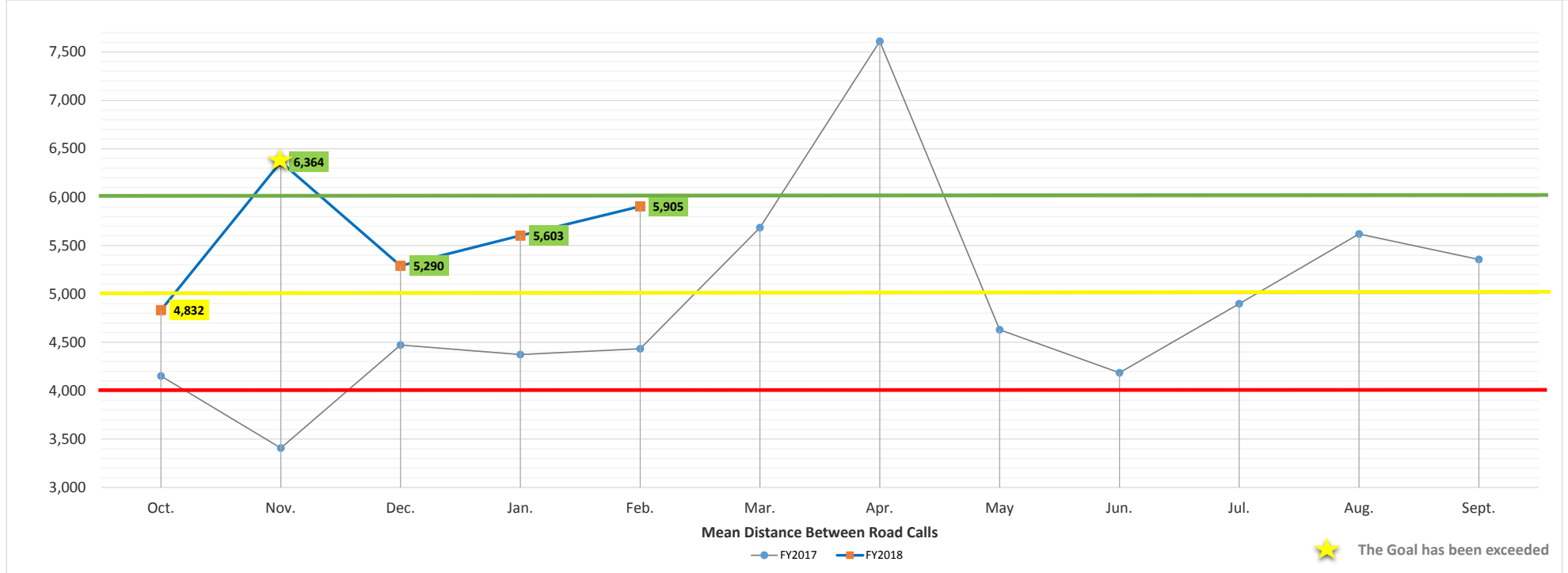
- The Minimum/Maximum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded



Palm Tran Performance Management Office

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							



★ The Goal has been exceeded

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

Narrative

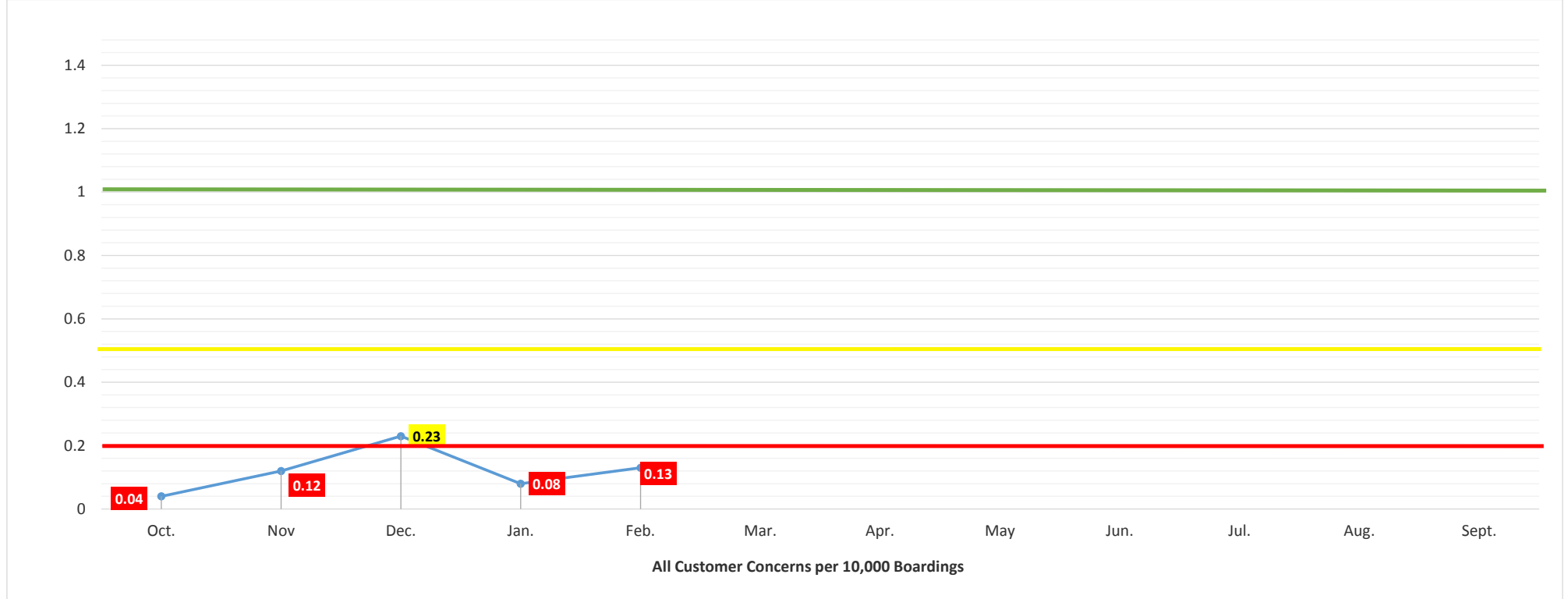
During the month of February, Palm Tran experienced 109 road calls compared to 126 road calls in January. This is due to a reduction of seventeen (17) road calls which increased miles between road calls by 24% compared to the previous month of January. Palm Tran continues on a positive trend for this metric for the third month in a row, and is only 95 miles away from reaching the established stretch goal. The top causes of road calls during the month of February were categorized as engine, engine regeneration, and overheating. The Mean Distance Between Road Calls PT-STAT team is currently implementing a pilot project that is expected to reduce engine regeneration which has been a consistent cause of road calls. Additionally, this PT-STAT team continues to conduct peer reviews to identify best practices in mitigating 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

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							



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

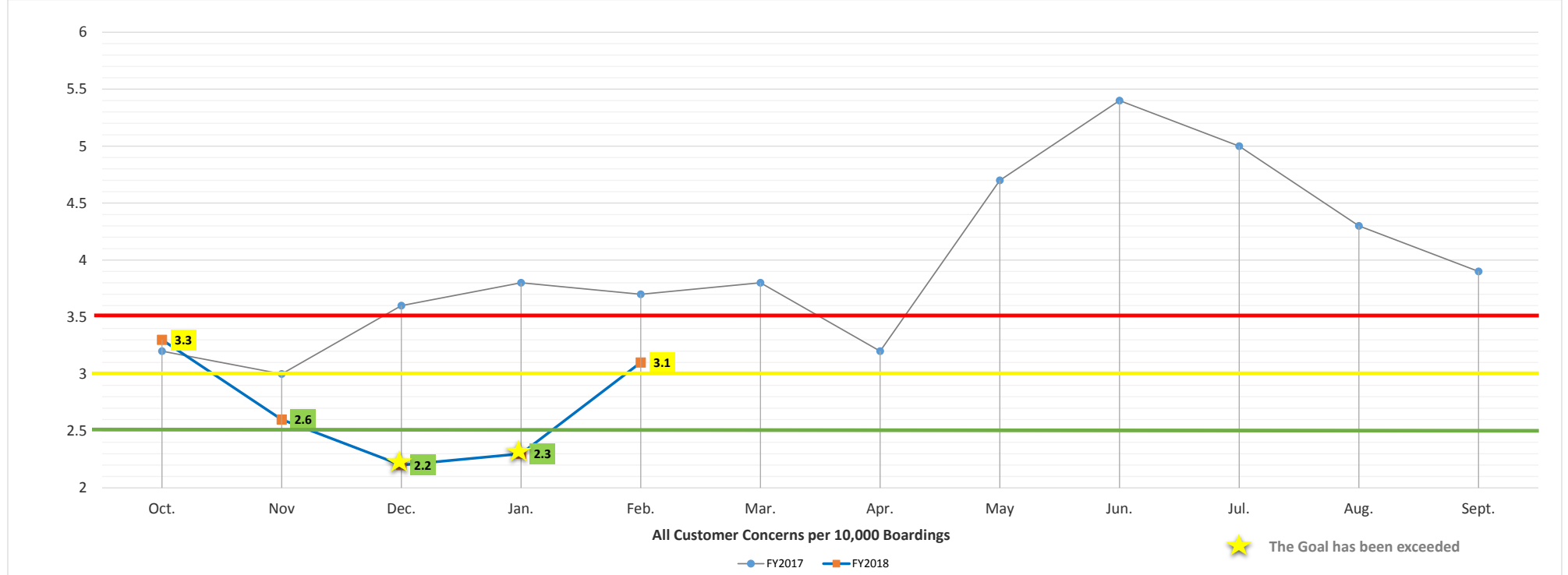
During the month of February, customer commendations increased compared to the prior month of January. Palm Tran received ten (10) commendations in February compared to six (6) commendation in January. The top commendation category was "courteous bus operator" which is consistent with the Fixed Route Customer Service PT-STAT team focus on customer service initiatives. Additionally, during the month of February, this PT-STAT team in collaboration with Palm Tran's Information Technology and Marketing sections, released the new "Click to Commend" web-form on Palm Tran's website. Palm Tran riders can now very easily provide commendations for the excellent bus operators that deliver Palm Tran's fixed route 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

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							



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 increased to 3.1 per 10,000 boardings in February, compared to 2.3 during the previous month of January. In February, total logged concerns were 239 compared to 181 in January. This was due in majority to "bus behind schedule" concerns which is consistent with the decrease in on-time performance on page 8 of this report. The top categories of fixed route customer concerns for the month of February are bus behind schedule and pass ups. Behind schedule concerns will widely be address as part of the Route Performance Maximization (RPM) project. The Fixed Route Customer Service PT-STAT team continues to focus on public education and outreach to help riders understand their responsibility for properly hailing the bus.



- 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 DASHBOARD FEBRUARY 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							
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56							
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	● 1.5							
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%							
Mean Distance Between Road Calls	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551	● 29,768	● 19,515							
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3							
	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							
Reservations Call Hold Time	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11							
Where Is My Ride Hold Time	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02							

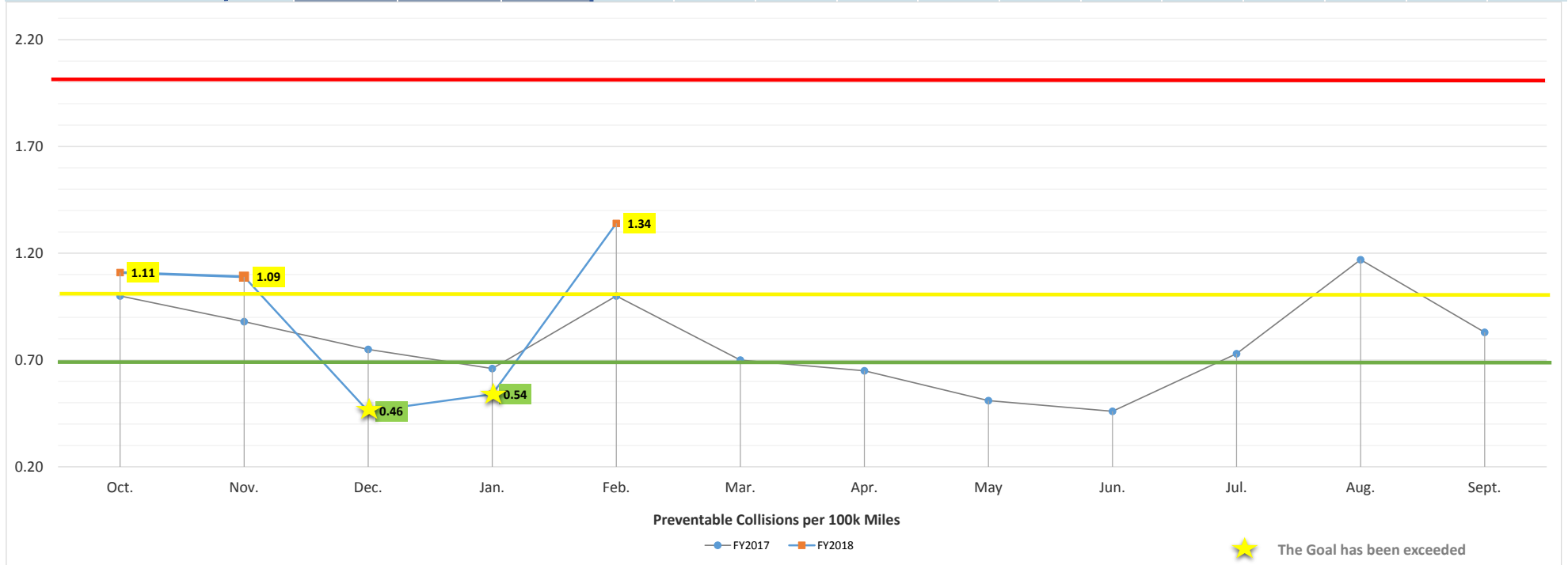
- The Minimum/Maximum has not been met
- The metric is at or above/below the Minimum/Maximum, but not at the Target
- The Target has been met or exceeded
- ★ The Goal has been exceeded.



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	● 1.00	● 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							



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 increased from 0.54 to 1.34 for the month of February. This is due to twelve (12) at fault accidents during the month of February compared to five (5) at fault accidents for the month of January. The majority of the collisions were related to fixed object collisions (gate arms, tree branches, mailboxes, and awnings). These included ten (11) fixed objects, and one (1) rear-end. The Palm Tran Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could potentially mitigate preventable collisions related to distracted driving as well as recommendations to avoid fixed object collisions.

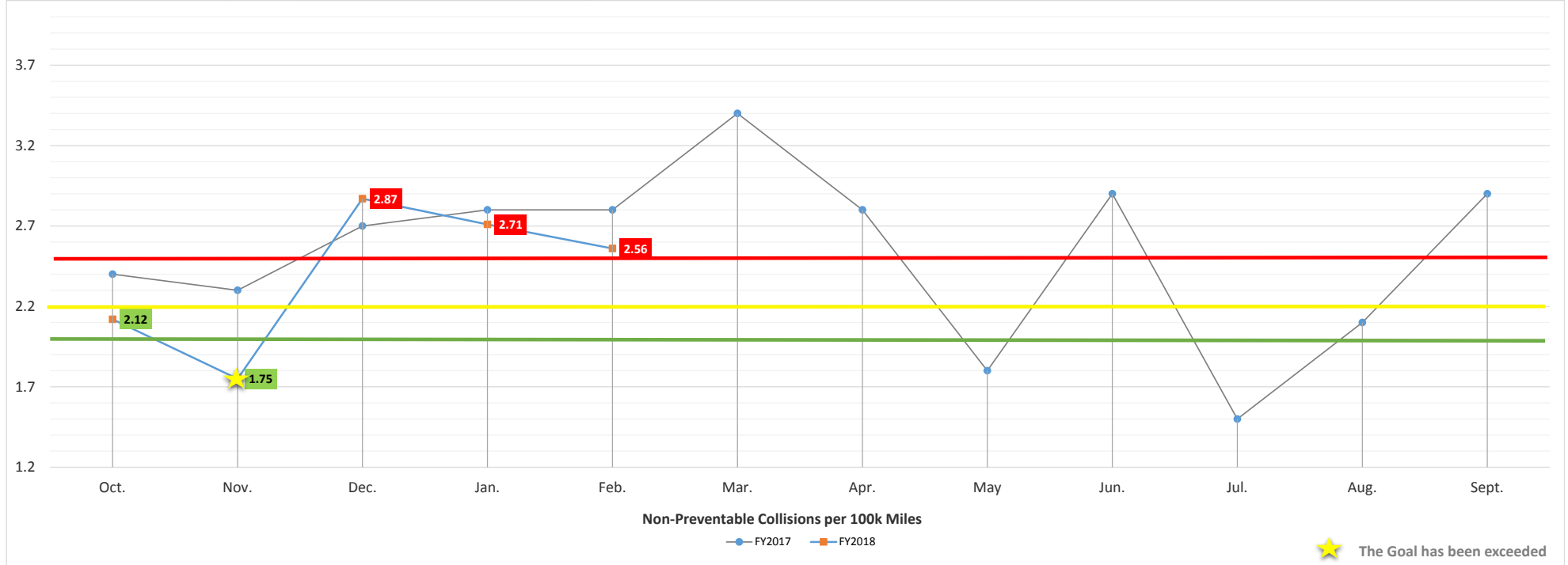


Palm Tran Performance Management Office

- 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	● 2.71	● 2.56							



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 February, Non-Preventable Collisions decreased slightly from 2.71 to 2.56 collisions. This decrease is due to twenty-three (23) Non-Preventable Collisions during the month of February compared to twenty-five (25) Non-Preventable Collisions experienced during the month of January. The top three categories of Non-Preventable Collisions during the month of February were defined as side swipes, rear-ends, and front end damage. The Connection Safety and Accident Reduction PT-STAT team is currently evaluating the implementation of a blind spot alert project in an effort to mitigate side swipes.

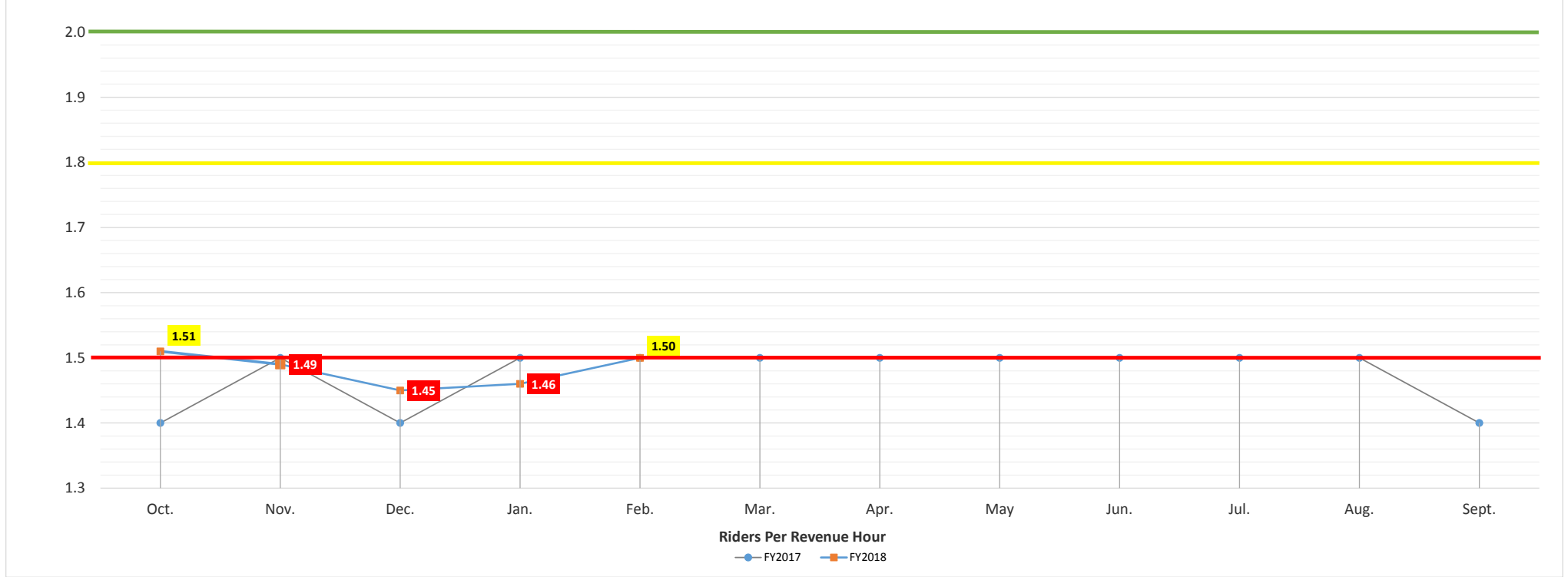


- The Minimum/Maximum has not been met
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- The Target has been met or exceeded

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	● 1.46	● 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

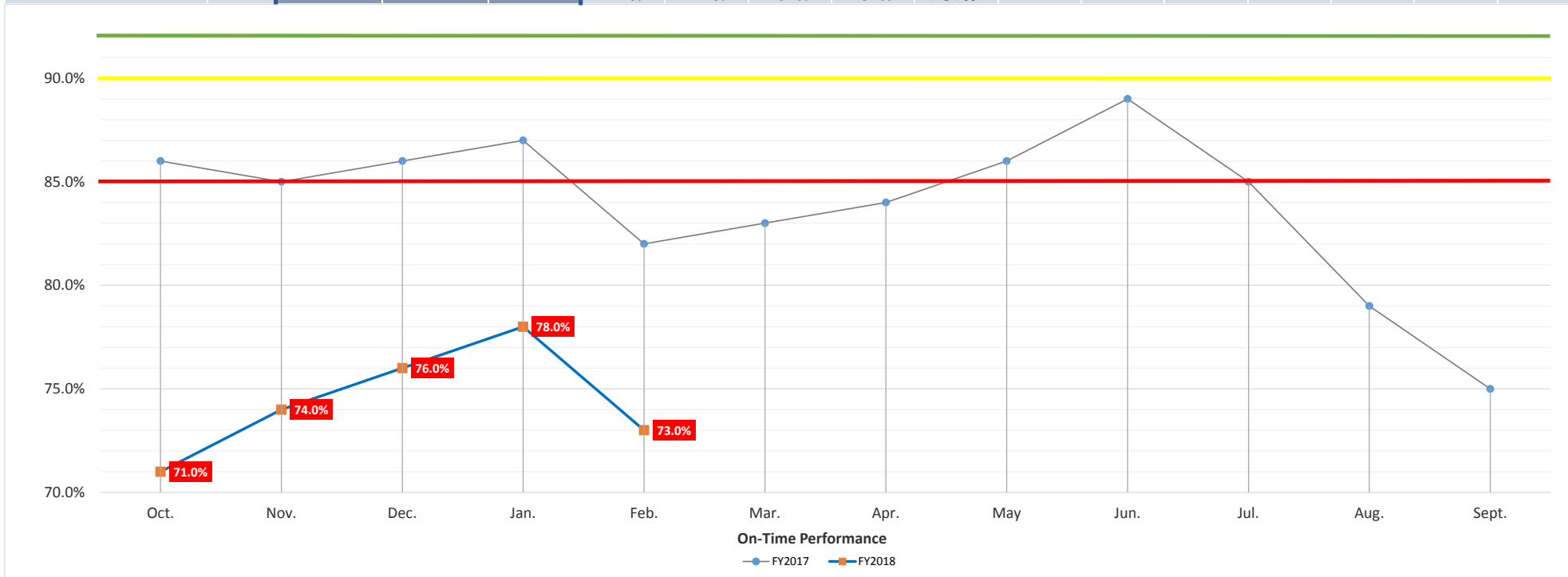
During the month of February, Riders per revenue hour increased slightly to 1.50 from 1.46 during the month of January. This is attributed in majority to a reduction of Total Connection Revenue Hours by 4.12% due to an increase of vehicle breakdowns (see page 17) during the month of February. The Connection 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 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.



- 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 - 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%	● 78.0%	● 73.0%							



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

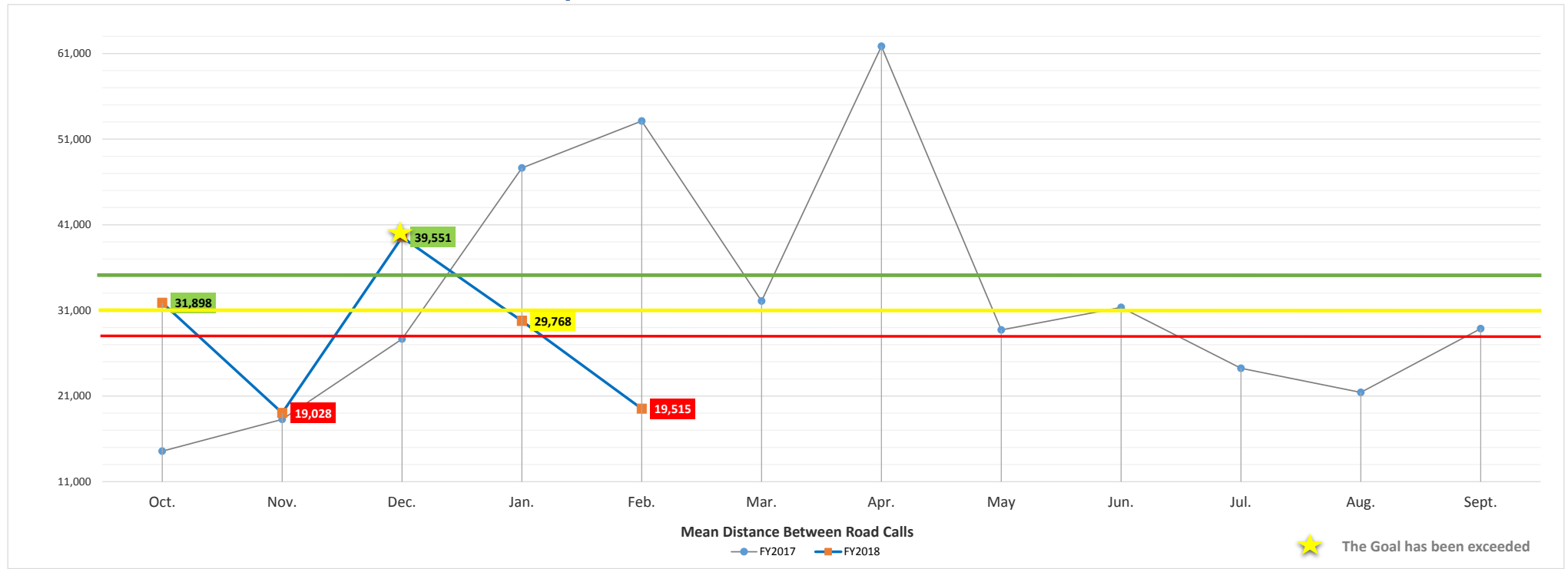
During the month of February, Palm Tran Connection has seen a decrease of five (5) percentile points in On-Time Performance over the prior month of January. This was due in majority to a reduction of vehicles available for service due to an increase of vehicle breakdowns during the month of February (see page 17). The Connection On-Time Performance PT-STAT team is working on possible options that could potentially address the capacity constrains 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	● 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							



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

Narrative

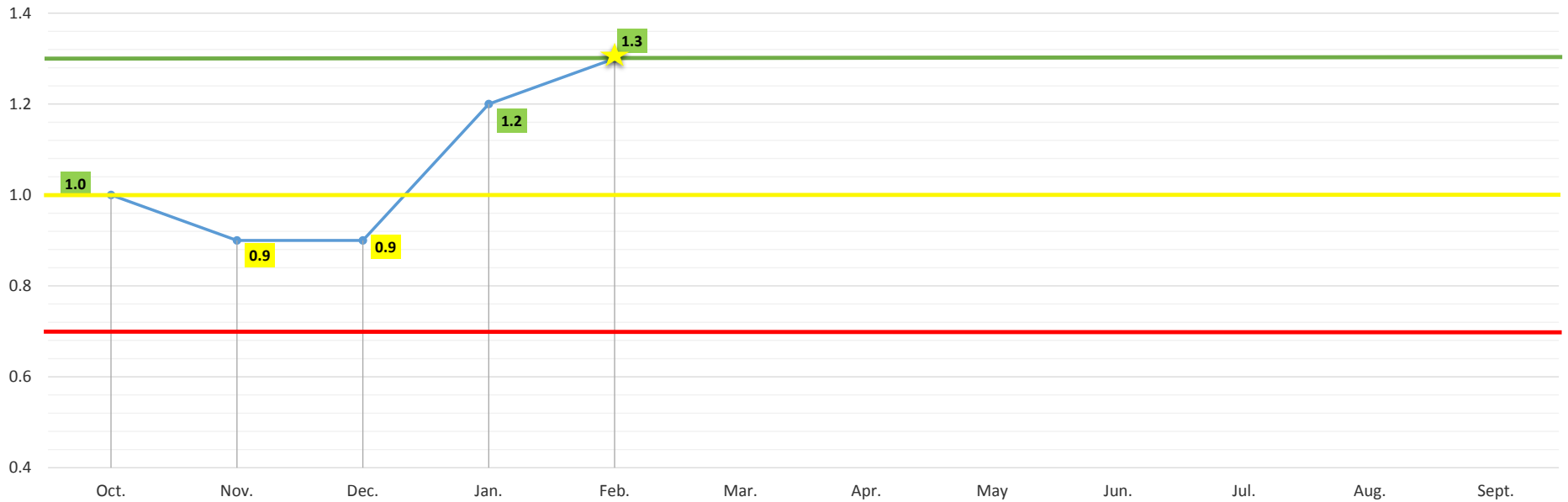
During the month of February, Palm Tran Connection experienced forty-six (46) Road Calls compared to thirty-one (31) for the month of January. This is an increment of fifteen (15) Road calls compared to the prior month of January, which is due to an increase of Road Calls categorized as tire issues and transmission breakdowns. The top Road Calls categories in February were as follows: Tire issues, transmission/engine, and vehicles that would not start. The Connection Safety and Accident Reduction PT-STAT team is currently exploring 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	● 1.2	● 1.3							



★ The Goal has been exceeded

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

Palm Tran is glad to report that for the month of February this metric achieved the established stretch goal. During the month of February, Palm Tran Connection received ninety-one (91) commendations compared to eighty-three (83) during the month of January. Customer commendations during the month of February recognized a higher level of customer service by drivers, reservationists, dispatch, eligibility staff, and one for the overall Palm Tran Connection staff. The Connection Customer Service PT-STAT team implemented during the month of January a "Quality Customer Service" initiative that promotes the importance of greeting each Palm Tran Connection rider.

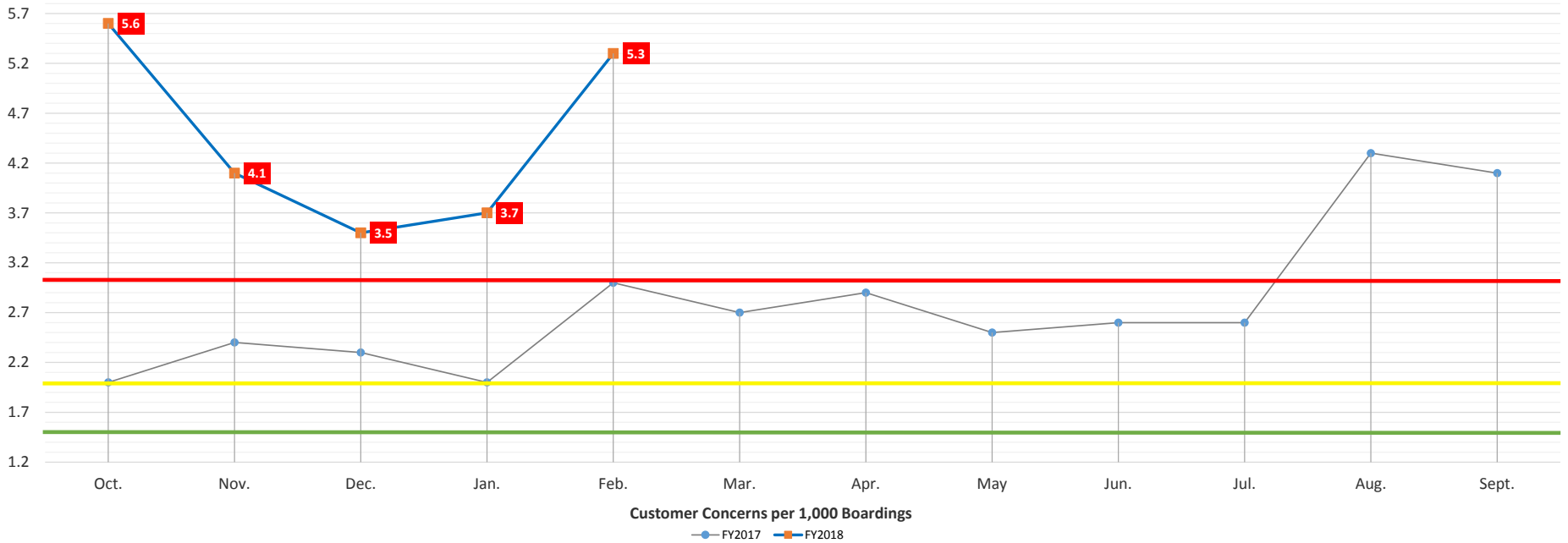


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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	● 3.7	● 5.3							



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 February, there were 366 concerns filed compared to 255 concerns in January. The majority were focused on late pick-ups, which directly correlates to lagging OTP of 73% as reported on page 16. The dispatch and scheduling team continue to work on the increase awareness of the driver start times to reduce the late pickups during the day. The Connection Customer Service PT-STAT team implemented an initiative on February to educate customers on being ready and prepared with their fares when drivers arrive to help minimize the boarding time.

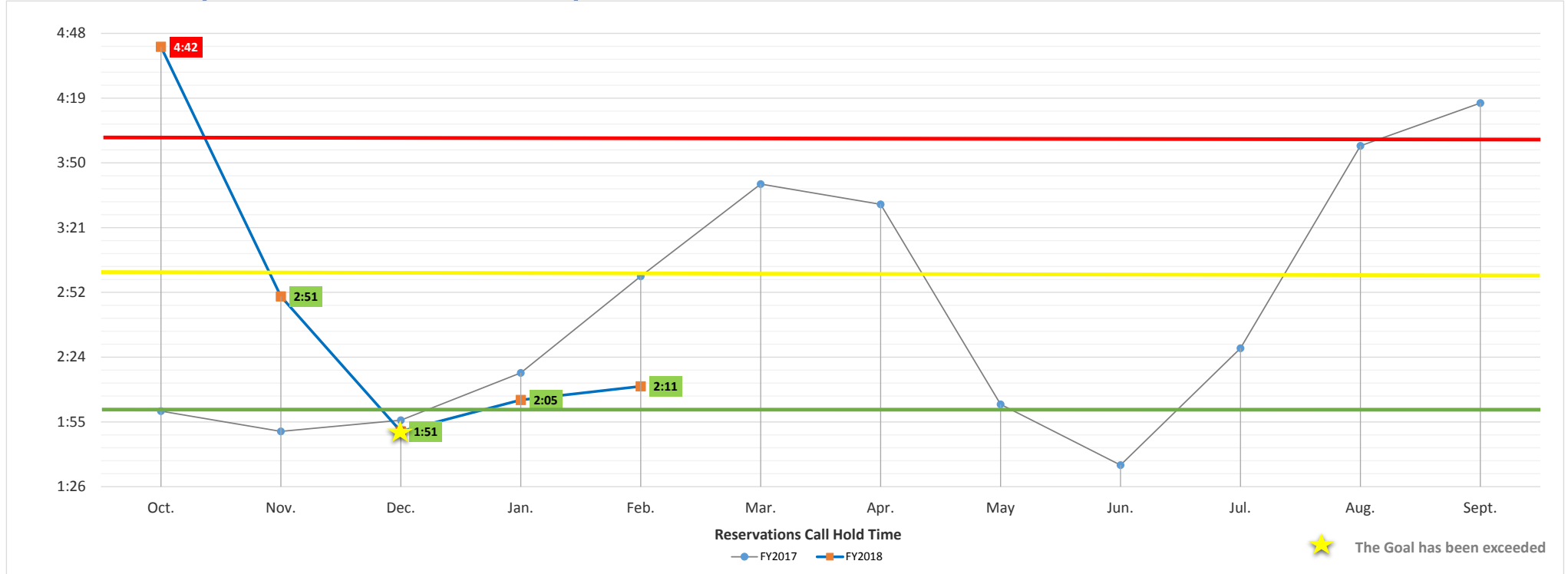
- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office



CONNECTION - Reservations Call Hold Time

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



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

Narrative

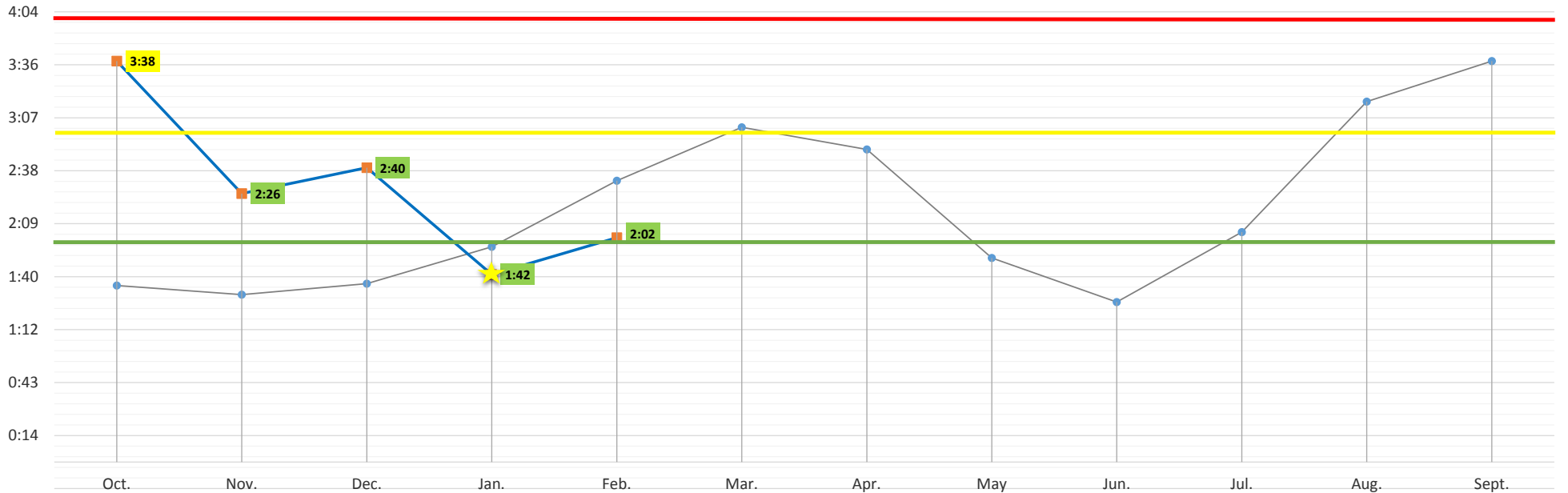
During the month of February, reservations hold time increased by six (6) seconds compared to the prior month of January. Nevertheless, Palm Tran Connection reservations hold time continues to exceed the target for the month of February. Palm Tran Connection is currently fully staffed and have found the new phone system to route the calls more efficiently therefore improving the customer experience. As a result, customer service commendations for reservations increased during the month of February. Palm Tran Connection continues to explore opportunities to continue to improve the reservations hold 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 - 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							



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 February, "Where Is My Ride" hold time increased by 20 seconds compared to the month of January. The average amount of calls for ETAs (estimated time of arrival) have increased by 89 calls per day due to the decrease in On-Time Performance during this month. Nevertheless, this metric continues to exceed the target for the fourth consecutive month. Palm Tran Connection's dispatch team continues to streamline and improve the "Where Is My Ride" customer calls process, which has allowed answering a greater volume of calls in a more efficient manner.



- 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