



PERFORMANCE REPORT JANUARY 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 JANUARY 2018

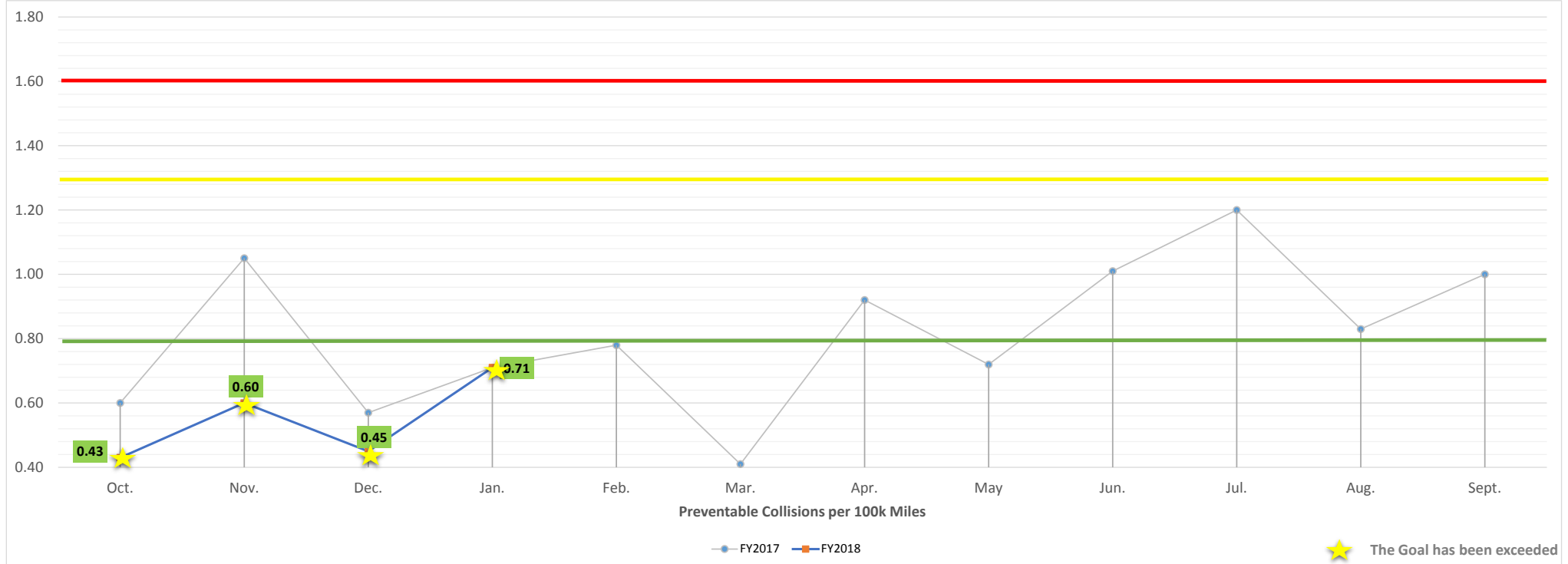
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71								
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96	● 3.12								
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	850,000	1M	● 816,452	● 777,558	● 754,100	● 771,689								
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4								
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%								
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290	● 5,603								
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08								
	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								

- 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								



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 fourth consecutive month of exceeding the goal for Preventable Collisions. During the month of January, Palm Tran experienced five (5) Preventable Collisions compared to three (3) during the month of December. This was due to two (2) side swipes during the month of January, compared to zero (0) during the month of December. Preventable Collisions during the month of January consisted of two (2) side swipes, two (2) fixed objects, and one (1) rear-end.

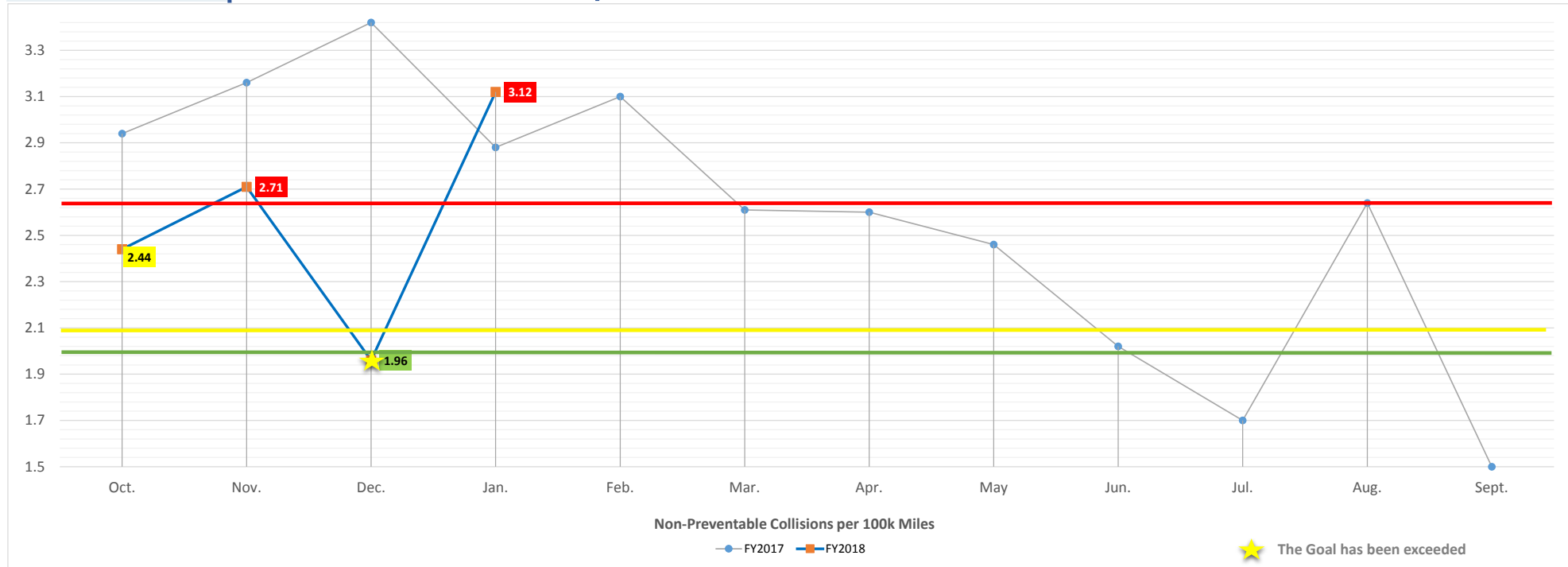


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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	● 3.12								



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

Narrative

During the month of January, Non-Preventable Collisions increased from 1.96 to 3.12 collisions. Palm Tran experienced twenty-two (22) Non-Preventable Collisions for the month of January, compared to thirteen (13) Non-Preventable Collisions for the month of December. This is due to an increase of collisions categorized as contacts from the left and from the right. January Non-Preventable Collisions consisted of six (6) side swipes, four (4) vehicle contacts at intersections, four (4) rear-ends (three with flashing lights), three (3) right side impacts, three (3) left side impacts, one (1) fixed object, and one (1) bike. The Safety and Accident Reduction PT-STAT team is actively pursuing initiatives to address contacts on the sides of the vehicle.

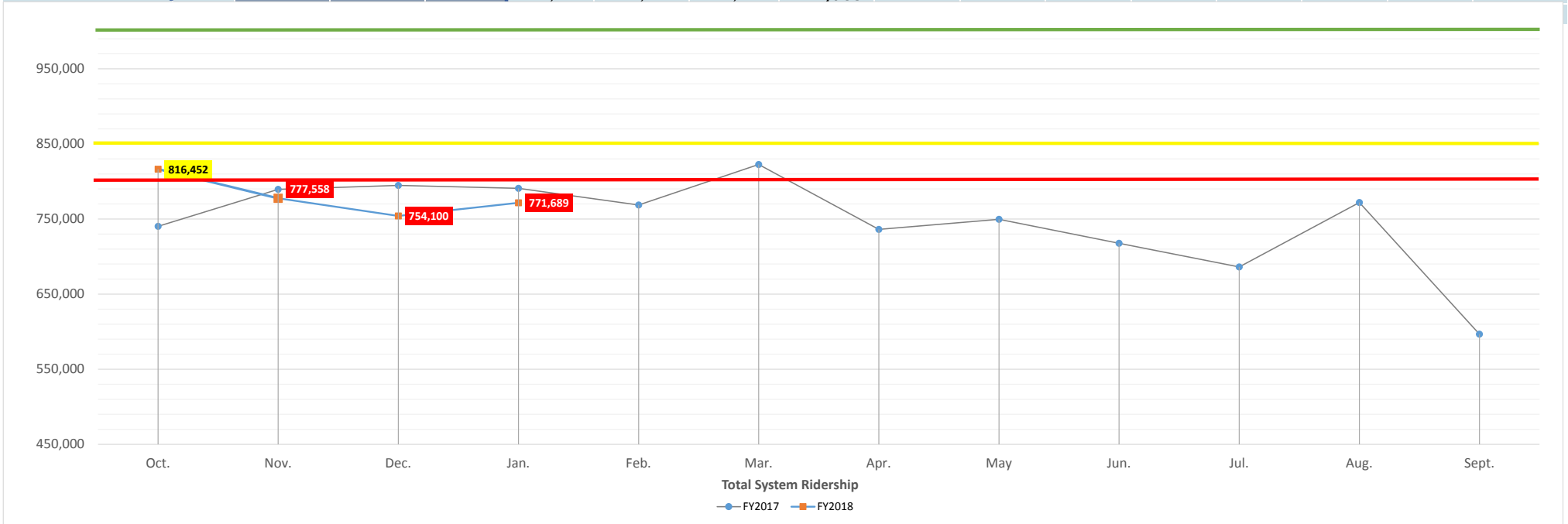


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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	●	●	●	●	●	●	●	●	●	●	●	●
	2018	800,000	850,000	1M	●	●	●	●								
					740,293	789,517	794,859	790,894	768,598	822,635	736,236	749,676	717,715	686,132	772,042	596,664
					816,452	777,558	754,100	771,689								



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

January ridership was 771,689, which is an increase of 2.3% compared to the prior month of December. The Route 4 extension to the V.A. Hospital is the main factor attributed to the ridership improvement during the month of January, as well as schools returning to normal activities. In comparison with January of last fiscal year, ridership decreased approximately 2.4% due to no Palm Tran service during "New Year's 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. The Ridership PT-STAT team worked on outreach efforts to support the recently extended Route 4 and communicated the service enhancement to potential new Route 4 riders.

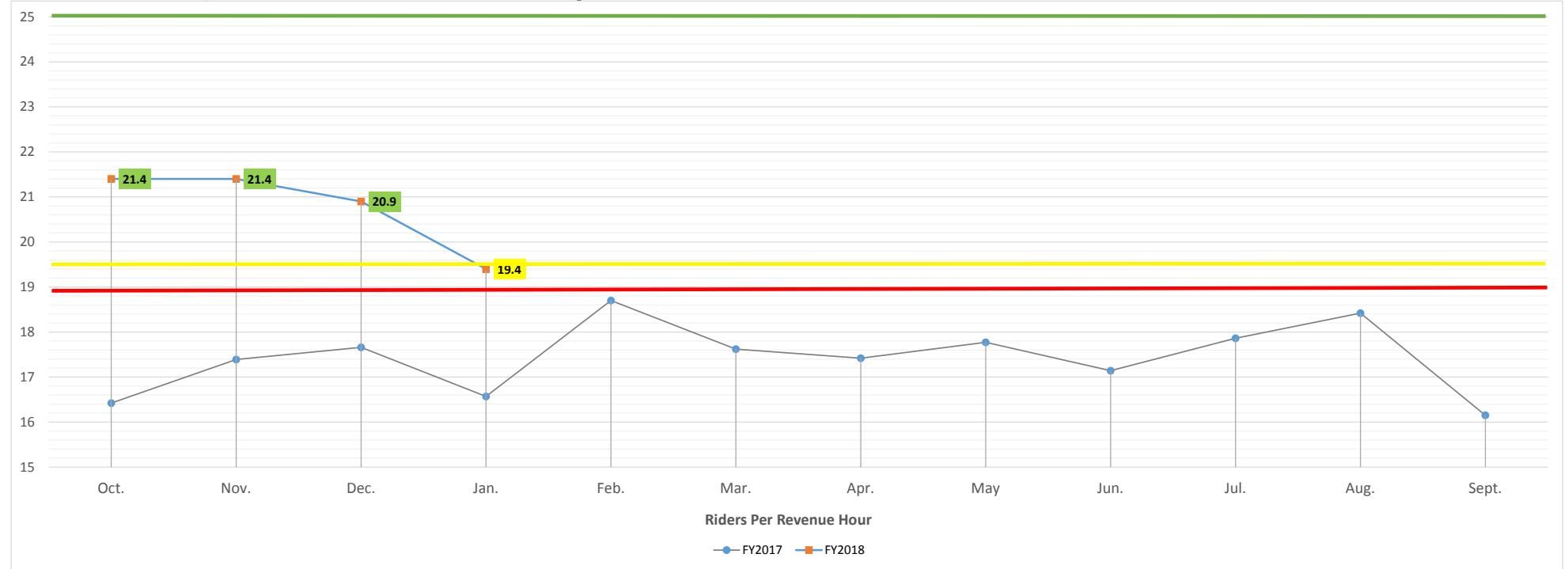


- The Minimum/Maximum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - 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								



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 January, Riders Per Revenue Hour slightly declined from 20.9 in December to 19.4 passengers per hour. This is due to Total Revenue Hours increasing from 36,042 in December, to 39,687 in January due to two additional week days of service in January which averages approximately 3,000 revenue hours, compared to the prior month of December with two additional weekend days of service which averages approximately 1,200 revenue hours.

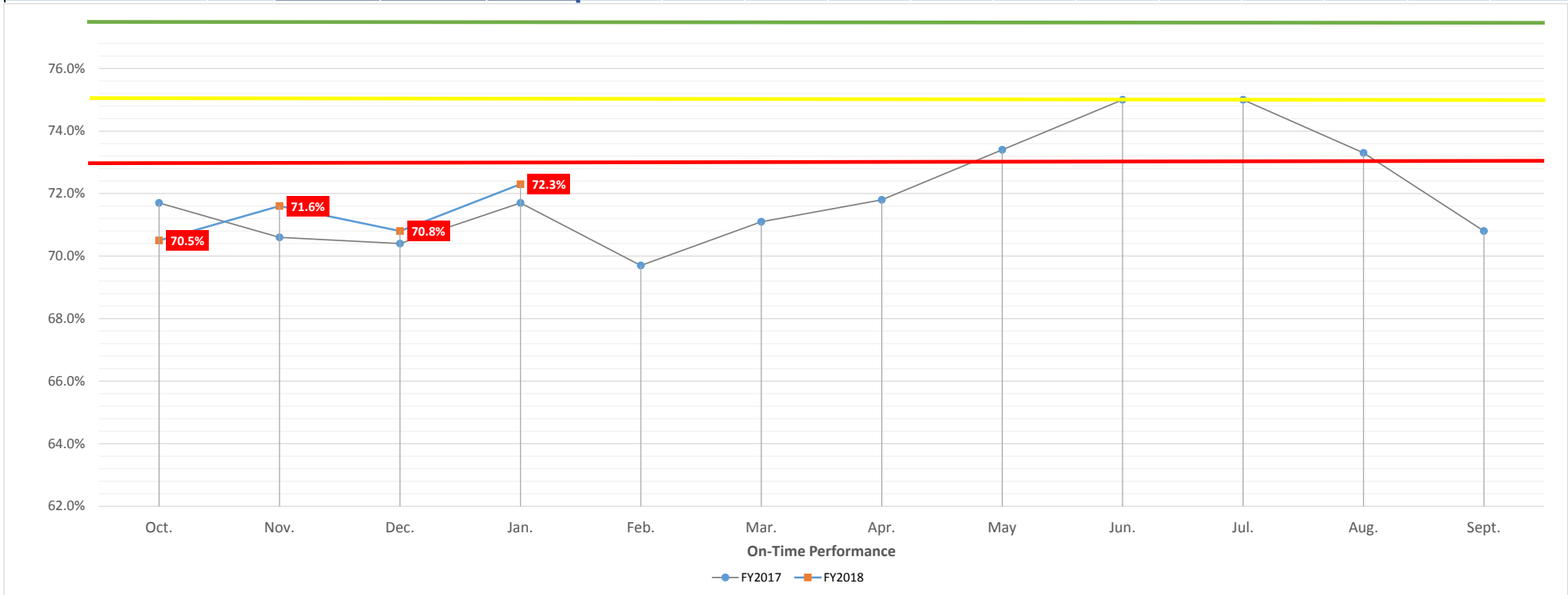


Palm Tran Performance Management Office

- 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 - 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%								



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

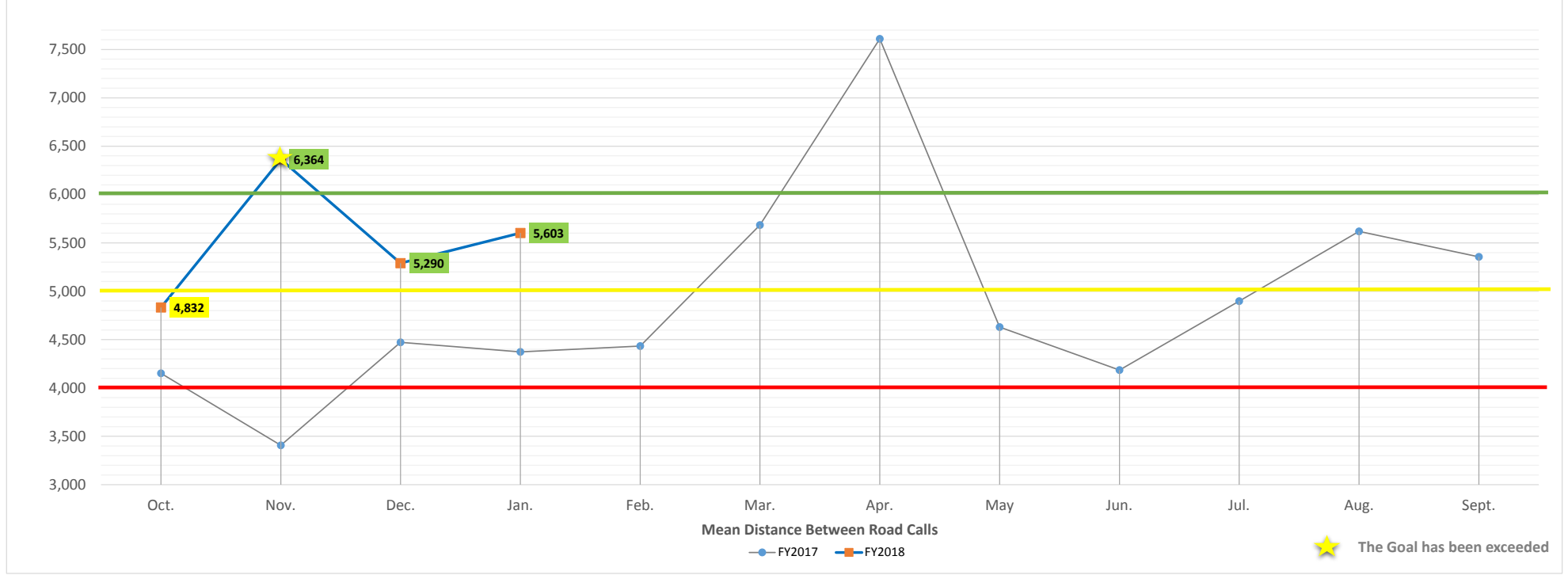
During the month of January, On-Time Performance increased from 70.8% in December to 72.3% in January, which is 1.5 percentile points higher. The improvement is attributed in part to the On Time Performance PT-STAT team implementation of AVL (Automatic Vehicle Locator) configuration improvements at different time points. 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



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								



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

Narrative

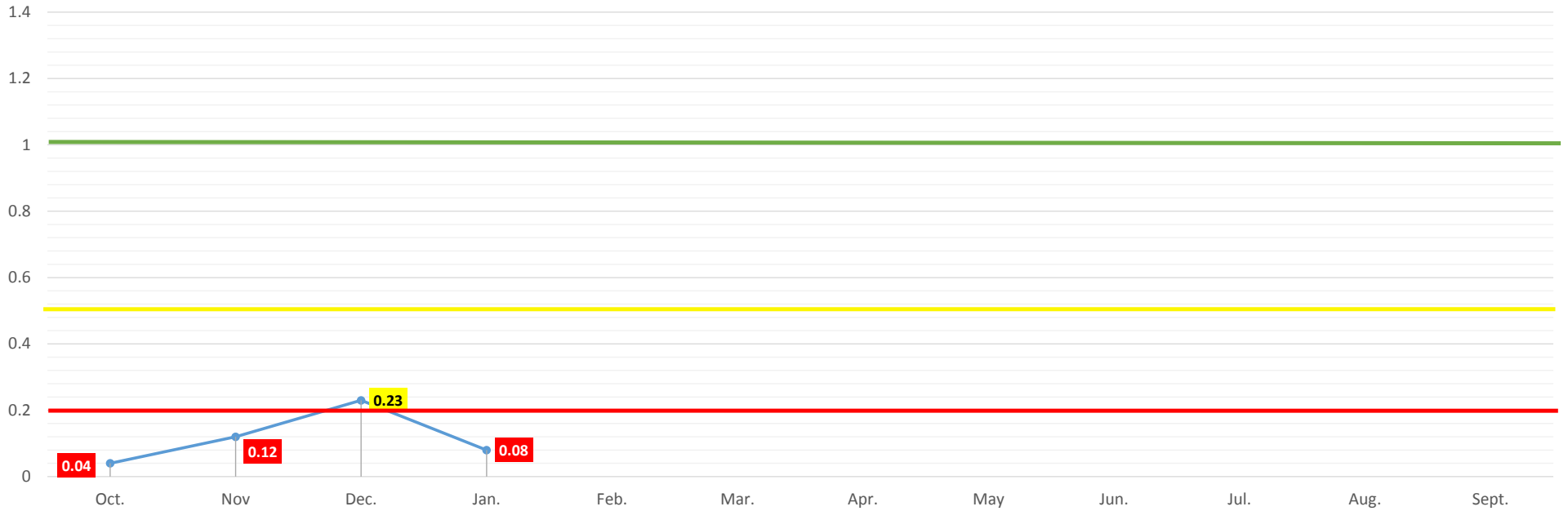
During the month of January, Palm Tran experienced 126 road calls compared to 125 road calls in December. Although road calls increased by one (1) during the month of January, the miles traveled increment of 44,802 miles are the factor attributed to a higher distance between road calls during the month of January, which nevertheless remains above the target. In addition, the miles between road calls increased by more than 1,000 miles compared to the same time period a year earlier. The top causes of road calls continue to be overheating and engine regenerations during the month of January. The Mean Distance Between Road Calls PT-STAT team is currently implementing a pilot project that is expected to reduce engine regenerations which has been a consistent cause of 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								



All Customer Concerns per 10,000 Boardings

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

Narrative

During the month of January, customer commendations declined slightly compared to the prior month of December. Palm Tran received six (6) commendations in January compared to seventeen (17) commendations in December. Commendations included courteous bus operators and the extension of Route 4 to the V.A. Hospital. Palm Tran will continue to log commendations to establish the baseline for the new metric. The Fixed Route Customer Service PT-STAT team is currently working on possible initiatives to promote customer commendations.

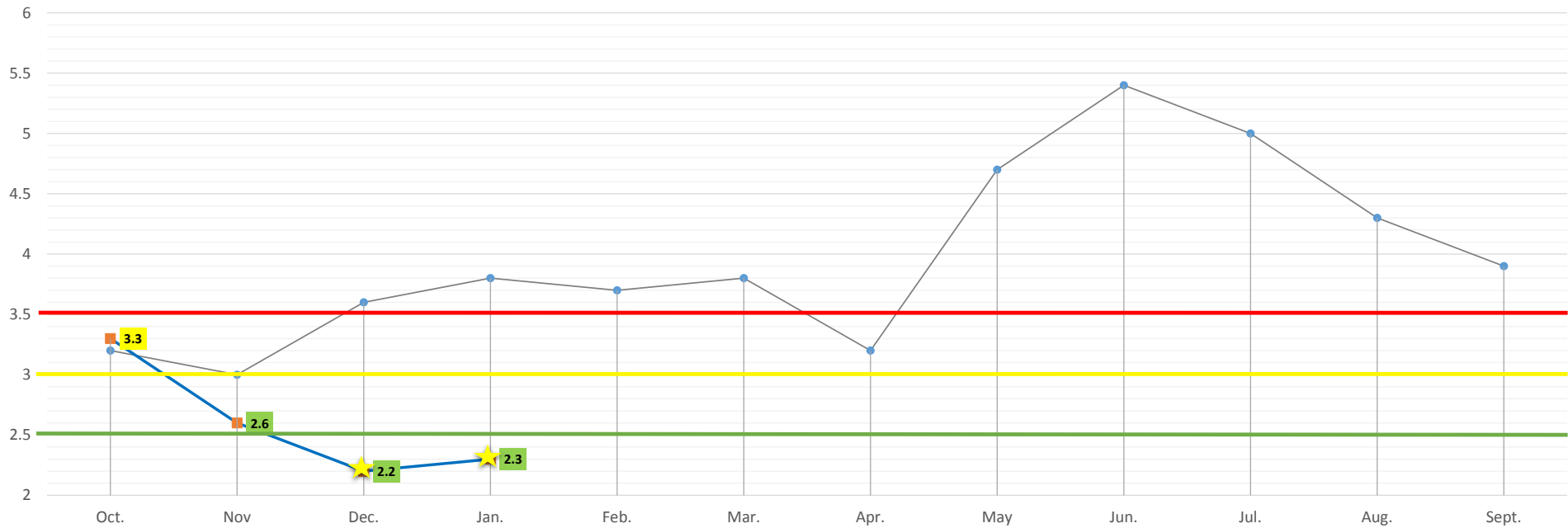


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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	● 2.3								



★ The Goal has been exceeded

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 exceeded the goal for the second month in a row. In January, total logged concerns were 181 compared to 169 in December. The top category of fixed route customer concerns for the month of January is "Bus Stop Infrastructure" where customers identified 30 instances of garbage at bus stops, benches and/or shelters. Palm Tran Planning section has implemented a formal tracking system to help make sure that stops are maintained on a regular basis. Further, Palm Tran has implemented a dedicated telephone number and email account where all Palm Tran employees are able to notify when they find concerns in the system. This will contribute to proactively keeping the system clean and safe.



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

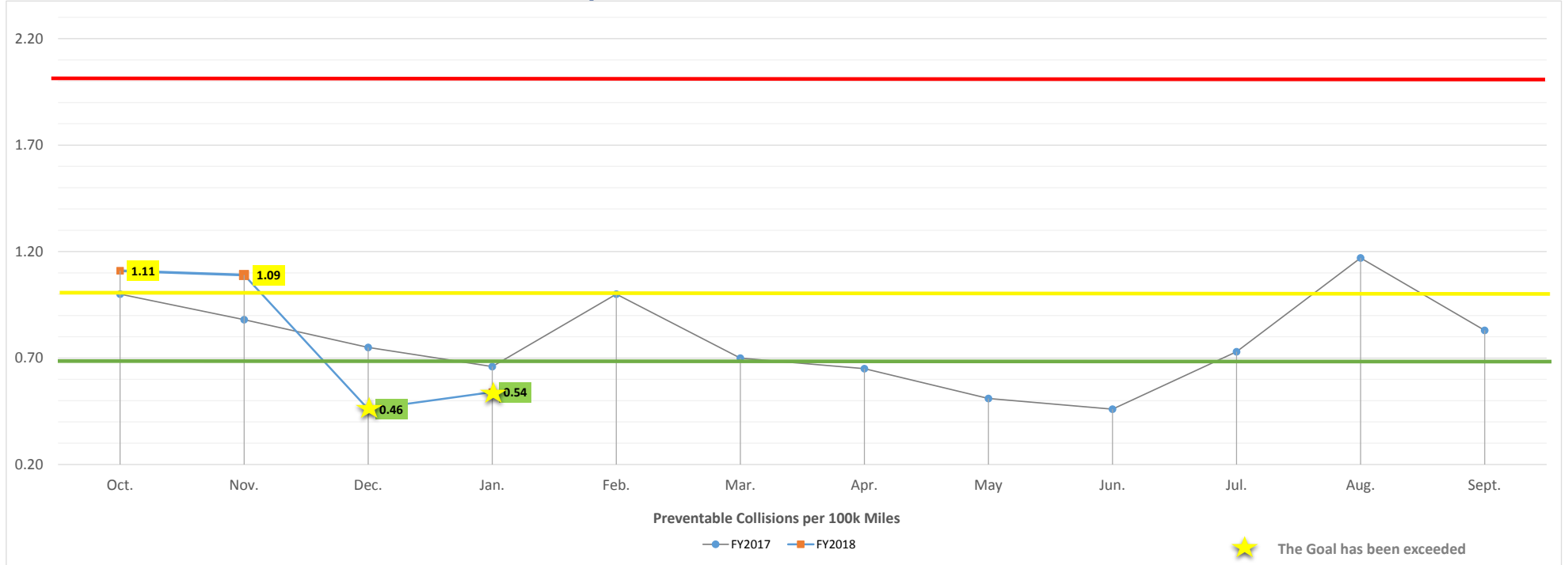
- The Minimum/Maximum has not been met
- The metric is at or above/below the Minimum/Maximum, but not at the Target
- The Target has been met or exceeded
- ★ The Goal has been exceeded.



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	● 0.54								



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 two months in a row exceeding the goal for this metric. Preventable Collisions increased from 0.46 during the month of December to 0.54 during the month of January. This increase is due to five (5) at fault accidents for the month of January compared to four (4) at fault accidents for the month of December. These included two (2) rear-ends, two (2) fixed objects, 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.

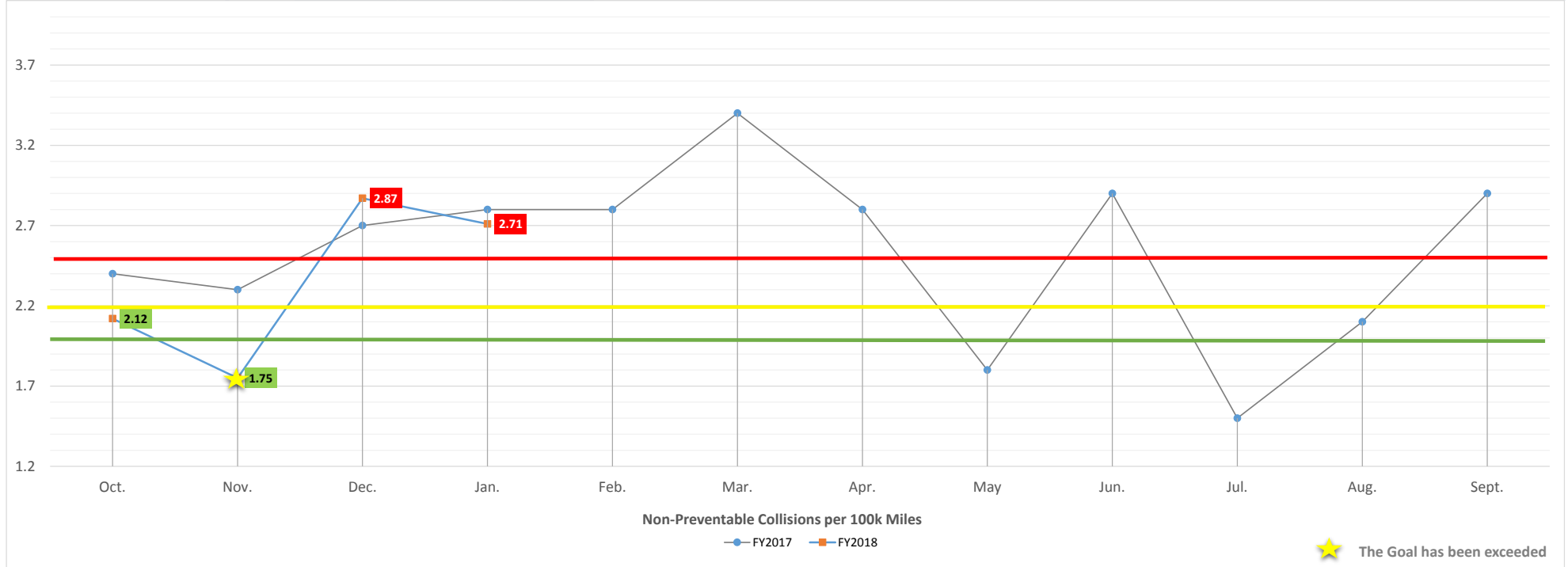


Palm Tran Performance Management Office

- 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	● 2.71								



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

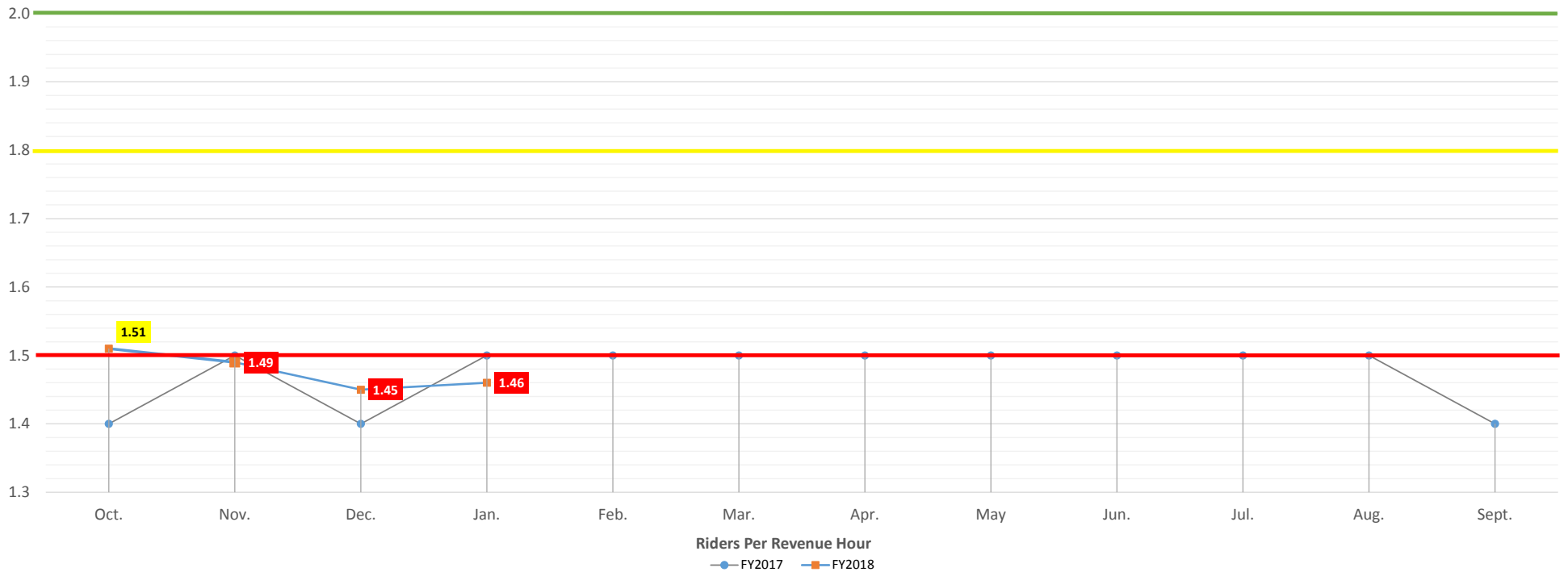
During the month of January, Non-Preventable Collisions decreased slightly from 2.87 to 2.71 collisions. This is due to 52,703 additional vehicle miles performed during month of January compared to December, while total number of Non-Preventable Collisions remained unchanged. Palm Tran experienced twenty-five (25) Non-Preventable Collisions for the month of January, which is consistent with the twenty-five (25) Non-Preventable Collisions experienced during the month of December. The top three categories in the month of January were defined as rear-ends, side-swipes, and backed-into. The Connection safety and Accident reduction PT-STAT team coordinated a "Back To The Basics" safety program which took place during all the safety meetings in January. The goal was to remind drivers of defensive driving techniques such as space management, driving for the conditions, keeping two hands on the wheel, and other additional techniques that could potentially mitigate future Non-Preventable Collisions.



- 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 - 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								



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 January, Riders per revenue hour increased slightly from 1.45 to 1.46 during the month of December. 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.

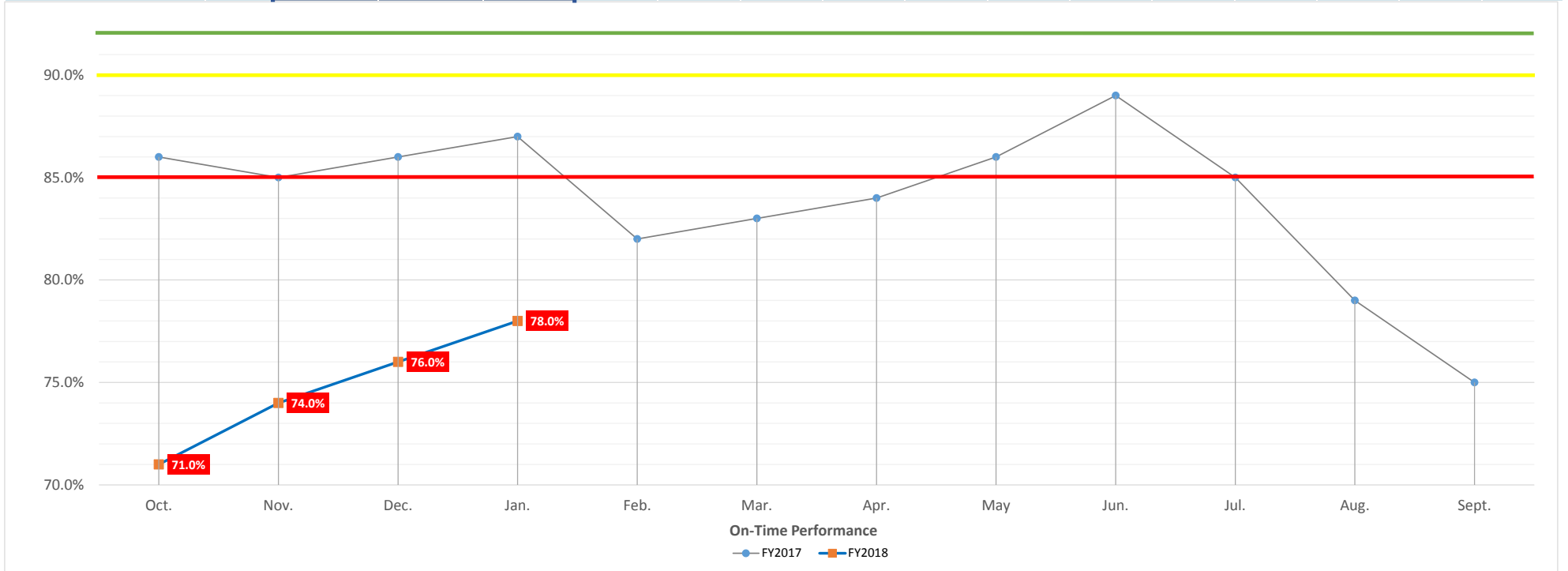


- The Minimum/Maximum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

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%	● 78.0%								



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

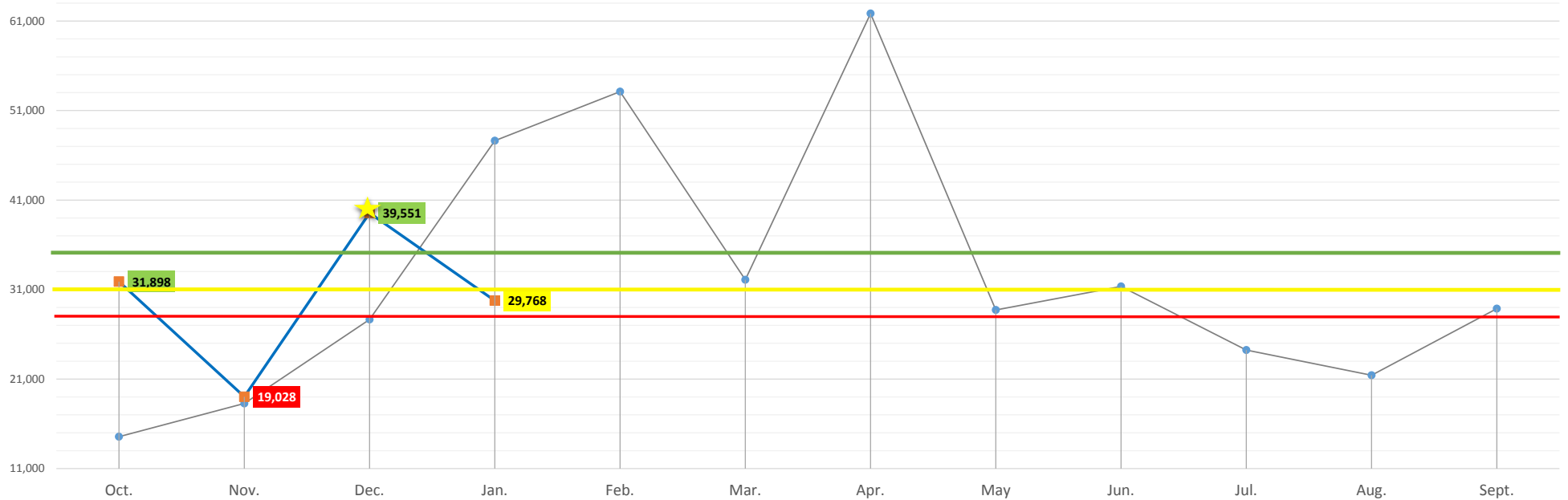
During the month of January, Palm Tran Connection has seen an increase of two (2) percentile points in On-Time Performance over the prior month of December. This was due to a reduction of about 1,500 late cancelations compared to the prior month of December, which allows more time for the routes to be adjusted for higher on-time performance delivery. Although not yet at the target, Palm Tran Connection on-time performance continues to trend in the right direction for the month of January. The Connection On-Time Performance PT-STAT team is focused on possible options that could potentially address the 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	● 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								



Mean Distance Between Road Calls

● FY2017 ● FY2018

★ 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

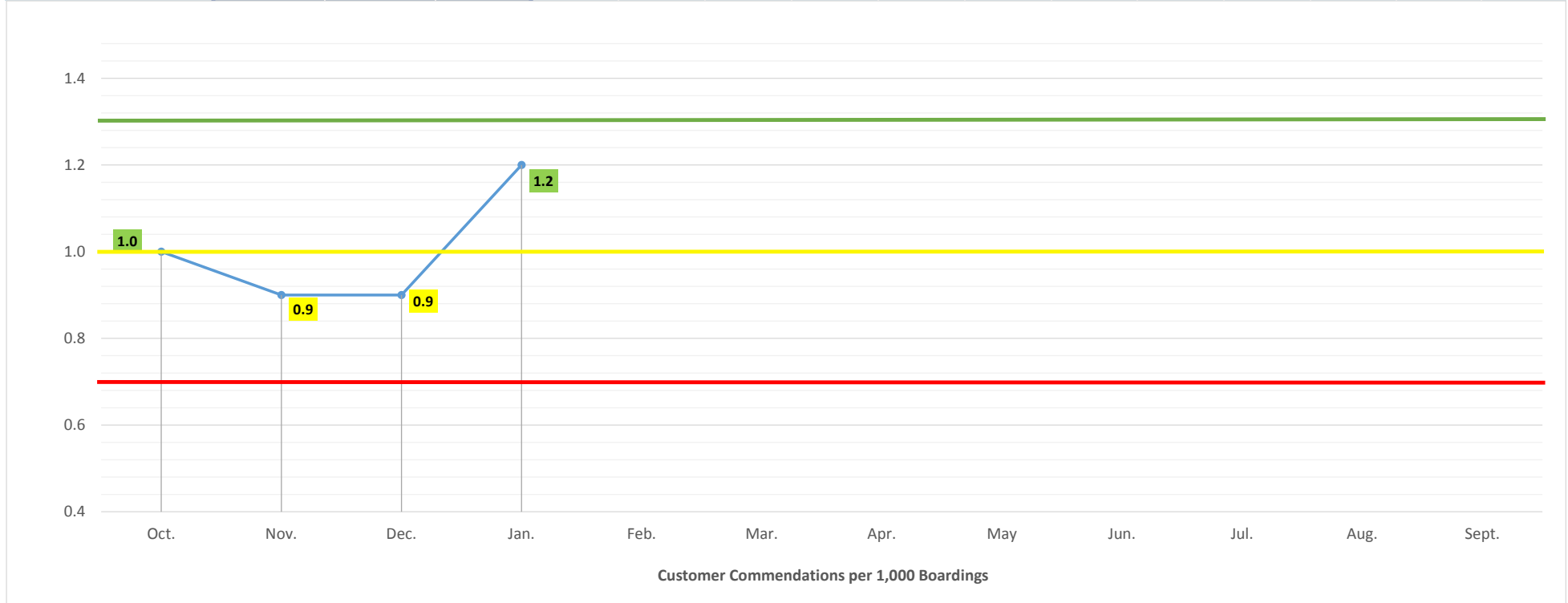
During the month of January, Palm Tran Connection experienced thirty-one (31) Road Calls compared to twenty-two (22) for the month of December. This is an increment of nine (9) Road Calls compared to the prior month of December and is due to an increase of vehicles that shut off from zero (0) in December to nine (9) in January. The top Road Calls categories in January were as follows: Vehicles that shut off, overheating, and MDT (Mobile data Terminal) failure. The Connection Safety and Accident Reduction PT-STAT team is currently tracking an MDT software update that is expected to improve performance and potentially mitigate MDT related 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								



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 January, Palm Tran Connection received eighty-three (83) commendations compared to fifty-nine (59) during the month of December. This increase of twenty-four (24) commendations sets the metric above the target for the month of January. Customer commendations during the month of January recognized a higher level of customer service by drivers, reservationist, eligibility staff, dispatch, customer service representatives, and one for the overall Connection staff. The Customer Service PT-STAT team continues to promote the importance of providing superior customer service.

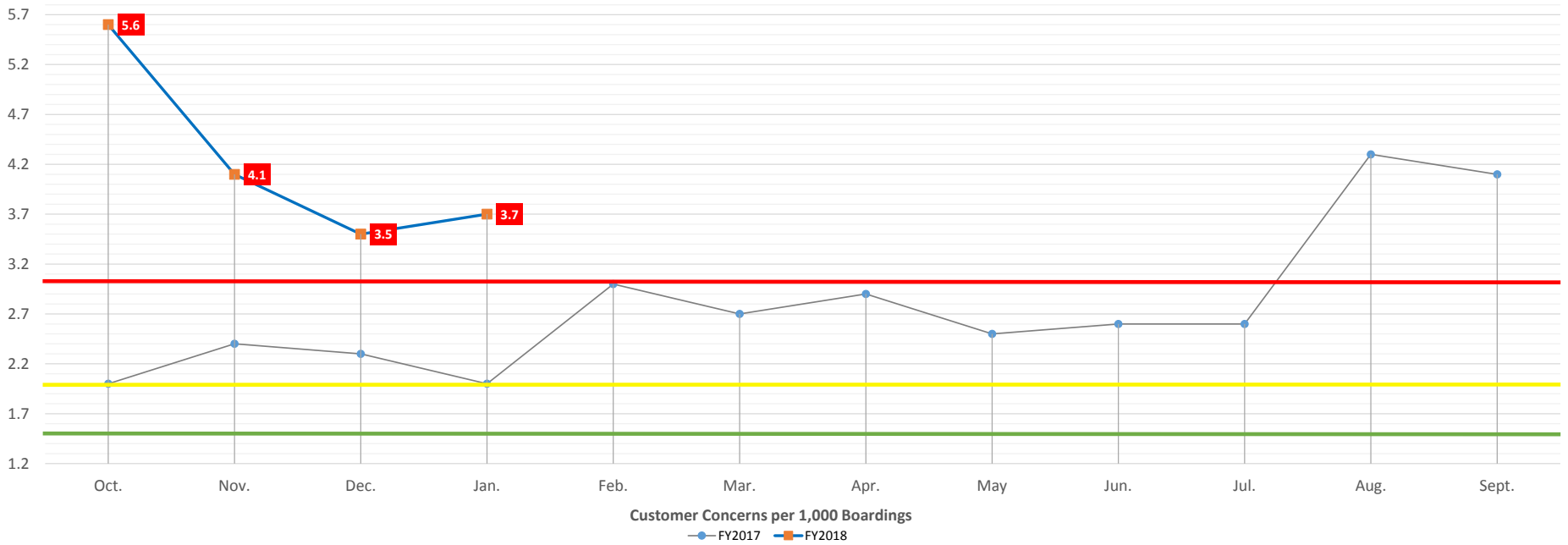


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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	●	●	●	●	●	●	●	●	●	●	●	●
	2018	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
					5.6	4.1	3.5	3.7								



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Boardings	(Total Connection Concerns / Total Riders)*1,000	Customer concerns per 1,000 riders.

Narrative

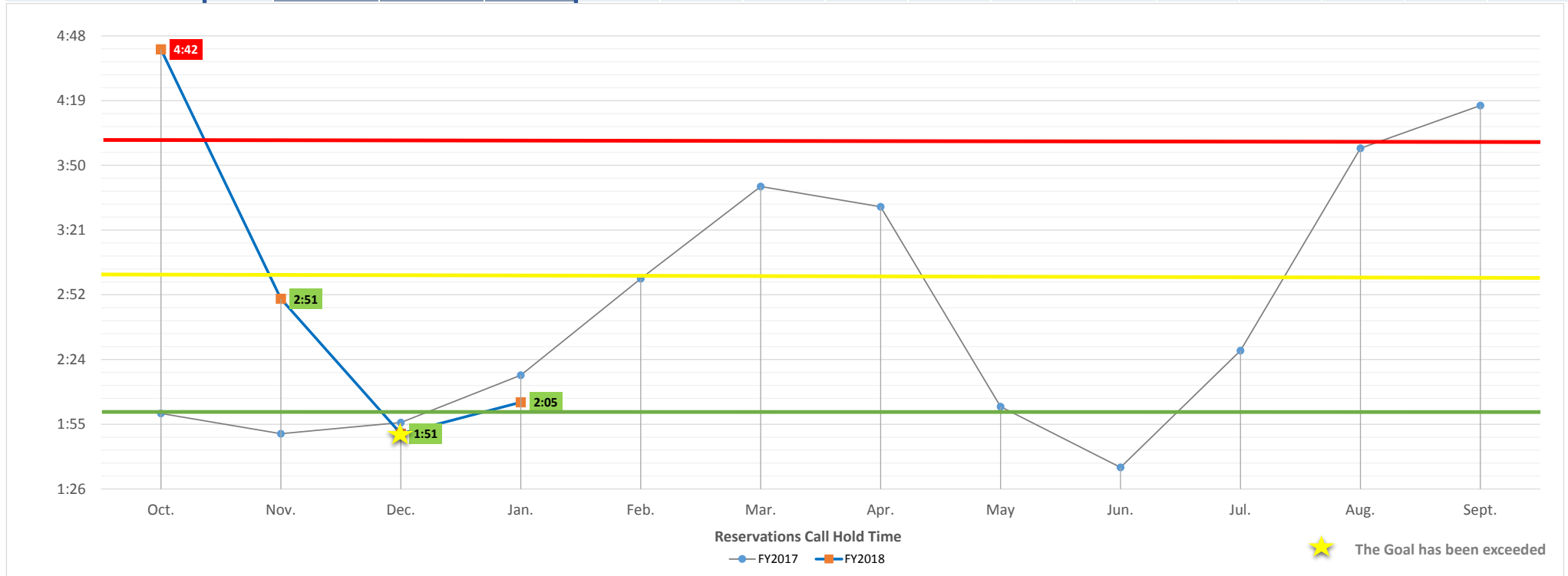
During the month of January, there were 255 concerns filed compared to 224 concerns in December. The majority were focused on late pick-ups, which directly correlates to lagging OTP of 78% as reported on page 16. During the month of January, Palm Tran Connection experienced a 7.85% increase in completed trips compared to the prior month of December. The dispatch and scheduling team continue to work on the increase awareness of the driver starting times to reduce the late pickups during the day. The Connection Customer Service PT-STAT team is implementing an initiative to educate customers on being ready and prepared with their fares when the 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	●	●	●	●	●	●	●	●	●	●	●	●
	2018	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
					4:42	2:51	1:51	2:05								



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 January reservations hold time increased by 14 seconds compared to the prior month of December. This was due to 4.36% more scheduled trips during January compared to December. Nevertheless, Palm Tran Connection reservations hold time remains above the target for the month of January. Palm Tran Connection is currently fully staffed and have found the new phone system to route the calls more efficient therefore improving the customer experience. As a result, customer commendations for reservationist increased during the month of January. Palm Tran Connection continues to explore opportunities to maximize the new phone system so that hold times continue to improve.

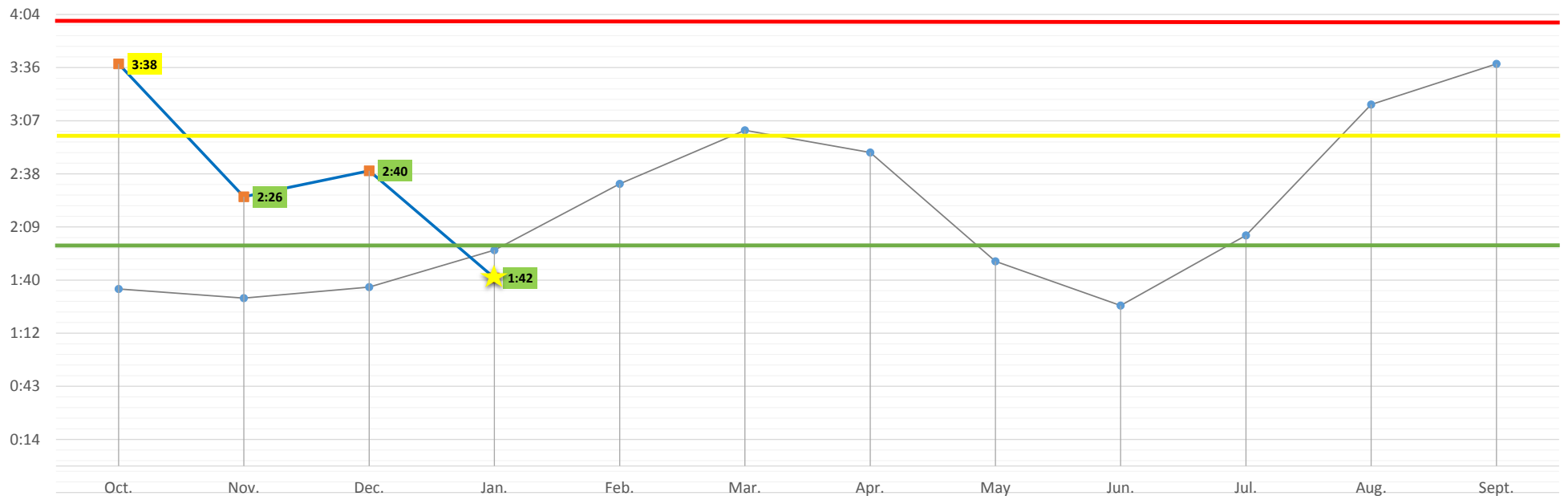
- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office



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								



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

Palm Tran is pleased to report a sharp decline of this metric in January, which exceeded the established goal. During the month of January "Where Is My Ride" hold times decreased by 58 seconds compared to the month of December. This was due to the Palm Tran Connection's dispatch team efforts 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. "Where Is My Ride" phone calls started being routed directly to Palm Tran Connection dispatch team since November 2017 when the new phone system was implemented.



- 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