

FIXED ROUTE DASHBOARD JULY 2018

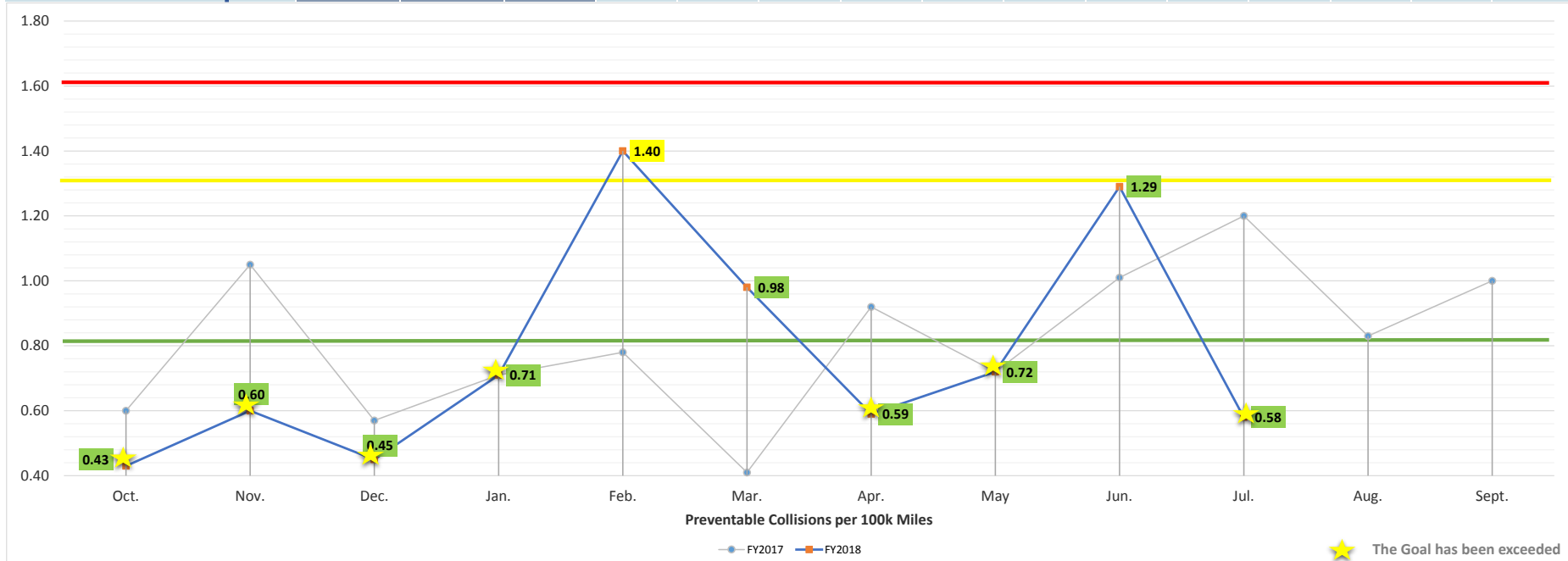
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59	● 0.72	● 1.29	● 0.58		
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37	● 1.72	● 1.87	● 2.92		
Total Incidents per 10,000 Boardings	1.60	1.30	1.00	● 1.41	● 1.22	● 1.31	● 1.92	● 1.14	● 1.40	● 1.56	● 1.39	● 1.41	● 1.43		
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	850,000	1M	● 816,452	● 777,558	● 754,100	● 771,689	● 768,856	● 809,430	● 774,866	● 743,850	● 706,742	● 694,645		
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4	● 21.8	● 20.7	● 20.9	● 18.7	● 18.8	● 18.0		
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	73%	75%	77%	● 70.5%	● 71.6%	● 70.8%	● 72.3%	● 70.4%	● 72.3%	● 73.1%	● 74.6%	● 75.9%	● 77.6%		
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290	● 5,603	● 5,905	● 5,296	● 6,197	● 4,225	● 5,896	● 4,281		
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13	● 0.15	● 0.40	● 0.22	● 0.21	● 0.22		
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	3.5	3.0	2.5	● 3.3	● 2.6	● 2.2	● 2.3	● 3.1	● 3.0	● 2.6	● 3.0	● 2.7	● 2.6		

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



FIXED ROUTE - Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2017	1.8	1.5	1.0	● 0.60	● 1.05	● 0.57	● 0.71	● 0.78	● 0.41	● 0.92	● 0.72	● 1.01	● 1.20	● 0.83	● 1.00
	2018	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59	● 0.72	● 1.29	● 0.58		



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

Narrative
 Palm Tran is pleased to report a sharp decline of Preventable Collisions during the month of July, which exceeded the established stretch goal. Preventable Collisions decreased from 1.29 to 0.58 collisions. Palm Tran experienced four (4) Preventable Collisions for the month of July, compared to nine (9) Preventable Collisions for the month of June. This was due in large part to a decrease of collisions categorized as rear-end collisions from three (3) during the month of June to zero (0) during the month of July. Preventable Collisions during the month of July consisted of two (2) fixed objects and two (2) sideswipes. The Safety and Accident Reduction PT-Stat team traveled to Pinellas Suncoast Transit Authority (PSTA) in July to share best practices related to Preventable Collisions.

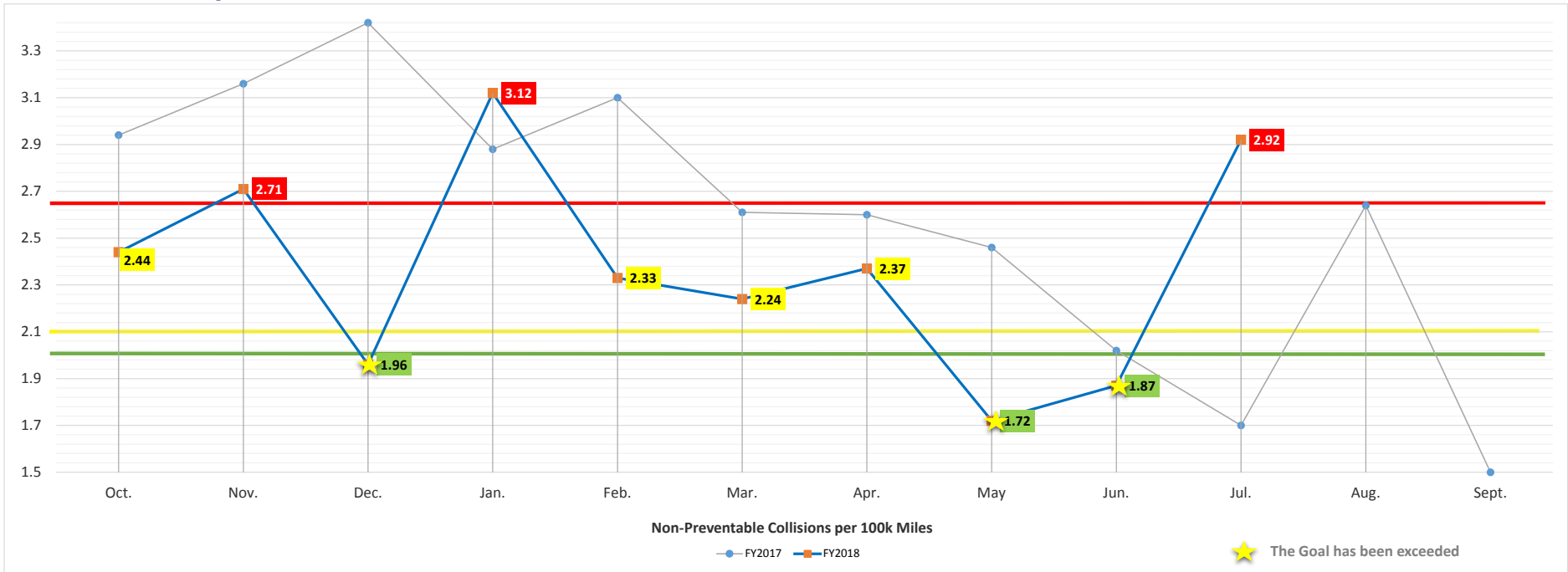


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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	2.50	2.20	● 2.94	● 3.16	● 3.42	● 2.88	● 3.10	● 2.61	● 2.60	● 2.46	● 2.02	● 1.70	● 2.64	● 1.50
	2018	2.63	2.10	2.00	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37	● 1.72	● 1.87	● 2.92		



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 July, Non-Preventable Collisions increased from 1.87 to 2.92 collisions. Palm Tran experienced twenty (20) Non-Preventable Collisions for the month of July compared to thirteen (13) Non-Preventable Collisions for the month of June. This is due in large part to an increase of collisions categorized as rear-ends and contact from the right. Non-Preventable Collisions during the month of July consisted of seven (7) Loading zone collisions, four (4) rear-ends, three (3) contacts from the right, two (2) sideswipes, two (2) pulling out from parking lot, one (1) vehicle cutting in front of bus and one (1) contact from the left. The Safety and Accident Reduction PT-Stat team is evaluating new initiatives that could potentially mitigate rear-end collisions.

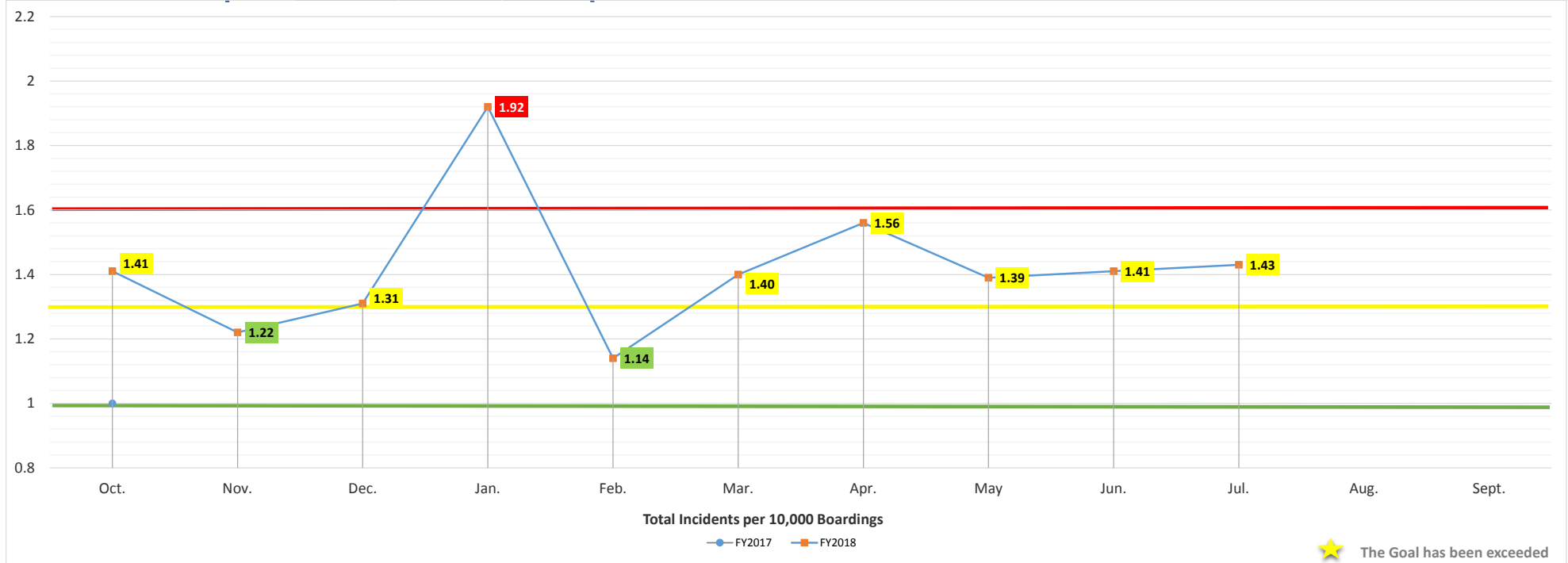


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- Target has been met or exceeded

FIXED ROUTE - Total Incidents per 10,000 Boardings

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total Incidents per 10,000 Boardings	2018	1.60	1.30	1.00	1.41	1.22	1.31	1.92	1.14	1.40	1.56	1.39	1.41	1.43		



★ The Goal has been exceeded

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

Narrative

During the month of July, Palm Tran experienced 99 total incidents compared to 100 total incidents during the month June. This is a reduction of 1 (one) incident compared to the prior month of June. This metric increased slightly during this month due to the decrease in ridership as reported on page 7. Palm Trans top incidents during the month of July were categorized as "Passenger Disturbances" and "Passenger Falls". The Safety and Accident Reduction PT-Stat team traveled to Pinellas Suncoast Transit Authority (PSTA) in July to assess industry reporting on this metric, as well as possible best practices to mitigate incidents.

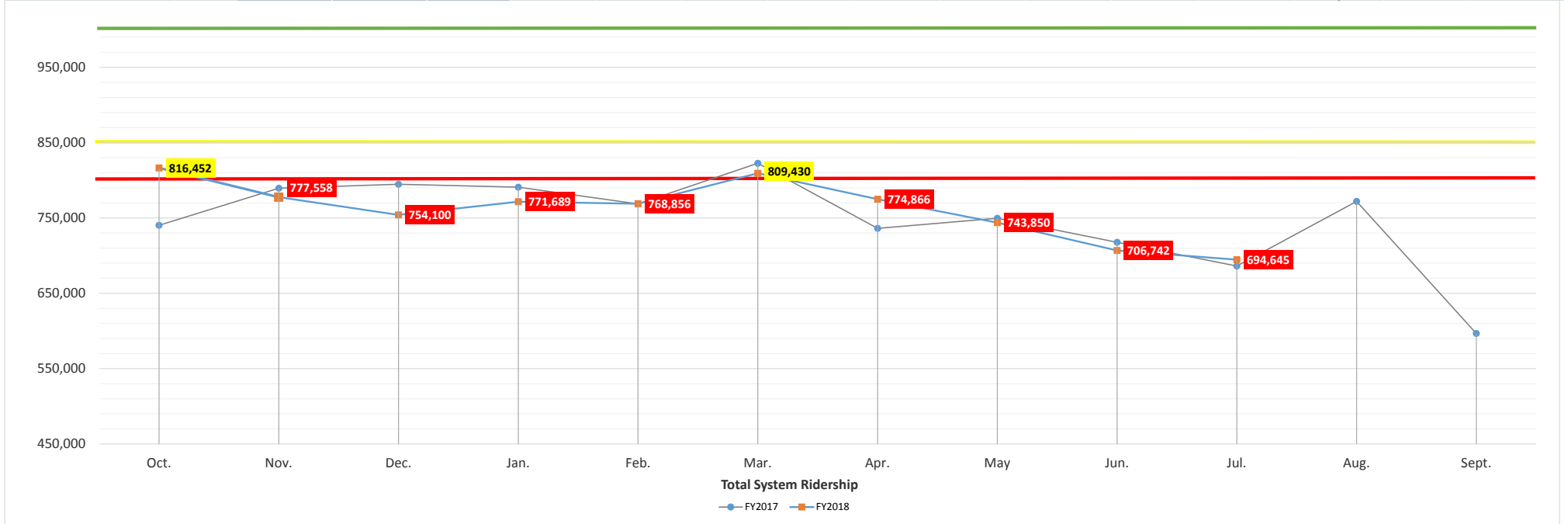


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- Target has been met or exceeded

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FIXED ROUTE - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	2017	775,000	850,000	1M	● 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	● 809,430	● 774,866	● 743,850	● 706,742	● 694,645		



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

July ridership was 694,645, which is a slight increase of approximately 1.2% compared to July of last fiscal year, and a slight decrease of 1.7% (12,097) compared to the prior month of June. This was due in large part to the typical ridership decline trend during the months of April to July. The PT-Stat Ridership team is currently focused on supporting the wave 3 of outreach of the RPM (Route Performance Maximization) project.

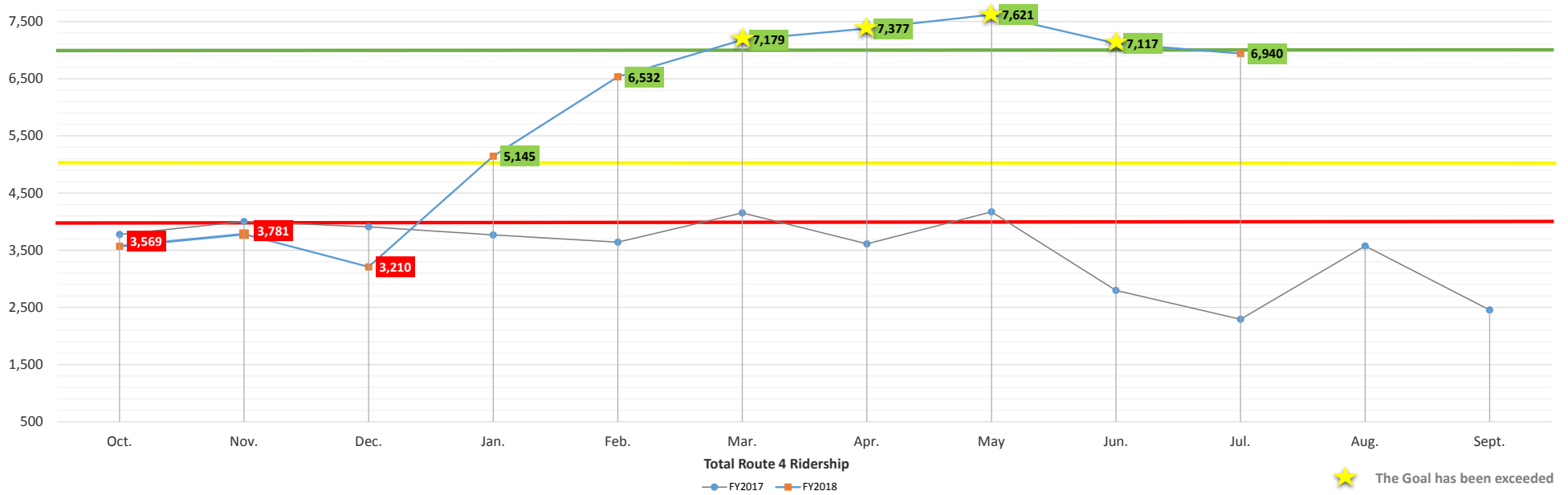


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FIXED ROUTE - Route 4 Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Route 4 Ridership	2017	3,000	4,000	6000	3,776	4,003	3,908	3,768	3,641	4,152	3,613	4,171	2,798	2,293	3,574	2,455
	2018	4,000	5,000	7,000	3,569	3,781	3,210	5,145	6,532	7,179	7,377	7,621	7,117	6,940		



★ The Goal has been exceeded

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

During the month of July, ridership on Route 4 was 6,940, which is a slight decrease of 2.4% compared to the prior month of June, and a remarkable 202.6% increase compared to July of fiscal year 2017. This improvement is attributed to the Route 4 service extension and enhancements to provide additional access to Haverhill Road north of Okeechobee Blvd. Additionally, the new Route 4 is now proving 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.

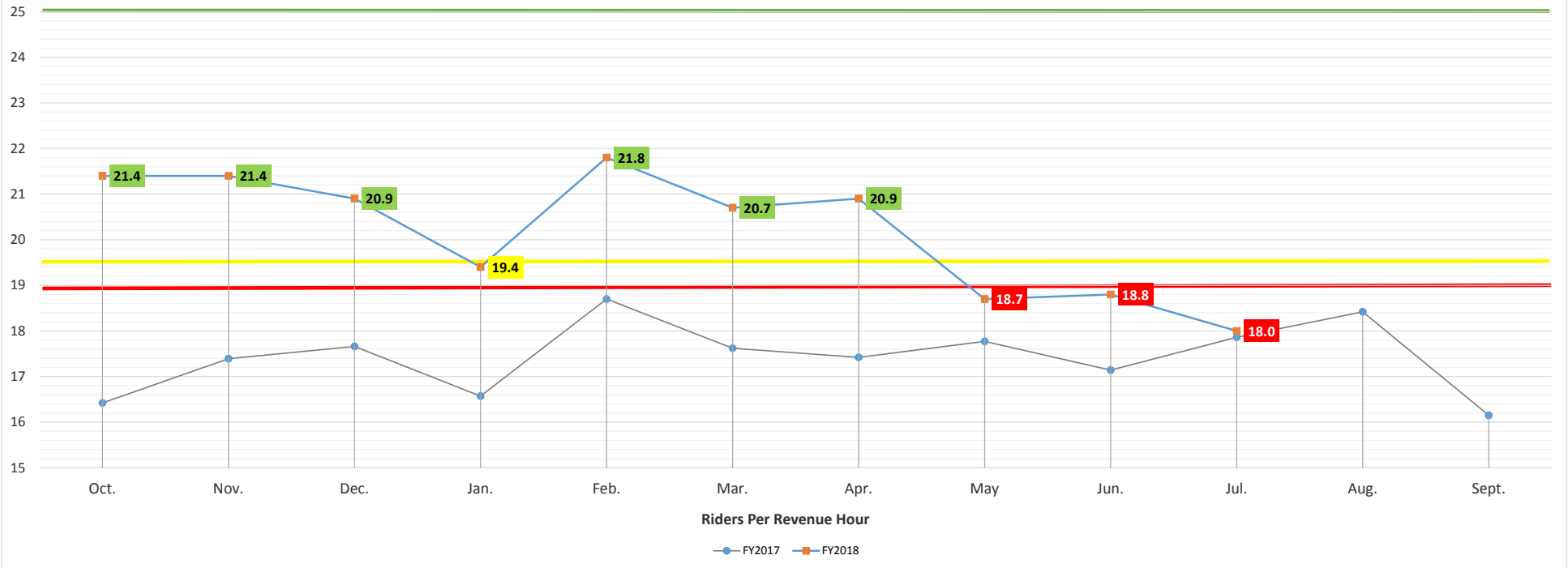


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FIXED ROUTE - Riders Per Revenue Hour

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	2017	19.4	19.9	25.0	16.42	17.39	17.66	16.57	18.70	17.62	17.42	17.77	17.14	17.86	18.42	16.15
	2018	19.4	19.9	25.0	21.4	21.4	20.9	19.4	21.8	20.7	20.9	18.7	18.8	18.0		



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 July, Riders Per Revenue Hour experienced a slight decrease from 18.8 to 18.0 in July. This decrease in productivity was due in large part to 2.8% (1,052 hours) additional total fixed route revenue hours compared to the prior month of June, while ridership slightly decrease by 1.7% (12,097 riders) as reported on Page 7. Palm Tran continues to focus on the RPM (Route Performance Maximization) efforts, which could potentially improve this metric.

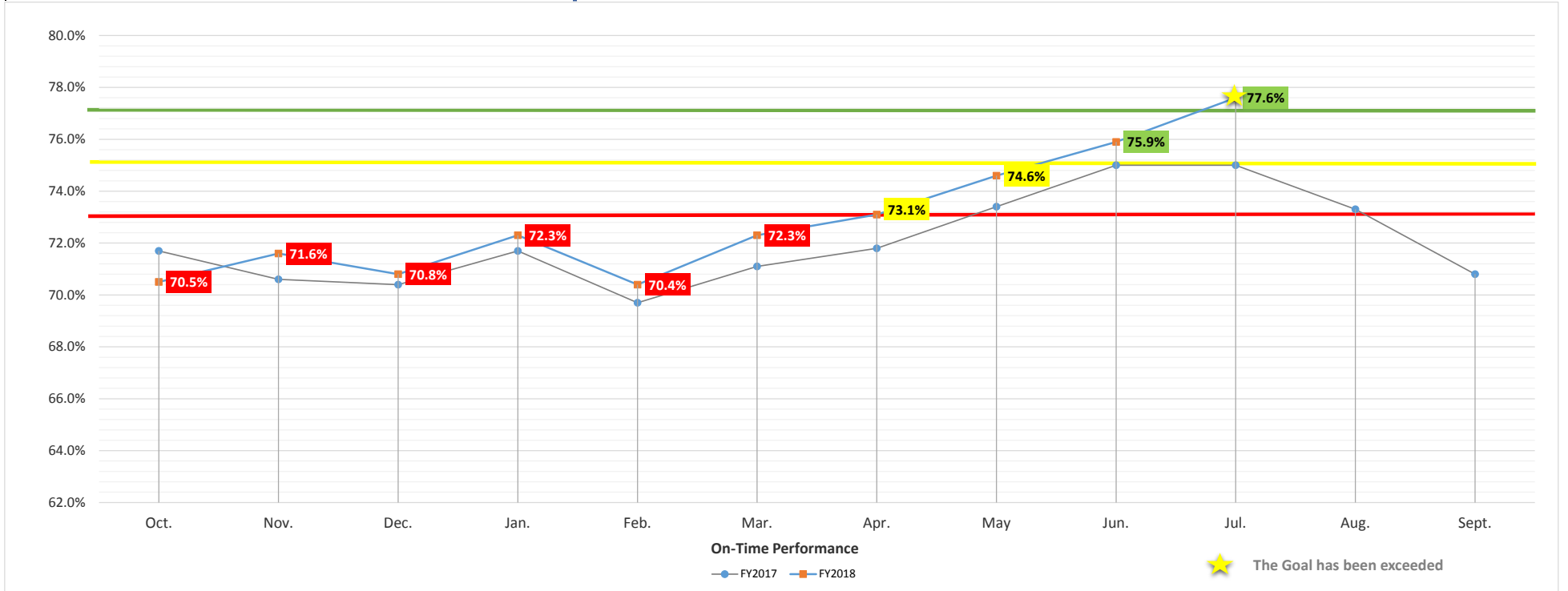


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FIXED ROUTE - On-Time Performance

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%	● 72.3%	● 70.4%	● 72.3%	● 73.1%	● 74.6%	● 75.9%	● 77.6%		



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

Palm Tran is pleased to report that during the month of July, this metric exceeded the established stretch goal. During the month of July, On-Time Performance increased from 75.9% in June to 77.6% in July, which is 1.7 percentile points higher. This increase is attributed in large part to the traffic conditions during this time of the year, combined with the bus operator’s focus on On-Time Performance during pullouts and throughout the day. The On-Time Performance PT-Stat team is currently exploring travel times and time point improvements to be implemented during the RPM (Route Performance Maximization) project in an effort to reduce early and late trips that are currently affecting On-Time Performance.

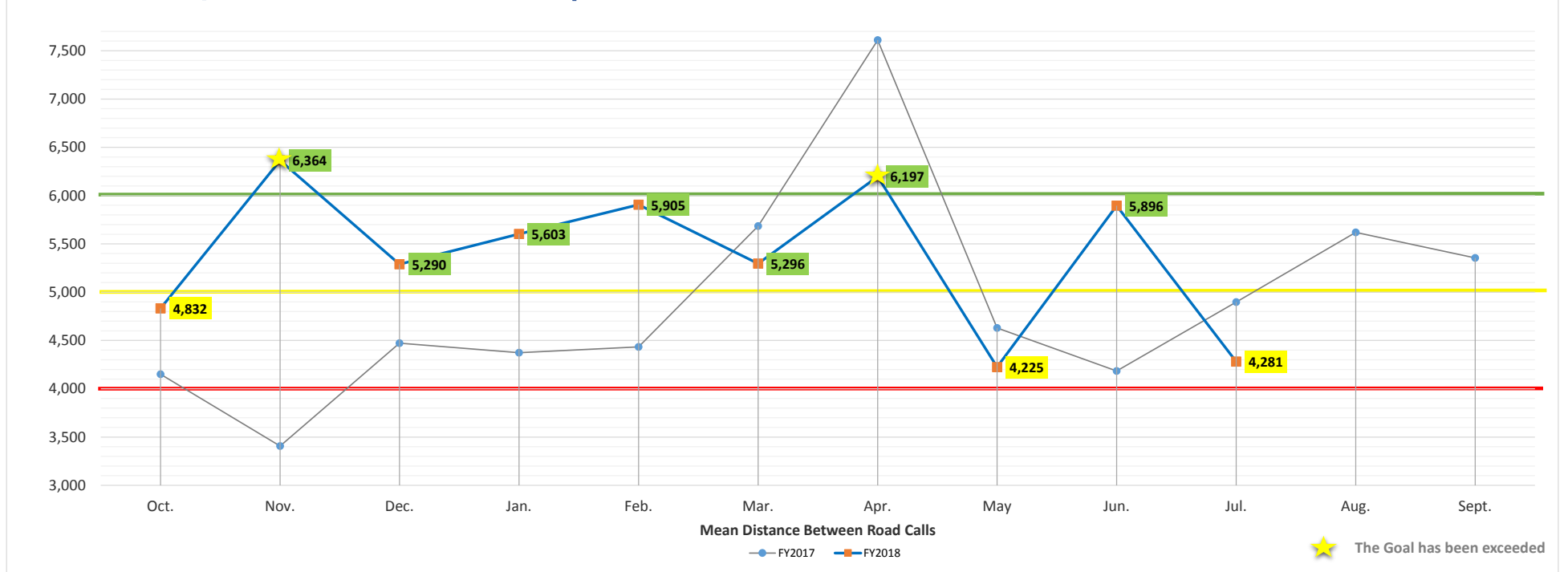


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Palm Tran Performance Management Office

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	● 5,296	● 6,197	● 4,225	● 5,896	● 4,281		



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

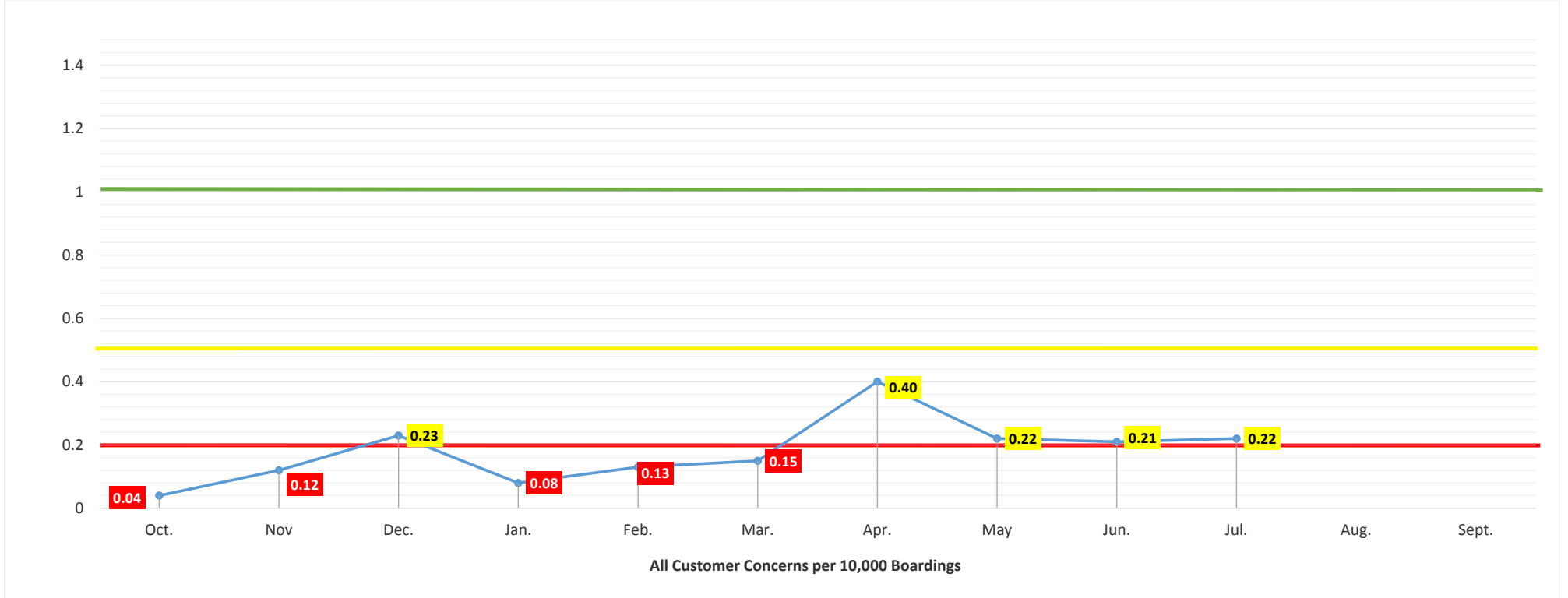
During the month of July, Palm Tran experienced 160 road calls compared to 118 road calls in June. This is an increase of forty-two (42) road calls, which in large part were Engine Regenerations and Overheating related road calls. Due to this increase in road calls, miles between road calls decreased by 27.39% compared to the previous month of June. The top causes of road calls during the month of July were categorized as Engine Regenerations, Check Engine Light, and Coolant related road calls. The Mean Distance Between Road Calls PT-Stat team traveled to Pinellas County Transit Authority (PSTA) in July to discuss current initiatives to reduce engine regenerations that could be implemented at Palm Tran.



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FIXED ROUTE - All Customer Commendations per 10,000 Boardings

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13	● 0.15	● 0.40	● 0.22	● 0.21	● 0.22		



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 July, customer commendations remained at the same level of performance reported during the previous month of June with fifteen (15) Commendations received. The most frequent commendations received in July were categorized as “courteous driver” and “courteous employee”. The Customer Service PT-Stat team is currently exploring initiatives to increase the number of commendations received, as well as promoting the “Click to Commend” website link to Palm Tran riders that wish to commend the excellent level of Palm Tran services.

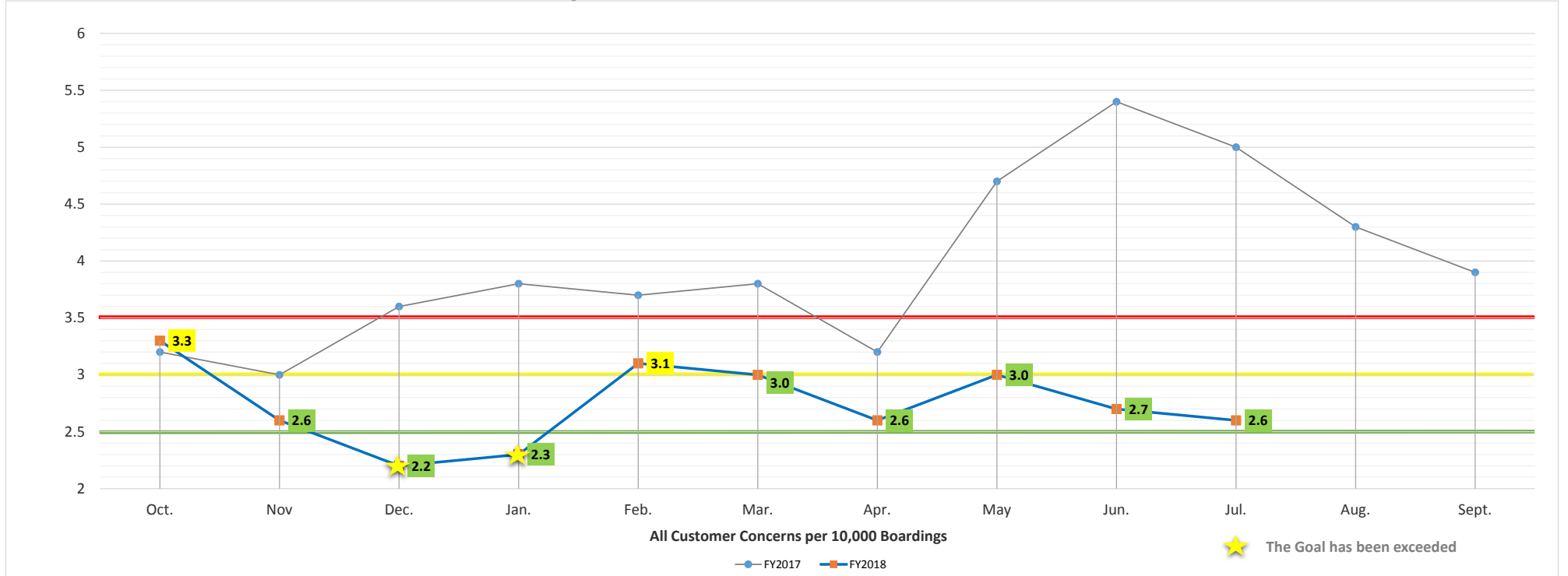


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Palm Tran Performance Management Office

FIXED ROUTE - All Customer Concerns per 10,000 Boardings

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Concerns per 10,000 Boardings	2017	3.5	3.0	2.5	● 3.2	● 3.0	● 3.6	● 3.8	● 3.7	● 3.8	● 3.2	● 4.7	● 5.4	● 5.0	● 4.3	● 3.9
	2018	3.5	3.0	2.5	● 3.3	● 2.6	● 2.2	● 2.3	● 3.1	● 3.0	● 2.6	● 3.0	● 2.7	● 2.6		



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

Narrative

The fixed route customer concerns ratio decreased to 2.6 per 10,000 boardings in July, compared to 2.7 during the previous month of June. In July, total logged concerns were 180 compared to 194 in June. The top categories for concerns in July are "Discourteous Driver", "Pass -Up" and "Behind Schedule". The Route Performance Maximization (RPM) project will address customer concerns related to bus schedules and routes creating a more effective bus system. The Customer Concerns PT-Stat team continues to implement initiatives to address Palm Tran riders concerns.



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CONNECTION DASHBOARD JULY 2018

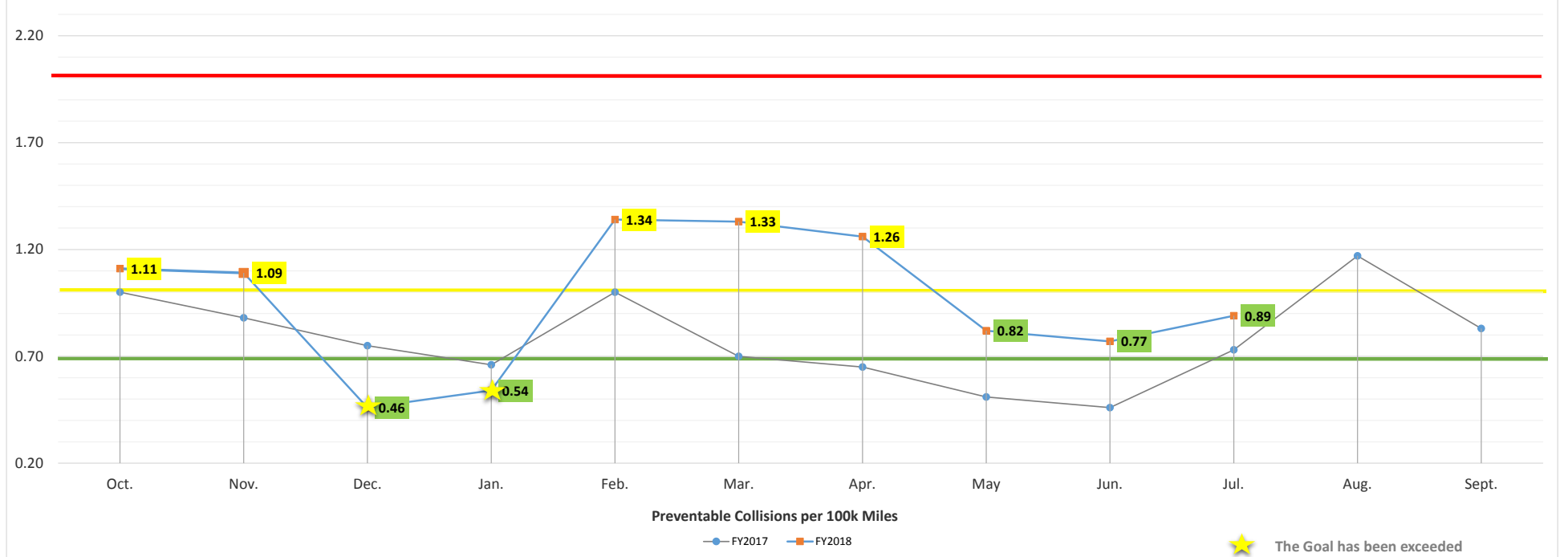
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26	● 0.82	● 0.77	● 0.89		
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56	● 4.19	● 2.73	● 2.14	● 2.54	● 1.66		
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	1.5	1.8	2.0	● 1.51	● 1.49	● 1.45	● 1.46	● 1.50	● 1.45	● 1.50	● 1.48	● 1.39	● 1.40		
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	● 71.0%	● 74.0%	● 76.0%	● 78.0%	● 73.0%	● 82.0%	● 82.0%	● 85.0%	● 91.0%	● 91.0%		
Mean Distance Between Road Calls	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551	● 29,768	● 19,515	● 29,678	● 35,317	● 19,625	● 11,320	● 11,286		
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3	● 1.6	● 2.1	● 1.8	● 1.6	● 1.8		
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5	● 2.7	● 2.2	● 1.8		
Reservations Call Hold Time	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11	● 1:52	● 2:03	● 2:49	● 2:26	● 2:41		
Where Is My Ride Hold Time	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54	● 1:55	● 1:25	● 1:10	● 1:07		

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CONNECTION - Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2017	2.0	1.0	0.7	● 1.00	● 0.88	● 0.75	● 0.66	● 1.00	● 0.70	● 0.65	● 0.51	● 0.46	● 0.73	● 1.17	● 0.83
	2018	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26	● 0.82	● 0.77	● 0.89		



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 0.77 during the month of June to 0.89 during the month of July. This was due to eight (8) at fault accidents during the month of July compared to seven (7) at fault accidents during the month of June. The majority of the collisions were related to sideswipes. The collisions in July are categorized as five (5) sideswipes, one (1) rear-end, one (1) backed into another vehicle, and one (1) involving a mobility device. The Palm Tran Connection Safety and Accident Reduction PT-Stat team is implementing the "blind spot alert" pilot program that will be able to alert operators of objects in their blind spots and could potentially mitigate preventable accidents related to sideswipe and fixed object collisions.

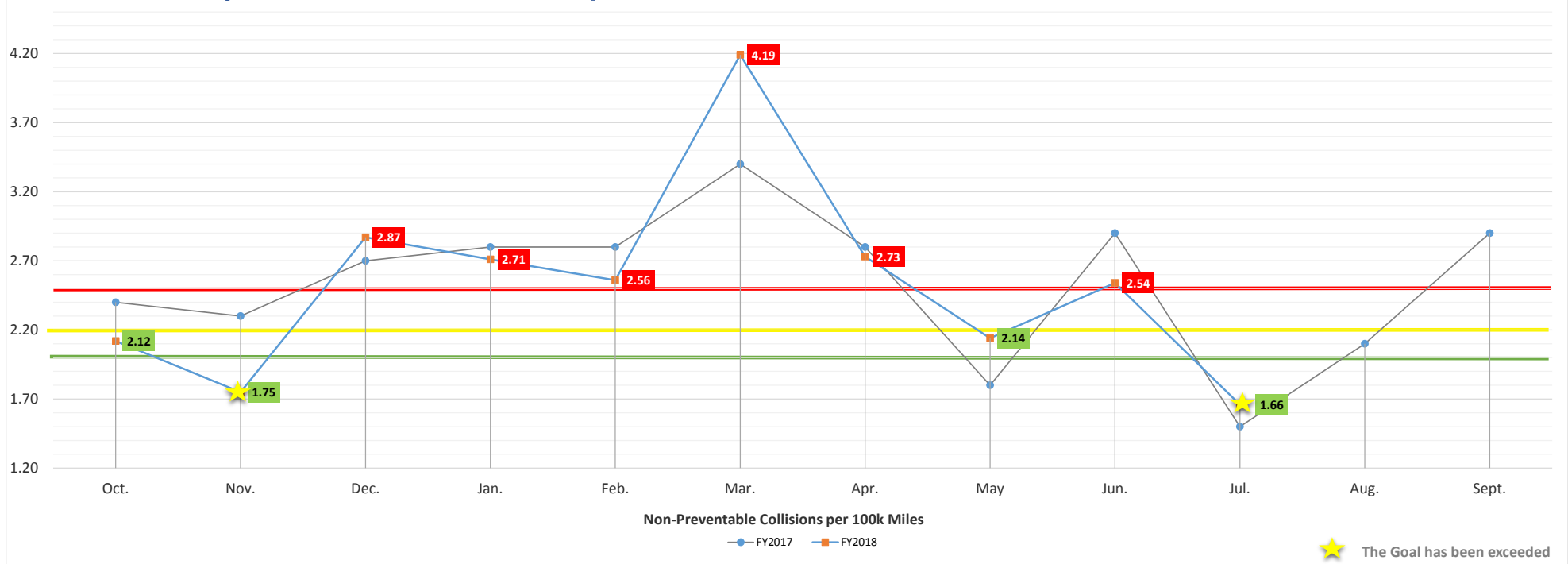


Palm Tran Performance Management Office

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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	● 2.40	● 2.30	● 2.70	● 2.80	● 2.80	● 3.40	● 2.80	● 1.80	● 2.90	● 1.50	● 2.10	● 2.90
	2018	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56	● 4.19	● 2.73	● 2.14	● 2.54	★ 1.66		



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 Connection is pleased to report a sharp decline in Non-Preventable Collisions during the month of July that exceeded the established stretch goal. Non-Preventable Collisions decreased from 2.54 to 1.66 collisions. This was due in large part to a reduction in rear-end collisions during the month July. Palm Tran Connection experienced fifteen (15) Non-Preventable Collisions for the month of July compared to twenty-three (23) Non-Preventable Collisions for the month of June. The top three categories in the month of July were defined as sideswipes, rear-ends and front-end damage. The Connection Safety and Accident Reduction PT-Stat team is getting ready to implement the "deceleration lighting system" pilot program, which could potentially prevent future Non-Preventable Collisions.

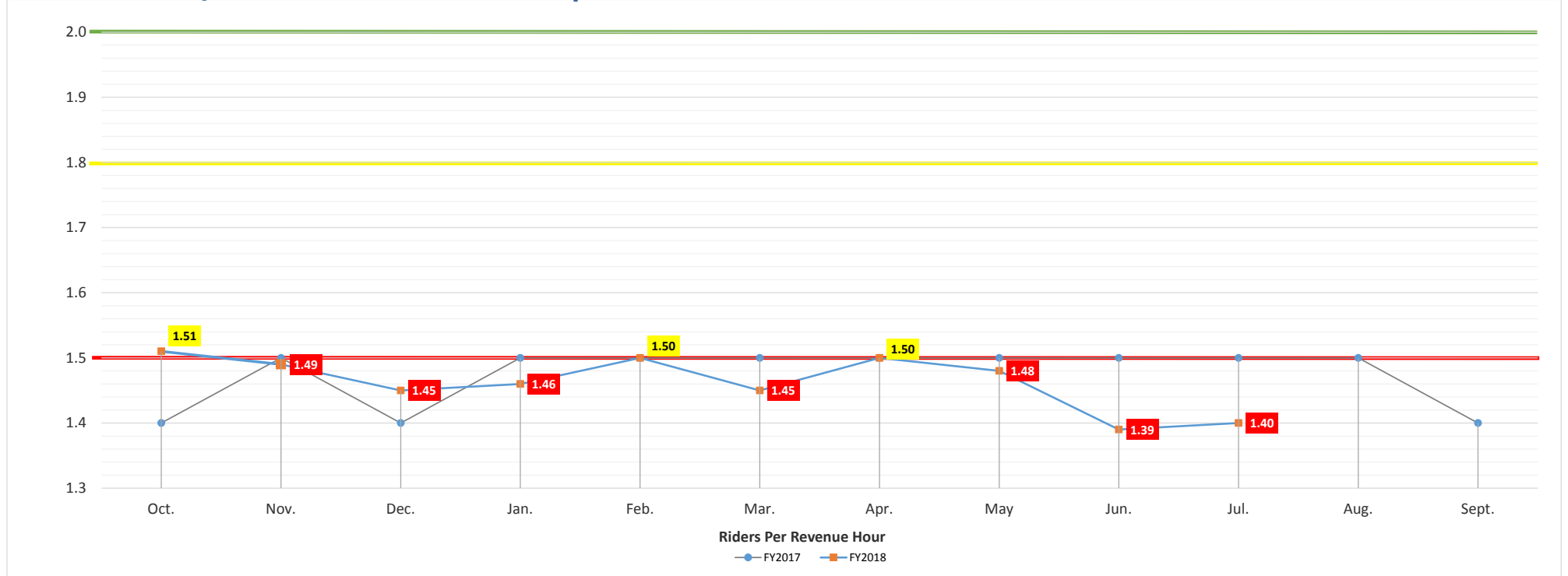


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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	● 1.40	● 1.50	● 1.40	● 1.50	● 1.50	● 1.50	● 1.50	● 1.50	● 1.50	● 1.50	● 1.50	● 1.50	● 1.40
	2018	1.5	1.8	2.0	● 1.51	● 1.49	● 1.45	● 1.46	● 1.50	● 1.45	● 1.50	● 1.48	● 1.39	● 1.40			



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hours	Total Connections Passengers Transported / Total Connection Revenue Hours.	The aggregate average number of Connection customer boarding's occurring in each revenue hour.

Narrative
 During the month of July, Palm Tran Connection riders per revenue hour increased to 1.40 from 1.39 during the month of June. This is attributed in large part to a reduction of Total Connection Passengers Transported by only 0.7%, while Total Connection Revenue Hours decreased by 1.1% during the month of July. The Connection On-Time Performance and Productivity PT-Stat team continues to look at ways to better group and schedule trips to reduce the number of revenue hours needed while transporting a higher number of passengers.

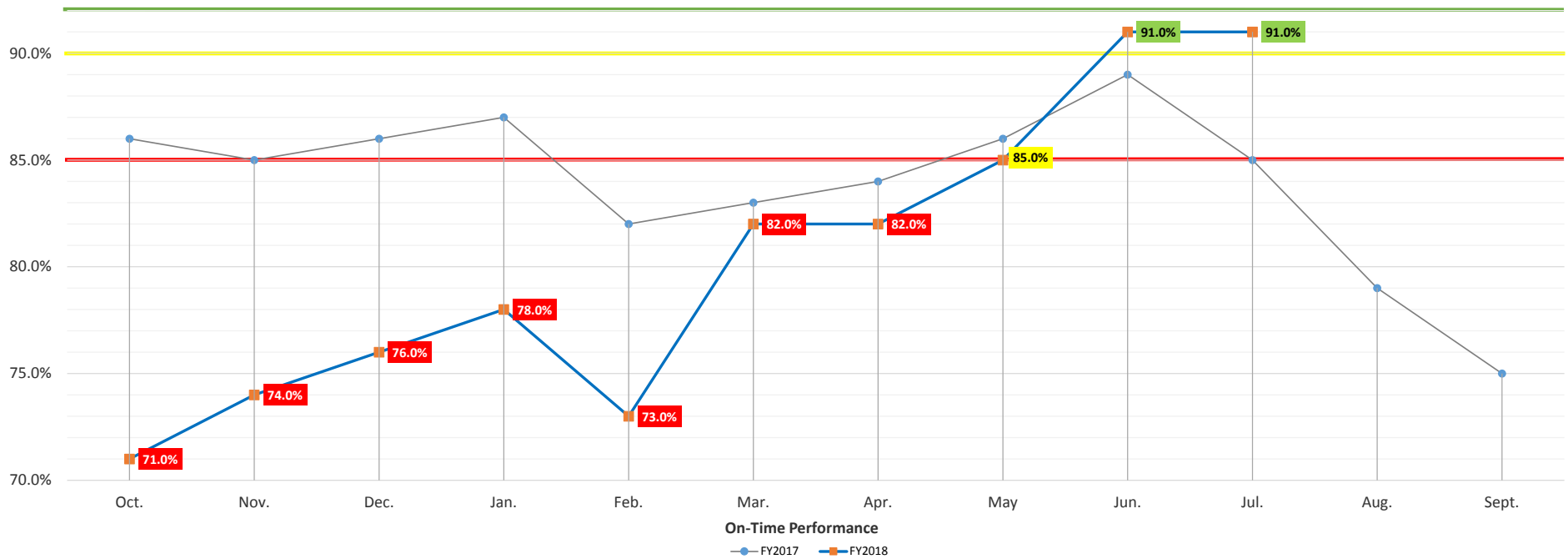


- Minimum/Maximum has not been met
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- Target has been met or exceeded

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%	● 73.0%	● 82.0%	● 82.0%	● 85.0%	● 91.0%	● 91.0%		



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-times 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

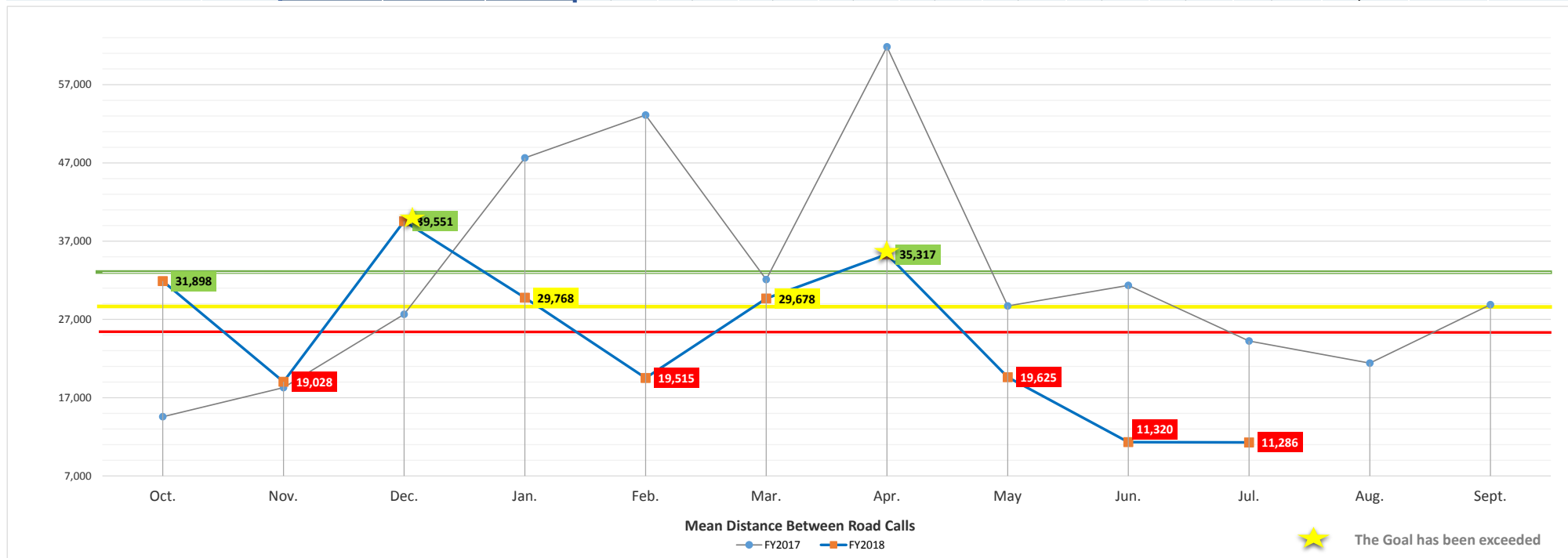
Palm Tran Connection is pleased to report that this metric achieved the established target for the second month in a row. During the month of July, Palm Tran Connection remained consistent at 91% On-Time Performance compared to the prior month of June. This is due in large part to a slight reduction of Total Connection Passenger Transported per revenue hour of service during the month of July as reported on page 16. The Connection On-Time Performance Pt-Stat Team is focused on possible initiatives that could potentially anticipate the constraints in ridership during peak times when schools are in session.

Palm Tran Performance Management Office

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

CONNECTION - 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	29,768	19,515	29,678	35,317	19,625	11,320	11,286		



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

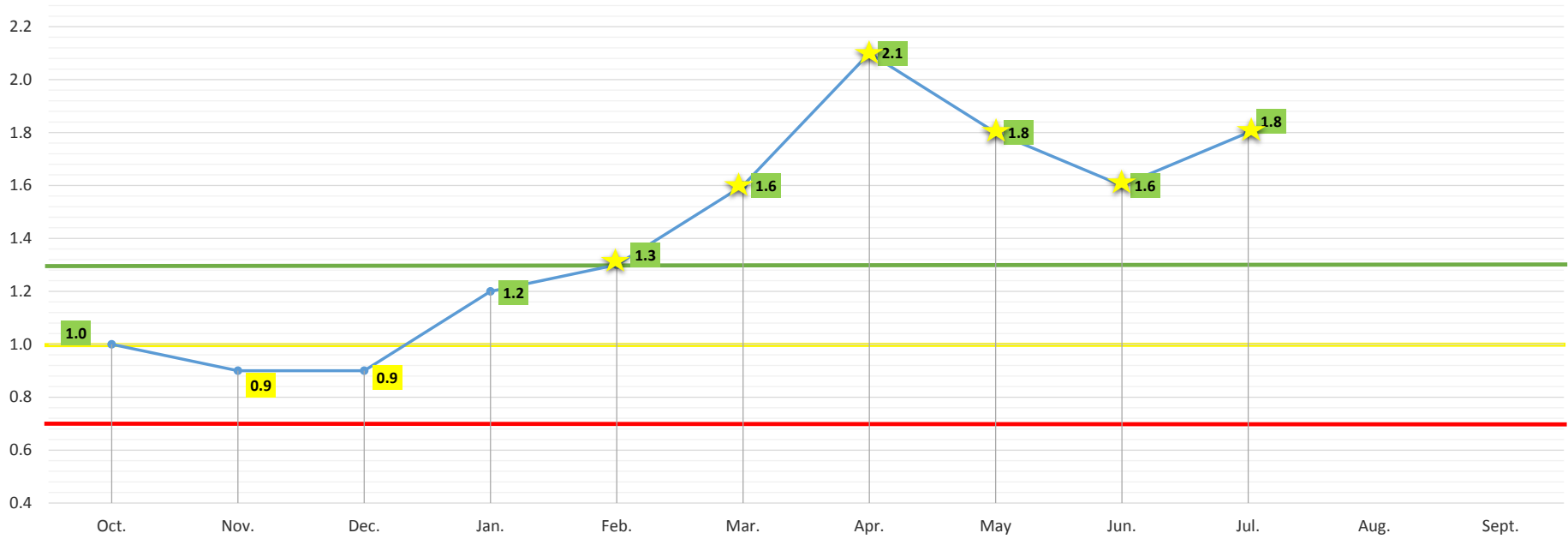
During the month of July, Palm Tran Connection experienced eighty (80) Road Calls, which is consistent with the number of Road Calls reported for the month of June. However, miles between road calls decreased by 0.3%, which is due in large part to the 0.3% reduction of total vehicle miles operated during the month. The top categories in July were as follows: rear air conditioners, lift malfunctions, and vehicle shut-off. The Connection Safety and Accident Reduction PT-Stat team is exploring new initiatives that could potentially mitigate Road Calls.



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

CONNECTION - Customer Commendations per 1,000 Trips

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3	● 1.6	● 2.1	● 1.8	● 1.6	● 1.8		



★ The Goal has been exceeded

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

Narrative

Palm Tran Connection is pleased to report that for the month of July this metric achieved the established stretch goal for the sixth month in a row. During the month of July, Palm Tran Connection received 116 commendations compared to 109 during the month of June. Customer commendations during the month of July recognized the exemplary customer service by drivers, reservationists, dispatchers, scheduling, eligibility, customer service, revenue department and for the overall Palm Tran Connection staff. The Connection Customer Service PT-Stat team along with the collective efforts of the entire staff at Palm Tran Connection continues to improve service delivery and customer satisfaction.

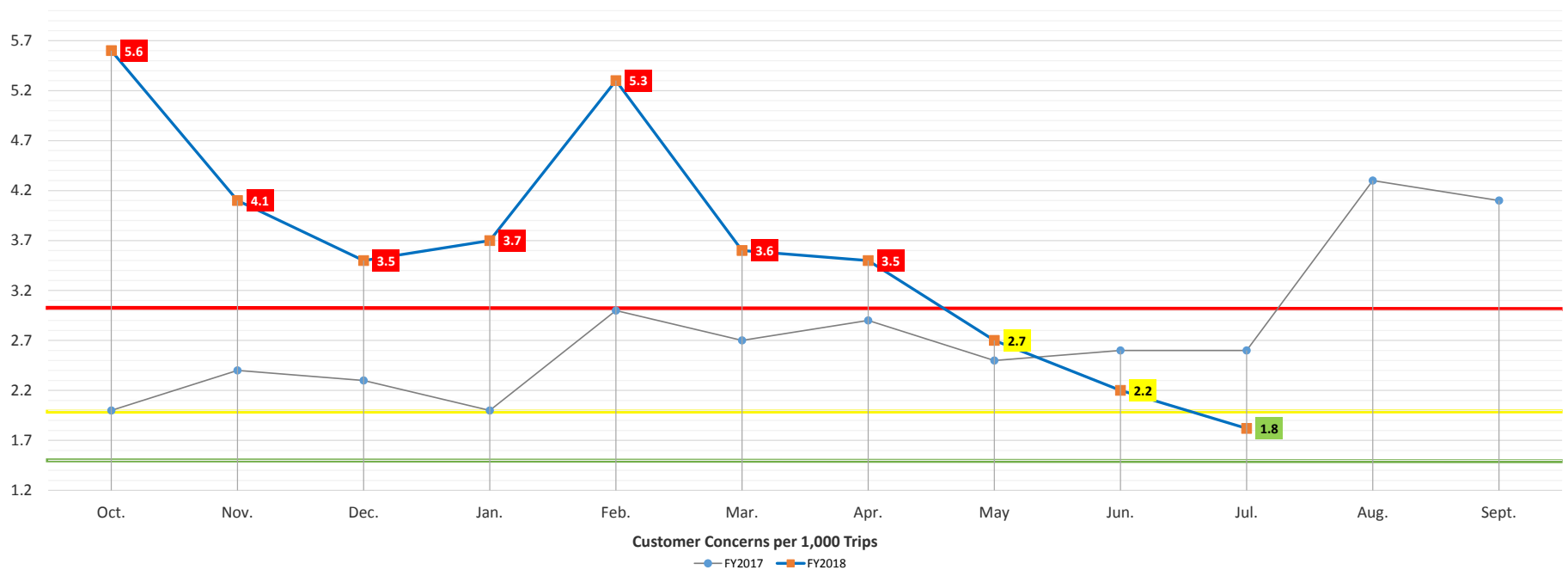


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - Customer Concerns per 1,000 Trips

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	2017	3.0	2.0	1.5	● 2.0	● 2.4	● 2.3	● 2.0	● 3.0	● 2.7	● 2.9	● 2.5	● 2.6	● 2.6	● 4.3	● 4.1
	2018	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5	● 2.7	● 2.2	● 1.8		



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

Narrative

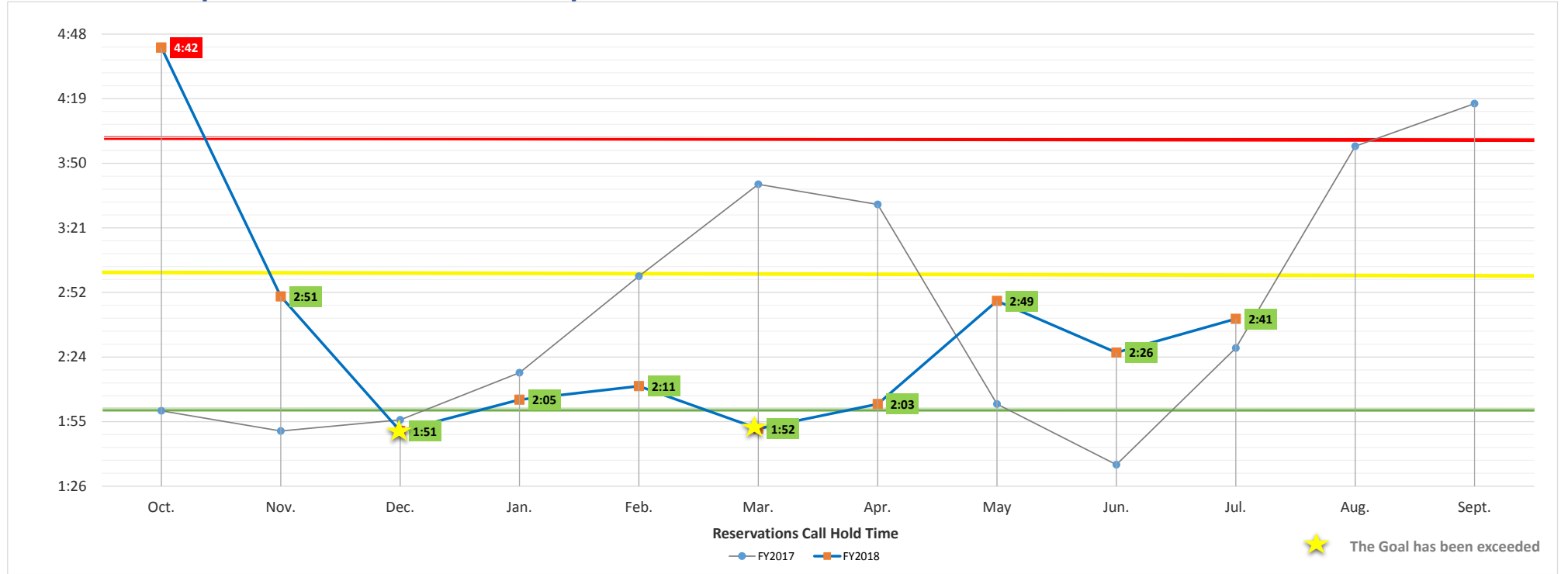
Palm Tran Connection is pleased to report that during the month of July this metric achieved the established target for the first time in fiscal year 2018. There were 114 concerns filed in July compared to 146 concerns in June. That is an impressive decrease of 32 customer concerns, which in large part is related to the remarkable 91% On-Time performance as reported on page 17. The top categories during the month of July were focused on Discourtesy and Late Drop-Offs. Nevertheless, this metric is trending in the right direction for the fifth consecutive month in a row.

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



CONNECTION - 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	2:11	1:52	2:03	2:49	2:26	2:41			



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

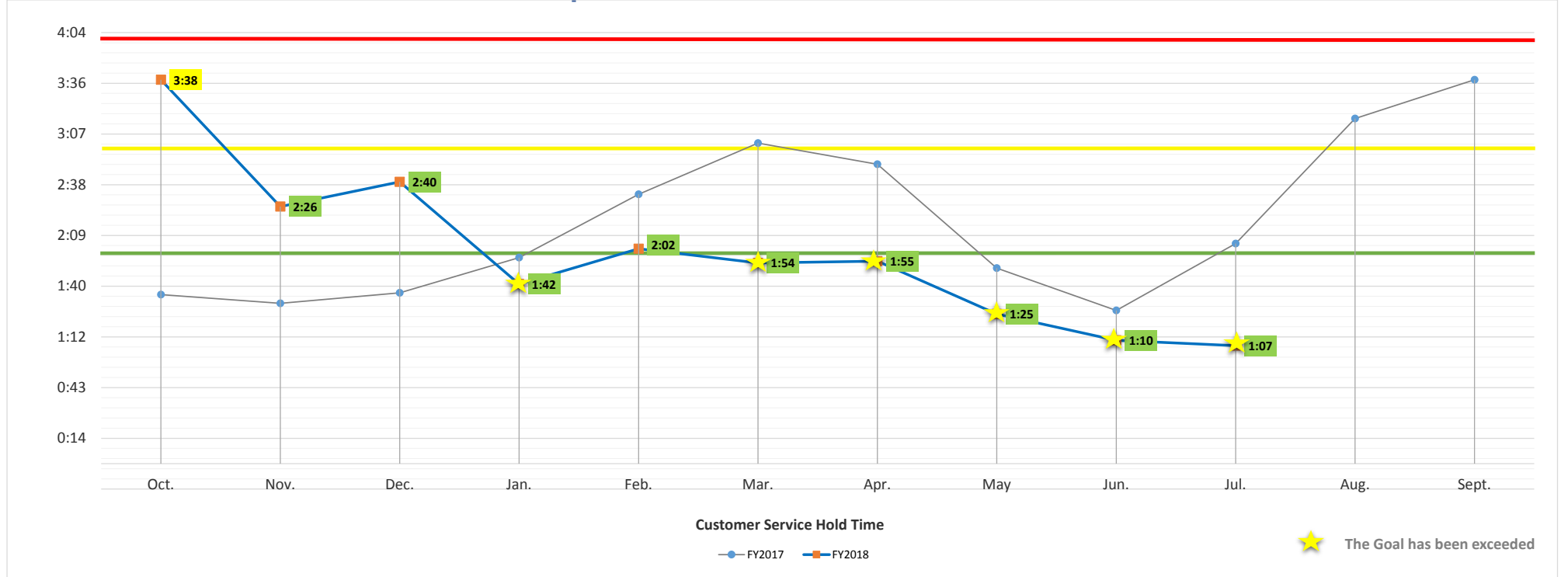
During the month of July, reservations hold time experienced a 15 seconds increase compared to the prior month of June. Nevertheless, Palm Tran Connection reservations hold time exceeded the target for the ninth consecutive month in a row. The two reservationists that started on June 11th are still training and learning the Trapeze Scheduling software. As the new reservationist improve their skills, reservations hold times are expected to improve to the level of performance delivered prior to the month of May.



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

CONNECTION - Where Is My Ride Hold Time

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Where is my ride Hold Time	2017	4:00	3:00	2:00	● 1:36	● 1:31	● 1:37	● 1:57	● 2:33	● 3:02	● 2:50	● 1:51	● 1:27	● 2:05	● 3:16	● 3:38
	2018	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54	● 1:55	● 1:25	● 1:10	● 1:07		



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

Narrative

Palm Tran is pleased to report that during the month of July the “Where Is My Ride” hold time metric achieved the established stretch goal for the fifth month in a row. During the month of July, “Where Is My Ride” hold time decreased by 3 seconds compared to the month of June. This is due in large part to the level of On-time Performance as reported on page 17. In addition, Palm Tran Connection Dispatch Assistants attended customer service training to improve their customer service skills and to manage the ETA (Estimated Time of Arrival) process in a timely manner providing excellent customer service.



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

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