



PERFORMANCE REPORT MARCH 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 MARCH 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						
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24						
Total Incidents per 10,000 Boardings	1.60	1.30	1.00	● 1.41	● 1.22	● 1.31	● 1.92	● 1.14	● 1.40						
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						
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4	● 21.8	● 20.7						
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%						
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364	● 5,290	● 5,603	● 5,905	● 5,296						
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						
	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						

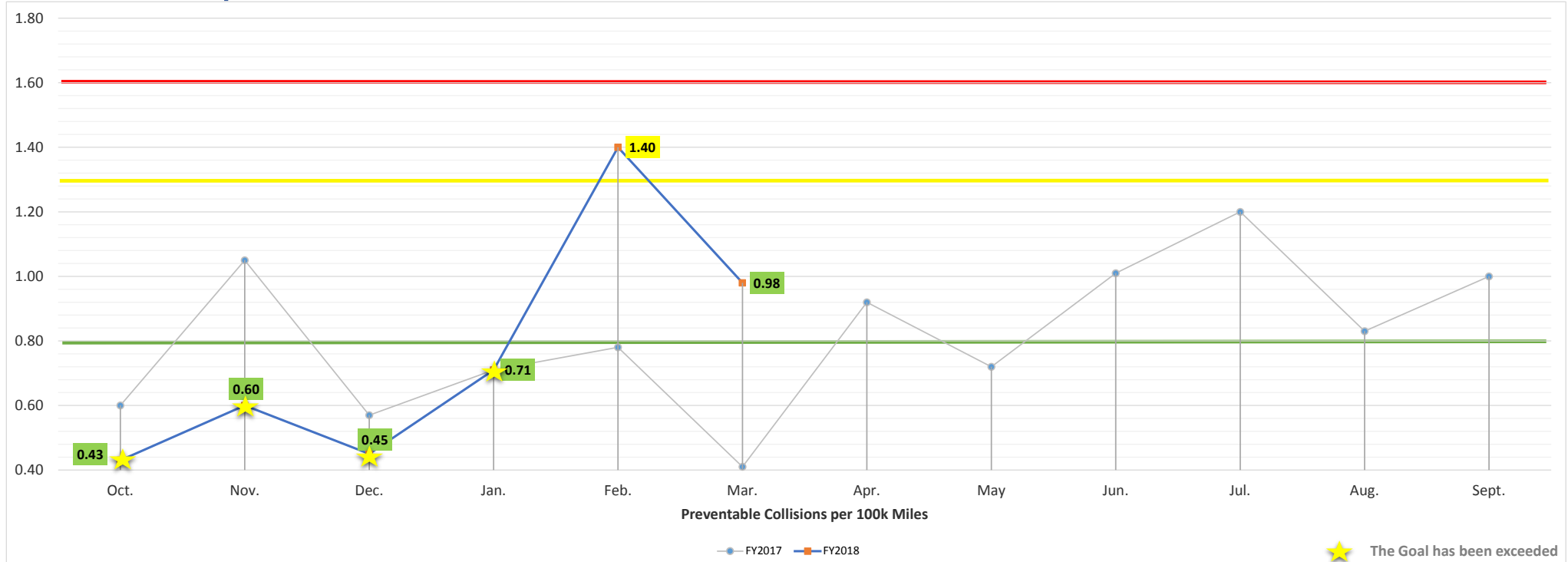
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ Goal has been exceeded.

-New Fixed Route Metric: Total Incidents per 10,000 Boardings implemented for fiscal year 2018.



FIXED ROUTE - Preventable Collisions per 100k Miles

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



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 March, Preventable Collisions decreased from 1.40 to 0.98 collisions. Palm Tran experienced seven (7) Preventable Collisions for the month of March, compared to nine (9) Preventable Collisions for the month of February. This is due in large part to a reduction of side swipe collisions from four (4) in February to zero (0) in March. Preventable Collisions during the month of March consisted of three (3) rear-ends, two (2) fixed objects, one (1) bus on bus collision, and one (1) collision while making a turn. The Safety and Accident Reduction PT-STAT team is evaluating initiatives to mitigate potential Preventable Collisions related to rear-end collisions.

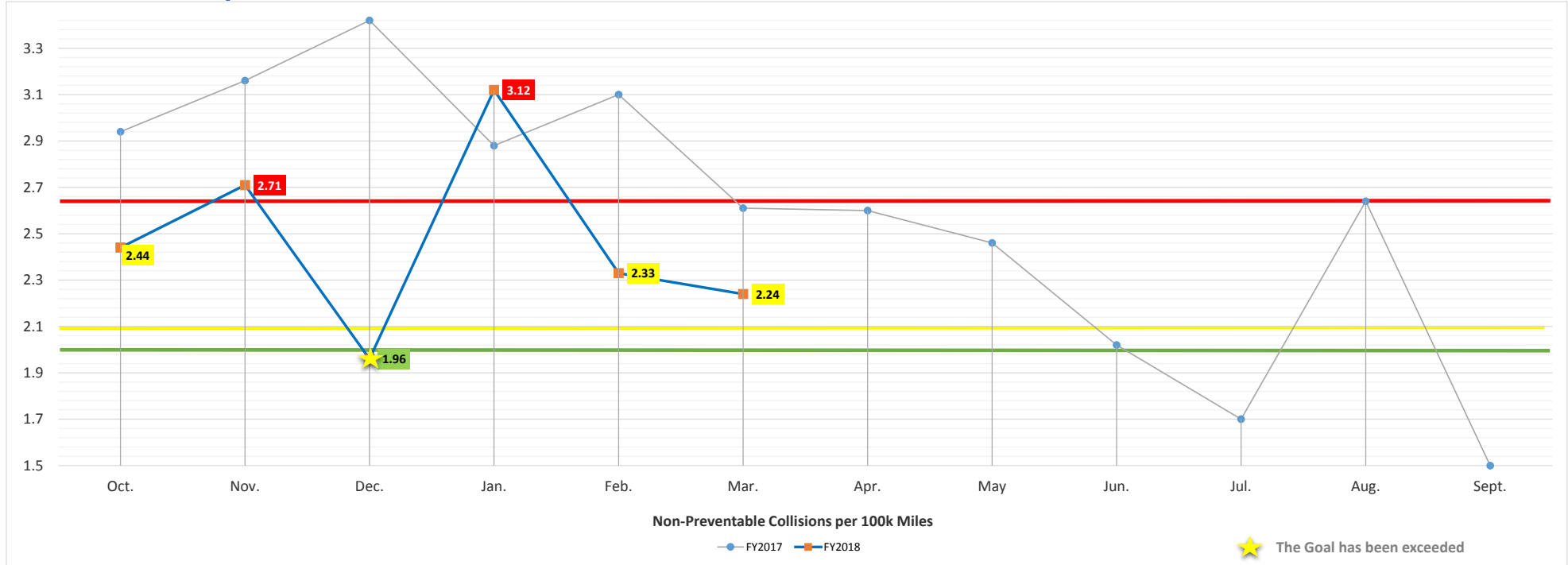


- Minimum/Maximum has not been met
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- Target has been met or exceeded

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						



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 March, Non-Preventable Collisions decreased from 2.33 to 2.24 collisions. This was due in large part to a 10% increase in Total Vehicle Miles compared to the prior month of February, while the total number of Non-Preventable Collisions increased by only 4%. Palm Tran experienced sixteen (16) Non-Preventable Collisions for the month of March, compared to fifteen (15) Non-Preventable Collisions for the month of February. Non-Preventable Collisions during the month of March consisted of five (5) left corner impacts while going around the bus, three (3) rear-ends, three (3) contacts from the right, two (2) vehicles cutting in front of the bus, one (1) contact from the left, one (1) side swipe, and one (1) pedestrian running into the bus. Palm Tran is glad that this metric continues to outperform the previous fiscal year 2017.

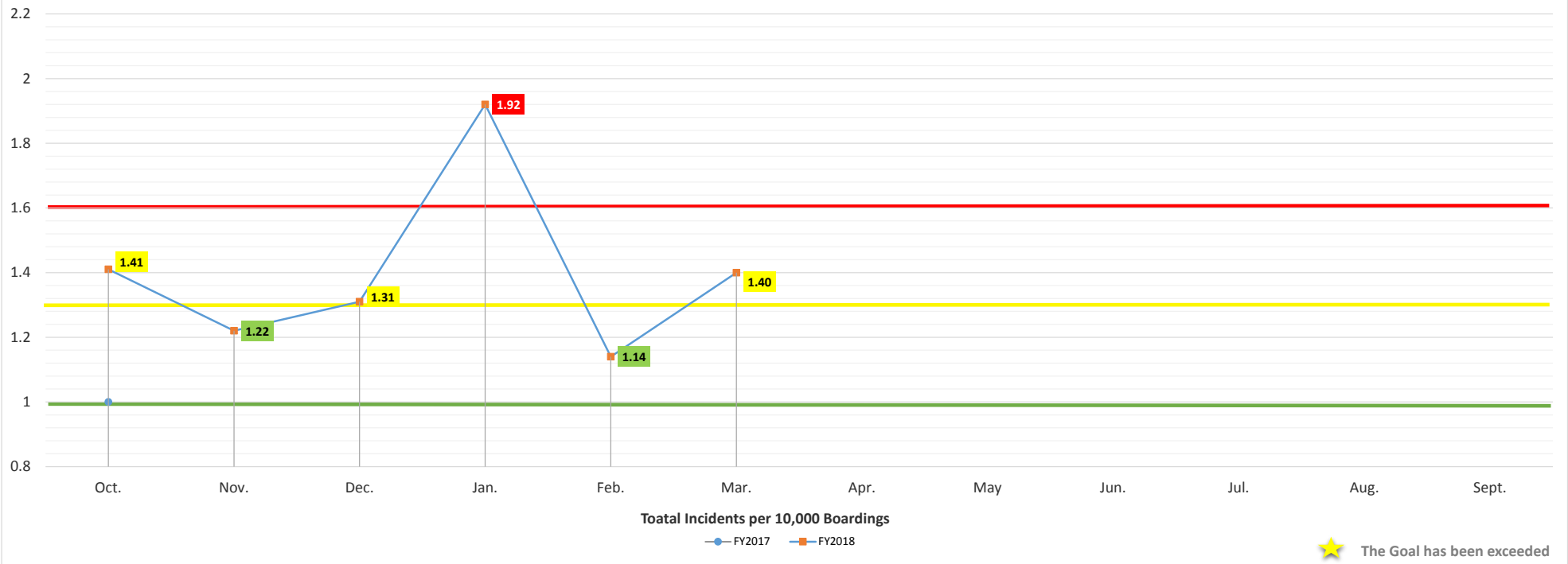


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FIXED ROUTE - Total Incidents per 10,000 Boardings

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						



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

This is the first month Palm Tran is tracking incidents as a performance metric. During the month of March, Palm Tran experienced 113 total incidents compared to 83 incidents in February. This is an increase of thirty (30) incidents compared to the prior month of February. The top incidents during the month of March were categorized as passenger disputes, passenger falls, and passenger disturbances. The Safety and Accident Reduction PT-STAT Team is evaluating initiatives that could potentially mitigate passenger falls inside the vehicle.

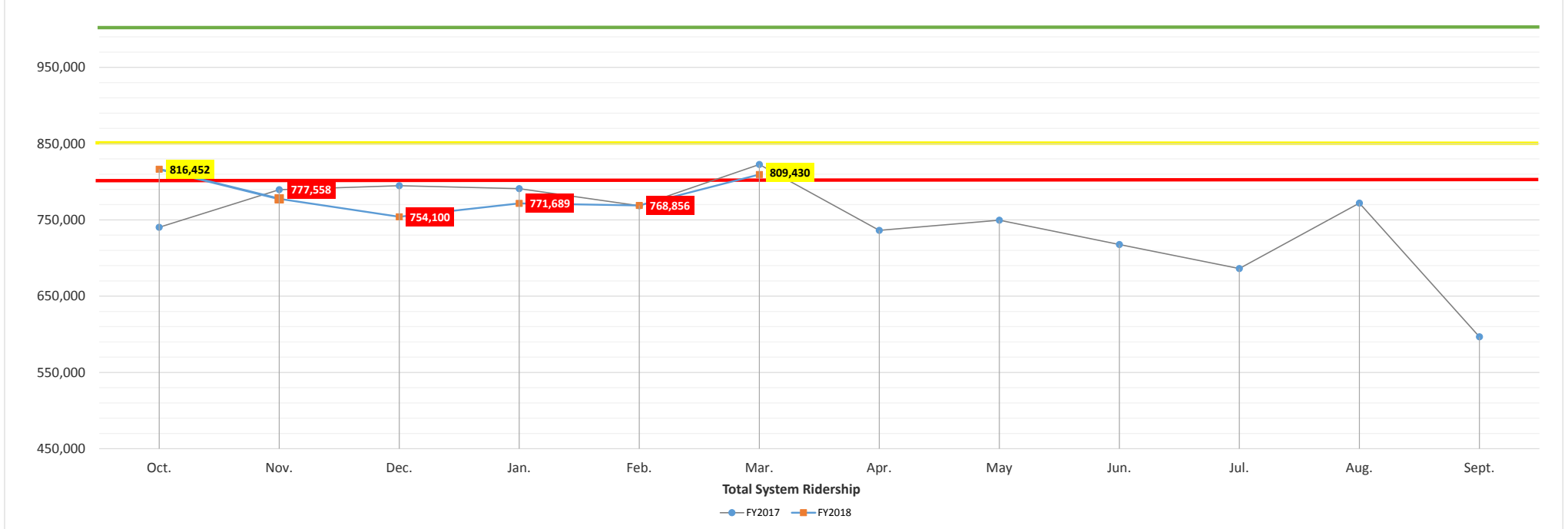


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Palm Tran Performance Management Office

FIXED ROUTE - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	2017	775,000	850,000	1M	● 740,293	● 789,517	● 794,859	● 790,894	● 768,598	● 822,635	● 736,236	● 749,676	● 717,715	● 686,132	● 772,042	● 596,664
	2018	800,000	850,000	1M	● 816,452	● 777,558	● 754,100	● 771,689	● 768,856	● 809,430						



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

March ridership was 809,430, which is an increase of 40,574 riders (5.3%) compared to the prior month of February. This is due in large part to the month of March operating twenty (20) week days of service, compared to nineteen (19) week days of service in February (one day of service averages 35,000 riders). The Ridership PT-STAT team is currently collaborating with Palm Tran's planning section to support the next steps of the RPM (Route Performance Maximization) project.

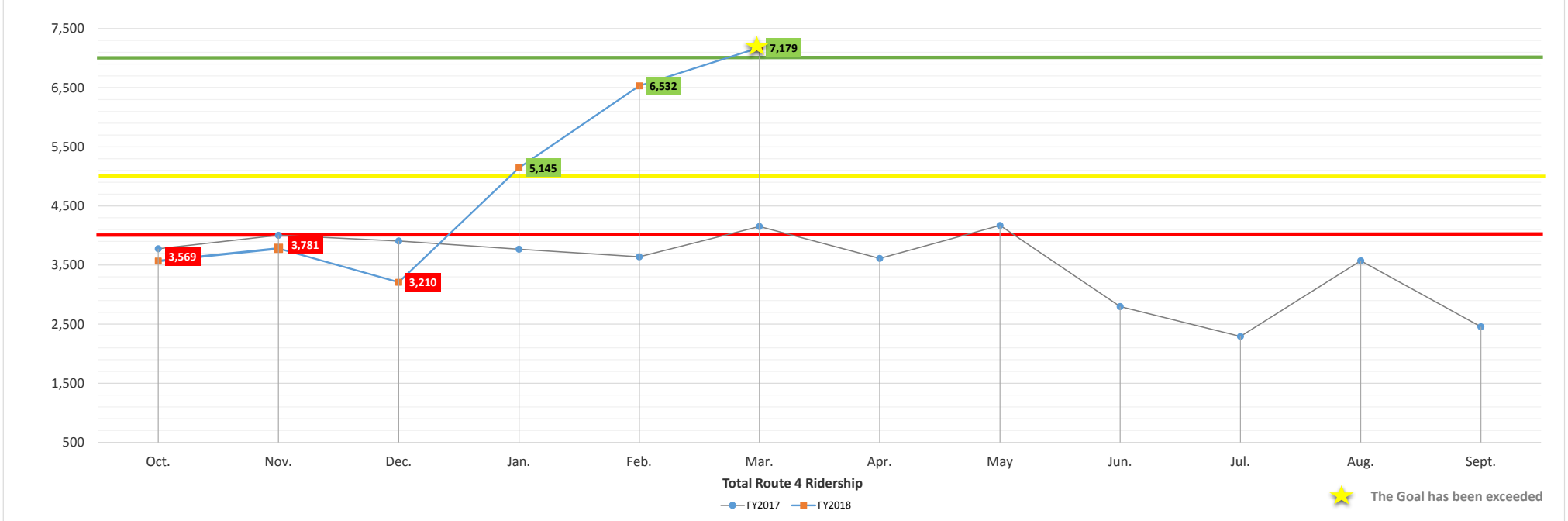
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Palm Tran Performance Management Office



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	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						



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 March ridership on Route 4 was 7,179, which is a sharp increase of 10% compared to the prior month of February, and a 72% increase compared to March 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.

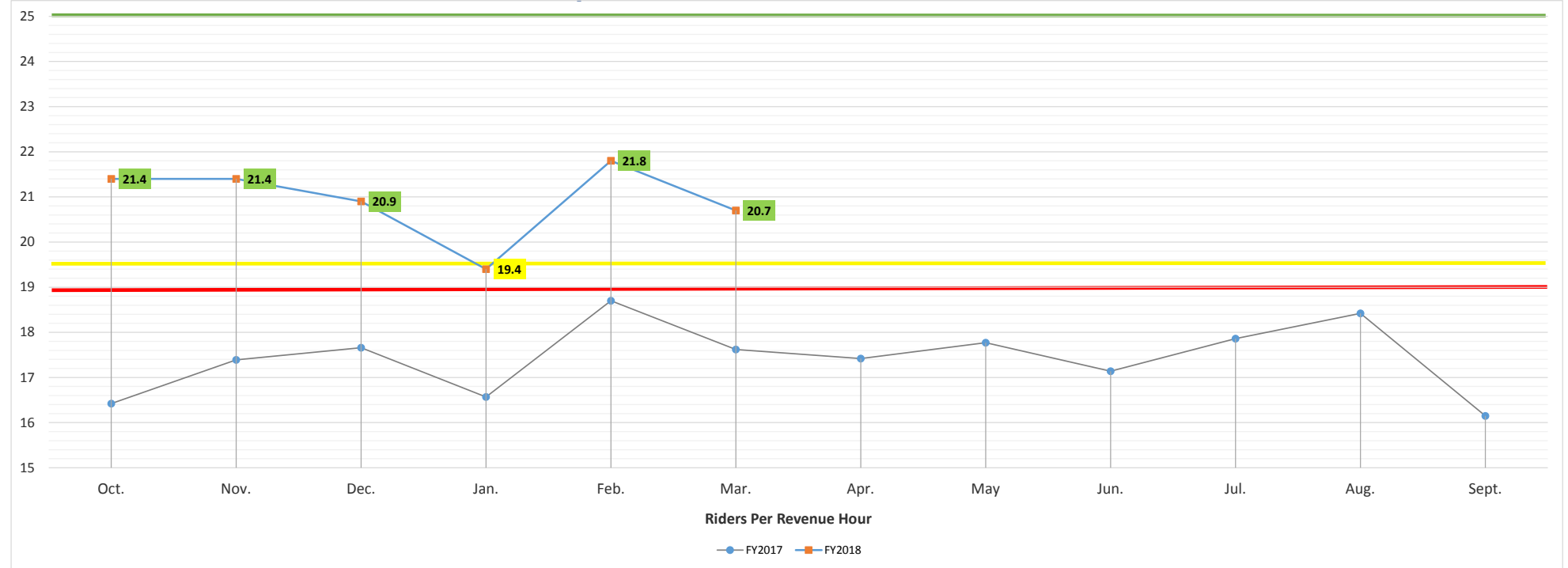


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FIXED ROUTE - Riders Per Revenue Hour

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						



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 March, Riders Per Revenue Hour experienced a slight decrease from 21.8 in February to 20.7 passenger per hour. This decrease in productivity is due to 11.1% (3,900) additional total fixed route revenue hours compared to the prior month of February (being a shorter month), while ridership increased by 5.3% as reported on page 7. Nevertheless, Palm Tran's productivity indicates an efficient operation during the month of March.

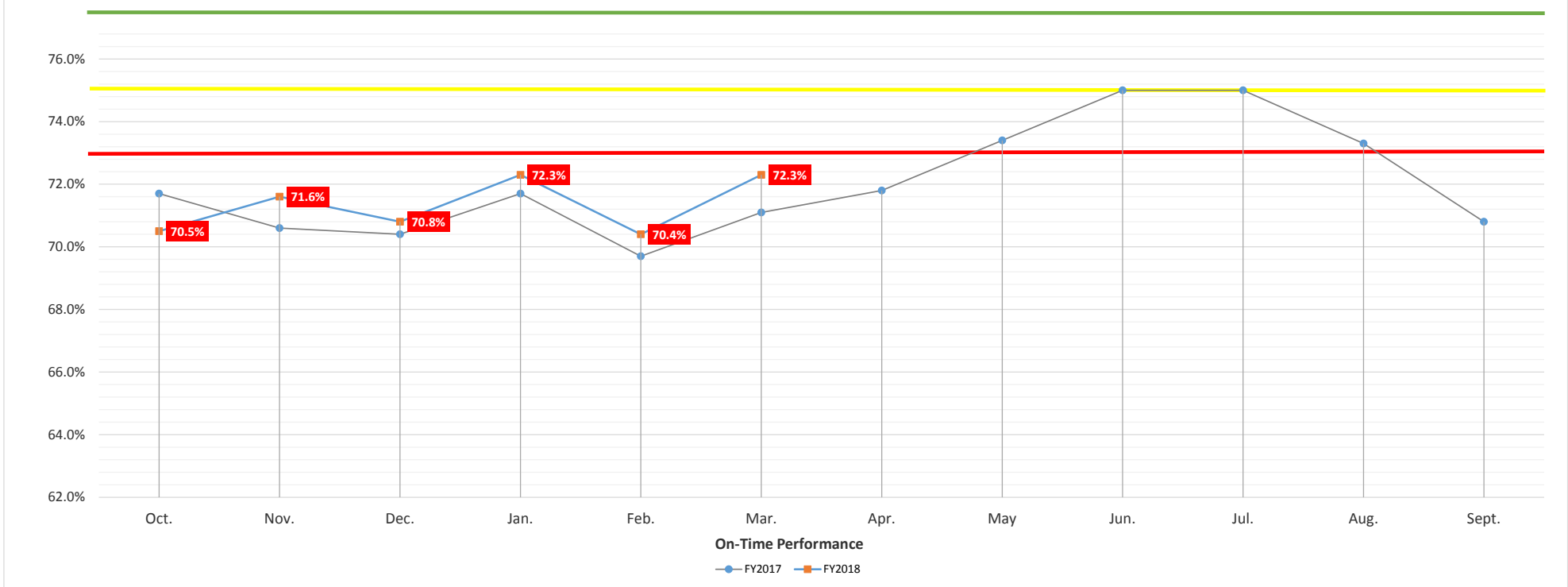


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- **Minimum/Maximum has not been met**
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- **Target has been met or exceeded**

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%	72.3%						



Metric	Metric Calculation	Metric Description
On-Time Performance	$(\text{Number of On-Time Fixed Route Time Point Encounters}) / (\text{Total Number of Fixed Route Time Point Encounters})$	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

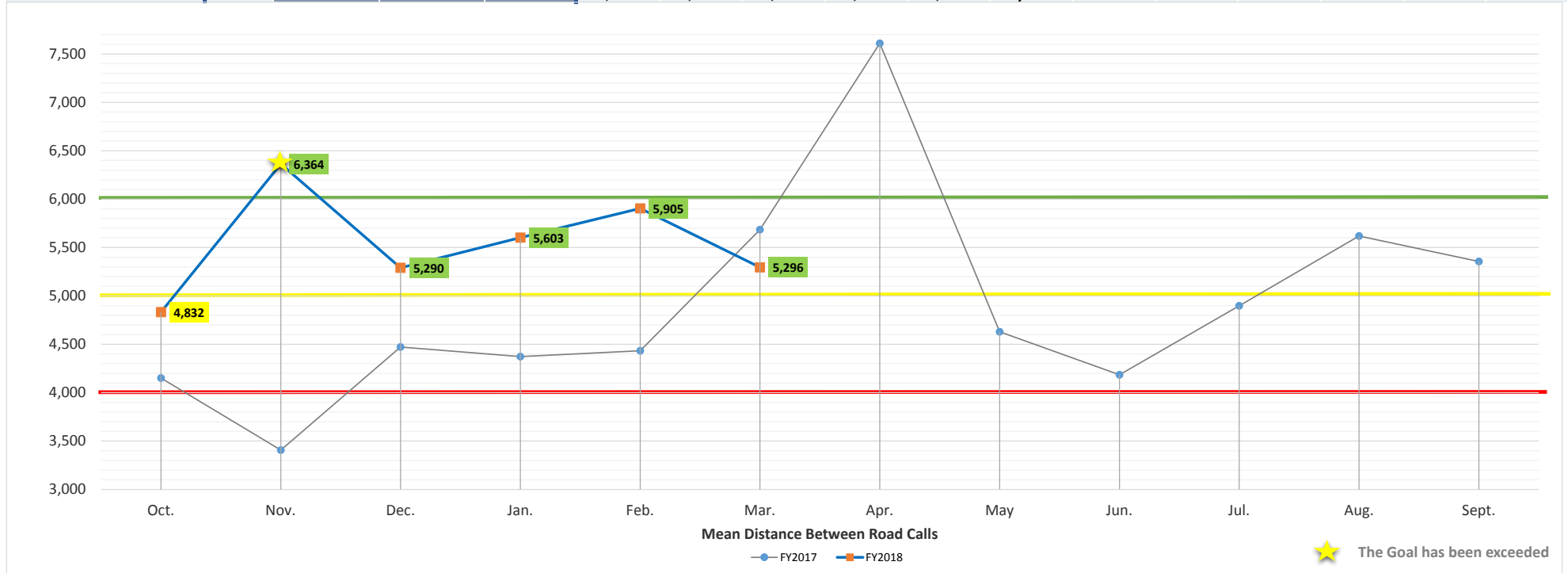
During the month of March, On-Time Performance increased from 70.4% in February to 72.3% in March, which is 1.9 percentile points higher. This increase is attributed in majority to no school during the spring break, which is consistent with the 1.4 percentile points increase experienced during the same period a year earlier. The On-Time Performance PT-STAT team is currently exploring 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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- Metric is at or above/below the Minimum/Maximum, but not at the Target
- 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	●	●	●	●	●	●	●	●	●	●	●	●
	2018	4,000	5,000	6,000	●	●	●	●	●	●	●					
					4,151	3,407	4,472	4,373	4,433	5,684	7,610	4,629	4,185	4,898	5,619	5,355
					4,832	6,364	5,290	5,603	5,905	5,296						



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

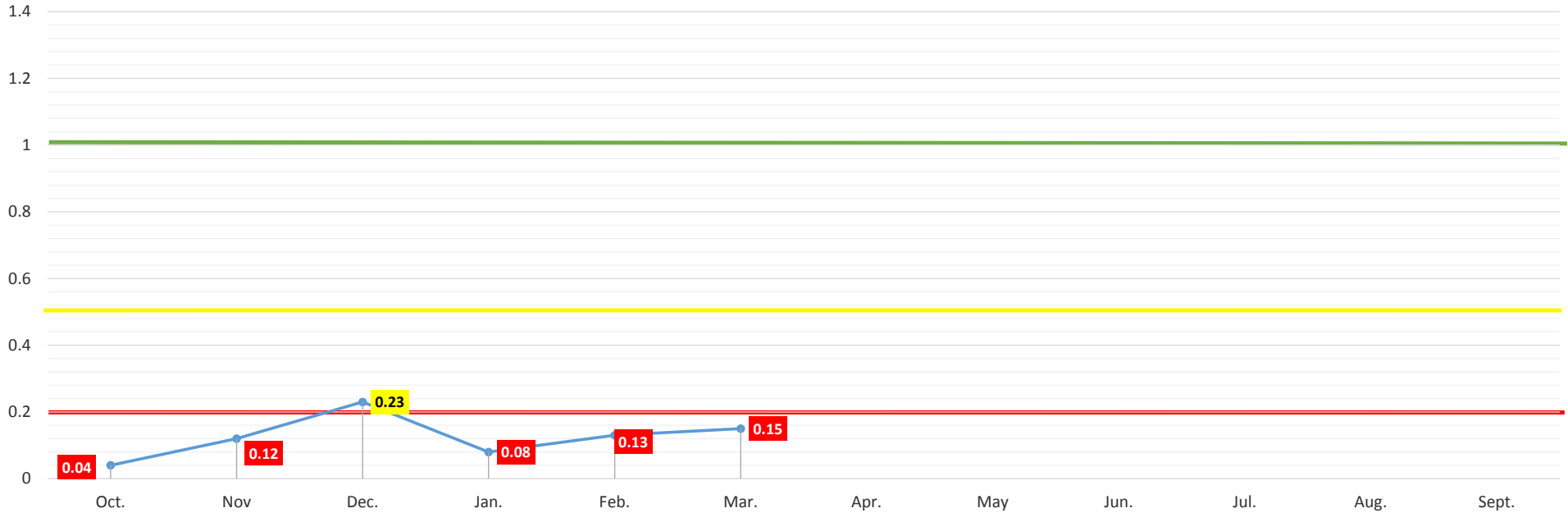
During the month of March, Palm Tran experienced 135 road calls compared to 109 road calls in February. This is due to an increase of twenty-six (26) road calls, which reduced miles between road calls by 10% compared to the previous month of February. Although this metric declined slightly, this is the fifth month in a row that the established target is exceeded. The top causes of road calls during the month of March were categorized as Overheating, Engine Regeneration, and Engine. The Mean Distance Between Road Calls PT-STAT team is focused on possible initiatives to mitigate road calls related to overheating and the air conditioning (A/C) system as Palm Tran heads into the summer months.



- 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

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						



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 March, customer commendations increased compared to the prior month of February. Palm Tran received twelve (12) commendations in March compared to ten (10) Commendations in February. Although not yet at the target, this metric continues to trend in the right direction for the third month in a row. The top commendation category was "courteous bus operator" which is consistent with the Fixed Route Customer Service PT-STAT team's focus on customer service initiatives. Palm Tran continues to promote the "Click to Commend" web-form that allows riders to very easily provide commendations to the excellent bus operators that deliver Palm Tran's fixed route service.

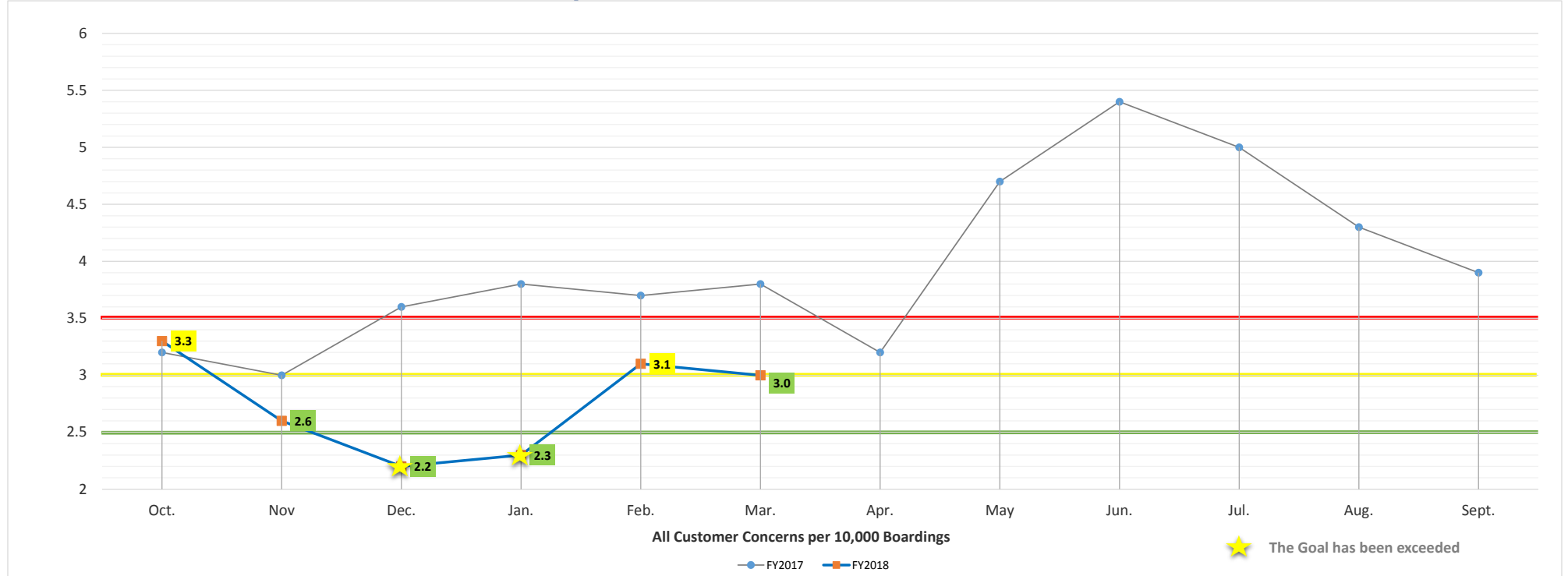


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- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - 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						



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 concern ratio decreased to 3.0 per 10,000 boardings in March, compared to 3.1 during the previous month of February. In March, total logged concerns were 241 compared to 239 in February. Although customers concerns increased by 0.8%, passenger boardings increased at a higher rate of 5.3%, which is the factor attributed to the slight improvement of this metric. The top categories of fixed route customer concerns for the month of March are "Bus Behind Schedule" and "Bus Infrastructure" categories. Bus behind schedule and bus infrastructure concerns will widely be address as part of the upcoming Route Performance Maximization (RPM) project. Additionally, The Fixed Route Customer Service PT-STAT team is evaluating initiatives related to addressing bus infrastructure concerns.



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CONNECTION DASHBOARD MARCH 2018

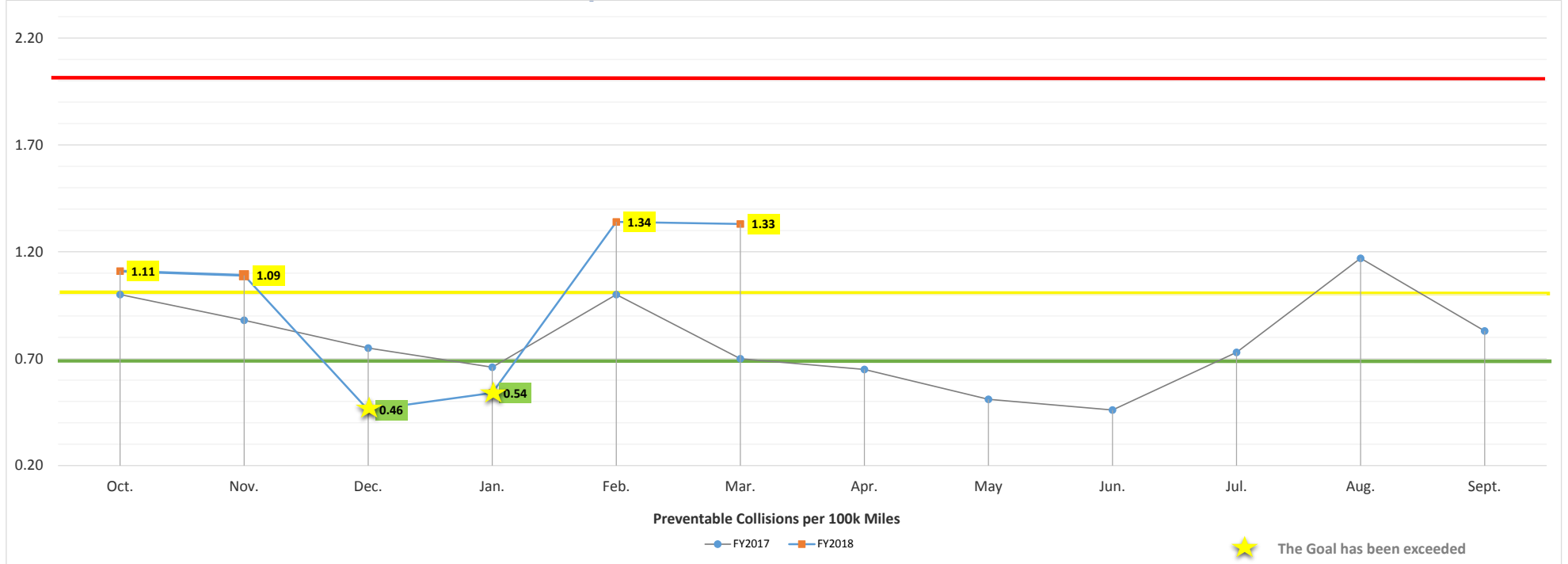
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33						
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56	● 4.19						
Mobility	Min	Target	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						
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%						
Mean Distance Between Road Calls	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551	● 29,768	● 19,515	● 29,678						
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						
	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						
Reservations Call Hold Time	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11	● 1:52						
Where Is My Ride Hold Time	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54						

- 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.



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						



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 decreased from 1.34 to 1.33 for the month of March. This is due to an increase of Total Vehicle Miles by 81,675 miles (9.1%) during the month of March, while the total number of at fault accidents increased by one (1) from twelve (12) at fault accidents for the month of February to thirteen (13) at fault accidents during the month of March. The majority of the collisions were related to fixed object collisions (mailboxes, gate arms, and awnings). These included ten (10) fixed objects, one (1) rear-end, one (1) backed into another vehicle, and one (1) side swipe collision. The Palm Tran Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could potentially mitigate preventable accidents related to fixed object collisions.

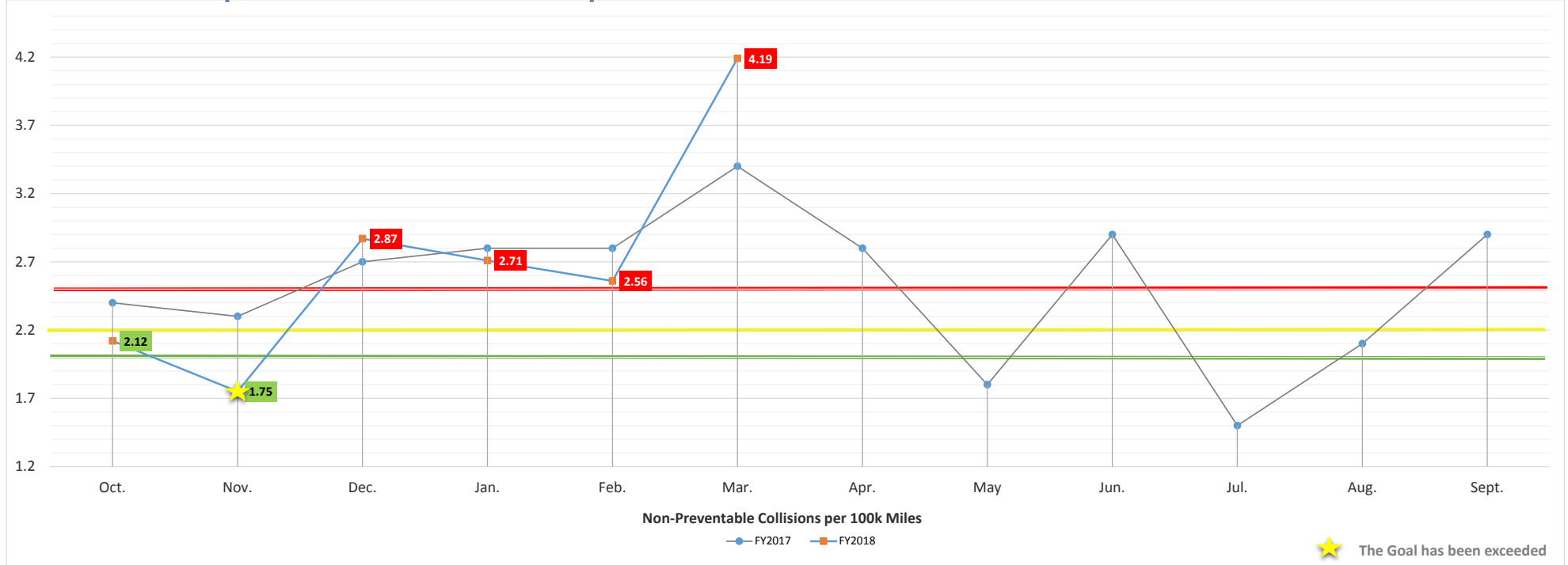


Palm Tran Performance Management Office

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- 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	● 4.19						



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 March, Non-Preventable Collisions increased from 2.56 to 4.19 collisions. This increase is due to forty-one (41) Non-Preventable Collisions during the month of March compared to twenty-three (23) Non-Preventable Collisions experienced during the month of February. This was due in large part to an increase of collisions categorized as rear-ends and side swipes. The top three categories of Non-Preventable Collisions during the month of March were defined as side swipes, rear-ends, and wheelchair lift malfunctions. The Connection Safety and Accident Reduction PT-STAT team is currently evaluating the implementation of a blind spot alert system in an effort to mitigate side swipes accidents, as well as an initiative to install deceleration lights in an effort to reduce the number of rear-end collisions.

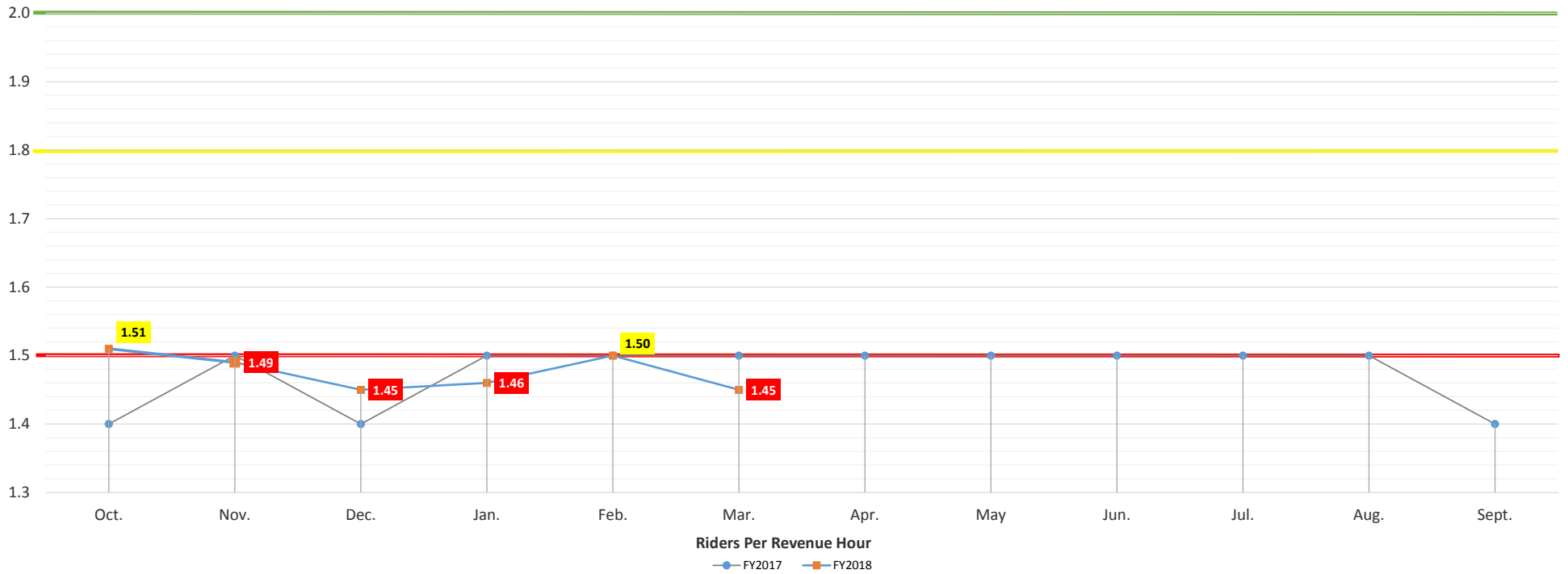


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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	● 1.4	● 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	● 1.45						



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hour	Total Connections Passenger trips / Total Connection Revenue Hours.	The aggregate average number of Connection customer boardings occurring in each revenue hour.

Narrative

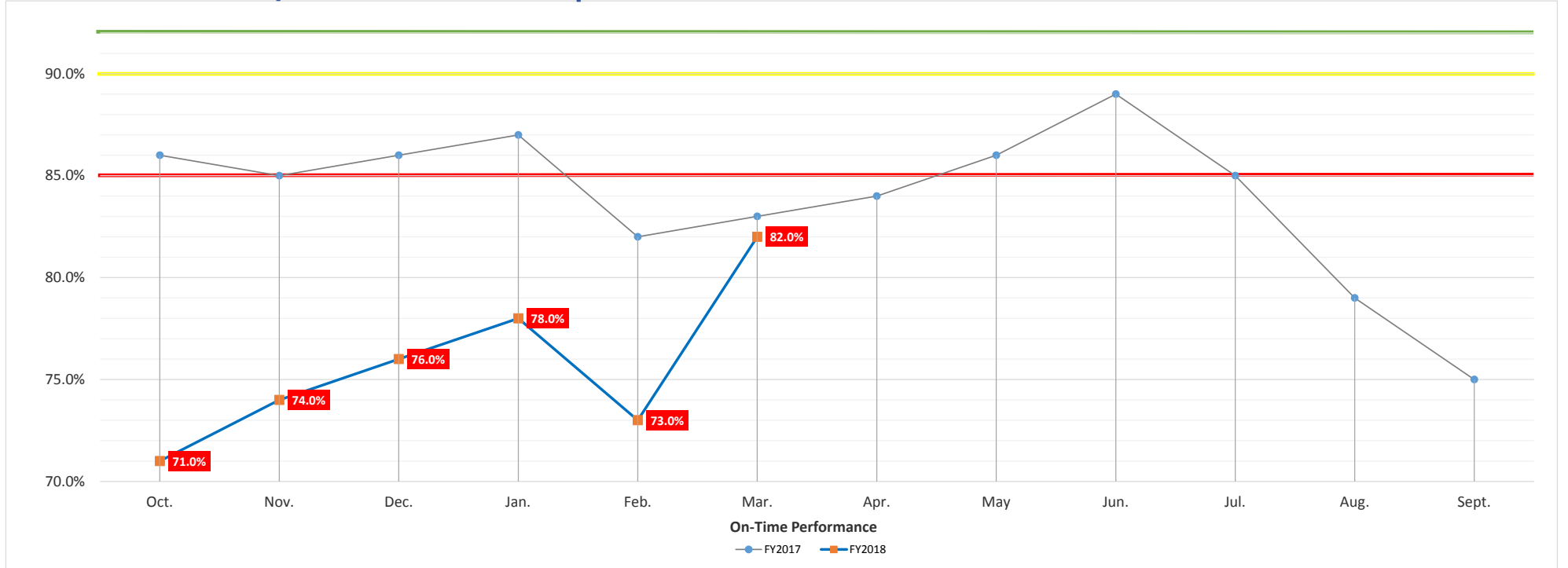
During the month of March, riders per revenue hour decreased slightly to 1.45 from 1.50 during the month of February. This is attributed in large part to an increase of Total Connection Revenue Hours by 11.3% due to February being a shorter month compared to March, while the Total Connection Passenger Trips only increased by 6.7% during the month of March. 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
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- 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%	● 82.0%						



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.



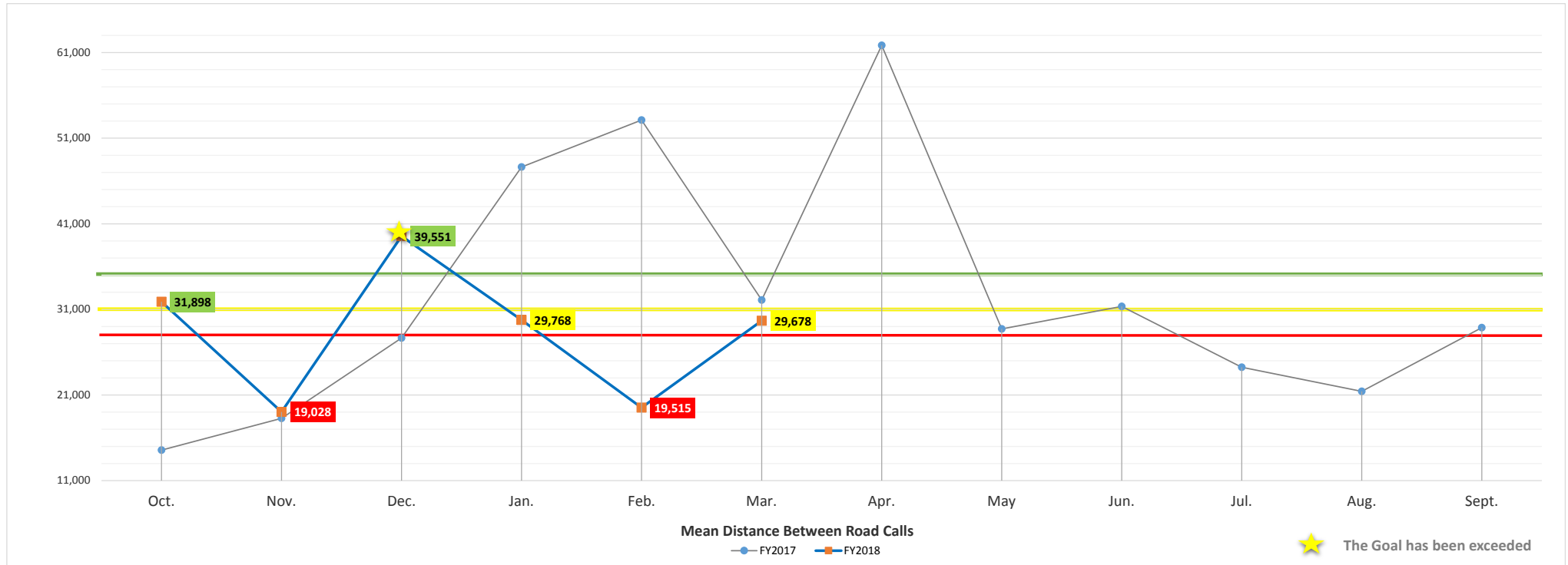
Narrative

During the month of March, Palm Tran Connection has seen an increase of nine (9) percentile points in On-Time Performance over the prior month of February. This improvement was due in large part to no school trips during one week in March due to spring break, which allowed a reduction of trips during the peak times. In addition, the reduction of vehicle road calls contributed to the availability of vehicles in service as reported on page 18. The Connection On-Time Performance PT-STAT team is focused on possible initiatives that could potentially address the constraints in ridership during peak times and improve service delivery.

- 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	● 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	● 29,678						



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

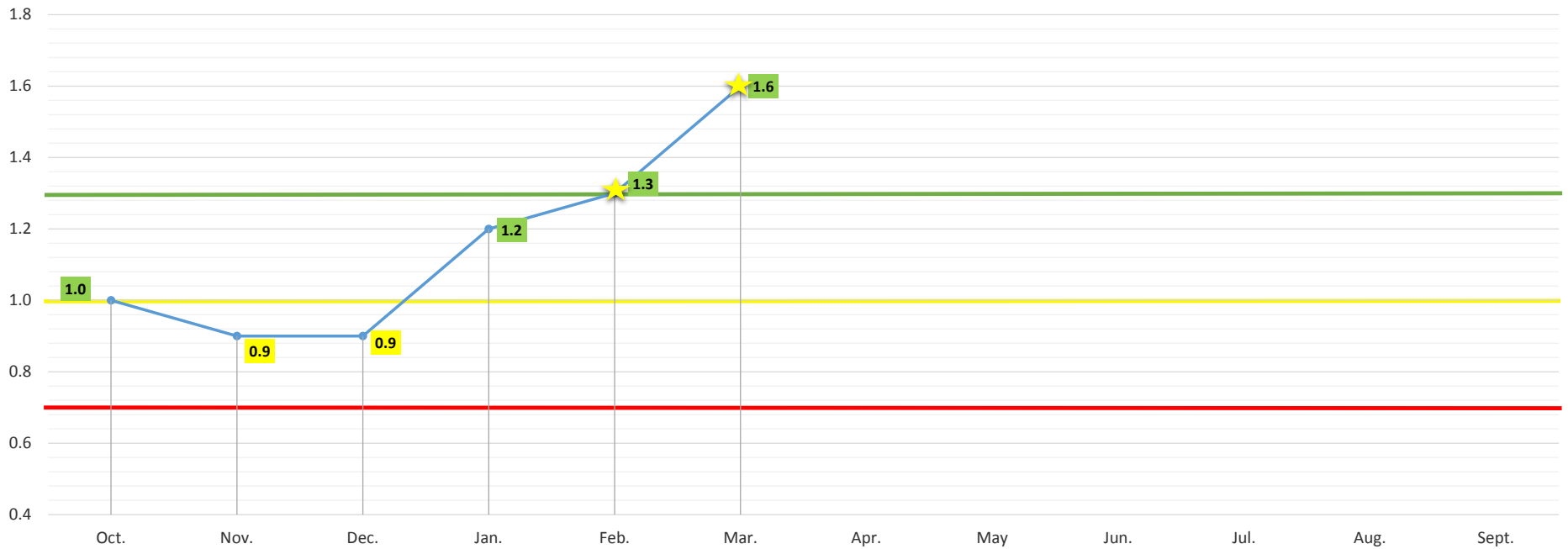
During the month of March, Palm Tran Connection experienced thirty-three (33) Road Calls compared to forty-six (46) Road Calls for the month of February. This is a reduction of thirteen (13) Road Calls compared to the prior month of February, which is in large part due to a reduction of Road Calls categorized as tire issues from twelve (12) in February to four (4) in March. The top Road Calls categories in March were as follows: Vehicles that would shut off, tire issues, and transmission/engine. The Connection Safety and Accident Reduction PT-STAT team is exploring 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						



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 pleased to report that for the month of March this metric achieved the established stretch goal for the second month in a row. During the month of March, Palm Tran Connection received 117 commendations compared to 91 during the month of February. Customer commendations during the month of March recognized a higher level of customer service by drivers, reservationist, dispatch, eligibility staff, scheduling, and eight (8) for the overall Palm Tran Connection staff. The "Quality Customer Service" initiative, which promotes the importance of greeting each Palm Tran Connection rider implemented in January by the Connection Customer Service PT-STAT team, continues to show a positive impact on this metric.

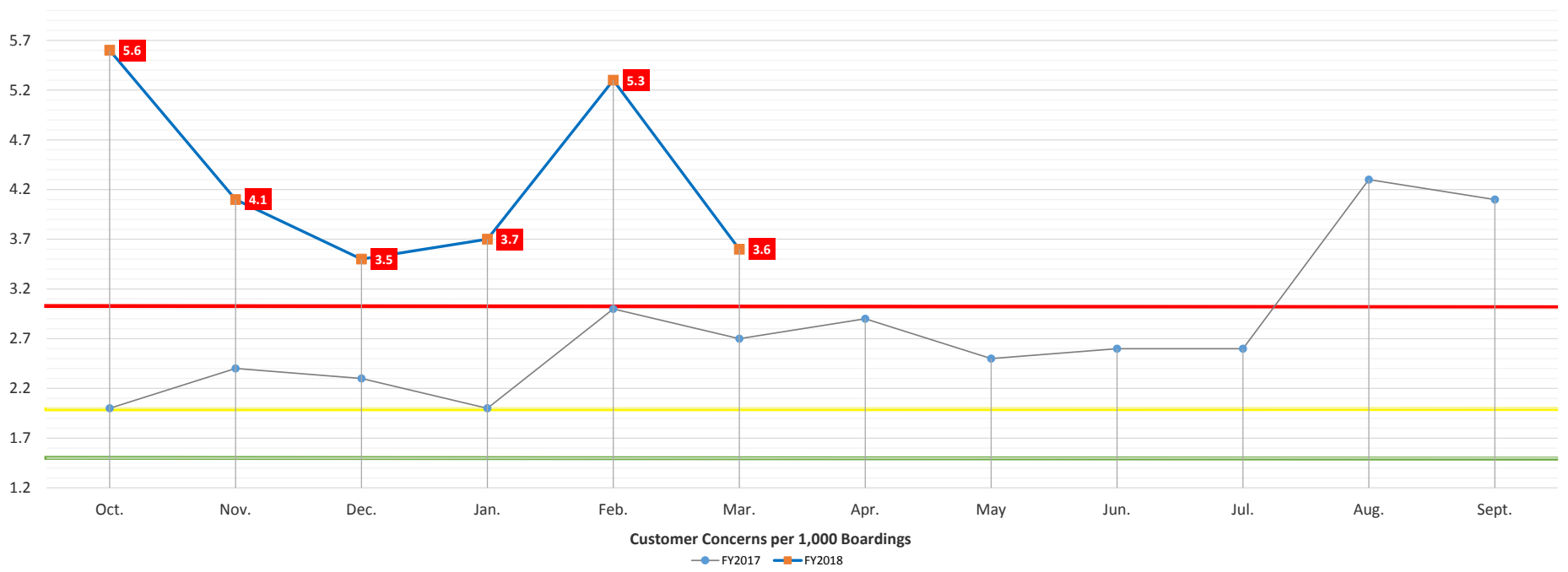


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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						



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 March, there were 265 concerns filed compared to 366 concerns in February. That is a decrease of 101 customer concerns, which is in large part related to the On-Time performance improvement for the month of March as reported on page 17. The top categories during the month of March were focused on Late Pickup, Unsafe-Reckless Driver and Discourteous Driver. The Connection Customer Service PT-STAT team is coordinating a series of training topics to address some of the safety concerns reported by Palm Tran Connection customers during the upcoming monthly safety meetings.

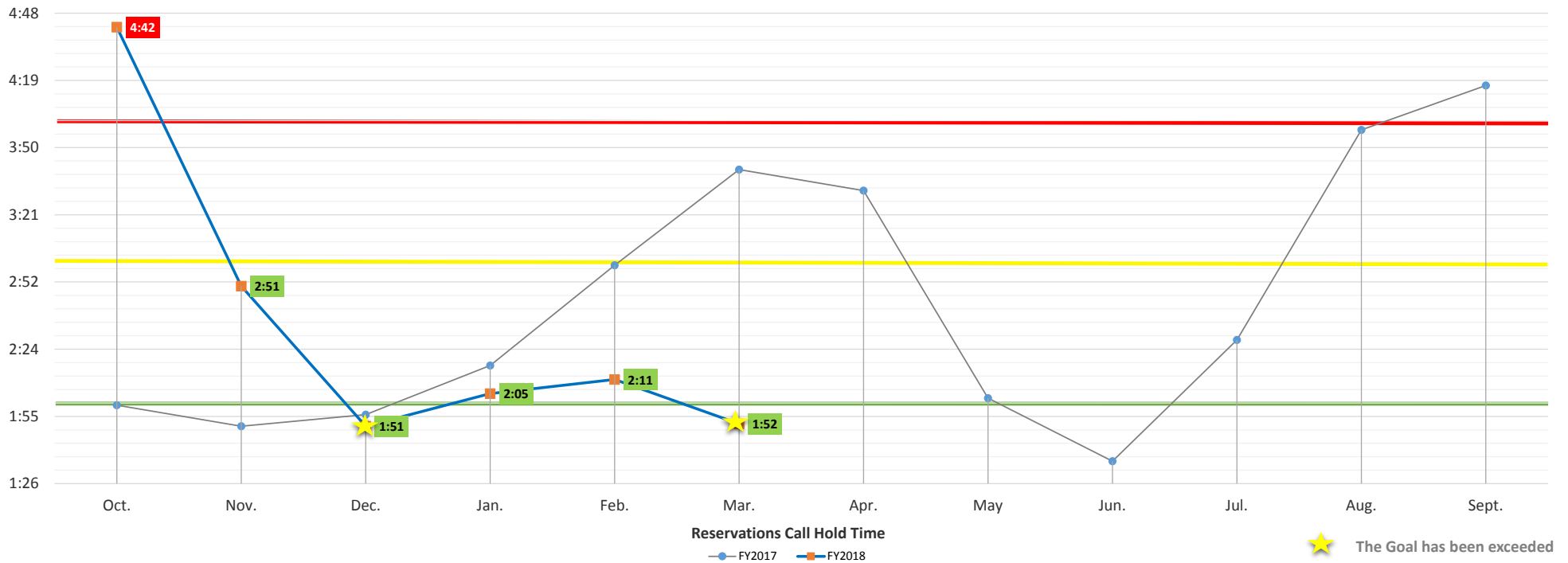
- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**

Palm Tran Performance Management Office



CONNECTION - 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	● 1:52						



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

Narrative

Palm Tran is glad to report that during the month of March the "Where Is My Ride" hold time metric exceeded the established stretch goal. During the month of March, reservations hold time experienced a 19 seconds sharp decline compared to the prior month of February. As a result, customer service commendations increased as reported on page 19. Palm Tran is very proud of the hard work and dedication of the Reservations staff to provide excellent customer service in a timely manner.

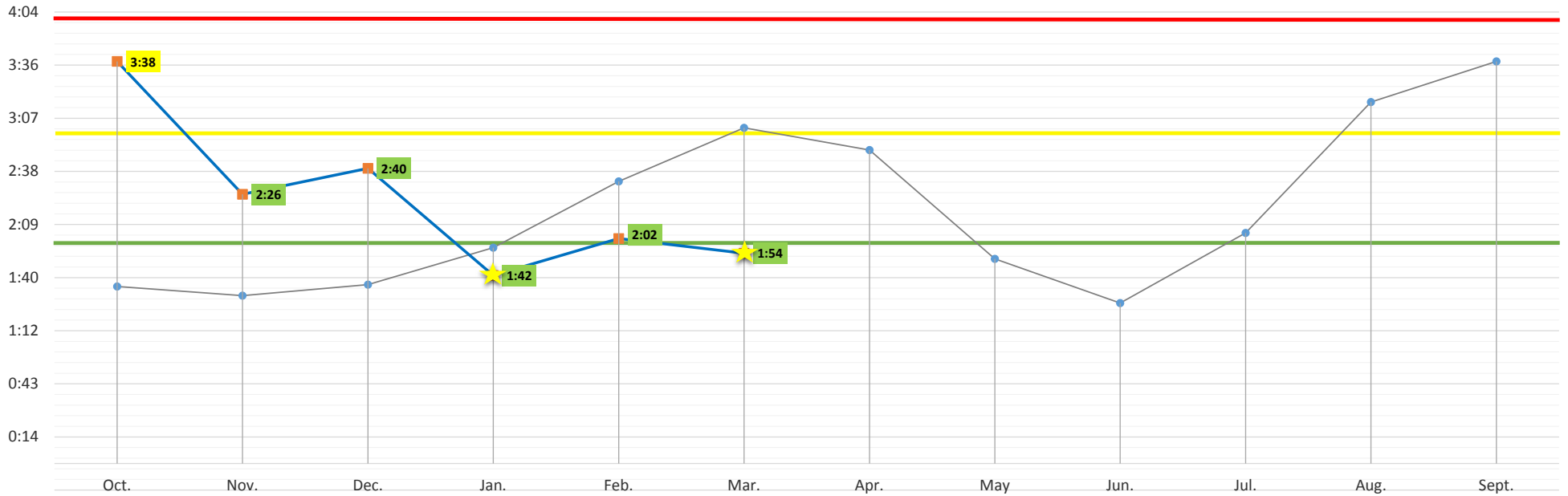


- **Minimum/Maximum has not been met**
- **Metric is at or above/below the Minimum/Maximum, but not at the Target**
- **Target has been met or exceeded**

Palm Tran Performance Management Office

CONNECTION - 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						



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 that during the month of March the "Where Is My Ride" hold time metric exceeded the established stretch goal. During the month of March, "Where Is My Ride" hold time decreased by 8 seconds compared to the month of February. This is due in large part to the improvement of On-Time performance as reported on page 17. Additionally, Palm Tran Connection Dispatch Assistants are doing an excellent job handling incoming calls and streamlining the ETA (Estimated Time of Arrival) process as evident by the increase in commendations for the dispatch department as well (see page 19).



- 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