



PERFORMANCE REPORT MAY 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 MAY 2018

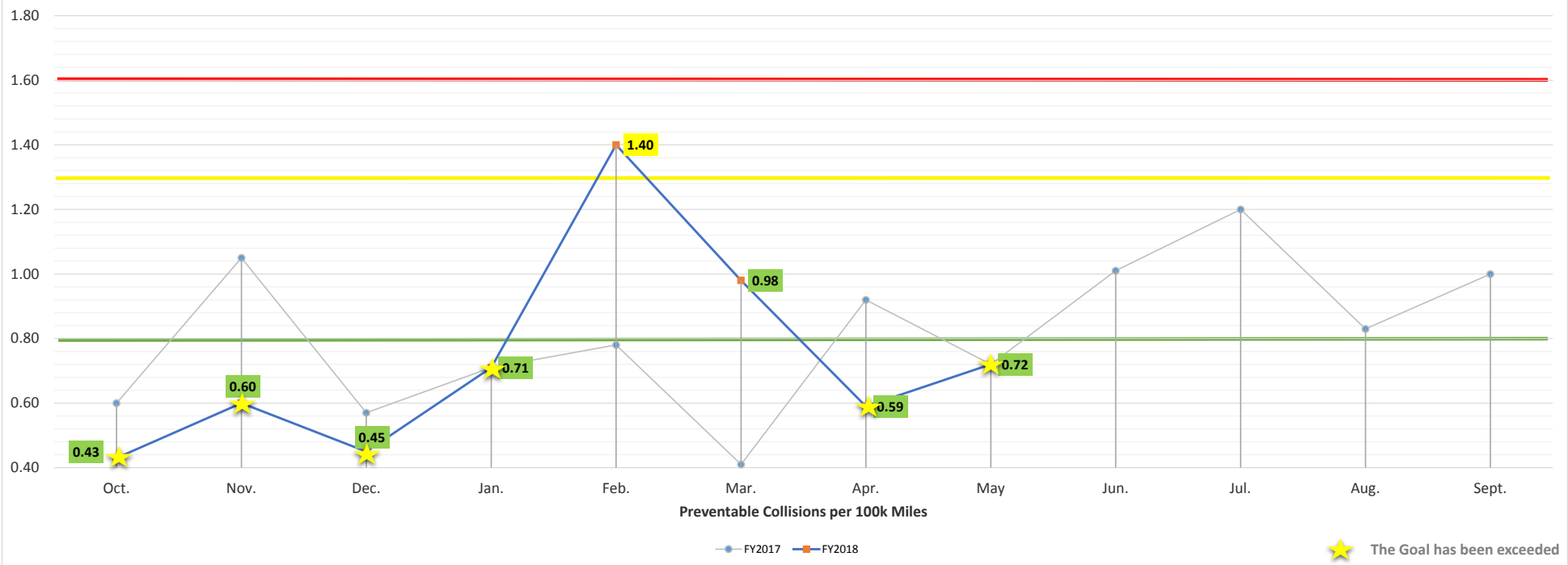
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59	● 0.72				
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37	● 1.72				
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				
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				
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				
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%				
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				
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				
	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				

- 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				



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 that during the month of May, this metric exceeded the established stretch goal. During the month of May, Preventable Collisions increased from 0.59 to 0.72 collisions. Palm Tran experienced five (5) Preventable Collisions for the month of May, compared to four (4) Preventable Collisions for the month of April. This is due in large part to an increase of collisions categorized as sideswipes, which were not experienced during the prior month of April. Preventable Collisions during the month of May consisted of three (3) rear-ends, and two (2) sideswipes. The Safety and Accident Reduction PT-Stat team will focus on defensive driving and proper following distance in the next few months in order to mitigate potential Preventable Collisions related to rear-end collisions.

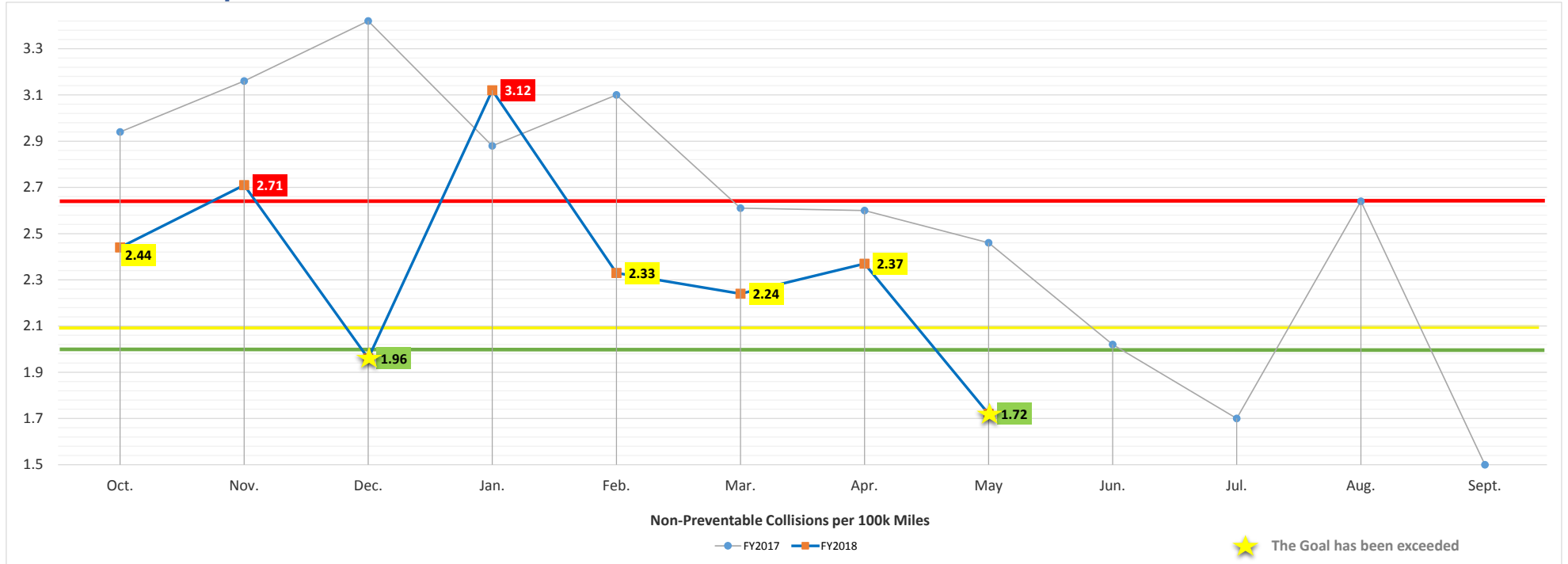


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office

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				



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

Narrative

Palm Tran is glad to report that during the month of May, this metric exceeded the established stretch goal. During the month of May, Non-Preventable Collisions experienced a sharp decrease from 2.37 to 1.72 collisions. Palm Tran experienced twelve (12) Non-Preventable Collisions for the month of May, compared to sixteen (16) Non-Preventable Collisions for the month of April. Non-Preventable Collisions during the month of May consisted of five (5) rear-ends, three (3) contacts from the right, two (2) vehicles cutting in front of the bus, one (1) contact from the left, and one (1) left corner impact while going around the bus. This metric continues to outperform the previous fiscal year 2017.

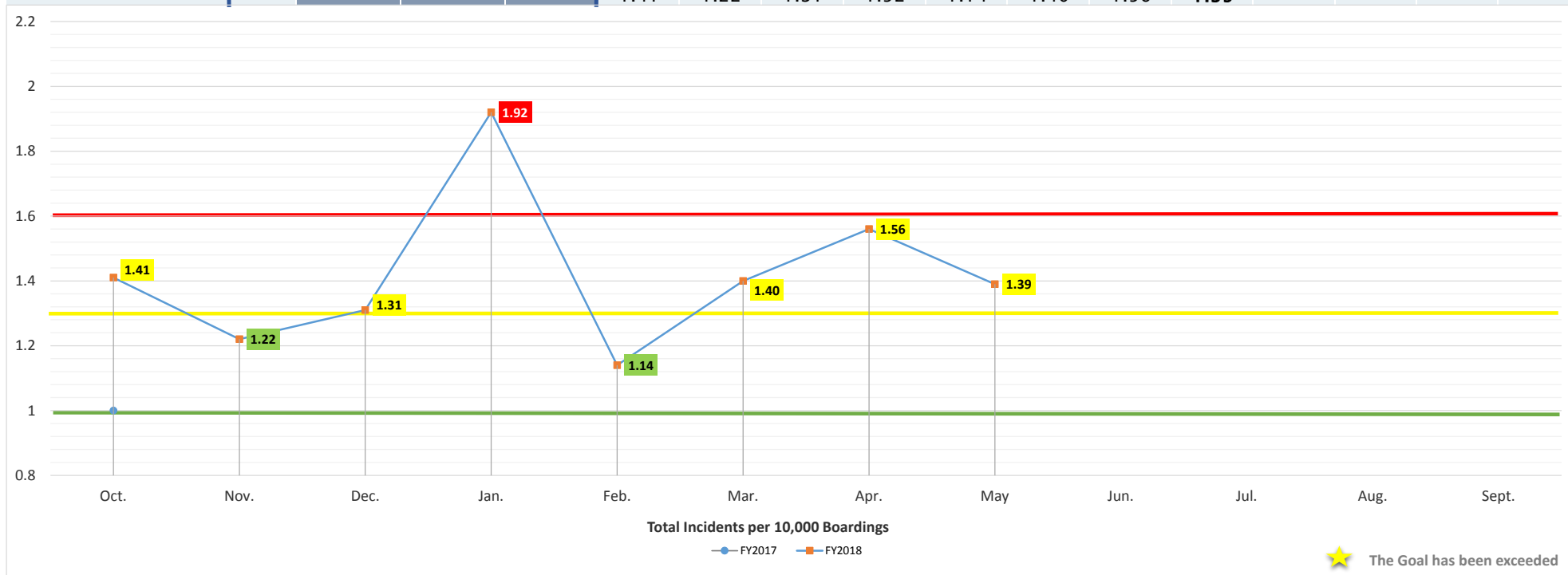


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- Target has been met or exceeded

Palm Tran Performance Management Office

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				



★ 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 May, Palm Tran experienced 99 total incidents compared to 121 incidents during the month of April. This is a reduction of twenty-two (22) incidents compared to the prior month of April. The top incidents during the month of May were categorized as passenger disturbances and passenger falls. The Safety and Accident Reduction PT-Stat team is evaluating different initiatives that could potentially mitigate passenger falls and disturbances inside the vehicle.

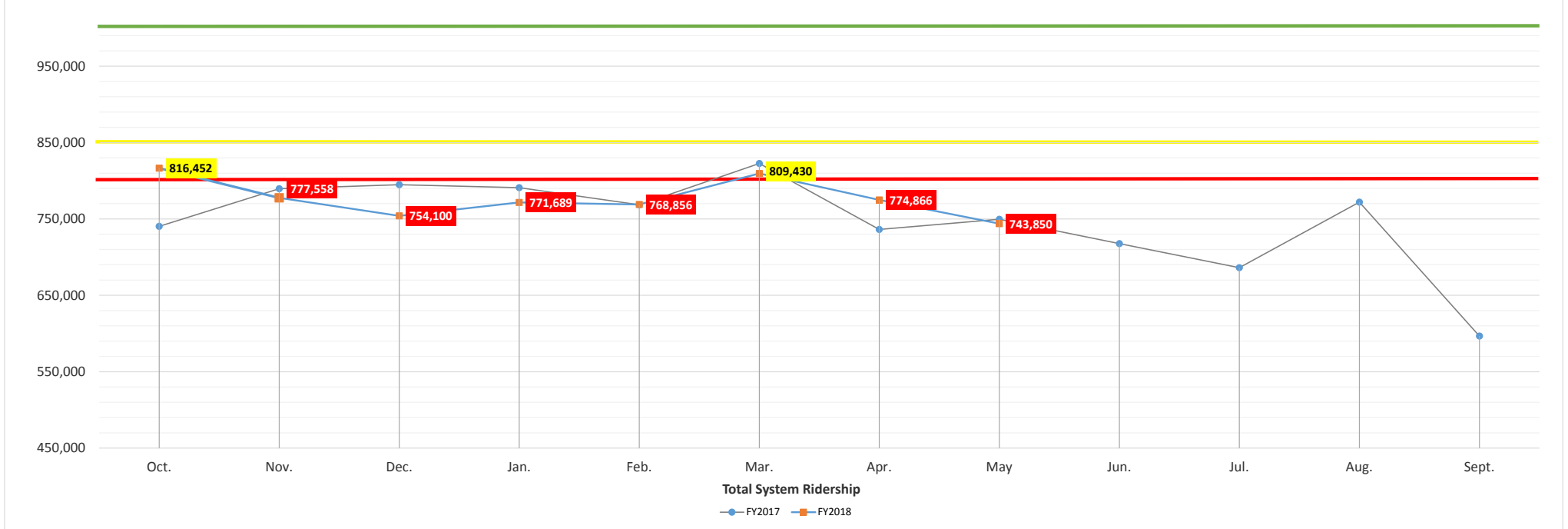


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- Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	2017	775,000	850,000	1M	● 740,293	● 789,517	● 794,859	● 790,894	● 768,598	● 822,635	● 736,236	● 749,676	● 717,715	● 686,132	● 772,042	● 596,664
	2018	800,000	850,000	1M	● 816,452	● 777,558	● 754,100	● 771,689	● 768,856	● 809,430	● 774,866	● 743,850				



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

May ridership was 743,850, which is a slight decrease of approximately 0.7% compared to May of last fiscal year, and a decrease of 4.0% (31,016 riders) compared to the prior month of April. This was due in large part to the inclement weather experienced during the month of May with over nine consecutive days of rain, and a record of precipitation according the National Climate Report - May 2018 of the NOAA (National Oceanic Atmospheric Administration). The ridership PT-Stat team is currently focused on supporting the next steps of the RPM (Route Performance Maximization) project.

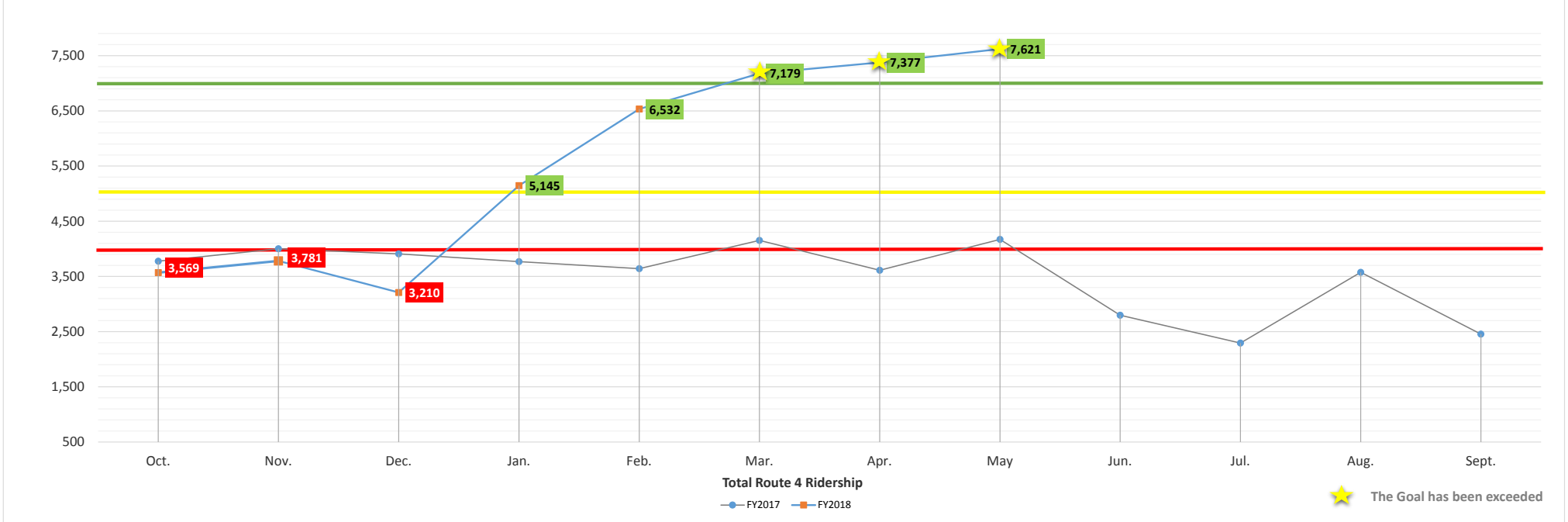


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- Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Route 4 Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Route 4 Ridership	2017	3,000	4,000	6000	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				



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 May ridership on Route 4 was 7,621, which is an increase of 3.3% compared to the prior month of April, and a remarkable 82.7% increase compared to May of fiscal year 2017. This improvement is attributed to the Route 4 service extension and enhancement 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.

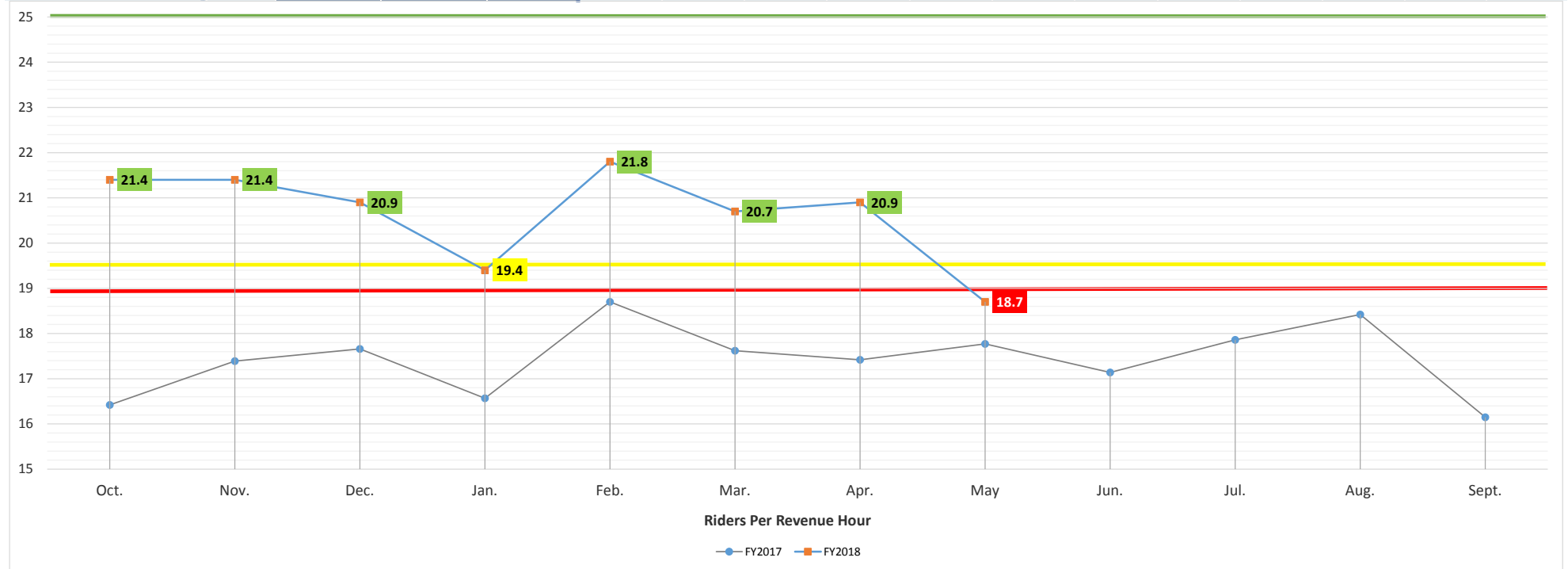


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- Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Riders Per Revenue Hour

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



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 May, Riders Per Revenue Hour experienced a decrease from 20.9 in April to 18.7 in May. This decrease in productivity is due in large part to 7.0% (2,610) additional total fixed route revenue hours compared to the prior month of April, result of a reduction of Accidents (See pg. 4 & 5) , while ridership decreased by 4.0% as reported on page 7. Palm Tran continues to focus on the RPM (Route Performance Maximization) efforts, which could potentially improve this metric.

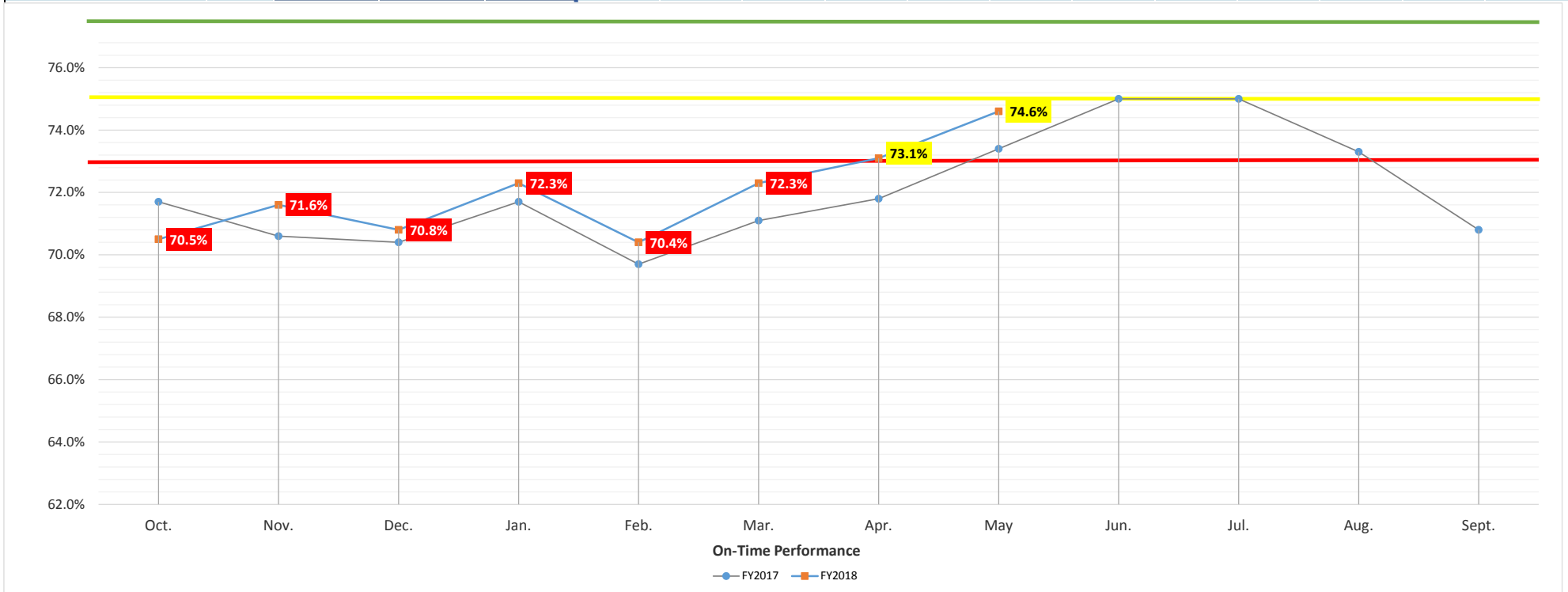


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office

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%				



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

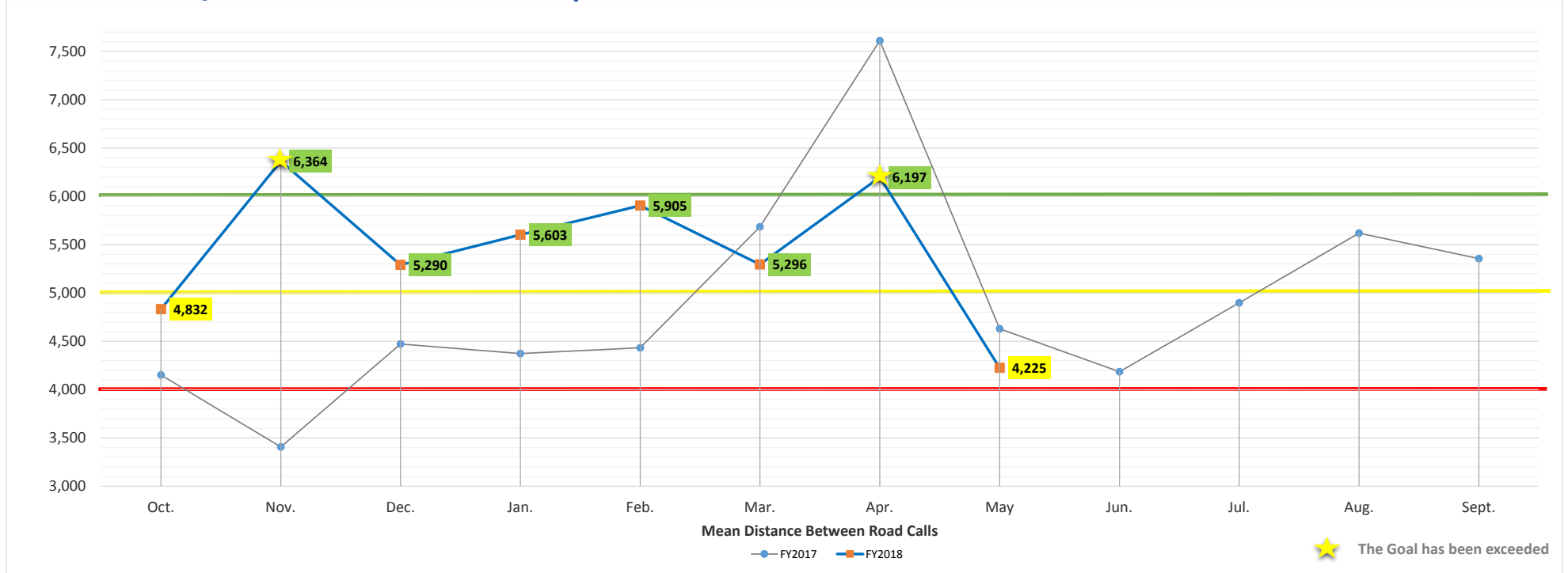
During the month of May, On-Time Performance increased from 73.1% in April to 74.6% in May, which is 1.5 percentile points higher. This increase is attributed in large part to the traffic conditions during this time of the year, which is consistent with the 1.6 percentile points increase experienced during the same period a year earlier. 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.

- 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 - 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				



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

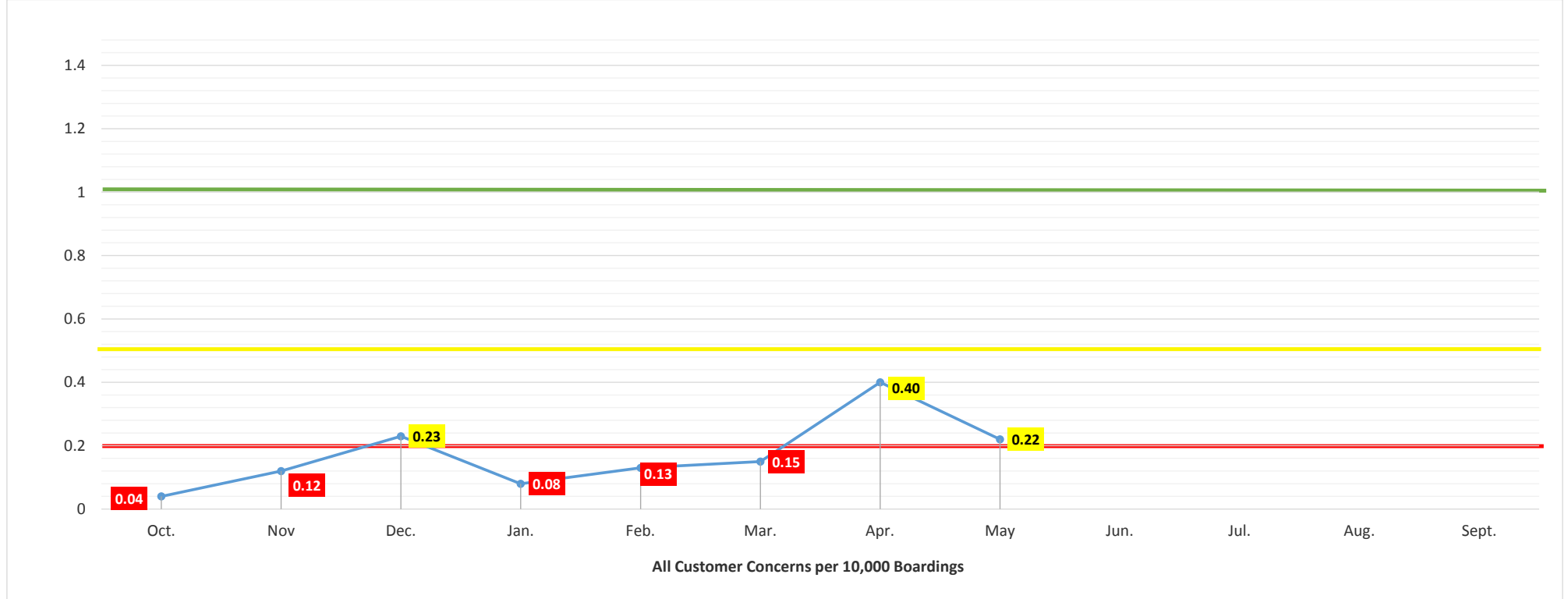
During the month of May, Palm Tran experienced 165 road calls compared to 109 road calls in April. This is an increase of fifty-six (56) road calls, which in large part were related to temperatures increasing during the month of May, which is consistent with the reduction of miles between road calls experienced during fiscal year 2017. The top causes of road calls during the month of May were categorized as Engine Regenerations, Check Engine Light, and Coolant related road calls. The Mean Distance Between Road Calls PT-Stat team has recently added new members that are currently studying the data to explore new improvement initiatives.



- 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	● 0.40	● 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

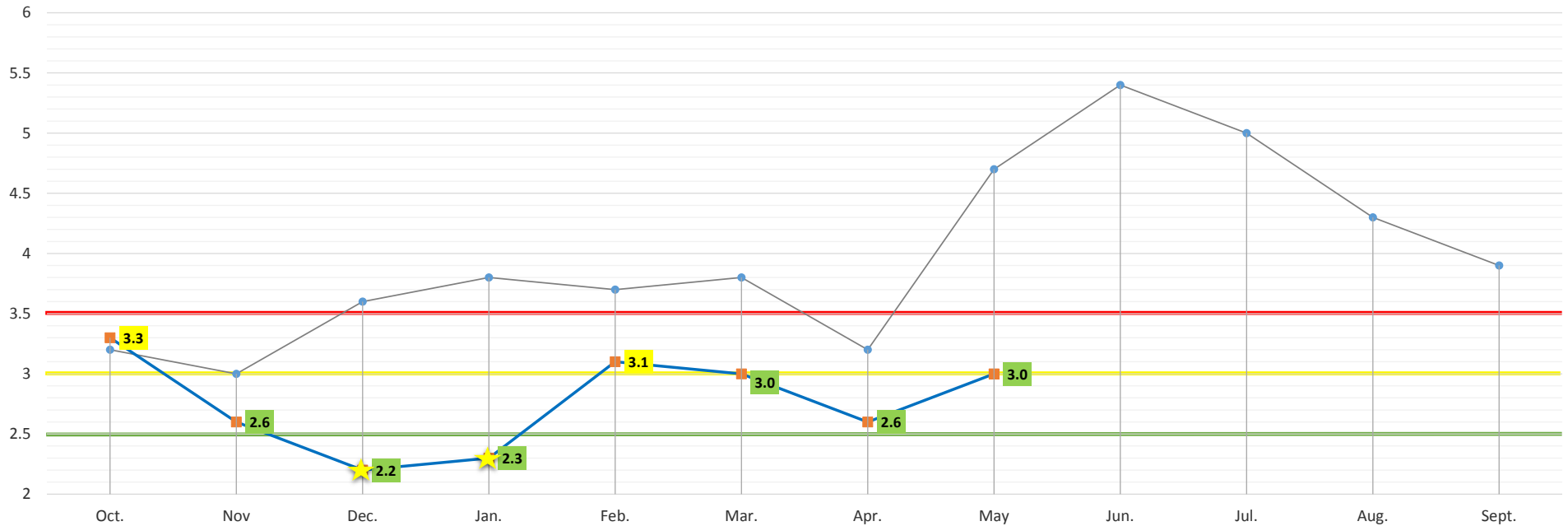
During the month of May, customer commendations decreased compared to the previous month of April. Palm Tran received sixteen (16) Commendations in May compared to thirty-one (31) Commendations in April. The most frequent commendation received in May was categorized as "courteous driver". The Customer Service PT-Stat team is exploring initiatives to promote the "Click to Commend" website link to Palm Tran riders that wish to commend the excellent level of Palm Tran services.



- 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 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	● (Yellow) 3.2	● (Green) 3.0	● (Red) 3.6	● (Red) 3.8	● (Red) 3.7	● (Red) 3.8	● (Yellow) 3.2	● (Red) 4.7	● (Red) 5.4	● (Red) 5.0	● (Red) 4.3	● (Red) 3.9
	2018	3.5	3.0	2.5	● (Yellow) 3.3	● (Green) 2.6	● (Green) 2.2	● (Green) 2.3	● (Yellow) 3.1	● (Green) 3.0	● (Green) 2.6	● (Green) 3.0				



★ 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

The fixed route customer concerns ratio increased to 3.0 per 10,000 boardings in May, compared to 2.6 during the previous month of April. In May, total logged concerns were 214 compared to 199 in April. This was due in large part to the increase of service disruptions (Road Calls) as reported on page 10. The top categories of fixed route customer concerns for the month of May are “pass-up” and “unsafe driving”. The upcoming Route Performance Maximization (RPM) project will widely address customer concerns related to the overall efficiency of the system. The Fixed Route Customer Service PT-Stat team continues to evaluate initiatives to address Palm Tran riders concerns.



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

Palm Tran Performance Management Office

CONNECTION DASHBOARD MAY 2018

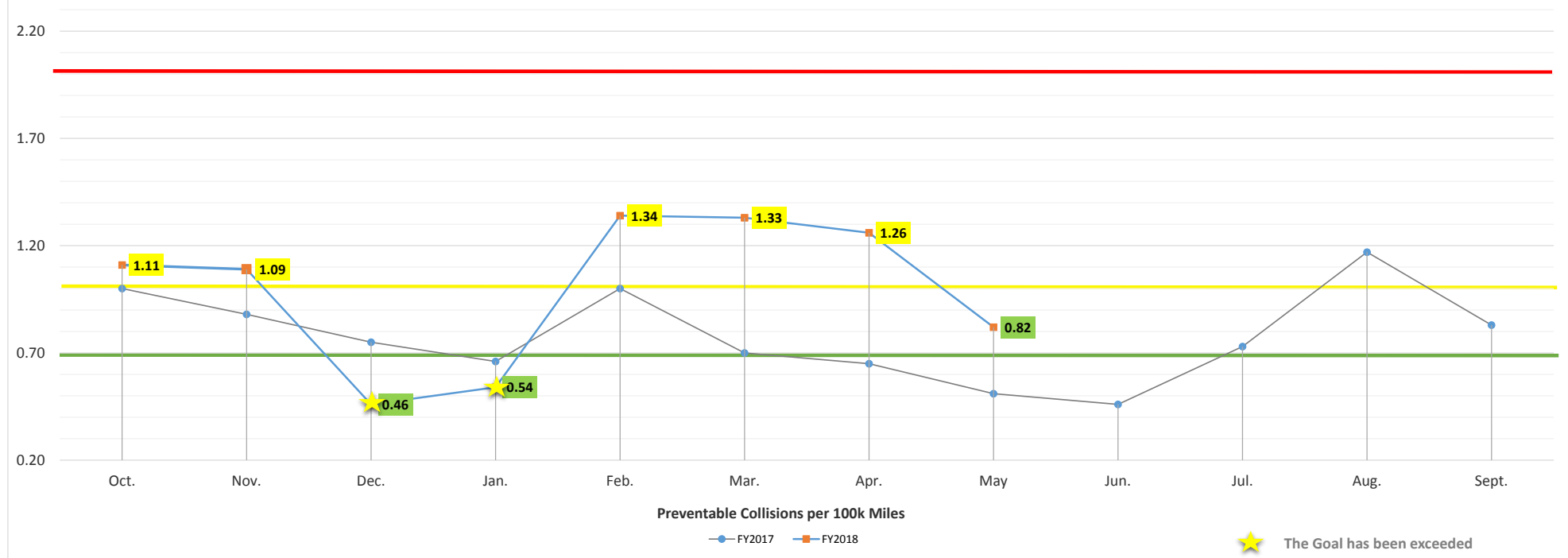
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26	● 0.82				
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56	● 4.19	● 2.73	● 2.14				
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				
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%				
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				
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				
	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				
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				
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				

- 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	● 1.26	● 0.82				



Metric	Metric Calculation	Metric Description
Preventable Collisions per 100,000 Miles	$(\text{Total Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be preventable for every 100K miles driven.

Narrative

Palm Tran Connection is pleased to report a sharp decline of Preventable Collisions from 1.26 during the month of April to 0.82 during the month of May. This is due to eight (8) at fault accidents during the month of May compared to twelve (12) at fault accidents for the month of April. The majority of the collisions were related to fixed object collisions (gate arms, poles, and trees). These included four (4) fixed objects, two (2) backed-into another vehicle, one (1) wheelchair lift malfunction, and one (1) sideswipe. 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.

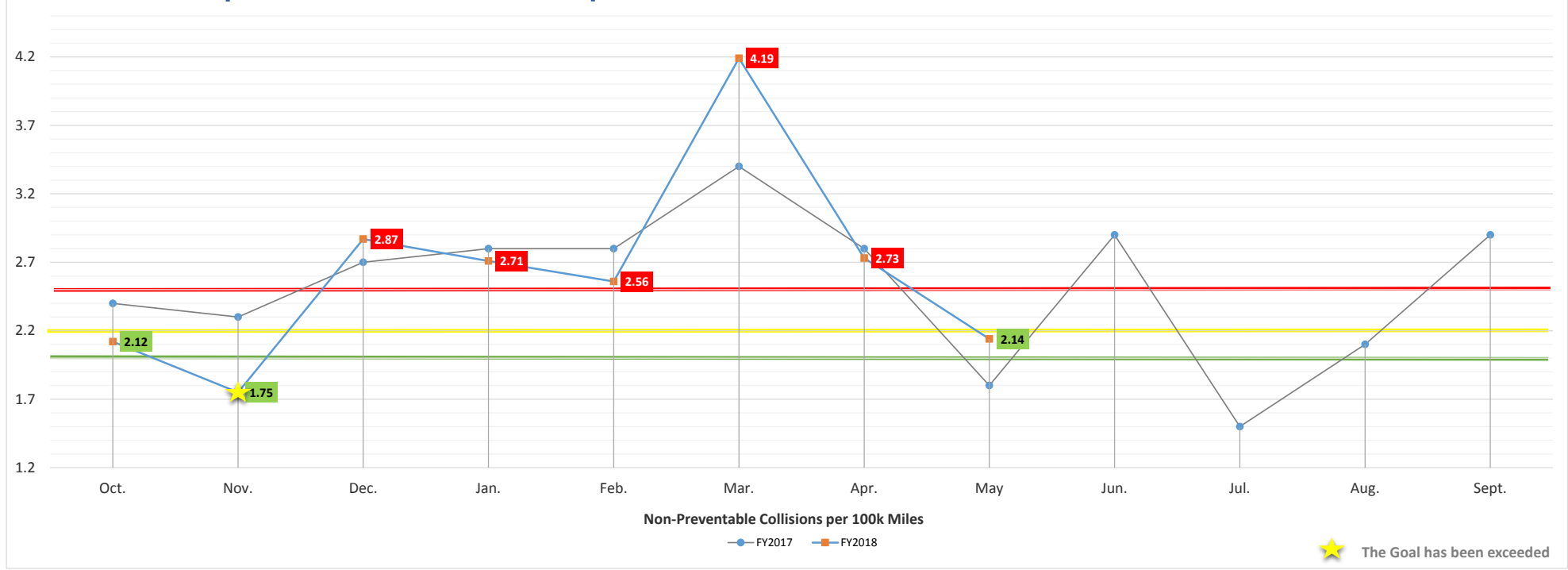


Palm Tran Performance Management Office

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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	● 2.73	● 2.14				



★ The Goal has been exceeded

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

Narrative

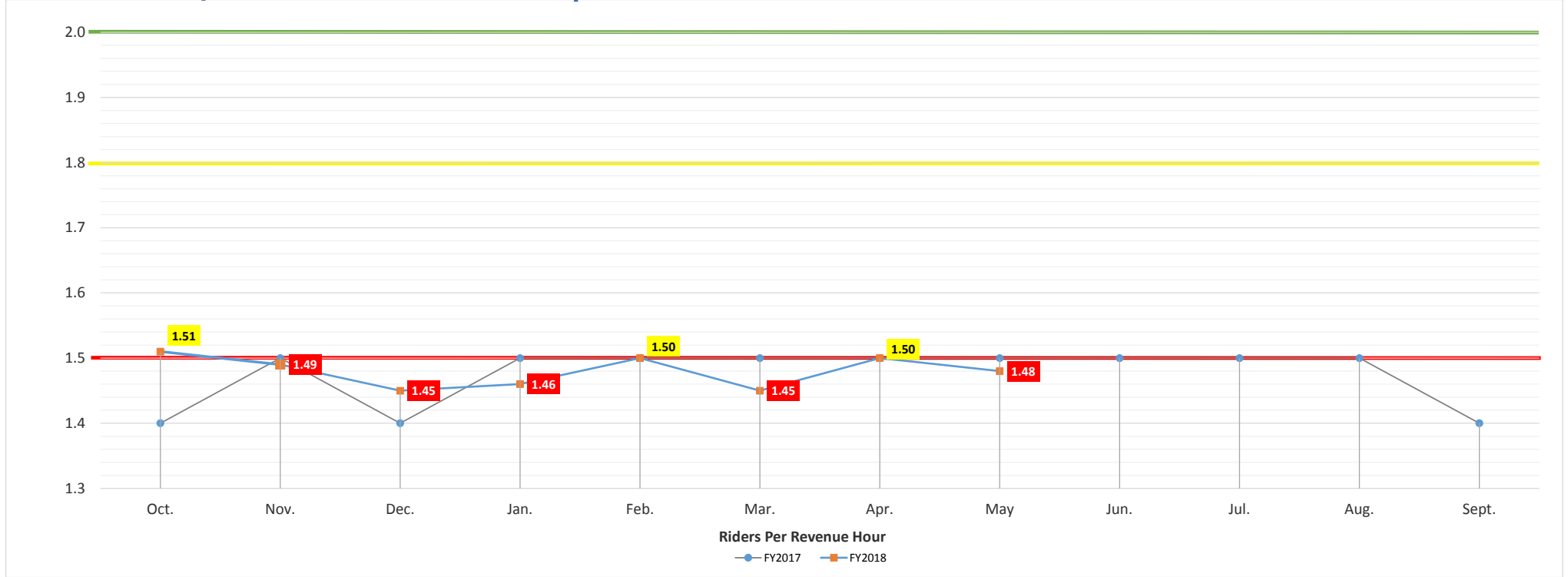
Palm Tran is glad to report a sharp decline of Non-Preventable Collisions from 2.73 during the month of April to 2.14 during the month of May. This reduction is due to twenty-one (21) Non-Preventable Collisions during the month of May compared twenty-six (26) Non-Preventable Collisions experienced during the month of April. This is due in large part to a reduction of collisions categorized as rear-ends and lift malfunctions. The top three categories of Non-Preventable Collisions during the month of May were defined as sideswipes, front-end-damage, and rear-ends. The Connection Safety and Accident Reduction PT-Stat team is currently in the process of implementing a blind spot alert system in an effort to mitigate sideswipes accidents, as well as an initiative to install deceleration flashing 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

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	● (Red) 1.4	● (Yellow) 1.5	● (Red) 1.4	● (Yellow) 1.5	● (Yellow) 1.5	● (Yellow) 1.5	● (Yellow) 1.5	● (Yellow) 1.5	● (Yellow) 1.5	● (Yellow) 1.5	● (Yellow) 1.5	● (Red) 1.4
	2018	1.5	1.8	2.0	● (Yellow) 1.51	● (Red) 1.49	● (Red) 1.45	● (Red) 1.46	● (Yellow) 1.50	● (Red) 1.45	● (Yellow) 1.50	● (Red) 1.48				



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.

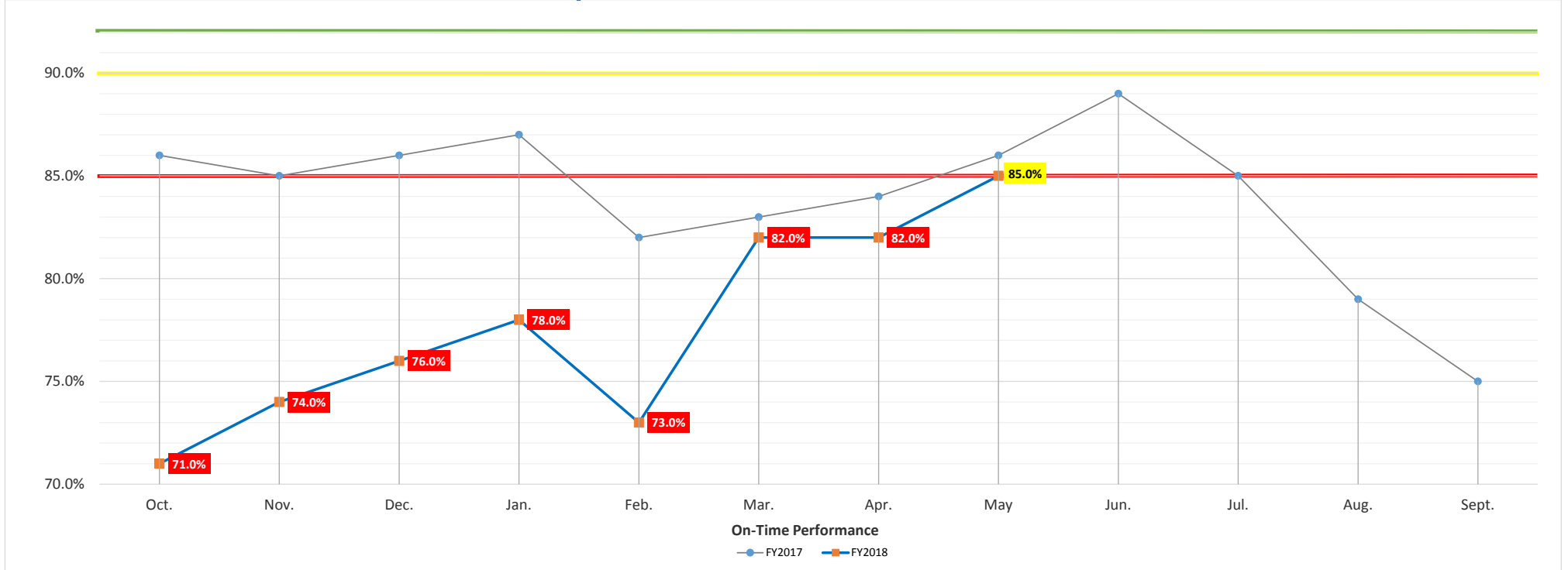
Narrative
 During the month of May, riders per revenue hours decreased slightly to 1.48 from 1.50 during the month of April. This is attributed in large part to an increase of Total Connection Revenue Hours by 3.47%, while Total Connection Passenger Trips only increased by 1.33% during the month of May. 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%	● 82.0%	● 85.0%				



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

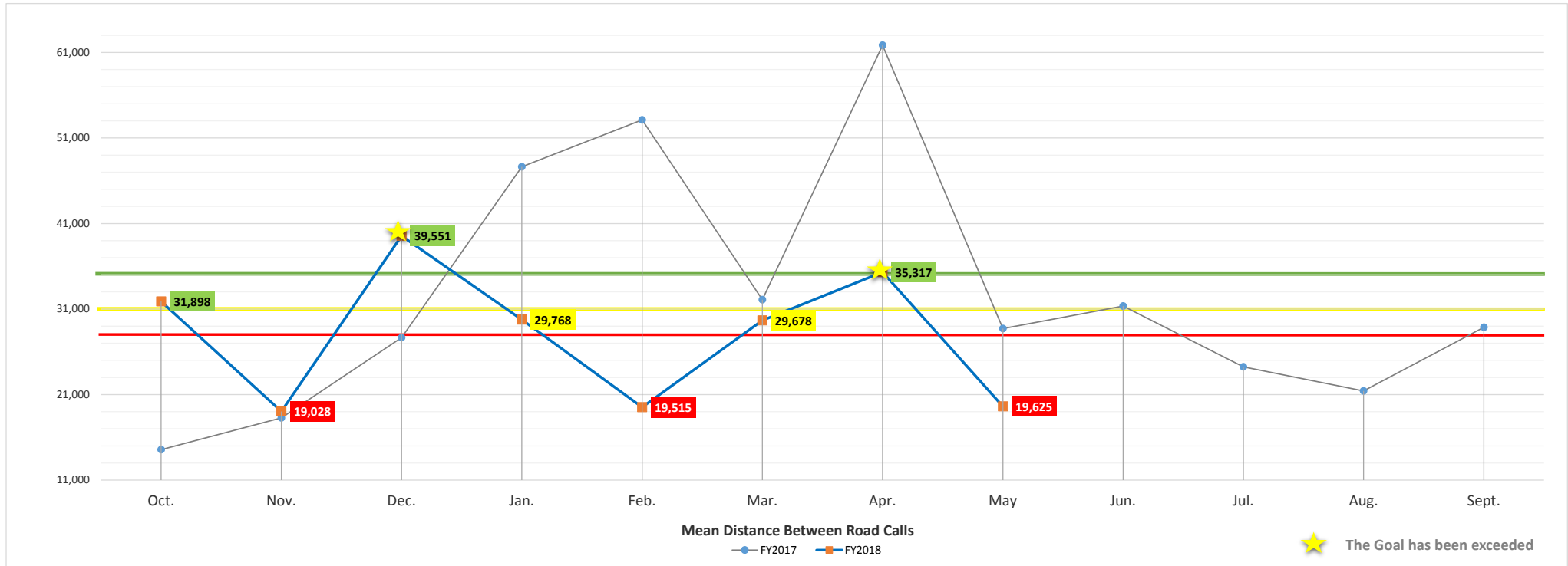
During the month of May, Palm Tran Connection has seen an increase of three (3) percentile points in On-Time Performance over the prior month of April. This improvement is due in large part to improved traffic conditions related to a reduction of school trips during the month of May. The Connection On-Time Performance PT-Stat team is focused on possible initiatives that could potentially address the constraints in ridership during peak times.

- **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 - 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	● 35,317	● 19,625				



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

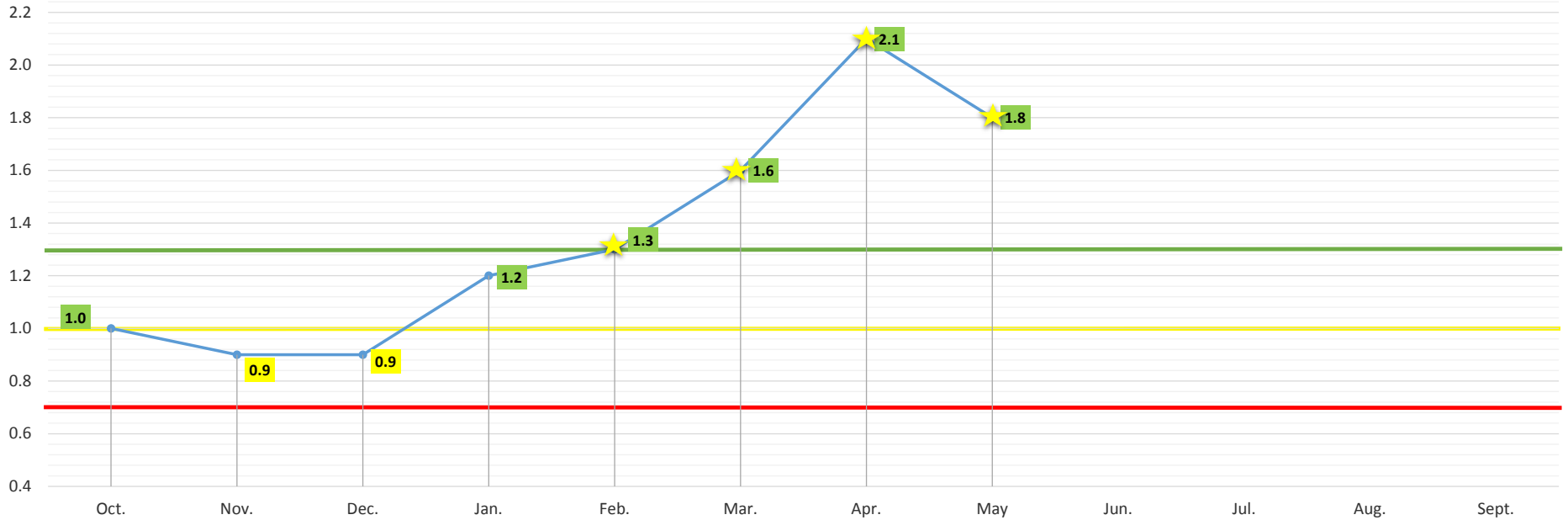
During the month of May, Palm Tran Connection experienced fifty (50) Road Calls compared to twenty-seven (27) Road Calls for the month of April. This is an increment of twenty-three (23) Road Calls compared to the prior month of April, which is due in large part to an increase of Road Calls categorized as vehicles that would shut-off and tire issues. The top categories in May were as follows: Vehicles that would shut-off, tire issues, and transmission/engine. 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				



Customer Commendations per 1,000 Trips

★ 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 is pleased to report that for the month of May this metric achieved the established stretch goal for the fourth month in a row. During the month of May, Palm Tran Connection received 137 commendations compared to 152 during the month of April. Customer commendations during the month of May recognized the exemplary level of customer service by drivers, reservationist, dispatch, scheduling, and four (4) for the overall Palm Tran Connection staff. The "Quality Customer Service" Initiative, which promotes the importance of cordially greeting each Palm Tran Connection rider in person and on the phone, implemented in January by the Connection Customer Service PT-Stat team, continues to show a positive impact on this metric.

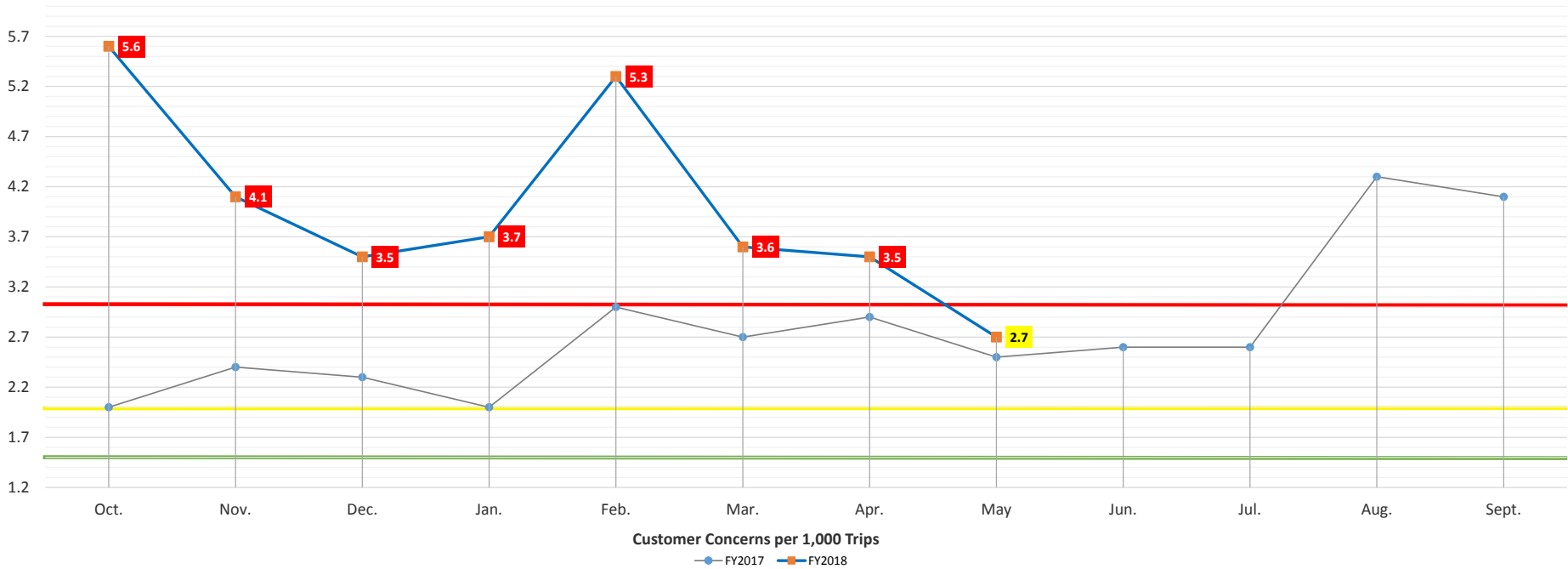


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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	●	●	●	●	●	●	●	●	●	●	●	●
	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	5.3	3.6	3.5	2.7				



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

Narrative

Palm Tran Connection is glad to report a sharp decline of Customer Concerns during the month of May. There were 198 concerns filed compared to 252 concerns in April. That is a decrease of 54 customer concerns, which in large part is related to the On-Time Performance improvement as reported on page 17. The top categories during the month of May were focused on Late Drop-off, Late Pickup, and Dispatch. The Connection Customer Service PT-Stat team is coordinating a series of internal training topics to address some of the Dispatch and Scheduling concerns reported by Palm Tran Connection customers.

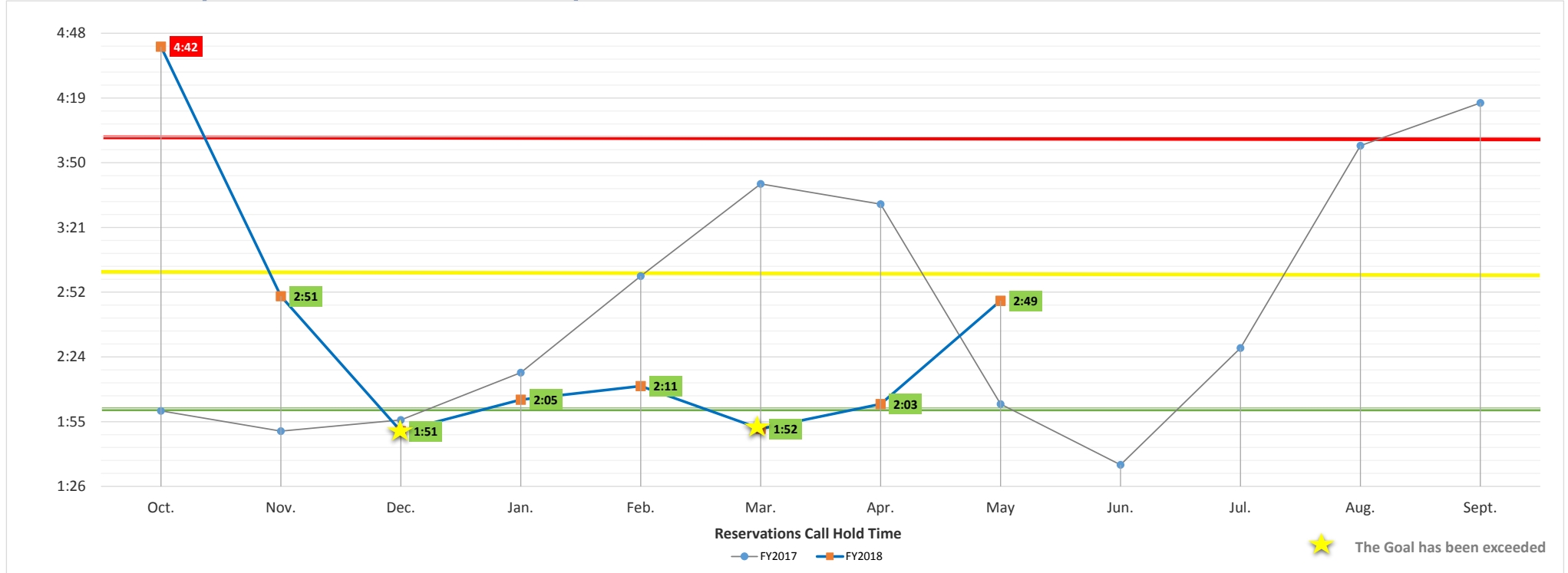


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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	● 2:03	● 2:49				



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

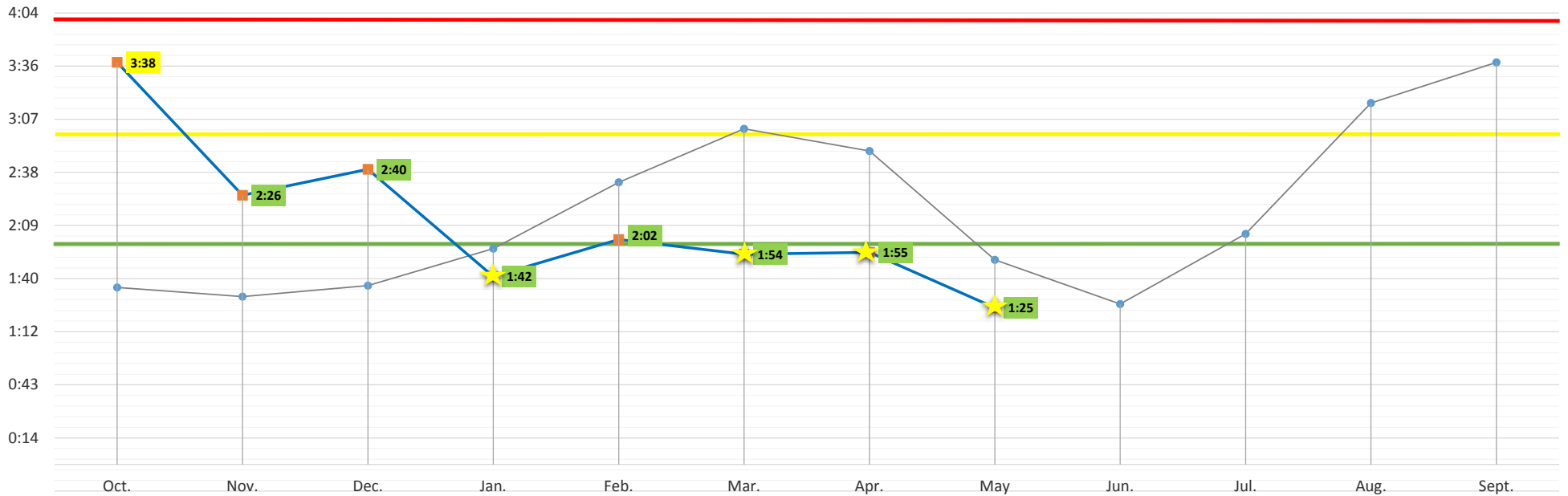
During the month of May, reservations hold time experienced a 46 seconds increase compared to the prior month of April. Nevertheless, Palm Tran connection reservations hold time continues to exceed the target for the month of May. Palm Tran Connection experienced an unexpected staff reduction of two reservationist positions, which have been addressed with two new reservationist that were hired and started on June 11th. As the new reservationists complete their training, reservations hold times are expected to return back to the level of performance delivered during the last five 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

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				



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 May the “Where Is My Ride” hold time metric achieved the established stretch goal for the third time in a row. During the month of May, “Where Is My Ride” hold time decreased by 33 seconds compared to the month of April. This is due in large part to the On-time Performance improvement as reported on page 17. In addition, Palm Tran Connection Dispatch Assistants attended customer service training to improve their customer service skills and manage the ETA (Estimated Time of Arrival) process in a timely manner while providing excellent customer service.

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