



PERFORMANCE REPORT NOVEMBER 2017

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 and the Palm Tran Service Board (PTSB) on their progress. As of result of CUTR 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.

FIXED ROUTE DASHBOARD NOVEMBER 2017

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										
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44	● 2.71										
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										
Riders Per Revenue Hour	19.4	19.9	25.0	● 21.4	● 21.4										
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	73%	75%	77%	● 70.5%	● 71.6%										
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832	● 6,364										
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04	● 0.12										
	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										

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

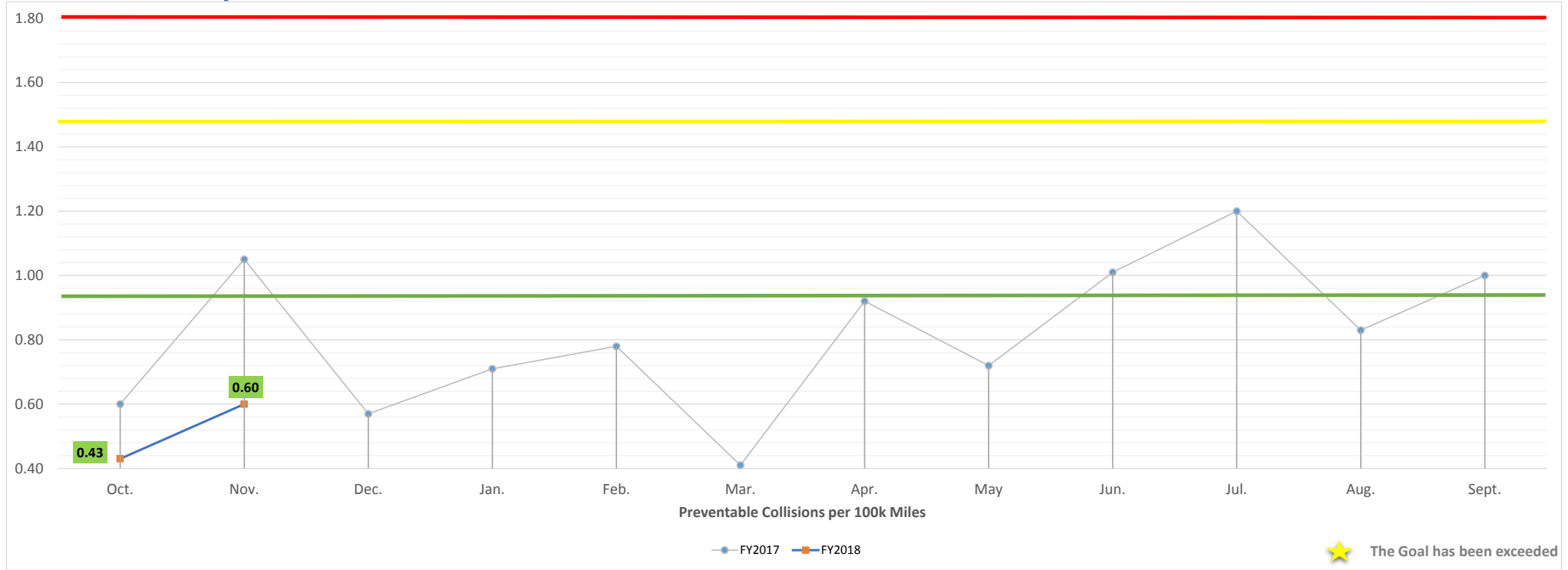


-The Farebox Recovery Ratio Metric has been removed. A new financial stability metric will be proposed through the Budget/Expense PT-Stat team. The farebox recovery metric is no longer being made a part of the monthly performance reporting mainly because the basis of the matrix, which is fixed route operating expenditures and farebox revenues generated as a direct result of those expenditures that are budgeted, based on annualized revenues and expenditures and not month over month. As a result, the month over month comparison does not provide a precise and accurate farebox recovery due to how expenditures are recorded.

-New Fixed Route Customer Commendations 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										



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

Fiscal Year 2018 November numbers showed an improvement from fiscal year 2017. For the month of November, Palm Tran experienced four (4) preventable accidents compared to seven (7) in November fiscal year 2017. This reduction is due to fewer sideswipes and fixed object collisions. Preventable Collisions during the month of November consisted of two (2) contacts on the left while turning, one (1) contact on the right, and one (1) mirror strike.

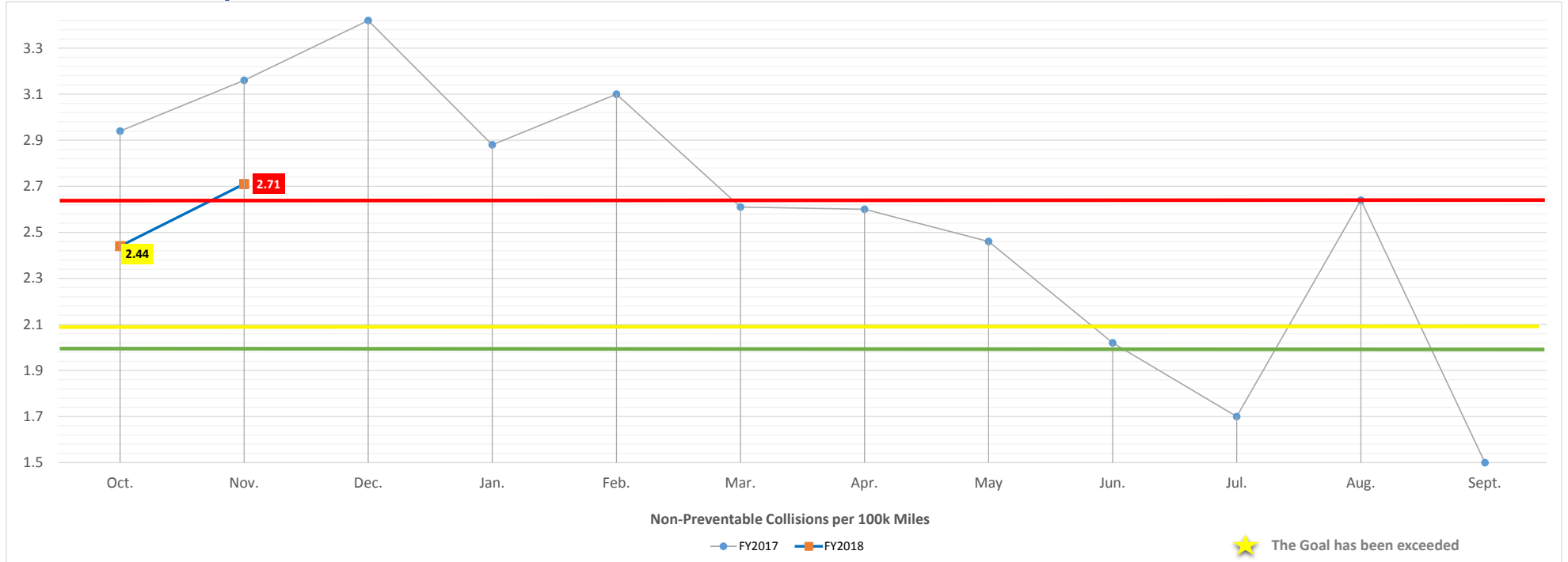


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Non-Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	2017	2.65	2.5	2.2	● 2.94	● 3.16	● 3.42	● 2.88	● 3.10	● 2.61	● 2.60	● 2.46	● 2.02	● 1.70	● 2.64	● 1.50
	2018	2.63	2.1	2.0	● 2.44	● 2.71										



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 experienced a slight increase in this metric. During the month of November eighteen (18) collisions occurred, compared to seventeen (17) in the month of October. This increase is due to two (2) mirror strikes while passing the bus. November Non-Preventable Collisions consisted of eight (8) contacts from the left, seven (7) contacts from the right, two (2) mirror strikes and one (1) bus rear ended (bus with no flashing lights). The Safety and Accident Reduction PT-STAT team is exploring initiatives that could potentially mitigate Non-Preventable collisions such as near side/far side bus stop location analysis.

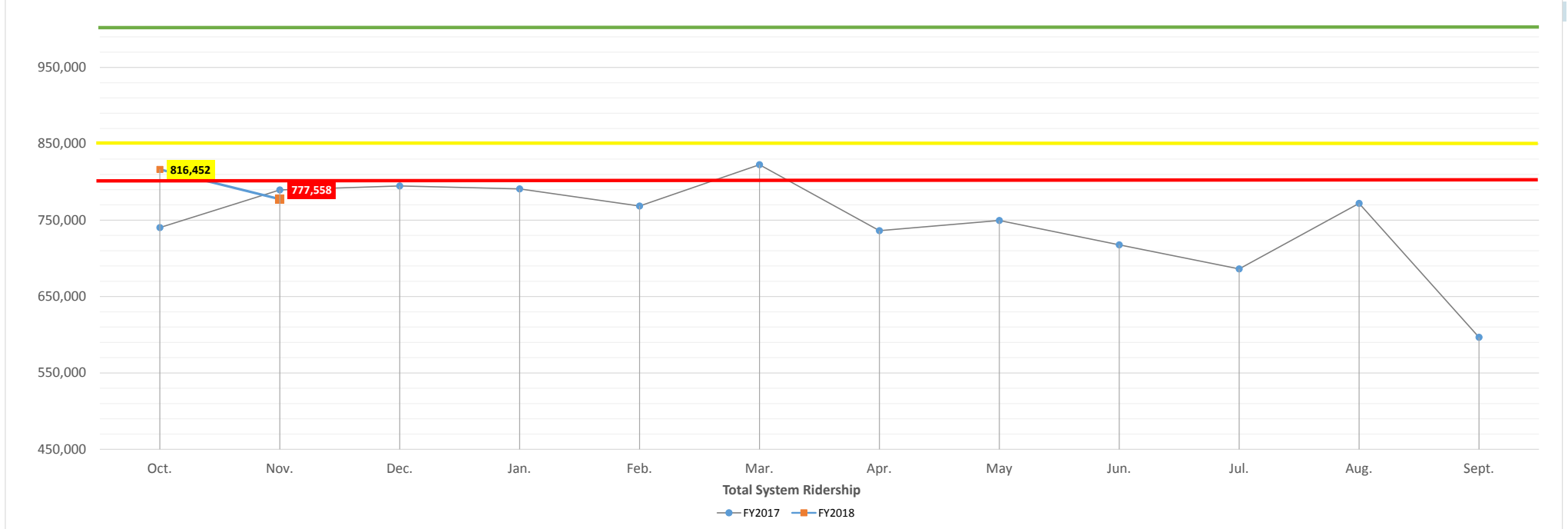


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- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	2017	775,000	850,000	1M	● 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										



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

November 2017 ridership was 777,558 which is a decrease of 4.76% compared to October 2017. This is due to no Palm Tran service during "Thanksgiving Day" which translated into one less week day of service which averages approximately 35,000 riders. The Ridership PT-STAT team is working on outreach efforts to support the Route 4 extension and communicate the service enhancement to possible new Route 4 riders.

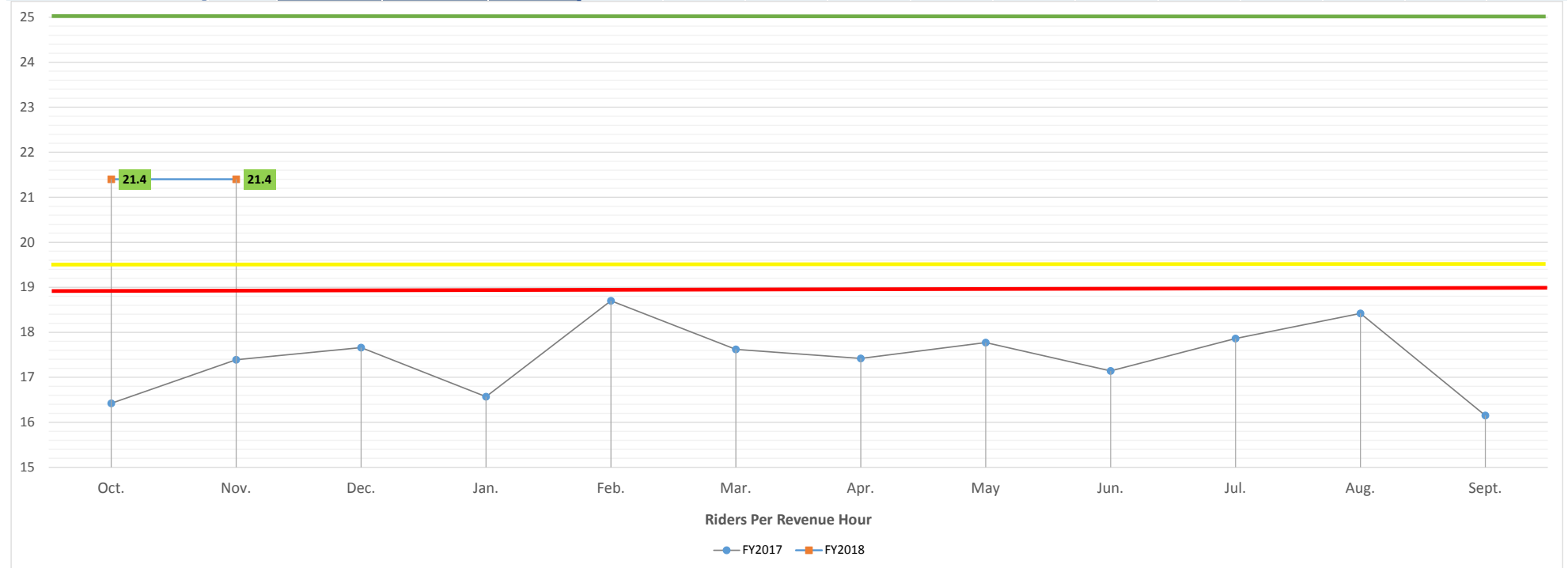


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- The Target has been met or exceeded

Palm Tran Performance Management Office

FIXED ROUTE - Riders Per Revenue Hour

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



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 November, Riders Per Revenue Hour maintained the same productivity of 21.4 passengers per hour achieved during the prior month of October. Even though ridership decreased 4.76% during the month of November, there was also a reduction of 4.86% Total Fixed Route Revenue Hours (1,857 Revenue Hours) due to no service during "Thanksgiving Day", therefore productivity remained the same. Palm Tran's productivity continues to indicate efficient operation during the month of November.

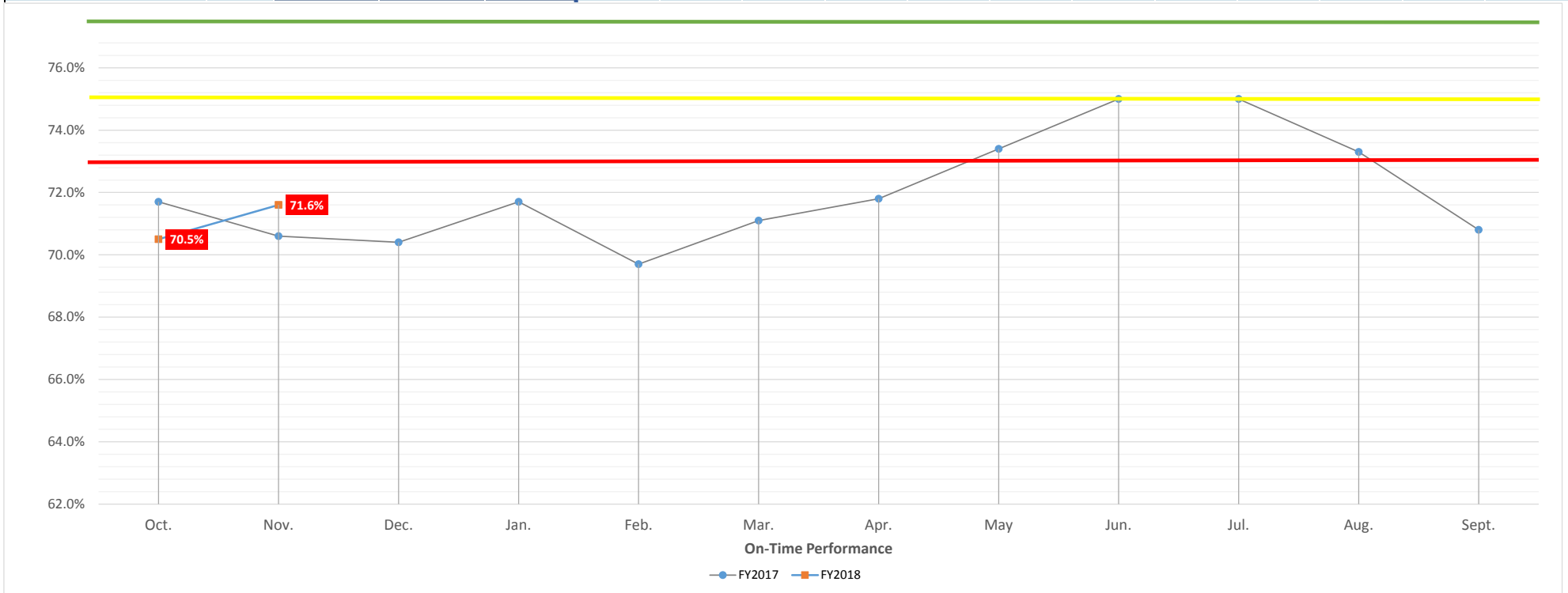


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- The Target has been met or exceeded

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%										



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 – OTP Standard was no more than 3 minutes early, and no more than 7 minutes late.

Narrative

During the month of November 2017, On-Time Performance continues to be consistent with the previous two months. On-time performance improved from 70.5% in October 2017 to 71.6% in November 2017, which is 1.1 percentile points higher. The On Time Performance PT-STAT team is riding routes that are currently performing below the minimum for this metric in order to identify possible adjustments that could improve on time performance. In addition, the team is also promoting driver education and implementation of the RPM, which will be a comprehensive modification of the entire bus network schedule that will ultimately improve OTP.

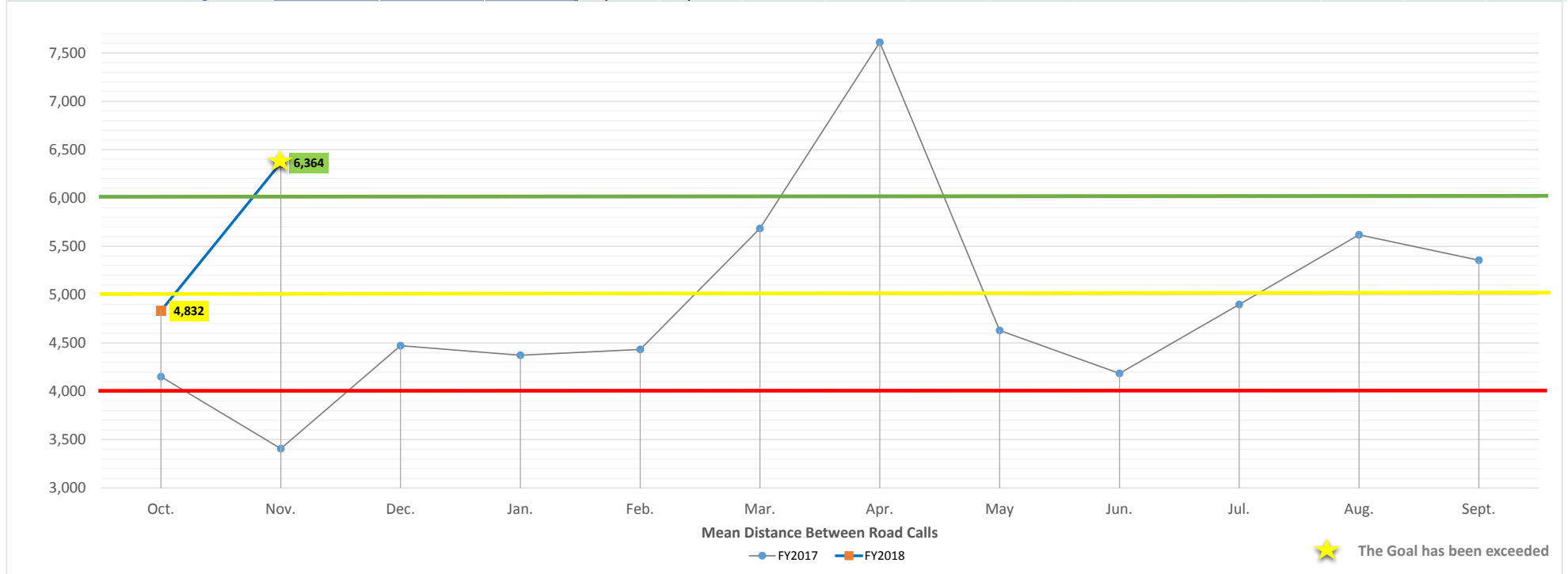
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Palm Tran Performance Management Office



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										



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

Narrative

Palm Tran is pleased to report a sharp increase in the distance between Road Calls. During the month of November 2017, Palm Tran experienced 103 road calls. This is a reduction of 41 road calls compared to the prior month of October. Palm Tran Road Calls during the month of November decreased due to lower Engine and Engine Regeneration road calls. Palm Tran Mean Distance Between Road Calls metric remains above the target, and for the month of November successfully achieving the goal.

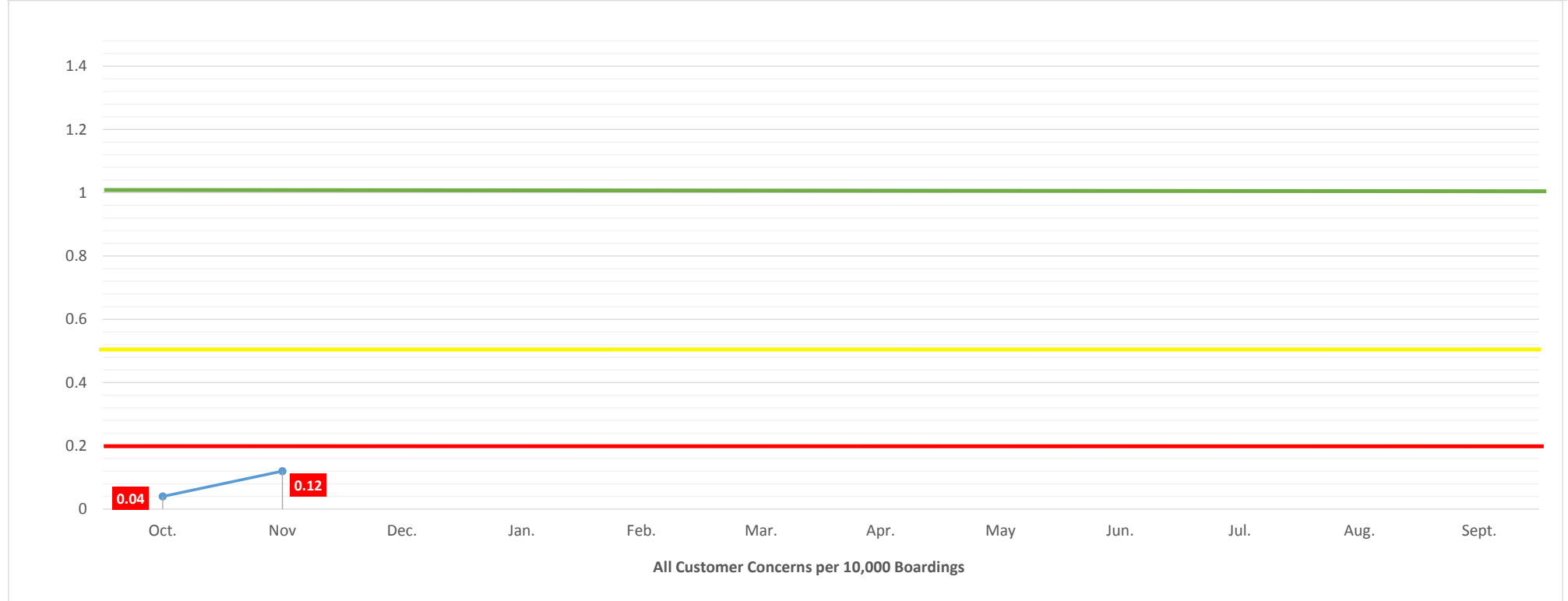


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- The Target has been met or exceeded

Palm Tran Performance Management Office

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										



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

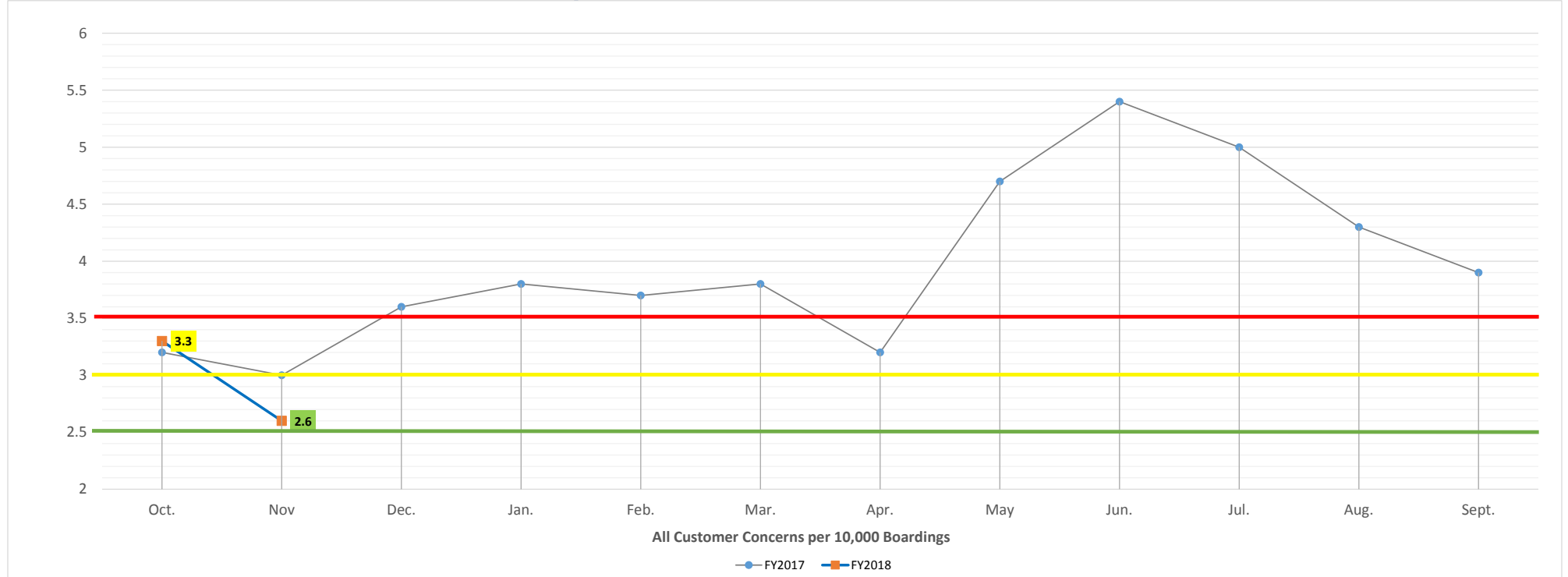
The customer commendation ratio has improved from .04 to .12. The Fixed Route Customer Concerns PT-STAT team is glad to report that a renewed focus on making social media available to customers has increased their ability to provide more customer concerns and commendations. Although Fixed Route Customer Commendations are still not at the minimum, Palm Tran received nine (9) customer commendations in November compared to only three (3) customer commendations in October. Commendations included courteous bus operators, clean vehicles and easy-to-use bike racks. In addition, fewer customer concerns and the opportunity for increased commendations will take place as Palm Tran continues to improve system reliability, customer service and implementation of a new route redesign.



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

FIXED ROUTE - All Customer Concerns per 10,000 Boardings

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



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

Narrative

Palm Tran is pleased to report that during the month of November, the Customer Concerns metric dropped to 2.6 per 10,000 boardings, which represents a significant decrease in total concerns compared to the previous month of October. This metric achieved the target and is trending in the right direction. The top category of fixed route customer concerns for the month of November is "pass ups," which reduced from fifty-seven (57) in October to thirty-eight (38) in November due to the Customer Concerns PT-STAT team focus on public outreach and customer service training efforts.



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- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION DASHBOARD NOVEMBER 2017

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

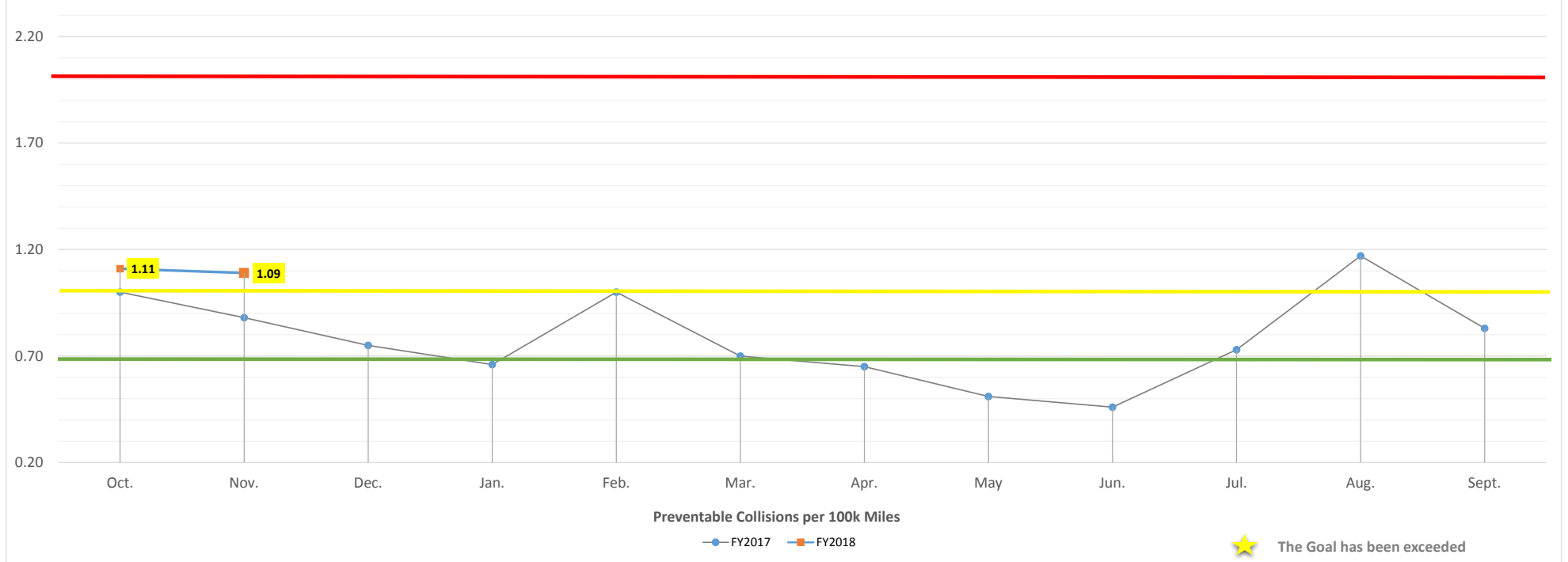
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- The Target has been met or exceeded
- ★ The Goal has been exceeded.



New Connection Customer Commendations per 1,000 Trips implemented for fiscal year 2018.

CONNECTION - Preventable Collisions per 100k Miles

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



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 declined from 1.11 to 1.09 for the month of November. This reduction is due to ten (10) at fault accidents for the month of November compared to eleven (11) at fault accidents for the month of October. These included six (6) side swipes, two (2) fixed object collisions, one (1) rear-end, and one (1) backed into a parked vehicle collision. The Connection Safety and Accident Reduction PT-STAT team is focused on initiatives to mitigate side swipe collisions which account for the majority of the Preventable Collisions.

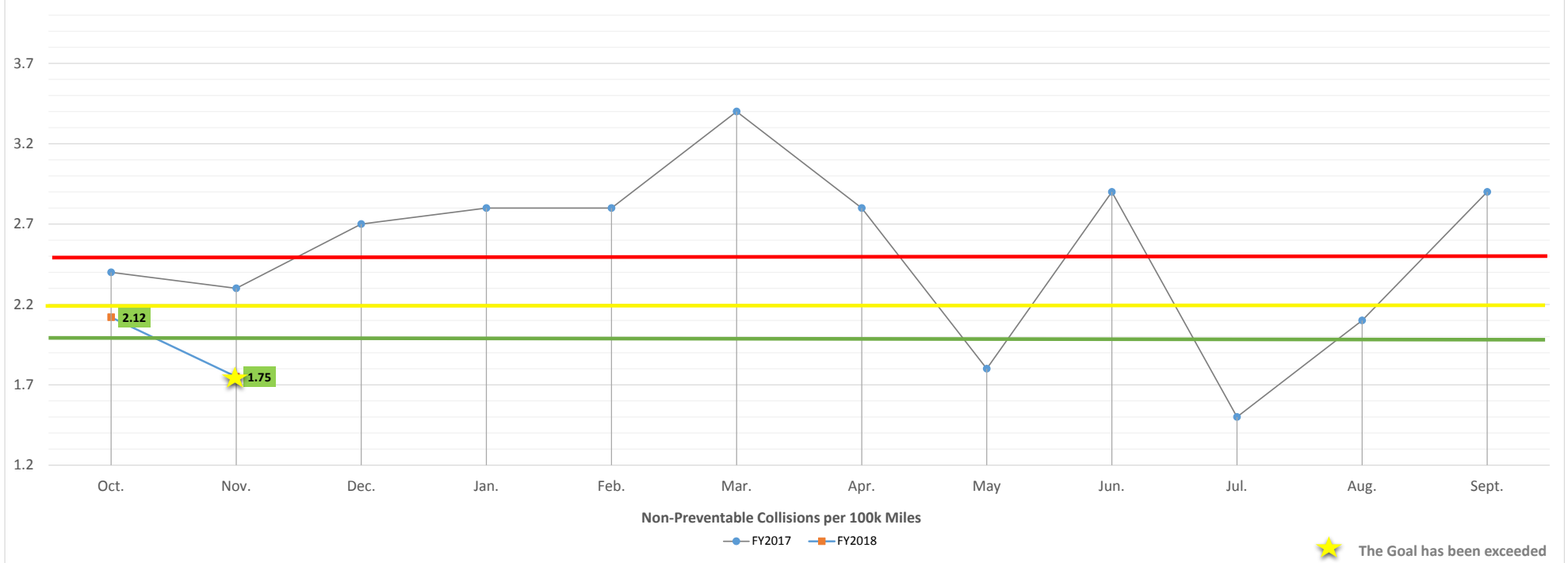


Palm Tran Performance Management Office

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

CONNECTION - Non-Preventable Collisions per 100k Miles

Safety	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	2017	2.5	2.2	2.0	● 2.4	● 2.3	● 2.7	● 2.8	● 2.8	● 3.4	● 2.8	● 1.8	● 2.9	● 1.5	● 2.1	● 2.9
	2018	2.5	2.2	2.0	● 2.12	● 1.75										



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 glad to report a sharp decline in Non-Preventable Collisions during the month of November. This is due to a slight reduction of side swipes and no accidents related to front damage in November. Palm Tran experienced sixteen (16) Non-Preventable Collisions for the month of November, compared to twenty-one (21) Non-Preventable Collisions for the month of October. The top three categories in the month of November were defined as side swipes, rear-ends, and the vehicle being backed into. The Connection Safety and Accident Reduction PT-STAT team is focused on initiatives to mitigate side swipe collisions which account for the majority of the Non-Preventable Collisions.

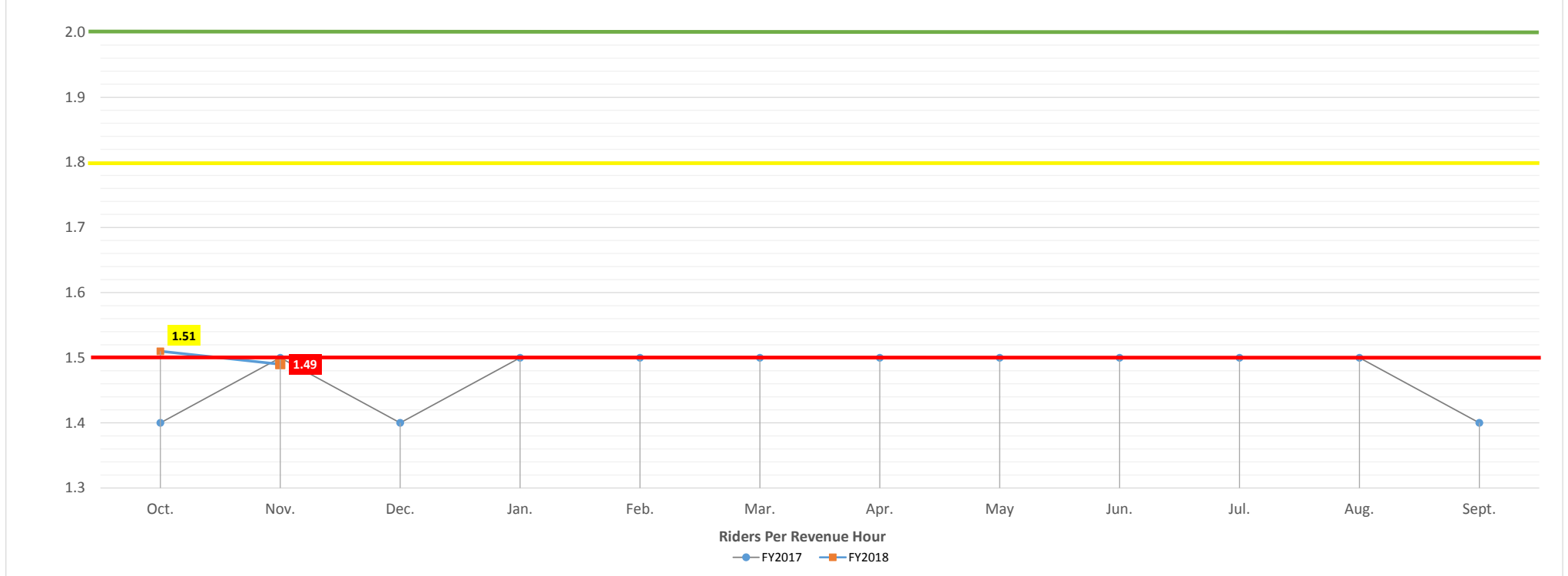


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Palm Tran Performance Management Office

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										



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 accruing in each revenue hour.

Narrative

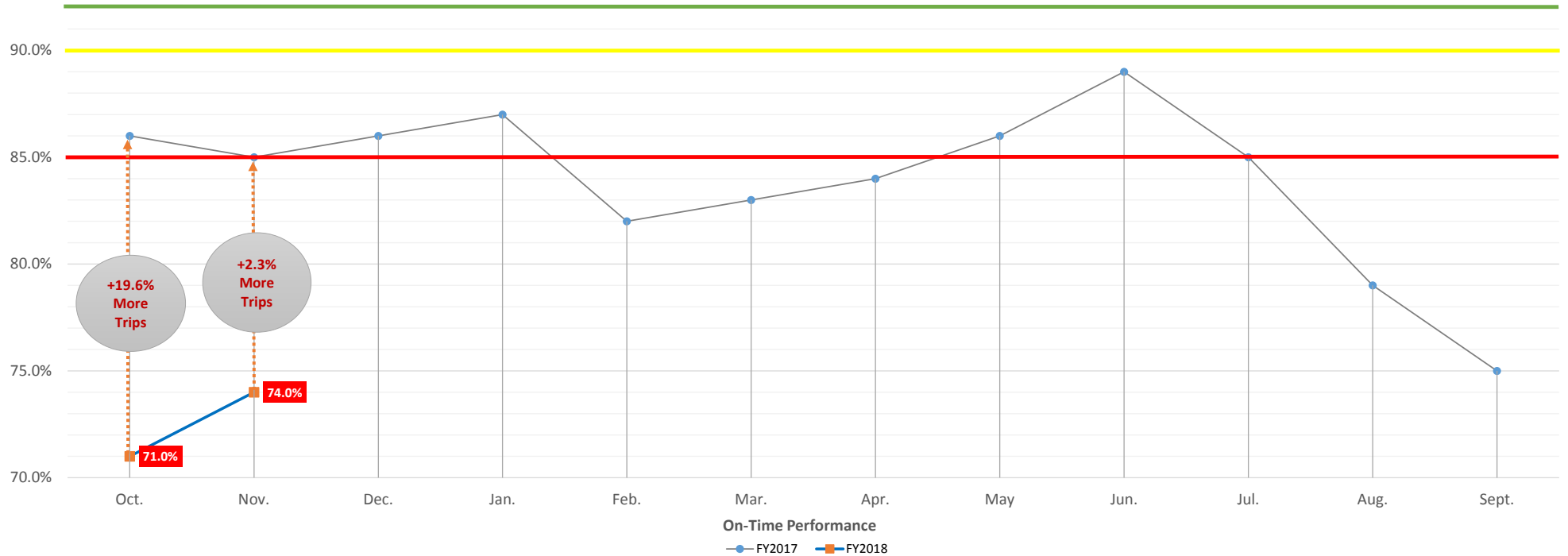
During the month of November, Riders per revenue hour decreased slightly from 1.51 to 1.49, which is a .02 decrease from the previous month. The Connection On-Time Performance and productivity PT-STAT team continues to look at ways to better group and schedule trips to reduce the number of revenue hours needed while working to increase On Time Performance. In addition, for fiscal year 2018 Palm Tran added an extra decimal place to this metric to be able to observe the fluctuations month to month in great detail.



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

CONNECTION - On-Time Performance

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	2017	85%	90%	92%	● 86.0%	● 85.0%	● 86.0%	● 87.0%	● 82.0%	● 83.0%	● 84.0%	● 86.0%	● 89.0%	● 85.0%	● 79.0%	● 75.0%
	2018	85%	90%	92%	● 71.0%	● 74.0%										



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 November, Palm Tran Connection has seen an increase of three (3) percentile points in On-Time Performance over the prior month of October. This is due to the decrease in total completed passenger trips by 6,160 (8.25%) compared to the prior month of October. However, in November 2017, Palm Tran Connection completed 1,500 more trips compared with November 2016. The Connection On-Time Performance PT-STAT team is focused on possible initiatives that could potentially address the constraints in ridership during peak times.

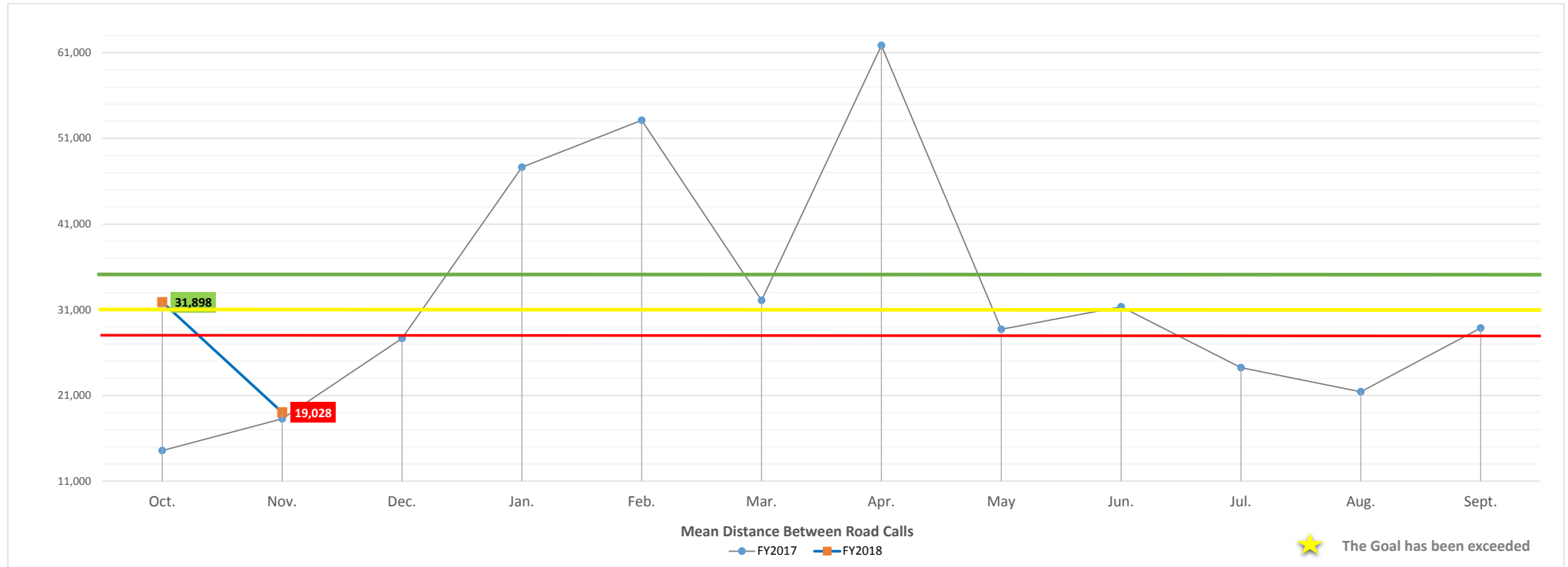
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Palm Tran Performance Management Office



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										



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

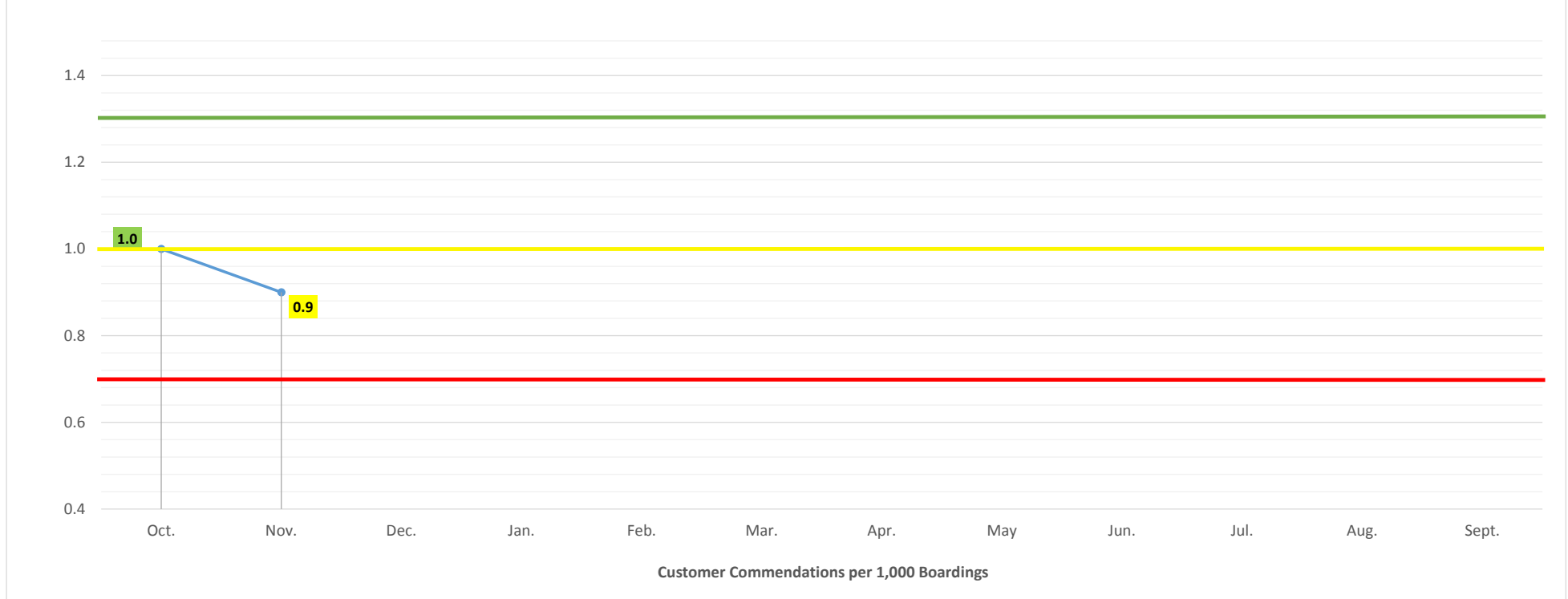
During the month of November, Palm Tran Connection experienced a total of (48) Road Calls compared to (31) Road Calls for the month of October. This is an increase of seventeen (17) Road Calls compared to the prior month of October which is due to sixteen (16) Road Calls related to tire issues during the month of November, compared with zero (0) tire issues during the month of October. Tire issues experienced consisted of eleven (11) nails/road hazard and five (5) tires damaged by contact with the curb. The top Road Calls categories in November were as follow: vehicles that would shut off, tire issues, vehicles that would not re-start, and front A/C malfunctions. The Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could mitigate road calls related to tire issues.



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- The Target has been met or exceeded

CONNECTION - Customer Commendations per 1,000 Trips

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



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

Narrative

During the month of November, Palm Tran Connection received sixty-four (64) commendations compared to seventy-five (75) during the month of October. November customer commendations recognized a higher level of customer service by drivers, reservations staff, dispatch, and customer service representatives. The Connection Customer Concerns PT-STAT team continues to stress the importance to provide superior customer service.

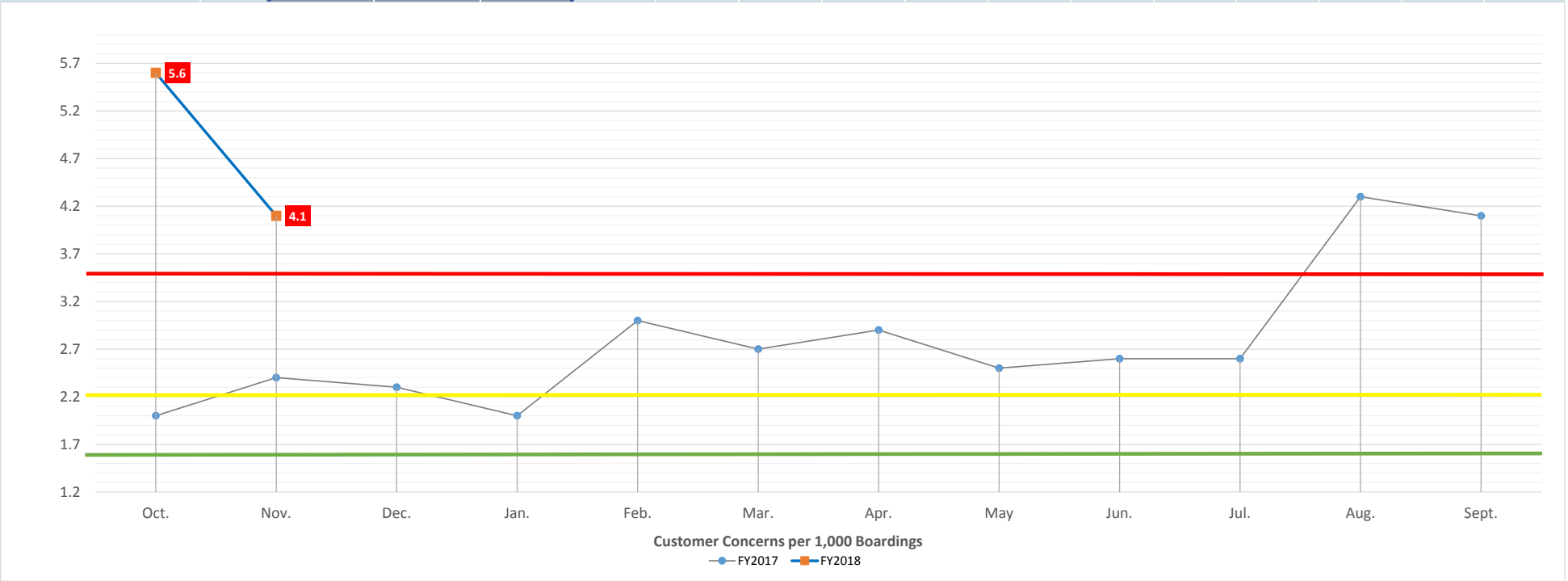


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - Customer Concerns per 1,000 Trips

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	2017	3.0	2.0	1.5	● 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										



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Boardings	$(\text{Total Connection Concerns} / \text{Total Riders}) * 1,000$	Customer concerns (regardless of validity) per 1,000 riders.

Narrative

During the month of November, there were 282 complaints filed compared to 421 complaints in October. The majority of the complaints focused on late pick-ups. Palm Tran Connection dispatchers are working to ensure all the routes start on-time and that the pick-up windows for the clients are accurate based on the travel time needed to arrive to the first pick-up. The Connection Customer Concerns PT-STAT team is focused on educating the customers on being ready and prepared with their fares when drivers arrive to help minimize boarding time.

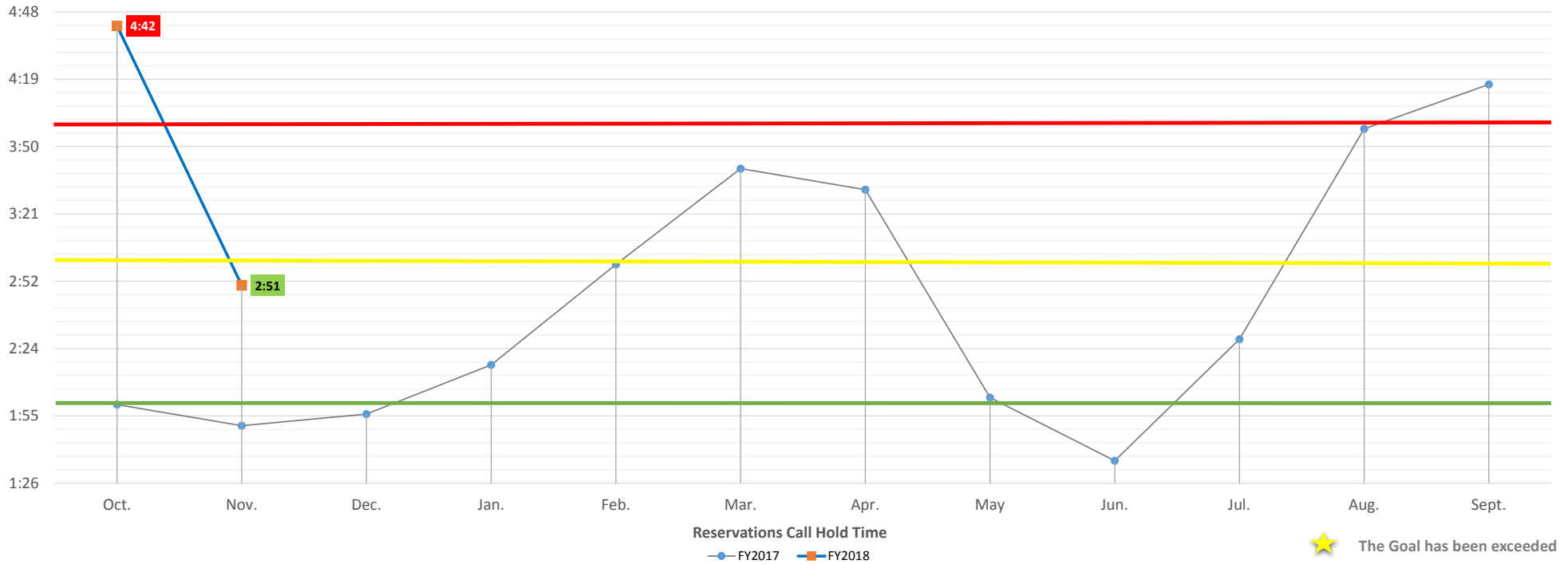
- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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										



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

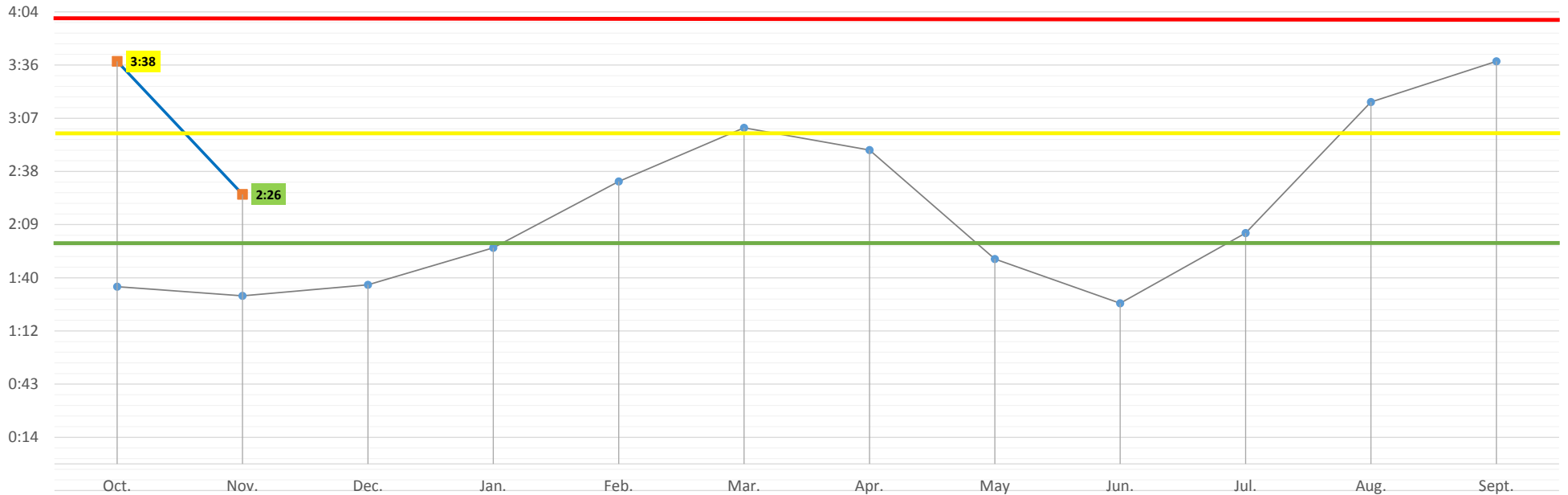
Palm Tran Connection is glad to report that November's reservations hold time decreased by 1 minute and 33 seconds compared to the prior month of October. This is attributed in majority to the new phone system that was implemented on November 3rd which so far, has been a success. Incoming calls have been routed more efficiently, which has improved the customer service experience. Palm Tran Connection will continue to explore opportunities to maximize the new phone system so that hold times continue to improve.

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



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										



Customer Service Hold Time

● FY2017 ● FY2018

★ The Goal has been exceeded

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

Narrative

During the month of November, "Where Is My Ride" hold time decreased by 1 minute and 2 seconds compared to the month of October. On November 3, 2017 a new phone system was implemented that sends these calls directly to the Dispatch Department, instead of the Reservation Department. This modification has resulted in a faster response to customer's ETA (Estimated Time of Arrival) calls. In addition, the PASSWEB ETA platform is in its final testing phase and is scheduled to be rolled out in the first quarter of 2018. This upcoming improvement is expected to reduce the amount of incoming calls by providing an online option.



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