



PERFORMANCE REPORT OCTOBER 2017

Mission:

To provide access to opportunity for everyone; safely, efficiently and courteously.

FIXED ROUTE DASHBOARD OCTOBER 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											
Non-Preventable Collisions per 100k Miles	2.63	2.1	2.0	● 2.44											
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											
Riders Per Revenue Hour	19.4	19.9	25.0	● 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%											
Mean Distance Between Road Calls	4,000	5,000	6,000	● 4,832											
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.04											
	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											

- 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.

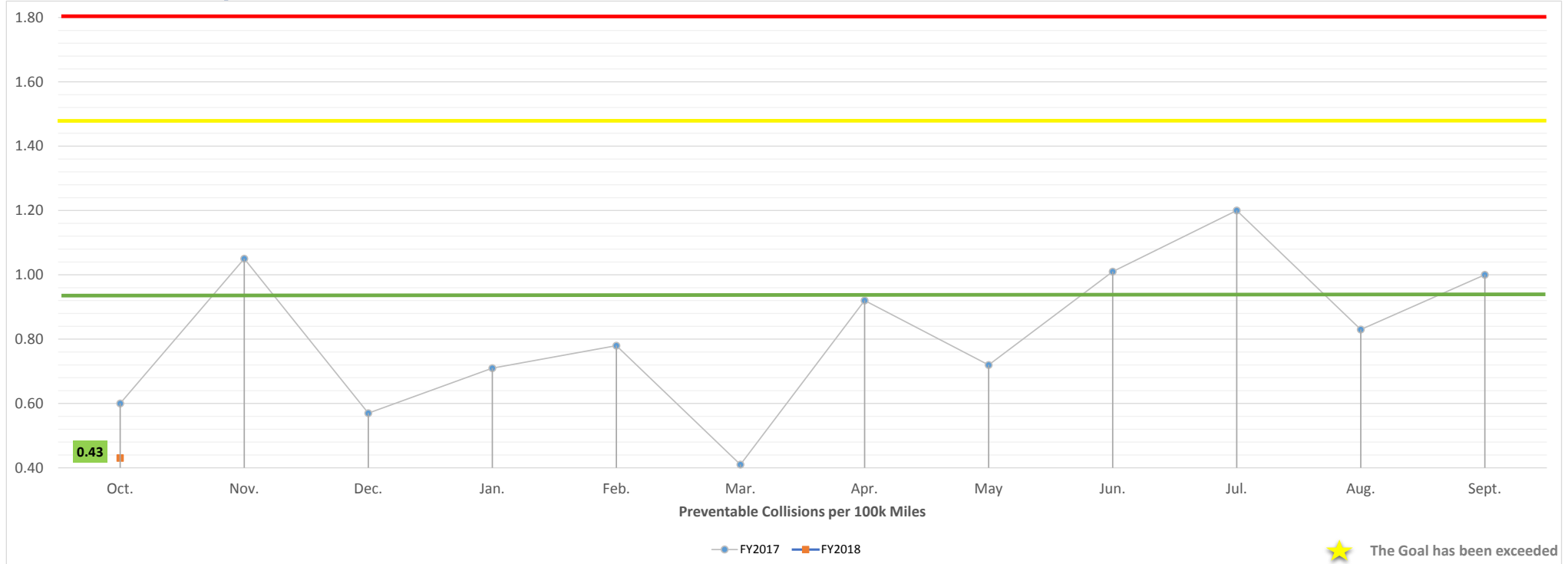


-The Farebox Recovery Ratio Metric has been removed. A new financial stability metric will be proposed through the Budget/Expense PT-Stat team. The farebox recovery metric is no longer being made a part of the monthly performance reporting mainly because the basis of the matrix, which is fixed route 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											



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 has started with positive numbers during the month of October. Palm Tran had three (3) preventable accidents compared to six (6) preventable accidents during the month of September. The decrease during this month is due to a reduction in side swipes compared to the month of September. Preventable accidents in October consisted of (1) mirror strike and (2) contacts on the right while passing.

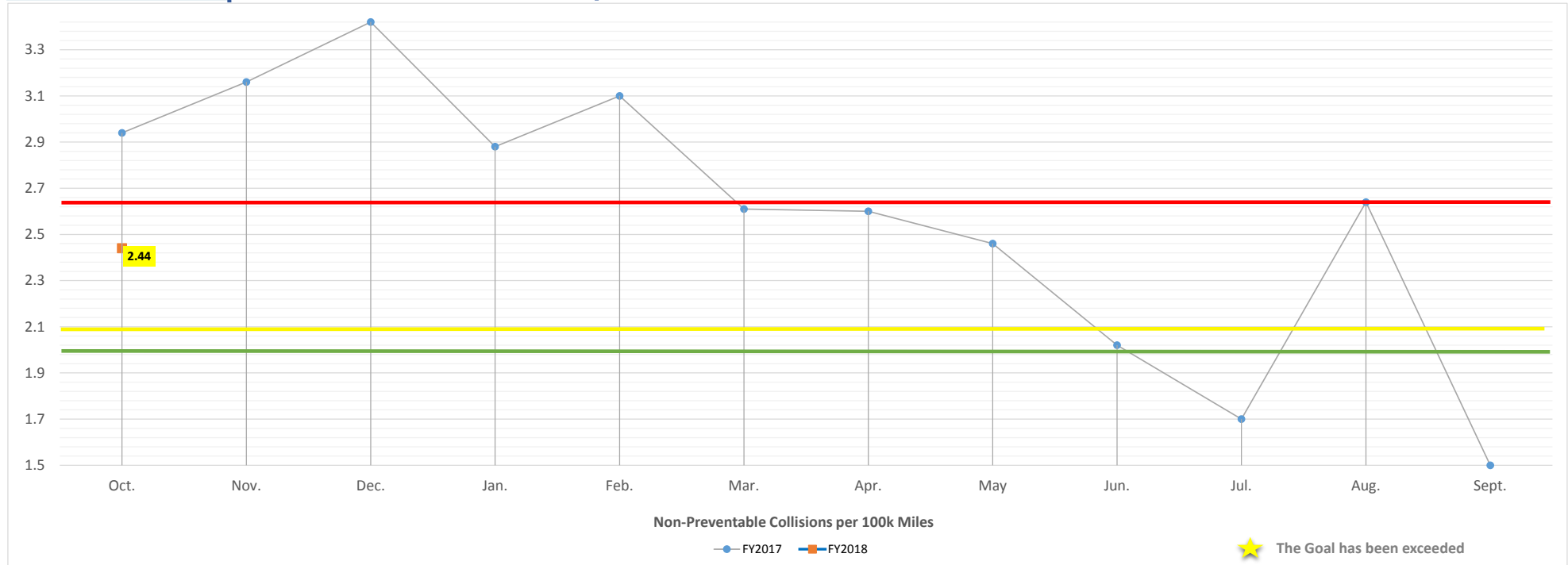


- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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											



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 an increase in this metric. During the month of October seventeen (17) collisions occurred, compared to nine (9) collisions in the month of September. This increase is due to multiple collisions from vehicles merging from the right and making contact with the left side of the bus. October Non-Preventable Collisions consisted of seven (7) contacts from the left, five (5) contacts from the right, four (4) buses rear ended (one with lights) and one (1) relief car rear-ended.

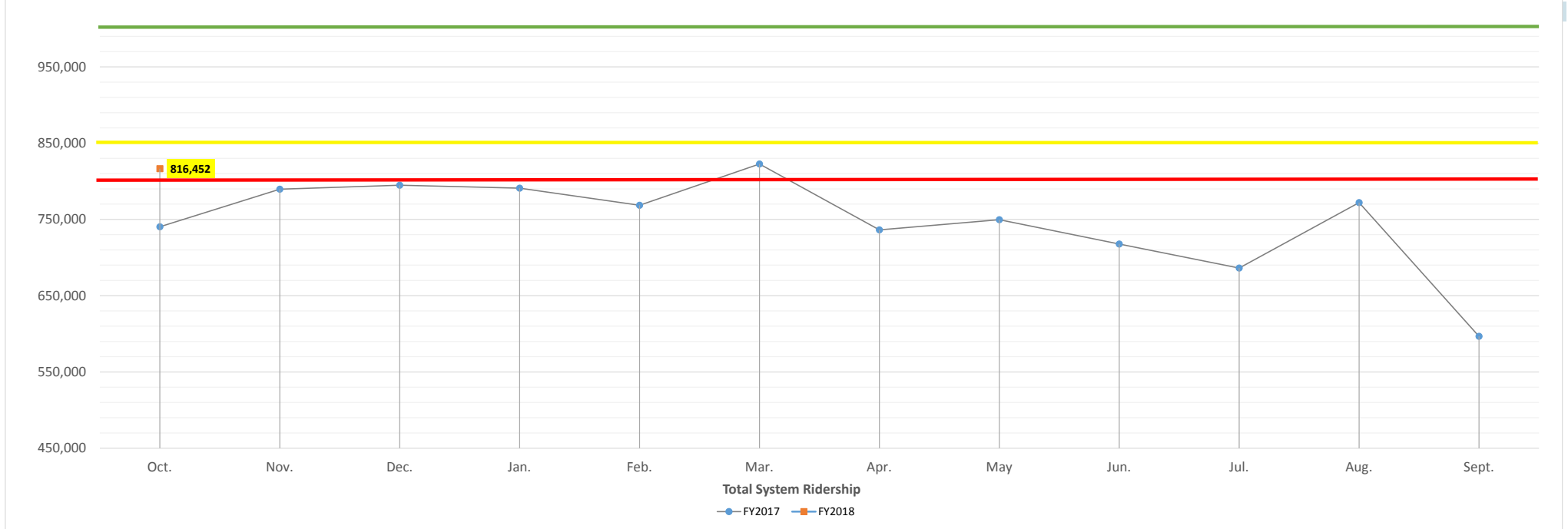


- The Minimum/Maximum has not been met
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- The Target has been met or exceeded

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FIXED ROUTE - Total System Ridership

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



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

Palm Tran is glad to report that during the month of October, Palm Tran experienced a significant increment in Ridership of 36% compared to the previous month of September. Palm Tran total fixed-route ridership for the month of October was 816,452. Although October ridership is typically the highest, it is important to note that Fiscal Year 2018 October ridership is 10.3% higher than Fiscal Year 2017 October ridership.

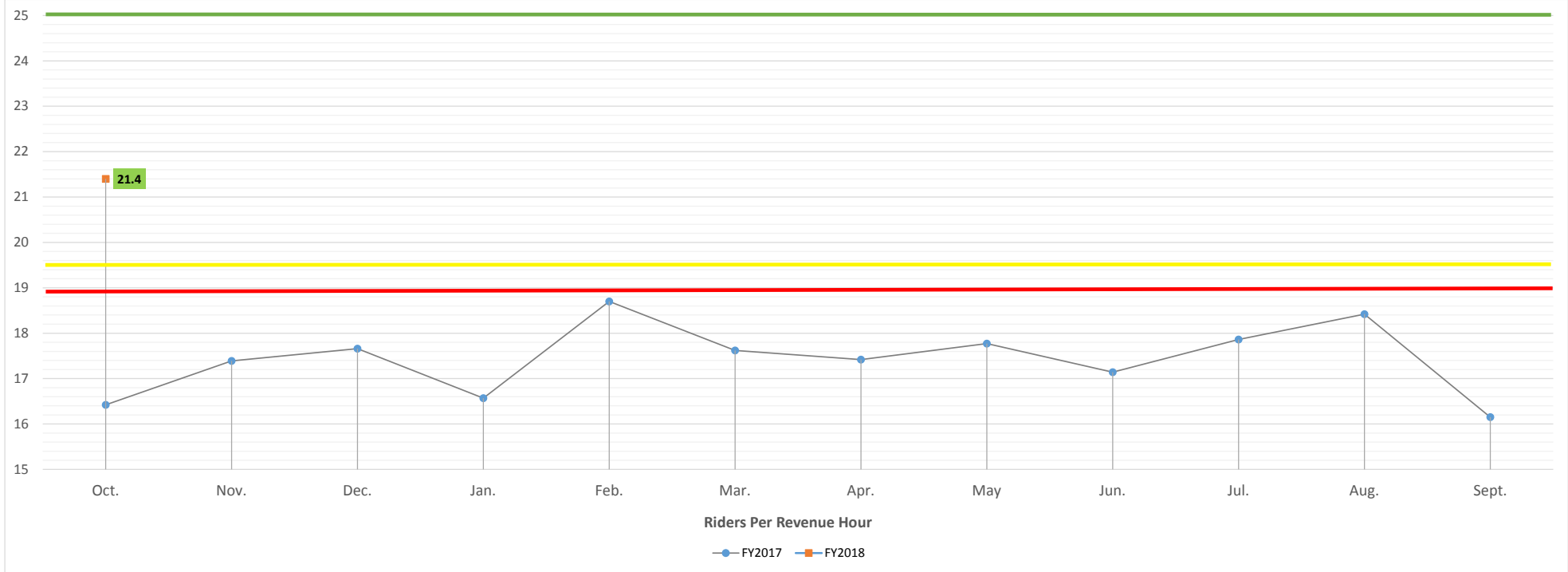


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- The Target has been met or exceeded

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											



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 October (Fiscal Year 2018), Riders Per Revenue Hour experienced a significant productivity improvement to 21.4 passengers per hour compared to 16.42 the prior year (which is expected since ridership increased while revenue hours remained unchanged). Palm Tran’s productivity of 21 passengers per hour indicates a more efficient operation during the month of October.

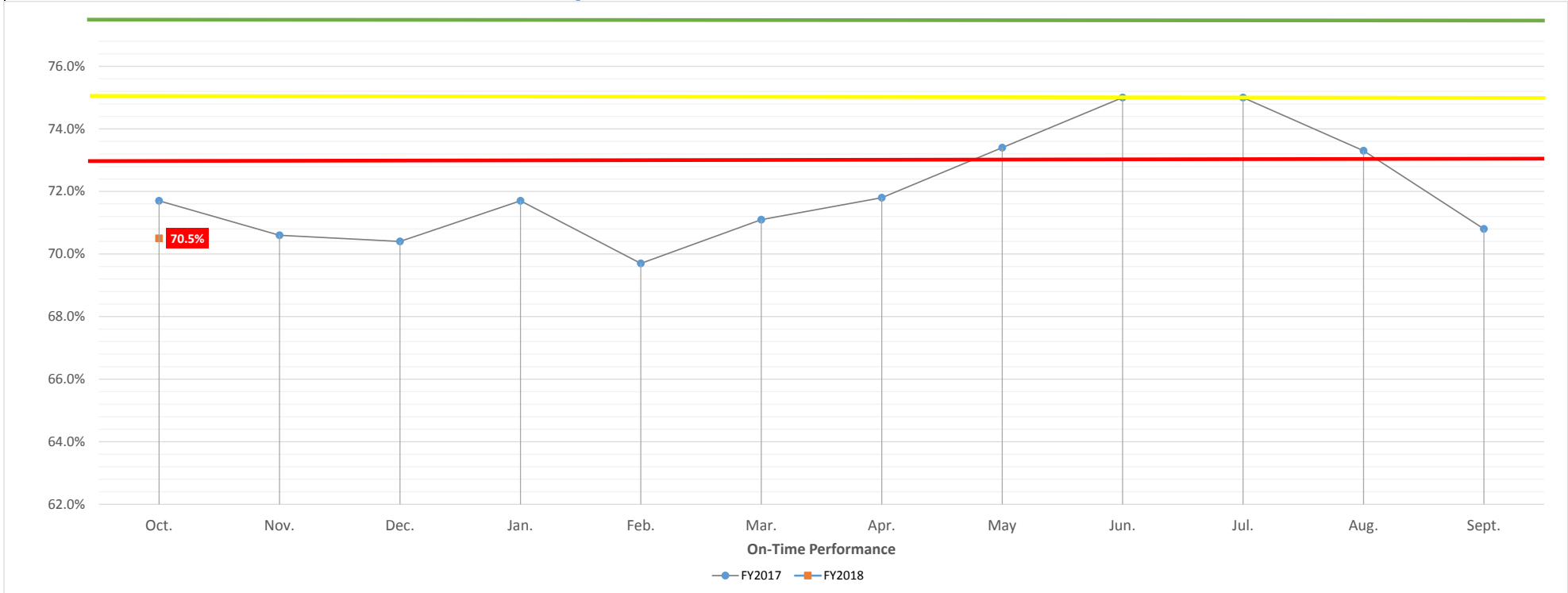


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- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

FIXED ROUTE - On-Time Performance

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	2017	73%	75%	77%	● 71.7%	● 70.6%	● 70.4%	● 71.7%	● 69.7%	● 71.1%	● 71.8%	● 73.4%	● 75.0%	● 75.0%	● 73.3%	● 70.8%
	2018	73%	75%	77%	● 70.5%											



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 October 2017, On-Time Performance is still similar to the previous month of September, and is one (1) percentile point lower when compared to October of Fiscal Year 2017. This is primarily due to traffic being a consistent factor affecting On-Time Performance. Palm Tran's Planning Department is evaluating all travel times for all routes in an effort to improve service.

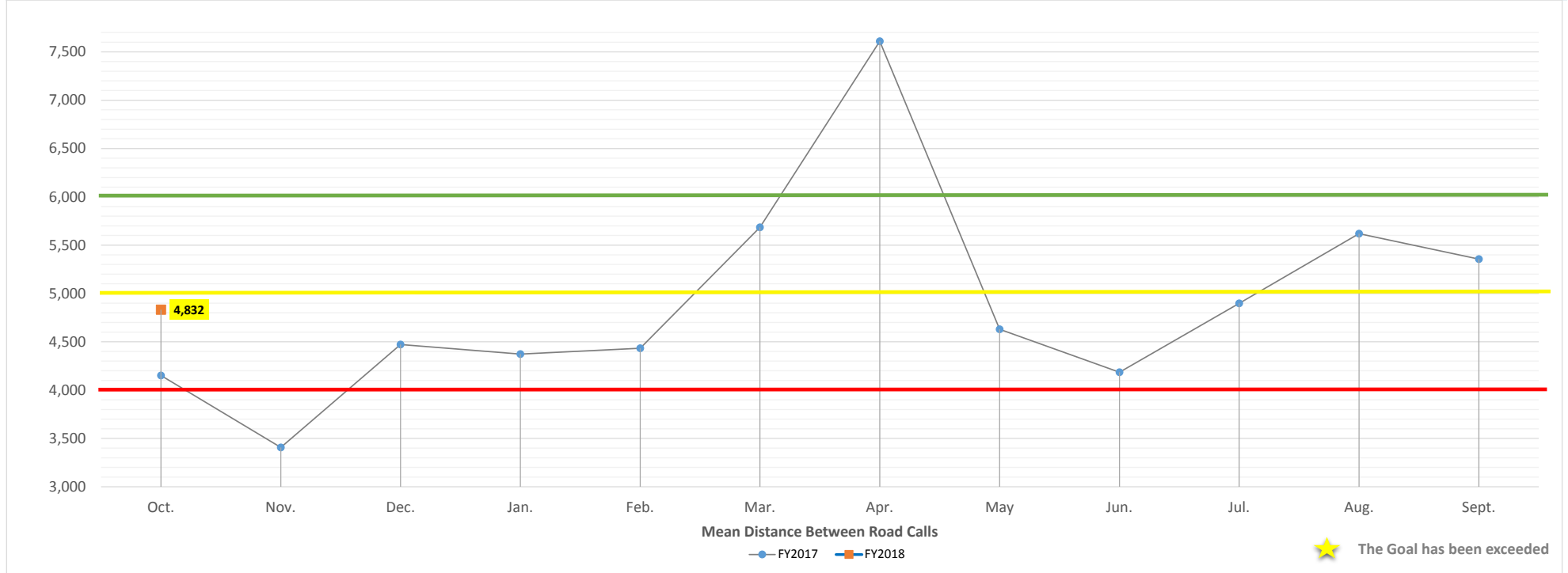
- **The Minimum/Maximum has not been met**
- **The metric is at or above the Minimum but not at the Target**
- **The Target has been met or exceeded**



Palm Tran Performance Management Office

FIXED ROUTE - 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											



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

During the month of October 2017, Palm Tran experienced 144 road calls. This is an increase of 33 Road Calls compared to the month of September. Palm Tran Road Calls during the month of October increased due to higher Engine Regenerations; However, Engine and Overheating road calls declined. Nevertheless, Palm Tran remains above the target for the month of October. The Mean Distance Between Road Calls PT-STAT team will be contacting peer agencies to discuss best practices to address reoccurring Road Calls.

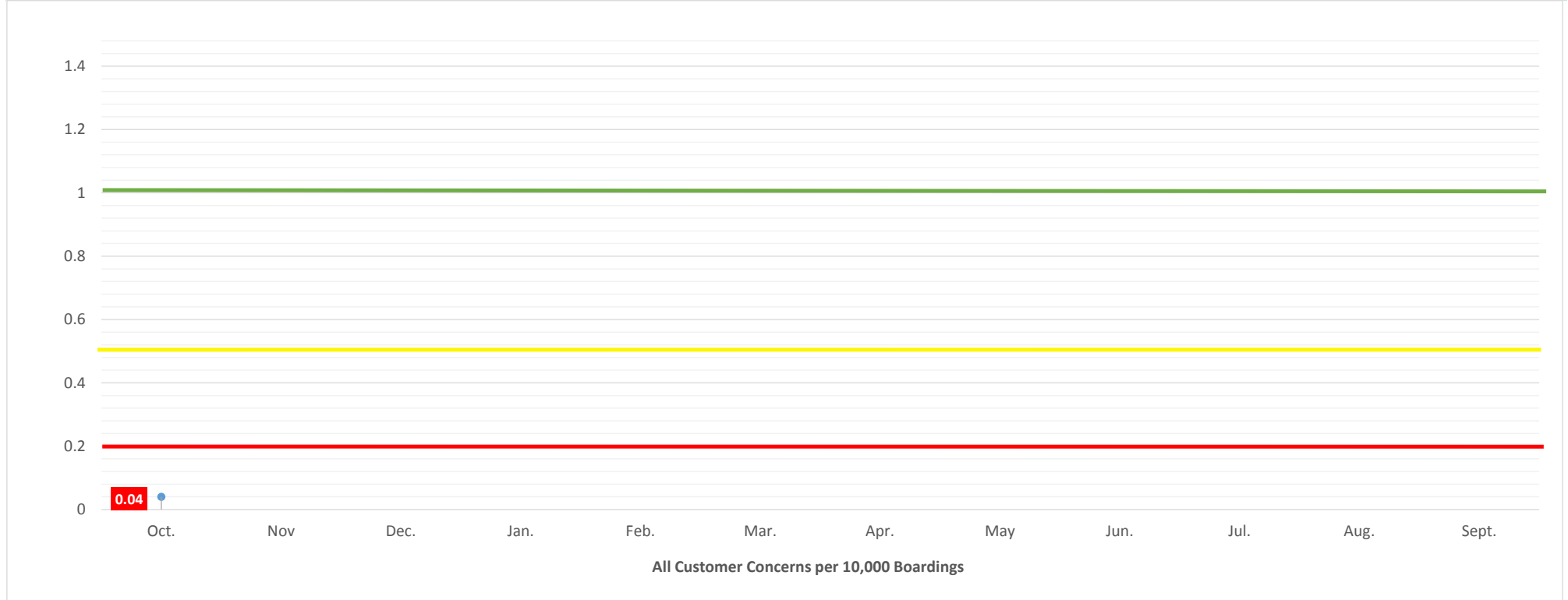


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Palm Tran Performance Management Office

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											



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

This is the first month Palm Tran is beginning to track commendations as a performance metric. With a goal of one (1) Customer Commendation per 10,000 boardings set, October fell short with 0.04 commendations. Three commendations were received in total. Palm Tran continues to stress the importance of superior customer service, which should get this metric moving in the right direction.



Palm Tran Performance Management Office

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

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											



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

Customer concerns ratio dropped to 3.3 per 10,000 boardings in October, which represents a slight decrease, compared to the previous month of September. This was a significant step toward progress, moving the metric below the maximum after five consecutive months of being above. The top categories of fixed route customer concerns for the month of October are pass ups and the bus was a no-show.



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- The Target has been met or exceeded

CONNECTION DASHBOARD OCTOBER 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											
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.1											
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											
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%											
Mean Distance Between Road Calls	28,000	31,000	35,000	● 31,898											
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0											
	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											
Reservations Call Hold Time	4:00	3:00	2:00	● 4:42											
Where Is My Ride Hold Time	4:00	3:00	2:00	● 3:38											

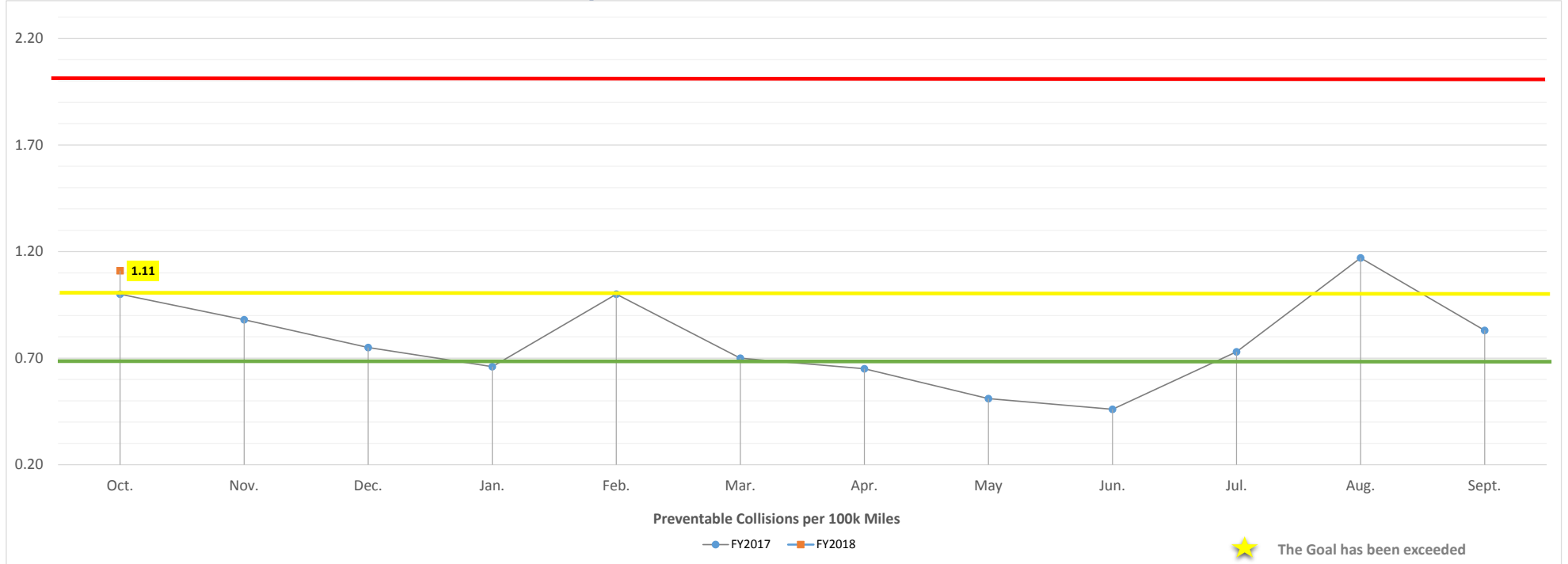
- The Minimum/Maximum has not been met
- The metric is at or above/below the Minimum/Maximum, but not at the Target
- The Target has been met or exceeded
- ★ The Goal has been exceeded.

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



CONNECTION - Preventable Collisions per 100k Miles

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



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

Narrative

Palm Tran Connection Preventable Collisions increased from 0.83 to 1.11 for the month of October. This is the result of an increase of 44.61%—completed trips (from 51,652 to 74,693), and a 36% increase in miles traveled (from 722,703 in September to 988,840 in October). As a result, eleven (11) at fault accidents occurred during the month of October compared to six (6) at fault accidents during the month of September. The majority of the collisions were related to fixed object collisions. The Palm Tran Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could mitigate preventable collisions related to distracted driving, professionalism, and customer service.

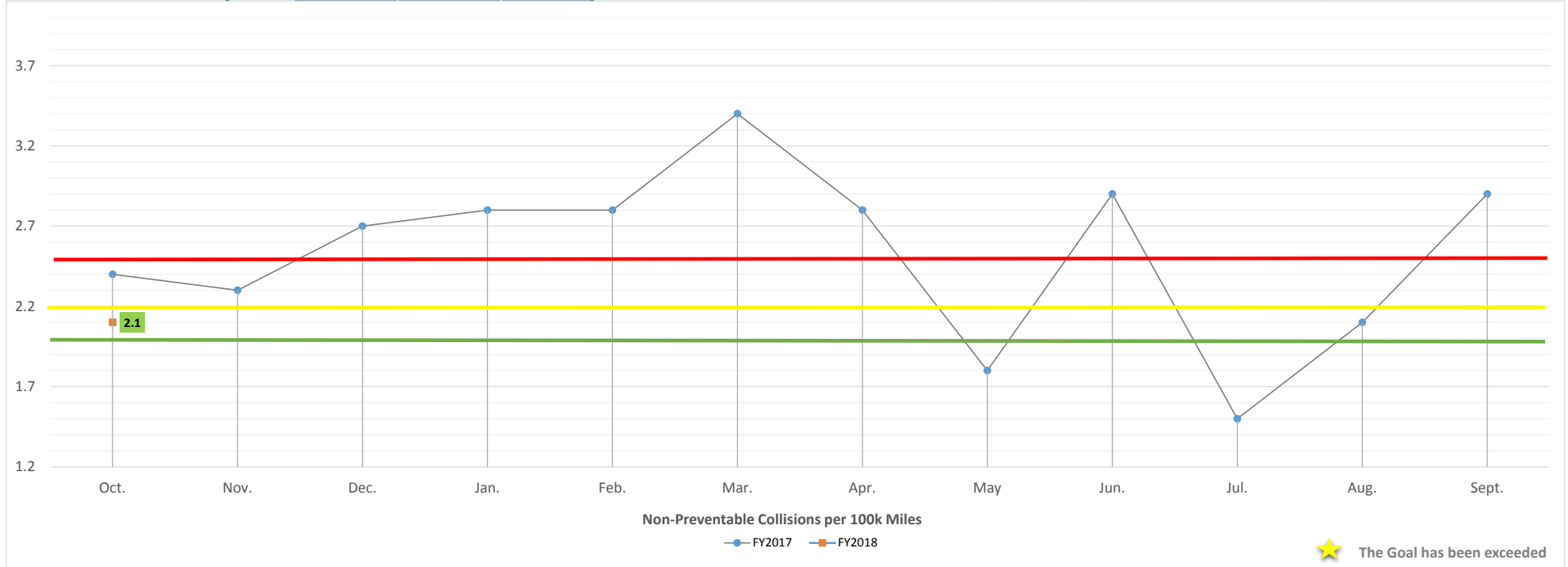


Palm Tran Performance Management Office

- The Minimum/Maximum has not been met
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- 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	● 2.1											



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
 Non-Preventable Collisions went from 2.9 to 2.1 in the month of October. This is due to the same number of Non-Preventable Accidents for the month, and higher vehicle miles compared to the prior month of September. During the month of October Palm Tran Connection experienced (21) Non-Preventable Accidents. The top categories were defined as side swipes, lift malfunction, and vehicle front damage. The Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could potentially mitigate Non-Preventable Collisions.

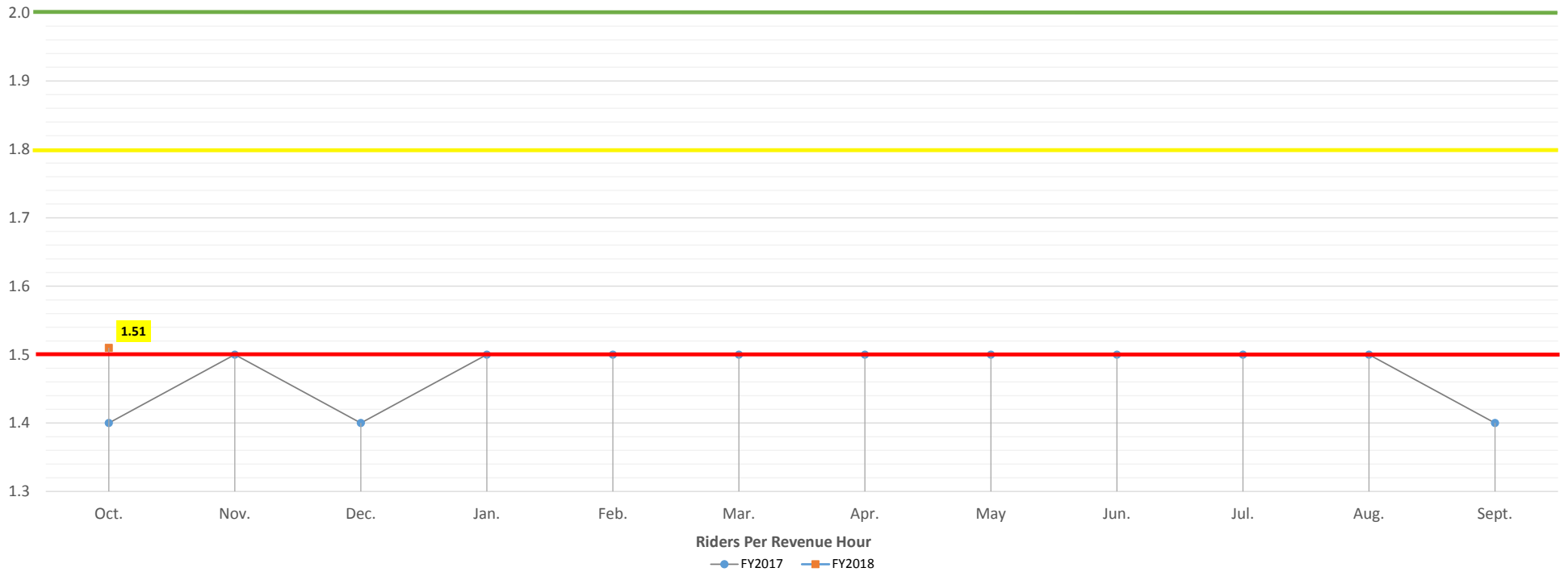


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- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

CONNECTION - 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	● 1.5	● 1.4
	2018	1.5	1.8	2.0	● 1.51												



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 October, the average one-way trip length was of 9.86 miles. Riders per revenue hour increased from 1.4 to 1.51, which is due to service returning to normal after Hurricane Irma. Palm Tran Connection 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.

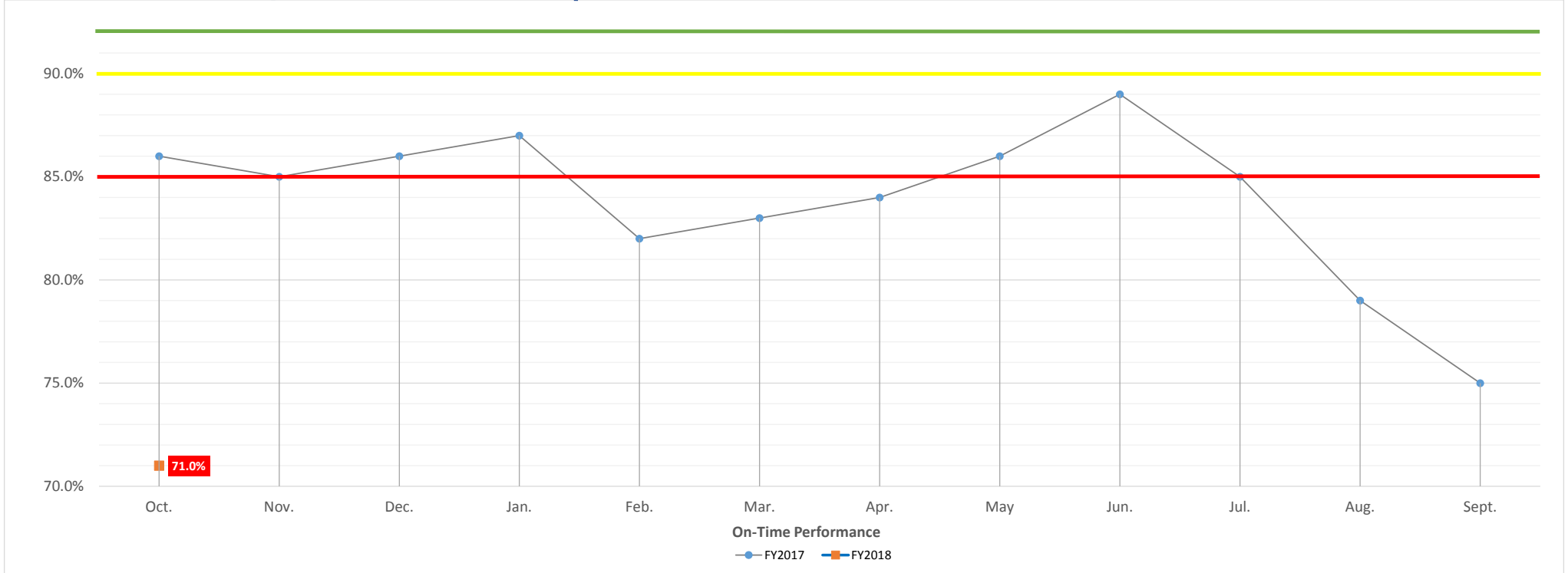


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- The metric is at or above the Minimum but not at the Target
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Palm Tran Performance Management Office

CONNECTION - On-Time Performance

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



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

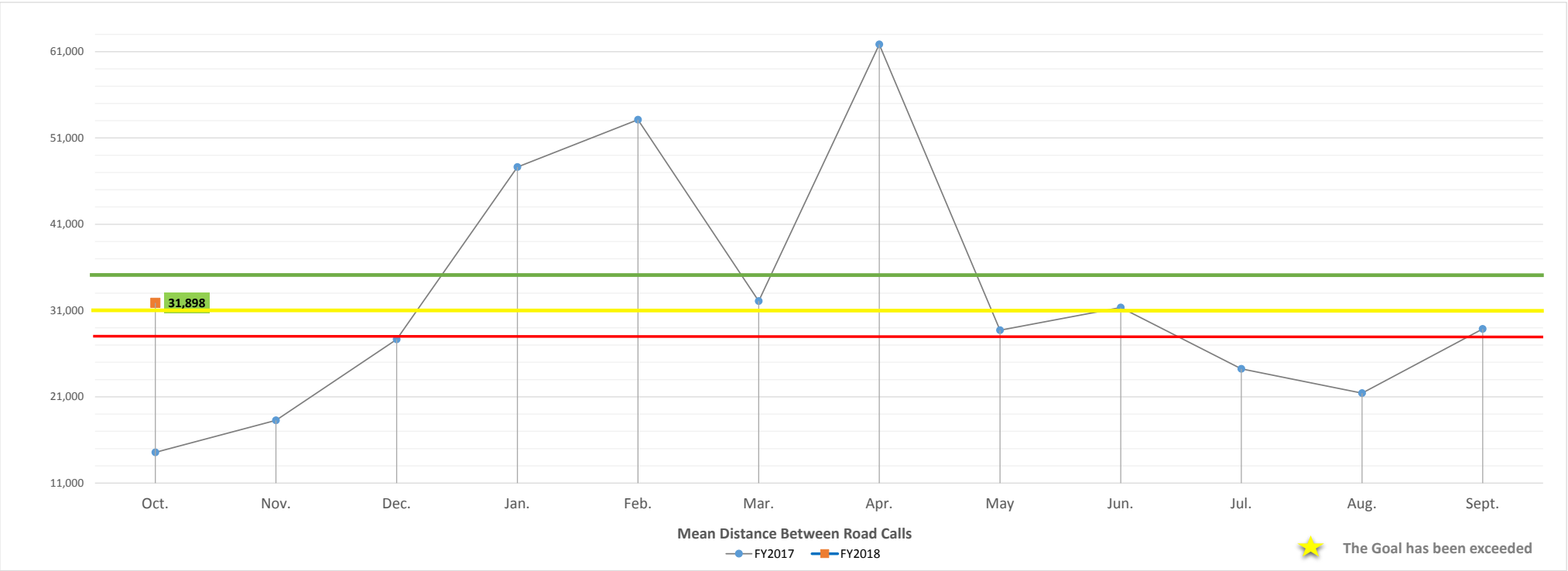
During the month of October, Palm Tran Connection has seen a decline of four (4) percentile points in On-Time Performance over the prior month of September. This is due to the increase of ridership of 23,041 (44.61%) compared to the last month of September. Palm Tran Connection is actively looking for alternative solutions to address mobility constraints, peak times and school trips.

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

Palm Tran Performance Management Office

CONNECTION - Mean Distance Between Road Calls

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	2017	11,000	11,800	12,300	●	●	●	●	●	●	●	●	●	●	●	●
	2018	28,000	31,000	35,000	●											
					14,561	18,283	27,652	47,640	53,122	32,098	61,838	28,727	31,346	24,239	21,418	28,877
					31,898											



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

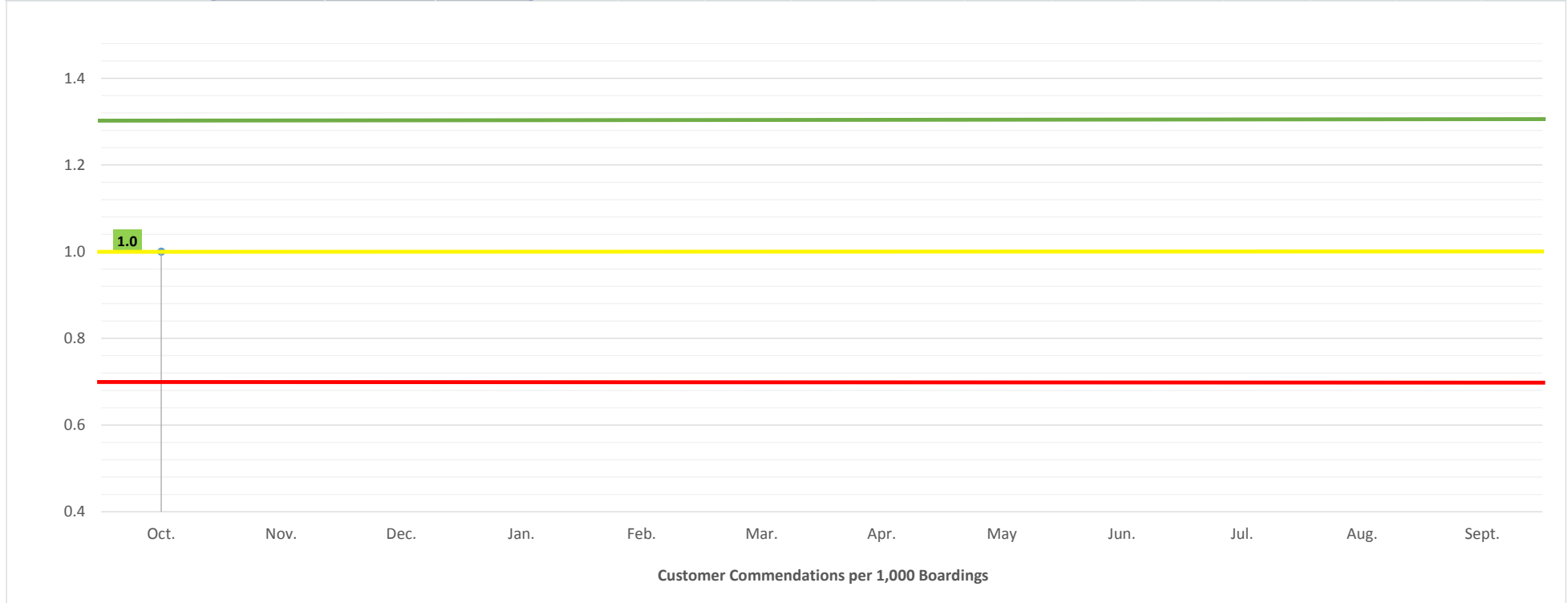
During the month of October, Palm Tran Connection experienced a total of (31) road calls compared to (25) road calls for the month of September; however, during the month of October total vehicle miles increased by 36%. The majority of the Road Calls in October were related to vehicles that would not start, transmission issues, and battery malfunctions. Nevertheless, Palm Tan Connection remains beyond the Goal.



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

CONNECTION - Customer Commendations per 1,000 Trips

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



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

This is the first month that Palm Tran Connection has begun to track Commendations as a performance metric. With a goal of 1.3 per 1,000 boarding set, October is right on the Target with 1.0 commendations per 1,000 trips. Seventy-five (75) comments were received in total. Palm Tran Connection continues to stress the importance to provide superior customer service and opportunity for everyone; safely, efficiently and courteously.

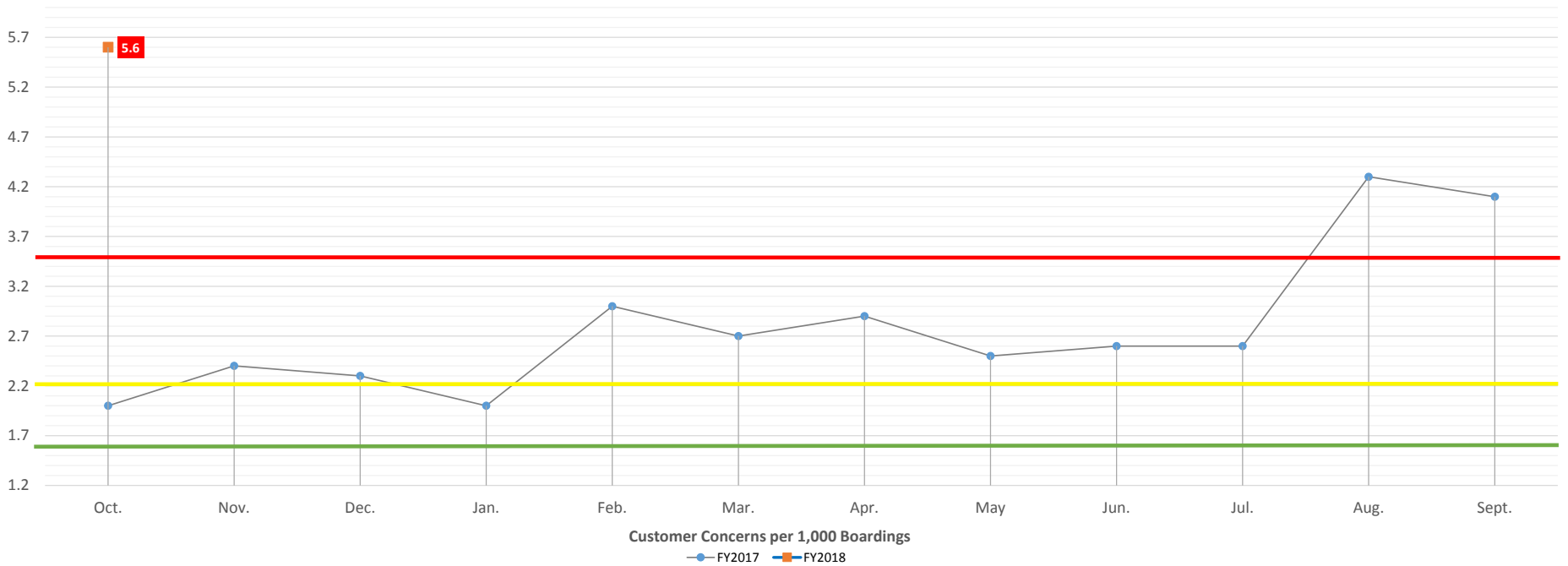
- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded



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											



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

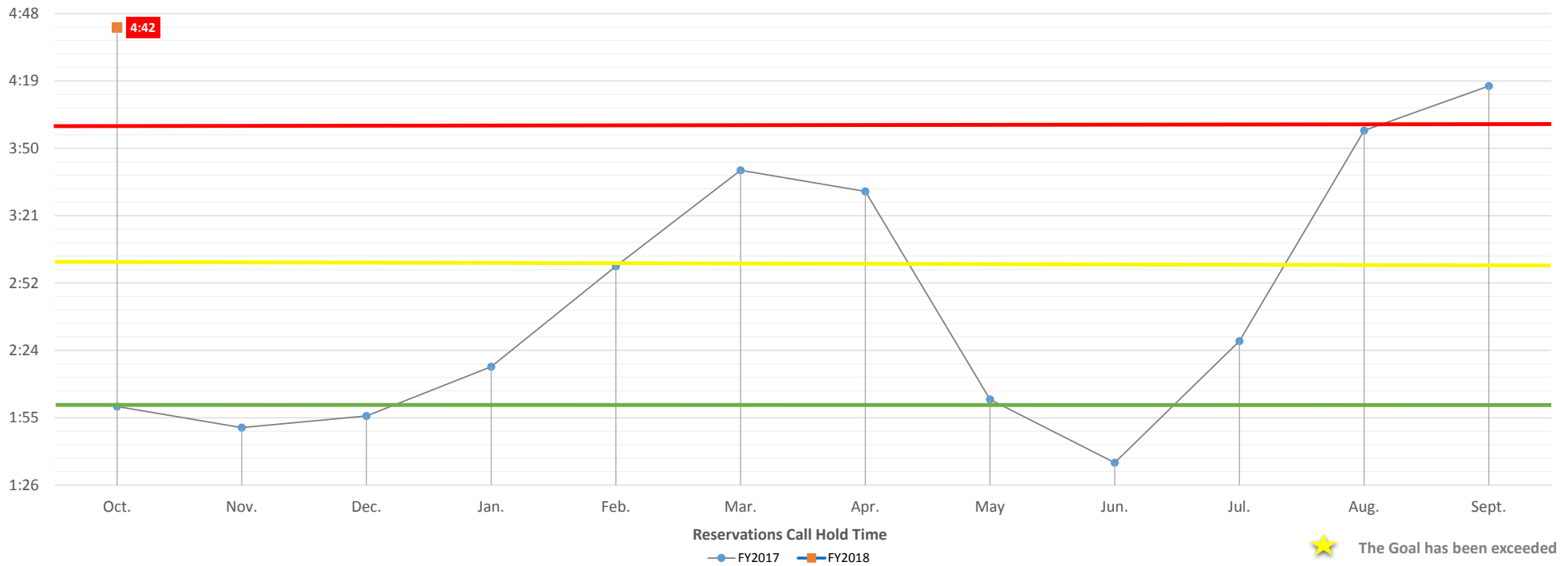
During the month of October, there were 421 complaints filed and 75 commendations compared to 209 complaints and 66 commendations in September. The majority of the complaints focus on late pick-ups. The PT-STAT team is working on processes that would help to reduce the number of late trips in the 0 to 5 minutes late past the end of the pick-up window. Additionally, a new online option for our customers to utilize has been implemented. Customers do not have to wait on the phone or leave Customer Service voicemail messages any more to submit a commendation or a customer concern. They may go online to do it at www.palmtran.org. Once submitted, Palm Tran's Customer Service will receive an immediate alert that triggers the corresponding customer service process. The customer will still receive a postcard acknowledging the case was received and an investigation will be conducted.



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

CONNECTION - Reservations Call Hold Time

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Reservations Call Hold Time	2017	4:00	3:00	2:00	● 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											



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

October's reservations hold time increased by 25 seconds compared to the month of September. This is directly attributed to the increase trips and the decrease in on-time performance. With increased ridership, more reservation calls are coming through the phone system. On November 3rd a new phone system was implemented to better route the phone calls and improve the customer service experience. With the improved phone system, Palm Tran Connection is confident that the hold time will improve.

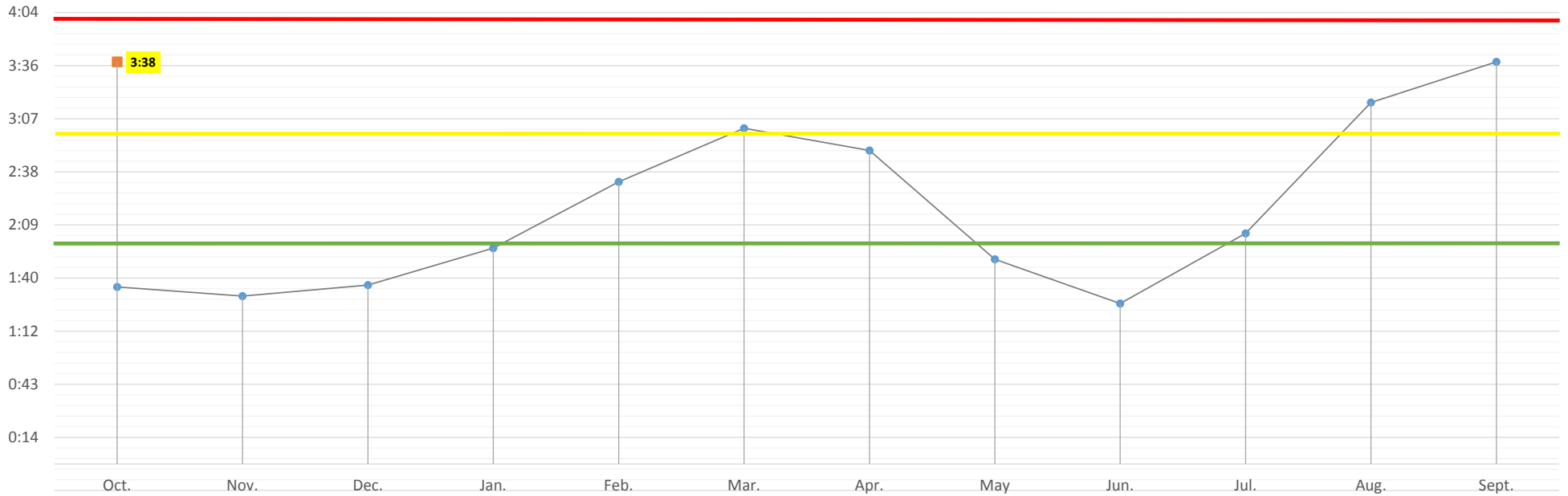
- The Minimum/Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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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											



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 October, "Where Is My Ride" hold time stayed consistent with the month of September. With increased ridership and a decrease in On-Time Performance, more calls are coming through the phone system to ask for their Estimated Time of Arrival (ETA). On November 3, 2017 a new phone system was implemented that sends these calls to the Dispatch Department instead of the Reservation Department. This will result in a more informed answer to the caller's ETA calls. In addition, the PASSWEB ETA platform is in its final testing phase and is scheduled to be rolled out in the 1st quarter of 2018.



- 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

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