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# PERFORMANCE REPORT FY2017 Year-End Report

***Mission:***

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

### FIXED ROUTE DASHBOARD FY 2017

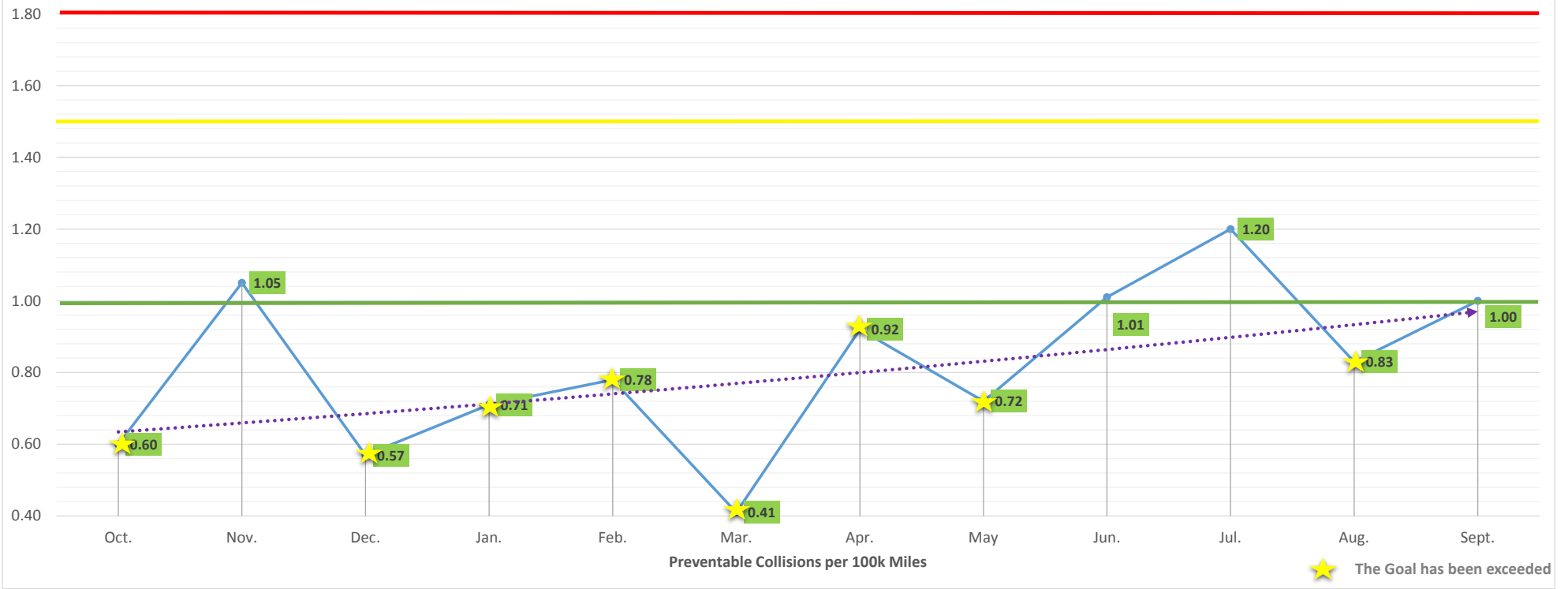
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
Preventable Collisions per 100k Miles	1.8	1.5	1.0	● 0.60	● 1.05	● 0.57	● 0.71	● 0.78	● 0.41	● 0.92	● 0.72	● 1.01	● 1.20	● 0.83	● 1.00	★ 0.82
Non-Preventable Collisions per 100k Miles	2.65	2.5	2.2	● 2.94	● 3.16	● 3.42	● 2.88	● 3.10	● 2.61	● 2.60	● 2.46	● 2.02	● 1.70	● 2.64	● 1.50	● 2.59
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
Total System Ridership	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	● 747,105
Riders Per Revenue Hour	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	● 17.43
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
On-Time Performance	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%	● 72.0%
Mean Distance Between Road Calls	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	★ 4,901
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
All Customer Concerns per 10,000 Boardings	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	● 4.0
Financial Stability	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
Farebox Recovery Ratio	15%	16%	17%	● 35%	● 24%	● 20%	● 18%	● 18%	● 19%	● 18%	● 17%	● 17%	● 16%	● 16%	● 16%	★ 20%

- 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.



## FIXED ROUTE - Preventable Collisions per 100k Miles

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	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



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

**Narrative**

During the month of September, Palm Tran had six (6) preventable accidents, which is consistent with the six (6) preventable accidents during the month of August. Although the number of preventable accidents stayed the same, this metric slightly increased during this month due to a reduction of total vehicle miles caused by Hurricane Irma. September preventable accidents consisted of three (3) side swipes and three (3) contacts with fixed objects.

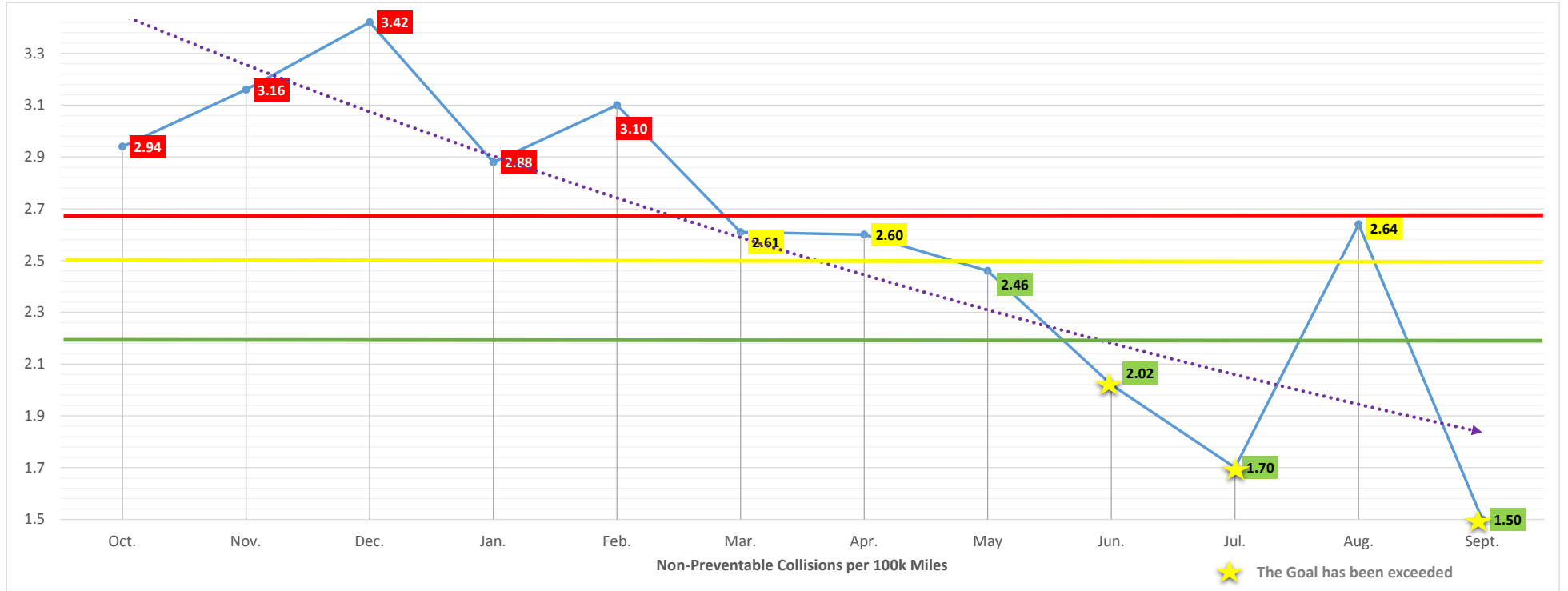


- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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## FIXED ROUTE - Non-Preventable Collisions per 100k Miles

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	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



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 in this metric. During the month of September nine (9) collisions occurred, compared to nineteen (19) collisions in the month of August. This decrease is due to a reduction of different types of collisions such as contacts with side mirrors, vehicles turning in front of the bus, and rear-end collisions. September Non-Preventable Collisions consisted of three (3) rear-ends, two (2) contacts from the right, two (2) contacts from the left, one (1) vehicle backed into the bus, and one (1) contact with a security arm.

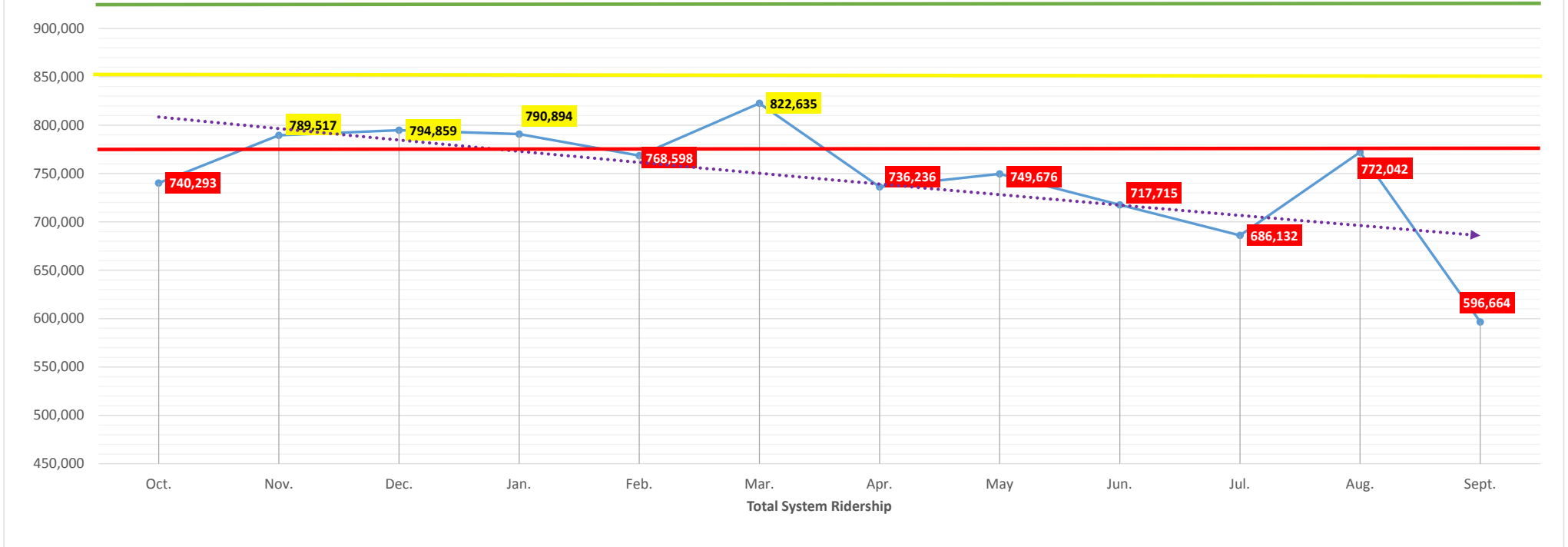


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- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

### FIXED ROUTE - Total System Ridership

Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	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



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**

During the month of September, Palm Tran experienced a sharp decline in this metric. Ridership in September was 23% lower compared to the prior month of August. The sole reason for this drastic drop is due to Hurricane Irma. The loss of ridership of 23% represents a full week of ridership, which is the duration from when service was reduced and eventually stopped, until business and public sector resumed normal operations.

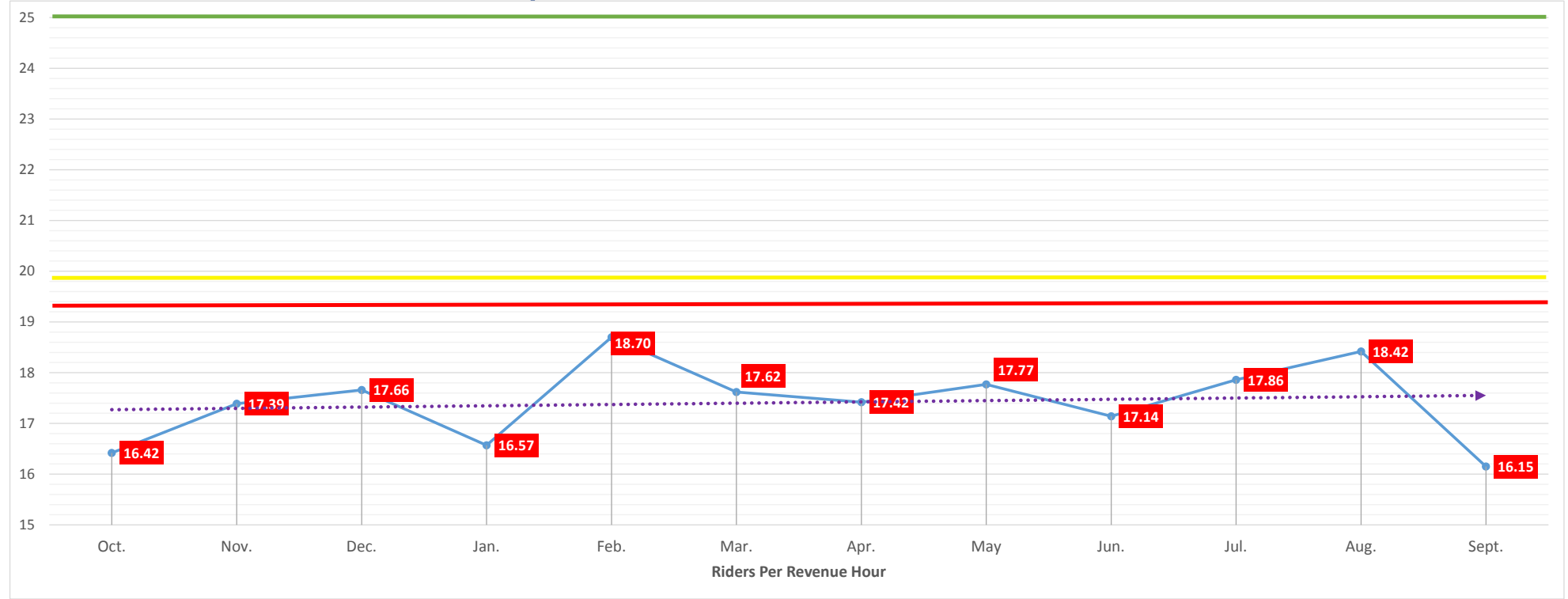


- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

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### FIXED ROUTE - Riders Per Revenue Hour

Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Riders Per Revenue Hour	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



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 September, Riders Per Revenue Hour experienced a productivity decline of 12.3% compared to the previous month of August. Consistent with total ridership loss due to Hurricane Irma.

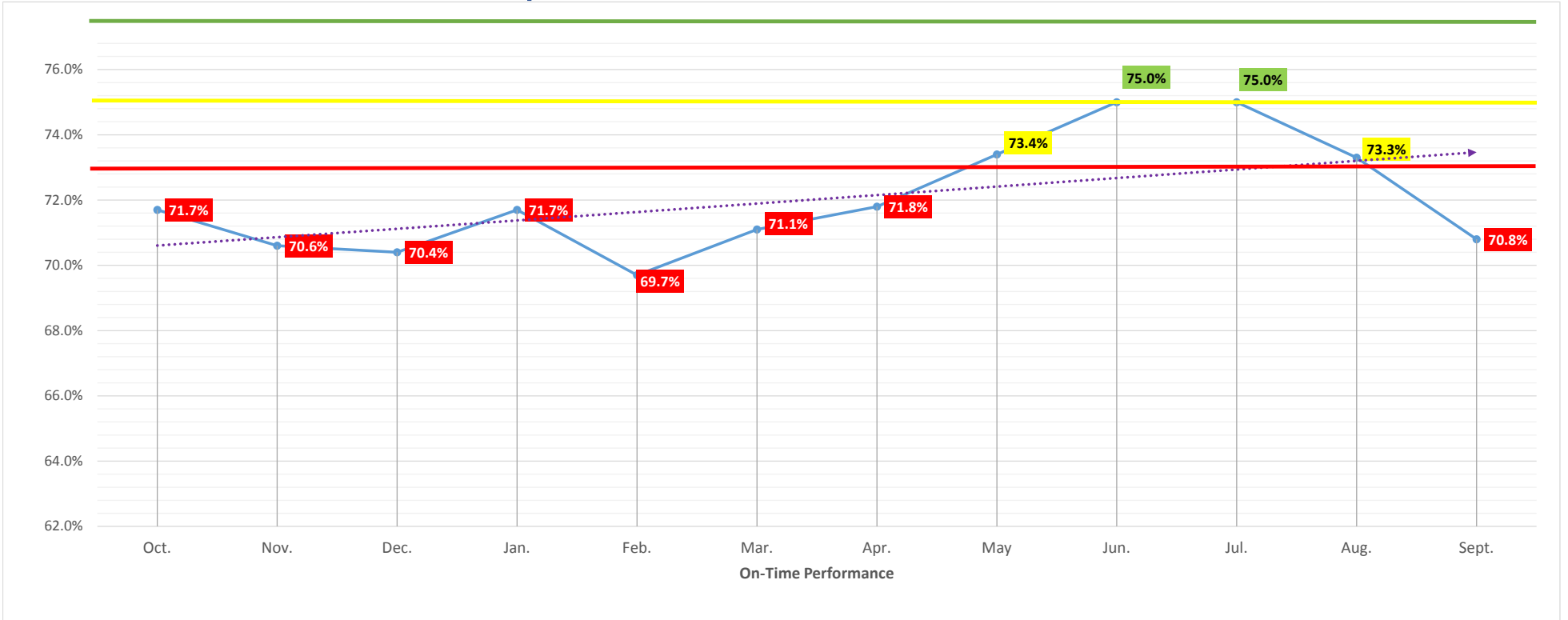
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- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded



## FIXED ROUTE - On-Time Performance

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	73%	75%	77%	<span style="color: red;">●</span> 71.7%	<span style="color: red;">●</span> 70.6%	<span style="color: red;">●</span> 70.4%	<span style="color: red;">●</span> 71.7%	<span style="color: red;">●</span> 69.7%	<span style="color: red;">●</span> 71.1%	<span style="color: red;">●</span> 71.8%	<span style="color: yellow;">●</span> 73.4%	<span style="color: green;">●</span> 75.0%	<span style="color: green;">●</span> 75.0%	<span style="color: yellow;">●</span> 73.3%	<span style="color: red;">●</span> 70.8%



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)	<b>New standard</b> - OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed. <b>Former standard</b> - OTP Standard was no more than 3 minutes early, and no more than 7 minutes late.

### Narrative

During the month of September, on time performance decreased from 73.3% to 70.8%. This is a reduction of 2.5 percentile points compared to the previous month of August. This decline is due to factors associated with Hurricane Irma such as debris, road closures, detours, and traffic lights out of service.

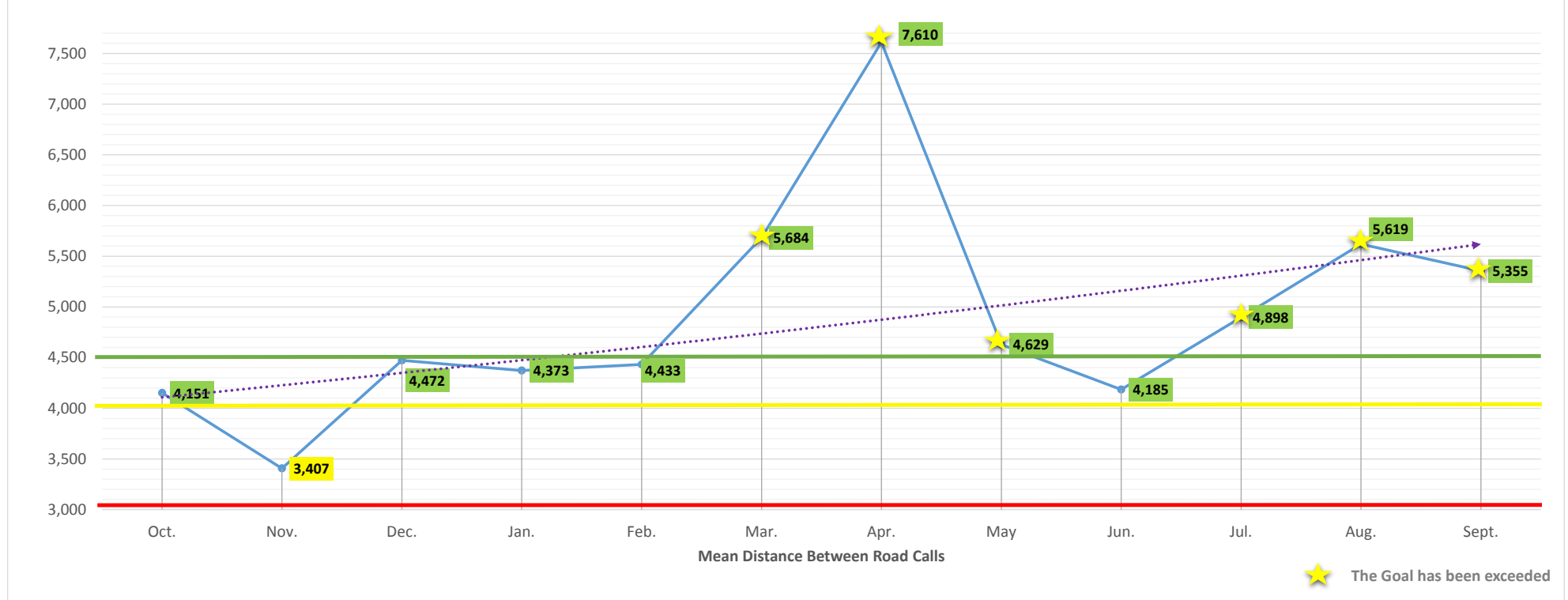
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- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded



## FIXED ROUTE - Mean Distance Between Road Calls

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	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



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 September, Palm Tran experienced 111 road calls. This is a reduction of 17 Road Calls compared to the month of August. Palm Tran road calls during the month of September were mainly related to overheating and engine regenerations, which is expected during the summer months. Nevertheless, Palm Tran remains above the target and for the month of September beyond the Goal. The Mean Distance Between Road Calls PT-STAT team is implementing a pilot project to address system regenerations, which is expected to improve this metric's performance.



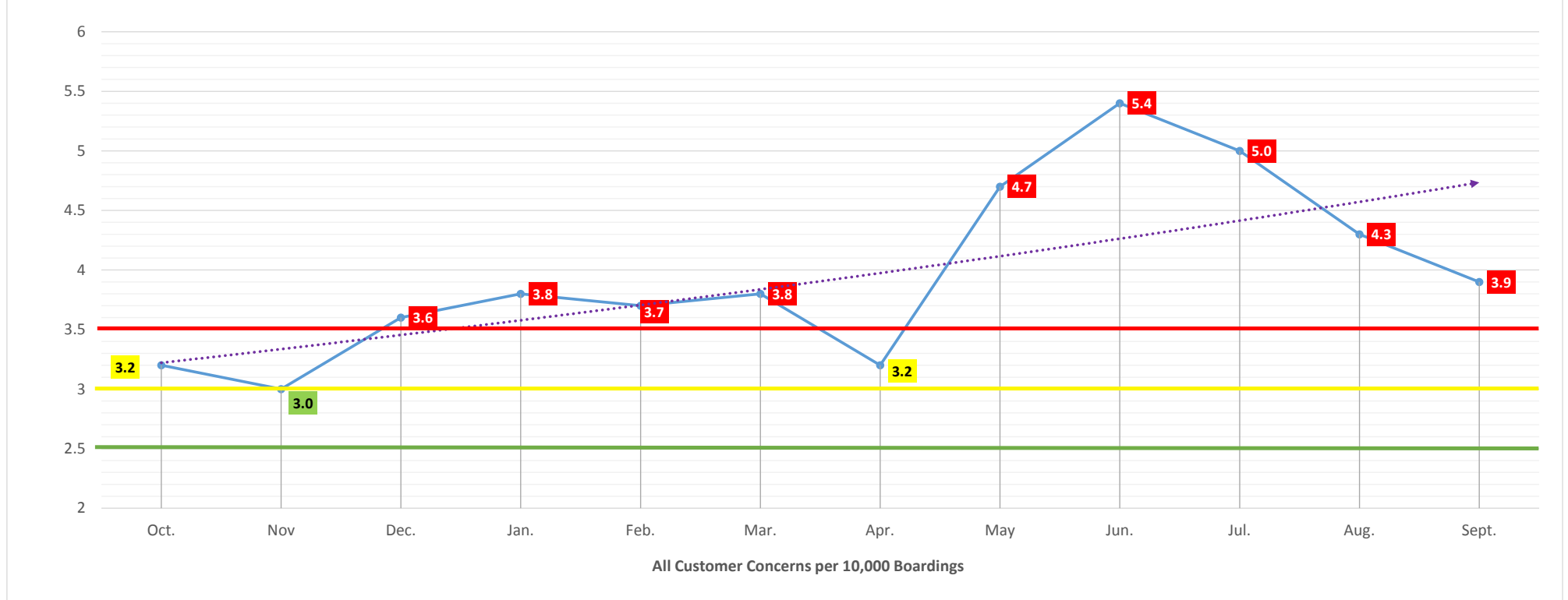
- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

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## FIXED ROUTE - All Customer Concerns per 10,000 Boardings

Customer Satisfaction	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	● 3.2	● 3.0	● 3.6	● 3.8	● 3.7	● 3.8	● 3.2	● 4.7	● 5.4	● 5.0	● 4.3	● 3.9



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 customer concern ratio continues to show improvement this month due to a significant decrease in the total number of reported customer concerns; However, part of this is due to days of no service due to Hurricane Irma. Palm Tran continues to refine the ways that customers are able to communicate their concerns. In addition to Call Center staffing, Palm Tran expanded to new social media platforms allowing customers more opportunities to share their concerns. The top categories of fixed route customer concerns for this month are pass-up, bus no-show and behind schedule. Palm Tran continues its efforts to improve overall customer service with specific initiatives to address these concerns, including implementation of a new zero tolerance policy on pass-ups and continuation of the Route Performance Maximization (RPM) project.

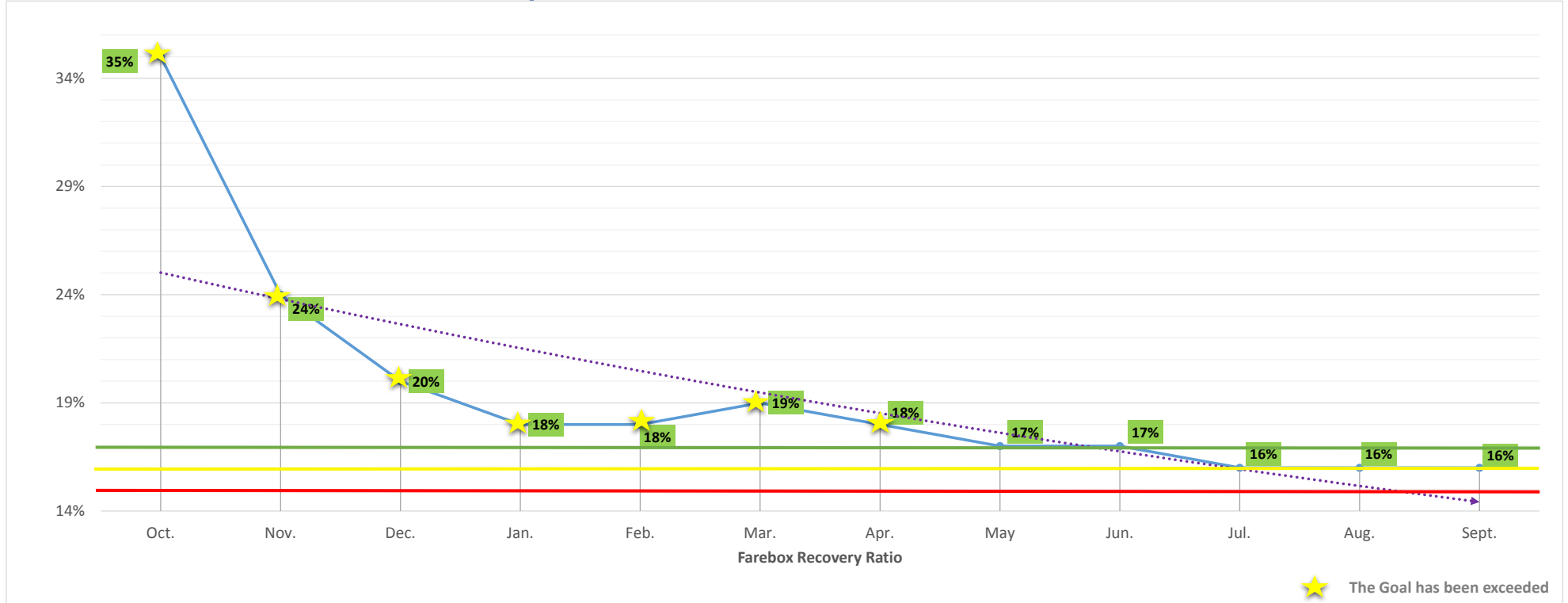


- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

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## FIXED ROUTE - Farebox Recovery Ratio

Financial Stability	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Farebox Recovery Ratio	15%	16%	17%	35%	24%	20%	18%	18%	19%	18%	17%	17%	16%	16%	16%



Metric	Metric Calculation	Metric Description
Farebox Recovery Ratio	(Total Fixed Route Fare Revenue Accrued Year-To-Date (YTD))/(Total Fixed Route Operating Expenses Accrued Year-To-Date (YTD)).	The Year-To-Date (YTD) percentage of Fixed Route operating expenses recovered by Fixed Route fare revenue.

**Narrative**

Year-To-Date (YTD) Farebox Recovery is 16%, which represents no changes over the previous month.

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- The Minimum 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 DASHBOARD FY 2017

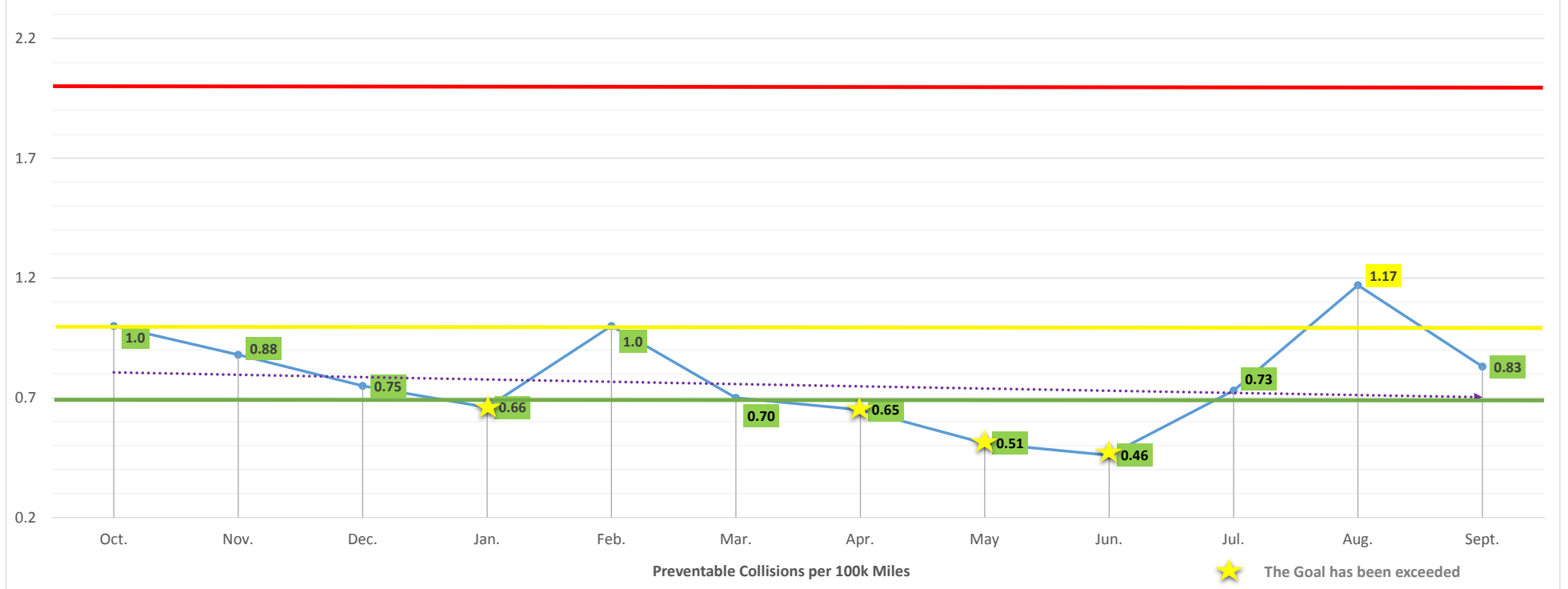
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.0	● 0.88	● 0.75	● 0.66	● 1.0	● 0.70	● 0.65	● 0.51	● 0.46	● 0.73	● 1.17	● 0.83	● 0.78
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.4	● 2.3	● 2.7	● 2.8	● 2.8	● 3.4	● 2.8	● 1.8	● 2.9	● 1.5	● 2.1	● 3.6	● 2.59
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
Riders Per Revenue Hour	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	● 1.47
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
On-Time Performance	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%	● 83.9%
Mean Distance Between Road Calls	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	★ 32,483
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY2017
Customer Concerns per 1,000 Boardings	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	● 2.78
Reservations Call Hold Time	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	● 2:43
Where Is My Ride Hold Time	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	● 2:16

- 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.



### CONNECTION - Preventable Collisions per 100k Miles

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	● 1.0	● 0.88	● 0.75	● 0.66	● 1.0	● 0.70	● 0.65	● 0.51	● 0.46	● 0.73	● 1.17	● 0.83



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 is glad to report that preventable collisions declined from 1.17 to 0.83 in the month of September. This reduction is due to six (6) at fault accidents for the month of September compared to eleven (11) at fault accidents for the month of August. These included three (3) collisions with a fixed object, two (2) rear-ends, and one (1) collision with a parked vehicle. The Connection Safety and Accident Reduction PT-STAT team is evaluating initiatives that could mitigate preventable collisions.

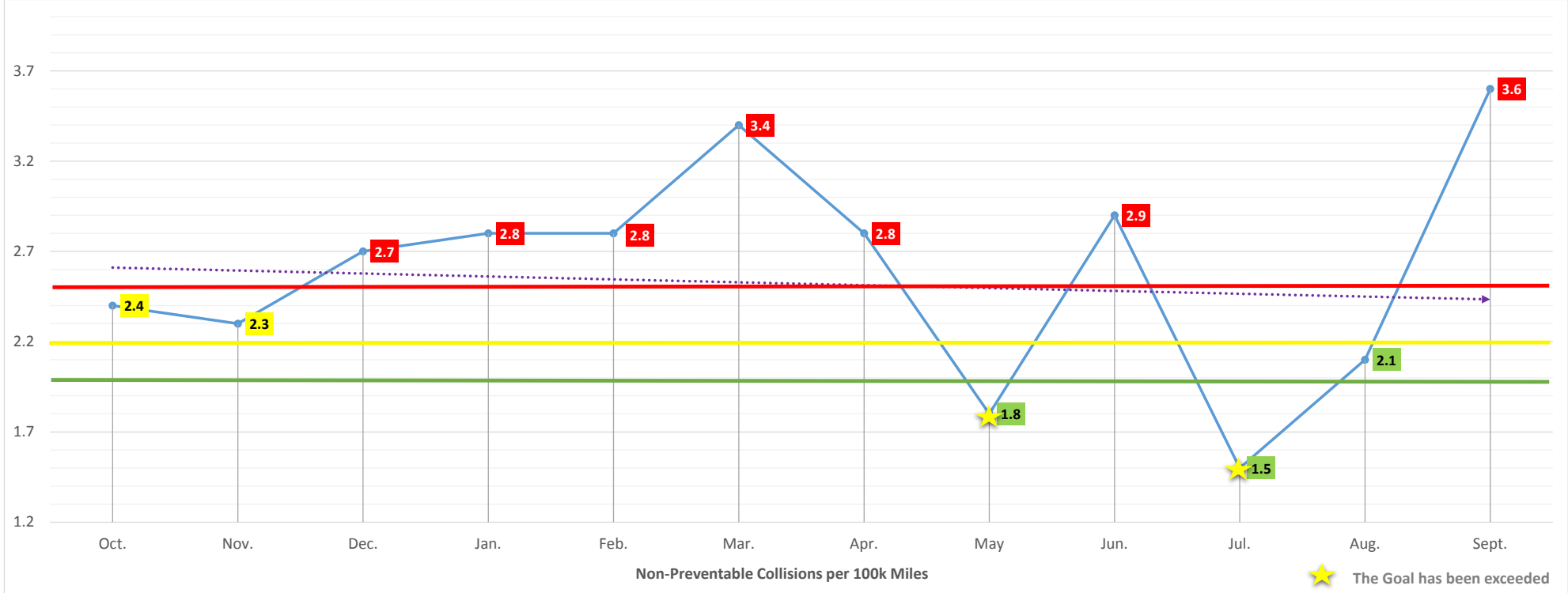


Palm Tran Performance Management Office

- The 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 - Non-Preventable Collisions per 100k Miles

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Non-Preventable Collisions per 100k Miles	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	● 3.6



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 2.1 to 3.6 in the month of September. This increase is due to fewer vehicle miles traveled during the month of September as a result of the disruption of regular service caused by Hurricane Irma. During the month of September, Palm Tran Connection experienced twenty-one (21) Non-Preventable Collisions, compared to twenty (20) Non-Preventable Collisions for the month of August, and 220,467 fewer vehicle miles traveled compared to August 2017.

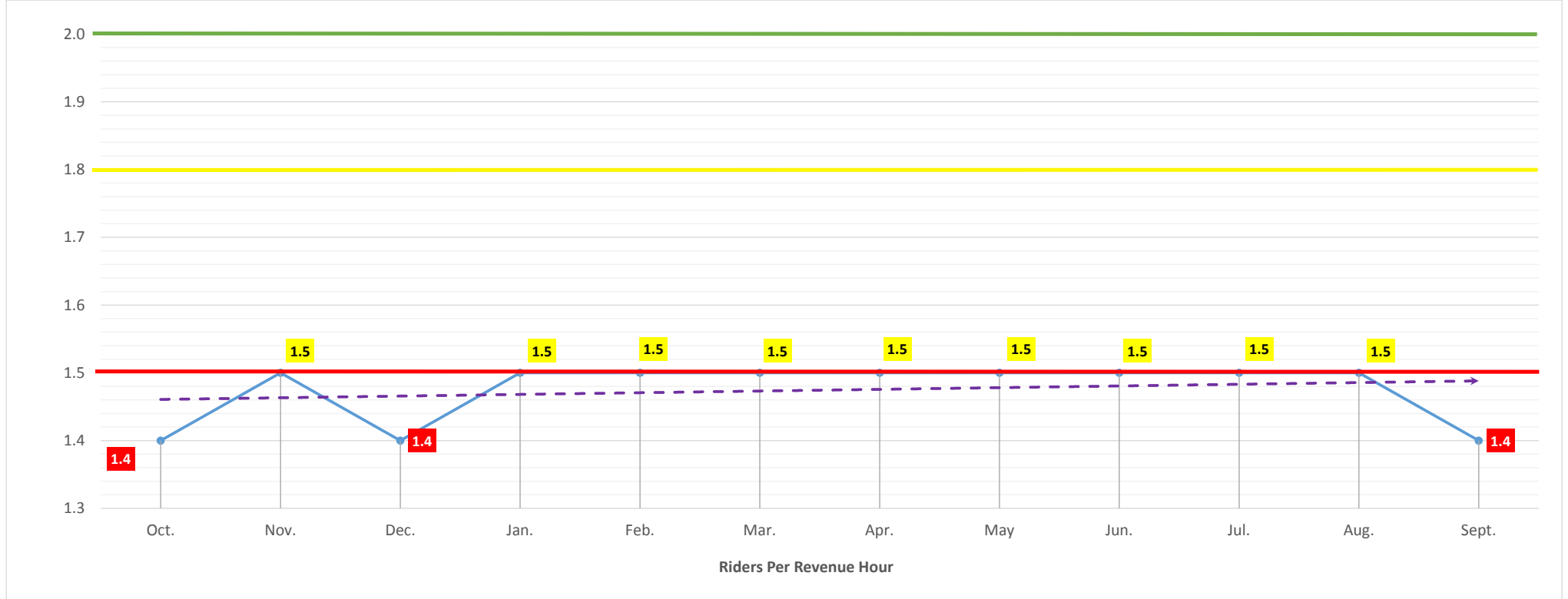


- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

## CONNECTION - Riders Per Revenue Hour

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	● 1.4	● 1.5	● 1.4	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.5	● 1.4



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 September, the average one-way trip length increased to 10.39 miles compared to 10.37 miles during the month of August, which yielded a significant challenge in productivity. Additionally, Hurricane Irma affected five days of Palm Tran Connection service, which caused a reduction of 10,447 trips. As a result, riders per revenue hour dropped from 1.5 during the month of August to 1.4 riders per revenue hour for the month of September. 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.

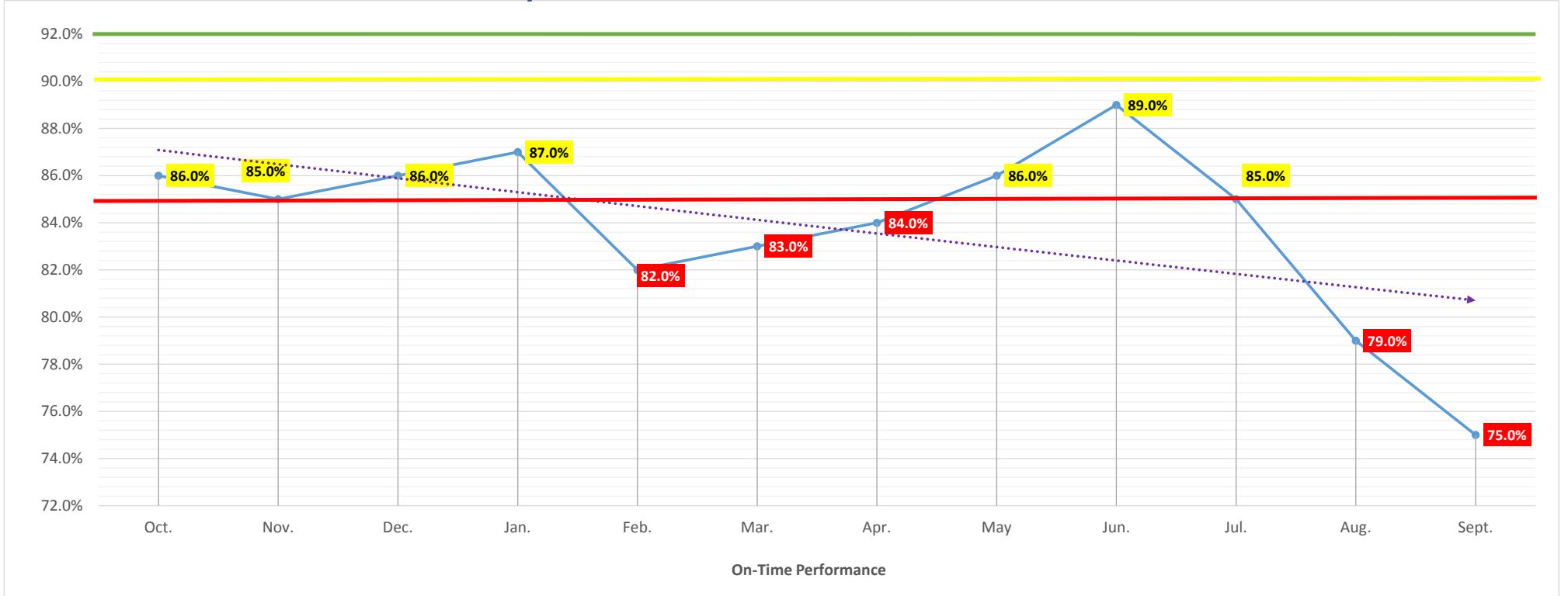


- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

## CONNECTION - On-Time Performance

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	<span style="color: yellow;">●</span> 86.0%	<span style="color: yellow;">●</span> 85.0%	<span style="color: yellow;">●</span> 86.0%	<span style="color: yellow;">●</span> 87.0%	<span style="color: red;">●</span> 82.0%	<span style="color: red;">●</span> 83.0%	<span style="color: red;">●</span> 84.0%	<span style="color: yellow;">●</span> 86.0%	<span style="color: yellow;">●</span> 89.0%	<span style="color: yellow;">●</span> 85.0%	<span style="color: red;">●</span> 79.0%	<span style="color: red;">●</span> 75.0%



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.	<b>Former Standard:</b> 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. <b>New Standard</b> 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**

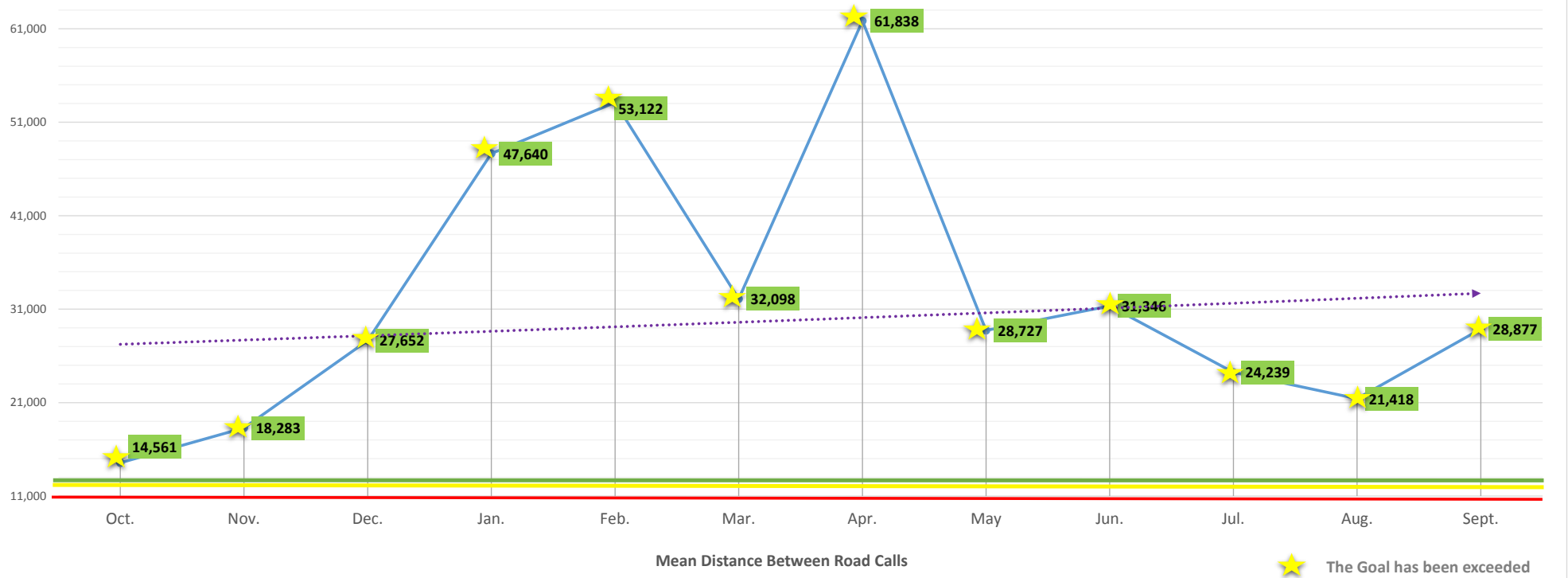
During the month of September, Palm Tran Connection has seen a decline of 4 percentile points in on time performance over the prior month of August. This is due to the impact of Hurricane Irma that activated Palm Tran Connection emergency response, which translated into five days of hurricane trips. As a result, factors such as debris, road closures, detours, traffic lights out of service, and same day scheduling for hurricane transportation are the direct factors attributed to this decrease.

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

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## CONNECTION - Mean Distance Between Road Calls

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	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



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

Palm Tran Connection is pleased to report a reduction of nineteen (19) road calls for the month of September. During the month of September, Palm Tran Connection experienced twenty-five (25) Road Calls compared to forty-four (44) Road Calls in August. The majority of Road Calls in September were related to vehicles that would not re-start, tire issues, and door malfunctions. Nevertheless, Palm Tran remains beyond the Goal.



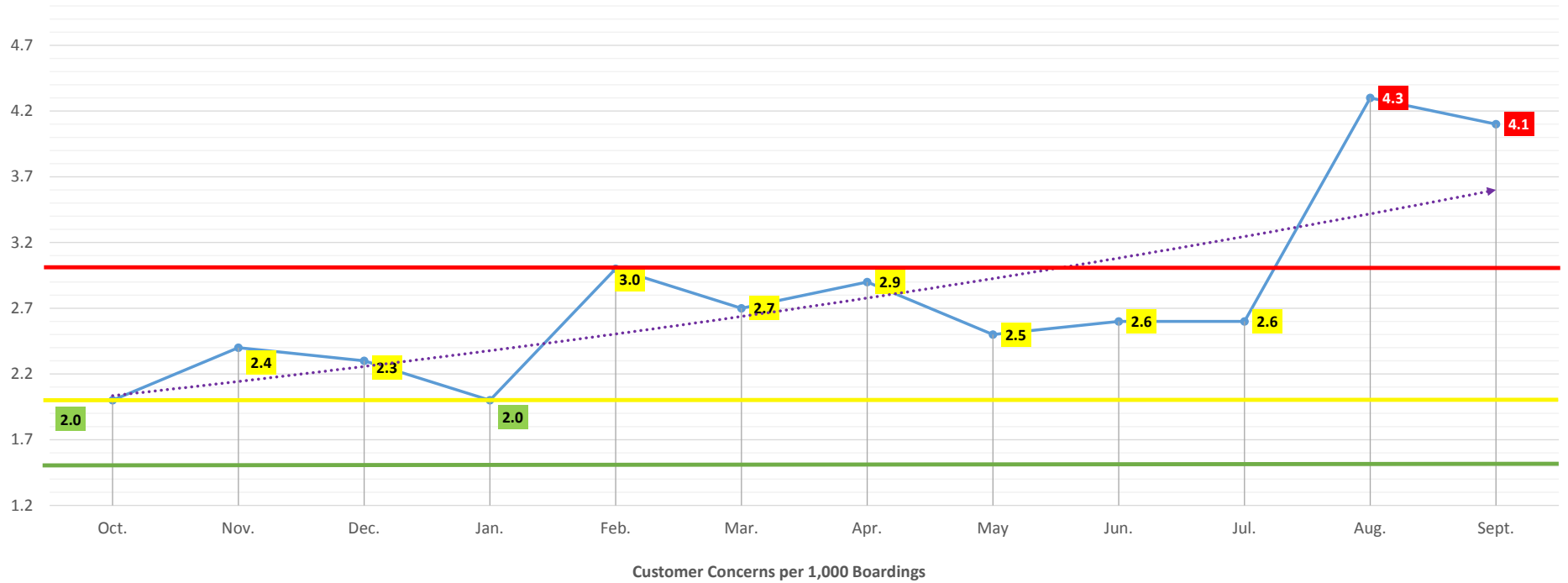
- The Minimum has not been met
- The metric is at or above the Minimum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office



## CONNECTION - Customer Concerns per 1,000 Boardings

Customer Satisfaction	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Boardings	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



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 September, there were 274 complaints filed and 50 commendations compared to 239 complaints and 85 commendations in August. The majority of the complaints during this month focused on late pick-ups, as indicated in the on time performance metric, which went from 79% to 75% during the month of September. The Customer Concerns PT-STAT team is working on initiatives to improve 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, the team is working on a strategic approach to certain charter schools to discuss opportunities to improve Palm Tran Connection school trips during peak travel times.

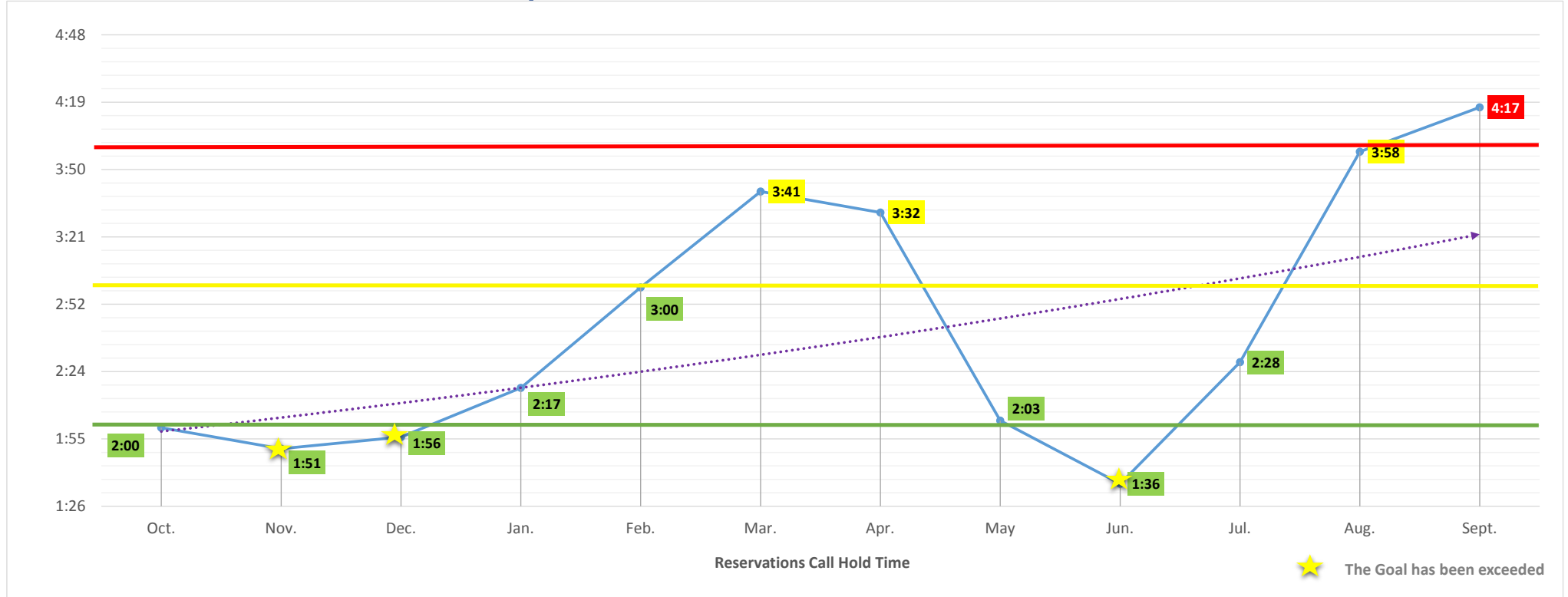


- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded

Palm Tran Performance Management Office

## CONNECTION - Reservations Call Hold Time

Customer Satisfaction	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Reservations Call Hold Time	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



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**

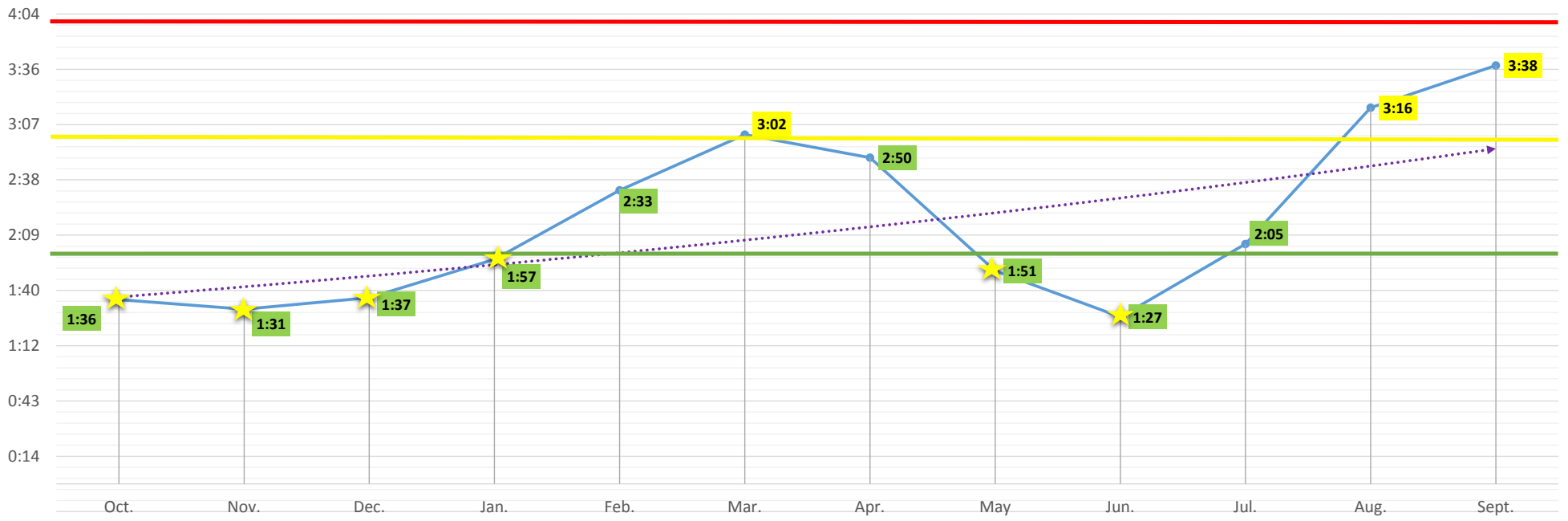
September's reservations hold time increased by 19 seconds compared to the month of August. This is attributed to an increased in calls due to more trips being scheduled, the impending hurricane and a shortage of available reservations staff due to open reservationist positions. Palm Tran Connection filled the vacant reservationist positions on September 20, 2017. Palm Tran Connection is confident that once the new agents complete their training and learn the Trapeze scheduling software, Reservations Hold Time will be once again moving in the right direction.



- The 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	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Where is my ride Hold Time	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



Customer Service Hold Time

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 September, "where is my ride" Hold Time increased by 22 seconds compared to the month of August. This is attributed to an increase in calls due to the impending hurricane and the decrease in On-Time performance resulting in more late trips. Palm Tran Connection has also experienced a staff reduction since the month of July that resulted in four open reservationist positions. Palm Tran Connection filled the vacant reservationist positions on September 20, 2017. Once the new agents complete their training and learn the Trapeze scheduling software, "where is my ride" Hold Time is expected to be once again moving in the right direction.



Palm Tran Performance Management Office

- The 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