



PERFORMANCE REPORT AUGUST 2019

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.



PERFORMANCE HIGHLIGHTS

During the month of August 2019, Palm Tran's Performance Report continues to show improvement in different areas. Three (3) metrics from the Fixed Route Dashboard and two (2) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining thirteen (13) performed above, of which nine (9) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

- »Palm Tran is pleased to report that the Total Incidents per 10,000 Boardings metric exceeded the established stretch goal for the eighth month in a row. (Pg. 8)
- »August ridership was 755,175, which is an increase of 6.1% (43,693) compared to last month . (Pg. 9)
- »Palm Tran's Fixed Route service exceeded the established stretch goal of On-Time Performance for the seventh time during the current fiscal year at 81.7%. (Pg. 11)
- »Customer Concerns continues to exceed the established stretch goal for the ninth month in a row. (Pg. 14)

Palm Tran Connection:

- »Palm Tran Connection Preventable Collisions decreased from 0.95 in July to 0.89 in August. (Pg. 16)
- »Palm Tran Connection On-Time Performance decreased to 80.0% for the month of August. (Pg. 19)
- »Palm Tran Connection experienced one-hundred and ninety-five (195) Road Calls in July compared to one-hundred and ninety-one (191) Road Calls in July . (Pg. 20)
- »Palm Tran Connection is pleased to report that during the month of August, the "Where Is My Ride" hold time metric exceeded the established stretch goal for the sixth time during the current fiscal year. (Pg. 24)

Of course, through Palm Tran's PT-Stat program, Palm Tran continues to make improvements to move the needle in the right direction on metrics slightly below minimum standards. There are a number of initiatives that are ongoing that will continue to improve the overall performance, and ultimately will contribute to provide the highest level of service to the residents and visitors of Palm Beach County.

FIXED ROUTE DASHBOARD FY 2019

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.42	● 0.30	● 1.06	● 1.59	● 0.78	● 0.43	● 0.44	● 0.43	● 0.75	● 0.44	● 0.70	
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 2.25	● 2.70	● 2.13	● 2.03	● 1.41	● 2.16	● 2.36	● 2.01	● 1.35	● 1.02	● 1.40	
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	● 0.93	● 0.79	● 0.72	● 0.69	● 0.68	
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	875,000	1M	● 854,010	● 769,844	● 740,456	● 778,728	● 752,940	● 765,812	● 785,585	● 761,736	● 684,744	● 711,482	● 755,175	
Riders Per Revenue Hour	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1	● 18.0	● 18.4	● 17.2	● 16.7	● 16.7	● 17.3	
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	74%	76%	78%	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%	● 77.9%	● 79.9%	● 83.5%	● 84.9%	● 81.7%	
Mean Distance Between Road Calls	12,000	14,000	16,000	● 12,249	● 14,820	● 15,652	● 11,713	● 12,047	● 13,589	● 9,972	● 11,392	● 12,124	● 17,658	● 16,606	
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	● 0.20	● 0.12	● 0.19	● 0.39	● 0.29	● 0.15	● 0.19	
All Customer Concerns per 10,000 Boardings	3.5	3.0	2.5	● 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47	● 2.30	● 2.45	● 1.75	● 2.28	● 2.20	

CONNECTION DASHBOARD FY 2019

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	● 0.85	● 0.75	● 0.45	● 1.30	● 0.63	● 0.92	● 1.19	● 1.28	● 0.99	● 0.95	● 0.89	
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.35	● 3.52	● 3.13	● 2.69	● 2.21	● 2.25	● 2.58	● 2.57	● 2.86	● 1.69	● 1.18	
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	● 1.57	● 1.52	● 1.47	● 1.69	● 1.73	● 1.71	● 1.72	● 1.69	● 1.57	● 1.58	● 1.62	
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	● 73.0%	● 75.0%	● 76.0%	● 76.0%	● 72.0%	● 73.0%	● 73.0%	● 78.0%	● 89.0%	● 89.0%	● 80.0%	
Mean Distance Between Road Calls	14,000	16,000	20,000	● 11,060	● 6,885	● 8,868	● 10,679	● 9,332	● 8,491	● 4,104	● 7,789	● 4,611	● 4,956	● 5,214	
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3	● 1.9	● 1.6	● 1.9	● 1.9	● 1.8	● 1.5	
Customer Concerns per 1,000 Trips	3.0	2.0	1.5	● 4.8	● 3.7	● 3.9	● 4.2	● 5.0	● 4.1	● 4.2	● 3.6	● 1.8	● 2.0	● 2.9	
Reservations Call Hold Time	4:00	3:00	2:00	● 5:29	● 3:19	● 2:37	● 4:01	● 4:05	● 5:01	● 2:24	● 2:10	● 2:02	● 1:59	● 1:40	
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06	● 1:25	● 0:57	● 0:49	● 1:08	

FIXED ROUTE DASHBOARD FY 2019

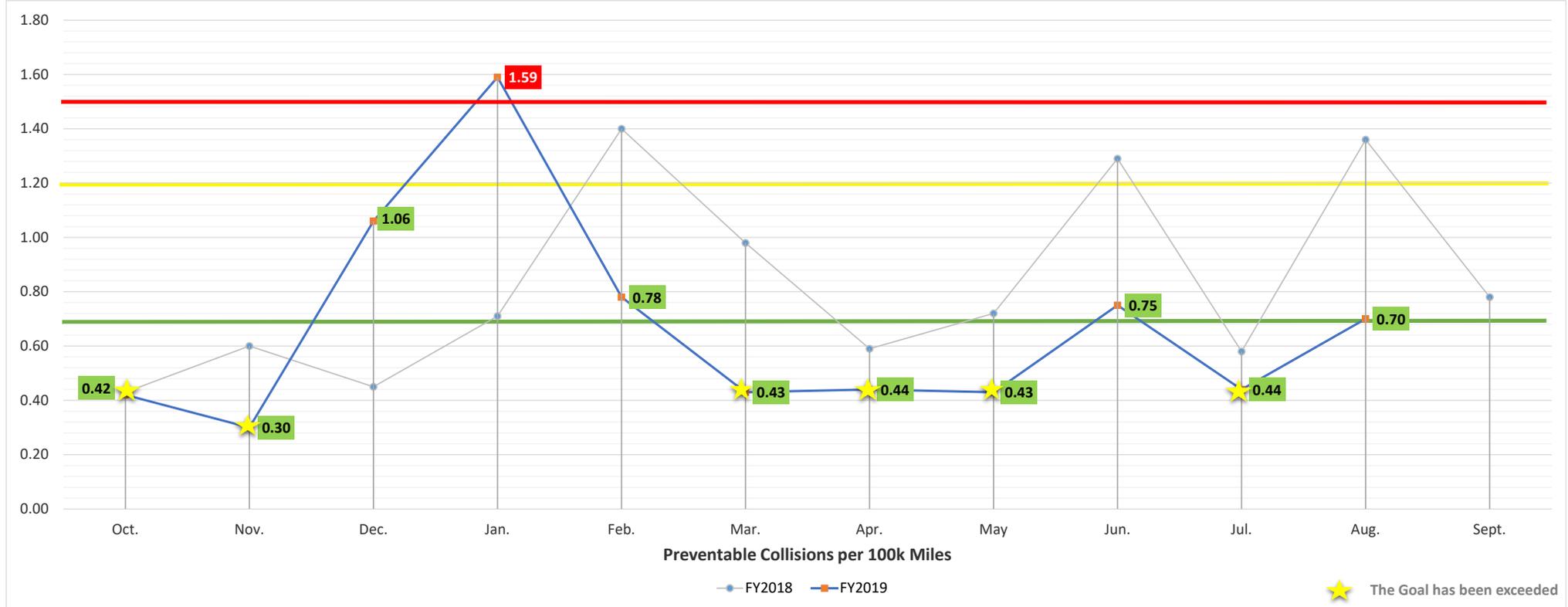
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.42	● 0.30	● 1.06	● 1.59	● 0.78	● 0.43	● 0.44	● 0.43	● 0.75	● 0.44	● 0.70	
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	★ 2.25	● 2.70	★ 2.13	● 2.03	● 1.41	★ 2.16	★ 2.36	● 2.01	● 1.35	● 1.02	● 1.40	
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	● 0.93	● 0.79	● 0.72	● 0.69	● 0.68	
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	875,000	1M	★ 854,010	● 769,844	● 740,456	● 778,728	● 752,940	● 765,812	● 785,585	● 761,736	● 684,744	● 711,482	● 755,175	
Riders Per Revenue Hour	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1	● 18.0	● 18.4	● 17.2	● 16.7	● 16.7	● 17.3	
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	74%	76%	78%	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%	● 77.9%	● 79.9%	● 83.5%	● 84.9%	● 81.7%	
Mean Distance Between Road Calls	12,000	14,000	16,000	★ 12,249	● 14,820	● 15,652	● 11,713	★ 12,047	★ 13,589	● 9,972	● 11,392	★ 12,124	● 17,658	● 16,606	
All Customer Commendations per 10,000 Boardings	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	★ 0.20	● 0.12	● 0.19	★ 0.39	★ 0.29	● 0.15	● 0.19	
	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	● 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47	● 2.30	● 2.45	● 1.75	● 2.28	● 2.20	

- 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	2018	1.6	1.3	0.8	● 0.43	● 0.60	● 0.45	● 0.71	● 1.40	● 0.98	● 0.59	● 0.72	● 1.29	● 0.58	● 1.36	● 0.78
	2019	1.5	1.2	0.7	● 0.42	● 0.30	● 1.06	● 1.59	● 0.78	● 0.43	● 0.44	● 0.43	● 0.75	● 0.44	● 0.70	



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

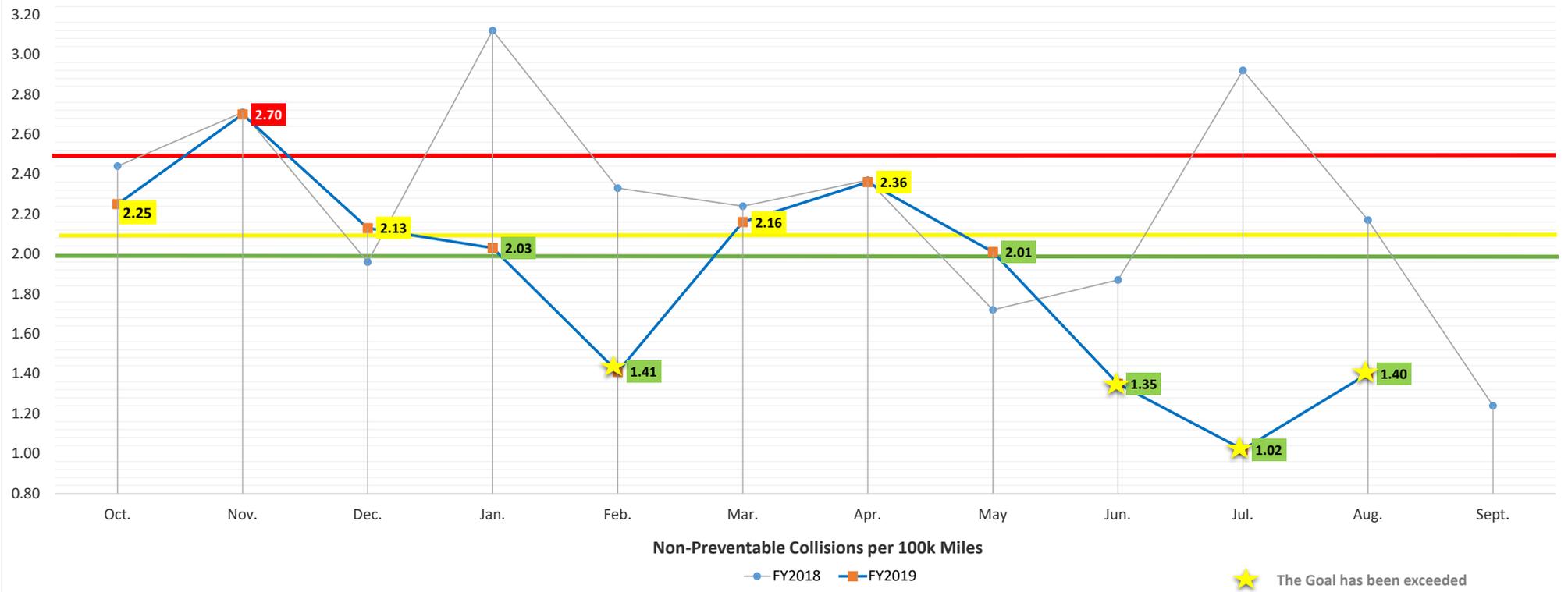
During the month of August, Preventable Collisions increased from 0.44 to 0.70 collisions. Palm Tran experienced five (5) Preventable Collisions for the month of August, compared to three (3) Preventable Collisions for the month of July. This was due in large part to an increase of collisions categorized as Fixed Object collisions, which were not experienced during the month of July. Preventable Collisions during the month of August consisted of two (2) fixed objects, two (2) sideswipes, and one (1) rear-end. The Safety and Accident Reduction PT-Stat team is currently focused on communicating to operators the proper techniques for merging, lane changing and passing to avoid Preventable Collisions through bi-monthly Safety Meetings for both Operations & Maintenance.

- 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 - 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	2018	2.63	2.10	2.00	● 2.44	● 2.71	● 1.96	● 3.12	● 2.33	● 2.24	● 2.37	● 1.72	● 1.87	● 2.92	● 2.17	● 1.24
	2019	2.50	2.10	2.00	● 2.25	● 2.70	● 2.13	● 2.03	● 1.41	● 2.16	● 2.36	● 2.01	● 1.35	● 1.02	● 1.40	



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 pleased to report that for the month of August, this metric exceeded the established stretch goal for the third month in a row. Non-Preventable Collisions increased from 1.02 to 1.40 collisions. Palm Tran experienced ten (10) Non-Preventable Collisions for the month of August, compared to seven (7) Non-Preventable Collisions for the month of July. This was due in large part to an increase of collisions categorized as rear-end collisions. Non-Preventable Collisions during the month of August consisted of four (4) rear-end collisions, four (4) sideswipes and two (2) vehicles cutting in front of the bus. The Safety and Accident Reduction PT-Stat team has concluded the installation of red and white reflective tape on the rear corners of all Palm Tran buses to increase visibility of the rear bumper and decrease 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



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	● 1.41	● 1.43	● 1.26	● 1.39
	2019	1.50	1.30	1.00	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	● 0.93	● 0.79	● 0.72	● 0.69	● 0.68	



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 classified by operations (such as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.

Narrative

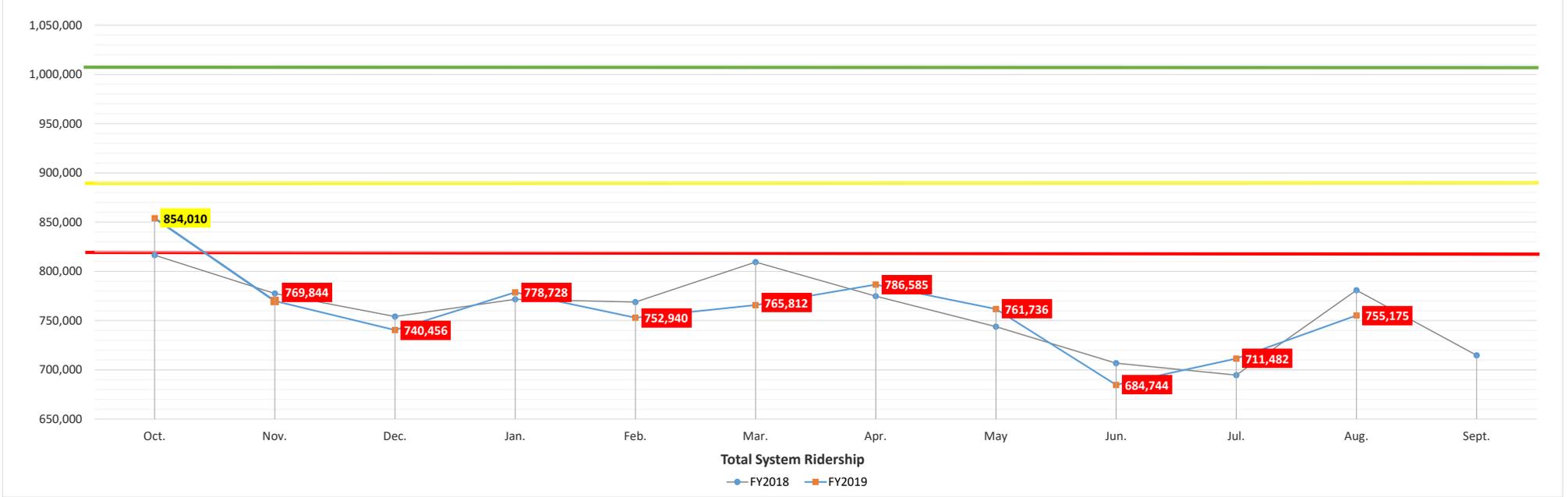
Palm Tran is pleased to report that for the month of August, this metric exceeded the established stretch goal for the eighth month in a row. During the month of August, Palm Tran experienced fifty-one (51) total incidents compared to forty-nine (49) incidents during the month of July. This is an increase of two (2) incidents compared to the prior month of July. Palm Tran's top incidents during the month of August were categorized as "Passenger Disturbances", "Fare Disputes", and "Passenger Falls". The Safety and Accident Reduction Pt-Stat team will reiterate professionalism and customer service for all Palm Tran employees to minimize the events labeled as "Passenger Disturbances" and "Fare Disputes".

- 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 - Total System Ridership

Mobility	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	2018	800,000	875,000	1M	816,452	777,558	754,100	771,689	768,856	809,430	774,866	743,850	706,742	694,645	780,871	714,708	8,399,059
	2019	800,000	875,000	1M	854,010	769,844	740,456	778,728	752,940	765,812	786,585	761,736	684,744	711,482	755,175		8,361,512



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

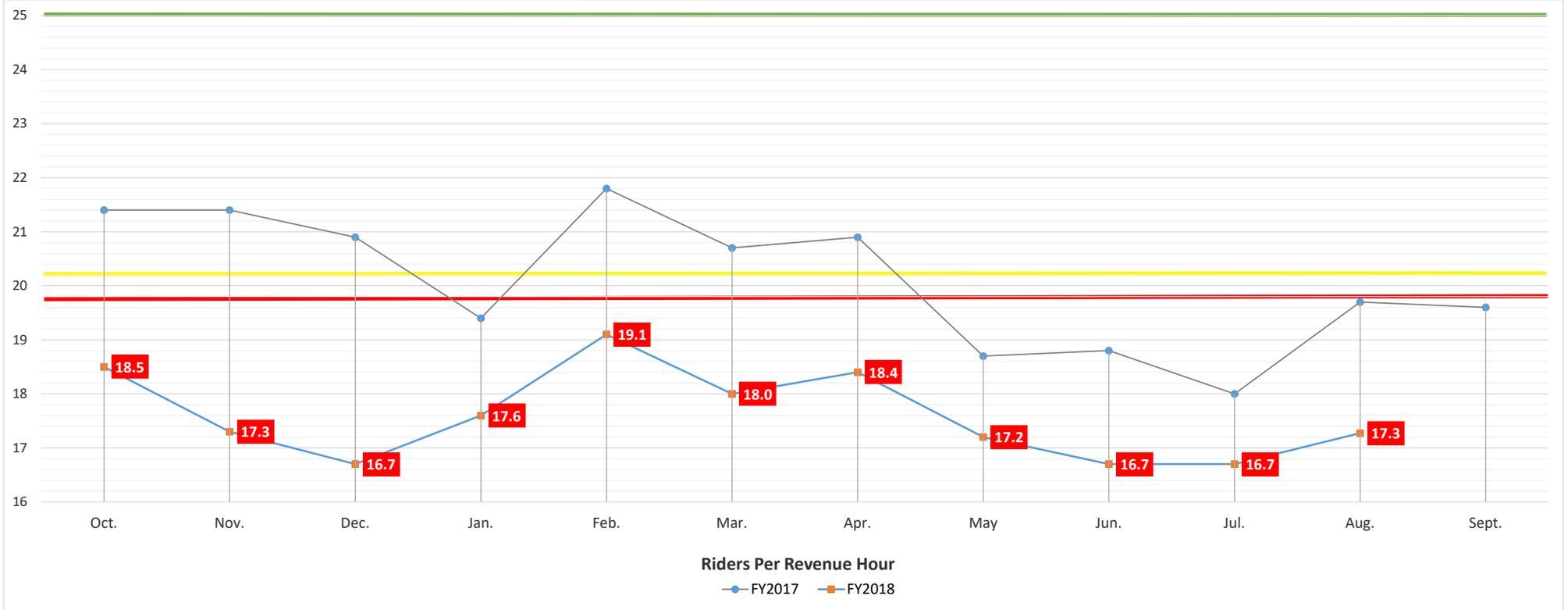
August ridership was 755,175 which is an increase 6.1% (43,693) compared to the prior month of July and a decline of 3.3% (25,696) compared to August of last fiscal year. This was due in large part to the typical ridership increase trend from July to August related to schools going back in session (school started on Monday, August 12). The Fixed Route Ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service. *It should be noted that the ridership from Go Glades pilot service is not included in the Fixed Route Ridership total. (Go Glades total ridership from December 21, 2018 to August 31, 2019 is 27,643).*

- 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 - 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	2018	19.4	19.9	25.0	● 21.4	● 21.4	● 20.9	● 19.4	● 21.8	● 20.7	● 20.9	● 18.7	● 18.8	● 18.0	● 19.7	● 19.6
	2019	19.4	19.9	25.0	● 18.5	● 17.3	● 16.7	● 17.6	● 19.1	● 18.0	● 18.4	● 17.2	● 16.7	● 16.7	● 17.3	



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

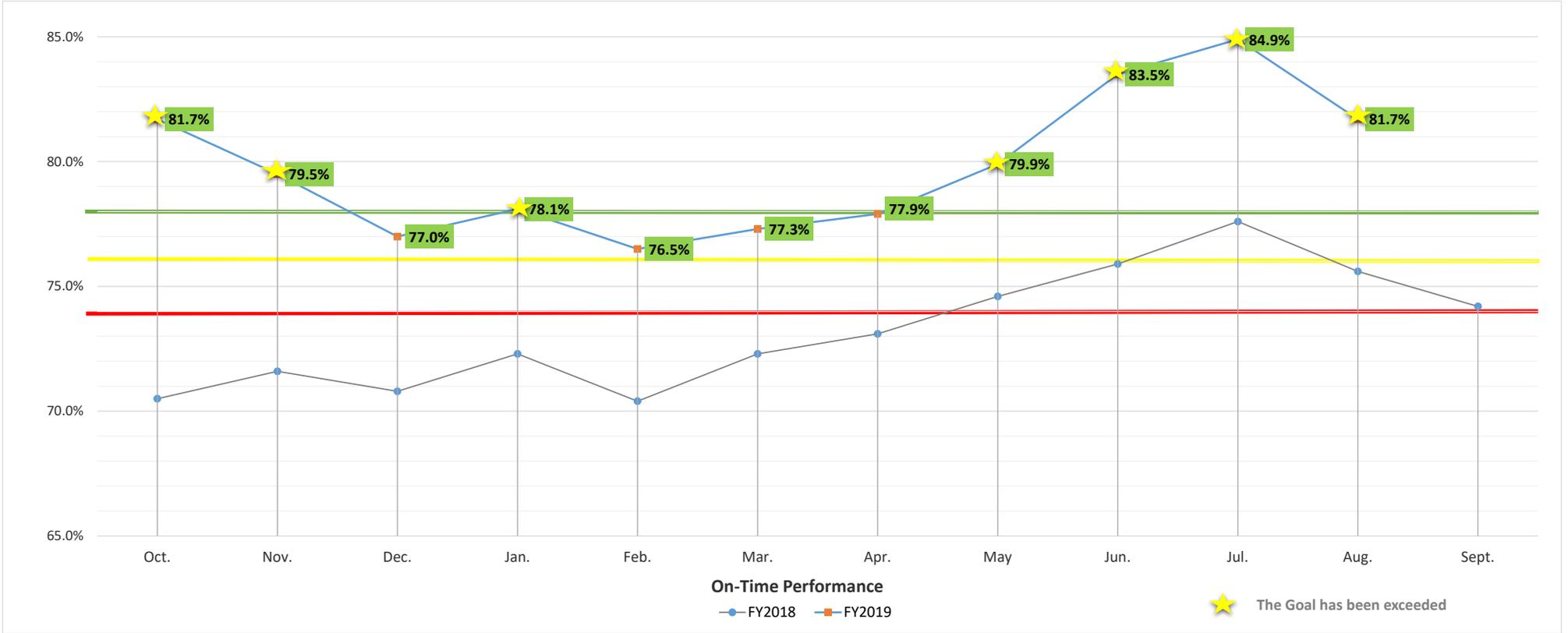
During the month of August, Riders per Revenue Hour increased from 16.7 in July to 17.3 in August. This increase in productivity was due in large part to the 6.1% (43,693) increase in ridership (as reported on page 9), while the total fixed route revenue hours only increased by 2.4% (1,039 hours). The Fixed Route Ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service and 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



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	2018	73%	75%	77%	● 70.5%	● 71.6%	● 70.8%	● 72.3%	● 70.4%	● 72.3%	● 73.1%	● 74.6%	● 75.9%	● 77.6%	● 75.6%	● 74.2%
	2019	74%	76%	78%	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%	● 77.9%	● 79.9%	● 83.5%	● 84.9%	● 81.7%	



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

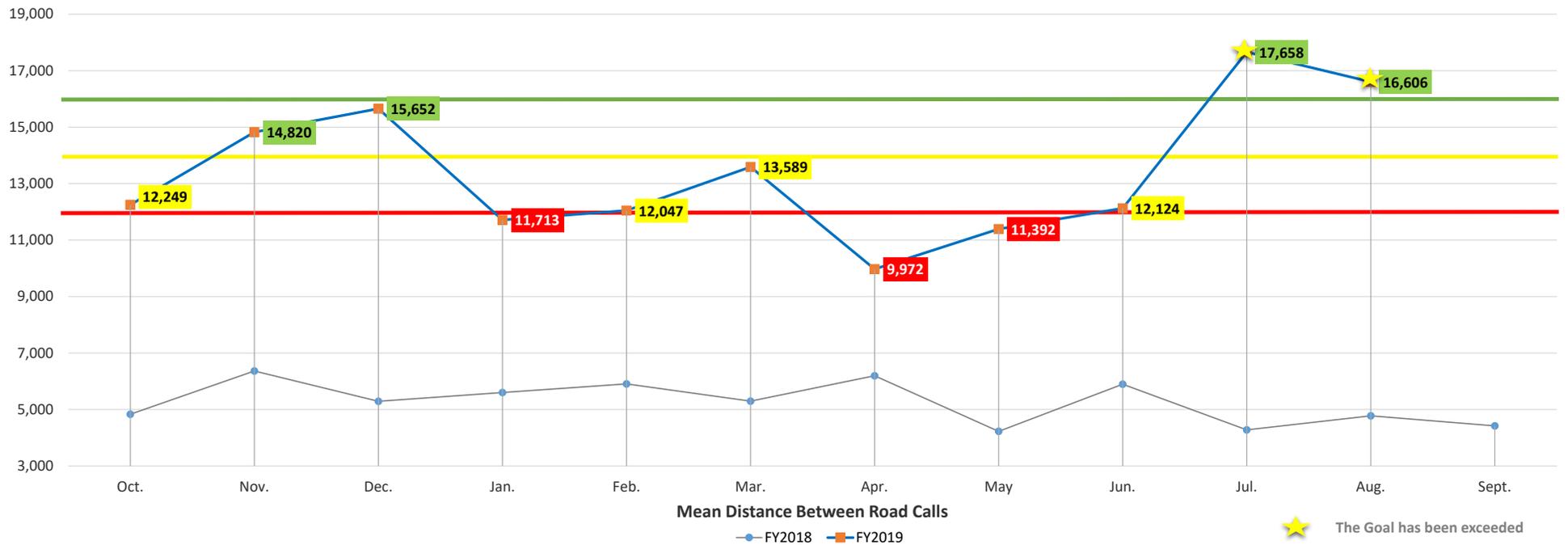
Palm Tran is pleased to report that for the month of August, this metric exceeded the established stretch goal for the seventh time during the current fiscal year. During the month of August, On-Time Performance decreased from 84.9% in July to 81.7% in August, which is 3.2 percentile points lower. This decrease is attributed in large part to traffic conditions that were affected by the school session that started on August 12. The On-Time Performance PT-Stat team is currently evaluating opportunities to future improve performance by route.

- 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	2018	4,000	5,000	6,000	4,832	6,364	5,290	5,603	5,905	5,296	6,197	4,225	5,896	4,281	4,777	4,418
	2019	12,000	14,000	16,000	12,249	14,820	15,652	11,713	12,047	13,589	9,972	11,392	12,124	17,658	16,606	



Metric	Metric Calculation	Metric Description
Mean Distance Between Road Calls	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	New Standard: The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip. Former Standard: The average number of miles driven by Fixed Route Revenue vehicles before experiencing any major or minor mechanical system failure regardless of the ability to complete or start a scheduled trip.

Narrative

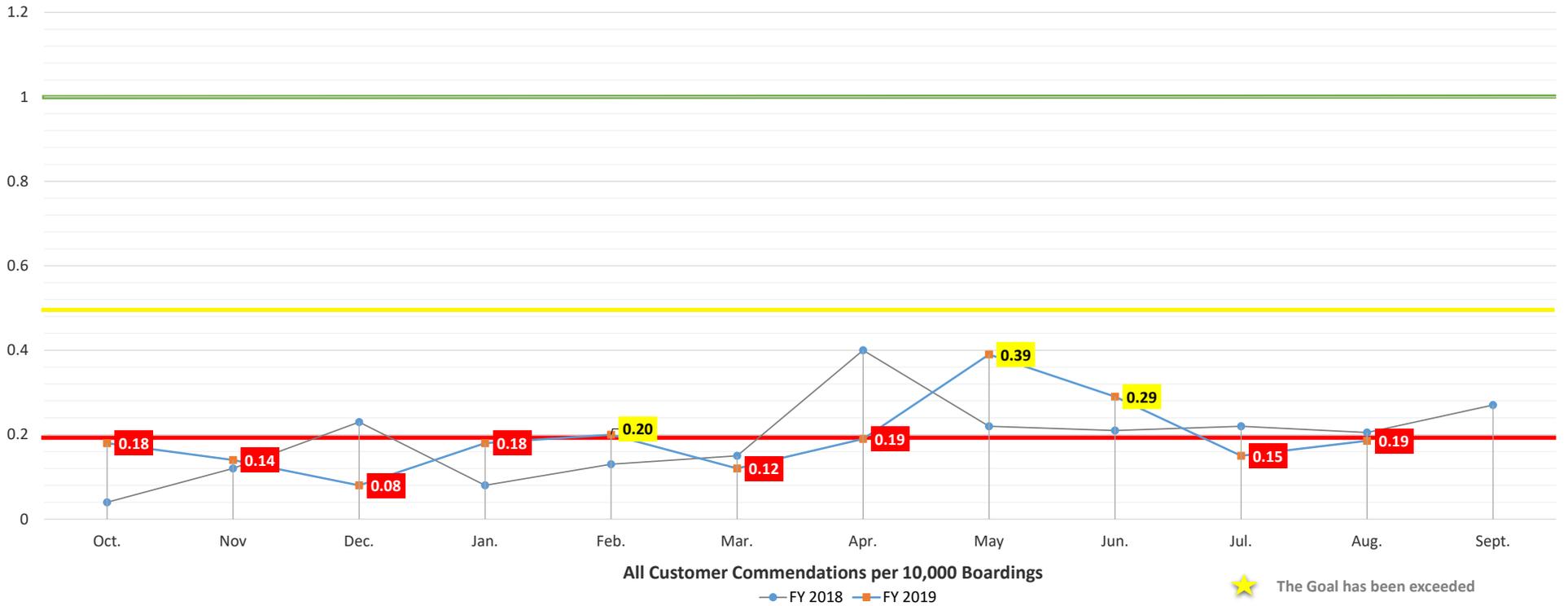
Palm Tran is pleased report that the Mean Distance Between Road Calls metric exceeded the established stretch goal for the second time in a row. During the month of August, Palm Tran experienced forty-three (43) road calls compared to thirty-nine (39) road calls in July. This is an increase of four (4) road calls, which in large part attributed to an increase of road calls categorized as Engine Regeneration road calls from five (5) in July to twelve (12) in August. Due to this increase in road calls, miles between road calls decreased by 6.6% compared to the previous month of July. The top causes of road calls during the month of August were categorized as Engine Regeneration and Overheat/Coolant. The Mean Distance Between Road Calls PT-Stat team is currently evaluating the preventive maintenance process to potentially increase the miles between 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



FIXED ROUTE - All Customer Commendations per 10,000 Boardings

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
All Customer Commendations per 10,000 Boardings	2018	0.2	0.5	1.0	● 0.04	● 0.12	● 0.23	● 0.08	● 0.13	● 0.15	● 0.40	● 0.22	● 0.21	● 0.22	● 0.21	● 0.27
	2019	0.2	0.5	1.0	● 0.18	● 0.14	● 0.08	● 0.18	● 0.20	● 0.12	● 0.19	● 0.39	● 0.29	● 0.15	● 0.19	



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

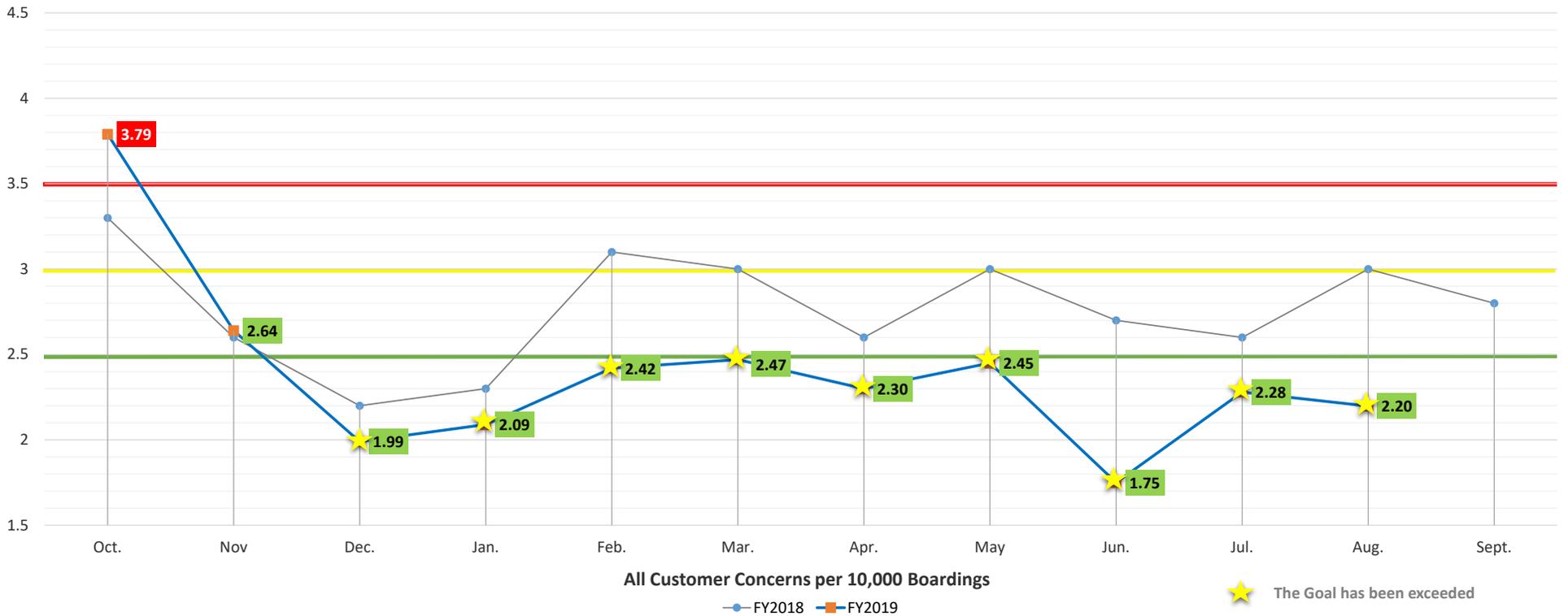
During the month of August, the customer commendations metric increased slightly from 0.15 to 0.19 commendations compared to the previous month of July. Palm Tran received fourteen (14) customer commendations in August compared to eleven (11) customer commendations in July. The majority of the commendations received were for "Courteous" Palm Tran bus operator. The Customer Service PT-Stat team continues to work on initiatives to improve the delivery of an excellent customer experience that would ultimately contribute to generate more customer commendations.

- 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	2018	3.5	3.0	2.5	● 3.3	● 2.6	● 2.2	● 2.3	● 3.1	● 3.0	● 2.6	● 3.0	● 2.7	● 2.6	● 3.0	● 2.8
	2019	3.5	3.0	2.5	● 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47	● 2.30	● 2.45	● 1.75	● 2.28	● 2.20	



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

Palm Tran is pleased to report that this metric continues to exceed the established stretch goal for the ninth month in the row. The fixed route Customer Concerns ratio experienced a slight decrease to 2.20 Customer Concerns per 10,000 boardings in August, compared to 2.28 during the month of July. In August, total logged concerns were 166 compared to 162 in July. The top categories for concerns were "Pass Up" and "Discourteous Driver". The Fixed Route Customer Service PT-Stat team continues to work on initiatives to address customer concerns.

- 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 DASHBOARD FY 2019

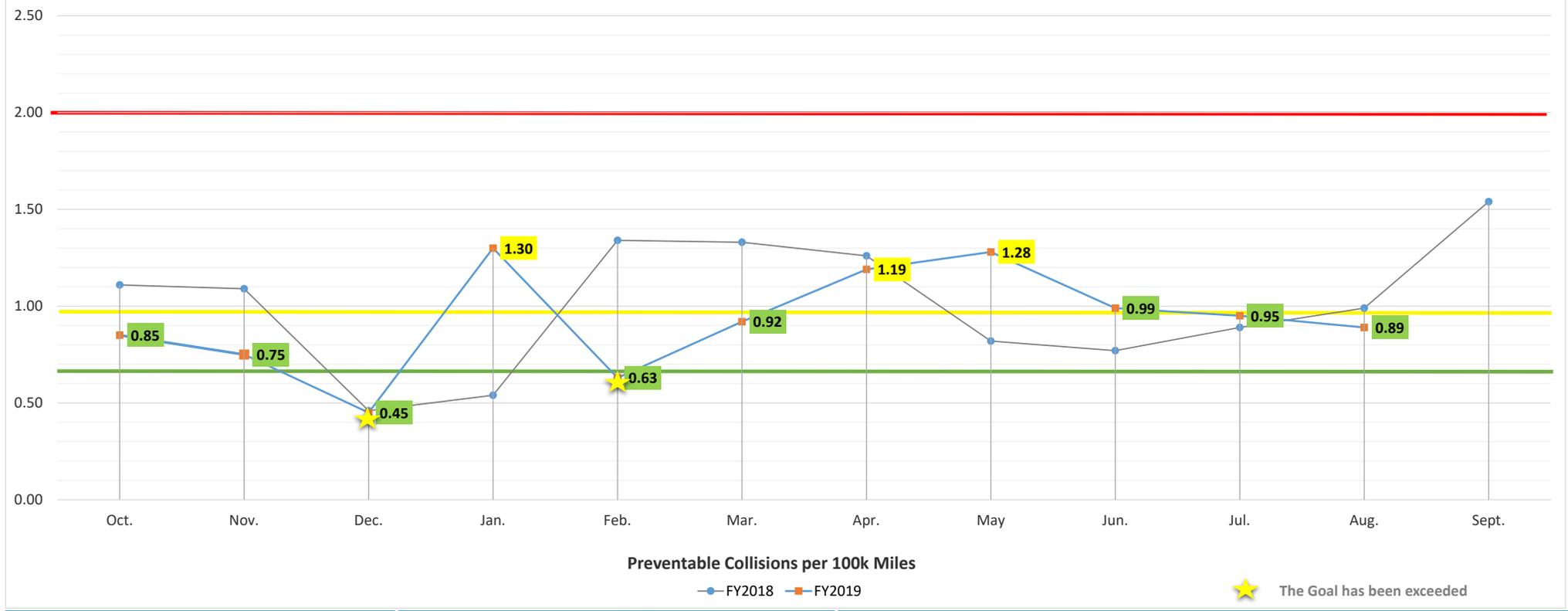
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	★ 1.30	● 0.63	● 0.92	★ 1.19	★ 1.28	● 0.99	● 0.95	● 0.89	
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	★ 2.35	● 3.52	● 3.13	● 2.69	★ 2.21	★ 2.25	● 2.58	● 2.57	● 2.86	● 1.69	● 1.18	
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	★ 1.57	★ 1.52	● 1.47	★ 1.69	★ 1.73	★ 1.71	★ 1.72	★ 1.69	★ 1.57	★ 1.58	★ 1.62	
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	85%	90%	92%	● 73.0%	● 75.0%	● 76.0%	● 76.0%	● 72.0%	● 73.0%	● 73.0%	● 78.0%	★ 89.0%	★ 89.0%	● 80.0%	
Mean Distance Between Road Calls	14,000	16,000	20,000	● 11,062	● 6,885	● 8,868	● 10,679	● 9,332	● 8,491	● 4,104	● 7,789	● 4,611	● 4,956	● 5,214	
All Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3	● 1.9	● 1.6	● 1.9	● 1.9	● 1.8	● 1.5	
	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	● 4.8	● 3.7	● 3.9	● 4.2	● 5.0	● 4.1	● 4.2	● 3.6	● 1.8	● 2.0	★ 2.9	
Reservations Call Hold Time	4:00	3:00	2:00	● 5:29	★ 3:19	● 2:37	● 4:01	● 4:05	● 5:01	● 2:24	● 2:10	● 2:02	● 1:59	● 1:40	
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06	● 1:25	● 0:57	● 0:49	● 1:08	

- 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	2018	2.0	1.0	0.7	● 1.11	● 1.09	● 0.46	● 0.54	● 1.34	● 1.33	● 1.26	● 0.82	● 0.77	● 0.89	● 0.99	● 1.54
	2019	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	● 1.30	● 0.63	● 0.92	● 1.19	● 1.28	● 0.99	● 0.95	● 0.89	



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

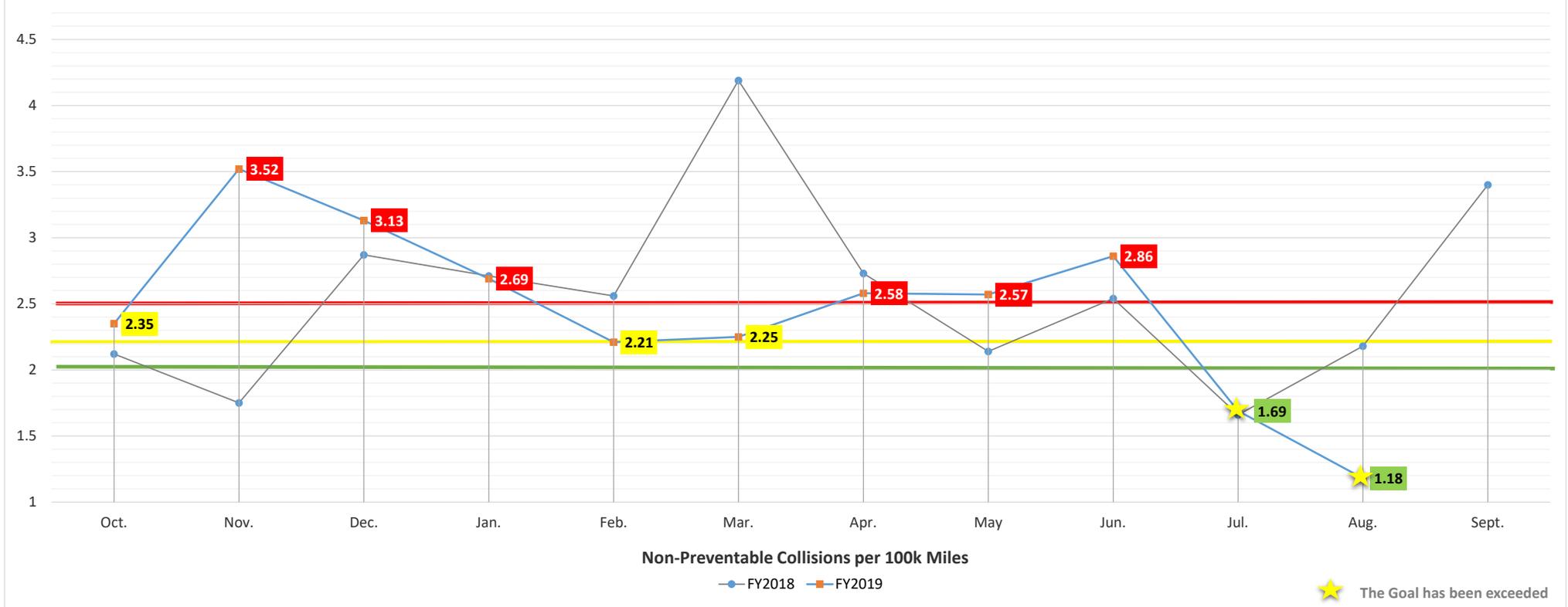
Palm Tran Connection is pleased to report that for the month of August this metric exceeded the established target for the third month in a row. During the month of August, Preventable Collisions decreased from 0.95 to 0.89 collisions. This was due in large part to nine (9) at fault accidents during the month of August, which is consistent with the nine (9) at fault accidents during the month of July while the total number of vehicle miles increased by 7.4% (70,238). The majority of the collisions were related to fixed object accidents. These included five (5) fixed object collisions and four (4) sideswipe collisions. The Palm Tran Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the "Blind Spot Alert" pilot program recently installed in seven vehicles. This system alerts operators of objects in their blind spots and could potentially mitigate preventable accidents related to sideswipes and fixed object 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 - 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	2018	2.5	2.2	2.0	● 2.12	● 1.75	● 2.87	● 2.71	● 2.56	● 4.19	● 2.73	● 2.14	● 2.54	● 1.66	● 2.18	● 3.40
	2019	2.5	2.2	2.0	● 2.35	● 3.52	● 3.13	● 2.69	● 2.21	● 2.25	● 2.58	● 2.57	● 2.86	★ 1.69	★ 1.18	



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

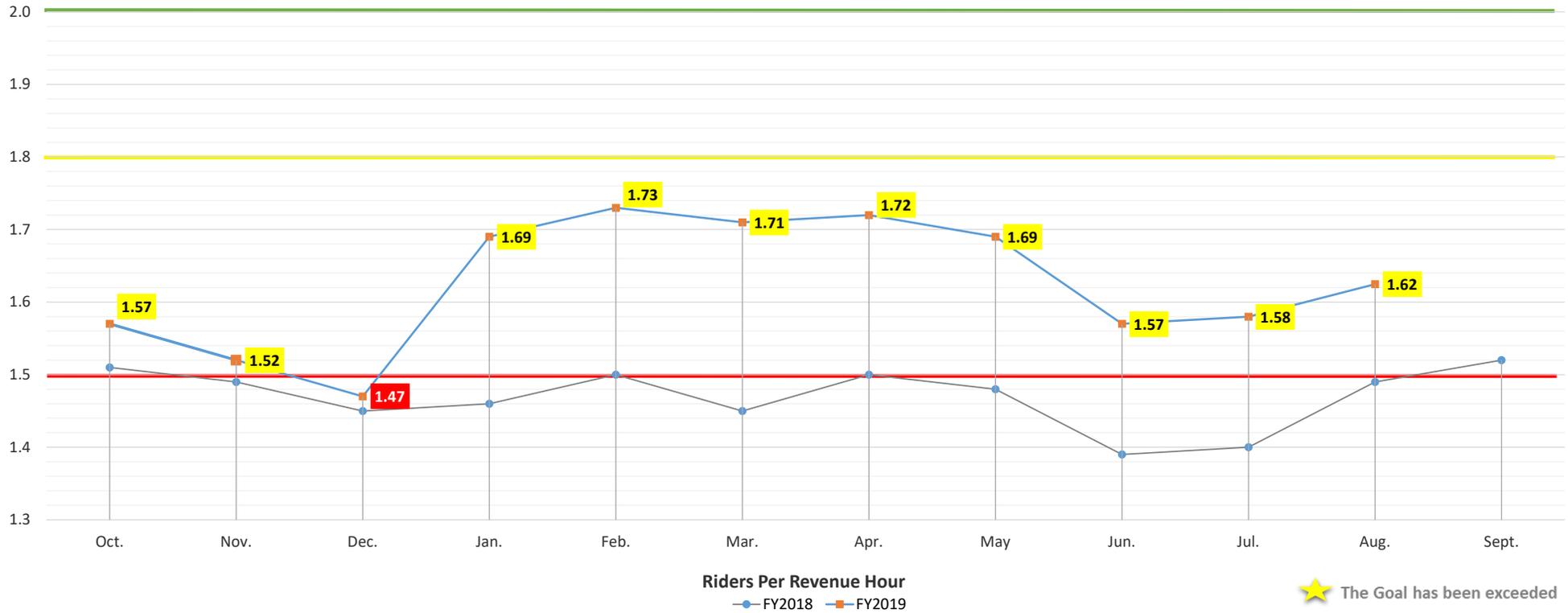
Palm Tran Connection is pleased to report that for the second time during the fiscal year, this metric exceeded the established stretch goal. During the month of August, Non-Preventable Collisions decreased from 1.69 to 1.18 collisions. This was due in large part to the 7.4% (70,238) increase in Total Vehicle Miles while the total number of Non-Preventable Collisions for the month decreased by 25% (4 collisions). Palm Tran experienced twelve (12) Non-Preventable Collisions for the month of August, compared to sixteen (16) Non-Preventable Collisions during the month of July. The top categories for the month of August were defined as sideswipes and front-end accidents. The Connection Safety and Accident Reduction PT-Stat team completed the installation of the "Deceleration Lighting System", which could potentially mitigate future Non-Preventable 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	2018	1.5	1.8	2.0	● 1.51	● 1.49	● 1.45	● 1.46	● 1.50	● 1.45	● 1.50	● 1.48	● 1.39	● 1.40	● 1.49	● 1.52
	2019	1.5	1.8	2.0	● 1.57	● 1.52	● 1.47	● 1.69	● 1.73	● 1.71	● 1.72	● 1.69	● 1.57	● 1.58	● 1.62	



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hours	Former Standard: Total Connections Passengers Transported / Total Connection Revenue Hours (as defined per the contract). New Standard: Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD (<i>National Transit Database</i>)).

Narrative

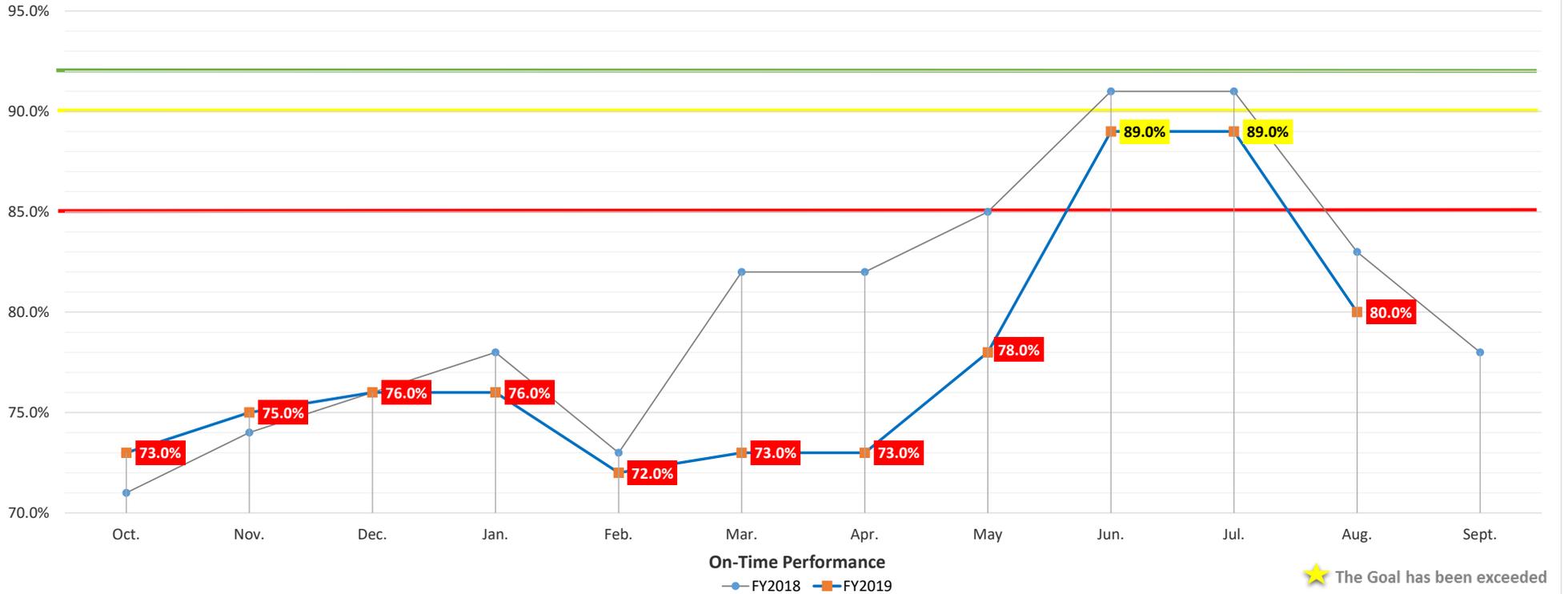
During the month of August, Palm Tran Connection riders per revenue hour increased slightly from 1.58 in July to 1.62 during the month of August. This is attributed in large part to the increase of Total Connection Revenue Hours by 5.6% (2,774 Revenue Hours), combined with an increase of Total Connection Passenger Transported by 8.4% (6,573) during the month of August. 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	2018	85%	90%	92%	● 71.0%	● 74.0%	● 76.0%	● 78.0%	● 73.0%	● 82.0%	● 82.0%	● 85.0%	● 91.0%	● 91.0%	● 83.0%	● 78.0%
	2019	85%	90%	92%	● 73.0%	● 75.0%	● 76.0%	● 76.0%	● 72.0%	● 73.0%	● 73.0%	● 78.0%	● 89.0%	● 89.0%	● 80.0%	



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-times 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

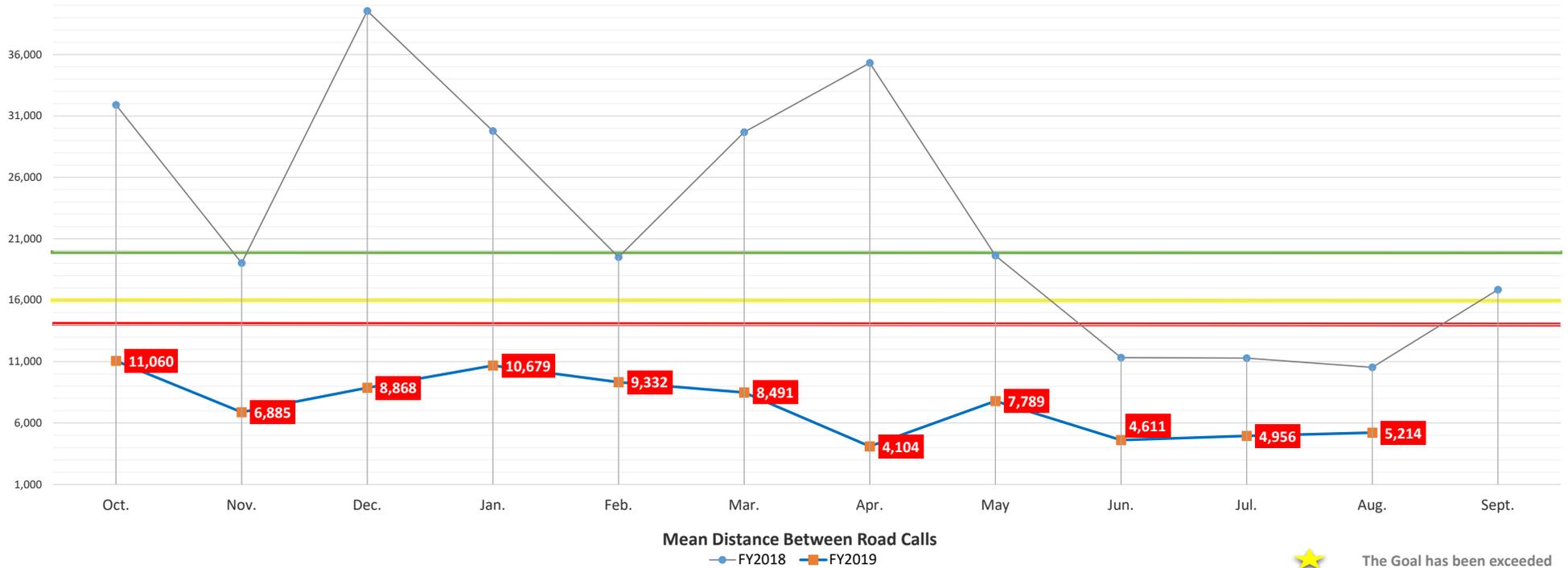
During the month of August, Palm Tran Connection On-Time Performance has seen a decrease of nine (9) percentile points over the prior month of July. This was due in large part to an increase of the Average Weekly Ridership by 13.1% combined with traffic conditions affected by the school session that began on August 12. The Connection On-Time Performance PT-Stat team is focused on possible initiatives that could potentially address the constraints in ridership during the peak times when schools are in session.

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



CONNECTION - Mean Distance Between Road Calls

Customer Satisfaction	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Mean Distance Between Road Calls	2018	28,000	31,000	35,000	● 31,898	● 19,028	● 39,551	● 29,768	● 19,515	● 29,678	● 35,317	● 19,625	● 11,320	● 11,286	● 10,533	● 16,863
	2019	14,000	16,000	20,000	● 11,060	● 6,885	● 8,868	● 10,679	● 9,332	● 8,491	● 4,104	● 7,789	● 4,611	● 4,956	● 5,214	



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

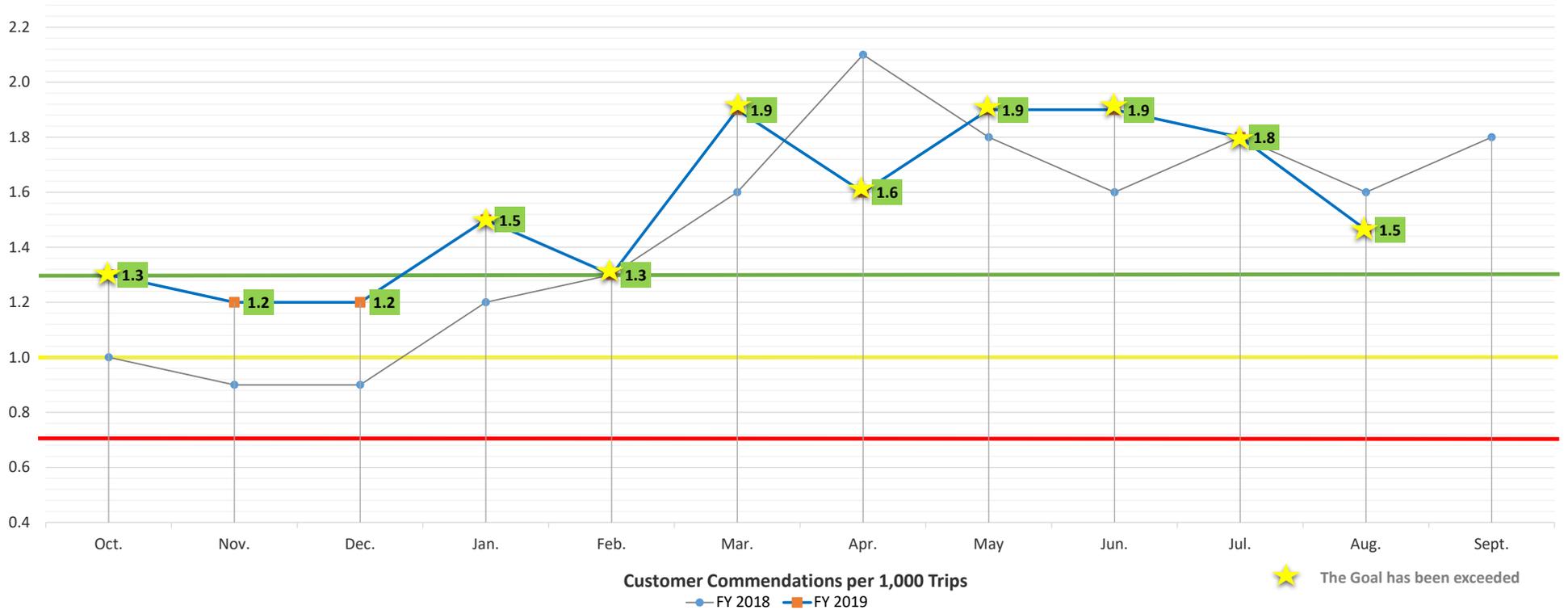
During the month of August, Palm Tran Connection experienced one-hundred and ninety-five (195) road calls compared to one-hundred and ninety-one (191) road calls for the month of July. This is a slight increase of (4) road calls. The top categories in August were as follows: transmission/engine, air conditioner, and wheelchair lift road calls. The Connection Safety and Accident Reduction PT-Stat team is currently emphasizing the importance of the driver's involvement and participation in identifying and reporting any possible performance issues with the vehicles to ensure the effectiveness of the maintenance plan.

- 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	FY	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Commendations per 1,000 Trips	2018	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3	● 1.6	● 2.1	● 1.8	● 1.6	● 1.8	● 1.6	● 1.8
	2019	0.7	1.0	1.3	● 1.3	● 1.2	● 1.2	● 1.5	● 1.3	● 1.9	● 1.6	● 1.9	● 1.9	● 1.8	● 1.5	



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

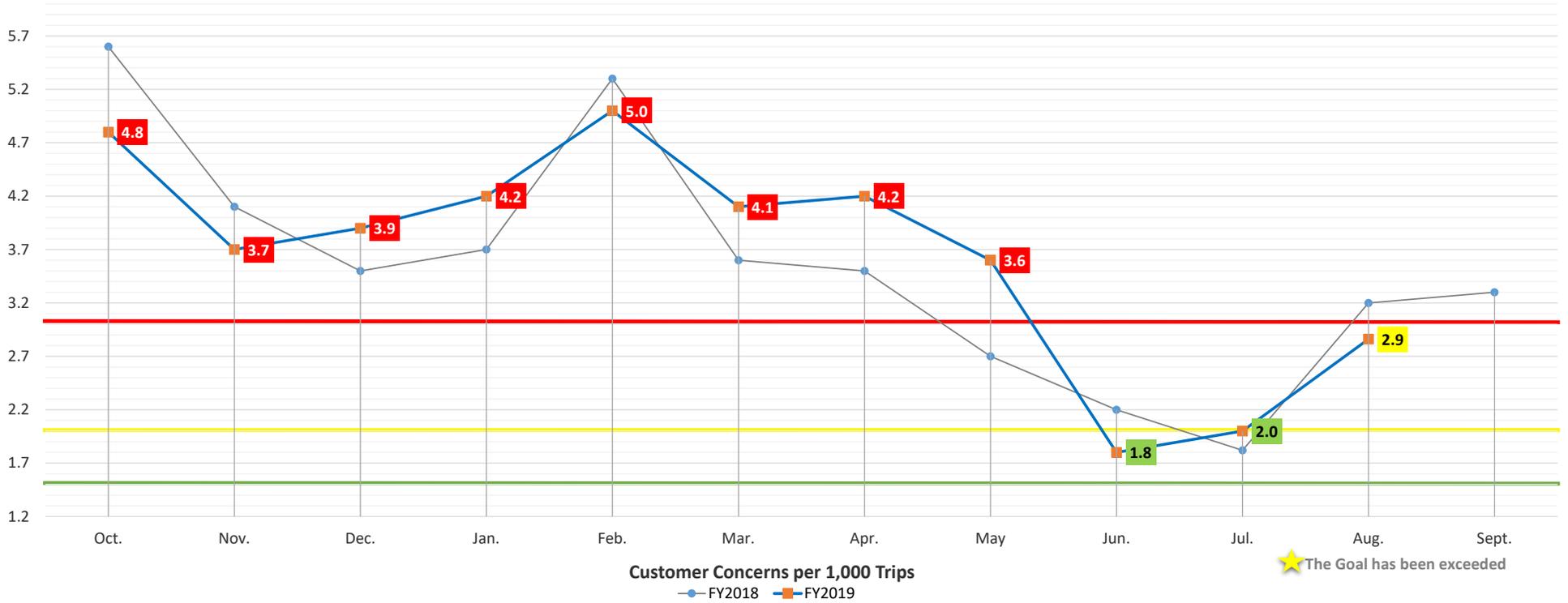
During the month of August, Palm Tran Connection received one-hundred and eleven (111) commendations compared to the one-hundred and twenty-four (124) commendations during the month of July. Customer Commendations recognized exceptional customer service by drivers, reservationist, dispatchers, schedulers and for the overall Palm Tran Connection staff. The Customer Service PT-Stat team along with the collective efforts of the entire staff at Palm Tran Connection continues to improve service delivery and increase customer satisfaction.

- 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 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	2018	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5	● 2.7	● 2.2	● 1.8	● 3.2	● 3.3
	2019	3.0	2.0	1.5	● 4.8	● 3.7	● 3.9	● 4.2	● 5.0	● 4.1	● 4.2	● 3.6	● 1.8	● 2.0	● 2.9	



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Trips	$(\text{Total Connection Concerns} / \text{Completed passenger trips}) * 1,000$	Customer concerns per 1,000 passenger trips.

Narrative

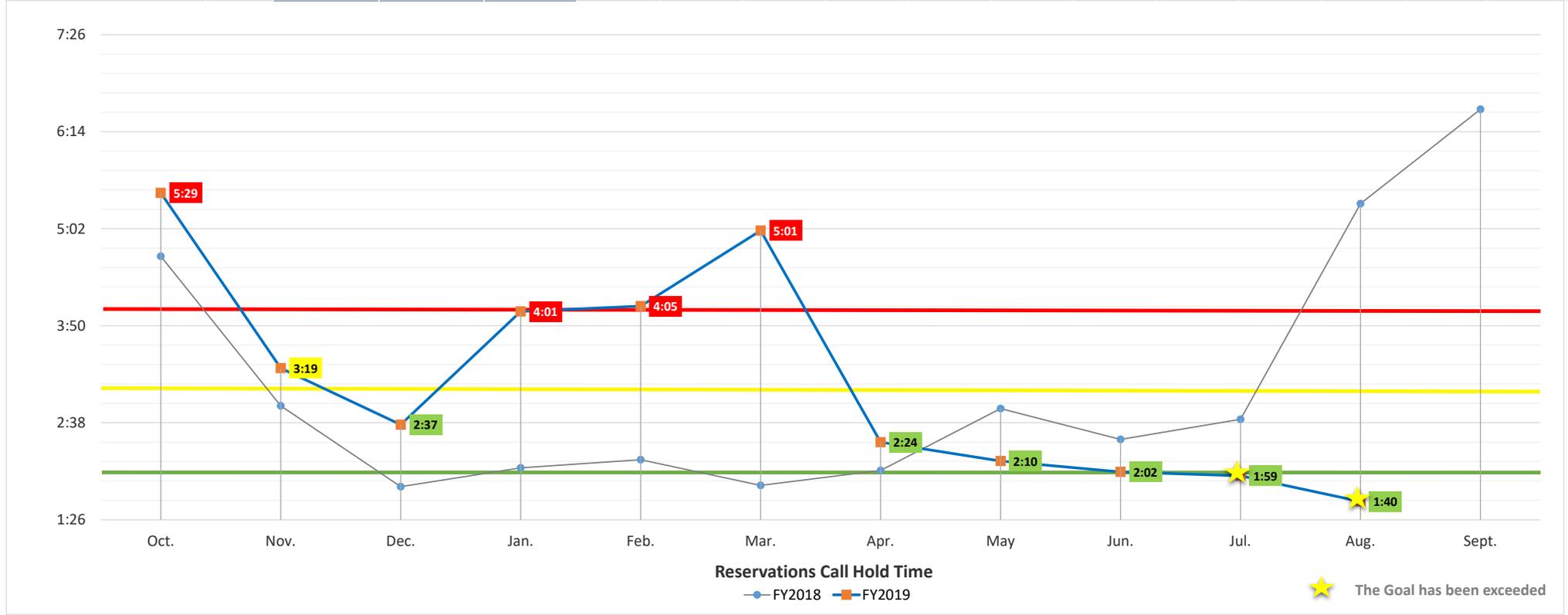
During the month of August, there were two-hundred and sixteen (216) concerns logged compared to one-hundred and forty-two (142) concerns logged in July. This is an increase of seventy-four (74) concerns, which in large part were related to the decline of On-Time Performance as reported on page 19. The top categories customer concerns during the month of August were related to on-time performance and onboard the vehicle too long. The Palm Tran Connection Customer Service PT-Stat team is gearing up for the CEP (Connection Efficiencies Project), which could potentially address some of the 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



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	2018	4:00	3:00	2:00	● 4:42	● 2:51	● 1:51	● 2:05	● 2:11	● 1:52	● 2:03	● 2:49	● 2:26	● 2:41	● 5:21	● 6:31
	2019	4:00	3:00	2:00	● 5:29	● 3:19	● 2:37	● 4:01	● 4:05	● 5:01	● 2:24	● 2:10	● 2:02	★ 1:59	★ 1:40	



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

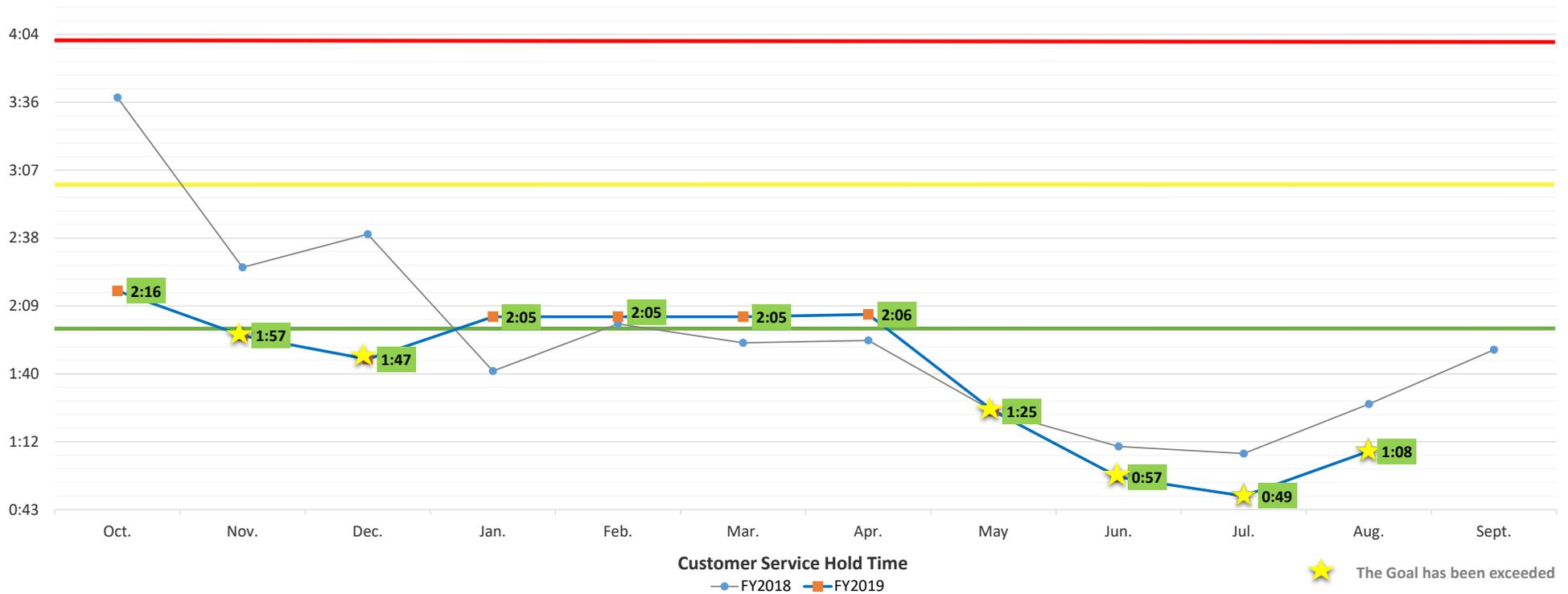
Palm Tran Connection is pleased to report that for the month of August this metric exceeded the established stretch goal for the second time during the current fiscal year. During the month of August, reservations hold time experienced a nineteen (19) seconds reduction compared to the prior month of July. This was due in large part to an increase of Palm Tran Connection customers booking their trips using the "PASSWeb" online option, allowing to schedule 8,795 trips during the month of August. Palm Tran Connection continues to promote the use of "PASSWeb" to all customers, which could potentially further reduce reservations hold time.

- 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	2018	4:00	3:00	2:00	● 3:38	● 2:26	● 2:40	● 1:42	● 2:02	● 1:54	● 1:55	● 1:25	● 1:10	● 1:07	● 1:28	● 1:51
	2019	4:00	3:00	2:00	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06	● 1:25	● 0:57	● 0:49	● 1:08	



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 Connection is pleased to report that during the month of August the "Where Is My Ride" hold time metric exceeded the established stretch goal for the sixth time during the current fiscal year. During the month of August, "Where Is My Ride" hold time increased by nineteen (19) seconds compared to the previous month of July. This was due in large part to the slight decline of on-time performance as reported on page 19. The "PASSWeb" online application enables users to access the ETA (Estimated Time of Arrival) for their trips.

- 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

