

PERFORMANCE REPORT

JANUARY 2020



Mission:

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



Performance Management Office

INTRODUCTION/BACKGROUND

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark per 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 implementations.

Performance Management Office



PERFORMANCE HIGHLIGHTS

During the month of January 2020, Palm Tran's Performance Report continues to show improvement in different areas. Four (4) metrics from the Fixed Route Dashboard and two (2) from the Connection Dashboard did not attain the established minimum/maximum during this month, while the remaining twelve (12) performed above, of which five (5) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

- »Palm Tran experienced six (6) Preventable Collisions for the month of January. (Pg. 6)
- »January ridership was 779,427, which is an increase of 8.7% (62,691) compared to last month . (Pg. 9)
- »Palm Tran's Fixed Route service exceeded the established stretch goal of On-Time Performance at 78.9%. (Pg. 11)
- »Customer Concerns is slightly above the 3.00 established target at 3.23 for the month of January. (Pg. 14)

Palm Tran Connection:

- »Palm Tran Connection Preventable Collisions exceeded the established target at 0.74 collisions. (Pg. 16)
- »Palm Tran Connection On-Time Performance decreased to 80.8% for the month of January. (Pg. 19)
- »Palm Tran Connection experienced one-hundred and thirty (130) mechanical failures in January compared to one-hundred and sixty (160) mechanical failures in December. (Pg. 20)
- »Palm Tran Connection is pleased to report that during the month of January, the "Where Is My Ride" hold time exceeded the established stretch goal at 1:32 minutes. (Pg 24)

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 providing the highest level of service to the residents and visitors of Palm Beach County.



FIXED-ROUTE DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.00	● 0.59	● 0.44	● 0.84									0.33
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 1.90	▲ 2.21	● 1.47	◆ 2.79									1.86
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.65	● 0.70	● 0.64	● 0.68									0.66
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	800,000	875,000	1M	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427									3,075,703
Riders Per Revenue Hour	19.4	19.9	25.0	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9									17.9
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 79.7%	● 78.3%	● 77.9%	● 78.9%									78.7%
Mean Distance Between Failures	12,000	14,000	16,000	▲ 12,111	● 15,398	● 14,837	● 14,315									14,003
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10									0.10
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.38	● 2.59	▲ 3.15	▲ 3.23									2.83

CONNECTION DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.82	● 0.81	● 0.80	● 0.74									0.79
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49									2.35
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.50	1.80	2.00	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58									1.60
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 73.9%	◆ 81.3%	◆ 83.1%	◆ 80.8%									77.8%
Mean Distance Between Failures	14,000	16,000	20,000	◆ 5,472	◆ 8,244	◆ 6,256	◆ 8,356									6,836
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 1.87	● 1.70	● 1.42	● 2.02									1.76
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
All Customer Concerns per 1k Trips	3.00	2.00	1.50	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79									2.97
Reservations Call Hold Time	4:00	3:00	2:00	● 2:07	● 1:52	● 2:51	● 2:06									2:14
Where Is My Ride Hold Time	4:00	3:00	2:00	● 1:37	● 0:59	● 0:52	● 1:32									1:15

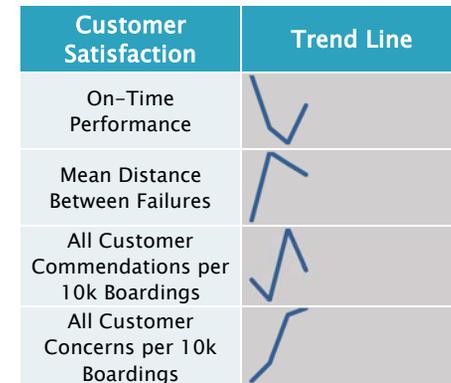
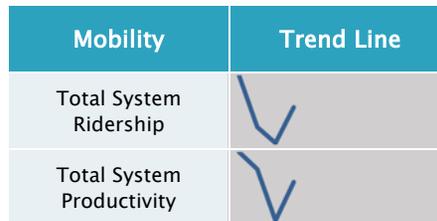
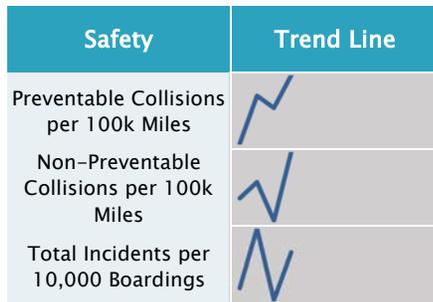
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



FIXED-ROUTE DASHBOARD



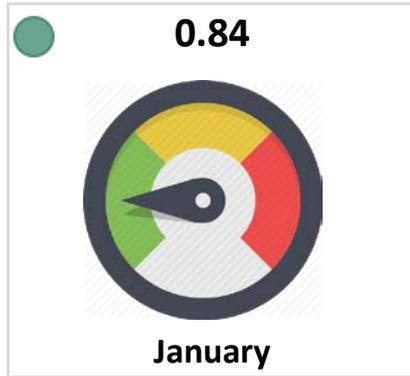
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.00	● 0.59	● 0.44	● 0.84									0.33
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.90	▲ 2.21	● 1.47	◆ 2.79									1.86
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.65	● 0.70	● 0.64	● 0.68									0.66
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	800,000	875,000	1M	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427									3,075,703
Riders Per Revenue Hour	19.4	19.9	25.0	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9									17.9
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 79.7%	● 78.3%	● 77.9%	● 78.9%									78.7%
Mean Distance Between Failures	12,000	14,000	16,000	▲ 12,111	● 15,398	● 14,837	● 14,315									14,003
All Customer Commendations per 10k Boardings	0.2	0.5	1.0	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10									0.10
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 10k Boardings	3.5	3.0	2.5	● 2.38	● 2.59	▲ 3.15	▲ 3.23									2.83



- ◆ 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 Preventable Collisions per 100K Miles



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	0.42	0.30	1.06	1.59	0.78	0.43	0.44	0.43	0.75	0.44	0.70	0.47	0.65
2020	0.00	0.59	0.44	0.84									0.33

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	1.50	1.20	0.70	$(\text{Total Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	1.50	1.20	0.70		

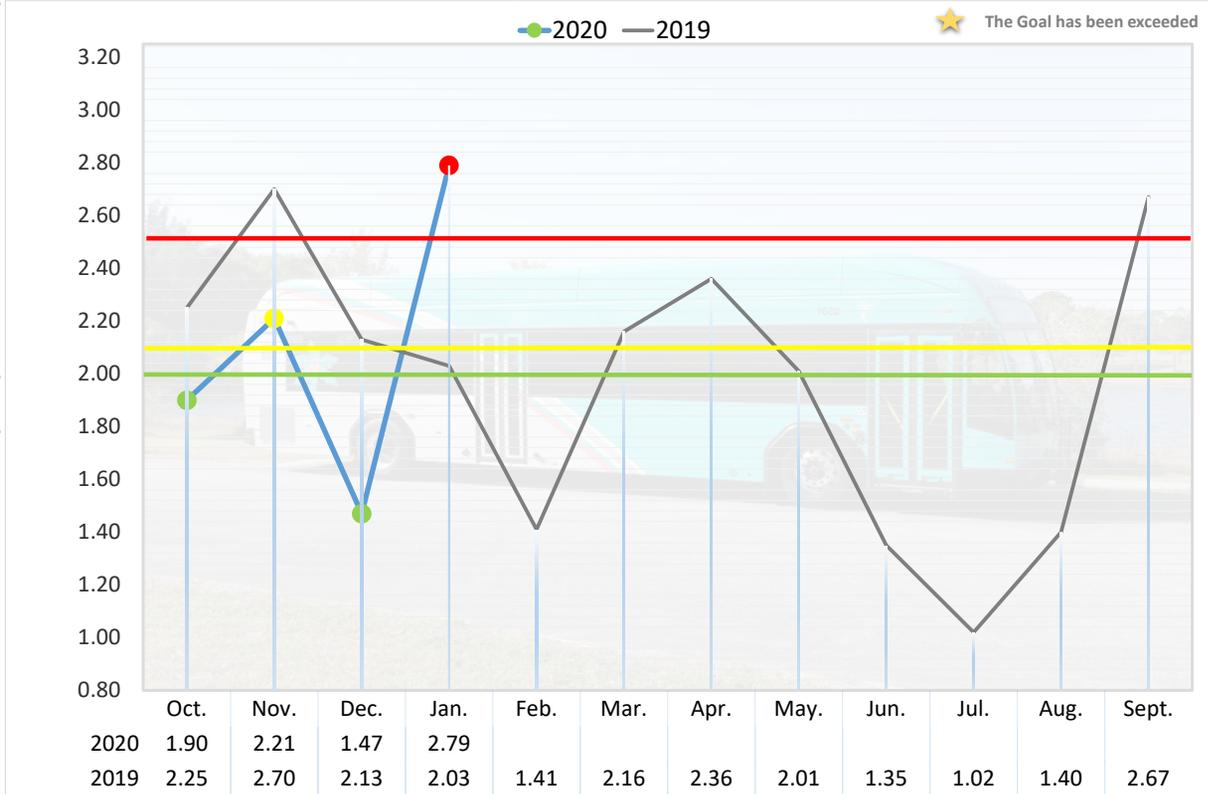
Narrative

During the month of January, Palm Tran experienced six (6) Preventable Collisions, compared to three (3) Preventable Collisions for the month of December. Preventable collisions during the month of January consisted of three (3) sideswipes, two (2) vehicle making contact with a fixed object and one (1) bus cutting in front of a vehicle collision. The Safety and Accident Reduction PT-Stat team is currently focused on the importance of positioning the vehicle correctly in the lanes and frequently checking mirrors to decrease sideswipe 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 Non-Preventable Collisions per 100k Miles



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 2.25	◆ 2.70	▲ 2.13	● 2.03	● 1.41	▲ 2.16	▲ 2.36	● 2.01	● 1.35	● 1.02	● 1.40	◆ 2.67	● 1.96
2020	● 1.90	▲ 2.21	● 1.47	◆ 2.79									● 1.86

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2019	2.50	2.10	2.00	$(\text{Total Non-Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2020	2.50	2.10	2.00		

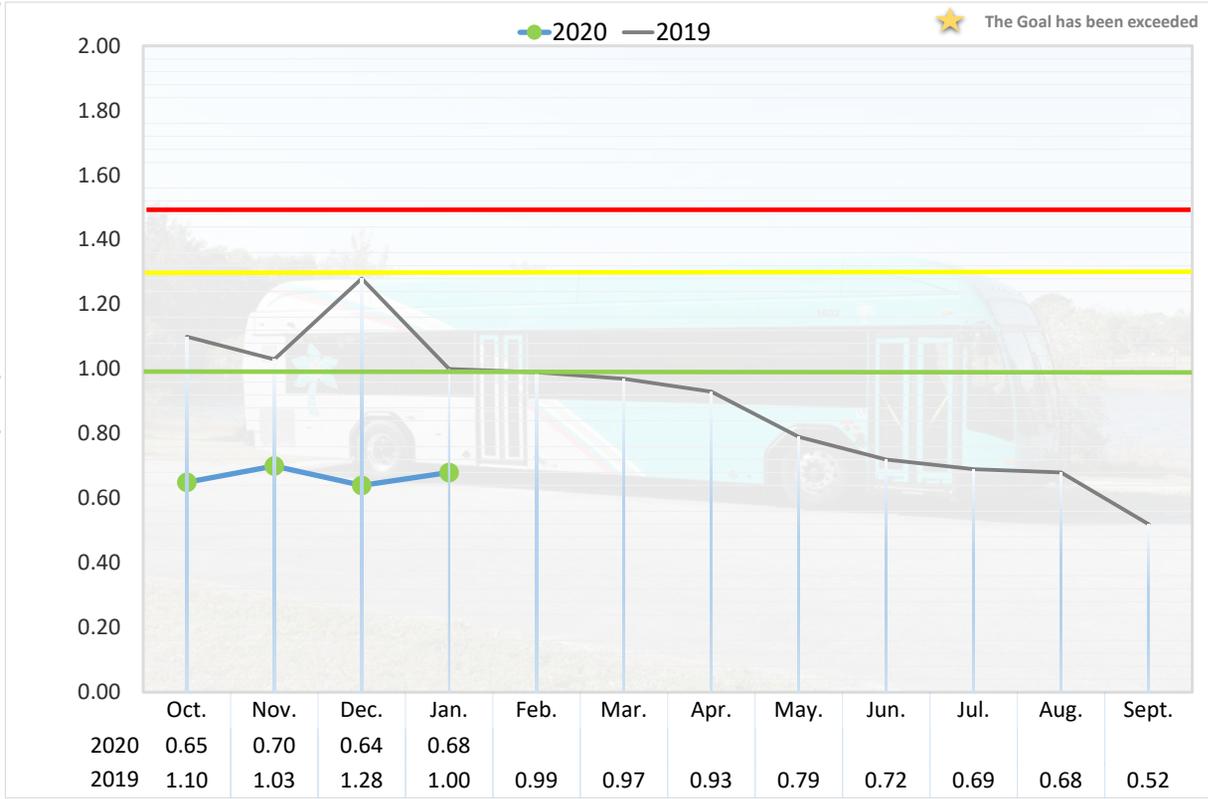
Narrative

During the month of January, Palm Tran experienced twenty (20) Non-Preventable Collisions, compared to fifteen (15) Non-Preventable Collisions for the month of December. Non-Preventable Collisions increased from 1.47 to 2.79 collisions. This was due in large part to an increase of Non-Preventable collisions categorized as rear-end collisions. Non-Preventable collisions during the month of January consisted of ten (10) Rear-End collisions, eight (8) Sideswipes, and two (2) vehicles cutting in front of the bus. The Safety and Accident Reduction PT-Stat team is currently focused on communicating the importance of making sure that other drivers, pedestrians and anyone around the bus knows you're there and what you're planning to do next.

- ◆ 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	● 0.93	● 0.79	● 0.72	● 0.69	● 0.68	● 0.52	● 0.89
2020	● 0.65	● 0.70	● 0.64	● 0.68									● 0.66

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2019	1.50	1.30	1.00	$(\text{Total Incidents}) / (\text{Total Count of Passenger Boardings for the Month}) * 10,000$	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.
	2020	1.50	1.30	1.00		

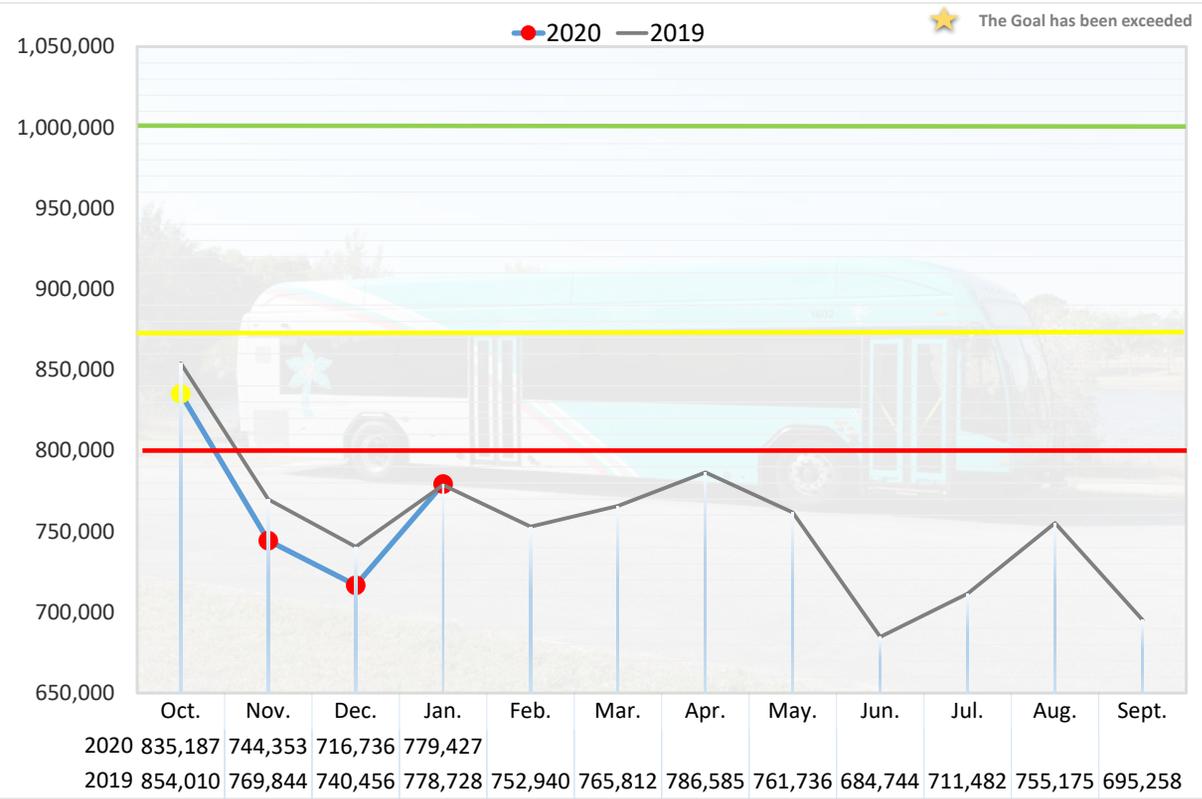
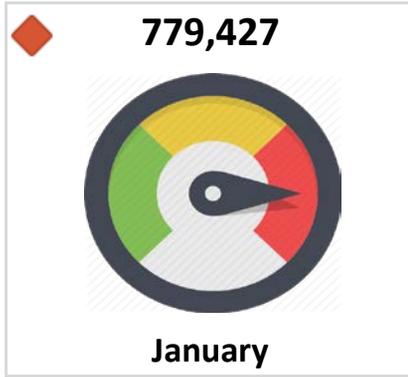
Narrative

Palm Tran is pleased to report that for the month of January, this metric exceeded the established stretch goal at 0.68 total incidents per 10,000 passenger boardings. Palm Tran experienced fifty-three (53) total incidents during the month of January, compared to forty-six (46) total incidents in December. Palm Tran's top incidents during the month January were categorized as "Passenger Disturbances", "Fare Disputes" and "Passenger Falls". The Safety and Accident Reduction PT-Stat team is communicating the importance of decelerating smoothly and at an appropriate rate to decrease the events categorized as "Passenger Falls".

- ◆ 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 854,010	◆ 769,844	◆ 740,456	◆ 778,728	◆ 752,940	◆ 765,812	◆ 786,585	◆ 761,736	◆ 684,744	◆ 711,482	◆ 755,175	◆ 695,258	◆ 9,056,770
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427									◆ 3,075,703

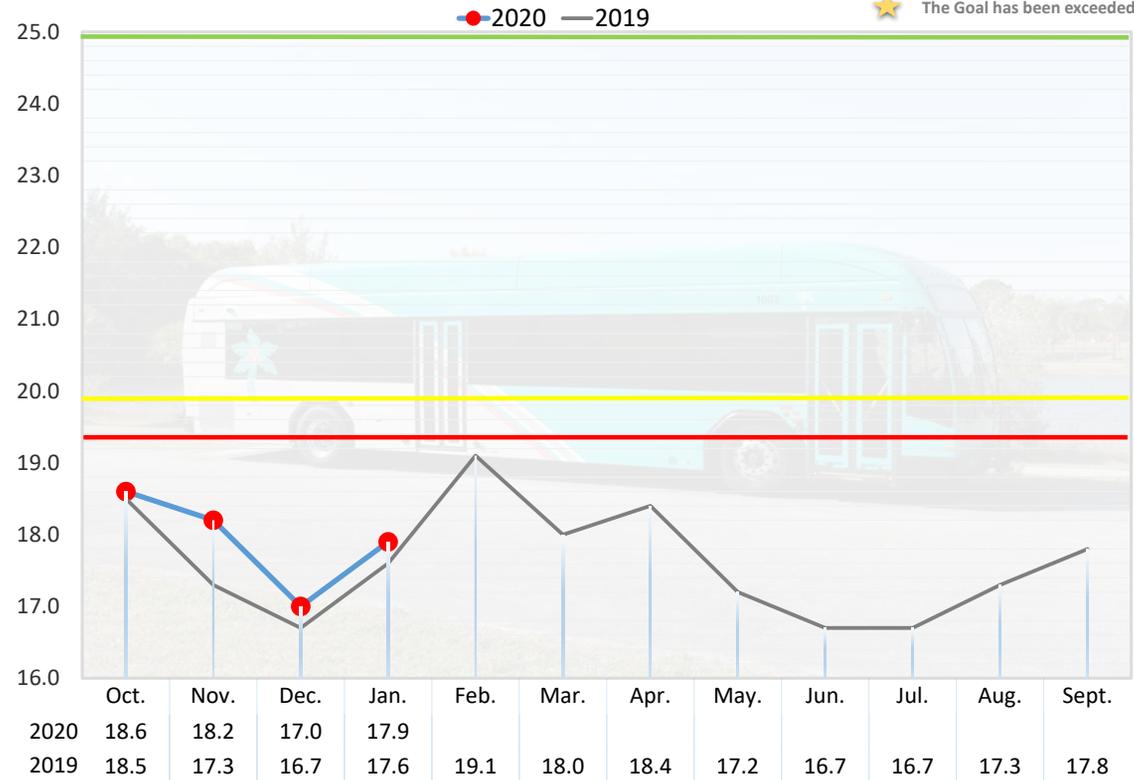
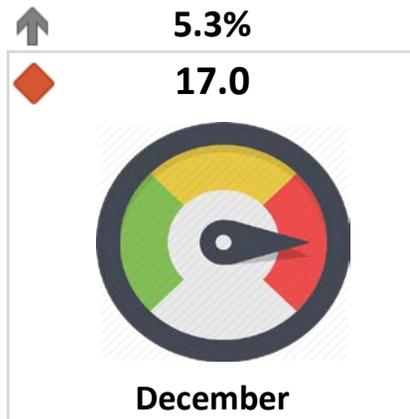
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2019	800,000	875,000	1M	Total Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings. Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.
	2020	800,000	875,000	1M		

Narrative

January ridership was 779,427, which is an increase of 8.7% (62,691) compared to the prior month of December and a slight increase of 0.1% (699) compared to January of last fiscal year. This was due in large part to the Route 62 extension to Lake Worth Beach and combined with the restart of the school session and one additional weekday service. Fixed Route Ridership PT-Stat team is currently focused on customer outreach and promotional activities to highlight the service area at the route level.

- ◆ 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 18.5	◆ 17.3	◆ 16.7	◆ 17.6	◆ 19.1	◆ 18.0	◆ 18.4	◆ 17.2	◆ 16.7	◆ 16.7	◆ 17.3	◆ 17.8	◆ 17.6
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9									◆ 17.9

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2019	19.4	19.9	25.0	Total Fixed Route Boardings/ Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.
	2020	19.4	19.9	25.0		

Narrative

During the month of January, Riders Per Revenue Hour increased slightly from 17.0 in December to 17.9 in January. This increase in productivity was due in large part to the 8.7% (62,691) increase in ridership (as reported on page 9) and the total fixed route revenue hours increased by 3.3% resulting in a higher unit of productivity. The Fixed Route Ridership PT-Stat team is currently focused on customer outreach and promotional activities to promote the overall fixed route service.

- ◆ 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

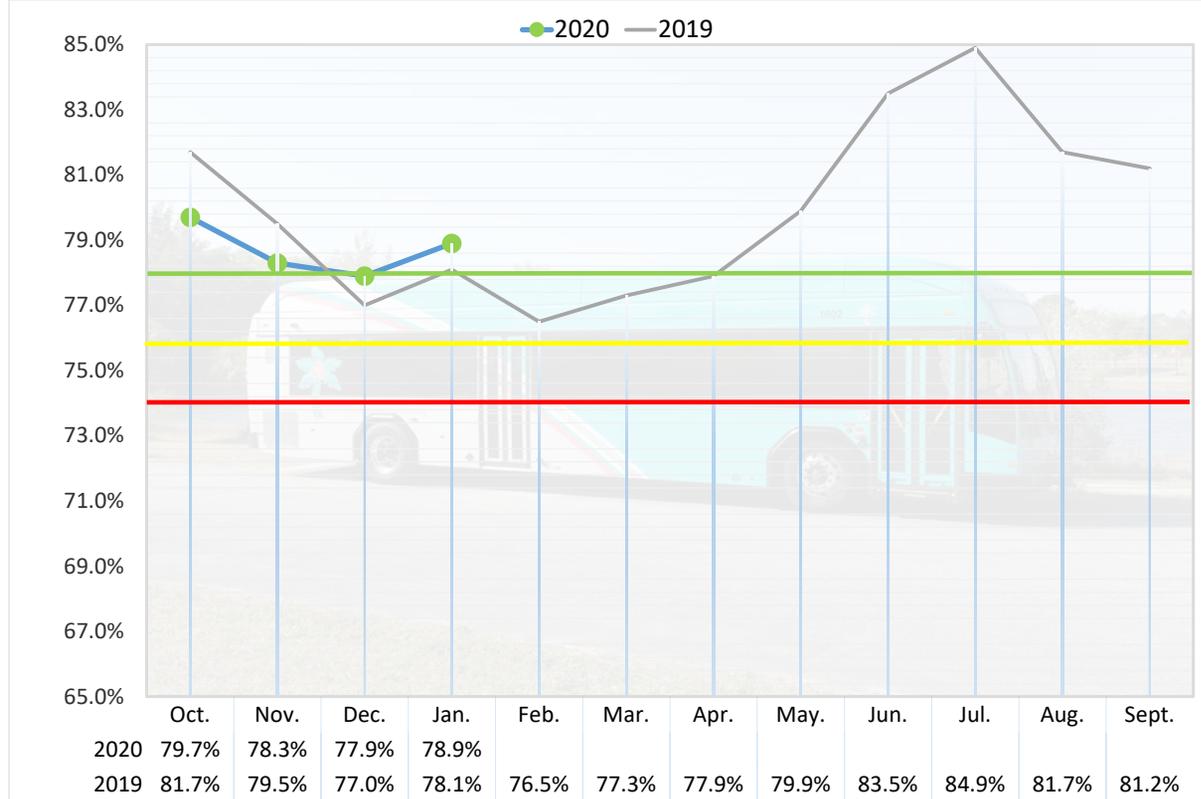
★ **78.9%**

January

↑ **1.28%**

★ **77.9%**

December



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	81.7%	79.5%	77.0%	78.1%	76.5%	77.3%	77.9%	79.9%	83.5%	84.9%	81.7%	81.2%	80.0%
2020	79.7%	78.3%	77.9%	78.9%									78.7%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2019	74%	76%	78%	(Number of On-Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters)	Standard - OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed.
	2020	74%	76%	78%		

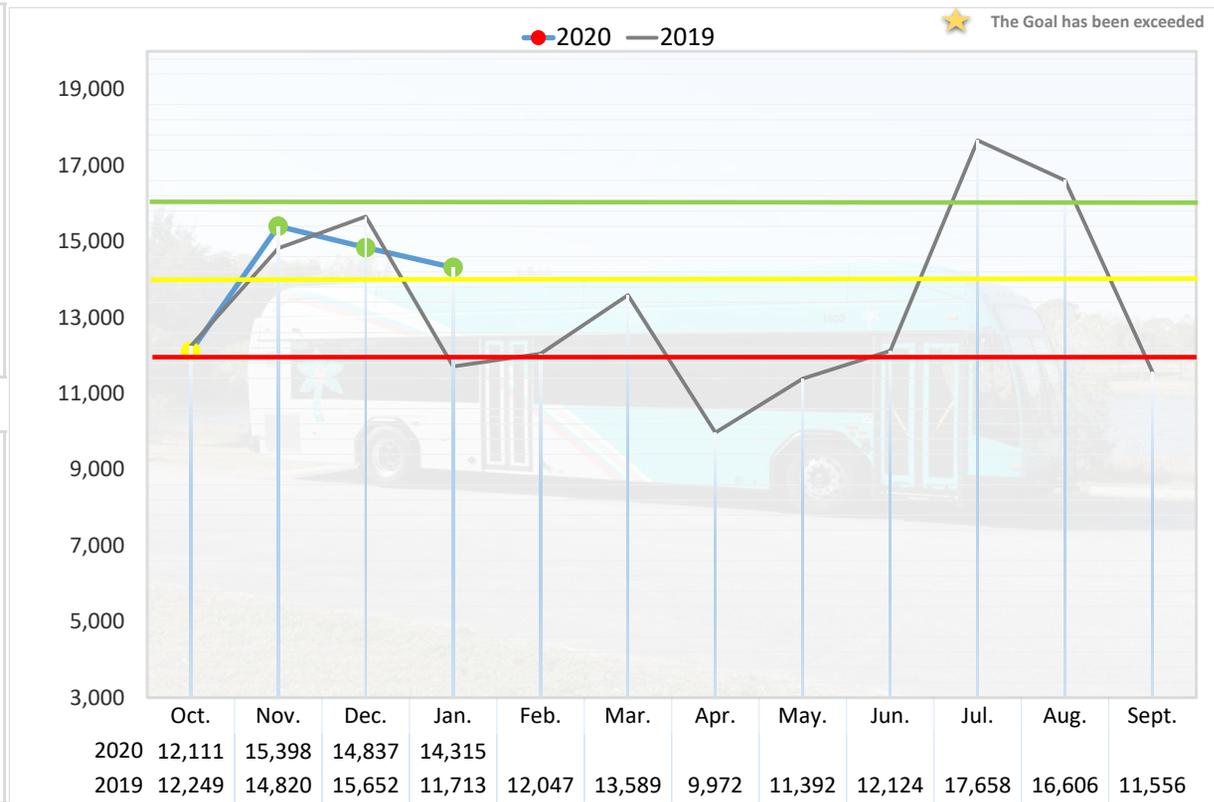
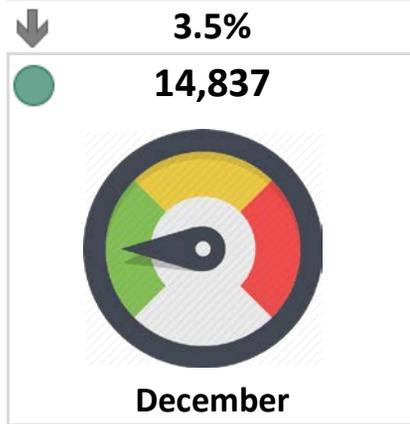
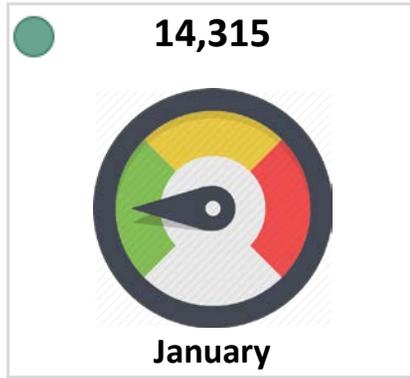
Narrative

Palm Tran is pleased to report that for the month of January, this metric exceeded the established stretch goal. During the month of January, On-Time Performance increased from 77.9% in December to 78.9% in January, which is 1.0 percentile point higher. The On-Time Performance PT-Stat team is currently evaluating opportunities to further 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 Mean Distance Between Failures



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 12,249	● 14,820	● 15,652	◆ 11,713	▲ 12,047	▲ 13,589	◆ 9,972	◆ 11,392	▲ 12,124	● 17,658	● 16,606	◆ 11,556	▲ 13,282
2020	▲ 12,111	● 15,398	● 14,837	● 14,315									● 14,003

Mobility	Y	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2019	12,000	14,000	16,000	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip.
	2020	12,000	14,000	16,000		

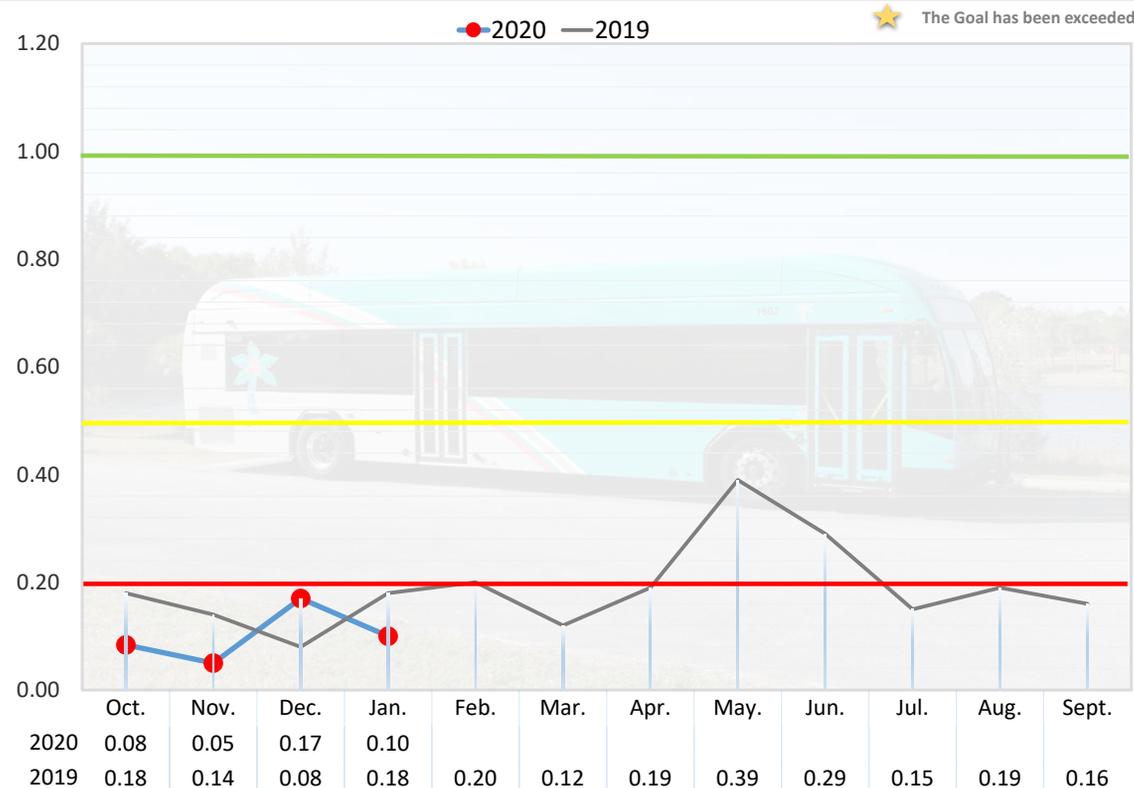
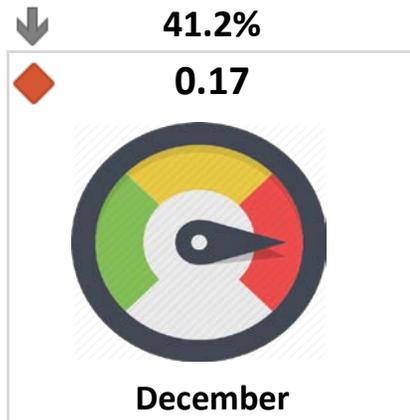
Narrative

During the month of January, Palm Tran experienced fifty (50) major mechanical failures compared to forty-six (46) mechanical failures in December. This is an increase four (4) mechanical failures, which in large part were attributed to an increase of mechanical failures categorized as coolant hose issues. Due to this increase in failures by 8.7% combined with a 4.9% increase of Total Vehicle Miles traveled, this metric decreased by 3.5%. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce Overheat/Coolant related failures.

- ◆ 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 10k Boardings



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	0.18	0.14	0.08	0.18	0.20	0.12	0.19	0.39	0.29	0.15	0.19	0.16	0.19
2020	0.08	0.05	0.17	0.10									0.10

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2019	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed-Route Customer Commendations per 10,000 boardings.
	2020	0.20	0.50	1.00		

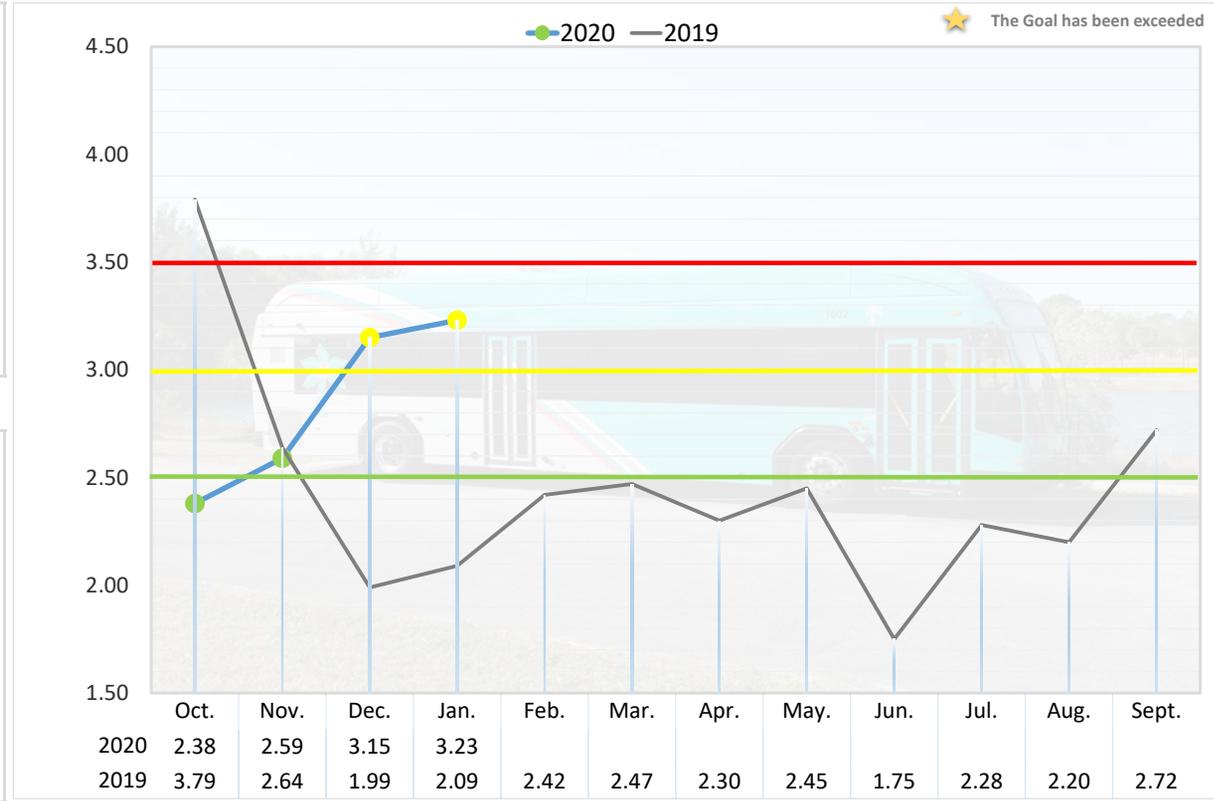
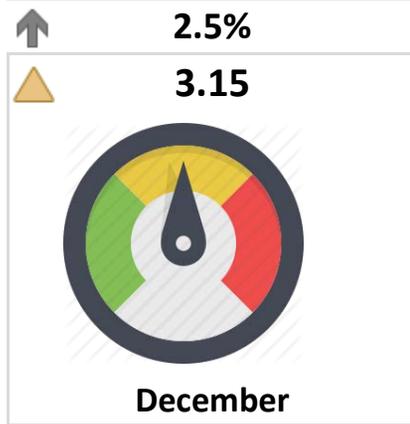
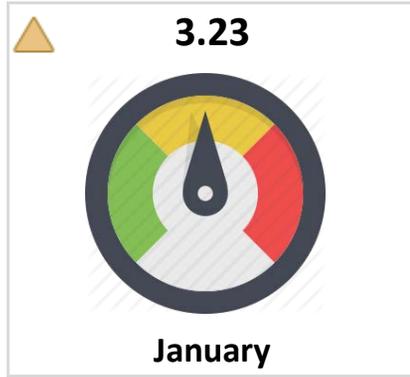
Narrative

During the month of January, the customer commendations metric experienced a decrease from 0.17 to 0.10 customer commendations compared to the prior month of December. Palm Tran received eight (8) commendations in January compared to twelve (12) customer commendations in December. 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 10k Boardings



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	3.79	2.64	1.99	2.09	2.42	2.47	2.30	2.45	1.75	2.28	2.20	2.72	2.40
2020	2.38	2.59	3.15	3.23									2.83

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 10k Boardings	2019	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000	Customer concerns per 10,000 boardings.
	2020	3.50	3.00	2.50		

Narrative

During the month of January, the fixed-route Customer Concerns ratio experienced an increase to 3.23 Customer Concerns per 10,000 boardings in January, compared to 3.15 during the prior month of December. In January, total logged concerns were 252 compared to 226 in December. The top categories of concerns in January were "Pass Ups" and "Discourteous Driver". The 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



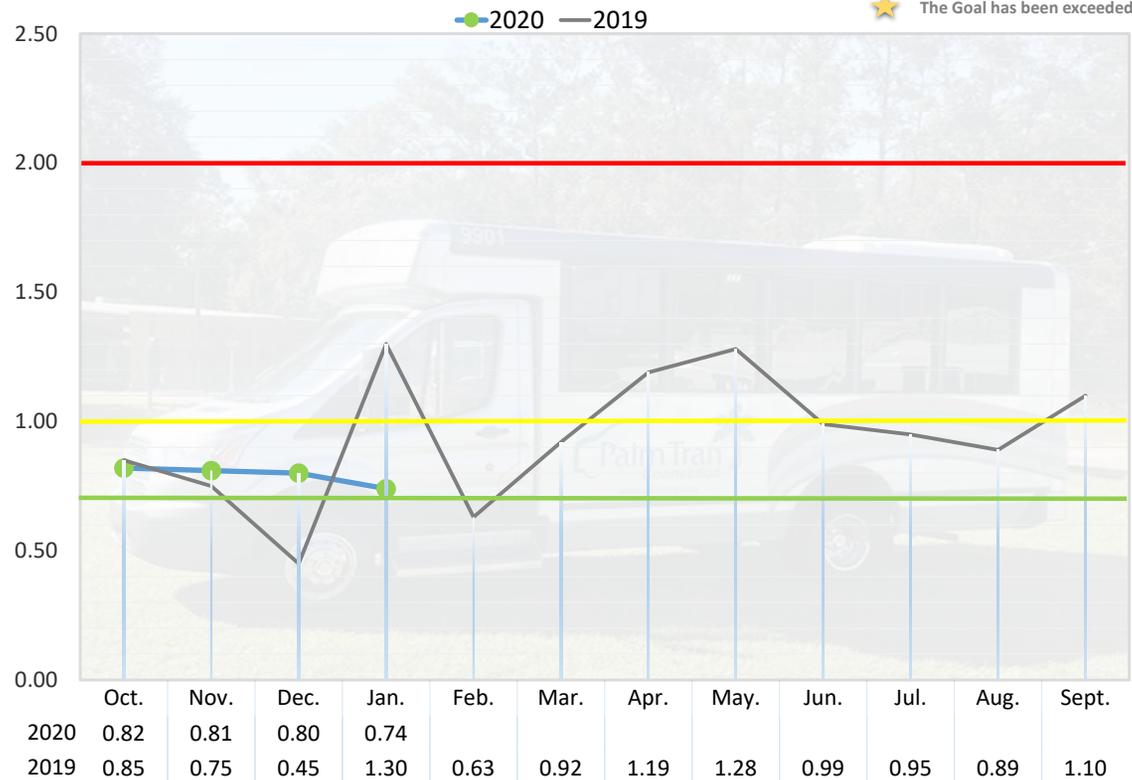
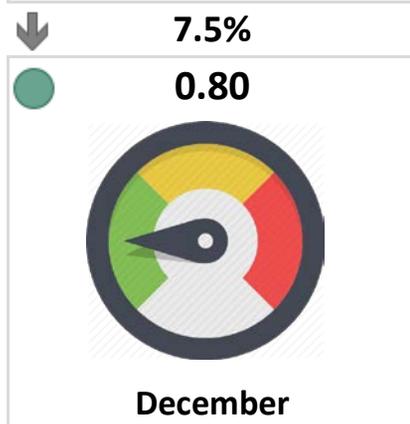
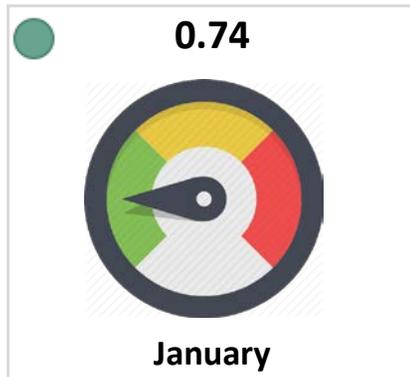
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.82	● 0.81	● 0.80	● 0.74									0.79
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49									2.35
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.50	1.80	2.00	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58									1.60
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 73.9%	◆ 81.3%	◆ 83.1%	◆ 80.8%									77.8%
Mean Distance Between Failures	14,000	16,000	20,000	◆ 5,472	◆ 8,244	◆ 6,256	◆ 8,356									6,836
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 1.87	● 1.70	● 1.42	● 2.02									1.76
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 1k Trips	3	2	2	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79									2.97
Reservations Call Hold Time	4:00	3:00	2:00	● 2:07	● 1:52	● 2:51	● 2:06									2:14
Where Is My Ride Hold Time	4:00	3:00	2:00	● 1:37	● 0:59	● 0:52	● 1:32									1:15

Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour		On-Time Performance		Reservations Call Hold Time	
Non-Preventable Collisions per 100k Miles				Mean Distance Between Failures		Where Is My Ride Hold Time	
				All Customer Commendations per 1k 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



Connection Preventable Collisions per 100K Miles



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	0.85	0.75	0.45	1.30	0.63	0.92	1.19	1.28	0.99	0.95	0.89	1.10	0.95
2020	0.82	0.81	0.80	0.74									0.79

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	2.00	1.00	0.70	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	2.00	1.00	0.70		

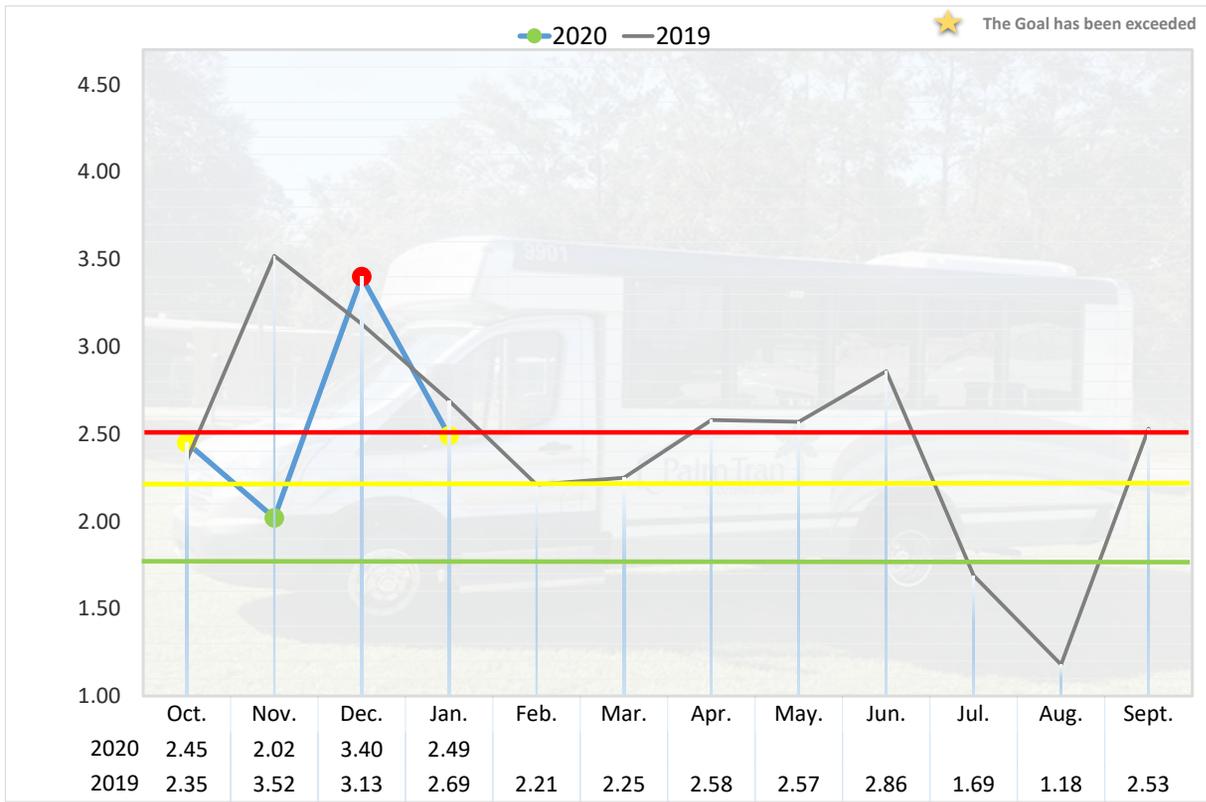
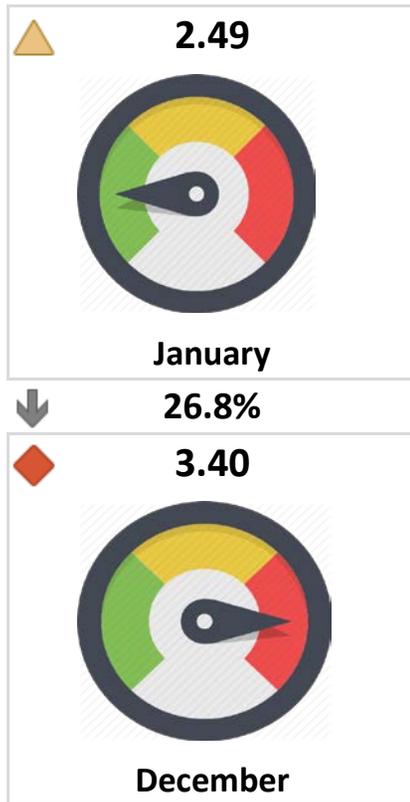
Narrative

During the month of January, Preventable Collisions decreased from 0.80 to 0.74 collisions. This was due in large part to the number of at fault accidents during January remaining consistent with the eight (8) at fault accidents during the month of December while, the Total Vehicle Miles traveled increased by 8.5% (85,323). These included six (6) fixed object collisions, one (1) sideswipe collision and one (1) vehicle rear end. The Palm Tran Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the "Blind Spot Alert" pilot program installed in seven vehicles. This system alerts operators of objects in their blind spots and could potentially mitigate preventable collisions related to fixed object collisions and sideswipes.

- ◆ 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 2.35	◆ 3.52	◆ 3.13	◆ 2.69	▲ 2.21	▲ 2.25	◆ 2.58	◆ 2.57	◆ 2.86	● 1.69	● 1.18	◆ 2.53	▲ 2.33
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49									▲ 2.35

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2019	2.50	2.20	2.00	$(\text{Total Non-Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2020	2.50	2.20	2.00		

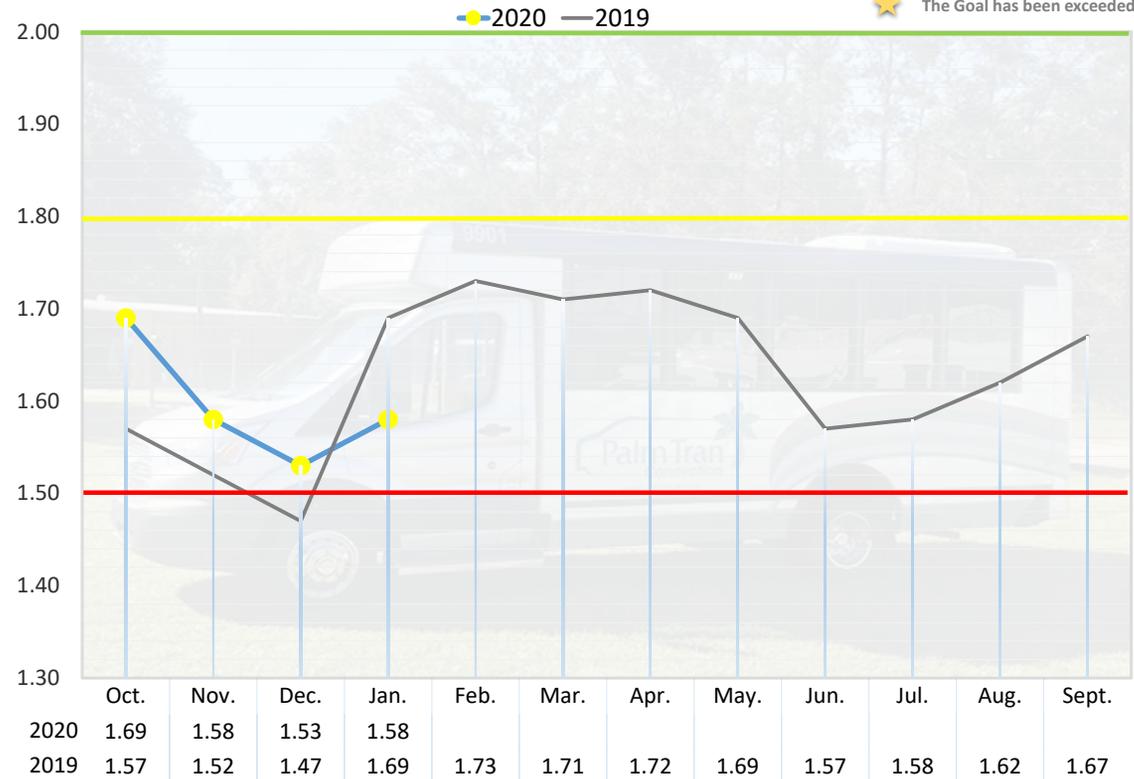
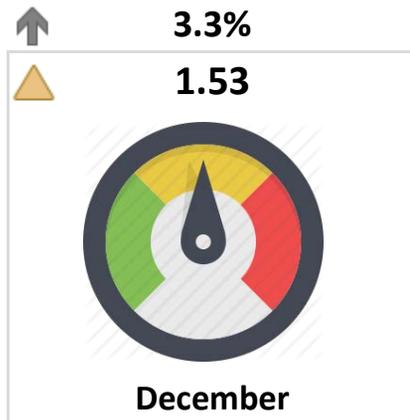
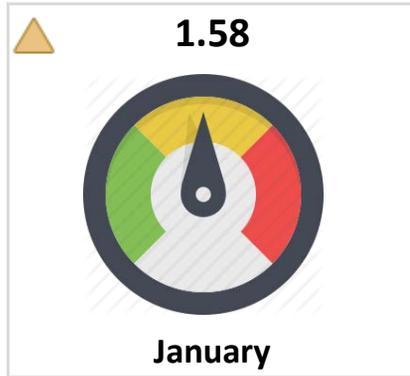
Narrative

Palm Tran is pleased to report that during the month of January, Non-Preventable Collisions decreased from 3.40 to 1.56 collisions. This was due in large part to the 20.6% (7 collisions) decline of total number of Non-Preventable Collisions. Palm Tran experienced twenty-seven (27) Non-Preventable Collisions for the month of January, compared to thirty-four (34) Non-Preventable Collisions during the month of December. The top categories for the month of January were defined as collisions resulting into vehicles being backed into and sideswipe collisions. The Connection Safety and Accident Reduction PT-Stat team is currently evaluating the effectiveness of the "Deceleration Lighting System" initiative, 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 1.57	▲ 1.52	◆ 1.47	▲ 1.69	▲ 1.73	▲ 1.71	▲ 1.72	▲ 1.69	▲ 1.57	▲ 1.58	▲ 1.62	▲ 1.67	▲ 1.68
2020	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58									▲ 1.60

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2019	1.50	1.80	2.00	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 (National Transit Database)).
	2020	1.50	1.80	2.00		

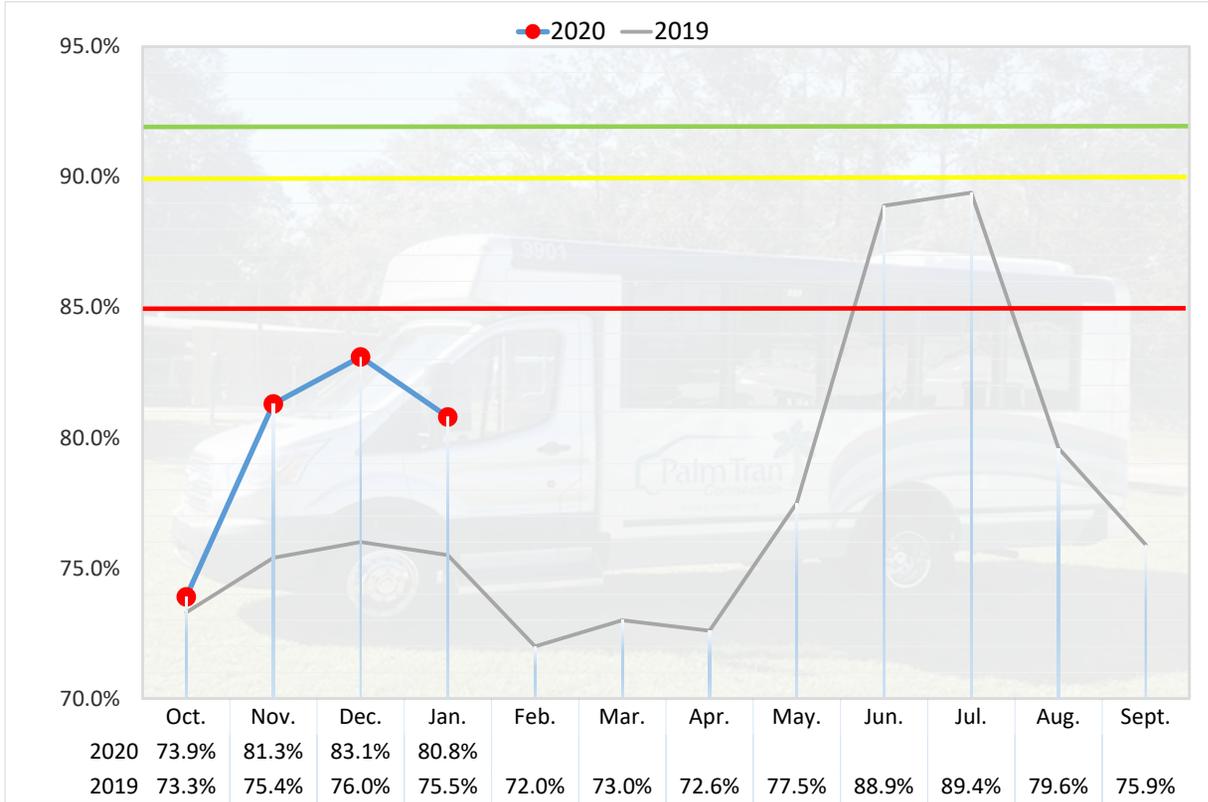
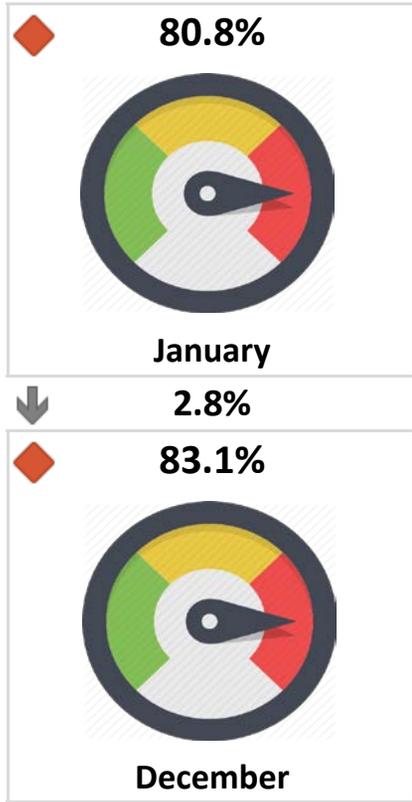
Narrative

During the month of January, Palm Tran Connection riders per revenue hour increased from 1.53 in December to 1.58 in January. This is attributed in large part to an increase of Total Connection Passenger Transported by 10.1% (8,145 passengers), while the Total Connection Revenue Hours increased by 6.9% (3,601 – Revenue Hours) during the month of January. 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 73.3%	◆ 75.4%	◆ 76.0%	◆ 75.5%	◆ 72.0%	◆ 73.0%	◆ 72.6%	◆ 77.5%	▲ 88.9%	▲ 89.4%	◆ 79.6%	◆ 75.9%	◆ 77.4%
2020	◆ 73.9%	◆ 81.3%	◆ 83.1%	◆ 80.8%									◆ 77.8%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2019	85%	90%	92%	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.	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.
	2020	85%	90%	92%		

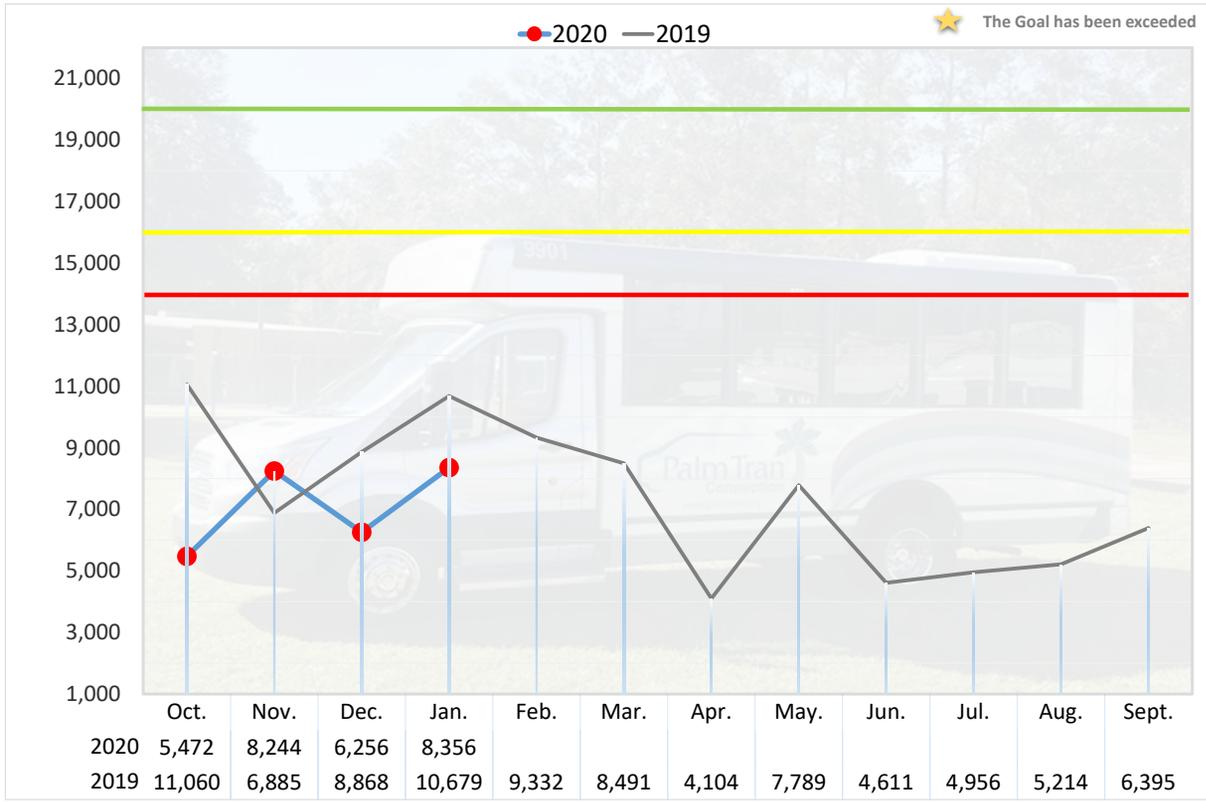
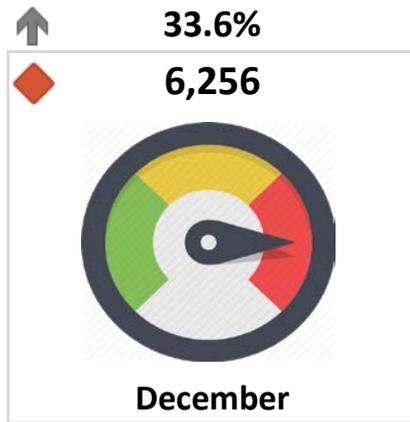
Narrative

During the month of January, Palm Tran Connection On-Time Performance decreased from 83.1% in to 80.8% which is a decrease of 2.3 percentile points over the prior month of December. This was due in large part to an increase of Total Passengers Transported by 10.1% (8,145 passengers) as reported on page 18. 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 Failures



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	11,060	6,885	8,868	10,679	9,332	8,491	4,104	7,789	4,611	4,956	5,214	6,395	6,664
2020	5,472	8,244	6,256	8,356									6,836

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2019	14,000	16,000	20,000	(Total Connection Vehicle Miles) / (Connection Major and Minor Mechanical Failures)	The average number of miles driven by Connection vehicles before experiencing a mechanical failure.
	2020	14,000	16,000	20,000		

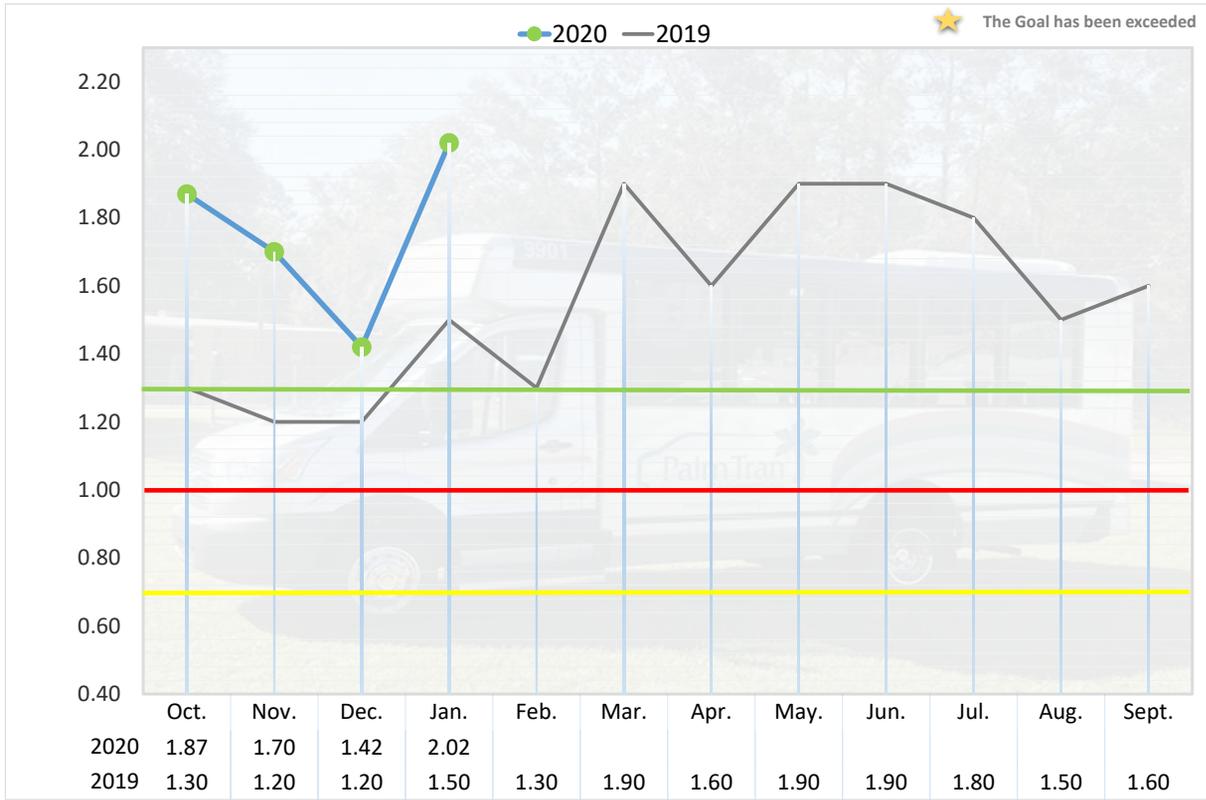
Narrative

During the month of January, Palm Tran Connection experienced one-hundred and thirty (130) mechanical failures compared to one-hundred and sixty (160) mechanical failures for the month of December. This is a significant decrease of thirty (30) mechanical failures which in large part were were to transmission/engine, wheelchair lift mechanical failures and tire issues. 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 All Customer Commendations per 1k Trips



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	1.30	1.20	1.20	1.50	1.30	1.90	1.60	1.90	1.90	1.80	1.50	1.60	1.40
2020	1.87	1.70	1.42	2.02									1.76

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2019	0.70	1.00	1.30	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2020	0.70	1.00	1.30		

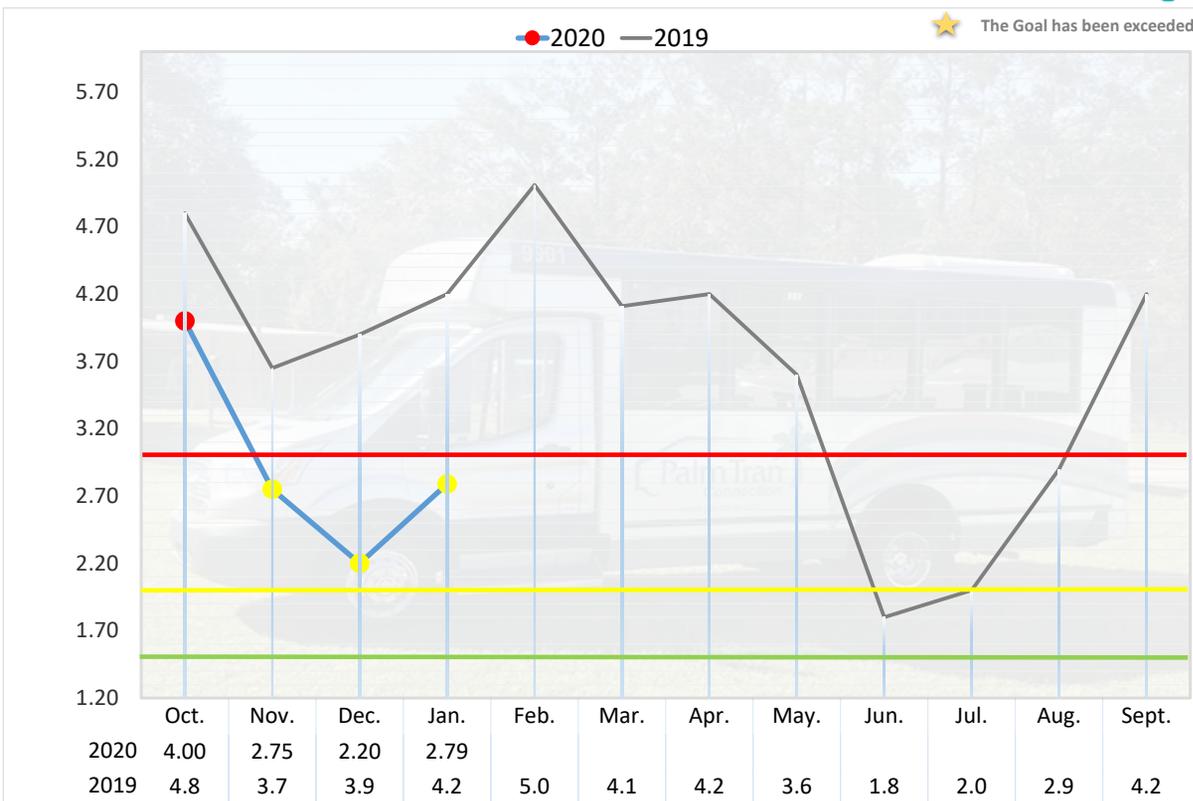
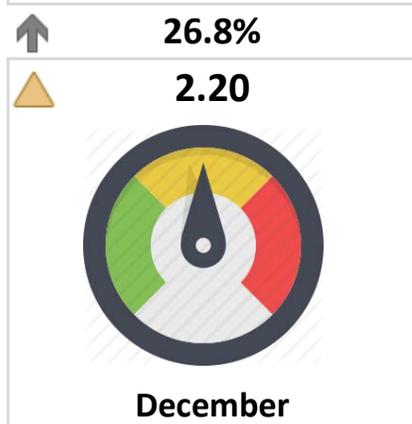
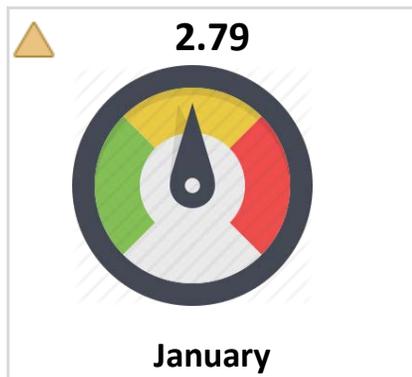
Narrative

Palm Tran Connection is pleased to report that for the month of January this metric at 2.02 has exceeded the established stretch goal and has achieved the highest level of performance over the last sixteen (16) months. During the month of January, Palm Tran Connection received one hundred and sixty (160) commendations compared to the one hundred and two (102) commendations during the month of December. Customer Commendations recognized exceptional customer service by drivers and reservationist. The Palm Tran Connection 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 All Customer Concerns per 1k Trips



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 4.8	◆ 3.7	◆ 3.9	◆ 4.2	◆ 5.0	◆ 4.1	◆ 4.2	◆ 3.6	● 1.8	● 2.0	▲ 2.9	◆ 4.2	◆ 3.3
2020	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79									▲ 3.0

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2019	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2020	3.00	2.00	1.50		

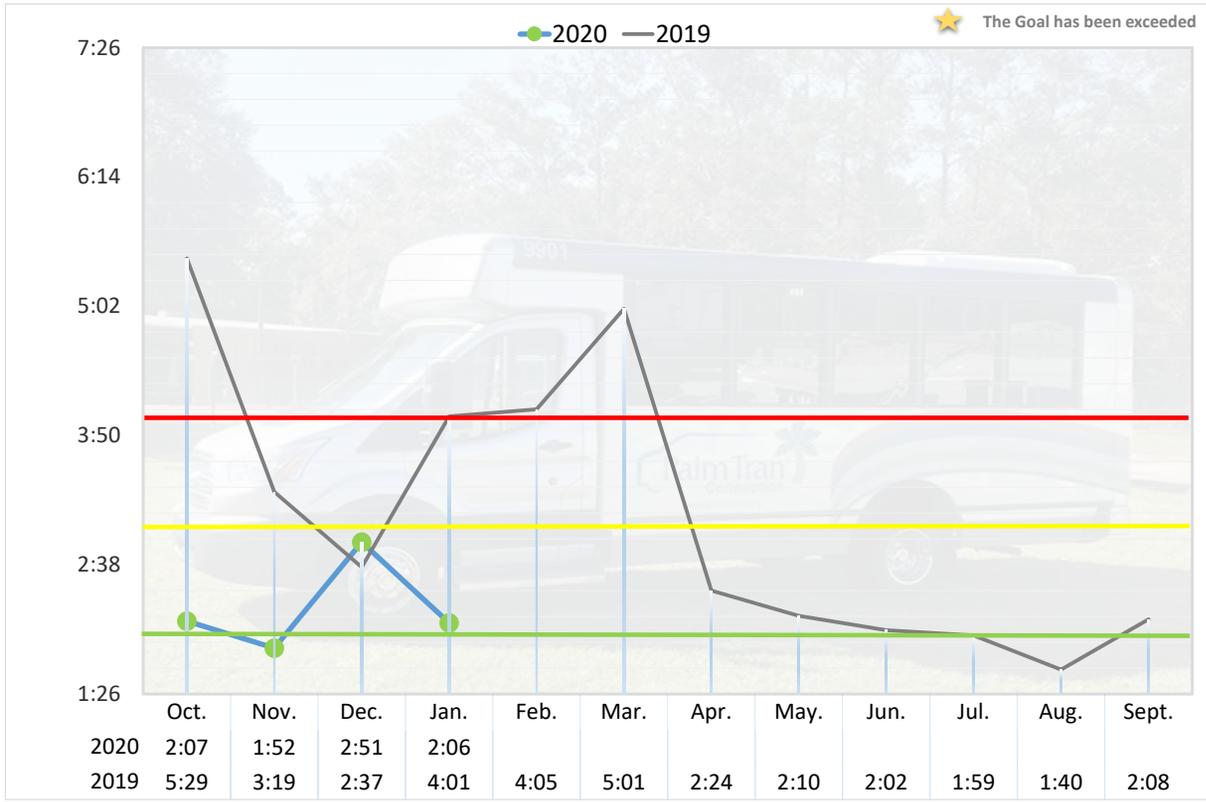
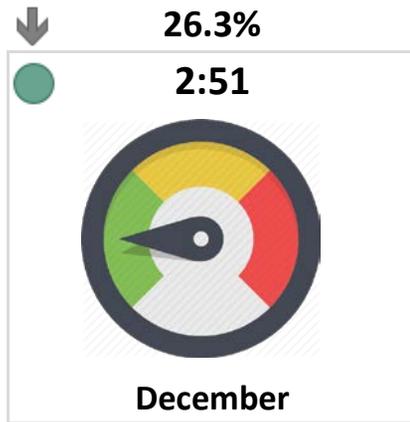
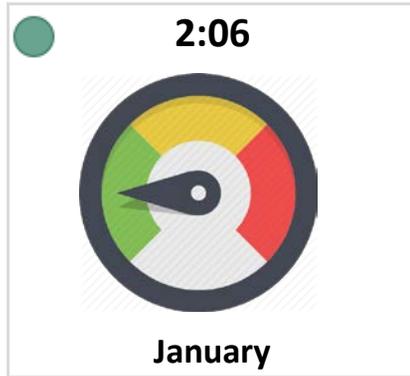
Narrative

During the month of January, there were two hundred and twenty-one (221) concerns logged compared to one hundred and fifty-eight (158) customer concerns logged in December. This is an increase of sixty-three (63) concerns. The top categories of customer concerns during the month of January were related to on-time performance and "unsafe reckless driving". 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◇ 5:29	△ 3:19	● 2:37	◇ 4:01	◇ 4:05	◇ 5:01	● 2:24	● 2:10	● 2:02	● 1:59	● 1:40	● 2:08	△ 3:05
2020	● 2:07	● 1:52	● 2:51	● 2:06									● 2:14

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2019	4:00	3:00	2:00	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.
	2020	4:00	3:00	2:00		

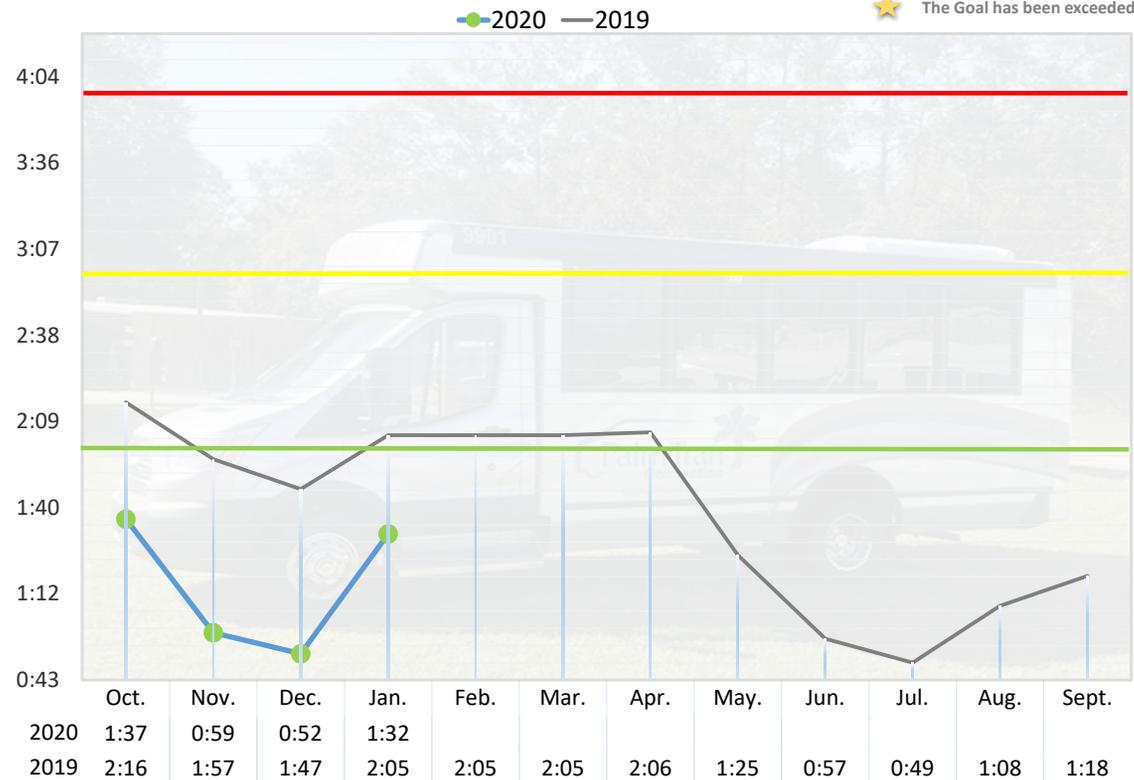
Narrative

During the month of January, reservations hold time decreased by forty-five (45) seconds from 2:51 minutes in December to 2:06 minutes in January. As the new year starts, Palm Tran Connection Reservations is now fully staffed as the new employees get accustomed to the Trapeze software, the reservation process will continue to trend at less than a three-minute 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



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	2:16	1:57	1:47	2:05	2:05	2:05	2:06	1:25	0:57	0:49	1:08	1:18	1:40
2020	1:37	0:59	0:52	1:32									1:15

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2019	4:00	3:00	2:00	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.
	2020	4:00	3:00	2:00		

Narrative

Palm Tran Connection is pleased to report that during the month of January, the “Where Is My Ride” hold time metric continues to exceed the established stretch goal. During the month of January, “Where Is My Ride” hold time increased by forty (40) seconds compared to the previous month of December. This was due in large part to an 10.1% increase in ridership. Palm Tran Connection staff continues to promote utilization of PASSWeb as an alternate to booking 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

