



PERFORMANCE REPORT MAY 2019

Mission:

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



INTRODUCTION/BACKGROUND

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark peer agencies. CUTR provided a detailed review of Palm Tran's performance metrics and made three (3) presentations to the Executive Leadership 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 May 2019, Palm Tran's Performance Report continues to show improvement in different areas. Only three (3) metrics from the Fixed Route Dashboard and four (4) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining eleven (11) performed above, of which six (6) metrics exceeded the established stretch goal.

Palm Tran Fixed Route:

- »Palm Tran Preventable Collisions per 100K miles metric exceeded the established stretched goal for the third month in a row at 0.43 collisions. (Pg. 6)
- »May ridership was 761,736, which is an increase of 2.4% (17,886) compared to May of last fiscal year, and a decrease of 3.2% (24,849) compared to the prior month of April. (Pg. 9)
- »Palm Tran is pleased to report that during the month of May, Palm Tran's Fixed Route service exceeded the established stretch goal of On-Time Performance for the fourth time during the current fiscal year at 79.9%. (Pg. 11)
- »Palm Tran is glad to report that Customer Concerns continues to exceed the established stretch goal for the sixth month in a row. (Pg. 14)

Palm Tran Connection:

- »Palm Tran Connection Non-Preventable Collisions decreased from 2.58 in April to 2.57 in May performing slightly under the minimum established for this metric. (Pg. 17)
- »Palm Tran Connection On-Time Performance increased five (5) percentile points to 78.0% during the month of May. (Pg. 18)
- »Palm Tran Connection experienced one-hundred and forty-six (146) Road Calls in May compared to two-hundred and forty-six (246) Road Calls in April. (Pg. 20)
- »Reservations Call Hold Time experienced a 14 seconds reduction compared to the prior month of April. This metric exceeded the established target in May at 2:10 (min:sec) hold time. (Pg. 23)

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				
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				
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				
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				
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				
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%				
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				
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				
	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				

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				
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				
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				
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%				
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				
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				
	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				
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				
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				

FIXED ROUTE DASHBOARD FY 2019

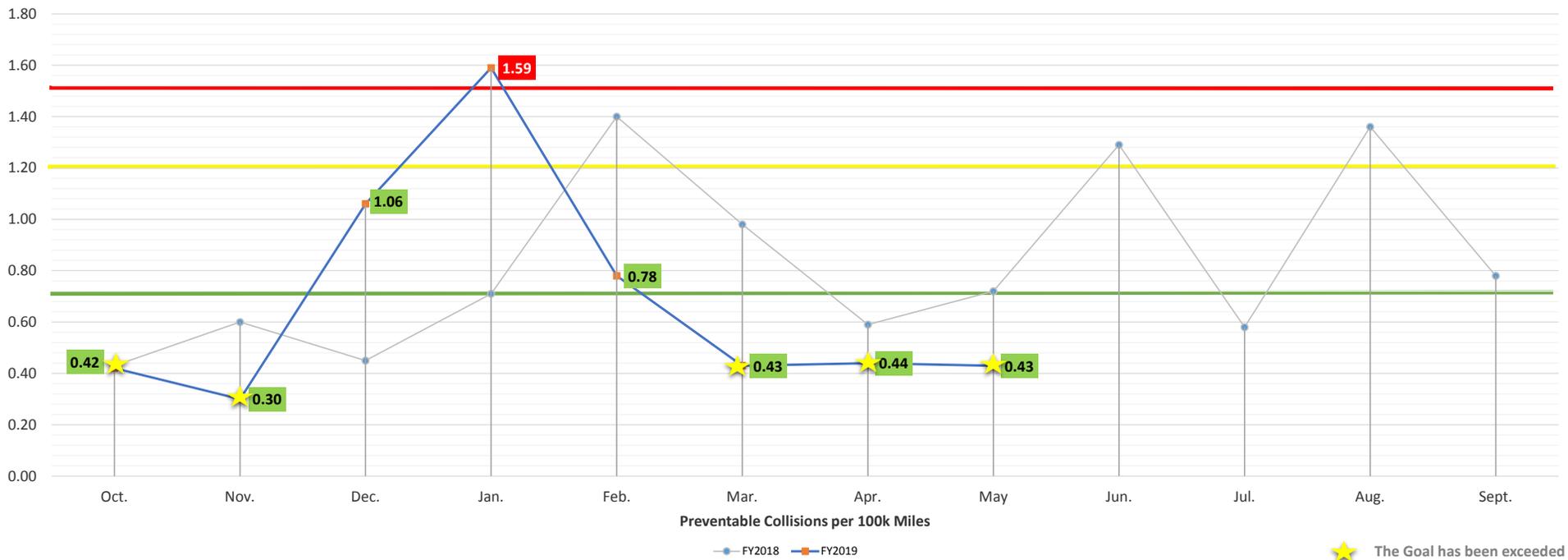
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	●	●	●	●	●	●	●				
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	★	●	★	●	●	★	★	●				
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	●	●	●	●	●	●	●				
				1.10	1.03	1.28	1.00	0.99	0.97	0.93	0.79				
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Total System Ridership	800,000	875,000	1M	★	●	●	●	●	●	●	●				
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				
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
On-Time Performance	74%	76%	78%	●	●	●	●	●	●	●	●				
Mean Distance Between Road Calls	12,000	14,000	16,000	★	●	●	●	★	★	●	●				
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				
	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				

- 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				



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

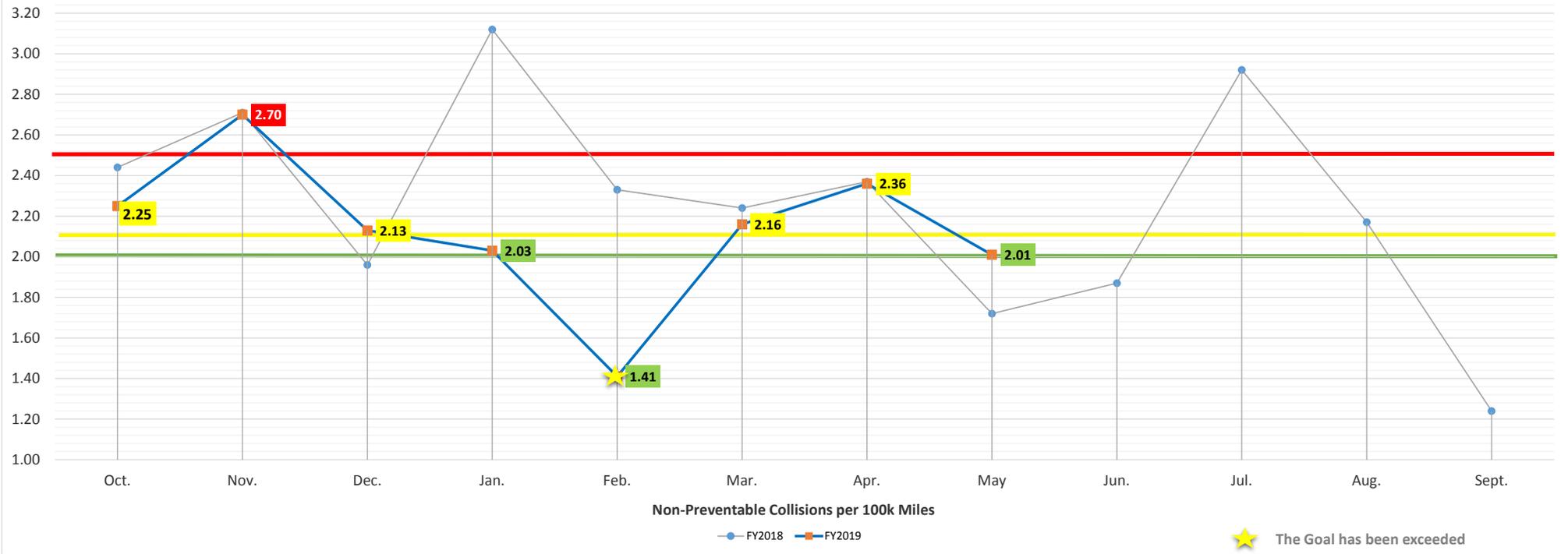
During the month of May, Preventable Collisions slightly decreased from .44 to .43 collisions. Palm Tran experienced three (3) Preventable Collisions for the month of May, consistent to three (3) Preventable Collisions for the month of April. Preventable Collisions during the month of May consisted of one (1) Rear End Collision & two (2) Fixed Object Collisions. The Safety and Accident Reduction PT-Stat team is currently focused on promoting defensive driving techniques to avoid possible Preventable Collisions through an increase in small class Safety Meetings.

- 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				



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

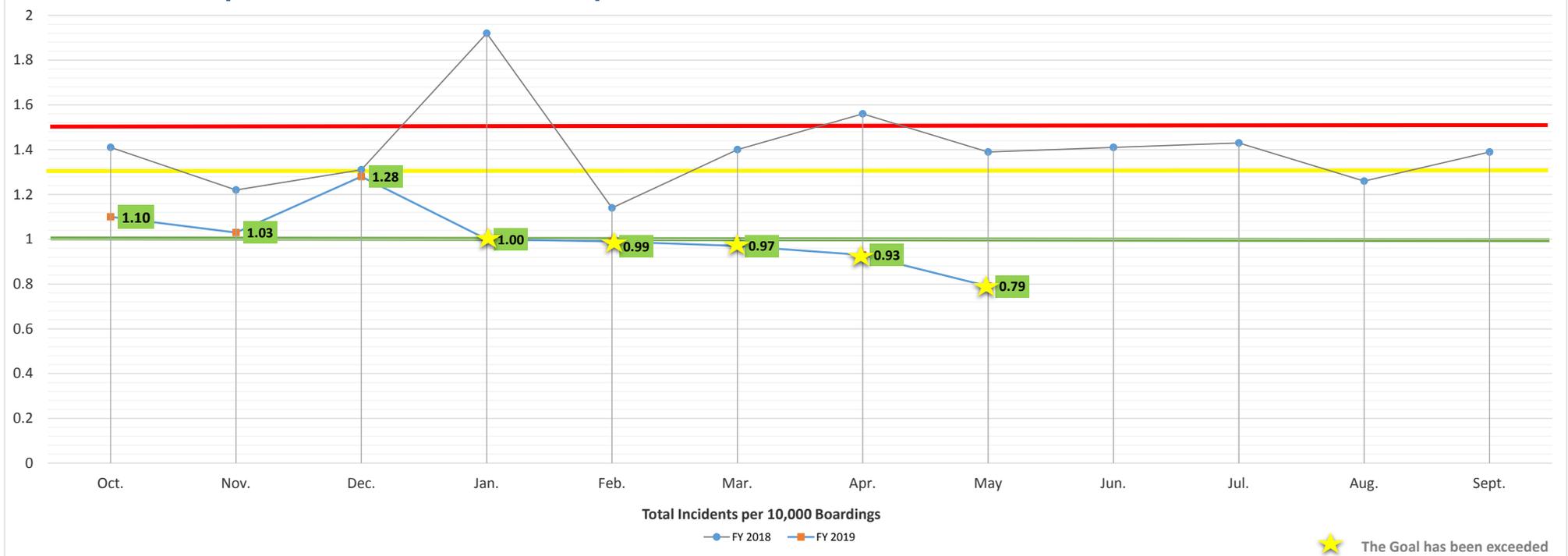
During the month of May, Non-Preventable Collisions decreased from 2.36 to 2.01 collisions. Palm Tran experienced fourteen (14) Non-Preventable Collisions for the month of May, compared to sixteen (16) Non-Preventable Collisions for the month of April. This was due in a large part to a reduction of collisions categorized as rear-end collisions. Non-Preventable Collisions during the month of May consisted of six (6) sideswipes, six (6) rear-ends, one (1) vehicle cutting in front of the bus, and one (1) head on collision. The Safety and Accident Reduction PT-Stat team is currently implementing an initiative that consist in 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				



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

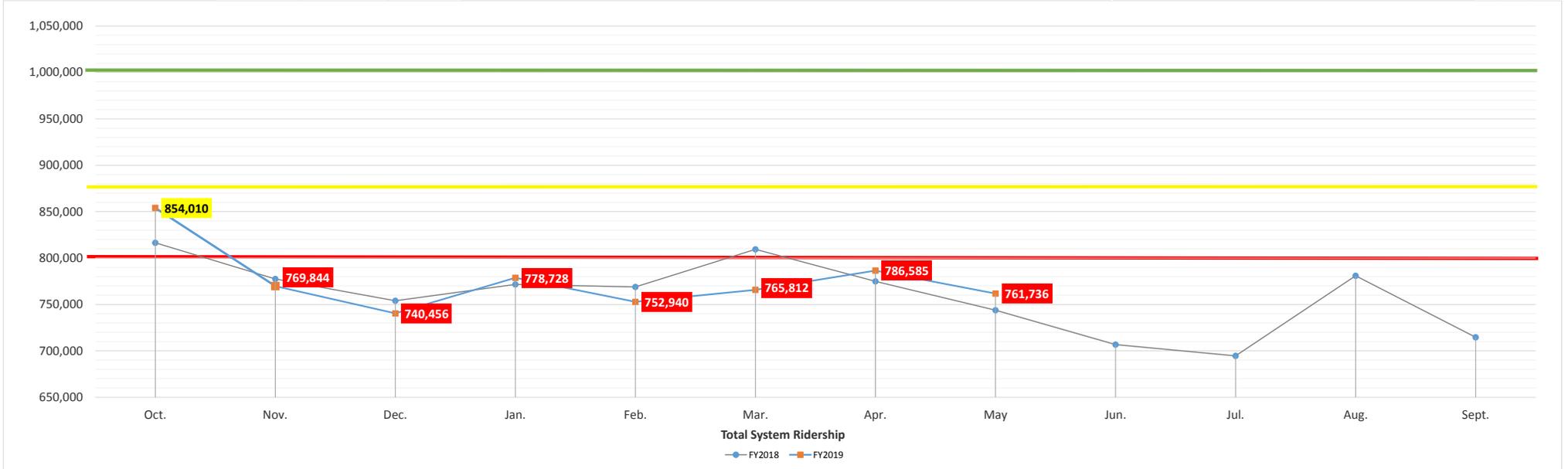
Palm Tran is pleased to report that for the month of May, this metric exceeded the established stretch goal for the fifth month in a row. During the month of May, Palm Tran experienced sixty (60) total incidents compared to seventy-three (73) total incidents during the month of April. This is a decrease of thirteen (13) incidents compared to the prior month of April. Palm Tran top incidents during the month of May were categorized as "Passenger Disturbances", "Fare Disputes", and "Passenger Falls". The Safety and Accident Reduction PT-Stat team is currently evaluating an initiative to calibrate the accelerating and decelerating force of the bus during starting and stopping, which is expected to reduce the number of incidents related to "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

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	●	●	●	●	●	●	●	●	●	●	●	●	●	6,216,801
	2019	800,000	875,000	1M	●	●	●	●	●	●	●	●	●					6,210,111



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>

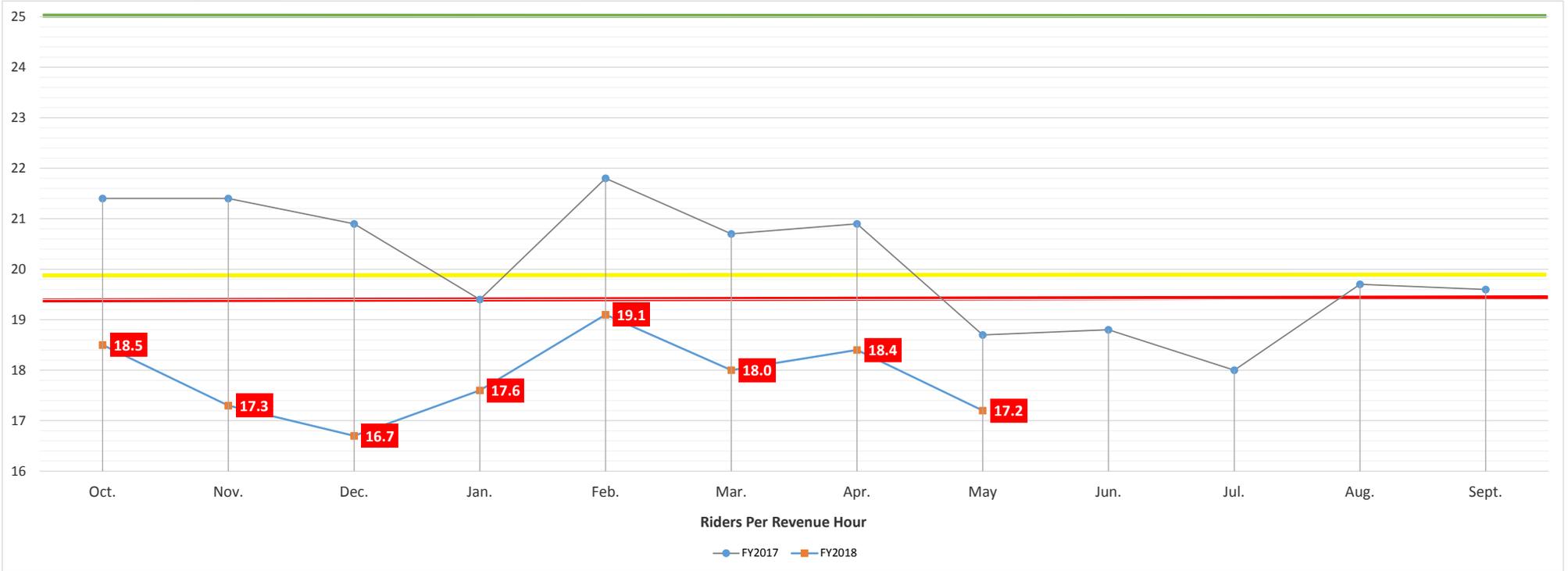
Narrative

May ridership was 761,736, which is an increase of 2.4% (17,886) compared to May of last fiscal year, and a decrease of 3.2% (24,849) compared to the prior month of April. This was due in large part to the inclement weather experienced during the month of May with increasing precipitation and the hottest May in the Country averaging 78.8 OF according to the National Climate Reports – May 2019 of the NOAA (National Atmospheric Administration) National Centers for Environmental Information. The 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 - 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				



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

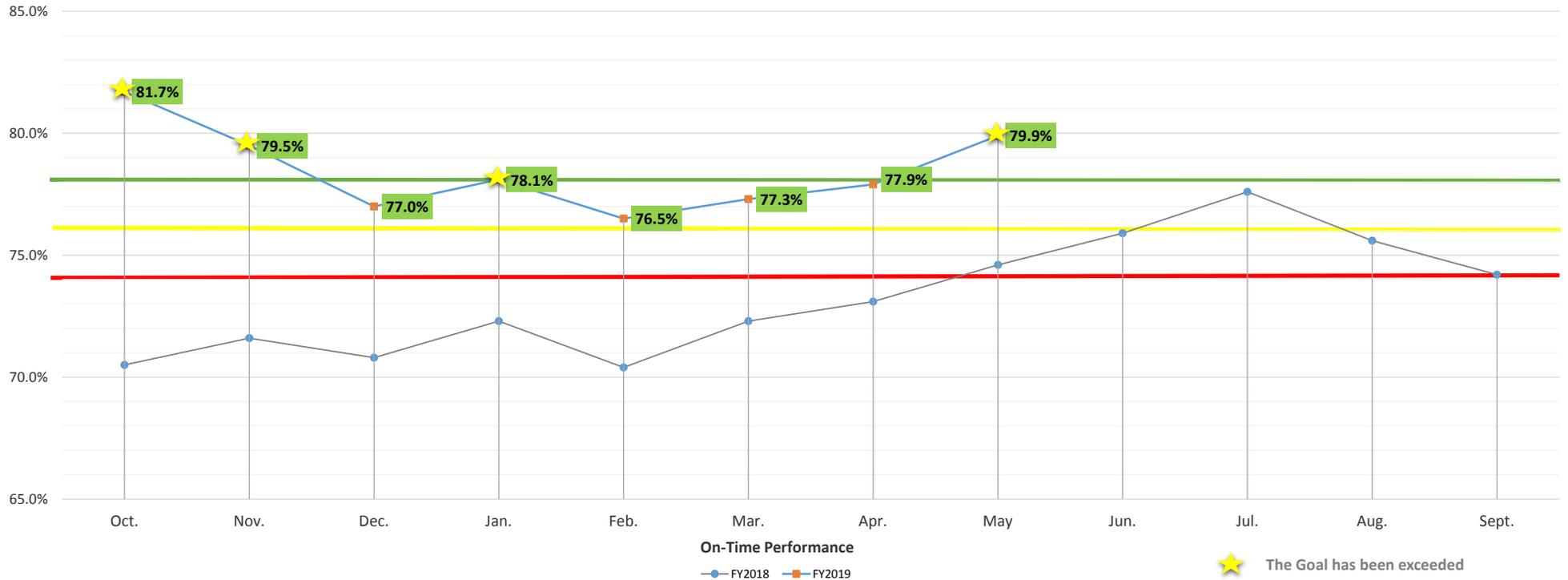
During the month of May, Riders Per Revenue Hour experienced a slight decrease from 18.4 to 17.2 in May. The decrease in productivity was due in large part to the 3.9% (1,644) increase in total fixed route revenue hours, while ridership decreased by 3.2% (24,849) as reported on page 9. The Ridership 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%				



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

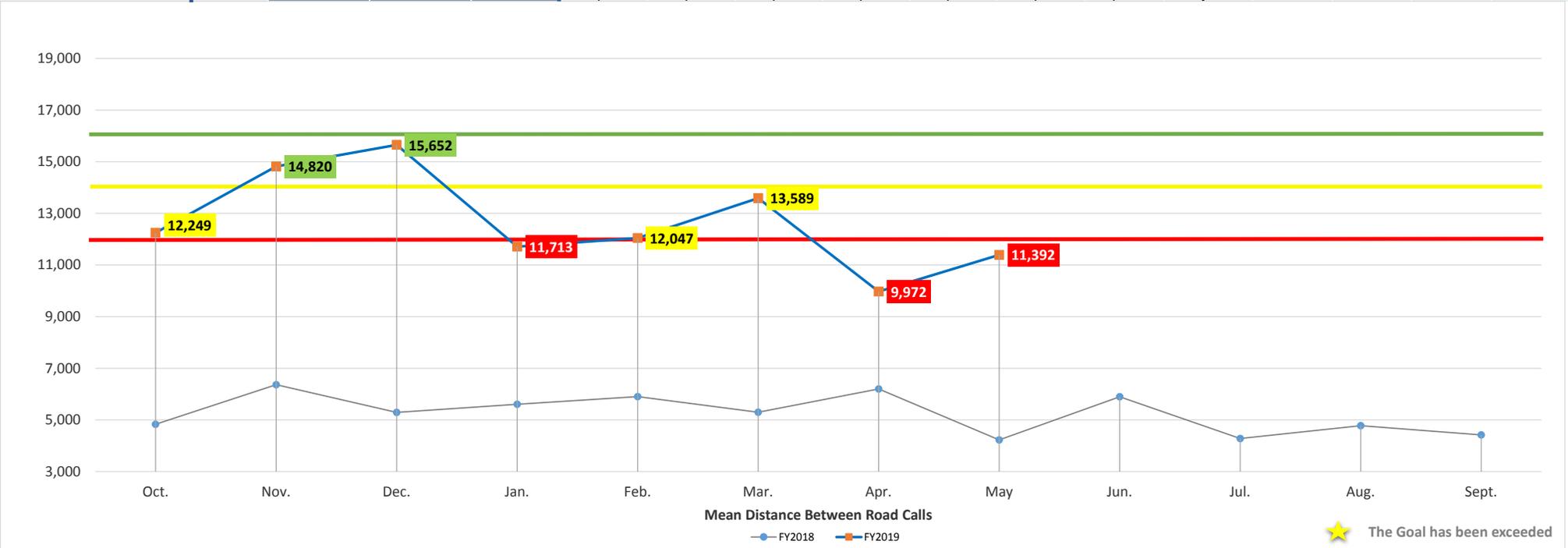
Palm Tran is pleased to report that for the month of May, this metric exceeded the established stretch goal for the fourth time during the current fiscal year. During the month of May, On-Time Performance increased from 77.9% in April to 79.9% in May, which is 2 percentile points higher. This slight increase is attributed in large part to the typical On-Time Performance trend from April to May, which is related to the traffic conditions during this time of the year. 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 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				



The Goal has been exceeded

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

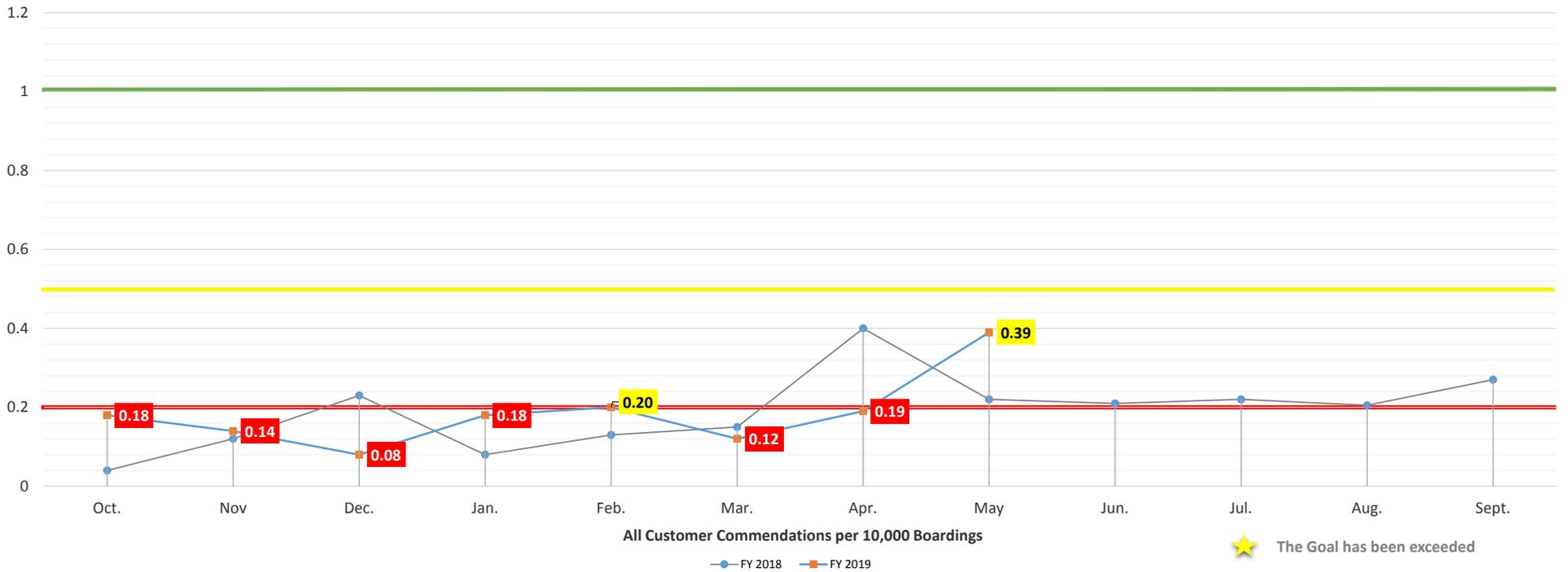
During the month of May, Palm Tran experienced sixty-one (61) road calls compared to sixty-eight (68) road calls in April. This is a decrease of seven (7) road calls, which is in large part attributed to a decrease of road calls categorized as Engine Regeneration road calls from 22 in April to 16 in May. Due to this decrease in road calls, miles between road calls increased by 14.2% compared to the previous month of April. The top causes of road calls during the month of May were categorized as Overheat/Coolant, Engine Regenerations, and Engine related road calls. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce the increased Overheat/Coolant related 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				



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

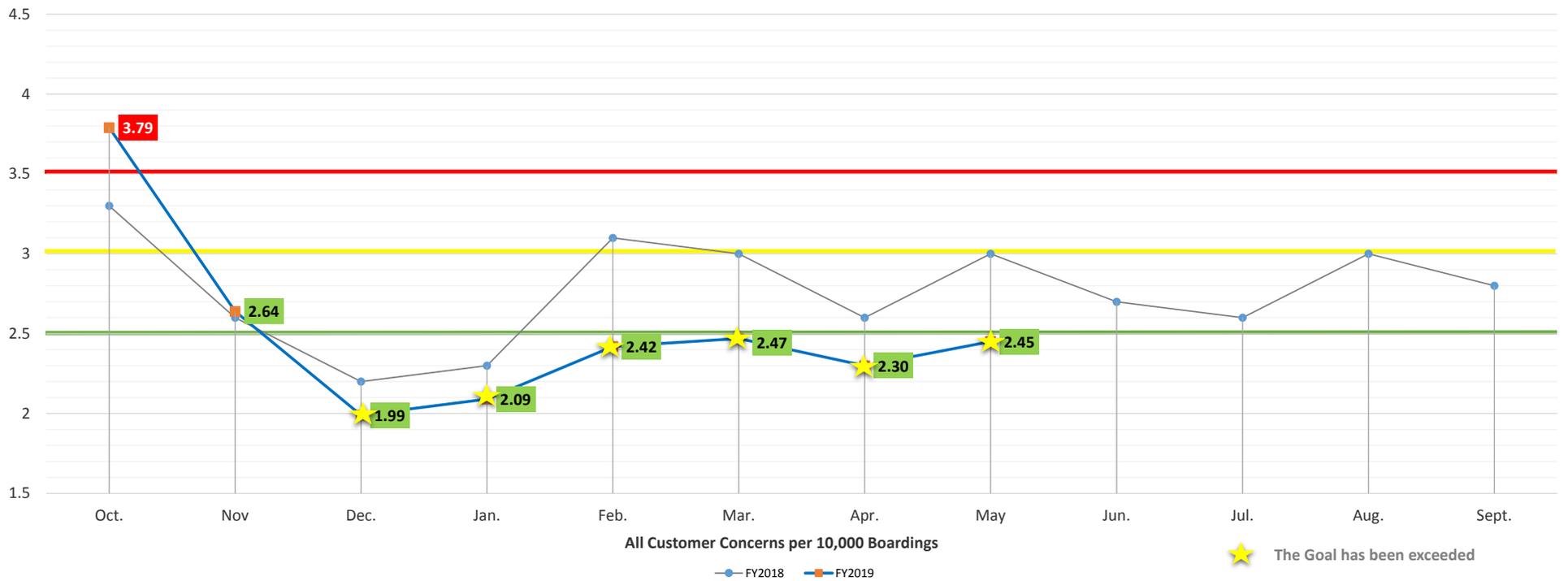
During the month of May, the customer commendations metric experienced a sharp increase from 0.19 to 0.39 commendations compared to the previous month of April. Palm Tran received thirty (30) customer commendations in May compared to fifteen (15) customer commendations in April. The majority of the commendations received were for Palm Tran bus operators and for Palm Tran customer service agents. The Customer Service PT-Stat team continues to work on initiatives to improve the delivery of excellent customer service 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				



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 sixth month in a row. The fixed-route Customer Concerns ratio increased slightly to 2.45 per 10,000 boardings in May, compared to 2.30 during the month of April. In May, total logged concerns were 187 compared to 181 in April. The top categories of concerns in May were "Discourteous Driver", "Behind Schedule", and "Pass-Up". 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 FY 2019

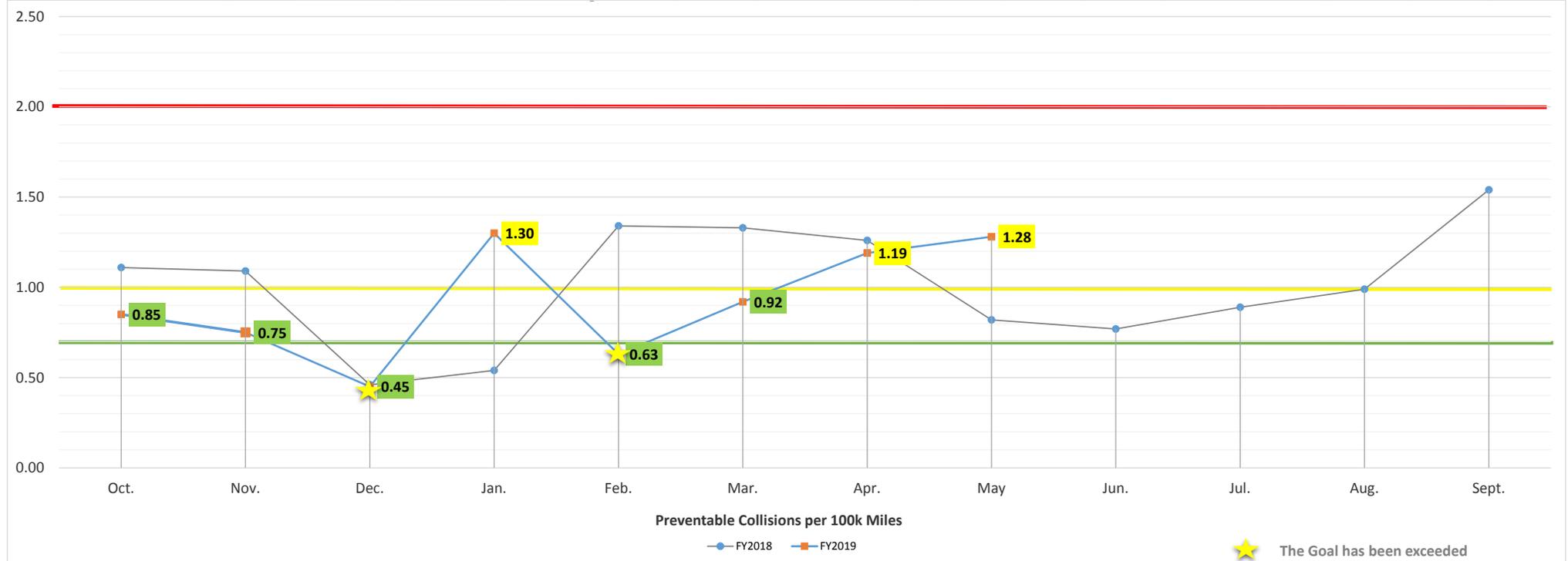
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.85	● 0.75	● 0.45	★ 1.30	● 0.63	● 0.92	★ 1.19	★ 1.28				
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	★ 2.35	● 3.52	● 3.13	● 2.69	★ 2.21	★ 2.25	● 2.58	● 2.57				
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				
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%				
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				
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				
	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				
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				
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				

- 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				



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

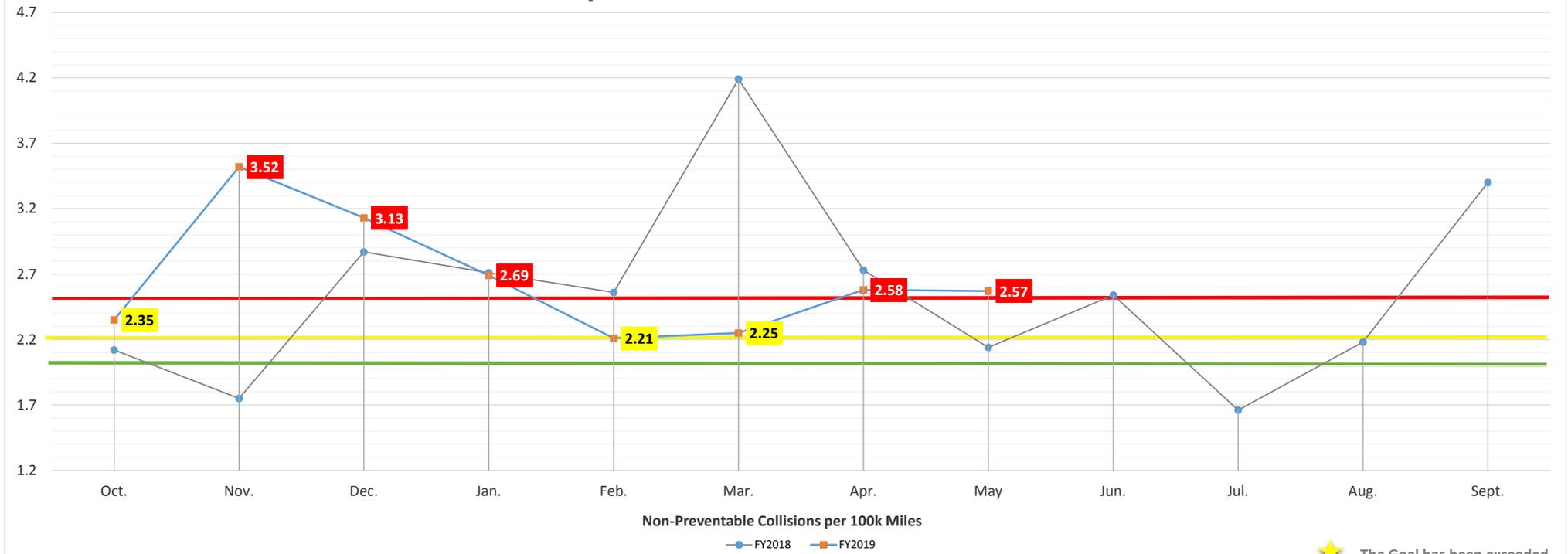
During the month of May, Preventable Collisions increased from 1.19 to 1.28 collisions. This was due to thirteen (13) at fault accidents during the month of May compared to twelve (12) at fault accidents during the month of April. The majority of the collisions were related to fixed object accidents. These included nine (9) fixed object collisions, three (3) rear-end collisions, one (1) lift malfunction. The Palm Tran Connection Safety and Accident Reduction 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				



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

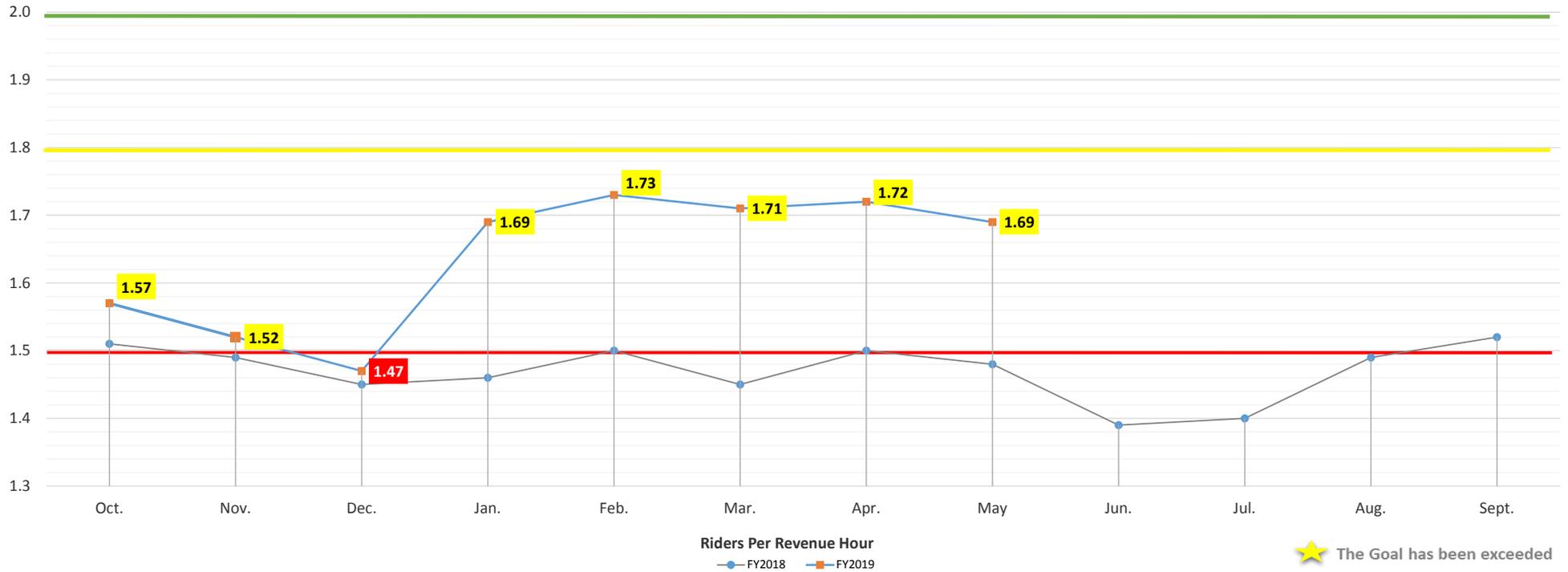
During the month of May, Non-Preventable Collisions decreased from 2.58 to 2.57 collisions. This was due in large part to a 0.30% (3,001) increase in Total Vehicle Miles while the total number of Non-Preventable Collisions for the month remained unchanged. Palm Tran experienced twenty-six (26) Non-Preventable Collisions for the month of May, consistent with the twenty-six (26) Non-Preventable Collisions during the month of April. The top categories for the month of May were defined as sideswipe, rear-end, vehicle backed-into, and front-end damage collisions. The Connection Safety and Accident Reduction PT-Stat team is finalizing 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				



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

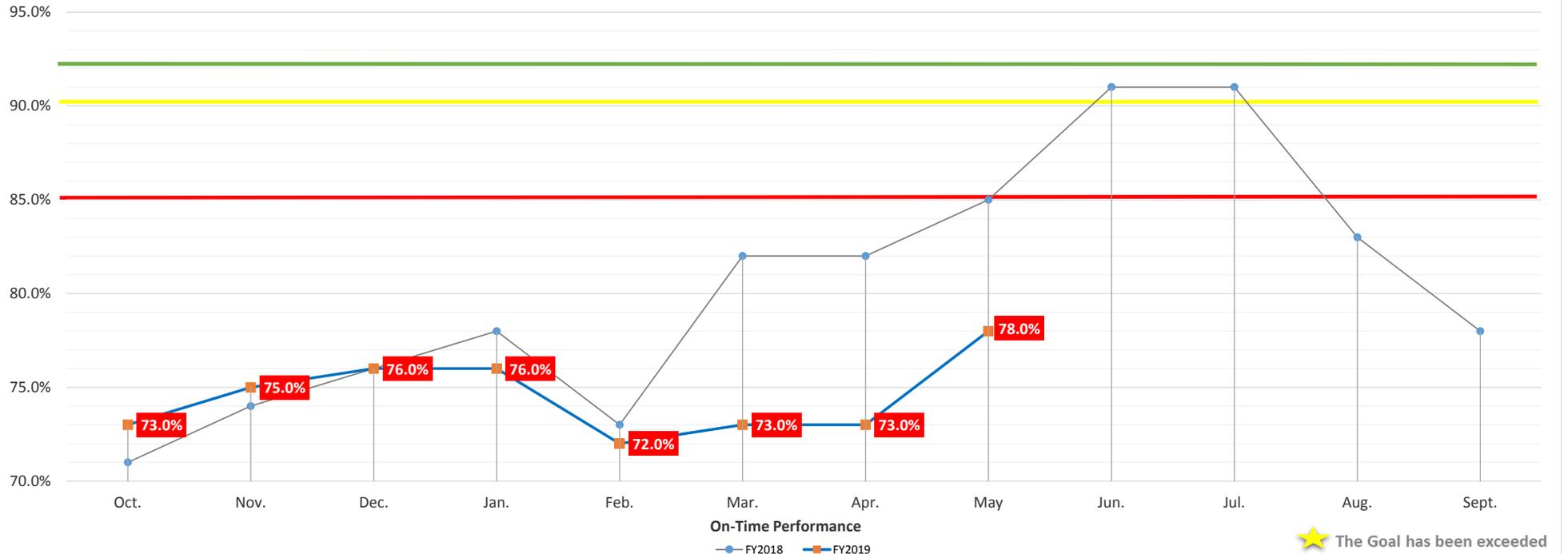
During the month of May, Palm Tran Connection riders per revenue hour slightly decreased to 1.69 from 1.72 during the month of April. This is attributed in large part to the increase of Total Connection Revenue Hours by 0.9%, while the Total Connection Passenger Transported decreased by -0.4% during the month of May. 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%				



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

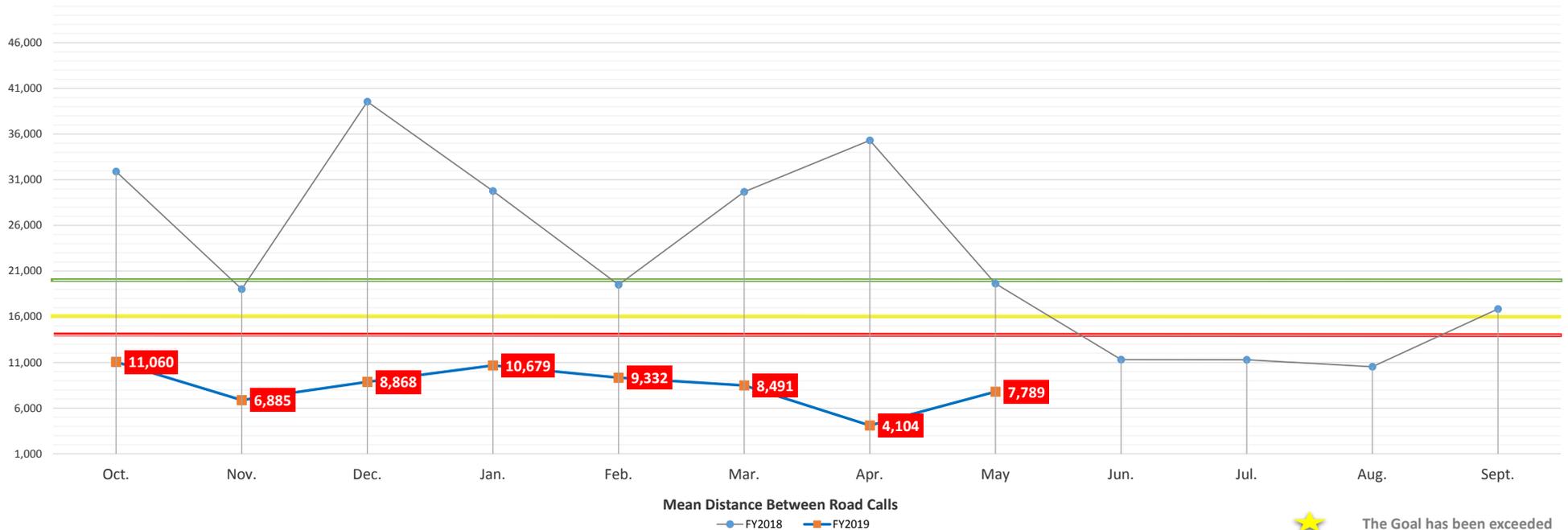
During the month of May, Palm Tran Connection has seen a sharp increase of five (5) percentile points in On-Time Performance over the prior month of April. This was due in large part to a decrease of the Average Weekly Ridership by 5.8% combined with a reduction of vehicle breakdowns as reported on page 20. 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				



The Goal has been exceeded

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

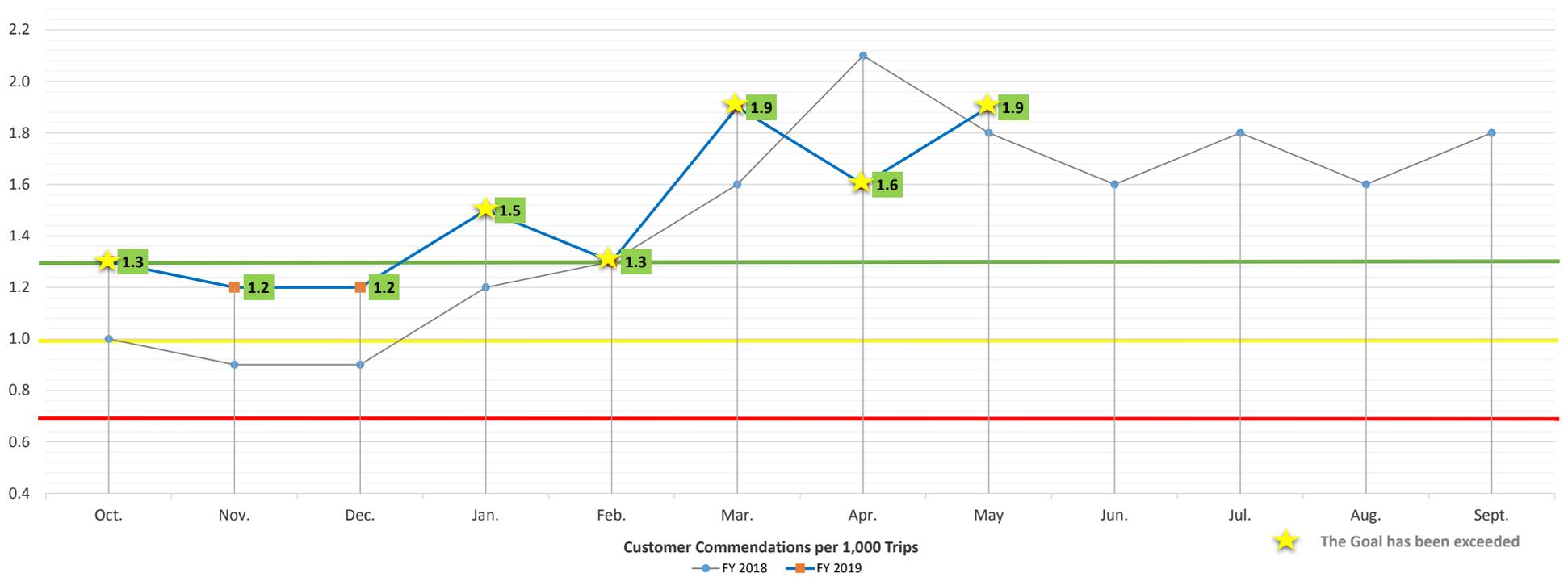
During the month of May, Palm Tran Connection experienced one-hundred and thirty (130) Road Calls compared to two-hundred and forty-six (246) Road Calls for the month of April. This is a decrease of one-hundred and sixteen (116) Road Calls, which was due in large part to properly addressing the spike in vehicle mechanical failures during the month of April. The top categories in May 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				



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

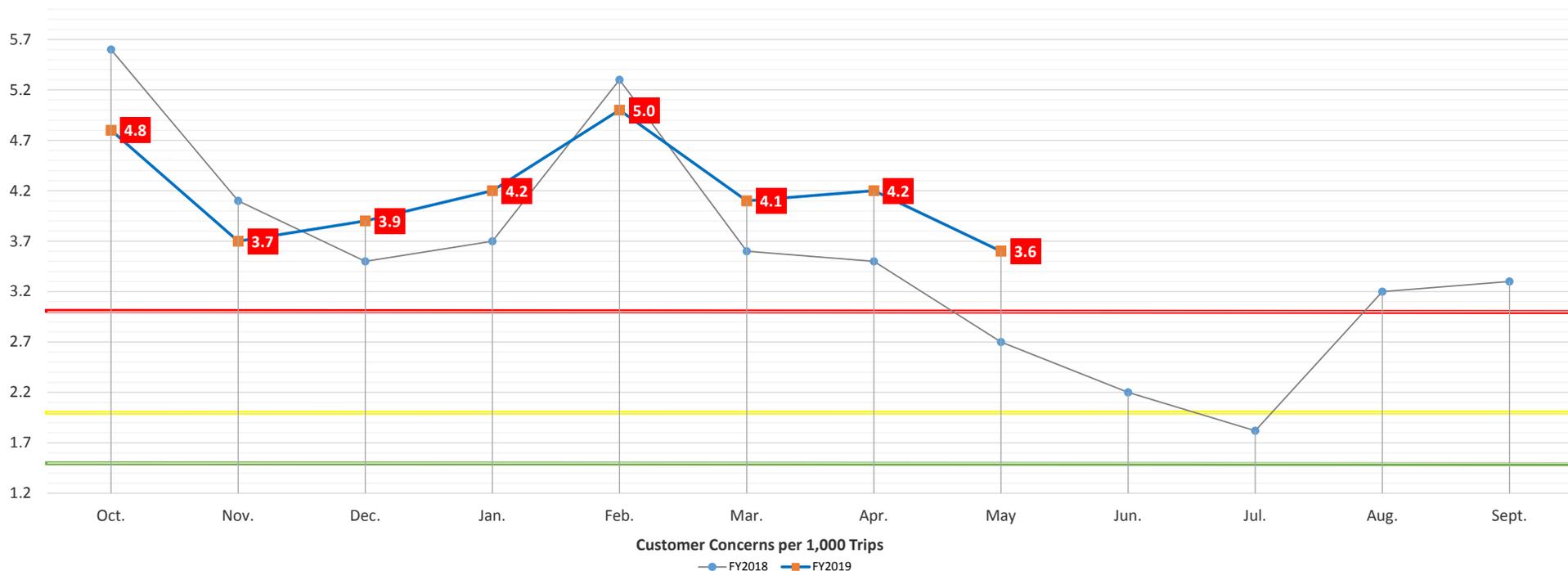
Palm Tran is pleased to report that for the month of May this metric exceeded the established stretch goal for the fifth month in a row. During the month of May, Palm Tran Connection received 146 commendations compared to 127 during the month of April. Customer Commendations recognized exceptional customer service by drivers, reservationist, dispatchers, schedulers, service coordinators, eligibility employees, administration employees, 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				



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.

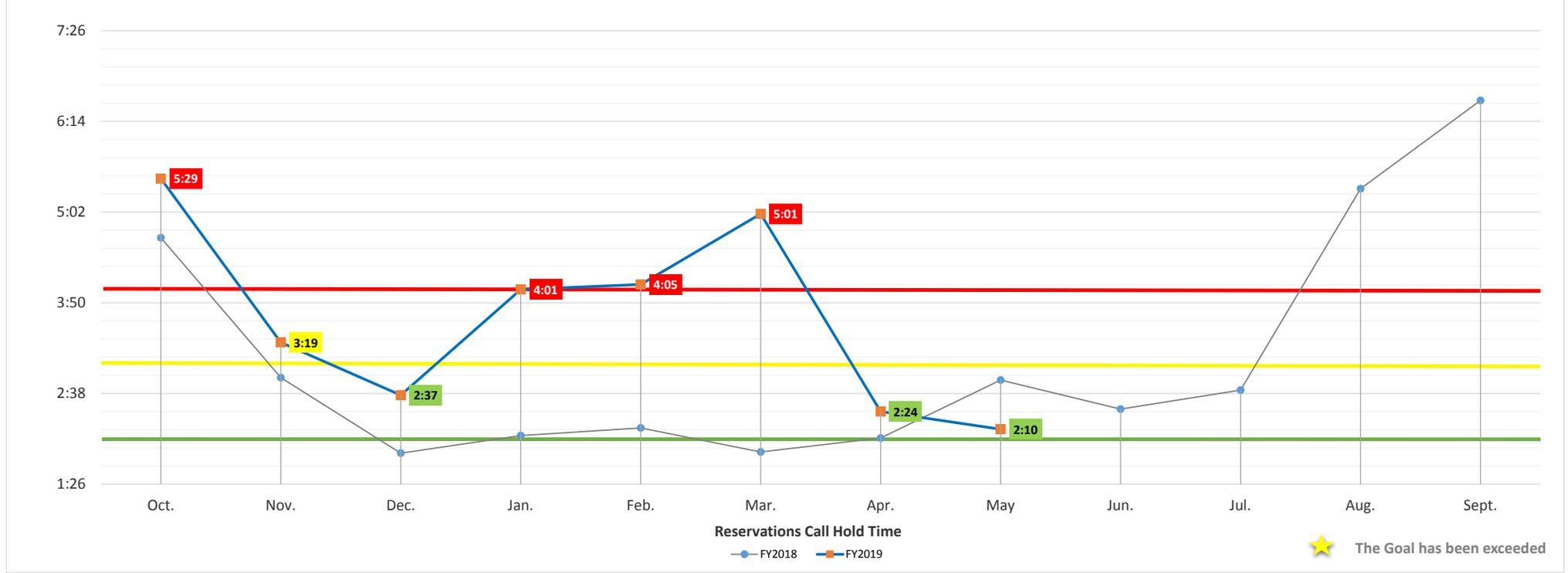
Narrative

During the month of May, there were 282 concerns filed compared to 327 concerns in April. This is a decrease of 45 concerns, which in large part were related to the On-Time Performance improvement as reported on page 19. The top categories during the month of May were focused on On-Time Performance, and on board the vehicle for too long. The Connections 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	● (Red) 4:42	● (Green) 2:51	● (Green) 1:51	● (Green) 2:05	● (Green) 2:11	● (Green) 1:52	● (Green) 2:03	● (Green) 2:49	● (Green) 2:26	● (Green) 2:41	● (Red) 5:21	● (Red) 6:31
	2019	4:00	3:00	2:00	● (Red) 5:29	● (Yellow) 3:19	● (Green) 2:37	● (Red) 4:01	● (Red) 4:05	● (Red) 5:01	● (Green) 2:24	● (Green) 2:10				



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.

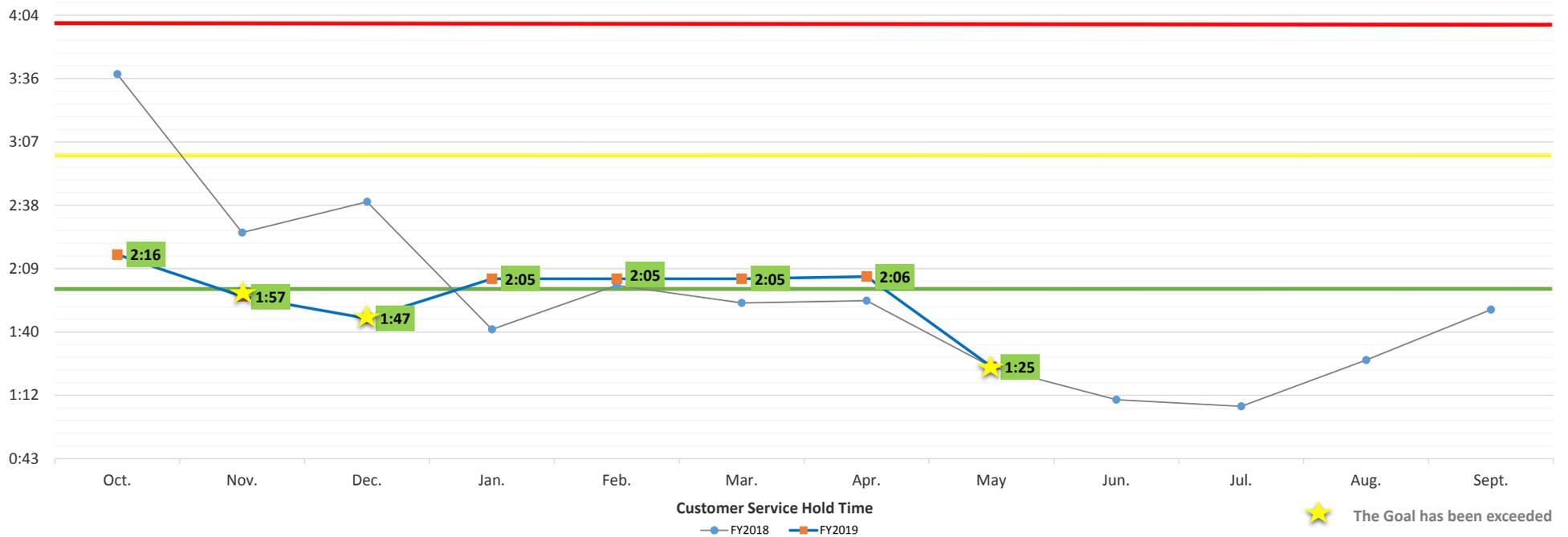
Narrative

Palm Tran Connection is pleased to report that for the month of May this metric exceeded the established target for the second month in a row. During the month of May, reservations hold time experienced a slight 14 seconds reduction compared to the prior month of April. This was due in large part to an increase of Palm Tran Connection customers booking their trips using "Passweb" online option, allowing to schedule over 8,000 trips during the month of May. Palm Tran Connection continues to promote the use of "Passweb" to all customers, which could potentially further reduce reservations hold time.

- (Red) Minimum/Maximum has not been met
- (Yellow) Metric is at or above/below the Minimum/Maximum, but not at the Target
- (Green) 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				



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 is pleased to report that during the month of May the “Where Is My Ride” hold time metric exceeded the established stretch goal for the third time during the current fiscal year. During the month of May, “Where Is My Ride” hold time decreased by 41 seconds compared to the month of April. This was due in large part to the improved level of On-Time Performance (as reported on page 19) combined with more customers using the “Passweb” online application, which 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

