

# PERFORMANCE REPORT

OCTOBER 2019



*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 October 2019, Palm Tran's Performance Report continues to show improvement in different areas. Two (2) metrics from the Fixed Route Dashboard and three (3) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining thirteen (13) performed above, of which seven (7) metrics exceeded the established stretch goal.

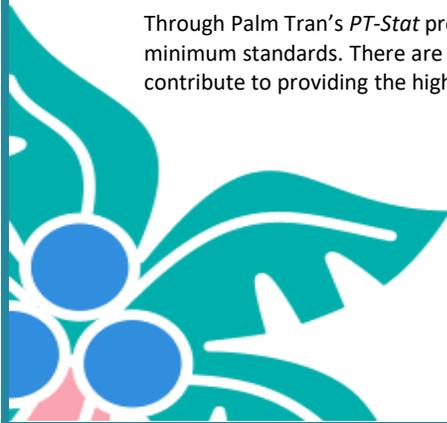
## Palm Tran Fixed Route:

- »Palm Tran is pleased to report zero (0) Preventable Collisions for the month of October. (Pg. 8)
- »September ridership was 835,187, which is an increase of 20.1% (139,929) compared to last month . (Pg. 9)
- »Palm Tran's Fixed Route service exceeded the established stretch goal of On-Time Performance at 81.2%. (Pg. 11)
- »Customer Concerns continues to exceed the established stretch goal during the first month of fiscal year 2020. (Pg. 14)

## Palm Tran Connection:

- »Palm Tran Connection Preventable Collisions exceeded the stretch target at 0.82 collisions. (Pg. 16)
- »Palm Tran Connection On-Time Performance decreased to 74.0% for the month of October. (Pg. 19)
- »Palm Tran Connection experienced two-hundred and one (201) mechanical failures in October compared to one-hundred and forty-two (142) mechanical failures in September. (Pg. 20)
- »Palm Tran Connection is pleased to report that during the month of October, the "Where Is My Ride" hold time metric exceeded the established stretch goal for the first time during fiscal year 2020. (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												0.00
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.90												1.90
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.65												0.65
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												835,187
Riders Per Revenue Hour	19.4	19.9	25.0	◆ 18.6												18.4
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%												79.7%
Mean Distance Between Failures	12,000	14,000	16,000	▲ 12,111												12,111
All Customer Commendations per 10k Boardings	0.2	0.5	1.0	◆ 0.08												0.08
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
All Customer Concerns per 10k Boardings	3.5	3.0	2.5	● 2.38												2.40

## 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	2.0	1.0	0.7	● 0.82												0.82
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	▲ 2.45												2.45
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.5	1.8	2.0	▲ 1.69												1.69
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 74.0%												74.0%
Mean Distance Between Failures	14,000	16,000	20,000	◆ 5,472												5,472
All Customer Commendations per 1k Trips	0.7	1.0	1.3	● 1.87												1.87
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
All Customer Concerns per 1k Trips	3.0	2.0	1.5	◆ 4.00												4.00
Reservations Call Hold Time	4:00	3:00	2:00	● 2:07												2:07
Where Is My Ride Hold Time	4:00	3:00	2:00	● 1:37												1:37

- ◆ 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

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Mean Distance Between Failures	12,000	14,000	16,000	▲ 12,111												12,111
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All Customer Concerns per 10k Boardings	3.5	3.0	2.5	● 2.38												2.40

Safety	Trend Line
Preventable Collisions per 100k Miles	
Non-Preventable Collisions per 100k Miles	
Total Incidents per 10,000 Boardings	

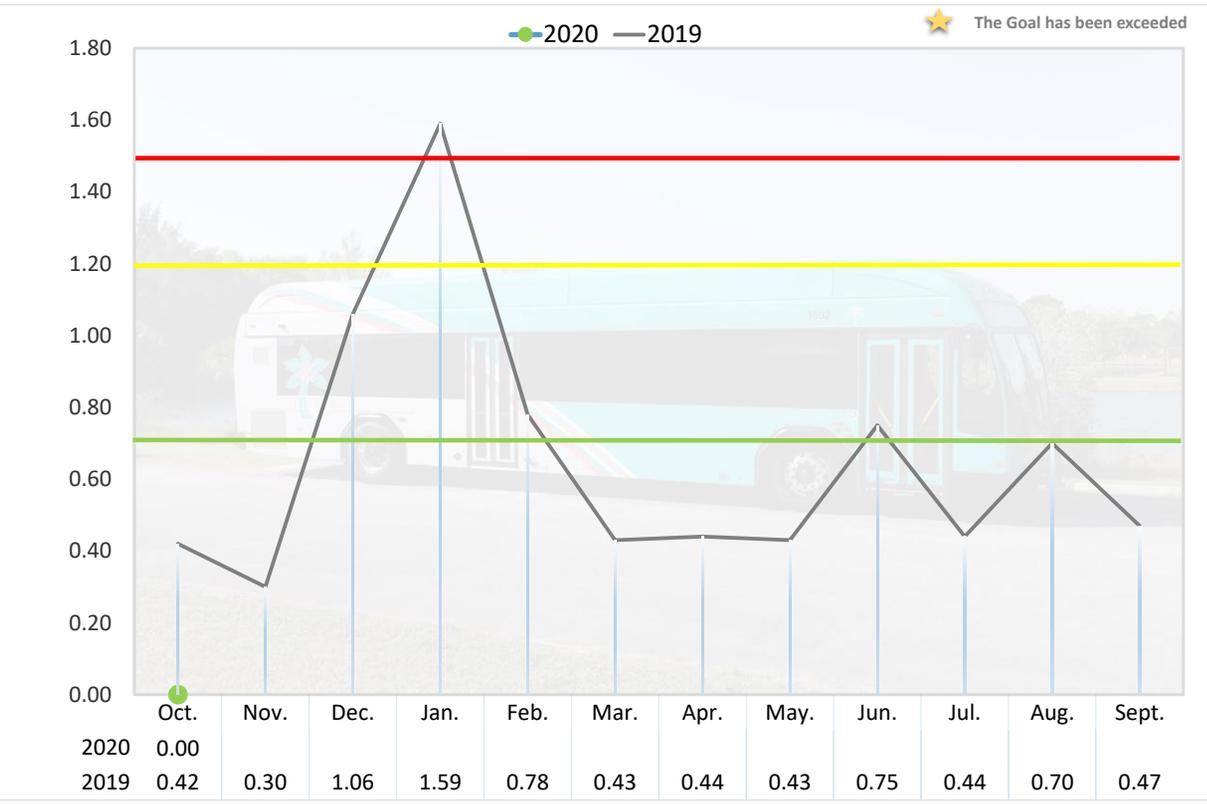
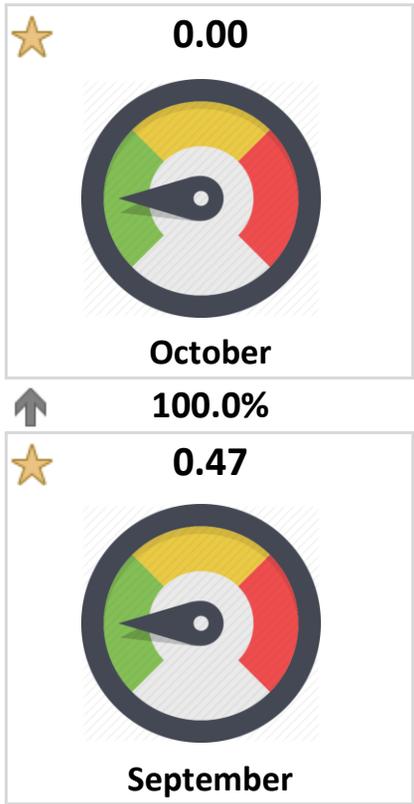
Mobility	Trend Line
Total System Ridership	
Total System Productivity	

Customer Satisfaction	Trend Line
On-Time Performance	
Mean Distance Between Failures	
All Customer Commendations per 10k Boardings	
All Customer Concerns per 10k Boardings	

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# 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												● 0.00

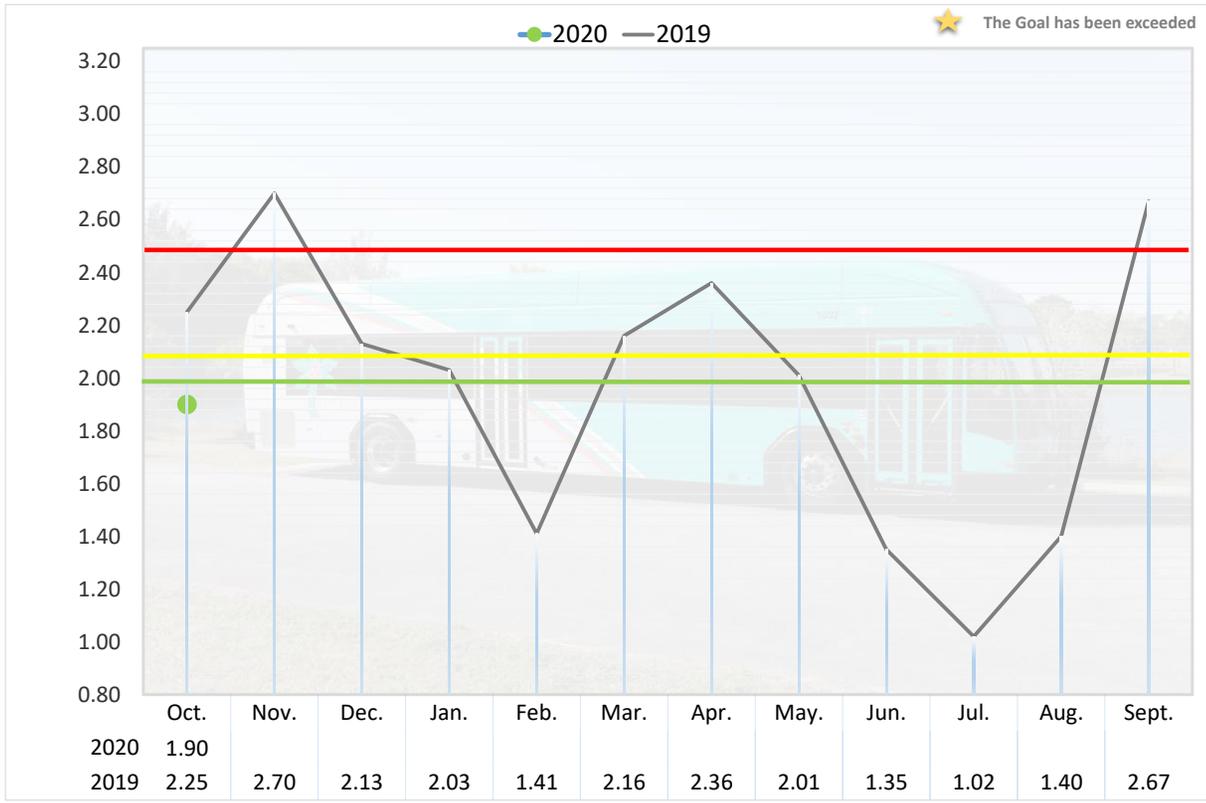
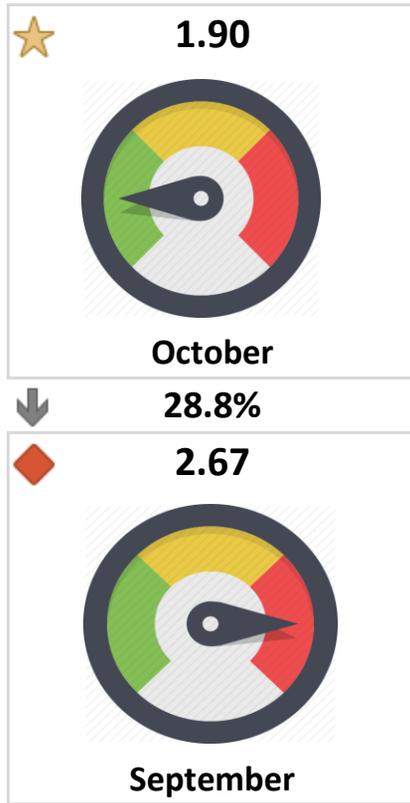
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	1.5	1.2	0.7	$(\text{Total Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	1.5	1.2	0.7		

### Narrative

Palm Tran is pleased to report no Preventable Collisions for the month of October, which is a significant milestone in safety and excellent service delivery by Palm Tran Bus Operators. During the month of October, Palm Tran experienced zero (0) Preventable Collisions compared to three (3) Preventable Collisions for the month of September. This exemplary performance is the result of the implemented safety initiatives and continued commitment to safety by Bus Operators, Operations, Maintenance, and Safety personnel. The Safety and Accident Reduction PT-Stat team is currently focused on promoting vehicle spacing during retraining, which could potentially contribute to mitigate Preventable Collisions

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# 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												● 1.90

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		

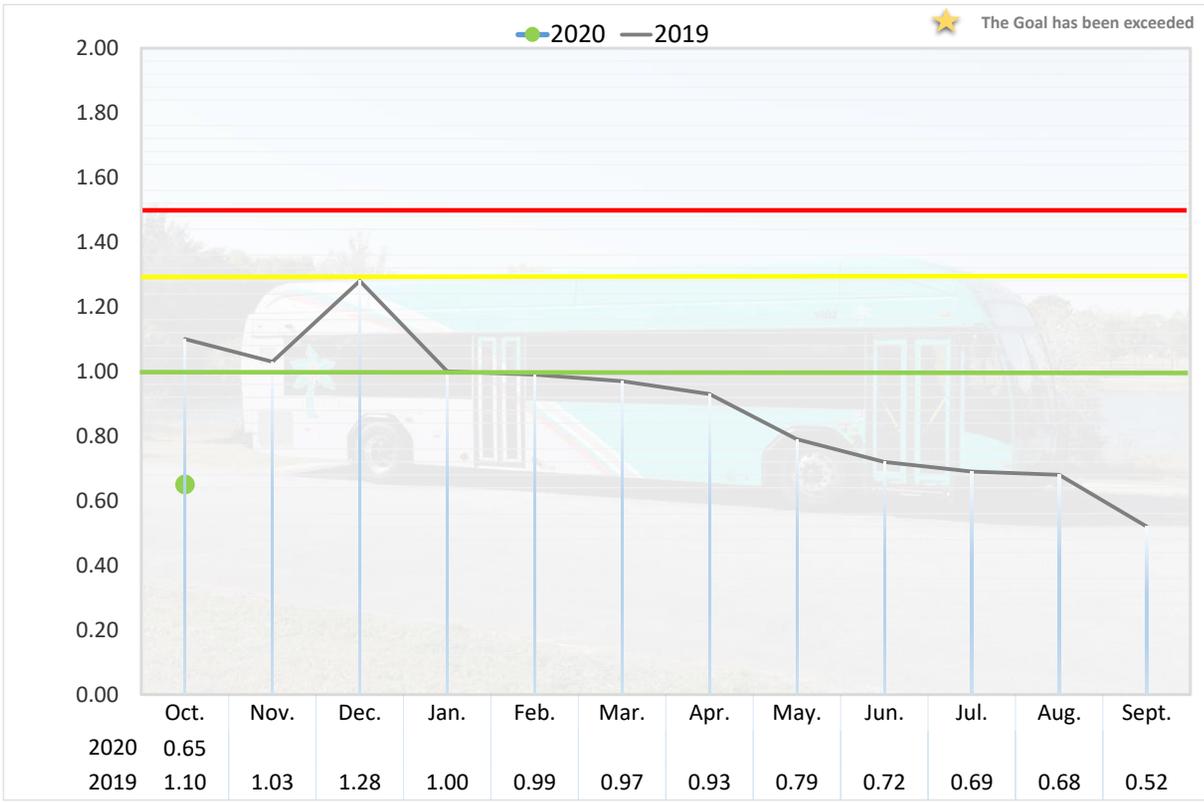
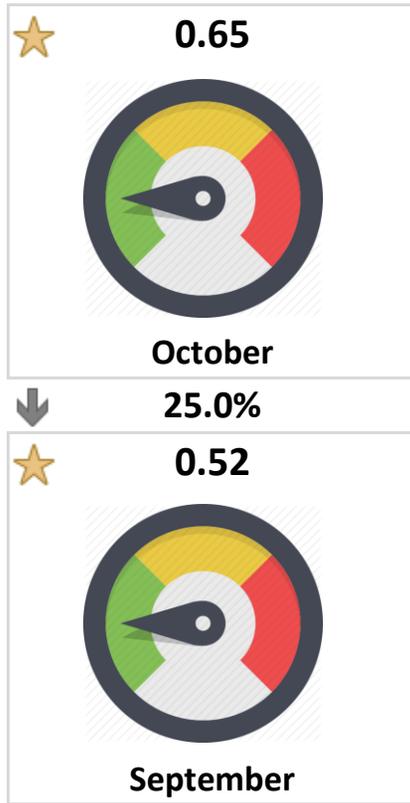
### Narrative

Palm Tran is pleased to report that for the month of October, this metric exceeded the established stretch goal. Non-Preventable Collisions decreased from 2.67 to 1.90 collisions. Palm Tran experienced fourteen (14) Non-Preventable Collisions for the month of October compared to seventeen (17) Non-Preventable Collisions for the month of September. Non-Preventable collisions during the month of October consisted of seven (7) Rear-End collisions, four (4) Sideswipes and three (3) vehicles cutting in front of the bus. The Safety and Accident Reduction PT-Stat team is currently focused on communicating the importance of using a tap of the horn, brake lights and turn signals to communicate the operator's intentions and reducing 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



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												● 0.65

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 October, this metric exceeded the established stretch goal at 0.65 total incidents per 10,000 passenger boardings. Palm Tran experienced fifty-four (54) total incidents during the month of October, compared to thirty-six (36) total incidents in September. Palm Tran's top incidents during the month October 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".

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- Target has been met or exceeded



# Fixed-Route Total System Ridership

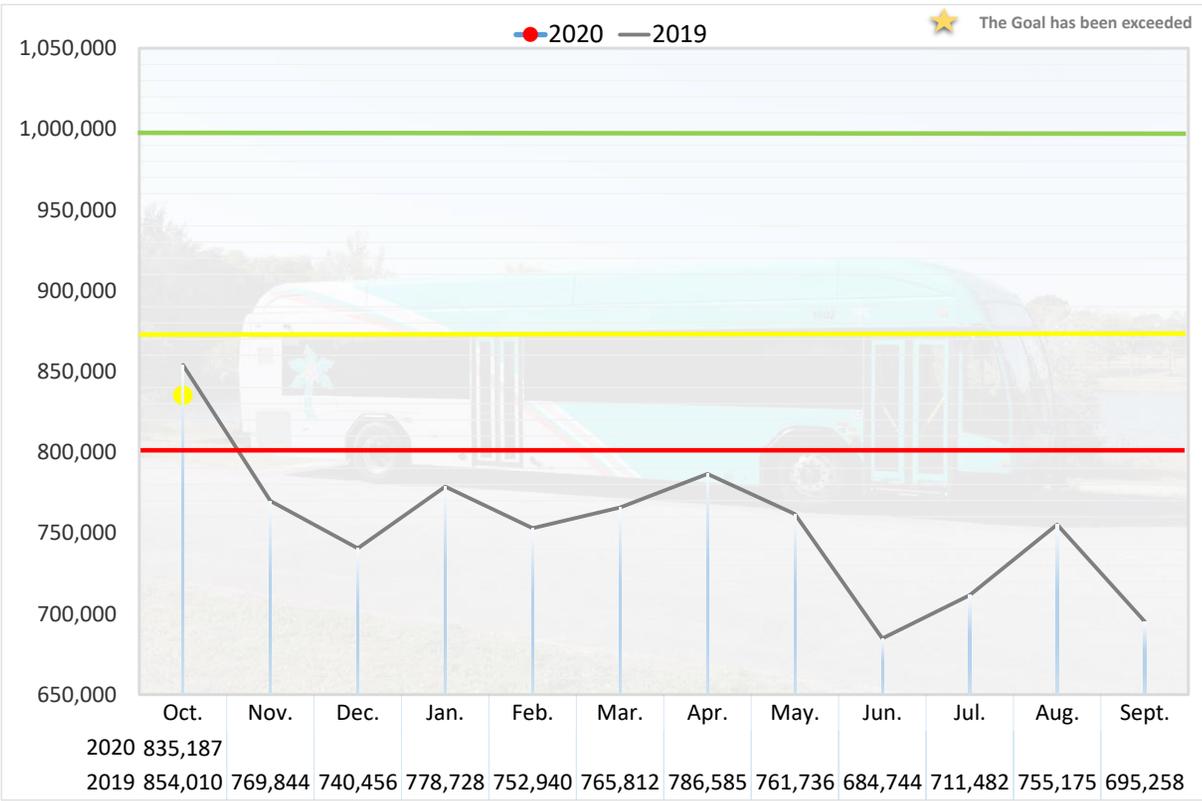
**835,187**

**October**

↑ **20.1%**

**695,258**

**September**



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												◆ 835,187

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		

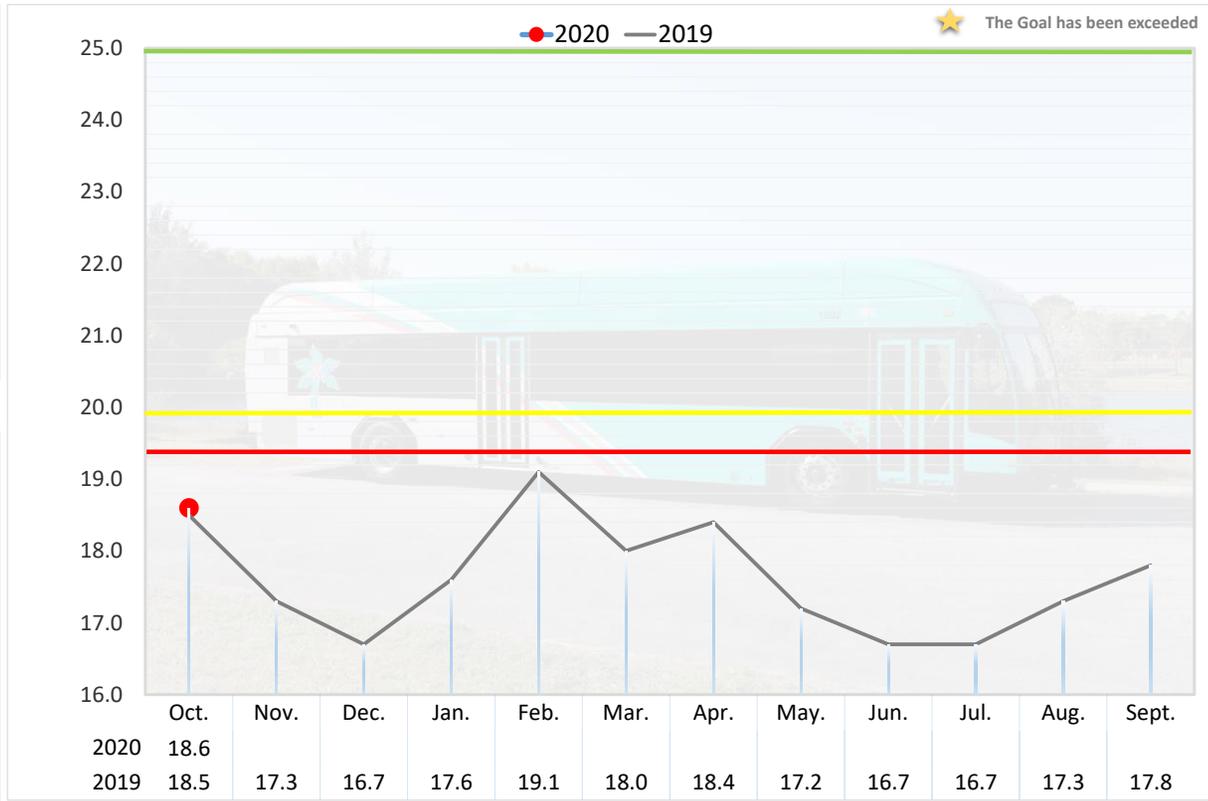
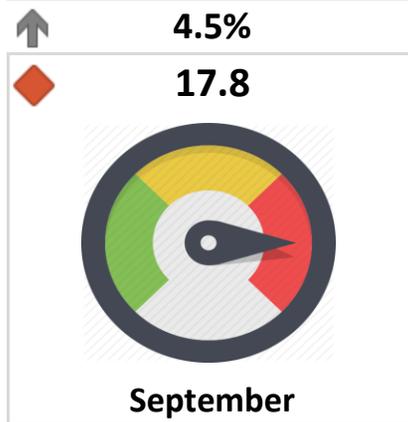
### Narrative

October ridership was 835,187, which is an increase of 20.1% (139,929) compared to the prior of September, and a decline of 2.2% (18,823) compared to October of last fiscal year. This was due in large part to not providing service on September 3rd consequence of Hurricane Dorian. Also, it should be noted that during the implementation of the RPM (Route Performance Maximization) project in October 2018, the first three days of service were fare free. 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



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												◆ 18.4

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		

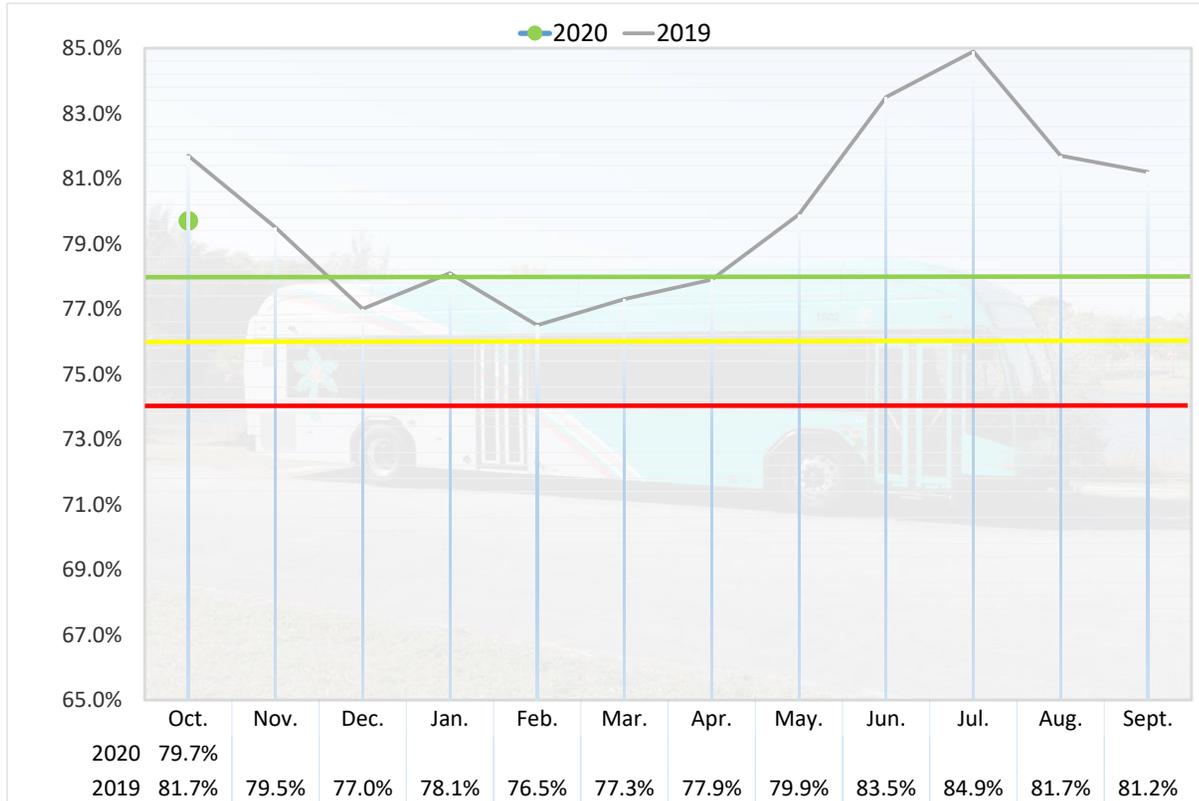
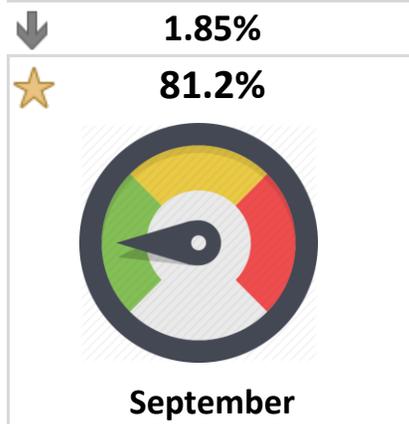
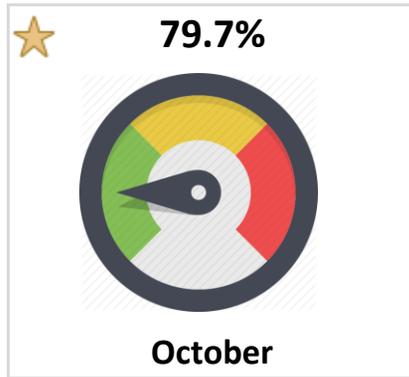
### Narrative

During the month of October, Riders Per Revenue Hour increased from 17.8 in September to 18.6 in October. This increase in productivity was due in large part to the 20.1% (139,929) increase in ridership (as reported on page 9), while the total fixed route revenue hours only increased by 14.9% yielding 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



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%												● 79.7%

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%		

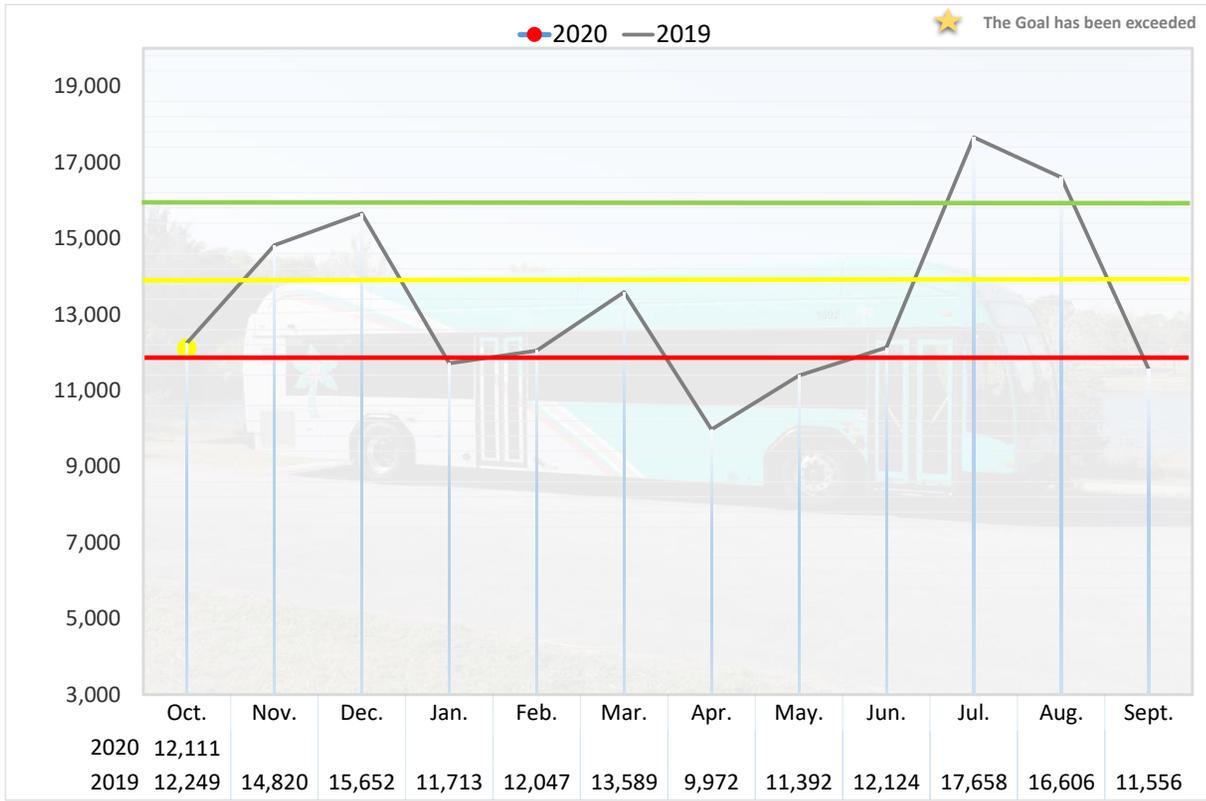
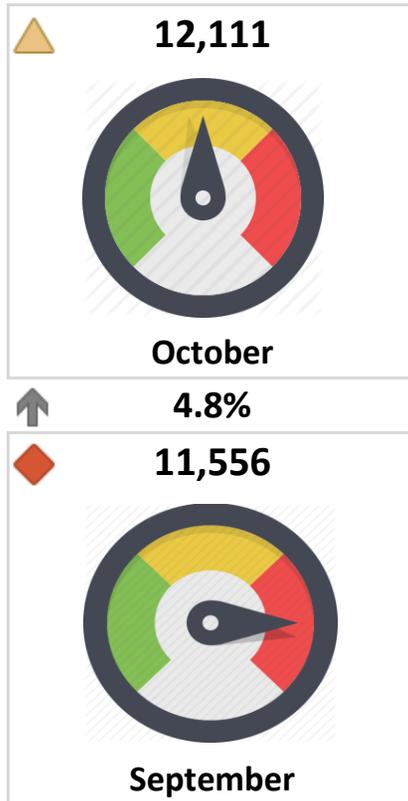
### Narrative

Palm Tran is pleased to report that for the month of October, this metric exceeded the established stretch goal. During the month of October, On-Time Performance decreased from 81.2% in September to 79.7% in October, which is 1.5 percentile points lower. Nevertheless, this metric continues to exceed the established stretch goal. 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												▲ 12,111

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		

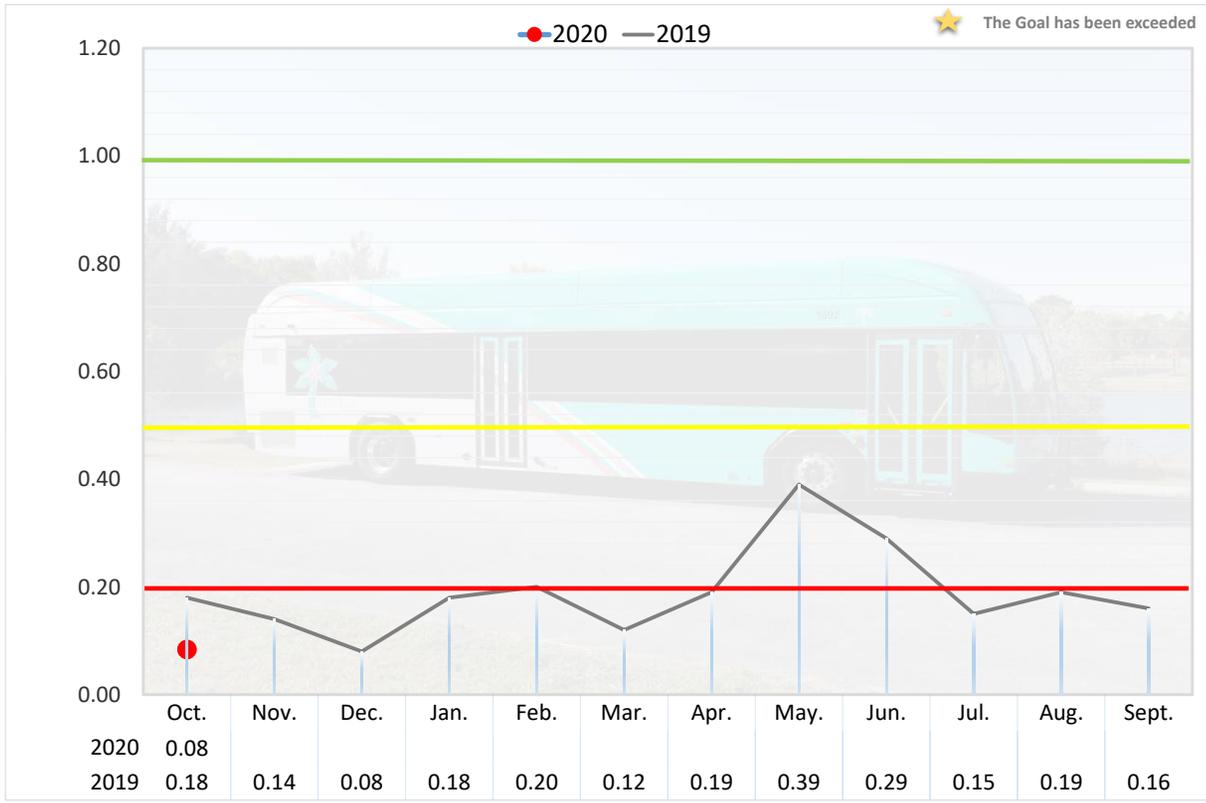
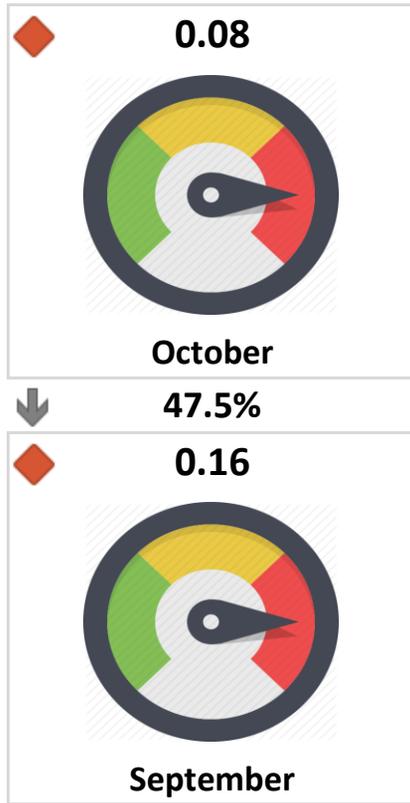
### Narrative

During the month of October, Palm Tran experienced sixty-one (61) major mechanical failures compared to fifty-five (55) mechanical failures in September. This is an increase of six (6) mechanical failures, which in large part were attributed to an increase of mechanical failures categorized as overheat/coolant, and Engine related failures. Due to this increase in failures by 10.9%, combined with an increase of Total Fixed Route Vehicle miles at a higher rate of 16.3% (103,196 miles) yielding a 4.8% increase in this metric. The Mean Distance Between Road Calls PT-Stat team is currently evaluating possible initiatives to reduce Overheat/Coolant related failures.

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# 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												◆ 0.08

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

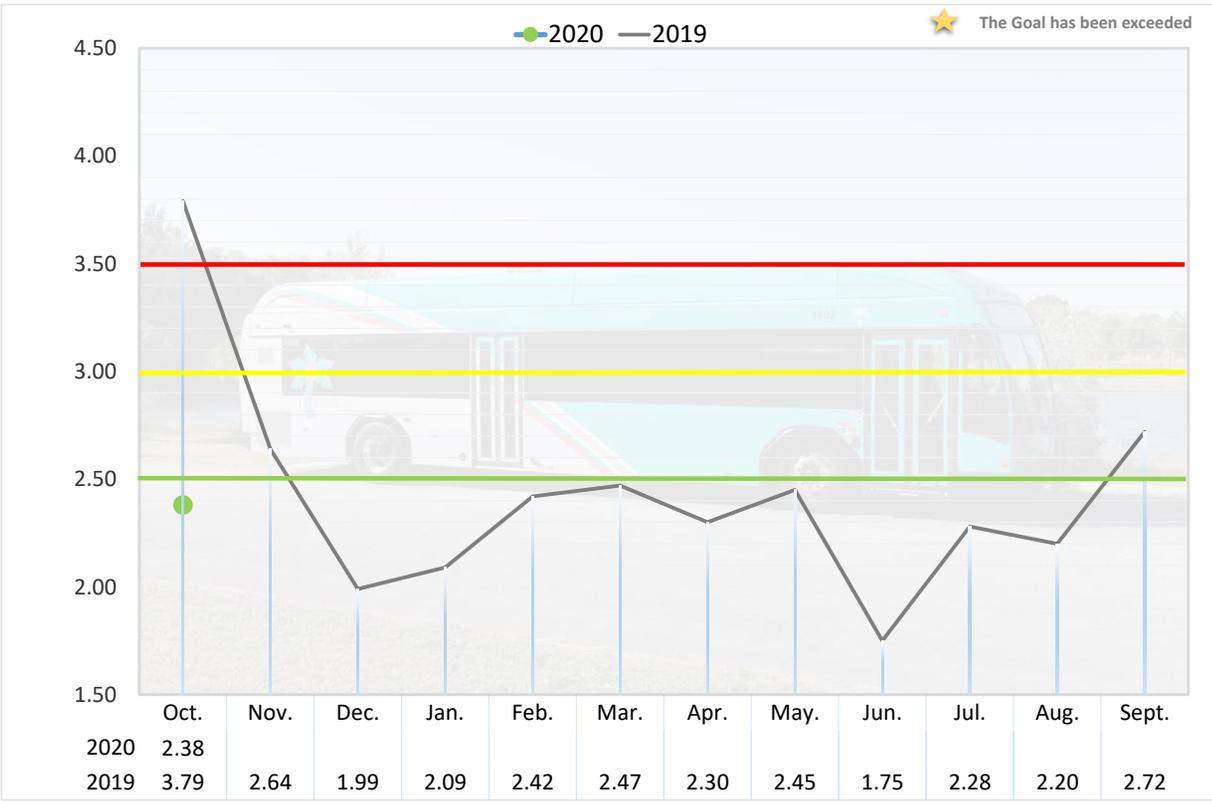
During the month of October, the customer commendations metric experienced a decrease from 0.16 to 0.08 customer commendations compared to the prior month of September. Palm Tran received seven (7) commendations in October compared to eleven (11) customer commendations in September. The majority of the 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.

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# Fixed-Route All Customer Concerns per 10k Boardings

★ **2.38**  
  
**October**  
↓ **12.5%**  
● **2.72**  
  
**September**



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												● 2.40

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

Palm Tran is pleased to report that this metric continues to exceed the established stretch goal during fiscal year 2020. The fixed-route Customer Concerns ratio experienced a decrease to 2.38 Customer Concerns per 10,000 boardings in October, compared to 2.72 during the prior month of September. In October, total logged concerns were 199 compared to 187 in September. The top categories of concerns in October were “Discourteous Driver”, “Pass Ups” and “Behind Schedule”. The Customer Service PT-Stat team continues to work on initiatives to address customer concerns.

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

# CONNECTION DASHBOARD



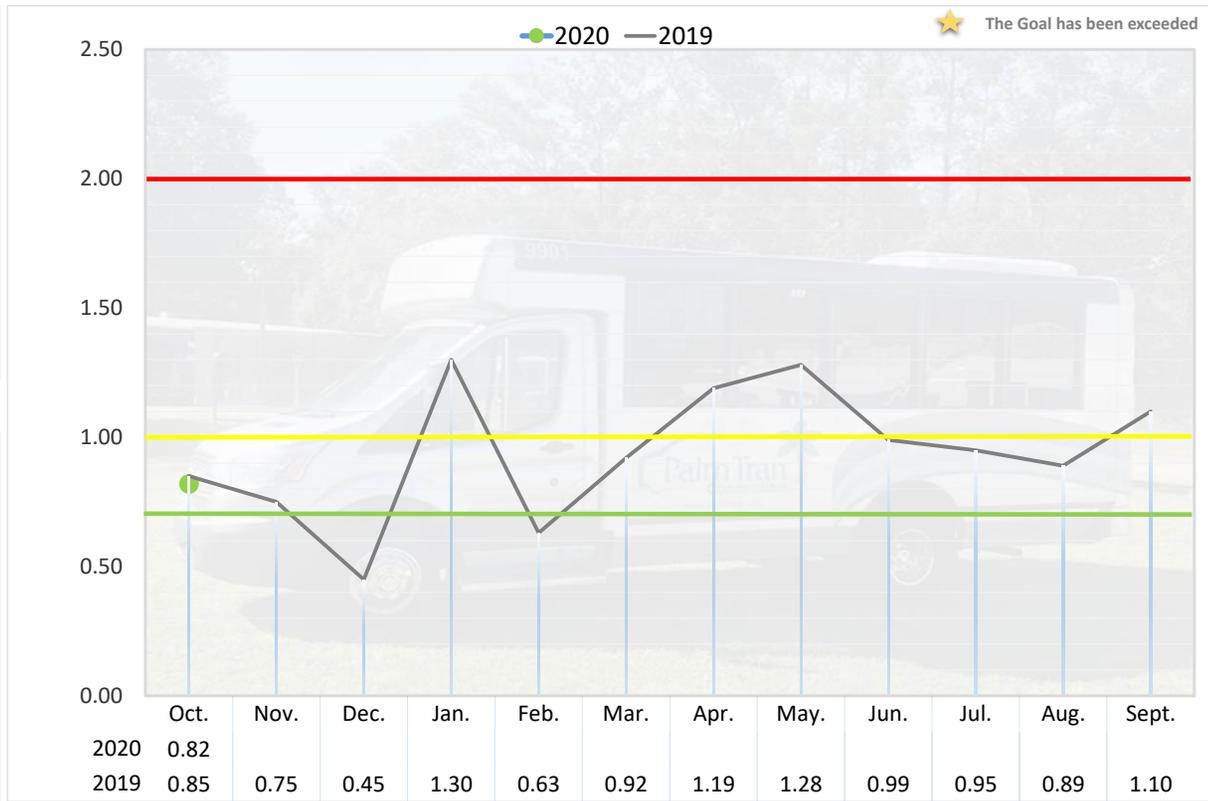
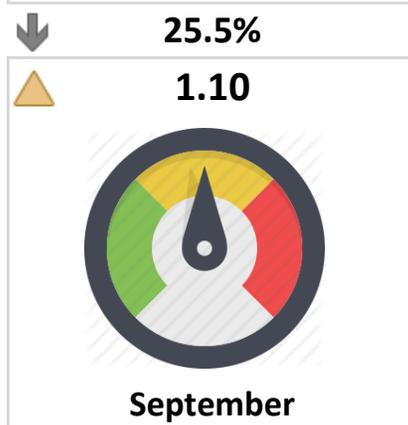
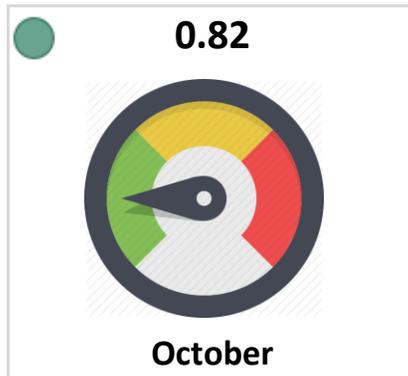
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2020
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 0.82												0.82
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	▲ 2.45												2.45
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.5	1.8	2.0	▲ 1.69												1.69
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 74.0%												74.0%
Mean Distance Between Failures	14,000	16,000	20,000	◆ 5,472												5,472
All Customer Commendations per 1k Trips	0.7	1.0	1.3	● 1.87												1.87
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 1k Trips	3.0	2.0	1.5	◆ 4.00												4.00
Reservations Call Hold Time	4:00	3:00	2:00	● 2:07												2:07
Where Is My Ride Hold Time	4:00	3:00	2:00	● 1:37												1:37

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												● 0.82

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2019	2.0	1.0	0.7	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2020	2.0	1.0	0.7		

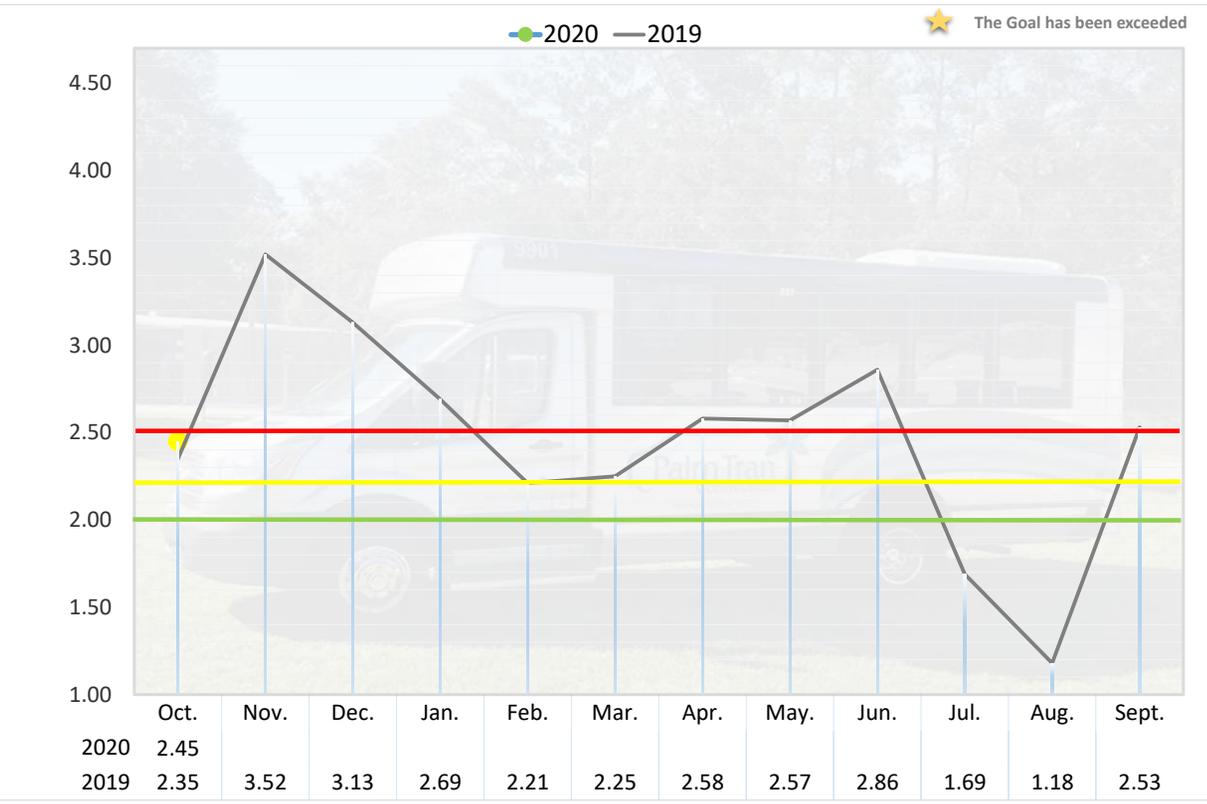
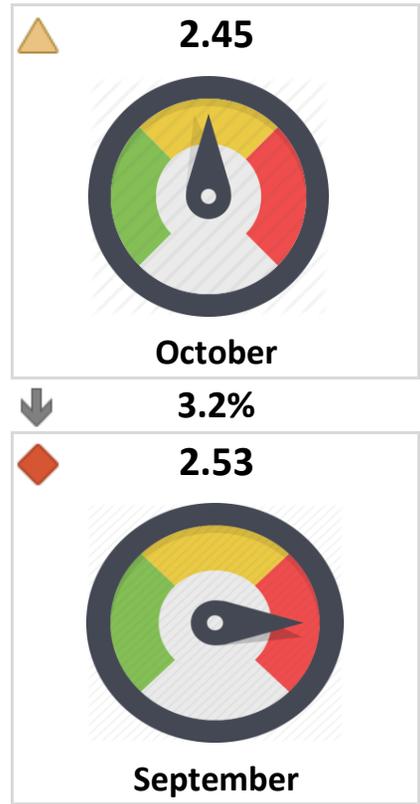
### Narrative

Palm Tran Connection is pleased to report that for the month of October this metric exceeded the established target. During the month of October, Preventable Collisions decreased from 1.10 to 0.82 collisions. This was due in large part to eight (8) at fault accidents during October compared to ten (10) at fault accidents during the month of September. The majority of the collisions were related to fixed object accidents. These included six (6) fixed object collisions and two (2) 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 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												▲ 2.45

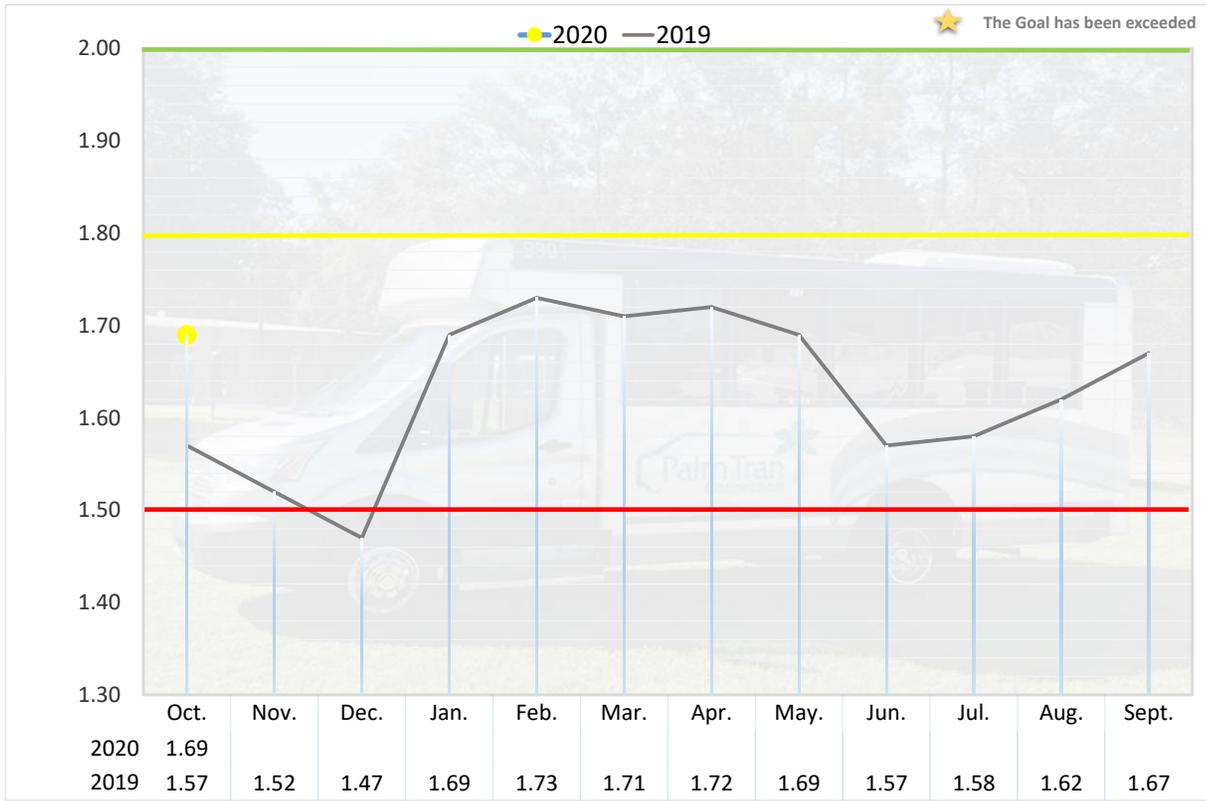
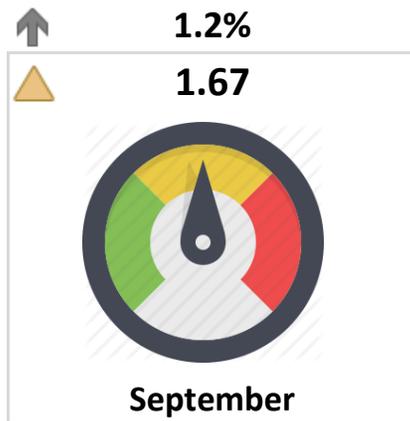
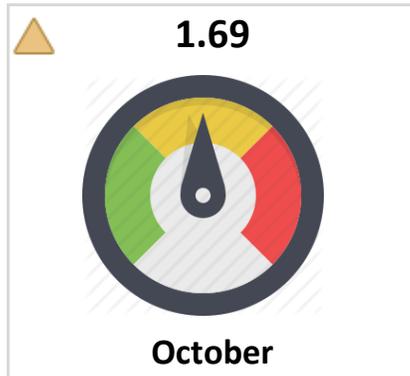
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2019	2.50	2.20	2.00	$(\text{Total Non-Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The average number of vehicle collisions determined to be non-preventable for every 100K miles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

### Narrative

During the month of October, Non-Preventable Collisions decreased slightly from 2.53 to 2.45 collisions. This was due in large part to the 21.1% (191,866) increase in Total Vehicle Miles while the total number of Non-Preventable Collisions increased by 17.4% (4 collisions). Palm Tran experienced twenty-seven (27) Non-Preventable Collisions for the month of October, compared to twenty-three (23) Non-Preventable Collisions during the month of September. The top categories for the month of October were defined as sideswipes, rear-end collisions and accidents resulting from vehicles being backed into. 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												▲ 1.69

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2019	1.5	1.8	2.0	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	1.5	1.8	2.0		

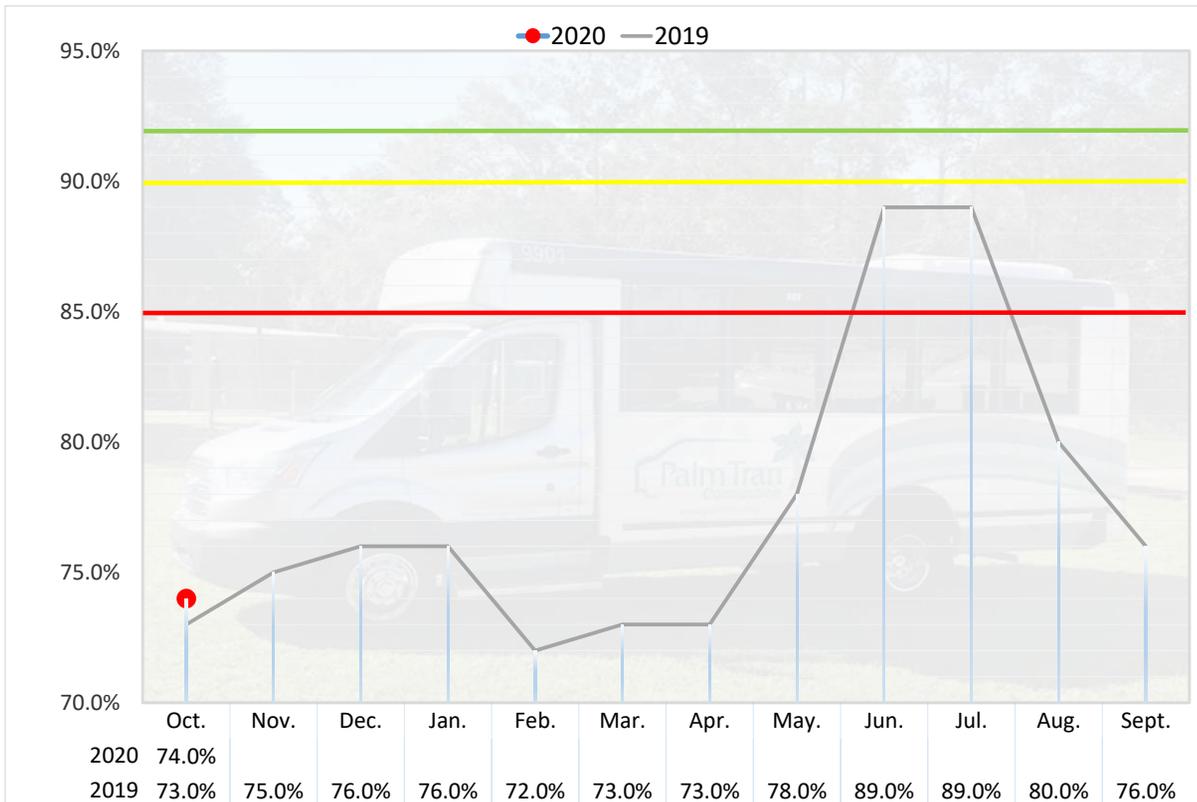
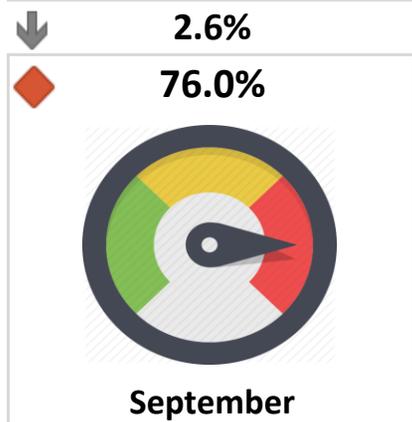
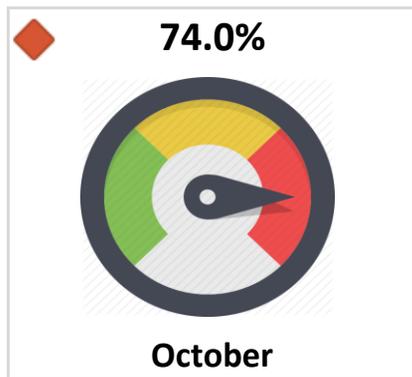
### Narrative

During the month of October, Palm Tran Connection riders per revenue hour increased slightly from 1.67 in September to 1.69 in October. This is attributed in large part to the increase of Total Connection Revenue Hours by 21.8% (9,909 Revenue Hours), combined with an increase of Total Connection Passenger Transported by 22.9% (17,387 passengers) during the month of October. 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	◆ 73.0%	◆ 75.0%	◆ 76.0%	◆ 76.0%	◆ 72.0%	◆ 73.0%	◆ 73.0%	◆ 78.0%	▲ 89.0%	▲ 89.0%	◆ 80.0%	◆ 76.0%	◆ 77.3%
2020	◆ 74.0%												◆ 74.0%

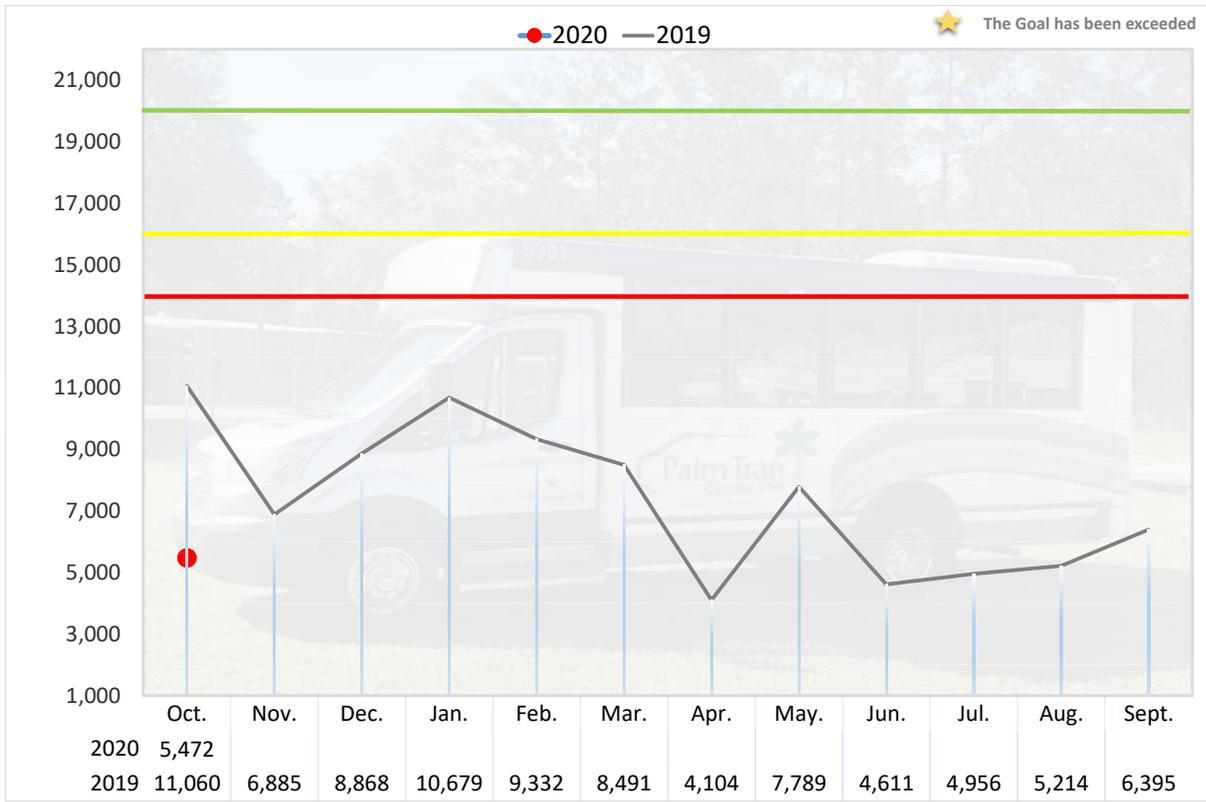
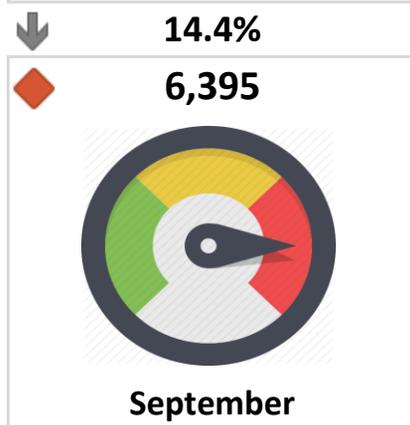
Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2019	85%	90%	92%	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on -time when vehicle arrives to the location within the window.	New Standard Beginning October 2016, 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 October, Palm Tran Connection On-Time Performance has seen a decrease of two (2) percentile points over the prior month of September. This was due in large part to an increase of Total Passengers Transported by 22.9% (17,387 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												5,472

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		

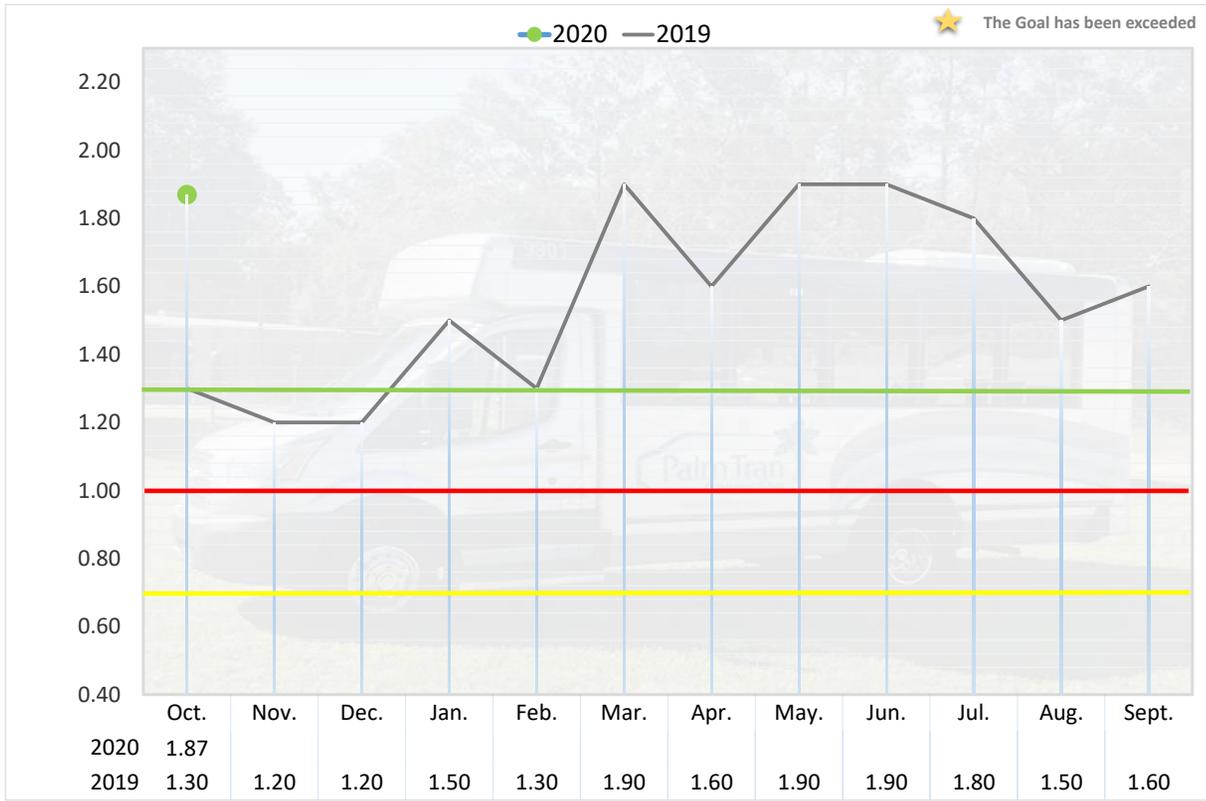
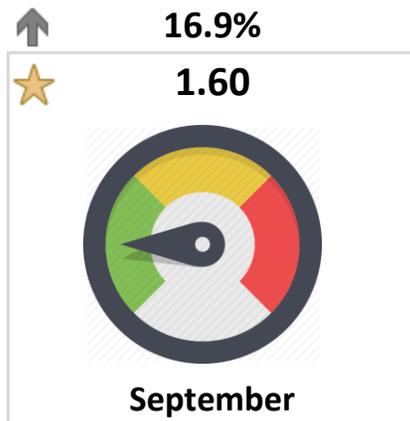
### Narrative

During the month of October, Palm Tran Connection experienced two-hundred and one (201) mechanical failures compared to one-hundred and forty-two (142) mechanical failures for the month of September. This is an increase of fifty-nine (59) mechanical failures. The top categories in October were as follows: air conditioner, transmission/engine, and wheelchair lift mechanical failures. 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												● 1.87

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		

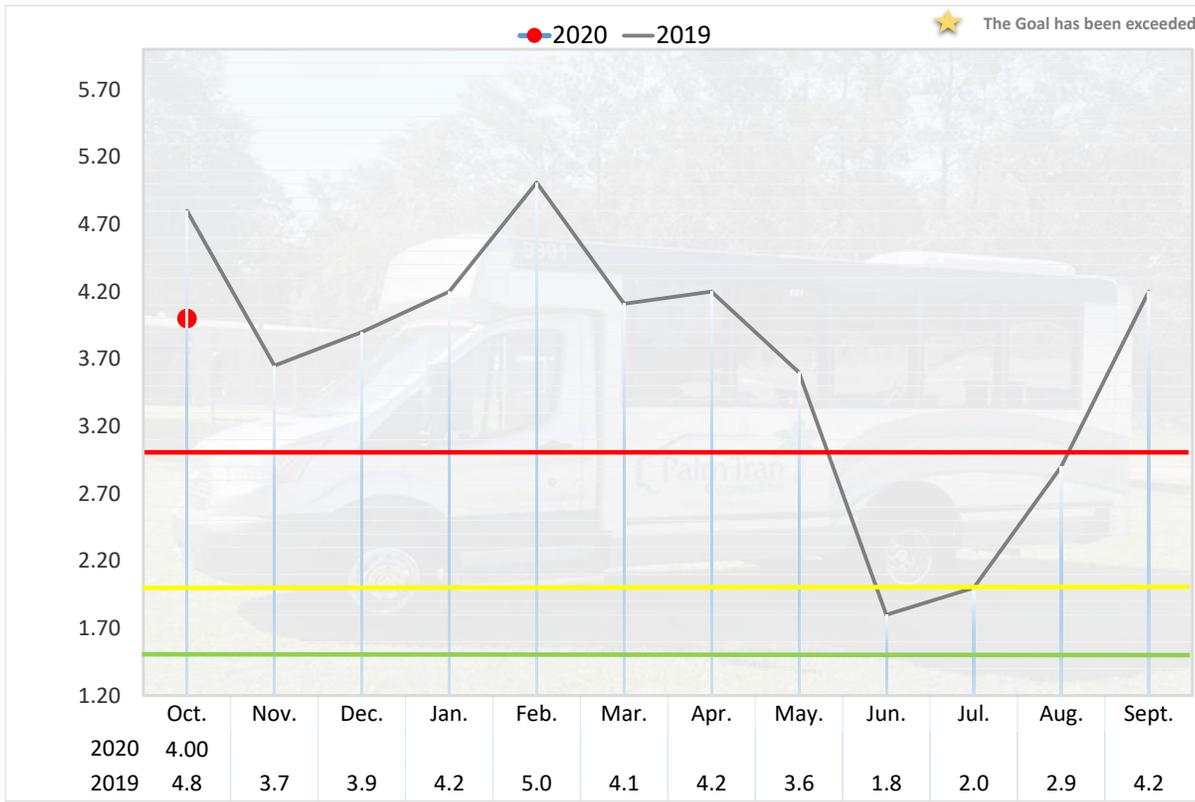
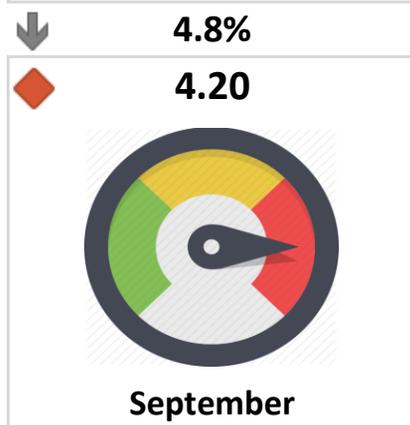
### Narrative

Palm Tran Connection is pleased to report that for the month of October this metric at 1.87 has exceeded the established stretch goal. During the month of October, Palm Tran Connection received one hundred and fifty-seven (157) commendations compared to the two-hundred and eighty-seven commendations during the month of September. Customer Commendations recognized exceptional customer service by drivers, reservationist, dispatchers, schedulers and for the overall Palm Tran Connection staff. 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												◆ 4.00

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2019	3.0	2.0	1.5	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2020	3.0	2.0	1.5		

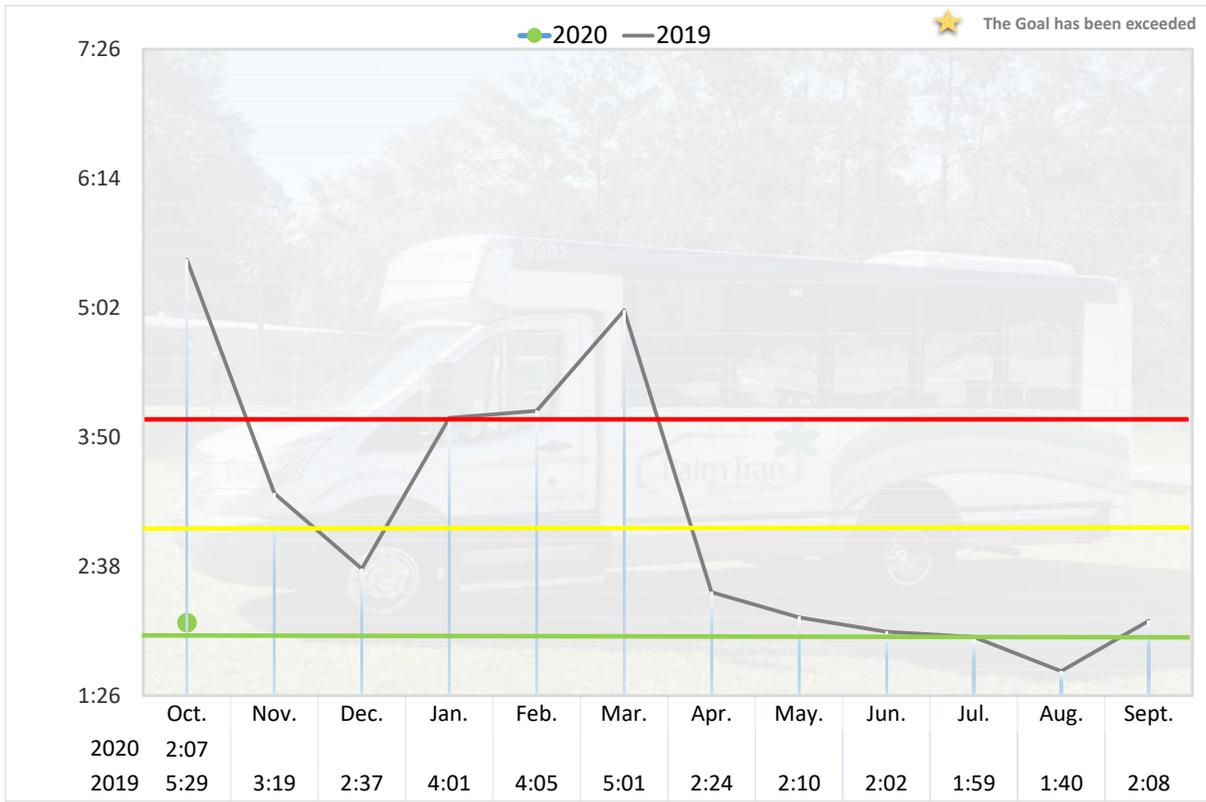
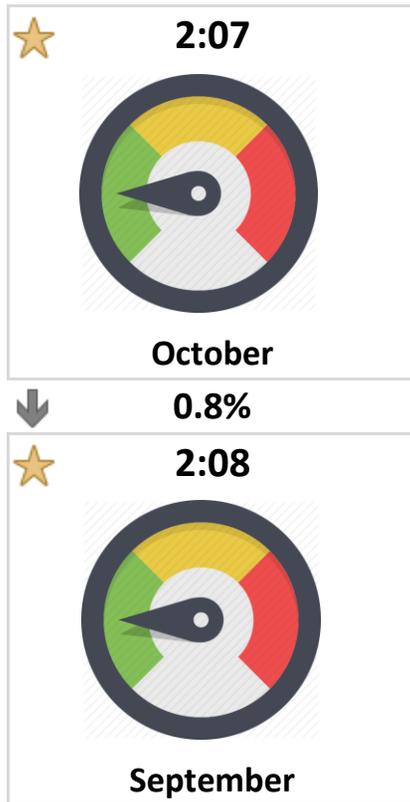
### Narrative

During the month of October, there were three-hundred and thirty-six (336) concerns logged compared to two-hundred and sixteen (216) customer concerns logged in September. This is a substantial increase of one-hundred and twenty (120) concerns, which in large part were related to the decline of On-Time Performance as reported on page 19. The top categories of customer concerns during the month of October were related to on-time performance and onboard the vehicle for 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



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												● 2:07

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		

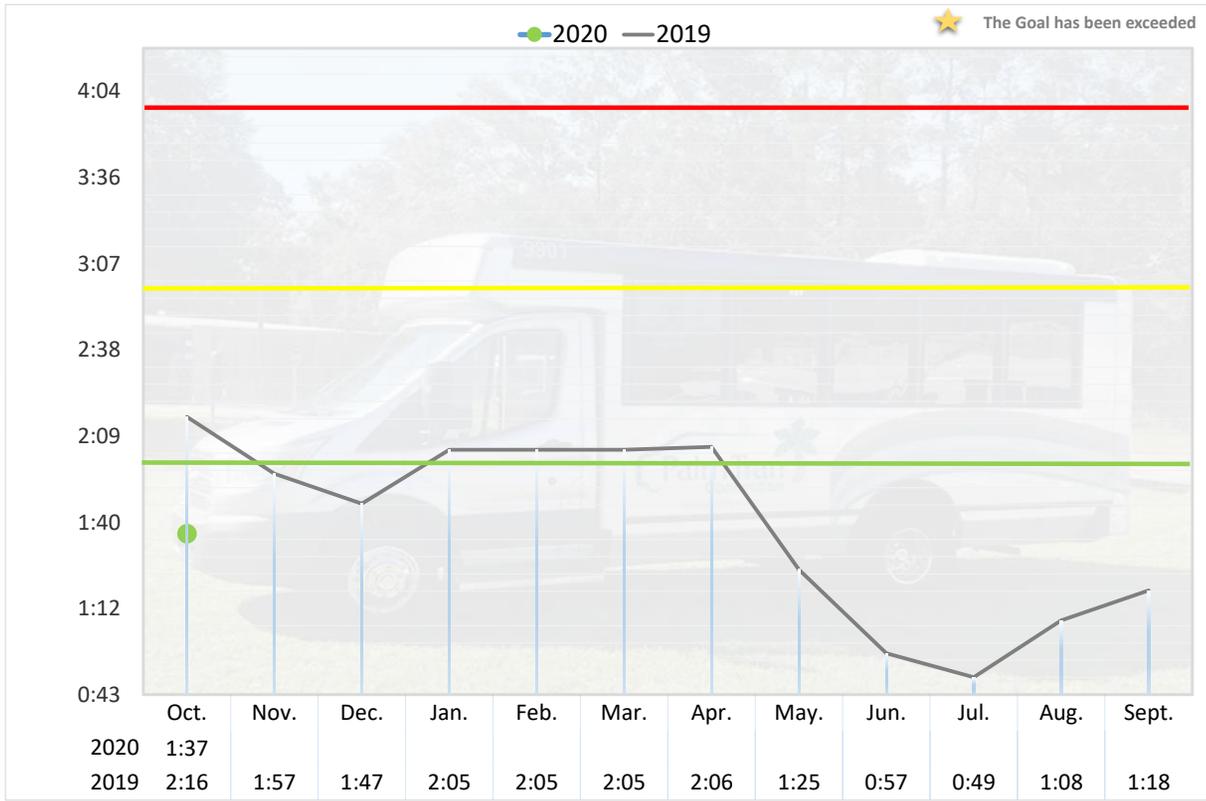
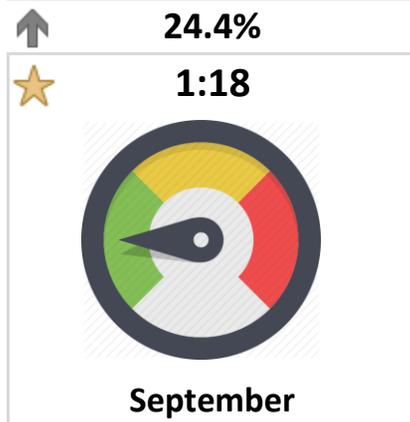
### Narrative

During the month of October, reservations hold time experienced a one (1) second reduction compared to the prior month of September. This was due in large part to the increasing amount of Palm Tran Connection customers booking their trips using the "PASSWeb" online option, allowing to schedule 11,519 trips during the month of October. 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



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												● 1:37

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 October, the “Where Is My Ride” hold time metric continues to exceed the established stretch goal. During the month of October, “Where Is My Ride” hold time increased by seventeen (17) seconds compared to the previous month of September. 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

