



PERFORMANCE REPORT

APRIL 2017

Mission:

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

CONNECTION DASHBOARD

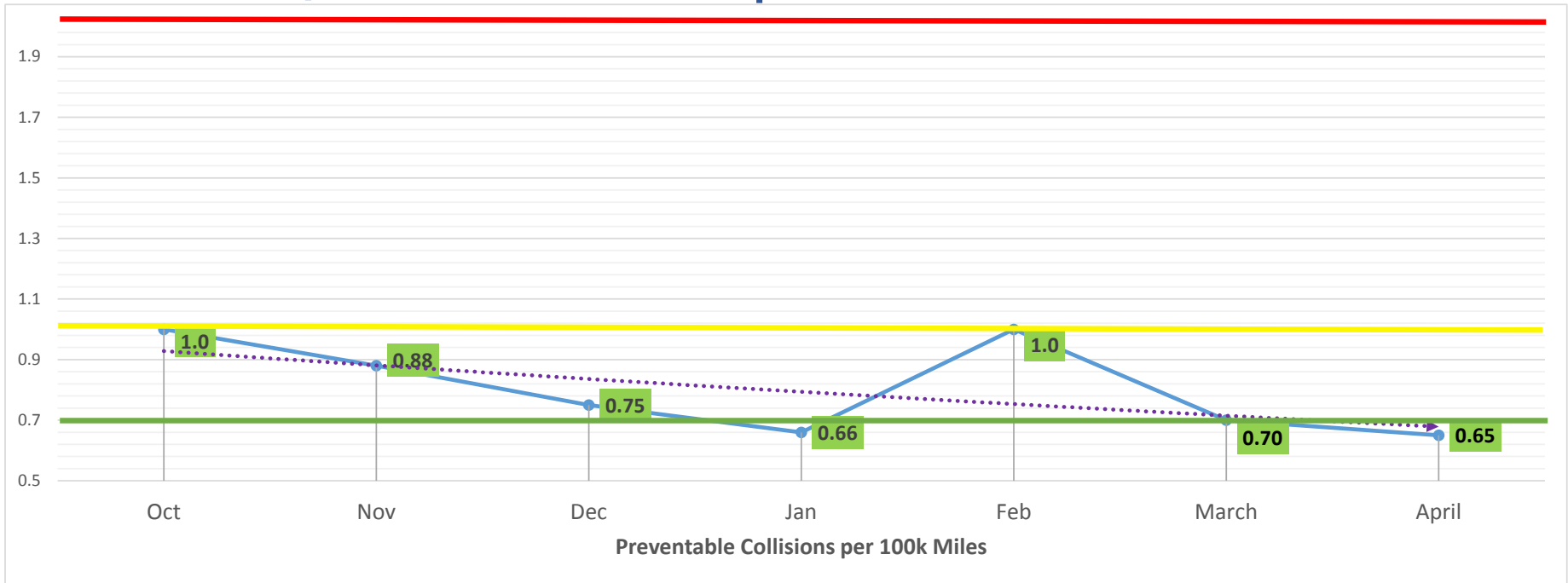
Safety	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.0	● 0.88	● 0.75	● 0.66	● 1.0	● 0.70	● 0.65
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.4	● 2.3	● 2.7	● 2.8	● 2.8	● 3.4	● 2.8
Mobility	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
Riders Per Revenue Hour	1.5	1.8	2.0	● 1.4	● 1.5	● 1.4	● 1.5	● 1.5	● 1.5	● 1.5
Customer Satisfaction	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
On-Time Performance	85%	90%	92%	● 86.0%	● 85.0%	● 86.0%	● 87.0%	● 82.0%	● 83.0%	● 84.0%
Mean Distance Between Road Calls	11,000	11,800	12,300	● 14,561	● 18,283	● 27,652	● 47,640	● 53,122	● 32,098	● 61,838
Customer Concerns per 1,000 Boardings	3.0	2.0	1.5	● 2.0	● 2.4	● 2.3	● 2.0	● 3.0	● 2.7	● 2.9
Reservations Call Hold Time	4:00	3:00	2:00	● 2:00	● 1:51	● 1:56	● 2:17	● 3:00	● 3:41	● 3:32
Customer Service Hold Time	4:00	3:00	2:00	● 1:36	● 1:31	● 1:37	● 1:57	● 2:33	● 3:02	● 2:50

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



Preventable Collisions per 100k Miles

Safety	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
Preventable Collisions per 100k Miles	2.0	1.0	0.7	● 1.0	● 0.88	● 0.75	● 0.66	● 1.0	● 0.70	● 0.65



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

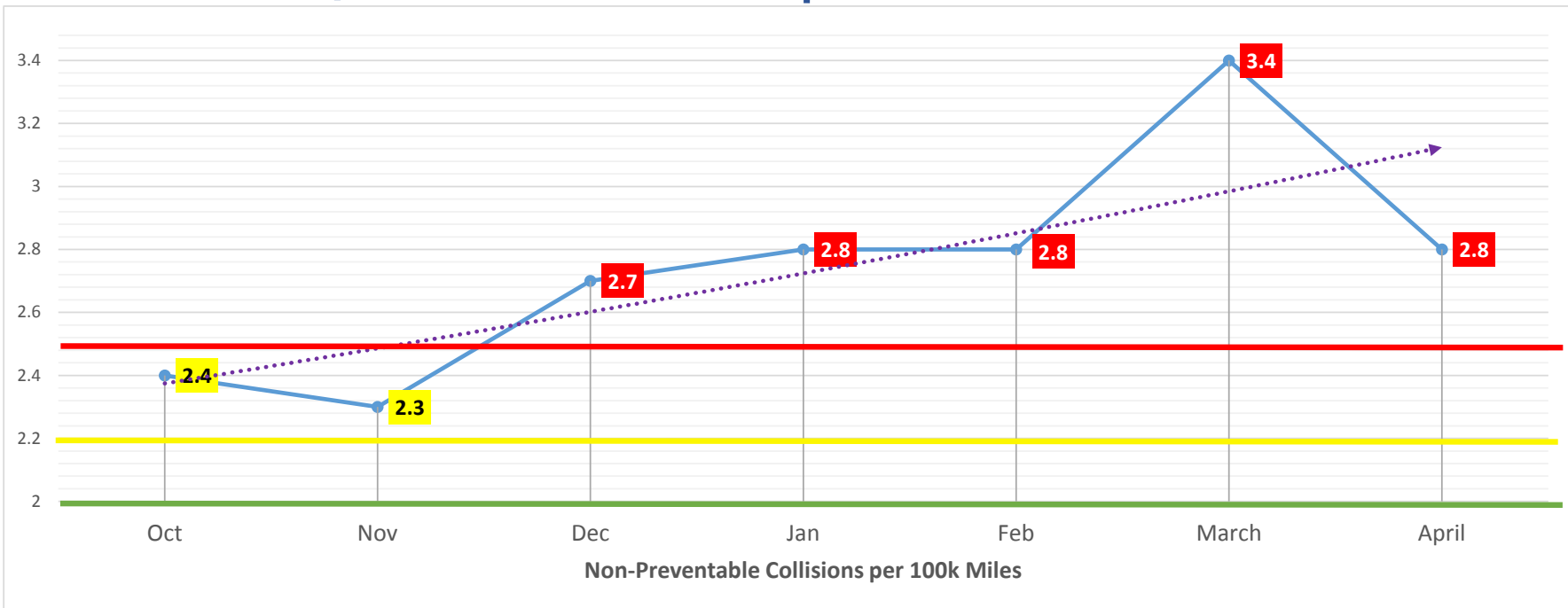
In the last several months, staff identified the top issues associated with preventable collisions. They include drivers coming in contact with gate arms, fixed objects, and rear-end collisions. A heightened focus on addressing these areas has resulted in a reduction of preventable accidents.

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Non-Preventable Collisions per 100k Miles

Safety	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
Non-Preventable Collisions per 100k Miles	2.5	2.2	2.0	● 2.4	● 2.3	● 2.7	● 2.8	● 2.8	● 3.4	● 2.8



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



Narrative

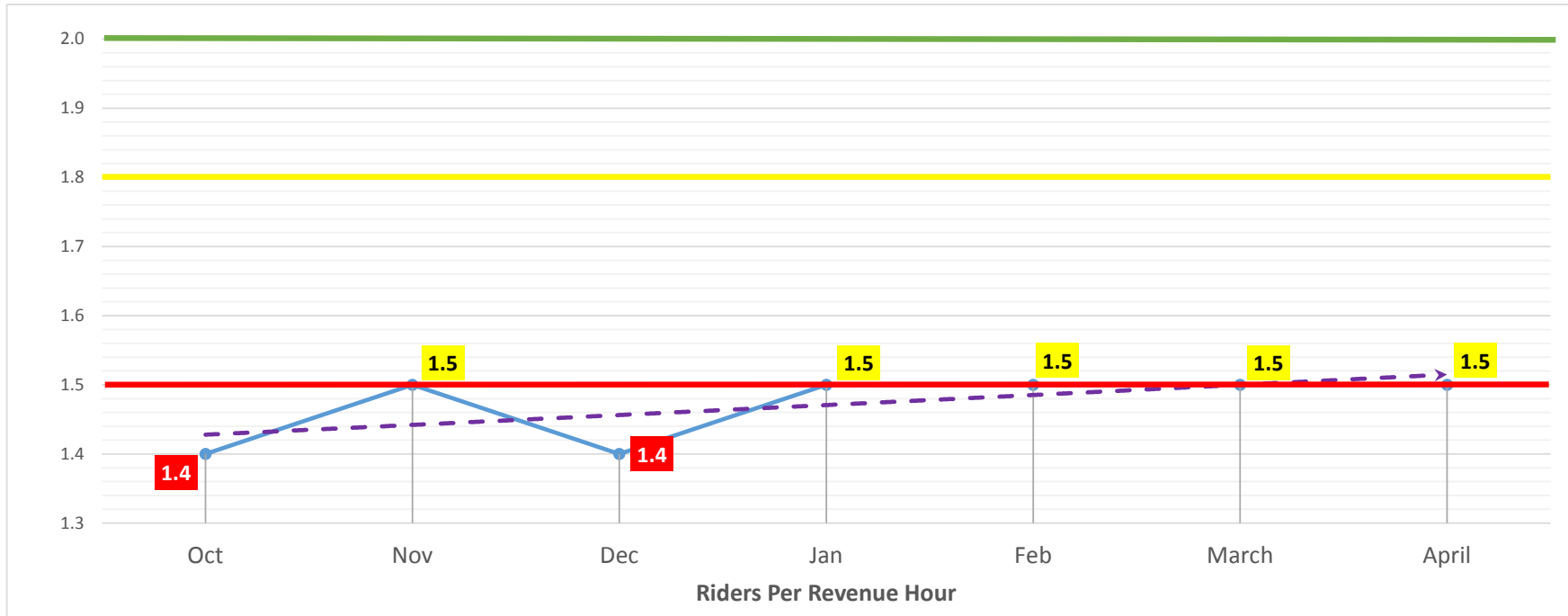
Palm Tran Connection drivers are having challenges with sideswipes, rear end collisions, and the private vehicles that seems to not be aware that the PTC vehicles stop at railroad crossings. In collaboration with the providers, innovative initiatives are being developed to reduce the number of non-preventable accidents.

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Riders Per Revenue Hour

Mobility	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
Riders Per Revenue Hour	1.5	1.8	2.0	● 1.4	● 1.5	● 1.4	● 1.5	● 1.5	● 1.5	● 1.5



Metric	Metric Calculation	Metric Description
Riders Per Revenue Hour	Total Connections Passenger trips / Total Connection Revenue Hours.	The aggregate average number of Connection customer boardings occurring in each revenue hour.

Narrative

Upgrading the county map to a commercial map and migrating to street routing will improve the scheduling templates and clean up the routes to deliver higher productivity. This is currently in testing and is expected to be operational in June, 2017.

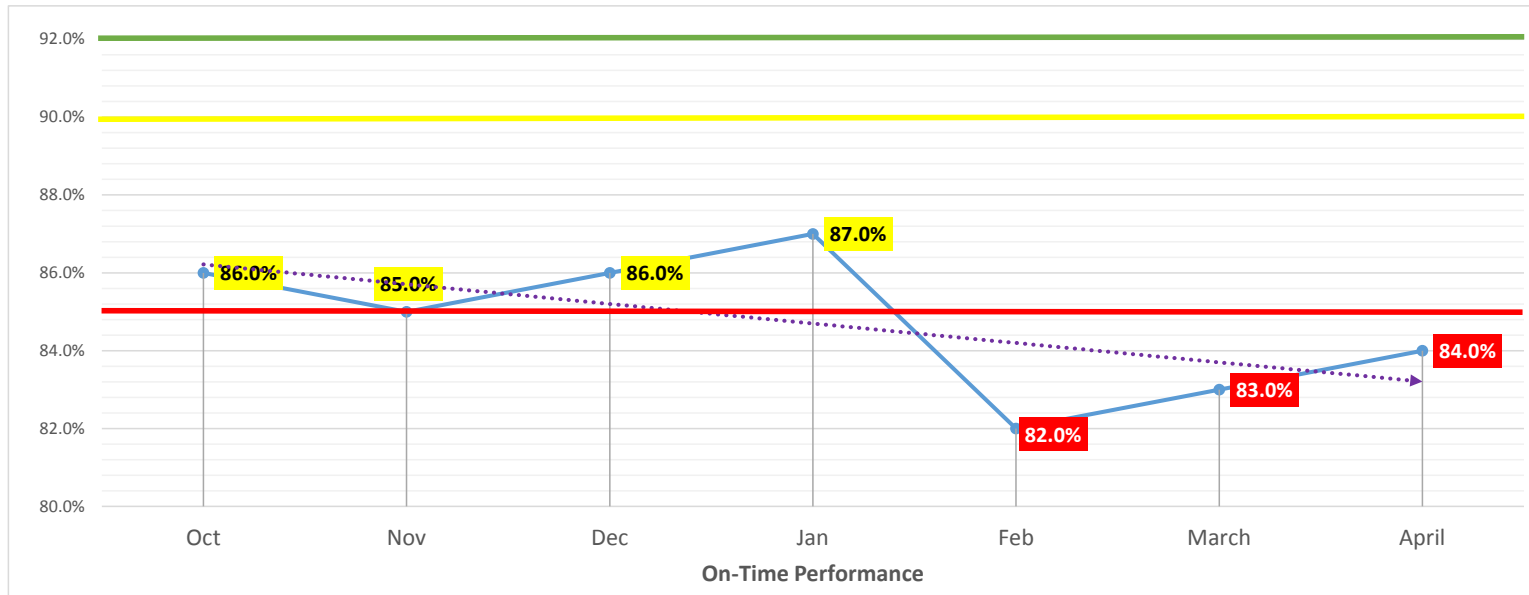


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On-Time Performance

Customer Satisfaction	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
On-Time Performance	85%	90%	92%	86.0%	85.0%	86.0%	87.0%	82.0%	83.0%	84.0%



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-tims was calculated as follows: the customer must arrive to the drop off location at or prior to their scheduled drop off time. The presented number to the PTSB took the monthly pick-up and monthly drop-off OTP and averaged those number together to present a combined percentage for month OTP. 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

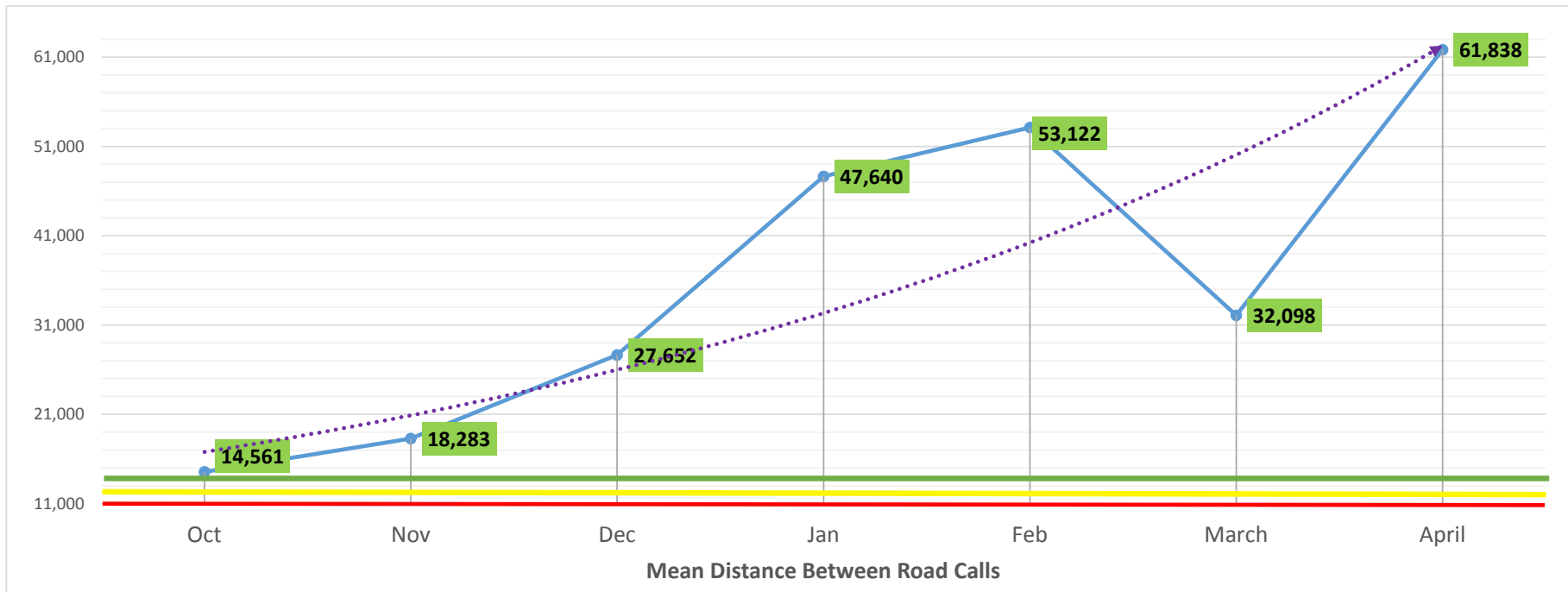
The upgrade to a new commercial map in Trapeze will enable us to change to street route scheduling. Street routing ensures more realistic times, thereby improving OTP.

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Mean Distance Between Road Calls

Customer Satisfaction	Min	Target	Goal	Oct	Nov	Dec	Jan	Feb	March	April
Mean Distance Between Road Calls	11,000	11,800	12,300	● 14,561	● 18,283	● 27,652	● 47,640	● 53,122	● 32,098	● 61,838



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

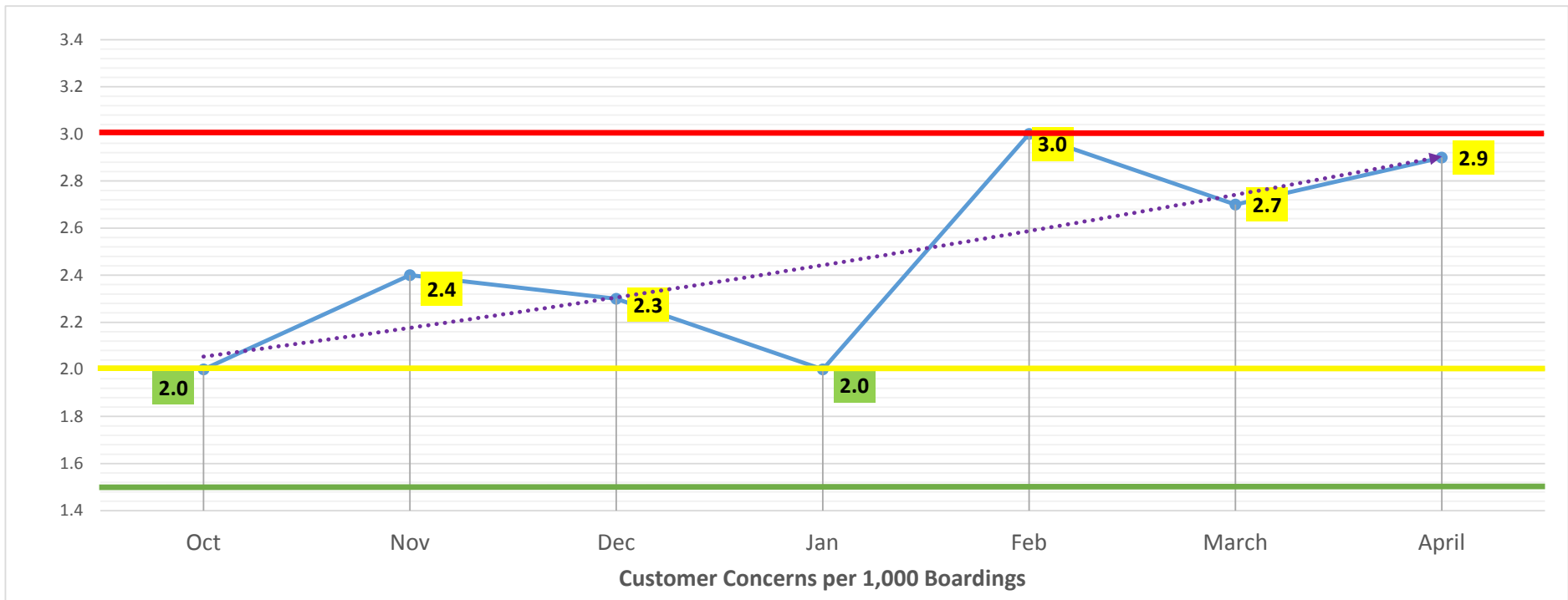
Vehicles are still fairly new, coupled with on-time maintenance inspection and repair have enabled this metric to continue its positive trend. Palm Tran will give consideration to raising the goal as improvement continues.

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Customer Concerns per 1,000 Boardings

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Customer Concerns per 1,000 Boardings	3.0	2.0	1.5	● 2.0	● 2.4	● 2.3	● 2.0	● 3.0	● 2.7	● 2.9



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Boardings	$(\text{Total Connection Complaint} / \text{Total Riders}) * 1,000$	Customer complaints per 1,000 riders.

Narrative

OTP issues account for approximately 45% of the concerns received in April. The new commercial map and conversion to street routing should decrease the number of late pick-ups, which will correlate to fewer concerns being filed.

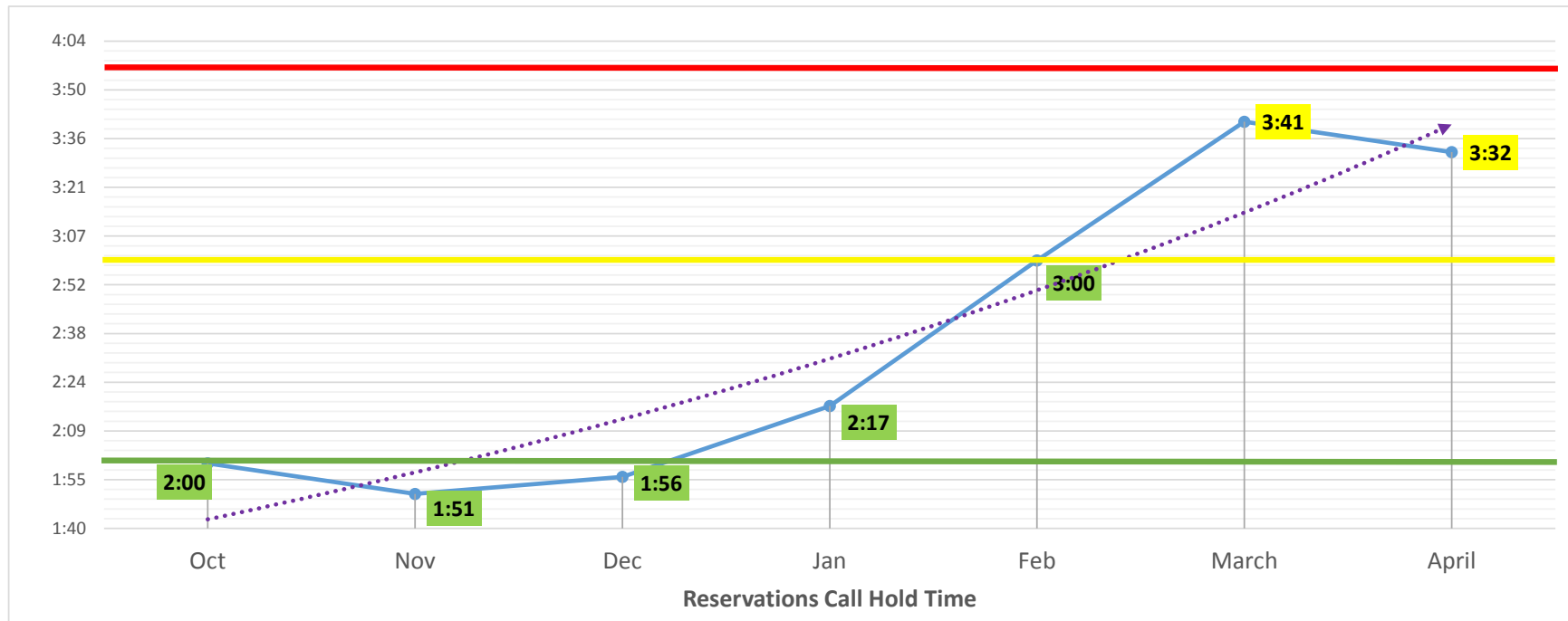


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Metric	Metric Calculation	Metric Description
Reservations Call Hold Time	Summary of daily average Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month.

Narrative

On April 17th Palm Tran Connection hired two new agents to fill the reservation agent vacancies. As a result, PTC has seen an immediate improvement in the length of time a customer must hold to speak to an agent. We expect to see continuous improvement going forward.

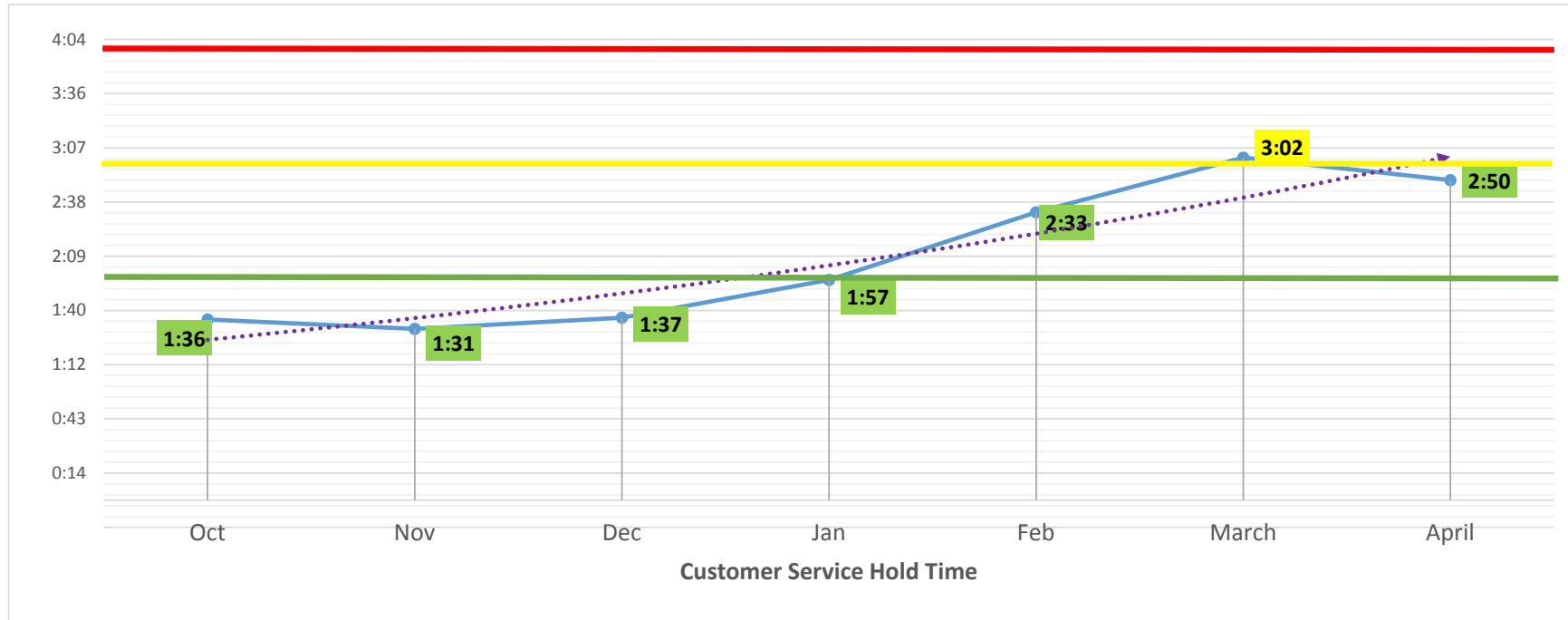


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