

TDLCB CTC UPDATE

May 30, 2018

Short-Term Strategic Plan to Improve Service Commendations and Complaints Overview



PALM BEACH COUNTY
*Discover the Palm Beaches...
the Best of Everything*



PALM TRAN CONNECTION
NEW PARATRANSIT FLEET MODELS
BRAUIN MINI-VAN, TURTLETOP, GLAVAL 6/2, CHAMPION 6/2

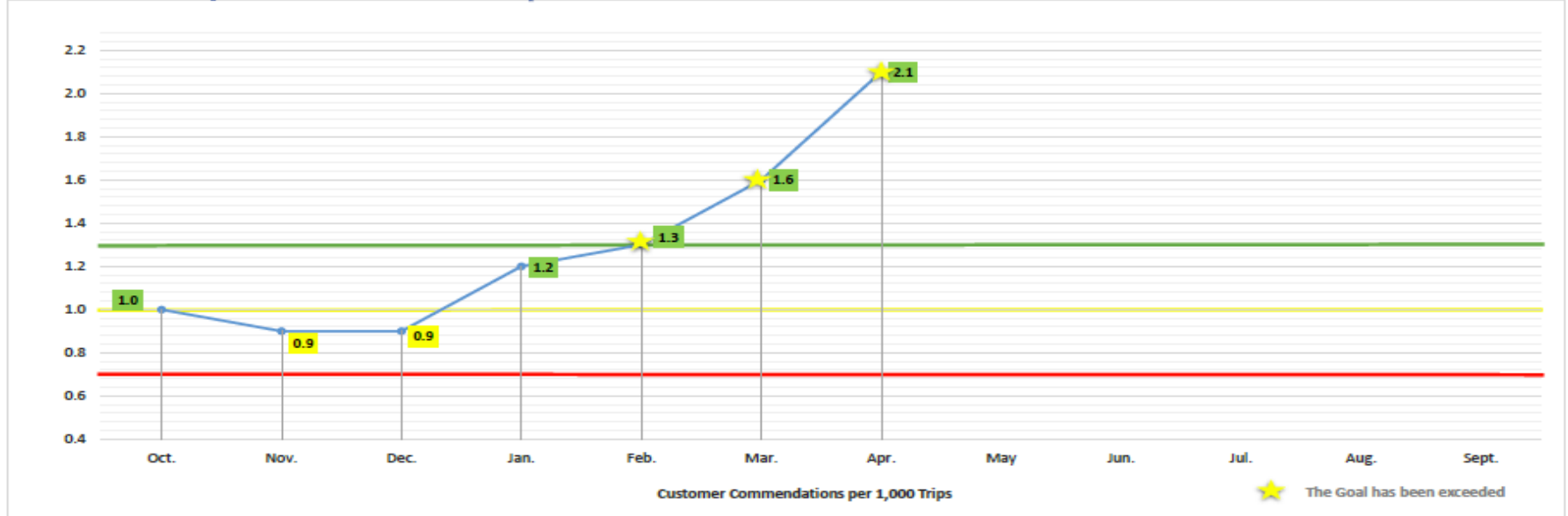
Short-Term Strategic Plan to Improve Service

1. Exploring competitive pilot project with Taxis and/or Transportation Network Company(s) to help with late night and peak service
2. Utilize the Florida Turnpike
3. Trip Negotiation
4. In Person Eligibility Assessments
5. Fleet Diversification
6. Better Coordination of Division of Senior Services and Charter School trips
7. Robust Communication Plan before execution
8. Implementation in phases

Commendations and Complaints Overview

CONNECTION - Customer Commendations per 1,000 Trips

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Commendations per 1,000 Trips	0.7	1.0	1.3	● 1.0	● 0.9	● 0.9	● 1.2	● 1.3	● 1.6	● 2.1					



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 April this metric achieved the established stretch goal for the third month in a row. During the April, Palm Tran Connection received 152 commendations compared to 117 during the month of March. Customer commendations during the month of April recognized a higher level of customer service by drivers, reservationists, dispatch, eligibility staff, scheduling, and eight (8) for the overall Palm Tran Connection staff. The "Quality Customer Service" initiative, which promotes the importance of cordially greeting each Palm Tran Connection rider in person and on the phone, implemented in January by the Connection Customer Service PT-STAT team, continues to show a positive impact on this metric.

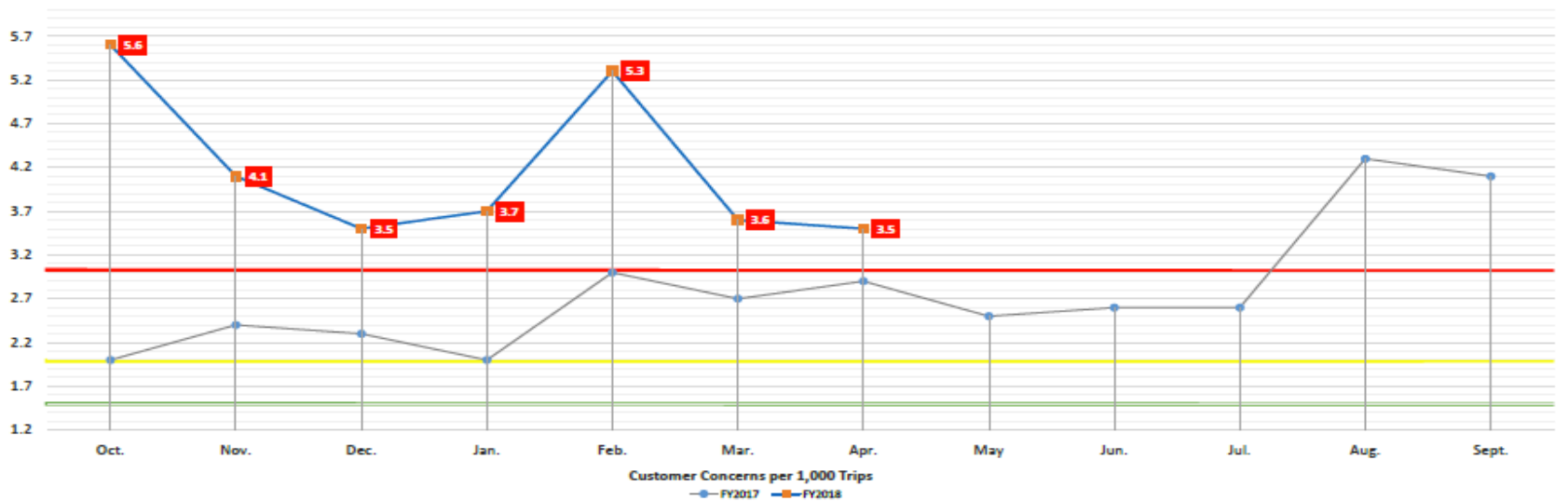


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Commendations and Complaints Overview

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	2017	3.0	2.0	1.5	● 2.0	● 2.4	● 2.3	● 2.0	● 3.0	● 2.7	● 2.9	● 2.5	● 2.6	● 2.6	● 4.3	● 4.1
	2018	3.0	2.0	1.5	● 5.6	● 4.1	● 3.5	● 3.7	● 5.3	● 3.6	● 3.5					



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Trips	(Total Connection Concerns / completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.

Narrative
 During the month of April, there were 252 concerns filed compared to 265 concerns in March. That is a decrease of 13 customer concerns, which is in large part related to the On-Time performance remaining at 82% as reported on page 17. The top categories during the month of April were focused on Late Drop-off, Late Pickup, and Scheduling. The Connection Customer Service PT-STAT team is coordinating a series of internal training topics to address some of the Dispatch and Scheduling 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

Commendations and Complaints Overview

April 2018														
Complaints & Commendations	Valid Comments											Totals		
	MV	First Transit	Maruti	Subtotal	Cust. Service	Dispatch	Eligibility	Reserv.	Sched.	Other	Subtotal	Valid	Not Valid	% Valid
Commendations	39	41	27	107	1	13	1	21	1	3	40	147		
Lost & Found		1	2	3								3		
DISCOURTEOUS	3	1	4	8				2			2	10	18	36%
UNSAFE - RECKLESS DR	5	2	3	10								10	9	53%
COND OF VEHICLE-AC													1	0%
DAMAGED PROPERTY													2	0%
DRIVER ERROR - OBV2			1	1		8			7		15	16	15	52%
VEHICLE NO SHOW			1	1								1	2	33%
DRIVER ERROR - LD	1		5	6		19			7		26	32	14	70%
COND OF VEHICLE													2	0%
IMPROPER DROP OFF	1		1	2								2	2	50%
OTHER	1	1		2								2	11	15%
DRIVER ERROR - LP	1	1	5	7		15			7		22	29	15	66%
UNSAFE - CELL PHONE													1	0%
DRIVER NO ASSISTANCE	5	1	1	7								7	3	70%
DRIVER LEFT BEFORE 5						1					1	1	1	50%
DISPATCHER ERROR						1					1	1		100%
UNSAFE - SPEEDING	1			1								1		100%
UNSAFE - W/C STRAPS	1		1	2								2		100%
DRIVER MISCONDUCT													2	0%
SCHEDULING									12		12	12	9	57%
RESERVATION - RESV								8			8	8	5	62%
ARRIVED EARLY / LEFT													1	0%
POLICY													1	0%
Total	19	6	22	47	0	44	0	10	33	0	87	134	114	-