

TDLCB CTC UPDATE

November 14, 2018

Commendations and Complaints Overview

Connection Ridership Summary



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



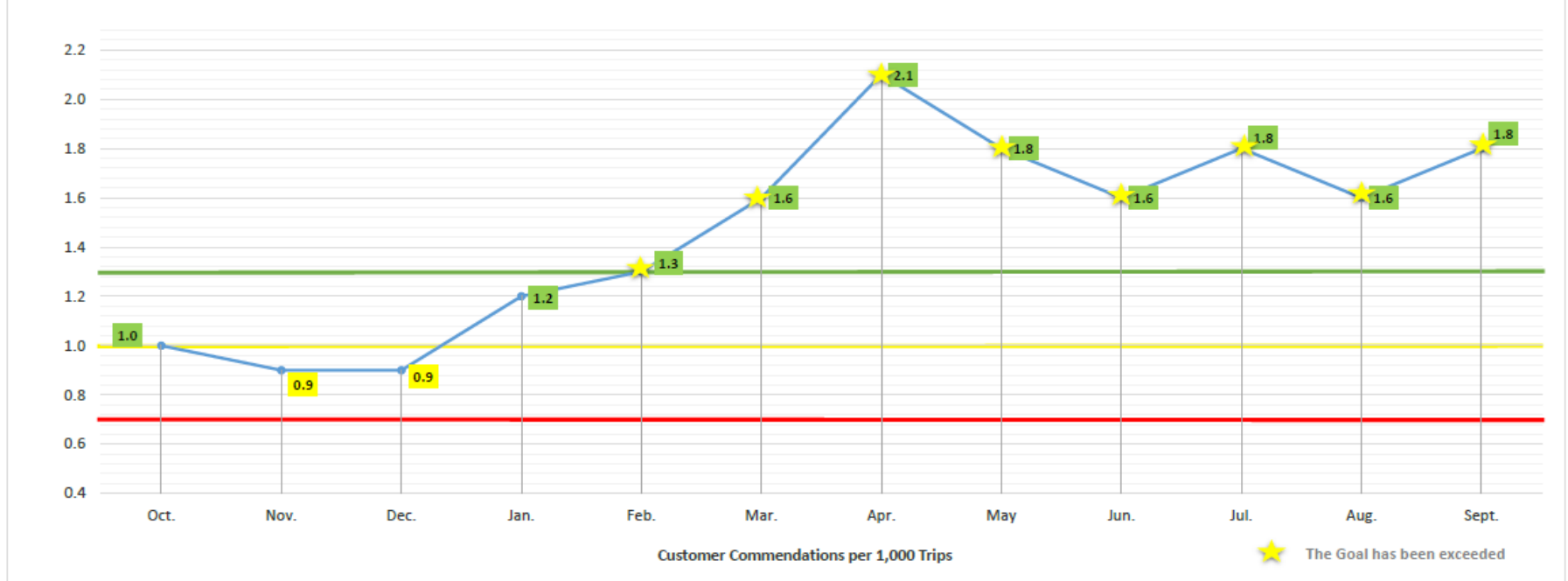
PALM TRAN CONNECTION
NEW PARATRANSIT FLEET MODELS

BRAUIN MINI-VAN, TURTLETOP, GLAVAL 6/2, CHAMPION 6/2

Commendations 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 | ● 1.8 | ● 1.6 | ● 1.8 | ● 1.6 | ● 1.8 |



| Metric | Metric Calculation | Metric Description |
|--|--|---|
| Customer Commendations per 1,000 Trips | (Total Connection Commendations / Total completed passenger trips)*1,000 | Customer Commendations per 1,000 passenger trips. |

Narrative
 Palm Tran Connection is pleased to report that for the month of September this metric achieved the established stretch goal for the eight month in a row. During the month of September, Palm Tran Connection received 124 commendations compared to 121 during the month of August. Customer Commendations during the month of September recognized the exemplary customer service by drivers, reservationists, eligibility, dispatchers, scheduling, and for the overall Palm Tran Connection staff. The 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.

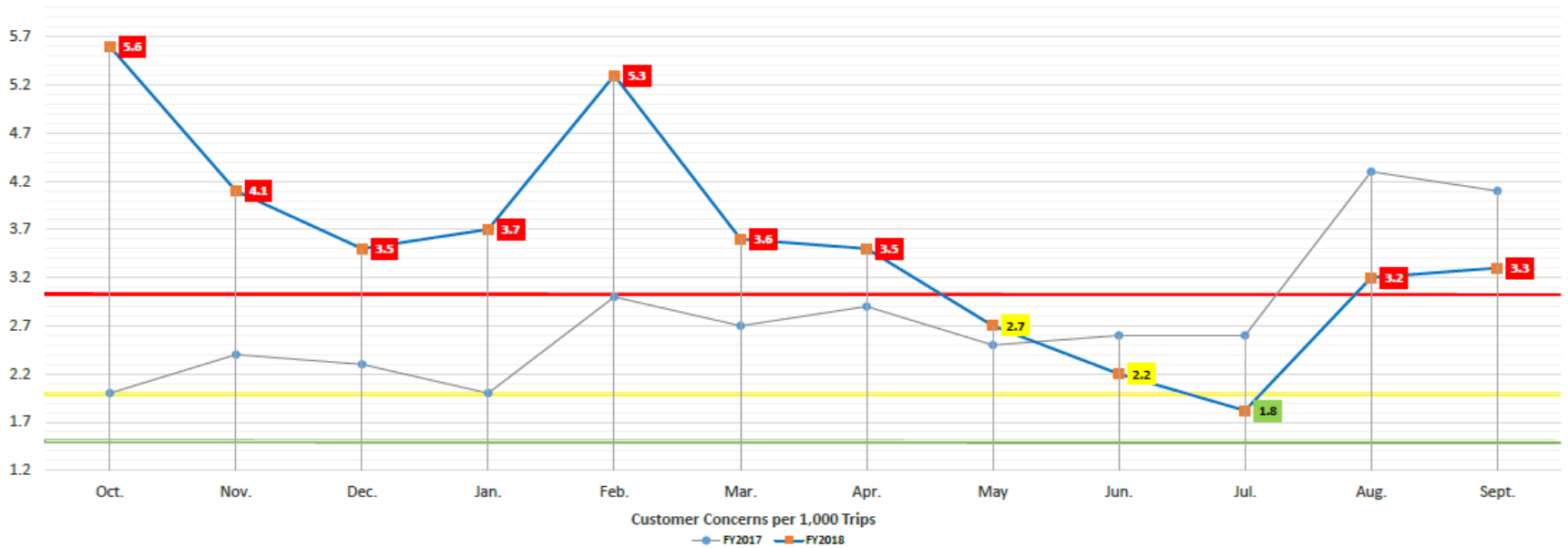


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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 | ● 2.7 | ● 2.2 | ● 1.8 | ● 3.2 | ● 3.3 |



| 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 September, there were 226 concerns filed compared to 243 concerns in August. This is a reduction of 83 customer concerns, which is in large part related to the decrease in Total Passenger Transported by 9.9% combined with the On-Time Performance reduction as reported on page 18. The top categories during the month of September were focused on Dispatch/Scheduling (Routing) errors, and Discourtesy. The Connection customer Service PT-Stat team is evaluating possible initiatives to 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

Commendations by Category

| PTC Commendations Report 10/01/2018 to 10/31/2018 | | |
|---|----------------------|------------|
| Commendation Category | Department | Total |
| Customer Service | UNKNOWN (ID: 136641) | 1 |
| Dispatch | Dispatch | 5 |
| Dispatch | MV Transportation | 1 |
| Driver Commendation | First Transit | 42 |
| Driver Commendation | MV Transportation | 28 |
| Driver Commendation | Maruti | 15 |
| Reservationist | Reservations | 14 |
| Staff | PTC | 1 |
| Staff | Scheduling | 4 |
| Total | - | 111 |

Complaints by Category

PTC Complaints by Category Report | 10/01/2018 to 10/31/2018

| Complaint Category | Valid | Not Valid | Excused | Documented | No Response - Ruled Valid | Total | % Valid |
|---------------------------|------------|-----------|-----------|------------|---------------------------|------------|---------------|
| Damaged Property | | 1 | | 3 | | 4 | 0.00% |
| Discourteous | 2 | 2 | | 10 | | 14 | 14.29% |
| Dispatcher Error | 2 | | | | | 2 | 100.00% |
| Late Dropoff | 28 | 3 | 12 | 38 | | 81 | 34.57% |
| Late Pickup | 40 | 5 | 9 | 95 | | 149 | 26.85% |
| Onboard Violation | 10 | 2 | 4 | 19 | | 35 | 28.57% |
| Driver No Assistance | 3 | | | 2 | | 5 | 60.00% |
| Fare Dispute | | | | 1 | | 1 | 0.00% |
| Improper Drop Off | 2 | | | 2 | | 4 | 50.00% |
| OBV2 | | | | 2 | | 2 | 0.00% |
| Other | 3 | 4 | | 11 | | 18 | 16.67% |
| Phone Hold Time | | | | 1 | | 1 | 0.00% |
| Reservation Error | 4 | 4 | | 2 | | 10 | 40.00% |
| Scheduling Error | | | | 3 | | 3 | 0.00% |
| Unsafe - Reckless Driving | 6 | 4 | | 2 | | 12 | 50.00% |
| Unsafe - Speeding | 2 | | | | | 2 | 100.00% |
| Vehicle No Show | | 1 | 1 | 7 | | 9 | 0.00% |
| Vehicle Left Unattended | 1 | | | | | 1 | 100.00% |
| Total | 103 | 26 | 26 | 198 | 0 | 353 | 29.18% |

Palm Tran Connection Ridership Summary

September 2018

| Daily Trip Breakout Report | | ADA Trips | DOSS Trips | TD Trips | Passengers (Transported) | Passengers (Scheduled) | Completed Trips | Scheduled Trips | Combined CX/NS Rate | Same Day Accommodations |
|----------------------------|-----------|---------------|--------------|---------------|-----------------------------|---------------------------|--------------------|--------------------|------------------------|----------------------------|
| | | 77.39% | 6.32% | 16.29% | | | | | | |
| 09/01 | Saturday | 889 | 0 | 130 | 1,205 | 1,698 | 1,019 | 1,410 | 23% | 23 |
| 09/02 | Sunday | 580 | 0 | 73 | 818 | 1,213 | 653 | 943 | 27% | 8 |
| 09/04 | Tuesday | 2,194 | 200 | 505 | 3,215 | 4,068 | 2,899 | 3,641 | 17% | 69 |
| 09/05 | Wednesday | 2,652 | 230 | 562 | 3,821 | 4,829 | 3,444 | 4,330 | 18% | 96 |
| 09/06 | Thursday | 2,493 | 199 | 564 | 3,626 | 4,563 | 3,256 | 4,063 | 17% | 79 |
| 09/07 | Friday | 2,490 | 208 | 544 | 3,555 | 4,599 | 3,242 | 4,165 | 19% | 68 |
| 09/08 | Saturday | 983 | 0 | 134 | 1,306 | 1,741 | 1,117 | 1,456 | 19% | 17 |
| 09/09 | Sunday | 631 | 0 | 75 | 902 | 1,191 | 706 | 937 | 19% | 16 |
| 09/10 | Monday | 1,955 | 225 | 321 | 2,770 | 3,951 | 2,501 | 3,554 | 27% | 62 |
| 09/11 | Tuesday | 2,288 | 231 | 555 | 3,391 | 4,291 | 3,074 | 3,844 | 16% | 67 |
| 09/12 | Wednesday | 2,596 | 253 | 566 | 3,770 | 4,794 | 3,415 | 4,318 | 17% | 58 |
| 09/13 | Thursday | 2,375 | 217 | 578 | 3,520 | 4,435 | 3,170 | 3,973 | 16% | 61 |
| 09/14 | Friday | 2,427 | 223 | 531 | 3,494 | 4,480 | 3,181 | 4,052 | 18% | 61 |
| 09/15 | Saturday | 991 | 0 | 138 | 1,322 | 1,784 | 1,129 | 1,498 | 19% | 27 |
| 09/16 | Sunday | 574 | 0 | 67 | 812 | 1,123 | 641 | 884 | 24% | 12 |
| 09/17 | Monday | 2,456 | 232 | 531 | 3,539 | 4,349 | 3,219 | 3,904 | 15% | 58 |
| 09/18 | Tuesday | 2,293 | 236 | 571 | 3,439 | 4,314 | 3,100 | 3,846 | 16% | 57 |
| 09/19 | Wednesday | 2,068 | 268 | 362 | 2,994 | 4,333 | 2,698 | 3,874 | 27% | 52 |
| 09/20 | Thursday | 2,443 | 210 | 550 | 3,600 | 4,532 | 3,203 | 4,004 | 16% | 61 |
| 09/21 | Friday | 2,415 | 227 | 519 | 3,501 | 4,508 | 3,161 | 4,061 | 19% | 48 |
| 09/22 | Saturday | 976 | 0 | 141 | 1,346 | 1,755 | 1,117 | 1,451 | 19% | 31 |
| 09/23 | Sunday | 593 | 0 | 68 | 826 | 1,144 | 661 | 909 | 22% | 6 |
| 09/24 | Monday | 2,352 | 227 | 554 | 3,436 | 4,281 | 3,133 | 3,870 | 17% | 50 |
| 09/25 | Tuesday | 2,360 | 228 | 559 | 3,500 | 4,386 | 3,147 | 3,920 | 17% | 60 |
| 09/26 | Wednesday | 2,539 | 273 | 601 | 3,765 | 4,757 | 3,413 | 4,292 | 17% | 73 |
| 09/27 | Thursday | 2,436 | 205 | 592 | 3,552 | 4,473 | 3,233 | 4,021 | 16% | 58 |
| 09/28 | Friday | 2,432 | 236 | 528 | 3,474 | 4,511 | 3,196 | 4,089 | 18% | 59 |
| 09/29 | Saturday | 932 | 0 | 153 | 1,268 | 1,796 | 1,085 | 1,493 | 23% | 26 |
| 09/30 | Sunday | 580 | 0 | 83 | 856 | 1,176 | 663 | 913 | 23% | 15 |
| Total | | 52,993 | 4,328 | 11,155 | 76,623 | 99,075 | 68,476 | 87,715 | 19% | 1,378 |