

## Palm Tran Kicks Off Performance Management Program to Enhance Customer Experience

Palm Tran, Palm Beach County's premiere public transit and paratransit provider, is setting a new standard for transit performance management with the launch of a new program called PT-Stat (Palm Tran Statistics) – an exciting, new initiative to enhance safety, efficiency and overall customer service. The program focuses on frequent gathering of data and involves reviewing and analyzing day-to-day government and agency performance. Executive Director Clinton B. Forbes modelled the program on peer agencies, with the goal of setting a new precedent for enhancing the experience of managing and riding transit.

"PT-Stat is identifying opportunities, creating a culture of ideas and improvement and will result in services that exceed customers' expectations," Forbes said. "Coupled with diverse employee experience and knowledge, and innovative brainstorming, the results of PT-Stat are sure to create a culture of continuous improvement at Palm Tran," he added.

PT-Stat embraces data and statistics, and is a dedication to collect performance information and analyze it in a holistic, collaborative way. Among the metrics being examined are: customer service complaints and compliments, on-time performance data and crash incidents and other safety information. The nine PT-Stat teams are: Fixed Route On-Time Performance (OTP), Connection (Paratransit) Safety and Accident Reduction, Fixed-Route Ridership, Connection OTP & Performance Per Hour (PPH)/Expense Adherence, Fixed-Route Customer Concerns, Expense/Budget Adherence, Connection Customer Concerns, Mean Distance Between Failures and Fixed-Route Safety and Accident Reduction.

"One of the key success factors of a high performance organization is employee enthusiasm and involvement. So, employee participation from all departments is essential," Palm Tran Manager of Performance Management Keith Clinkscale said.

Clinkscale and the Performance Management Office team manages the PT-Stat program and implements, monitors and reports Palm Tran performance metrics to the entire organization and Palm Tran Service Board (PTSB). The program kicked off in May, beginning with teams being identified. The first in a series of agency-wide forums took place the following month. Since its launch, PT Stat has already resulted in identifying areas of success and opportunities for improvements.

"The forums are opportunities for our new cross-functional PT-Stat teams to present recommendations and propose initiatives," Forbes said. "There's no end in sight for this program, Palm Tran will be an organization that's continuously improving to deliver the very best service to the community," he added.

The next PT Stat forum is scheduled for August. For more information, go to: <http://www.palmtran.org>.

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