

# FTSON Priority Highlights



# Performance Measures – Establishing, Tracking, Measuring

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## Purpose Statement

Support the development and use of performance measures for comprehensive management analysis in public transportation.



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## Expected Outcomes

- To support Florida transit agencies to provide safe efficient transportation
- To support agencies to make business decisions based on factual and comparative information
- To support or train agencies in creating or improving internal performance management programs



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## Expected Outcomes - Specifics

- Assist in providing metric data to governing agencies (such as TAM measures)
- To promote looking at the entire business including organizational management, services provided, human resource management, financial, customer satisfaction and operational management
- To drive standard metric formulas and to bring data to the lowest common denominator
- To promote agencies to compare/contrast performance with peers using real time data (recent past month, quarter, etc.)



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## Expected Outcomes - Specifics

- Highlight and celebrate best practice successes (that are validated by successful data outcomes)
- Provide access to data repository, or process repository to assist Florida transit agencies in successful data management



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## Addressing Potential Pitfalls

- It is understood that looking at performance can be a scary thing from unfavorable data, funding issues, lack of training, inaccurate implementation, lack of available resources, useful life, lack of commitment, to name a few.
- This team includes highly trained performance management team members, and is committed to working with each agency to address individual and global issues and concerns.
- The team is dedicated to being a education/guiding resource to assist agencies in removing barriers.



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## Critical Success Factors

- Provide guidance that **unfavorable performance should not be feared or ignored**
- The act of measuring provides information of where improvements can be made
- Provide support to agencies who may have external challengers regarding performance results (Boards, citizens, media)
- Ensure confidentiality of results as needed
- Celebrate and Promote agency successes



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## Ultimate Goal

- To provide Florida transit agencies the tools to achieve the highest level of competencies by utilizing real statistical results....

## **“What gets measured gets done”**

(Peter Drucker, Tom Peters, Edward Deming, Lord Kelvin and many others)



## Open Discussion



# Emergency Management and Evacuation

Jim Egbert, MCAT; and Roberta Yegidis, CUTR



## Purpose Statement

To review and assess the State of Florida's emergency management process and coordination activities relative to public transportation services, share best practices and recommend processes and procedures to improve overall communication and coordination.



## Evacuation Preparedness

- Establish relationship with EOC
- Develop 2-way communication **BEFORE** disaster strikes
- Create a list of all personnel who will respond
- Inventory all assets:
  - Employees
  - Vehicles – including school buses and other providers
  - Communication
  - Facilities

## Evacuation Preparedness (cont'd)

- Establish chain of command
  - Who
  - What
  - Where
  - When
  - How

## Evacuation Preparedness (cont'd)

- Train all operators to ensure:
  - ALL animals, as long as they are controlled, are allowed on the bus
  - Assist everyone and the need to get as many individuals as possible on each vehicle
  - Prioritize the appropriate vehicles per location, i.e. paratransit vehicles to those with large populations of individuals in mobility devices



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## Evacuation Preparedness (cont'd)

- Coordinate with internal and EXTERNAL customers
  - Maintenance – need for 24 hour support
  - Customer Service – help with phones
  - Planning – need to develop route deviations – on the fly
    - ALL HANDS ON DECK



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## Evacuation Preparedness (cont'd)

- Issues to consider
  - Guarantee employee's families will be cared for
  - Rest areas for employees, when being relieved
  - Food and other supplies for employees
  - Re-fueling – multiple locations
  - Disposable maintenance supplies
    - Windshield wipers
    - ????



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## Evacuation Preparedness (cont'd)

- Map out high need areas/points
  - Homeless shelters
  - Salvation Army
  - Nursing Homes
  - Hospitals
  - First to flood zones
  - Schools



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## Evacuation Preparedness (cont'd)

- Police departments
- Fire houses
- Sherriff offices
  - Including surrounding governments

## Evacuation Preparedness (cont'd)

- Establish sites where residents can go to for evacuations
  - To be used for shelters outside of traditional service area
- Identify shelter locations along bus routes
- Deviate routes as additional shelters are opened
  - Suspend all bus fares during evacuations

## Evacuation Preparedness (cont'd)

- What to do when available shelters are full
- What to do when vehicles are breaking down
- What to do when supplies are limited



## Evacuation Preparedness (cont'd)

No.	Shelter Name	Address	Route	Deviation	Dog/Cat	
2	Freedom Elementary School	9515 S.R. 64 E. Bradenton	3	3.2 mi	N	<b>Beyond End of Route</b>
5	McNeal Elementary School	6325 Lorraine Rd, Bradenton	N/A	N/A	N	<b>Outside Service Area</b>
7	Myakka City Elementary School	37205 Manatee Ave, Myakka City	N/A	N/A	N	<b>Outside Service Area</b>
11	Haile Middle School	9501 S.R. 64 E. Bradenton	3 East	2.2 mi.	N	<b>Beyond end of Route</b>
12	Witt Elementary School	200 Rye Road Bradenton	N/A	N/A	N	<b>Outside Service Area</b>
13	Braden River Middle School	6215 River Club Blvd. Bradenton	12	1.35 mi.	N	<b>Beyond End of Route</b>
17	Kinnan Elementary School	3415 Tallevast Road	N/A	N/A	N	<b>Outside Service Area</b>
20	Mills Elementary School	7200 69th S/E Palmetto	N/A	N/A	Y	<b>Outside Service Area</b>
23	Willis Elementary	14705 The Masters Avenue Bradenton	N/A	N/A	N	<b>Outside Service Area</b>
24	Buffalo Creek Middle School	7320 69th S/E, Palmetto	N/A	N/A	N	<b>Outside Service Area</b>
25	Gullett Elementary School	12125 44th A/E, Bradenton	N/A	N/A	N	<b>Outside Service Area</b>
27	Williams Elementary School	3404 Fort Hammer Road, Parrish	N/A	N/A	N	<b>Outside Service Area</b>
28	Daughtrey Elementary School	515 63rd A/E, Bradenton	8	On Route	N	

