

# NOTICE OF MEETING

## PALM TRAN SERVICE BOARD

**MARCH 28, 2024**

**1:30 P.M. – 3:30 P.M.**

**PALM TRAN DELRAY BEACH HEADQUARTERS  
Board Room  
100 N. Congress Ave.  
Delray Beach, FL 33445**

Palm Tran Bus Service is available to this location via Route 2

**Note:**

**Members of the public may attend and provide comments in person or submit comments via phone message, e-mail, or written correspondence via mail. All comments must be received before noon Eastern Time, March 27, 2024.**

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If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense. A copy of this agenda may be requested in another format. To request a reasonable accommodation under the Americans with Disabilities Act, please contact DeBorah Posey-Blocker at [dposeyblocker@pbcgov.org](mailto:dposeyblocker@pbcgov.org) or 561-841-4245.



**Palm Tran Administrative Offices**  
100 North Congress Avenue  
Delray Beach, FL 33445-3436  
(561) 841-4200 • FAX: (561) 841-4291

**Palm Tran Mailing Address**  
3201 Electronics Way  
West Palm Beach, FL 33407-4618

**Palm Tran Connection**  
50 South Military Trail, Suite 101  
West Palm Beach, FL 33415-3132  
(561) 649-9838 • FAX: (561) 514-8365

**DeBorah Posey-Blocker**  
Service Board Liaison



**Palm Tran Service Board Members**

**Carmencita Mitchell, Chair**  
Seat 9 - Regular Fixed Route Bus Rider

**Joey Acevedo, Vice Chair**  
Seat 10 - Fixed Route Bus Operator



**Frank Stanzione**  
Seat 1 - Rep. with Transportation Experience

**Kerry Rawn**  
Seat 2 - Disability Advocate

**Selva Selvendran**  
Seat 3 - Environmental Advocate

**KaShamba Miller-Anderson**  
Seat 4 - Elected Municipal Official

**Jim Gibbs**  
Seat 5 - Business Community Representative

**Donté Mickens**  
Seat 6 - Rep. with Multicultural Experience

**Vacant**  
Seat 7 - Senior Citizen Representative

**Brandon Williams**  
Seat 8 - Certified Paratransit User

**Tricia Hallison-Mischler**  
Seat 11 - Citizen-at-Large

**Dennis Martin**  
Seat 12 - Rep. with Extensive Paratransit Experience

**Tammy Jackson-Moore**  
Seat 13 - Resident of Glades/Lake Region Area

## **PALM TRAN SERVICE BOARD**

**Thursday, March 28, 2024**

**Palm Tran Delray Beach Headquarters  
Board Room**

**100 N. Congress Avenue  
Delray Beach, FL 33445**

### **AGENDA**

**1:30 P.M. – 3:30 P.M.**

1. Call to order
2. Pledge of Allegiance
3. Roll Call
4. MOTION TO ADOPT Agenda for March 28, 2024
5. MOTION TO APPROVE Minutes for January 25, 2024
6. Safety Message/Briefing
7. Comments from the Palm Tran Service Board Chair
8. Comments from Assistant County Administrator  
Todd Bonlarron
9. Committee Reports
  - PTSB Paratransit Subcommittee
10. Action Item
  - a. May 2024 Service Changes
  - b. Public Comment on Action Items
11. Information Items
  - a. TNC Service Delay
  - b. Performance Ridership Update
  - c. Public Comment on Information Items
12. Public Comments (General)
13. Customer Service Follow-ups
14. Board Member Comments
15. Adjournment

**PALM TRAN SERVICE BOARD**  
**Palm Tran Delray Beach Headquarters Board Room**  
**100 North Congress Avenue**  
**Delray Beach, FL 33445-3436**  
**Thursday, January 25, 2024**  
**1:30 A.M. to 3:30 PM**

**1. Call to Order**

Meeting called to order at 1:39 p.m. by Madam Chair Mitchell

**2. Pledge of Allegiance**

**3. Roll Call**

**Members Present**

Selva Selvendran, Seat 3, Environmental Advocate

KaShamba Miller-Anderson, Seat 4, Elected Municipal Official of a Municipality within PBC

Donté Mickens, Seat 6, Representative with Multicultural Experience

Frank Stanzione, Seat 7, Senior Citizen Representative

Brandon Williams, Seat 8, Certified Paratransit User

Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair

Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chair

Tricia Hallison-Mischler, Seat 11, Citizen-at Large

Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

**Members Absent**

Kerry Rawn, Seat 2, Disability Advocate

Jim Gibbs, Seat 5, Business Community Representative

Tammy Jackson-Moore Seat 13, Resident of the Glades/Lakes Region Area

**4. Motion to Adopt the Agenda for January 25, 2024**

Chairwoman Mitchell requested a motion to adopt the agenda for January 25, 2024

Motion made by Mr. Stanzione and seconded by Mr. Acevedo

The motion was approved unanimously.

**5. Motion to Approve Minutes for December 14, 2023**

Chairwoman Mitchell requested a motion to approve the Minutes for December 14, 2023.

Motion made by Mr. Stanzione and seconded by Mr. Acevedo.

The motion was approved unanimously.

## **6. Safety Message/Briefing**

The Safety Message was presented by Delvon Meredith, Operations Manager. The January Safety Message was 'Helpful Tips for Driving in Traffic'.

## **7. Comments from Palm Tran's Service Board Chair**

Chairwoman Mitchell welcomed everyone and wished everyone a happy New Year. Mention our grieving process and stated to continue to celebrate Mr. Forbes by moving forward and continue being the premier public transportation he left it as. Madam Chair stated Mrs. Posey Blocker would stand in for Mr. Todd Bonlarron, Assistant County Administrator until his arrival.

Madam Chair shared she was invited to the Accessibility Advisory Council and had their first meeting last week, there were so many people in support of the Comto Mission and people with disabilities being employed in the field of public transportation, and will have another meeting scheduled for 01/31/2024 and a conference this summer.

Chairwoman Mitchell encouraged everyone to consider and careers in public transportation and to invite their family and friends to do the same.

## **8. Comments from Assistant County Administrator Todd Bonlarron, standing in Ms. Posey-Blocker**

Ms. Posey-Blocker welcomed and wished everyone a Happy New Year. She introduced Mr. Michael J. Baylock as the new Interim Executive Director. Mr. Baylock has over 40 years of transit experience, Ms. Posey-Blocker shared many of his achievements in the Transportation community over the years. She shared her pleasure to have him here with us as we continue our search for an Executive Director. Following is what Palm Tran has been doing and how we are interacting with the community.

**The Big Reveal-** On December 7<sup>th</sup> Palm Tran revealed Digital Vibes Art Bus, to showcase their remarkable community outreach bus. This specialty-equipped bus which will serve as a space to teach dance, fitness, technology, and arts to children across Palm Beach County, was a generous donation from Palm Tran in response to the late Clinton Forbes request after their original bus subcommand to a fire in 2022. Making this event a memorable celebration of shared dedication.

**Pop Up Events-** Palm Tran held Outreach and travel training Pop Up Events to showcase public transportation services at local locations across the county, including Belvedere Elementary School, Palm Beach State College, FAU and Central Village. Also, we hosted the 14<sup>th</sup> annual Travel Training Workshop on October 25 at Palm Tran Connection. Over 25 teachers participated in the training, educating clients on travel independently and safely.

**Commission for the Transportation Disadvantage Awards-** Palm Tran received two awards from the Florida Commission for the Transportation Disadvantage during their annual Training Workshop and Expo.

**Go Glades Validation-** Installation began January 1<sup>ST</sup> 2024. Paradise Pass validator has been activated for Go Glades. Passengers can use their pass and pay \$2.00 per ride on Go Glades vehicles. Contactless payment is available through Apple pay, Google pay, credit cards and debit cards.

**Martin Luther King Bus-** On January 13<sup>th</sup> was the Palm Tran Unveiling of Martin Luther King Bus which was showcased at the Martin Luther King Day Celebration Parade in Riviera Beach. Over 30 employees and family members of Palm Tran along with County Commissioner Michael Barnett, Gregg Weiss and Deputy County Administrator Todd Bonlarron walked and distributed paradise passes at the event.

**Susan G. Komen-** On January 16<sup>th</sup> the Pink bus was unveiled on WPTV Channel 5. It featured inspiring images of Breast Cancer Survivors and pink ribbons supporting the foundation. The Bus will also be displayed on January 27<sup>th</sup> at the More Than Pink Walk at the Meyers Amphitheatre.

Ms. Posey-Blocker took a minute to Congratulate Chairwoman Mitchell, she has been announced as one of the Women on the Move National Lead. She is recognized for her outstanding leadership and exemplary dedication to the Transportation Agency. She is the first visually impaired recipient to receive this honor. Ms. Posey-Blocker also shared and congratulated Palm Tran's very own Operator Manager, EEO Officer Lina Argon who has been appointed to the Latino in Transit Board of Directors. She brings with her over 15 years of experience in management, training, customer service and operations and is a highly qualified addition to the team.

Ms. Posey-Blocker concluded by updating the board on the Paradise Pass. Palm Tran can send promotions, service notifications and other relevant information with the Paradise Pass App. It has already more the 35,000 downloads.

Chairwoman Mitchell asked for a hand of applause for Lina Aragon on her wonderful accomplishment of being appointed to the Latino in Transit Board of Directors and took the time to share her honor in being elected as one of the Women on the Move National Lead.

## **9. Comments from Interim Executive Director, Mr. Michael Baylock**

Chairwoman Mitchell opens the floor to Interim Executive Director, Mr. Michael Baylock.

Mr. Michael Baylock shares his honor in being here today. He shares some kind words about Clinton Forbes and his hopes to continue to raise the bar and keep doing phenomenal things. Mr. Michael Baylock has extended an invitation to Madam Chair to get a precise update of where we are in the service planning community and how we can get more engaged to keep raising that bar. Madam Chair shared her excitement to have Mr. Michael Baylock here and extended a welcome.

## **10. Informational Items**

### a. Performance Ridership Update

Monique Baldwin, Senior Transit Performance Analyst provided the Palm Tran ridership report for November/December 2023.

### b. Public Comment on Informational items

None

Chairwoman Mitchell opens the floor to comments. There were none.

## **11. Public Comments (General)**

David London, a fixed route rider raised concern regarding involuntary smoke mainly at intermodal and Belle Glade bus stops, indicating that this is an ongoing issue. Also comments on exposure to environmental noise while waiting for the bus.

Nicky Brown, Palm Tran Ambassador spoke regarding “on-time performance” he stated although the fair is going on and that causes traffic it has been improving. The Fare Box wasn’t working on Bus #2118, the bus driver had to let people on.

Mr. Smith, a long-time bus rider mentioned speaking with other bus riders regarding having more sheltered bus stops at bare minimum somewhere to sit.

Madam Chair extended the floor to any other speakers. There were none.

She also acknowledged the arrival of Assistant County Administrator Todd Bonlarron.

Todd Bonlarron apologized for his late arrival, he mentioned how blessed he feels to have Mr. Michael Baylock working as the Interim Executive Director. Mr. Bonlarron shared we have received a number of good applications from qualified individuals and are in the process of reviewing to start interviews.

Mr. Bonlarron also shared the special event that will be held here at South County on Sunday, February, the 4<sup>th</sup> to help celebrate Clinton’s Life, and invited everyone present to join us on Sunday.

He addressed Mr. Smith regarding Bus shelters. Mr. Bonlarron assures everyone that it is something that they are focusing on. The contract we had in place did not do the justice we were hoping for. There is a new RFP that will hopefully yield some better results, but it is something that we are working on.

Palm Tran will be meeting with the BCC twice in the coming two weeks. On Tuesday, January 30<sup>th</sup> our OFM department will be sharing a bigger, broader budget at the meeting. As a follow-up to the board’s request Palm Tran will be presenting scenarios of how the gas tax

is used and what that would mean in fixed route and Paratransit if all tax funding was eliminated.

The following week, Palm Tran will be going before the BCC in February 6<sup>th</sup> for a follow-up conversation with them regarding some service changes that were brought to the PTSB last meeting.

## **12. Board Member Comments**

Mr. Selvendran was glad to hear Mr. David London bring up the issue regarding involuntary smoke. He stated unfortunately the regulations in the state are not hard enough for us to be able to enforce that. It makes it hard to address it due to the regulations that are put in by the state, county or Federal government.

He also talked about addressing the use of fuel with low sulfur, it is something he has been advocating for years and hopes Palm Tran will take Mr. David London's comment to the attention of the Operations Manager.

Mr. Mickens requested an update/check in as far as driver retention, driver recruitment. Monique Baldwin, Senior Transit Performance Analyst will be reviewed and provided at the next meeting.

Mr. Stanzione suggests to survey bus drivers regarding what we could do better their route. To get a better idea on what we could cut back on.

Council Woman KaShamba Miller- Anderson said she missed the last couple of meetings and wants to share her condolences regarding Mr. Clinton Forbes and looking to catch up.

Mr. Williams had some questions; first in regards to the set of plans that were approved for reallocation of resources to create savings within Connections and is interested if any plans would be going before the Board.

Mr. Todd Bonlarron replied clarifying the plan that will be going to the board is specific on mergers and reductions of fixed routes and a pilot on the TMZ in the locations where they are altering those fixed routes.

As far as the Paratransit piece, it is a much broader outlook, and the direction received from the board and what Palm Tran is looking to go forward with, will probably take some time to do. He stated they looked at it from a FY24-FY27 outlook in paratransit and that will include things such as adjusting fares and looking at federal guidelines. Also looking at some alternative transportation services beyond the 3 mile radius. That is our intent, keeping in mind that we have a lot of riders that rely on that service and that is what we will be presenting to the board.

Mr. William's next question asked if there was a system in place that could communicate to riders that their bus is running late.

Mr. Yash Nagal Director of Transit Planning, replied informing Mr. Williams about the real time app that can be downloaded where you can receive notifications if a bus is late or early. Bus stop has instructions on how to text for information on your bus arrival. Mr. Nagal also mentions the website is always available as well.

Mr. William's last question is regarding the revision in terms of eligibility for connection services, how much medical documentation is required during the eligibility process.

Operations Manager at Connections for the Eligibility and Reservations Dept informed Mr. Williams that it is based on what the customer's capabilities and limitations are. If a customer is unable to provide that information we may contact their medical care provider for assistance and go from there. After the application, there is an interview where we ask additional questions pertaining to what a person can and cannot do, it is a case-by-case basis.

Mr. Acevedo welcomes Mr. Baylock and offers his assistance, anything he needs from them to keep Palm Tran moving forward. Acknowledges the operators and supervisors that were present today. Thanked everyone for participating in the United Way Force of Nature Fundraisers and helping break our goal. Mr. Acevedo also shares Palm Tran is having a hiring event on February 9<sup>th</sup> and is hopeful about finding worthy candidates.

Madame Chair has a question regarding the current situation with Paratransit and the service provider and if there was any information in that aspect.

Todd Bonlarron responded; Palm Tran went to the BCC Meeting on December with 2 contract extensions under emergency contracts. Our two current providers, First Transit and MV were asked if they can continue with the service. There was an RFP that was out but there was a protest on it, causing a delay in implementing a new contract. So they have agreed to move forward with a 4 month emergency contract extension that started in January. We are looking to be in contract with a single provider by April, for May Service. We are in negotiations with the applicant who ranked number 1 in our RFP, Frist Transit, on that new contract. It is top priority.

Madame Chair also inquired about the fare increase, it was going to be brought to the Commissioners with the possibility to increase in January.

Yash Nagal replied that the fare increase was pushed back and it will be scheduled in future years, somewhere from FY24 to FY27. A date has not been picked but there will be plenty of time to send notice and do community outreach.



**13. Chair Final Comments**

Madame Chair expressed she was grateful to have had the meeting. She shared her story about Regina Baker being her hero in regards to the Women on the Move National Lead Award. She encourages everyone to vote. She thanked Todd Bonlarron and the ELT and welcomed Mr. Blaylock one more time.

**14. Adjournment**

Mr. Stanzone makes motions for adjournment.  
Councilwoman Williams- Anderson seconds that motion.  
Meeting is adjourn at 2:48pm

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Carmencita Mitchell, Chair**

\_\_\_\_\_ **Date** \_\_\_\_\_  
**Joey Acevedo, Vice Chair**

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.

## Bus Stop Safety Reminders



- 1. Stay Vigilant:** Maintain alertness while stopped.
- 2. Mind the Gap:** Keep a safe distance between the bus and the curb to enhance boarding and alighting safety.
- 3. Secure the Scene:** Kneel the bus, activate hazard lights and ensure headlights and taillights are on while stopped to secure the scene. This will enhance visibility, especially during nighttime.
- 4. Weather Awareness:** Stay updated on weather conditions and adapt driving practices for a safe journey.
- 5. Communication is Key:** Keep passengers updated on delays, route adjustments, or safety protocols. Ensure clear and courteous communication for a smooth journey.
- 6. Maintenance Matters:** Regular maintenance checks are crucial to keep our vehicles running smoothly. Mechanics must address any issues promptly to prevent service disruptions and ensure optimal vehicle performance.

**Mission: To provide access to opportunity for everyone, safely, efficiently and courteously.**

# COMMENTS FROM PALM TRAN SERVICE BOARD CHAIR

Carmencita Mitchell





# PALM TRAN SERVICE BOARD COMMITTEE REPORTS

PTSB Paratransit Subcommittee

# Palm Tran Service Board Meeting (PTSB)



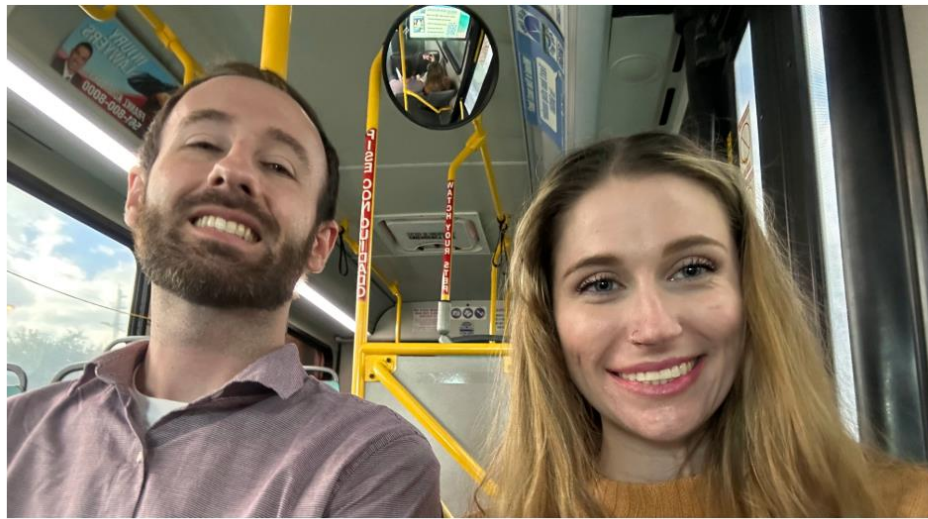
Palm Tran

Presented: Thursday, March 28, 2024

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



# Administrative Ride Day



# APTA Adwheel Award



# O.A.S.I.S.S. Operations Annual Source of Information Safety & Support





# Let's Get on the Bus! Challenge Move & Mingle with Mack Bernard



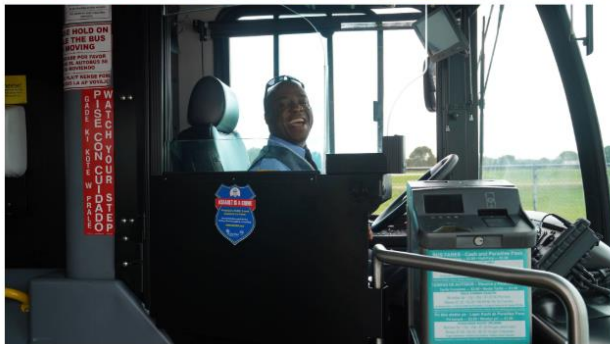
# PT - STAT



# Clinton B. Forbes Memorial Bus Reveal



# Bus Roadeo





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



Thank you!



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**Palm Tran Service Board Members**

**Carmencita Mitchell, Chair**

Seat 9 - Regular Fixed Route Bus Rider

**Joey Acevedo, Vice Chair**

Seat 10 - Fixed Route Bus Operator



**Vacant**

Seat 1 - Rep. with Transportation Experience

**Kerry Rawn**

Seat 2 - Disability Advocate

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Seat 13 - Resident of Glades/Lake Region Area

**DATE:** March 26, 2023  
**TO:** Chair Carmencita Mitchell and Board Members  
**FROM:** Michael J. Blaylock, Interim Executive Director  
**RE:** May 19, 2024 Service Changes

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Dear Chair Mitchell and Board Members,

I am writing to inform you that on Thursday, March 28, 2023, at the Palm Tran Service Board meeting, our staff will recommend and request board approval on several minor schedule adjustments to improve on-time performance. These changes will be recommended for implementation in addition to the changes passed previously on October 26, 2023.

Additionally, we will provide an update on the delay of the TNC service zones and corresponding route replacements.

The proposed changes include:

- Route 3 running time and capacity adjustments.
- Route 20 running time adjustments.
- Route 43 running time adjustments.
- Route 62 running time adjustments.
- Route 94 running time adjustments.

As per Resolution No. 15-0893 Section 9 (a), the proposed changes to Route 3, 20, 43, 62, and 94 are not considered major fixed-route adjustments since they do not exceed the 25% total route miles threshold. Therefore, a public hearing or equity analysis is not required.



# May 2024 Proposed Service Changes

Yash Nagal, PMP  
Director of Transit Planning  
March 28, 2024



# May 2024 Proposed Service Changes

Route Number	Description of Change	Purpose of Change
3	Running time and capacity adjustments	On-time performance
20	Running time adjustments	On-time performance
43	Running time adjustments	On-time performance
62	Running time adjustments	On-time performance
94	Running time adjustments	Improve Transfers



# Public Outreach



Website, app and guidebook  
Trip planner, real time info



Public announcements  
Audio and text, destination signs



Bus stop signs and field teams  
Route numbers, in-person outreach



Thank you.  
Questions?

Yash Nagal, PMP  
Director of Transit Planning  
March 28, 2024

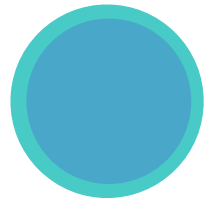




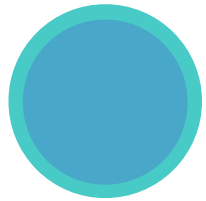
Information Item:  
Service Change  
Delays for  
Changes as  
Presented on  
October 26, 2024  
PTSB



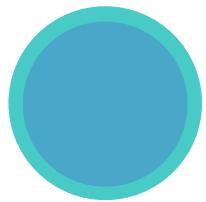
# Timeline Delays



Service Changes  
Contract Delays



TNC Service Overlap  
Smooth Transition



August 2024 to September 2024

# List of Delayed Changes

Route Number	Description of Change
3	Modify frequency from every 30 to every 20 minutes during peak hours. Modify frequency from every 60 minutes to every 30 minutes on Sunday.
20	Truncate route at Northlake Blvd. Increase Weekday frequency to every 40 minutes until 6 pm.
21	Modify route 33 and add TNC zone.
33	Modify alignment to cover eliminated sections of Route 20 and Route 21.
52	Eliminate route and add TNC zone.
92	Modify the route between Camino Real and Palmetto Park Rd to no longer service A1A. Increase frequency from 60 minutes to every 45 minutes.



Thank you.  
Questions?

Yash Nagal, PMP  
Director of Transit Planning  
March 28, 2024





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**DATE:** March 22, 2024  
**TO:** Chair Mitchell & Board Members  
**FROM:** Mike Blaylock, Interim Executive Director  
**RE:** January 2023 Performance Report

The Palm Tran Performance Report for the month of January 2023 is attached for your review.

During the month of January 2023, Palm Tran's Performance Report continues to reflect the ongoing impact of the COVID-19 health crisis. Four (4) metrics fell below the established minimum, while the remaining twenty-one (21) exceeded the set minimum.

# PERFORMANCE REPORT

## JANUARY 2024 (FY 2024)

Performance Management Office



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



# Ridership Overview

## Trends By Mode



MODE	JANUARY
Fixed Route	714,048
PTC	72,711
GG	9,642
<b>Total</b>	<b>796,401</b>



**+8.2%**



# JANUARY 2024

## FIXED-ROUTE DASHBOARD FY 2024

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	FY 2024
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 1.11	● 0.65	▲ 1.33	● 0.48	● 0.89
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.74	● 1.14	▲ 2.50	● 1.75	● 1.78
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.27	▲ 1.38	● 1.18	● 1.25	● 1.27
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048	● 2,772,096
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	◆ 16.0
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
On-Time Performance	74%	76%	78%	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 75.7%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,428
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.13	◆ 0.12	◆ 0.20	◆ 0.15
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	▲ 3.02	● 2.66	● 2.93	● 2.86



# JANUARY 2024

## CONNECTION DASHBOARD FY 2024

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.95	▲ 1.42	● 0.49	● 0.53	● 0.85
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16	● 1.68
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39	▲ 1.37
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
On-Time Performance	85%	90%	92%	◆ 82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%	◆ 83.3%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539	● 12,895
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 2.39	● 2.02	● 2.01	● 2.44	● 2.22
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	● 1.77	● 1.53	▲ 2.02	● 1.42	● 1.68
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 5:01
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:35



# JANUARY 2024

## GO GLADES DASHBOARD FY2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	FY 2024
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.52	● 0.28	● 0.00	● 0.00	● 0.20
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.27	● 0.28	● 0.14
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.84	● 4.62	● 4.59	● 4.38	● 4.61
Total System Ridership	3,600	5,400	7,300	● 11,109	● 10,175	● 10,169	● 9,642	● 41,095
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
On-Time Performance	85%	90%	92%	● 93.7%	● 93.2%	● 94.6%	● 96.8%	● 94.6%
Mean Distance Between Failures	6,500	7,700	9,500	● 38,534	◆ 6,039	● 12,151	● 35,636	● 13,350
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.18	● 0.20	● 0.00	● 0.00	● 0.10



# Public Comments



# Customer Service Follow-ups



# Palm Tran Service Board Members Comments

