

PERFORMANCE REPORT

FEBRUARY 2024 (FY2024)

Performance Management Office



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



INTRODUCTION/BACKGROUND

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark peer agencies. CUTR provided a detailed review of Palm Tran's performance metrics and made several presentations to the Executive Leadership Team and the Palm Tran Service Board (PTSB). As a result of CUTR's benchmarking Palm Tran against nine (9) peer agencies; metrics, targets and goals were recommended. These recommendations serve as the basis for the creation of Palm Tran's performance monitoring and improvement process. The Performance Management Office (PMO) was launched in October 2016 as part of Palm Tran's reorganization. The PMO is responsible for producing monthly reports using the Balanced Scorecard Approach, which reviews and analyzes key performance indicators across both fixed route and paratransit operations.

Each metric on the balance scorecards, referred to as "dashboards", is represented as a trend analysis comparing month to month. It also compares current performance to the prior fiscal year. These metrics reflect Palm Tran's commitment to monitor progress towards fulfilling its Vision, Mission, and Core Values. The report provides an annual comparison, and is utilized by the Executive Leadership Team (ELT) and the Palm Tran Statistics (PT-Stat) teams to monitor performance and recommend future improvement initiatives. This

FEBRUARY 2024

PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	717,371
Riders Per Revenue Hour	17.3
All Customer Concerns per 10K Boardings	3.19
Vehicle Revenue Miles	597,814
Total Revenue Hours	41,452



Connection	
Ridership	74,319
Riders Per Revenue Hour	1.26
All Customer Concerns per 1K Trips	1.43
Vehicle Revenue Miles	949,803
Total Revenue Hours	52,135



Go Glades	
Ridership	9,379
Riders Per Revenue Hour	4.49
All Customer Concerns per 1K Boardings	0.32
Vehicle Revenue Miles	34,618
Total Revenue Hours	2,089

Through Palm Tran's *PT-Stat* program, Palm Tran continues to make improvements to move the needle in the right direction on metrics slightly below minimum standards. There are a number of initiatives that are ongoing that will continue to improve the overall performance and ultimately will contribute to providing the highest level of service to the residents and visitors of Palm Beach County.



Performance Management Office



FIXED-ROUTE DASHBOARD FY 2024

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 1.11	● 0.65	▲ 1.33	● 0.48	● 0.84								● 0.88
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.74	● 1.14	▲ 2.50	● 1.75	◆ 3.18								● 2.06
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.27	▲ 1.38	● 1.18	● 1.25	● 1.13								● 1.24
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048	▲ 717,371								● 3,489,467
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3								◆ 16.3
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 74.1%					81.4	Aug.	Sept.	▲ 75.4%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039								◆ 6,350
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.13	◆ 0.12	▲ 0.20	▲ 0.28								◆ 0.18
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	▲ 3.02	● 2.66	● 2.93	▲ 3.19								● 2.93

CONNECTION DASHBOARD FY 2024

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.95	▲ 1.42	● 0.49	● 0.53	● 0.42								● 0.76
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00								● 1.74
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39	◆ 1.26								▲ 1.35
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%	◆ 81.9%								◆ 83.0%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539	● 10,437								● 12,404
All Customer Commendations per 1k Trips	0.80	1.10	1.40	▲ 2.39	● 2.02	● 2.01	▲ 2.44	● 2.18								● 2.21
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	● 1.77	● 1.53	▲ 2.02	● 1.42	● 1.43								● 1.63
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04								◆ 4:50
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:32								● 2:34

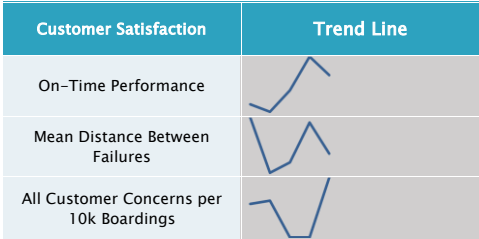
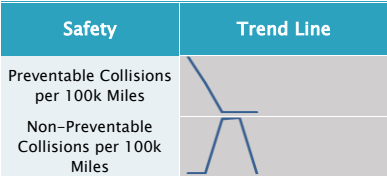
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



GO GLADES DASHBOARD FY2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.52	● 0.28	● 0.00	● 0.00	● 0.00								● 0.17
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.27	● 0.28	● 0.00								● 0.11
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.84	● 4.62	● 4.59	● 4.38	● 4.49								● 4.59
Total System Ridership	3,600	5,400	7,300	● 11,109	● 10,175	● 10,169	● 9,642	● 9,379								● 50,474
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 93.7%	● 93.2%	● 94.6%	● 96.8%	● 95.6%								● 94.8%
Mean Distance Between Failures	6,500	7,700	9,500	● 38,534	◆ 6,039	● 12,151	● 35,636	● 17,309								● 13,959
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.18	● 0.20	● 0.00	● 0.00	● 0.32								● 0.14



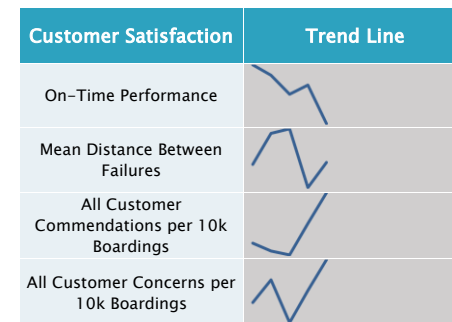
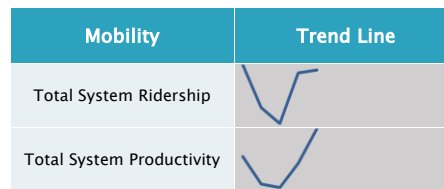
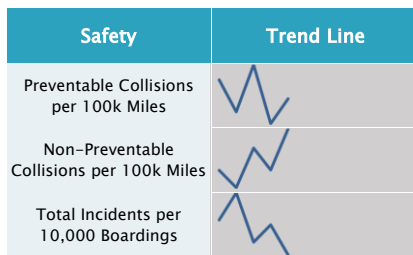
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★
The Goal has been exceeded

FIXED-ROUTE DASHBOARD FY 2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 1.11	● 0.65	▲ 1.33	● 0.48	● 0.84								● 0.88
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.74	● 1.14	▲ 2.50	● 1.75	◆ 3.18								● 2.06
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.27	▲ 1.38	● 1.18	● 1.25	● 1.13								● 1.24
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048	▲ 717,371								● 3,489,467
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3								◆ 16.3
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 74.1%								▲ 75.4%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039								◆ 6,350
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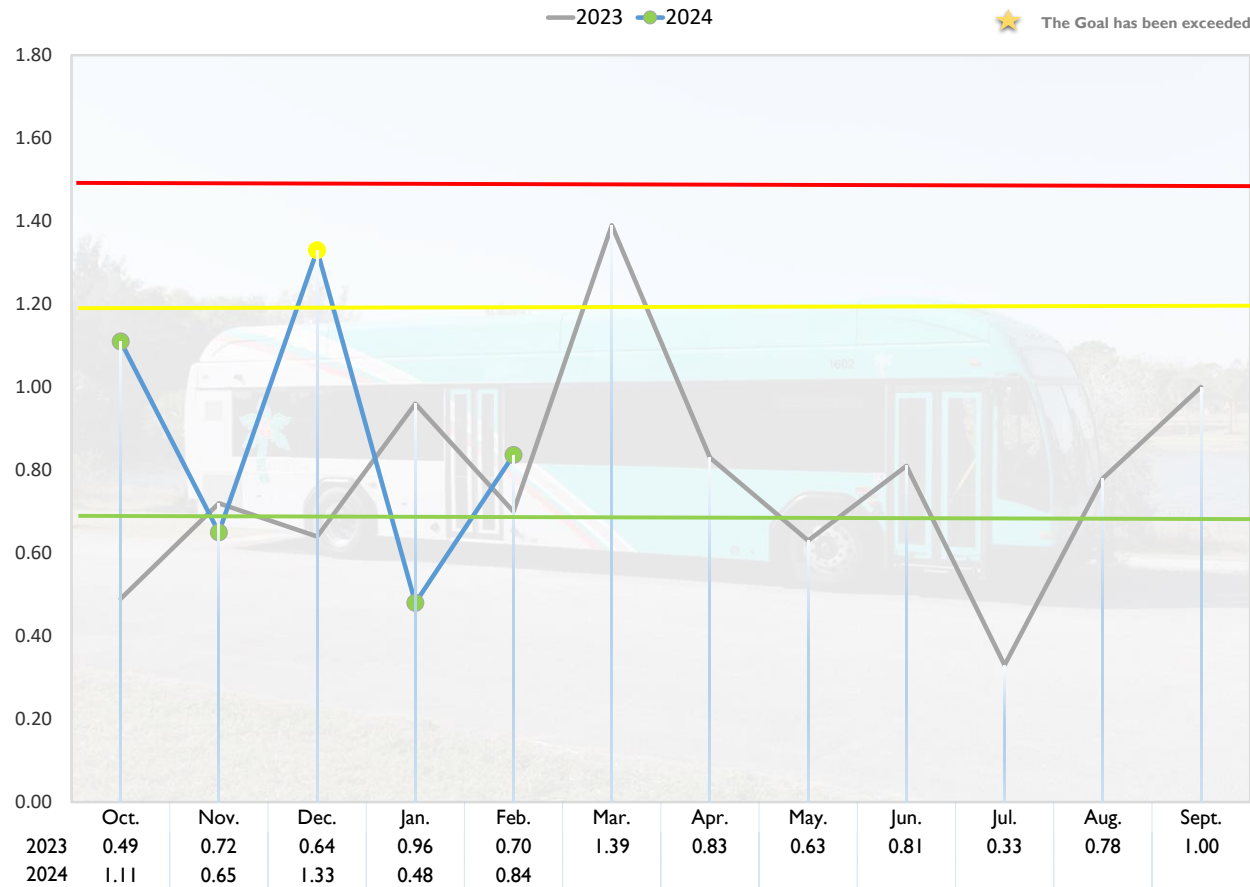


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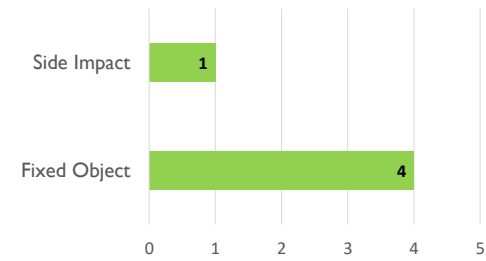
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Fixed-Route Preventable Collisions per 100K Miles



Categories of Preventable Collisions



Narrative

During the month of February, Palm Tran experienced five (5) preventable collisions, compared to three (3) preventable collisions in January. In February fixed-route vehicles traveled 597,814 revenue miles while in service, compared to 627,580 vehicle revenue miles in January. Therefore, the preventable collisions per 100K miles metric experienced a slight increase from 0.48 to 0.84.

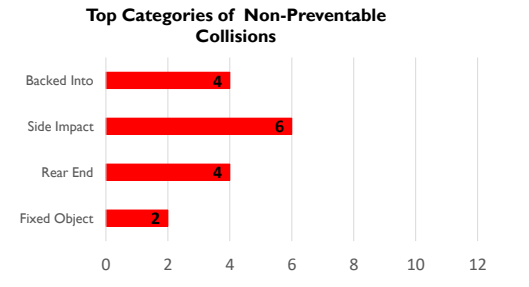
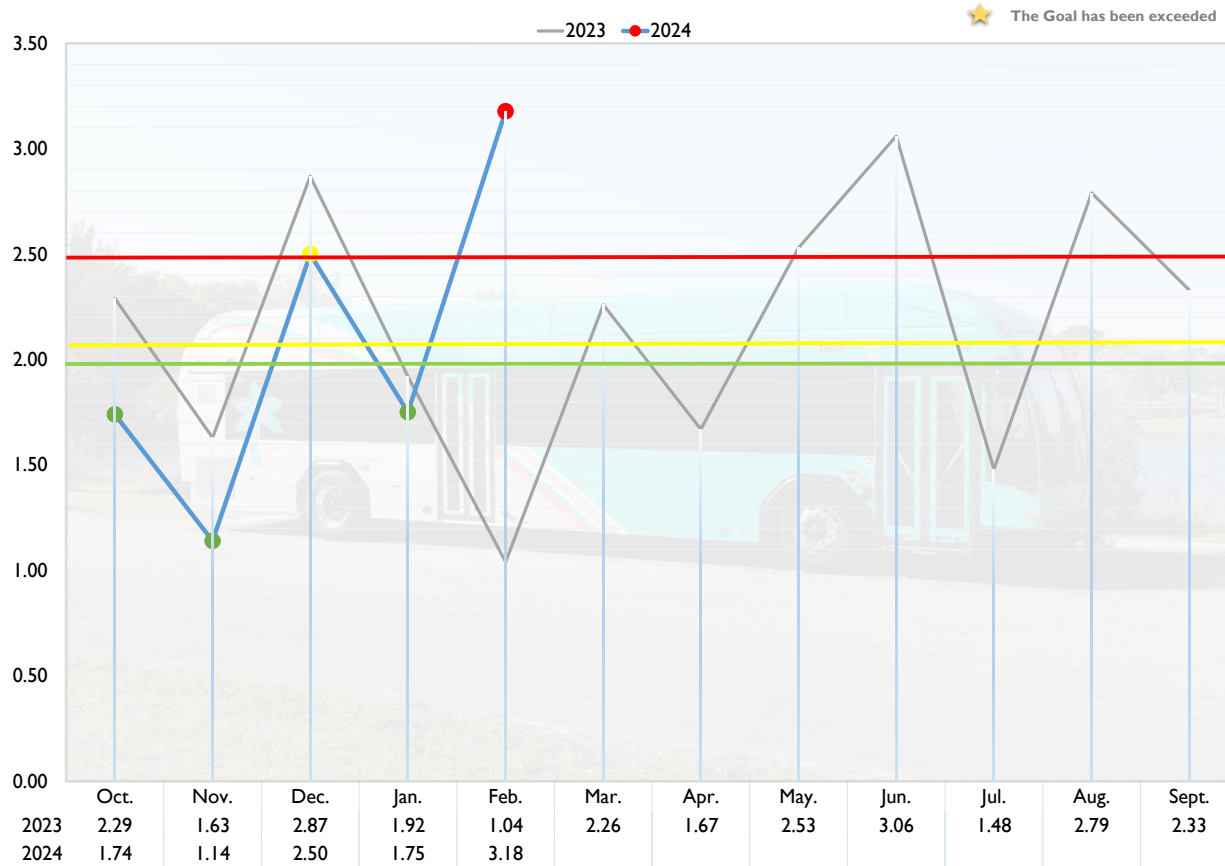
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.00	● 0.44	● 0.44	● 0.84	● 0.73	● 0.58	● 0.51	● 0.47	● 0.28	● 0.67	● 1.11	● 0.17	● 0.52 ★
2021	● 0.79	● 0.71	● 0.65	● 0.34	● 0.54	● 0.64	● 0.66	● 0.45	● 1.00	● 0.28	● 0.86	● 0.90	● 0.65 ★
2022	● 0.16	● 0.49	● 0.63	▲ 1.45	● 0.17	▲ 1.39	● 0.32	● 1.00	● 0.50	● 1.17	● 0.16	● 0.36	● 0.66 ★
2023	● 0.49	● 0.72	● 0.64	● 0.96	● 0.70	▲ 1.39	● 0.83	● 0.63	● 0.81	● 0.33	● 0.78	● 1.00	● 0.77 ★
2024	● 1.11	● 0.65	▲ 1.33	● 0.48	● 0.84								● 0.88

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2023	1.50	1.20	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2024	1.50	1.20	0.70		

- ◆ Minimum/Maximum has not been met
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- Target has been met or exceeded



Fixed-Route Non-Preventable Collisions per 100k Miles



Narrative

In February the Non-Preventable Collisions per 100k Miles metric nearly doubled. Non-preventable accidents increased from eleven (11) in January to nineteen (19) in February. The top categories of Non-Preventable Collisions for February included "Side Impact", "Backed Into", "Rear End" and "Fixed Object". Currently, the PT-Stat Safety Team is actively working on initiatives to reduce collisions and provide safe and efficient service.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.30	● 2.07	● 1.32	◆ 2.93	● 1.61	● 1.45	● 0.67	● 1.41	● 1.53	● 1.87	● 0.95	● 1.00	● 0.52 ★
2021	▲ 2.22	▲ 2.31	● 1.61	● 1.35	● 1.61	▲ 2.39	● 1.16	● 1.35	▲ 2.14	● 1.93	● 1.28	● 1.79	● 1.76 ★
2022	● 1.93	● 1.65	▲ 2.22	▲ 2.42	● 1.73	◆ 3.09	● 1.62	● 1.33	● 1.51	● 1.50	● 1.73	● 1.27	● 1.85 ★
2023	▲ 2.29	● 1.63	◆ 2.87	● 1.92	● 1.04	▲ 2.26	● 1.67	▲ 2.53	◆ 3.06	● 1.48	◆ 2.79	▲ 2.33	▲ 2.16
2024	● 1.74	● 1.14	▲ 2.50	● 1.75	◆ 3.18								● 2.06

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2023	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2024	2.50	2.10	2.00		

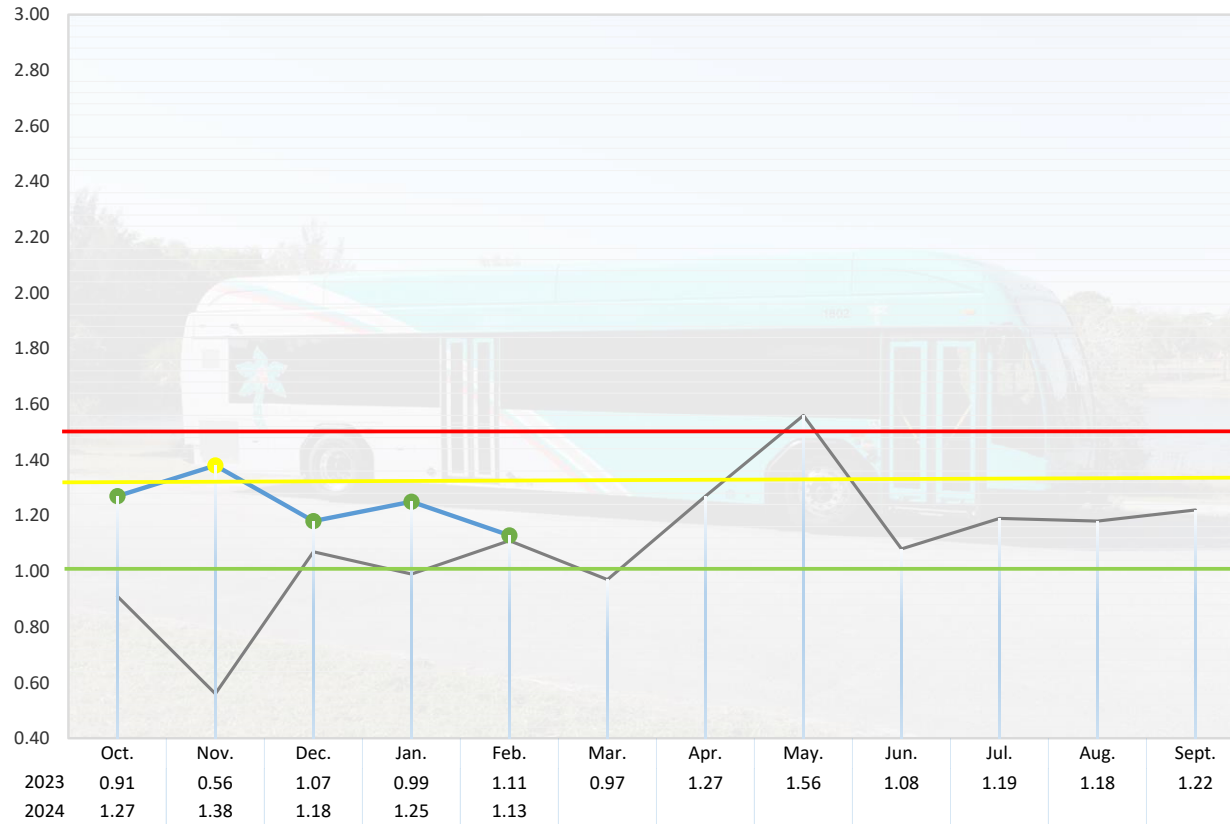
Narrative

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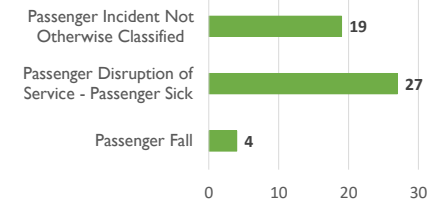
Fixed-Route Total Incidents per 10,000 Boardings



— 2023 ● 2024 ★ The Goal has been exceeded



Top Categories of FX-Route Incidents per 10,000 Boardings



Narrative

Palm Tran is pleased to report that this metric has continued to exceed the established stretch goal. In February, the ratio of total incidents per 10,000 boardings decreased from 1.25 to 1.13. During this period, Palm Tran encountered a total of eighty-one (81) incidents, compared to eighty-nine (89) incidents in January. The top categories of incidents were "Passenger Incident NOC," "Passenger Disruption of Service - Passenger Sick," and "Passenger Fall." The PT-Stat Safety Team is actively working on initiatives to reduce incidents to provide safe and efficient service.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 2.30	◆ 2.07	▲ 1.32	◆ 2.93	◆ 1.61	▲ 1.45	● 0.67	▲ 1.41	▲ 1.53	◆ 1.87	● 0.95	● 1.00	◆ 1.62
2021	● 0.66	● 1.17	● 0.81	● 0.88	● 1.06	● 1.12	● 1.27	● 0.92	● 1.15	● 0.95	● 1.11	● 1.01	● 1.01 ★
2022	● 0.72	● 0.48	● 1.01	● 0.84	● 0.97	● 0.82	● 0.72	● 0.98	● 0.98	● 0.92	● 1.14	● 1.04	● 1.04 ★
2023	● 0.91	● 0.56	● 1.07	● 0.99	● 1.11	● 0.97	● 1.27	▲ 1.56	● 1.08	● 1.19	● 1.18	● 1.22	● 1.09 ★
2024	● 1.27	▲ 1.38	● 1.18	● 1.25	● 1.13								● 1.24

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2023	1.50	1.30	1.00	(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to any other incident classified by operations (such as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.
	2024	1.50	1.30	1.00		

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- Target has been met or exceeded

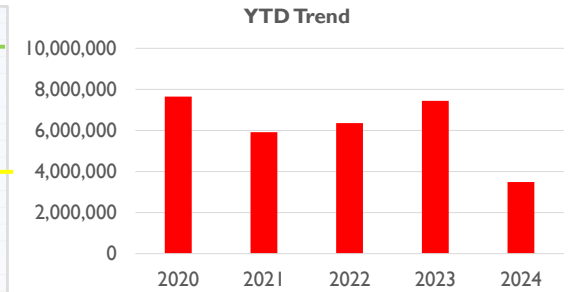
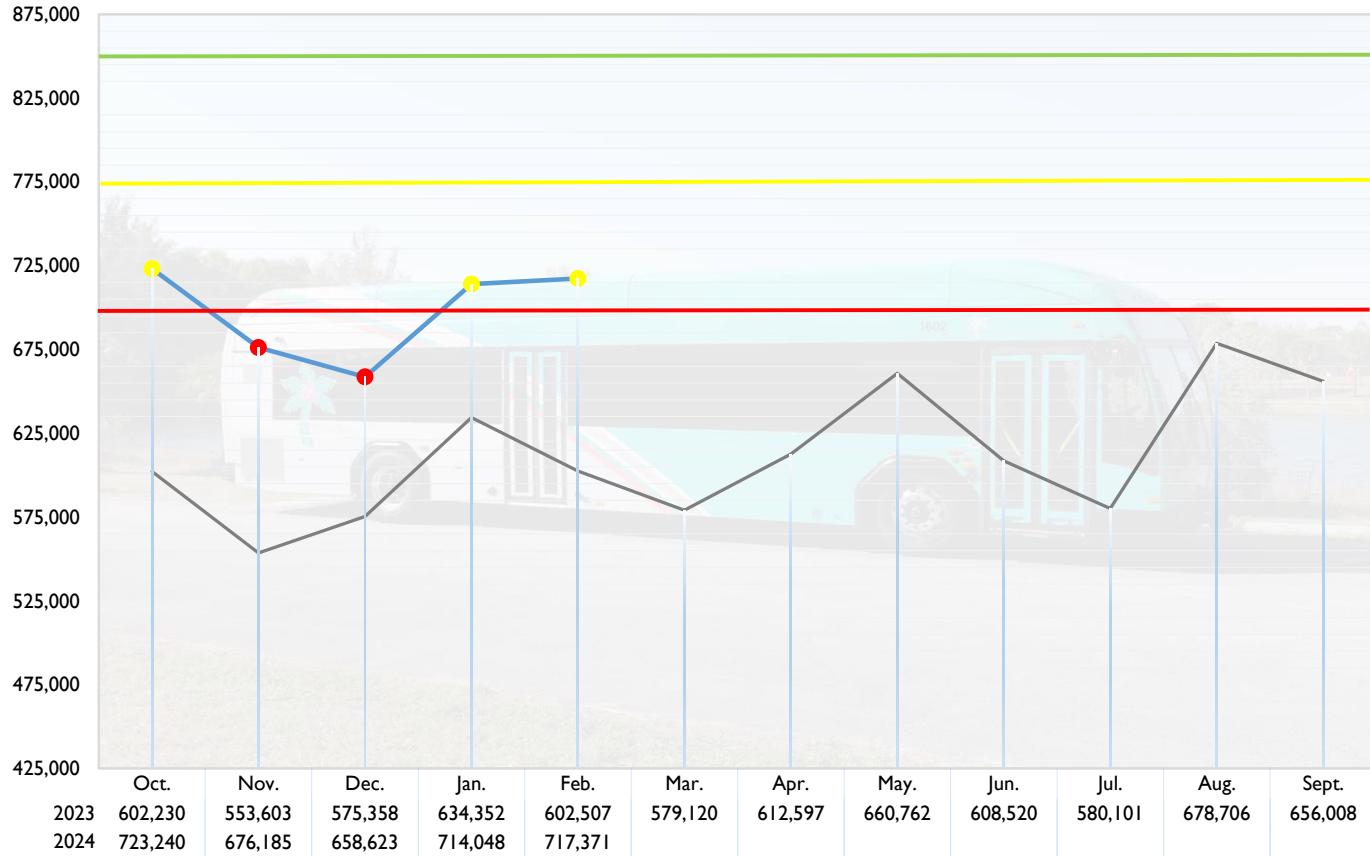


Fixed-Route Total System Ridership



— 2023 ● 2024

★ The Goal has been exceeded



Narrative

Palm Tran is pleased to report, for the third time in FY24, fixed-route ridership has surpassed the established minimum. During the month of February, fixed-route ridership totaled 717,371, reflecting a net increase of 0.47% (an additional 3,323 riders) from the previous month of January. Additionally, February's total ridership represents a 19.1% increase compared to February 2023, indicating there were 114,864 more riders for the month than last fiscal year. Although Palm Tran is currently experiencing ridership challenges due to the COVID-19 pandemic, this data indicates an optimistic future regarding total ridership.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703	◆ 642,330	◆ 462,991	◆ 488,515	◆ 588,187	◆ 637,962	◆ 540,694	◆ 458,101	◆ 7,651,186
2021	◆ 486,639	◆ 428,495	◆ 471,133	◆ 453,069	◆ 454,505	◆ 525,519	◆ 494,676	◆ 520,496	◆ 522,000	◆ 528,118	◆ 531,710	◆ 502,929	◆ 5,919,289
2022	◆ 543,109	◆ 516,763	◆ 523,457	◆ 509,548	◆ 502,818	◆ 573,349	◆ 531,430	◆ 538,420	◆ 511,974	◆ 510,224	◆ 578,595	◆ 517,495	◆ 6,357,182
2023	◆ 602,230	◆ 553,603	◆ 575,358	◆ 634,352	◆ 602,507	◆ 579,120	◆ 612,597	◆ 660,762	◆ 608,520	◆ 580,101	◆ 678,706	◆ 656,008	◆ 7,442,864
2024	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048	▲ 717,371								◆ 3,489,467

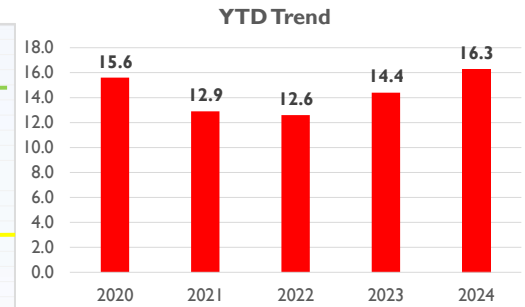
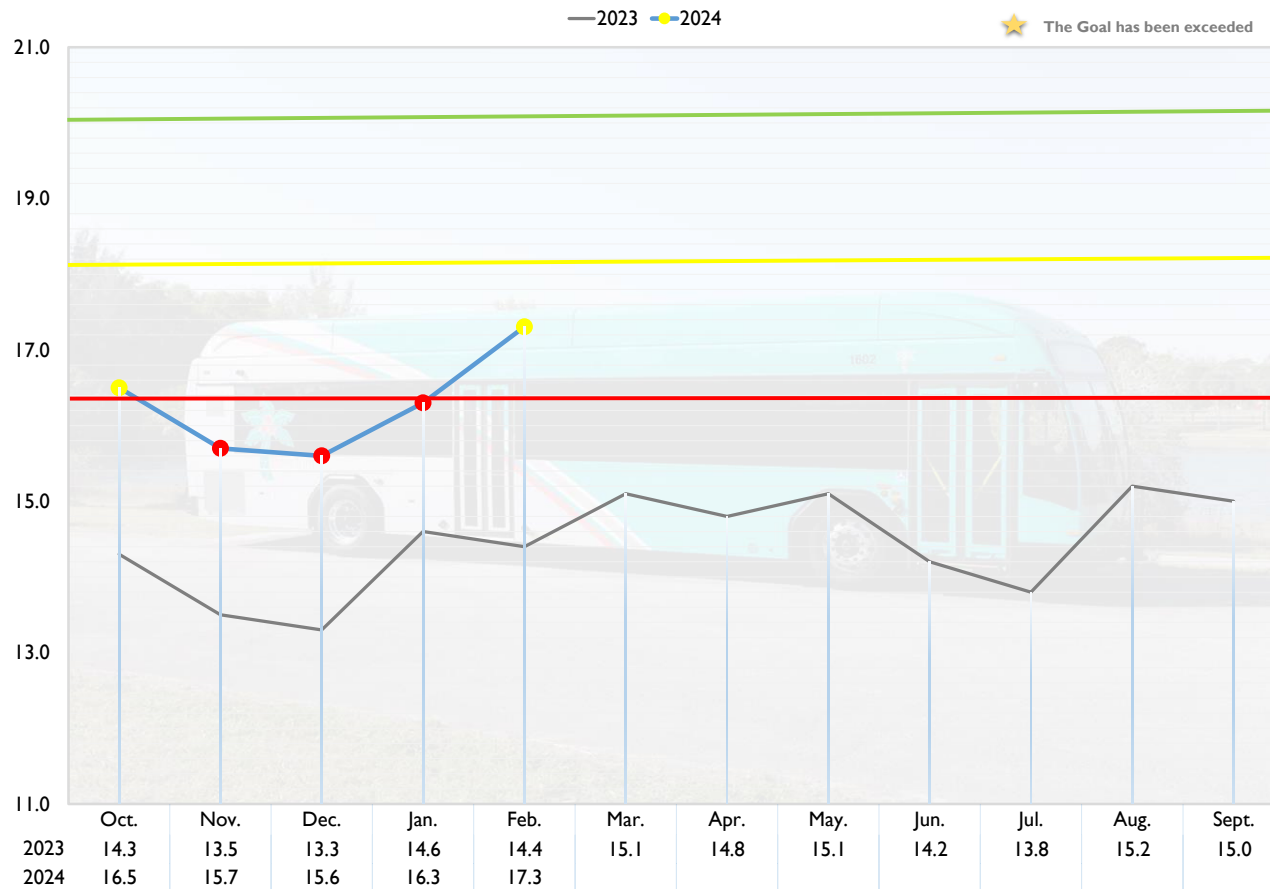
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2023	700,000	775,000	850,000	Total Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings. Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.
	2024	700,000	775,000	850,000		

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- Target has been met or exceeded

Palm Tran Performance Management Office



Fixed-Route Riders Per Revenue Hour



Narrative

During February, the Riders per Revenue Hour ratio increased from 16.3 Riders per Revenue Hour in January to 17.3. This increase is attributed to the total fixed-route ridership rising by 0.47% (3,323 riders), combined with fixed-route revenue hours decreasing by 5.2% (2,277 hours), resulting in a slight improvement in this performance measure. Ridership challenges are directly linked to the COVID-19 pandemic. However, recent data indicates an optimistic future regarding overall total ridership recovery.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9	◆ 18.3	◆ 15.6	◆ 12.6	◆ 12.7	◆ 1.4	◆ 14.1	◆ 14.1	◆ 13.1	◆ 15.6
2021	◆ 13.4	◆ 12.7	◆ 13.1	◆ 13.0	◆ 13.9	◆ 14.4	◆ 14.0	◆ 12.6	◆ 12.1	◆ 11.9	◆ 12.1	◆ 12.1	◆ 12.9
2022	◆ 12.7	◆ 12.4	◆ 12.2	◆ 12.0	◆ 12.7	◆ 12.8	◆ 12.5	◆ 12.5	◆ 12.5	◆ 12.4	◆ 13.1	◆ 13.7	◆ 12.6
2023	◆ 14.3	◆ 13.5	◆ 13.3	◆ 14.6	◆ 14.4	◆ 15.1	◆ 14.8	◆ 15.1	◆ 14.2	◆ 13.8	◆ 15.2	◆ 15.0	◆ 14.4
2024	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3								◆ 16.3

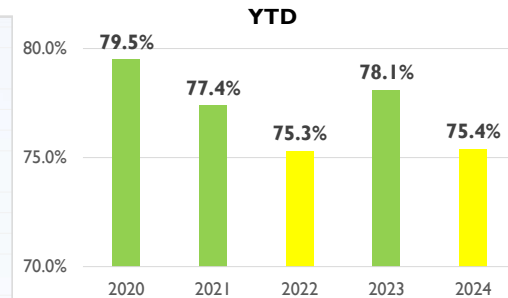
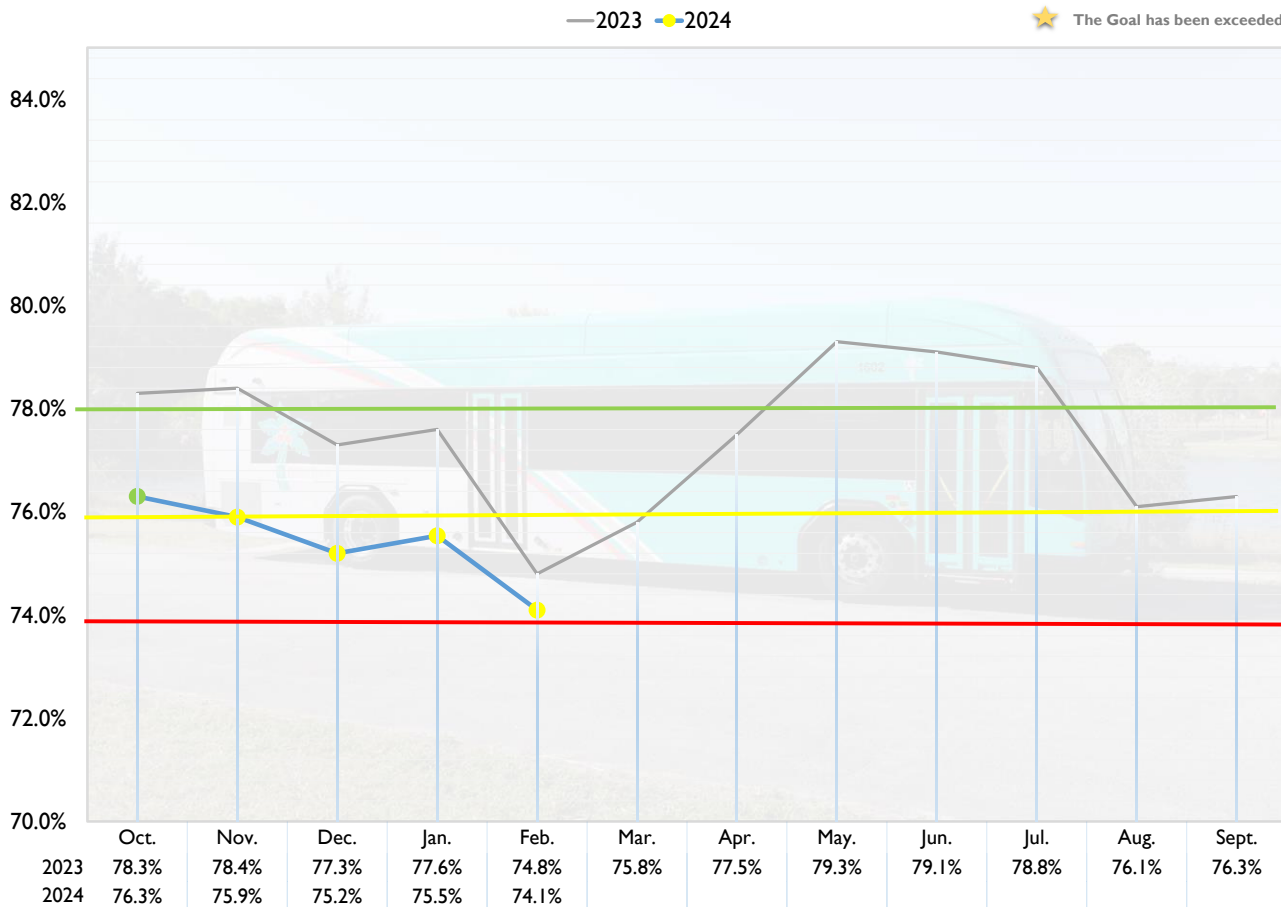
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2023	16.5	18.3	20.1	Total Fixed Route Boardings/ Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.
	2024	16.5	18.3	20.1		

- ◆ 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

Palm Tran Performance Management Office



Fixed Route - On Time Performance



Narrative

During February, the fixed-route on-time performance (OTP) metric decreased from 75.5 to 74.1%. This represents a decrease of 0.60 percentage points for this metric, largely due to late departures. The PT-Stat Service Enhancement Team is consistently seeking initiatives to enhance the OTP metric.

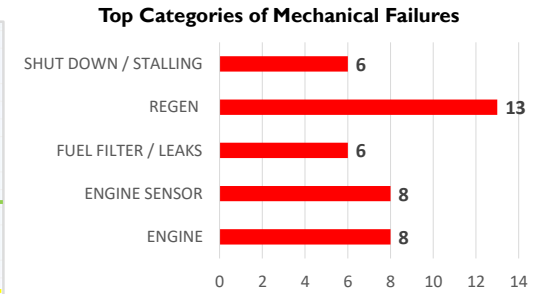
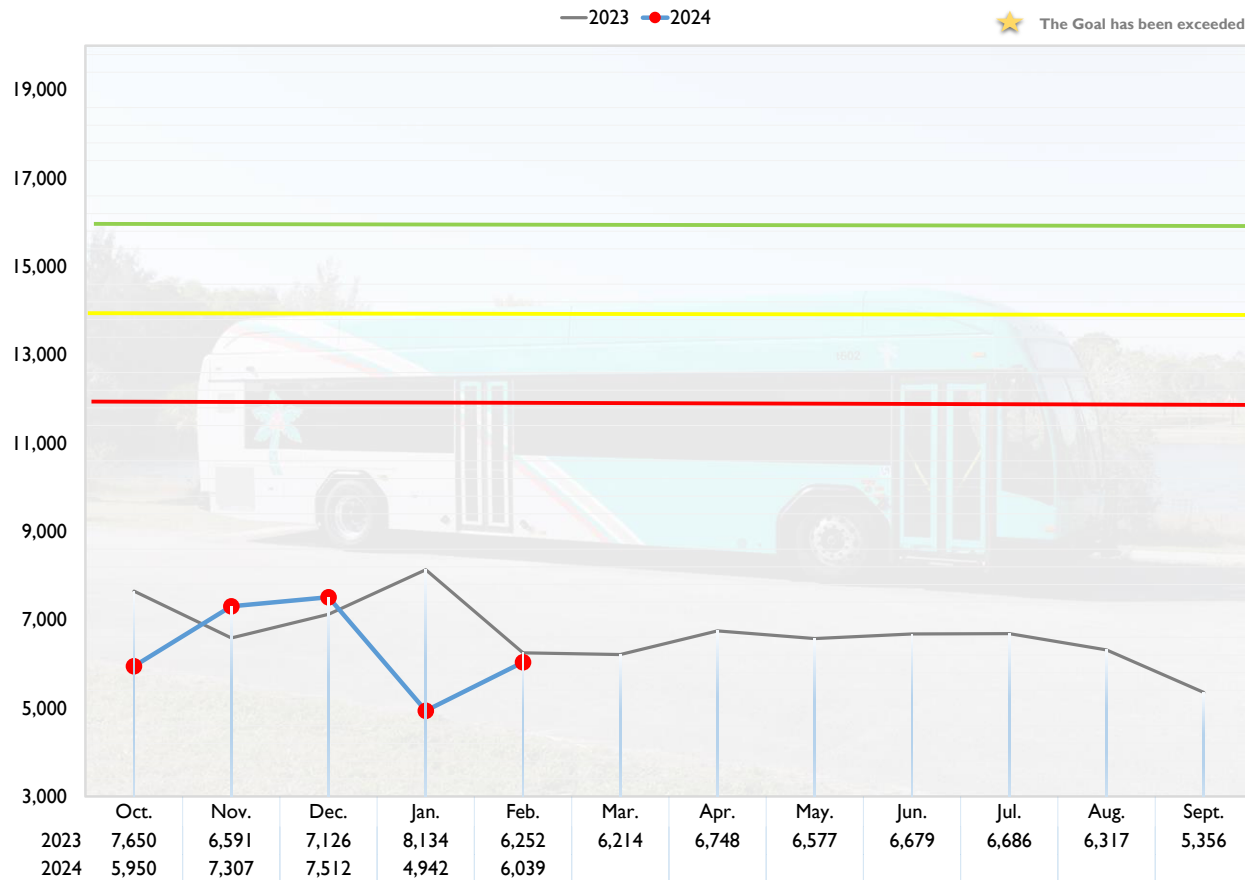
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 79.7%	● 78.3%	● 77.9%	● 78.9%	● 77.7%	● 80.9%	● 84.4%	● 83.5%	● 83.6%	● 83.4%	● 80.4%	● 79.9%	● 79.5%★
2021	● 80.7%	● 77.7%	● 76.2%	▲ 75.3%	▲ 75.7%	▲ 74.9%	▲ 74.6%	● 78.7%	● 79.9%	● 79.8%	● 78.1%	● 76.9%	● 77.4%★
2022	▲ 75.8%	◆ 73.2%	◆ 70.0%	◆ 73.5%	▲ 74.4%	▲ 74.3%	▲ 74.8%	● 77.8%	● 79.1%	● 78.8%	● 76.1%	▲ 75.8%	▲ 75.3%
2023	● 78.3%	● 78.4%	● 77.3%	● 77.6%	▲ 74.8%	▲ 75.8%	● 77.5%	● 79.3%	● 79.1%	● 78.8%	● 76.1%	● 76.3%	● 78.1%★
2024	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 74.1%								▲ 75.4%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2023	74%	76%	78%	(Number of On-Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters)	Standard - OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed.
	2024	74%	76%	78%		

- ◆ 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



Fixed-Route Mean Distance Between Failures



Narrative

During February the Mean Distance Between Failures (MDBF) increased from 4,942 to 6,039. During this period, fixed-route vehicles traveled 1,097 more miles before experiencing a mechanical failure compared to the previous month. Additionally, there were 28 fewer road failures in February compared to the previous month. The top mechanical failures for February were categorized as "Regen", "Engine Sensor", and "Engine" The PT-Stat Safety Team is actively seeking ways to improve the agency's MDBF.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 12,653
2022	◆ 5,925	◆ 5,888	◆ 6,777	◆ 7,934	◆ 9,616	▲ 13,224	◆ 11,434	▲ 13,329	● 16,515	◆ 11,079	◆ 11,966	▲ 12,492	◆ 9,427
2023	◆ 7,650	◆ 6,591	◆ 7,126	◆ 8,134	◆ 6,252	◆ 6,214	◆ 6,748	◆ 6,577	◆ 6,679	◆ 6,686	◆ 6,317	◆ 5,356	◆ 9,427
2024	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039								◆ 6,350

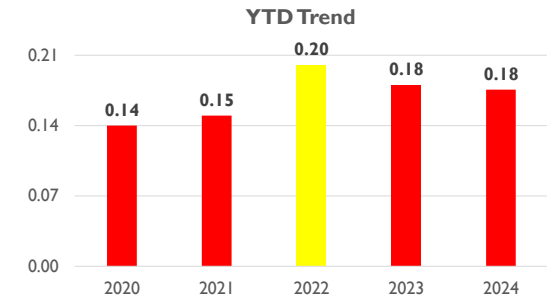
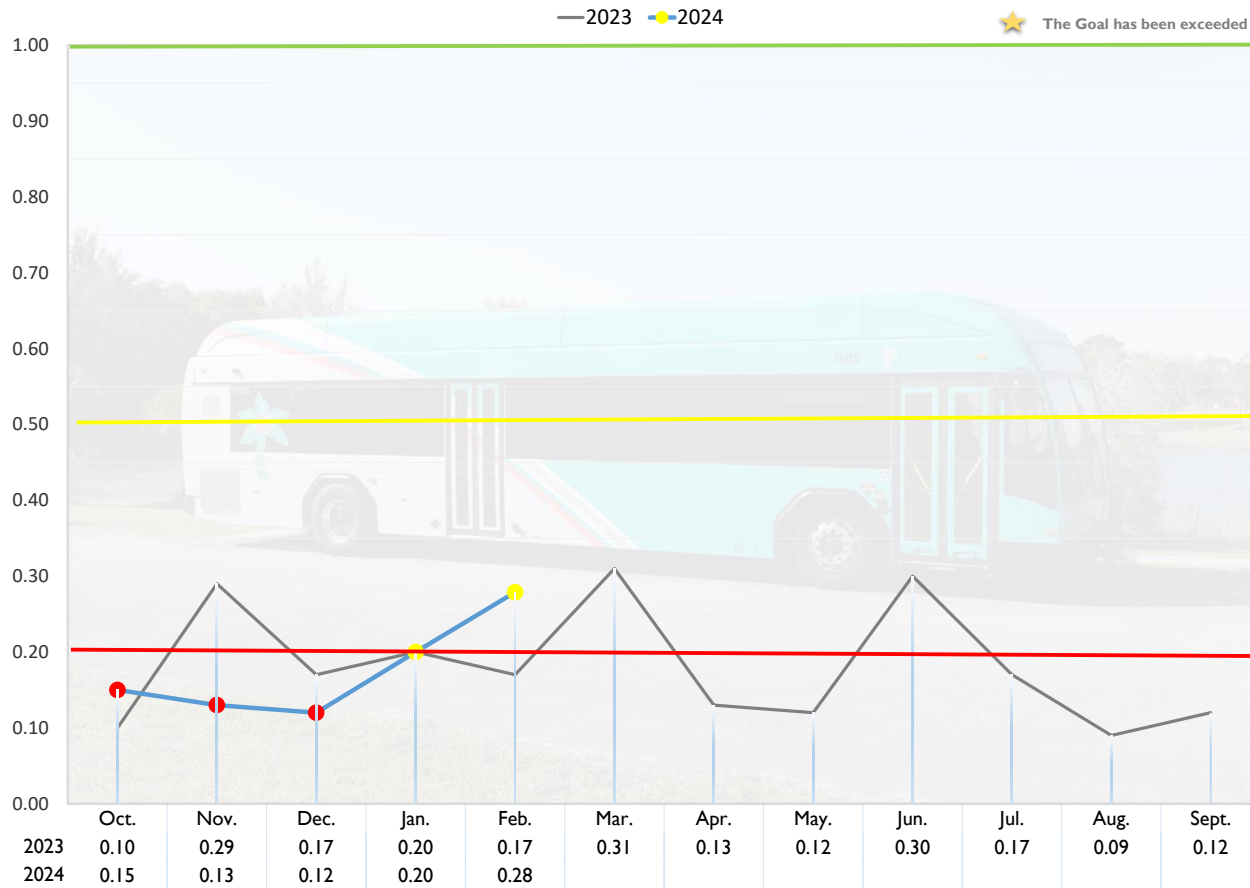
Mobility	Y	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2023	12,000	14,000	16,000	(Total Vehicle Revenue Miles)/(Total Fixed Route Major Mechanical Failures)	The average number of revenue miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip. Note: As of FY2023 Palm Tran is using Revenue Miles instead of Total Miles for this calculation to align with the NTD methodology.
	2024	12,000	14,000	16,000		

- ◆ 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

Palm Tran Performance Management Office



Fixed-Route All Customer Commendations per 10k Boardings



Narrative

During February, Palm Tran received a total of twenty (20) customer commendations, which is the highest amount of commendations received in FY24. The commendations acknowledged courteous bus operators, customer service representatives, and planning. The Palm Tran PT-Stat Customer Experience Team continues to work on initiatives to improve service delivery, aiming to generate more customer commendations.

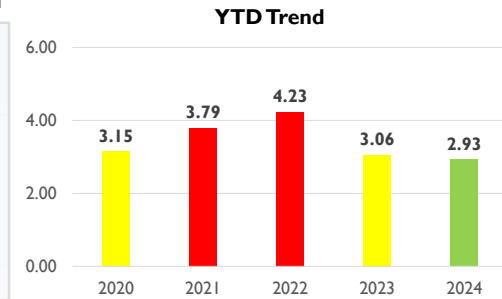
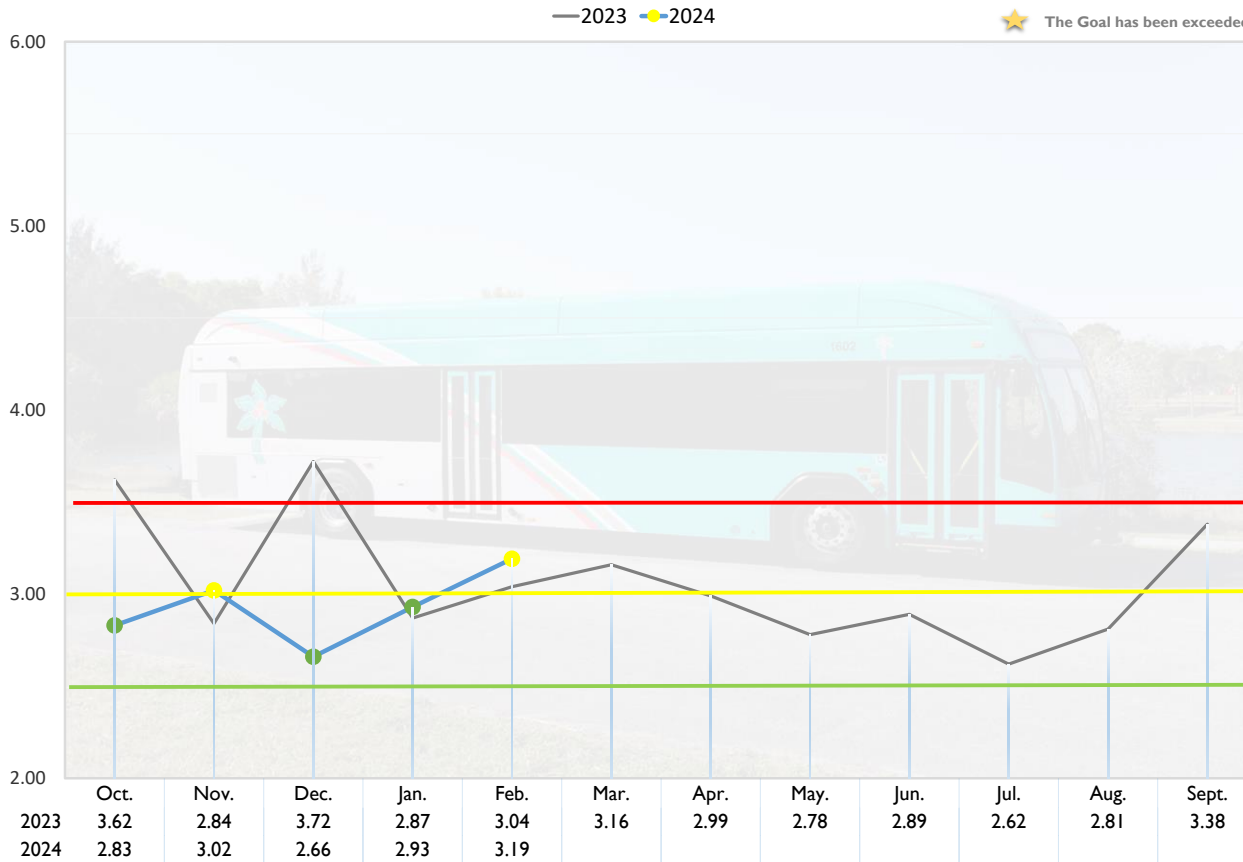
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10	◆ 0.15	▲ 0.37	◆ 0.17	◆ 0.08	● 1.43	◆ 0.13	◆ 0.06	▲ 0.20	◆ 0.14
2021	◆ 0.14	◆ 0.05	▲ 0.30	◆ 0.09	◆ 0.09	◆ 0.17	◆ 0.10	◆ 0.04	◆ 0.17	▲ 0.21	▲ 0.21	◆ 0.18	◆ 0.15
2022	◆ 0.15	▲ 0.39	▲ 0.25	▲ 0.22	◆ 0.14	▲ 0.33	◆ 0.04	◆ 0.07	◆ 0.18	▲ 0.25	▲ 0.24	◆ 0.15	▲ 0.20
2023	◆ 0.10	▲ 0.29	◆ 0.17	▲ 0.20	◆ 0.17	▲ 0.31	◆ 0.13	◆ 0.12	▲ 0.30	◆ 0.17	◆ 0.09	◆ 0.12	◆ 0.18
2024	◆ 0.15	◆ 0.13	◆ 0.12	▲ 0.20	▲ 0.28								◆ 0.18

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2023	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed-Route Customer Commendations per 10,000 boardings.
	2024	0.20	0.50	1.00		

- ◆ 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



Fixed-Route All Customer Concerns per 10k Boardings



Narrative

During February, the Customer Concerns per 10,000 boardings metric increased from 2.93 to 3.19. The total logged concerns totaled two hundred twenty-nine (229) in February, compared to two hundred nine (209) in January. The top categories for concerns were "Discourteous Driver" and "Pass-Up." The PT-Stat Customer Experience Team continues to work on initiatives to improve and provide excellent customer service and address customer concerns.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 2.38	● 2.59	▲ 3.15	▲ 3.23	▲ 3.37	▲ 3.19	● 2.42	▲ 3.28	● 1.43	● 2.84	◆ 4.61	◆ 4.19	▲ 3.15
2021	◆ 4.60	◆ 3.71	◆ 3.84	◆ 3.75	◆ 3.52	◆ 4.21	● 2.95	● 2.98	◆ 3.77	◆ 4.01	◆ 3.72	◆ 4.33	◆ 3.79
2022	◆ 4.12	◆ 3.77	◆ 4.34	◆ 4.20	◆ 5.17	◆ 5.62	◆ 4.20	◆ 4.03	● 2.91	▲ 3.10	◆ 4.49	◆ 4.64	◆ 4.23
2023	◆ 3.62	● 2.84	◆ 3.72	● 2.87	▲ 3.04	▲ 3.16	● 2.99	● 2.78	● 2.89	● 2.62	● 2.81	▲ 3.38	▲ 3.06
2024	● 2.83	▲ 3.02	● 2.66	● 2.93	▲ 3.19								● 2.93

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 10k Boardings	2023	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000	Customer concerns per 10,000 boardings.
	2024	3.50	3.00	2.50		

- ◆ 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



CONNECTION DASHBOARD FY 2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.95	▲ 1.42	● 0.49	● 0.53	● 0.53								● 0.76
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00								● 1.74
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39	◆ 1.26								▲ 1.35
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%	◆ 81.9%								◆ 83.0%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539	● 10,213								● 12,404
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.39	● 2.02	● 2.01	● 2.44	● 2.18								● 2.21
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	● 1.77	● 1.53	▲ 2.02	● 1.42	● 1.43								● 1.63
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04								◆ 4:50
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:32								● 2:34

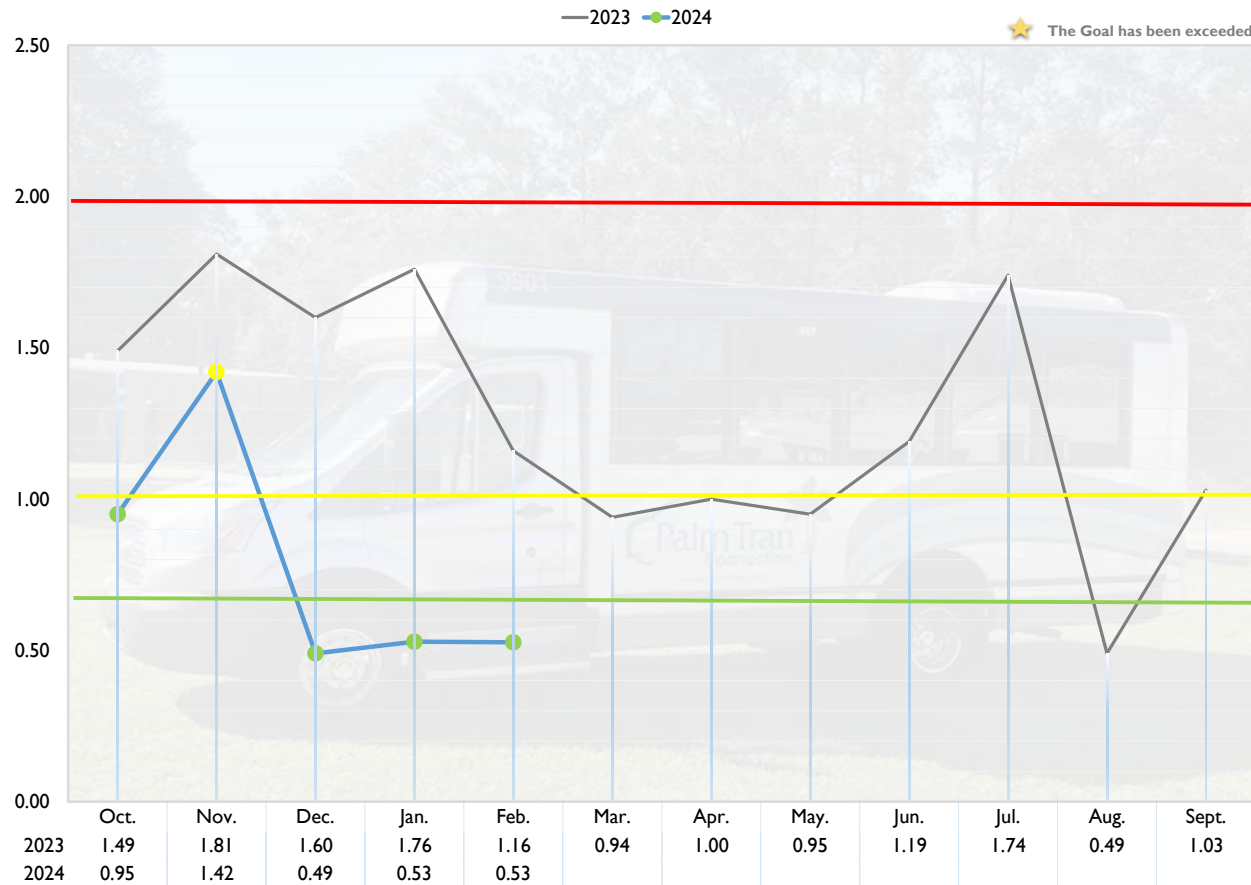
Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour		On-Time Performance		Reservations Call Hold Time	
Non-Preventable Collisions per 100k Miles				Mean Distance Between Failures		Where Is My Ride Hold Time	
				All Customer Commendations per 1k Trips			

- ◆ 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

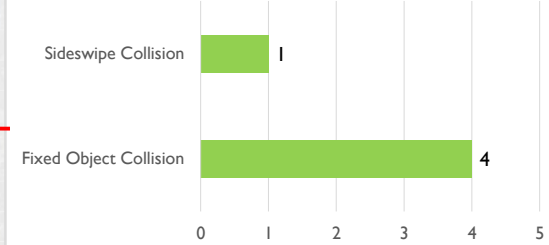
Palm Tran Performance Management Office



Connection Preventable Collisions per 100K Miles



Categories of Preventable Collisions



Narrative

During the month of February, the ratio of Preventable Collisions per 100k miles remained the same at 0.53 as in January. Palm Tran Connection experienced five (5) Preventable Collisions during February compared to five (5) Preventable Collisions in January. The PT-Stat Connection Efficiency Team continues to seek initiatives to enhance the Preventable Collision metric.

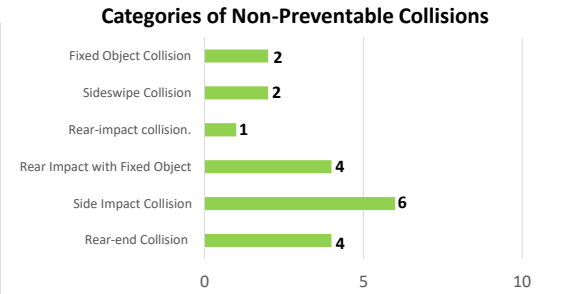
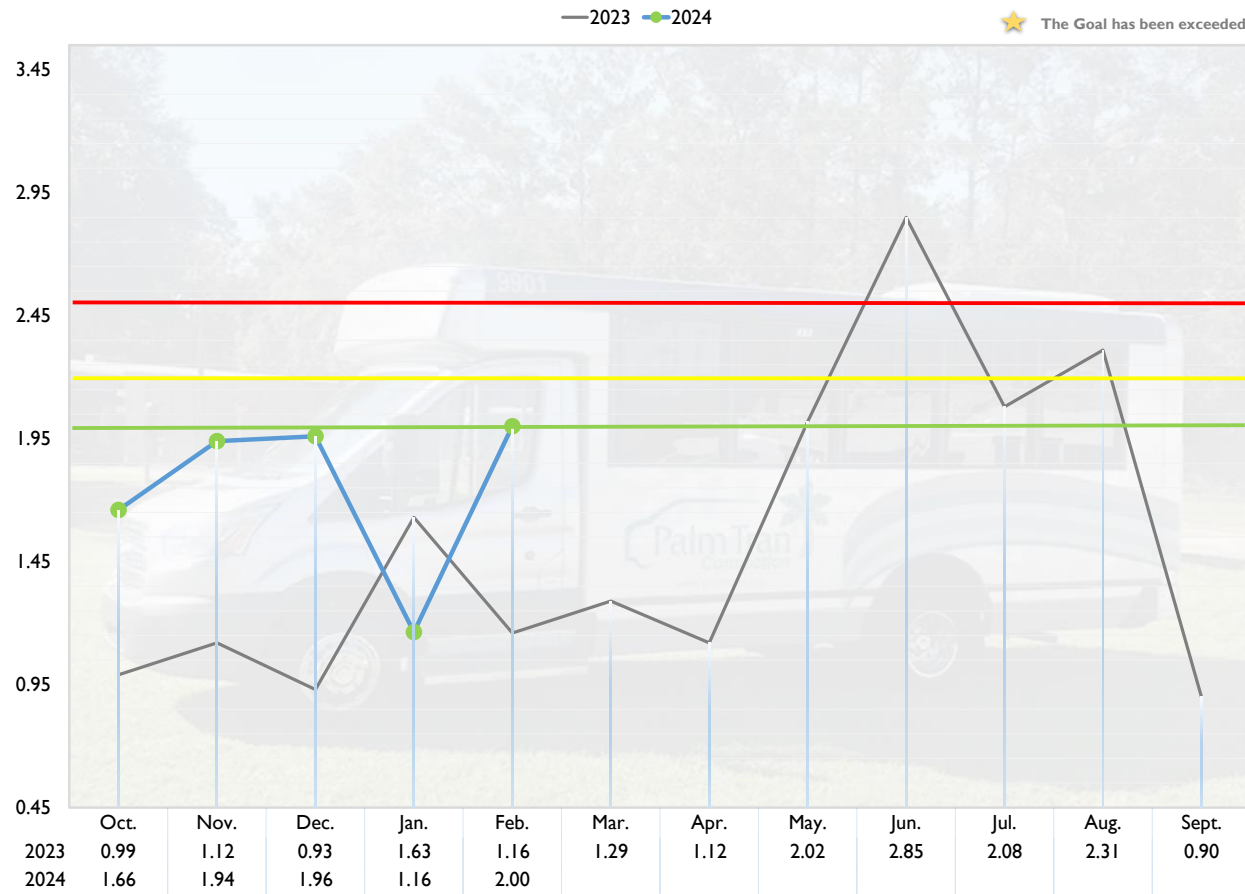
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.82	● 0.81	● 0.80	● 0.74	▲ 1.91	▲ 1.79	● 0.99	▲ 1.01	▲ 1.43	● 0.70	▲ 1.33	▲ 1.28	▲ 1.10
2021	▲ 1.13	▲ 1.31	● 0.66	▲ 1.07	● 0.92	▲ 1.39	● 0.58	● 0.96	▲ 1.12	▲ 1.29	▲ 1.09	▲ 1.07	▲ 1.05
2022	● 0.79	▲ 1.69	▲ 1.28	▲ 1.16	▲ 1.32	▲ 1.45	▲ 1.23	▲ 1.24	▲ 1.64	▲ 1.68	▲ 1.42	▲ 1.54	▲ 1.36
2023	▲ 1.49	▲ 1.81	▲ 1.60	▲ 1.76	▲ 1.16	● 0.94	● 1.00	● 0.95	▲ 1.19	▲ 1.74	● 0.49	▲ 1.03	▲ 1.26
2024	● 0.95	▲ 1.42	● 0.49	● 0.53	● 0.53								● 0.76

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2023	2.00	1.00	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2024	2.00	1.00	0.70		

- ◆ 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



Connection Non-Preventable Collisions per 100k Miles



Narrative

Palm Tran is pleased to report that despite this metric nearly doubling, it continues to surpass the established stretch goal. During February, Palm Tran Connection's Non-Preventable Collisions per 100K Miles metric experienced an increase from 1.16 to 2.00. Palm Tran Connections experienced nineteen (19) Non-Preventable collisions during the month of February compared to the eleven (11) during the month of January. Palm Tran Safety PT-Stat Team continues to work on initiatives to mitigate collisions and provide a safe and efficient service.

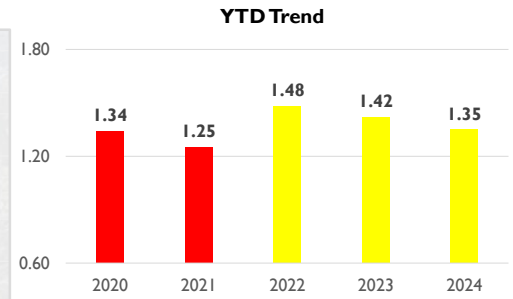
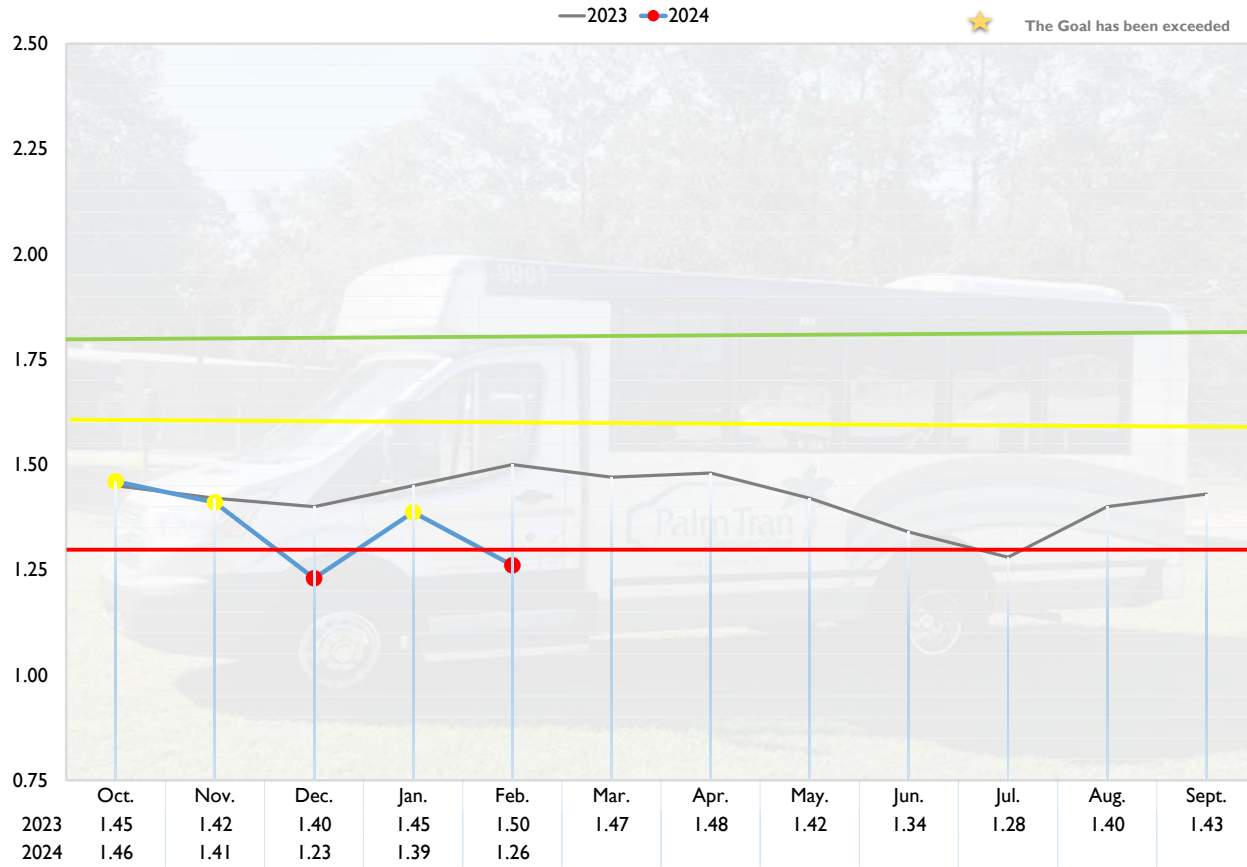
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49	● 1.72	◆ 2.51	● 1.19	● 1.07	● 1.43	● 0.98	● 1.33	● 0.57	● 1.87 ★
2021	● 1.50	▲ 2.32	● 1.46	● 1.47	● 1.44	● 1.62	● 1.64	● 0.48	● 1.36	● 2.06	◆ 2.54	▲ 2.39	● 1.69 ★
2022	● 1.32	● 1.54	● 1.56	● 1.60	● 1.91	◆ 3.16	● 1.92	● 1.65	● 1.64	● 1.83	● 1.42	● 0.98	● 1.71 ★
2023	● 0.99	● 1.12	● 0.93	● 1.63	● 1.16	● 1.29	● 1.12	● 2.02	◆ 2.85	● 2.08	▲ 2.31	● 0.90	● 1.53 ★
2024	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00								● 1.74

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2023	2.50	2.20	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2024	2.50	2.20	2.00		

- ◆ 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



Connection Riders Per Revenue Hour



Narrative

During the month of February, the riders per revenue hour experienced a slight decrease of 0.13 percentage points, from 1.39 to 1.26. The Connection team continues to explore ways to better group and schedule trips, aiming to decrease the number of revenue hours required while simultaneously working to improve On-Time Performance.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58	▲ 1.59	◆ 1.28	◆ 0.86	◆ 1.01	◆ 1.43	◆ 1.16	◆ 1.11	◆ 1.03	◆ 1.34
2021	◆ 1.10	◆ 1.12	◆ 1.09	◆ 1.12	◆ 1.18	◆ 1.25	◆ 1.26	▲ 1.32	▲ 1.30	▲ 1.33	▲ 1.41	▲ 1.47	◆ 1.25
2022	▲ 1.52	▲ 1.48	▲ 1.47	▲ 1.49	▲ 1.55	▲ 1.53	▲ 1.56	▲ 1.51	▲ 1.40	▲ 1.38	▲ 1.43	▲ 1.44	▲ 1.48
2023	▲ 1.45	▲ 1.42	▲ 1.40	▲ 1.45	▲ 1.50	▲ 1.47	▲ 1.48	▲ 1.42	▲ 1.34	◆ 1.28	▲ 1.40	▲ 1.43	▲ 1.42
2024	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39	◆ 1.26								▲ 1.35

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2023	1.30	1.60	1.80	Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD (National Transit Database)).
	2024	1.30	1.60	1.80		

- ◆ 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

Palm Tran Performance Management Office

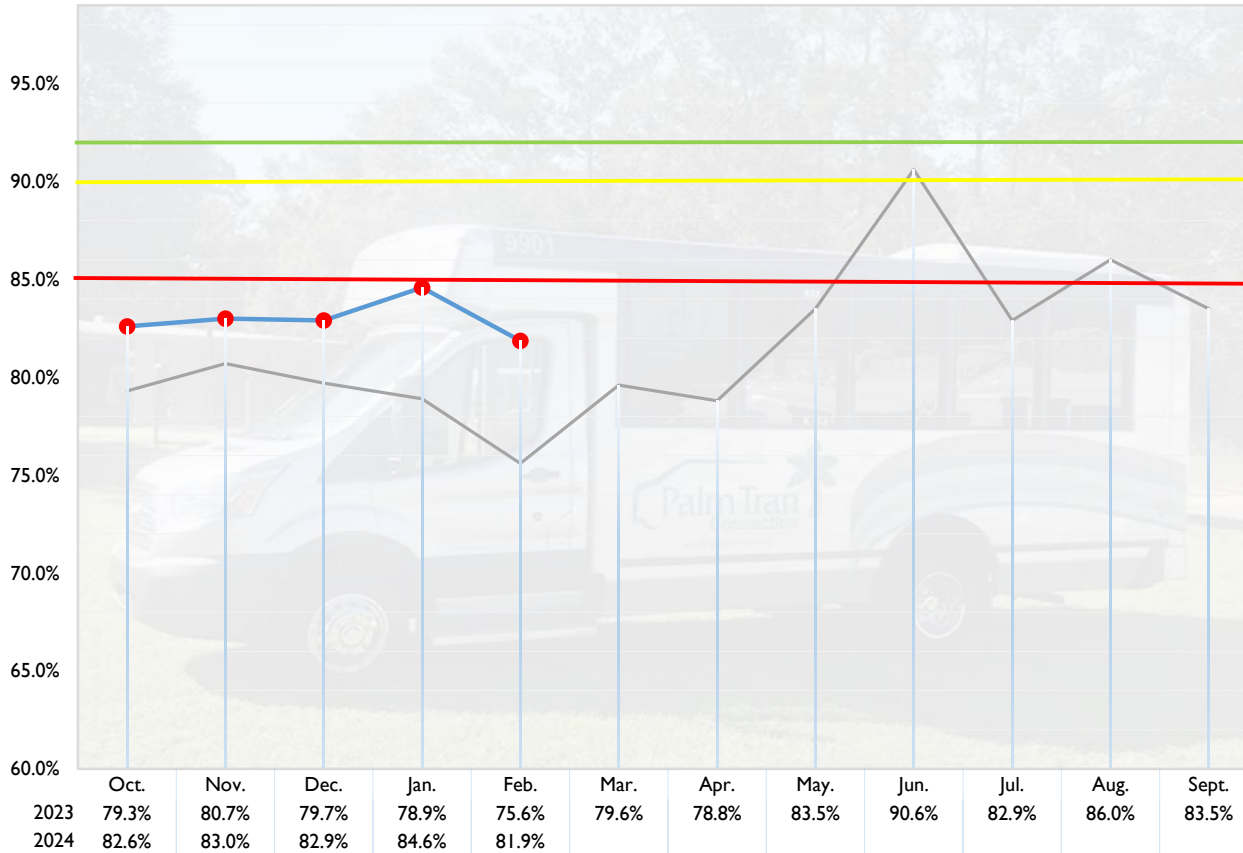


Connection - On Time Performance

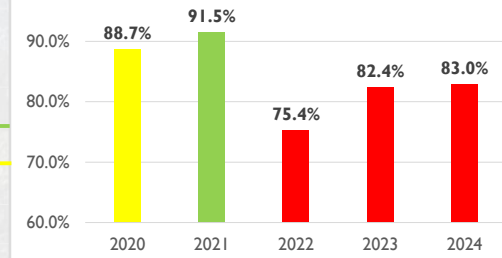


— 2023 ● 2024

★ The Goal has been exceeded



YTD Trend



Narrative

During the month of February, Palm Tran Connection experienced a slight decrease of 2.70 percentage points in On-Time Performance compared to the previous month of January. This decrease is the result of traffic and driver shortages. However, Palm Tran Connection is actively working to increase resources to enhance our services. Additionally, the Connection Efficiency PT-STAT team is dedicated to exploring potential initiatives that could address constraints in ridership during peak times.

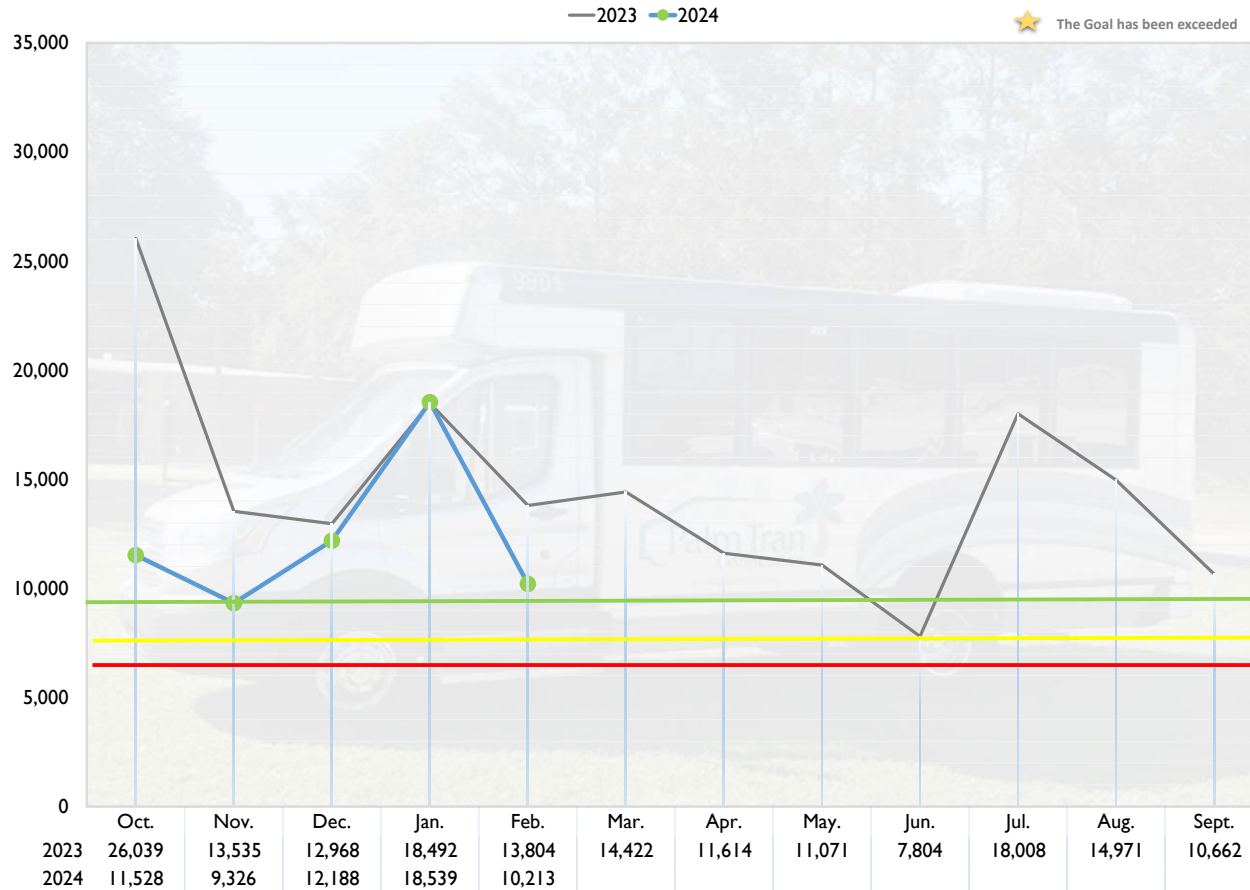
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	73.9%	81.3%	83.1%	80.8%	78.5%	84.7%	98.5%	97.8%	143.0%	96.6%	96.2%	95.8%	88.7%
2021	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%	80.2%	91.5% ★
2022	75.6%	74.6%	75.4%	74.8%	64.5%	67.9%	64.6%	73.3%	87.3%	88.5%	80.6%	77.5%	75.4%
2023	79.3%	80.7%	79.7%	78.9%	75.6%	79.6%	78.8%	83.5%	90.6%	82.9%	86.0%	83.5%	82.4%
2024	82.6%	83.0%	82.9%	84.6%	81.9%								83.0%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2023	85%	90%	92%	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on -time when vehicle arrives to the location within the window.	Effective October 2016, Palm Tran tracks both pick-up OTP and drop-off OTP separately and report the pick-up OTP only, consistent with most of the industry.
	2024	85%	90%	92%		

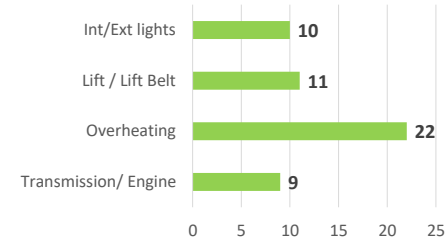
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Mean Distance Between Failures



Top Categories of Mechanical Failures



Narrative

Palm Tran is pleased to report that this metric continues to surpassed the established stretch goal. During February, Palm Tran Connection experienced 93 breakdowns, and traveled 8,326 miles less before experiencing a mechanical breakdown compared to the prior month of January. The top categories for overall breakdowns were related to "Lights, Lift Belt, Overheating, and Trasmision/Engine" issues. Palm Tran Connection continues to work closely with our vehicle contractors to promptly address and rectify these situations, ensuring that buses are repaired promptly.

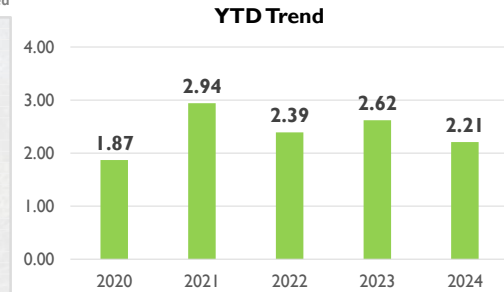
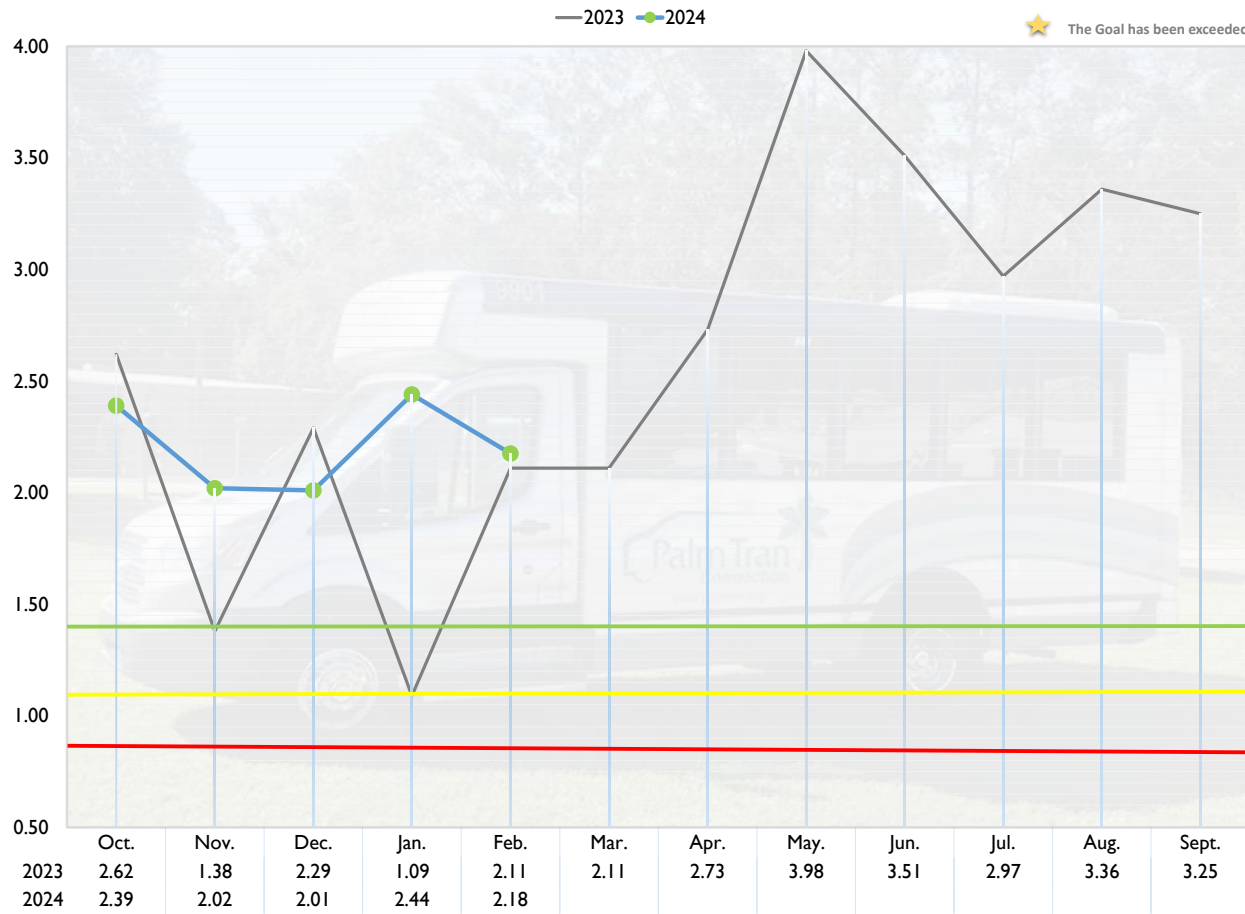
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 5,472	◆ 8,244	◆ 6,256	◆ 8,356	◆ 8,177	◆ 10,071	◆ 8,707	◆ 9,233	◆ 1	◆ 5,981	◆ 5,196	◆ 6,763	◆ 6,971
2021	● 8,056	▲ 6,896	● 10,166	● 16,247	● 12,281	● 9,839	● 8,909	● 15,362	● 10,749	● 11,947	● 17,955	● 20,436	● 11,283 ★
2022	● 17,165	● 16,185	● 22,729	● 17,682	● 21,919	● 28,137	● 13,536	● 20,159	● 11,385	● 14,922	● 12,521	● 13,715	● 16,396 ★
2023	● 26,039	● 13,535	● 12,968	● 18,492	● 13,804	● 14,422	● 11,614	● 11,071	● 7,804	● 18,008	● 14,971	● 10,662	● 14,449 ★
2024	● 11,528	● 9,326	● 12,188	● 18,539	● 10,213								● 12,404

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2023	6,500	7,700	9,500	(Total Vehicle Revenue Miles) / (Total Connection Major Mechanical Failures)	The average number of revenue miles driven by Connection Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip.
	2024	6,500	7,700	9,500		

- ◆ 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



Connection All Customer Commendations per 1k Trips



Narrative

Palm Tran is pleased to report that this metric has continues to surpass the established stretch goal. In February, the commendation ratio for The Palm Tran Connection is 2.18, compared to 2.44 in January. Palm Tran Connection received a total of one hundred forty-three (143) commendations in February. These commendations acknowledge the exceptional efforts of our drivers, reservation agents, and Connection staff. Palm Tran remains committed to pursuing excellence to provide an outstanding customer experience.

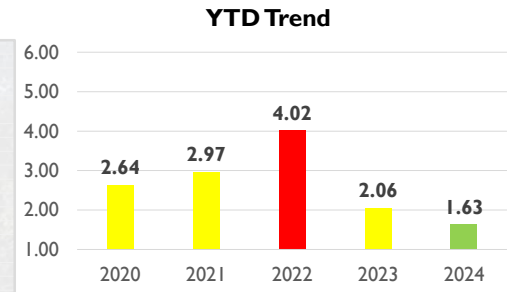
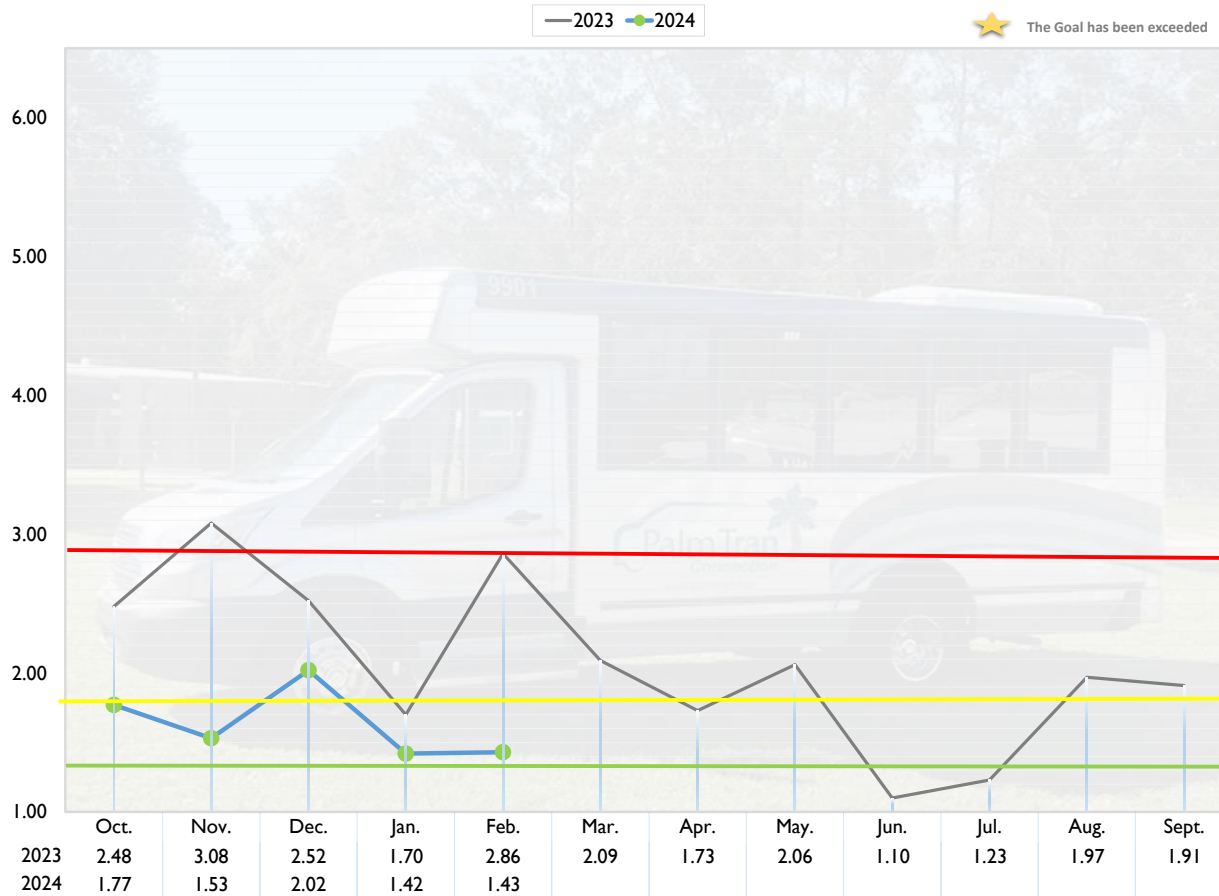
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 1.87	● 1.70	● 1.42	● 2.02	● 2.05	● 1.85	● 1.73	● 1.89	● 1.43	● 1.62	● 2.68	● 1.88	● 1.87 ★
2021	● 2.84	● 3.11	● 2.37	● 2.06	● 2.61	● 2.22	● 2.97	● 2.58	● 3.65	● 3.41	● 3.81	● 3.33	● 2.94 ★
2022	● 3.34	● 3.36	● 3.05	● 1.99	● 1.97	● 2.51	● 1.88	● 2.43	● 1.65	● 2.30	● 2.14	● 1.97	● 2.39 ★
2023	● 2.62	● 1.38	● 2.29	● 1.09	● 2.11	● 2.11	● 2.73	● 3.98	● 3.51	● 2.97	● 3.36	● 3.25	● 2.62 ★
2024	● 2.39	● 2.02	● 2.01	● 2.44	● 2.18								● 2.21

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2023	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2024	0.80	1.10	1.40		

- ◆ 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



Connection All Customer Concerns per 1k Trips



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. The Palm Tran Connection's customer concerns per 1,000 completed trips ratio maintained relatively steady in February at 1.43, compared to 1.42 in January. A total of ninety-one (91) concerns were logged for the month. The majority of the concerns were related to "On-Time Performance." Palm Tran and the Connection PT-Stat Team are actively seeking the most effective approach to address and resolve the challenges reported by Palm Tran Connection riders.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79	◆ 3.76	▲ 2.94	● 1.45	● 1.24	● 1.43	● 1.47	▲ 2.32	● 1.68	▲ 2.64
2021	▲ 2.45	▲ 2.79	● 2.00	● 1.44	● 1.99	▲ 2.24	▲ 2.58	▲ 2.85	◆ 3.13	◆ 3.33	◆ 4.58	◆ 5.46	▲ 2.97
2022	◆ 5.80	◆ 6.03	◆ 4.68	◆ 3.97	◆ 4.83	◆ 5.21	◆ 5.29	▲ 2.85	● 1.67	● 1.87	▲ 2.37	◆ 3.34	◆ 4.02
2023	▲ 2.48	◆ 3.08	▲ 2.52	● 1.70	▲ 2.86	▲ 2.09	● 1.73	▲ 2.06	● 1.10	● 1.23	● 1.97	● 1.91	▲ 2.06
2024	● 1.77	● 1.53	▲ 2.02	● 1.42	● 1.43								● 1.63

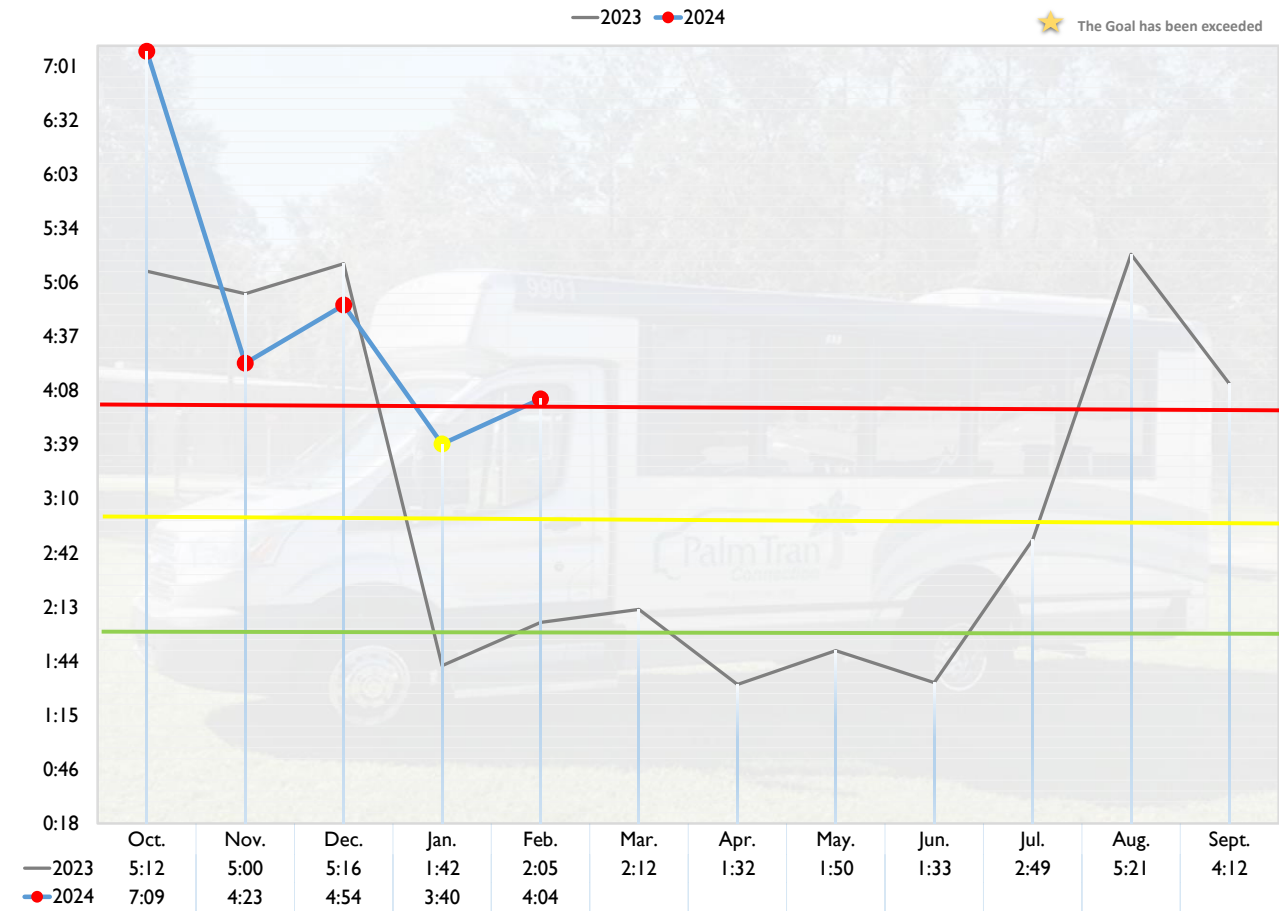
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2023	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2024	3.00	2.00	1.50		

- ◆ 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

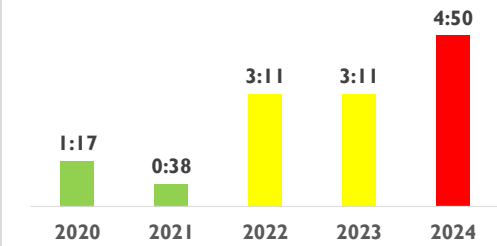
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Connection Reservations Call Hold Time



YTD Trend



Narrative

In the month of February, the average hold time for reservations increased to four minutes and four seconds (4:04) to from three minutes and forty seconds (3:40). This reflects an increase of twenty four (24) seconds compared to the previous month, January. Nonetheless, February's hold times are a notable improvement from earlier months (October and November) for FY24.

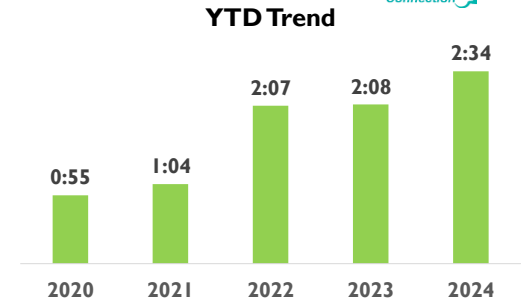
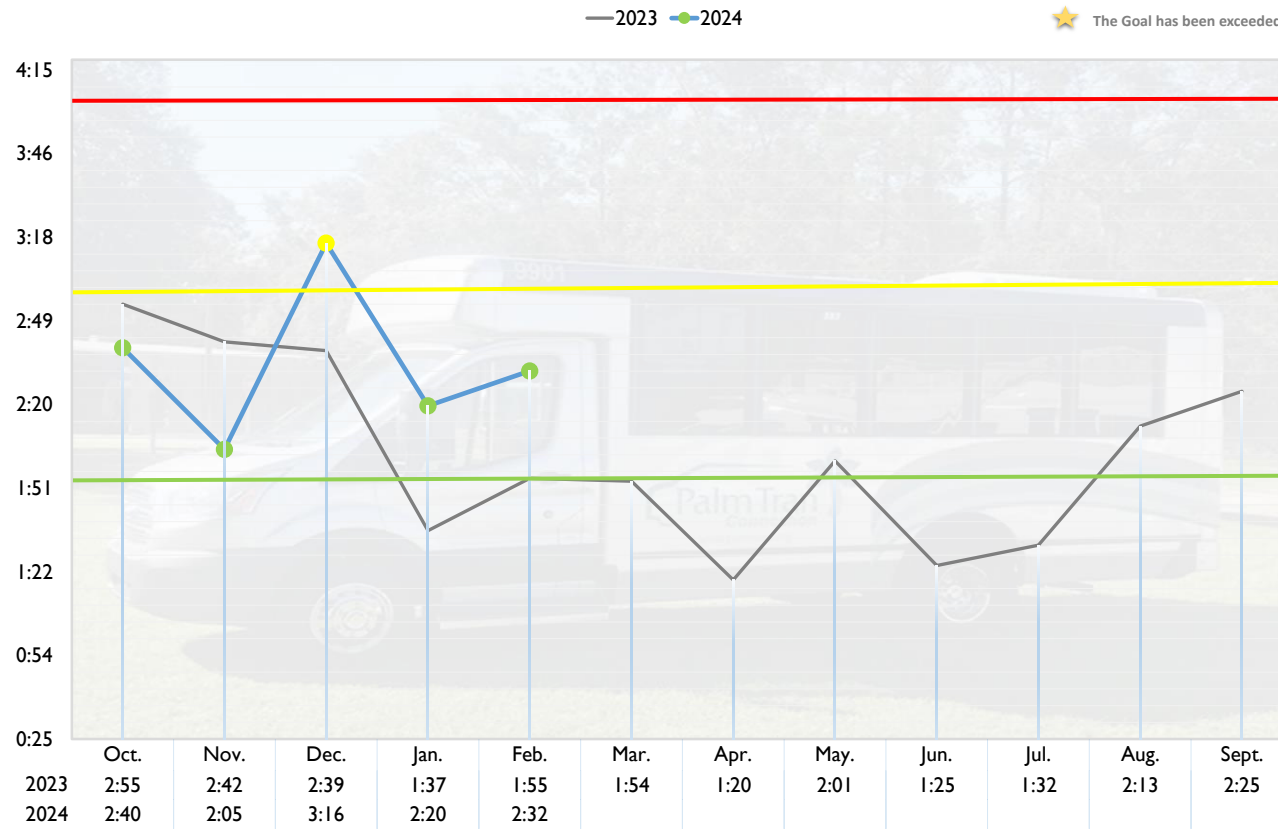
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 2:07	● 1:52	● 2:51	● 2:06	● 1:53	● 1:24	● 0:27	● 0:18	◆ 10:18	● 0:48	● 0:38	● 0:22	● 1:17 ★
2021	● 0:22	● 0:42	● 0:31	● 0:30	● 0:29	● 0:20	● 0:38	● 0:43	● 0:36	● 0:37	● 1:10	● 0:59	● 0:38 ★
2022	● 1:36	● 2:25	▲ 3:05	● 2:15	● 2:46	● 2:21	● 2:57	▲ 3:31	● 2:40	◆ 4:05	◆ 6:23	◆ 4:12	▲ 3:11
2023	◆ 5:12	◆ 5:00	◆ 5:16	● 1:42	● 2:05	● 2:12	● 1:32	● 1:50	● 1:33	● 2:49	◆ 5:21	◆ 4:12	▲ 3:11
2024	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04								◆ 4:50

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2023	4:00	3:00	2:00	Summary of daily average Reservations Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month. Customer calls related to making reservations. The format for this metric is reported in minutes and seconds.
	2024	4:00	3:00	2:00		

- ◆ 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



Connection Where Is My Ride Hold Time



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established goal. In February, the "Where's my ride" average hold time experienced a slight increase reaching two minutes and thirty-two seconds (2:32) compared to the hold time of two minutes and twenty seconds (2:20) in January.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 1:37	● 0:59	● 0:52	● 1:32	● 1:14	● 0:46	● 0:30	● 0:35	◆ 10:18	● 0:54	● 0:44	● 0:40	● 0:55 ★
2021	● 0:36	● 0:41	● 0:40	● 0:42	● 0:59	● 1:00	● 1:13	● 1:16	● 1:28	● 1:12	● 1:29	● 1:32	● 1:04 ★
2022	● 2:07	● 1:44	● 1:55	● 1:30	● 2:00	● 1:36	● 2:03	● 2:06	● 1:30	● 2:11	▲ 3:53	● 2:50	● 2:07 ★
2023	● 2:55	● 2:42	● 2:39	● 1:37	● 1:55	● 1:54	● 1:20	● 2:01	● 1:25	● 1:32	● 2:13	● 2:25	● 2:08 ★
2024	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:32								● 2:34

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2023	4:00	3:00	2:00	Summary of daily average Where Is My Ride Hold Times/Number of Operational days for the Month.	Average Where Is My Ride Hold Time for the Month. Customer calls related to the location of their vehicle. The format for this metric is reported in minutes and seconds.
	2024	4:00	3:00	2:00		

- ◆ 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

Palm Tran Performance Management Office



FIXED-ROUTE QUARTERLY DASHBOARD FY 2023

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	0.62	●	1.02	●	0.70
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	◆	2.26	◆	1.74	▲	2.20
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	0.85	●	1.02	●	1.20
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Total System Ridership	2,100,000	2,325,000	2,550,000	◆	1,731,191	◆	1,914,979	◆	1,951,479
Riders Per Revenue Hour	16.5	18.3	20.1	◆	13.70	◆	14.70	◆	15.00
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
On-Time Performance	74%	76%	78%	●	78.0%	●	76.1%	●	77.5%
Mean Distance Between Failures	12,000	14,000	16,000	◆	7,122	◆	6,867	◆	6,513
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆	0.19	▲	0.23	◆	0.19
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	▲	3.39	▲	3.02	●	2.98

CONNECTION QUARTERLY DASHBOARD FY 2023

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲	1.63	▲	1.29	▲	1.09
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.01	●	1.36	●	1.76
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.42	▲	1.47	▲	1.41
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
On-Time Performance	85%	90%	92%	◆	79.9%	◆	78.0%	◆	84.3%
Mean Distance Between Failures	6,500	7,700	9,500	●	17,514	▲	15,573	●	10,163
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.10	●	1.77	●	3.41
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲	2.69	▲	2.22	●	1.63
Reservations Call Hold Time	4:00	3:00	2:00	◆	5:09	●	1:59	●	1:38
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:45	●	1:48	●	1:35

- ◆ 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

Palm Tran Performance Management Office



FIXED-ROUTE QUARTERLY DASHBOARD FY 2022

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	0.43	●	1.03	●	0.61	●	0.56
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	●	1.94	▲	2.44	●	1.49	●	1.52
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	0.74	●	0.87	●	0.89	●	1.04
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Total System Ridership	2,100,000	2,325,000	2,550,000	◆	1,583,329	◆	1,585,715	◆	1,581,824	◆	1,606,314
Riders Per Revenue Hour	16.5	18.3	20.1	◆	12.40	◆	12.49	◆	12.50	◆	13.05
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
On-Time Performance	74%	76%	78%	◆	73.0%	▲	74.1%	●	77.2%	●	76.9%
Mean Distance Between Failures	12,000	14,000	16,000	◆	6,175	◆	9,860	▲	13,421	◆	11,802
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	▲	0.26	▲	0.23	◆	0.09	▲	0.22
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	◆	4.08	◆	5.01	◆	3.72	◆	4.10

CONNECTION QUARTERLY DASHBOARD FY 2022

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲	1.24	▲	1.31	▲	1.36	▲	1.54
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.47	▲	2.25	●	1.74	●	1.40
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.49	▲	1.52	▲	1.49	◆	1.42
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
On-Time Performance	85%	90%	92%	◆	75.2%	◆	69.1%	◆	75.1%	◆	82.2%
Mean Distance Between Failures	6,500	7,700	9,500	●	22,625	●	21,946	●	14,285	◆	13,582
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	3.26	●	2.16	●	2.00	●	2.13
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
All Customer Concerns per 1k Trips	3.00	2.00	1.50	◆	5.52	◆	4.68	◆	3.33	▲	2.54
Reservations Call Hold Time	4:00	3:00	2:00	●	2:22	●	2:27	▲	3:02	◆	4:53
Where Is My Ride Hold Time	4:00	3:00	2:00	●	1:55	●	1:42	●	1:53	●	2:58

- ◆ Minimum/Maximum has not been met
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- Target has been met or exceeded

