

# PERFORMANCE REPORT

MARCH 2025 (FY2025)

Performance Management Office



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



# INTRODUCTION/BACKGROUND

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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 process culminates at the PT-Stat Forum where recommendations are presented to the Executive Leadership Team (ELT) for approval to be implemented.



MARCH 2025

# PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	739,843
Riders Per Revenue Hour	17.1
All Customer Concerns per 10K Boardings	2.51
Vehicle Revenues Miles	635,526
Total Revenue Hours	43,171



Connection	
Ridership	72,359
Riders Per Revenue Hour	1.41
All Customer Concerns per 1K Trips	1.51
Vehicle Revenue Miles	914,799
Total Revenue Hours	51,392



Go Glades	
Ridership	11,543
Riders Per Revenue Hour	4.35
All Customer Concerns per 1K Boardings	0.09
Vehicle Revenue Miles	42,442
Total Revenue Hours	2,654

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 2025

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD	
Preventable Collisions per 100k Miles	1.50	1.20	0.70	🔴	1.82	🟢	1.14	🟡	1.27	🟢	0.78	🟢	1.02	🟢	0.94		🟢	1.16
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔴	3.49	🔴	2.94	🟢	1.90	🟢	1.86	🟢	1.87	🔴	2.83		🟡	2.48
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢	0.98	🟢	1.08	🟢	0.74	🟢	0.79	🟢	1.12	🟢	1.12		🟢	0.97
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	🟡	732,884	🟡	740,809	🟡	739,255	🟡	751,102	🟡	714,511	🟡	739,843		🔴	4,418,404
Riders Per Revenue Hour	16.5	18.3	20.1	🔴	16.4	🟡	17.8	🟡	17.3	🟡	17.2	🟡	17.9	🟡	17.1		🟡	17.3
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	81.4	Aug.	Sept.	YTD	
On-Time Performance	74%	76%	78%	🟢	78.1%	🟢	76.3%	🟡	74.8%	🟢	77.8%	🟢	76.7%	🟢	77.2%		🟢	76.8%
Mean Distance Between Failures	7,000	8,000	9,000	🟢	8,138	🟡	7,289	🟢	8,523	🔴	6,258	🟢	8,758	🟡	7,390		🟡	7,726
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔴	0.15	🔴	0.04	🔴	0.14	🔴	0.07	🔴	0.11	🔴	0.07		🔴	0.10
	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	🟢	2.96	🟡	3.02	🟢	2.61	🟢	2.49	🟢	2.51		🟢	2.74

## CONNECTION DASHBOARD FY 2025

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	●	0.43	▲	1.02	▲	1.14	▲	1.19	●	0.80	▲	1.09		●	0.95
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	0.97	●	1.59	●	1.71	●	1.08	●	1.71	●	1.75		●	1.47
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	▲	1.40	▲	1.39	▲	1.38	▲	1.44	▲	1.41				▲	1.39
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD	
On-Time Performance	85%	90%	92%	◆	79.5%	◆	81.1%	◆	80.5%	◆	80.4%	◆	77.8%	◆	81.8%		◆	80.2%
Mean Distance Between Failures	6,500	7,700	9,500	●	11,438	●	15,491	●	13,486	●	21,441	●	15,931	●	16,633		●	15,736
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.09	●	2.08	●	1.94	●	1.89	●	1.74	●	1.64		●	1.90
	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	●	1.43	●	1.27	●	1.42	●	1.62	●	1.51		●	1.50
Reservations Call Hold Time	4:00	3:00	2:00	◆	6:41	◆	8:45	◆	7:48	◆	10:53	◆	9:55	◆	6:14		◆	8:22
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:36	●	2:47	▲	3:19	●	2:29	▲	3:12	●	2:27		●	2:48

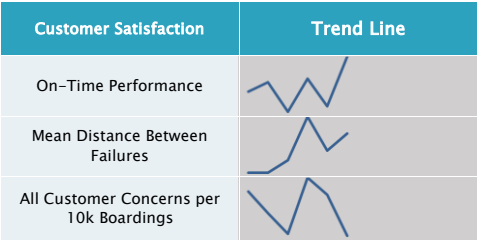
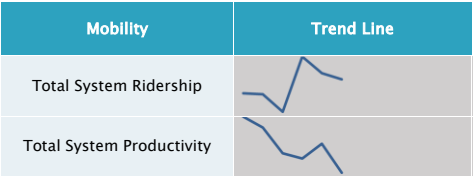
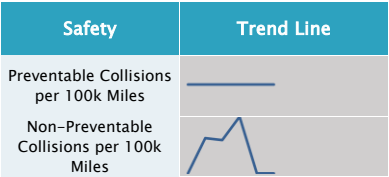
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



# GO GLADES DASHBOARD FY2025



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00							● 0.00
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.28	● 0.26	● 0.44	● 0.00	● 0.00							● 0.17
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	● 5.25	● 5.08	● 4.66	● 4.58	● 4.82	● 4.35							● 4.77
Total System Ridership	3,600	5,400	7,300	● 11,114	● 11,079	● 10,536	● 12,247	● 11,737	● 11,543							● 68,256
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 93.9%	● 94.4%	● 92.8%	● 94.6%	● 93.1%	● 95.8%							● 94.1%
Mean Distance Between Failures	6,500	7,700	9,500	● 36,286	● 36,312	● 38,244	● 45,096	● 39,779	● 42,442							● 39,693
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.27	● 0.18	● 0.09	● 0.33	● 0.26	● 0.09							● 0.21

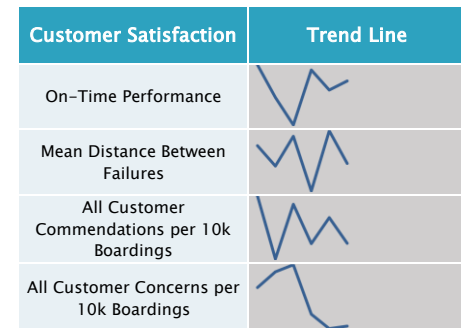
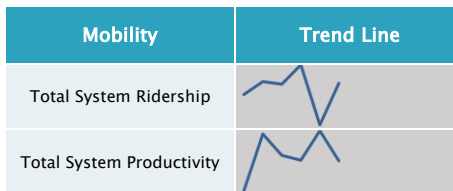
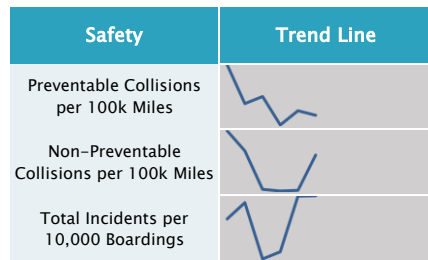


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## FIXED-ROUTE DASHBOARD FY 2025



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	1.82	1.14	1.27	0.78	1.02	0.94							1.16
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	3.49	2.94	1.90	1.86	1.87	2.83							2.48
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.98	1.08	0.74	0.79	1.12	1.12							0.97
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	732,884	740,809	739,255	751,102	714,511	739,843							4,418,404
Riders Per Revenue Hour	16.5	18.3	20.1	16.4	17.8	17.3	17.2	17.9	17.1							17.3
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	78.1%	76.3%	74.8%	77.8%	76.7%	77.2%							76.8%
Mean Distance Between Failures	7,000	8,000	9,000	8,138	7,289	8,523	6,258	8,758	7,390							7,726
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.15	0.04	0.14	0.07	0.11	0.07							0.10
	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	2.96	3.02	2.61	2.49	2.51							2.74

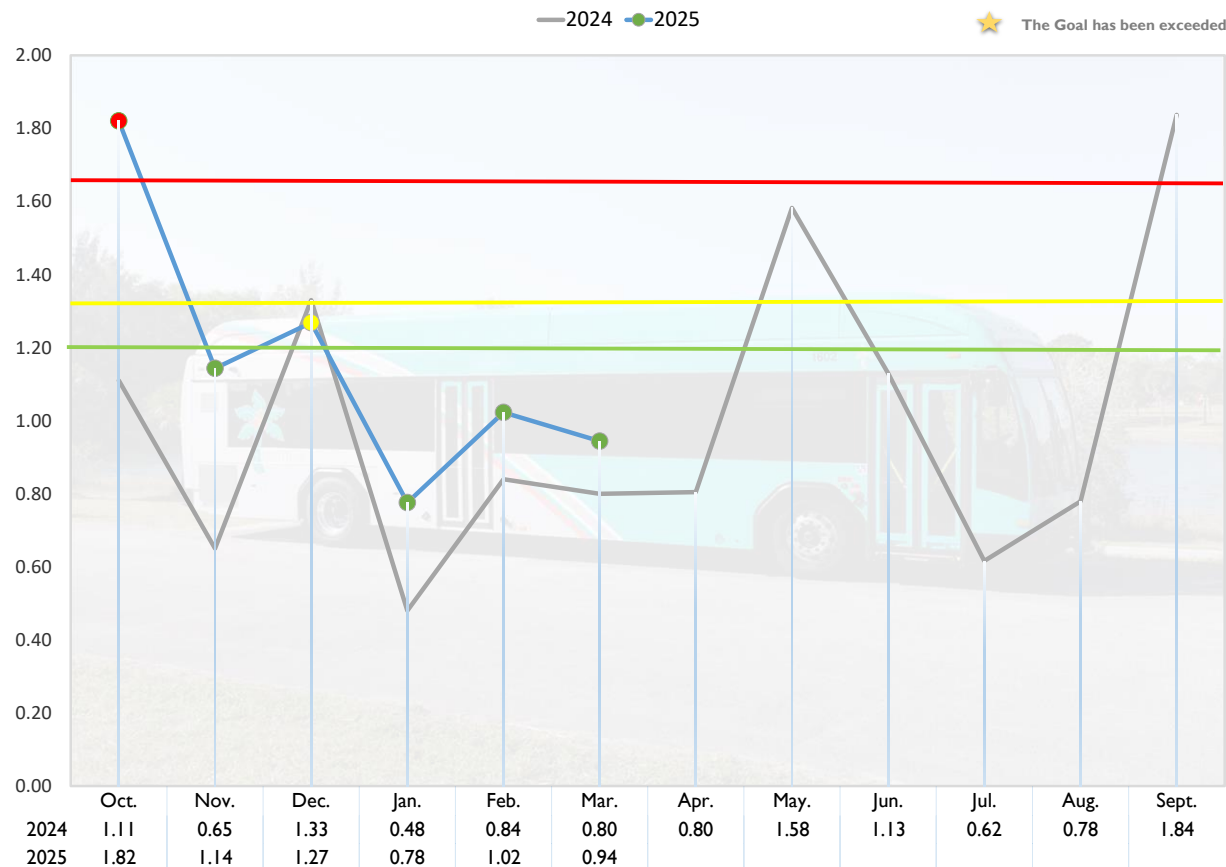


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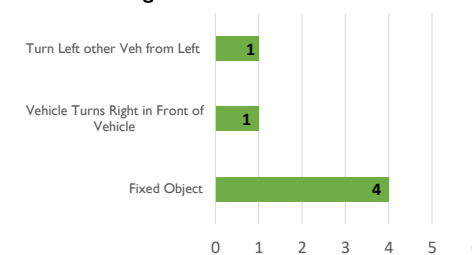
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# Fixed-Route Preventable Collisions per 100K Miles



## Categories of Preventable Collisions



## Narrative

During the month of March, Palm Tran experienced six (6) preventable collisions - the same number of preventable collisions as February. The 0.94 figure is slightly lower than the month prior due to a slight increase in revenue miles compared to February. The top category of preventable collisions reported for the month of March was "Fixed Object". The PT-Stat Safety Team remains dedicated to analyzing trends to propose initiatives that minimize preventable collisions.

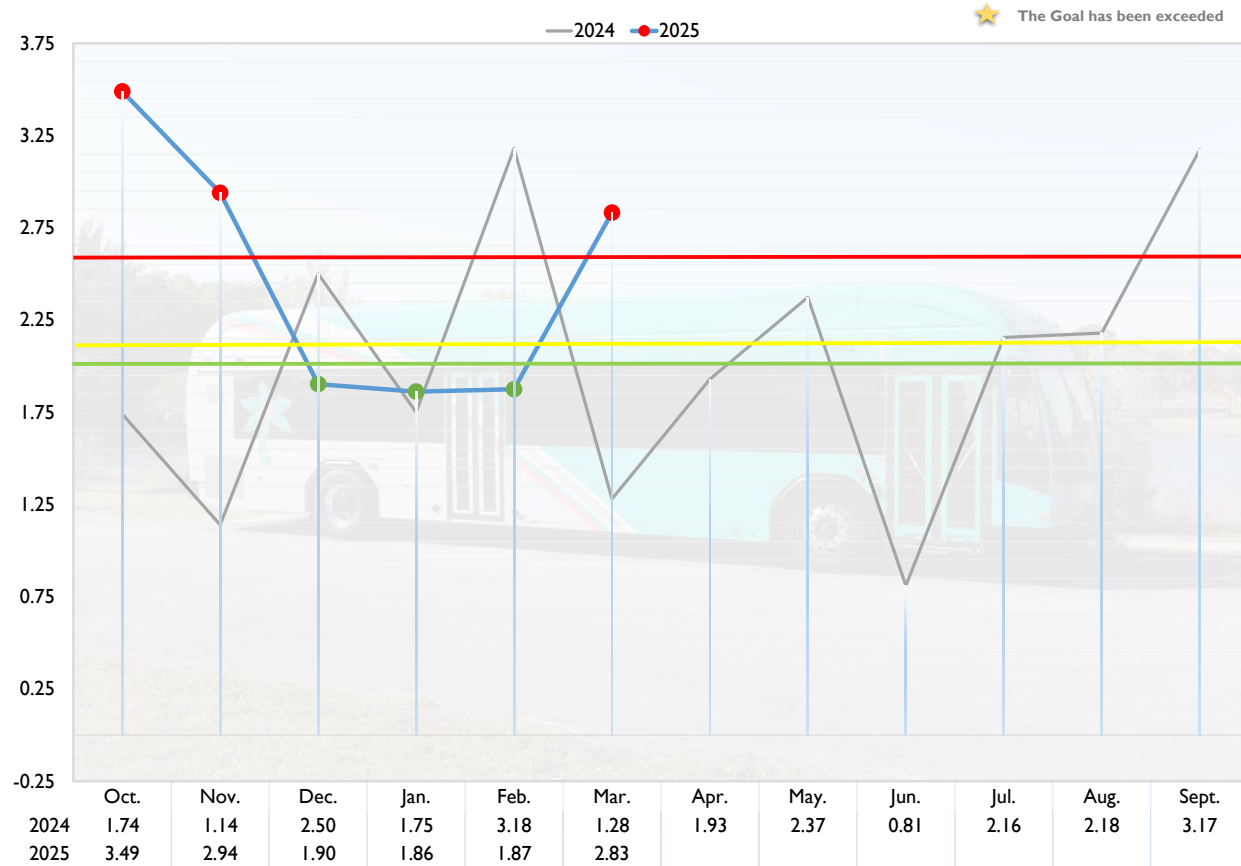
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.00	0.44	0.44	0.84	0.73	0.58	0.51	0.47	0.28	0.67	1.11	0.17	0.52 ★
2021	0.79	0.71	0.65	0.34	0.54	0.64	0.66	0.45	1.00	0.28	0.86	0.90	0.65 ★
2022	0.16	0.49	0.63	1.45	0.17	1.39	0.32	1.00	0.50	1.17	0.16	0.36	0.66 ★
2023	0.49	0.72	0.64	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	0.80	0.80	1.58	1.13	0.62	0.78	1.84	1.00
2025	1.82	1.14	1.27	0.78	1.02	0.94							1.16

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2024	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.
	2025	1.50	1.20	0.70		

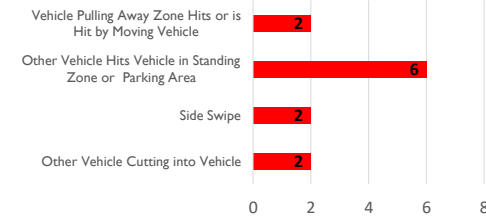
- ◆ Minimum/Maximum has not been met
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# Fixed-Route Non-Preventable Collisions per 100k Miles



## Top Categories of Non-Preventable Collisions



## Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric increased significantly from 1.87 in February to 2.83 in March. Eighteen (18) non-preventable collisions were reported in March, up by seven (7) compared to February. The top category of Non-Preventable Collisions reported for March is the same as February: "Other Vehicle Hits Vehicle in Standing Zone".

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	● 1.28	● 1.93	▲ 2.37	● 0.81	▲ 2.16	▲ 2.18	◆ 3.17	● 2.02 ★
2025	◆ 3.49	◆ 2.94	● 1.90	● 1.86	● 1.87	◆ 2.83							▲ 2.48

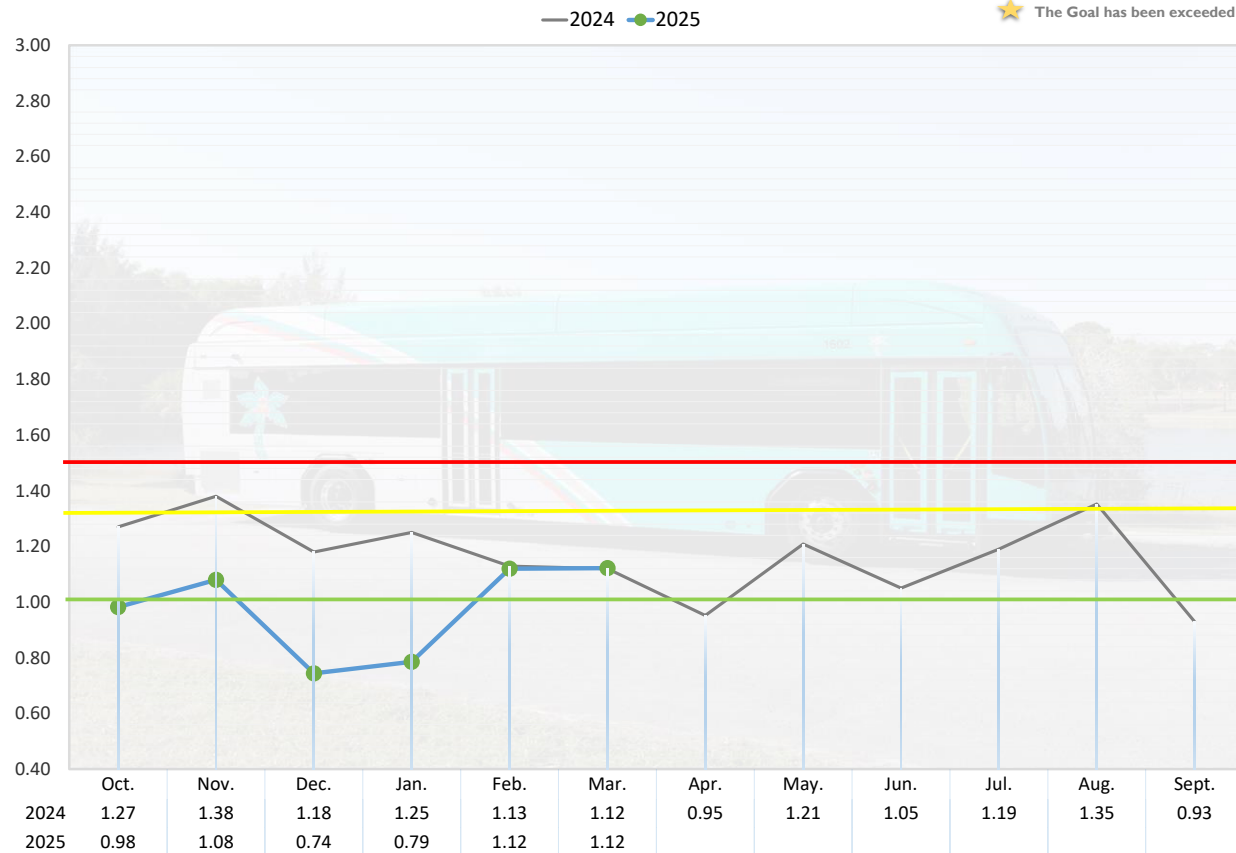
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2024	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2025	2.50	2.10	2.00		

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

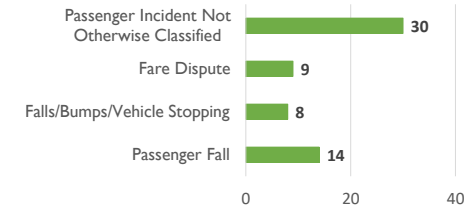




# Fixed-Route Total Incidents per 10,000 Boardings



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



## Narrative

During March, there were eighty-three (83) incidents reported, up by three (3) compared to the month prior. Therefore, the incidents per 10,000 Boardings figure is reported as the same as the prior month (1.12). Primary incident categories for March include "Passenger Incident NOC," and "Passenger Fall".

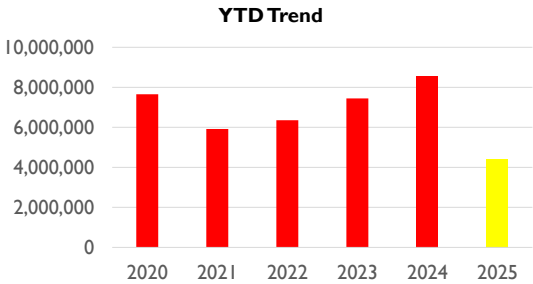
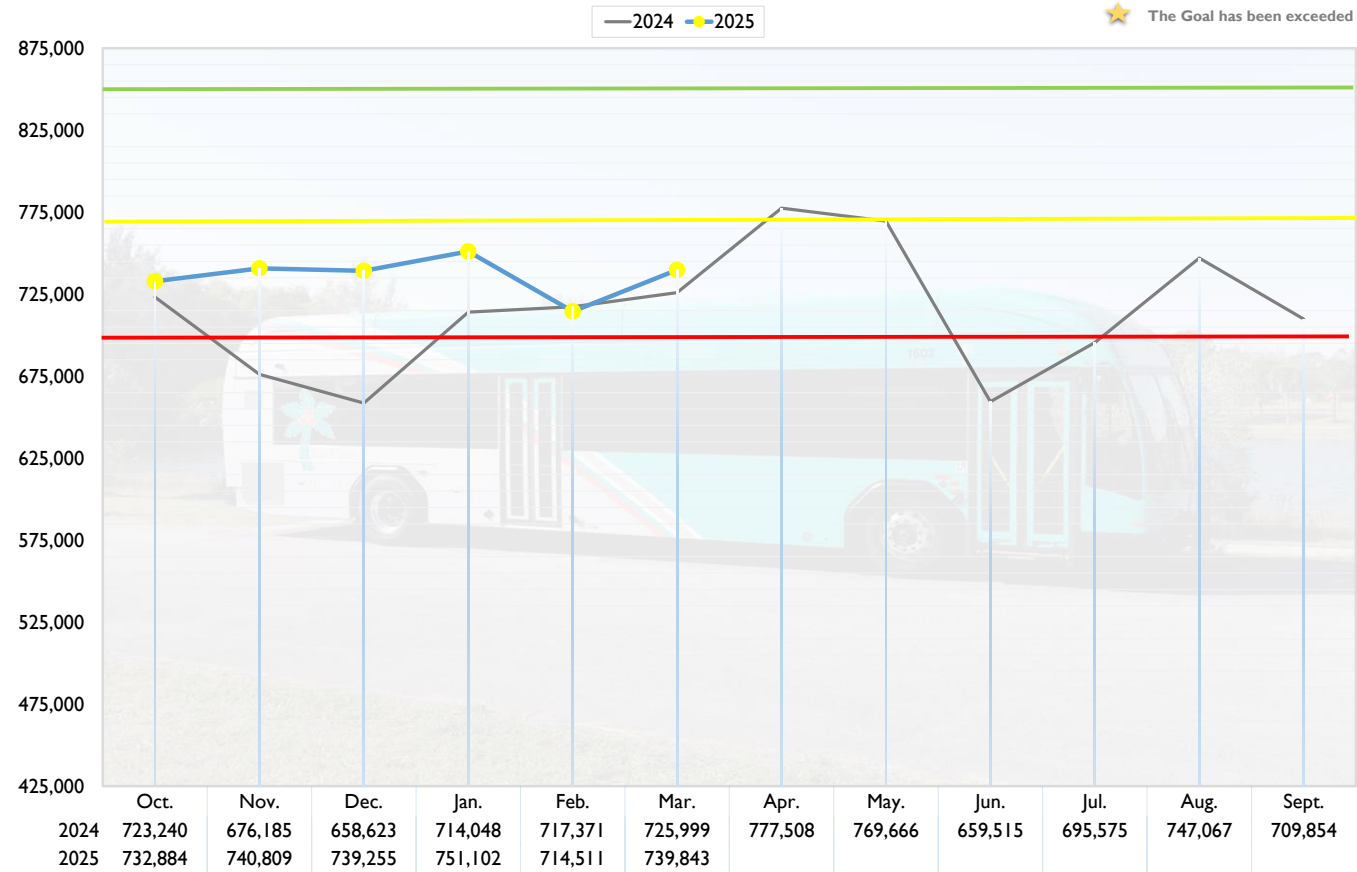
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 2.30	◆ 2.07	▲ 1.32	◆ 2.93	◆ 1.61	▲ 1.45	● 0.67	▲ 1.41	▲ 1.53	◆ 1.87	● 0.95	● 1.00	◆ 1.62
2021	● 0.66	● 1.17	● 0.81	● 0.88	● 1.06	● 1.12	● 1.27	● 0.92	● 1.15	● 0.95	● 1.11	● 1.01	● 1.01 ★
2022	● 0.72	● 0.48	● 1.01	● 0.84	● 0.97	● 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	● 1.12	● 0.95	● 1.21	● 1.05	● 1.19	▲ 1.35	● 0.93	● 1.17 ★
2025	● 0.98	● 1.08	● 0.74	● 0.79	● 1.12	● 1.12							● 0.97

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2024	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.
	2025	1.50	1.30	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 Total System Ridership



**Narrative**

During the month of March, fixed-route ridership increased by 25,332 riders compared to the month prior. This reflects a net increase of 3.5% compared to the month prior, and a 1.9% increase compared to the same time period last year March 2024. Nonetheless, the metric is above the established minimum.

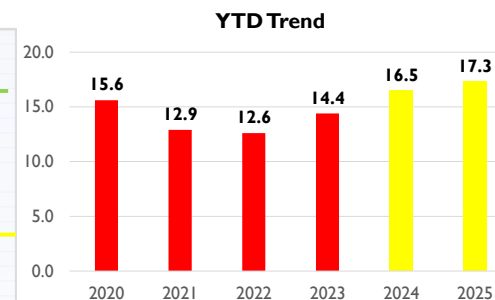
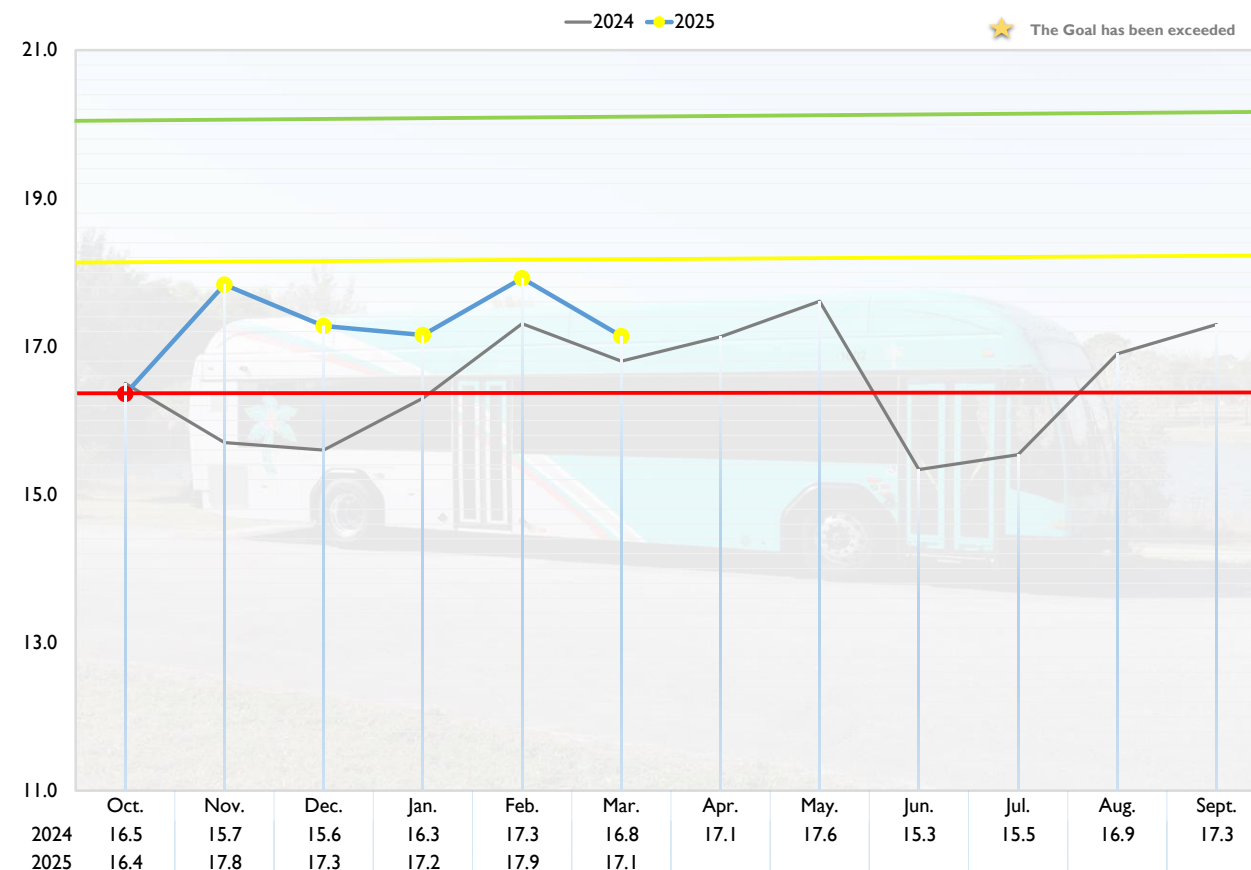
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703	◆ 642,330	◆ 462,991	◆ 488,515	◆ 588,187	◆ 637,962	◆ 540,694	◆ 458,101	◆ 7,651,186
2021	◆ 486,639	◆ 428,495	◆ 471,133	◆ 453,069	◆ 454,505	◆ 525,519	◆ 494,676	◆ 520,496	◆ 522,000	◆ 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	▲ 725,999	▲ 777,508	▲ 769,666	◆ 659,515	◆ 695,575	▲ 747,067	▲ 709,854	◆ 8,574,651
2025	▲ 732,884	▲ 740,809	▲ 739,255	▲ 751,102	▲ 714,511	▲ 739,843							◆ 4,418,404

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2024	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.
	2025	700,000	775,000	850,000		

- ◆ 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



# Fixed-Route Riders Per Revenue Hour



### Narrative

During March, the Riders per Revenue Hour decreased from 17.9 in February, to 17.1 in March. Although an increase in ridership of 3.5% was experienced (when compared to the previous month), the increase in revenue hours by 8.3% (as compared to February), produces a lower productivity rate.

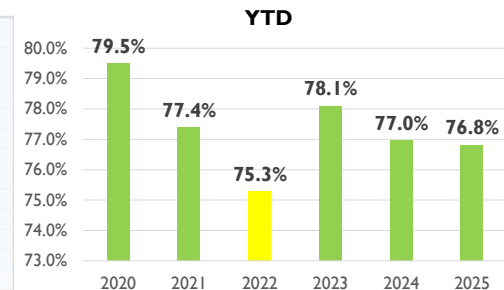
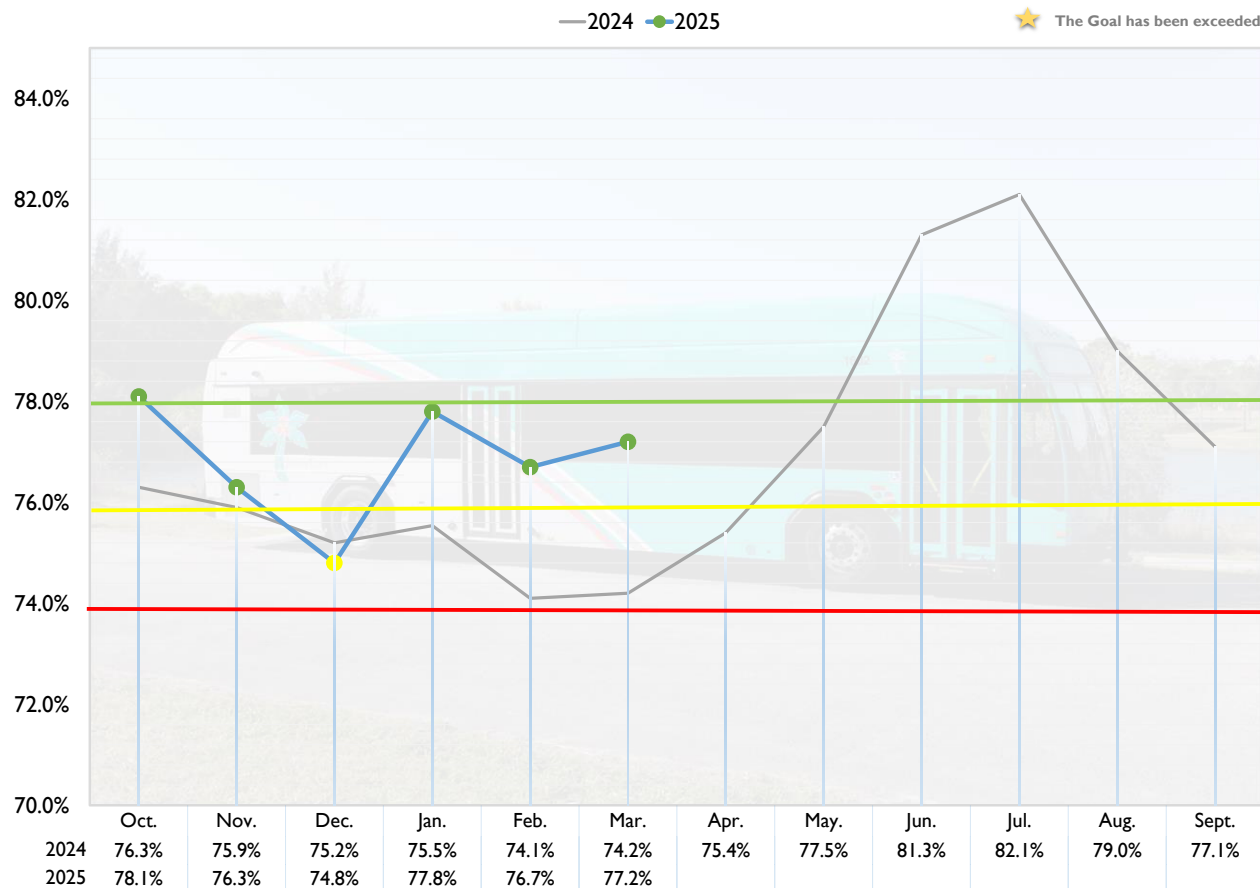
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9	◆ 18.3	◆ 15.6	◆ 12.6	◆ 12.7	◆ 1.6	◆ 14.1	◆ 14.1	◆ 13.1	◆ 15.6
2021	◆ 13.4	◆ 12.7	◆ 13.1	◆ 13.0	◆ 13.9	◆ 14.4	◆ 14.0	◆ 12.6	◆ 12.1	◆ 11.9	◆ 12.1	◆ 12.1	◆ 12.9
2022	◆ 12.7	◆ 12.4	◆ 12.2	◆ 12.0	◆ 12.7	◆ 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	▲ 16.8	▲ 17.1	▲ 17.6	◆ 15.3	◆ 15.5	▲ 16.9	▲ 17.3	▲ 16.5
2025	◆ 16.4	▲ 17.8	▲ 17.3	▲ 17.2	▲ 17.9	▲ 17.1							▲ 17.3
Mobility	FY	Min	Target	Goal	Metric Calculation			Metric Description					
Riders Per Revenue Hour	2024	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.					
	2025	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**

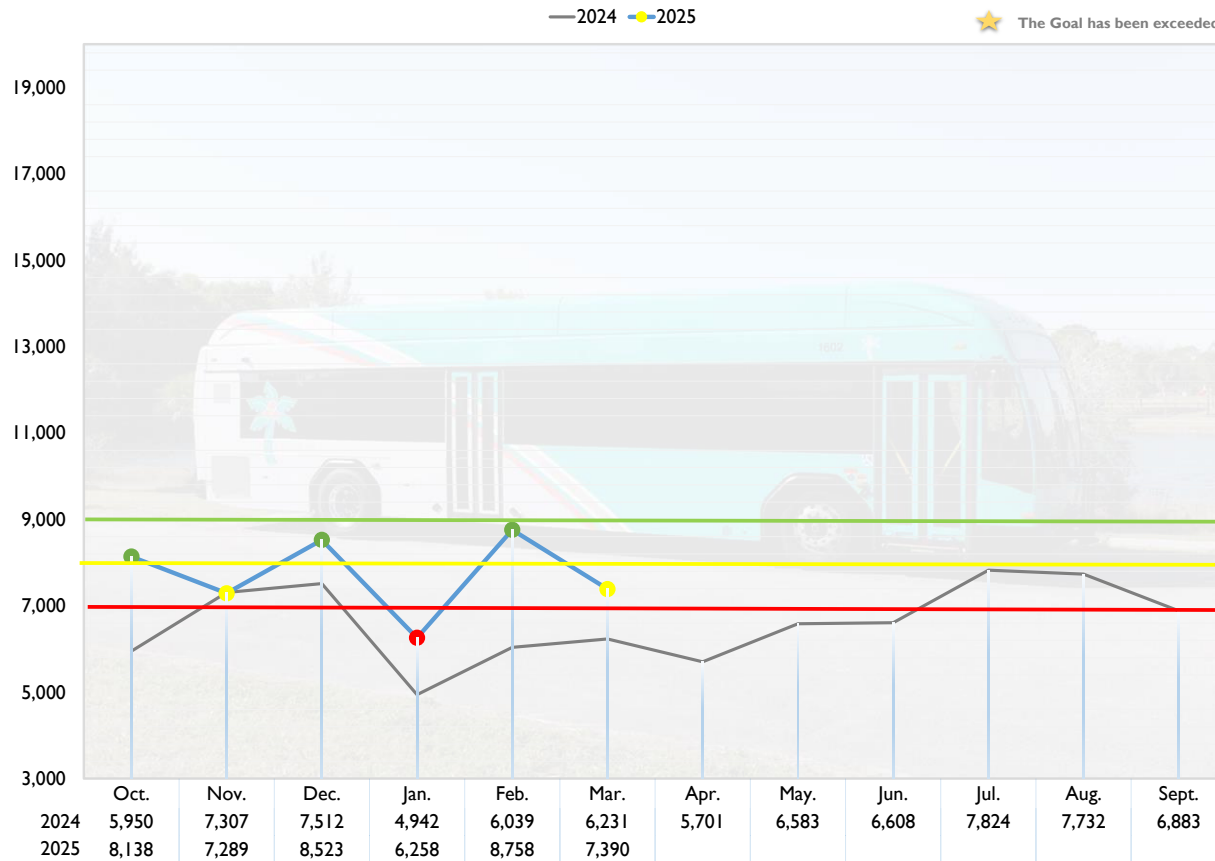
During March, the fixed-route on-time performance (OTP) increased slightly from 76.7% in February to 77.2% in March. On time performance is 3% higher than compared to last year (March 2024). The PT-Stat Service Enhancement Team and the Planning Department continue their efforts to increase OTP.

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%	▲ 74.2%	▲ 75.4%	● 77.5%	● 81.3%	● 82.1%	● 79.0%	● 77.1%	● 77.0% ★
2025	● 78.1%	● 76.3%	▲ 74.8%	● 77.8%	● 76.7%	● 77.2%							● 76.8%
Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation			Metric Description					
On-Time Performance	2024	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.					
	2025	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

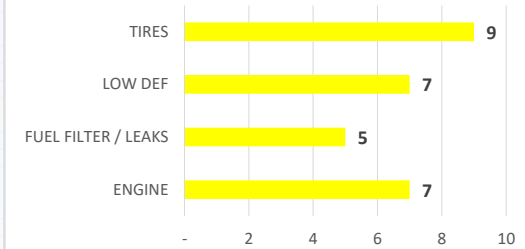


# Fixed-Route Mean Distance Between Failures



★ The Goal has been exceeded

## Top Categories of Mechanical Failures



## Narrative

During March, the Mean Distance Between Failures (MDBF) metric increased by 1,368 miles compared to the month of February. The total number of major mechanical breakdowns reported in March were eighty-six (86) as compared to sixty-seven (67) in February. The top mechanical failure was categorized as "Tires". The PT-Stat Infrastructure Team is currently investigating the root-cause of breakdowns to alleviate frequent failures and service interruptions.

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	◆ 6,231	◆ 5,701	◆ 6,583	◆ 6,608	◆ 7,824	◆ 7,732	◆ 6,883	◆ 6,609
2025	● 8,138	▲ 7,289	● 8,523	◆ 6,258	● 8,758	▲ 7,390							▲ 7,726

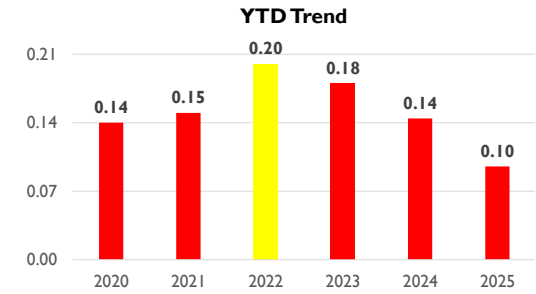
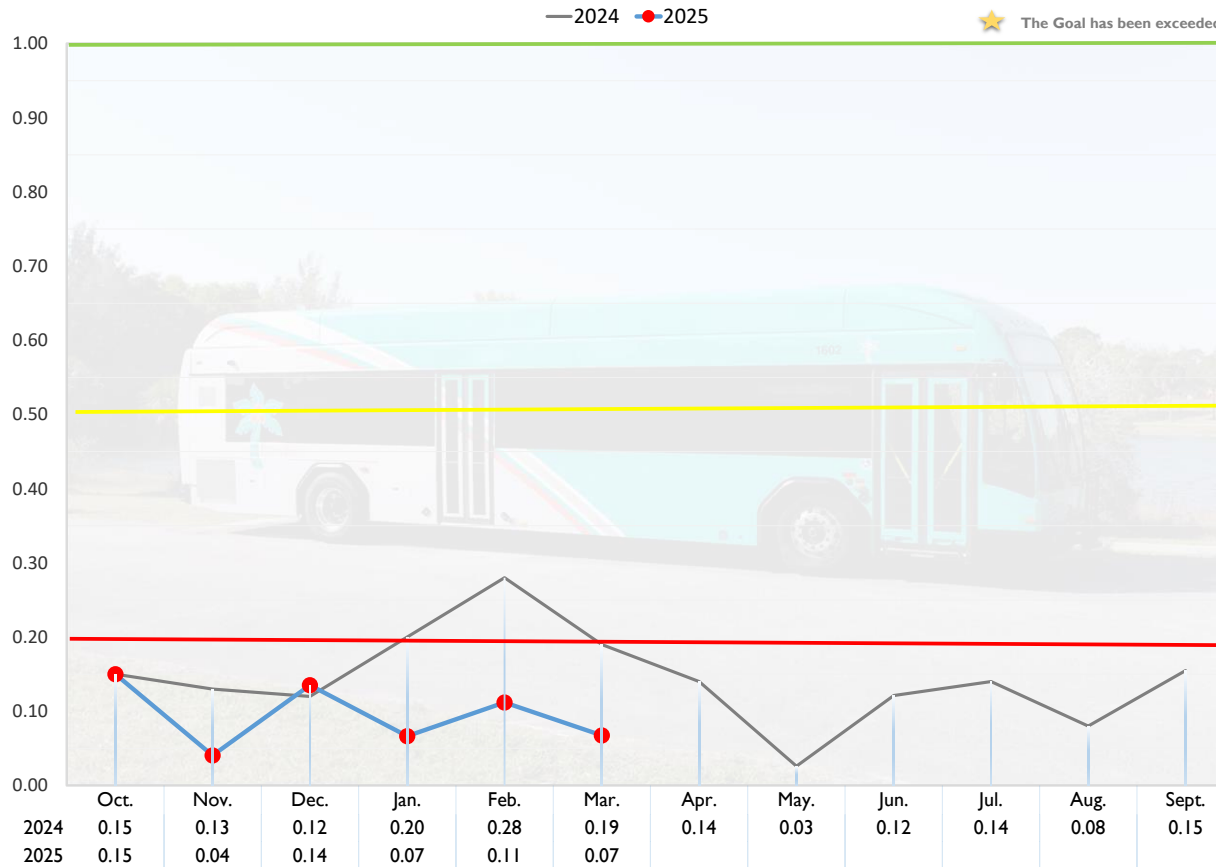
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2024	12,000	14,000	16,000	(Total Vehicle Revenue Miles)/(Total Fixed Route Major Mechanical Failures)	The average number of revenue miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip. <b>Note:</b> As of FY2023 Palm Tran is using Revenue Miles instead of Total Miles for this calculation to align with the NTD methodology. Additionally, as of FY2025 Palm Tran amended its Minimum, Target, & Goal for the MDBF measure.
	2025	7,000	8,000	9,000		

- ◆ 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





# Fixed-Route All Customer Commendations per 10k Boardings



**Narrative**

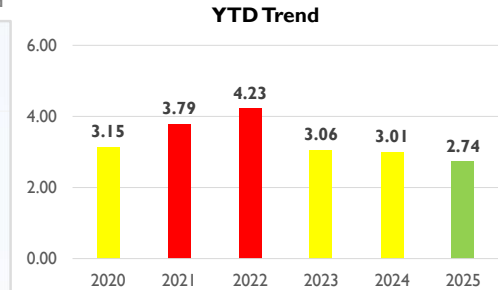
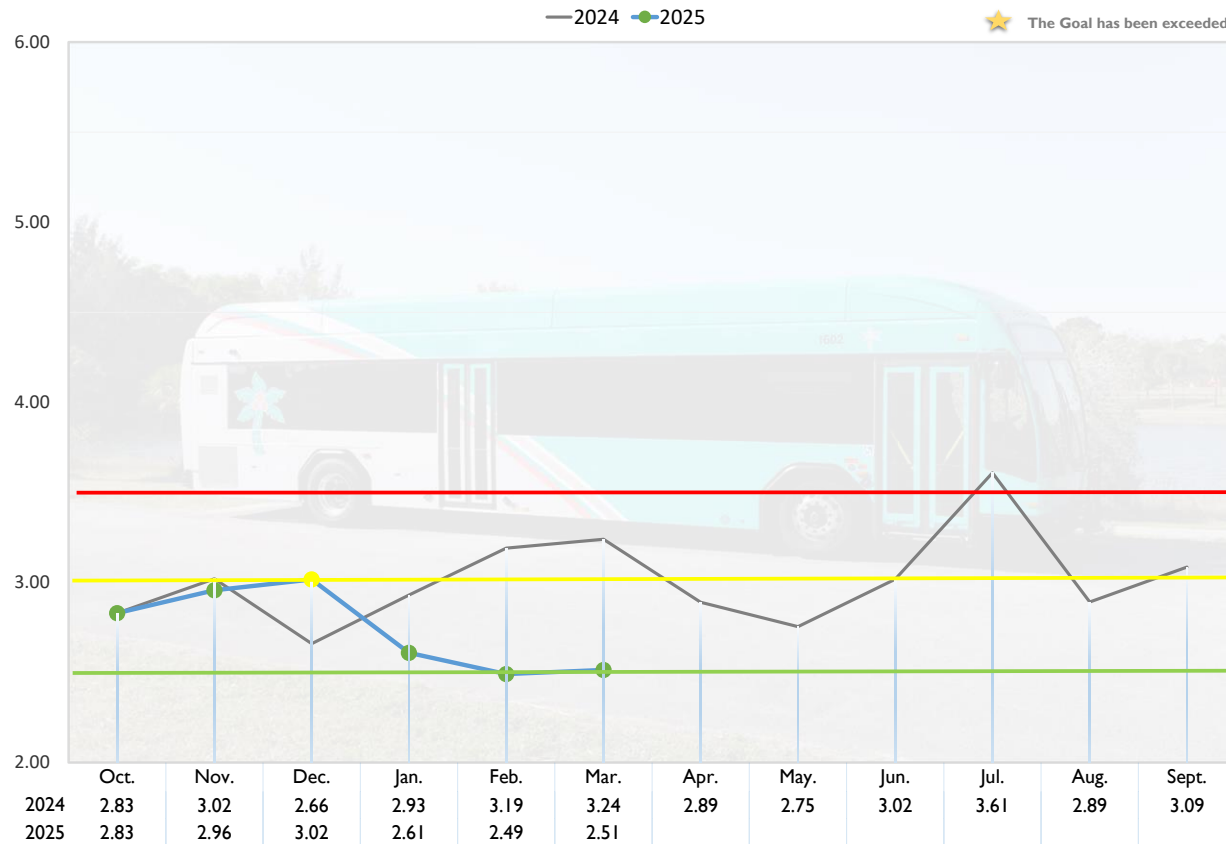
During March, Palm Tran received a total of five (5) customer commendations, compared to eight (8) received in February. Commendations received acknowledged courteous bus operators, customer service representatives, and planning. The Customer Experience Team is working diligently to increase the commendations for Fixed Route.

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	🟢 1.62	🔴 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	🔴 0.19	🔴 0.14	🔴 0.03	🔴 0.12	🔴 0.14	🔴 0.08	🔴 0.15	🔴 0.14
2025	🔴 0.15	🔴 0.04	🔴 0.14	🔴 0.07	🔴 0.11	🔴 0.07							🔴 0.10
Mobility	FY	Min	Target	Goal	Metric Calculation			Metric Description					
All Customer Commendations per 10k Boardings	2024	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000			Total Fixed-Route Customer Commendations per 10,000 boardings.					
	2025	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**

The Customer Concerns per 10,000 boardings metric increased slightly from 2.49 in February to 2.51 in March- just under the stretch goal. One hundred seventy eight (178) concerns were reported for February, compared to one hundred seventy eight (178) reported during the month prior. The FY25 PT-Stat Customer Experience Team is gearing up to provide changes to existing initiatives, such as Steering Wheel Talks, to further move the needle in the right direction regarding this measure.

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	● 1.62	● 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	▲ 3.24	● 2.89	● 2.75	▲ 3.02	◆ 3.61	● 2.89	▲ 3.09	▲ 3.01
2025	● 2.83	● 2.96	▲ 3.02	● 2.61	● 2.49	● 2.51							● 2.74
Mobility	FY	Max	Target	Goal	Metric Calculation			Metric Description					
All Customer Concerns per 10k Boardings	2024	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000			Customer concerns per 10,000 boardings.					
	2025	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 2025



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	● 0.43	▲ 1.02	▲ 1.14	▲ 1.19	● 0.80	▲ 1.09							● 0.95
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 0.97	● 1.59	● 1.71	● 1.08	● 1.71	● 1.75							● 1.47
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	▲ 1.40	▲ 1.39	▲ 1.36	▲ 1.38	▲ 1.44	▲ 1.41							▲ 1.39
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 79.5%	◆ 81.1%	◆ 80.5%	◆ 80.4%	◆ 77.8%	◆ 81.8%							◆ 80.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,438	● 15,491	● 13,486	● 21,441	● 15,931	● 16,633							● 15,736
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.09	● 2.08	● 1.94	● 1.89	● 1.74	● 1.64							● 1.90
	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	● 1.43	● 1.27	● 1.42	● 1.62	● 1.51							● 1.50
Reservations Call Hold Time	4:00	3:00	2:00	◆ 6:41	◆ 8:45	◆ 7:48	◆ 10:53	◆ 9:55	◆ 6:14							◆ 8:22
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:36	● 2:47	▲ 3:19	● 2:29	▲ 3:12	● 2:27							● 2:48

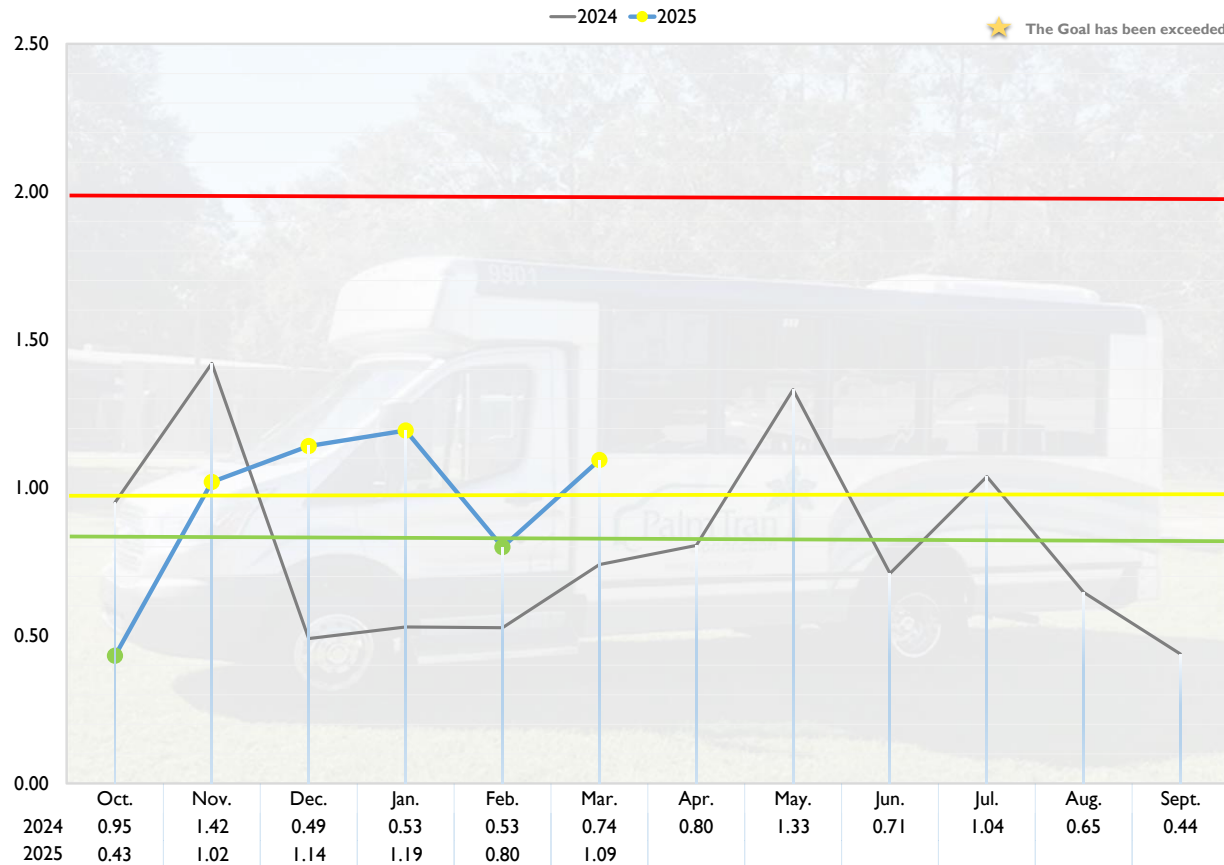
Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour		On-Time Performance		Reservations Call Hold Time	
Non-Preventable Collisions per 100k Miles				Mean Distance Between Failures		Where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

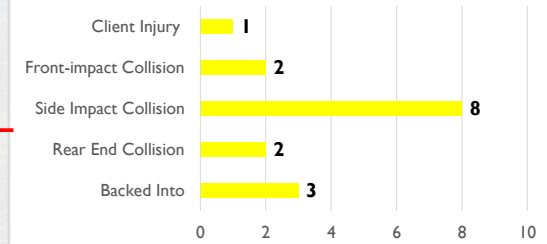
Palm Tran Performance Management Office



# Connection Preventable Collisions per 100K Miles



## Categories of Preventable Collisions



## Narrative

In March, sixteen (16) Palm Tran Connection preventable collisions were reported, compared to seven (7) reported during February. "Side Impact" is reported as the highest category. Palm Tran Connection and the PT-Stat Safety Team continues to track and monitor preventable collisions to come up with initiatives to mitigate the accidents.

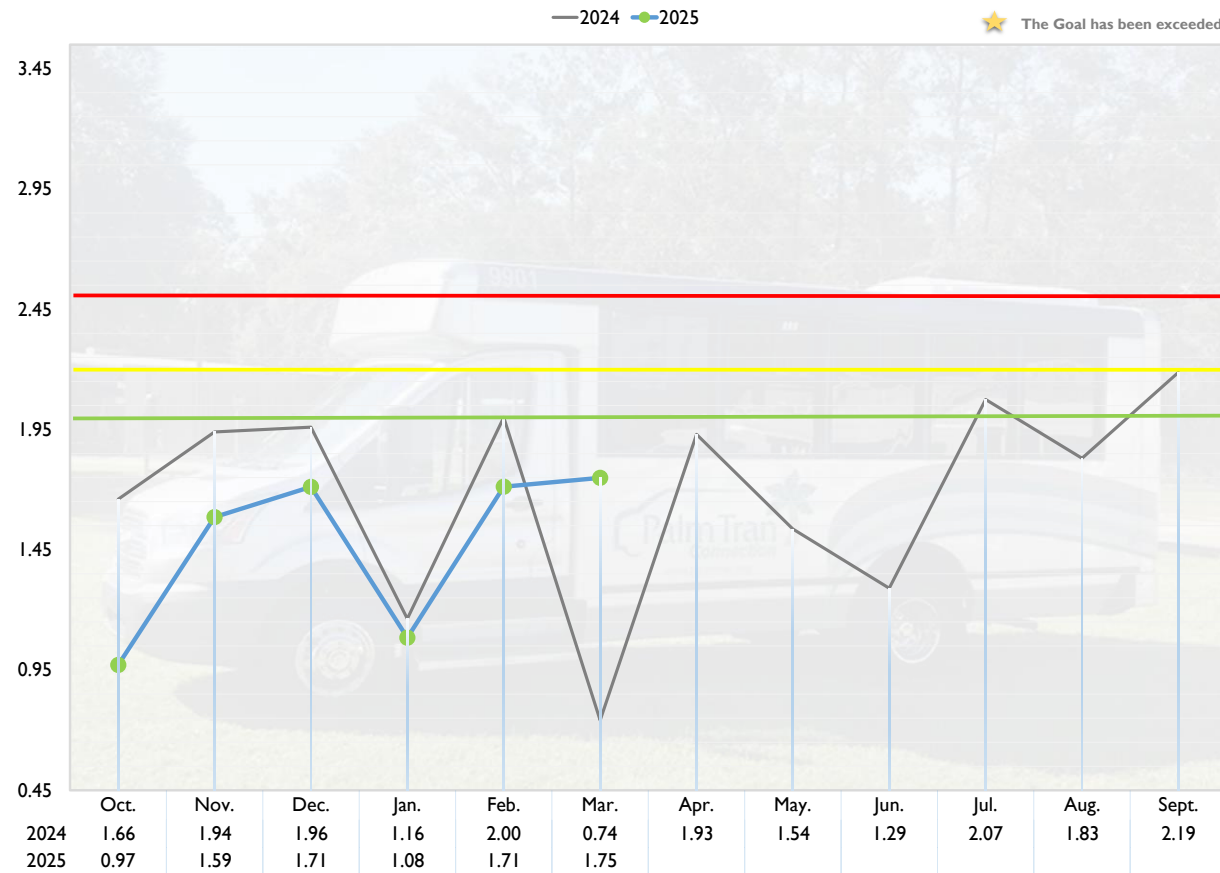
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.82	● 0.81	● 0.80	● 0.74	▲ 1.91	▲ 1.79	● 0.99	▲ 1.01	▲ 1.62	● 0.70	▲ 1.33	▲ 1.28	▲ 1.10
2021	▲ 1.13	▲ 1.31	● 0.66	▲ 1.07	● 0.92	▲ 1.39	● 0.58	● 0.96	▲ 1.12	▲ 1.29	▲ 1.09	▲ 1.07	▲ 1.05
2022	● 0.79	▲ 1.69	▲ 1.28	▲ 1.16	▲ 1.32	▲ 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	● 0.74	● 0.80	▲ 1.33	● 0.71	▲ 1.04	● 0.65	● 0.44	● 0.78
2025	● 0.43	▲ 1.02	▲ 1.14	▲ 1.19	● 0.80	▲ 1.09							● 0.95
Mobility	FY	Max	Target	Goal	Metric Calculation			Metric Description					
Preventable Collisions per 100k Miles	2024	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.					
	2025	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

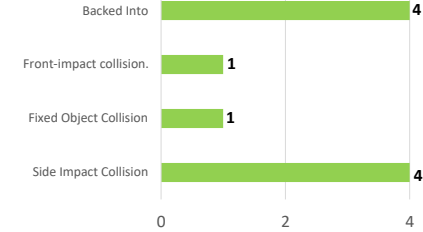
Palm Tran Performance Management Office



# Connection Non-Preventable Collisions per 100k Miles



## Categories of Non-Preventable Collisions



## Narrative

Palm Tran Connection's Non-Preventable Collisions ratio for March is 1.09; ten (10) collisions occurred. The top two categories for the metric were 'Backed Into' and 'Side Impact'. Palm Tran Connection and the Safety PT-Stat team continue to track and monitor non-preventable collisions to come up with initiatives to mitigate the accidents.

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	● 1.62	● 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	● 0.74	● 1.93	● 1.54	● 1.29	● 2.07	● 1.83	● 2.19	● 1.66 ★
2025	● 0.97	● 1.59	● 1.71	● 1.08	● 1.71	● 1.75							● 1.47

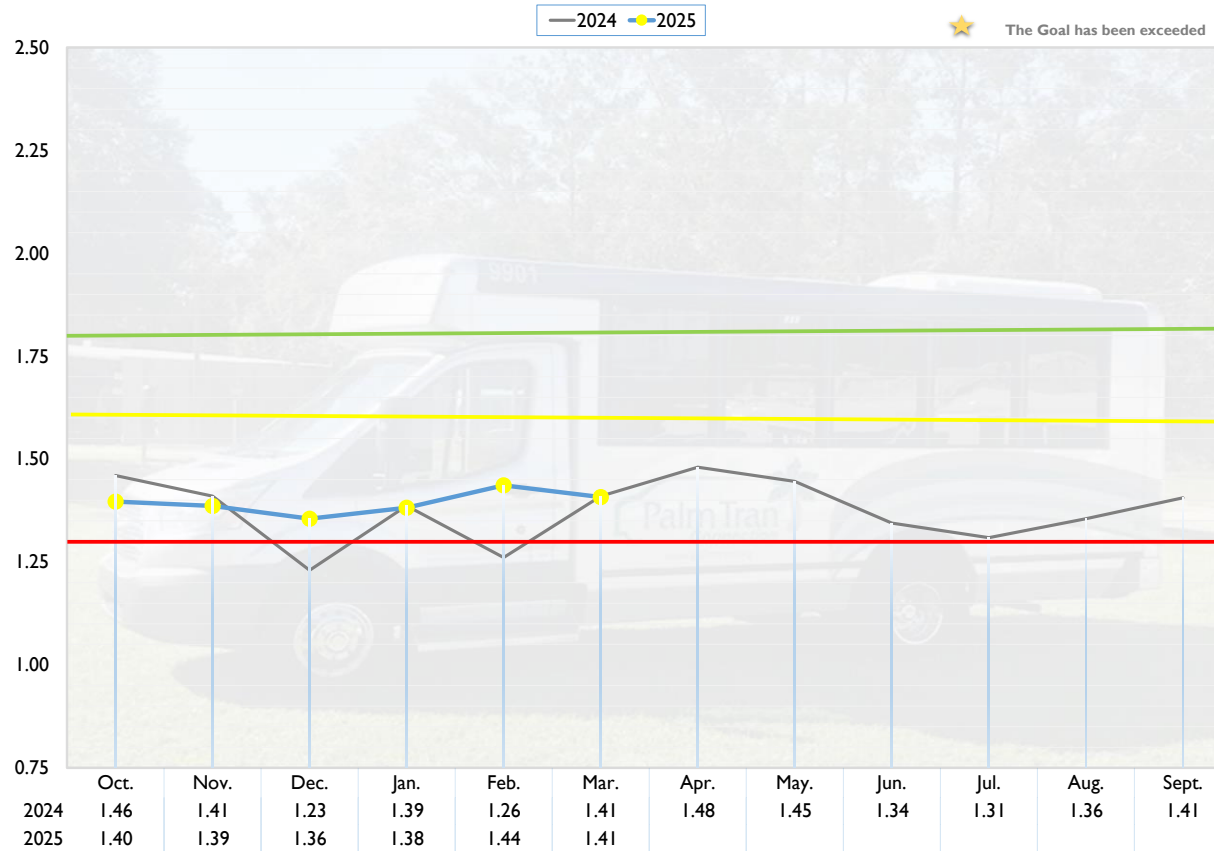
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2024	2.50	2.20	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2025	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

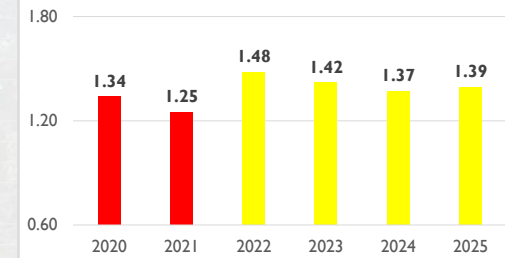




# Connection Riders Per Revenue Hour



## YTD Trend



## Narrative

During the month of March, the riders per revenue hours decreased from 1.44 to 1.41. The total number of passengers transported saw a 4.4% increase compared to February while there was a 6.5% increase in revenue hours, producing a slightly higher productivity rate.

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	▲ 1.62	◆ 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	▲ 1.41	▲ 1.48	▲ 1.45	▲ 1.34	▲ 1.31	▲ 1.36	▲ 1.41	▲ 1.37
2025	▲ 1.40	▲ 1.39	▲ 1.36	▲ 1.38	▲ 1.44	▲ 1.41							▲ 1.39

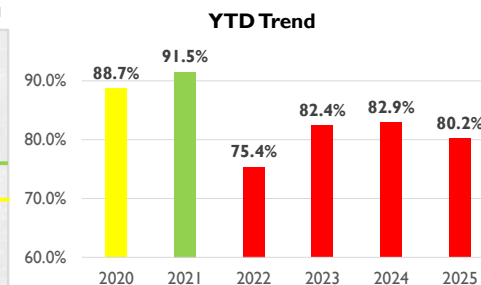
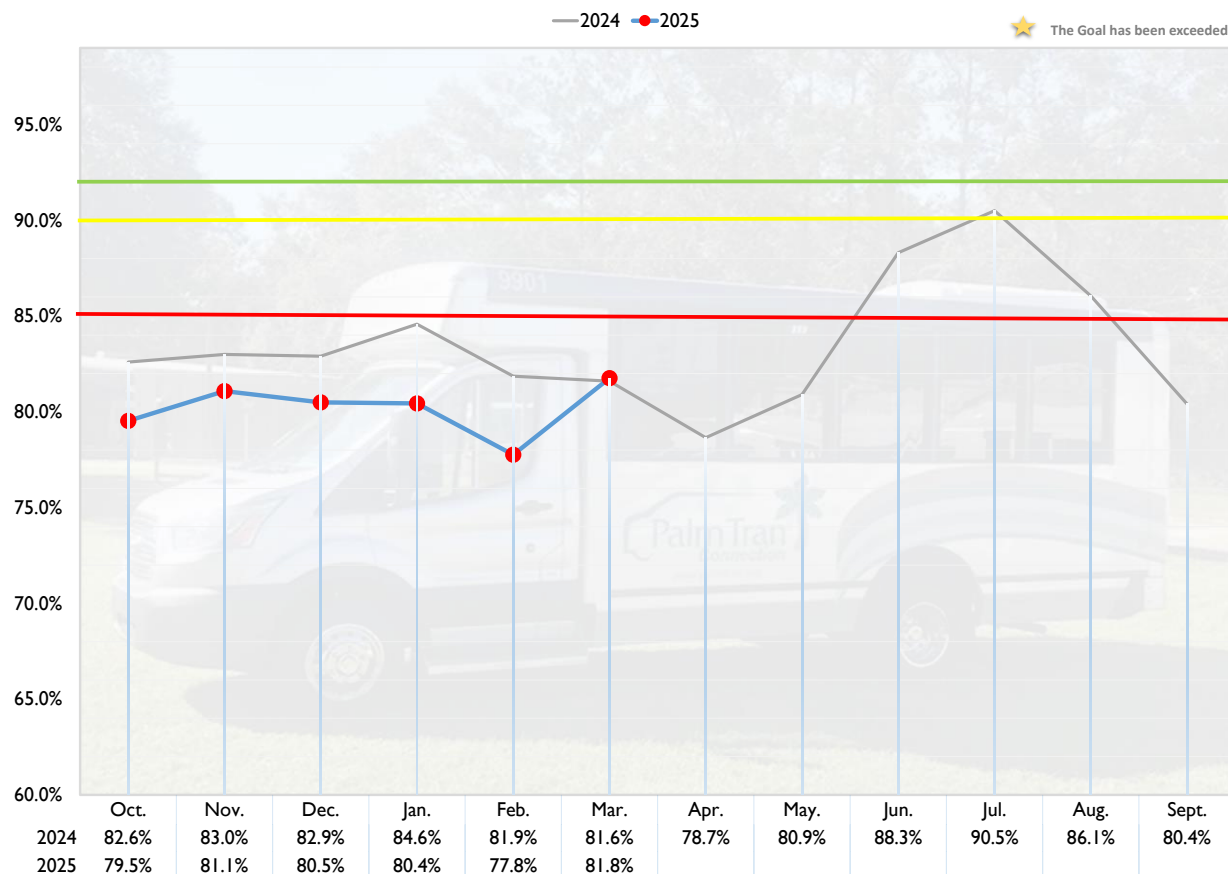
  

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2024	1.30	1.60	1.80	Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD (National Transit Database)).
	2025	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



# Connection - On Time Performance



### Narrative

During the month of March, Palm Tran Connection experienced an increase of 4% in On-Time Performance compared to the previous month of February. Palm Tran Connection continues its efforts to increase resources to improve service delivery.

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%	162.4%	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%	81.6%	78.7%	80.9%	88.3%	90.5%	86.1%	80.4%	82.9%
2025	79.5%	81.1%	80.5%	80.4%	77.8%	81.8%							80.2%

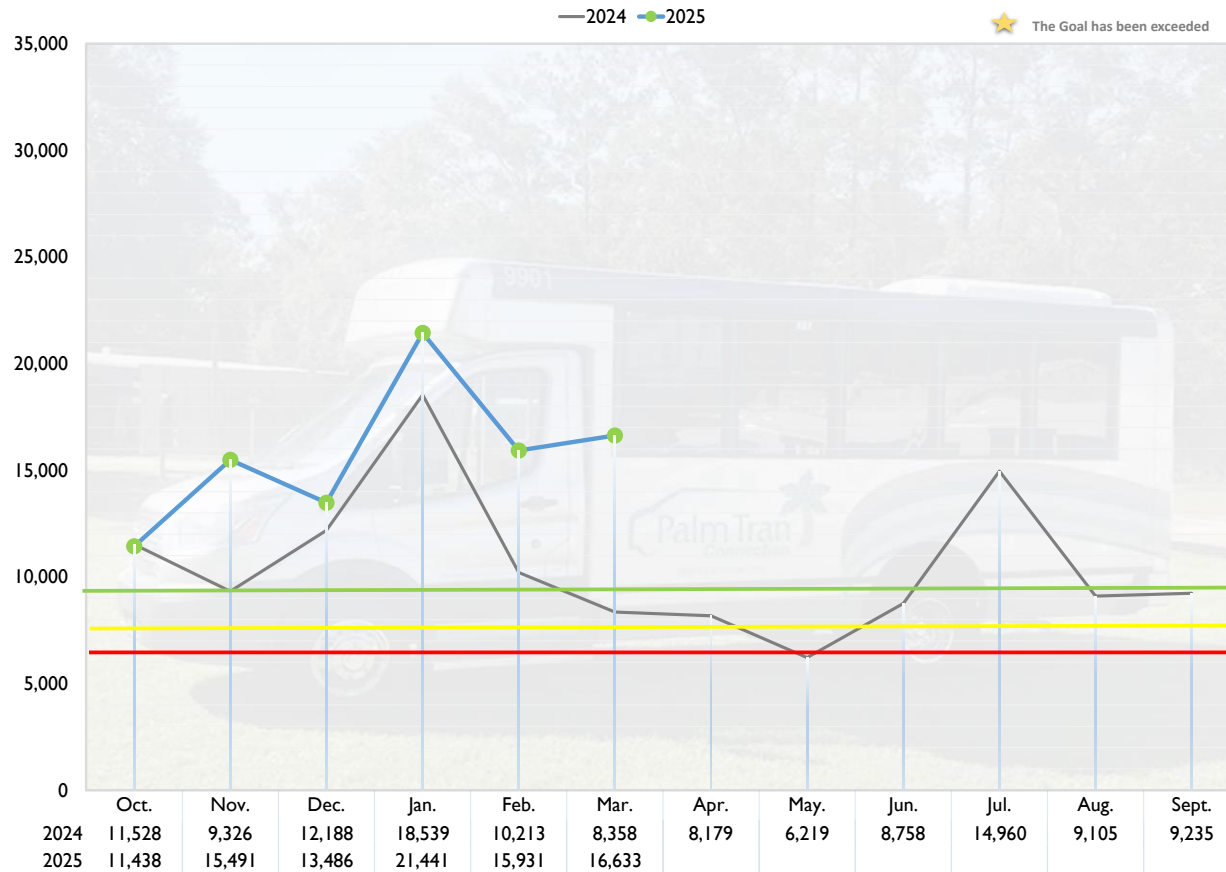
  

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2024	85%	90%	92%	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on -time when vehicle arrives to the location within the window.	Effective October 2016, Palm Tran tracks both pick-up OTP and drop-off OTP separately and report the pick-up OTP only, consistent with most of the industry.
	2025	85%	90%	92%		

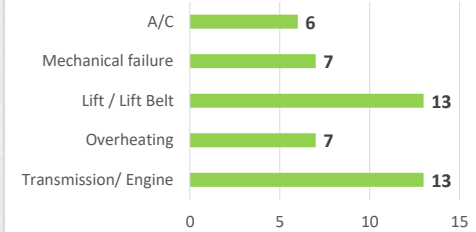
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Connection Mean Distance Between Failures



## Top Categories of Mechanical Failures



## Narrative

During March, the Palm Tran Connection Mean Distance Between Failures is at 16,633 miles; fifty-five (55) breakdowns were reported. The top categories of overall breakdowns were related to Lift issues followed by transmission/engine problems. Palm Tran Connection continues working closely with our vehicle vendors to address the situation and repair the buses as expeditiously as possible.

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	2	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	8,358	8,179	6,219	8,758	14,960	9,105	9,235	10,569
2025	11,438	15,491	13,486	21,441	15,931	16,633							15,736

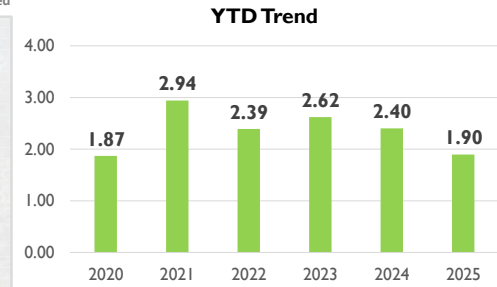
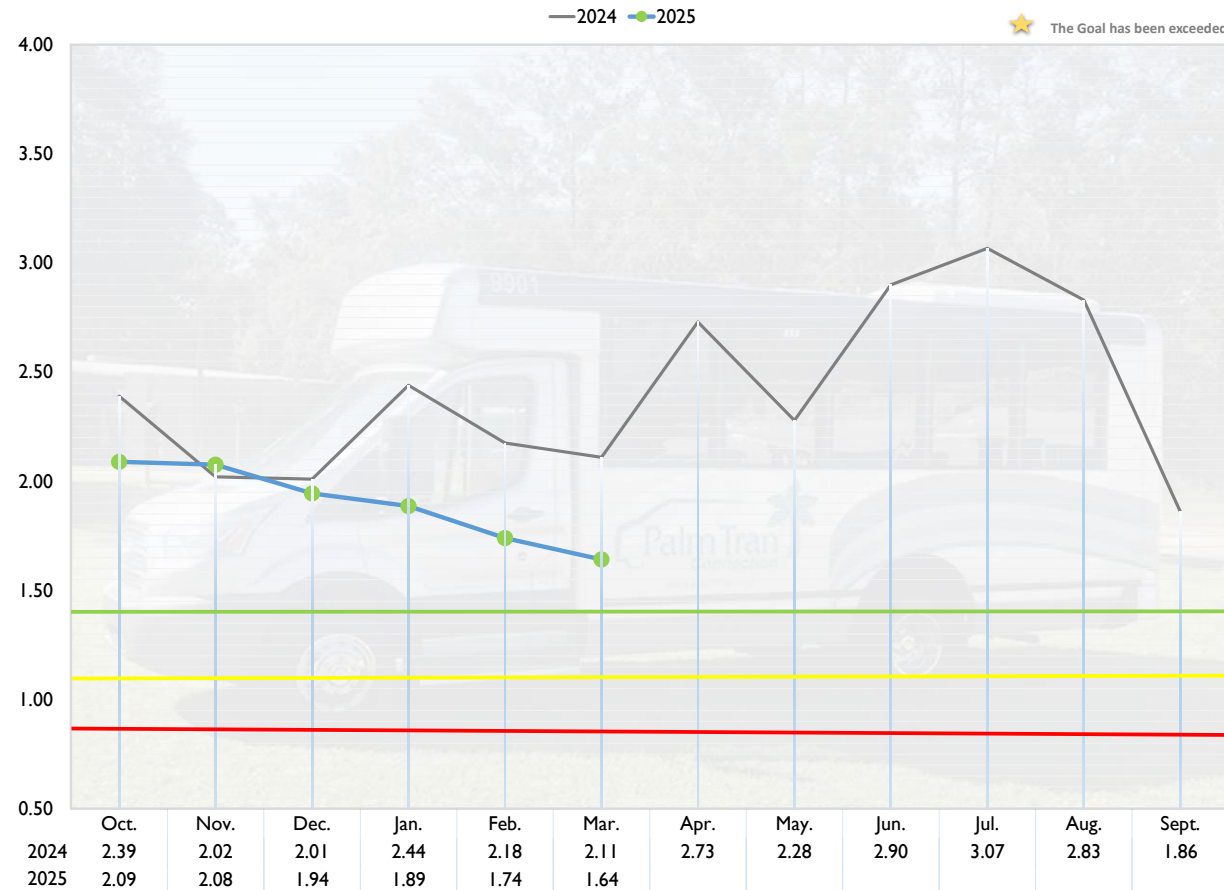
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2024	6,500	7,700	9,500	(Total Vehicle Revenue Miles) / (Total Connection Major Mechanical Failures)	The average number of revenue miles driven by Connection Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip.
	2025	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

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# Connection All Customer Commendations per 1k Trips



**Narrative**

Palm Tran is pleased to report that this metric has continued to surpass the established stretch goal. In March, one hundred three (103) commendations were reported, two (2) less than the month prior. 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	1.62	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	2.11	2.73	2.28	2.90	3.07	2.83	1.86	2.40
2025	2.09	2.08	1.94	1.89	1.74	1.64							1.90

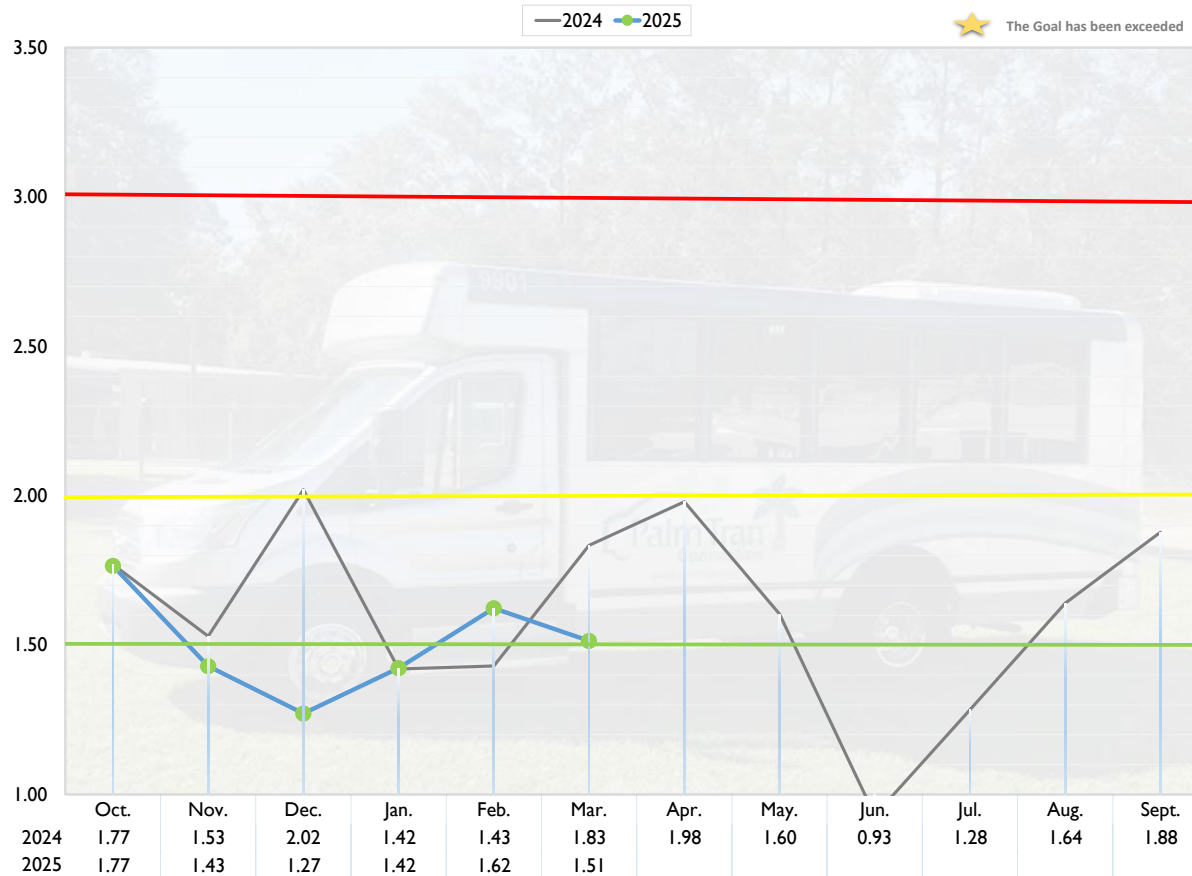
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2024	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2025	0.80	1.10	1.40		

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
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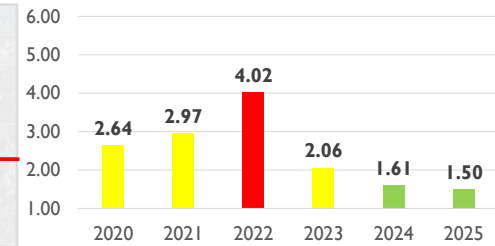
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# Connection All Customer Concerns per 1k Trips



## YTD Trend



## Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. Palm Tran Connection's customer concerns per 1,000 completed trips ratio decreased by 0.11. There were ninety-five (95) concerns reported for the month of March, three (3) fewer than February. Most of the complaints were related to "on-time performance".

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	1.62	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	1.83	1.98	1.60	0.93	1.28	1.64	1.88	1.61
2025	1.77	1.43	1.27	1.42	1.62	1.51							1.50

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2024	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2025	3.00	2.00	1.50		

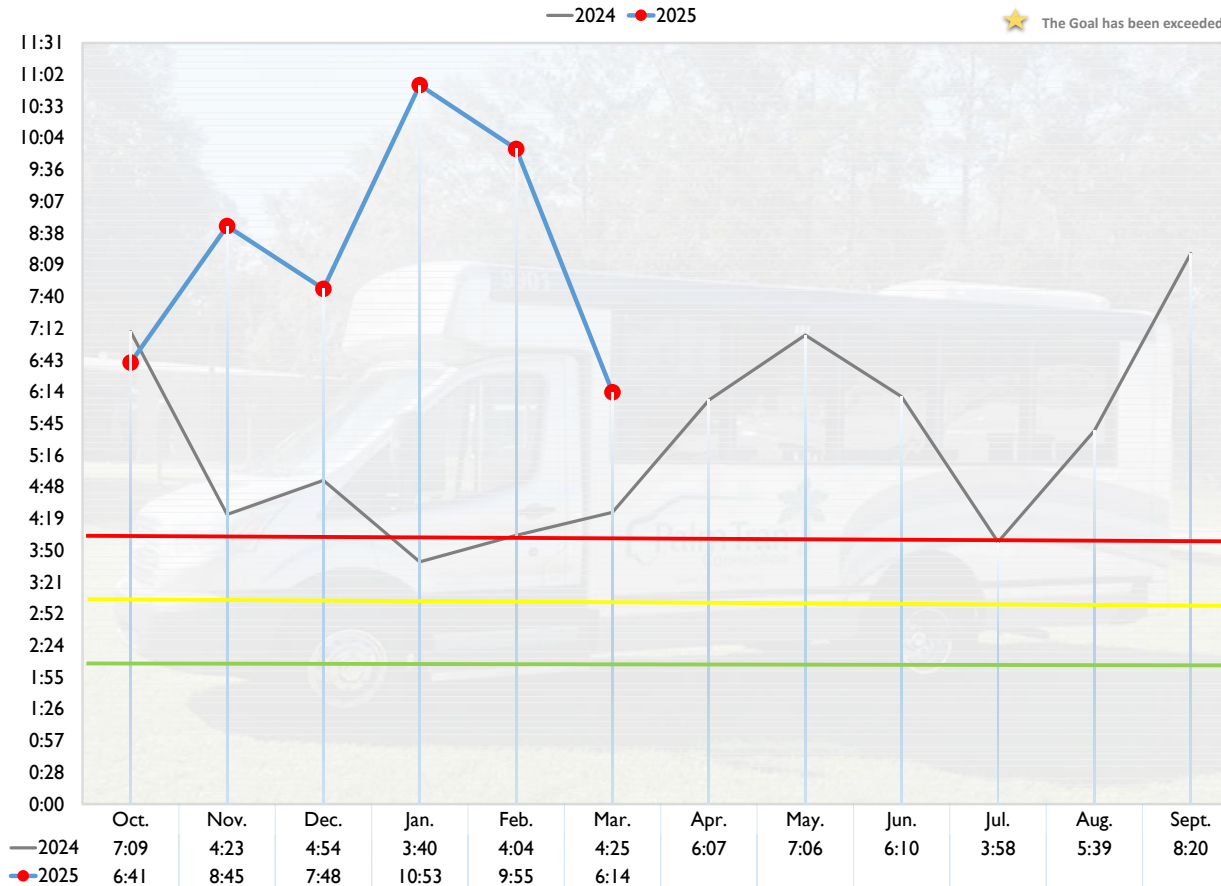
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

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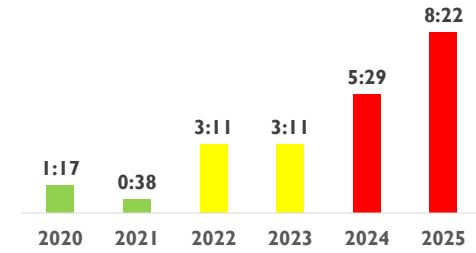




# Connection Reservations Call Hold Time



## YTD Trend



## Narrative

During March, the average hold time for reservations decreased by three minutes and forty-one seconds (3:41) compared to the previous month. Palm Tran Connection indicates the increased hold times are attributed to two vacant positions within PTC in addition to staff taking leave intermittently. Palm Tran Connection is actively onboarding new agents.

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	◆ 14:58	● 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	◆ 4:25	◆ 6:07	◆ 7:06	◆ 6:10	▲ 3:58	◆ 5:39	◆ 8:20	◆ 5:29
2025	◆ 6:41	◆ 8:45	◆ 7:48	◆ 10:53	◆ 9:55	◆ 6:14							◆ 8:22

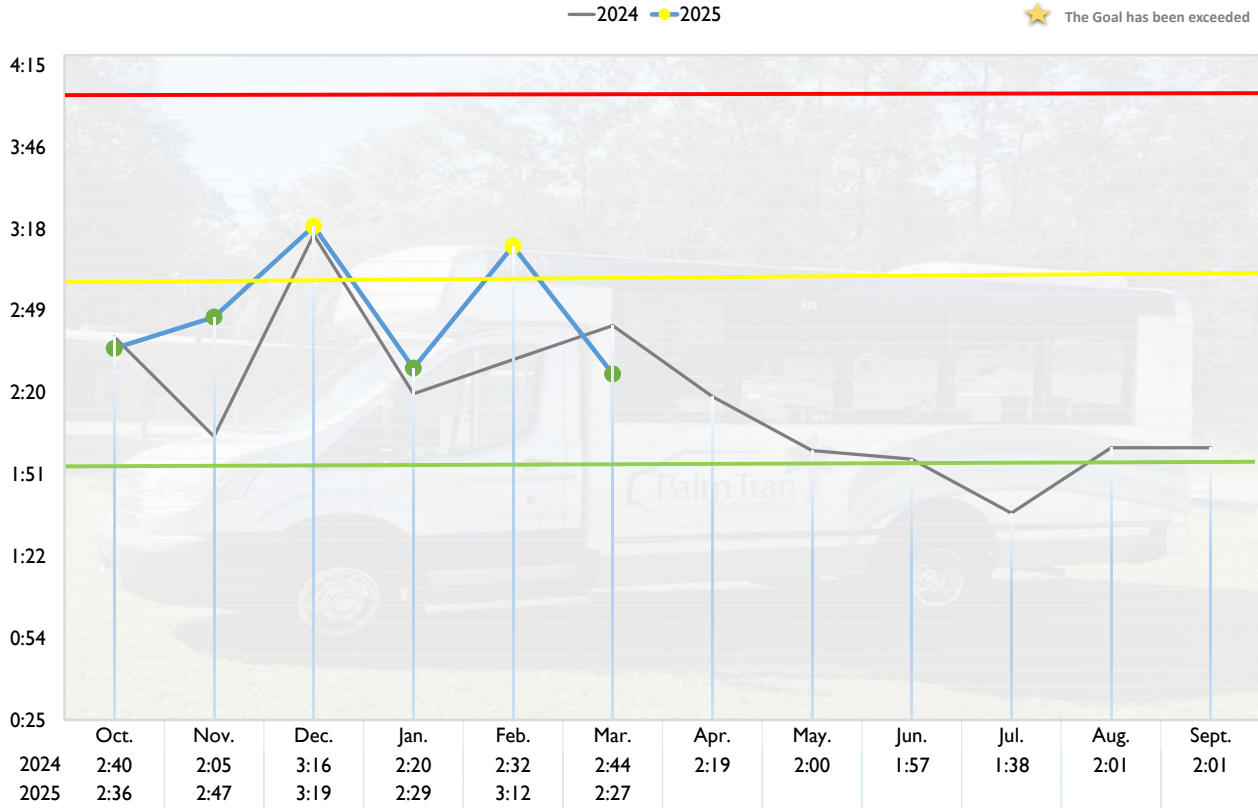
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2024	4:00	3:00	2:00	Summary of daily average Reservations Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month. Customer calls related to making reservations. The format for this metric is reported in minutes and seconds.
	2025	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

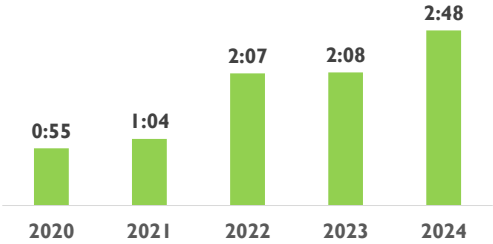
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Connection Where Is My Ride Hold Time



YTD Trend



Narrative

The "Where's my ride" average hold time was reported as 2:27 in March, marking a forty-five second (0:45) decrease in average hold time when compared to February.

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	◆ 14:58	● 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	● 2:44	● 2:19	● 2:00	● 1:57	● 1:38	● 2:01	● 2:01	● 2:17 ★
2025	● 2:36	● 2:47	▲ 3:19	● 2:29	▲ 3:12	● 2:27							● 2:48

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2024	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.
	2025	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



## FIXED-ROUTE QUARTERLY DASHBOARD FY 2025

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	1.50	1.20	0.70	▲	1.41	●	0.91	
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	◆	2.78	◆	2.19	
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	0.94	●	1.01	
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Total System Ridership	2,100,000	2,325,000	2,550,000	●	2,212,948	●	2,205,456	
Riders Per Revenue Hour	16.5	18.3	20.1	●	17.20	●	17.40	
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	74%	76%	78%	●	76.4%	●	77.2%	
Mean Distance Between Failures	7,000	8,000	9,000	▲	7,984	▲	7,468	
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆	0.11	◆	0.08	
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	●	2.93	●	2.54	

## CONNECTION QUARTERLY DASHBOARD FY 2025

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	2.00	1.00	0.70	●	0.86	▲	1.03	
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.42	●	1.52	
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.38	▲	1.41	
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	85%	90%	92%	◆	80.4%	▲	80.0%	
Mean Distance Between Failures	6,500	7,700	9,500	●	13,477	●	18,002	
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.04	●	1.76	
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 1k Trips	3.00	2.00	1.50	●	1.49	●	1.52	
Reservations Call Hold Time	4:00	3:00	2:00	◆	7:44	◆	9:00	
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:54	●	2:42	

- ◆ 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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## FIXED-ROUTE QUARTERLY DASHBOARD FY 2024

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	1.50	1.20	0.70	🟢	1.03	🟢 0.71	🟢 1.17	🟢 1.08
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔴	1.79	🔴 2.07	🟢 1.70	🟡 2.50
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟡	1.28	🟢 1.16	🟢 1.07	🟢 1.16
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Total System Ridership	2,800,000	3,100,000	3,400,000	🔴	686,016	🔴 719,139	🔴 735,563	🔴 717,498
Riders Per Revenue Hour	16.5	18.3	20.1	🔴	15.93	🔴 16.81	🔴 16.69	🔴 16.58
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	74%	76%	78%	🟡	75.8%	🟡 74.6%	🟢 78.1%	🟢 79.4%
Mean Distance Between Failures	12,000	14,000	16,000	🔴	6,923	🔴 5,737	🔴 6,297	🔴 7,480
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔴	0.13	🟡 0.22	🔴 0.10	🔴 0.12
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	🟢	2.84	🟡 3.12	🟢 2.89	🟡 3.19

## CONNECTION QUARTERLY DASHBOARD FY 2024

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Preventable Collisions per 100k Miles	2.00	1.00	0.70	🟢	0.95	🟢	0.88	🟢	0.71		
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢	1.85	🟢	1.44	🟢	2.03		
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Riders Per Revenue Hour	1.30	1.60	1.80	🟡	1.37	🟡	1.34	🟡	1.36		
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
On-Time Performance	85%	90%	92%	🔴	82.8%	🔴	82.7%	🔴	83.5%		
Mean Distance Between Failures	6,500	7,700	9,500	🟢	11,014	🟢	12,445	🟡	7,719	🟢	11,100
All Customer Commendations per 1k Trips	0.80	1.10	1.40	🟢	2.14	🟢	2.24	🟢	2.64	🟢	2.59
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
All Customer Concerns per 1k Trips	3.00	2.00	1.50	🟢	1.77	🟢	1.56	🟢	1.50	🟢	1.60
Reservations Call Hold Time	4:00	3:00	2:00	🔴	5:28	🔴	4:03	🔴	6:27	🔴	5:59
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢	2:28	🟢	2:32	🟢	2:05	🟢	1:53

- ◆ Minimum/Maximum has not been met
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