

PERFORMANCE REPORT

APRIL 2025 (FY2025)

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

APRIL 2025

PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	757,247
Riders Per Revenue Hour	17.7
All Customer Concerns per 10K Boardings	2.60
Vehicle Revenues Miles	629,539
Total Revenue Hours	42,857



Connection	
Ridership	75,712
Riders Per Revenue Hour	1.44
All Customer Concerns per 1K Trips	1.45
Vehicle Revenue Miles	944,750
Total Revenue Hours	52,671



Go Glades	
Ridership	11,778
Riders Per Revenue Hour	4.44
All Customer Concerns per 1K Boardings	0.34
Vehicle Revenue Miles	45,621
Total Revenue Hours	2,650

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	0.95						1.13
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	3.49	2.94	1.90	1.86	1.87	2.83	2.38						2.47
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.98	1.08	0.74	0.79	1.12	1.12	1.03						0.98
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	757,247						5,175,651
Riders Per Revenue Hour	16.5	18.3	20.1	16.4	17.8	17.3	17.2	17.9	17.1	17.7						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%	77.9%						77.0%
Mean Distance Between Failures	7,000	8,000	9,000	8,138	7,289	8,523	6,258	8,758	7,390	6,359						7,531
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.15	0.04	0.14	0.20	0.13	0.07	0.15						0.12
	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	2.60						2.72

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	0.42						0.87
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	0.97	1.59	1.71	1.08	1.71	1.75	1.80						1.52
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	1.44						1.40
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%	80.3%						80.2%
Mean Distance Between Failures	6,500	7,700	9,500	11,438	15,491	13,486	21,441	15,931	16,633	19,281						16,243
All Customer Commendations per 1k Trips	0.80	1.10	1.40	2.09	2.08	1.94	1.89	1.74	1.64	2.21						1.94
	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	1.45						1.50
Reservations Call Hold Time	4:00	3:00	2:00	6:41	8:45	7:48	10:53	9:55	6:14	6:57						8:10
Where Is My Ride Hold Time	4:00	3:00	2:00	2:36	2:47	3:19	2:29	3:12	2:27	1:57						2:41

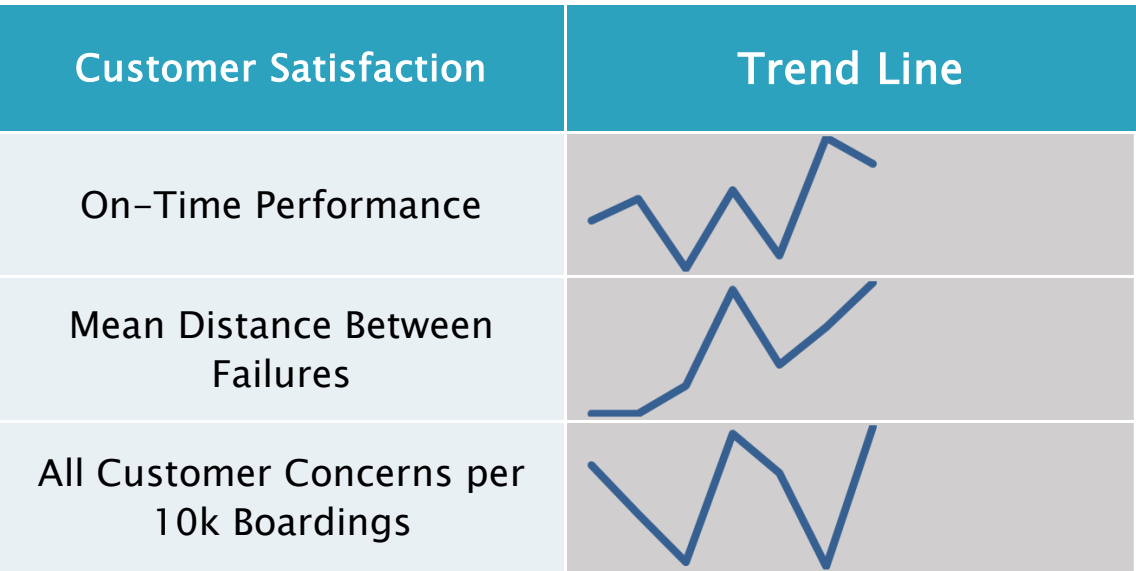
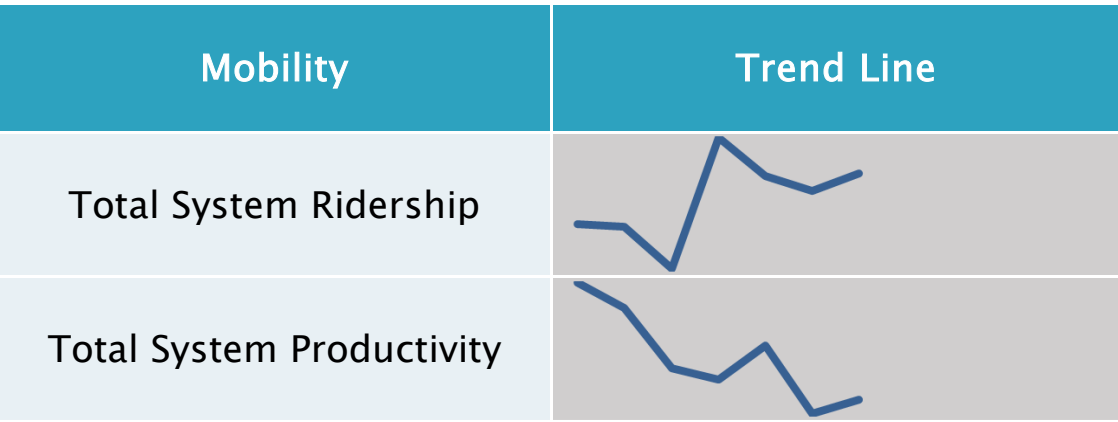
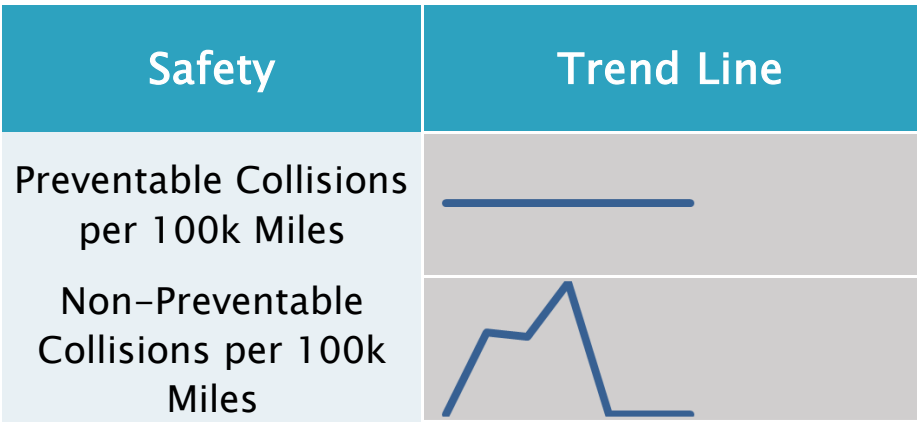
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- The Goal has been exceeded



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	<div></div> 0.00	<div></div> 0.00	<div></div> 0.00	<div></div> 0.00	<div></div> 0.00	<div></div> 0.00	<div></div> 0.00						<div></div> 0.00
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	<div></div> 0.00	<div></div> 0.28	<div></div> 0.26	<div></div> 0.44	<div></div> 0.00	<div></div> 0.00	<div></div> 0.00						<div></div> 0.14
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	<div></div> 5.25	<div></div> 5.08	<div></div> 4.66	<div></div> 4.58	<div></div> 4.82	<div></div> 4.35	<div></div> 4.44						<div></div> 4.72
Total System Ridership	3,600	5,400	7,300	<div></div> 11,114	<div></div> 11,079	<div></div> 10,536	<div></div> 12,247	<div></div> 11,737	<div></div> 11,543	<div></div> 11,778						<div></div> 80,034
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	<div></div> 93.9%	<div></div> 94.4%	<div></div> 92.8%	<div></div> 94.6%	<div></div> 93.1%	<div></div> 95.8%	<div></div> 95.2%						<div></div> 94.3%
Mean Distance Between Failures	6,500	7,700	9,500	<div></div> 36,286	<div></div> 36,312	<div></div> 38,244	<div></div> 45,096	<div></div> 39,779	<div></div> 42,442	<div></div> 45,621						<div></div> 40,540
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	<div></div> 0.27	<div></div> 0.18	<div></div> 0.09	<div></div> 0.33	<div></div> 0.26	<div></div> 0.09	<div></div> 0.34						<div></div> 0.22



◆

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

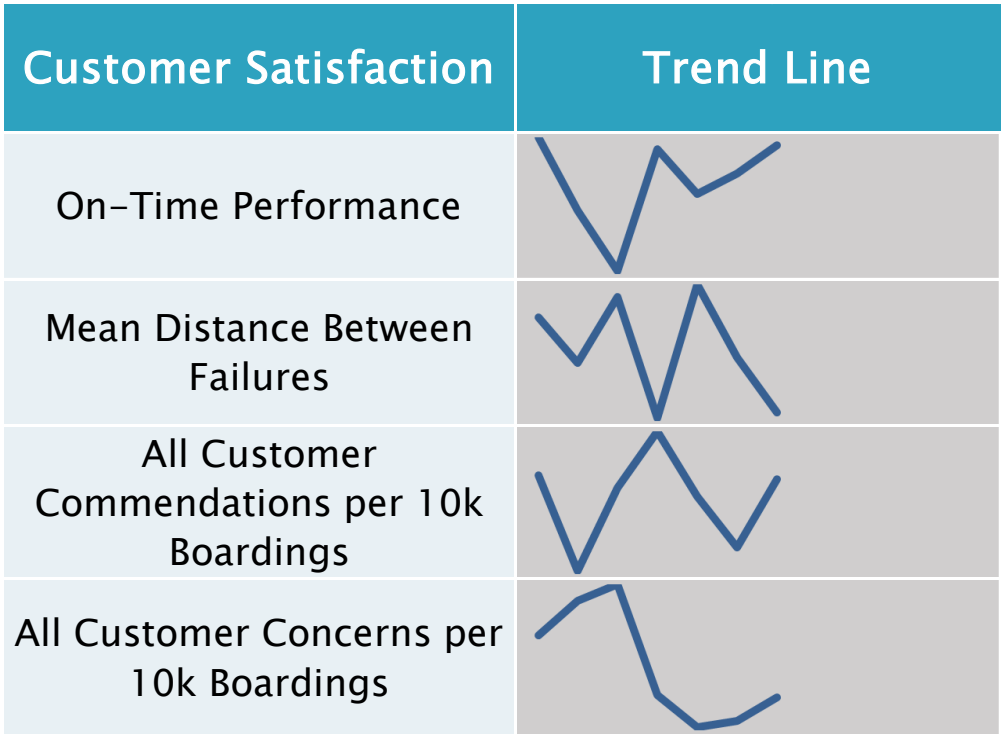
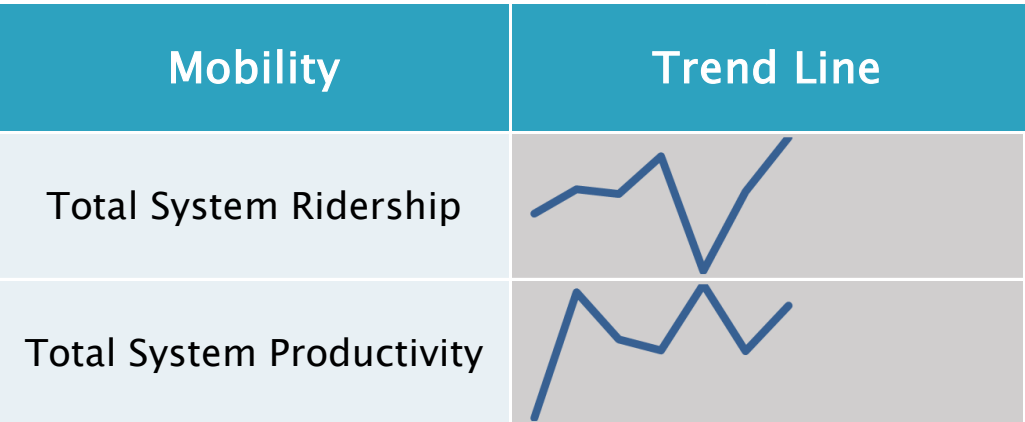
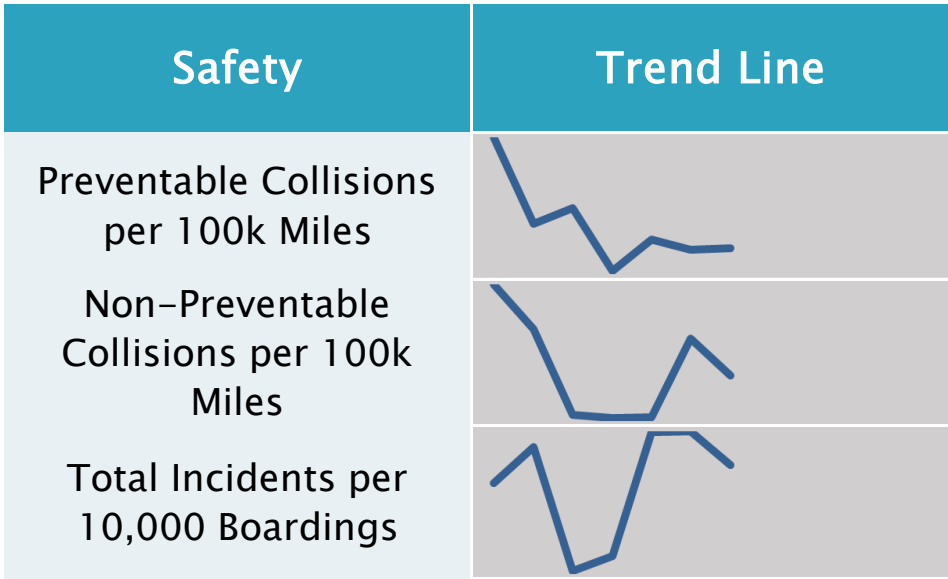
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The Goal has been exceeded

FIXED-ROUTE DASHBOARD FY 2025



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Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.98	1.08	0.74	0.79	1.12	1.12	1.03						0.98
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
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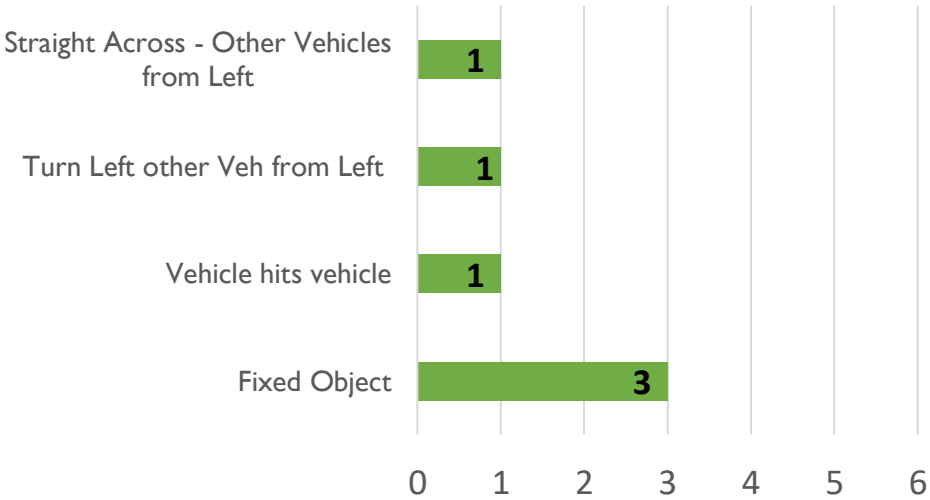
Palm Tran Performance Management Office



Fixed-Route Preventable Collisions per 100K Miles



Categories of Preventable Collisions



Narrative

During the month of April, Palm Tran experienced six (6) preventable collisions - the same number of preventable collisions as March. The 0.95 figure reported as 0.01 higher than the month prior due to a slight decrease in revenue miles compared to March. The top category of preventable collisions reported for the month of April 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	● 0.95						● 1.13
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									

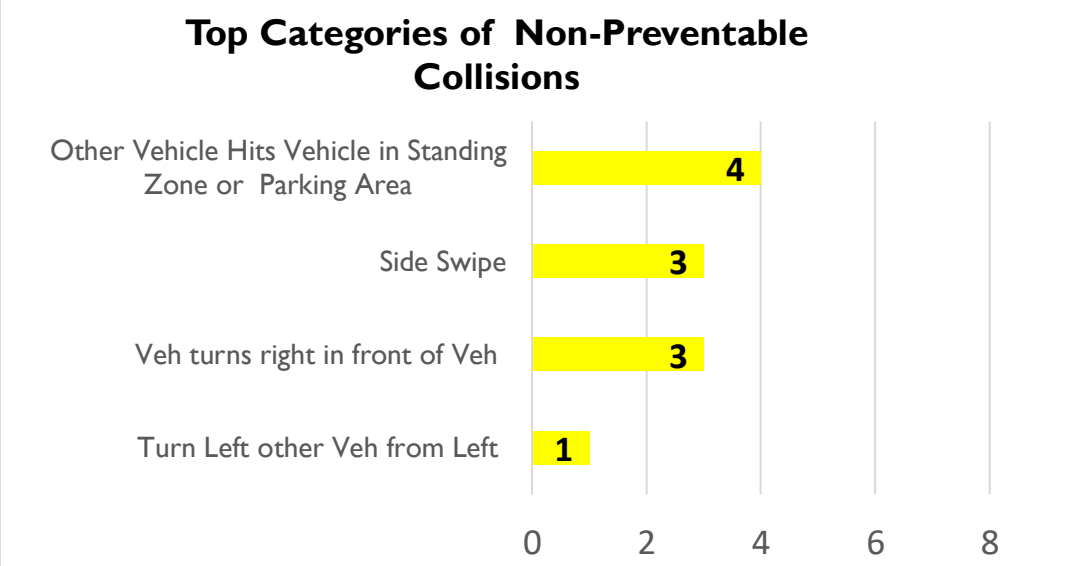
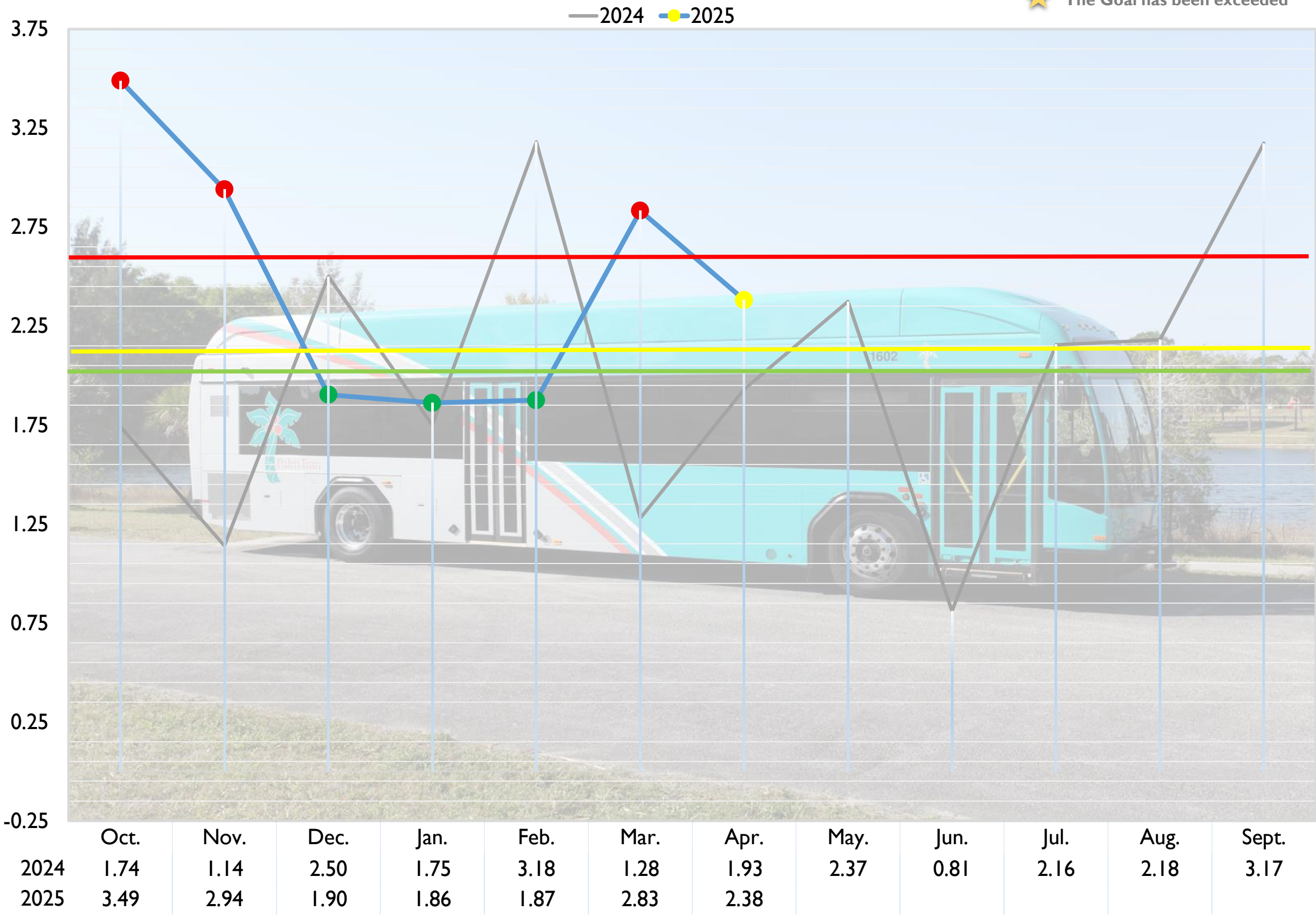
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
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Fixed-Route Non-Preventable Collisions per 100k Miles



★ The Goal has been exceeded



Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric decreased from 2.83 in March to 2.38 in April. Sixteen (16) non-preventable collisions were reported in April, a decrease of two compared to the eighteen (18) reported in March. The top category of non-preventable collisions was "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	▲ 2.38						▲ 2.47

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		

- ◆ 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



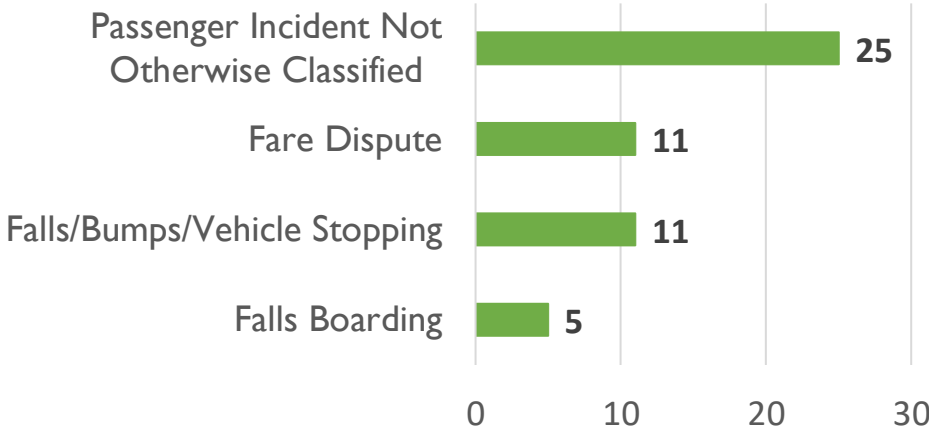
Fixed-Route Total Incidents per 10,000 Boardings



★ The Goal has been exceeded



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



Narrative

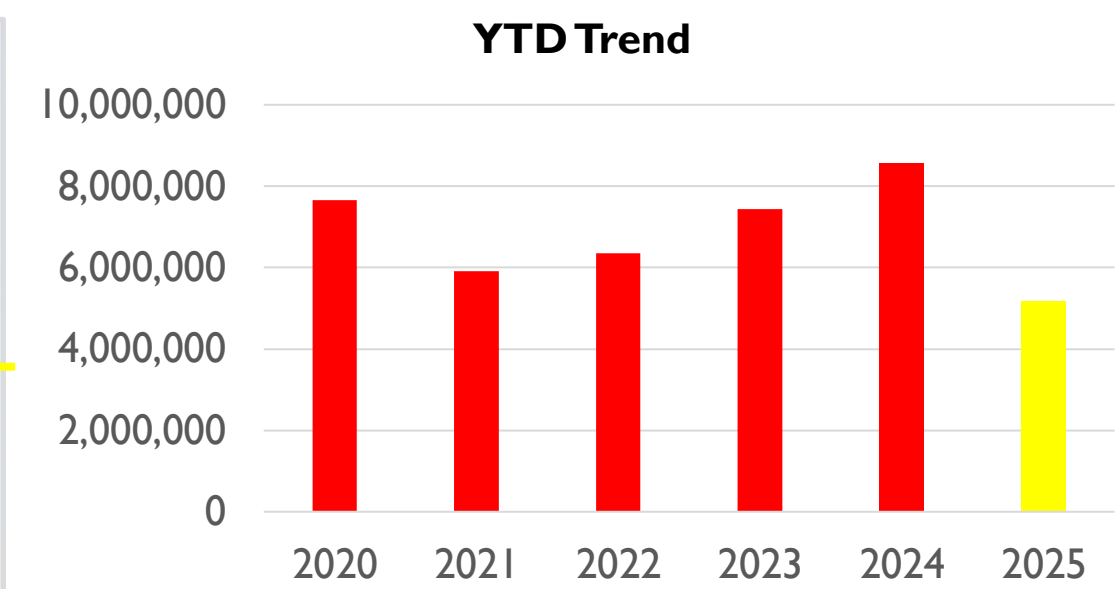
During April, there were seventy-eight (78) incidents reported, down by five (5) compared to the month prior. Therefore, the incidents per 10,000 Boardings figure is reported as 1.03, slightly lower than March. Primary incident categories for April include "Passenger Incident NOC," followed by a tie for "Fare Dispute" and "Falls/Bumps/Vehicle Stopping".

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	1.03						0.98
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									

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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 System Ridership



Narrative

During the month of April, fixed-route ridership increased by 17,404 riders compared to the month prior. This reflects a net increase of 2.4% compared to the month prior, and a 2.6% decrease compared to the same time period last year April 2024. Nonetheless, the metric is above the established minimum.

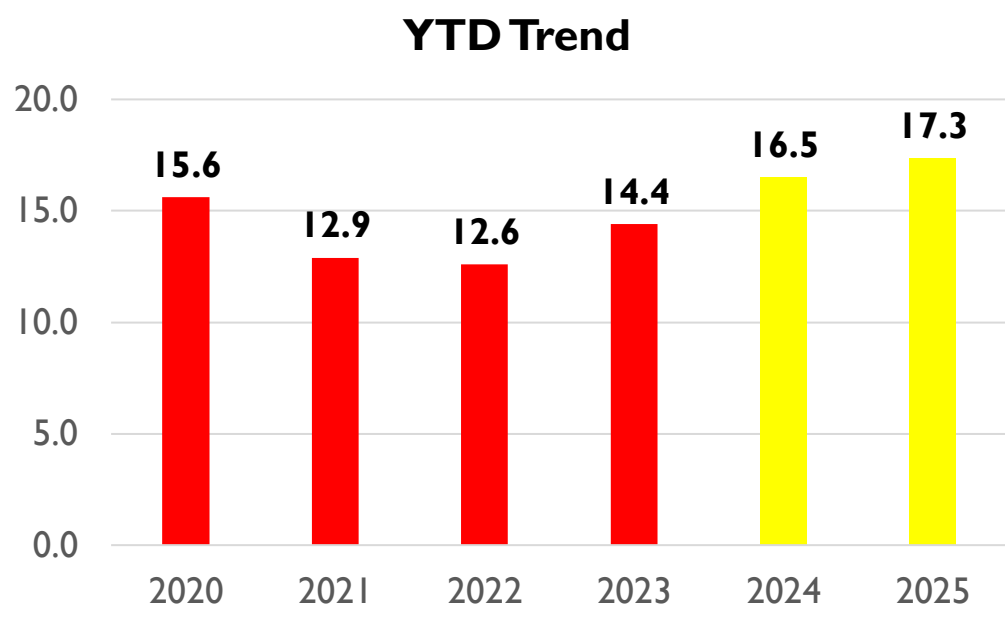
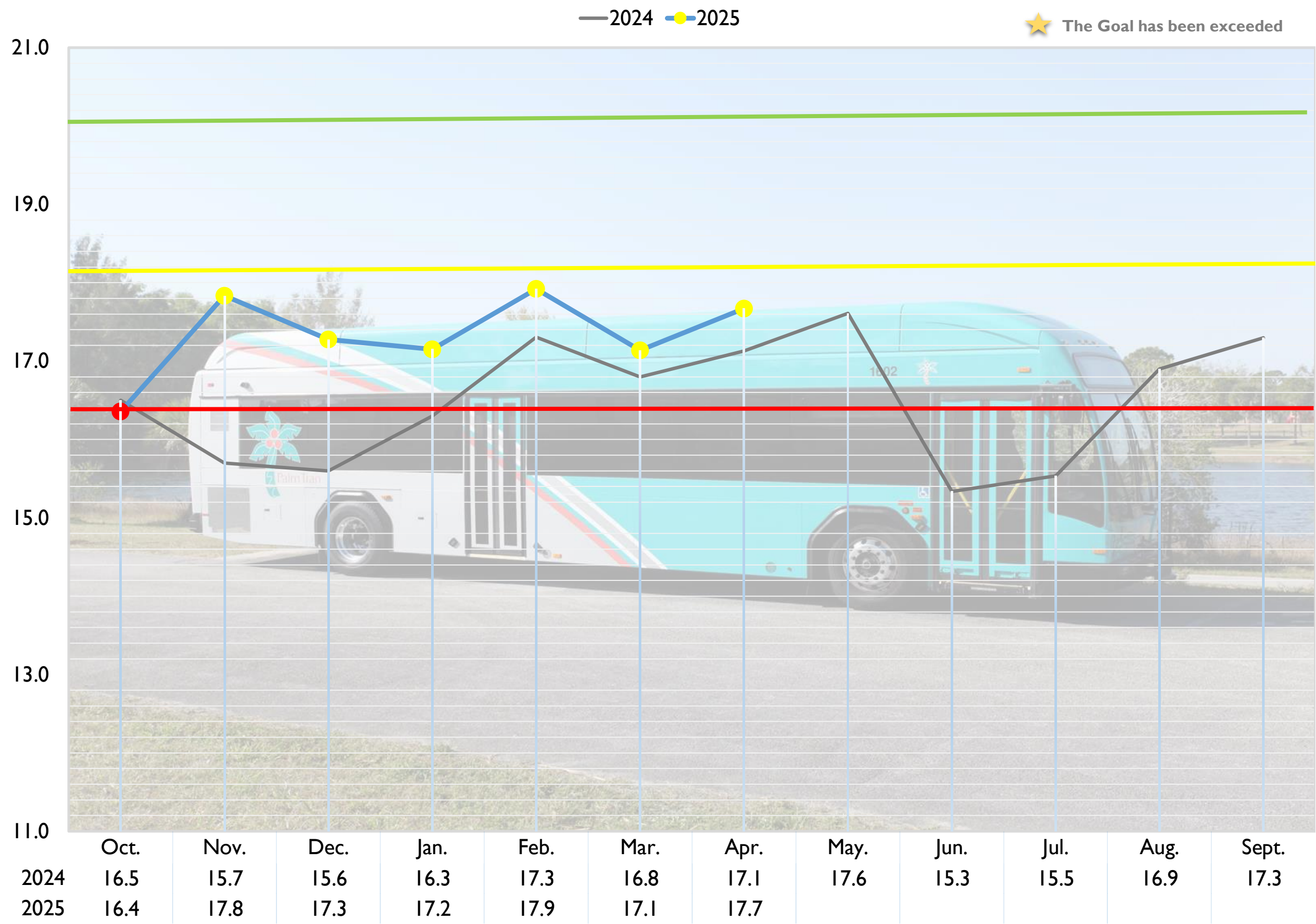
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703	◆ 642,330	◆ 462,991	◆ 488,515	◆ 588,187	◆ 637,962	◆ 540,694	◆ 458,101	◆ 7,651,186
2021	◆ 486,639	◆ 428,495	◆ 471,133	◆ 453,069	◆ 454,505	◆ 525,519	◆ 494,676	◆ 520,496	◆ 522,000	◆ 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	▲ 757,247						◆ 5,175,651

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		

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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 Riders Per Revenue Hour



Narrative

During April, the Riders per Revenue Hour metric increased from 17.1 in March to 17.7 in April. An increase in ridership of 2.4% was experienced (when compared to the previous month), in addition to a slight decrease in revenue hours by 0.7%, produces a higher productivity rate.

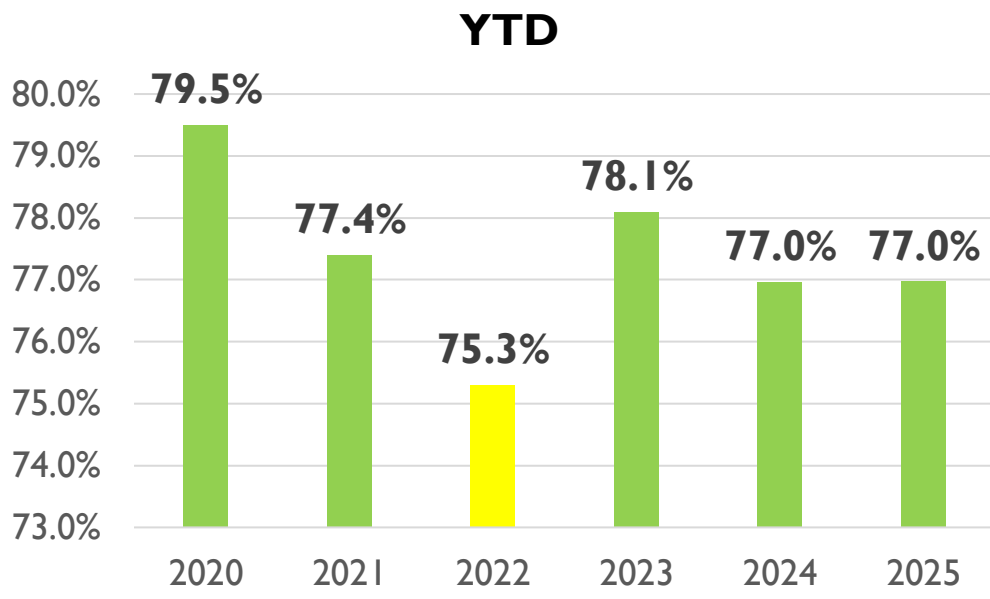
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9	◆ 18.3	◆ 15.6	◆ 12.6	◆ 12.7	◆ 1.6	◆ 14.1	◆ 14.1	◆ 13.1	◆ 15.6
2021	◆ 13.4	◆ 12.7	◆ 13.1	◆ 13.0	◆ 13.9	◆ 14.4	◆ 14.0	◆ 12.6	◆ 12.1	◆ 11.9	◆ 12.1	◆ 12.1	◆ 12.9
2022	◆ 12.7	◆ 12.4	◆ 12.2	◆ 12.0	◆ 12.7	◆ 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	▲ 17.7						▲ 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



Fixed Route - On Time Performance



Narrative

During April, the fixed-route on-time performance (OTP) increased slightly from 77.2% in March to 77.9% in April. On time performance is 2.5% higher than compared to last year (April 2024). The PT-Stat Service Enhancement Team and the Planning Department continue their efforts to increase OTP.

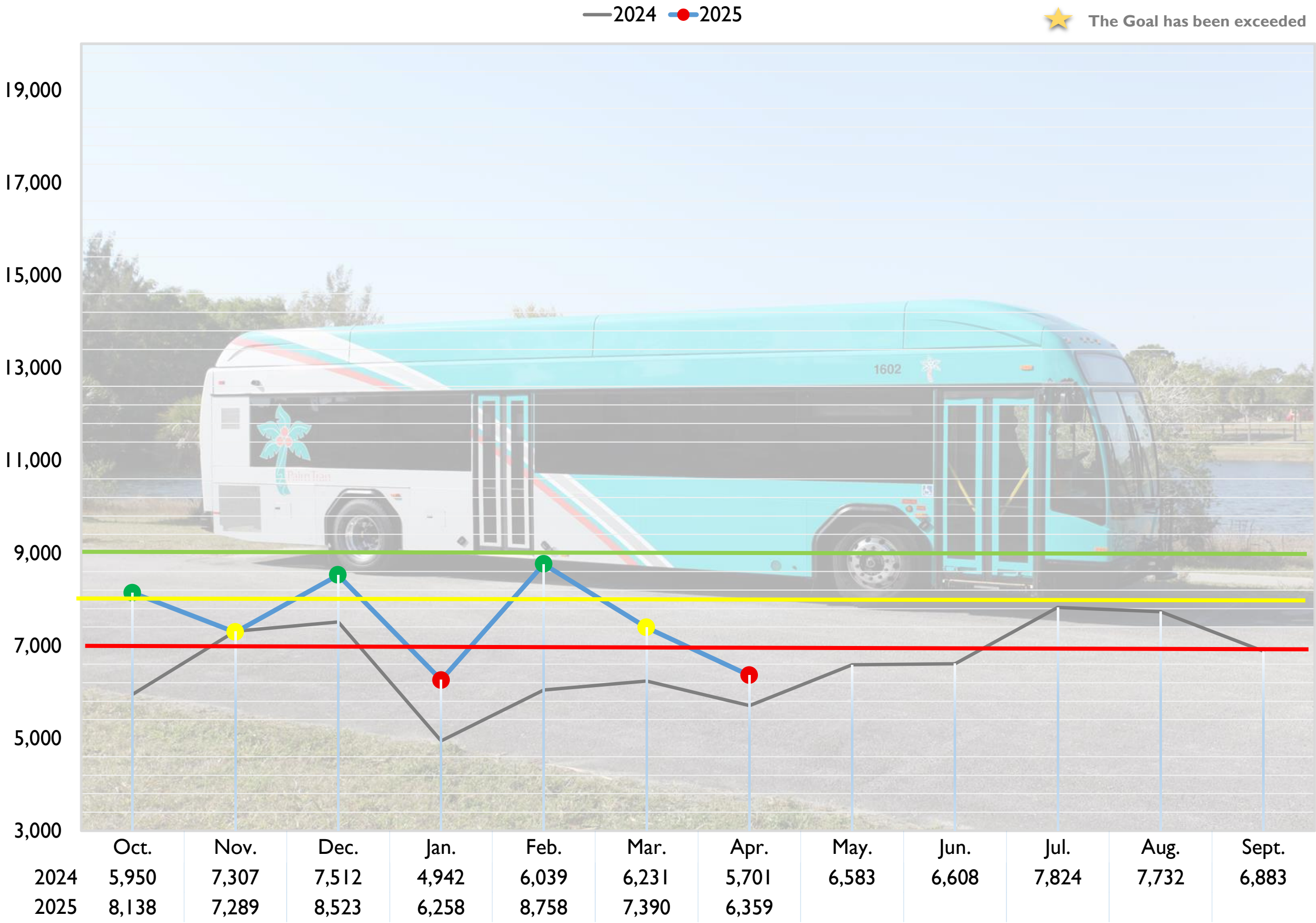
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	79.7%	78.3%	77.9%	78.9%	77.7%	80.9%	84.4%	83.5%	83.6%	83.4%	80.4%	79.9%	79.5%
2021	80.7%	77.7%	76.2%	75.3%	75.7%	74.9%	74.6%	78.7%	79.9%	79.8%	78.1%	76.9%	77.4%
2022	75.8%	73.2%	70.0%	73.5%	74.4%	74.3%	74.8%	77.8%	79.1%	78.8%	76.1%	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%	77.9%						77.0%

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%		

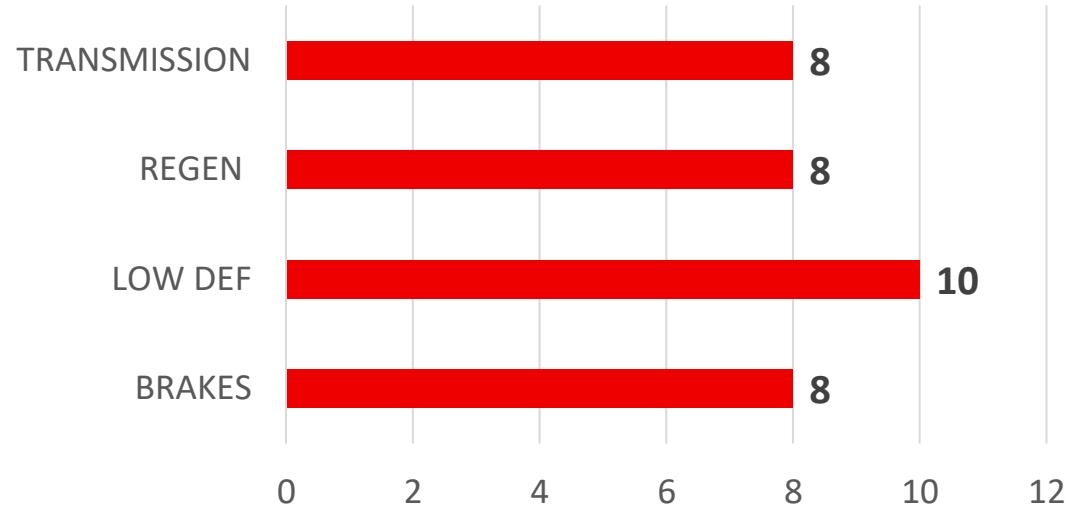
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Fixed-Route Mean Distance Between Failures



Top Categories of Mechanical Failures



Narrative

During April, the Mean Distance Between Failures (MDBF) metric decreased by 1,031 miles compared to the month of March. The total number of major mechanical breakdowns reported in April were ninety-nine (99) as compared to eighty-six (86) in March. The top mechanical failure was categorized as "Low DeF". The PT-Stat Infrastructure Team is currently investigating the root-cause of breakdowns to alleviate frequent failures and service interruptions.

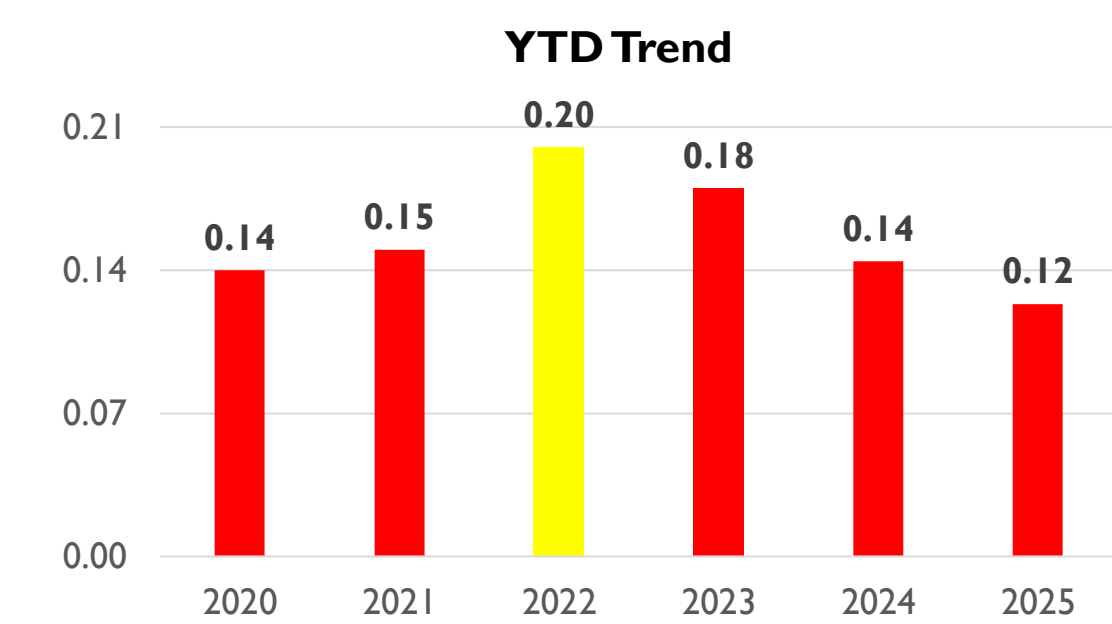
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 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	◆ 6,359						▲ 7,531

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. Note: 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 April, Palm Tran received one (1) customer commendation, and (10) ten commendations received during Customer Experience Outreach for PT-Stat. Commendations received via outreach include riders who rated 5 stars for service reliability and their most recent trip experience, while typical commendations received for Fixed Route acknowledged courteous bus operators, customer service representatives, and planning. The Customer Experience Team is continuing to work diligently to increase the commendations for Fixed Route.

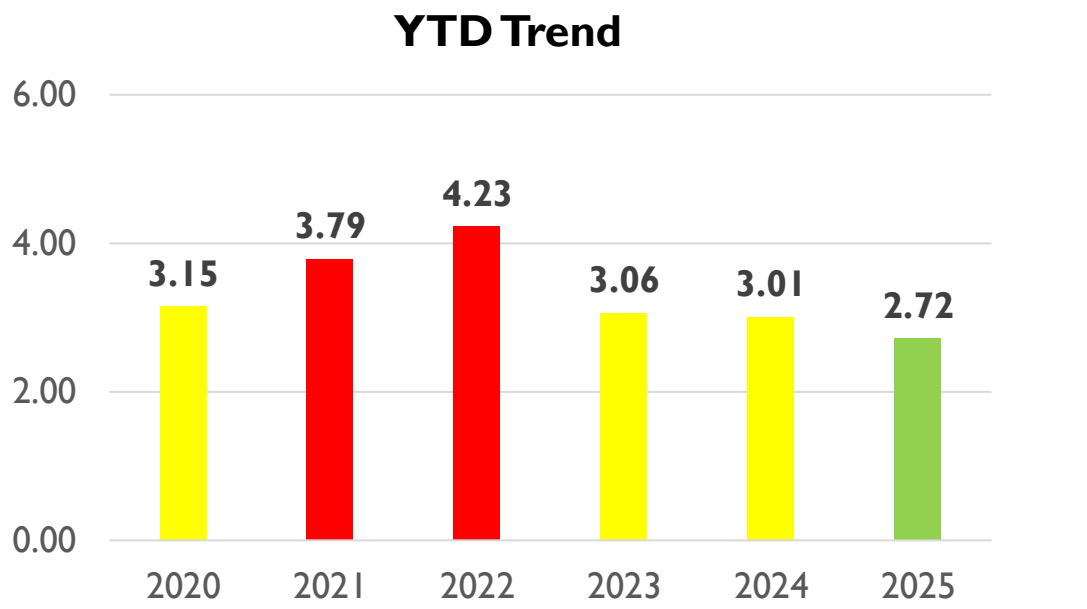
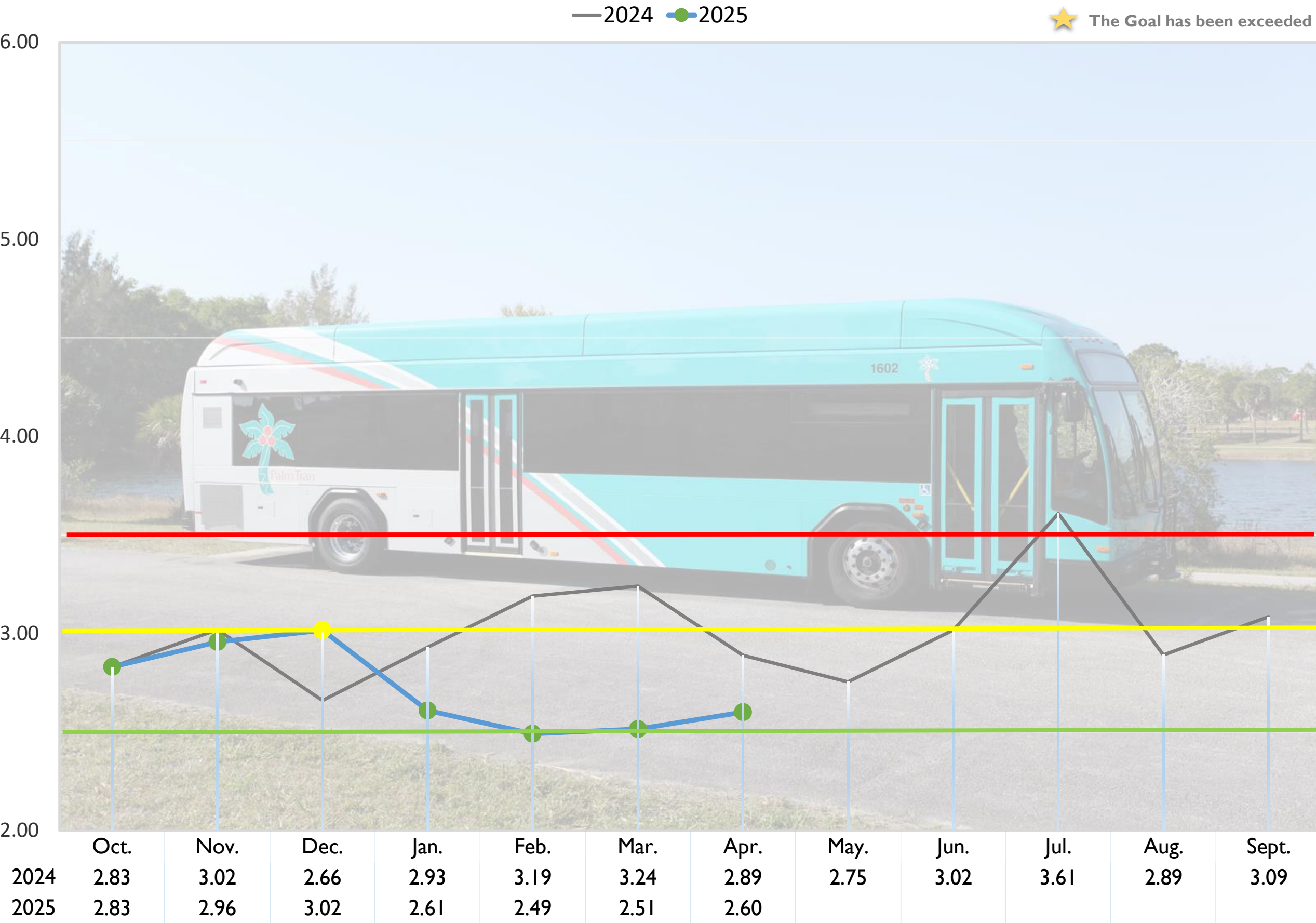
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.08	0.05	0.17	0.10	0.15	0.37	0.17	0.08	1.62	0.13	0.06	0.20	0.14
2021	0.14	0.05	0.30	0.09	0.09	0.17	0.10	0.04	0.17	0.21	0.21	0.18	0.15
2022	0.15	0.39	0.25	0.22	0.14	0.33	0.04	0.07	0.18	0.25	0.24	0.15	0.20
2023	0.10	0.29	0.17	0.20	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	0.20	0.13	0.07	0.15						0.12

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 2.51 in March to 2.60 in April- over the stretch goal. One hundred ninety-seven (197) concerns were reported for April, compared to one hundred eighty-six eight (186) 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	● 2.60						● 2.72
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									

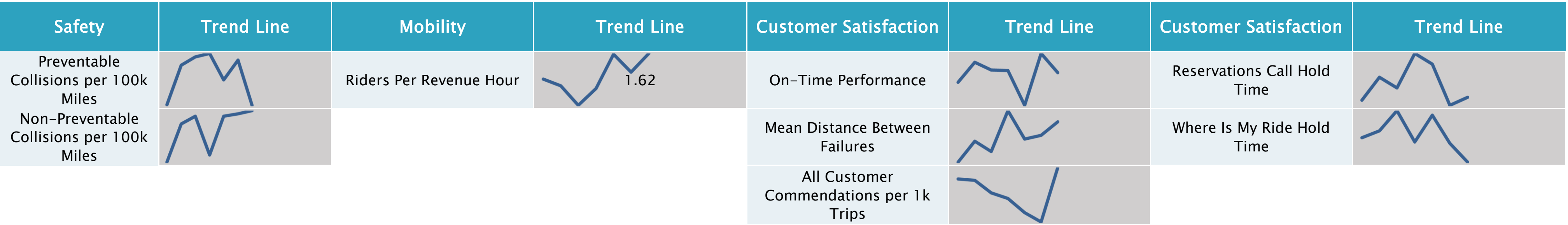
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



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	<div></div> 0.43	<div></div> 1.02	<div></div> 1.14	<div></div> 1.19	<div></div> 0.80	<div></div> 1.09	<div></div> 0.42						<div></div> 0.87
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	<div></div> 0.97	<div></div> 1.59	<div></div> 1.71	<div></div> 1.08	<div></div> 1.71	<div></div> 1.75	<div></div> 1.80						<div></div> 1.52
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	<div></div> 1.40	<div></div> 1.39	<div></div> 1.36	<div></div> 1.38	<div></div> 1.44	<div></div> 1.41	<div></div> 1.44						<div></div> 1.40
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	<div></div> 79.5%	<div></div> 81.1%	<div></div> 80.5%	<div></div> 80.4%	<div></div> 77.8%	<div></div> 81.8%	<div></div> 80.3%						<div></div> 80.2%
Mean Distance Between Failures	6,500	7,700	9,500	<div></div> 11,438	<div></div> 15,491	<div></div> 13,486	<div></div> 21,441	<div></div> 15,931	<div></div> 16,633	<div></div> 19,281						<div></div> 16,243
All Customer Commendations per 1k Trips	0.70	1.00	1.30	<div></div> 2.09	<div></div> 2.08	<div></div> 1.94	<div></div> 1.89	<div></div> 1.74	<div></div> 1.64	<div></div> 2.21						<div></div> 1.94
	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	<div></div> 1.77	<div></div> 1.43	<div></div> 1.27	<div></div> 1.42	<div></div> 1.62	<div></div> 1.51	<div></div> 1.45						<div></div> 1.50
Reservations Call Hold Time	4:00	3:00	2:00	<div></div> 6:41	<div></div> 8:45	<div></div> 7:48	<div></div> 10:53	<div></div> 9:55	<div></div> 6:14	<div></div> 6:57						<div></div> 8:10
Where Is My Ride Hold Time	4:00	3:00	2:00	<div></div> 2:36	<div></div> 2:47	<div></div> 3:19	<div></div> 2:29	<div></div> 3:12	<div></div> 2:27	<div></div> 1:57						<div></div> 2:41



Minimum/Maximum has not been met

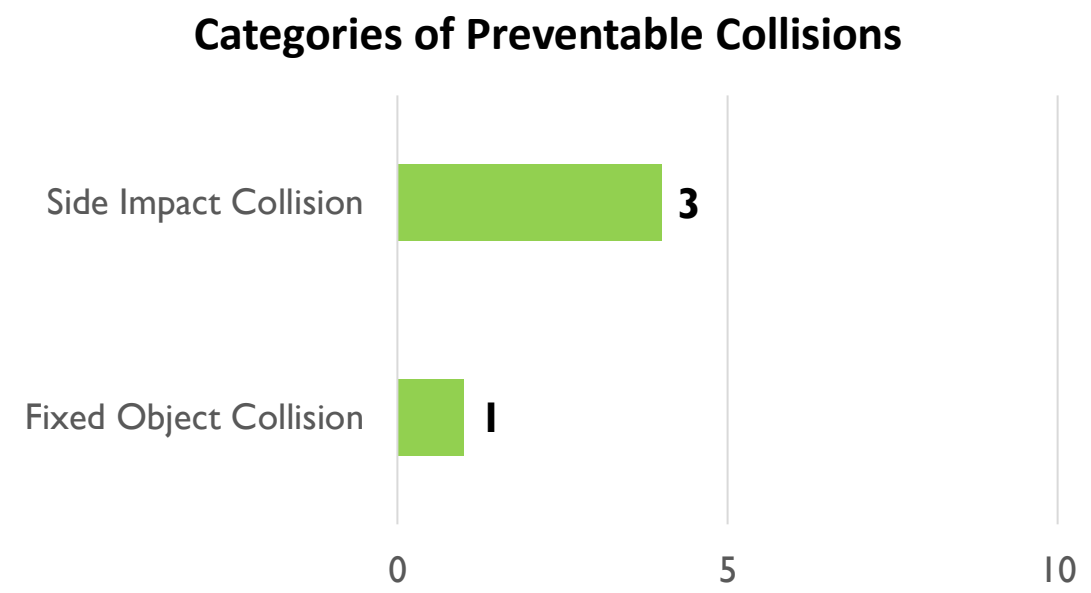
Metric is at or above/below the Minimum/Maximum, but not at the Target

Target has been met or exceeded

Palm Tran Performance Management Office



Connection Preventable Collisions per 100K Miles



Narrative

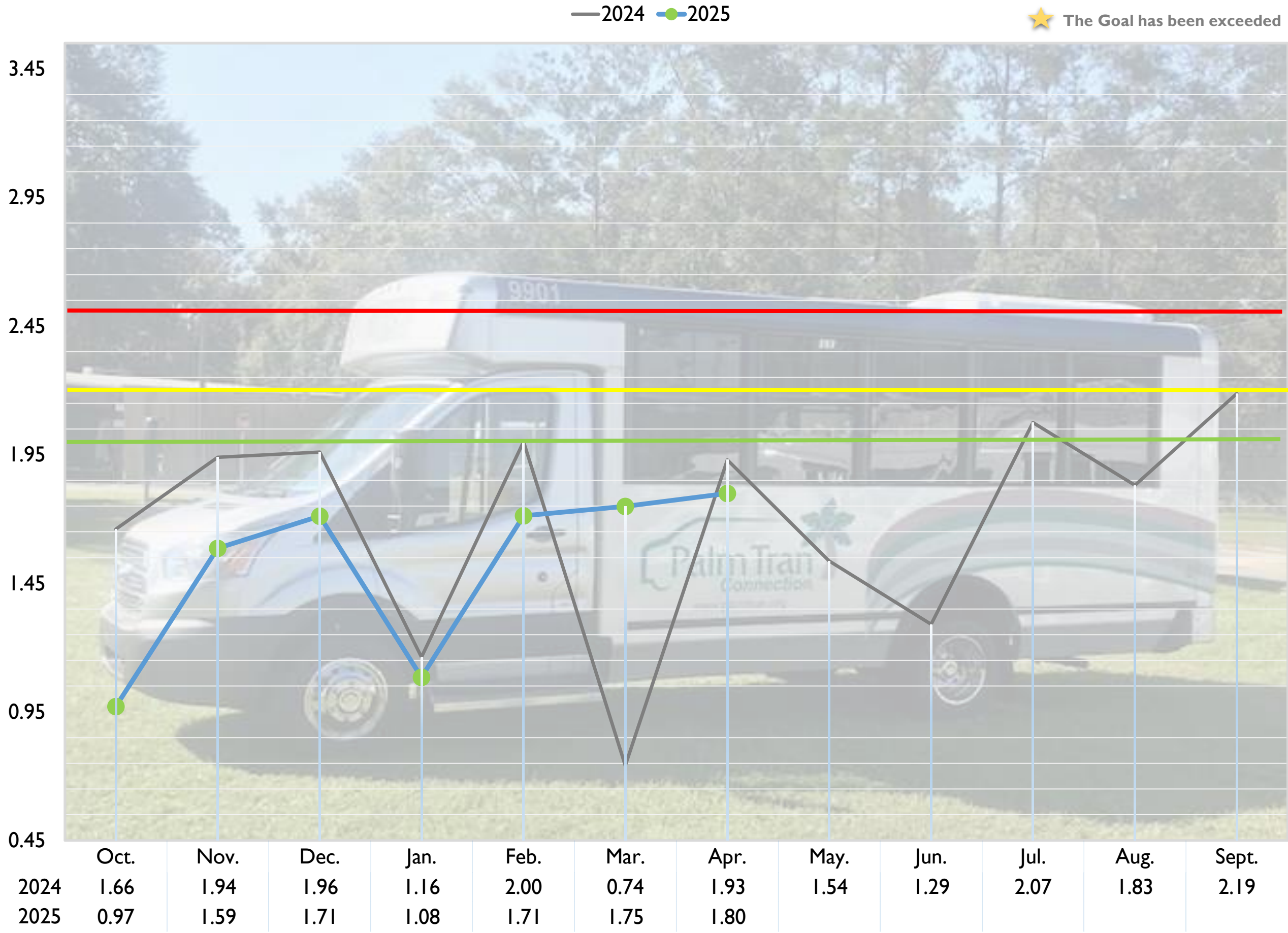
In April, four (4) Palm Tran Connection preventable collisions were reported, compared to ten (10) reported during March. "Side Impact" was reported as the highest categories. Palm Tran Connection and the PT-Stat Safety Team continues to track and monitor preventable collisions to come up with initiatives 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	● 0.42						● 0.87
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									

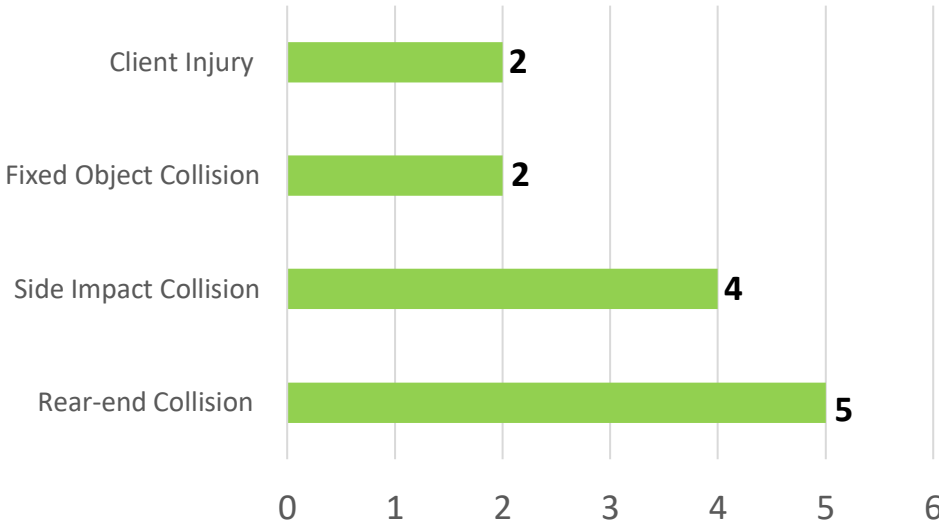
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Non-Preventable Collisions per 100k Miles



Categories of Non-Preventable Collisions



Narrative

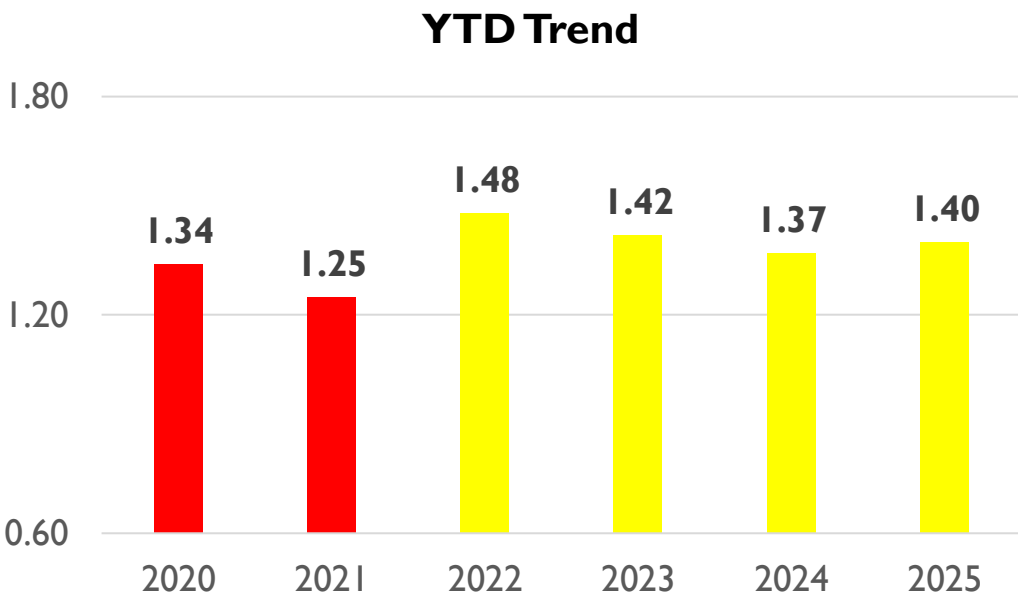
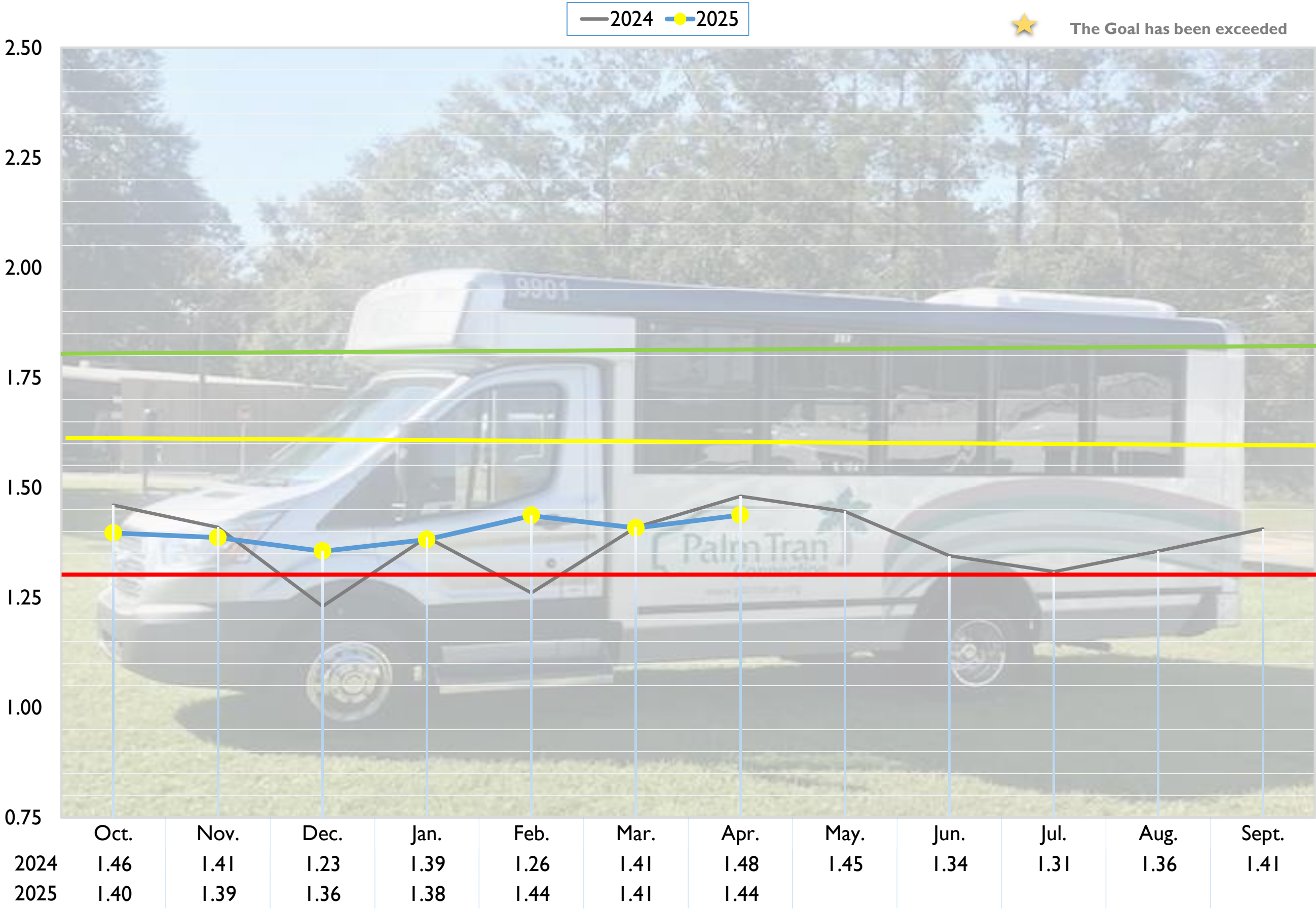
Palm Tran Connection's Non-Preventable Collisions ratio for April is 1.80; seventeen (17) collisions occurred. The top category for the metric was and 'Rear-end Collision'. Palm Tran Connection and the Safety PT-Stat team continue to track and monitor non-preventable collisions to come up with initiatives 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	● 1.80						● 1.52
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



Narrative

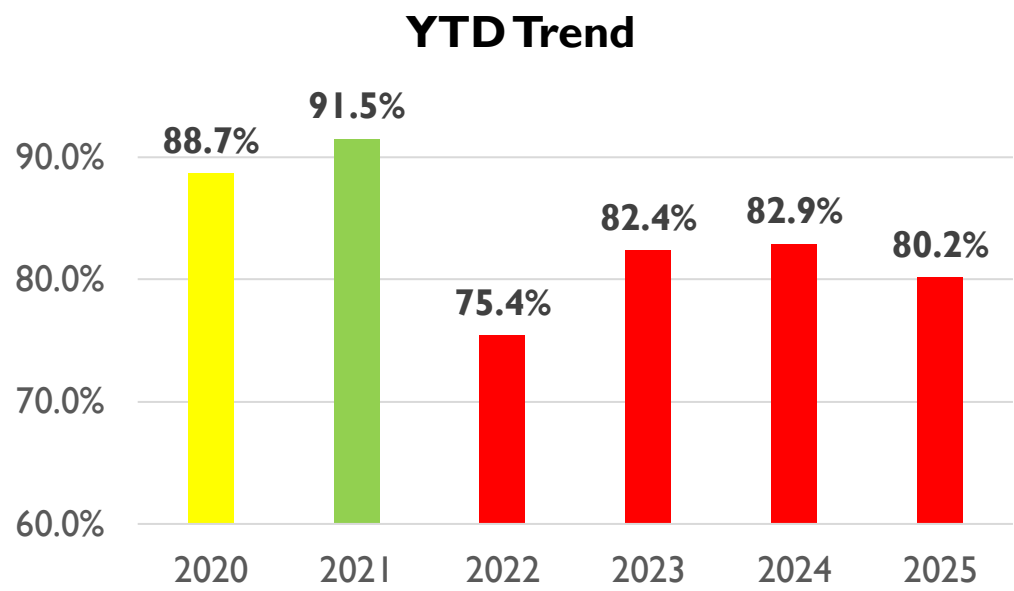
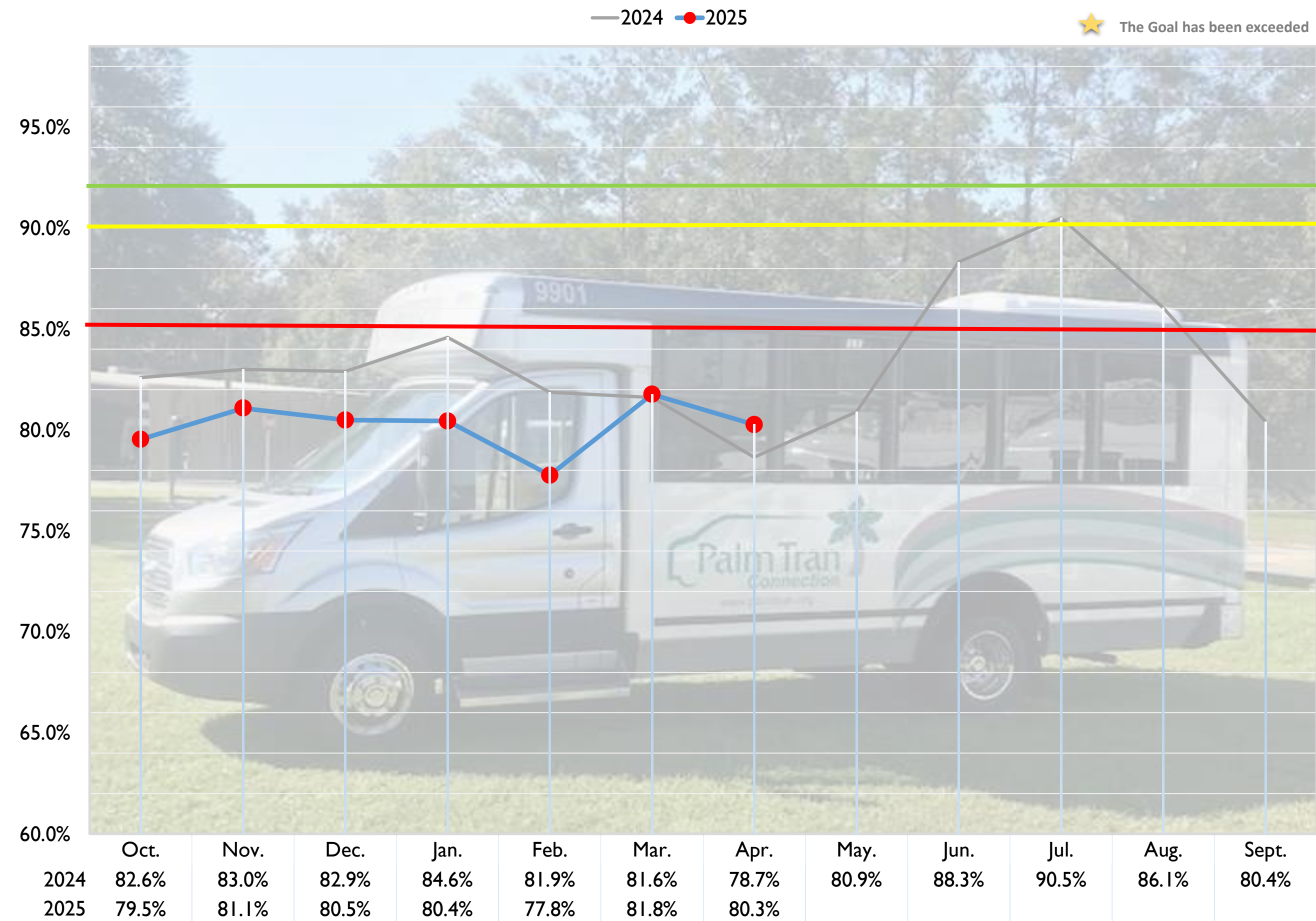
During the month of April, the riders per revenue hours increased from 1.41 to 1.44. The total number of passengers transported saw a 4.6% increase compared to March in addition to a 2.5% increase in revenue hours, producing a slightly higher productivity rate.

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	▲ 1.44						▲ 1.40
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 April, Palm Tran Connection experienced a decrease of 1.5% in On-Time Performance compared to the previous month of March. Though the OTP is lower than the month prior, it reflects a 1.6% increase from the year prior. Palm Tran Connection continues its efforts to increase resources to improve service delivery.

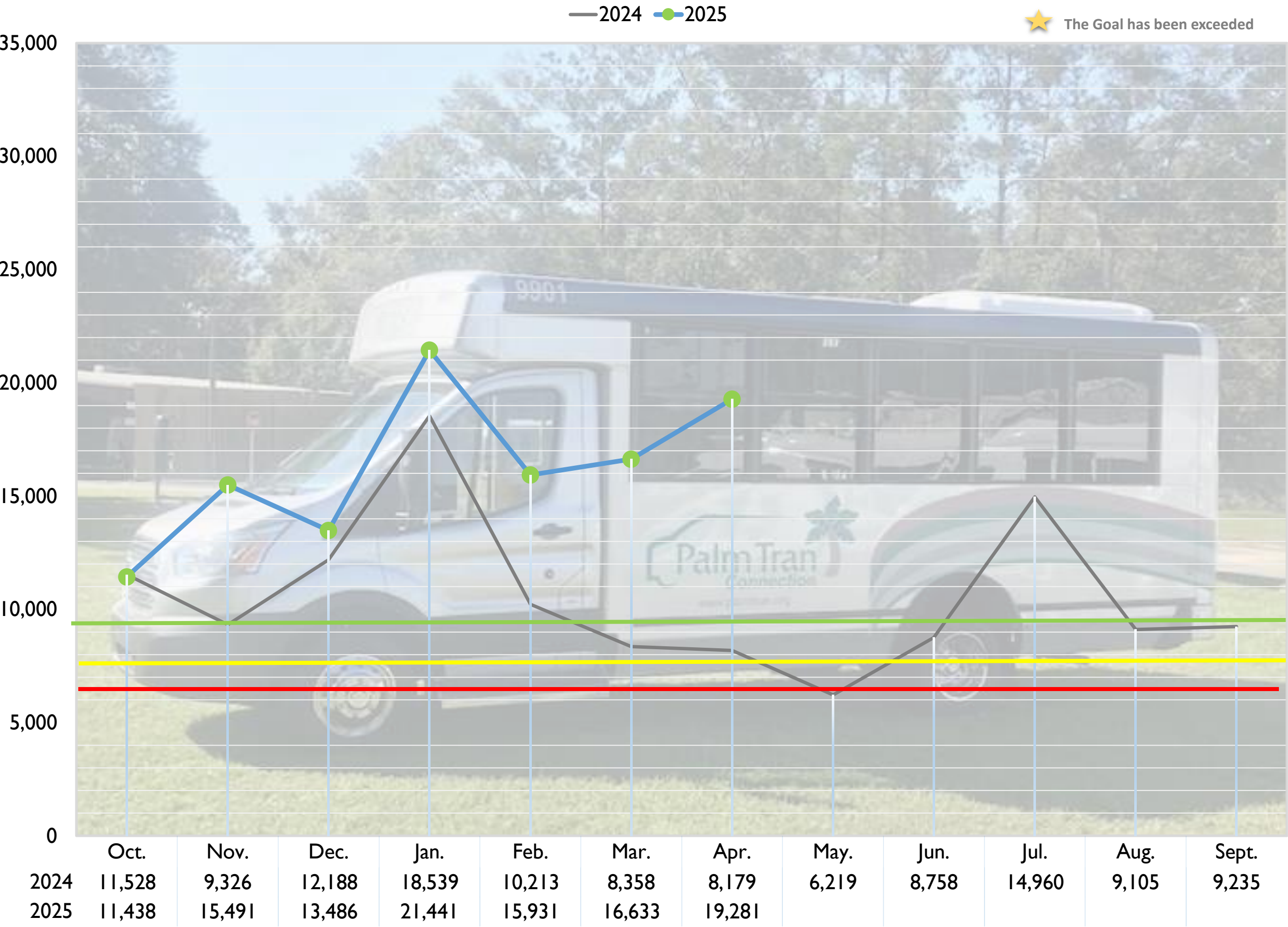
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	73.9%	81.3%	83.1%	80.8%	78.5%	84.7%	98.5%	97.8%	162.4%	96.6%	96.2%	95.8%	88.7%
2021	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%	80.2%	91.5%
2022	75.6%	74.6%	75.4%	74.8%	64.5%	67.9%	64.6%	73.3%	87.3%	88.5%	80.6%	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%	80.3%						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%		

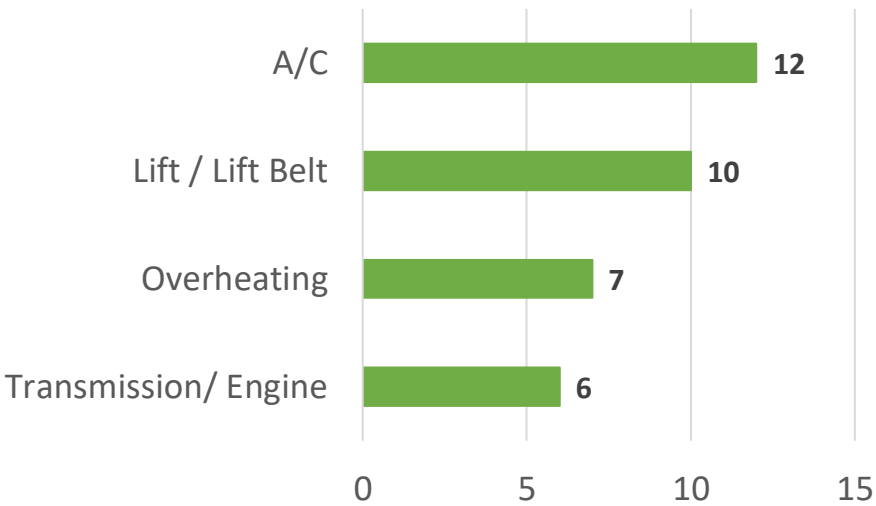
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Mean Distance Between Failures



Top Categories of Mechanical Failures



Narrative

During April, the Palm Tran Connection Mean Distance between Failures is at 19,281 miles; forty-nine (49) breakdowns were reported. The top categories of overall breakdowns were related to A/C issues followed by Life/Lift belt problems. Palm Tran Connection continues working closely with our vehicle vendors to address the situation and repair the buses as expeditiously as possible.

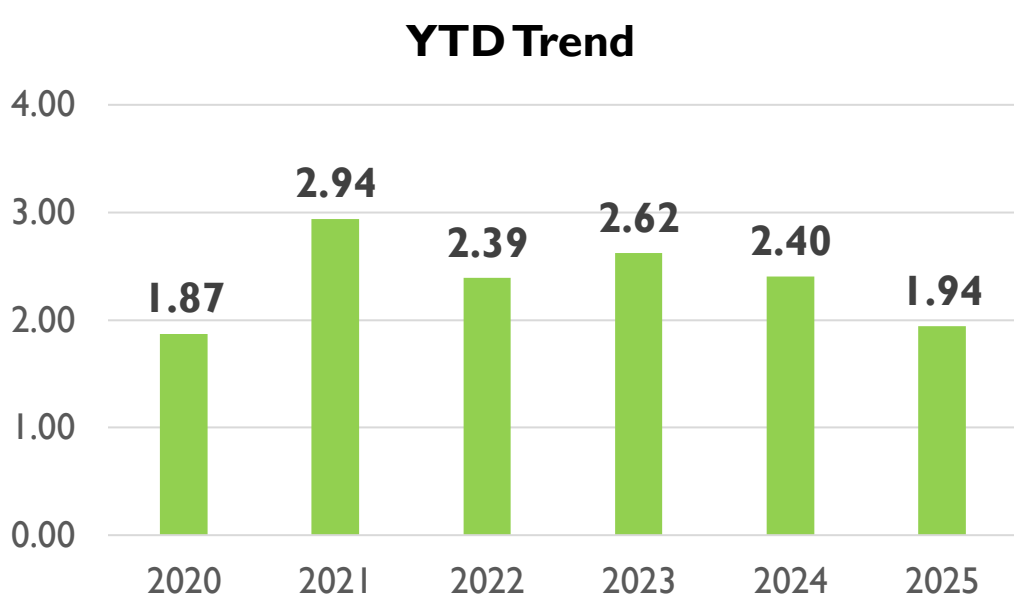
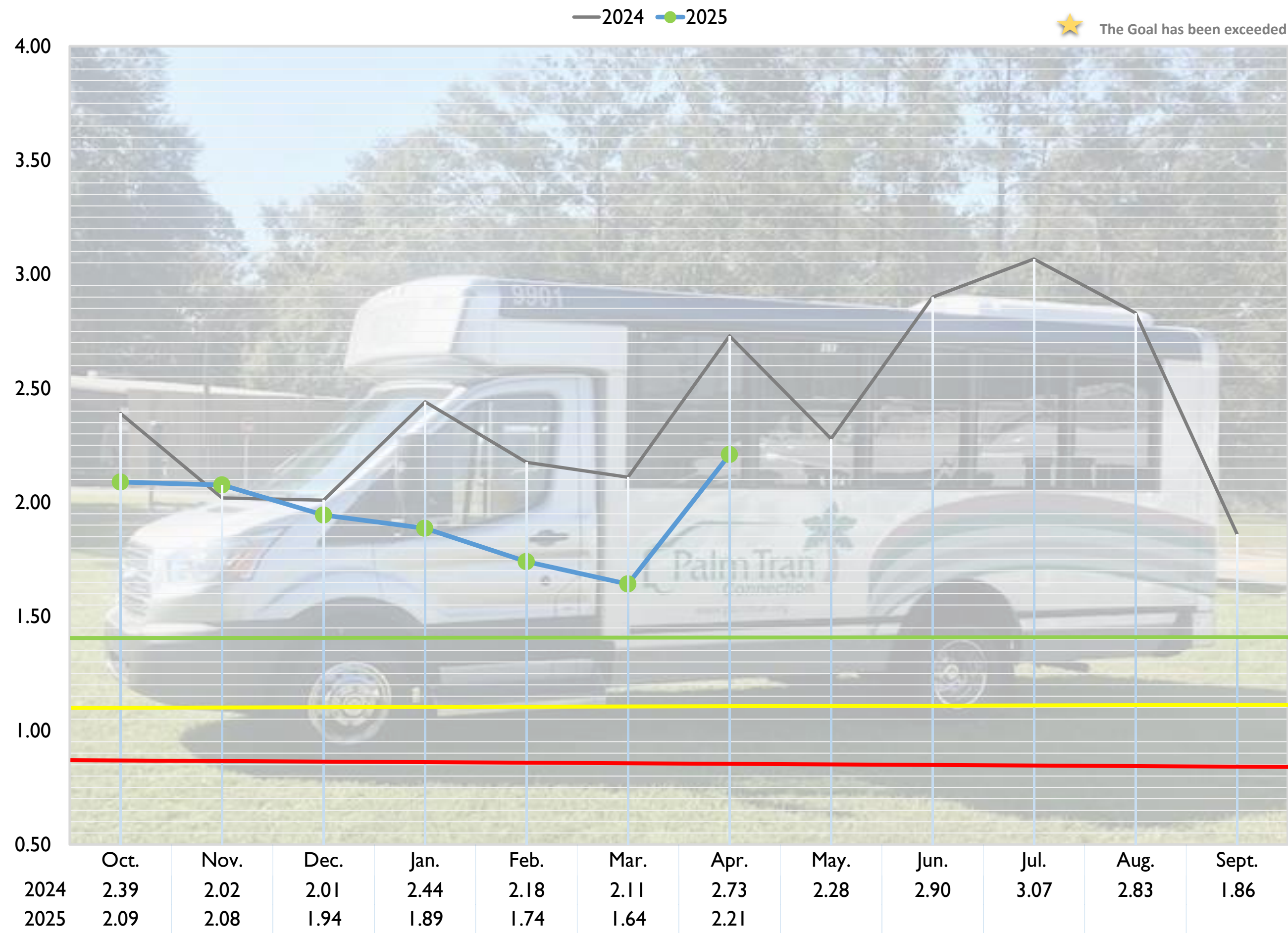
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	5,472	8,244	6,256	8,356	8,177	10,071	8,707	9,233	2	5,981	5,196	6,763	6,971
2021	8,056	6,896	10,166	16,247	12,281	9,839	8,909	15,362	10,749	11,947	17,955	20,436	11,283
2022	17,165	16,185	22,729	17,682	21,919	28,137	13,536	20,159	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	19,281						16,243

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



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 April, one hundred forty-six (146) commendations were reported, forty-three (43) 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.

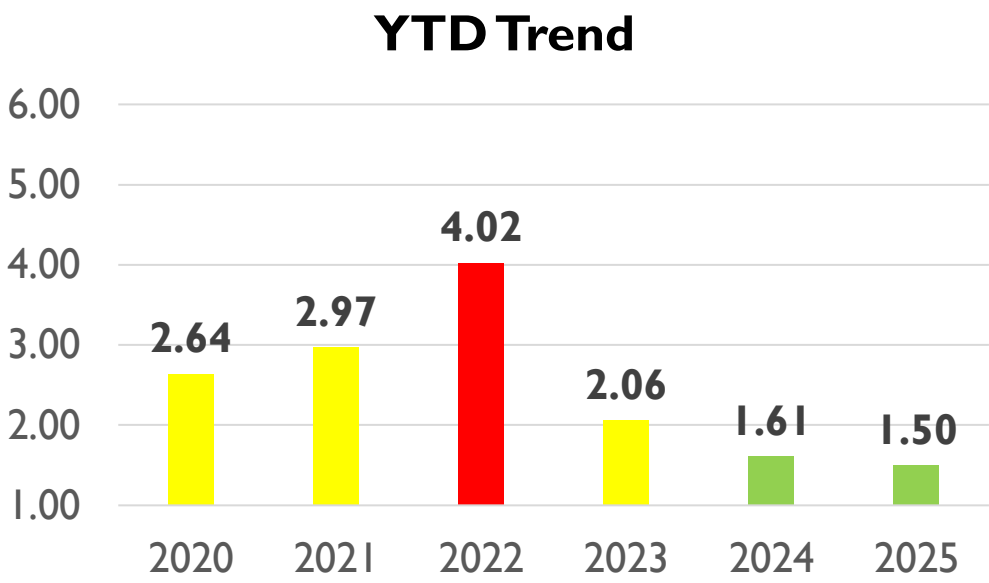
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 1.87	● 1.70	● 1.42	● 2.02	● 2.05	● 1.85	● 1.73	● 1.89	● 1.62	● 1.62	● 2.68	● 1.88	● 1.87 ★
2021	● 2.84	● 3.11	● 2.37	● 2.06	● 2.61	● 2.22	● 2.97	● 2.58	● 3.65	● 3.41	● 3.81	● 3.33	● 2.94 ★
2022	● 3.34	● 3.36	● 3.05	● 1.99	● 1.97	● 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	● 2.21						● 1.94

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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Connection All Customer Concerns per 1k Trips



Narrative

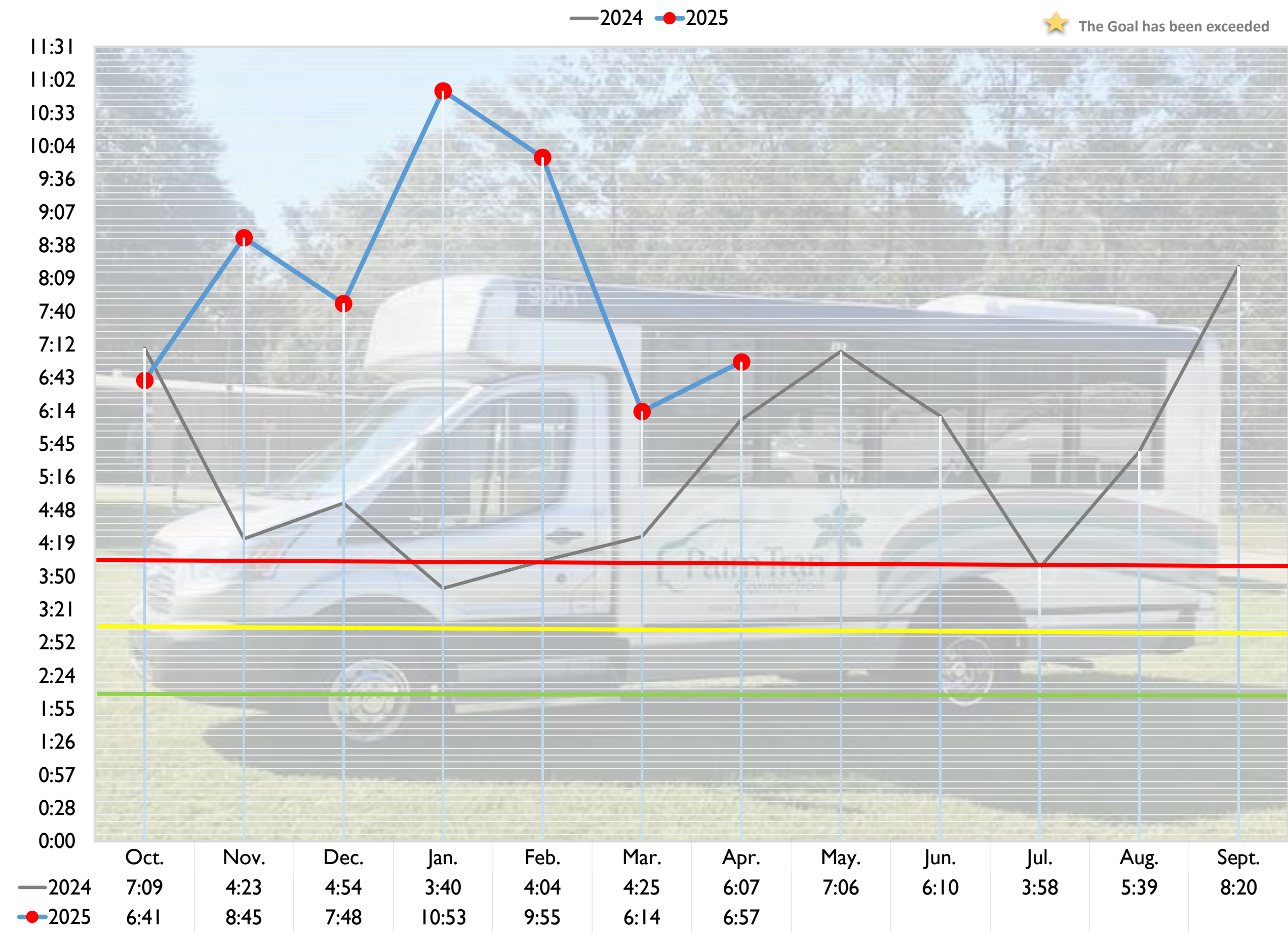
Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. Palm Tran Connection's customer concerns per 1,000 completed trips ratio decreased by 0.06. There were ninety-six (96) concerns reported for the month of April, one (1) more than March. Most of the complaints 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	1.45						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									

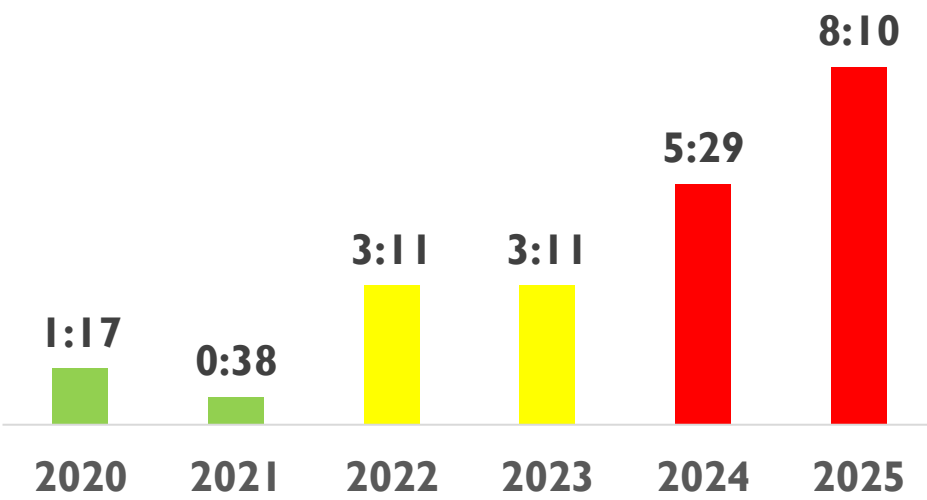
- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Reservations Call Hold Time



YTD Trend



Narrative

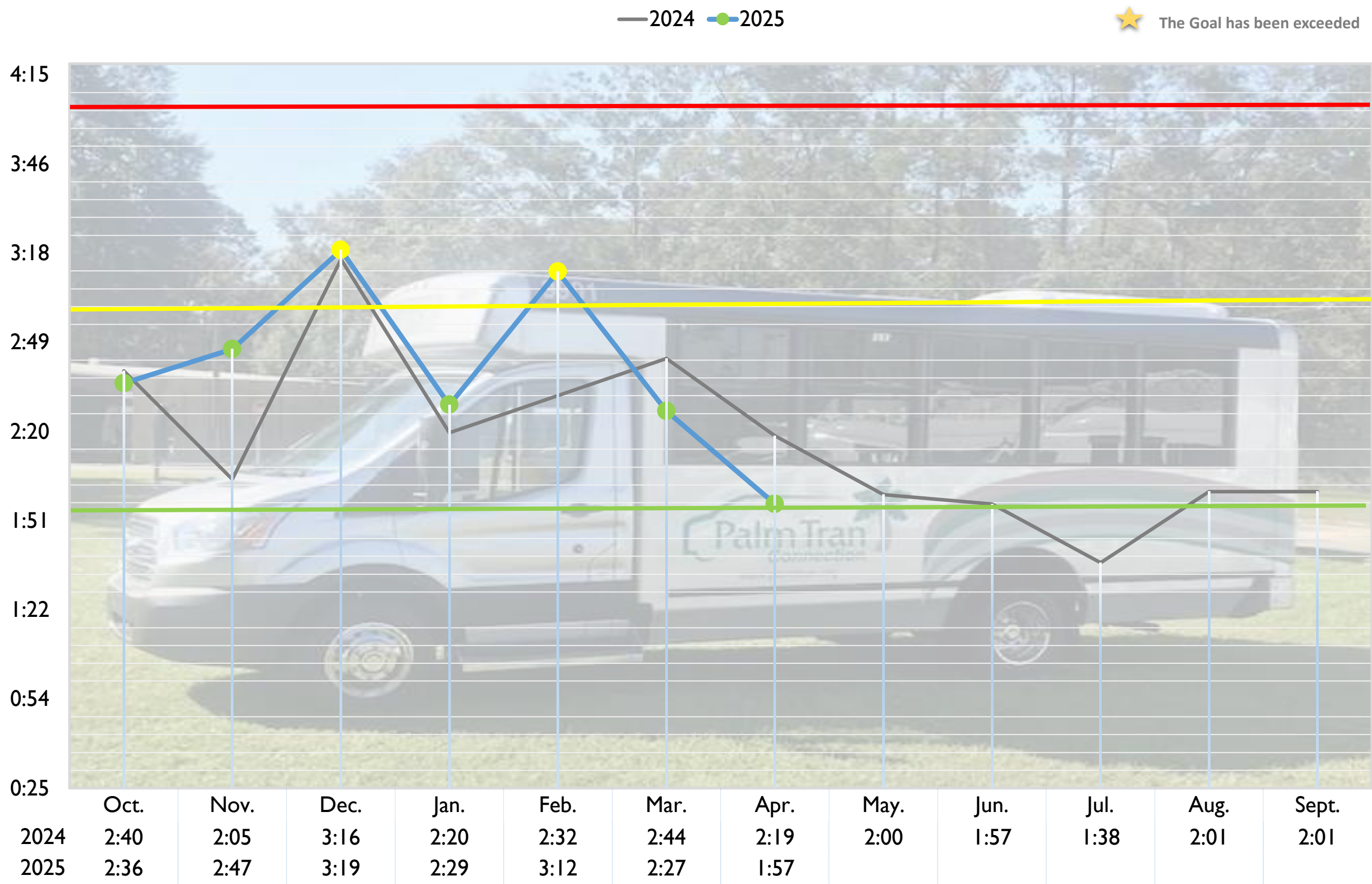
During April, the average hold time for reservations increased by forty-three seconds (0:43) compared to the previous month. Palm Tran Connection indicates the increased hold times are attributed to two vacant positions within PTC in addition to staff taking leave intermittently. Palm Tran Connection 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	◆ 6:57						◆ 8:10
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									

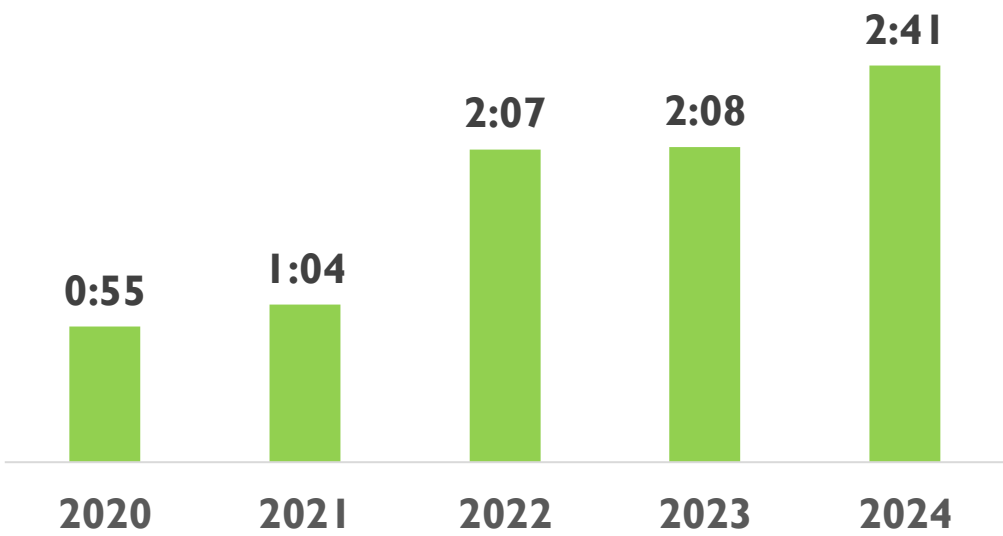
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Where Is My Ride Hold Time



YTD Trend



Narrative

The "Where's my ride" average hold time was reported as 1:57 in April, marking a thirty second (0:30) decrease in average hold time when compared to March. April's metric surpasses the stretch goal and is reported as the lowest hold time this fiscal year.

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	● 1:57						● 2:41

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



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	●	1.17	●
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	◆	1.79	◆	1.70	▲
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	▲	1.28	●	1.07	●
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	◆	735,563	◆
Riders Per Revenue Hour	16.5	18.3	20.1	◆	15.93	◆	16.69	◆
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	74%	76%	78%	▲	75.8%	▲	78.1%	●
Mean Distance Between Failures	12,000	14,000	16,000	◆	6,923	◆	6,297	◆
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆	0.13	▲	0.10	◆
	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	▲	2.89	▲

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	●
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.85	●	1.44	●
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.37	▲	1.42	◆
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	85%	90%	92%	◆	82.8%	◆	82.6%	◆
Mean Distance Between Failures	6,500	7,700	9,500	●	11,014	●	7,719	●
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.14	●	2.64	●
	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	●	1.50	●
Reservations Call Hold Time	4:00	3:00	2:00	◆	5:28	◆	6:27	◆
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:28	●	2:05	●

- ◆ 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

