PERFORMANCE REPORT
DECEMBER 2025 *(FY2026)*

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.

Performance Management Office

PERFORMANCE HIGHLIGHTS

Fixed-Route	
Ridership	700,925
Riders Per Revenue Hour	15.6
All Customer Concerns per 10K Boardings	2.90
Vehicle Revenues Miles	656,337
Total Revenue Hours	44,877

Connection	
Ridership	67,573
Riders Per Revenue Hour	1.42
All Customer Concerns per 1K Trips	1.89
Vehicle Revenue Miles	836,498
Total Revenue Hours	47,423

Go Glades	
Ridership	14,615
Riders Per Revenue Hour	5.45
All Customer Concerns per 1K Boardings	0.21
Vehicle Revenue Miles	43,567
Total Revenue Hours	2,683

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

Palm Tran
Public Transportation

FIXED-ROUTE DASHBOARD FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	🟢 0.45	🟢 0.49	🔺 1.22	🟢 0.72
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔺 2.38	🔻 2.63	🔻 2.89	🔻 2.64
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢 1.07	🟢 0.92	🟢 1.28	🟢 1.09
Mobility	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**YTD**
Total System Ridership	700,000	775,000	850,000	🔺 754,837	🔻 670,778	🔺 700,925	🔻 2,126,540
Riders Per Revenue Hour	16.5	18.3	20.1	🔻 16.4	🔻 16.2	🔻 15.6	🔻 16.1
Customer Satisfaction	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**YTD**
On-Time Performance	74%	76%	78%	🟢 80.4%	🟢 80.0%	🟢 79.0%	🟢 79.8%
Mean Distance Between Failures	7,000	8,000	9,000	🟢 9,071	🟢 9,500	🔺 7,908	🟢 8,826
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔻 0.15	🔻 0.16	🔻 0.13	🔻 0.15
	Max	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**YTD**
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	🟢 2.83	🟢 2.95	🟢 2.90	🟢 2.89

CONNECTION DASHBOARD FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	🟢 0.72	🔺 1.07	🔺 1.55	🔺 1.11
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢 1.02	🟢 1.19	🟢 1.79	🟢 1.34
Mobility	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**YTD**
Riders Per Revenue Hour	1.30	1.60	1.80	🔺 1.50	🔺 1.45	🔺 1.42	🔺 1.46
Customer Satisfaction	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**YTD**
On-Time Performance	85%	90%	92%	🔻 73.7%	🔻 76.7%	🔻 74.8%	🔻 75.0%
Mean Distance Between Failures	6,500	7,700	9,500	🟢 15,527	🟢 20,470	🟢 20,912	🟢 18,970
All Customer Commendations per 1k Trips	0.80	1.10	1.40	🟢 2.31	🟢 2.06	🟢 1.63	🟢 2.00
	Max	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**YTD**
All Customer Concerns per 1k Trips	3.00	2.00	1.50	🔺 2.41	🔺 2.30	🟢 1.89	🔺 2.20
Reservations Call Hold Time	4:00	3:00	2:00	🔻 7:28	🔻 8:30	🔻 18:53	🔻 11:37
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:45	🔺 3:12	🔻 5:32	🔺 3:49

🔻 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

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GO GLADES DASHBOARD FY2026

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	● 0.23	● 0.00	● 0.00										● 0.08
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.23										● 0.08

Mobility	Min	Target	Goal	Oct.	Nov.	Nov.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.47	● 5.46	● 5.45										● 5.13
Total System Ridership	3,600	5,400	7,300	● 12,335	● 13,083	● 14,615										● 40,033

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Nov.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 93.5%	● 94.0%	● 94.1%										● 93.9%
Mean Distance Between Failures	6,500	7,700	9,500	● 44,275	● 13,108	● 21,784										● 26,389
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.08	● 0.23	● 0.21										● 0.17

Safety	Trend Line
Preventable Collisions per 100k Miles	
Non-Preventable Collisions per 100k Miles	

Mobility	Trend Line
Total System Ridership	
Total System Productivity	

Customer Satisfaction	Trend Line
On-Time Performance	
Mean Distance Between Failures	
All Customer Concerns per 10k Boardings	

◆ **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**

FIXED-ROUTE DASHBOARD FY2026

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	🟢 0.45	🟢 0.49	🔺 1.22										🟢 0.72
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔺 2.38	🔶 2.63	🔶 2.89										🔶 2.64
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢 1.07	🟢 0.92	🟢 1.28										🟢 1.09

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	🔺 754,837	🔶 670,778	🔺 700,925										🟢 2,126,540
Riders Per Revenue Hour	16.5	18.3	20.1	🔶 16.4	🔶 16.2	🔶 15.6										🔶 16.1

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	🟢 80.4%	🟢 80.0%	🟢 79.0%										🟢 79.8%
Mean Distance Between Failures	7,000	8,000	9,000	🟢 9,071	🟢 9,500	🔺 7,908										🟢 8,826
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔶 0.15	🔶 0.16	🔶 0.13										🔶 0.15

	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	🟢 2.95	🟢 2.90										🟢 2.89

Safety	Trend Line
Preventable Collisions per 100k Miles	
Non-Preventable Collisions per 100k Miles	
Total Incidents per 10,000 Boardings	

Mobility	Trend Line
Total System Ridership	
Total System Productivity	

Customer Satisfaction	Trend Line
On-Time Performance	
Mean Distance Between Failures	
All Customer Commendations per 10k Boardings	
All Customer Concerns per 10k Boardings	

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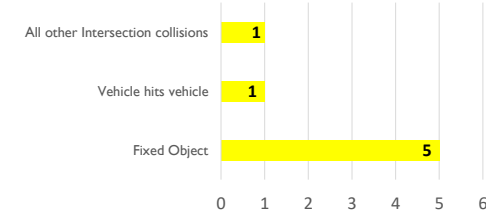🟢 Target has been met or exceeded

Palm Tran Performance Management Office

Fixed-Route Preventable Collisions per 100K Miles
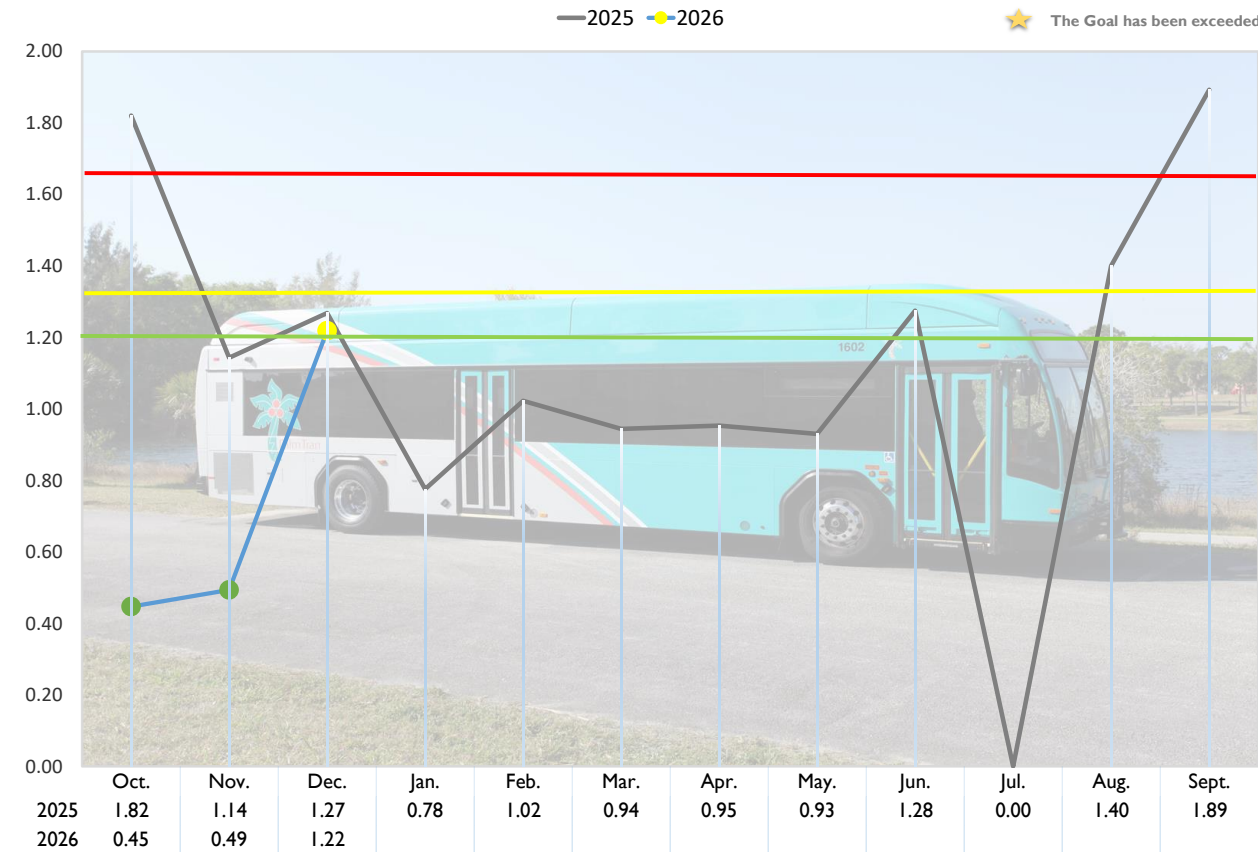
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Legend: —— 2025 —●— 2026 ⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2025	1.82	1.14	1.27	0.78	1.02	0.94	0.95	0.93	1.28	0.00	1.40	1.89
2026	0.45	0.49	1.22									

Top Categories of Preventable Collisions

- All other Intersection collisions: 1
- Vehicle hits vehicle: 1
- Fixed Object: 5

Narrative

During the month of December, Palm Tran experienced eight (8) preventable accidents- five (5) more than the month prior. The top category for preventable accidents for the month of December is "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	🟢 0.93	🔺 1.28	🟢 0.00	🔺 1.40	🔶 1.89	🟢 **1.12**
2026	🟢 0.45	🟢 0.49	🔺 **1.22**										🟢 **0.72**

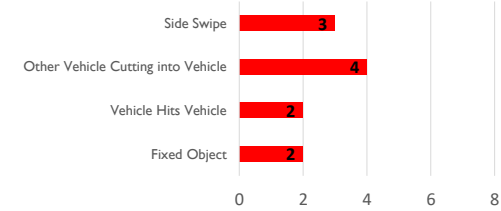| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2025	1.50	1.20	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2026	1.50	1.20	0.70		

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🟢 Target has been met or exceeded

Palm Tran Performance Management Office

Fixed-Route Non-Preventable Collisions per 100k Miles

Legend: —— 2025 ●— 2026

⭐ The Goal has been exceeded

Top Categories of Non-Preventable Collisions

Category	Value
Side Swipe	3
Other Vehicle Cutting into Vehicle	4
Vehicle Hits Vehicle	2
Fixed Object	2

Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric increased from 2.63 in November to 2.89 in December. Nineteen (19) non-preventable collisions were reported in December, up by three (3) as compared to November. The top category of Non-Preventable Collisions reported in December is "Other Vehicle Cutting into Vehicle".

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2025	3.49	2.94	1.90	1.86	1.87	2.83	2.38	2.95	1.43	2.58	1.56	1.74
2026	2.38	2.63	2.89									

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	◆ 2.95	● 1.43	▲ 2.58	● 1.56	● 1.74	▲ 2.29
2026	▲ 2.38	◆ 2.63	◆ **2.89**										◆ **2.64**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2025	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.
	2026	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

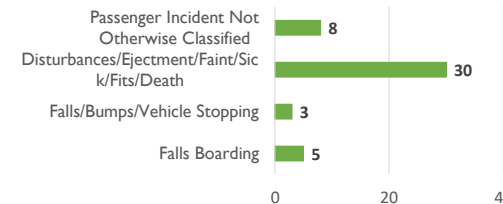*Palm Tran Performance Management Office*

Fixed-Route Total Incidents per 10,000 Boardings

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— 2025 —•— 2026

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2025	0.98	1.08	0.74	0.79	1.12	1.12	1.03	0.84	1.01	0.96	1.05	1.25
2026	1.07	0.92	1.28									

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

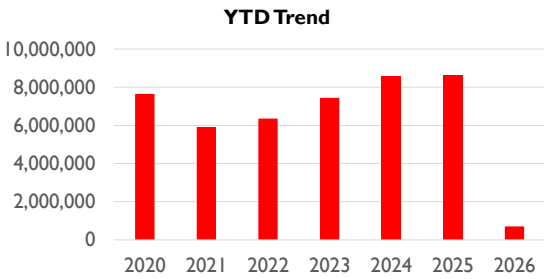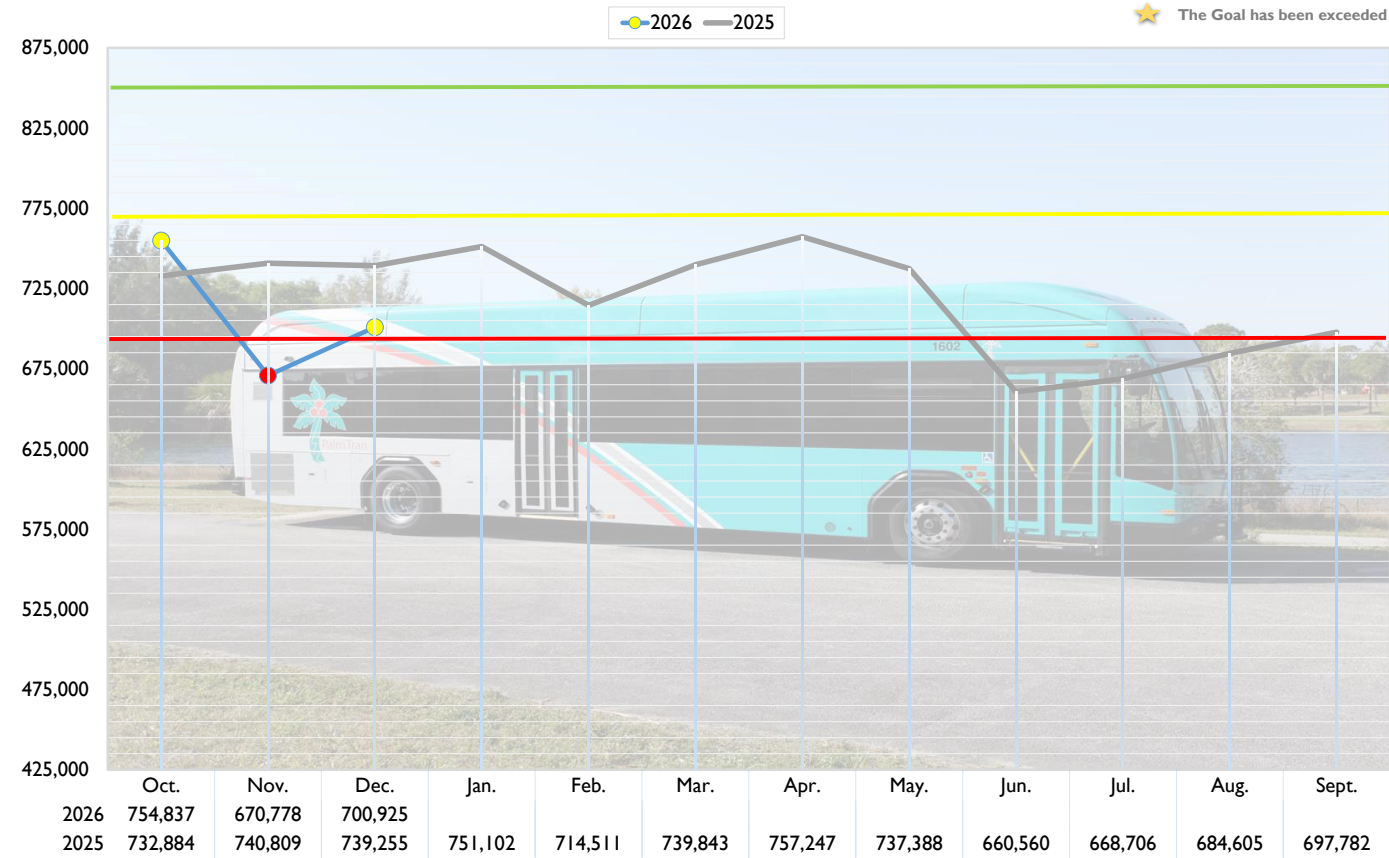| Category	Value
Passenger Incident Not Otherwise Classified	8
Disturbances/Ejectment/Faint/Sick/Fits/Death	30
Falls/Bumps/Vehicle Stopping	3
Falls Boarding	5

Narrative

During December, there were ninety (90) reported compared to sixty-two (62) incidents reported the month prior. Primary incident categories for November were "Disturbances/ Ejectment/ Faint/ Sick/ Fits/ Death" and "Incidents Not Otherwise Classified", which made up 42.2% of total incidents reported for the month.

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	🟢 0.84	🟢 1.01	🟢 0.96	🟢 1.05	🟢 1.25	1.00
2026	🟢 1.07	🟢 0.92	🟢 **1.28**										

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2025	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 us: disturbances, ejectment, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.
	2026	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

Palm Tran Performance Management Office

Fixed-Route Total System Ridership

Legend: —○— 2026 — 2025

⭐ The Goal has been exceeded

YTD Trend

| Year | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 | 2026 |

Narrative

During the month of December, fixed-route ridership increased by 4.5% as compared to the month prior. The 700,925 figure is also a 5.2% decrease compared to the same time period last year (December 2024).
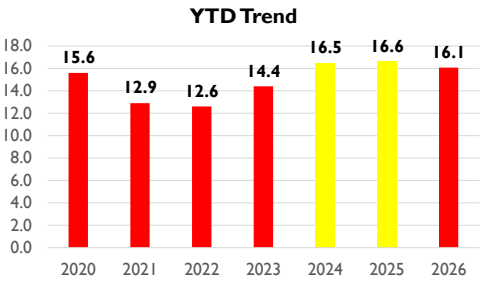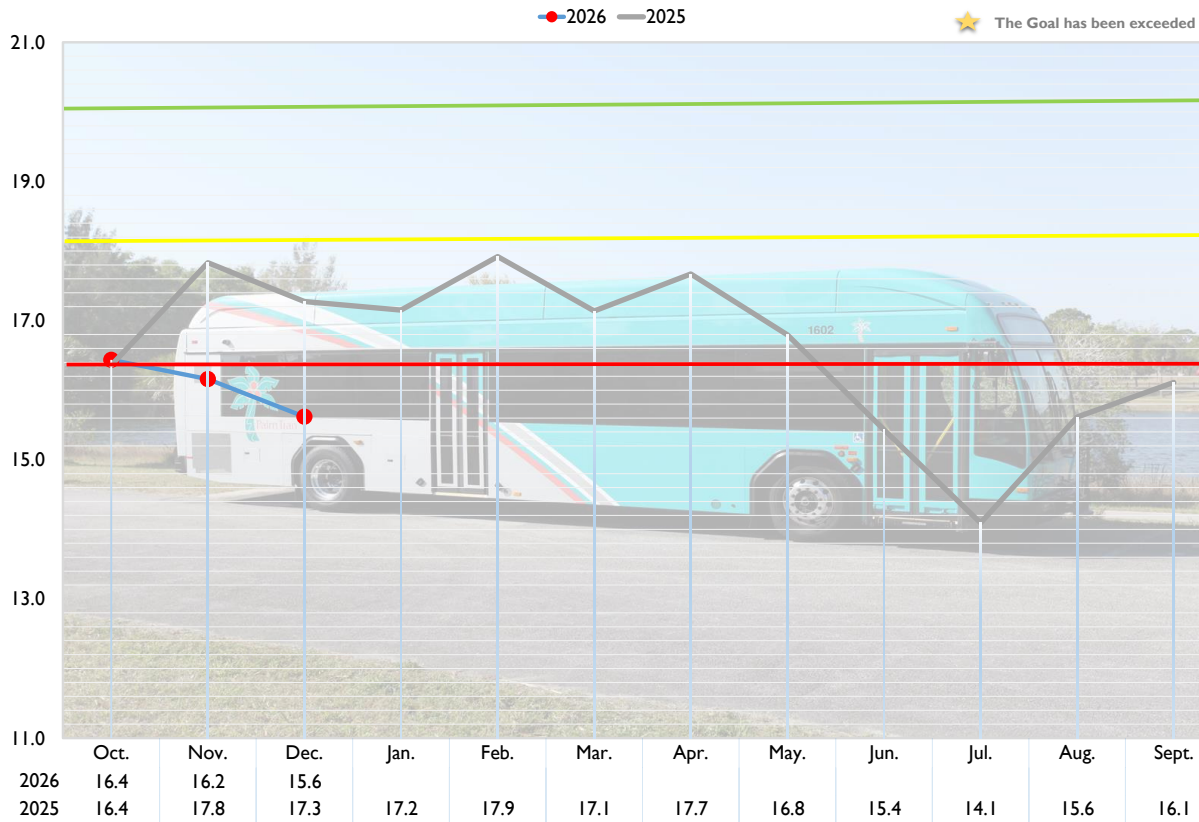
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	754,837	670,778	700,925									
2025	732,884	740,809	739,255	751,102	714,511	739,843	757,247	737,388	660,560	668,706	684,605	697,782

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	△ 737,388	660,560	◆ 668,706	684,605	◆ 697,782	◆ 8,624,692
2026	△ 754,837	◆ 670,778	△ **700,925**										◆ 708,847

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2025	**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.
	2026	**700,000**	**775,000**	**850,000**		

Palm Tran Performance Management Office

◆ **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

2026 ●—● / 2025 ——

★ The Goal has been exceeded

YTD Trend

Year	Value
2020	15.6
2021	12.9
2022	12.6
2023	14.4
2024	16.5
2025	16.6
2026	16.1

Narrative

The Riders per Revenue Hour metric decreased slightly from 16.2 in November to 15.6 in December. An increase in ridership of 4.5% was experienced in December compared to the previous month. Additionally, an increase in revenue hours was experienced by 8.1%, producing a lower productivity rate as compared to the month prior.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	16.4	16.2	15.6									
2025	16.4	17.8	17.3	17.2	17.9	17.1	17.7	16.8	15.4	14.1	15.6	16.1

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	◆ 0.0	◆ 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	◆ 16.8	◆ 15.4	◆ 14.1	◆ 15.6	◆ **16.1**	**16.6**
2026	◆ 16.4	◆ 16.2	◆ **15.6**									◆	16.1

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2025	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.
	2026	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

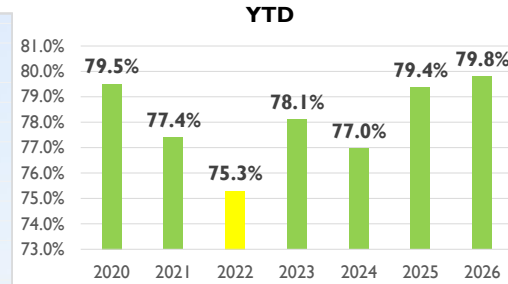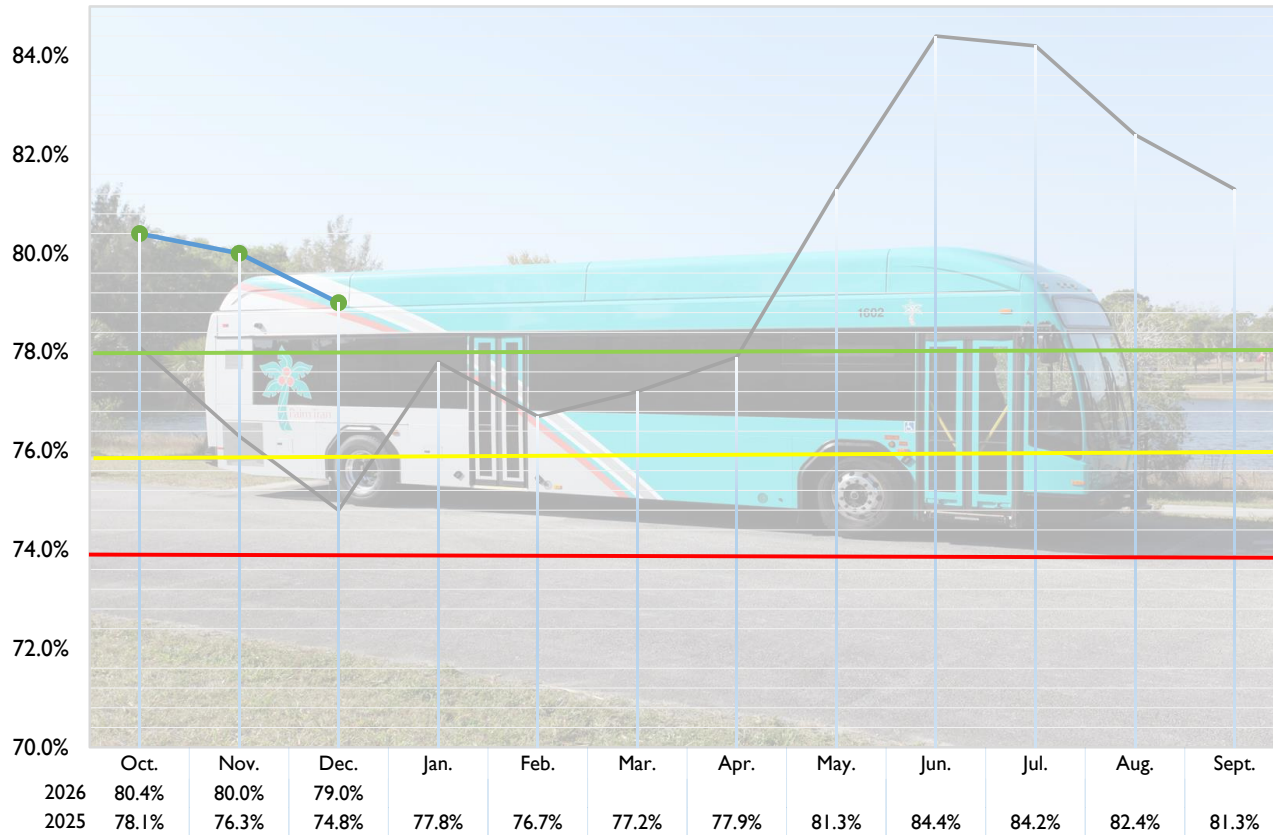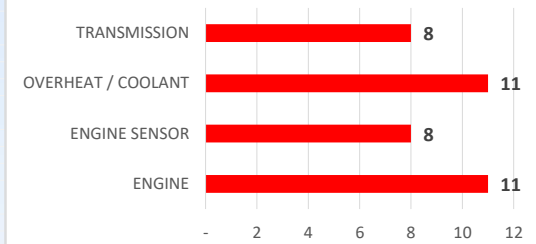*Palm Tran Performance Management Office*

Fixed Route - On Time Performance

— 2026 — 2025

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	80.4%	80.0%	79.0%									
2025	78.1%	76.3%	74.8%	77.8%	76.7%	77.2%	77.9%	81.3%	84.4%	84.2%	82.4%	81.3%

YTD

Year	YTD
2020	79.5%
2021	77.4%
2022	75.3%
2023	78.1%
2024	77.0%
2025	79.4%
2026	79.8%

Narrative

Fixed-route on-time performance (OTP) decreased slightly from 80.0% in November to 79.0% in December. On time performance is still 4.2% higher than compared to last year (December 2024). The the Planning section continues 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%	🟢 81.3%	🟢 84.4%	🟢 84.2%	🟢 82.4%	🟢 81.3%	🟢 79.4%
2026	🟢 80.4%	🟢 80.0%	🟢 79.0%										🟢 **79.8%**

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2025	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.
	2026	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

Palm Tran Public Transportation

Legend: ● 2026 — 2025 ⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	9,071	9,500	7,908									
2025	8,138	7,289	8,523	6,258	8,758	7,390	6,359	8,958	9,093	9,674	8,240	6,469

Top Categories of Mechanical Failures

Category	Value
TRANSMISSION	8
OVERHEAT / COOLANT	11
ENGINE SENSOR	8
ENGINE	11

Narrative

During December, the Mean Distance Between Failures (MDBF) metric increased by 1,592 miles compared to the month of November. The toal number of major mechanical breakdowns reported in November were seventy-four (74) as compared to eighty-three (83) reported in December. The top mechanical failure was a tie between "Overheat/ Coolant" and "Engine" failures.

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	◆ 8,958	◆ 9,093	◆ 9,674	◆ 8,240	◆ 6,469	◆ 7,929
2026	● 9,071	● 9,500	△ 7,908										△ 8,826

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2025	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.*
	2026	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

Palm Tran Performance Management Office

Fixed-Route All Customer Commendations per 10k Boardings

—— 2025 ——●—— 2026

★ The Goal has been exceeded

YTD Trend

Year	Value
2020	0.14
2021	0.15
2022	0.20
2023	0.18
2024	0.14
2025	0.14

Narrative

During December, Palm Tran received a total of eight (8) commendations, three (3) less than the month prior. Commendations received acknowledged courteous bus operators, customer service representatives, and planning.
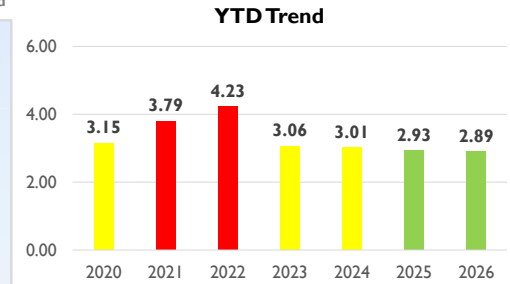
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2025	0.15	0.04	0.14	0.20	0.13	0.07	0.15	0.19	0.20	0.15	0.16	0.11
2026	0.15	0.16	0.13									

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	0.00	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	0.19	0.20	0.15	0.16	0.11	0.14
2026	0.15	0.16	0.13										0.15

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2025	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed-Route Customer Commendations per 10,000 boardings.
	2026	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

Legend: ●─2026 ▬2025

⭐ The Goal has been exceeded

YTD Trend

2020	2021	2022	2023	2024	2025	2026
3.15	3.79	4.23	3.06	3.01	2.93	2.89

Narrative

The Customer Concerns per 10,000 boardings metric decreased slightly from 2.95 in November to 2.90 in December. Two hundreded three (203) concerns were reported for the month of December, five (5) more than the month prior.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	2.83	2.95	2.90									
2025	2.83	2.96	3.02	2.61	2.49	2.51	2.60	2.50	2.62	3.38	3.23	4.47

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	0.00	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	2.50	2.62	3.38	3.23	4.47	2.93
2026	2.83	2.95	2.90										2.89

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 10k Boardings	2025	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000	Customer concerns per 10,000 boardings.
	2026	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

Palm Tran Performance Management Office

CONNECTION DASHBOARD FY 2026

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	🟢 0.72	🔺 1.07	🔺 1.55										🔺 1.11
Non–Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢 1.02	🟢 1.19	🟢 1.79										🟢 1.34
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	🔺 1.50	🔺 1.45	🔺 1.42										🔺 1.46
Customer Satisfaction	**Min**	**Target**	**Goal**	**Oct.**	**Nov.**	**Dec.**	**Jan.**	**Feb.**	**Mar.**	**Apr.**	**May**	**Jun.**	**Jul.**	**Aug.**	**Sept.**	**YTD**
On–Time Performance	85%	90%	92%	🔶 73.7%	🔶 76.7%	🔶 74.8%										🔶 75.0%
Mean Distance Between Failures	6,500	7,700	9,500	🟢 15,527	🟢 20,470	🟢 20,912										🟢 18,970
All Customer Commendations per 1k Trips	0.70	1.00	1.30	🟢 2.31	🟢 2.06	🟢 1.63										🟢 2.00
	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	🔺 2.41	🔺 2.30	🟢 1.89										🔺 2.20
Reservations Call Hold Time	4:00	3:00	2:00	🔶 7:28	🔶 8:30	🔶 18:53										🔶 11:37
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:45	🔺 3:12	🔶 5:32										🔺 3:49

Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour	0.00	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
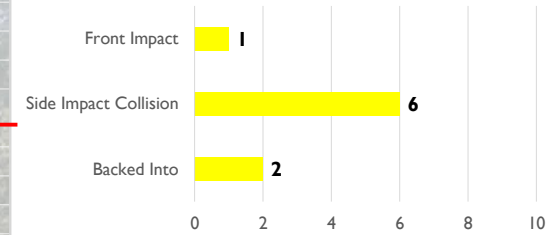🟢 Target has been met or exceeded

Palm Tran Performance Management Office

16

Connection Preventable Collisions per 100K Miles

Legend: ■—2026 ——2025

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	0.72	1.07	1.55									
2025	0.43	1.02	1.14	1.19	0.80	1.09	0.42	1.09	1.11	0.82	1.00	1.09

Top Categories of Preventable Collisions

Category	Value
Front Impact	1
Side Impact Collision	6
Backed Into	2
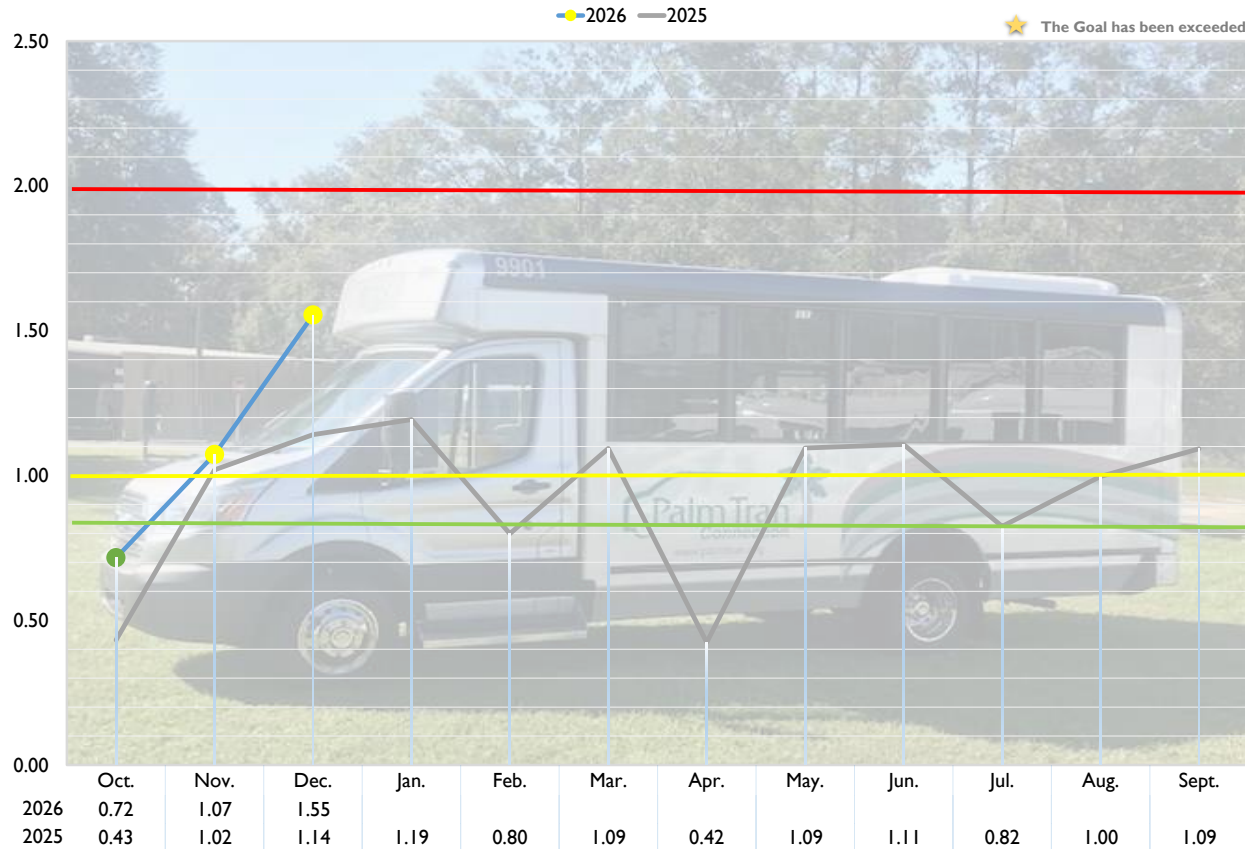
Narrative

In December, thirteen (13) Palm Tran Connection preventable collisions were reported, four (4) more than the month prior. "Side Impact" was reported as the highest category.

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	🟢 0.00	🟢 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	🔺 1.09	🔺 1.11	🟢 0.82	🟢 1.00	🔺 1.09	**0.93**
2026	🟢 0.72	🔺 1.07	**1.55**									🔺	**1.11**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2025	**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.
	2026	**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
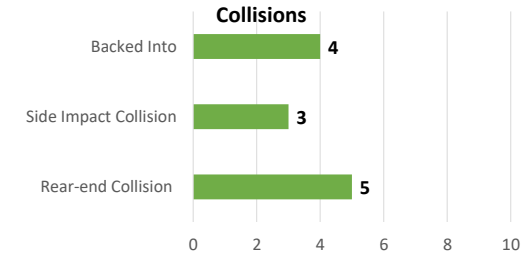🟢 Target has been met or exceeded

Palm Tran Performance Management Office

Connection Non-Preventable Collisions per 100k Miles

2026 ● **2025** ━

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	1.02	1.19	1.79									
2025	0.97	1.59	1.71	1.08	1.71	1.75	1.80	1.42	0.98	1.65	1.88	1.86

Top Categories of Non-Preventable Collisions

Category	Count
Backed Into	4
Side Impact Collision	3
Rear-end Collision	5

Narrative

Palm Tran Connection's Non-Preventable Collisions ratio for December is 1.79; fifteen (15) collisions occurred, four more than November. The top category for the metric was "Rear-End Collision". Palm Tran Connection continues 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	● 0.00	● 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	● 1.42	● 0.98	● 1.65	● 1.88	● 1.86	● 1.53
2026	● 1.02	● 1.19	● **1.79**									●	**1.34**

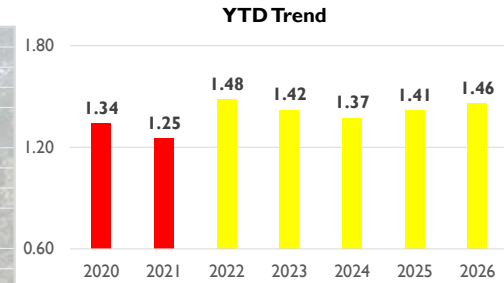| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2025	**2.50**	**2.20**	**2.00**	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2026	**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**

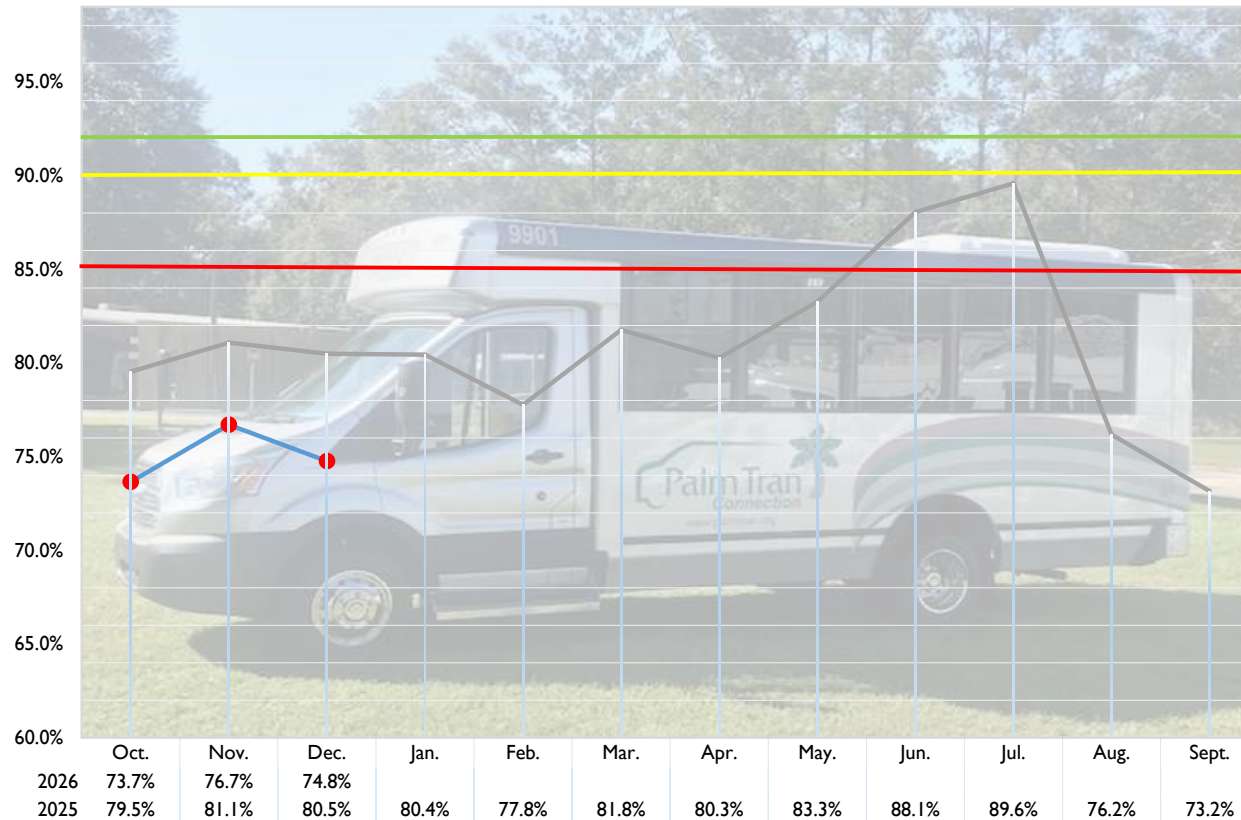*Palm Tran Performance Management Office*
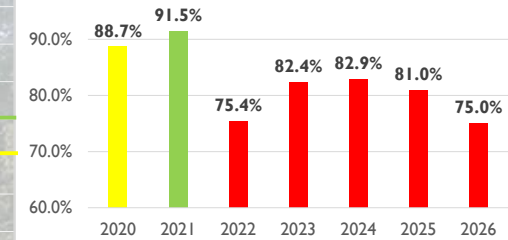
Connection Riders Per Revenue Hour

Legend: ● 2026 ── 2025 ⭐ The Goal has been exceeded

YTD Trend

2020	2021	2022	2023	2024	2025	2026
1.34	1.25	1.48	1.42	1.37	1.41	1.46

Narrative

During the month of December, the riders per revenue hours decreased slightly from 1.45 to 1.42. The total number of passangers transported saw a 1.7% increase compared to the month prior while there was also a 3.4% increase in revenue hours reported. These figures produce a productivity rate slightly lower than the month prior.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	1.50	1.45	1.42									
2025	1.40	1.39	1.36	1.38	1.44	1.41	1.44	1.40	1.39	1.40	1.48	1.51

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	◆ 0.00	◆ 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	▲ 1.39	▲ 1.40	▲ 1.48	▲ 1.51	▲ **1.41**
2026	▲ 1.50	▲ 1.45	▲ **1.42**										▲ **1.46**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2025	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)).
	2026	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

● 2026   — 2025

★ The Goal has been exceeded

YTD Trend

Year	Value
2020	88.7%
2021	91.5%
2022	75.4%
2023	82.4%
2024	82.9%
2025	81.0%
2026	75.0%

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	73.7%	76.7%	74.8%									
2025	79.5%	81.1%	80.5%	80.4%	77.8%	81.8%	80.3%	83.3%	88.1%	89.6%	76.2%	73.2%

Narrative

During the month of December, Palm Tran Connection experienced a slight decrease in On-Time Performance by 1.9%, compared to the month prior. The metric below the minimum can be attributed to traffic and driver shortages. 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%	◆ 0.0%	● 96.6%	● 96.2%	● 95.8%	▲ 88.7%
2021	● 94.7%	● 94.6%	● 94.9%	● 95.4%	● 93.8%	● 93.0%	● 91.1%	● 90.3%	● 91.9%	● 92.0%	▲ 86.1%	◆ 80.2%	● 91.5% ★
2022	◆ 75.6%	◆ 74.6%	◆ 75.4%	◆ 74.8%	◆ 64.5%	◆ 67.9%	◆ 64.6%	◆ 73.3%	▲ 87.3%	▲ 88.5%	◆ 80.6%	◆ 77.5%	◆ 75.4%
2023	◆ 79.3%	◆ 80.7%	◆ 79.7%	◆ 78.9%	◆ 75.6%	◆ 79.6%	◆ 78.8%	◆ 83.5%	● 90.6%	◆ 82.9%	▲ 86.0%	◆ 83.5%	◆ 82.4%
2024	◆ 82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%	◆ 81.9%	◆ 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%	◆ 83.3%	▲ 88.1%	▲ 89.6%	◆ 76.2%	◆ 73.2%	▲ 81.0%
2026	◆ 73.7%	◆ 76.7%	◆ **74.8%**									◆	**75.0%**

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2025	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.
	2026	85%	90%	92%		

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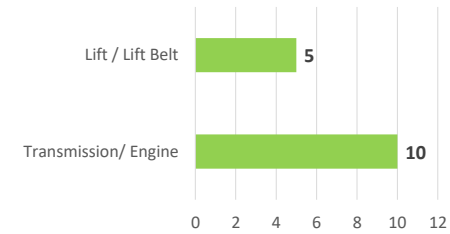● **Target has been met or exceeded**

Palm Tran Performance Management Office

Connection Mean Distance Between Failures

● 2026 ━ 2025

⭐ The Goal has been exceeded

Top Categories of Mechanical Failures

Category	Value
Lift / Lift Belt	5
Transmission/ Engine	10

Narrative

During December, the Palm Tran Connection Mean Distance between Failures is reported at 20,912 miles; forty (40) breakdowns were reported as compared to forty-one (41) the month prior. The top category of overall breakdowns were related to Engine / Transmission issues. Palm Tran Connection continues working closely with our vehicle vendors to address the situation and repair the buses as expeditiously as possible.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	15,527	20,470	20,912									
2025	11,438	15,491	13,486	21,441	15,931	16,633	19,281	13,631	14,780	9,761	14,806	14,530

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	◆ 0	◆ 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	● 13,631	● 14,780	● 9,761	● 14,806	● 14,530	● 15,101 ⭐
2026	● 15,527	● 20,470	● **20,912**									●	**18,970**

Mobility	FY	Min	Target	Goal	Metric Calculation		Metric Description
Mean Distance Between Failures	2025	**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.
	2026	**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**

Palm Tran Performance Management Office

Connection All Customer Commendations per 1k Trips

Legend: — 2026 — 2025 ★ The Goal has been exceeded

YTD Trend

Year	Value
2020	1.87
2021	2.94
2022	2.39
2023	2.62
2024	2.40
2025	2.04
2026	2.00
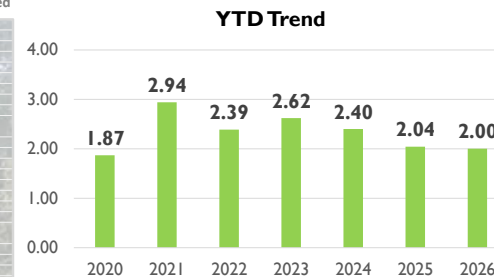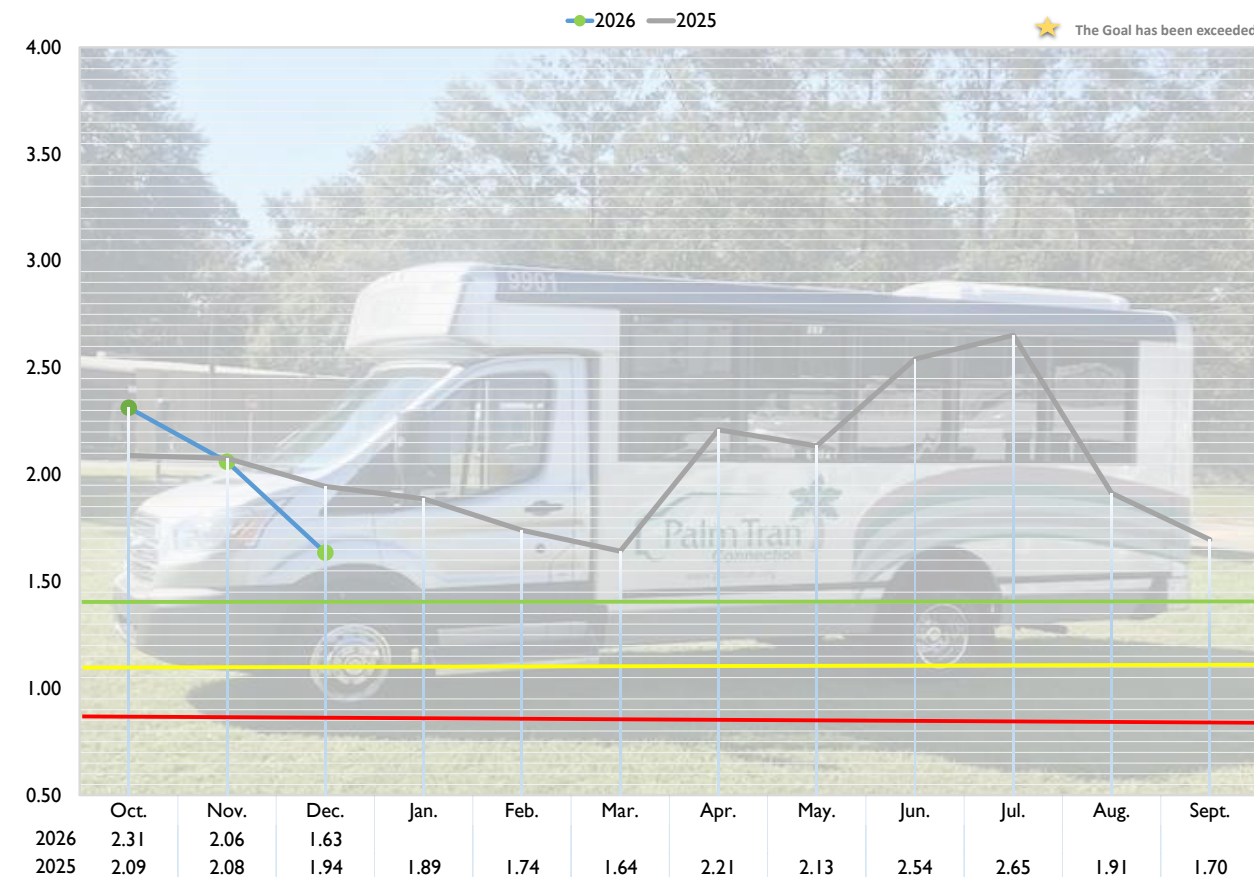
Narrative

In December, ninety-five (95) commendations were reported, twenty-three (23) less compared to 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.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	2.31	2.06	1.63									
2025	2.09	2.08	1.94	1.89	1.74	1.64	2.21	2.13	2.54	2.65	1.91	1.70

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	0.00	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	2.13	2.54	2.65	1.91	1.70	2.04 ★
2026	2.31	2.06	1.63										2.00

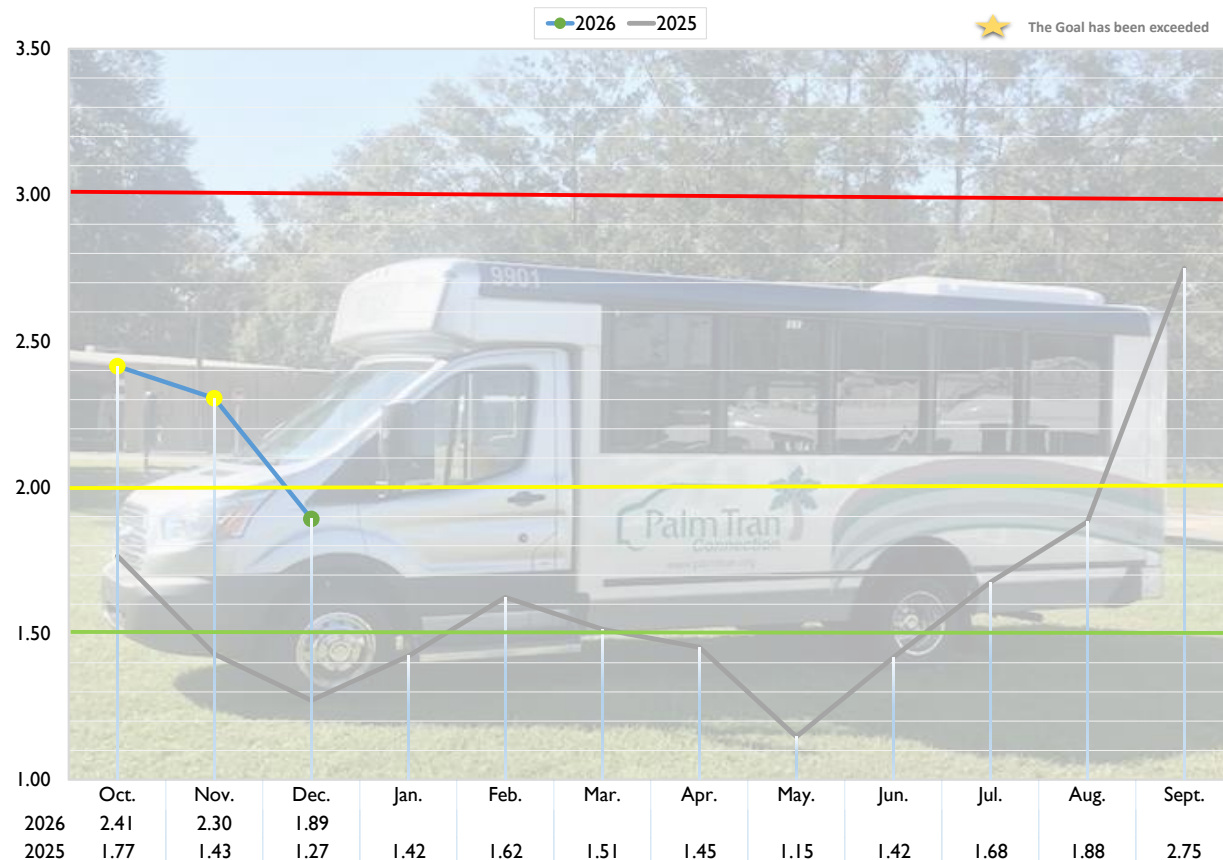| Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2025	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2026	0.80	1.10	1.40		

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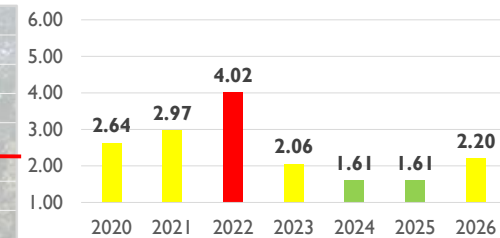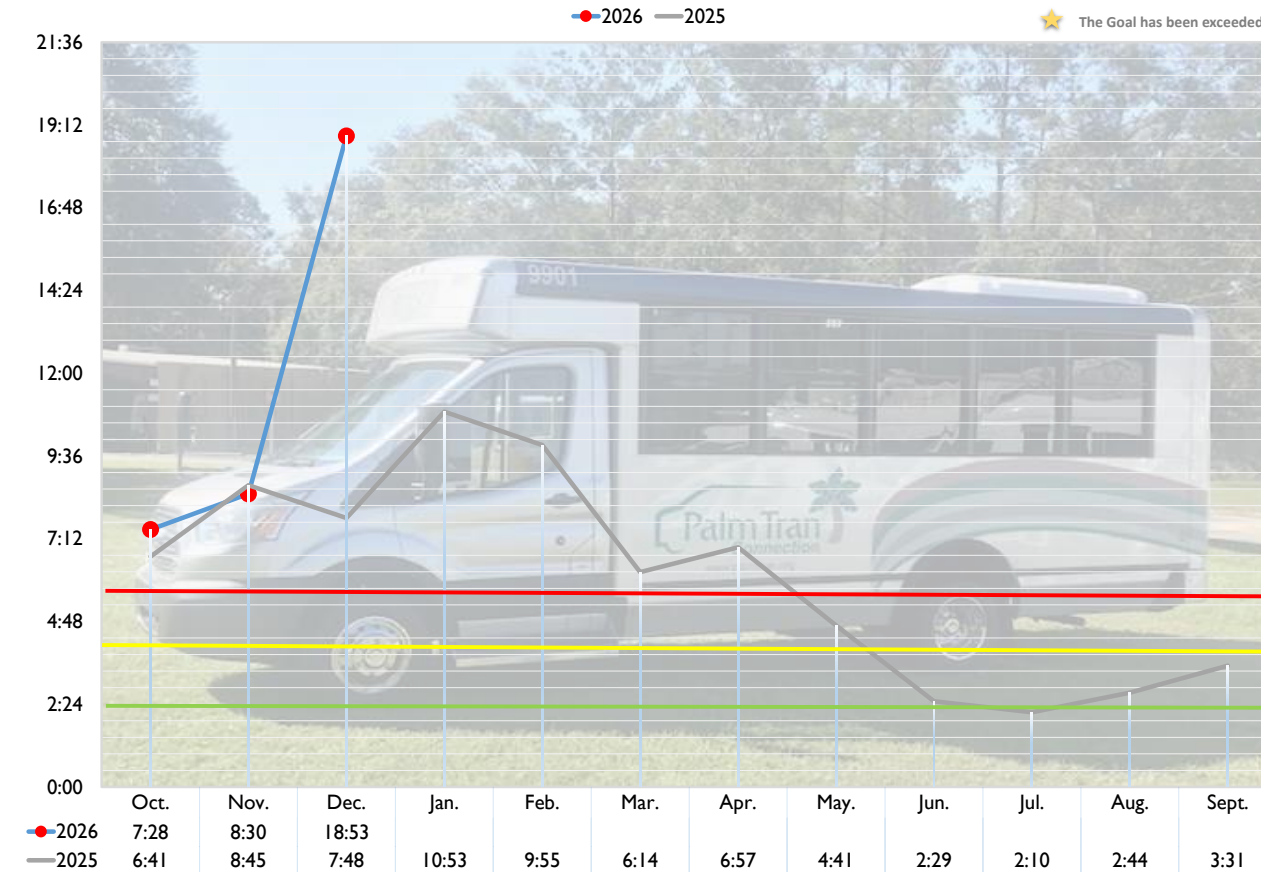● Target has been met or exceeded

Palm Tran Performance Management Office

Connection All Customer Concerns per 1k Trips

Legend: ● 2026 — 2025 ⭐ The Goal has been exceeded

YTD Trend

Year	Value
2020	2.64
2021	2.97
2022	4.02
2023	2.06
2024	1.61
2025	1.61
2026	2.20

Narrative

Connection's customer concerns per 1,000 completed trips ratio is reported within the target at 1.89 for the month of December. One-hundred ten (110) were reported for December, twenty-two (22) less concerns than the month prior.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	2.41	2.30	1.89									
2025	1.77	1.43	1.27	1.42	1.62	1.51	1.45	1.15	1.42	1.68	1.88	2.75

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	● 0.00	● 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	● 1.15	● 1.42	● 1.68	● 1.88	▲ 2.75	● 1.61
2026	▲ 2.41	▲ 2.30	● **1.89**										▲ **2.20**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2025	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2026	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
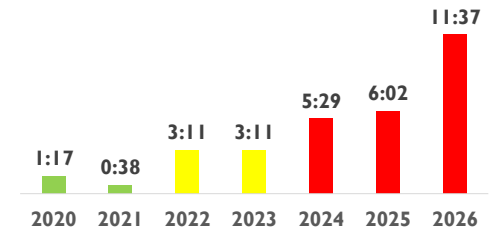● Target has been met or exceeded

Palm Tran Performance Management Office

Connection Reservations Call Hold Time

Legend: ●—2026 ——2025 ⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	7:28	8:30	18:53									
2025	6:41	8:45	7:48	10:53	9:55	6:14	6:57	4:41	2:29	2:10	2:44	3:31

YTD Trend

2020	2021	2022	2023	2024	2025	2026
1:17	0:38	3:11	3:11	5:29	6:02	11:37

Narrative

During December, the average hold time for reservations increased by ten minutes and twenty-three seconds (10:23). The increase is attributed to a reduction in staffing with the Connection section, in addition to persistent technology issues affecting phone lines and Trapeze system.

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	● 0:00	● 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	◆ 4:41	● 2:29	● 2:10	● 2:44	▲ 3:31	◆ 6:02
2026	◆ 7:28	◆ 8:30	◆ **18:53**										◆ **11:37**

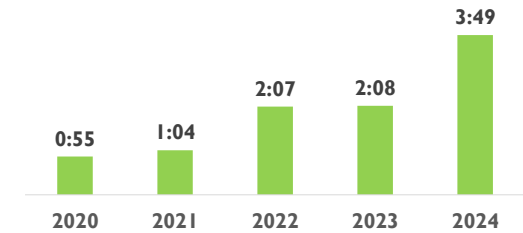| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2025	**4:00**	**3:00**	**2:00**	Summary of daily average Reservations Hold Times/Number of Operational days for the Month.	Average Reservations Hold Time for the Month. Customer calls related to making reservations. The format for this metric is reported in minutes and seconds.
	2026	**4:00**	**3:00**	**2:00**		

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

Palm Tran Performance Management Office

Connection Where Is My Ride Hold Time

Palm Tran Connection

YTD Trend

Legend: ● 2026 — 2025 ★ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	2:45	3:12	5:32									
2025	2:36	2:47	3:19	2:29	3:12	2:27	1:57	2:24	2:39	2:10	1:36	1:44

YTD Trend bar chart values: 2020: 0:55, 2021: 1:04, 2022: 2:07, 2023: 2:08, 2024: 3:49

Narrative

The "Where's my ride" average hold time was reported as 5:32 in December, a two minute and twenty second increase (2:20) as compared to the month prior. Increase in call hold times are due to staffing challenges within the Connection section, as well as outages in Trapeze software.
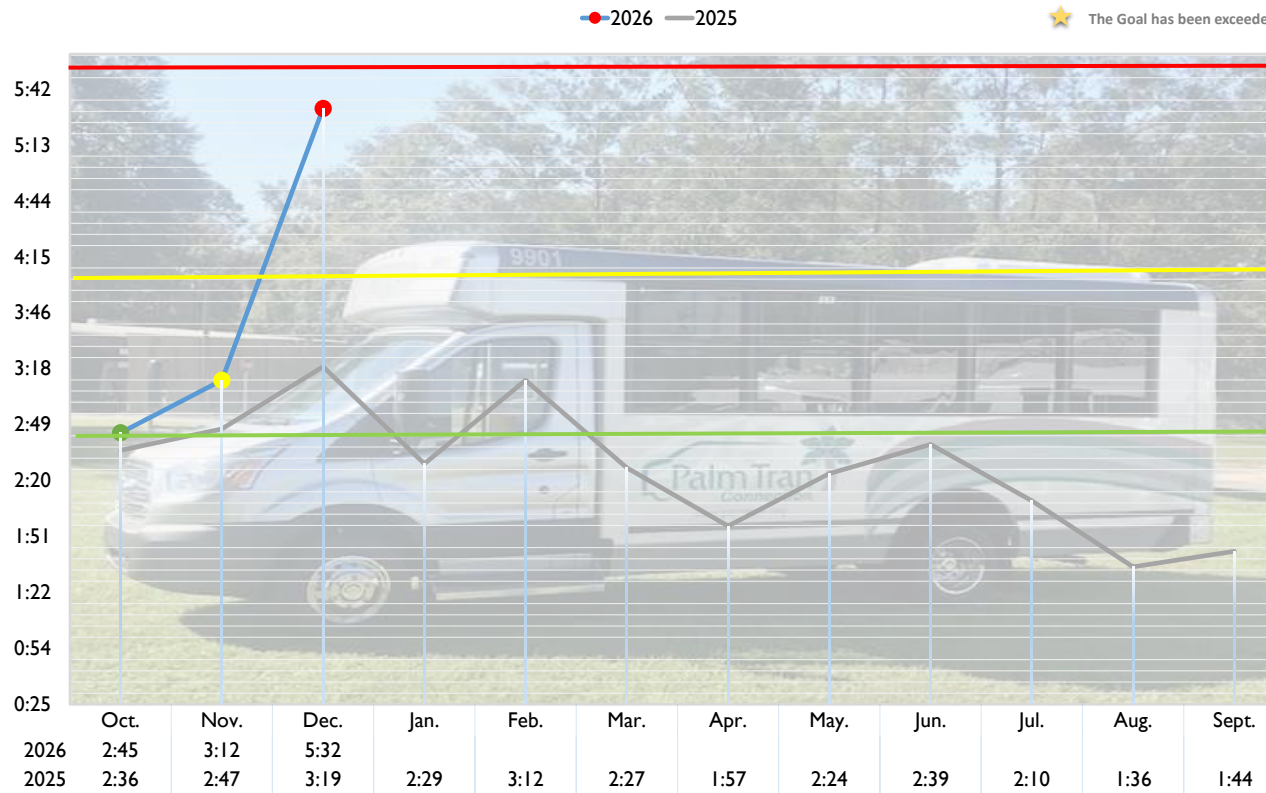
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 1:37	● 0:59	● 0:52	● 1:32	● 1:14	● 0:46	● 0:30	● 0:35	● 0:00	● 0:54	● 0:44	● 0:40	● 0:55 ★
2021	● 0:36	● 0:41	● 0:40	● 0:42	● 0:59	● 1:00	● 1:13	● 1:16	● 1:28	● 1:12	● 1:29	● 1:32	● 1:04 ★
2022	● 2:07	● 1:44	● 1:55	● 1:30	● 2:00	● 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	● 2:24	● 2:39	● 2:10	● 1:36	● 1:44	2:26
2026	● 2:45	▲ 3:12	◆ **5:32**										▲ 3:49

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2025	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.
	2026	4:00	3:00	2:00		

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

Palm Tran Performance Management Office

FIXED-ROUTE QUARTERLY DASHBOARD FY 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	● 1.05	● 1.10
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	◆ 2.78	◆ 2.19	▲ 2.25	◆ 1.96
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.94	● 1.01	● 0.96	● 1.09
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	● 2,155,195	◆ 683,698
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 17.20	▲ 17.40	▲ 16.60	◆ 15
Customer Satisfaction	**Min**	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
On-Time Performance	74%	76%	78%	● 76.4%	● 77.2%	● 81.2%	● 82.6%
Mean Distance Between Failures	7,000	8,000	9,000	▲ 7,984	▲ 7,468	● 8,137	● 8,127
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.11	◆ 0.08	◆ 0.18	◆ 0.14
	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	● 2.57	◆ 3.69

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	● 0.88	● 0.97
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.42	● 1.52	● 1.40	● 1.80
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	▲ 1.41	▲ 1.46
Customer Satisfaction	**Min**	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
On-Time Performance	85%	90%	92%	◆ 80.4%	◆ 80.0%	◆ 83.9%	◆ 79.6%
Mean Distance Between Failures	6,500	7,700	9,500	● 13,477	● 18,002	● 15,897	● 13,032
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 2.04	● 1.76	● 2.29	● 2.09
	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	● 1.34	▲ 2.10
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:44	◆ 9:00	◆ 4:42	● 0.11
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:54	● 2:42	● 2:20	● 0.08

◆ 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

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	🟢 0.56	🟢 0.88	🟢 0.71
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢 1.85	🟢 1.30	🟢 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	🟡 1.42	🔴 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%	🔴 82.6%	🔴 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
🟡 Metric is at or above/below the Minimum/Maximum, but not at the Target
🟢 Target has been met or exceeded

Palm Tran Performance Management

Fixed Route

SAFETY

Metric	Metric Calculation	Metric Description
Preventable Collisions per 100,000 Miles	(Total Preventable Collisions)/ (Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100k miles driven
Non-Preventable Collisions per 100K Miles	(Total Non-Preventable Collisions)/ (Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100k miles driven

MOBILITY

Metric	Metric Calculation	Metric Description
Riders per Revenue Hour	Total Fixed Route Boardings/Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.
Total System Ridership	Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings.

CUSTOMER SATISFACTION

Metric	Metric Calculation	Metric Description
On-Time Performance	(Number of On-Time Fixed Route Time Point Encounters)/(Total Number of Fixed Route Time Point Encounters	New standard - OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed. Former standard- OTP Standard was no more than 3 minutes early and no more than 7 minutes late.
Mean Distance Between Road Calls	(Total Fixed Route Vehicle Miles)/Fixed Route Major and Minor Mechanical Failures	The average number of miles driven by Fixed Route Revenue vehicles before experiencing a NTD-reportable major or minor mechanical failure.
All Complaints per 10,000 Boardings	(Total Fixed Route Complaints/Total Riders)*10,000	Customer complaints per 10,000 boardings

Financial Stability

Metric	Metric Calculation	Metric Description
Farebox Recovery Ratio	(Total Fixed Route Fare Revenue)/(Total Fixed Route Operating Expenses)	The percentage of Fixed Route operating expenses recovered by Fixed Route fare revenue
Cost per Trip	Fixed Route Operating Expenses/Fixed Route Passengers	Operating Cost expenditures vs total passengers