

# PERFORMANCE REPORT

MARCH 2026 (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.

MARCH 2026

# PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	732,551
Riders Per Revenue Hour	16.3
All Customer Concerns per 10K Boardings	4.03
Vehicle Revenues Miles	656,253
Total Revenue Hours	44,864

Connection	
Ridership	71,766
Riders Per Revenue Hour	1.44
All Customer Concerns per 1K Trips	2.16
Vehicle Revenue Miles	876,713
Total Revenue Hours	49,679

Go Glades	
Ridership	14,210
Riders Per Revenue Hour	5.36
All Customer Concerns per 1K Boardings	0.00
Vehicle Revenue Miles	39,730
Total Revenue Hours	2,649

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 FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.45	● 0.49	▲ 1.22	● 1.08	● 0.84	● 0.91	● 0.83
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ 2.90	◆ 2.68
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.04	● 1.02	● 0.97	● 1.05
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 754,837	◆ 670,778	▲ 700,925	▲ 702,848	◆ 667,758	▲ 732,551	◆ 4,229,697
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ 16.3	◆ 16.1
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
On-Time Performance	74%	76%	78%	● 80.4%	● 79.4%	● 78.6%	● 78.9%	● 76.6%	● 77.5%	● 78.6%
Mean Distance Between Failures	7,000	8,000	9,000	● 9,071	● 9,500	▲ 7,908	● 10,277	● 12,436	● 11,123	● 10,052
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.18	● 0.78	▲ 0.26
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	● 2.95	● 2.90	▲ 3.46	◆ 3.79	◆ 4.03	▲ 3.33

## CONNECTION DASHBOARD FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.72	▲ 1.07	▲ 1.55	● 0.81	▲ 1.45	▲ 1.25	▲ 1.14
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ 3.19	● 1.67
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.47	▲ 1.44	▲ 1.46
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
On-Time Performance	85%	90%	92%	◆ 73.7%	◆ 76.7%	◆ 74.8%	◆ 79.3%	◆ 81.2%	◆ 81.9%	◆ 77.9%
Mean Distance Between Failures	6,500	7,700	9,500	● 15,527	● 20,470	● 20,912	● 22,618	● 21,811	● 30,231	● 21,928
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 2.31	● 2.06	● 1.63	● 1.63	● 1.96	▲ 2.24	● 1.97
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲ 2.41	▲ 2.30	● 1.89	▲ 2.05	● 1.75	▲ 2.16	▲ 2.10
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 8:00	◆ 14:02	◆ 11:22
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:45	▲ 3:12	◆ 5:32	▲ 3:25	● 2:55	◆ 5:38	▲ 3:54

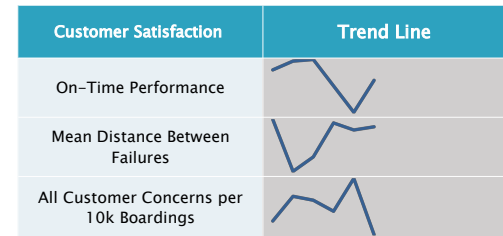
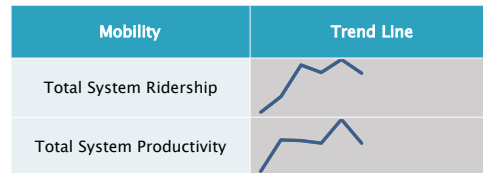
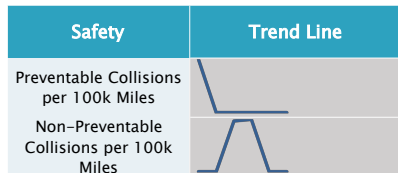
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



# GO GLADES DASHBOARD 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	● 0.00	● 0.00	● 0.00							● 0.04
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.23	● 0.24	● 0.00	● 0.00							● 0.08
Mobility	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	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	● 5.36	● 6.12	● 5.36							● 5.37
Total System Ridership	3,600	5,400	7,300	● 12,335	● 13,083	● 14,615	● 14,246	● 14,883	● 14,210							● 83,372
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 93.5%	● 94.0%	● 94.1%	● 92.6%	● 91.1%	● 92.9%							● 93.0%
Mean Distance Between Failures	6,500	7,700	9,500	● 44,275	● 13,108	● 21,784	● 41,996	● 37,781	● 39,730							● 33,112
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.08	● 0.23	● 0.21	● 0.14	● 0.34	● 0.00							● 0.17



- ◆ 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



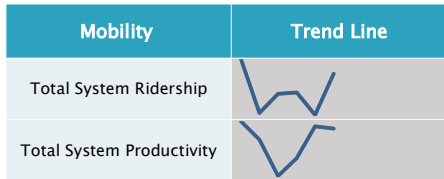
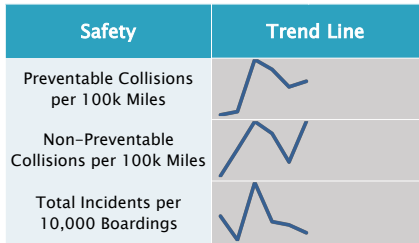
The Goal has been exceeded



# 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	● 1.08	● 0.84	● 0.91							● 0.83
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ 2.90							◆ 2.68
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.04	● 1.02	● 0.97							● 1.05
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	▲ 702,848	◆ 667,758	▲ 732,551							● 4,229,697
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ 16.3							◆ 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%	● 79.4%	● 78.6%	● 78.9%	● 76.6%	● 77.5%							● 78.6%
Mean Distance Between Failures	7,000	8,000	9,000	● 9,071	● 9,500	▲ 7,908	● 10,277	● 12,436	● 11,123							● 10,052
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.18	● 0.78							▲ 0.26
	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	▲ 3.46	◆ 3.79	◆ 4.03							▲ 3.33



- ◆ 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

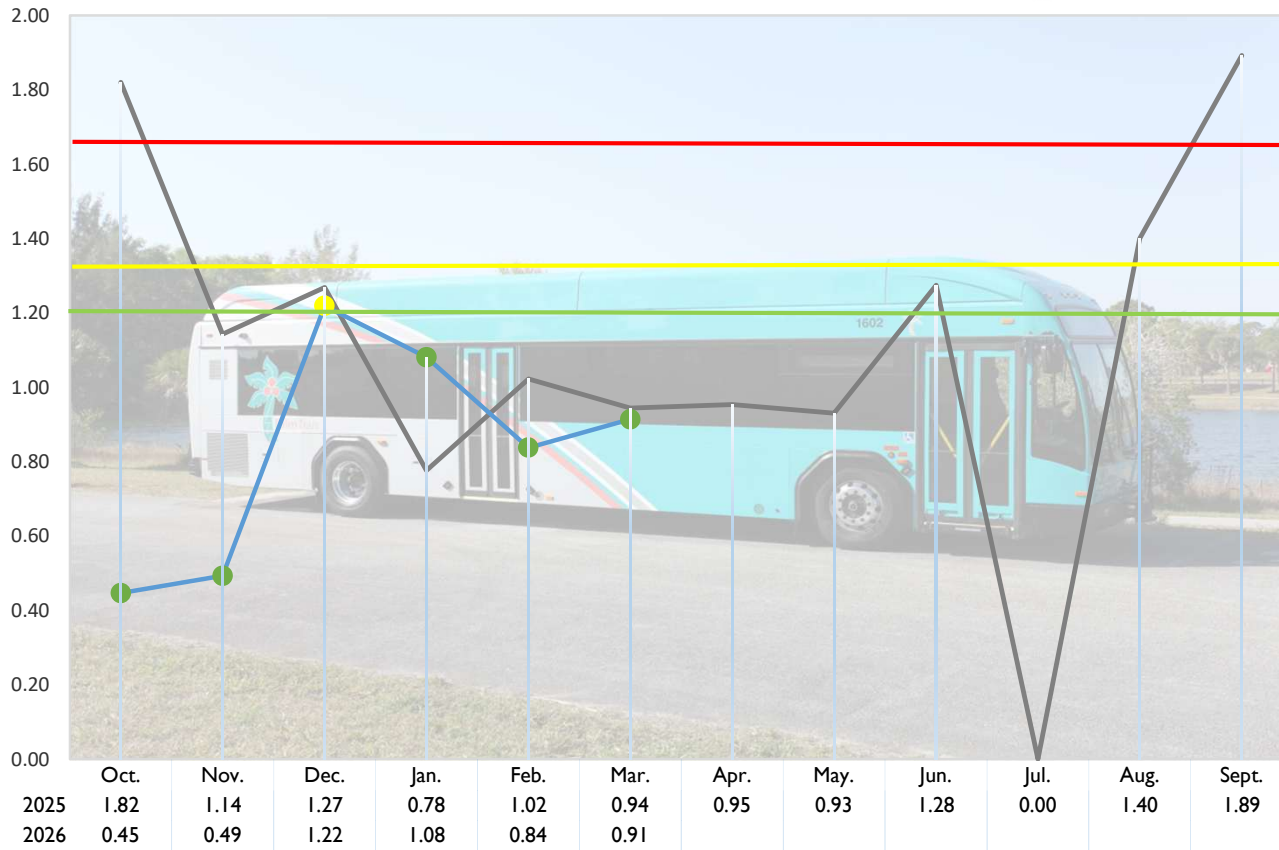
Palm Tran Performance Management Office



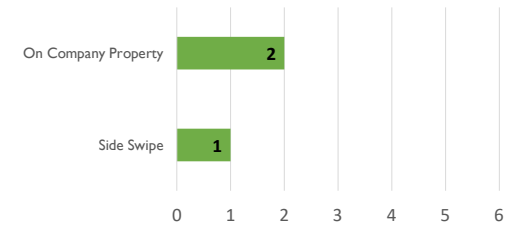
# Fixed-Route Preventable Collisions per 100K Miles

—2025 ●2026

★ The Goal has been exceeded



## Top Categories of Preventable Collisions



## Narrative

During the month of March, Palm Tran experienced six (6) preventable accidents; one (1) more than the month prior. The top category for preventable accidents for the month of February is "Fixed Object".

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
<b>2026</b>	● 0.45	● 0.49	▲ 1.22	● 1.08	● 0.84	● <b>0.91</b>							● <b>0.83</b>

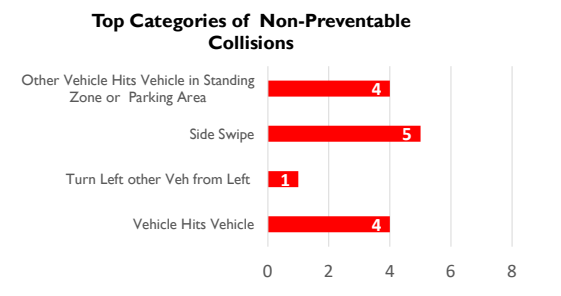
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2025	1.50	1.20	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2026	1.50	1.20	0.70		

- ◆ 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 Non-Preventable Collisions per 100k Miles

★ The Goal has been exceeded



### Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric slightly decreased from 2.51 in February to 2.90 in March. Nineteen (19) non-preventable collisions were reported in March, up by four (4) as compared to February. The top category of Non-Preventable Collisions reported in March is "Sideswipe".

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
<b>2026</b>	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ <b>2.90</b>							◆ <b>2.68</b>

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

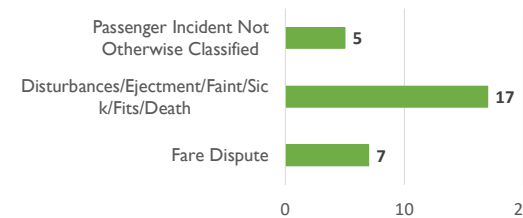


# Fixed-Route Total Incidents per 10,000 Boardings

★ The Goal has been exceeded



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



### Narrative

During March, there were seventy-one (71) incidents reported, compared to sixty-eight (68) reported the month prior. Primary incident categories for March were "Disturbances/ Ejection/ Faint/ Sick/ Fits/ Death" and "Fare Disputes", which made up roughly 34% 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
<b>2026</b>	● 1.07	● 0.92	● 1.28	● 1.04	● 1.02	● <b>0.97</b>							

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 as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.
	2026	1.50	1.30	1.00		

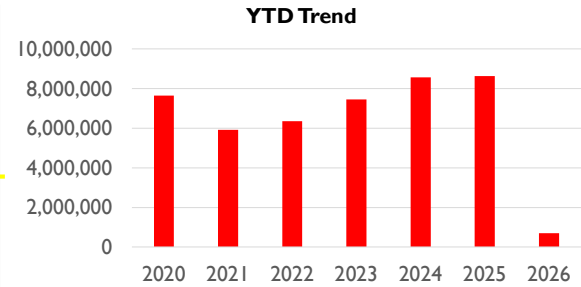
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Fixed-Route Total System Ridership

● 2026 — 2025

★ The Goal has been exceeded



### Narrative

During the month of March, fixed-route ridership increased by 9.7% as compared to the month prior. The 732,551 figure is also a 1.0% decrease compared to the same time period last year (March 2025).

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
<b>2026</b>	▲ 754,837	◆ 670,778	▲ 700,925	▲ 702,848	◆ 667,758	▲ <b>732,551</b>							◆ 704,950

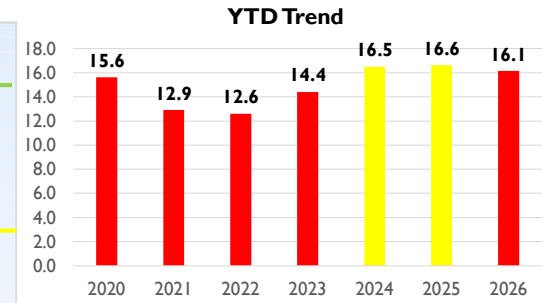
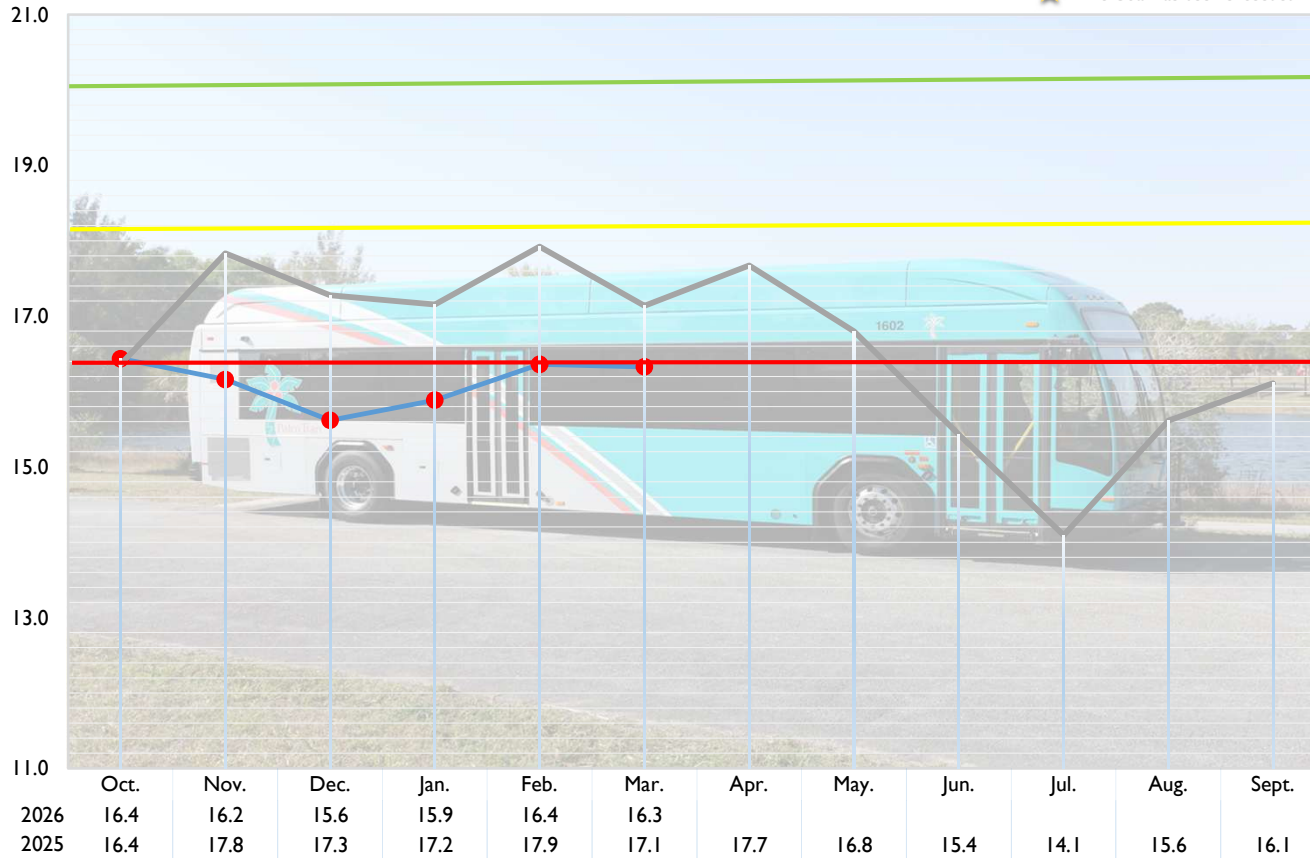
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2025	700,000	775,000	850,000	Total Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings. Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.
	2026	700,000	775,000	850,000		

- ◆ 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



**Narrative**  
Riders per Revenue Hour decreased slightly from 16.4 in February to 16.3 in March. This occurred despite a 9.7% increase in ridership as compared to the month prior, as revenue hours increased by 9.9%. This results in productivity largely the same as the month prior.

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	◆ 1.8	◆ 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
<b>2026</b>	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ <b>16.3</b>							◆ 16.1

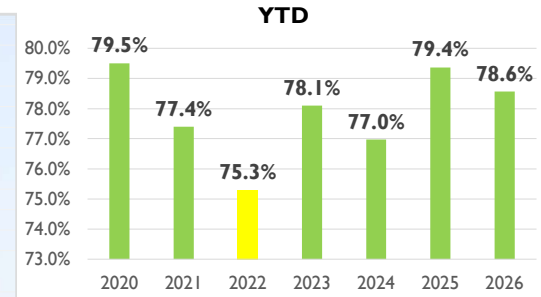
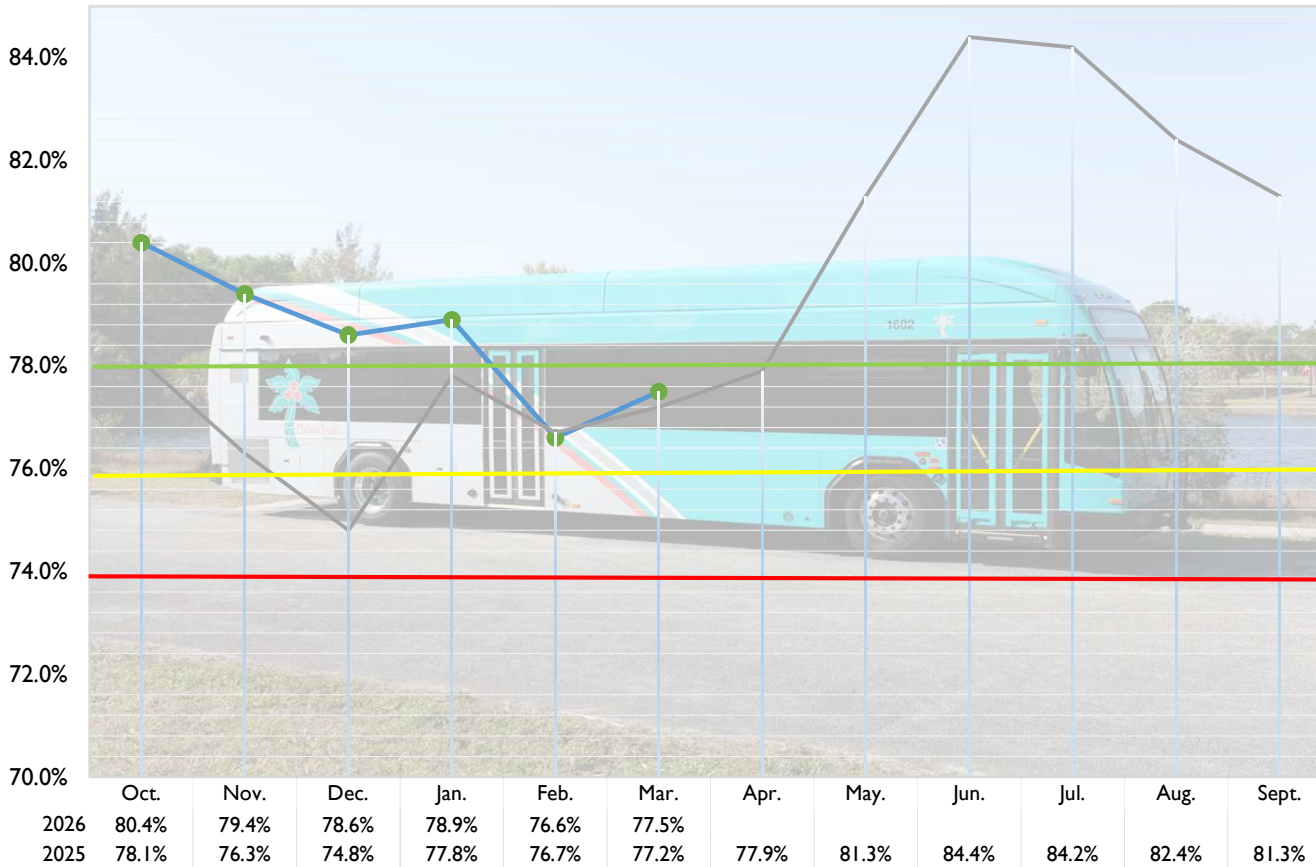
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2025	16.5	18.3	20.1	Total Fixed Route Boardings/ Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.
	2026	16.5	18.3	20.1		

- ◆ 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



# Fixed Route - On Time Performance

● 2026 — 2025 ★ The Goal has been exceeded



### Narrative

Fixed-route on-time performance (OTP) increased slightly, reported as 77.5% in March as compared to 76.6% in February. On time performance is 0.3% higher than compared to last year (March 2025). 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%
<b>2026</b>	● <b>80.4%</b>	● <b>79.4%</b>	● <b>78.6%</b>	● <b>78.9%</b>	● <b>76.6%</b>	● <b>77.5%</b>							● <b>78.6%</b>

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%		

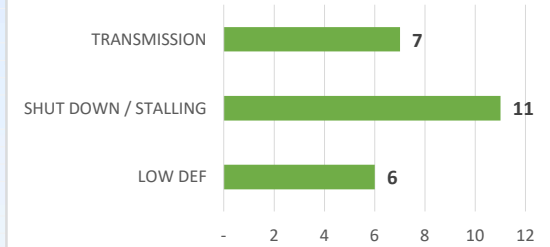
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Fixed-Route Mean Distance Between Failures



## Top Categories of Mechanical Failures



### Narrative

During March, the Mean Distance Between Failures (MDBF) metric decreased by 1,313 miles compared to the month of February. The total number of major mechanical breakdowns reported in March were fifty-nine (59) as compared to forty-eight (48) in February. The top category of mechanical failures was "Shut Down / Stalling".

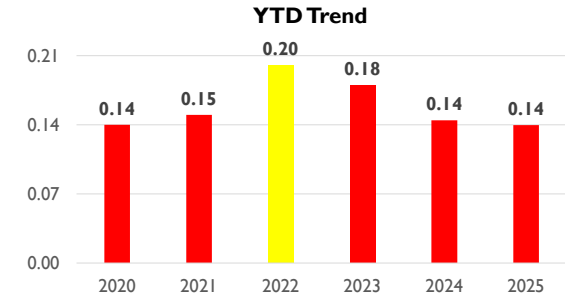
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 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
<b>2026</b>	● 9,071	● 9,500	▲ 7,908	● 10,277	● 12,436	● <b>11,123</b>							● <b>10,052</b>

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. <b>Note:</b> As of FY2023 Palm Tran is using Revenue Miles instead of Total Miles for this calculation to align with the NTD methodology. Additionally, as of FY2025 Palm Tran amended its Minimum, Target, & Goal for the MDBF measure.
	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



# Fixed-Route All Customer Commendations per 10k Boardings



### Narrative

During March, Palm Tran received a total of fifty-seven (57) commendations. Commendations received acknowledged courteous bus operators, customer service representatives, and planning. 84.2% (48 total) commendations were received from West Palm Beach Go during Transit Appreciation Day, via a new transit app "SoFloGo".

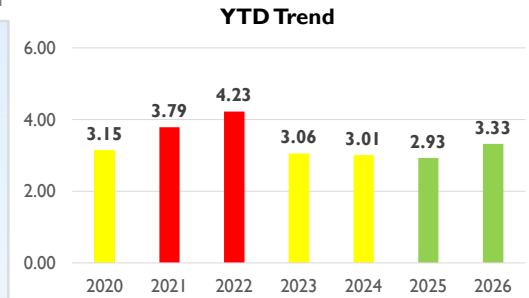
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10	◆ 0.15	▲ 0.37	◆ 0.17	◆ 0.08	● 1.75	◆ 0.13	◆ 0.06	▲ 0.20	◆ 0.14
2021	◆ 0.14	◆ 0.05	▲ 0.30	◆ 0.09	◆ 0.09	◆ 0.17	◆ 0.10	◆ 0.04	◆ 0.17	▲ 0.21	▲ 0.21	◆ 0.18	◆ 0.15
2022	◆ 0.15	▲ 0.39	▲ 0.25	▲ 0.22	◆ 0.14	▲ 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
<b>2026</b>	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.18	● <b>0.78</b>							▲ <b>0.26</b>

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



### Narrative

The Customer Concerns per 10,000 boardings metric increased from 4.03 in March as compared to 3.79 in February. Two hundred ninety-five (295) concerns were reported for the month of March, forty-two (42) more Concerns than the month prior.

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	● 1.75	● 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
<b>2026</b>	● 2.83	● 2.95	● 2.90	▲ 3.46	◆ 3.79	◆ <b>4.03</b>							▲ <b>3.33</b>

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		

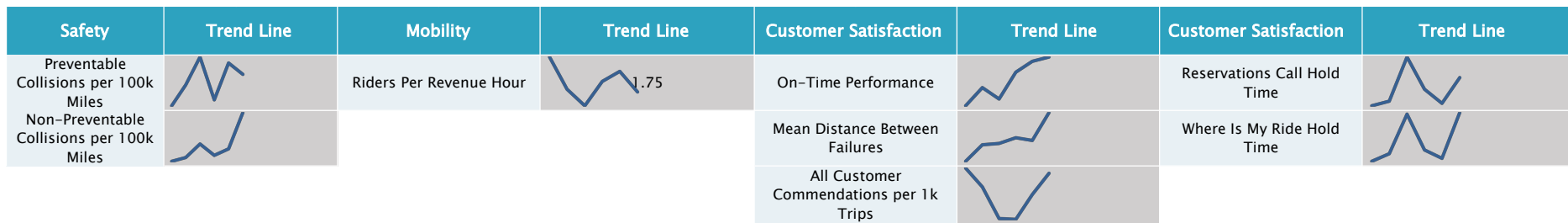
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# 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	● 0.81	▲ 1.45	▲ 1.25							▲ 1.14
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ 3.19							● 1.67
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	▲ 1.47	▲ 1.44							▲ 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%	◆ 79.3%	◆ 81.2%	◆ 81.9%							◆ 77.9%
Mean Distance Between Failures	6,500	7,700	9,500	● 15,527	● 20,470	● 20,912	● 22,618	● 21,811	● 30,231							● 21,928
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.31	● 2.06	● 1.63	● 1.63	● 1.96	● 2.24							● 1.97
	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	▲ 2.05	● 1.75	▲ 2.16							▲ 2.10
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 8:00	◆ 14:02							◆ 11:22
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:45	▲ 3:12	◆ 5:32	▲ 3:25	● 2:55	◆ 5:38							▲ 3:54



- ◆ 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

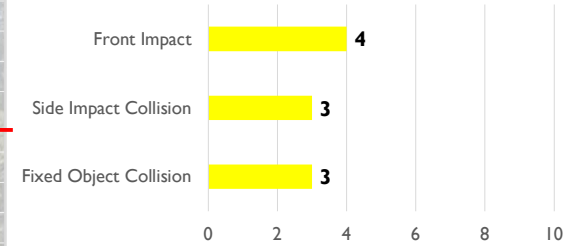
Palm Tran Performance Management Office



# Connection Preventable Collisions per 100K Miles



## Top Categories of Preventable Collisions



## Narrative

In March, eleven (11) Palm Tran Connection preventable collisions were reported, one (1) less than the month prior. "Front Impact" was reported as the highest category, consistent with the highest reported category for the month prior.

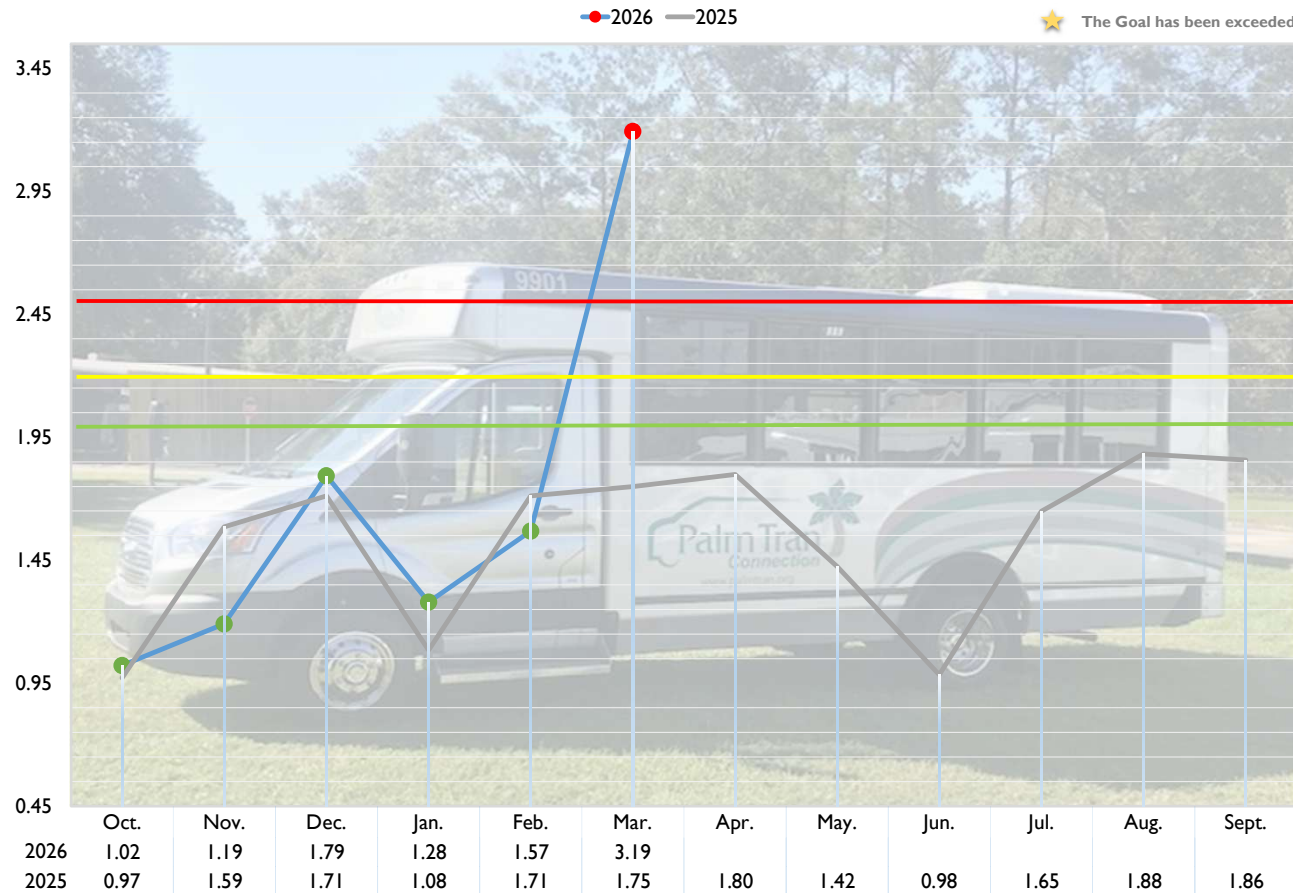
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.82	● 0.81	● 0.80	● 0.74	▲ 1.91	▲ 1.79	● 0.99	▲ 1.01	▲ 1.75	● 0.70	▲ 1.33	▲ 1.28	▲ 1.10
2021	▲ 1.13	▲ 1.31	● 0.66	▲ 1.07	● 0.92	▲ 1.39	● 0.58	● 0.96	▲ 1.12	▲ 1.29	▲ 1.09	▲ 1.07	▲ 1.05
2022	● 0.79	▲ 1.69	▲ 1.28	▲ 1.16	▲ 1.32	▲ 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
<b>2026</b>	● 0.72	▲ 1.07	▲ 1.55	● 0.81	▲ 1.45	▲ 1.25							▲ 1.14

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		

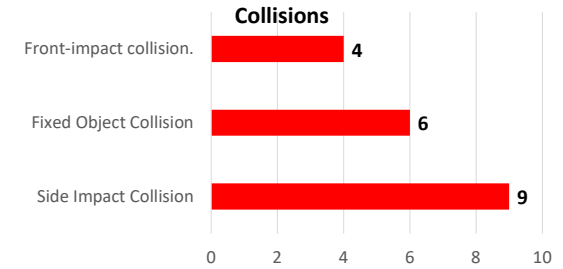
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Connection Non-Preventable Collisions per 100k Miles



## Top Categories of Non-Preventable Collisions



## Narrative

Palm Tran Connection's Non-Preventable Collisions per 100K ratio for March is 3.19; nineteen (19) accidents occurred, fifteen (15) more than February. The top category for the metric was "Side Impact Collision". Palm Tran Connection continues to track and monitor non-preventable collisions to come up with initiatives to mitigate the accidents.

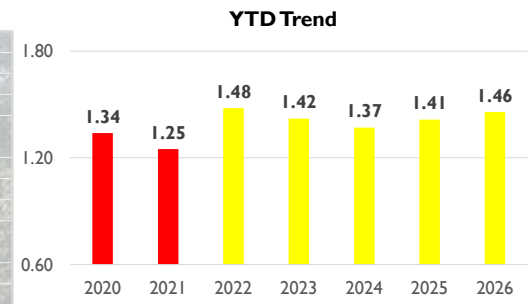
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49	● 1.72	◆ 2.51	● 1.19	● 1.07	● 1.75	● 0.98	● 1.33	● 0.57	● 1.87 ★
2021	● 1.50	▲ 2.32	● 1.46	● 1.47	● 1.44	● 1.62	● 1.64	● 0.48	● 1.36	● 2.06	◆ 2.54	▲ 2.39	● 1.69 ★
2022	● 1.32	● 1.54	● 1.56	● 1.60	● 1.91	◆ 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
<b>2026</b>	● 1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ <b>3.19</b>							● <b>1.67</b>

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



# Connection Riders Per Revenue Hour



**Narrative**

During the month of March, the riders per revenue hours metric decreased slightly from 1.47 to 1.44. The total number of passengers transported experienced a 6.1% increase compared to the month prior. Additionally, there was a 8.3% increase in revenue hours reported for the month. These figures produce a productivity rate slightly below what was reported last month.

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	▲ 1.75	◆ 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
<b>2026</b>	▲ 1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.47	▲ 1.44							▲ 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

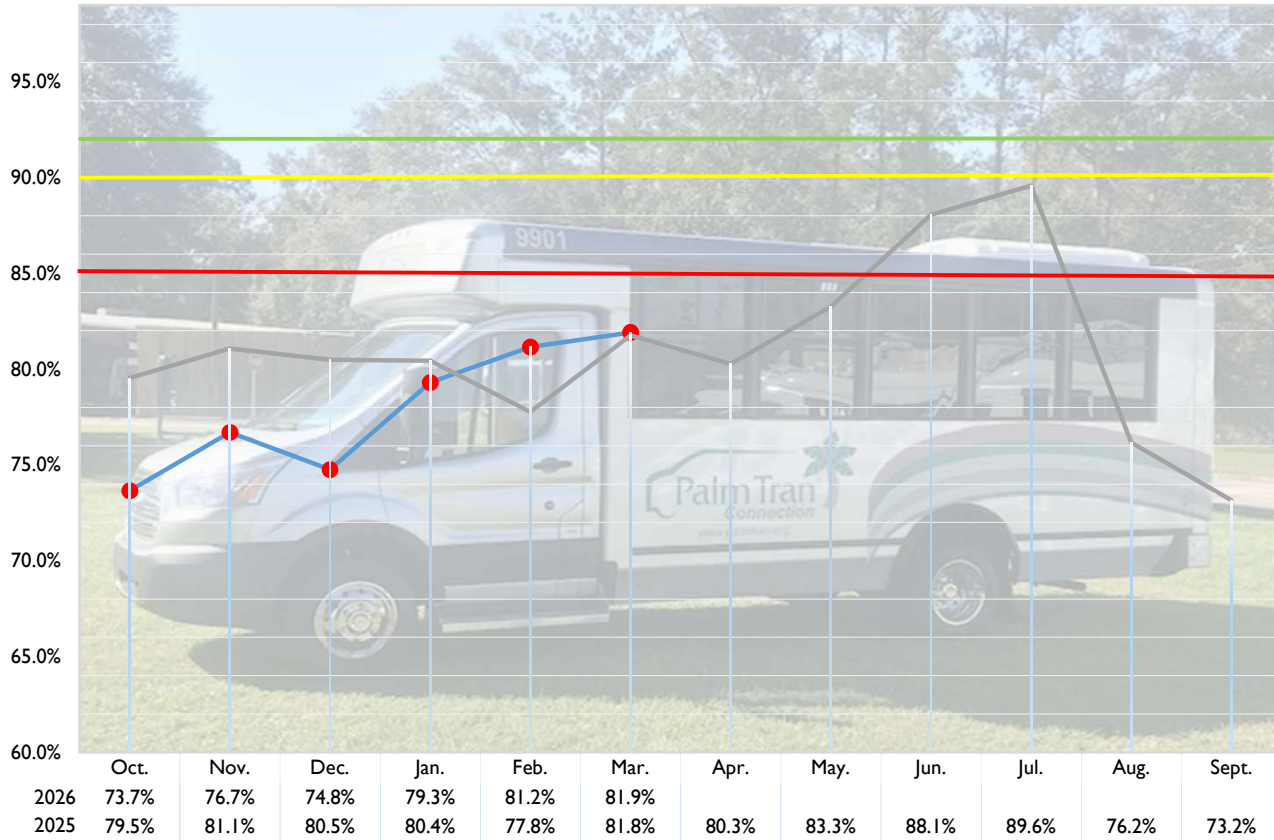


# Connection - On Time Performance

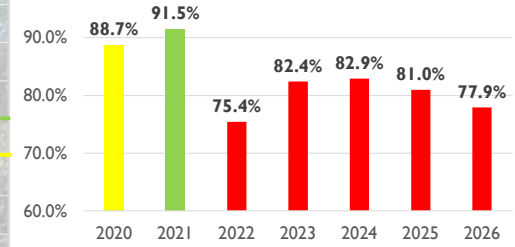


● 2026 — 2025

★ The Goal has been exceeded



## YTD Trend



## Narrative

During the month of March, Palm Tran Connection experienced an increase in On-Time Performance by 0.8%, 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.

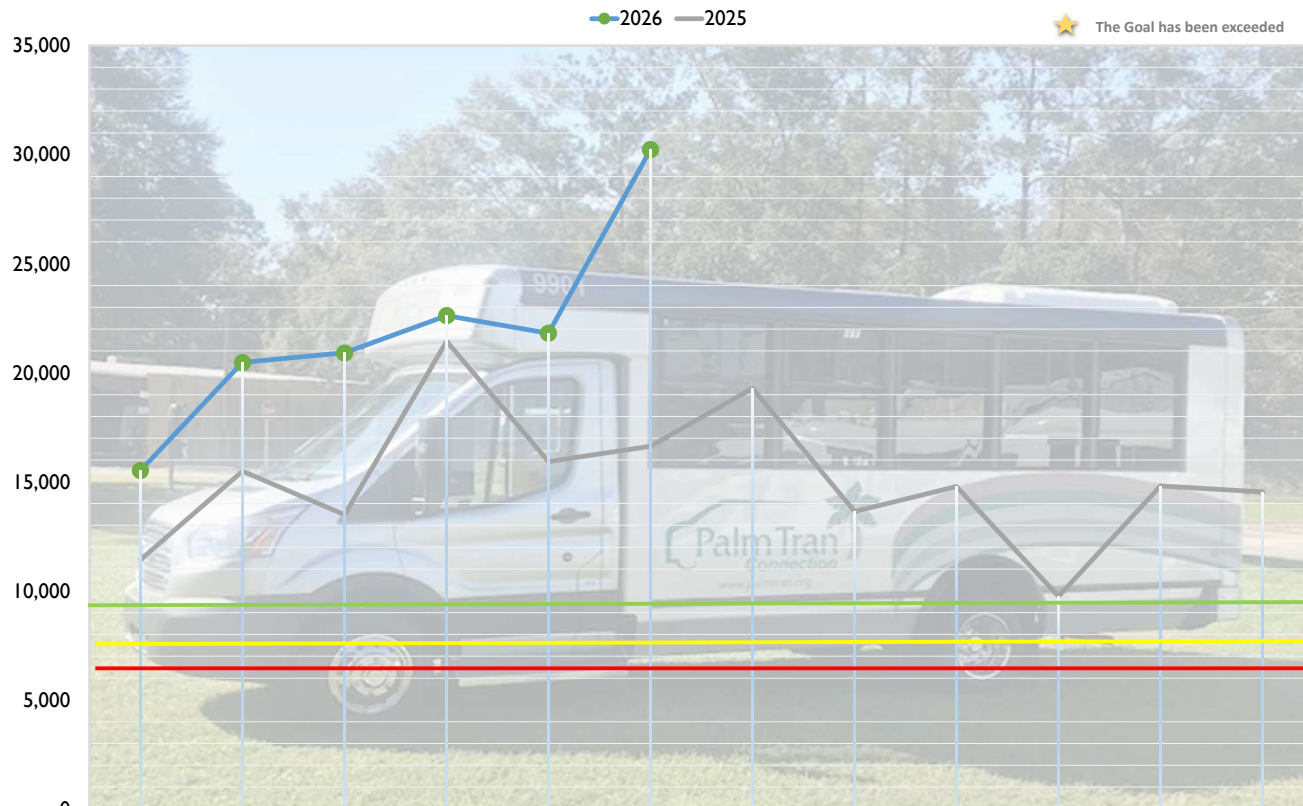
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	73.9%	81.3%	83.1%	80.8%	78.5%	84.7%	98.5%	97.8%	175.3%	96.6%	96.2%	95.8%	88.7%
2021	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%	80.2%	91.5%
2022	75.6%	74.6%	75.4%	74.8%	64.5%	67.9%	64.6%	73.3%	87.3%	88.5%	80.6%	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%
<b>2026</b>	<b>73.7%</b>	<b>76.7%</b>	<b>74.8%</b>	<b>79.3%</b>	<b>81.2%</b>	<b>81.9%</b>							<b>77.9%</b>

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%		

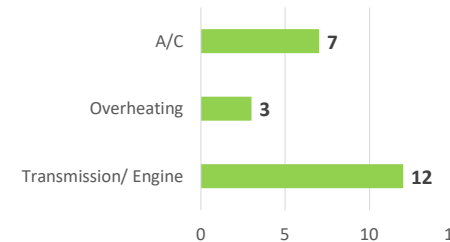
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Connection Mean Distance Between Failures



## Top Categories of Mechanical Failures



### Narrative

During March, the Palm Tran Connection Mean Distance between Failures is reported at 30,231 miles; twenty-nine (29) breakdowns were reported. The top category of overall breakdowns were related to Transmission/Engine issues. The thirty-thousand figure is the highest reported in over five fiscal years.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2026	15,527	20,470	20,912	22,618	21,811	30,231						
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

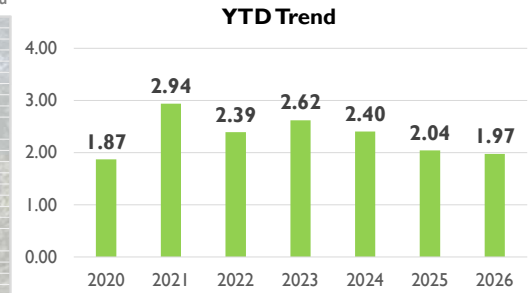
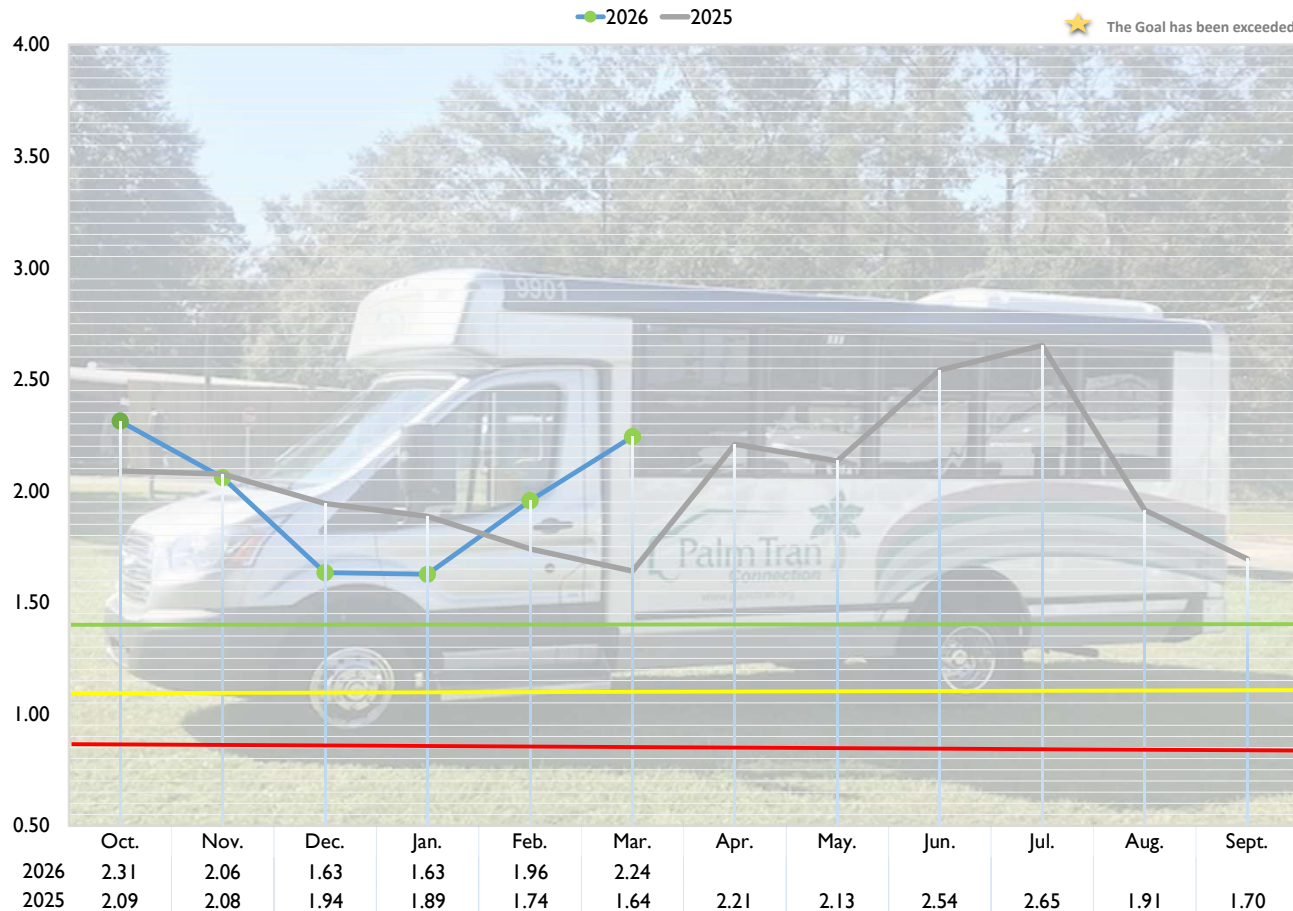
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 5,472	◆ 8,244	◆ 6,256	◆ 8,356	◆ 8,177	◆ 10,071	◆ 8,707	◆ 9,233	◆ 2	◆ 5,981	◆ 5,196	◆ 6,763	◆ 6,971
2021	● 8,056	▲ 6,896	● 10,166	● 16,247	● 12,281	● 9,839	● 8,909	● 15,362	● 10,749	● 11,947	● 17,955	● 20,436	● 11,283 ★
2022	● 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	● 13,631	● 14,780	● 9,761	● 14,806	● 14,530	● 15,101 ★
<b>2026</b>	● 15,527	● 20,470	● 20,912	● 22,618	● 21,811	● <b>30,231</b>							● <b>21,928</b>

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



# Connection All Customer Commendations per 1k Trips



**Narrative**

In March, one hundred forty (140) commendations were reported; twenty-five (25) more as 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.

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	● 1.75	● 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 ★
<b>2026</b>	● 2.31	● 2.06	● 1.63	● 1.63	● 1.96	● <b>2.24</b>							● <b>1.97</b>

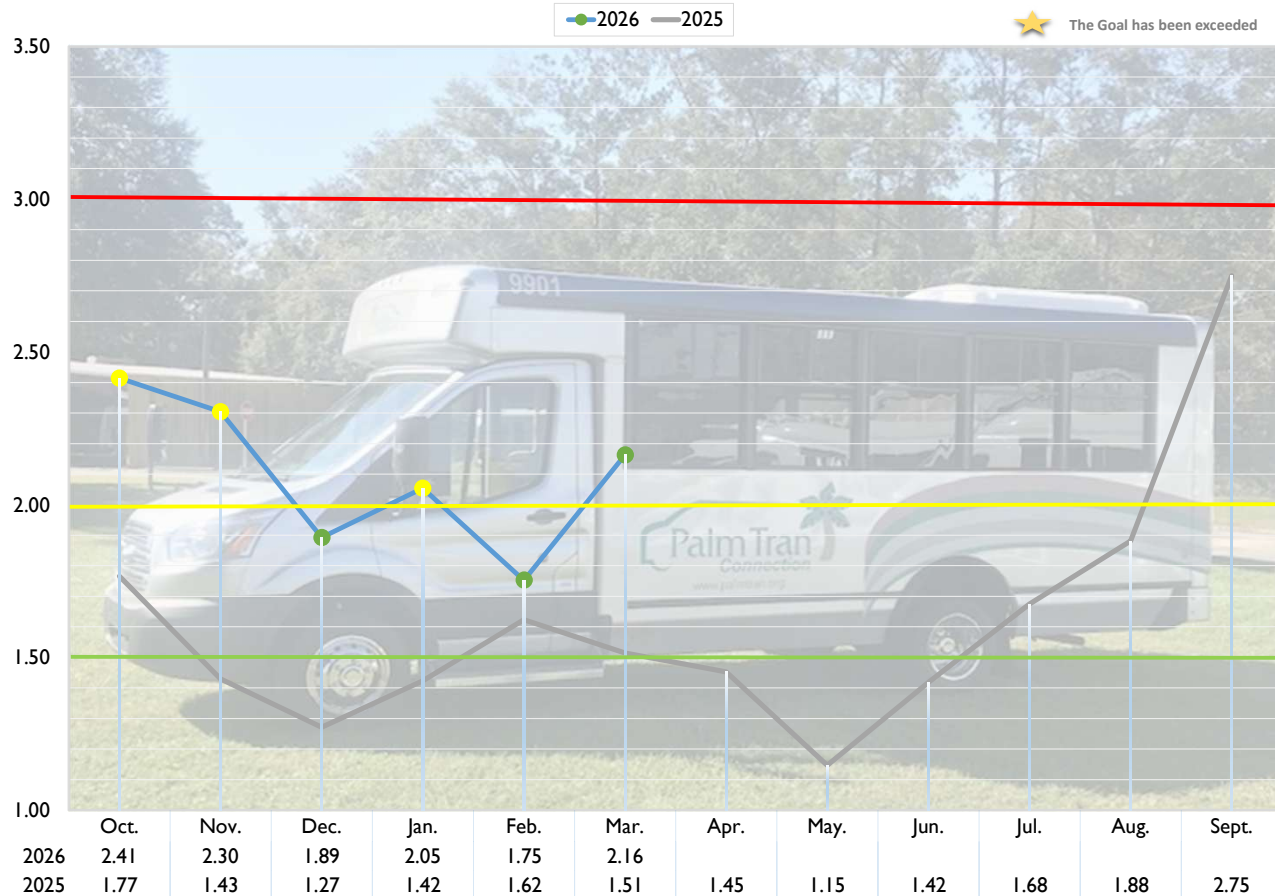
  

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2025	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2026	0.80	1.10	1.40		

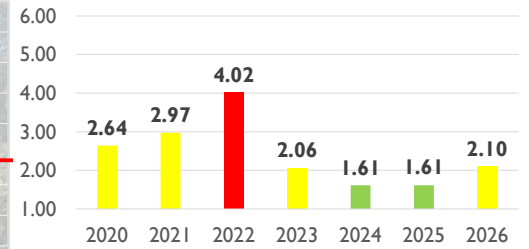
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Connection All Customer Concerns per 1k Trips



YTD Trend



**Narrative**

Connection's customer concerns per 1,000 completed trips ratio is reported as 2.16 for the month of March. One hundred thirty-five (135) were reported for March, thirty-two (32) more than the month prior.

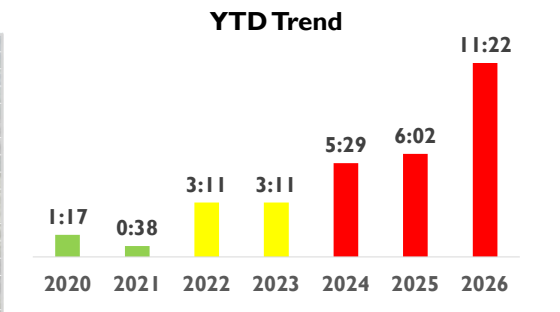
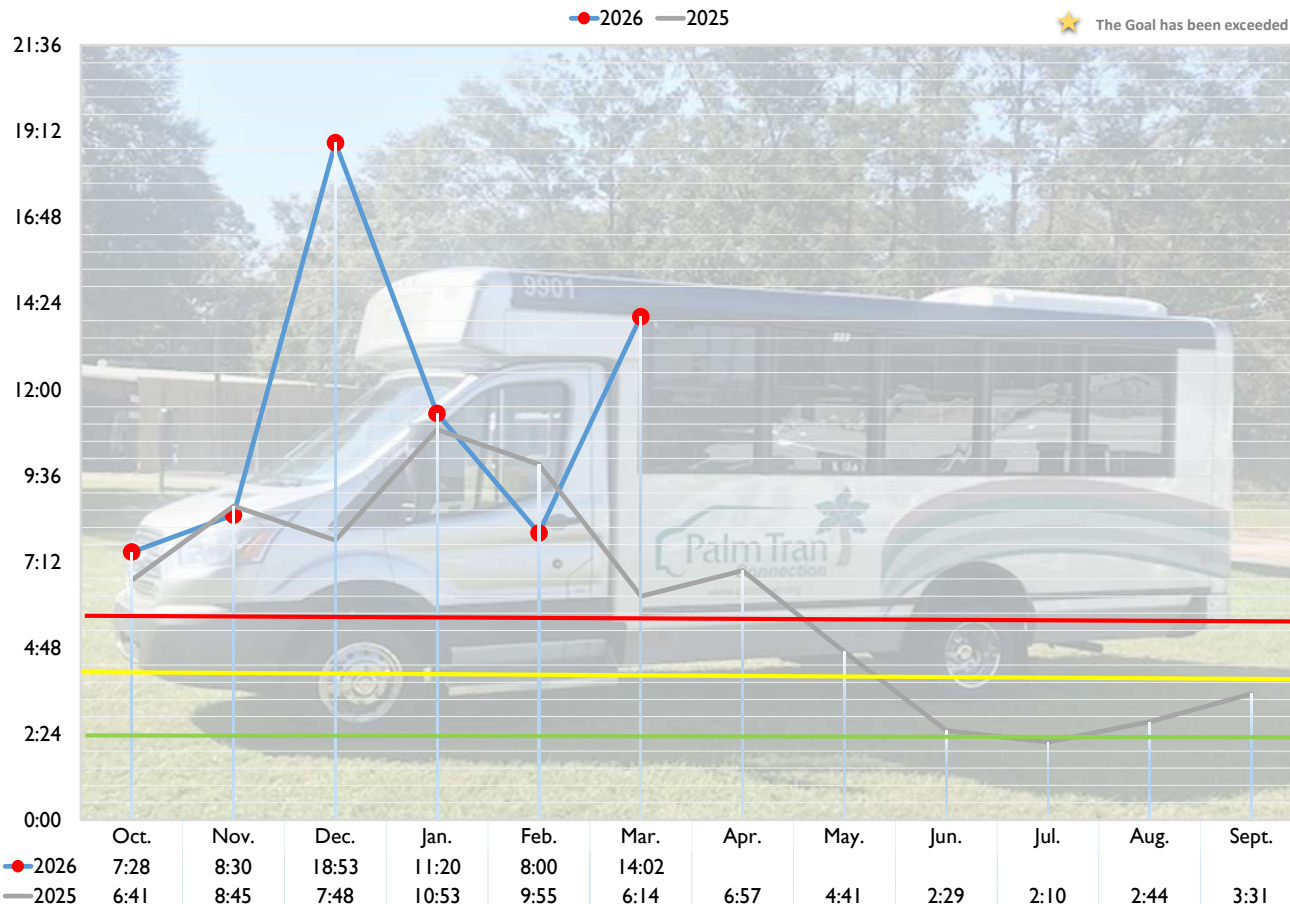
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79	◆ 3.76	▲ 2.94	● 1.45	● 1.24	● 1.75	● 1.47	▲ 2.32	● 1.68	▲ 2.64
2021	▲ 2.45	▲ 2.79	● 2.00	● 1.44	● 1.99	▲ 2.24	▲ 2.58	▲ 2.85	◆ 3.13	◆ 3.33	◆ 4.58	◆ 5.46	▲ 2.97
2022	◆ 5.80	◆ 6.03	◆ 4.68	◆ 3.97	◆ 4.83	◆ 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
<b>2026</b>	▲ 2.41	▲ 2.30	● 1.89	▲ 2.05	● 1.75	▲ <b>2.16</b>							▲ <b>2.10</b>

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



# Connection Reservations Call Hold Time



### Narrative

During March, the average hold time for reservations increased by six minutes and two seconds (6:02). 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. Outages occurred five days for the month of March. Staffing challenges are attributed to three vacancese with 704 uncovered staff hours.

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	◆ 18:03	● 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
<b>2026</b>	◆ 7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 8:00	◆ 14:02							◆ 11:22

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



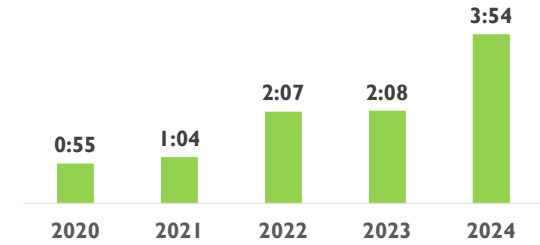
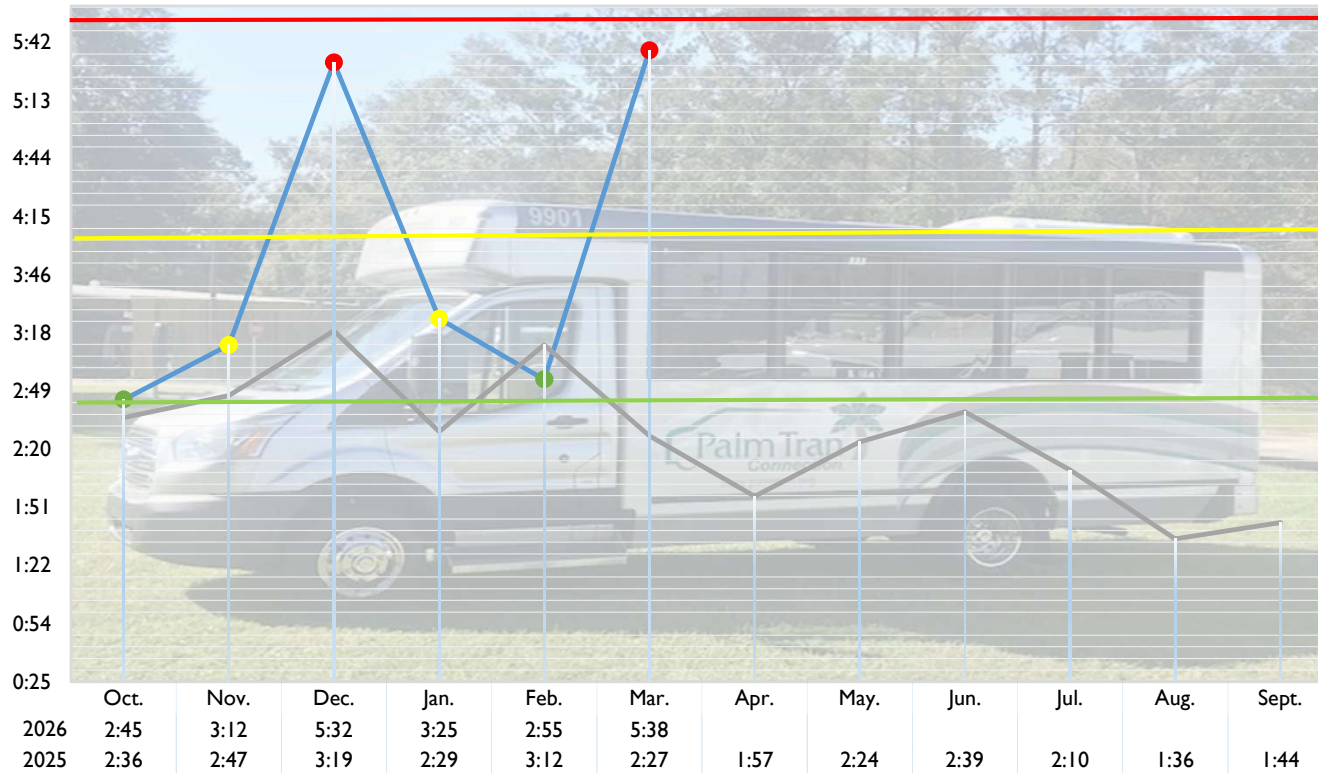
# Connection Where Is My Ride Hold Time



## YTD Trend

● 2026 — 2025

★ The Goal has been exceeded



### Narrative

The "Where's my ride" average hold time was reported as five minutes and thirty-eight seconds (5:38); a two minute and forty-three second increase as compared to the month prior. Call hold times are due to staffing challenges within the Connection section, as well as outages in Trapeze software. Outages occurred five days for the month of March. Staffing challenges are attributed to three vacancies with 704 uncovered staff hours.

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	◆ 18:03	● 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
<b>2026</b>	● 2:45	▲ 3:12	◆ 5:32	▲ 3:25	● 2:55	◆ 5:38							▲ 3:54

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



# 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

