

PERFORMANCE REPORT

MAY 2026 (FY2026)

Performance Management Office



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

Published July 09, 2026



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.

May 2026

PERFORMANCE HIGHLIGHTS



Fixed-Route

Ridership	677,704
Riders Per Revenue Hour	15.5
All Customer Concerns per 10K Boardings	4.85
Vehicle Revenues Miles	640,199
Total Revenue Hours	43,668

Connection

Ridership	69,297
Riders Per Revenue Hour	1.45
All Customer Concerns per 1K Trips	1.34
Vehicle Revenue Miles	835,309
Total Revenue Hours	47,864

Go Glades

Ridership	10,615
Riders Per Revenue Hour	4.15
All Customer Concerns per 1K Boardings	0.19
Vehicle Revenue Miles	41,034
Total Revenue Hours	2,555

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.	Apr.	May	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.45	● 0.49	▲ 1.22	● 1.08	● 0.84	● 0.91	● 0.93	◆ 2.03	● 0.99
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ 2.90	▲ 2.47	● 2.03	◆ 2.58
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.04	● 1.02	● 0.97	● 1.01	● 1.20	● 1.06
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Total System Ridership	700,000	775,000	850,000	▲ 754,837	◆ 670,778	▲ 700,925	▲ 702,848	◆ 667,758	▲ 732,551	▲ 715,663	◆ 677,704	◆ 5,623,064
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ 16.3	◆ 16.2	◆ 15.5	◆ 16.1
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
On-Time Performance	74%	76%	78%	● 80.4%	● 79.4%	● 78.6%	● 78.9%	● 76.6%	● 77.5%	● 77.9%	● 82.2%	● 78.9%
Mean Distance Between Failures	7,000	8,000	9,000	● 9,071	● 9,500	▲ 7,908	● 10,277	● 12,436	● 11,123	● 10,103	● 10,851	● 10,158
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.18	● 0.78	◆ 0.11	▲ 0.27	▲ 0.25
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	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	◆ 3.91	◆ 4.85	◆ 3.59

CONNECTION DASHBOARD FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.72	▲ 1.07	▲ 1.55	● 0.81	▲ 1.45	▲ 1.25	▲ 1.11	▲ 1.08	▲ 1.13
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ 3.19	● 0.89	● 1.20	● 1.52
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.47	▲ 1.44	▲ 1.47	▲ 1.45	▲ 1.46
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
On-Time Performance	85%	90%	92%	◆ 73.7%	◆ 76.7%	◆ 74.8%	◆ 79.3%	◆ 81.2%	◆ 81.9%	◆ 82.5%	◆ 84.0%	◆ 79.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 15,527	● 20,470	● 20,912	● 22,618	● 21,811	● 30,231	● 24,270	● 19,426	● 21,908
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 2.31	● 2.06	● 1.63	● 1.63	● 1.96	▲ 2.24	● 2.00	● 1.54	● 1.92
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	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	● 1.83	● 1.34	● 1.97
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 8:00	◆ 14:02	◆ 15:38	32:35	◆ 11:58
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:45	▲ 3:12	◆ 5:32	▲ 3:25	● 2:55	◆ 5:38	◆ 4:14	▲ 3:14	▲ 3:51

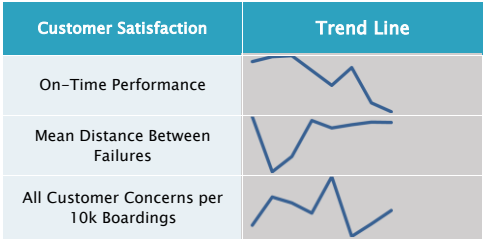
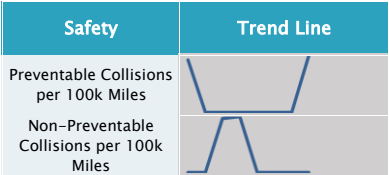
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



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	● 0.00	● 0.24					● 0.06
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	●	0.00	● 0.00	● 0.23	● 0.24	● 0.00	● 0.00	● 0.00	● 0.00					● 0.06
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	● 4.34	● 4.59	● 4.45	● 4.71	● 4.44	● 4.14	● 4.15					● 4.41
Total System Ridership	3,600	5,400	7,300	●	12,335	● 10,398	● 12,302	● 11,820	● 11,459	● 11,750	● 10,893	● 10,615					● 91,572
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%	▲ 89.3%	▲ 88.4%					● 92.0%
Mean Distance Between Failures	6,500	7,700	9,500	●	44,275	● 13,108	● 21,784	● 41,996	● 37,781	● 39,730	● 41,174	● 41,034					● 35,110
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	●	0.08	● 0.29	● 0.24	● 0.17	● 0.44	● 0.00	● 0.09	● 0.19					● 0.19



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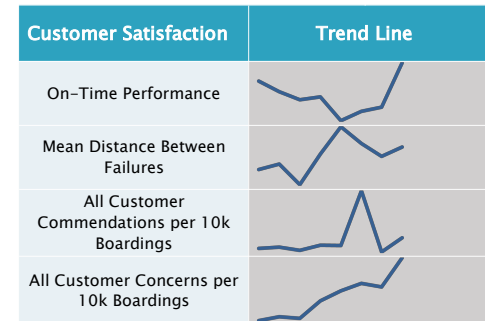
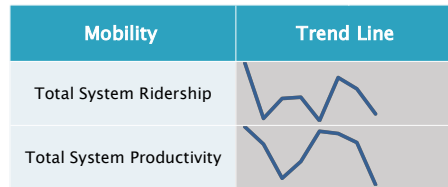
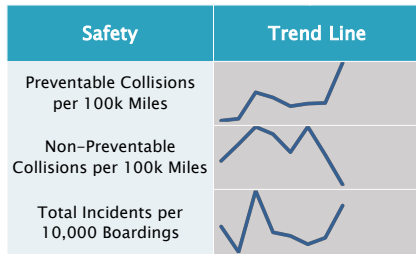
The Goal has been exceeded



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	● 0.93	◆ 2.03					● 0.99
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ 2.90	▲ 2.47	● 2.03					◆ 2.58
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.04	● 1.02	● 0.97	● 1.01	● 1.20					● 1.06
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	▲ 715,663	◆ 677,704					● 5,623,064
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ 16.3	◆ 16.2	◆ 15.5					◆ 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%	● 77.9%	● 82.2%					● 78.9%
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All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.18	● 0.78	◆ 0.11	▲ 0.27					▲ 0.25
	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	◆ 3.91	◆ 4.85					◆ 3.59



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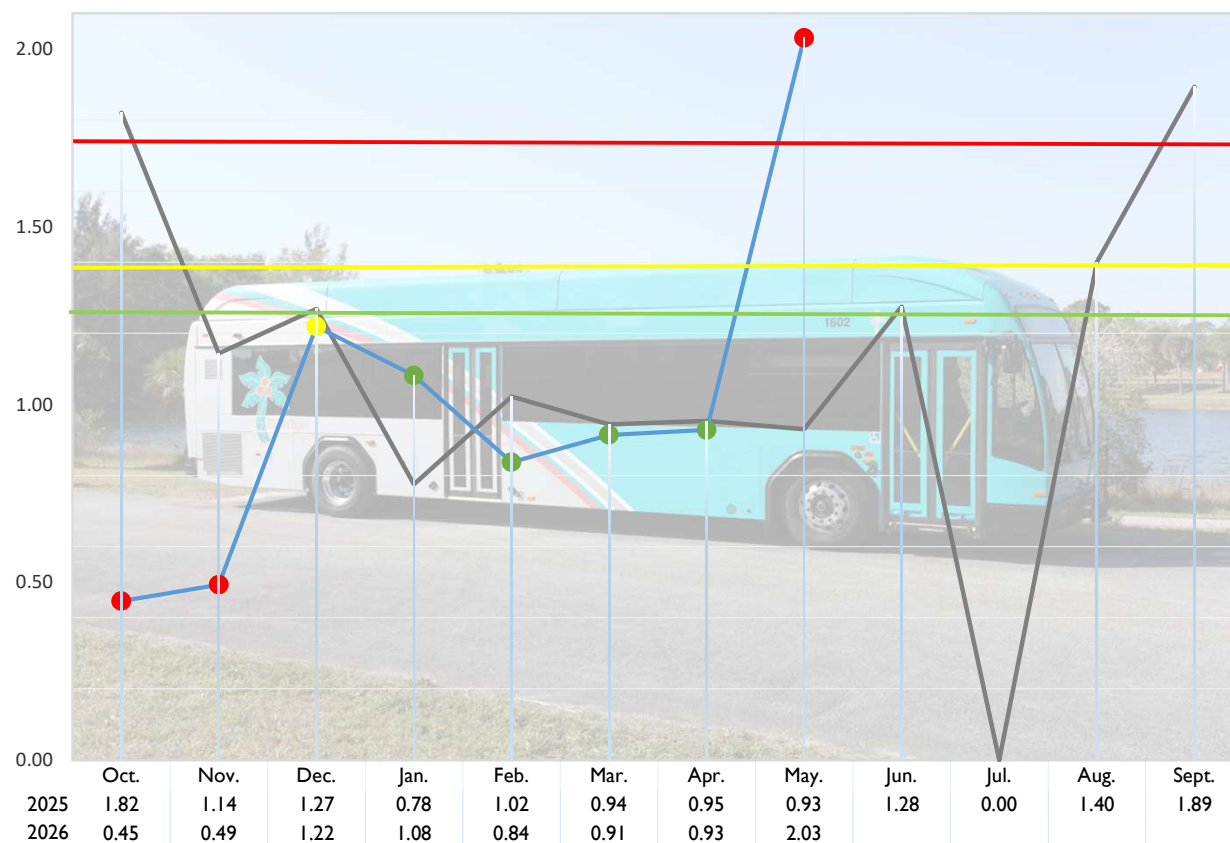
Palm Tran Performance Management Office



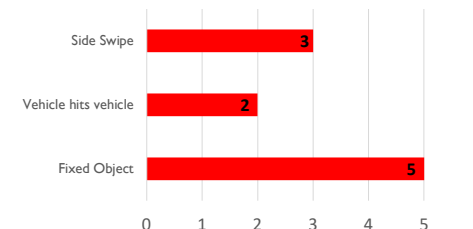
Fixed-Route Preventable Collisions per 100K Miles

—2025 ●2026

★ The Goal has been exceeded



Top Categories of Preventable Collisions



Narrative

During the month of May, Palm Tran experienced thirteen (13) preventable accidents, seven (7) more than the month prior. The top category for preventable accidents for the month of May is "Fixed Objects".

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	● 1.08	● 0.84	● 0.91	● 0.93	◆ 2.03					● 0.99
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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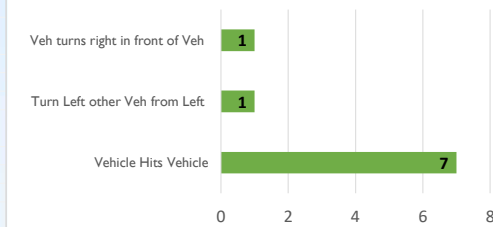


Fixed-Route Non-Preventable Collisions per 100k Miles

★ The Goal has been exceeded



Top Categories of Non-Preventable Collisions



Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric slightly decreased from 2.47 in April to 2.03 in May. Thirteen (13) non-preventable collisions were reported in May, down by three (3) as compared to April. The top category of Non-Preventable Collisions reported in April is "Vehicle Hits Vehicle".

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	◆ 2.78	◆ 2.51	◆ 2.90	▲ 2.47	● 2.03					◆ 2.58
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									

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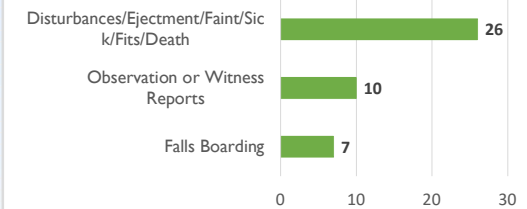
Fixed-Route Total Incidents per 10,000 Boardings

— 2025 — 2026

★ The Goal has been exceeded



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



Narrative

During May, there were eighty-one (81) incidents reported, nine (9) less reported as compared to the month prior. The top category for May was "Disturbances/ Ejectment/ Faint/ Sick/ Fits/ Death" representing 32% of total fixed-route incidents 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	1.04	1.02	0.97	1.01	1.20					
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, ejectment, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.				
	2026	1.50	1.30	1.00									

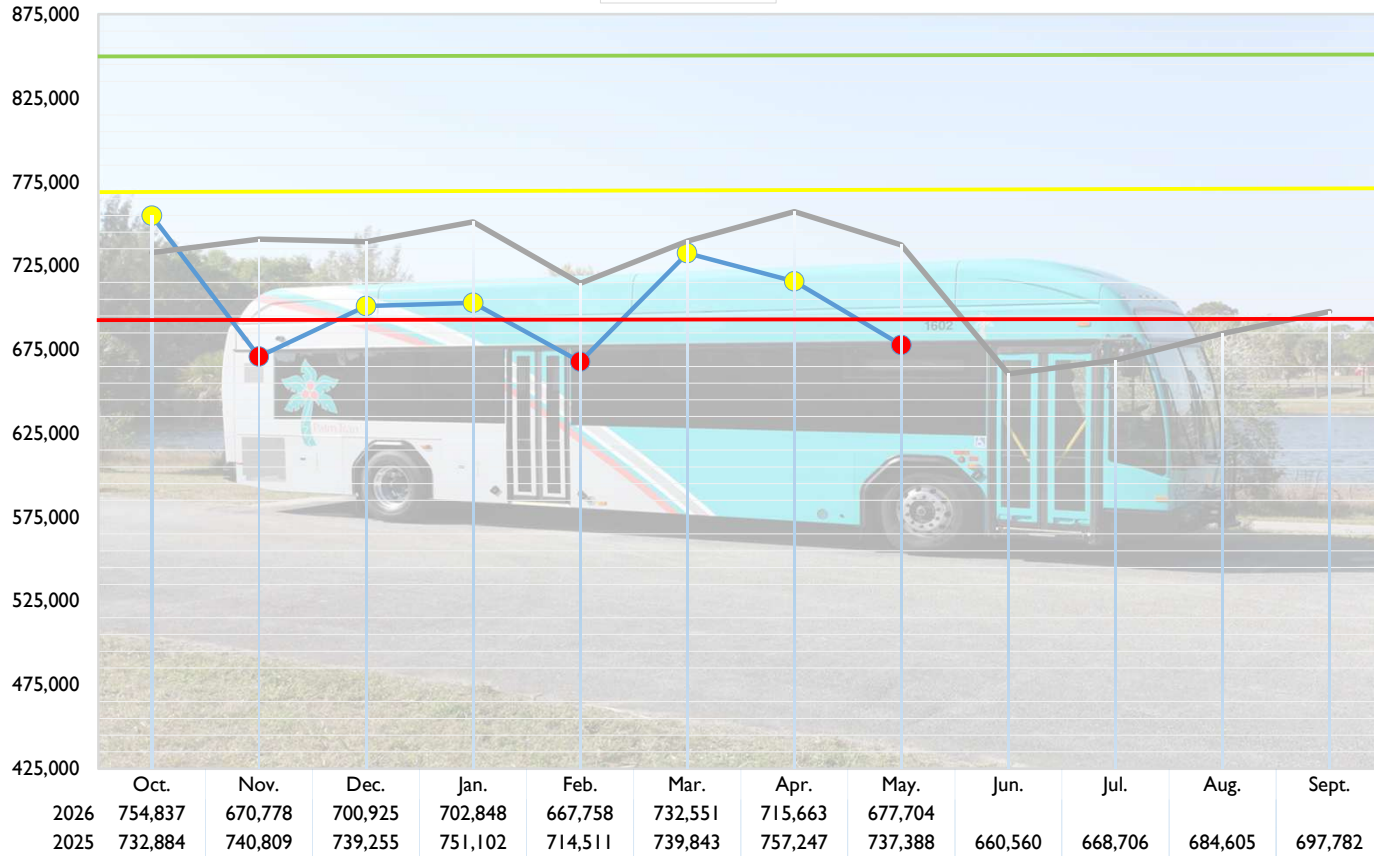
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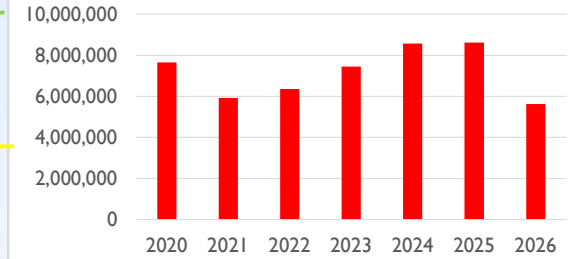
Fixed-Route Total System Ridership

● 2026 — 2025

★ The Goal has been exceeded



YTD Trend



Narrative

During the month of May, fixed-route ridership decreased by 5.3% as compared to the month prior. The 677,704 figure is also an 8.1% decrease compared to the same time period last year (May 2025). Ridership for several peer agencies has also experienced a decline year over year. Nonetheless, the Planning section in conjunction with the PT-Stat Service Enhancement Team continue to explore ways to attract and retain riders.

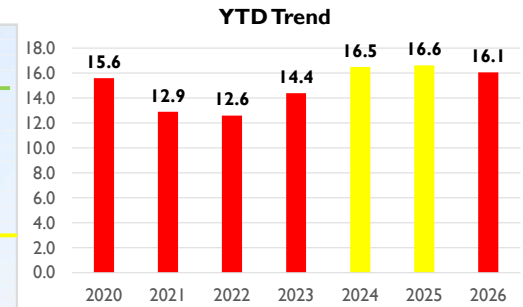
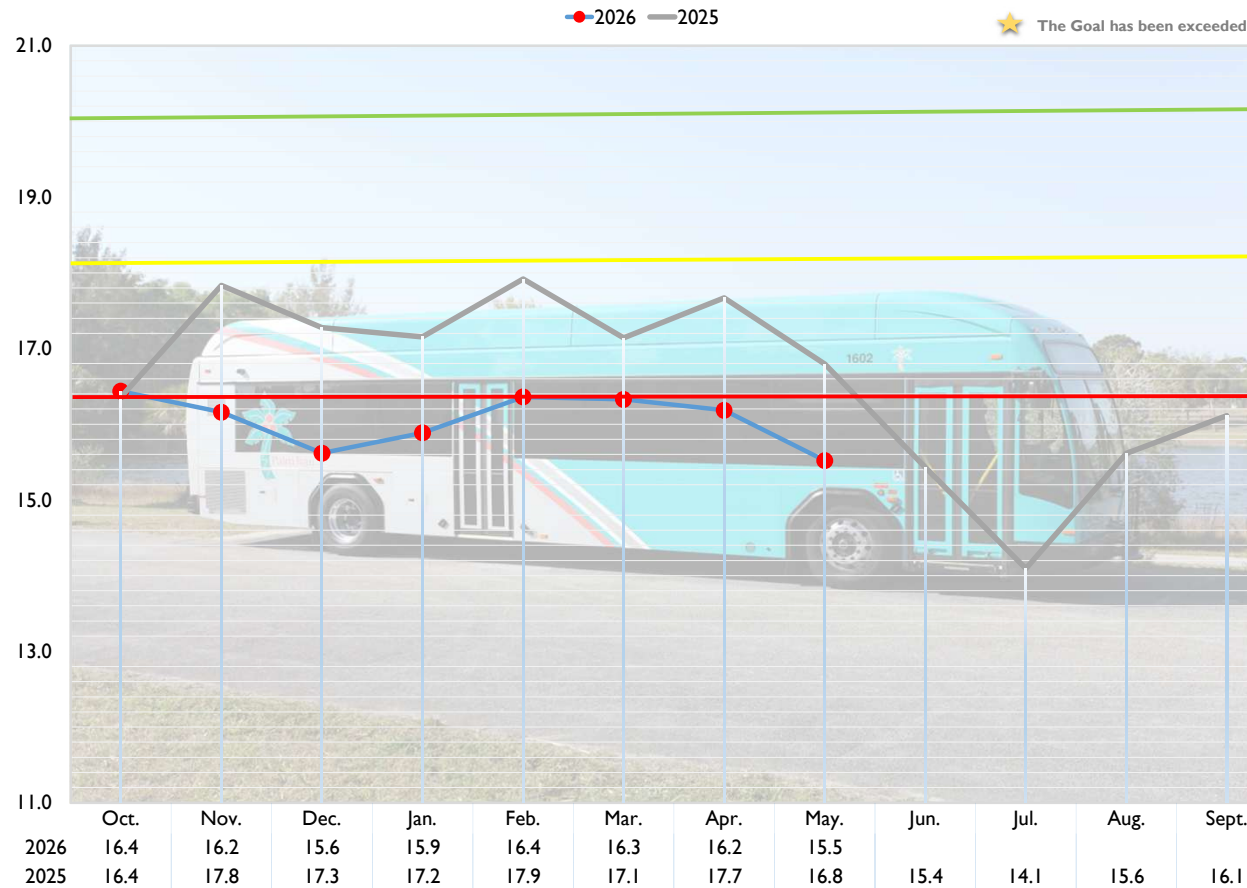
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703	◆ 642,330	◆ 462,991	◆ 488,515	◆ 588,187	◆ 637,962	◆ 540,694	◆ 458,101	◆ 7,651,186
2021	◆ 486,639	◆ 428,495	◆ 471,133	◆ 453,069	◆ 454,505	◆ 525,519	◆ 494,676	◆ 520,496	◆ 522,000	◆ 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	▲ 702,848	◆ 667,758	▲ 732,551	▲ 715,663	◆ 677,704					◆ 5,623,064

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



Narrative

The Fixed-Route Riders per Revenue Hour metric decreased from 16.2 in April to 15.5 in May. This occurred with ridership decreasing 5.3% as compared to the month prior, with revenue hours decreasing by 1.2%.

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
2026	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ 16.3	◆ 16.2	◆ 15.5					◆ 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									

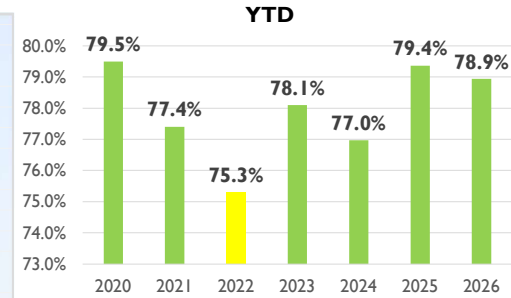
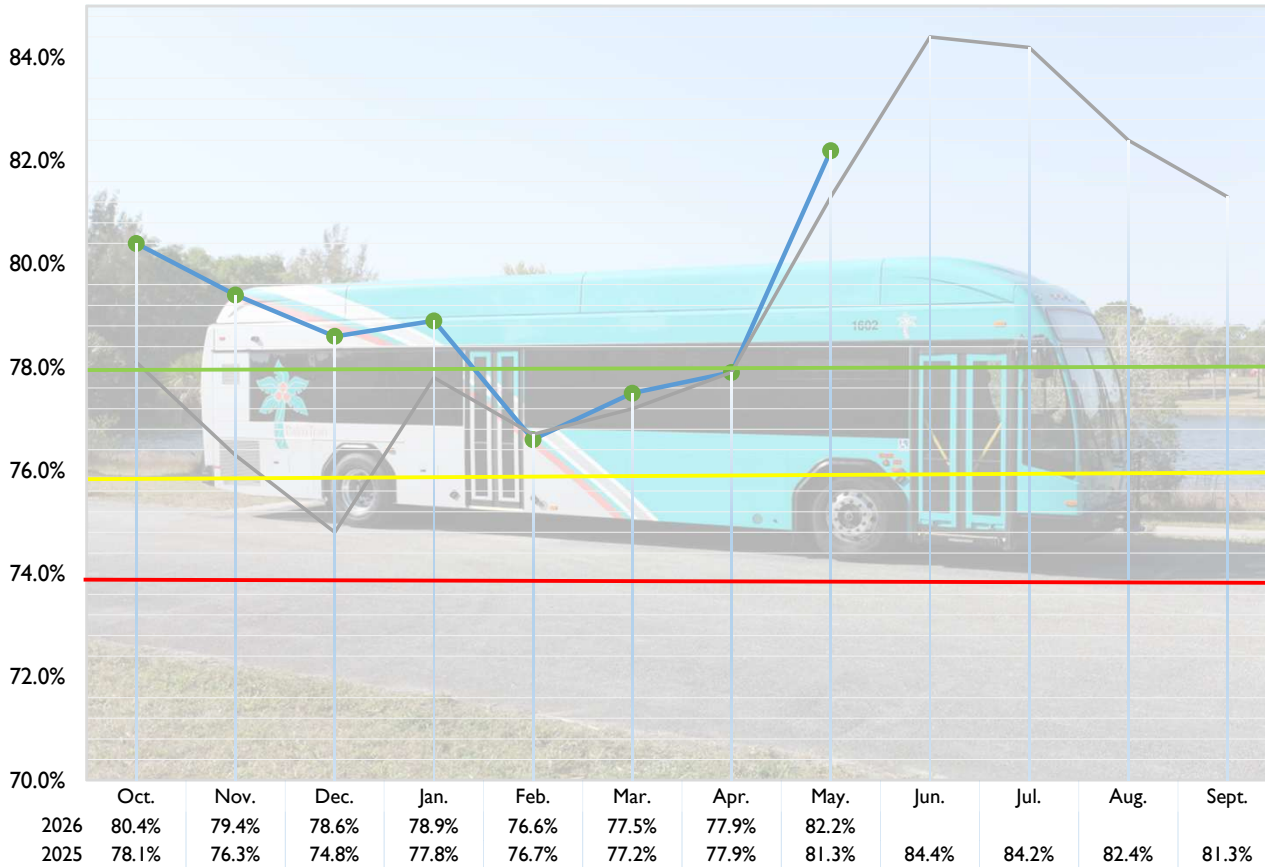
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Fixed Route - On Time Performance

● 2026 — 2025

★ The Goal has been exceeded



Narrative

The fixed-route on-time performance (OTP) metric still continues to surpass the target of 76%. OTP for May is reported as 81.3%, a 0.9% increase as compared to the year prior and a 4.3% increase as compared to last month. 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%	● 79.4%	● 78.6%	● 78.9%	● 76.6%	● 77.5%	● 77.9%	● 82.2%					● 78.9%

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

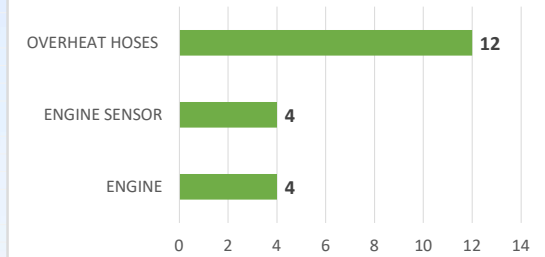


Fixed-Route Mean Distance Between Failures

● 2026 — 2025

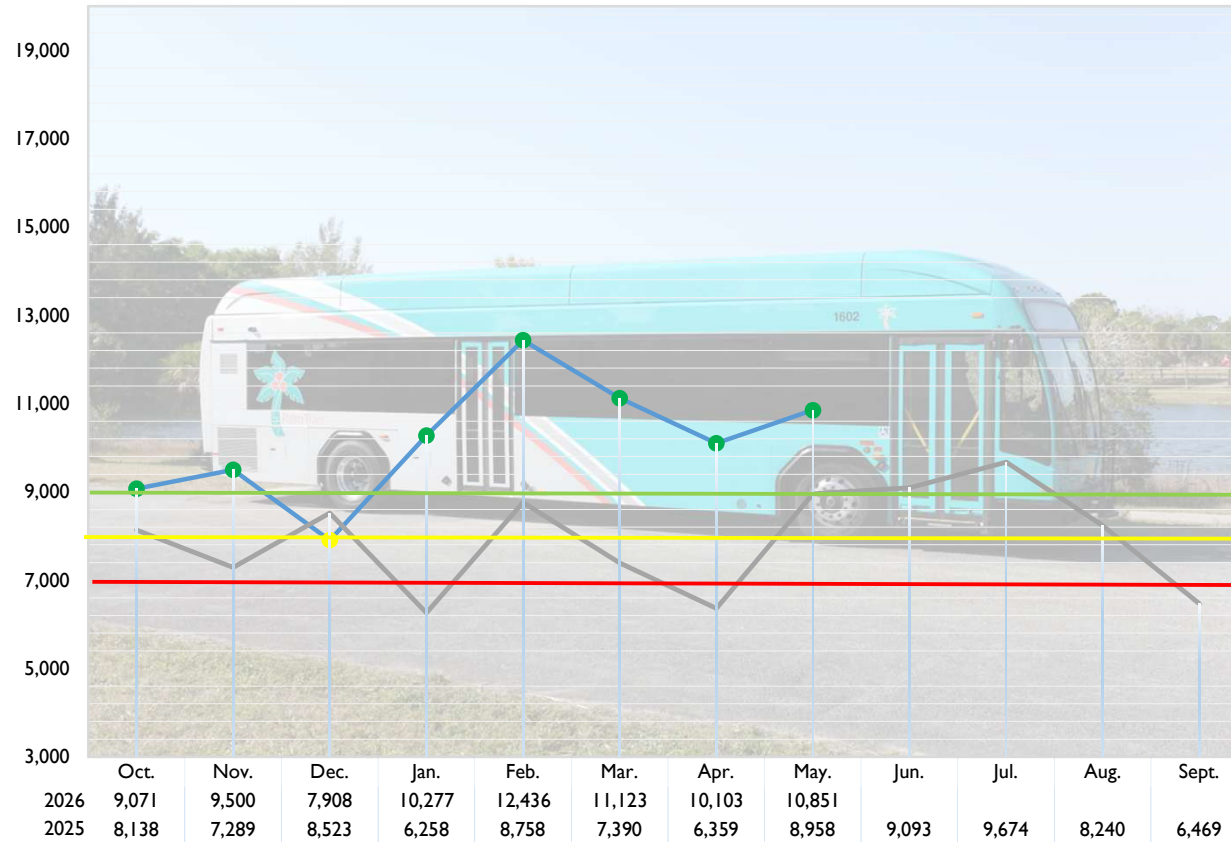
★ The Goal has been exceeded

Top Categories of Mechanical Failures



Narrative

During May, the Mean Distance Between Failures (MDBF) metric increased by 748 miles compared to the month of April. The total number of major mechanical breakdowns reported in April was sixty-four (64) as compared to fifty-nine (59) in May. The top category of mechanical failures was "Overheat Hoses".



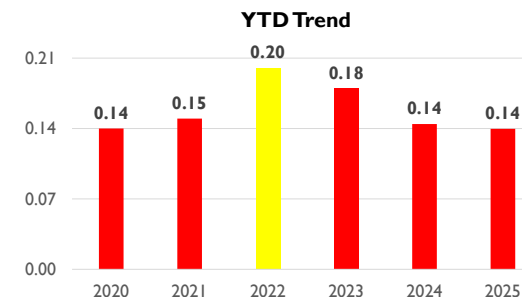
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 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	● 10,277	● 12,436	● 11,123	● 10,103	● 10,851					● 10,158

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



Fixed-Route All Customer Commendations per 10k Boardings



Narrative

During May, Palm Tran received a total of eighteen (18) commendations, ten (10) more than the month prior. Commendations received acknowledged courteous bus operators, customer service representatives, and planning.

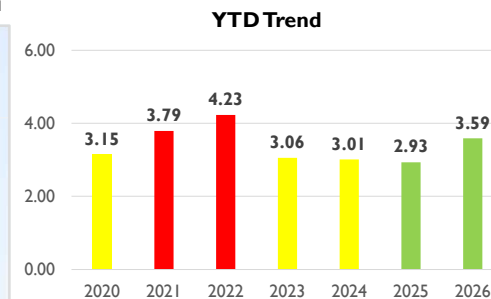
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.08	0.05	0.17	0.10	0.15	0.37	0.17	0.08	1.75	0.13	0.06	0.20	0.14
2021	0.14	0.05	0.30	0.09	0.09	0.17	0.10	0.04	0.17	0.21	0.21	0.18	0.15
2022	0.15	0.39	0.25	0.22	0.14	0.33	0.04	0.07	0.18	0.25	0.24	0.15	0.20
2023	0.10	0.29	0.17	0.20	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
2026	0.15	0.16	0.13	0.18	0.18	0.78	0.11	0.27					0.25

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 significantly from 3.91 in April as compared to 4.85 in May. Three hundred twenty-nine (329) concerns were reported for the month of May as compared to (280) for April (a 17.5% increase), primarily attributed to complaints regarding Operations.

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
2026	● 2.83	● 2.95	● 2.90	▲ 3.46	◆ 3.79	◆ 4.03	◆ 3.91	◆ 4.85					◆ 3.59
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									

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- ▲ 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	▲ 1.11	▲ 1.08					▲ 1.13
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ 3.19	● 0.89	● 1.20					● 1.52
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.47	▲ 1.44	▲ 1.47	▲ 1.45					▲ 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%	◆ 82.5%	◆ 84.0%					◆ 79.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 15,527	● 20,470	● 20,912	● 22,618	● 21,811	● 30,231	● 24,270	● 19,426					● 21,908
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.31	● 2.06	● 1.63	● 1.63	● 1.96	● 2.24	● 2.00	● 1.54					● 1.92
	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	● 1.83	● 1.34					● 1.97
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 8:00	◆ 14:02	◆ 15:38	32:35					◆ 11:58
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:45	▲ 3:12	◆ 5:32	▲ 3:25	● 2:55	◆ 5:38	◆ 4:14	▲ 3:14					▲ 3:51

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

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

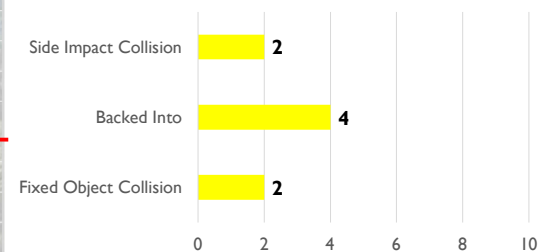
Palm Tran Performance Management Office



Connection Preventable Collisions per 100K Miles



Top Categories of Preventable Collisions



Narrative

In May, nine (9) Palm Tran Connection preventable collisions were reported, one (1) less than the month prior. "Backed Into" was reported as the highest category.

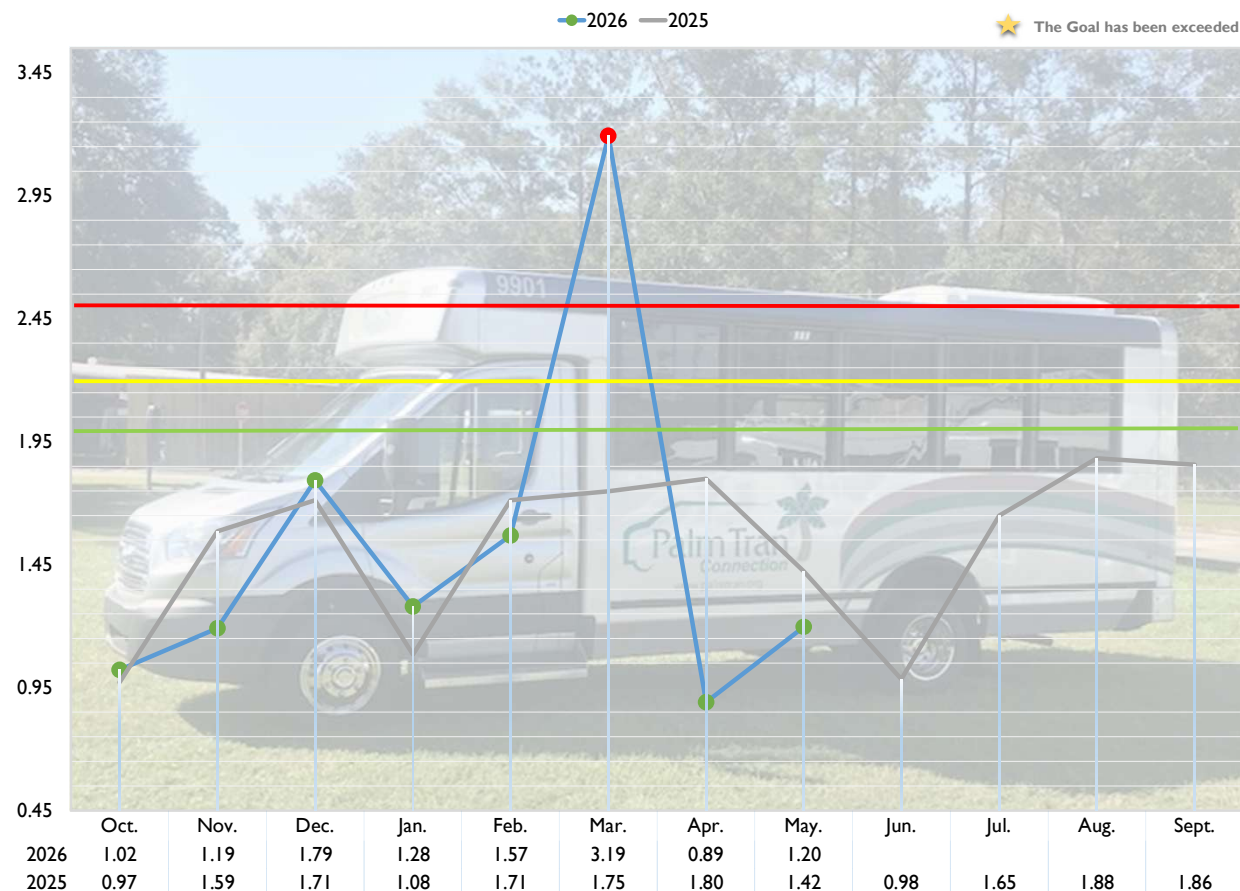
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.82	0.81	0.80	0.74	1.91	1.79	0.99	1.01	1.75	0.70	1.33	1.28	1.10
2021	1.13	1.31	0.66	1.07	0.92	1.39	0.58	0.96	1.12	1.29	1.09	1.07	1.05
2022	0.79	1.69	1.28	1.16	1.32	1.45	1.23	1.24	1.64	1.68	1.42	1.54	1.36
2023	1.49	1.81	1.60	1.76	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
2026	0.72	1.07	1.55	0.81	1.45	1.25	1.11	1.08					1.13

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		

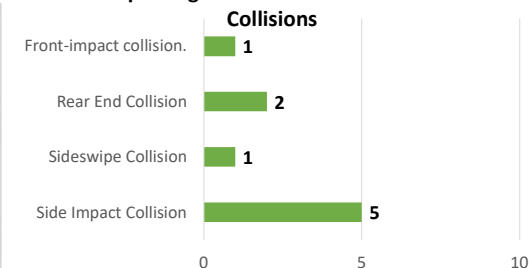
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Non-Preventable Collisions per 100k Miles



Top Categories of Non-Preventable Collisions



Narrative

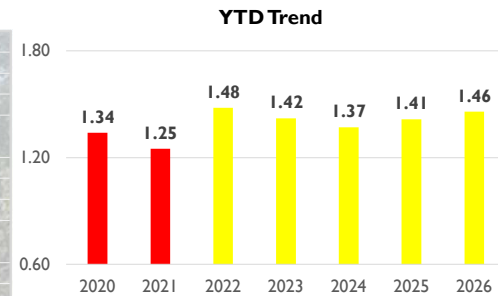
Palm Tran Connection's Non-Preventable Collisions per 100K ratio for May is 1.20; ten (10) accidents occurred, two more than April. The top category for the metric was "Side Impact Collision", the same as last month. Palm Tran Connection continues to track and monitor non-preventable collisions to explore 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
2026	● 1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ 3.19	● 0.89	● 1.20					● 1.52
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 May, the riders per revenue hours metric increased slightly from 1.47 to 1.45. The total number of passengers transported experienced a 6.7% decrease compared to the month prior. Additionally, there was a 4.2% decrease in revenue hours reported for the month. These figures produce a productivity rate slightly lower what was reported last month. Overall, productivity for FY26 has been reported as higher than FY25.

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
2026	▲ 1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.47	▲ 1.44	▲ 1.47	▲ 1.45					▲ 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

Palm Tran Performance Management Office

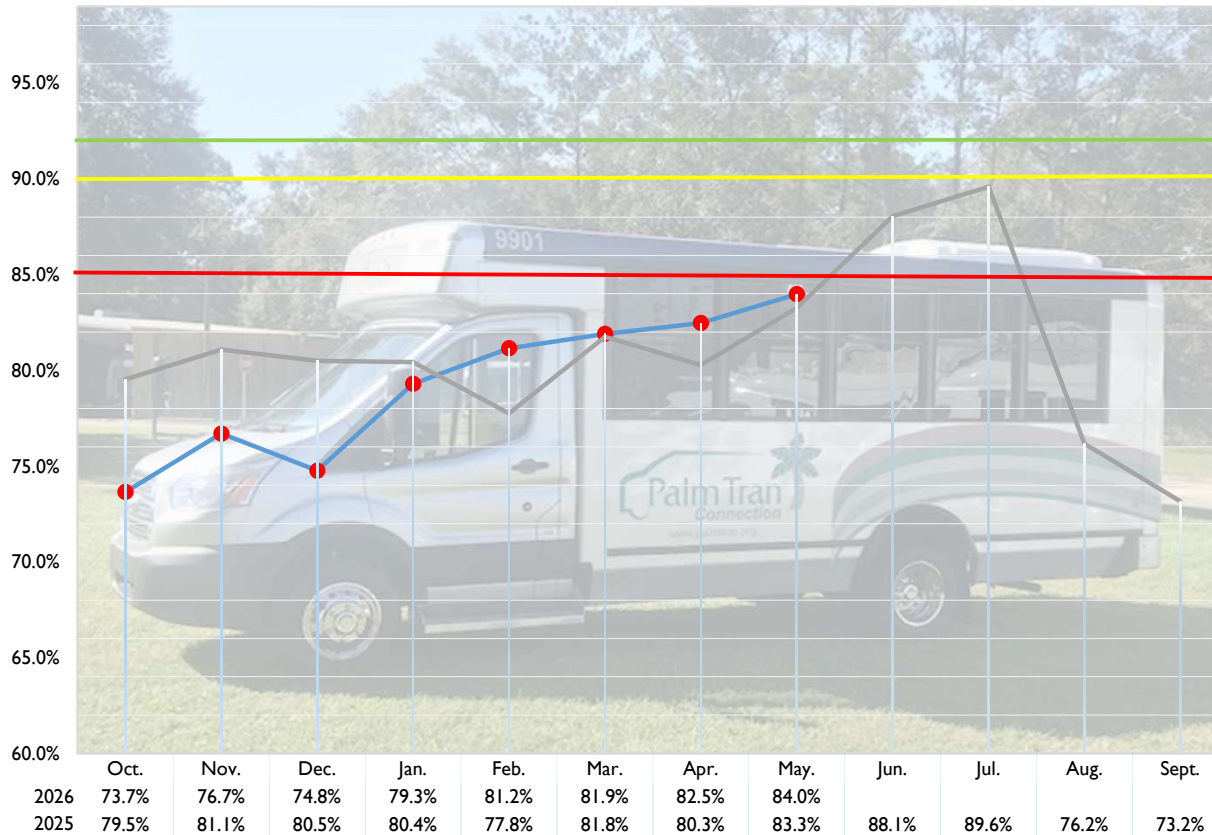


Connection - On Time Performance

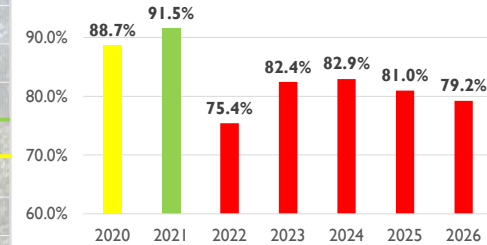


● 2026 — 2025

★ The Goal has been exceeded



YTD Trend



Narrative

During the month of May, Palm Tran Connection experienced an increase in On-Time Performance by 1.5%, compared to the month prior. The metric is just 1% shy of the 85% minimum, 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%
2026	73.7%	76.7%	74.8%	79.3%	81.2%	81.9%	82.5%	84.0%					79.2%

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%		

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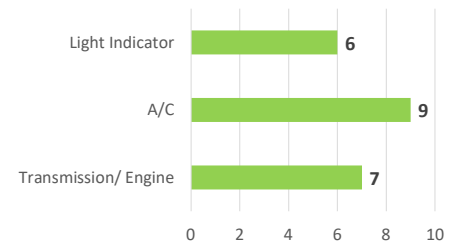
Palm Tran Performance Management Office



Connection Mean Distance Between Failures



Top Categories of Mechanical Failures



Narrative

During May, the Palm Tran Connection Mean Distance between Failures is reported at 19,426 miles; Forty-three (43) breakdowns were reported. The top category of overall breakdowns were related to Air Conditioning.

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 ★
2026	● 15,527	● 20,470	● 20,912	● 22,618	● 21,811	● 30,231	● 24,270	● 19,426					● 21,908

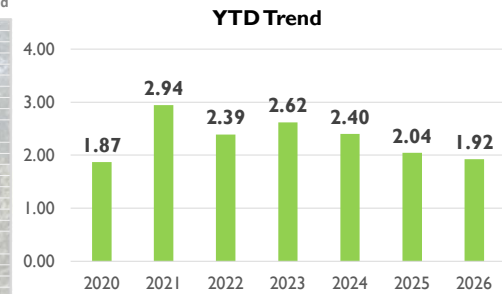
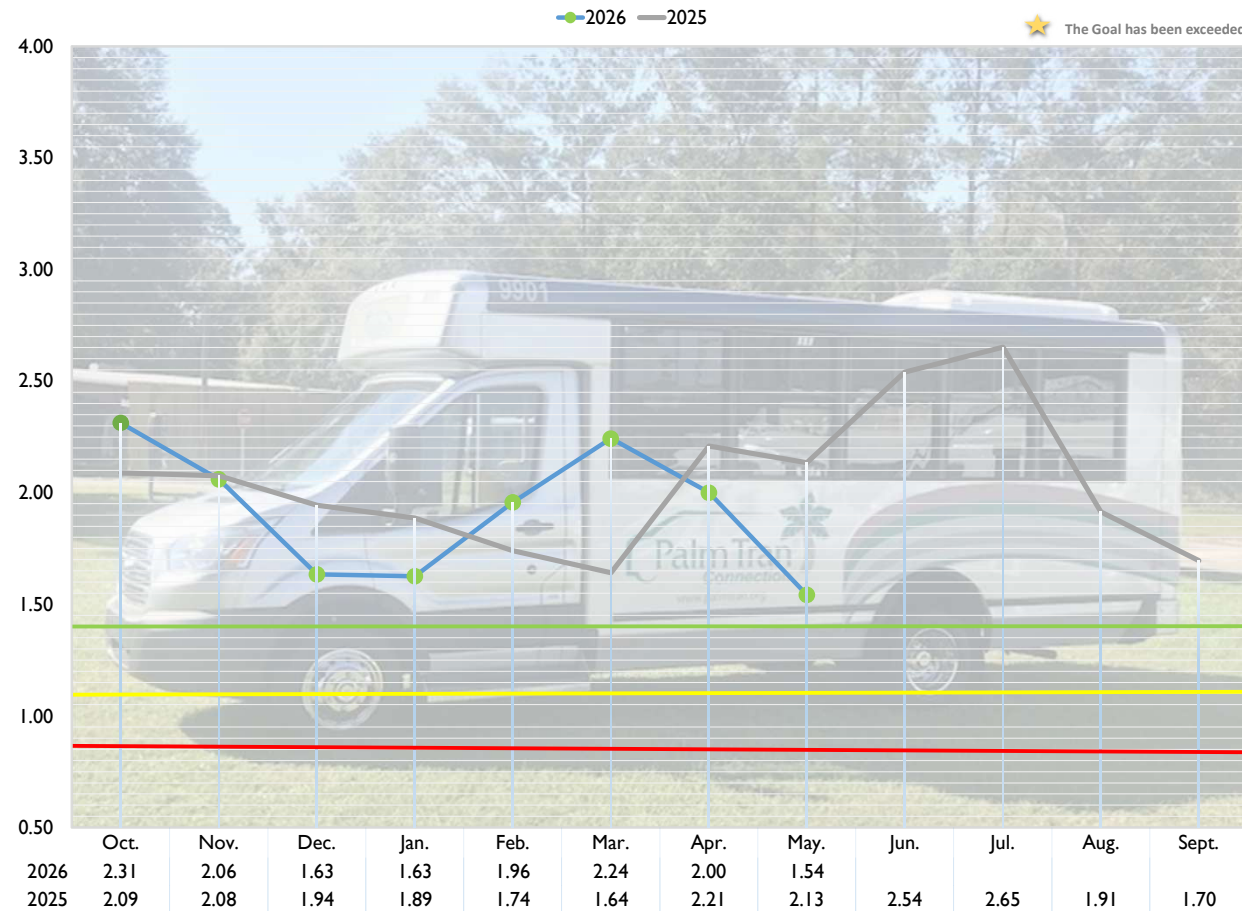
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2025	6,500	7,700	9,500	(Total Vehicle Revenue Miles) / (Total Connection Major Mechanical Failures)	The average number of revenue miles driven by Connection Revenue vehicles before experiencing a NTD (National 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
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Palm Tran Performance Management Office



Connection All Customer Commendations per 1k Trips



Narrative

In May, ninety-two (92) commendations were reported; thirty-seven (37) less as compared to the month prior; a 28.6% decrease. These commendations acknowledge the exceptional efforts of our drivers, reservation agents, and Connection staff. While the metric is still above the Goal, the May figure is the lowest since January FY23. 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 ★
2026	2.31	2.06	1.63	1.63	1.96	2.24	2.00	1.54					1.92

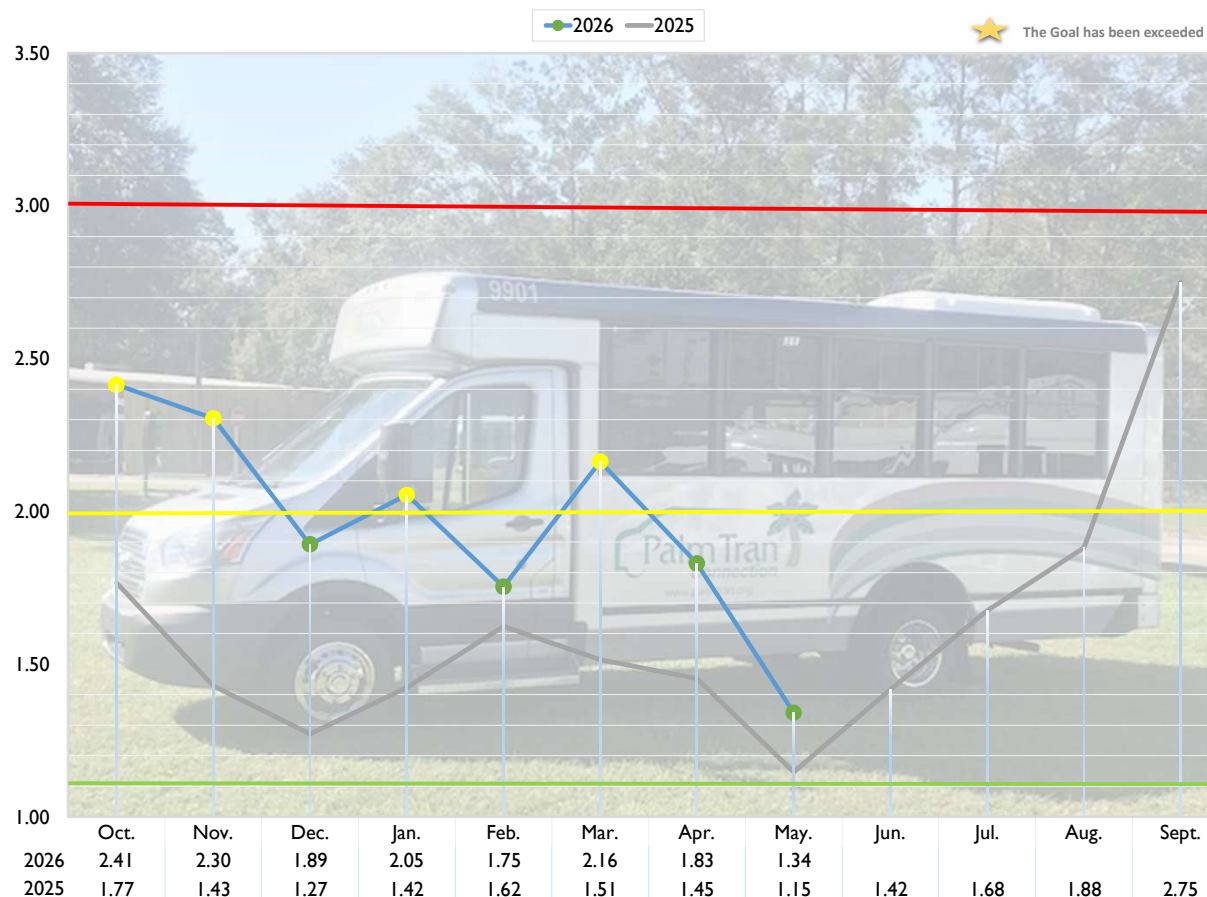
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2025	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2026	0.80	1.10	1.40		

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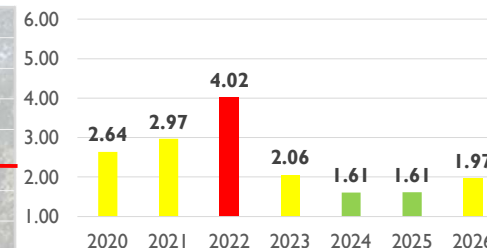
Palm Tran Performance Management Office



Connection All Customer Concerns per 1k Trips



YTD Trend



Narrative

Connection's customer concerns per 1,000 completed trips ratio is reported as 1.34 for the month of May. Eighty (80) were reported, thirty-eight (38) less than the month prior. The May figure is the lowest reported this fiscal year.

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
2026	2.41	2.30	1.89	2.05	1.75	2.16	1.83	1.34					1.97

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		

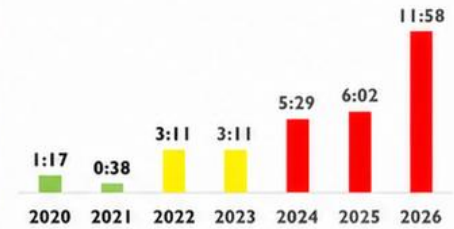
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Reservations Call Hold Time



YTD Trend



Narrative

During May, the average hold time for reservations increased by sixteen minutes and fifty-seven seconds (16:57). 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. New staff are currently onboarding within the Connection section.

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	0:20	0:29	0:20	0:38	0:43	0:36	0:37	1:10	0:59	0:38 ★
2023	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	11:20	8:00	14:02	15:38	32:25					11:58

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		

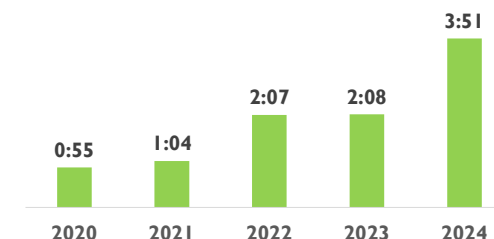
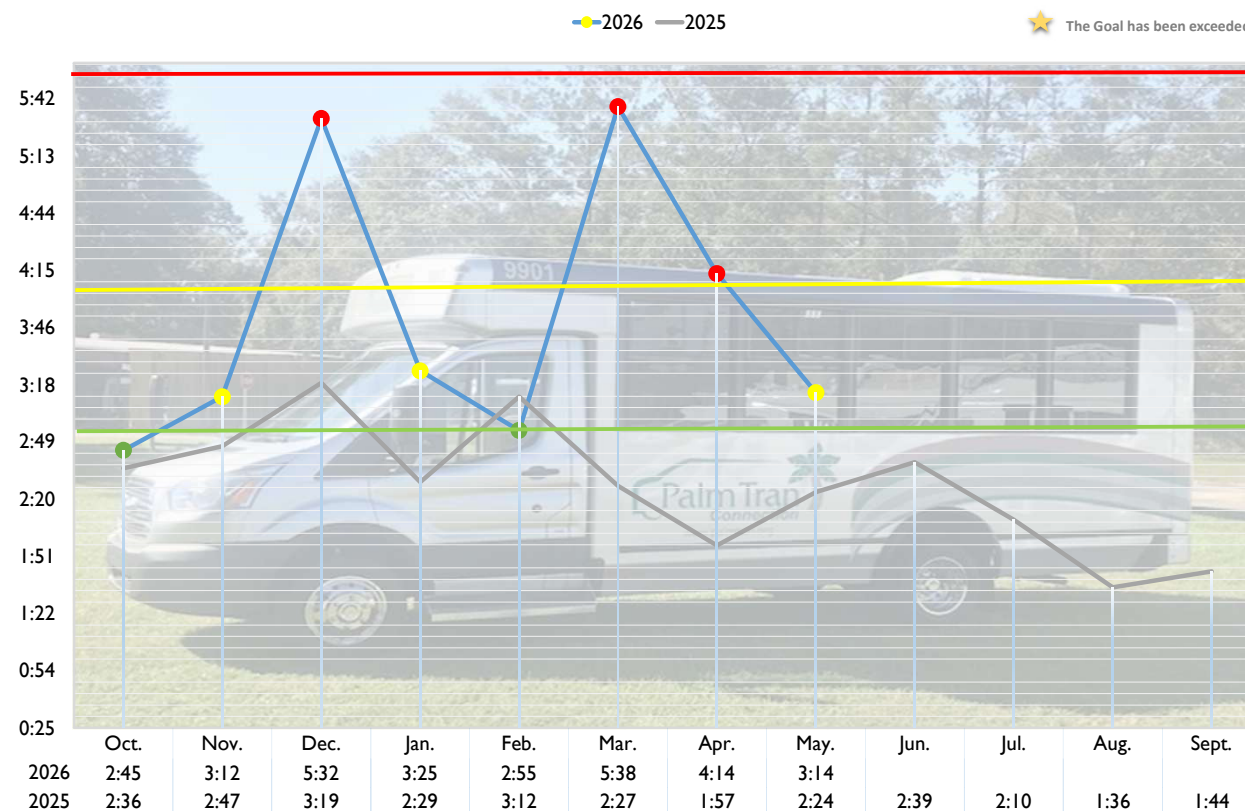
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Where Is My Ride Hold Time



YTD Trend



Narrative

The "Where's my ride" average hold time was reported as four minutes and fourteen seconds (3:14) for May; a one minute decrease 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. New staff are currently onboarding within the Connection section.

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	● 0:51	● 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	▲ 3:25	● 2:55	◆ 5:38	◆ 4:14	▲ 3:14					▲ 3:51

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
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- 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
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Palm Tran Performance Management

