NOTICE OF MEETING

Palm Tran Service Board

October 22, 2020

1:30 P.M. – 3:30 P.M.

Palm Beach County Vista Center Complex
2300 North Jog Road - Room 1W47/50
West Palm Beach, FL 33411-2741

Palm Tran Bus Service is available to Vista Center via Routes 43, 44 & 63

Note:
Members of the public may attend and provide comments in-person or submit comments via phone message, e-mail or written correspondence via mail. All comments must be received before 12 p.m. Eastern Time, October 20, 2020.
E-mail comments to: palm-comments@pbcgov.org. Leave a voicemail at (561) 841-4360.
Mail comments to: RoseAnn LaBella Voils, Palm Tran, 3201 Electronics Way, West Palm Beach, FL 33407.

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense. A copy of this agenda may be requested in another format.
PALM TRAN SERVICE BOARD  
Thursday, October 22, 2020 

Palm Beach County Vista Center  
2300 Jog Road - Room 1W47/50  
West Palm Beach, Florida 33411 

MEETING AGENDA  
1:30 P.M. – 3:30 P.M. 

1. Pledge of Allegiance 
2. Call to order 
3. Roll Call 
4. MOTION TO ADOPT Agenda for October 22, 2020 
5. MOTION TO APPROVE Minutes for February 27, 2020 
6. Safety Message/Briefing 
7. Comments from the Palm Tran Service Board Chair 
8. Comments from Palm Tran Executive Director 
9. Action Items  
   a. January 2021 – Service Changes Presentation  
   b. Public Comment on Action Item 
10. Informational Items  
    a. Palm Tran’s COVID-19 Response  
    b. Performance Report – August 2020  
    c. PTSB 2021 Meeting Dates  
    d. Public Comment on Information Items 
11. Committee Reports  
    a. None 
12. Public Comments (General) 
13. Staff Updates  
    a. Customer Follow-up  
    b. Board Follow-up 
14. Board Member Comments 

NEXT MEETING – To Be Determined 

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.
1. **Meeting Call to order at 1:30**

2. **Roll Call**

   Members present:
   
   Terry Brown, Seat 1, Representative with Transportation Experience  
   Selva Selvendran, Seat 3, Environmental Advocate  
   Steven B. Grant, Seat 4, Elected Municipal Official  
   Paula Jean Ryan, Seat 5, Business Community Representative  
   Donté Mickens, Seat 6, Representative with Multicultural Experience  
   Frank Stanzione, Seat 7, Senior Citizen Rep.  
   Carmencita Mitchell, Seat 9, Regular Fixed-Route Bus Rider/Chair  
   Joey Acevedo, Seat 10, Fixed Route Bus Operator  
   Dennis Martin, Seat 12, Rep. with Extensive Paratransit Experience  
   Tammy Jackson-Moore, Seat 13, Resident of the Glades

   Absent- Allen Boyd, II, Seat 11, Citizen at Large

3. **Motion to Adopt: Agenda for February 27, 2020**

   Chair Mitchell asked to approve the agenda for February 27, 2020. The motion was approved unanimously.

4. **Motion to Approve- Minutes for January 23, 2020**

   Chair Mitchell requested a motion to adopt January 23, 2020, PTSB minutes. The motion is approved unanimously.

5. **Safety Message: Senior Manager of Safety, Training and Compliance Richard McKinney delivered the February Safety Message:**

   The February Safety Message is focused on tire maintenance. Among the tips: visually check your tires for maintenance, check tire pressure on all tires and avoid hitting curbs and potholes.

6. **Comments from Palm Tran Service Board Chair: Chair Mitchell**
Chair Mitchell thanked Nicky Brown for the suggestion to say the pledge, and the suggestion has been implemented. Chair Mitchell attended the BCC meeting for transportation day and the PT Stat meeting and encourages all to attend. She mentions the retreat for the PTSB meeting in April, which will focus on discussing the long term vision for Palm Tran. Chair Mitchell extends her sincere gratitude for her year serving as Chair for the Palm Tran Service Board. She mentions Palm Tran’s first Bus Roadeo, first PT-Stat forum, employee recognition party, RPM project, CEP project, Lake Worth Ribbon Cutting among some of her accomplishments.

7. **Comments from Palm Tran Executive Director**

Executive Director Forbes shared with the Board the benefits of the PTSB retreat coming up in April. Mr. Forbes noted Palm Tran’s participation in the Susan G. Komen Race for the Cure in West Palm Beach, which helped raise donations and awareness of breast cancer. In February 2020, Palm Tran welcomed nine new bus operator graduates in a special graduation ceremony. In addition, Palm Tran participated in the Martin Luther King Jr. Parade in Riviera Beach and the annual theme was “Building a Bridge to Harmony.” Palm Tran’s special MLK bus wrap will continue to traverse Palm Beach County with views exceeding 500,000. Mr. Forbes noted Palm Tran’s participation in the Transportation Day (TD) event at the state legislator. The day is an opportunity to encourage lawmakers to continue funding the program.

Mr. Forbes gave the Board a brief update of Palm Tran’s office doors being installed for its bus operators. Director of Operations Sean Smith added that anticipated delivery is in mid-march, and the doors will be installed three buses a day. Furthermore, as Palm Tran receives new buses, additional doors will be installed. The ELT took a ride on route 62 to the Lake Worth Beach Casino. Mr. Forbes said it was a great opportunity to speak with riders and garner feedback on the service. Many riders agree that the RPM project has made a difference.

Mr. Brown asked about various micro-transit fare-free programs such as those in Jacksonville like the urban circulator or “public ubers.” He also mentions driverless vehicles. Mr. Forbes said he will look into this technology in the future, and adds there are pros and cons of fare-free service. He also noted Go Glades, Palm Tran’s pilot flex program, which they will be reviewing to see if it could be applied elsewhere in Palm Beach County. Forbes also noted that autonomous vehicles are a hot topic and it is a question of when. The topic has been geared towards safety as of late.

Ms. Ryan encourages Forbes to look into the continued route from Port of Palm Beach, Brightline and the airport. The city is starting a service that will transport guests from these locations four times a day. Mr. Anderson says Palm Tran is looking into the logistics of this as far as guests having luggage, cost estimates and other aspects.
8. **Action Items**

a. Office Elections

Office elections are conducted to nominate a new Chair and new Vice-Chair. The Board voted to keep Carmencita Mitchell as Chair and Mayor Steven Grant as Vice-Chair.

b. Public Comments on Informational Items

None.

9. **Information Items**

a. PT-Stat Mean Distance Between Road Calls

Superintendent Robert Manzino gave a presentation on PT-Stat program. Mr. Manzino went over the status of various projects and campaigns. The wiper replacement at 12,000 miles campaign is completed, which has reduced wipers failures as well as the Engine Computer (ECM) Update Campaign. Mr. Manzino goes over the filter replacement campaign, which will save Palm Tran money.

Mr. Martin, regarding presentation, asked when filters are cleaned, how are they disposed of? Mr. Manzino said they go into the machine, which catches all particulates in a trap and is taken to Waste Management to dispose of hazardous materials. Mr. Selvendran asked how they test before and after results. Mr. Manzino answers the machine tests it for flow and it is bench tested to see if the numbers are good before putting back into the vehicle.

b. Performance Report

Manager of Performance Management Christian Londono gave a performance report presentation. Snowbirds are impacting metrics with four metrics in red for fixed-route and two in red for Palm Tran Connection. Palm Tran’s extension of route 62 has increased ridership. Ridership is slightly higher January 2020 vs January 2019.

d. Public Comment on Informational Items

None.

10. **Committee Reports**
None.

11. Public Comments (General)

Nicky Brown commented that a passenger on route 1 is a nuisance. He has told Mr. Forbes about this rider prior but the behavior is worsening. Brown gave a commendation to Bus Operator Christopher Shy for always arriving on time and for going beyond the call of duty on route 43. Brown is concerned about eating on buses. This should be enforced more as eating on buses results in roaches.

Danielle McGill had three questions regarding the Connection Efficiency Project (CEP). She asked what the eligibility requirement for TD riders would look like. What would the assessment be like and what would the premium TD rate look like? In addition, if more TD riders ride Palm Tran’s fixed route, what will the training look like.

Forbes noted that the TD rate is not recommended to be changed. We do have a program to encourage TD riders with a discounted monthly pass at $15. We already over match TD grant by more than 100%. In many areas, the TD fare is higher. However, the first priority is revising the eligibility process to ensure everyone is aware of the options.

12. Staff Updates

a. Customer Follow-Up Letters

Sean Hall, Manager of Gov’t Affairs gives the Board follow-ups for the month of January. There were three customer follow-ups. Letters are included in back of the packet.

b. Board Follow-Up

Sean Hall gives the Board follow-ups on the last PTSB meeting. Mr. Boyd asked for a presentation on successes. Palm Tran’s public relations section is working on this. In regards to extending Palm Tran to other beaches such as Boynton Beach, the key is finding the right location to stop the bus and make a full turn. Mr. Stanzione noted that Palm Tran used to go to Boynton Beach and there is a circle at the inlet that was used. It used to be route 81. Mr. Boyd asked about the patriot pass program. Hall stated staff is working on fiscal analysis on that as Palm Beach County has the largest veteran population.

13. Board Member Comments

Mr. Stanzione- Requested a follow-up on Nicky Brown about unruly passengers. Whose responsibility to issue no trespassing? Director of Operations Sean Smith stated local police come on the scene and gather information to issue trespassing, which ranges from 30, 90 days to a year. The ordinance is in a progressive stance depending on the severity of the disturbance.

Ms. Ryan- Are you involved in the Vision Zero program through TPA? Forbes answered he heard the presentation but Palm Tran is not involved.
Mr. Brown noted the coronavirus. It is appearing in other communities. Millions come to South Florida. What is the plan? We need to protect riders and all concerned.

Mr. Grant took route 2 to the TPA location. He stated that it was cheaper but not as comfortable as Brightline. Palm Tran needs to continue to look at ways to enhance amenities and make a more premium travel experience to increase choice ridership. Grant also mentioned the SR-7 extension. We need to look at transit as an option for this area.

Chief Assistant County Attorney Donna Raney introduced Masimba Matumba to the Board, an experienced attorney with extensive background.

Chair Mitchell invites Board members to attend Palm Tran Roadeo on Saturday, March 7. She concludes meeting stating she is deeply humbled for another year as Palm Tran Chair.

The meeting was adjourned at 2:48 PM by Chair Mitchell.

______________________Date__________  _____________________Date__________

Carmencita Mitchell, Chair  Steven Grant, Vice Chair

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Palm Tran Bus Service is available to Vista Center via Routes 43, 44 and 63.
**LLLC: Look Ahead, Look Around, Leave Room, Communicate**

**LLLC** is a defensive driving best practice, designed to increase awareness to hazards and dangerous situations, and when used daily can reduce accidents, incidents and liability claims.

1. **Look Ahead**
   - Keep your eyes UP and forward at the roadway in front of you.
   - Scan the roadway every 5-8 seconds in city driving and every 12-15 seconds ahead of you to stay aware of changes in traffic and around our vehicle.
   - Ensure your lane of travel is safe and free of dangers like barricades or debris.

2. **Look Around**
   - Get the full picture of what’s in front and on all sides of you.
   - Wait three seconds before pulling into traffic after the light changes green.
   - Leave adequate space between you and the vehicle ahead of you in case the vehicle has a mechanical issue.

3. **Leave Room**
   - Maintain a travel cushion on all sides of your vehicle when operating in traffic.
   - Always maintain at least four seconds of following distance.

4. **Communicate**
   - When turning, utilize the turn signal at all times to communicate your intentions.
   - Use a light tap of the horn to communicate with distracted drivers.
   - Always try to make eye contact with other drivers, this will also signal your intentions.

**Mission:** To provide access to opportunity for everyone, safely, efficiently and courteously.
PTSB Meeting

Clinton B. Forbes
Executive Director

Presented:
Thursday, October 22, 2020
COVID19 RESPONSE

Effective May 11, 2020
All riders are required to have a facial covering or mask covering their nose and mouth while utilizing Palm Tran.

Efectivo Mayo 11 del 2020
Es requerido que todos los pasajeros usen una cobertura facial o mascarilla que cubra su nariz y boca mientras utilizan Palm Tran.

Efiks 11 Me 2020
Tout passag oblîje gen yon pwoteksyon pou figi oswa kachné kouvri nen yo ak bouch pandan yap itilizé Palm Tran.

Due to COVID-19, Go Glades Routes 1, 2, 3 and 4 will no longer be served. For your convenience, Go Glades will begin operating exclusively as a dial-a-ride service beginning Monday, April 13, 2020. The service hours will remain:
Monday through Friday: 5 a.m. to 9 p.m.; Saturday: 7 a.m. to 9 p.m.; Sunday: 8 a.m. to 8 p.m.

Palm Tran
Published by Sher Avied | May 19 at 10:25 AM

Palm Tran is going the extra mile to keep you clean and healthy while riding the bus. Each bus is disinfected every night and at various stops. Safety is Palm Tran’s top priority.
NAGC AND PRSA AWARDS
NACo Award

NATIONAL ASSOCIATION of COUNTIES

Palm Tran
Place Operator of the Year (3rd Place)
APTA Safety Award - Gold
Free Transit on Election Day

RIDE FREE ON ELECTION DAY!
Tuesday, November 3, 2020

- PALM TRAN FIXED-ROUTE
- PALM TRAN CONNECTION
- GO GLADES

I Voted

PalmTran
Public Transportation

For more info call: (561) 841-48US (4287) or visit: www.palmtran.org
New Hires/Promotions

Steve Anderson
Director of Transit Planning

Jeremy Baker
Director of Administrative Services

Betty Garrett
Human Resources Manager

Jim Cribbs
Sr Manager of Maintenance

Jonathan Womack
Sr Manager of Safety, Training & Compliance

Ashley Buchanan
Facilities Manager
DATE: October 15, 2020

TO: Chair Mitchell & Board Members,

FROM: Clinton B. Forbes, Executive Director

RE: January 2021 Service Changes

Palm Tran continues to improve service and reliability in its fixed-route network. Staff will provide an update on the proposed January 2021 service changes. The changes include later evening service on Route 1, and improved frequency on Route 71 (Lawrence/Gateway). In addition, minor route alignment changes are proposed on Routes 20 (Congress/Northlake), 40 (Southern Blvd.) and 91 (Glades Rd.)
Proposed Jan 2021 Service Changes
Palm Tran Service Board

PRESENTED: 10/22/2020

Steve Anderson, AICP
Director of Transit Planning
Recap: Previous Service Changes

<table>
<thead>
<tr>
<th>Date</th>
<th>Service Change Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/23/2020</td>
<td>Saturday schedule on all routes</td>
</tr>
<tr>
<td>3/30/2020</td>
<td>Saturday service on all routes except 1,2,3,43,62</td>
</tr>
<tr>
<td>4/13/2020</td>
<td>Go Glades Flex Service – Full MOD</td>
</tr>
<tr>
<td>5/16/2020</td>
<td>Return to Regular Service</td>
</tr>
<tr>
<td>8/16/2020</td>
<td>Saturday Plus Schedule (additional weekday frequency/span on 1,2,3,43,62)</td>
</tr>
<tr>
<td>9/14/2020</td>
<td>Saturday Plus modified (more AM service on 50% of routes)</td>
</tr>
<tr>
<td>1/3/2021</td>
<td>Jan 2021 Service Change Effective Date*</td>
</tr>
</tbody>
</table>
OTP / Ridership

Palm Tran Ridership

Palm Tran On Time Performance
# Proposed Service Changes

## JAN 2021 - PROPOSED SERVICE CHANGES

<table>
<thead>
<tr>
<th>Route</th>
<th>Proposed Improvement/Change</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Later PM Service</td>
<td>Increased access</td>
</tr>
<tr>
<td>20</td>
<td>Route alignment modification to Legacy Place</td>
<td>Ridership</td>
</tr>
<tr>
<td>40</td>
<td>Truncate at Glades Health Center, route modified to Frontage Road along Southern Blvd.</td>
<td>Ridership</td>
</tr>
<tr>
<td>30, 70, 91</td>
<td>Additional weekday PM trips (1) in each direction</td>
<td>Increased access</td>
</tr>
<tr>
<td>61</td>
<td>Switch to 60 min frequency (was 45) (previously approved)</td>
<td>OTP</td>
</tr>
<tr>
<td>21, 40, 47, 49, 63, 64</td>
<td>Minor time reallocation to improve reliability and/or transfers</td>
<td>OTP, Access</td>
</tr>
<tr>
<td>71</td>
<td>Improved frequency on Route 71 weekday to 60 minutes (was 75)</td>
<td>Ridership</td>
</tr>
<tr>
<td>91</td>
<td>Route modification to SR7/Yamato (Century Village)</td>
<td>Ridership</td>
</tr>
</tbody>
</table>

NET CHANGE: -1,287 fewer service hours than Jan 2020
Proposed Service Changes

- Assumes return to full service
- Uses pre-COVID data
- Focuses on access
  - New areas
  - Span (later PM service)

- **No** Title VI impact (25%)
Later PM - Things to Consider

• Route 1
  – 25% of all riders use Route 1
  – 100,000 residents in corridor
  – 80,000 jobs

• Palm Tran span
  – Currently service ends on Route 1 @ 10:57pm
    • Worse than all peers
  – Later service supports late night workers
## Peer Span of Service Comparison

<table>
<thead>
<tr>
<th>Transit System</th>
<th>Current</th>
<th>Proposed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Start Time</td>
<td>End Time</td>
</tr>
<tr>
<td>Palm Tran</td>
<td>4:47 AM</td>
<td>10:57 PM</td>
</tr>
<tr>
<td>Lynx (Orlando)</td>
<td>3:50 AM</td>
<td>3:02 AM</td>
</tr>
<tr>
<td>HART (Tampa)</td>
<td>4:00 AM</td>
<td>12:41 AM</td>
</tr>
<tr>
<td>BCT (Broward)</td>
<td>4:31 AM</td>
<td>12:54 AM</td>
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<tr>
<td>MDT (Miami)</td>
<td>24-hour service</td>
<td>24-hour service</td>
</tr>
<tr>
<td>SFRTA (Tri-Rail)</td>
<td>4:00 AM</td>
<td>11:35 PM</td>
</tr>
<tr>
<td>JTA (Jacksonville)</td>
<td>3:20 AM</td>
<td>1:50 AM</td>
</tr>
</tbody>
</table>
### Proposed Scheduled Departures – Route 1

#### Late night schedule comparison CURRENT/PROPOSED - SOUTHBOUND Route 1

<table>
<thead>
<tr>
<th></th>
<th>Gardens Mall</th>
<th>NLk &amp; Prosp.</th>
<th>Blue Heron</th>
<th>ITC</th>
<th>Lake Ave (LW)</th>
<th>Boynton Blvd.</th>
<th>Delray</th>
<th>Yamato</th>
<th>Camino Real</th>
</tr>
</thead>
</table>

#### Late night schedule comparison CURRENT/PROPOSED - NORTHBOUND Route 1

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Camino Real</th>
<th>Yamato</th>
<th>Delray</th>
<th>Boynton Blvd.</th>
<th>Lake Ave (LW)</th>
<th>ITC</th>
<th>Blue Heron</th>
<th>NLk &amp; Prosp.</th>
<th>Gardens Mall</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

*- drop-off only
Route 71 – Frequency improvement

• Route 71 (Lawrence/Gateway)
  – **Frequency:** Current 75 minutes on weekday
    • Improves to 60 minutes
    • 6 more trips per weekday (access!)
  – Route 4 will no longer be interlined with Route 30
  – Support growing developments in Boynton Beach/Congress area
  – Coordinated Tri-Rail transfers
  – 4/71 customers can “ride through”
Route 40 – Southern Frontage Road (access improvement)

Route 40: Southern

- No longer truncates at West Tech (transfers now at Glades Health Center)
- Reinvest service into existing bus stops/“bus bays” on Southern (frontage road)
  - Jog
  - Haverhill
  - Military (Connection)
- Feedback from Operators: Be sure that Tri-Rail SB transfers coordinated in schedule
Route 40 continued
Route 91 – Century Village modification

Route 91: Glades

- Will no longer go inside Century Village
- Route modification proposed that will still provide service to area and extend out to SR-7/Yamato
- Four new bus stops
Route 20 – Legacy Place modification

- Route 20 (Congress/NLake)
  - More access to regional activity center (Gardens Mall area)
  - Missed stops (two) still have service (Route 3)

<table>
<thead>
<tr>
<th>Route</th>
<th>Population</th>
<th>Jobs</th>
<th>Car free households</th>
<th>Living with a disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current 20</td>
<td>26,646</td>
<td>25,260</td>
<td>9%</td>
<td>11%</td>
</tr>
<tr>
<td>Proposed 20</td>
<td>29,533</td>
<td>27,502</td>
<td>10%</td>
<td>12%</td>
</tr>
<tr>
<td>INCREASE</td>
<td>2,887</td>
<td>2,241</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>
Timeline

- Employee Engagement 9/15/20-10/6/20
- ELT Approval 10/7/20
- PTSB Board 10/22/20
- Union feedback 10/29/20
- Documents to Union 11/9/20
- Operator Bid Complete 12/11/20
- Outreach (ongoing) 12/1/2020
- Effective Date 1/3/2021
Discussion
The pandemic has been challenging for transit and paratransit providers nationwide. However, Palm Tran has taken extensive measures to protect its riders as well as employees.

One of the most significant measures taken was the installation of “bus operator office doors.” These doors provide a barrier between the bus operators and customers, reducing the risk of spreading COVID-19. These barriers were funded through the federal CARES Act.

Palm Tran is also requiring all passengers and bus operators wear masks, is limiting the number of passengers on vehicles and has adjusted routes to meet changing demand and staffing challenges.

Importantly, vigorous cleaning and disinfecting of vehicles is now in effect. This includes deep cleans of buses and on-route bus cleanings.

This presentation details all of the measures Palm Tran has undertaken to stop the spread of COVID-19.
Palm Tran’s Response to COVID-19

CLINTON B. FORBES
EXECUTIVE DIRECTOR
Initial Actions in the Emergency

- Fare free from March 23-August 16
- Rear boarding required
- Social distancing on vehicles
- Informational Signage

PLEASE ENTER AND EXIT THROUGH THE REAR DOOR
POR FAVOR ENTRE Y SALGA POR LA PUERTA TRASERA
TANPRI ANTRE AK SÒTI NAN PÒT DÈYÈ A
Federal CARES Act

- Palm Tran received $50 million
- Used to sustain operations
- Covered foregone revenue due to 143 days of free service
New Cleaning Procedures

Nightly deep cleans of vehicles and on-route cleanings
Cleaning Certificates Distributed to Operators

CERTIFIED CLEANED AND DISINFECTED

Palm Tran's maintenance team, in partnership with Chandler, Campbell & Daschle, has ensured this bus is cleaned and disinfected and is ready for service.

Date Cleaned

Certified By
Neutralizing Bacteria and Viruses

- UV lights being installed on all buses and paratransit vehicles
- Lights stop bacteria before it enters the air filter
Controlling the Spread

- Masks/facial coverings initially encouraged, then became required for passengers by June
- More than 100,000 masks distributed
- Wearing masks enforced by operators and supervisors
- Drivers provided with masks, gaiters, face shields, hand sanitizer and gloves
Senior Meal Delivery

Paratransit providers delivered meals to homebound seniors
Holiday Service

- Implementation delayed (no Easter service)
- Service on Saturday schedule provided on Independence Day and Labor Day
- Upcoming holidays with service:
  - Thanksgiving
  - Christmas
  - New Years Day
  - Easter
  - Memorial Day
Limiting Passenger Contact

Fixed-Route
20 max per bus

Connection
1 to 3 passengers per vehicle’s seating capacity
Go Glades

- Converted to full dial-a-ride
- Approved to continue as dial-a-ride by the Board of County Commissioners, June 23, 2020
Bus Operator Office Doors

- New barrier between customer and driver
- Built-in fans for comfort
- Adds additional security
New Trash Receptacles for PPE

Before

After
Moving Toward Contactless Transit

- New Q’Straint wheelchair securement
- Installation on all buses by the end of 2020
Taking Precautions at Facilities

- Requiring masks
- Daily temperature screenings
- Increased cleaning/disinfecting
- Select positions working remotely
- Removed tables and chairs
Recognizing Employees

- Frontline Faces Taking you Places bus wrap
- Transit Heroes Pin
- Negotiated comp time with bargaining units
Adjusting Schedules

- Staying Nimble
- Routes operating on a modified Saturday schedule on weekdays
- Earlier service added in September
Public Education

- Newspaper
- Social Media
- Radio
- Palm Tran’s website
- Television

Several spots aired on WPTV, WXEL and WPBF
Thank You

Questions and Comments
DATE: October 8, 2020

TO: Chair Mitchell & Board Members

FROM: Clinton B. Forbes, Executive Director

RE: Palm Tran COVID-19 Ridership Impact Report

As a result of COVID-19, Palm Tran has experienced a significant impact to the service which is reflected across different Key Performance Indicators (KPI’s) on Palm Tran’s Dashboards from March to September 2020. Ridership is by far the most impacted metric since the pandemic started affecting the number of trips demanded in Palm Beach County. As a result, the number of trips taken on Palm Tran’s Fixed-Route, Palm Tran Connection and Dial-A-Ride “Go Glades” service has declined substantially. April ridership was the lowest monthly ridership reported for Palm Tran in several years, which is consistent with the national impact on transit ridership.

Please find attached the “Palm Tran COVID-19 Ridership Impact Report (September 2020)”, which includes the transit ridership trend in the United States, as well as the ridership timeline at Palm Tran since the first positive case of Coronavirus was reported in the state of Florida on March 1, 2020.

Thank you for your attention in this matter.

Should you have any questions, please feel free to contact me.
Palm Tran COVID-19 Ridership Impact Report
(September 2020)
This year, the corona virus pandemic plunged public transit ridership to its lowest level in more than a century. From January to April, unlinked passenger trips (Number of riders) dropped 85 percent. Total Vehicle miles also dropped, but by only about 42 percent. Palm Tran’s ridership trend is consistent to the national trend, reaching the steepest declined during the month of April as is reflected in Palm Tran’s ridership timeline below.

**Palm Tran Ridership Trends**

March:
- *Florida became the third state on March 1st to confirm its first corona virus case.*
- *Palm Tran switch to reduced service.*
- *Palm Tran stopped collecting fares on March 23rd.*

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<thead>
<tr>
<th>Mode</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>642,330</td>
<td>765,812</td>
<td>-16.1% (123,482)</td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>60,171</td>
<td>84,236</td>
<td>-28.6% (24,065)</td>
</tr>
<tr>
<td>Go Glades</td>
<td>5,365</td>
<td>3,222</td>
<td>+66.5% (2,143)</td>
</tr>
<tr>
<td>Total</td>
<td>707,866</td>
<td>853,270</td>
<td>-17.0% (145,404)</td>
</tr>
</tbody>
</table>

Christian G. Londono
Manager of Performance Management
April:

- Governor DeSantis issued a statewide stay-at-home order.
- Go Glades “Dial-A-Ride” started on April 13th.

<table>
<thead>
<tr>
<th>Mode</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>% (# of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>462,991</td>
<td>786,585</td>
<td>-41.1% (323,594)</td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>27,664</td>
<td>87,383</td>
<td>-68.3% (59,719)</td>
</tr>
<tr>
<td>Go Glades Dial A Ride</td>
<td>3,466</td>
<td>3,390</td>
<td>+2.2% (76)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>494,121</td>
<td>877,358</td>
<td>-43.7% (383,237)</td>
</tr>
</tbody>
</table>

May:

- Palm Beach County enters Phase One of Florida’s reopening plan on May 11th.
- Palm Tran returned to regular service on May 18th.

<table>
<thead>
<tr>
<th>Mode</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>% (# of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>488,515</td>
<td>761,736</td>
<td>-35.9% (273,221)</td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>34,705</td>
<td>87,006</td>
<td>-60.1% (52,301)</td>
</tr>
<tr>
<td>Go Glades Dial A Ride</td>
<td>3,241</td>
<td>3,415</td>
<td>-5.1% (174)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>526,461</td>
<td>852,157</td>
<td>-38.2% (325,696)</td>
</tr>
</tbody>
</table>

June:

- Palm Tran made a requirement to wear a face covering to ride Palm Tran

<table>
<thead>
<tr>
<th>Mode</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>% (# of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>588,187</td>
<td>684,744</td>
<td>-14.1% (96,557)</td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>44,955</td>
<td>73,912</td>
<td>-39.2% (28,957)</td>
</tr>
<tr>
<td>Go Glades Dial A Ride</td>
<td>4,026</td>
<td>3,479</td>
<td>+15.7% (547)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>637,168</td>
<td>762,135</td>
<td>-16.4% (124,967)</td>
</tr>
</tbody>
</table>

July:

- Palm Tran started operating holiday service on Independence Day July 4th.

<table>
<thead>
<tr>
<th>Mode</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>% (# of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>637,962</td>
<td>711,482</td>
<td>-10% (73,520)</td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>48,248</td>
<td>78,027</td>
<td>-38.2% (29,779)</td>
</tr>
<tr>
<td>Go Glades Dial A Ride</td>
<td>5,238</td>
<td>3,739</td>
<td>+40.1% (1,499)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>691,448</td>
<td>793,248</td>
<td>-12.8% (101,800)</td>
</tr>
</tbody>
</table>

August:

- Palm Tran started collecting fares on Sunday, August 16, after 143 days of fare free service.
- Introduced “Saturday +” service on Sunday, August 16.
Palm Tran’s Mission is to provide access to opportunity for everyone; safely, efficiently and courteously.

Mode | FY 2020 | FY 2019 | % (# of Riders)
--- | --- | --- | ---
Fixed Route | 540,694 | 755,175 | -28.4% (214,481)
Palm Tran Connection | 44,555 | 84,604 | -47.3% (40,049)
Go Glades Dial A Ride | 4,507 | 4,552 | -0.1% (45)
Total | 589,756 | 844,331 | -30.2% (254,575)

September:
- Introduced “Enhanced Saturday +” service on Monday, September 14.
- First full month of no free service since March 2020.

Mode | FY 2020 | FY 2019 | % (# of Riders)
--- | --- | --- | ---
Fixed Route | 440,123 | 695,258 | -36.7% (255,135)
Palm Tran Connection | 45,266 | 75,963 | -40.4% (30,697)
Go Glades Dial A Ride | 4,077 | 4,171 | -2.3% (94)
Total | 489,466 | 775,392 | -36.9% (285,926)

COVID-19 Service Impact, end-of September 2020:
- 214 Days of COVID-19 in Florida. The first case in the State of Florida was reported on March 1st.
- Ridership across all modes decreased by -36.9% (Compared to September 2019)
- 143 consecutive days of Fare Free service. Started on March 23, and ended on August 16.
- Fixed Route Average Week Day Ridership: 17,219 Passengers
- Palm Tran Connection Average Week Day Ridership: 1,946 Passengers
- Go Glades Average Week Day Ridership: 160 Passengers
- Across all modes Average Week Day Ridership: 19,326 Passengers

End-of-Fiscal Year 2020
(Oct 2019 – Sept 2020)

Mode | FY 2020 | FY 2019 | % (# of Riders)
--- | --- | --- | ---
Total Fixed Route | 7,633,208 | 9,056,770 | -15.7% (1,423,562)
Total Palm Tran Connection | 734,947 | 984,437 | -25.3% (249,490)
Total Go Glades Dial A Ride* | 55,765** | 31,814* | +75.3% (23,951)**
Total | 8,423,920 | 10,073,021 | -16.4% (1,649,101)

*This pilot service started in mid-December 2018.
** GG ridership Jan-Sept 2020 was 40,321 (+26.7% (8,507)). Palm Tran is not able to report GG ridership to the FTA due to this service current “pilot” status.

Christian G. Londono
Manager of Performance Management
Coronavirus “COVID-19” Ridership Impact YTD
(March – September)

<table>
<thead>
<tr>
<th>Mode</th>
<th>FY 2020</th>
<th>FY 2019</th>
<th>% (# of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>3,800,802</td>
<td>5,160,792</td>
<td>-26.4% (1,359,990)</td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>305,566</td>
<td>571,112</td>
<td>-47.4% (234,870)</td>
</tr>
<tr>
<td>Go Glades Dial A Ride*</td>
<td>29,920</td>
<td>25,968</td>
<td>+15.2% (3,952)*</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>4,136,288</td>
<td>5,757,872</td>
<td>-28.2% (1,621,584)</td>
</tr>
</tbody>
</table>

*Go Glades service evolved from Flex to DAR service on April 13, 2020.
Palm Tran’s Mission is to provide access to opportunity for everyone; safely, efficiently and courteously.

Christian G. Londono
Manager of Performance Management
DATE: October 8, 2020

TO: Chair Mitchell & Board Members

FROM: Clinton B. Forbes, Executive Director

RE: Palm Tran Performance Report for August 2020

The Palm Tran Performance Report for the month of August 2020 is attached for your review.

During the month of August 2020, Palm Tran’s Performance Report shows significant challenges affecting service due to this historical pandemic event. Four (4) metrics from the Fixed Route Dashboard and two (2) from the Connection Dashboard did not attain the established minimum/maximum during this month, while the remaining twelve (12) performed above, of which nine (9) metrics exceeded the established stretch goal.
PERFORMANCE REPORT
AUGUST 2020

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 per agencies. CUTR provided a detailed review of Palm Tran’s performance metrics and made three (3) 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 monthly PT-Stat Forum where recommendations are presented to the Executive Leadership Team (ELT) for approval and implementations.
PERFORMANCE HIGHLIGHTS

During the month of August 2020, Palm Tran’s Performance Report shows significant challenges impacting service due to this historical pandemic event.

Palm Tran Fixed Route:

»Palm Tran Preventable Collisions per 100K Miles metric exceeded the established stretch goal for the tenth time in a row at 0.47. (Pg. 6)
»August ridership was 540,694, which is an decrease of 15.2% (97,268 riders) compared to the month of July, and a decrease of 28.4% (97,268 riders) compared to August of last fiscal year. (Pg. 9)
»Palm Tran is pleased to report that during the month of August, Fixed Route service exceeded the established stretch goal of On-Time Performance for the ninth time during the current fiscal year at 80.4%. (Pg. 11)
»Customer Concerns increased substantially to 4.61 in August, compared to 2.84 Customer Concerns during the prior month of July. (Pg. 14)

Palm Tran Connection:

»Palm Tran Connection Preventable Collisions per 100K Miles increased substantially to 1.33 collisions by 100K Miles (Pg. 16)
»Palm Tran Connection On-Time Performance has exceeded the established stretch goal for the fifth time at 96.2%. (Pg. 19)
»Palm Tran Connection experienced one hundred and thirty (130) mechanical failures in August compared to one hundred and twenty (120) mechanical failures in July. (Pg. 20)
»Palm Tran Connection is pleased to report that during the month of August, the "Where's is My Ride" hold metric exceeded the established stretch goal for the eleventh time during the fiscal year. (Pg. 24)

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 HIGHLIGHTS**

August:

- *Palm Tran started collecting fares* on Sunday, August 16, after 143 days of fare free service.
- *Introduced “Saturday +” service* on Sunday, August 16.

<table>
<thead>
<tr>
<th>Mode</th>
<th>2020</th>
<th>2019</th>
<th>% (## of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>540,694</td>
<td>755,175</td>
<td><strong>-28.4% (214,481)</strong></td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>44,555</td>
<td>84,604</td>
<td><strong>-47.3% (40,049)</strong></td>
</tr>
<tr>
<td>Go Glades Dial A Ride</td>
<td>4,507</td>
<td>4,552</td>
<td><strong>-0.1% (45)</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>589,756</strong></td>
<td><strong>844,331</strong></td>
<td><strong>-30.2% (254,575)</strong></td>
</tr>
</tbody>
</table>

**Coronavirus Impact YTD (March – August):**

<table>
<thead>
<tr>
<th>Mode</th>
<th>2020</th>
<th>2019</th>
<th>% (## of Riders)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>3,360,679</td>
<td>4,465,534</td>
<td><strong>-24.7% (1’104,855)</strong></td>
</tr>
<tr>
<td>Palm Tran Connection</td>
<td>260,298</td>
<td>495,168</td>
<td><strong>-47.4% (234,870)</strong></td>
</tr>
<tr>
<td>Go Glades Dial A Ride</td>
<td>25,843</td>
<td>21,797</td>
<td><strong>+18.6% (4,046)</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,646,820</strong></td>
<td><strong>4,982,499</strong></td>
<td><strong>-26.8% (1,335,679)</strong></td>
</tr>
</tbody>
</table>

**COVID-19 Service Impact, end-of August 2020:**

- **184** Days of COVID-19 in Florida. The first case in the State of Florida was reported on March 1st.
- Ridership across all modes decreased by **-30.2%** (Compared to August 2019).
- **143** consecutive days of *Fare Free service*. Started on March 23, and ended on August 16.
- **Fixed Route** Average Week Day Ridership: 17,942 Passengers
- **Palm Tran Connection** Average Week Day Ridership: 1,827 Passengers
- **Go Glades** Average Week Day Ridership: 148 Passengers
- **Across all modes** Average Week Day Ridership: 19,917 Passengers
September 28, 2020

Nicky Brown  
5190 Breckinridge Place, unit 51  
West Palm Beach, FL 33417

Dear Mr. Brown,

Thank you for sharing your comments at the Palm Tran Service Board meeting on February 27, 2020.

Your comments about an unruly passenger on route 1 have been noted. The bus operators have been reminded to call for a supervisor to be dispatched in the case of an unruly passenger. As discussed in the meeting, the Trespass Ordinance enables Palm Tran to temporarily ban bad actors from vehicles and our property.

I also want to thank you for your kind words for Operator Christopher Shy. We logged this as a commendation and made sure that Operator Shy was notified about your remarks stating he always goes above and beyond.

Thank you again for you continued ridership, and for being a transit advocate.

Sincerely,

Clinton B. Forbes  
Executive Director

c: Verdenia C. Baker, County Administrator  
Todd J. Bonlarron, Assistant County Administrator  
Palm Tran Executive Leadership Team (ELT)
September 28, 2020

Danielle McGill
Advocacy Coordinator
Ann Storck Center, Inc.
1790 SW 43rd Way
Fort Lauderdale, FL 33317

Dear Ms. McGill,
Thank you for sharing your comments at the Palm Tran Service Board meeting on February 27, 2020.

I am grateful you have taken an interest in our Connection Efficiencies Project (CEP). As a regular user of paratransit services, your opinion is very important to us.

You asked about future changes to the Transportation Disadvantaged (TD) program. At this time the TD rate is not expected to change as a result of the CEP. As discussed in the meeting, the first priority is to revise the eligibility process so that the service is being utilized by those who really need it.

There will be future opportunities for public comments as the CEP moves forward and I encourage you to continue to have an active role.

Thank you again for you continued ridership, and for being a transit advocate.

Sincerely,

Clinton B. Forbes
Executive Director

c: Verdenia C. Baker, County Administrator
   Todd J. Bonlarron, Assistant County Administrator
   Palm Tran Executive Leadership Team (ELT)
## FIXED-ROUTE DASHBOARD

<table>
<thead>
<tr>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100k Miles</td>
<td>1.50</td>
<td>1.20</td>
<td>0.70</td>
<td>0.00</td>
<td>0.59</td>
<td>0.44</td>
<td>0.84</td>
<td>0.58</td>
<td>0.43</td>
<td>0.34</td>
<td>0.47</td>
<td>0.34</td>
<td>0.53</td>
<td>0.53</td>
<td>0.47</td>
<td>0.44</td>
</tr>
<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2.50</td>
<td>2.10</td>
<td>2.00</td>
<td>1.90</td>
<td>2.21</td>
<td>1.47</td>
<td>2.79</td>
<td>1.61</td>
<td>1.45</td>
<td>0.67</td>
<td>1.25</td>
<td>1.53</td>
<td>1.73</td>
<td>0.95</td>
<td>1.62</td>
<td></td>
</tr>
<tr>
<td>Total Incidents per 10,000 Boardings</td>
<td>1.50</td>
<td>1.30</td>
<td>1.00</td>
<td>0.65</td>
<td>0.70</td>
<td>0.64</td>
<td>0.68</td>
<td>0.48</td>
<td>0.56</td>
<td>0.78</td>
<td>0.70</td>
<td>0.54</td>
<td>0.39</td>
<td>0.94</td>
<td>0.63</td>
<td></td>
</tr>
<tr>
<td>Mobility</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Total System Ridership</td>
<td>800,000</td>
<td>875,000</td>
<td>1M</td>
<td>▲ 385,187</td>
<td>▲ 744,153</td>
<td>▲ 716,736</td>
<td>▲ 779,427</td>
<td>▲ 756,703</td>
<td>▲ 642,330</td>
<td>▲ 488,991</td>
<td>▲ 488,187</td>
<td>▲ 588,187</td>
<td>▲ 637,962</td>
<td>▲ 540,694</td>
<td>▲ 7,193,085</td>
<td></td>
</tr>
<tr>
<td>Riders Per Revenue Hour</td>
<td>19.4</td>
<td>19.9</td>
<td>25.0</td>
<td>▲ 16.6</td>
<td>▲ 18.2</td>
<td>▲ 17.0</td>
<td>▲ 17.9</td>
<td>▲ 18.3</td>
<td>▲ 15.6</td>
<td>▲ 12.6</td>
<td>▲ 12.7</td>
<td>▲ 13.5</td>
<td>▲ 14.1</td>
<td>▲ 14.1</td>
<td>15.8</td>
<td></td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On-Time Performance</td>
<td>74%</td>
<td>76%</td>
<td>78%</td>
<td>▲ 79.7%</td>
<td>▲ 78.3%</td>
<td>▲ 77.9%</td>
<td>▲ 79.4%</td>
<td>▲ 80.9%</td>
<td>▲ 84.4%</td>
<td>▲ 83.5%</td>
<td>▲ 83.6%</td>
<td>▲ 83.4%</td>
<td>▲ 80.4%</td>
<td>▲ 80.4%</td>
<td>80.8%</td>
<td></td>
</tr>
<tr>
<td>Mean Distance Between Failures</td>
<td>12,000</td>
<td>14,000</td>
<td>16,000</td>
<td>▲ 12,111</td>
<td>▲ 13,398</td>
<td>▲ 14,837</td>
<td>▲ 14,315</td>
<td>▲ 9,388</td>
<td>▲ 12,108</td>
<td>▲ 18,554</td>
<td>▲ 12,553</td>
<td>▲ 11,589</td>
<td>▲ 11,722</td>
<td>▲ 14,704</td>
<td>12,907</td>
<td></td>
</tr>
<tr>
<td>All Customer Commendations per 10k Boardings</td>
<td>0.20</td>
<td>0.50</td>
<td>1.00</td>
<td>▲ 0.08</td>
<td>▲ 0.05</td>
<td>▲ 0.17</td>
<td>▲ 0.10</td>
<td>▲ 0.15</td>
<td>▲ 0.37</td>
<td>▲ 0.17</td>
<td>▲ 0.08</td>
<td>▲ 0.14</td>
<td>▲ 0.13</td>
<td>▲ 0.06</td>
<td>0.13</td>
<td></td>
</tr>
<tr>
<td>All Customer Concerns per 10k Boardings</td>
<td>3.50</td>
<td>3.00</td>
<td>2.50</td>
<td>▲ 2.38</td>
<td>▲ 2.59</td>
<td>▲ 3.15</td>
<td>▲ 3.23</td>
<td>▲ 3.37</td>
<td>▲ 3.19</td>
<td>▲ 2.42</td>
<td>▲ 3.28</td>
<td>▲ 3.21</td>
<td>▲ 2.84</td>
<td>▲ 4.61</td>
<td>3.09</td>
<td></td>
</tr>
</tbody>
</table>

## CONNECTION DASHBOARD

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100k Miles</td>
<td>2.00</td>
<td>1.00</td>
<td>0.70</td>
<td>0.82</td>
<td>0.81</td>
<td>0.80</td>
<td>0.74</td>
<td>1.91</td>
<td>1.79</td>
<td>0.99</td>
<td>1.01</td>
<td>1.03</td>
<td>0.70</td>
<td>1.33</td>
<td>1.09</td>
<td></td>
</tr>
<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2.50</td>
<td>2.20</td>
<td>2.00</td>
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<td>90%</td>
<td>92%</td>
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<td>▲ 81.3%</td>
<td>▲ 83.1%</td>
<td>▲ 80.8%</td>
<td>▲ 78.5%</td>
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<td>▲ 97.8%</td>
<td>▲ 90.7%</td>
<td>▲ 96.6%</td>
<td>▲ 96.2%</td>
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<td>▲ 1.89</td>
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<td>▲ 3.76</td>
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<td>▲ 1.32</td>
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<td>▲ 0.54</td>
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- ◆ 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 DASHBOARD

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<tr>
<td>Preventable Collisions per 100k Miles</td>
<td>1.50</td>
<td>1.20</td>
<td>0.70</td>
<td>0.00</td>
<td>0.59</td>
<td>0.44</td>
<td>0.84</td>
<td>0.58</td>
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<td>0.34</td>
<td>0.53</td>
<td>0.47</td>
<td>0.44</td>
<td></td>
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<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2.50</td>
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<td>2.00</td>
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<td>1.25</td>
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<td>0.70</td>
<td>0.64</td>
<td>0.68</td>
<td>0.48</td>
<td>0.56</td>
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<td>Total System Ridership</td>
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<td>744,353</td>
<td>716,736</td>
<td>779,427</td>
<td>756,703</td>
<td>642,330</td>
<td>462,991</td>
<td>488,515</td>
<td>588,187</td>
<td>637,962</td>
<td>540,694</td>
<td>7,193,085</td>
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<td>Riders Per Revenue Hour</td>
<td>19.4</td>
<td>19.9</td>
<td>25.0</td>
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<td>18.2</td>
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<td>12.7</td>
<td>13.5</td>
<td>14.1</td>
<td>14.1</td>
<td>15.8</td>
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<tbody>
<tr>
<td>On-Time Performance</td>
<td>74%</td>
<td>76%</td>
<td>78%</td>
<td>79.7%</td>
<td>78.3%</td>
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<td>83.6%</td>
<td>83.4%</td>
<td>80.4%</td>
<td>80.8%</td>
</tr>
<tr>
<td>Mean Distance Between Failures</td>
<td>12,000</td>
<td>14,000</td>
<td>16,000</td>
<td>12,111</td>
<td>15,398</td>
<td>14,837</td>
<td>14,315</td>
<td>9,388</td>
<td>12,108</td>
<td>18,554</td>
<td>12,553</td>
<td>11,589</td>
<td>11,722</td>
<td>14,704</td>
<td>12,907</td>
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<tr>
<td>All Customer Commendations per 10k Boardings</td>
<td>0.2</td>
<td>0.5</td>
<td>1.0</td>
<td>0.08</td>
<td>0.05</td>
<td>0.17</td>
<td>0.10</td>
<td>0.15</td>
<td>0.37</td>
<td>0.17</td>
<td>0.08</td>
<td>0.14</td>
<td>0.13</td>
<td>0.06</td>
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</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100k Miles</td>
<td>1.5</td>
<td>3.0</td>
<td>2.5</td>
<td>2.38</td>
<td>2.59</td>
<td>3.15</td>
<td>3.23</td>
<td>3.37</td>
<td>3.19</td>
<td>2.42</td>
<td>3.28</td>
<td>3.21</td>
<td>2.84</td>
<td>4.61</td>
<td>3.09</td>
<td></td>
</tr>
<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2.5</td>
<td>3.0</td>
<td>2.5</td>
<td>2.38</td>
<td>2.59</td>
<td>3.15</td>
<td>3.23</td>
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<td>2.42</td>
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<td>3.21</td>
<td>2.84</td>
<td>4.61</td>
<td>3.09</td>
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<tr>
<td>Total Incidents per 10,000 Boardings</td>
<td>1.5</td>
<td>3.0</td>
<td>2.5</td>
<td>2.38</td>
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<td>3.21</td>
<td>2.84</td>
<td>4.61</td>
<td>3.09</td>
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</tbody>
</table>

- Minimum/Maximum has not been met
- Metric is at above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
Palm Tran is pleased to report that during the month of August, this metric exceeded the established stretch goal for the tenth time during the current fiscal year. During the month of August, fixed route vehicles traveled 632,251 total vehicle miles compared to 750,181 total vehicle miles in July. Preventable Collisions decreased from 0.53 to 0.47. Palm Tran experienced three (3) Preventable Collisions during the month of August, compared to four (4) Preventable Collision during the month of July. The Preventable collisions during the month of August were categorized as three (3) fixed object collisions. The Safety and Accident Reduction PT-Stat team is currently promoting the importance of Looking Ahead, Looking Around, Leaving Room, and Communicate (LLLC).

### Fixed-Route Preventable Collisions per 100K Miles

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</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100K Miles</td>
<td>2019</td>
<td>0.42</td>
<td>0.30</td>
<td>1.06</td>
<td>1.59</td>
<td>0.78</td>
<td>0.43</td>
<td>0.44</td>
<td>0.43</td>
<td>0.75</td>
<td>0.44</td>
<td>0.34</td>
<td>0.47</td>
<td>0.34</td>
</tr>
<tr>
<td></td>
<td>2020</td>
<td>0.00</td>
<td>0.59</td>
<td>0.44</td>
<td>0.84</td>
<td>0.58</td>
<td>0.43</td>
<td>0.34</td>
<td>0.47</td>
<td>0.34</td>
<td>0.53</td>
<td>0.47</td>
<td>0.47</td>
<td>0.44</td>
</tr>
</tbody>
</table>

### Metric Calculation

\[
\text{Preventable Collisions per 100K} = \frac{\text{Total Preventable Collisions}}{\text{Total Vehicle Miles}} \times 100K
\]

### Target

- **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**

**Narrative**

The number of vehicle collisions determined to be preventable for every 100K miles driven.
Palm Tran is pleased to report that during the month of August, this metric exceeded the established stretch goal for the ninth time during the current fiscal year. Palm Tran experienced six (6) Non–Preventable Collisions, compared to thirteen (13) Non–Preventable Collisions for the month of July. Non–Preventable Collisions decreased from 1.73 to 0.95 collisions. This was due in large part to the decrease of collisions categorized as sideswipe collisions. Non–Preventable collisions during the month of August consisted of four (4) collisions with vehicles striking bus while maneuvering through traffic/traffic lanes, one (1) Sideswipe collision and one (1) Rear–End collision. The Safety and Accident Reduction PT–Stat team is currently focused on communicating the importance of leaving room on all sides of the vehicle, especially in the front of the vehicle.

### Narrative

- 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

### Metric Calculation

\[
\text{Non-Preventable Collisions per 100k Miles} = \frac{(\text{Total Non-Preventable Collisions})}{(\text{Total Vehicle Miles})} \times 100k
\]

### Metric Description

The number of vehicle collisions determined to be non–preventable for every 100K miles driven.
Palm Tran is pleased to report that for the month of August, this metric exceeded the established stretch goal for the eleventh time in a row at 0.94 total incidents per 10,000 passenger boardings. Palm Tran experienced fifty-one (51) total incidents during the month of August compared to the twenty-five (25) total incidents in July. Palm Tran’s top incidents during the month of August are categorized as “Passenger Disruptions” and “Passenger Falls”. The Safety and Accident Reduction PT-Stat team is communicating the importance of professionalism, good customer service to decrease Fare Disputes, the importance of smoothly stopping the vehicle while maintaining control of its direction and position within the lane to decrease “Passenger Falls”.

**Metric Description**
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.

**Metric Calculation**
(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000

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**Narrative**

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

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**Fixed-Route Total Incidents per 10,000 Boardings**

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<tbody>
<tr>
<td>2019</td>
<td>1.10</td>
<td>1.03</td>
<td>1.28</td>
<td>1.00</td>
<td>0.99</td>
<td>0.97</td>
<td>0.93</td>
<td>0.79</td>
<td>0.72</td>
<td>0.69</td>
<td>0.68</td>
<td>0.52</td>
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<tr>
<td>2020</td>
<td>0.65</td>
<td>0.70</td>
<td>0.64</td>
<td>0.68</td>
<td>0.48</td>
<td>0.56</td>
<td>0.78</td>
<td>0.70</td>
<td>0.54</td>
<td>0.39</td>
<td>0.94</td>
<td>0.63</td>
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</table>

**Mobility**

- **FY**: 2020
- **Max**: 1.50
- **Target**: 1.30
- **Goal**: 1.00

- **FY**: 2019
- **Max**: 1.50
- **Target**: 1.30
- **Goal**: 1.00
Fixed-Route Total System Ridership

August 2019 ridership was 540,694, which is a decrease of 28.4% (214,481 riders) compared to August of last fiscal year and a decrease of 15.2% (97,268 riders) compared to the previous month of July. This was due in large part to the impact of the COVID-19 pandemic to the overall system ridership. The Fixed Route Ridership PT-Stat team is monitoring the impact of COVID-19 on the system’s ridership to comprehend the effect of the pandemic and strategically respond to the new mobility needs. Measures such as physical distancing on buses and free fares have been put in place to mitigate the impacts of the virus.

Metric Calculation

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.

Narrative
**Fixed-Route Riders Per Revenue Hour**

### August 2019
- 14.1
- 0.1%

### July 2020
- 14.1

#### Mobility

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<td>2019</td>
<td>18.5</td>
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<td>16.7</td>
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<td>15.8</td>
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</table>

#### Metric Calculation

- **Total Fixed Route Boardings/Total Fixed Route Revenue Hours**

#### Metric Description

The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.

#### Narrative

During the month of August, Riders per Revenue Hour remains unchanged at 14.1 in August. Although ridership declined by 15.2% (97,268 riders as reported on page 9) combined with a 15.2% (6,961.8 hours) decrease in total fixed route revenue hours, the decline of productivity is consistent with the previous of July. Also affecting this metric, Palm Tran implemented a physical distancing protocol based on CDC recommendations whereby the maximum capacity was limited to 20 passengers per vehicle. The Fixed Route Ridership PT-Stat team has temporarily suspended promotional activities for Palm Tran services due to the coronavirus outbreak.

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

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**Palm Tran Performance Management Office**

10
Palm Tran is pleased to report that for the month of August, this metric exceeded the established stretch goal for the ninth time during the current fiscal year. During the month of August, On-Time Performance decreased slightly from 83.4% in July to 80.4% in August, which is 3.0 percentile points lower. This was due in large to the service modification identified as the “Saturday Plus” modified schedule, which was implemented in response to the COVID-19 pandemic on August 16. The On-Time Performance PT-Stat team is currently evaluating performance at the route level and potential service changes to improve this metric.

**Metric Calculation**

$$\text{Standard} = \text{OTP Standard is 0 minutes early to 5 minutes late. No early departures allowed.}$$

**Customer Satisfaction**

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<tr>
<td>2019</td>
<td>81.7%</td>
<td>79.5%</td>
<td>77.0%</td>
<td>78.1%</td>
<td>76.5%</td>
<td>77.3%</td>
<td>77.9%</td>
<td>79.9%</td>
<td>83.5%</td>
<td>84.9%</td>
<td>81.7%</td>
<td>81.2%</td>
<td>80.0%</td>
</tr>
<tr>
<td>2020</td>
<td>79.7%</td>
<td>78.3%</td>
<td>77.9%</td>
<td>78.9%</td>
<td>77.7%</td>
<td>80.9%</td>
<td>84.4%</td>
<td>83.5%</td>
<td>83.4%</td>
<td>80.4%</td>
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<td>80.8%</td>
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</tbody>
</table>

**Narrative**

Palm Tran Performance Management Office

Palm Tran is pleased to report that for the month of August, this metric exceeded the established stretch goal for the ninth time during the current fiscal year. During the month of August, On–Time Performance decreased slightly from 83.4% in July to 80.4% in August, which is 3.0 percentile points lower. This was due in large to the service modification identified as the “Saturday Plus” modified schedule, which was implemented in response to the COVID-19 pandemic on August 16. The On–Time Performance PT–Stat team is currently evaluating performance at the route level and potential service changes to improve this metric.
During the month of August, Palm Tran experienced forty-three (43) major mechanical failures compared to sixty-four (64) mechanical failures in July. This is a significant decrease of twenty-one (21) mechanical failures, which in large part is attributed to the decline of road calls categorized as engine failures, air system failures and low oil/oil leak issues. Palm Tran Maintenance staff are in the training phase for the DPF machine designed to clean filters causing the engine generation failures thereby reducing road calls. The Mean Distance between Failures PT-Stat team is currently evaluating possible initiatives to reduce the overall occurrence of road failures.
During the month of August, the customer commendations metric experienced a decrease from 0.13 to 0.06 customer commendations compared to the prior month of July. Palm Tran received three (3) commendations in August compared to eight (8) customer commendations in July. The August commendations logged were for operator performance and behavior. The Customer Service PT–Stat team is utilizing this time to monitor this metric and to develop initiatives to generate customer feedback and commendations.
During the month of August, the fixed-route Customer Concerns ratio experienced a substantial increase to 4.61 Customer Concerns per 10,000 boardings, compared to 2.84 Customer Concerns during the prior month of July. In August, total logged concerns were 249 compared to 181 in July. The top categories of concerns in August were "Pass up", the measures implemented related to the COVID 19 pandemic and "bus no show". The Customer Service PT–Stat team is currently monitoring the impact of physical distancing, reduced maximum on–board capacity and rear door boarding practice implemented because of the COVID–19 virus.

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<td>3.21</td>
<td>2.84</td>
<td>4.61</td>
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**Mobility**

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<th>FY</th>
<th>Max</th>
<th>Target</th>
<th>Goal</th>
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<tr>
<td>All Customer Concerns per 10k Boardings</td>
<td>2019</td>
<td>3.50</td>
<td>3.00</td>
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<tr>
<td>2020</td>
<td>3.50</td>
<td>3.00</td>
<td>2.50</td>
</tr>
</tbody>
</table>

**(Total Fixed Route Concerns/Total Riders)*10,000  
Customer concerns per 10,000 boardings.
## CONNECTION DASHBOARD

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Preventable Collisions per 100k Miles</td>
<td>2.00</td>
<td>1.00</td>
<td>0.70</td>
<td>▲</td>
<td>0.82</td>
<td>0.81</td>
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<td>▲</td>
<td>0.74</td>
<td>▲</td>
<td>1.91</td>
<td>▲</td>
<td>1.79</td>
<td>▲</td>
<td>0.99</td>
<td>▲</td>
</tr>
<tr>
<td>Non-Preventable Collisions per 100k Miles</td>
<td>2.50</td>
<td>2.20</td>
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<tr>
<td>Riders Per Revenue Hour</td>
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<td>▲</td>
<td>1.69</td>
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<td>▲</td>
</tr>
<tr>
<td>On-Time Performance</td>
<td>85%</td>
<td>90%</td>
<td>92%</td>
<td>▲</td>
<td>73.9%</td>
<td>▲</td>
<td>81.3%</td>
<td>▲</td>
<td>83.1%</td>
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<td>78.5%</td>
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<td>84.7%</td>
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</tr>
<tr>
<td>Mean Distance Between Failures</td>
<td>14,000</td>
<td>16,000</td>
<td>20,000</td>
<td>▲</td>
<td>5,472</td>
<td>▲</td>
<td>8,244</td>
<td>▲</td>
<td>6,256</td>
<td>▲</td>
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<td>▲</td>
<td>8,177</td>
<td>▲</td>
<td>10,071</td>
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<tr>
<td>All Customer Commendations per 1k Trips</td>
<td>0.70</td>
<td>1.00</td>
<td>1.30</td>
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<td>1.87</td>
<td>▲</td>
<td>1.70</td>
<td>▲</td>
<td>1.42</td>
<td>▲</td>
<td>2.02</td>
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<td>▲</td>
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<tr>
<td>All Customer Concerns per 1k Trips</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>▲</td>
<td>4.00</td>
<td>▲</td>
<td>2.75</td>
<td>▲</td>
<td>2.20</td>
<td>▲</td>
<td>2.79</td>
<td>▲</td>
<td>3.76</td>
<td>▲</td>
<td>2.94</td>
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<tr>
<td>Reservations Call Hold Time</td>
<td>4:00</td>
<td>3:00</td>
<td>2:00</td>
<td>▲</td>
<td>2.07</td>
<td>▲</td>
<td>1.52</td>
<td>▲</td>
<td>2.51</td>
<td>▲</td>
<td>2.06</td>
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<td>1.53</td>
<td>▲</td>
<td>1.24</td>
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<tr>
<td>Where Is My Ride Hold Time</td>
<td>4:00</td>
<td>3:00</td>
<td>2:00</td>
<td>▲</td>
<td>1.37</td>
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<td>1.14</td>
<td>▲</td>
<td>0.46</td>
<td>▲</td>
</tr>
</tbody>
</table>

- ▲ 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 Preventable Collisions per 100K Miles

### Metric Calculation
- **Metric Description:** The average number of vehicle collisions determined to be preventable for every 100K miles driven.

### Narrative
During the month of August, Palm Tran Connection experienced a substantial increase of Preventable Collisions from 0.70 to 1.33 collisions per 100,000 Miles. Palm Tran Connection experienced nine (9) Preventable Collisions during the month of August, compared to five (5) Preventable Collisions for the month of July. This was due in large part to an increase of at fault accidents categorized as fixed object collisions. Preventable Collisions consisted of six (6) fixed object collisions, two (2) collisions resulting in vehicle body damage and one (1) collision result from an improper left turn. The Palm Tran Connection Safety and Accident Reduction PT-Stat team continues to track and monitor of the types of collisions and seeking driver feedback on the “blind spot alert” system initiative installed in seven vehicles.

### Table - Preventable Collisions per 100k Miles

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</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>0.85</td>
<td>0.75</td>
<td>0.45</td>
<td>1.30</td>
<td>0.63</td>
<td>0.92</td>
<td>1.19</td>
<td>1.28</td>
<td>0.99</td>
<td>0.95</td>
<td>0.89</td>
<td>1.10</td>
<td>0.95</td>
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<tr>
<td>2020</td>
<td>0.82</td>
<td>0.81</td>
<td>0.80</td>
<td>0.74</td>
<td>1.91</td>
<td>1.79</td>
<td>0.99</td>
<td>1.01</td>
<td>1.03</td>
<td>0.70</td>
<td>1.33</td>
<td>1.09</td>
<td>1.09</td>
</tr>
</tbody>
</table>

### Graph - Preventable Collisions per 100K Miles

- **August:** 1.33
- **July:** 0.70

- **Goal:** 0.70
- **Target:** 1.00
- **Max:** 2.00

- **The Goal has been exceeded**
Palm Tran Connection is pleased to report that during the month of August, this metric exceeded the established stretch goal for the sixth time during the current fiscal year. Non-Preventable Collisions increased from 0.98 to 1.33 collisions. Palm Tran Connection experienced nine (9) Non-Preventable Collisions compared with seven (7) during the previous month of July. This was due in large part to an increase of Non-Preventable Collisions categorized sideswipe collisions. The Palm Tran Connection Safety and Accident Reduction PT-Stat team continues to track and monitor the types of collisions taking place each month, in order to communicate strategies that address those specific types of accidents and drive safety awareness.

**Narrative**

**Metric Calculation**

\[
\text{Metric Calculation} = \frac{\text{(Total Non-Preventable Collisions)} \times \text{(Total Vehicle Miles)}}{100K}
\]

**Metric Description**

The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.

**Goals**

- **2019:** 2.00
- **2020:** 2.00

**FY**

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</thead>
<tbody>
<tr>
<td>2019</td>
<td>2.35</td>
<td>3.52</td>
<td>3.13</td>
<td>2.69</td>
<td>2.21</td>
<td>2.25</td>
<td>2.58</td>
<td>2.57</td>
<td>2.86</td>
<td>1.69</td>
<td>1.18</td>
<td>2.53</td>
<td>2.33</td>
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<tr>
<td>2020</td>
<td>2.45</td>
<td>2.02</td>
<td>3.40</td>
<td>2.49</td>
<td>1.72</td>
<td>2.51</td>
<td>1.19</td>
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<td>0.88</td>
<td>0.98</td>
<td>1.33</td>
<td>1.97</td>
<td></td>
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</table>

**Minimum/Maximum**

- **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

August 2019: 1.11

July 2019: 1.57

2020:
- July: 1.58
- August: 1.53
- September: 1.52
- October: 1.58
- November: 1.47
- December: 1.69
- January: 1.59
- February: 1.28
- March: 1.71
- April: 1.72
- May: 1.69
- June: 1.69
- July: 1.62
- August: 1.58
- September: 1.57

2019:
- July: 1.57
- August: 1.52
- September: 1.47
- October: 1.69
- November: 1.73
- December: 1.71
- January: 1.58
- February: 0.86
- March: 1.72
- April: 1.69
- May: 1.57
- June: 1.58
- July: 1.52
- August: 1.47
- September: 1.47

Narrative:
During the month of August, Palm Tran Connection riders per revenue hour decreased slightly from 1.16 in July to 1.11 in August. This was due in large part to the Total Passengers Transported slight decrease by 7.7% (3,697) combined with the Total Revenue Hours decrease by 3.5% (1,475 hours) compared to the month of July. The Connection On-Time Performance and Productivity PT-Stat team continues to monitor the reduction in ridership impacting this metric.
Palm Tran is pleased to report that during the month of August, Palm Tran Connection On-Time Performance has exceeded the established stretch goal at 96.2% for the fifth time during the current fiscal year. This was due in large part to the decrease of ridership combined with the reduction of traffic related to the impact of the COVID-19 virus. The Connection On-Time Performance PT-Stat team is monitoring the impact of minimizing multi-loading on the vehicles to a goal of one-passenger per trip.

New Standard Beginning October 2016, Palm Tran will track both pick-up OTP and drop-off OTP separately and report the pick-up OTP only, consistent with most of the industry.

**Narrative**

Palm Tran is pleased to report that during the month of August, Palm Tran Connection On-Time Performance has exceeded the established stretch goal at 96.2% for the fifth time during the current fiscal year. This was due in large part to the decrease of ridership combined with the reduction of traffic related to the impact of the COVID-19 virus. The Connection On-Time Performance PT-Stat team is monitoring the impact of minimizing multi-loading on the vehicles to a goal of one-passenger per trip.
### Connection Mean Distance Between Failures

**August:** 5,196

- **13.1%**

**July:** 5,981

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</thead>
<tbody>
<tr>
<td>2019</td>
<td>11,060</td>
<td>6,885</td>
<td>8,868</td>
<td>10,679</td>
<td>9,332</td>
<td>8,491</td>
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<td>5,981</td>
<td>5,196</td>
<td>6,395</td>
<td>6,988</td>
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**Mobility**

<table>
<thead>
<tr>
<th>Mean Distance Between Failures</th>
<th>FY</th>
<th>Min</th>
<th>Target</th>
<th>Goal</th>
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<tbody>
<tr>
<td>2019</td>
<td>14,000</td>
<td>16,000</td>
<td>20,000</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>14,000</td>
<td>16,000</td>
<td>20,000</td>
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</tbody>
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**Metric Calculation**

(Total Connection Vehicle Miles) / (Connection Major and Minor Mechanical Failures)

**Metric Description**

The average number of miles driven by Connection vehicles before experiencing a mechanical failure.

**Narrative**

During the month of August, Palm Tran Connection experienced one hundred and thirty (130) mechanical failures compared to one hundred and twenty (120) mechanical failures for the month of July. This is a decrease of ten (10) mechanical failures. The top categories in August were as follows: engine overheating, battery related issues and engine warning light illumination. The Connection Safety and Accident Reduction PT-Stat team is monitoring the substantial increase of vehicle mechanical failures in light of the significantly lower number of miles and routes resulting from the reduction in service.
Palm Tran Connection is pleased to report that for the month of August this metric has reached its highest level at 2.68 and has exceeded the established stretch goal for the eleventh time in a row during the current fiscal year. During the month of August, Palm Tran Connection received one hundred and five (105) commendations compared to sixty-nine (69) commendations during the month of July. The commendations recognized the efforts of the drivers and Palm Tran staff in the delivery of the service. The Palm Tran Connection Customer Service PT-Stat team continues to monitor and track trends identified during the COVID-19 pandemic.
Palm Tran is pleased to report that during the month of August, this metric has met the established target at 2.0 Total Connection Concerns per 1,000 Completed Passenger Trips. During the month of August, ninety-one (91) concerns were logged, compared to sixty-three (63) in the previous month July. The top categories of customer concerns during the month of August were related to the efforts of Palm Tran during the pandemic. The Palm Tran Connection Customer Service PT-Stat team continues to monitor and track the impact of COVID-19 pandemic.

### Mobility

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<td>2019</td>
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<td>2.9</td>
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<td>3.3</td>
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<td>2020</td>
<td>4.00</td>
<td>2.75</td>
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<td>2.79</td>
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<td>2.00</td>
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</tbody>
</table>

#### All Customer Concerns per 1k Trips

<table>
<thead>
<tr>
<th>FY</th>
<th>Max</th>
<th>Target</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>3.00</td>
<td>2.00</td>
<td>1.50</td>
</tr>
<tr>
<td>2020</td>
<td>3.00</td>
<td>2.00</td>
<td>1.50</td>
</tr>
</tbody>
</table>

#### Metric Calculation

(Total Connection Concerns / Completed passenger trips) / 1,000

#### Metric Description

Customer concerns per 1,000 passenger trips.

### Narrative

Palm Tran Performance Management Office
Palm Tran Connection is pleased to report that during the month of August, reservations hold time exceeded the established stretch goal at 0:38 seconds for the eighth time during the current fiscal year. This improvement is due in part large to the reduction in service caused by the COVID-19 pandemic. The Palm Tran Connection Customer Service PT-Stat team is monitoring and tracking the hold time that has been significantly impacted due to the reduction of daily calls. It should be noted that PASSWeb has been temporarily suspended for booking trips due to the mandate for essential trips only, so all trip booking calls must come through the reservation center.

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.

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 Connection is pleased to report that during the month of August, the “Where Is My Ride” hold time metric continues to exceed the established stretch goal for the eleventh time in a row during the current fiscal year. During the month of August, "Where Is My Ride" hold time decreased by ten (10) seconds compared to the previous month of July. This is due in part to the efficiencies gained as result to COVID-19 service modifications implemented.

**Narrative**

Summary of daily average Where Is My Ride Hold Times/Number of Operational days for the Month.

Avg. Where Is My Ride Hold Time for the Month. Customer calls related to the location of their vehicle.
<table>
<thead>
<tr>
<th>PTSB-Planning Subcommittee</th>
<th>PTSB Paratransit Subcommittee</th>
<th>PTSB Regular Board Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Time is 1:30PM - 2:30PM</td>
<td>Meeting Time 9:30AM - 10:30AM</td>
<td>Meeting Time 1:30PM - 3:30PM</td>
</tr>
<tr>
<td>Palm Tran Connection Room 2N-123</td>
<td>Palm Tran Connection Room 2N-123</td>
<td>Vista Center - (Jan - Mar)</td>
</tr>
<tr>
<td>50 So. Military Trail WPB, FL 33415</td>
<td>50 So. Military Trail WPB, FL 33415</td>
<td>Delray Facility - (May - Dec)</td>
</tr>
<tr>
<td>Thursday, January 14, 2021</td>
<td>Thursday, January 14, 2021</td>
<td>Thursday, January 28, 2021</td>
</tr>
<tr>
<td>No February Meeting</td>
<td>No February Meeting</td>
<td>Thursday, February 25, 2021</td>
</tr>
<tr>
<td>Thursday, March 11, 2021</td>
<td>Thursday, March 11, 2021</td>
<td>Thursday, March 25, 2021</td>
</tr>
<tr>
<td>No April Meeting</td>
<td>No April Meeting</td>
<td>No April Meeting</td>
</tr>
<tr>
<td>No May Meeting</td>
<td>No May Meeting</td>
<td>Thursday, May 27, 2021</td>
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<tr>
<td>Thursday, June 10, 2021</td>
<td>Thursday, June 10, 2021</td>
<td>Thursday, June 24, 2021</td>
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<tr>
<td>Thursday, July 8, 2021</td>
<td>Thursday, July 8, 2021</td>
<td>Thursday, July 22, 2021</td>
</tr>
<tr>
<td>No August Meeting</td>
<td>No August Meeting</td>
<td>No August Meeting</td>
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<tr>
<td>Thursday, September 9, 2021</td>
<td>Thursday, September 9, 2021</td>
<td>Thursday, September 23, 2021</td>
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<tr>
<td>Thursday, October 14, 2021</td>
<td>Thursday, October 14, 2021</td>
<td>Thursday, October 28, 2021</td>
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<tr>
<td>No November Meeting</td>
<td>No November Meeting</td>
<td>No November Meeting</td>
</tr>
<tr>
<td>No December Meeting</td>
<td>No December Meeting</td>
<td>Thursday, December 9, 2021</td>
</tr>
</tbody>
</table>
September 28, 2020

Nicky Brown
5190 Breckinridge Place, unit 51
West Palm Beach, FL 33417

Dear Mr. Brown,
Thank you for sharing your comments at the Palm Tran Service Board meeting on February 27, 2020.

Your comments about an unruly passenger on route 1 have been noted. The bus operators have been reminded to call for a supervisor to be dispatched in the case of an unruly passenger. As discussed in the meeting, the Trespass Ordinance enables Palm Tran to temporarily ban bad actors from vehicles and our property.

I also want to thank you for your kind words for Operator Christopher Shy. We logged this as a commendation and made sure that Operator Shy was notified about your remarks stating he always goes above and beyond.

Thank you again for you continued ridership, and for being a transit advocate.

Sincerely,

Clinton B. Forbes
Executive Director

c: Verdenia C. Baker, County Administrator
   Todd J. Bonlarron, Assistant County Administrator
   Palm Tran Executive Leadership Team (ELT)
September 28, 2020

Danielle McGill
Advocacy Coordinator
Ann Storck Center, Inc.
1790 SW 43rd Way
Fort Lauderdale, FL 33317

Dear Ms. McGill,

Thank you for sharing your comments at the Palm Tran Service Board meeting on February 27, 2020.

I am grateful you have taken an interest in our Connection Efficiencies Project (CEP). As a regular user of paratransit services, your opinion is very important to us.

You asked about future changes to the Transportation Disadvantaged (TD) program. At this time the TD rate is not expected to change as a result of the CEP. As discussed in the meeting, the first priority is to revise the eligibility process so that the service is being utilized by those who really need it.

There will be future opportunities for public comments as the CEP moves forward and I encourage you to continue to have an active role.

Thank you again for you continued ridership, and for being a transit advocate.

Sincerely,

Clinton B. Forbes
Executive Director

c: Verdenia C. Baker, County Administrator
   Todd J. Bonlarron, Assistant County Administrator
   Palm Tran Executive Leadership Team (ELT)