

NOTICE OF MEETING

PALM TRAN SERVICE BOARD MEETING

OCTOBER 28, 2021 – 1:30 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

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 28, 2021

Vista Center
Room 47/50
2300 Jog Road
West Palm Beach FL, 33411

MEETING AGENDA 1:30 P.M. – 3:30 P.M.

Palm Tran Administrative Offices
100 North Congress Avenue
Delray Beach, FL 33445
(561) 841-4200 • FAX: (561) 841-4291

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

Palm Tran Connection
50 South Military Trail, Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838 • FAX: (561) 514-8365

Clinton B. Forbes
Executive Director

Joseph P. Harrington
Service Board Liaison



Palm Tran Service Board Members

Carmencita Mitchell, Chair
Seat 9 - Regular Fixed-Route Bus Rider

Steven B. Grant, Vice Chairman
Seat 4 - Elected Municipal Official



Terry Brown
Seat 1 - Rep. with Transportation Experience

VACANT
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

Jim Gibbs
Seat 5 - Business Community Representative

Donte Mickens
Seat 6 - Rep. with Multicultural Experience

Frank Stanzione
Seat 7 - Senior Citizen Representative

VACANT
Seat 8 - Certified Paratransit User

Joey Acevedo
Seat 10 - Fixed-Route Bus Operator

Allen Boyd, II
Seat 11 - Citizen at Large

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area

1. Call to order
2. Pledge of Allegiance
3. Roll Call
4. MOTION TO ADOPT Agenda for October 28, 2021
5. MOTION TO APPROVE Minutes for August 26, 2021
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 2, 2022 Service Changes
 - b. Public Comment on Action Items
10. Informational Items
 - a. Port St. Lucie Express
 - b. Routes 49/20 Adjustments Update
 - c. Accelerate 2031: Transit Development Plan (TDP)
 - d. Review of Public Recommendations for Service Changes
 - e. Performance Report
 - f. Public Comment on Informational Items
11. Committee Reports
 - a. None
12. Public Comments (General)
13. Customer Service Follow-ups
 - a. None
14. Board Member Comments

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1:30 p.m. to 3:30 p.m.

1. Call to Order

Meeting called to order at 1:35 p.m. by Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Carmencita Mitchell, Seat 9, Regular Fixed-Route Bus Rider/Chair
Steven B. Grant, Seat 4, Elected Municipal Official/Vice Chairman
Selva Selvendran, Seat 3, Environmental Advocate
Frank Stanzione, Seat 7, Senior Citizen Representative
Joey Acevedo, Seat 10, Fixed Route Bus Operator
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Chair Mitchell stated that based on these unprecedented times with Covid-19 due to the health risk concerns, four (4) Board Members have requested to have virtual participation.

Chair Mitchell requested a motion to allow virtual participation for four (4) Board Members.

Motion made by Mr. Martin and seconded by Mr. Stanzione. The motion was approved unanimously.

Members via Virtual Participation

Terry Brown, Seat 1, Representative with Transportation Experience
Allen Boyd, II, Seat 11, Citizen-at-Large
Tammy Jackson-Moore, Seat 13, Resident of the Glades/Lake Region Area
Donté Mickens, Seat 6, Representative with Multicultural Experience

4. Motion to Adopt Agenda for August 26, 2021

Chair Mitchell requested a motion to adopt the Agenda for August 26, 2021. The motion was approved unanimously.

Motion made by Mr. Stanzione and seconded by Mr. Martin.

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5. Motion to Approve Minutes for July 22, 2021

Chair Mitchell requested a motion to approve the Minutes for July 22, 2021. The motion was approved unanimously.

Motion made by Mr. Stanzione and seconded by Mr. Brown.

6. Safety Message/Briefing

The Safety Message for August 2021 was presented by Joseph P. Harrington, Interim Director of Support Services/PIO.

Mr. Harrington stated that the library is equipped with an Automated External Defibrillator (AED) located at Member Services and pointed out the two (2) Emergency Exits and Fire Extinguisher that were in the Meeting Room.

The August Safety Message focused on Distracted Driving and the Use of Personal Electronic Devices while operating a Palm Tran vehicle.

Mr. Harrington reiterated that Palm Tran has a Zero Tolerance Policy for the Use of Personal Electronic Devices while operating the bus.

7. Comments from Palm Tran's Service Board Chair

Chair Mitchell stated that it was an honor to have served as Chair and thanked the Board for their support.

Chair Mitchell stated that she has served on and/or participated in the following:

- Palm Tran Planning Subcommittee
- Palm Tran Paratransit Subcommittee
- Regular meetings with the Executive Leadership Team
- Pink Bus Unveiling
- Ribbon Cutting Ceremony for the Delray Beach Headquarters

Chair Mitchell stated the Pandemic has caused delays and because of that the Connection Efficiencies Project and the Board Retreat have been unable to move forward.

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Chair Mitchell stated she appointed Mr. Acevedo as the Chair for the Planning Subcommittee which is spearheaded by Mr. McCollum, Director of Transit Planning.

Chair Mitchell stated that she is currently serving on the Transit Development Plan Steering Committee which is spearheaded by Mr. McCollum, and is comprised of members from the Executive Leadership Team, Consultant Tindale-Oliver and Associates, Inc. and community stockholders.

Chair Mitchell reminded the Board that Officer Elections will take place at today's meeting.

8. Comments from Palm Tran's Executive Director

Executive Director Forbes thanked Chair Mitchell for her service and thanked the Board for their flexibility to attend unscheduled meetings during these unprecedented times.

Mr. Brown inquired if mandatory vaccinations have been mandated for Palm Tran's employees, as they are not employees of the County and operate as a Private, Not-for-Profit.

Mr. Brown inquired if there is a plan in place to have all Palm Tran's employees vaccinated.

Mr. Forbes explained as follows:

- Palm Tran is an instrument of the County and are County employees

- The distinction between County employees and Palm Tran employees is the Pension Plan
 - The County's Pension Plan is the Florida Retirement System (FRS)
 - Palm Tran's Pension Plan is under the Amalgamated Transit Union
 - Palm Tran has two Bargaining Units (ATU & SEIU) as do the County
 - Palm Tran manages several policies that are separate from the County
 - Palm Tran has its own In-house Human Resources Division

Mr. Forbes stated that in 1996, the County assumed Palm Tran, Inc. and its Board of Directors and Based on this assumption, the County owns and operates Palm Tran.

Mr. Forbes stated that vaccinations are very, very important to the County as a whole, as well as Palm Tran.

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Mr. Forbes stated that earlier this year a Special Vaccination Event was held at the Palm Beach County Fire Rescue located on Pike Road for all Frontline Employees which included Palm Tran employees to be afforded the opportunity to be vaccinated.

Mr. Forbes stated that there was a large turnout.

Mr. Brown inquired what is considered a great response.

Mr. Forbes responded that to his knowledge over fifty (50) percent of Palm Tran's employees have been vaccinated; however, this number is not scientific.

Mr. Forbes stated that the County Administrator is monitoring the situation and strongly encourage employees to be vaccinated.

Mr. Brown stated emphatically that it is imperative that vaccinations be made mandatory for transit employees as the new variant (Delta) is much stronger and as a result the death rate has been much higher.

Mr. Brown asked Mr. Forbes to impress upon the County Administrator the importance and urgency for mandatory vaccinations for transit employees.

Mr. Forbes stated that he will communicate Mr. Brown's concerns to the County Administrator.

Mr. Forbes clarified for the record that Palm Tran employees are County employees.

Palm Beach County Attorney, Mutamba Mutamba explained the legal relationship between Palm Tran and Palm Beach County as follows:

"Palm Tran, Inc., though it may be a legal entity as a non-profit, it is the primary instrumentality for the County's Transit Department; therefore, as with any other County department, Palm Tran, Inc. is a department within Palm Beach County; furthermore, Palm Tran employees though they have a separate Pension Plan are subject to the County Administration for how they conduct their day-to-day operations."

Mr. Mutamba stated that as Mr. Forbes indicated the decision whether or not to mandate Palm Tran employees be vaccinated is the decision of the County Administrator because Palm Tran, Inc. is an instrumentality of Palm Beach County.

Palm Beach County Attorney, Masimba Mutamba, in detail that Palm Tran is a county entity and is governed by Palm Beach County.

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9. Action Items

a. Officer Elections

Chair Mitchell asked if Board members wanted the Officer Election Procedure read for clarification.

Nomination(s) for Chair

Mr. Acevedo nominated Carmencita Mitchell for Chair.

Ms. Mitchell accepted the nomination.

The votes are as follows:

Votes for Carmencita Mitchell as Chair	
Mitchell	YES
Grant	YES
Selvendran	YES
Acevedo	YES
Stanzione	YES
Martin	YES
Jackson-Moore	YES
Brown	YES
Mickens	YES
Boyd, II	YES

The motion passed with 10 votes in favor.

Ms. Mitchell remains as Chair.

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Mr. Martin nominated Steven B. Grant for Vice Chairman.

Mr. Grant disclosed that his term as Mayor of Boynton Beach will end in March 2022; therefore, he can only serve as Vice Chairman of the PTSB for six (6) months.

Mr. Grant accepted the nomination for Vice Chairman.

Votes for Steven B. Grant as Vice Chairman	
Mitchell	NO
Grant	YES
Selvendran	YES
Acevedo	NO
Stanzione	NO
Martin	YES
Jackson-Moore	YES
Brown	YES
Mickens	YES
Boyd, II	NO

The motion passed with 6 votes in favor and 4 votes against.

Mr. Grant remains as Vice Chairman.

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Ms. Mitchell nominated Joey Acevedo for Vice Chairman.

Votes for Joey Acevedo as Vice Chairman	
Mitchell	YES
Grant	NO
Selvendran	NO
Acevedo	YES
Stanzione	YES
Martin	NO
Jackson-Moore	NO
Brown	NO
Mickens	NO
Boyd, II	YES

The motion failed with 4 votes in favor and 6 against.

b. September Service Changes

Mr. McCollum presented the Proposed September 12, 2021 service enhancements. The improvements include additional frequency on Routes 31, 43 and 73. Additionally, the proposal includes minor route alignment changes to routes 20 and 73.

Mr. McCollum stated that these changes should facilitate better travel times for passengers as consistency is needed.

Mr. McCollum presentation is as follows:

Transit Planning Philosophy

- **Data informed** - Qualitative and quantitative
- **Reliable** - Consistent service
- **Balance** - Ridership or coverage

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2021 Service Changes

- **January 3, 2021** - Saturday plus due to COVID
- **May 2, 2021** - Full service plus
- **September 12, 2021** - Full service with improvements

Operator Workshop

Mr. McCollum stated the Planning Staff held a Workshop with the Bus Operators and their feedback was used in implementing the Service Changes.

September 2021 Objectives

- **Reallocate resources** - Strengthening core and weekends
- **Redesign schedules** - Improving on-time performance
- **Revamp connections** - Facilitating strategic transfers

September 2021 Objectives

- **Reallocate resources** - 535k (Sep) vs 541k (May) hours
- **Redesign schedules** - 77% on-time target
- **Revamp Connections** - Clockface headways

Headway Changes

Route Numbers	Day of Week	Current Headway	Proposed Headway
20/49	Weekday	45 Minutes	60 Minutes
31	Saturday	45 Minutes	30 Minutes
31	Sunday	45 Minutes	30 Minutes
33	Weekday	40 Minutes	60 Minutes

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Mr. McCollum presented the New Route 43 Headway Changes and the Alignment Changes to Routes 20, 49 and 73.

Schedule Changes

Route Numbers	Early Percentage	On Time Percentage	Late Percentage
21	18%	68%	14%
33	6%	71%	23%
46	13%	75%	12%
49	3%	67%	30%
61	7%	77%	16%

Mr. McCollum also provided a detailed breakdown of the routes affected, a description of the changes that will take place and the purpose for those changes.

Transit Planning Philosophy

- **Data Informed** - Qualitative and Quantitative
- **Reliable** – Consistent Service
- **Balance** - Ridership or Coverage

Timeline

- May to August 2021 - Planning and scheduling
- August 26, 2021 - PTSB presentation
- September 12, 2021 - Service change

Project Updates

- **2022-31 Transit Development Plan** - 10-year Strategic Vision
- **Bus Stop Improvements** - ADA Assessment & Inventory
- **Corridor Enhancements** -US 1 & Okeechobee Blvd.

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Study Updates

- **RPM 2.0** - Mobility on demand zones
- **Electric Vehicle Master Plan** - Transition to alternative fuel
- **Park and Ride Utilization** - Lot locations and usage

The following questions were raised as a result of the presentation:

Chair Mitchell asked for clarification on the merger of Routes 20 and 49.

Chair Mitchell stated that when the RPM was done Route 2 was removed going to the Palm Beach Outlets and Route 49 was abbreviated so the majority of the passengers who utilized Route 49 in the Executive Center Drive corridor were taking it just a couple of steps away within that cul-de-sac.

Chair Mitchell stated that the other passengers are those who are employed and take Route 49 to get to the Intermodal Transit Center.

Chair Mitchell asked if those passengers would be taking it once an hour and would have to take a second bus to get to the Intermodal Transit Center.

Mr. McCollum responded yes, the headway for Route 49 will be once an hour instead of every 40 minutes; however, they will not have to transfer to a different vehicle to get to the Intermodal Transit Center, the Palm Beach Outlets or Executive Center Drive.

Mr. McCollum stated that Route 49 is keeping its route alignment.

Chair Mitchell inquired when does the Route 20 come into play.

Mr. McCollum stated that Route 20 would take over at the Palm Beach Outlets and passengers would transfer to the Route 49. However, passengers do not have to disembark, the headway signage would change.

M. Mitchell normally Route 49 when it commences at Executive Center Drive goes the Palm Beach Outlets, then to the Intermodal Transit Center then comes back again and does the route again. So with the change would it be going Executive Center Drive, then Palm Beach Outlets and then following the Route 20 to The Gardens Mall north and not go to Intermodal Transit Center until it comes back south.

Mr. McCollum replied yes this would be the alignment.

Chair Mitchell stated that it seems to be a longer wait time for passengers.

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Mr. McCollum stated that passengers would wait when then Route 49 is heading east to the Intermodal Transit Center.

Mr. Stanzione asked what is the current headway weekday on Route 73.

Mr. McCollum responded 60 Minutes and Sunday is currently Sunday 75 minutes; however, 60 minutes is being proposed for September.

Mr. Stanzione asked why did Sunday's current schedule have 75 minutes.

Mr. McCollum responded that he was unsure when time came into play.

Mr. Selvendran stated that he is happy that there is now an Express bus which services passengers from the Glades.

Mr. Selvendran suggested when purchasing buses consider vehicles that can utilize organic biofuel as it would benefit the environment.

Mr. Forbes stated that Palm Tran is engaging in a Master Plan for electrification and a detailed update will be presented to the Board at a later date.

Mr. Grant inquired what is the definition of Premium Transit that Palm Tan is considering.

Mr. Forbes explained the elements of the Premium Transit under the 561 Plan is as follows:

- A Bus Rapid Transit Light System where you either have dedicated lanes, signalization or painted roadway that basically makes a bus way (Route 43 is currently utilizing this system)
- Frequency of 15 minutes instead of 20 minutes
- The passenger amenities will be different as it relates to offboarding, fare collection, and uniquely designed bus shelters

Mr. Grant inquired if there is a way to alleviate the uncomfortable ride that passengers experience on Route 40 which takes one and a half (1½) hours.

Mr. Forbes stated that it is based on the vehicle type and will consider it when exploring the options.

Mr. Forbes responded that discussions between Palm Tran and Port Saint Lucie are taking place to run an I-95 Express Bus from Port Saint Lucie to Downtown West Palm Beach which would take one (1) hour.

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Mr. Forbes stated the venture is funded by the state and city of Port Saint Lucie.

Mr. Forbes stated that MCI vehicles will be used and operated by ATU.

Mr. Forbes stated a presentation will be made to the Board at a later date.

Mr. Grant stated that the Transportation Planning Agency (TPA) has conducted a study on Okeechobee Blvd.

Mr. McCollum stated the study is ongoing and Palm Tran has been a major stakeholder in the Okeechobee Blvd. Analysis.

Mr. Grant stated that Route Signal Prioritization was a part of the study and needs to be a priority for Routes 1 and 43.

Mr. Grant stated that Miami-Dade and Broward where they are moving forward with their commuter rail and Palm Tran is five (5) to ten (10) years behind because of the lack of funding source.

Mr. Grant stated if the Brightline Stations in Boca Raton, Boynton Beach and West Palm Beach were unable to get the extra funding, then Signal Prioritization is a huge alternative in helping to lure people to travel to Boca Raton and West Palm Beach for the express service to rest of the state.

Mr. Grant thanked staff for the changes made to Route 73 and for lowering the headways. In addition, he reminded staff to be mindful of these changes when the Complete Street construction project is being implemented.

Ms. Jackson-Moore asked for clarification of the times on Route 40.

Mr. McCollum reviewed the time changes.

Mr. Forbes stated that the annunciators will be programmed with the major changes to the routes prior to implementation so that passengers will be informed.

Mr. Boyd inquired what is Palm Tran's long-term plan.

Mr. Forbes stated that there will be a more comprehensive presentation of the Transit Development Plan at a future Meeting.

Mr. Forbes also stated that Consultants from Tindale-Oliver will contact each Board member for their feedback, input and vision for the future of transit.

Mr. Boyd inquired about the future of Palm Tran's Paratransit.

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Mr. Hockman stated that Palm Tran is in the process of preparing a Request for Proposal for a series of transit providers and in that service, Palm Tran is providing for non-dedicated transportation services to be part of a partner with the Primes.

Chair Mitchell stated that she is delighted with the expansion made to Route 73 because the area has really developed.

Mr. Martin stated that passengers would have to pay two fares as it relates to Route 49.

There was a lengthy discussion regarding Route 49 and how unfair and inconvenient it would be for passengers.

Mr. McCollum clarified that passengers would not have to alight from the bus.

Chair Mitchell recommended that Route 49 be reworked.

Mr. Mutamba stated the Board should either approve or reject the Service Changes that are proposed.

Mr. Mutamba clarified that Mr. McCollum stated that the Route 20 alignment does not exceed the twenty-five (25) percent change in route miles.

Mr. Mutamba inquired if any of the Service Changes meet the twenty-five (25) percent change in route miles' threshold.

Mr. McCollum responded that the Service Changes do not meet the twenty-five (25) percent change in route miles' threshold.

Mr. Mutamba stated that he wanted to make sure that the point was clear as in the package presented that was only specific to the Route 20 slide.

Mr. Forbes stated that it is at the Chair's direction if the recommendations are approved in whole.

Mr. Forbes stated that he will discuss the Board's concerns with staff to ensure that there will be no financial impact to the customers with the changes to Routes 20 and 49.

Mr. Forbes explained if the Proposed Service Changes are not passed, then the current schedule would remain in effect and then another Proposal would be brought before the Board with modifications be made to the current changes.

Chair Mitchell requested a motion to accept the Proposed September 12, 2021 Service Enhancements Proposed Service Changes as presented. The motion was approved unanimously.

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Mr. Selvendran stated that based on Mr. Forbes' comments he trusts Palm Tran staff to take the Board's concerns into consideration.

Motion made by Mr. Selvendran and seconded by Mr. Grant.

10. Informational Items

a. Performance Report

Mr. Londono presented a short overview of the Performance Report for July 2021.

Mr. Londono stated this report reflects the ongoing impact of the COVID-19 health crisis. The end of July 2021 marked seventeen (17) months of suffering the effects of this historical pandemic; however, Palm Tran has provided continuous uninterrupted bus service.

Mr. Londono stated that during this time, Palm Tran transported 9.6 million riders which is proof of Palm Tran's commitment to its Mission Statement to provide access to opportunity for everyone; safely, efficiently and courteously.

Mr. Londono reported that Palm Tran's KPI was fairly stable.

Mr. Londono stated that Fixed Route safety improved especially for Preventable Collisions which declined to its lowest level reported during Fiscal Year 2021.

Mr. Londono stated that although ridership increased for the month, it was still low. However, ridership does continue to increase.

Mr. Londono stated Holiday Service was provided for Independence Day (July 4th).

Mr. Londono stated that Palm Tran Connection indicators for July 2021 reported a very similar performance level compared to June 2021.

Mr. Londono stated during the month of July, Palm Tran Connection logged one hundred and sixty-six (166) customer concerns per 1k passenger trips compared to one hundred and sixty-one (161) customer concerns during the previous month of June. The top categories of customer concerns during the month of July were related to on-time performance, being on board the vehicle longer than necessary and discourteous drivers. The Palm Tran Connection Customer Service PT-Stat team continues to monitor and track the impact of the COVID-19 pandemic.

Mr. Londono stated that riders continue to receive a high level of reliability which is reflected on the On-Time Performance Report of ninety-two (92) percent.

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Mr. Londono reiterated that Palm Tran is a data informed organization and continues to use the power of data for effective decision-making.

Mr. Grant inquired if Palm Tran has a process in place which would encourage riders to submit commendations for drivers.

Mr. Londono stated that there is a Customer Concerns Team which is currently discussing various strategies and initiatives to promote and encourage commendations, i.e., QR Code to comment on their ride.

11. Committee Reports

There were no Committee Reports.

12. Public Comments (General)

There were no Public Comments.

13. Board Members Comments

Mr. Mickens thanked Palm Tran's Paratransit and Fixed Route staff for their dedication and commitment in providing service during the Pandemic.

Mr. Selvendran thanked the Executive Leadership Team (ELT) & staff for their efforts during the Pandemic.

Mr. Selvendran reiterated that encouraging Palm Tran employees to be vaccinated is paramount as the new variant is widespread and the unvaccinated are populating the hospitals.

Mr. Selvendran inquired if Palm Tran had implemented any type of plan or incentive to encourage vaccinations.

Mr. Acevedo thanked Mr. McCollum for including the Operators in the Service Changes discussions.

Mr. Martin congratulated Palm Tran on their efforts to increase ridership during the Pandemic.

Mr. Martin congratulated the Chair and Vice Chairman on their reelections.

Mr. Stanzione inquired when the Delray Beach Boardroom will be utilized.

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Mr. Forbes responded that the dais is too high and obstructs one's sight line. However, plans are being made to remedy the problem by working with the Facilities Development Department and Palm Tran's internal Facilities Team.

Mr. Grant stated he rode the Boston Transportation System and was able to get a pass to ride the subway and buses for under twenty-five (\$25) dollars.

Mr. Grant noticed that ADA Compliance was not a factor in their transportation efforts as the system is not geared towards anyone who is unable to take the stairs.

Chair Mitchell congratulated the Vice Chairman on his reelection.

Mr. Grant suggested Palm Tran partner with fireworks shows Independence Day 2022 to encourage transit use to events. Mr. Grant also suggested a Career Fair be held promoting Palm Tran employment opportunities at Boynton Beach City Hall.

Chair Mitchell announced that the next PSTB Meeting will be held on September 23, 2021 at the discretion of the Executive Leadership Team.

The meeting was adjourned at 3:14 p.m. by Chair Mitchell.

_____ Date _____
Carmencita Mitchell, Chair

_____ Date _____
Steven Grant, Vice Chair

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.

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

Pre-Trip Inspections and Daily Reports are Critical

Safety Message:

Bus operators are required by state and federal policy to perform a comprehensive pre-trip inspection on their vehicles. It is your responsibility to inspect the vehicle for defects or unsafe conditions.



Policy Reminder:

1.05 BUS OPERATOR'S RESPONSIBILITY:

The Bus Operator's responsibilities include completing a Pre-Trip inspection before the bus pulls out of the assigned facility.

3.06 OPERATOR'S PRE-TRIP INSPECTION & DEFECTIVE REPORT:

Operators are required to submit an Operators Pre-trip Inspection & Defective Report.

At the end of the shift, each Operator of that bus must turn in an Operators Pre-trip Inspection & Defective Report.

WHEN COMPLETING YOUR PRE-TRIP INSPECTIONS:

DO NOT RELY ON YOUR PREVIOUS EXPERIENCE WITH THE VEHICLE.

DO NOT RELY ON THE PREVIOUS OPERATOR'S INSPECTION.

DO NOT RELY ON THE AGE OF THE VEHICLE.

DO NOT RELY ON WHETHER THE BUS LOOKS NEW.

PTSB Meeting

Clinton B. Forbes
Executive Director

Presented:
Thursday, October 28, 2021



Palm Tran

New Hire



Ryan Soccio was hired as the new Senior Manager of Safety, Training and Compliance.



Hispanic Heritage Month Bus



The Hispanic Heritage Month bus was featured by several media outlets on TV and online.

COMTO Awards



Awards given in the category of: Public Agency of the Year and Corporate Executive of the Year.

District PRSA Award



A Sunshine Radiance Award received in the category of: Marketing Consumer Services.

United Way Campaign

Join us for all of these great United Way events!

<p>BRING YOUR OWN BOOS! Virtual Family Halloween Costume Contest & Pumpkin Party THURSDAY, OCTOBER 21 6:30 P.M. TO 7:30 P.M. \$5.00 PER PERSON • \$10.00 PER FAMILY</p> 	<p>HAPPY HALLOWEEN TRICK OR TREAT PARTY Connection Break Room Friday, October 29 11:00 a.m. to 2:00 p.m. \$10.00 Sandwich + Chips + Drink</p> 	<p>BINGO! Virtual Bingo From Monday, November 1 to Tuesday, November 30 All Day \$2.00 Per Card</p> 	<p>HOT JOE TO GO Tuesday, November 9 North County Break Room 4:45 a.m. to 6:00 a.m. South County Break Room 4:45 a.m. to 9:00 a.m. Coffee and Pastry = \$3.00 Coffee and Two Pastries = \$5.00</p> 
<p><i>Royal Lunch</i> Friday, November 5 - 11:00 a.m. - 2:00 p.m. Belle Glade Break Room \$10.00 Sandwich + Chips + Drink</p> 	<p>CARWASH \$10.00 per car South County November 12 10:30 a.m. to 1:30 p.m.</p> 	<p><i>Silent Auction and Dinner</i> Friday, December 3 • 5:00 p.m. to 8:00 p.m. Rafiki Tiki Bar & Grill 190 E. 13th St., Riviera Beach (Marina Event Ctr)</p> 	<p>NO SHAVE NOVEMBER \$5.00 PER NOMINATION</p> 



Contact your Palm Tran United Way Representatives for more info
North County: Joey Acevedo (561) 424-1393 • joey.1941@aol.com
South County: Farron Hipp (561) 841-4269 • fhipp@pbcgov.org
Belle Glade: Mary Small (561) 460-5981 • msmall@pbcgov.org
Connection: Yili Affonso (561) 812-5355 • yaffonso@pbcgov.org

We have several events planned to help us raise a fundraising goal of \$36,211.

Paradise Pass Set to Launch



The new, contactless payment options will be offered beginning November 14th.

PTSB Meeting

Clinton B. Forbes
Executive Director

Presented:
Thursday, October 28, 2021



Palm Tran



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Delray Beach, FL 33445
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Clinton B. Forbes
Executive Director

Joseph P. Harrington
Service Board Liaison



Palm Tran Service Board Members

Carmencita Mitchell, Chair
Seat 9 - Regular Fixed-Route Bus Rider

Steven B. Grant, Vice Chairman
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Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area

DATE: October 20, 2021

TO: Chair Carmencita Mitchell and Board Members

FROM: Clinton B. Forbes, Executive Director 

RE: January 2, 2022, Service Changes

Palm Tran continues to improve service frequency and reliability to attract ridership. Staff will provide a detailed update on the proposed January 2, 2022 service changes on Thursday, October 28, 2021, at the Palm Tran Service Board meeting.

According to Resolution No. 15-0893 Section 9 (a), the proposed changes are not considered major fixed-route adjustments, since they do not exceed the 25% total route miles threshold. Therefore, a public hearing is not required.

Some of the proposed changes include:

- Revising Route 21's entrance into and exit from Gardens Mall via Gardens Mall entrance instead of Kew Gardens Drive. The proposed change affects less than 1% of the total system miles.
- Increasing the Route 30 frequency in Riviera Beach to operate every 30 minutes.
- Adding running time to the routes 20, 40, 47, 49, and 62 to improve on-time performance.

January 2, 2022 Service Change

PRESENTED: 10/28/2021

J. Levi McCollum

Planning Director



Palm Tran



Transit Planning Philosophy



Data informed

Qualitative and quantitative



Reliable

Consistent service



Balance

Ridership or coverage

Supervisor & Operator Workshops



January 2022 Objectives



Increase service frequency
Focus on customer experience



Improve on-time performance
Exceed 76% target



Implement new alignment
Focus on crosswalk access

Headway Improvements



Route Number	Day of Week	Current Headway	Proposed Headway
30	Weekday	60	30
30	Saturday	60	30
30	Sunday	60	30

Schedule Improvements



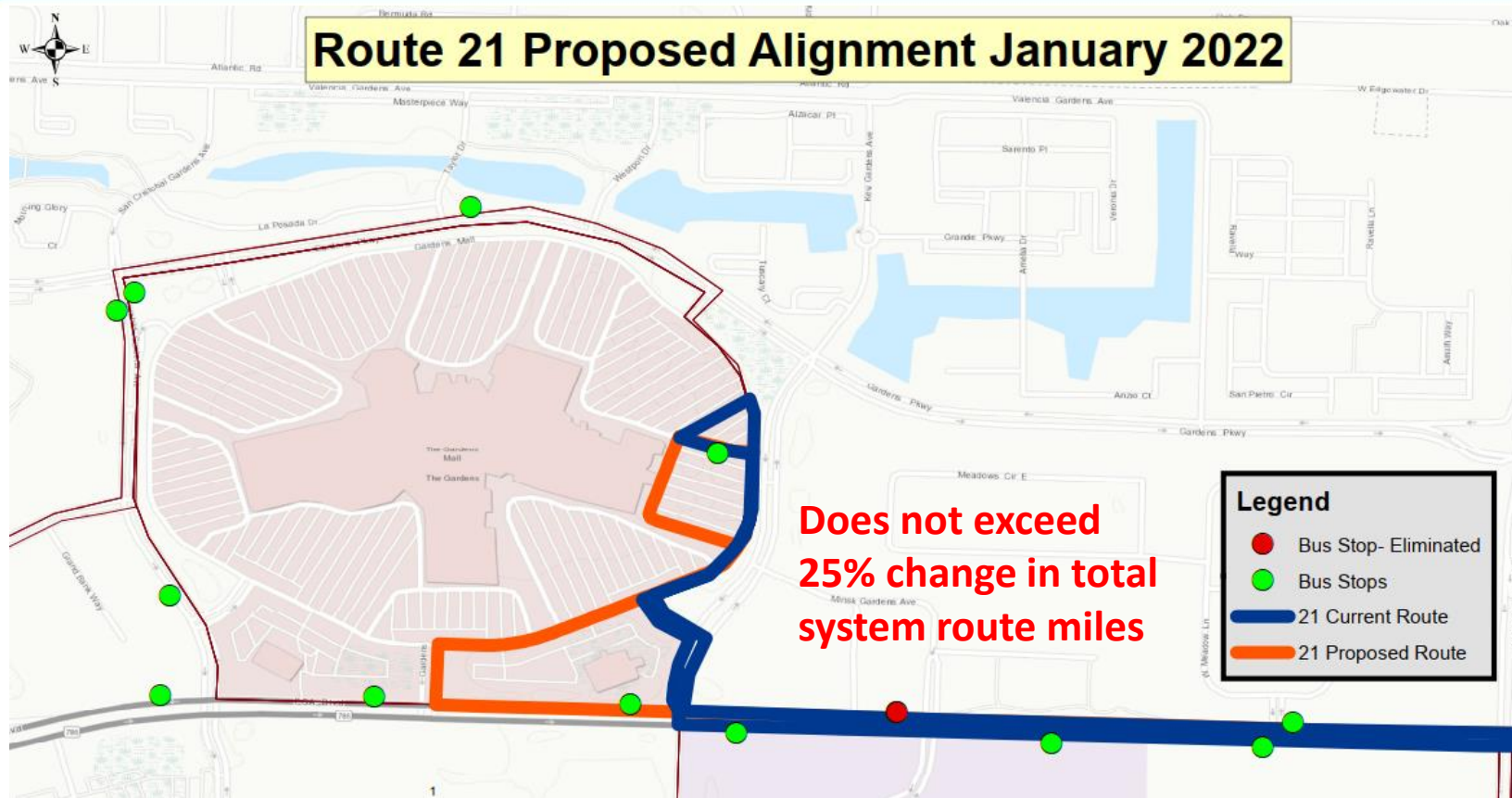
76%

Route Number	Early Percentage	On Time Percentage	Late Percentage	Added Time
20/49	5%	65%	30%	+15
40	12%	70%	18%	+5
47	11%	75%	14%	+10
62	7%	71%	22%	+11

Alignment Improvements



Route 21 Proposed Alignment January 2022



**Does not exceed
25% change in total
system route miles**

Legend

- Bus Stop- Eliminated
- Bus Stops
- 21 Current Route
- 21 Proposed Route

Route Number	Description of Change	Purpose of Change ³⁶
4	Change timepoints at Okeechobee/Haverhill	Improve on-time performance
20	Revise weekday start from 5:45 to 5:15AM	Facilitate connections
20	Add weekday running time	Improve on-time performance
21	Revise alignment near Gardens Mall	Improve bus stop access
30	Improve weekday headway 60 to 30 min	Improve productivity
30	Improve Saturday headway 60 to 30 min	Improve productivity
30	Improve Sunday headway 60 to 30 min	Improve productivity
33	Revise weekday start from 6:52 to 5:59AM	Facilitate connections
40	Add weekday running time	On-time performance

Route Number	Description of Change	Purpose of Change ³⁷
47	Add weekday running time	Improve on-time performance
49	Revise weekday start from 6:11 to 5:41AM	Facilitate connections
62	Add weekday running time	Improve on-time performance



Transit Planning Philosophy



Data informed

Qualitative and quantitative



Reliable

Consistent service



Balance

Ridership or coverage

Next Steps



October 28, 2021

PTSB presentation



November to December 2021

Runcut and operator bid



January 2, 2021

Service change



Thank you. Questions?

PRESENTED: 10/28/2021

J. Levi McCollum

Planning Director



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DATE: October 21, 2021
TO: Chair Carmencita Mitchell and Board Members
FROM: Clinton B. Forbes, Executive Director
RE: Introduction to Port St. Lucie Jobs Express

Palm Tran continues to innovate and offer new services to attract ridership. Staff will introduce the Port St. Lucie Jobs Express service on Thursday, October 28, 2021, at the Palm Tran Service Board meeting.

The commuter-oriented service will travel from the Intermodal Transit Center in West Palm Beach to the new park and ride lot located near the Gatlin Boulevard exit in Port St. Lucie via I-95. Palm Tran anticipates the new express route will begin in May 2022.

Port St. Lucie Jobs Express

PRESENTED: 10/28/2021

Yash Nagal, PMP

Planning Manager



Palm Tran

Project Overview



St. Lucie TPO programmed construction in 2020

FDOT approached Palm Tran in 2020 to begin service

Construction continued during COVID but service planning was on hold



Park & Ride Facility



I-95 and Gatlin Blvd in
Port St. Lucie

Completed during
summer 2021

162 spaces, 6 bus berths,
6 electric vehicle spaces



Service Delivery



Intermodal Transit Center
to Port St. Lucie park & ride

Bidirectional, nonstop travel
on I-95 for 60 minutes

4 morning & 4 evening trips
with 2 coach buses



Service Delivery



MCI coach vehicles that seat 50 people and are equipped with ADA ramps and WIFI

Next Steps



November 2021

Finalize schedule and routing



January 2022

Board presentations



May 2022

Service change



Thank you. Questions?

PRESENTED: 10/28/2021

J. Levi McCollum

Planning Director



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DATE: October 22, 2021
TO: Chair Carmencita Mitchell and Board Members
FROM: Clinton B. Forbes, Executive Director
RE: Route 20 and 49 Operational Status Update

Palm Tran continues to monitor the implementation of the September 12, 2021 service change. Staff will provide an update on the operational status of Route 20 and 49 interline on Thursday, October 28, 2021, at the Palm Tran Service Board meeting.

The presentation will include updates on the following:

- Public outreach
- Route observations
- Service adjustments



Route 20 & 49 Interline Operational Update

PRESENTED: 10/28/2021

Levi McCollum
Planning Director



Palm Tran

Outreach



Conducted five days of outreach pre and post-service change at ITC and Outlets

Deployed social media posts, flyers, and text messages

Distributed notifications to the communities located on Executive Center Drive



Observations



49 WESTBOUND
TO PALM BCH OUTLETS

49 EASTBOUND TO
WPB INTERMODAL

Customers had difficulty reading the headsights

Buses were late during peak times

Mixed reactions to service span

Corrective Measures



Added a bus on standby during the afternoon peak



Proposing 15 additional minutes for January 2022 per operator feedback



Continue to engage operators and monitor on-time performance



Thank you. Questions?

PRESENTED: 10/28/2021

J. Levi McCollum

Planning Director



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DATE: October 19, 2021
TO: PTSB Chair Mitchell & Board Members
FROM: Clinton B. Forbes, Executive Director
RE: FY 2022-31 Transit Development Plan

The Transit Development Plan (TDP) is a strategic document that lays out the vision for public transit services in Palm Beach County during the next 10 years. Accelerate 2031 is the current update for 2022 through 2031.

The TDP is required by the Florida Department of Transportation (FDOT) in order to be eligible for state block grant funding. The TDP documents existing conditions and services, evaluates transit demand and needs in the county, confirms the community's goals for transit, identifies transit improvements to achieve the desired goals over the next 10 years, and serves as Palm Tran's strategic plan that enables the delivery of Palm Tran's vision.

The TDP Major Update was conducted with a variety of public involvement techniques to ensure the active participation of Palm Beach County residents, both current Palm Tran riders and non-riders. The public involvement included a steering committee comprised of Palm Tran staff, FDOT, Palm Beach Transportation Planning Agency, CareerSource, Palm Tran Service Board and County staff, as well as surveys, public opinion polls, stakeholder interviews, discussion groups, public workshops, and outreach via web, email and social media.



Accelerate 2031

Palm Tran's FY 2022-2031 Transit Development Plan

Palm Tran Service Board
October 28, 2021



Presentation Overview

- TDP Background & Process
- Public Outreach Summary
- 10-Year Transit Needs Identification & Evaluation
- 10-Year Financial & Implementation Plan
- Next Steps



58

WHAT IS A TDP?

- 10-year strategic plan for transit
 - Evaluates existing conditions
 - Determines future needs
 - Outlines phased service & implementation plans
 - Includes funded & unfunded priorities
 - Updated every 5 years
- FDOT requirement for funding
 - Palm Tran's TDP is due by December 15, 2021
- What a TDP is not:
 - Not a budget
 - Not a binding agreement



TDP Purpose



Transit agency guidance document

- Planning
- Development
- Operations



Identify public transportation needs



Define alternative solutions



Set the vision...

TDP Public Outreach



12,000+ people engaged through this process



~35
Stakeholder
Interviews



6
Public
Workshops



3
Surveys
Public Opinion Poll
Transit Needs
Operator



8
Discussion Groups
3 Operator
4 Business
1 Connection Riders



Web/Email
Social Media
Outreach

palmtran.org/transit-development-plan

Online Transit Needs Survey

754 Responses

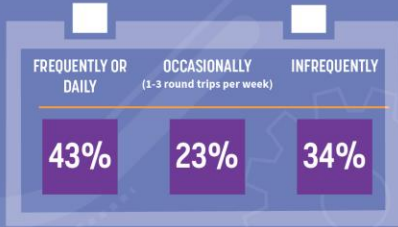


WHERE ARE WE TODAY?

More than 85% have used Palm Tran services before.



More than 40% used Palm Tran services "frequently or daily" prior to the COVID-19 pandemic beginning in March of 2020.



Top 3 reasons people DO ride Palm Tran:



Top 3 reasons people DO NOT ride Palm Tran:



HOW DO WE GET THERE?

Nearly two-thirds "definitely agreed" that they would support a local transit funding source if everyone helped contribute, like tourists and visitors, instead of only local residents and property owners.



Roughly two-thirds thought that more information would help them consider supporting a long-term dedicated funding source for transit in Palm Beach County.



WHERE ARE WE GOING?

More than 73% "DEFINITELY AGREED" with the statement that transit would become more important in the next 10 years because of worsening traffic congestion caused by new residents.

70% "DEFINITELY AGREED" that transit will be more important because the aging adult population will need more choices.

Top 3 things that would cause people to ride Palm Tran more often:



Online Transit Needs Survey



WHERE ARE WE GOING?

More than **73% “DEFINITELY AGREED”** with the statement that transit would become more important in the next 10 years because of worsening traffic congestion caused by new residents.

70% “DEFINITELY AGREED” that transit will be more important because the aging adult population will need more choices.

Top 3 things that would cause people to ride Palm Tran more often:



60%
MORE FREQUENCY
(EVERY 15-30 MINUTES)



58%
MORE REGIONAL EXPRESS
OR COMMUTER ROUTES



55%
MORE WEEKEND
SERVICE

HOW DO WE GET THERE?

Nearly two-thirds “definitely agreed” that they would support a local transit funding source if everyone helped contribute, like tourists and visitors, instead of only local residents and property owners.

64%



Roughly two-thirds thought that more information would help them consider supporting a long-term dedicated funding source for transit in Palm Beach County.

67%



Situation Appraisal



Improve frequency, rider experience & travel times

- Core network improvements
- Bus stop improvements
- Transit Signal Priority

Continued growth & aging population

- Higher demand for paratransit
- Core network improvements

Loss of revenue & higher labor costs

- Dedicated funding source

Telecommuting

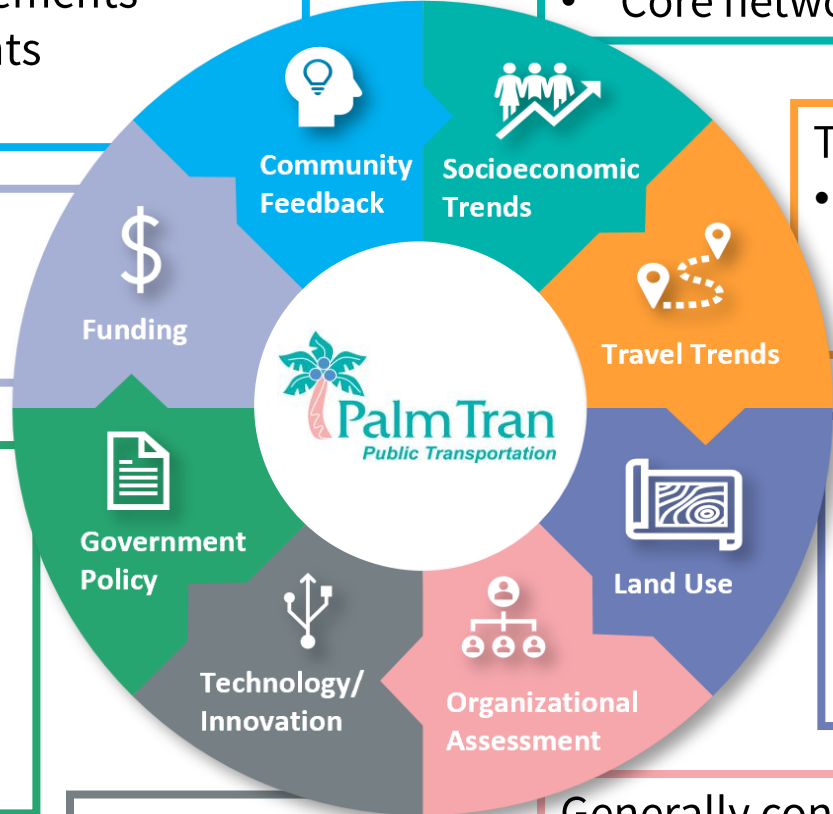
- Focus resources on core network and where services are heavily utilized

Rebuild ridership post-COVID

- Core network improvements
- Transit marketing & education campaign
- Park-and-ride study
- Bus stop improvements

Redevelopment & suburban pattern

- Core network improvements in highest-density areas
- Challenge to Palm Tran providing efficient & attractive services



Continue upgrades & improve rider experience

Generally consistent with peer organizations.

- No recommended changes.



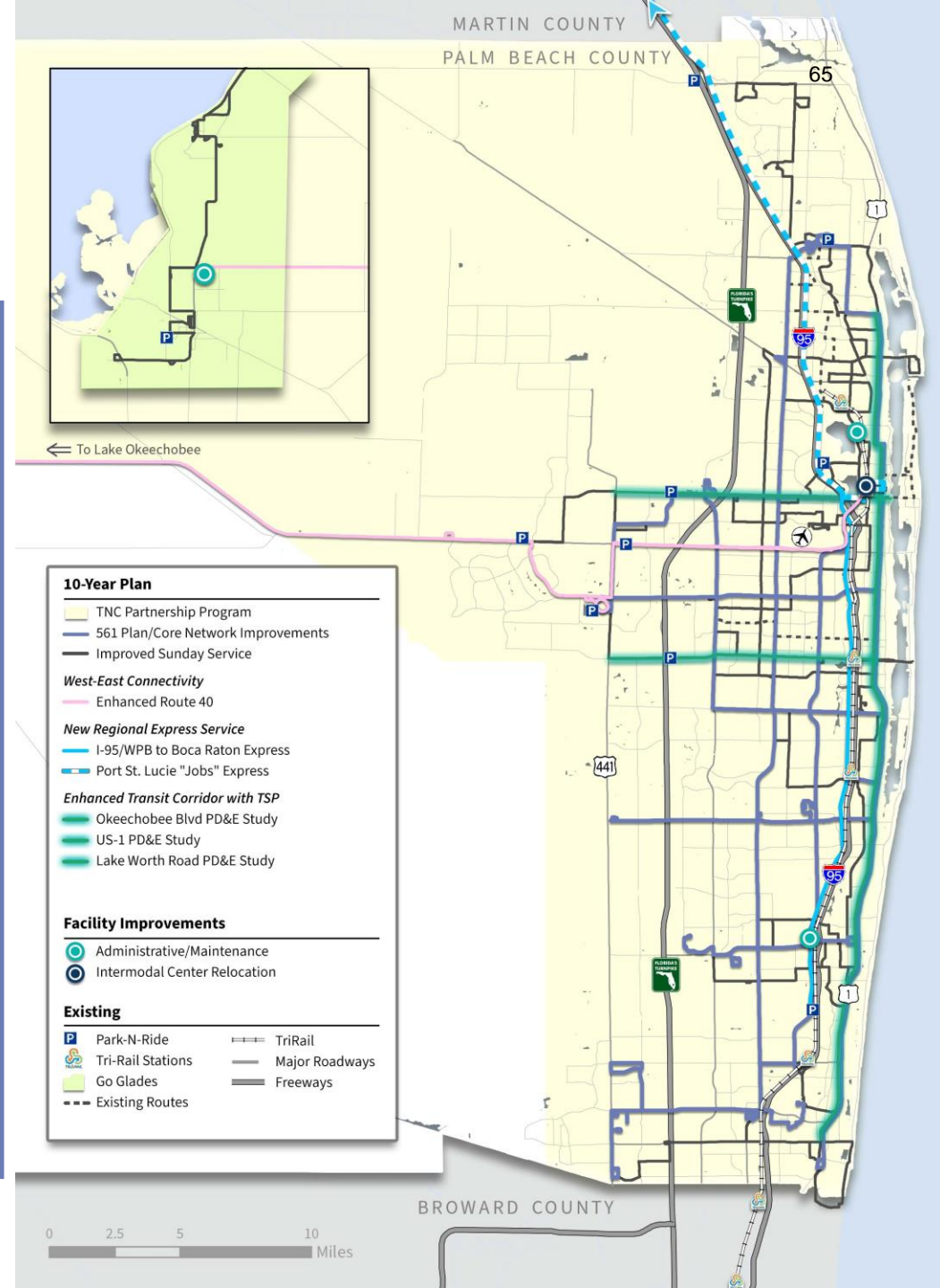
10-Year Needs



Public transit needs identified for the next 10 years through analysis, outreach, and other TDP tasks.

Service Needs

- 561 Plan/Core Network Routes (15-minute headways)
- Premium Transit/Enhanced Transit Corridors (561 Plan)
- Span & Frequency Improvements (Non-Core Network)
 - Standardize headways (15, 30 & 60)
 - Sunday service all routes & expanded hours
- West-East connectivity (Route 40 to 30-minutes)
- New Regional Express Service
 - Port St. Lucie to WPB
 - West Palm Beach to Boca Raton
- On-Demand Transit Services
 - Mobility on Demand
 - Continue Go Glades
 - Priority new MOD areas (TBD)
 - TNC Partnership Program



10-Year Needs (continued)



Other Capital & Infrastructure Needs



- Bus Radio System Upgrades
- Maintenance Facility Equipment Upgrades
- Fleet and Asset Management Software Upgrades
- North Facility Electrical Upgrades
- North County Facility Planning & Design Study
- Bus Stop Shelters
- Bus Stop Infrastructure & Accessibility Improvements
- Park-and-Ride Facility Study
- Fleet Replacement & Acquisition Program

Policy Needs



- Infrastructure & Equipment for Continued COVID-19 Safety

Technology Needs



- Transit Signal Priority (TSP)
- Fare Technology Interoperability
- Electrification
- Bus Stop Technology Improvements
- Wi-Fi Enabled Fleet

Plans/Studies

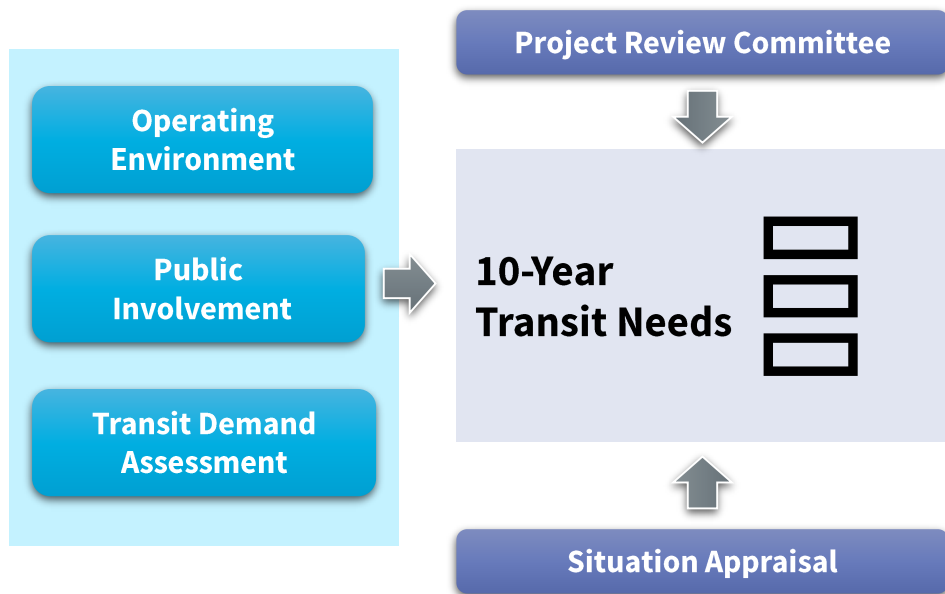


- FY 2027-2036 TDP Update
- School Coordination Study
- Connection Facility Assessment Study

10-Year Transit Service Needs Evaluation Process



Needs Identification Process



Needs Evaluation Process



Priority Ranking of Improvements

Proposed Improvement	Rank
Sunday Service Span Improvements	1
Regional Express Service	2
West-East Connectivity	3
561 Plan/Core Network Improvements	4
On Demand Transit Services	4
TNC* Partnership Program	6
Premium Transit Service	7
Non-Core Network Improvements	8

*TNC = Transportation Network Companies

10-Year Plan Summary

Service Improvements



	Description	Implementation Year(s)	Annual Operating \$ (2022\$)	Operating Funding Source(s)	Total Capital \$ (2022\$)	Capital Funding Source(s)
Existing Service Improvements	Route 40 Frequency Improvements	2023-2031	\$ 515,351	Unfunded/TIF/Other Local Funding	\$ 1,711,559	Federal Grants
	Sunday Service Improvements	2023-2031	\$ 1,501,291	Unfunded/TIF/Other Local Funding	\$ -	Federal Grants
	561 Plan/Core Network - Route 1	2023-2031	\$ 1,756,619	Unfunded/TIF/Other Local Funding	\$ 3,423,118	Federal Grants
	561 Plan/Core Network - Route 43	2023-2031	\$ 1,863,234	Unfunded/TIF/Other Local Funding	\$ 1,141,039	Federal Grants
	561 Plan/Core Network - Route 3	2024-2031	\$ 3,113,338	Unfunded/TIF/Other Local Funding	\$ 4,564,157	Federal Grants
	561 Plan/Core Network - Route 2	2025-2031	\$ 2,832,257	Unfunded/TIF/Other Local Funding	\$ 5,134,677	Federal Grants
	561 Plan/Core Network - Route 62	2026-2031	\$ 1,831,648	Unfunded/TIF/Other Local Funding	\$ 1,141,039	Federal Grants
	561 Plan/Core Network - Route 46	2027-2031	\$ 1,008,571	Unfunded/TIF/Other Local Funding	\$ 1,711,559	Federal Grants
	561 Plan/Core Network - Route 73	2027-2031	\$ 2,363,361	Unfunded/TIF/Other Local Funding	\$ 3,423,118	Federal Grants
	561 Plan/Core Network - Route 81	2028-2031	\$ 2,149,766	Unfunded/TIF/Other Local Funding	\$ 2,852,598	Federal Grants
	561 Plan/Core Network - Route 91	2028-2031	\$ 304,249	Unfunded/TIF/Other Local Funding	\$ -	Federal Grants
	Spare Buses for Service Improvements	Various	\$ -		\$ 5,705,197	Federal Grants
New Regional Express	Port St. Lucie "Jobs" Express - Phase 1	2022-2025	\$ 183,784	Service Development	\$ 1,711,559	Federal Grants
	Port St. Lucie "Jobs" Express - Phase 2	2025-2026	\$ 367,567	Service Development	\$ -	Federal Grants
	I-95/WPB to Boca Raton Express	2026-2031	\$ 559,122	Service Development	\$ -	Federal Grants
On-Demand Services	TNC Partnership Pilot Program	2022-2031	\$ 165,000	Unfunded/TIF/Other Local Funding	\$ -	
	MOD Priority Area 1 (Go Glades*)	2022-2031	\$ 2,167,641	Unfunded/TIF/Other Local Funding	\$ -	
	MOD Priority Area 2 Pilot	2024-2031	\$ 1,471,725	Unfunded/TIF/Other Local Funding	\$ 990,000	Federal Grants
	MOD Priority Area 3 Pilot	2025-2031	\$ 1,471,725	Unfunded/TIF/Other Local Funding	\$ 990,000	Federal Grants
	MOD Priority Area 4 Pilot	2026-2031	\$ 1,471,725	Unfunded/TIF/Other Local Funding	\$ 990,000	Federal Grants
	MOD Priority Area 5 Pilot	2027-2031	\$ 1,471,725	Unfunded/TIF/Other Local Funding	\$ 990,000	Federal Grants
**Total Annual Operating \$:			\$ 28,018,348	Total Capital \$:	\$ 36,479,621	

TIF – Transportation Innovation Fund

*Assumes cost of directly operating Go Glades services starting in 2024.

**Total cost reflects only the full regional express bus service to be implemented in 2026 and not the costs of the interim phases.



10-Year Plan Summary

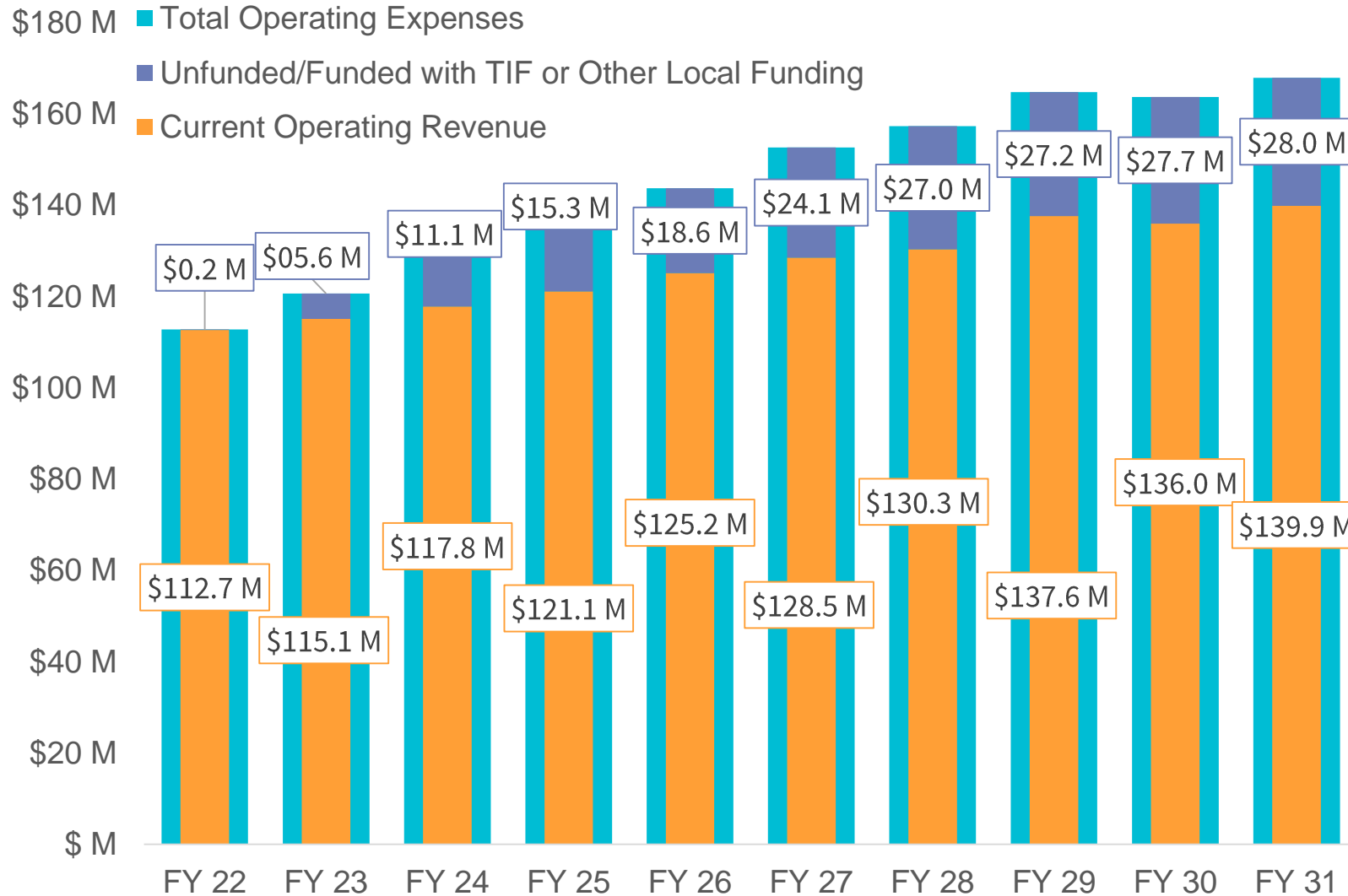
Plans, Capital/Infrastructure & Technology Improvements



	Description	Implementation Year(s)	Total Operating \$ (2022\$)	Total Capital \$ (2022\$)	Funding Source(s)
Plans/Studies	Connection Facility Assessment Study	2022	\$ 100,000	\$ -	Federal Grants
	School District Coordination Study	2022	\$ 60,000	\$ -	Federal Grants
	TDP Major Update (FYs 2027-2036)	2026	\$ 400,000	\$ -	Federal/State Grants
	Okeechobee Blvd PD&E Study	2027	\$ 966,760	\$ -	TPA Funds
	US-1 PD&E Study	2029	\$ 3,741,819	\$ -	TPA Funds
	Lake Worth Rd PD&E Study	2031	\$ 776,804	\$ -	TPA Funds
Total Operating \$ for Plans/Studies:			\$ 6,045,384		
Other Capital/Infrastructure	North County Facility Electrical Upgrades	2022	\$ -	\$ 700,000	Federal Grants
	North Facility Parking Lot Restoration	2022	\$ -	\$ 2,100,000	Federal Grants
	Bus Stop Improvements (Programmed in TIP)	2022, 2024	\$ -	\$ 3,780,655	Federal/State Funds
	561 Plan Corridors – Enhanced Transit Shelters	2022-2026	\$ -	\$ 14,553,400	Federal/State Funds
	Fleet Replacement Program – Fixed Route	2022-2028	\$ -	\$ 67,321,320	Federal Grants
	Fleet Replacement Program – Connection	2022-2031	\$ -	\$ 36,052,000	Ad Valorem
	South/North/West Facility Maintenance Upgrades	2023-2026	\$ -	\$ 9,014,663	Federal Grants
	Palm Tran Bus Stop Shelter Program	2023-2031	\$ -	\$ 7,650,000	Federal Grants
	North Facility Planning & Design Study	2027-2028	\$ -	\$ 5,000,000	Unfunded
Total Capital \$ for Other Capital/Infrastructure:			\$ 146,172,038		
Technology	Bus Radio System Upgrades	2022	\$ -	\$ 975,000	Federal Grants
	Fleet Software/Hardware Upgrades	2022	\$ -	\$ 1,000,000	Federal Grants
	Enterprise Asset Management Software	2022	\$ -	\$ 1,300,000	Federal Grants
	Electrification Master Plan	2022	\$ -	\$ 500,000	Federal Grants
	Transit Signal Priority – US-1	2023	\$ -	\$ 2,000,000	TPA Funds
	Bus Stop Real Time Arrival Signage	2023-2031	\$ -	\$ 1,350,000	Federal Grants
	Electric Vehicles/ Charging Stations	2024-2025	\$ -	\$ 9,336,388	TPA Funds/ Other Local Funding
	Wi-Fi Enabled Fleet - Connection & Go Glades (Avg Annual \$)	2024-2031	\$ 225,630	\$ -	Unfunded/Other Local Funding
	Transit Signal Priority – Okeechobee Blvd/SR-7	2024	\$ -	\$ 1,000,000	TPA Funds
	Transit Signal Priority – Lake Worth Rd/SR-7	2027	\$ -	\$ 1,000,000	Federal Grants/Other Local Funding
Total Operating \$/ Total Capital \$ for Technology:			\$ 225,630	\$ 18,461,388	



10-Year Plan Summary

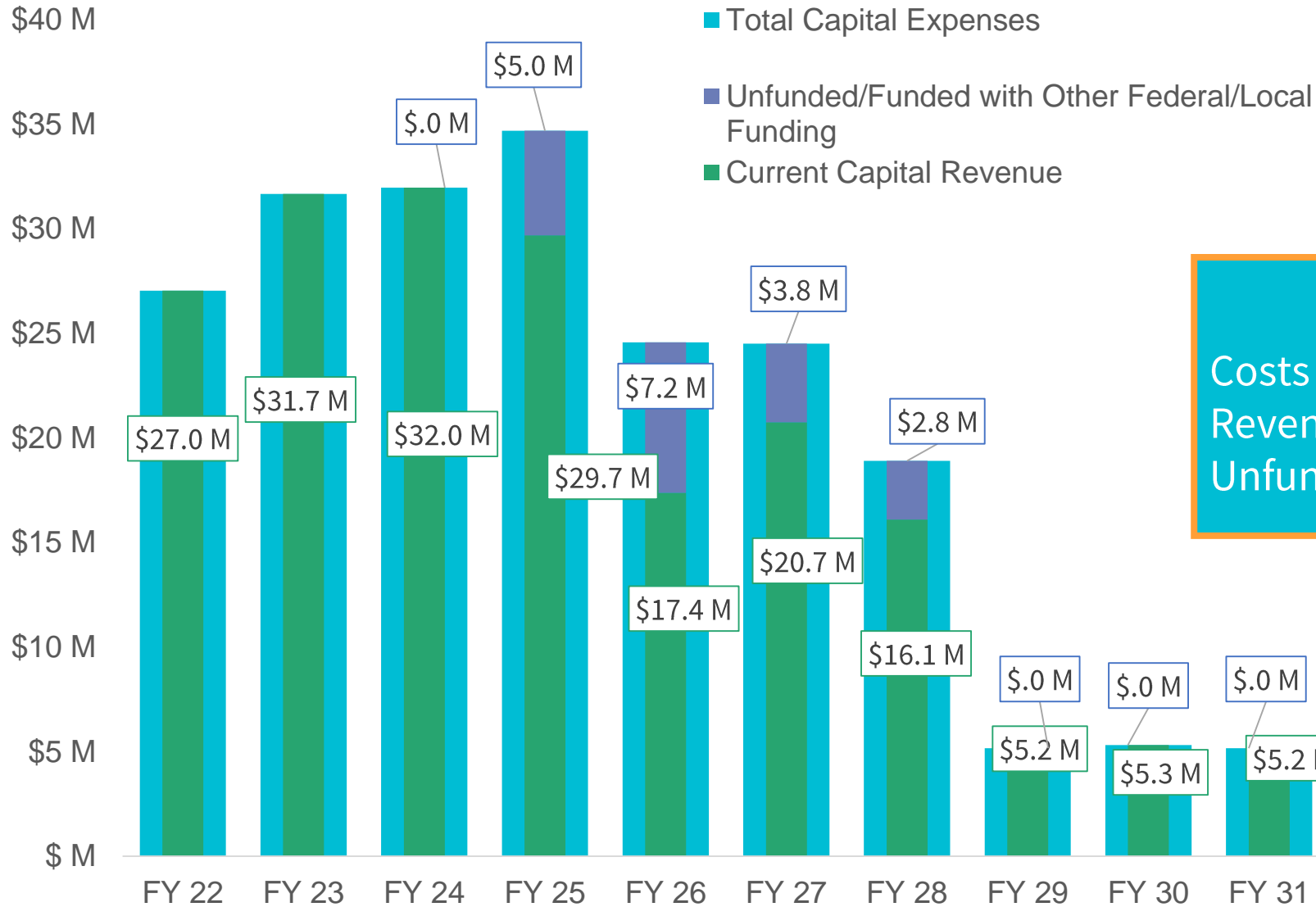


10-Year Total

Costs = \$1.449B
 Revenue = \$1.321B
 Unfunded/Funded Other = \$127M



10-Year Plan Summary



10-Year Total
 Costs = \$209M
 Revenue = \$190.2M
 Unfunded/Funded Other = \$18.8M



Next Steps

- Board of County Commission approval of TDP
- Submit Final TDP to FDOT

Questions?





Palm Tran Administrative Offices
100 North Congress Avenue
Delray Beach, FL 33445-3436
(561) 841-4200 • FAX: (561) 841-4291

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

Palm Tran Connection
50 South Military Trail, Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838 • FAX: (561) 514-8365

Clinton B. Forbes
Executive Director

Joseph P. Harrington
Service Board Liaison

■

Palm Tran Service Board Members

Carmencita Mitchell, Chair
Seat 9 - Regular Fixed-Route Bus Rider

Steven B. Grant, Vice Chairman
Seat 4 - Elected Municipal Official

■

Terry Brown
Seat 1 - Rep. with Transportation Experience

VACANT
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

Jim Gibbs
Seat 5 - Business Community Representative

Donte Mickens
Seat 6 - Rep. with Multicultural Experience

Frank Stanzione
Seat 7 - Senior Citizen Representative

VACANT
Seat 8 - Certified Paratransit User

Joey Acevedo
Seat 10 - Fixed-Route Bus Operator

Allen Boyd, II
Seat 11 - Citizen at Large

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area

DATE: October 19, 2021
TO: Chair Mitchell & Board Members
FROM: Clinton B. Forbes, Executive Director
RE: September 2021 Performance Report

The Palm Tran Performance Report for the month of September 2021 is attached for your review.

During the month of September 2021, Palm Tran's Performance Report continues to reflect the ongoing impact of the COVID-19 health crisis. The end of September marked nineteen months of suffering the impact of this historical pandemic (*The first case in the State of Florida was reported on March 1st, 2020*). Nevertheless, only four (4) metrics from the Fixed Route Dashboard and two (2) from the Connection Dashboard performed slightly under the established minimum during this month, while the remaining twelve (12) performed above, of which four (4) metrics exceeded the established stretch goal

PERFORMANCE REPORT

SEPTEMBER 2021 / FY2021 Year-End



Mission:

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



Performance Management Office



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 PT-Stat Forum where recommendations are presented to the Executive Leadership Team (ELT) for approval and implementations.

PERFORMANCE HIGHLIGHTS

During the month of September 2021, Palm Tran's Performance Report continues to reflect the ongoing impact of the COVID-19 health crisis. The end of September marked nineteen months of suffering the impact of this historical pandemic (The first case in the State of Florida was reported on March 1st, 2020).

Palm Tran Fixed Route:

- Palm Tran's Fixed Route Operation Preventable Collisions per 100K collisions ratio exceeded the established target at 0.87 for the month of September. (Pg. 6)
- September ridership was 502,929 which is a decrease of 5.4% (28,781 riders) from the previous month of August. (Pg. 9)
- During the month of September, the Mean Distance Between Failures metric experienced an increase from 12,524 to 13,751 Total Vehicle Miles Between Failures. (Pg. 12)
- During the month of September, the Fixed-Route Operation logged two hundred and eighteen (218) Customer Concerns, which is an increase of concerns compared to the one hundred and ninety-eight (198) concerns logged during the previous month of August. (Pg. 14).

Palm Tran Connection:

- The Palm Tran Connection Preventable Collisions per 100K Miles ratio experienced a slight decrease of Preventable Collisions from 1.09 to 1.07 collisions per 100,000 Miles. (Pg. 16)
- The Palm Tran Connection Non-Preventable Collisions per 100K Miles ratio decreased slightly from 2.54 to 2.39 collisions. (Pg. 19)
- Palm Tran Connection experienced forty-one (41) mechanical failures during the month of September compared to forty-six (46) mechanical failures for the prior month of August. (Pg. 20)
- Palm Tran Connection logged three-hundred and eight (308) Customer Concerns during the month of September. This is a 23.2% increase of concerns compared to the two hundred and fifty (250) concerns logged in August. (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.

FIXED-ROUTE DASHBOARD FY 2021

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.79	● 0.71	● 0.65	● 0.34	● 0.54	● 0.64	● 0.66	● 0.45	● 1.00	● 0.28	● 0.86	● 0.87	● 0.65 ★
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.22	▲ 2.31	● 1.61	● 1.35	● 1.61	▲ 2.39	● 1.16	● 1.35	▲ 2.14	● 1.93	● 1.28	● 1.74	● 1.76 ★
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 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
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	◆ 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
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 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
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 80.7%	● 77.7%	● 76.2%	▲ 75.3%	● 75.7%	● 74.9%	● 74.6%	● 78.7%	● 79.9%	● 79.8%	● 78.1%	● 76.9%	● 77.4%
Mean Distance Between Failures	12,000	14,000	16,000	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,999	▲ 12,653
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 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
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	◆ 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

CONNECTION DASHBOARD FY 2021

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲ 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
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 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 ★
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	◆ 1.10	◆ 1.12	◆ 1.09	◆ 1.12	◆ 1.18	◆ 1.25	◆ 1.26	▲ 1.32	▲ 1.30	▲ 1.33	▲ 1.41	▲ 1.47	◆ 1.25
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 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%
Mean Distance Between Failures	6,500	7,700	9,500	● 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 ★
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 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 ★
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲ 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
Reservations Call Hold Time	4:00	3:00	2:00	● 0:22	● 0:42	● 0:31	● 0:30	● 0:29	● 0:20	● 0:38	● 0:43	● 0:36	● 0:37	● 1:10	● 0:59	● 0:38 ★
Where Is My Ride Hold Time	4:00	3:00	2:00	● 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 ★

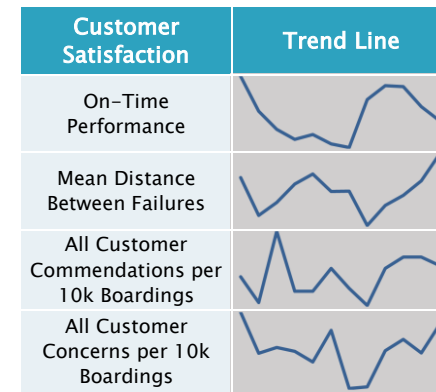
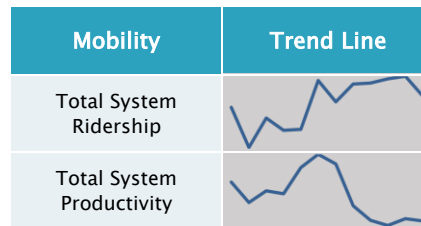
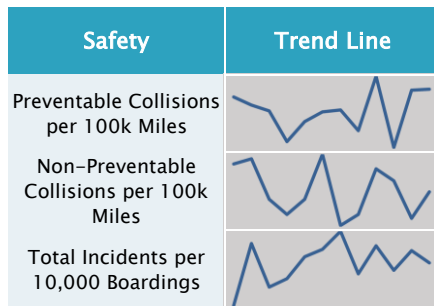
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded





FIXED-ROUTE DASHBOARD FY 2021

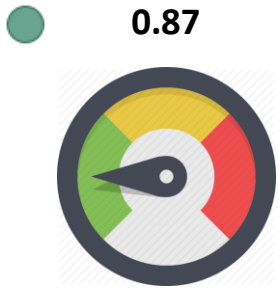
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.79	● 0.71	● 0.65	● 0.34	● 0.54	● 0.64	● 0.66	● 0.45	● 1.00	● 0.28	● 0.86	● 0.87	● 0.65 ★
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.22	▲ 2.31	● 1.61	● 1.35	● 1.61	▲ 2.39	● 1.16	● 1.35	▲ 2.14	● 1.93	● 1.28	● 1.74	● 1.76 ★
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 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
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	◆ 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
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 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
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 80.7%	● 77.7%	● 76.2%	▲ 75.3%	▲ 75.7%	▲ 74.9%	▲ 74.6%	● 78.7%	● 79.9%	● 79.8%	● 78.1%	● 76.9%	● 77.4%
Mean Distance Between Failures	12,000	14,000	16,000	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,999	▲ 12,653
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 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
	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	◆ 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



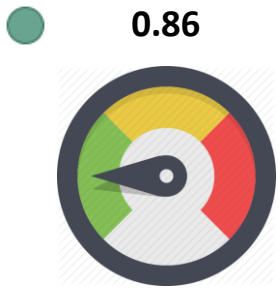
- ◆ Minimum/Maximum has not been met
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- Target has been met or exceeded



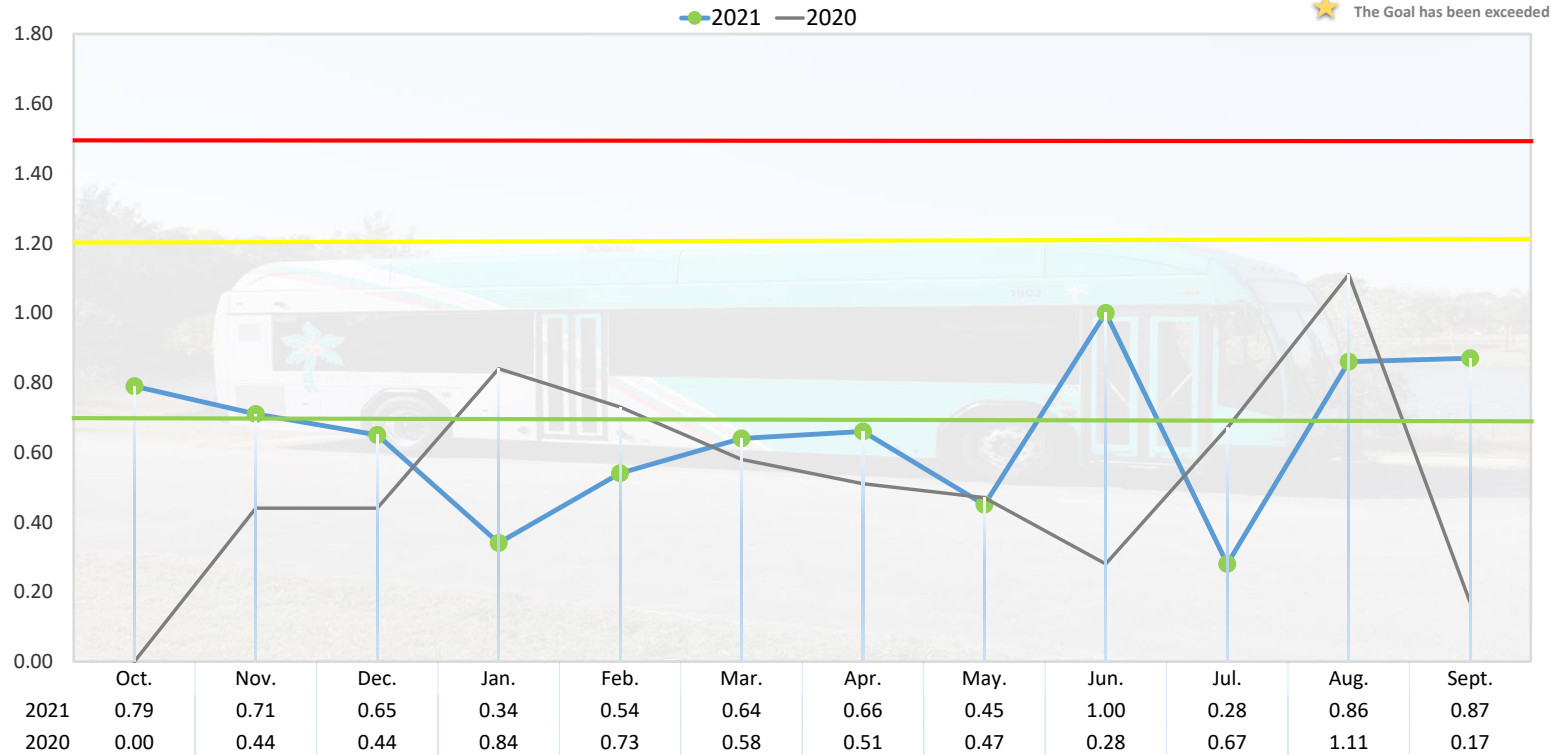
Fixed-Route Preventable Collisions per 100K Miles



September



September



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	0.42	0.30	1.06	1.59	0.78	0.43	0.44	0.43	0.75	0.44	0.70	0.47	0.65
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	0.87	0.65

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2020	1.50	1.20	0.70	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2021	1.50	1.20	0.70		

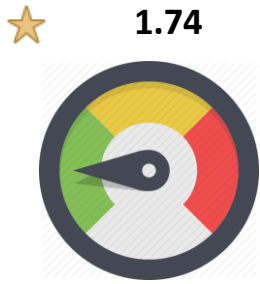
Narrative

During the month of September, fixed route vehicles traveled 687,969 total vehicle miles compared to 701,296 total vehicle miles in August. The Preventable Collisions per 100K Miles metric increased from 0.86 to 0.87. Palm Tran experienced six (6) Preventable Collisions during the month of September, that were comparable to the (6) Preventable Collisions during the month of August. The Preventable Collisions during the month of September were categorized as three (3) rear-end collisions, one (1) side Impact collision, one (1) fixed-object collision and one (1) front-impact collision.

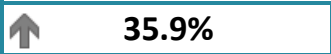
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



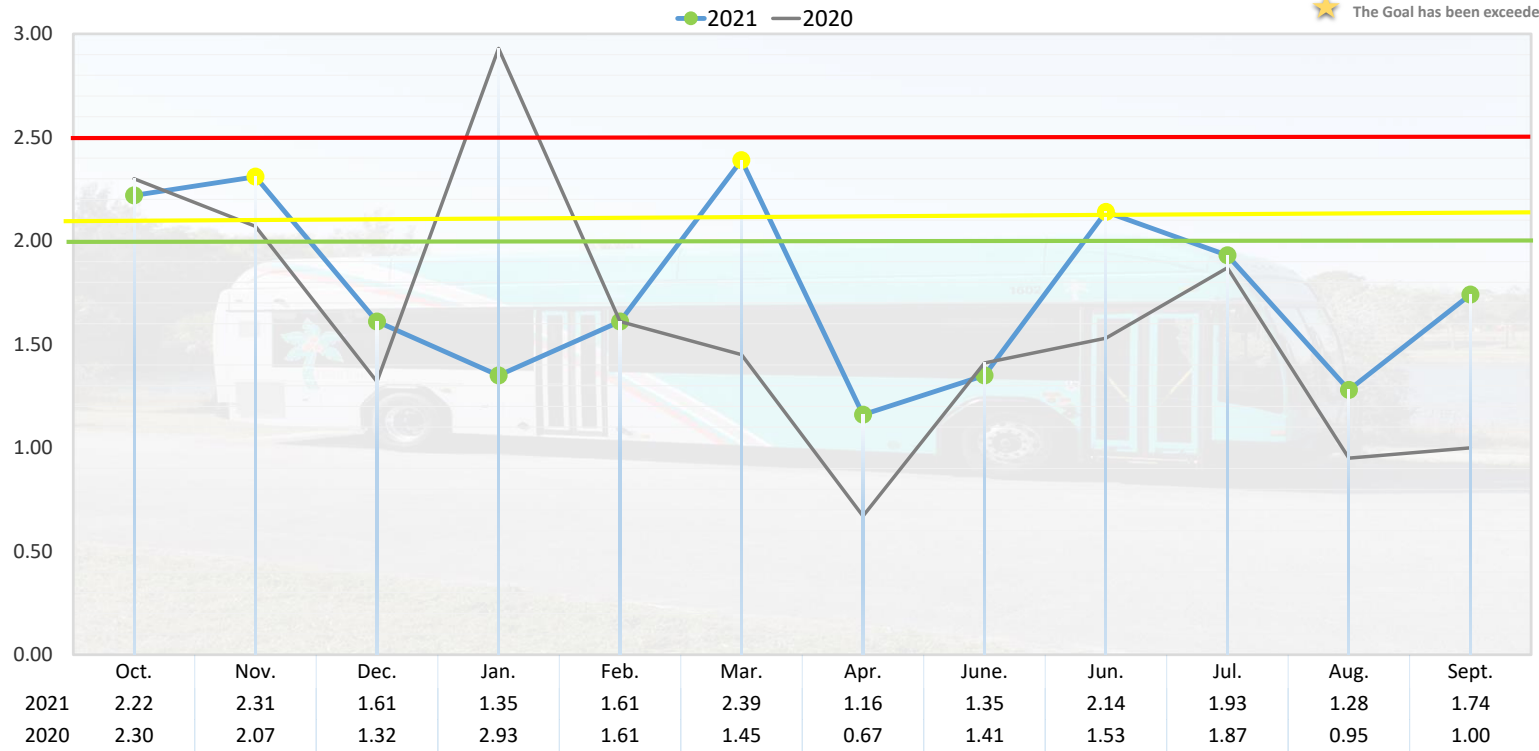
Fixed-Route Non-Preventable Collisions per 100k Miles



September



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	June.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 2.25	◆ 2.70	▲ 2.13	● 2.03	● 1.41	▲ 2.16	▲ 2.36	● 2.01	● 1.35	● 1.02	● 1.40	◆ 2.67	● 1.96 ★
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	● 1.74	● 1.76 ★

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2020	2.50	2.10	2.00	$(\text{Total Non-Preventable Collisions}) / (\text{Total Vehicle Miles}) * 100K$	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2021	2.50	2.10	2.00		

Narrative

During the month of September, the Non-Preventable Collisions per 100K Miles ratio increased from 1.28 to 1.74 collisions. Palm Tran experienced twelve (12) Non-Preventable Collisions during the month of September, compared to the nine (9) Non-Preventable Collisions reported during the month of August. The occurrence of Non-Preventable Collisions during the month of September were categorized as five (5) sideswipe collisions, five (5) side-impact collisions, one (1) vehicle cutting into the bus collision and one (1) rear-end collision.

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



Fixed-Route Total Incidents per 10,000 Boardings

★ The Goal has been exceeded

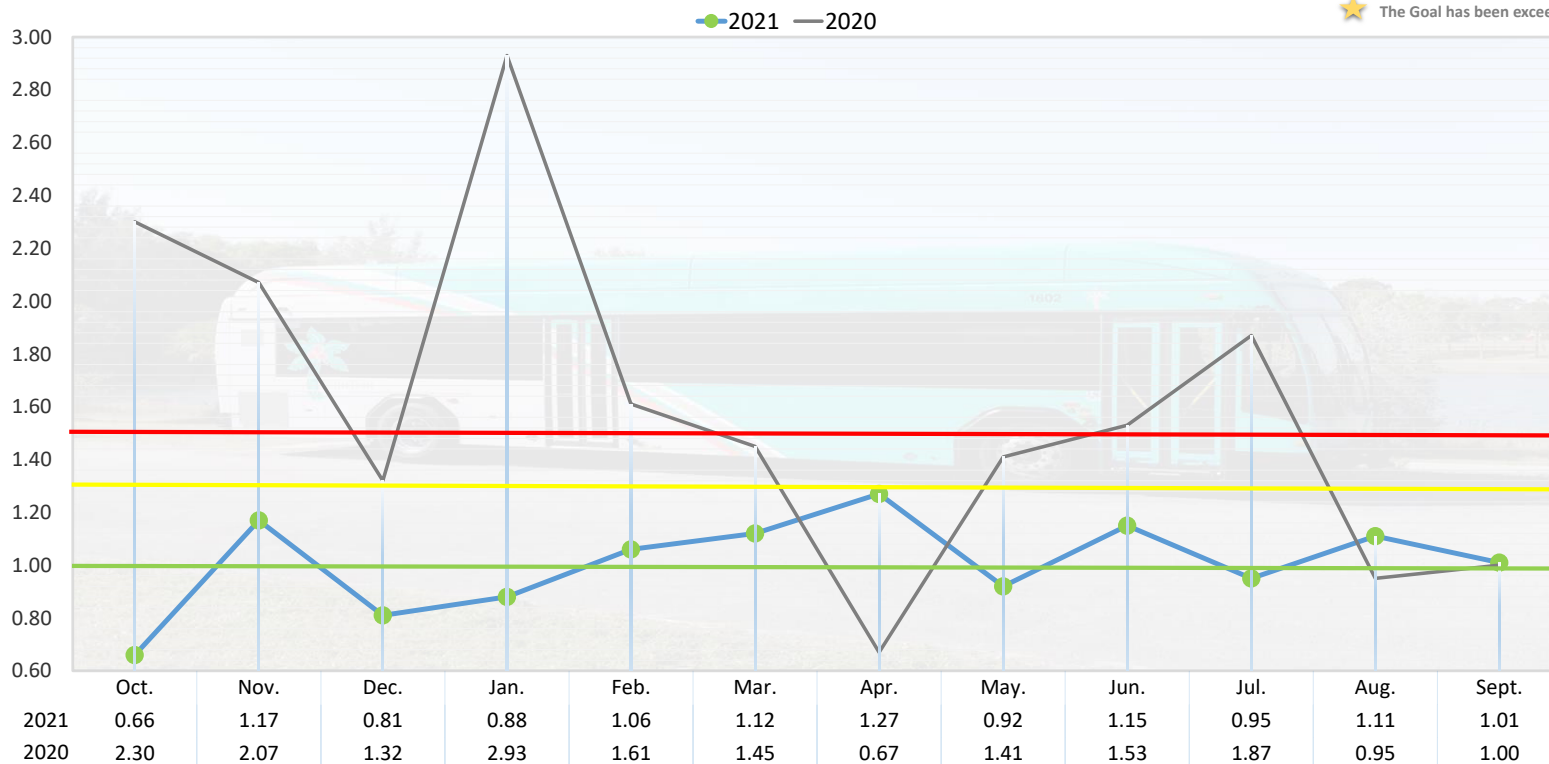
● **1.01**

September

↓ **9.0%**

● **1.11**

August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 1.10	● 1.03	● 1.28	● 1.00	● 0.99	● 0.97	● 0.93	● 0.79	● 0.72	● 0.69	● 0.68	● 0.52	● 0.89 ★
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

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2020	1.50	1.30	1.00	$(\text{Total Incidents}) / (\text{Total Count of Passenger Boardings for the Month}) * 10,000$	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to any other incident classified by operations (such as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.
	2021	1.50	1.30	1.00		

Narrative

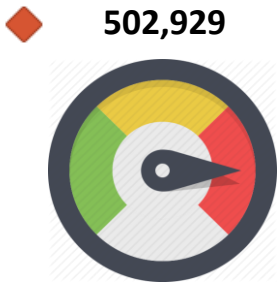
Palm Tran is pleased to report that this metric has exceeded the established target at 1.01 Total Incidents per 10,000 Boardings. Palm Tran experienced fifty-one (51) Total Incidents during the month of September compared with the fifty-nine (59) Total Incidents reported in August. Palm Tran's most frequent occurrence of incidents during the month September were categorized as "Passenger Falls" – nineteen (19), "Passenger Disruption of Service" – eighteen (18) and "Fare-Disputes" – six (6). The Safety and Accident Reduction PT-Stat team is communicating the importance of professionalism, good customer service to decrease Fare Disputes, and the importance of smoothly stopping the vehicle while maintaining control of its direction and position within the lane of travel to reduce "Passenger Falls".

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



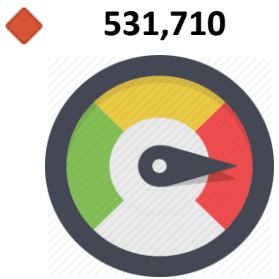
Fixed-Route Total System Ridership

★ The Goal has been exceeded

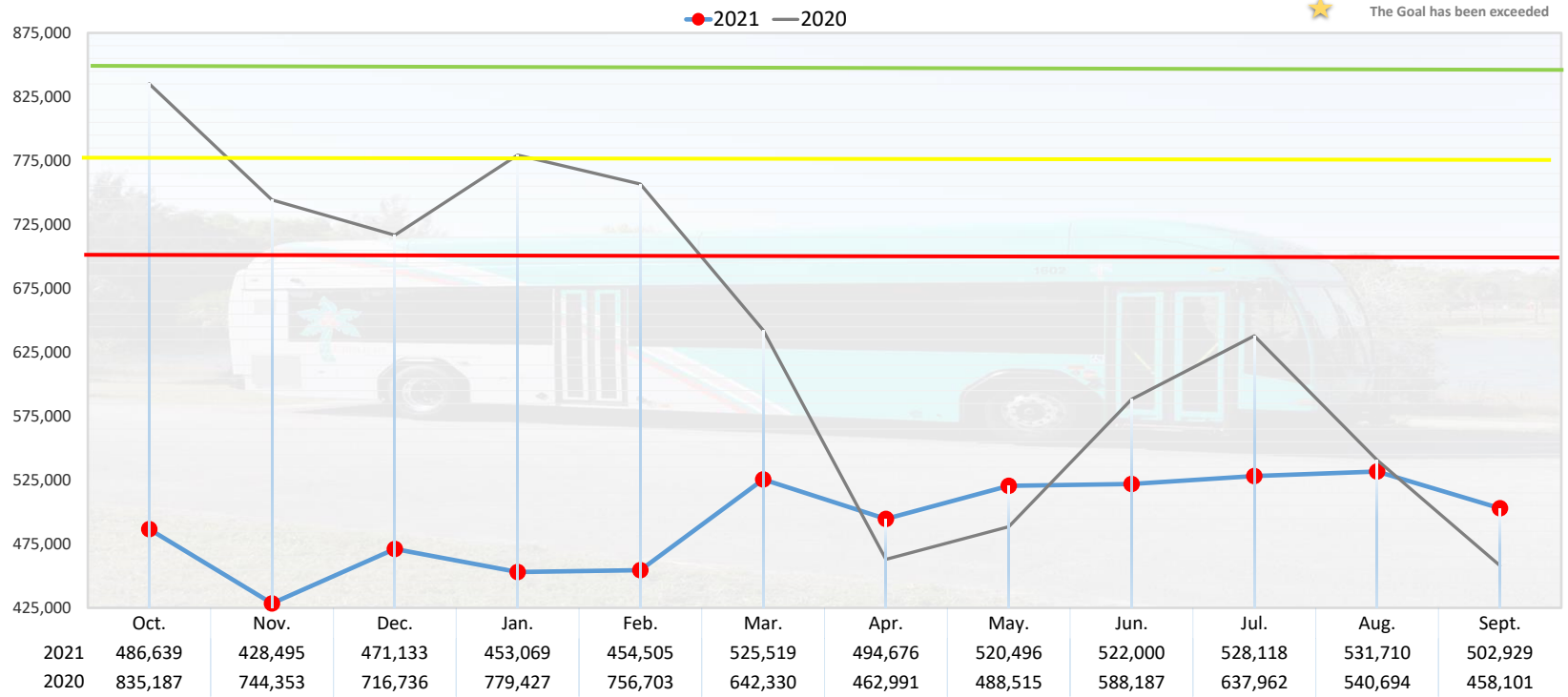


September

↓ 5.4%



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 854,010	◆ 769,844	◆ 740,456	◆ 778,728	◆ 752,940	◆ 765,812	◆ 786,585	◆ 761,736	◆ 684,744	◆ 711,482	◆ 755,175	◆ 695,258	◆ 9,056,770
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

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2020	800,000	875,000	1M	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.
	2021	700,000	775,000	850,000		

Narrative

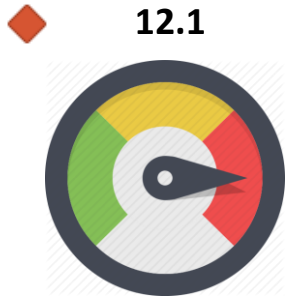
September ridership was 502,929 passenger boardings which is a decrease of 5.4% (28,781 riders) from the previous month of August however, a 9.8% (44,828 riders) increase compared to September of last fiscal year. The Fixed Route Ridership PT-Stat team is monitoring the impact of COVID-19 on the system's ridership to comprehend the effect of the pandemic and strategically respond to the new mobility needs. In addition to these efforts, the team implemented promotional activities focused on utilizing social media to increase ridership.

- ◆ 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

★ The Goal has been exceeded

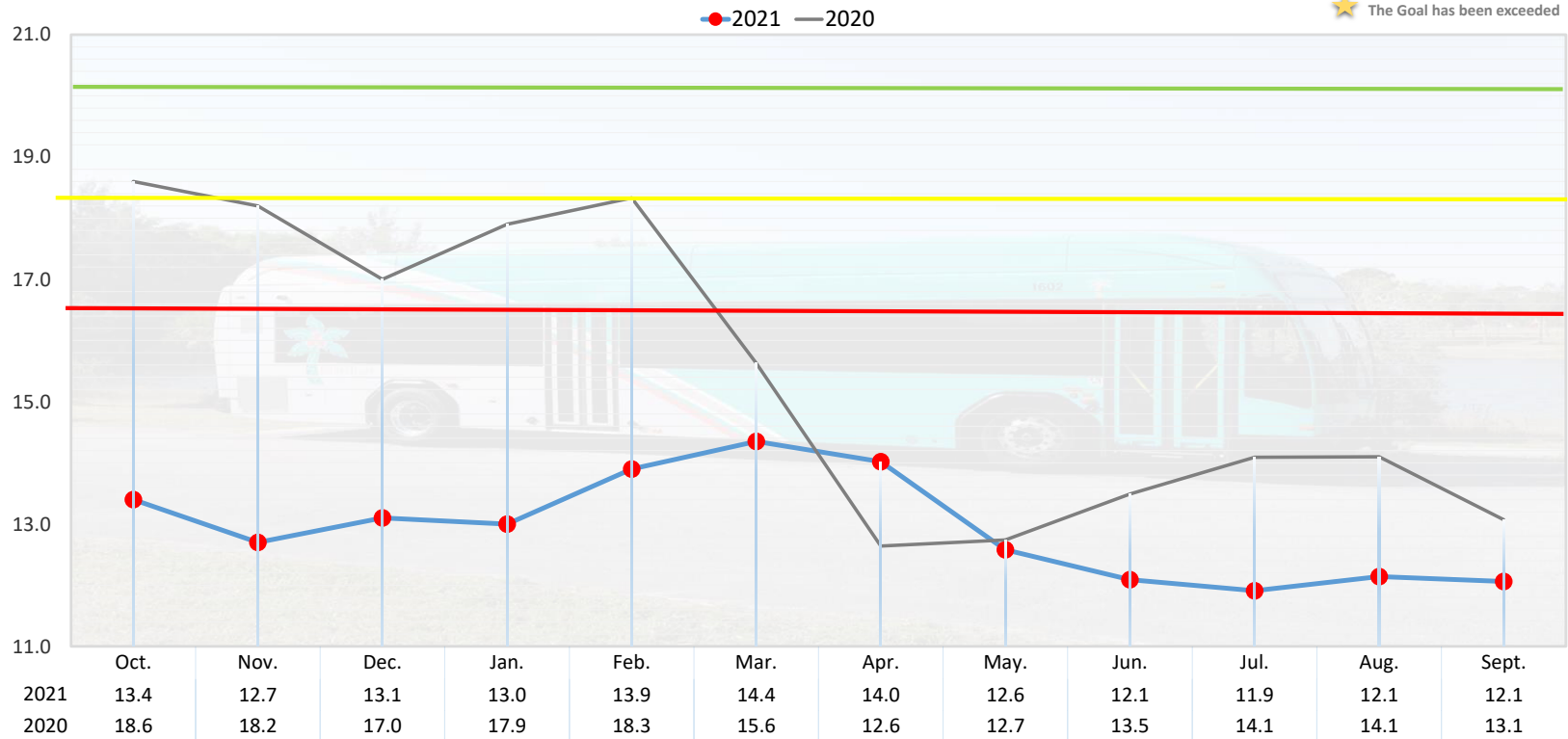


September

N/A



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	18.5	17.3	16.7	17.6	19.1	18.0	18.4	17.2	16.7	16.7	17.3	17.8	17.6
2020	18.6	18.2	17.0	17.9	18.3	15.6	12.6	12.7	13.5	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

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2020	19.4	19.9	25.0	Total Fixed Route Boardings / Total Fixed Route Revenue Hours	The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.
	2021	16.5	18.3	20.1		

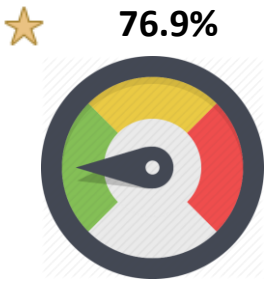
Narrative

During the month of September, the Riders per Revenue Hour ratio remained consistent with the prior month of August at 12.1 riders per Revenue Hour. The fixed-route ridership decreased by 5.4% (28,781 riders as reported on page 9), combined with total fixed-route revenue hours decreasing at a rate of 4.8% (2,097.35 hours), yielding no change to this performance measure. The Fixed Route Ridership PT-Stat team promotional activities for Palm Tran services have been focused on utilizing social media to increase ridership.

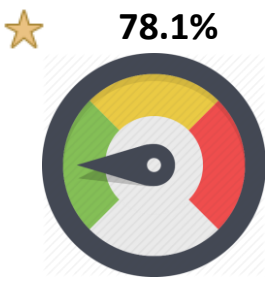
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



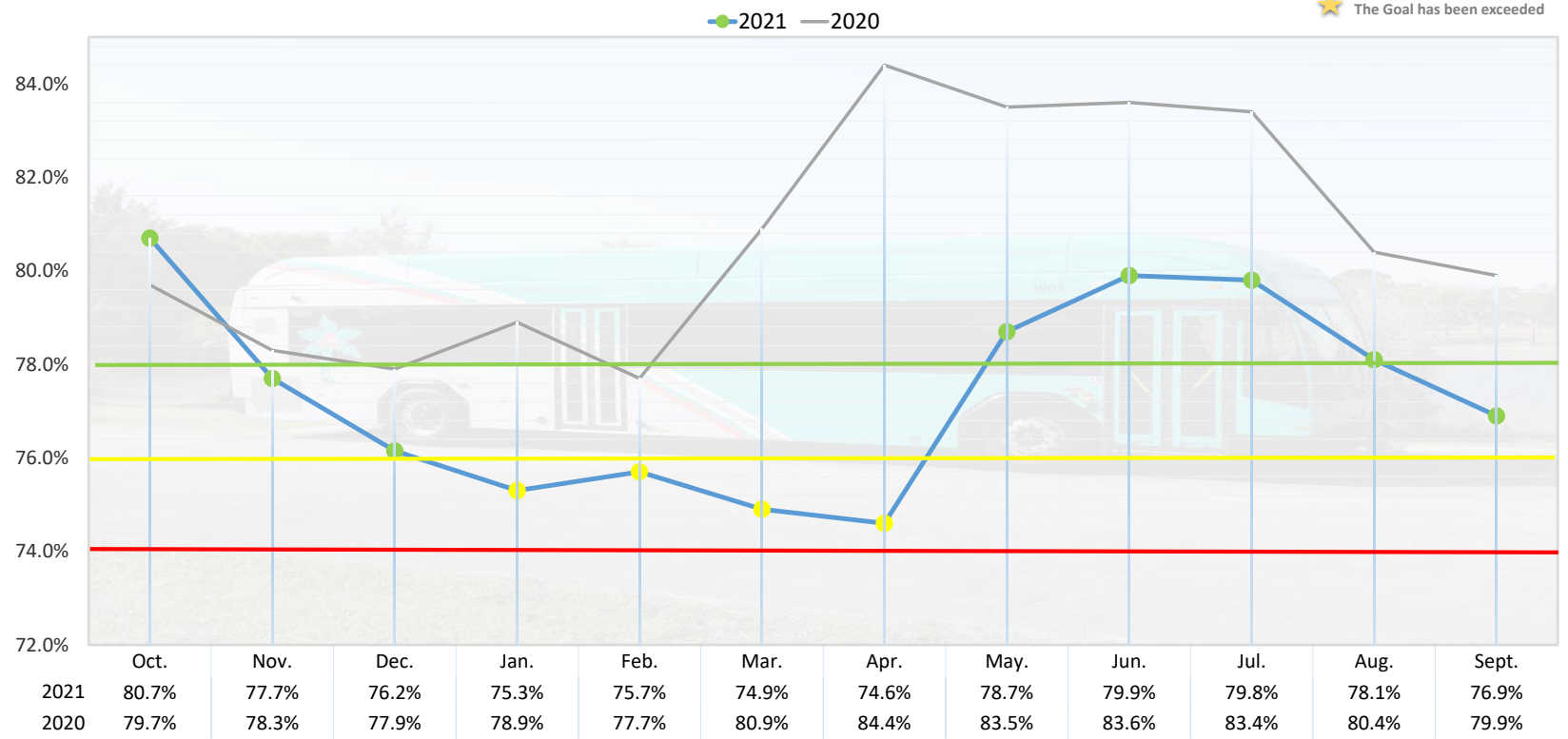
Fixed Route - On Time Performance



September
 ↓ **1.54%**



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 81.7%	● 79.5%	● 77.0%	● 78.1%	● 76.5%	● 77.3%	● 77.9%	● 79.9%	● 83.5%	● 84.9%	● 81.7%	● 81.2%	● 80.0% ★
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%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2020	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.
	2021	74%	76%	78%		

Narrative

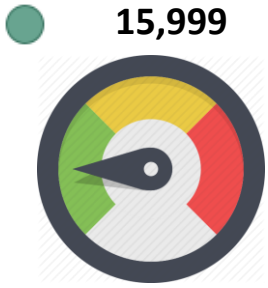
During the month of September, On-Time Performance decreased from 78.1% in August to 76.9%, which is a decrease of 1.2 percentile points. This level of performance is related in large part to the traffic conditions that were affected by the school session that started on August 10. System-wide service changes implemented on September 12th to enhance the customer experience will be monitored at the route level for additional improvements. The On-Time Performance PT-Stat team is currently evaluating performance at the route level; including variables affecting OTP and potential service changes to improve this metric.

- ◆ 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

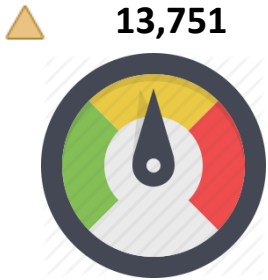
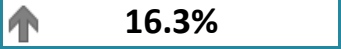


Fixed-Route Mean Distance Between Failures

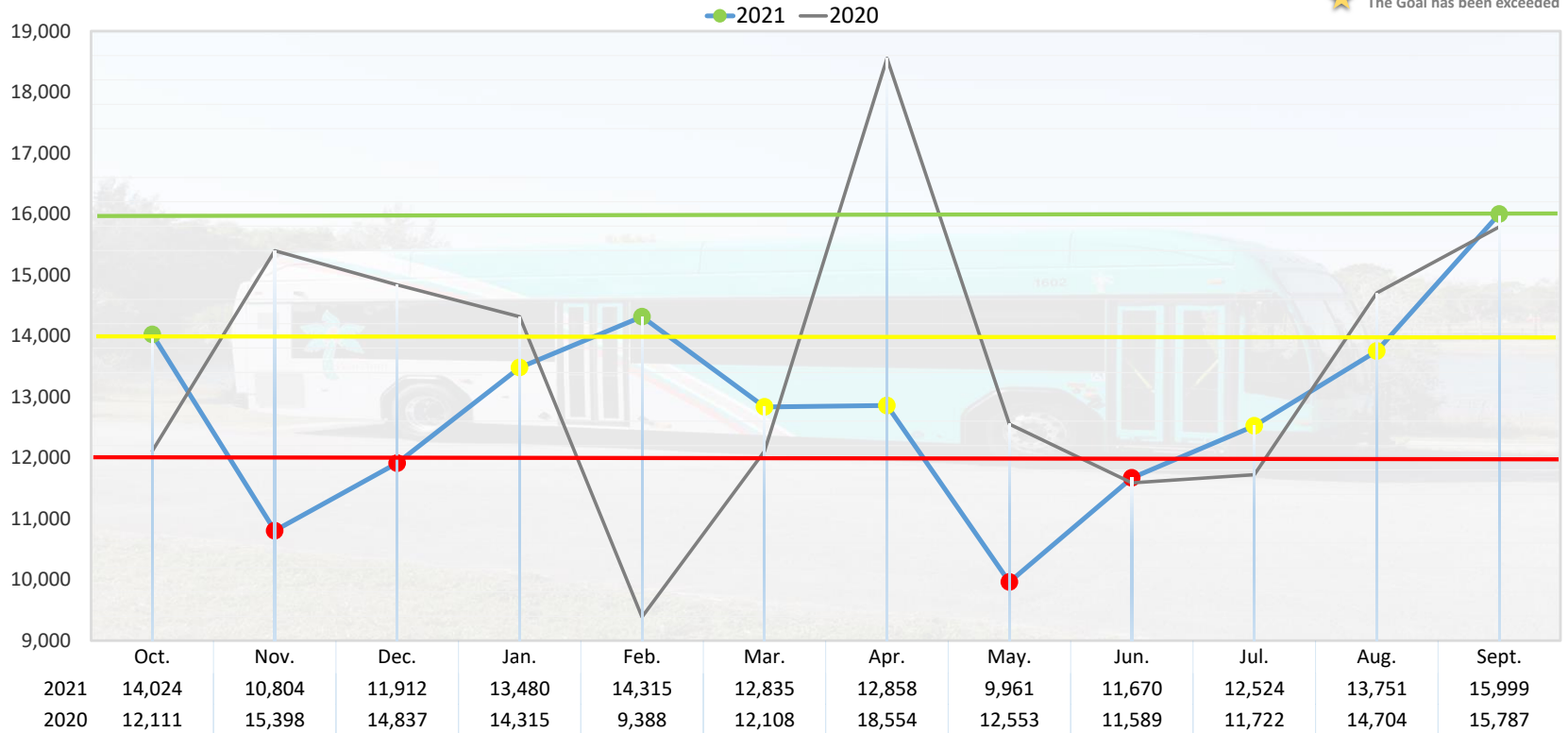
★ The Goal has been exceeded



September



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 12,249	● 14,820	● 15,652	◆ 11,713	▲ 12,047	▲ 13,589	◆ 9,972	◆ 11,392	▲ 12,124	● 17,658	● 16,606	◆ 11,556	▲ 13,282
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	● 15,999	▲ 12,653

Mobility	Y	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2020	12,000	14,000	16,000	(Total Fixed Route Vehicle Miles)/(Fixed Route Major Mechanical Failures)	The average number of 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.
	2021	12,000	14,000	16,000		

Narrative

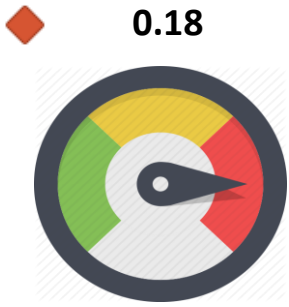
During the month of September, the miles driven between failures increased by 2,248 miles (16.4%) from the previous month of August. Palm Tran experienced forty-three (43) mechanical failures compared to the fifty-one (51) mechanical failures reported in August. The most frequent occurrence of mechanical failures resulting in road calls were categorized as overheating - hose issues, engine failures and transmission failures. Palm Tran Maintenance staff started using the DPF machine designed to clean filters, causing engine regeneration 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.

- ◆ 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

★ The Goal has been exceeded



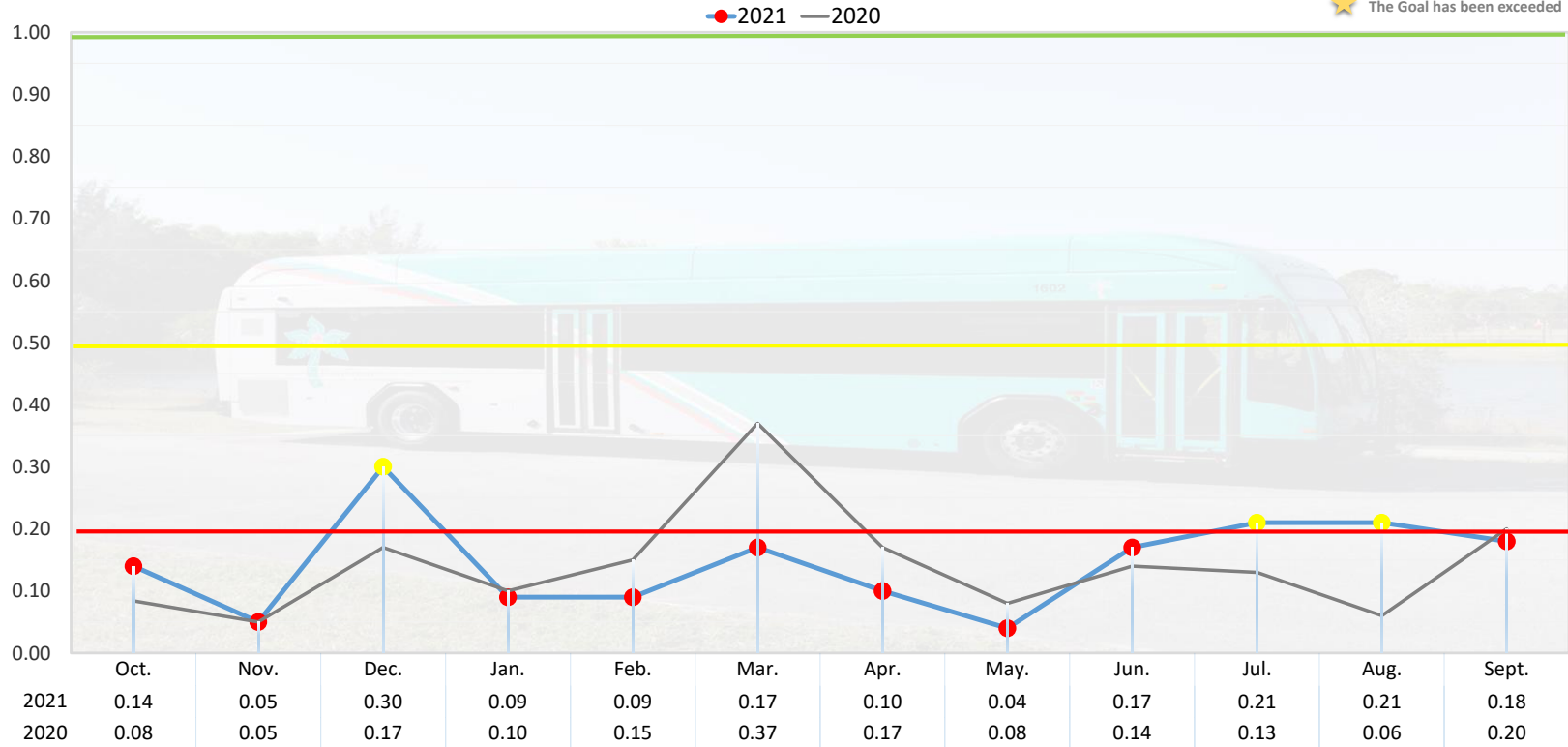
September

↓ 14.3%

▲ 0.21



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 0.18	◆ 0.14	◆ 0.08	◆ 0.18	▲ 0.20	◆ 0.12	◆ 0.19	▲ 0.39	▲ 0.29	◆ 0.15	◆ 0.19	◆ 0.16	◆ 0.19
2020	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10	◆ 0.15	▲ 0.37	◆ 0.17	◆ 0.08	◆ 0.14	◆ 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

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2020	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed-Route Customer Commendations per 10,000 boardings.
	2021	0.20	0.50	1.00		

Narrative

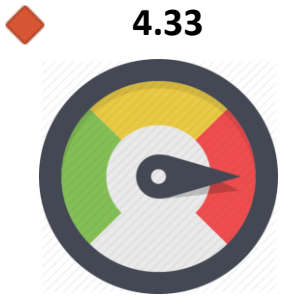
During the month of September, Palm Tran received nine (9) customer commendations, compared to the eleven (11) customer commendations received during the prior month of August. This metric has persisted below the minimum target of 0.20 Customer Commendations per 10,000 boardings. The Customer Service PT-Stat team is utilizing this time to monitor this metric and develop initiatives to generate customer feedback and campaigns targeted to improve bus operator morale.

- ◆ 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

★ The Goal has been exceeded

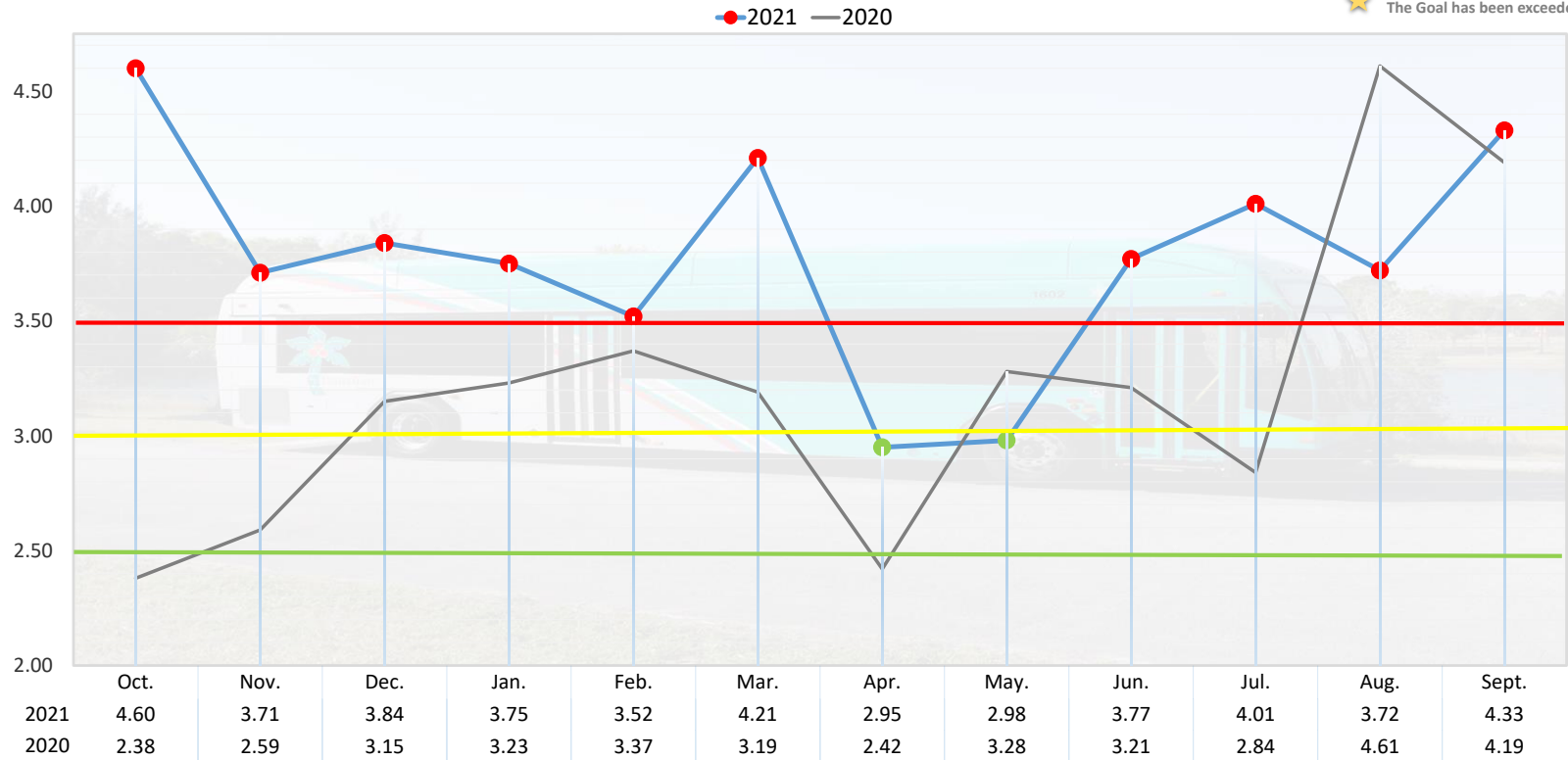


September

↑ 16.4%



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 3.79	● 2.64	● 1.99	● 2.09	● 2.42	● 2.47	● 2.30	● 2.45	● 1.75	● 2.28	● 2.20	● 2.72	● 2.40
2020	● 2.38	● 2.59	▲ 3.15	▲ 3.23	▲ 3.37	▲ 3.19	● 2.42	▲ 3.28	▲ 3.21	● 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

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 10k Boardings	2020	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000	Customer concerns per 10,000 boardings.
	2021	3.50	3.00	2.50		

Narrative

During the month of September, the Customer Concerns per 10,000 boardings metric increased from 3.72 to 4.33 Customer Concerns. Total logged concerns were two hundred and eighteen (218) compared to one hundred and ninety-eight (198) in August. The top categories of concerns in September were “Discourteous Bus Operator”, “Bus no show” and “Pass up”. The Customer Service PT-Stat team is evaluating the top customer concerns in light of the service changes implemented during the month of September.

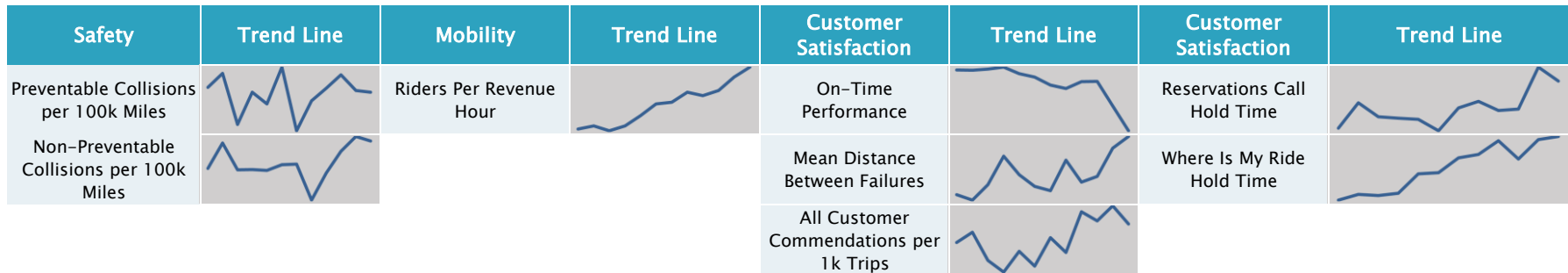
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded





CONNECTION DASHBOARD FY 2021

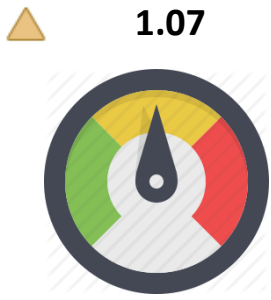
Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲ 1.13	▲ 1.31	● 0.66	▲ 1.07	● 0.92	▲ 1.39	● 0.58	● 0.96	▲ 1.12	▲ 1.29	▲ 1.09	▲ 1.07	▲ 1.05
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.50	▲ 2.32	● 1.46	● 1.47	● 1.44	● 1.62	● 1.64	● 0.48	● 1.36	● 2.06	◆ 2.54	▲ 2.39	● 1.69 ★
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	◆ 1.10	◆ 1.12	◆ 1.09	◆ 1.12	◆ 1.18	◆ 1.25	◆ 1.26	▲ 1.32	▲ 1.30	▲ 1.33	▲ 1.41	▲ 1.47	◆ 1.25
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 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%
Mean Distance Between Failures	6,500	7,700	9,500	● 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 ★
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 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 ★
	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	▲ 2.45	▲ 2.79	● 2.00	● 1.44	● 1.99	▲ 2.24	▲ 2.58	▲ 2.85	◆ 3.13	◆ 3.33	◆ 4.58	◆ 5.46	▲ 2.97
Reservations Call Hold Time	4:00	3:00	2:00	● 0:22	● 0:42	● 0:31	● 0:30	● 0:29	● 0:20	● 0:38	● 0:43	● 0:36	● 0:37	● 1:10	● 0:59	● 0:38 ★
Where Is My Ride Hold Time	4:00	3:00	2:00	● 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 ★



- ◆ 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



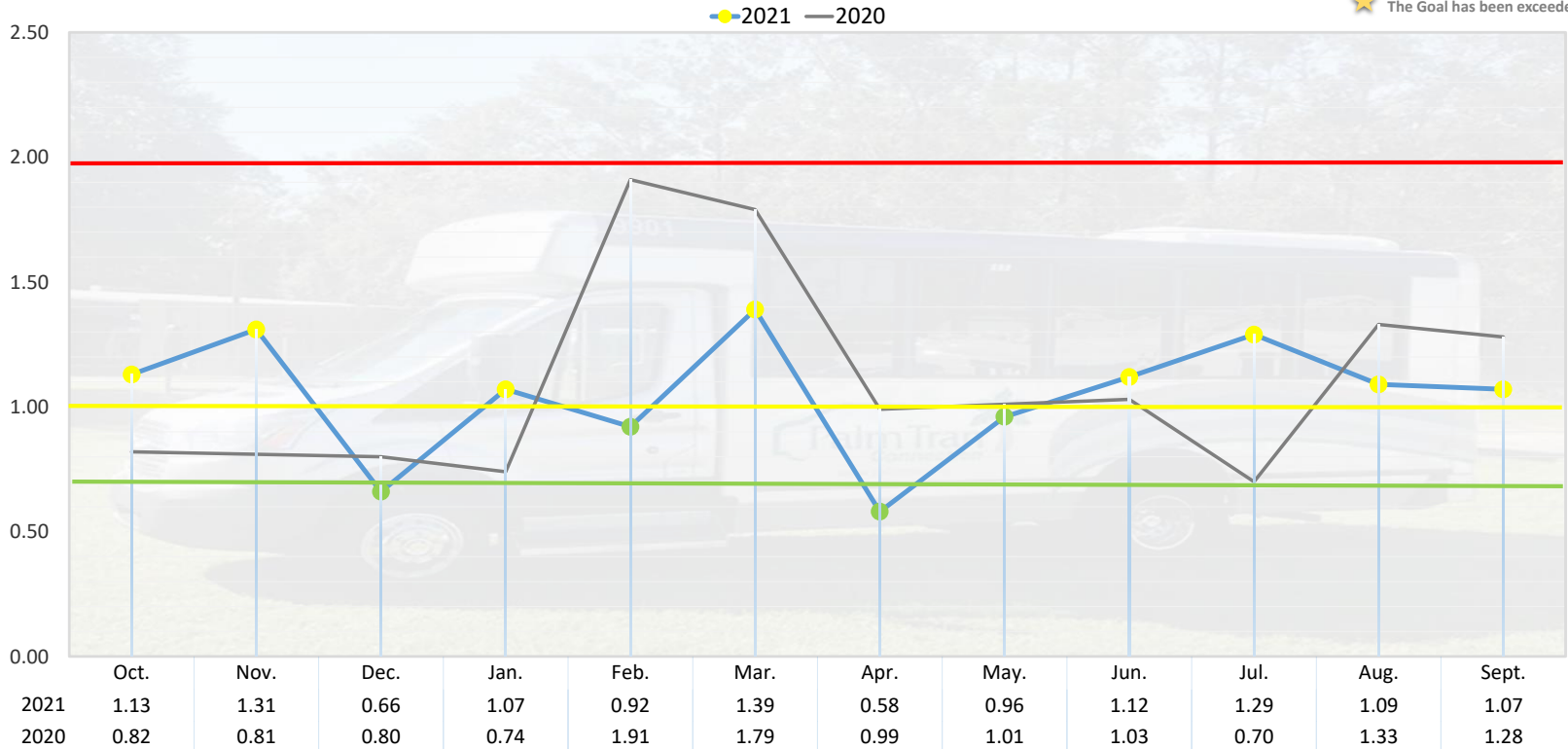
Connection Preventable Collisions per 100K Miles



September



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 0.85	● 0.75	● 0.45	▲ 1.30	● 0.63	● 0.92	▲ 1.19	▲ 1.28	● 0.99	● 0.95	● 0.89	▲ 1.10	● 0.95
2020	● 0.82	● 0.81	● 0.80	● 0.74	▲ 1.91	▲ 1.79	● 0.99	▲ 1.01	▲ 1.03	● 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

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2020	2.00	1.00	0.70	(Total Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2021	2.00	1.00	0.70		

Narrative

During the month of September, Palm Tran Connection experienced a slight decrease of Preventable Collisions from 1.09 to 1.07 collisions per 100,000 Miles. Palm Tran Connection experienced nine (9) Preventable Collisions during the month of September that were comparable to the nine (9) Preventable Collisions reported during the month of August. The categories of Preventable Collisions were categorized as five (5) side-impact collisions, two (2) sideswipe collisions, two (2) fixed object collisions, and one (1) rear-end collision and one (1) front-impact collision. The Palm Tran Connection Safety and Accident Reduction PT-Stat team continues to track and monitor the types of collisions and seeking driver feedback on the “blind spot alert” system initiative installed in seven vehicles.

- ◆ 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

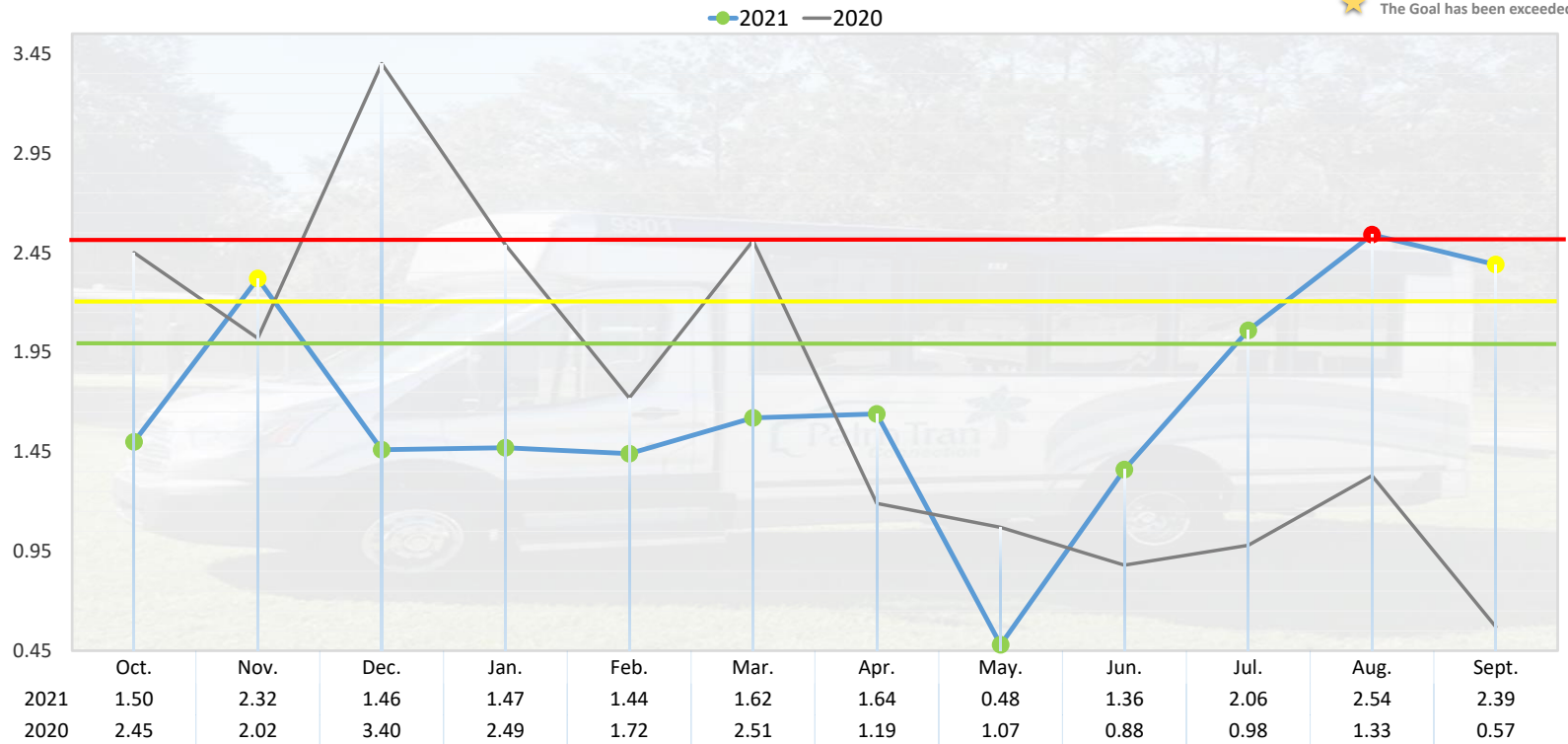


September

5.9%



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 2.35	◆ 3.52	◆ 3.13	◆ 2.69	▲ 2.21	▲ 2.25	◆ 2.58	◆ 2.57	◆ 2.86	● 1.69	● 1.18	◆ 2.53	▲ 2.33
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49	● 1.72	◆ 2.51	● 1.19	● 1.07	● 0.88	● 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 ★

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2020	2.50	2.20	2.00	(Total Non-Preventable Collisions)/(Total Vehicle Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2021	2.50	2.20	2.00		

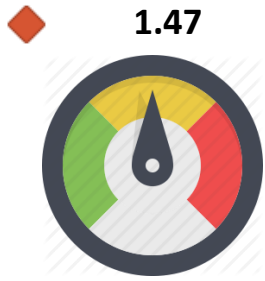
Narrative

During the month of September, Palm Tran Connection Non-Preventable Collisions per 100K Miles metric decreased from 2.54 to 2.39 Non-Preventable Collisions per 100K Miles. Palm Tran Connections experienced twenty (20) collisions for the month of September, compared to the twenty-one (21) collisions reported during the month of August. The most frequent occurrence of Non-Preventable collisions were classified as side-impact 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.

- ◆ 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



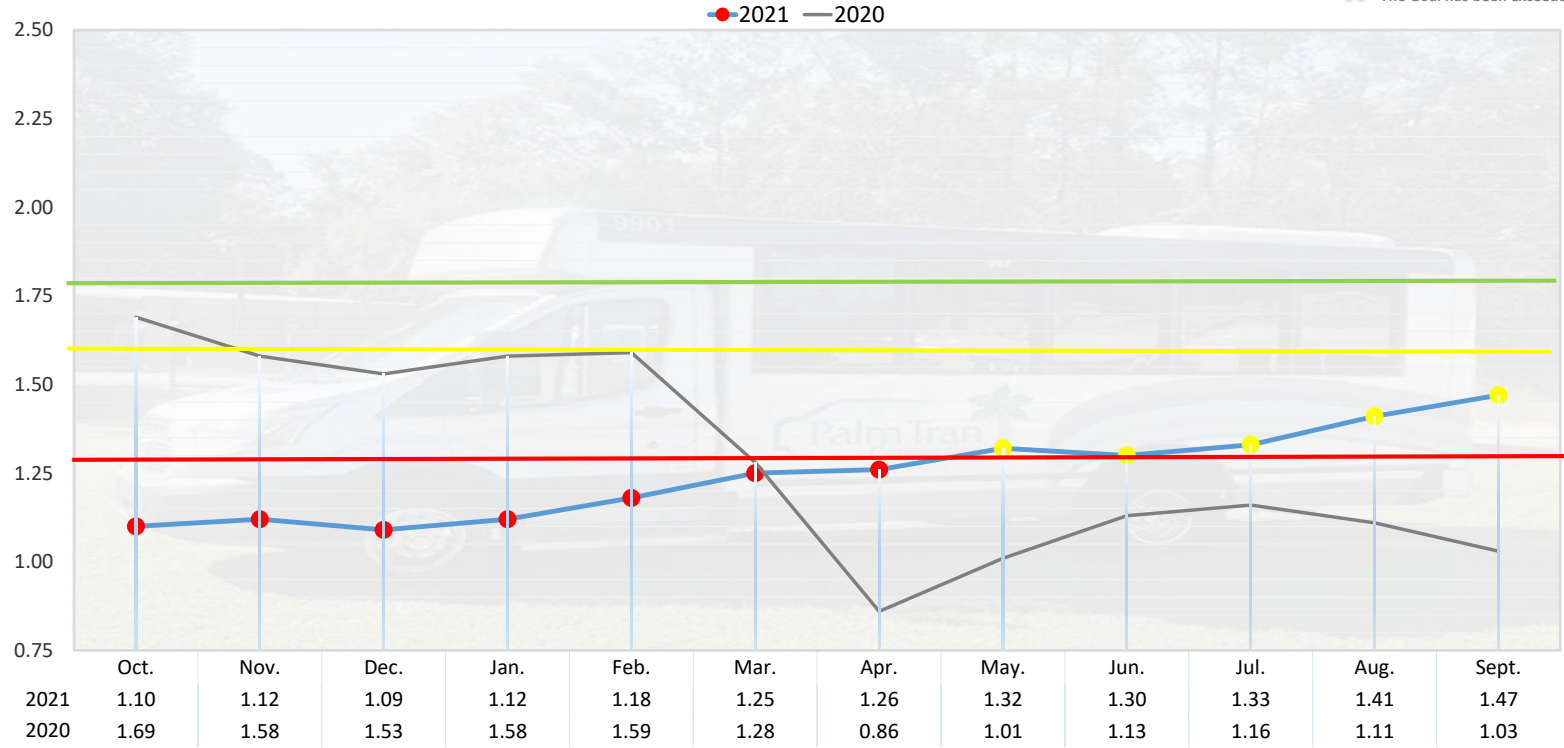
Connection Riders Per Revenue Hour



September



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	▲ 1.57	▲ 1.52	◆ 1.47	▲ 1.69	▲ 1.73	▲ 1.71	▲ 1.72	▲ 1.69	▲ 1.57	▲ 1.58	▲ 1.62	▲ 1.67	▲ 1.68
2020	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58	▲ 1.59	◆ 1.28	◆ 0.86	◆ 1.01	◆ 1.13	◆ 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

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2020	1.50	1.80	2.00	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)).
	2021	1.30	1.60	1.80		

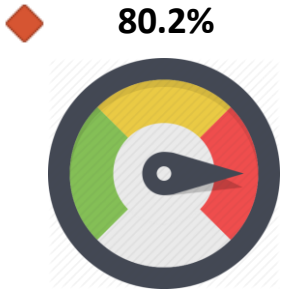
Narrative

During the month of September, Palm Tran Connection riders per revenue hour metric increased slightly compared to the prior month of August from 1.41 to 1.47. The Total Passengers Transported increased at a rate of 8.3% (4,656 additional passengers transported), combined with the Total Revenue Hours decreasing by 1.4% (605 revenue hours), yielded a slightly higher ratio of Riders per Revenue Hour. The Connection On-Time Performance and Productivity PT-Stat team continues to monitor the reduction in ridership due to the CDC recommendation of physical distancing on public transportation. In addition, the team is focused on possible initiatives that could potentially address the constraints of ridership during the peak times.

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



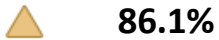
Connection - On Time Performance



September



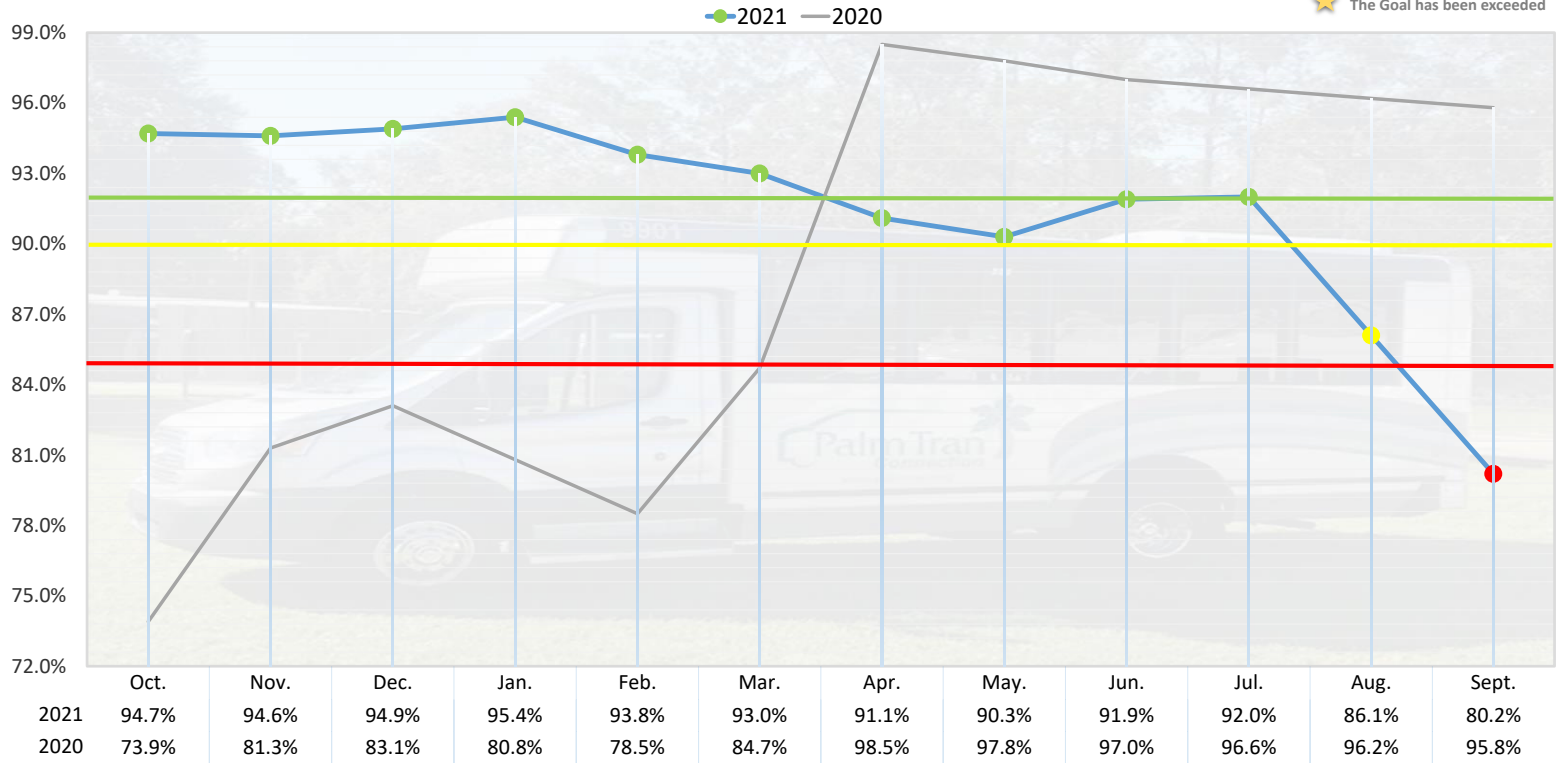
6.9%



86.1%



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	73.3%	75.4%	76.0%	75.5%	72.0%	73.0%	72.6%	77.5%	88.9%	89.4%	79.6%	75.9%	77.4%
2020	73.9%	81.3%	83.1%	80.8%	78.5%	84.7%	98.5%	97.8%	97.0%	96.6%	96.2%	95.8%	88.7%
2021	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%	80.2%	91.5%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2020	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.	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.
	2021	85%	90%	92%		

Narrative

During the month of September, Palm Tran Connection On-Time Performance fell below the minimum target at 80.2%. This is a decline of 5.9 percentile points compared to the August OTP ratio of 86.1%. This is due in large part to increased traffic conditions that were affected by the school session that started on August 10. The Connection On-Time Performance PT-Stat team is monitoring the constraints in ridership during peak times.

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



Connection Mean Distance Between Failures

★ 20,436



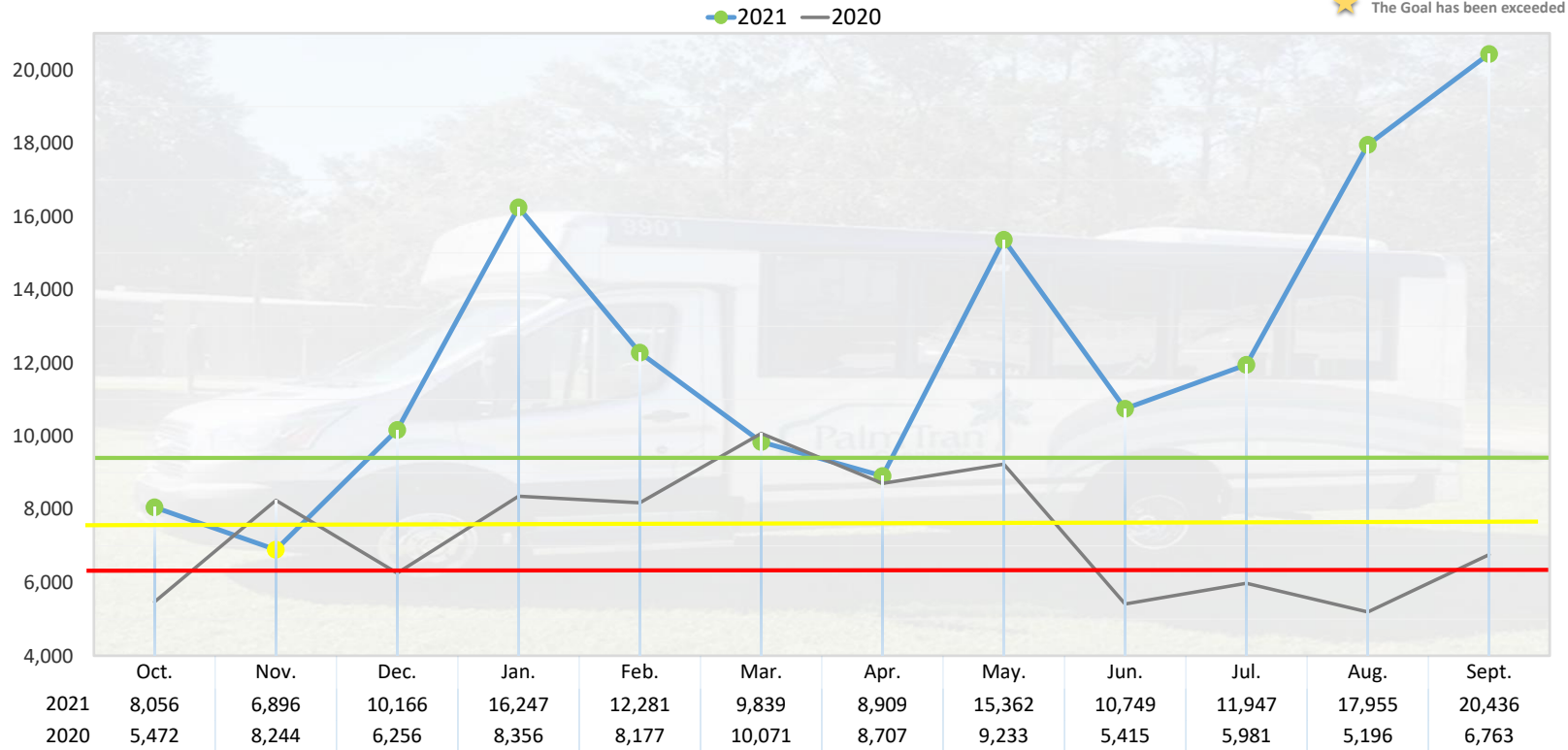
September

↑ 13.8%

★ 17,955



August



★ The Goal has been exceeded

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	♦ 11,060	♦ 6,885	♦ 8,868	♦ 10,679	♦ 9,332	♦ 8,491	♦ 4,104	♦ 7,789	♦ 4,611	♦ 4,956	♦ 5,214	♦ 6,395	♦ 6,664
2020	♦ 5,472	♦ 8,244	♦ 6,256	♦ 8,356	♦ 8,177	♦ 10,071	♦ 8,707	♦ 9,233	♦ 5,415	♦ 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 ★

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2020	14,000	16,000	20,000	(Total Connection Vehicle Miles) / (Connection Major and Minor Mechanical Failures)	The average number of miles driven by Connection vehicles before experiencing a mechanical failure.
	2021	6,500	7,700	9,500		

Narrative

Palm Tran is pleased to report that during the month of September, the Palm Tran Connection Mean Distance Between Failures (MDBF) metric has exceeded the established stretch goal at 20,436 Total Vehicles Miles between Mechanical Failures which is the highest level obtained. Forty-one (41) failures were recorded during the month of September compared to forty-six (46) mechanical failures for the prior month of August. The most frequent occurrence of failures were categories as: transmission/engine failures and a/c malfunctions. The Connection Safety and Accident Reduction PT-Stat team is monitoring the vehicle mechanical failures as they relate to the weather conditions and the affect on vehicles.

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



Connection All Customer Commendations per 1k Trips

★ **3.33**



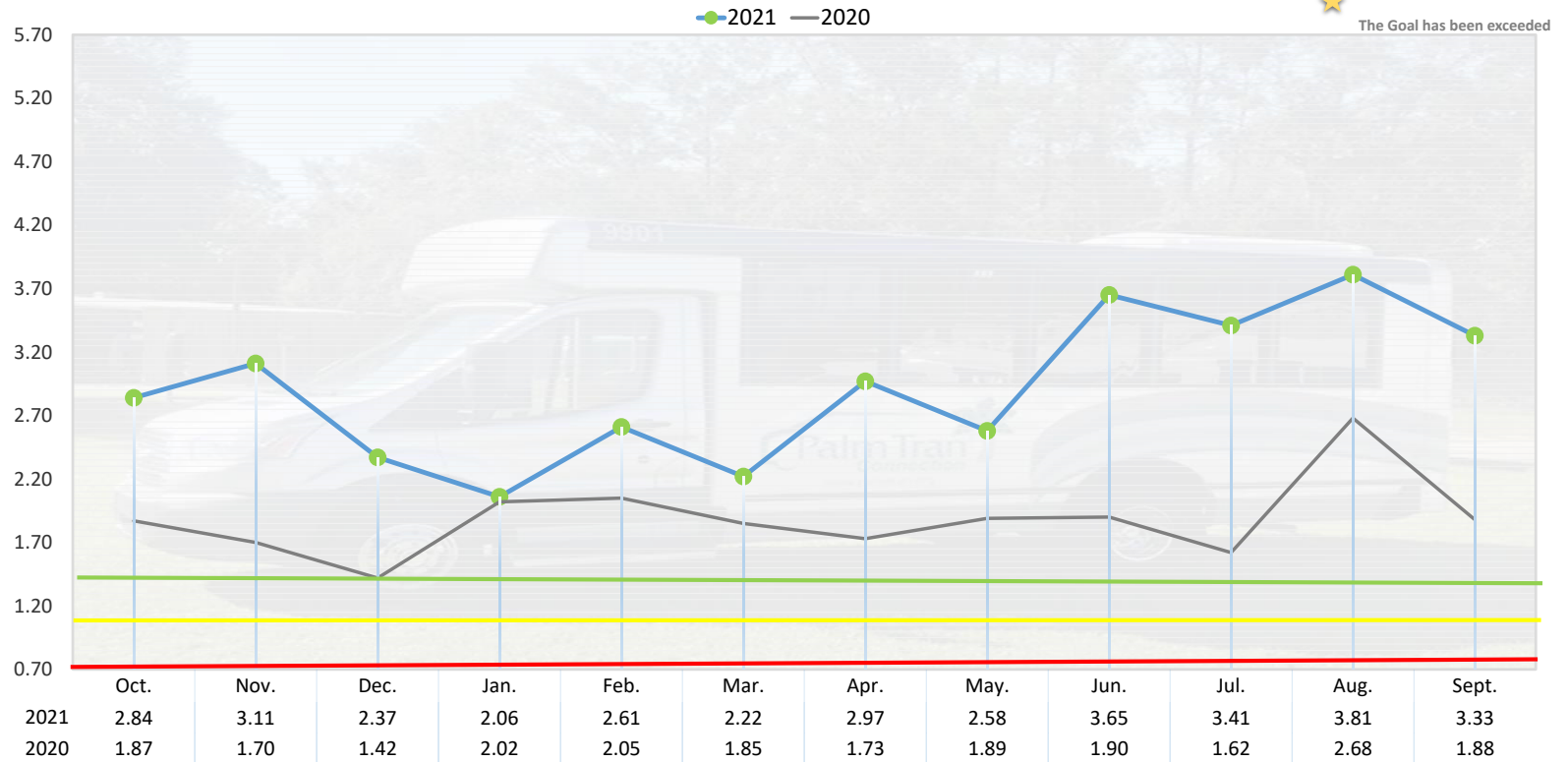
September

↑ **12.6%**

★ **3.81**



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 1.30	● 1.20	● 1.20	● 1.50	● 1.30	● 1.90	● 1.60	● 1.90	● 1.90	● 1.80	● 1.50	● 1.60	● 1.40 ★
2020	● 1.87	● 1.70	● 1.42	● 2.02	● 2.05	● 1.85	● 1.73	● 1.89	● 1.90	● 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 ★

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2020	0.70	1.00	1.30	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2021	0.80	1.10	1.40		

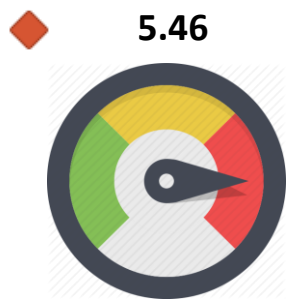
Narrative

Palm Tran Connection is pleased to report that this metric exceeded the established stretch goal at 3.33 All Customer Commendations per 1,000 Trips. During the month of September, Palm Tran Connection received one hundred and eighty-eight (188) commendations compared to two hundred and eight (208) commendations during the month of August. The commendations received recognized the efforts of the drivers and Palm Tran staff in the delivery of the excellent service. The Palm Tran Connection Customer Service PT-Stat team continues to monitor and track trends identified during the COVID-19 pandemic.

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

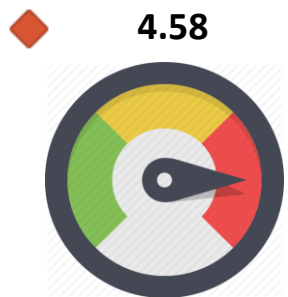


Connection All Customer Concerns per 1k Trips

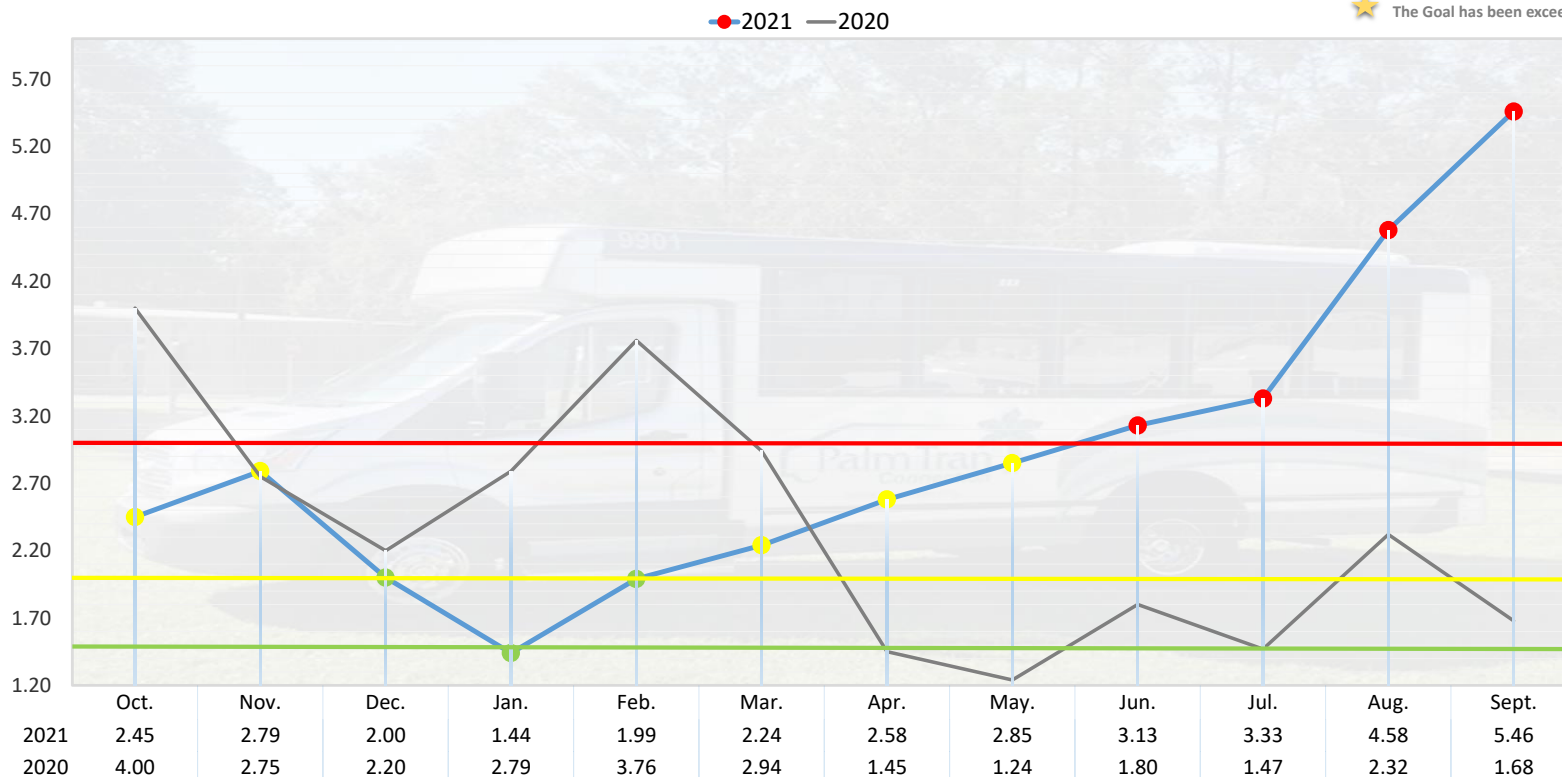


September

↓ 19.2%



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 4.80	◆ 3.65	◆ 3.90	◆ 4.20	◆ 5.01	◆ 4.11	◆ 4.20	◆ 3.60	● 1.80	● 2.00	▲ 2.90	◆ 4.20	◆ 3.30
2020	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79	◆ 3.76	▲ 2.94	● 1.45	● 1.24	● 1.80	● 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

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2020	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2021	3.00	2.00	1.50		

Narrative

During the month of September, Palm Tran Connection logged two hundred and fifty (250) customer concerns per 1k passenger trips compared to one hundred and sixty-six (166) customer concerns during the previous month of August. The top categories of customer concerns during the month of August were related to on-time performance, being on board the vehicle longer than necessary and discourteous drivers. The Palm Tran Connection Customer Service PT-Stat team continues to monitor and track the impact of the COVID-19 pandemic. Currently, the team is preparing to launch a passenger survey to identify new innovative initiatives to enhance the rider's experience.

- ◆ Minimum/Maximum has not been met
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- Target has been met or exceeded



Connection Reservations Call Hold Time

★ 0:59



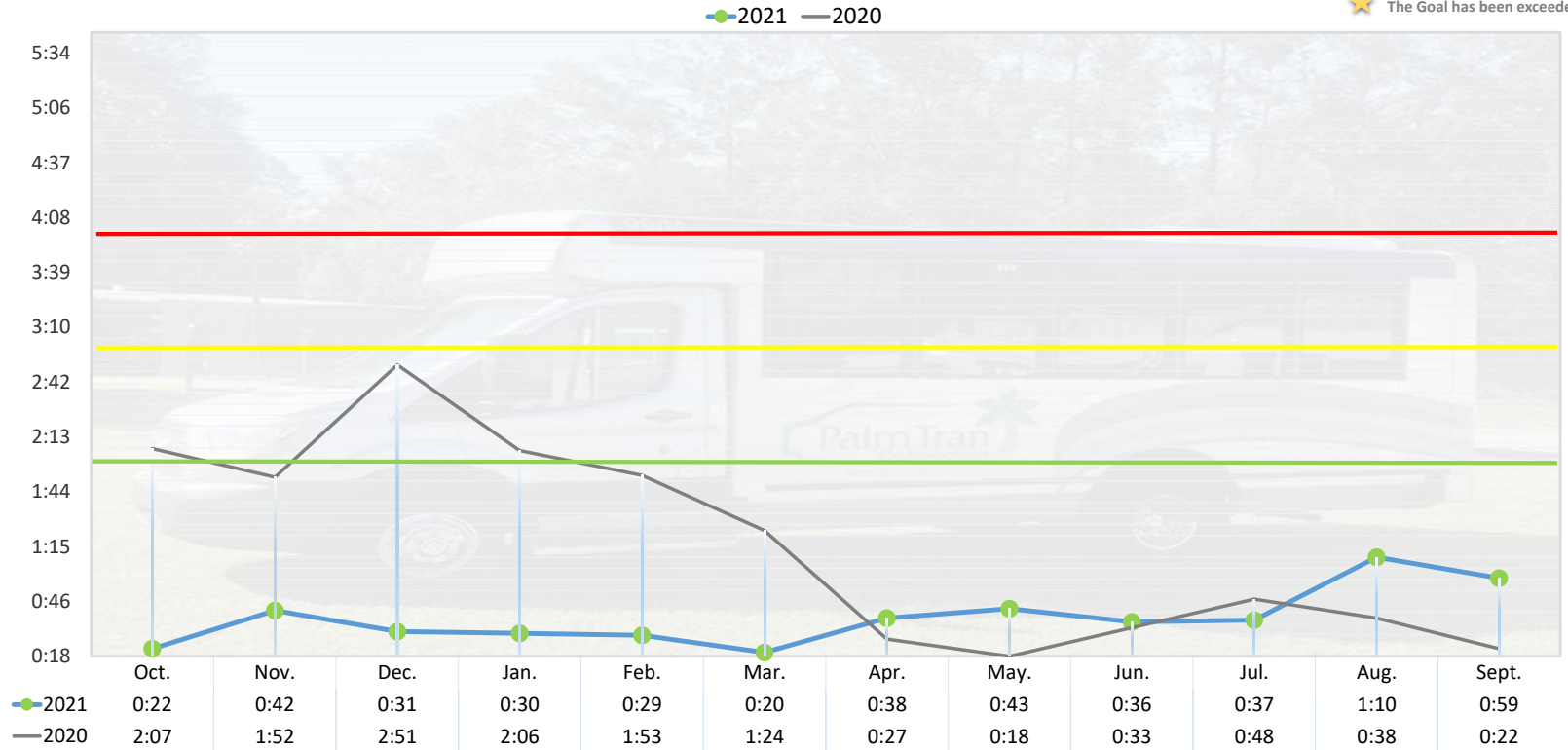
September

↓ 15.7%

★ 1:10



August



★ The Goal has been exceeded

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	◆ 5:29	▲ 3:19	● 2:37	◆ 4:01	◆ 4:05	◆ 5:01	● 2:24	● 2:10	● 2:02	● 1:59	● 1:40	● 2:08	▲ 3:05
2020	● 2:07	● 1:52	● 2:51	● 2:06	● 1:53	● 1:24	● 0:27	● 0:18	● 0:33	● 0:48	● 0:38	● 0:22	● 1:17 ★
2021	● 0:22	● 0:42	● 0:31	● 0:30	● 0:29	● 0:20	● 0:38	● 0:43	● 0:36	● 0:37	● 1:10	● 0:59	● 0:38 ★

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2020	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.
	2021	4:00	3:00	2:00		

Narrative

Palm Tran Connection is pleased to report that during the month of September, reservations hold time exceeded the established stretch goal at fifty-nine seconds (0:59). During the month of September, the reservations hold time was fifty-nine seconds, which is an decrease of eleven seconds compared to the hold time reported during the previous month of August. This decrease is attributed to the reactivation of the PASSWeb online booking of trips and the efficiencies gained from teleworking employees. 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.

- ◆ Minimum/Maximum has not been met
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- Target has been met or exceeded



Connection Where Is My Ride Hold Time

★ The Goal has been exceeded

★ **1:32**



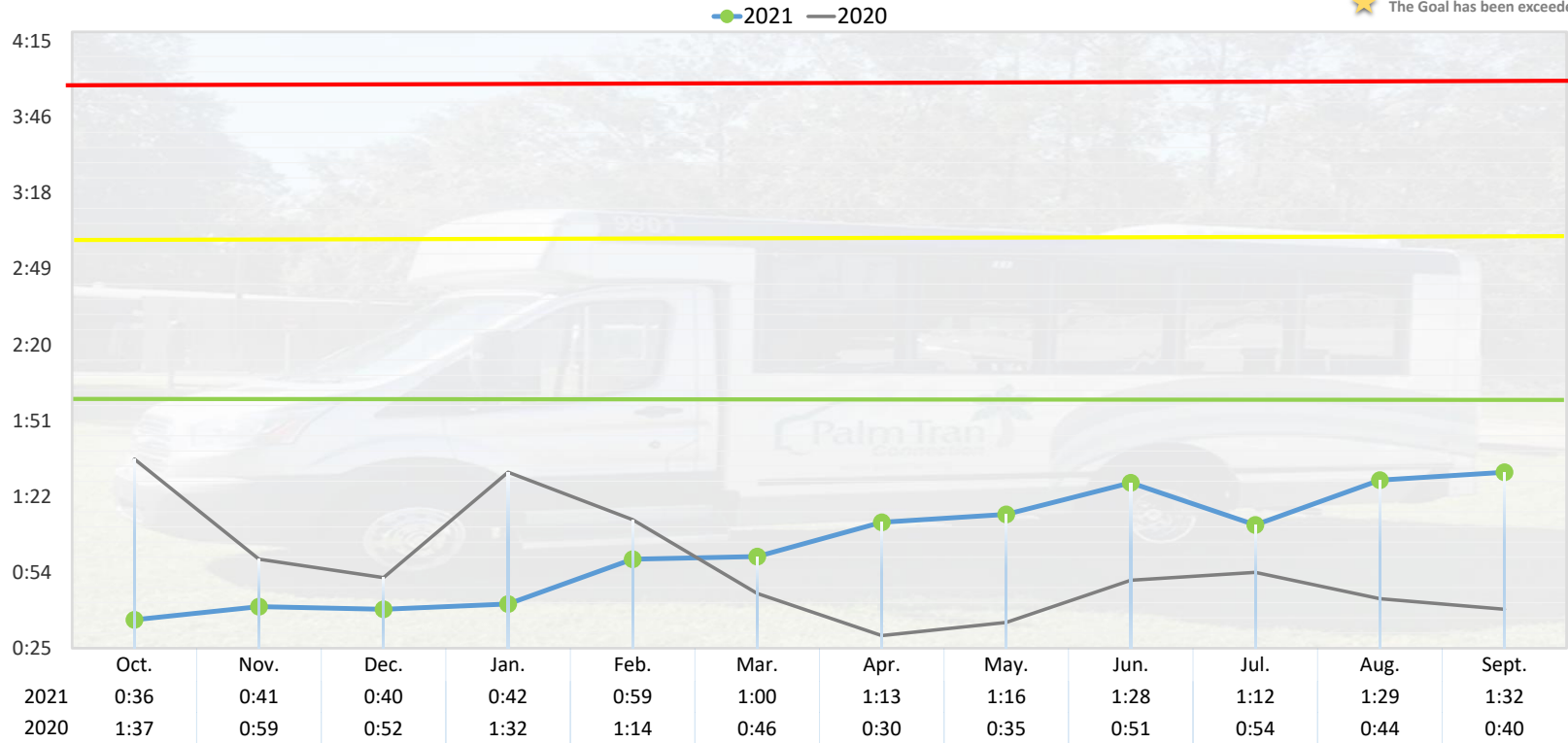
September

↑ **3.4%**

★ **1:29**



August



FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2019	● 2:16	● 1:57	● 1:47	● 2:05	● 2:05	● 2:05	● 2:06	● 1:25	● 0:57	● 0:49	● 1:08	● 1:18	● 1:40 ★
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

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2020	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.
	2021	4:00	3:00	2:00		

Narrative

Palm Tran Connection is pleased to report that during the month of September this metric exceeded the established stretch goal at a hold time of one-minute and thirty-two seconds. During the month of September, the “Where Is My Ride” hold time was one minute and thirty-two seconds, which is an increase of three seconds compared to the hold time reported during the previous month of August. The efficiencies gained as result to the implemented COVID-19 service modifications continues to yield improvements related to the customer service phone lines.

- ◆ 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 2021

Safety	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.83	● 0.62	● 0.74	● 0.66
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.93	● 1.69	● 1.74	● 1.65
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.87	● 1.03	● 1.01	● 1.02
Mobility	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Total System Ridership	2,100,000	2,325,000	2,550,000	◆ 1,386,267	◆ 1,433,093	◆ 1,537,172	◆ 1,562,757
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 13.00	◆ 13.75	◆ 12.83	◆ 12.03
Customer Satisfaction	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	74%	76%	78%	● 77.8%	▲ 75.3%	● 77.7%	● 78.3%
Mean Distance Between Failures	12,000	14,000	16,000	▲ 12,163	▲ 13,487	◆ 11,333	▲ 13,919
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.17	◆ 0.12	◆ 0.10	▲ 0.20
	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	◆ 4.07	◆ 3.84	▲ 3.24	◆ 4.02

CONNECTION QUARTERLY DASHBOARD FY 2021

Safety	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲ 1.03	▲ 1.14	● 0.88	▲ 1.15
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.74	● 1.52	● 1.16	▲ 2.34
Mobility	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Riders Per Revenue Hour	1.30	1.60	1.80	◆ 1.11	◆ 1.19	◆ 1.29	◆ 1.40
Customer Satisfaction	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	85%	90%	92%	● 94.7%	● 94.1%	● 91.1%	▲ 86.1%
Mean Distance Between Failures	6,500	7,700	9,500	◆ 8,203	◆ 12,115	◆ 11,071	● 16,055
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 2.77	● 2.30	● 3.06	● 3.52
	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲ 2.40	● 1.92	▲ 2.85	◆ 4.50
Reservations Call Hold Time	4:00	3:00	2:00	● 0:32	● 0:26	● 0:39	● 0:55
Where Is My Ride Hold Time	4:00	3:00	2:00	● 0:39	● 0:54	● 1:19	● 1:24

- ◆ 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



October 21, 2021

Clinton B. Forbes
Executive Director
Palm Tran
3201 Electronics Way
West Palm Beach, FL 33401

Dear Mr. Forbes,

I am writing to express my congratulations on being selected Corporate Executive of the Year and Palm Tran being selected as Public Agency of the Year by the Conference of Minority Transportation Officials (COMTO).

These are well-deserved recognitions – I have had the pleasure to witness Palm Tran grow as an agency under your leadership. It was my pleasure to serve on the Palm Tran Service Board (PTSB) when Palm Tran launched the Route Performance Maximization (RPM) project, which truly led to better bus service throughout the County with improved connections and greater frequency of buses. I also applaud you for bringing WiFi to the customers, introducing contactless wheelchair securement on the fixed-route system and procuring new vehicles for Palm Tran Connection.

Shortly after you arrived at Palm Tran in November 2015, you set forth to deliver on the mission of providing transit to everyone safely, efficiently and courteously. You deliver on this mission every day and these recognitions are proof of such – especially when you consider Palm Tran was selected as the Public Agency of the Year over large transit systems including those in New York and Toronto.

It is my honor and privilege to be part of a Board that delivers nationally recognized service to Palm Beach County. Thank you for your continued leadership.

Sincerely,

Carmencita Mitchell
Palm Tran Service Board Chair



Palm Tran Administrative Offices
100 North Congress Avenue
Delray Beach, FL 33445-3436
(561) 841-4200 • FAX: (561) 841-4291

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

Palm Tran Connection
50 South Military Trail, Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838 • FAX: (561) 514-8365

Clinton B. Forbes
Executive Director

Joseph P. Harrington
Service Board Liaison

■

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Carmencita Mitchell, Chair
Seat 9 - Regular Fixed-Route Bus Rider

Steven B. Grant, Vice Chairman
Seat 4 - Elected Municipal Official

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Terry Brown
Seat 1 - Rep. with Transportation Experience

VACANT
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

Jim Gibbs
Seat 5 - Business Community Representative

Donte Mickens
Seat 6 - Rep. with Multicultural Experience

Frank Stanzione
Seat 7 - Senior Citizen Representative

VACANT
Seat 8 - Certified Paratransit User

Joey Acevedo
Seat 10 - Fixed-Route Bus Operator

Allen Boyd, II
Seat 11 - Citizen at Large

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area

FIXED-ROUTE QUARTERLY DASHBOARD FY 2020

Safety	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.33	● 0.62	● 0.31	● 0.66
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.86	● 1.96	● 1.18	● 1.31
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.66	● 0.57	● 0.66	● 0.67
Mobility	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Total System Ridership	2,400,000	2,625,000	3,000,000	◆ 2,296,276	◆ 2,178,460	◆ 1,539,603	◆ 1,636,757
Riders Per Revenue Hour	19.40	19.90	25.00	◆ 17.90	◆ 17.30	◆ 12.99	◆ 13.79
Customer Satisfaction	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	74%	76%	78%	● 78.7%	● 79.1%	● 83.8%	● 81.2%
Mean Distance Between Failures	12,000	14,000	16,000	▲ 13,899	◆ 11,618	▲ 13,465	▲ 13,671
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.10	▲ 0.20	◆ 0.13	◆ 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	● 2.60	▲ 3.27	● 2.99	◆ 3.80

CONNECTION QUARTERLY DASHBOARD FY 2020

Safety	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.81	▲ 1.45	▲ 1.03	▲ 1.10
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	◆ 2.62	▲ 2.22	● 1.03	● 0.95
Mobility	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Riders Per Revenue Hour	1.50	1.80	2.00	▲ 1.60	◆ 1.49	◆ 1.01	◆ 1.10
Customer Satisfaction	Min	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	85%	90%	92%	◆ 77.6%	◆ 81.4%	● 97.8%	● 96.2%
Mean Distance Between Failures	14,000	16,000	20,000	◆ 6,425	◆ 8,706	◆ 7,145	◆ 5,922
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 1.67	● 2.00	● 1.85	● 2.05
	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 1k Trips	3.00	2.00	1.50	◆ 3.42	◆ 3.18	● 1.53	● 1.82
Reservations Call Hold Time	4:00	3:00	2:00	● 2:16	● 1:46	● 0:26	● 0:36
Where Is My Ride Hold Time	4:00	3:00	2:00	● 1:10	● 1:11	● 0:39	● 0:46

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October 21, 2021

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Joseph P. Harrington
Service Board Liaison

■

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Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area

Joel Rey
Principal/Vice President and
Director of Transportation and Transit Solutions
Tindale-Oliver
6301 NW 5th Way
Fort Lauderdale, FL 33309

Dear Mr. Rey,

I want to express my gratitude and thanks for your work on Accelerate 2031, which as you are aware is Palm Tran's Transit Development Plan (TDP) comprising transit improvements during the next ten years. I am also sincerely thankful for everyone who served on the steering committee for this important project.

I appreciate your assistance in executing 35 stakeholder meetings, six public workshops, two surveys and eight group discussions. These actions have led to the TDP truly being a community-based plan.

I personally found your survey results especially interesting as they pertain to support for dedicated funding for transit, which is something I have been advocating for quite a while.

I look forward to your presentation on the TDP during the Palm Tran Service Board (PTSB) meeting on October 28, 2021.

Sincerely,

Carmencita Mitchell
Palm Tran Service Board Chair

October 21, 2021

Clinton B. Forbes
Executive Director
Palm Tran
3201 Electronics Way
West Palm Beach, FL 33401

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Steven B. Grant, Vice Chairman
Seat 4 - Elected Municipal Official

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Terry Brown
Seat 1 - Rep. with Transportation Experience

VACANT
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

Jim Gibbs
Seat 5 - Business Community Representative

Donte Mickens
Seat 6 - Rep. with Multicultural Experience

Frank Stanzione
Seat 7 - Senior Citizen Representative

VACANT
Seat 8 - Certified Paratransit User

Joey Acevedo
Seat 10 - Fixed-Route Bus Operator

Allen Boyd, II
Seat 11 - Citizen at Large

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area