

# PERFORMANCE REPORT

## JANUARY 2024 (FY2024)

Performance Management Office



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



# INTRODUCTION/BACKGROUND

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In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark peer agencies. CUTR provided a detailed review of Palm Tran's performance metrics and made several presentations to the Executive Leadership Team and the Palm Tran Service Board (PTSB). As a result of CUTR's benchmarking Palm Tran against nine (9) peer agencies; metrics, targets and goals were recommended. These recommendations serve as the basis for the creation of Palm Tran's performance monitoring and improvement process. The Performance Management Office (PMO) was launched in October 2016 as part of Palm Tran's reorganization. The PMO is responsible for producing monthly reports using the Balanced Scorecard Approach, which reviews and analyzes key performance indicators across both fixed route and paratransit operations.

Each metric on the balance scorecards, referred to as "dashboards", is represented as a trend analysis comparing month to month. It also compares current performance to the prior fiscal year. These metrics reflect Palm Tran's commitment to monitor progress towards fulfilling its Vision, Mission, and Core Values. The report provides an annual comparison, and is utilized by the Executive Leadership Team (ELT) and the Palm



JANUARY 2024

# PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	714,048
Riders Per Revenue Hour	16.3
All Customer Concerns per 10K Boardings	2.93
Vehicle Revenues Miles	627,580
Total Revenue Hours	43,729



Connection	
Ridership	72,771
Riders Per Revenue Hour	1.39
All Customer Concerns per 1K Trips	2.44
Vehicle Revenue Miles	945,505
Total Revenue Hours	52,475



Go Glades	
Ridership	9,642
Riders Per Revenue Hour	4.38
All Customer Concerns per 1K Boardings	0.00
Vehicle Revenue Miles	35,636
Total Revenue Hours	2,202

Through Palm Tran's *PT-Stat* program, Palm Tran continues to make improvements to move the needle in the right direction on metrics slightly below minimum standards. There are a number of initiatives that are ongoing that will continue to improve the overall performance and ultimately will contribute to providing the highest level of service to the residents and visitors of Palm Beach County.



Performance Management Office



## FIXED-ROUTE DASHBOARD FY 2024

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	1.11	●	0.65	▲	1.33	●	0.48						● 0.89
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	●	1.74	●	1.14	▲	2.50	●	1.75						● 1.78
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	1.27	▲	1.38	●	1.18	●	1.25						● 1.27
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	▲	723,240	◆	676,185	◆	658,623	▲	714,048						● 2,772,096
Riders Per Revenue Hour	16.5	18.3	20.1	▲	16.5	◆	15.7	◆	15.6	◆	16.3						◆ 16.0
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	●	76.3%	▲	75.9%	▲	75.2%	▲	75.5%						▲ 75.7%
Mean Distance Between Failures	12,000	14,000	16,000	◆	5,950	◆	7,307	◆	7,512	◆	4,942						◆ 6,428
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆	0.15	◆	0.13	◆	0.12	◆	0.20						◆ 0.15
	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	●	2.83	▲	3.02	●	2.66	●	2.93						● 2.86

## CONNECTION DASHBOARD FY 2024

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	●	0.95	▲	1.42	●	0.49	●	0.53						● 0.85
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.66	●	1.94	●	1.96	●	1.16						● 1.68
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	▲	1.46	▲	1.41	◆	1.23	▲	1.39						▲ 1.37
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆	82.6%	◆	83.0%	◆	82.9%	◆	84.6%						◆ 83.3%
Mean Distance Between Failures	6,500	7,700	9,500	●	11,528	●	9,326	●	12,188	●	18,539						● 12,895
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.39	●	2.02	●	2.01	●	2.44						● 2.22
	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	●	1.77	●	1.53	▲	2.02	●	1.42						● 1.68
Reservations Call Hold Time	4:00	3:00	2:00	◆	7:09	◆	4:23	◆	4:54	▲	3:40						◆ 5:01
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:40	●	2:05	▲	3:16	●	2:20						● 2:35

◆ Minimum/Maximum has not been met

▲ Metric is at or above/below the Minimum/Maximum, but not at the Target

● Target has been met or exceeded

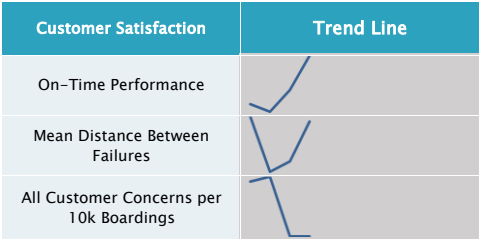
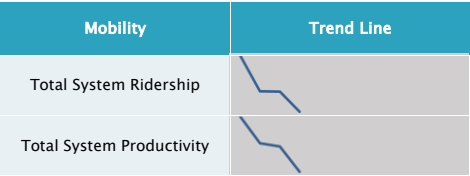
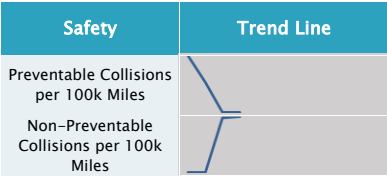
★ The Goal has been exceeded



# GO GLADES DASHBOARD FY2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.52	● 0.28	● 0.00	● 0.00									● 0.20
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.27	● 0.28									● 0.14
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.84	● 4.62	● 4.59	● 4.38									● 4.61
Total System Ridership	3,600	5,400	7,300	● 11,109	● 10,175	● 10,169	● 9,642									● 41,095
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	● 93.7%	● 93.2%	● 94.6%	● 96.8%									● 94.6%
Mean Distance Between Failures	6,500	7,700	9,500	● 38,534	◆ 6,039	● 12,151	● 35,636									● 13,350
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.18	● 0.20	● 0.00	● 0.00									● 0.10



- ◆ 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 2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 1.11	● 0.65	▲ 1.33	● 0.48									● 0.89
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.74	● 1.14	▲ 2.50	● 1.75									● 1.78
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.27	▲ 1.38	● 1.18	● 1.25									● 1.27
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	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048									● 2,772,096
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3									◆ 16.0
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%									▲ 75.7%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942									◆ 6,428
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.13	◆ 0.12	◆ 0.20									◆ 0.15
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	▲ 3.02	● 2.66	● 2.93									● 2.86

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

Mobility	Trend Line
Total System Ridership	
Total System Productivity	

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

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

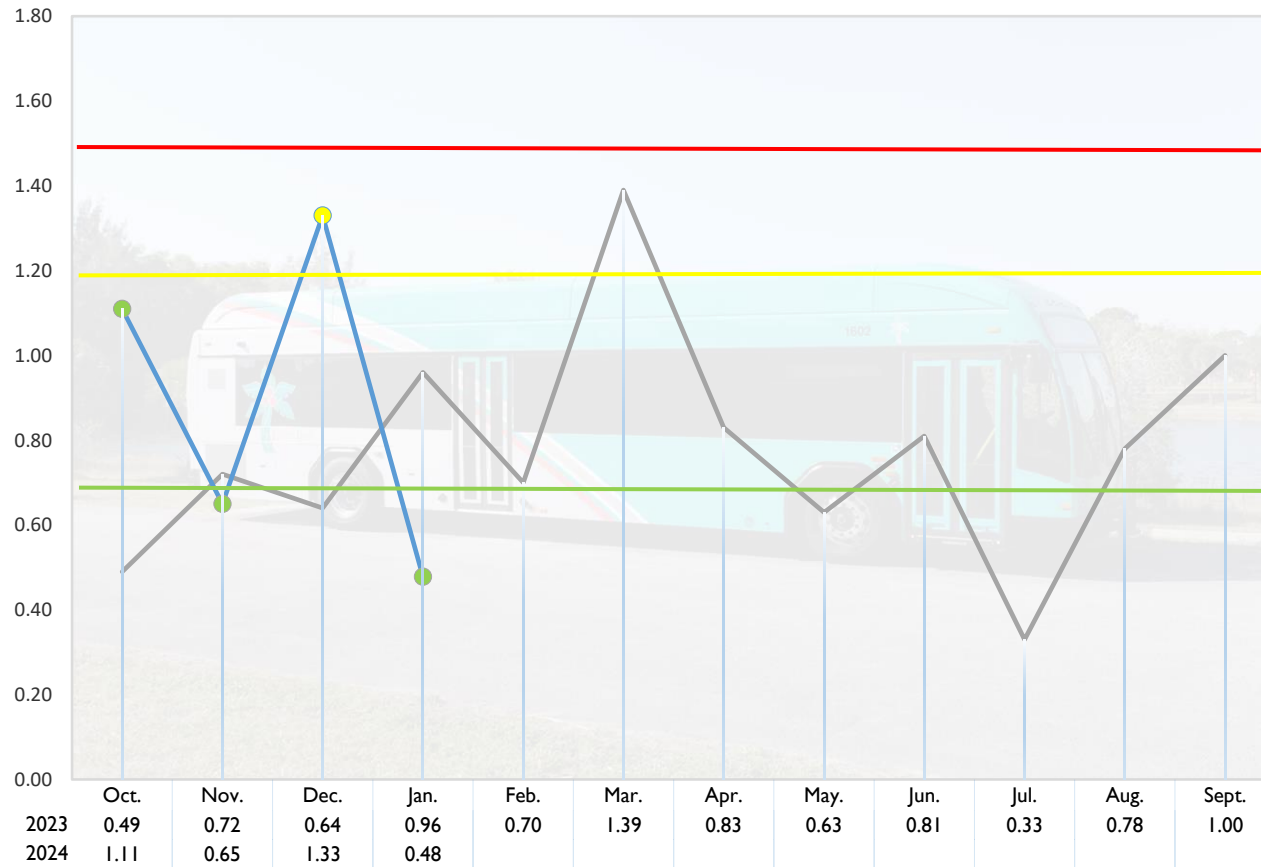
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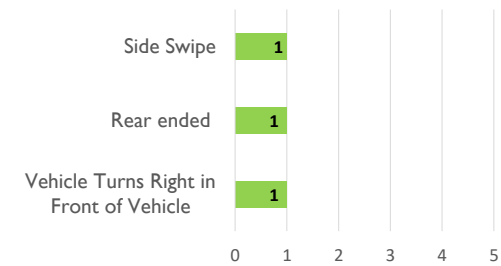
# Fixed-Route Preventable Collisions per 100K Miles

—2023 —2024

★ The Goal has been exceeded



## Categories of Preventable Collisions



## Narrative

Palm Tran is pleased to report that this metric has exceeded the established stretch goal. Palm Tran experienced three (3) preventable collisions during January, compared to eight (8) preventable collisions in December. In January, fixed-route vehicles traveled 627,580 revenue miles while in service, compared to 600,946 vehicle revenue miles in December. Therefore, the preventable collisions per 100K miles metric experienced a sharp decrease from 1.33 to 0.64.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.00	0.44	0.44	0.84	0.73	0.58	0.51	0.47	0.28	0.67	1.11	0.17	0.52 ★
2021	0.79	0.71	0.65	0.34	0.54	0.64	0.66	0.45	1.00	0.28	0.86	0.90	0.65 ★
2022	0.16	0.49	0.63	1.45	0.17	1.39	0.32	1.00	0.50	1.17	0.16	0.36	0.66 ★
2023	0.49	0.72	0.64	0.96	0.70	1.39	0.83	0.63	0.81	0.33	0.78	1.00	0.77 ★
2024	1.11	0.65	1.33	0.48									0.89

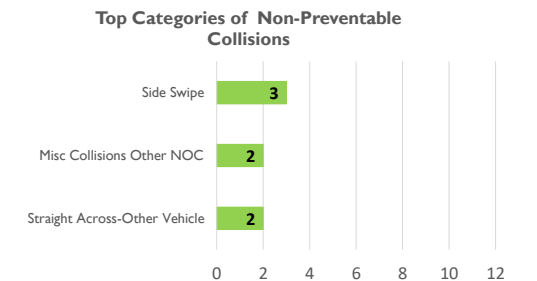
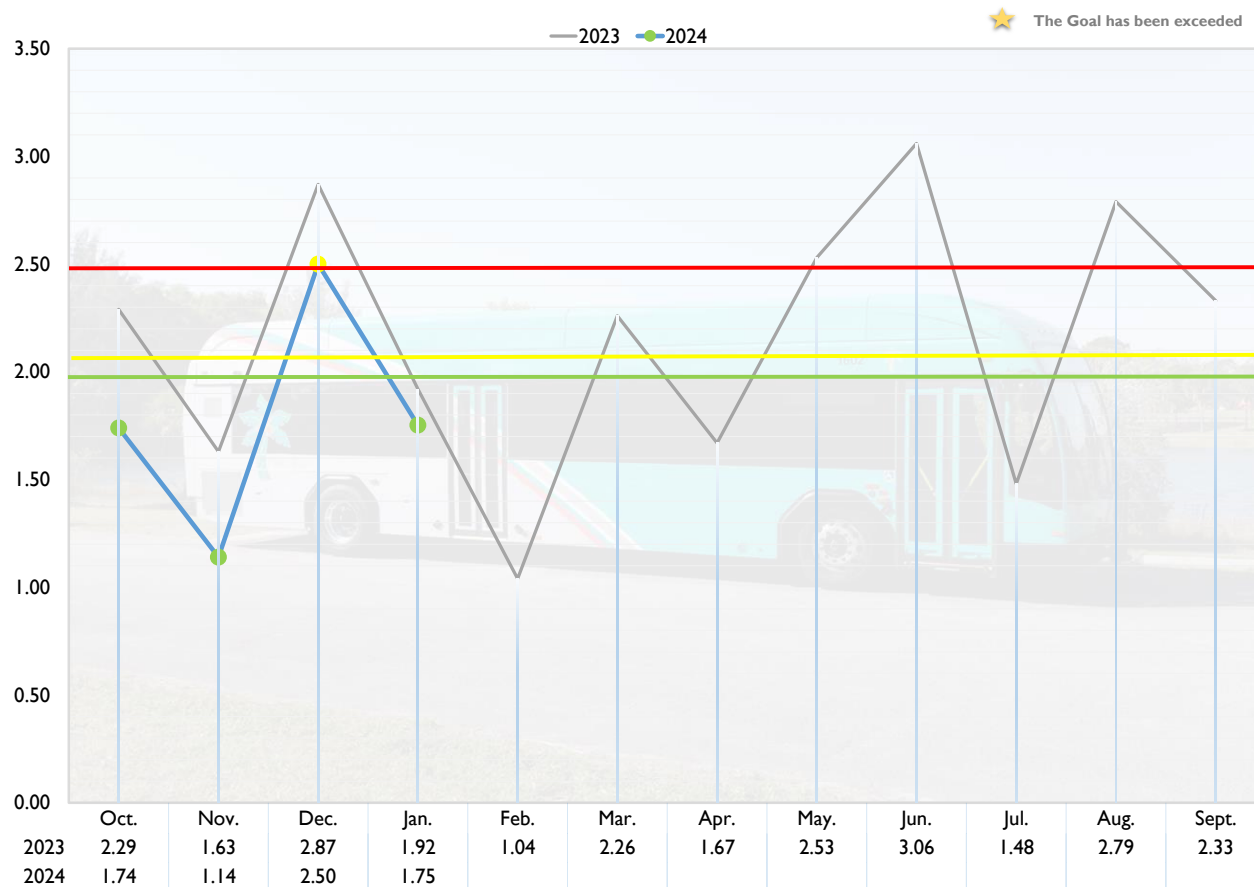
  

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2023	1.50	1.20	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2024	1.50	1.20	0.70		

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



# Fixed-Route Non-Preventable Collisions per 100k Miles



## Narrative

Palm Tran is pleased to report that this metric has surpassed the established stretch goal. In January, the Non-Preventable Collisions per 100k Miles metric experienced a significant decrease. Non-preventable accidents decreased from fifteen (15) in December to eleven (11) in January. The top categories of Non-Preventable Collisions for January included "Sideswipe" and "Straight Across-Other Vehicle". The PT-Stat Safety Team continually works on initiatives to reduce collisions and provide a safe and efficient service.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.30	● 2.07	● 1.32	◆ 2.93	● 1.61	● 1.45	● 0.67	● 1.41	● 1.53	● 1.87	● 0.95	● 1.00	● 0.52 ★
2021	▲ 2.22	▲ 2.31	● 1.61	● 1.35	● 1.61	▲ 2.39	● 1.16	● 1.35	▲ 2.14	● 1.93	● 1.28	● 1.79	● 1.76 ★
2022	● 1.93	● 1.65	▲ 2.22	▲ 2.42	● 1.73	◆ 3.09	● 1.62	● 1.33	● 1.51	● 1.50	● 1.73	● 1.27	● 1.85 ★
2023	▲ 2.29	● 1.63	◆ 2.87	● 1.92	● 1.04	▲ 2.26	● 1.67	▲ 2.53	◆ 3.06	● 1.48	◆ 2.79	▲ 2.33	▲ 2.16
2024	● 1.74	● 1.14	▲ 2.50	● 1.75									● 1.78

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2023	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2024	2.50	2.10	2.00		

## Narrative

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



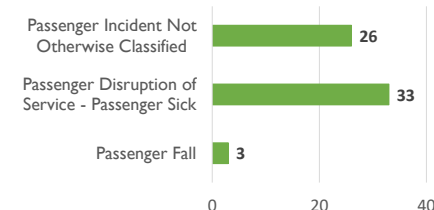


# Fixed-Route Total Incidents per 10,000 Boardings

— 2023 — 2024

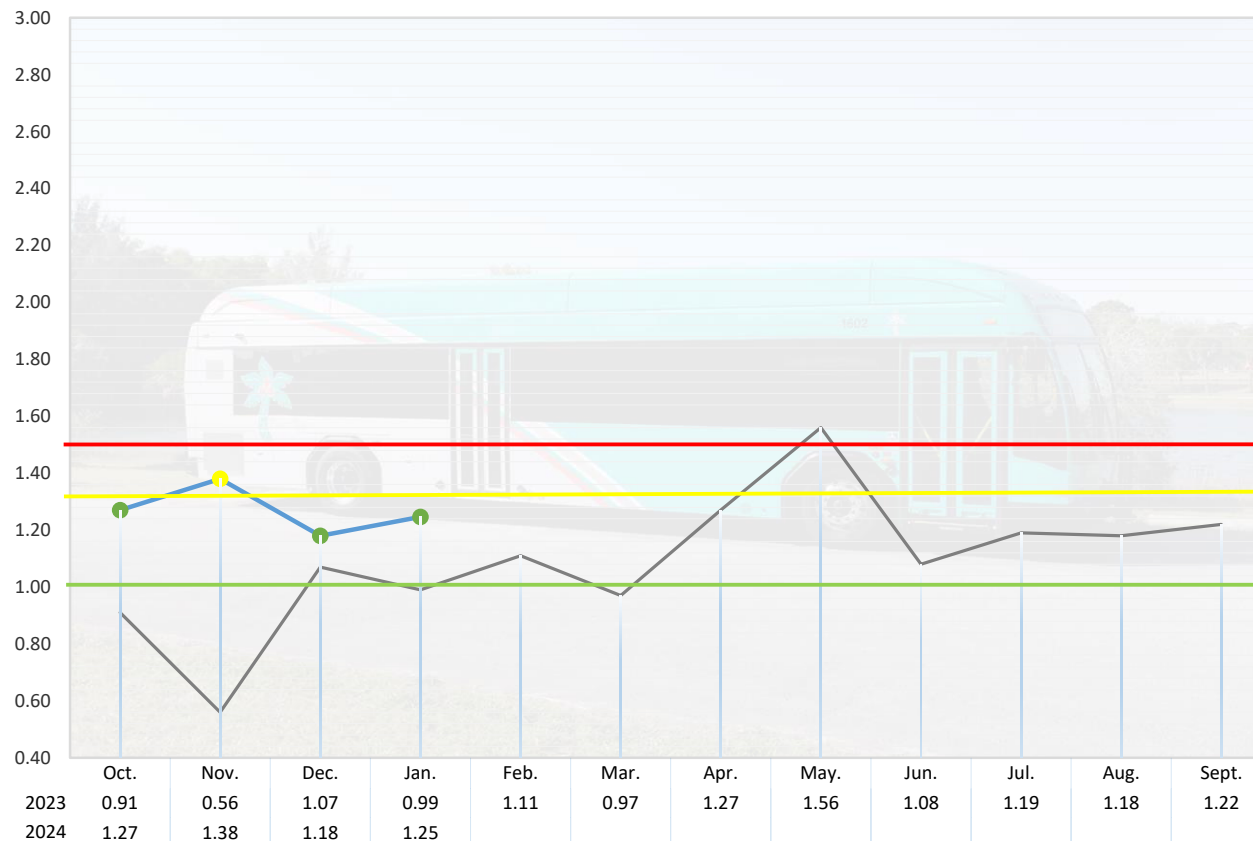
★ The Goal has been exceeded

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



## Narrative

Palm Tran is pleased to report that this metric has continued to exceed the established target goal. In January, the ratio of total incidents per 10,000 boardings increased slightly from 1.18 to 1.25. During this period, Palm Tran encountered a total of eighty-nine (89) incidents, compared to seventy-eight (78) incidents in December. The top categories of incidents were "Passenger Incident NOC," "Passenger Disruption of Service - Passenger Sick/Fare Dispute," and "Passenger Fall." The PT-Stat Safety Team continues to work on initiatives to further reduce incidents and provide a safe and efficient service.

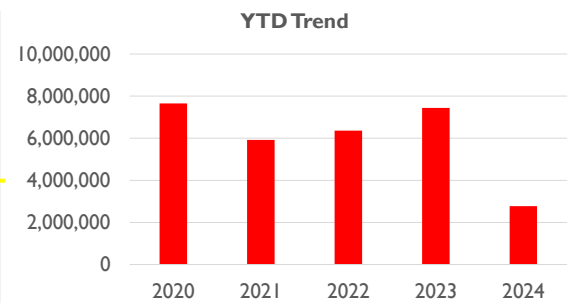
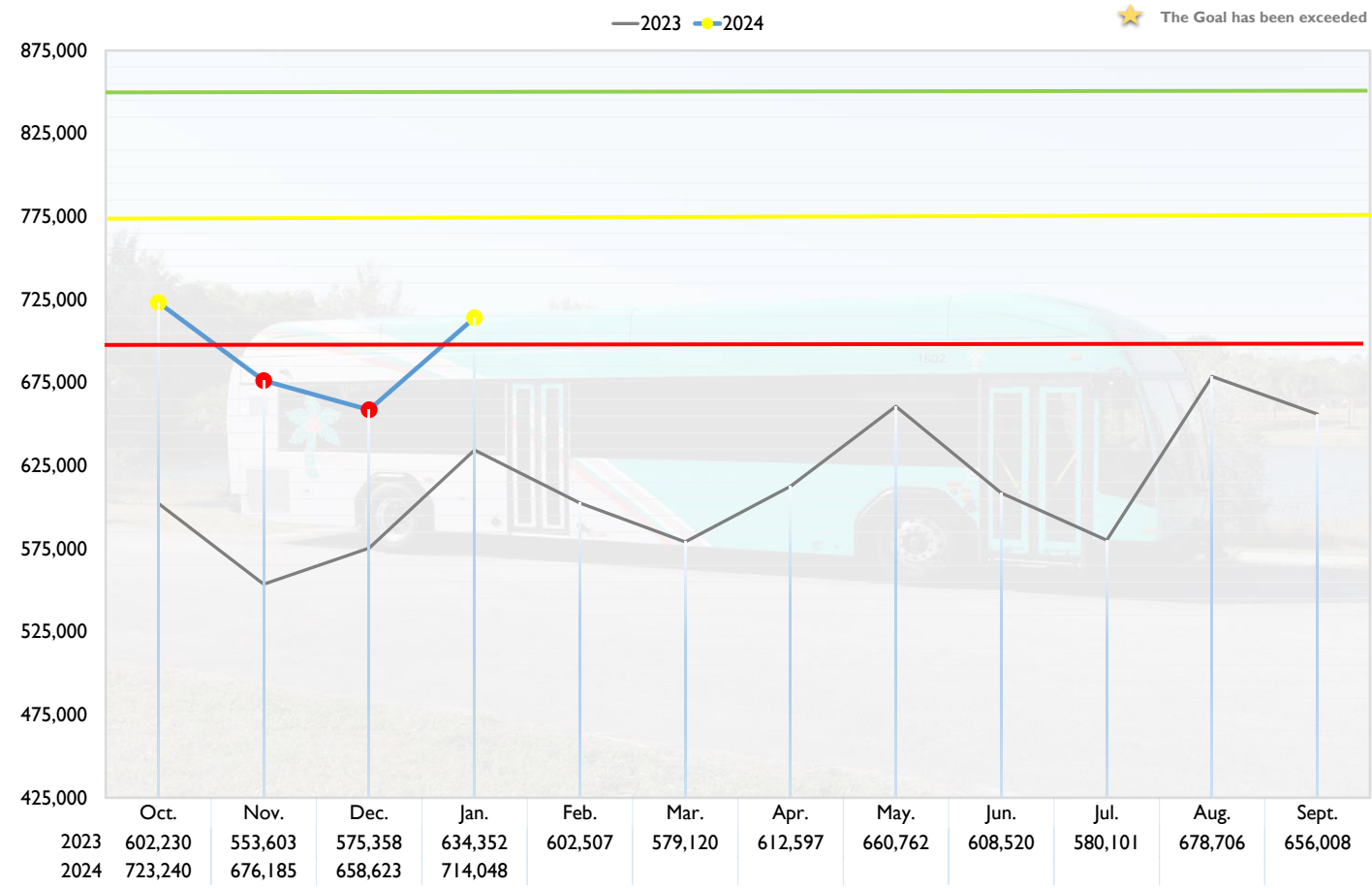


FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	2.30	2.07	1.32	2.93	1.61	1.45	0.67	1.41	1.53	1.87	0.95	1.00	1.62
2021	0.66	1.17	0.81	0.88	1.06	1.12	1.27	0.92	1.15	0.95	1.11	1.01	1.01
2022	0.72	0.48	1.01	0.84	0.97	0.82	0.72	0.98	0.98	0.92	1.14	1.04	1.04
2023	0.91	0.56	1.07	0.99	1.11	0.97	1.27	1.56	1.08	1.19	1.18	1.22	1.09
2024	1.27	1.38	1.18	1.25									1.27
Mobility	FY	Max	Target	Goal	Metric Calculation				Metric Description				
Total Incidents per 10,000 Boardings	2023	1.50	1.30	1.00	(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000				The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in addition to any other incident classified by operations (such as: disturbances, ejection, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.				
	2024	1.50	1.30	1.00									

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



Fixed-Route Total System Ridership



**Narrative**

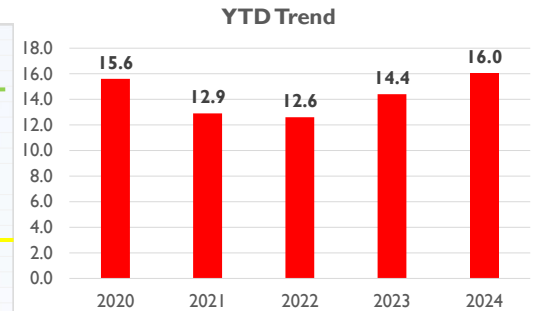
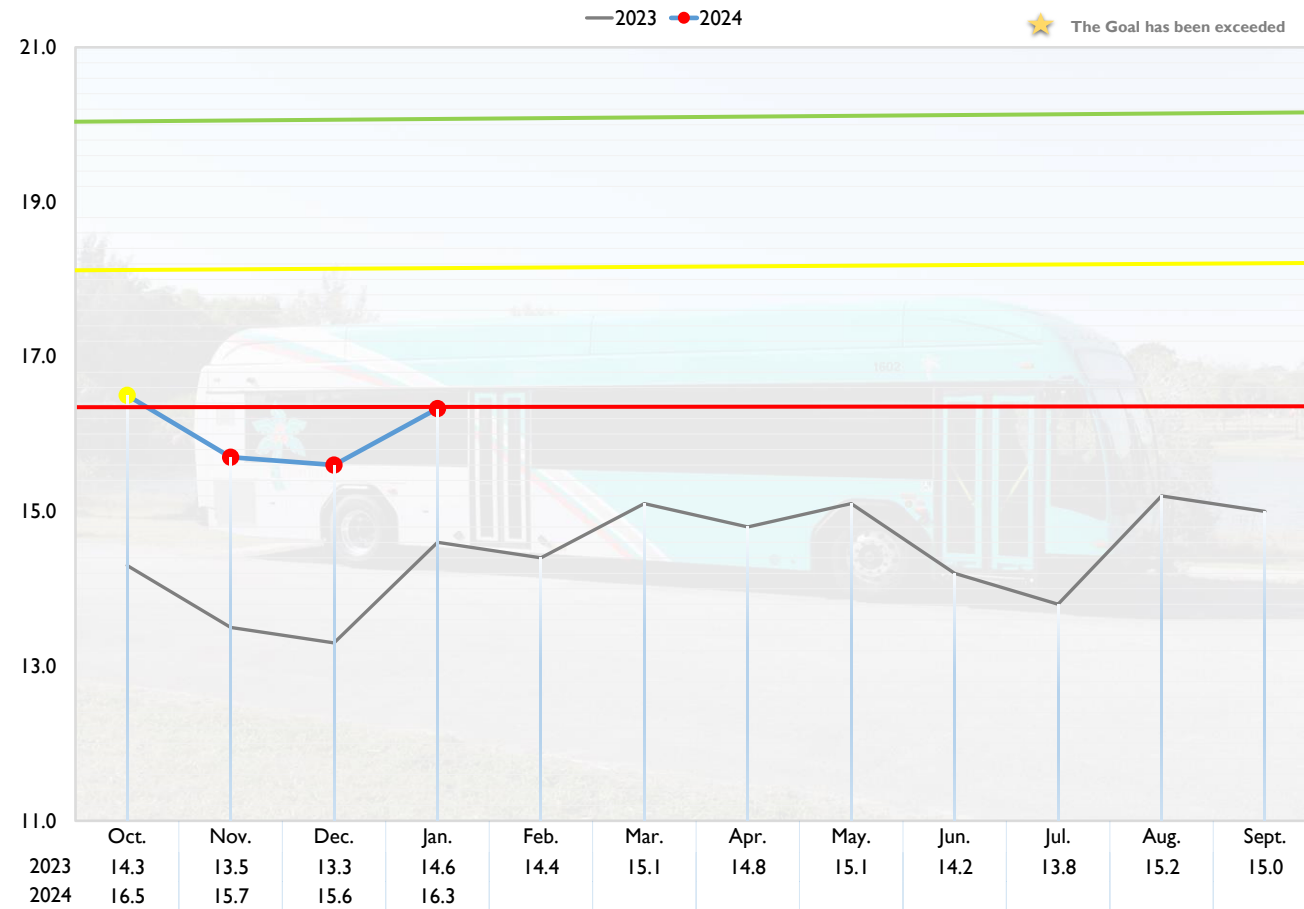
Palm Tran is pleased to report, for the second time in FY24, that fixed-route ridership has surpassed the minimum set goal. During the month of January, fixed-route ridership totaled 714,048, reflecting a net increase of 8.4% (an additional 55,425 riders) from the previous month of December. Additionally, January's total ridership represents a 12.6% increase compared to January 2023, indicating there were 79,696 more riders for the month than last fiscal year. Although Palm Tran is currently experiencing ridership challenges due to the COVID-19 pandemic, this data indicates an optimistic future regarding total ridership.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703	◆ 642,330	◆ 462,991	◆ 488,515	◆ 588,187	◆ 637,962	◆ 540,694	◆ 458,101	◆ 7,651,186
2021	◆ 486,639	◆ 428,495	◆ 471,133	◆ 453,069	◆ 454,505	◆ 525,519	◆ 494,676	◆ 520,496	◆ 522,000	◆ 528,118	◆ 531,710	◆ 502,929	◆ 5,919,289
2022	◆ 543,109	◆ 516,763	◆ 523,457	◆ 509,548	◆ 502,818	◆ 573,349	◆ 531,430	◆ 538,420	◆ 511,974	◆ 510,224	◆ 578,595	◆ 517,495	◆ 6,357,182
2023	◆ 602,230	◆ 553,603	◆ 575,358	◆ 634,352	◆ 602,507	◆ 579,120	◆ 612,597	◆ 660,762	◆ 608,520	◆ 580,101	◆ 678,706	◆ 656,008	◆ 7,442,864
2024	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048									◆ 2,772,096

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2023	700,000	775,000	850,000	Total Count of Passenger Boardings	The aggregate number of Fixed Route customer boardings. Note: Palm Tran ridership is being captured with the FTA certified APC (Automated Passenger Counter) System.
	2024	700,000	775,000	850,000		

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

# Fixed-Route Riders Per Revenue Hour



**Narrative**

During January, the Riders per Revenue Hour ratio increased from 15.6 Riders per Revenue Hour in December to 16.3. This increase is attributed to the total fixed-route ridership rising by 8.4% (55,425 riders), combined with fixed-route revenue hours increasing by 3.8% (1,611 hours), resulting in an improvement in this performance measure. Although Palm Tran is currently facing ridership challenges directly linked to the COVID-19 pandemic, recent data indicates an optimistic future regarding overall total ridership recovery.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9	◆ 18.3	◆ 15.6	◆ 12.6	◆ 12.7	◆ 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
2022	◆ 12.7	◆ 12.4	◆ 12.2	◆ 12.0	◆ 12.7	◆ 12.8	◆ 12.5	◆ 12.5	◆ 12.5	◆ 12.4	◆ 13.1	◆ 13.7	◆ 12.6
2023	◆ 14.3	◆ 13.5	◆ 13.3	◆ 14.6	◆ 14.4	◆ 15.1	◆ 14.8	◆ 15.1	◆ 14.2	◆ 13.8	◆ 15.2	◆ 15.0	◆ 14.4
2024	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3									◆ 16.0
Mobility	FY	Min	Target	Goal	Metric Calculation				Metric Description				
Riders Per Revenue Hour	2023	16.5	18.3	20.1	Total Fixed Route Boardings/ Total Fixed Route Revenue Hours				The aggregate average number of Fixed Route customer boardings occurring in each revenue hour.				
	2024	16.5	18.3	20.1									

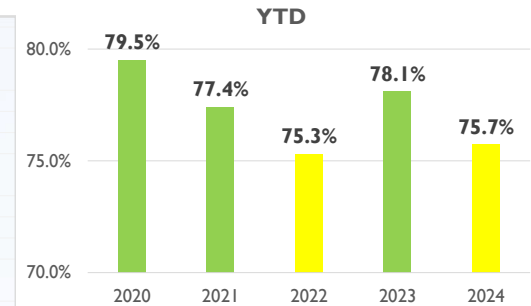
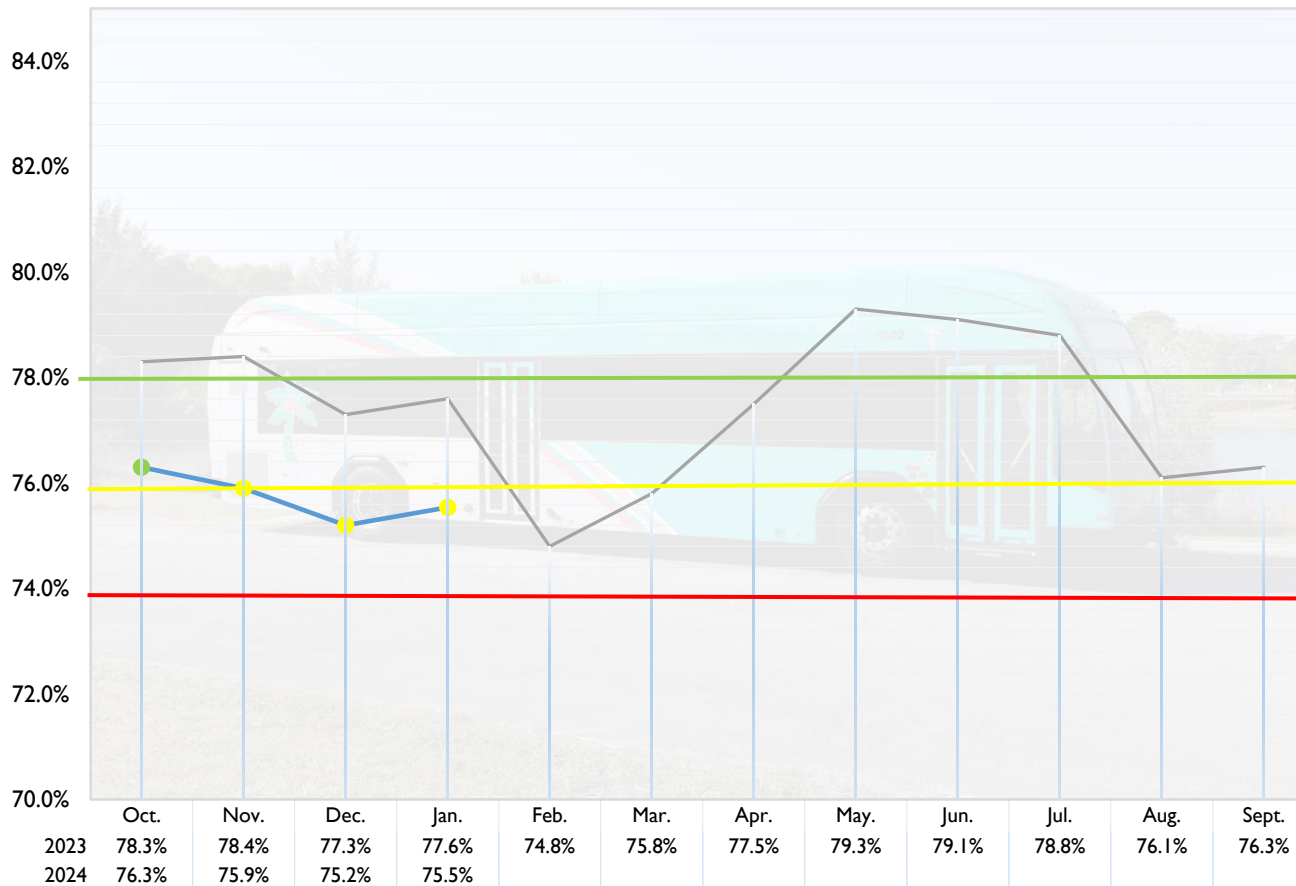
- ◆ Minimum/Maximum has not been met
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# Fixed Route - On Time Performance

—2023 —2024

★ The Goal has been exceeded



**Narrative**

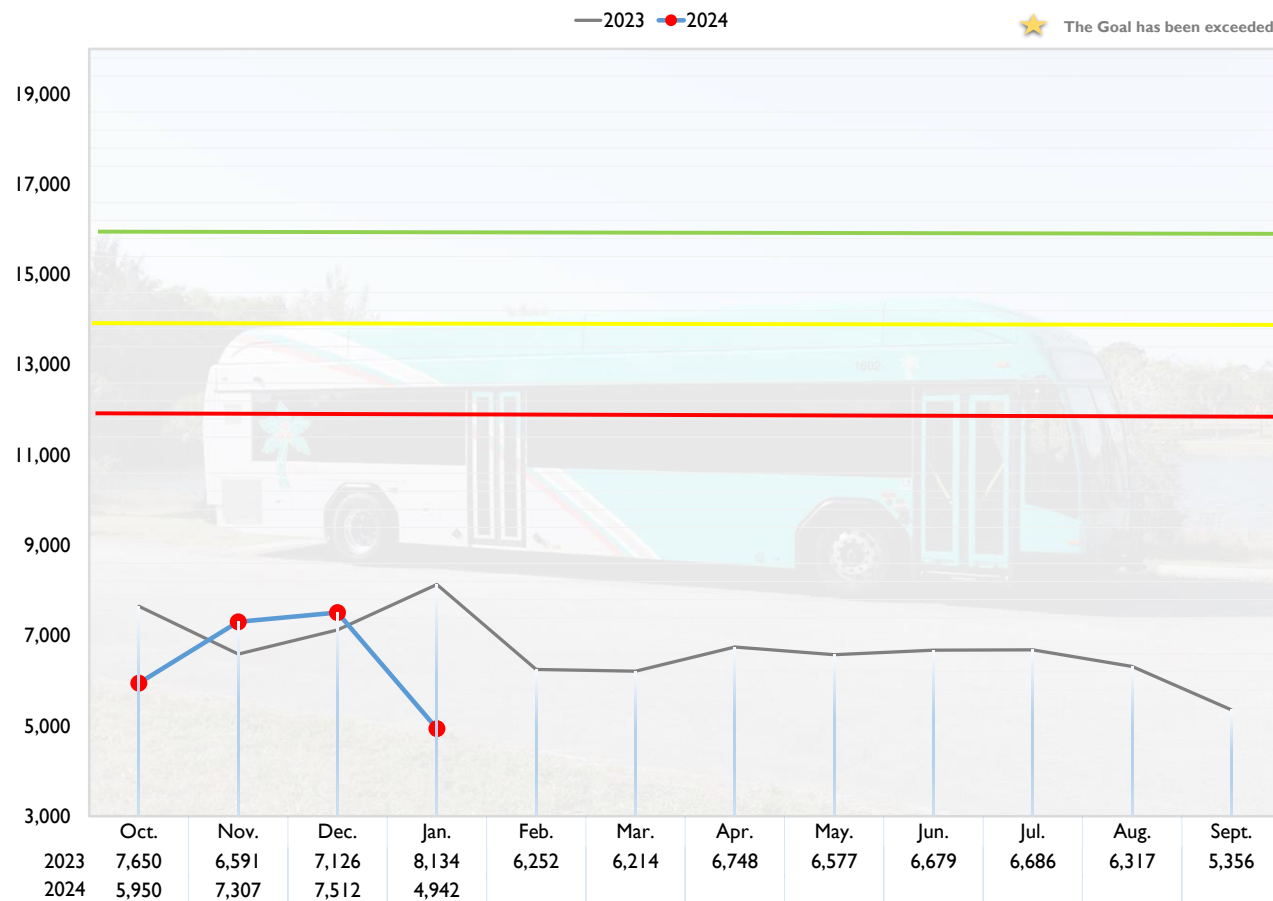
During January, the fixed-route on-time performance (OTP) metric increased from 75.2% to 75.5%. This represents an increase of 0.30 percentage points for this metric, largely due to a slight decrease in early departures. The PT-Stat Service Enhancement Team is consistently seeking initiatives to enhance the OTP metric.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 79.7%	● 78.3%	● 77.9%	● 78.9%	● 77.7%	● 80.9%	● 84.4%	● 83.5%	● 83.6%	● 83.4%	● 80.4%	● 79.9%	● 79.5%★
2021	● 80.7%	● 77.7%	● 76.2%	▲ 75.3%	▲ 75.7%	▲ 74.9%	▲ 74.6%	● 78.7%	● 79.9%	● 79.8%	● 78.1%	● 76.9%	● 77.4%★
2022	▲ 75.8%	◆ 73.2%	◆ 70.0%	◆ 73.5%	▲ 74.4%	▲ 74.3%	▲ 74.8%	● 77.8%	● 79.1%	● 78.8%	● 76.1%	▲ 75.8%	▲ 75.3%
2023	● 78.3%	● 78.4%	● 77.3%	● 77.6%	▲ 74.8%	▲ 75.8%	● 77.5%	● 79.3%	● 79.1%	● 78.8%	● 76.1%	● 76.3%	● 78.1%★
2024	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%									▲ 75.7%
Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation			Metric Description					
On-Time Performance	2023	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.					
	2024	74%	76%	78%									

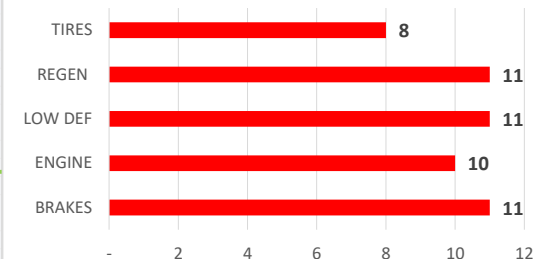
- ▲ Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Fixed-Route Mean Distance Between Failures



## Top Categories of Mechanical Failures



## Narrative

During January, the Mean Distance Between Failures (MDBF) decreased from 7,512 in December to 4,942. During this period, fixed-route vehicles traveled 2,507 miles less before experiencing a mechanical failure compared to the previous month. Additionally, there were 47 more road failures in January compared to the previous month. The top mechanical failures for January were categorized as "Brakes," "Low Def," and "Regen." The PT-Stat Safety Team is currently seeking ways to improve the agency's MDBF.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 12,653
2022	◆ 5,925	◆ 5,888	◆ 6,777	◆ 7,934	◆ 9,616	▲ 13,224	◆ 11,434	▲ 13,329	● 16,515	◆ 11,079	◆ 11,966	▲ 12,492	◆ 9,427
2023	◆ 7,650	◆ 6,591	◆ 7,126	◆ 8,134	◆ 6,252	◆ 6,214	◆ 6,748	◆ 6,577	◆ 6,679	◆ 6,686	◆ 6,317	◆ 5,356	◆ 9,427
2024	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942									◆ 6,428

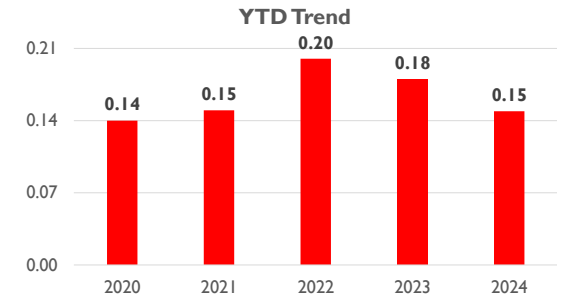
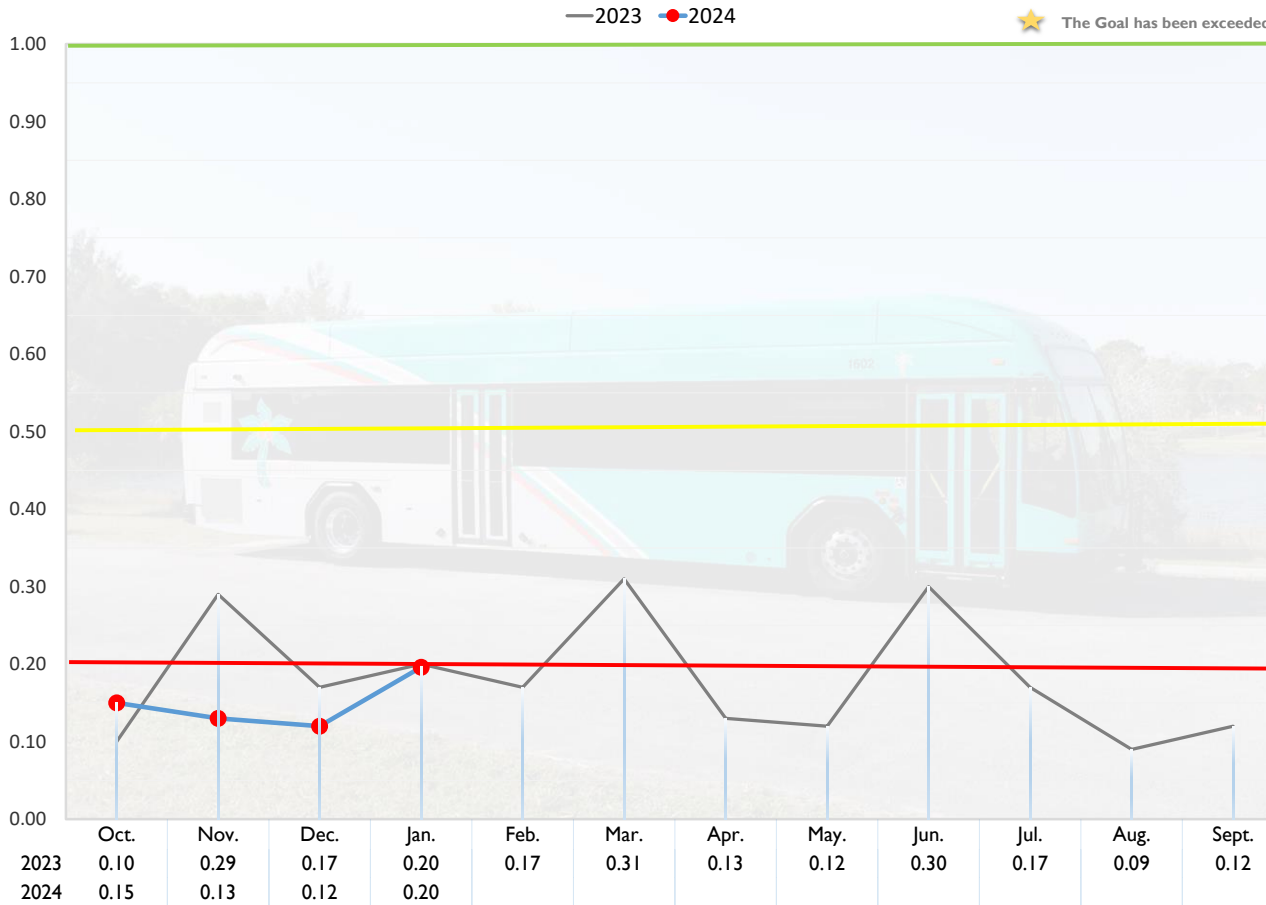
Mobility	Y	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2023	12,000	14,000	16,000	(Total Vehicle Revenue Miles)/(Total Fixed Route Major Mechanical Failures)	The average number of revenue miles driven by Fixed Route Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip. <b>Note:</b> As of FY2023 Palm Tran is using Revenue Miles instead of Total Miles for this calculation to align with the NTD methodology.
	2024	12,000	14,000	16,000		

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





# Fixed-Route All Customer Commendations per 10k Boardings



**Narrative**

During January, Palm Tran received a total of fourteen (14) customer commendations, which is almost double the eight (8) commendations received for the previous month. The commendations acknowledged courteous bus operators, customer service representatives, and planning. The Palm Tran PT-Stat Customer Experience Team continues to work on initiatives to improve service delivery, aiming to generate more customer commendations.

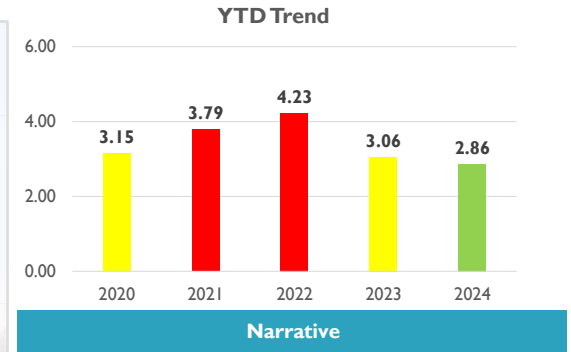
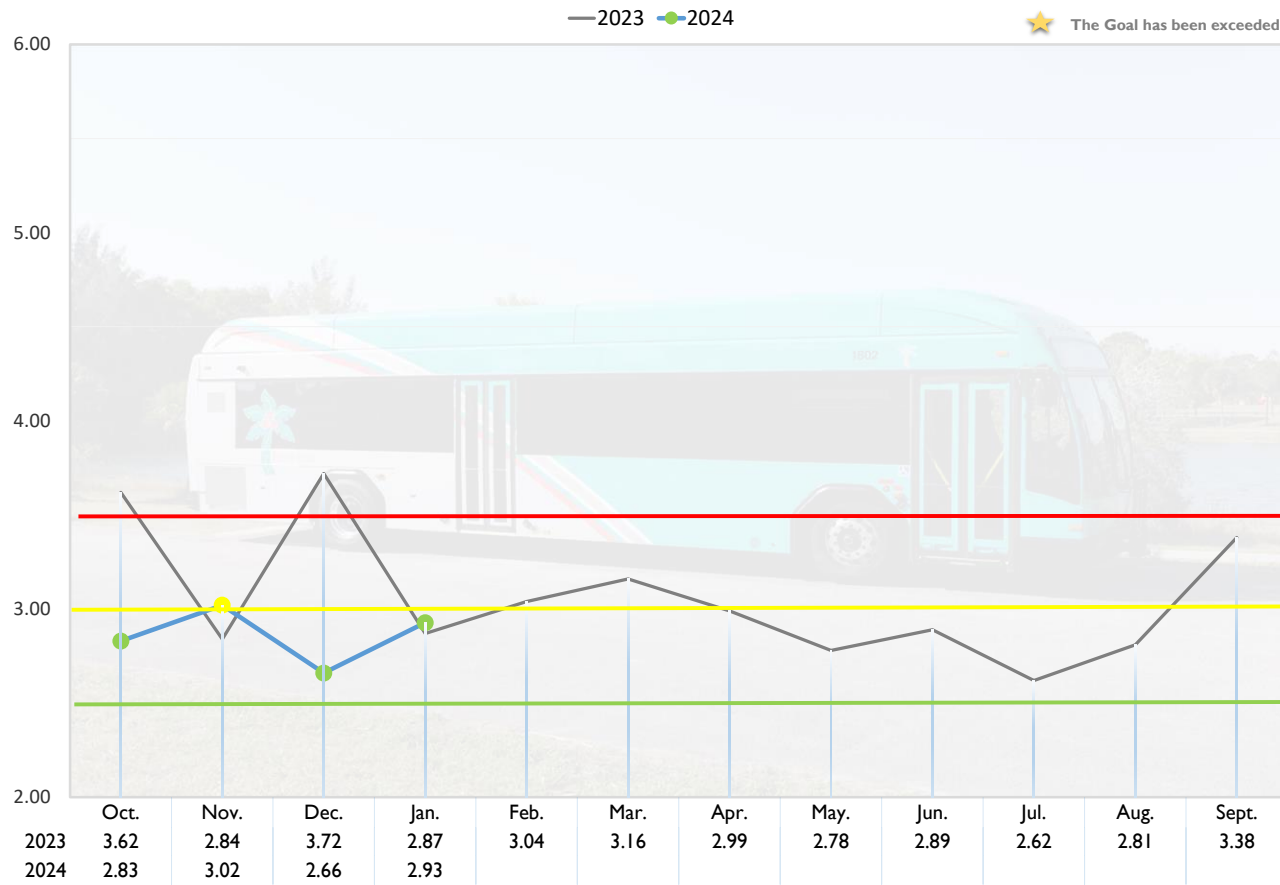
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.08	0.05	0.17	0.10	0.15	0.37	0.17	0.08	0.14	0.13	0.06	0.20	0.14
2021	0.14	0.05	0.30	0.09	0.09	0.17	0.10	0.04	0.17	0.21	0.21	0.18	0.15
2022	0.15	0.39	0.25	0.22	0.14	0.33	0.04	0.07	0.18	0.25	0.24	0.15	0.20
2023	0.10	0.29	0.17	0.20	0.17	0.31	0.13	0.12	0.30	0.17	0.09	0.12	0.18
2024	0.15	0.13	0.12	0.20									0.15

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2023	0.20	0.50	1.00	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed-Route Customer Commendations per 10,000 boardings.
	2024	0.20	0.50	1.00		

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



# Fixed-Route All Customer Concerns per 10k Boardings



Palm Tran is pleased to report that this metric has surpassed the established stretch goal. During January, the Customer Concerns per 10,000 boardings metric increased from 2.66 to 2.93. The total logged concerns were one hundred seventy-five (175) in December, compared to two hundred nine (209) in January. The top categories for concerns were "Discourteous Driver" and "Pass-Up." The PT-Stat Customer Experience Team continues to work on initiatives to improve and provide excellent customer service and address customer concerns.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 2.38	● 2.59	▲ 3.15	▲ 3.23	▲ 3.37	▲ 3.19	● 2.42	▲ 3.28	▲ 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
2022	◆ 4.12	◆ 3.77	◆ 4.34	◆ 4.20	◆ 5.17	◆ 5.62	◆ 4.20	◆ 4.03	● 2.91	▲ 3.10	◆ 4.49	◆ 4.64	◆ 4.23
2023	◆ 3.62	● 2.84	◆ 3.72	● 2.87	▲ 3.04	▲ 3.16	● 2.99	● 2.78	● 2.89	● 2.62	● 2.81	▲ 3.38	▲ 3.06
2024	● 2.83	▲ 3.02	● 2.66	● 2.93									● 2.86
Mobility	FY	Max	Target	Goal	Metric Calculation			Metric Description					
All Customer Concerns per 10k Boardings	2023	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000			Customer concerns per 10,000 boardings.					
	2024	3.50	3.00	2.50									

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



## CONNECTION DASHBOARD FY 2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2024
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.95	▲ 1.42	● 0.49	● 0.53									● 0.85
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16									● 1.68
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	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39									▲ 1.37
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%									◆ 83.3%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539									● 12,895
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.39	● 2.02	● 2.01	● 2.44									● 2.22
	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	● 1.77	● 1.53	▲ 2.02	● 1.42									● 1.68
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40									◆ 5:01
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:40	● 2:05	▲ 3:16	● 2:20									● 2:35

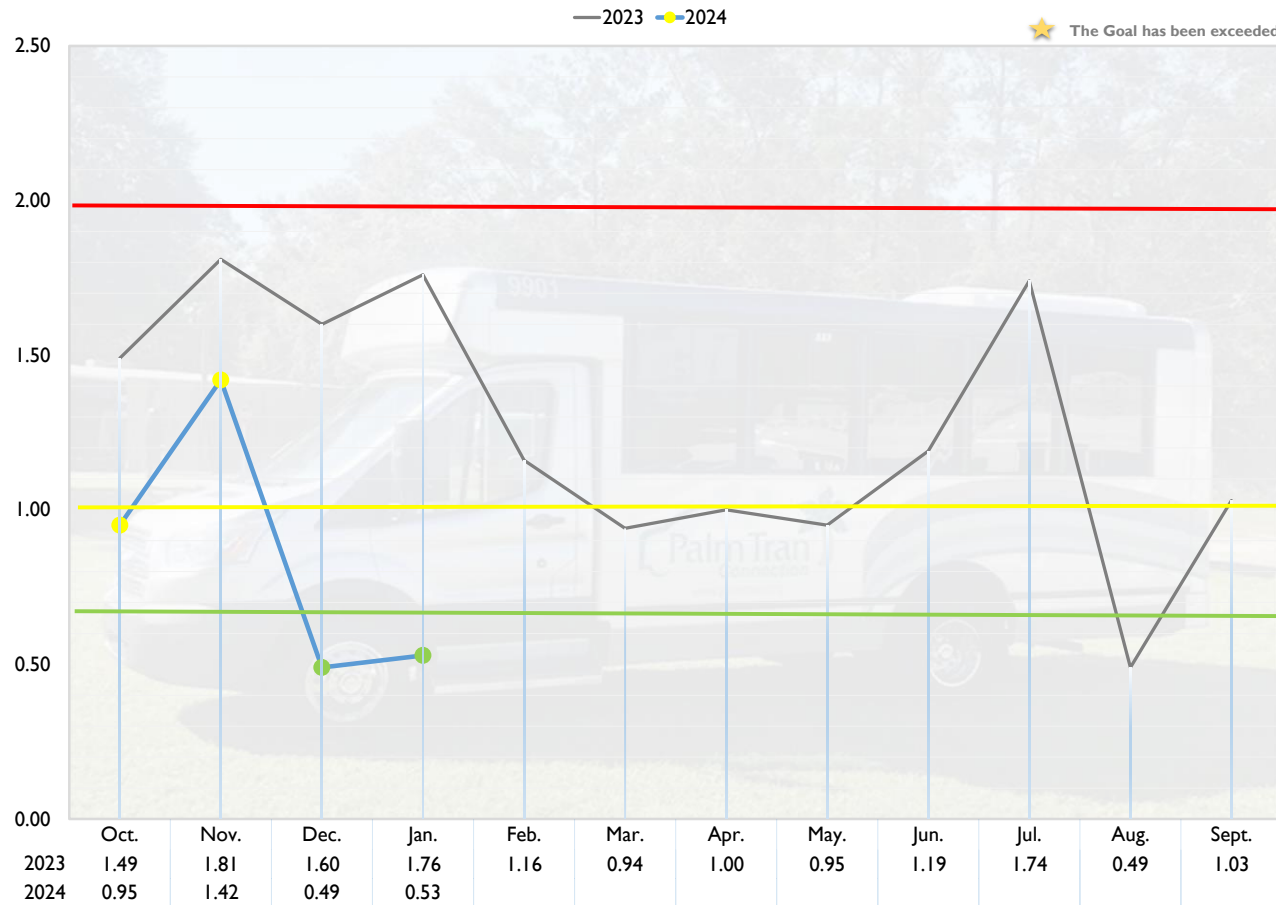
Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour		On-Time Performance		Reservations Call Hold Time	
Non-Preventable Collisions per 100k Miles				Mean Distance Between Failures		Where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

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

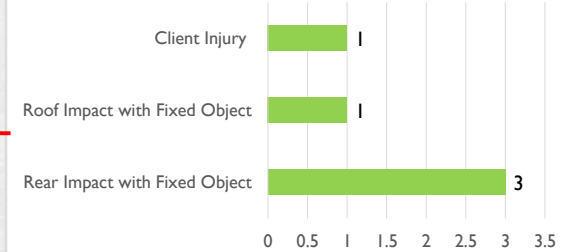
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# Connection Preventable Collisions per 100K Miles



## Categories of Preventable Collisions



## Narrative

During the month of January, the ratio of Preventable Collisions per 100k miles decreased from 0.49 in December to 0.42 in January. Palm Tran Connection experienced five (5) Preventable Collisions during January compared to four (4) Preventable Collisions in December. The PT-Stat Connection Efficiency Team continues to seek initiatives to enhance the Preventable Collision metric.

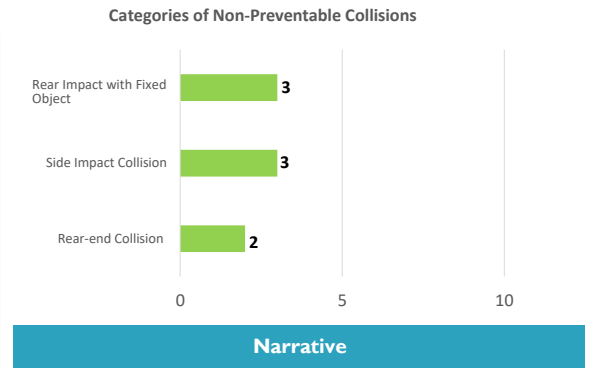
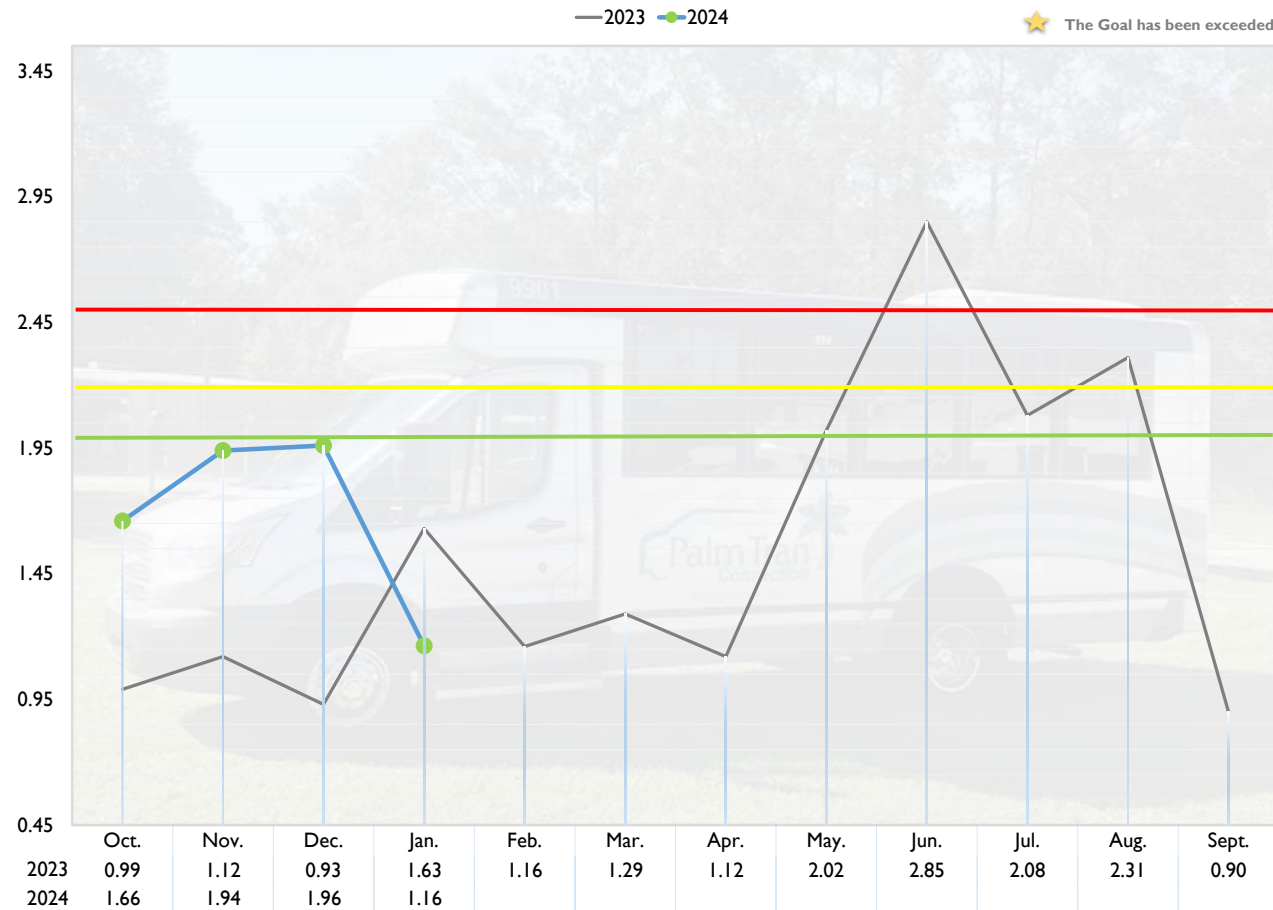
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.82	● 0.81	● 0.80	● 0.74	▲ 1.91	▲ 1.79	● 0.99	▲ 1.01	▲ 1.03	● 0.70	▲ 1.33	▲ 1.28	▲ 1.10
2021	▲ 1.13	▲ 1.31	● 0.66	▲ 1.07	● 0.92	▲ 1.39	● 0.58	● 0.96	▲ 1.12	▲ 1.29	▲ 1.09	▲ 1.07	▲ 1.05
2022	● 0.79	▲ 1.69	▲ 1.28	▲ 1.16	▲ 1.32	▲ 1.45	▲ 1.23	▲ 1.24	▲ 1.64	▲ 1.68	▲ 1.42	▲ 1.54	▲ 1.36
2023	▲ 1.49	▲ 1.81	▲ 1.60	▲ 1.76	▲ 1.16	● 0.94	● 1.00	● 0.95	▲ 1.19	▲ 1.74	● 0.49	▲ 1.03	▲ 1.26
2024	● 0.95	▲ 1.42	● 0.49	● 0.53									● 0.85

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2023	2.00	1.00	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2024	2.00	1.00	0.70		

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



# Connection Non-Preventable Collisions per 100k Miles



Palm Tran is pleased to report that this metric exceeded the established stretch goal. During January, Palm Tran Connection Non-Preventable Collisions per 100K Miles metric experienced a decrease from 1.96 to 1.16 Non-Preventable Collisions per 100K Miles. Palm Tran Connections experienced eleven (11) Non-Preventable collisions during the month of January compared to the sixteen (16) during the month of December. Palm Tran Safety PT-Stat Team continues to work on initiatives to mitigate collisions and provide a safe and efficient service.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49	● 1.72	◆ 2.51	● 1.19	● 1.07	● 0.88	● 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 ★
2022	● 1.32	● 1.54	● 1.56	● 1.60	● 1.91	◆ 3.16	● 1.92	● 1.65	● 1.64	● 1.83	● 1.42	● 0.98	● 1.71 ★
2023	● 0.99	● 1.12	● 0.93	● 1.63	● 1.16	● 1.29	● 1.12	● 2.02	◆ 2.85	● 2.08	▲ 2.31	● 0.90	● 1.53 ★
2024	● 1.66	● 1.94	● 1.96	● 1.16									● 1.68

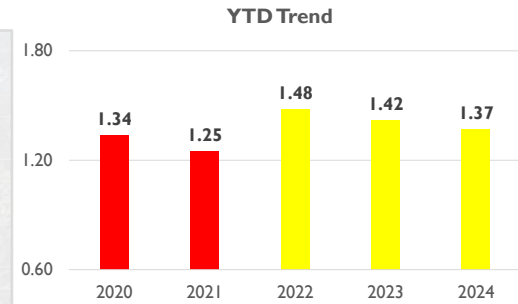
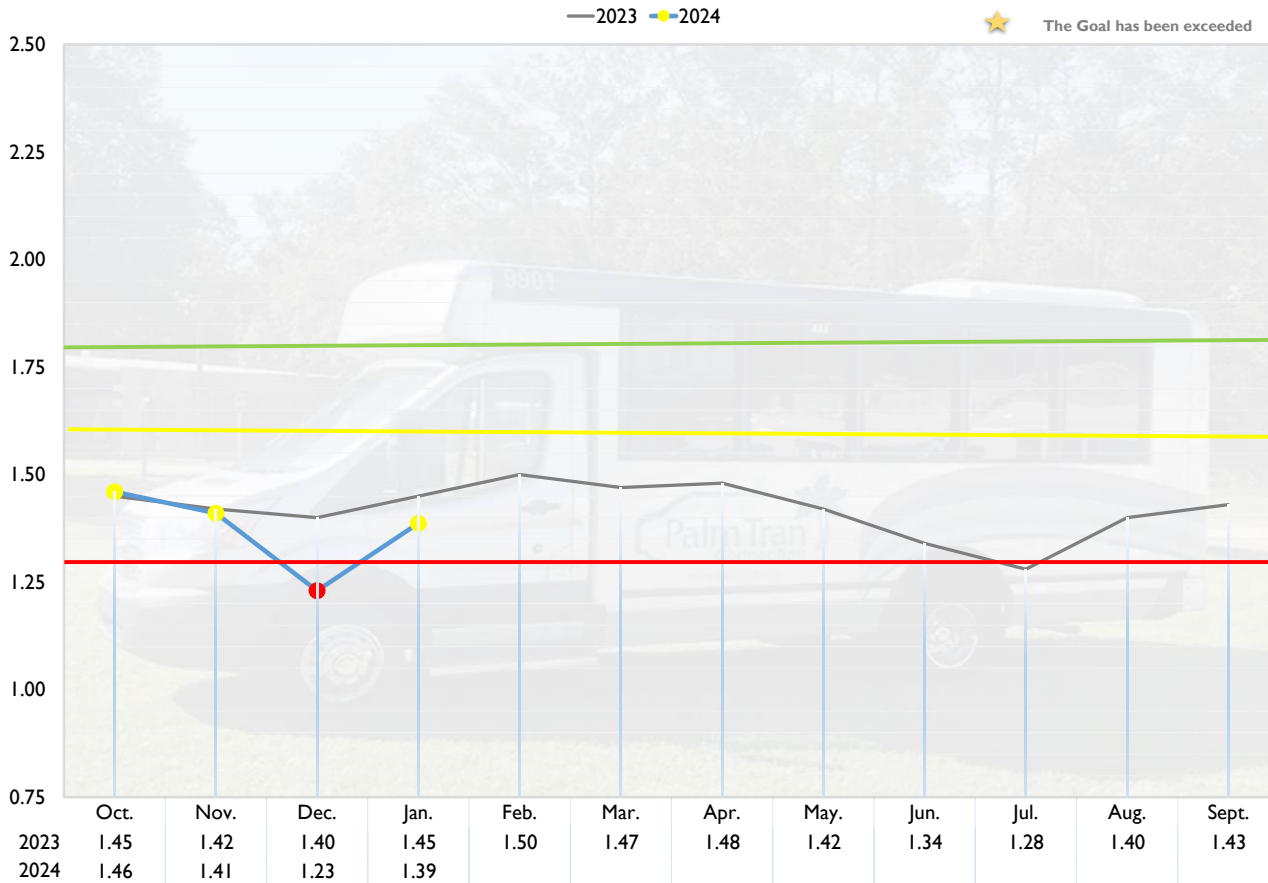
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2023	2.50	2.20	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2024	2.50	2.20	2.00		

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





# Connection Riders Per Revenue Hour



**Narrative**

During the month of January, the riders per revenue hour experienced an increase of 0.16 percentage points, rising from 1.23 in December to 1.39 riders per revenue hour. The Connection team continues to explore ways to better group and schedule trips, aiming to decrease the number of revenue hours required while simultaneously working to improve On-Time Performance.

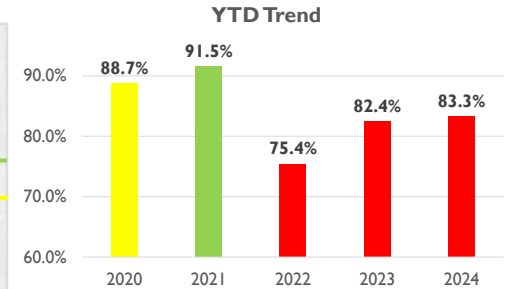
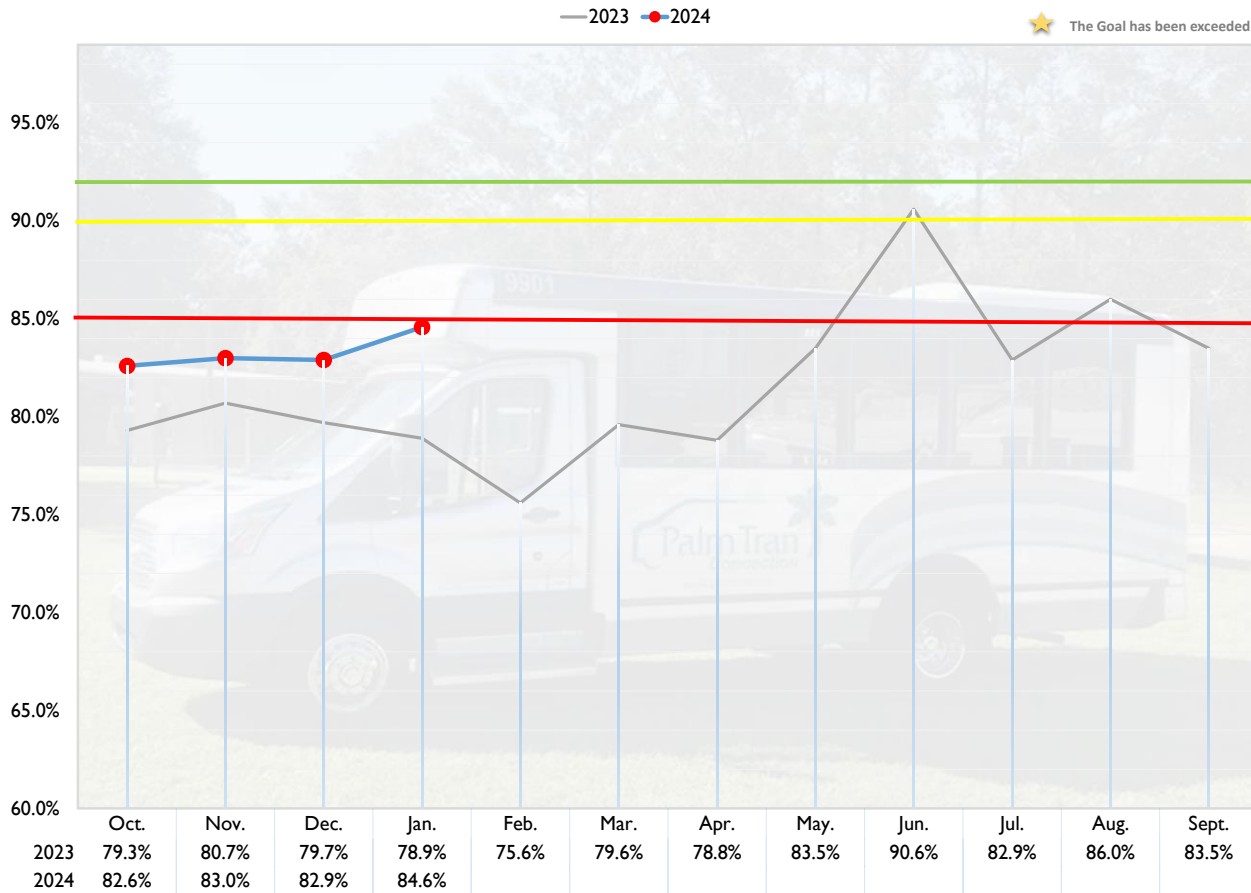
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58	▲ 1.59	◆ 1.28	◆ 0.86	◆ 1.01	◆ 1.13	◆ 1.16	◆ 1.11	◆ 1.03	◆ 1.34
2021	◆ 1.10	◆ 1.12	◆ 1.09	◆ 1.12	◆ 1.18	◆ 1.25	◆ 1.26	▲ 1.32	▲ 1.30	▲ 1.33	▲ 1.41	▲ 1.47	◆ 1.25
2022	▲ 1.52	▲ 1.48	▲ 1.47	▲ 1.49	▲ 1.55	▲ 1.53	▲ 1.56	▲ 1.51	▲ 1.40	▲ 1.38	▲ 1.43	▲ 1.44	▲ 1.48
2023	▲ 1.45	▲ 1.42	▲ 1.40	▲ 1.45	▲ 1.50	▲ 1.47	▲ 1.48	▲ 1.42	▲ 1.34	◆ 1.28	▲ 1.40	▲ 1.43	▲ 1.42
2024	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39									▲ 1.37

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2023	1.30	1.60	1.80	Total Connection Passenger Transported / Total Connection Revenue Hours (As defined by the NTD (National Transit Database))	The aggregate average number of Connection passenger transported occurring in each revenue hour (As defined by the NTD (National Transit Database)).
	2024	1.30	1.60	1.80		

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



# Connection - On Time Performance



**Narrative**

During the month of January, Palm Tran Connection experienced an increase of 1.70 percentage points in On-Time Performance compared to the previous month of December. This improvement can be primarily attributed to our vendors making progress in hiring and retaining drivers. Palm Tran Connection is actively working to increase resources to enhance our services. The Connection Efficiency PT-STAT team is dedicated to exploring potential initiatives that could address constraints in ridership during peak times.

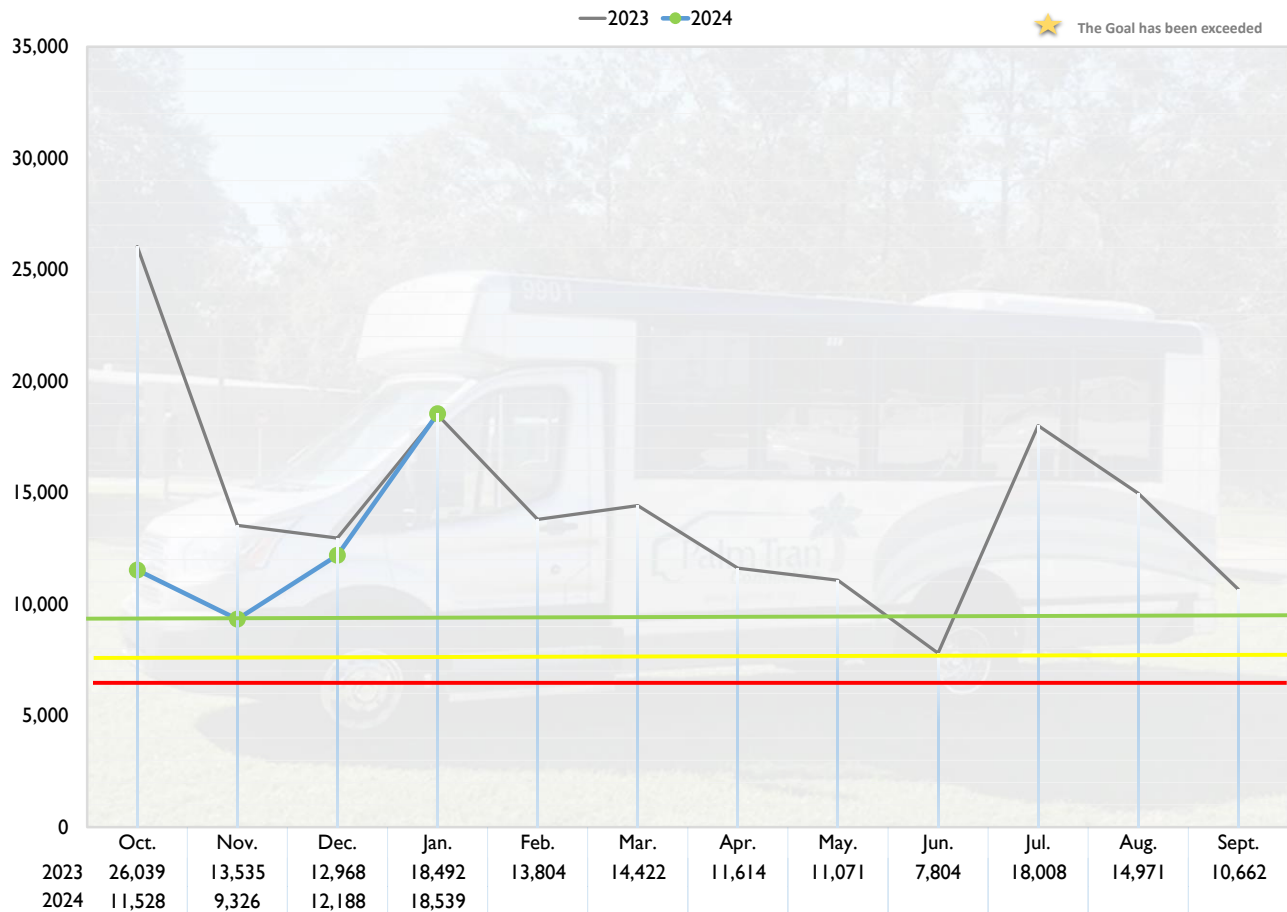
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	73.9%	81.3%	83.1%	80.8%	78.5%	84.7%	98.5%	97.8%	97.0%	96.6%	96.2%	95.8%	88.7%
2021	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%	80.2%	91.5%
2022	75.6%	74.6%	75.4%	74.8%	64.5%	67.9%	64.6%	73.3%	87.3%	88.5%	80.6%	77.5%	75.4%
2023	79.3%	80.7%	79.7%	78.9%	75.6%	79.6%	78.8%	83.5%	90.6%	82.9%	86.0%	83.5%	82.4%
2024	82.6%	83.0%	82.9%	84.6%									83.3%

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2023	85%	90%	92%	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on -time when vehicle arrives to the location within the window.	Effective October 2016, Palm Tran tracks both pick-up OTP and drop-off OTP separately and report the pick-up OTP only, consistent with most of the industry.
	2024	85%	90%	92%		

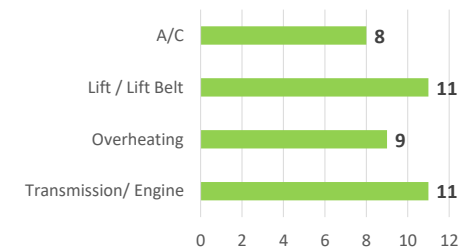
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Connection Mean Distance Between Failures



## Top Categories of Mechanical Failures



## Narrative

Palm Tran is pleased to report that this metric has surpassed the established stretch goal. During January, Palm Tran Connection traveled 6,351 more miles before experiencing a mechanical breakdown compared to the prior month of December. The top categories for overall breakdowns were related to "A/C," "Lift," "Overheating," and "Transmission/Engine." Palm Tran Connection continues to work closely with our vehicle contractors to promptly address and rectify these situations, ensuring that buses are repaired promptly.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	5,472	8,244	6,256	8,356	8,177	10,071	8,707	9,233	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
2022	17,165	16,185	22,729	17,682	21,919	28,137	13,536	20,159	11,385	14,922	12,521	13,715	16,396
2023	26,039	13,535	12,968	18,492	13,804	14,422	11,614	11,071	7,804	18,008	14,971	10,662	14,449
2024	11,528	9,326	12,188	18,539									12,895

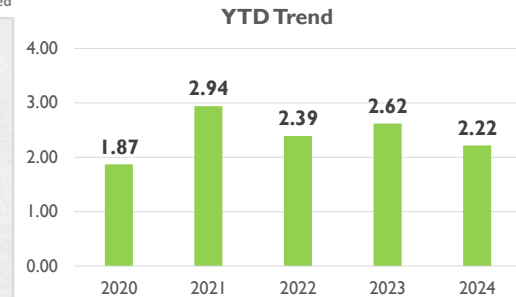
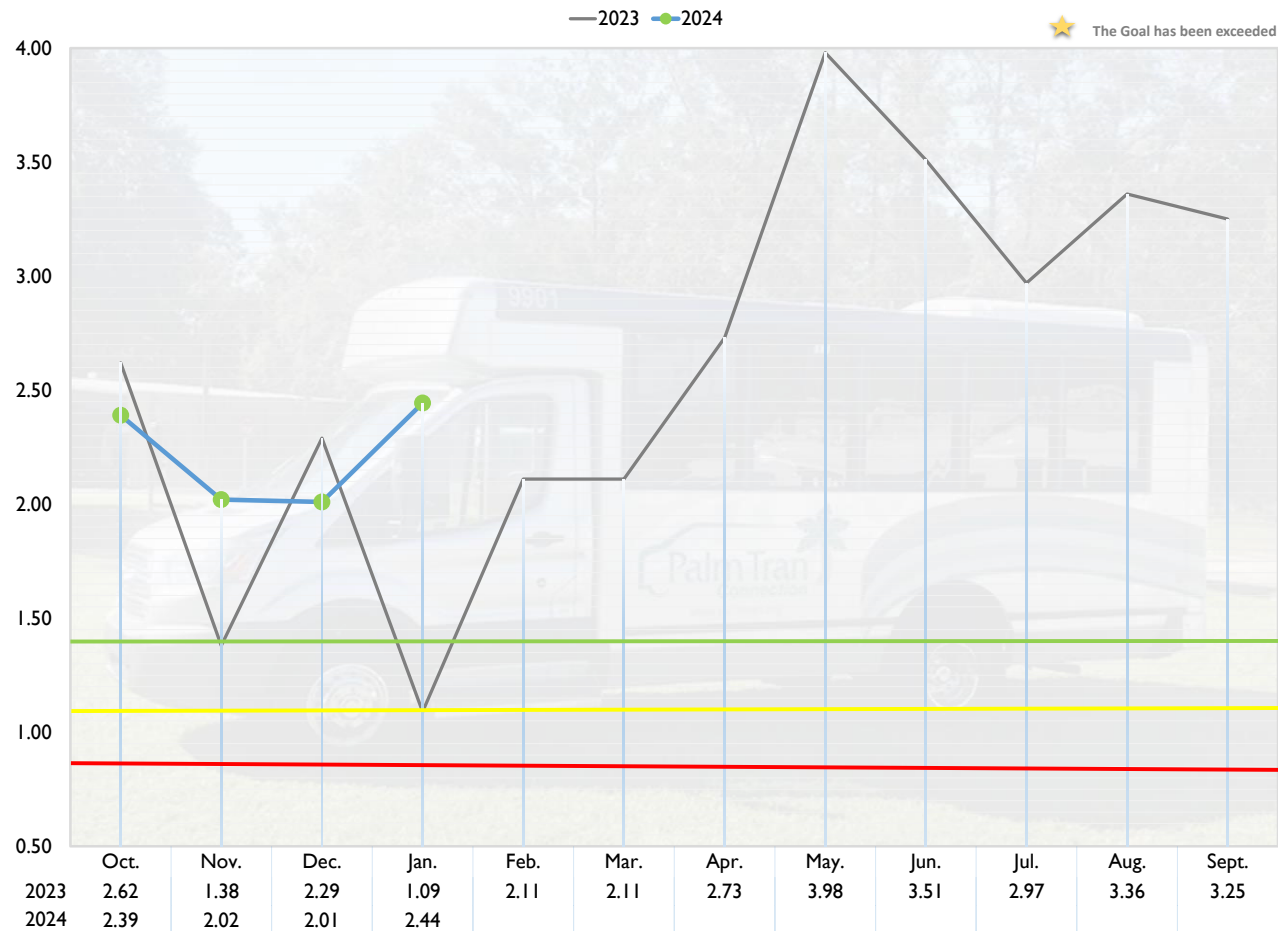
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2023	6,500	7,700	9,500	(Total Vehicle Revenue Miles) / (Total Connection Major Mechanical Failures)	The average number of revenue miles driven by Connection Revenue vehicles before experiencing a NTD (National Transit Database) major mechanical system failure that prevents the vehicle from completing/starting a scheduled revenue trip.
	2024	6,500	7,700	9,500		

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

Palm Tran Performance Management Office



# Connection All Customer Commendations per 1k Trips



## Narrative

Palm Tran is pleased to report that this metric has continued to surpass the established stretch goal. In January, the commendation ratio for The Palm Tran Connection is 2.44, compared to 2.01 in December. Palm Tran Connection received a total of one hundred fifty-seven (157) commendations in January. These commendations acknowledge the exceptional efforts of our drivers, reservation agents, and Connection staff. Palm Tran remains committed to pursuing excellence to provide an outstanding customer experience.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	1.87	1.70	1.42	2.02	2.05	1.85	1.73	1.89	1.90	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 ★
2022	3.34	3.36	3.05	1.99	1.97	2.51	1.88	2.43	1.65	2.30	2.14	1.97	2.39 ★
2023	2.62	1.38	2.29	1.09	2.11	2.11	2.73	3.98	3.51	2.97	3.36	3.25	2.62 ★
2024	2.39	2.02	2.01	2.44									2.22

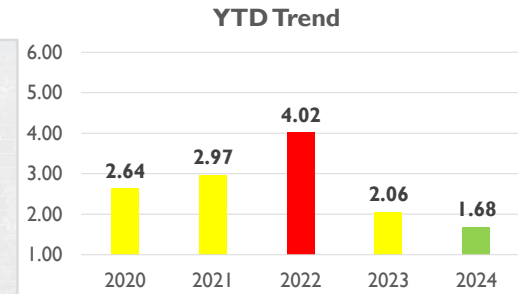
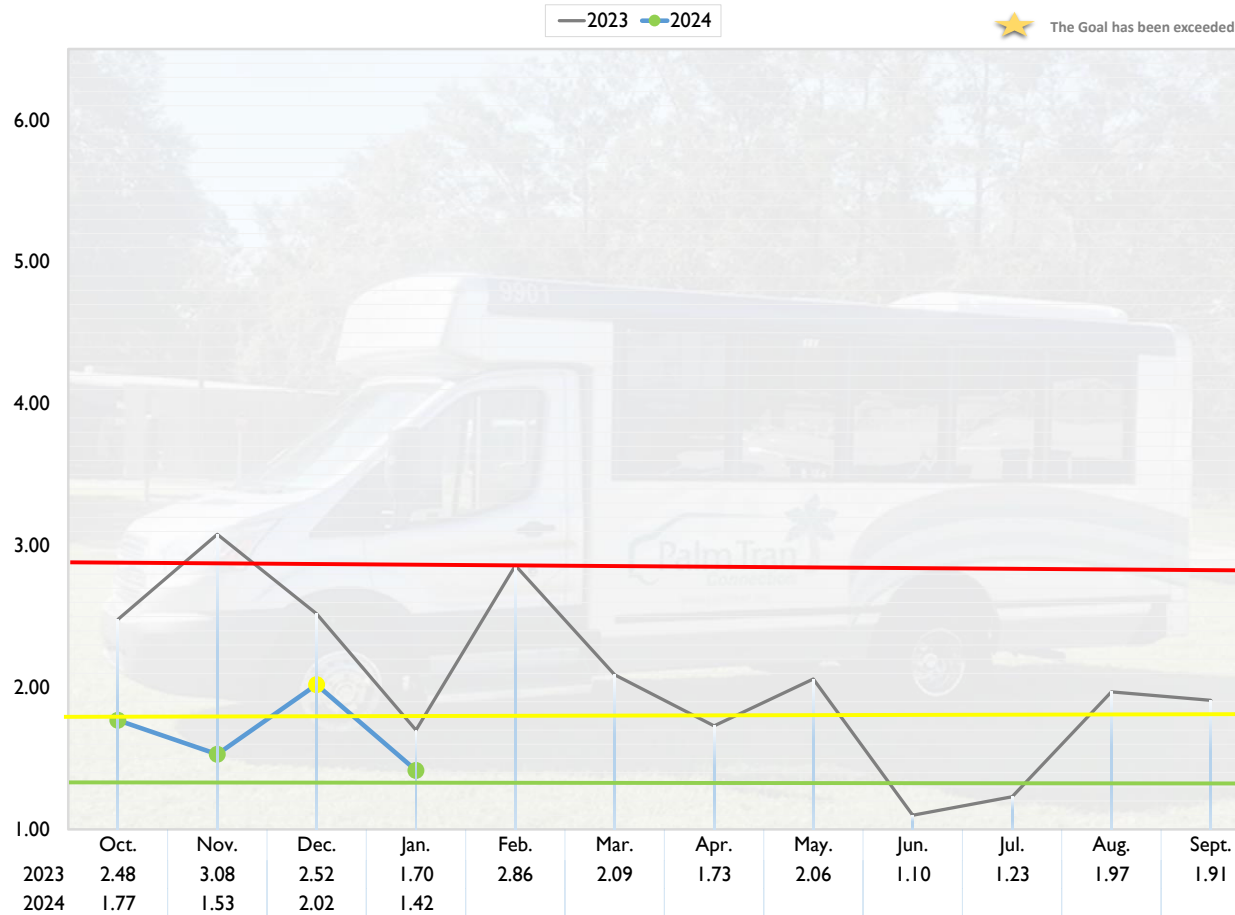
  

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2023	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2024	0.80	1.10	1.40		

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



# Connection All Customer Concerns per 1k Trips



### Narrative

Palm Tran is pleased to report that this metric has surpassed the established stretch goal. The Palm Tran Connection's customer concerns per 1,000 completed trips ratio experienced a sharp decrease in January, reaching 1.42 compared to 2.02 in December. A total of one hundred nineteen (119) concerns were logged for the month, with only 38 being valid. The majority of the concerns were related to "On-Time Performance." Palm Tran and the Connection PT-Stat Team are actively seeking the most effective approach to address and resolve the challenges reported by Palm Tran Connection riders.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	4.00	2.75	2.20	2.79	3.76	2.94	1.45	1.24	1.80	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
2022	5.80	6.03	4.68	3.97	4.83	5.21	5.29	2.85	1.67	1.87	2.37	3.34	4.02
2023	2.48	3.08	2.52	1.70	2.86	2.09	1.73	2.06	1.10	1.23	1.97	1.91	2.06
2024	1.77	1.53	2.02	1.42									1.68

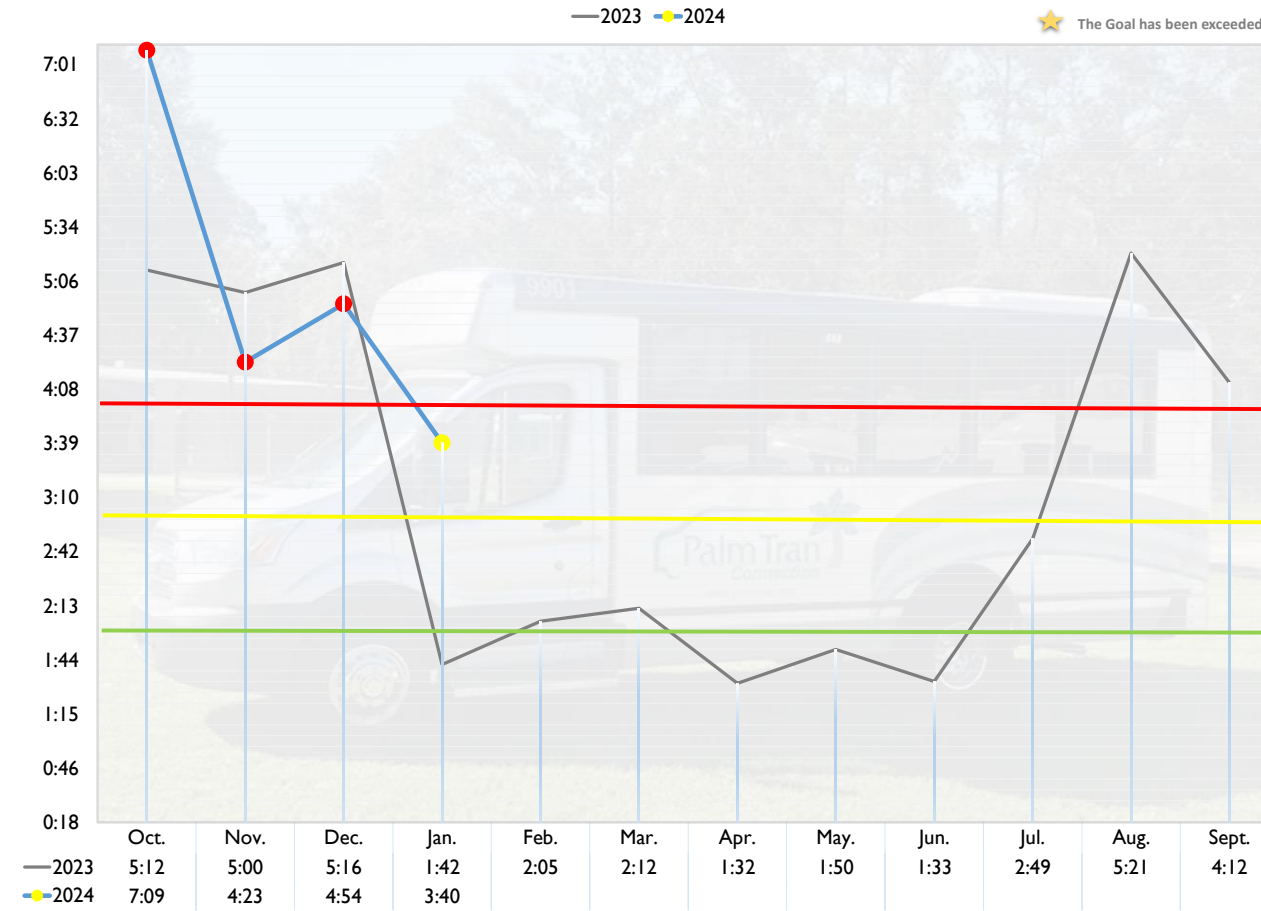
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2023	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2024	3.00	2.00	1.50		

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

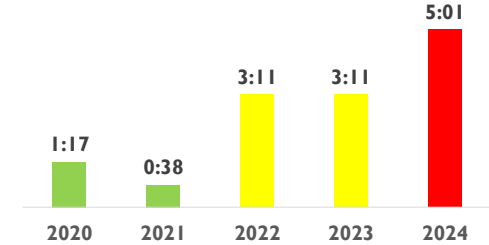




# Connection Reservations Call Hold Time



## YTD Trend



## Narrative

In the month of January, the average hold time for reservations experienced a notable improvement, reducing to three minutes and forty seconds (3:40). This reflects a decrease of one minute and fourteen seconds (1:14) compared to the previous month, December. As part of our ongoing commitment to enhancing customer experience, we encourage all customers to take advantage of the convenient PASS web system for accessing trip information and making reservations. This not only streamlines the process but also contributes to a more efficient and seamless booking experience for our valued passengers.

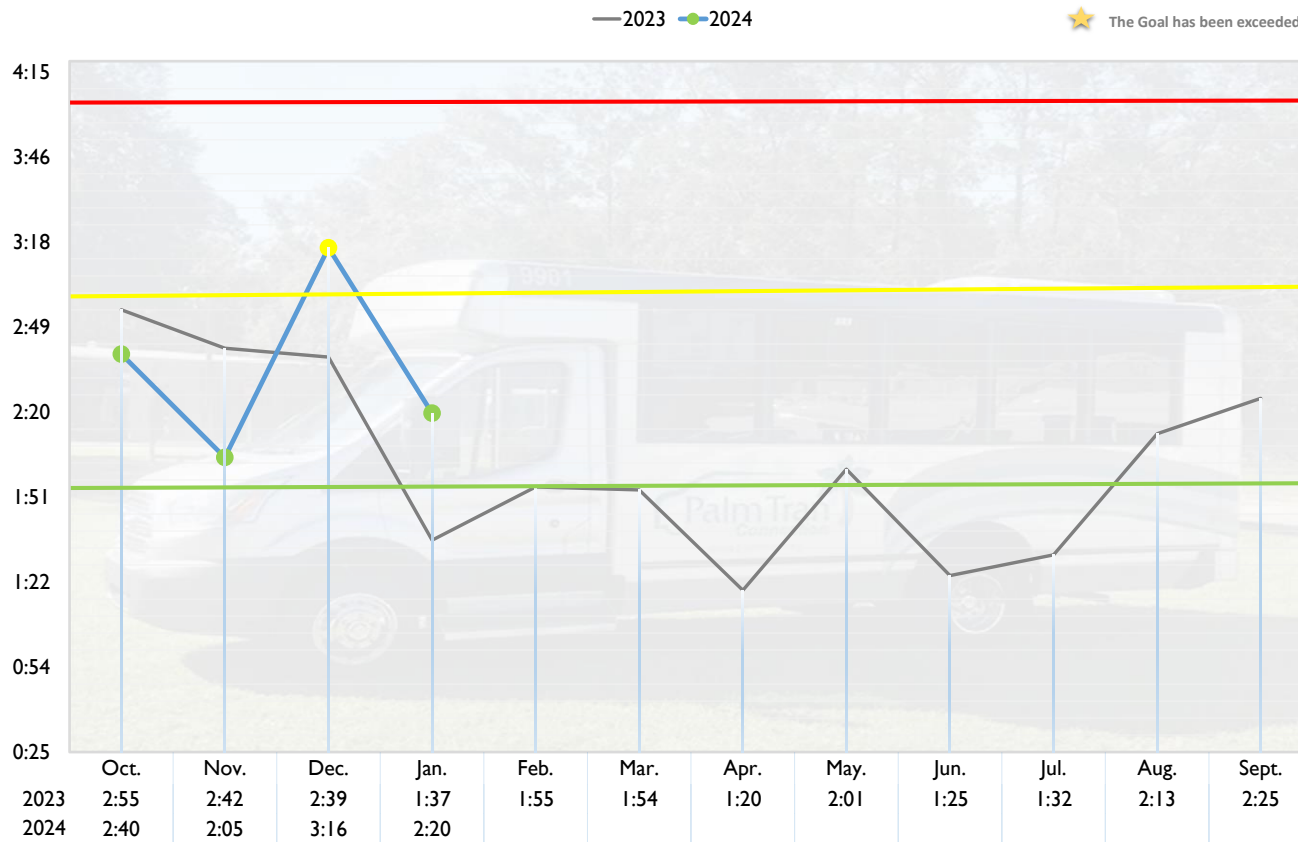
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 2:07	● 1:52	● 2:51	● 2:06	● 1:53	● 1:24	● 0:27	● 0:18	● 0:33	● 0:48	● 0:38	● 0:22	● 1:17 ★
2021	● 0:22	● 0:42	● 0:31	● 0:30	● 0:29	● 0:20	● 0:38	● 0:43	● 0:36	● 0:37	● 1:10	● 0:59	● 0:38 ★
2022	● 1:36	● 2:25	▲ 3:05	● 2:15	● 2:46	● 2:21	● 2:57	▲ 3:31	● 2:40	◆ 4:05	◆ 6:23	◆ 4:12	▲ 3:11
2023	◆ 5:12	◆ 5:00	◆ 5:16	● 1:42	● 2:05	● 2:12	● 1:32	● 1:50	● 1:33	● 2:49	◆ 5:21	◆ 4:12	▲ 3:11
2024	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40									◆ 5:01

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2023	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.
	2024	4:00	3:00	2:00		

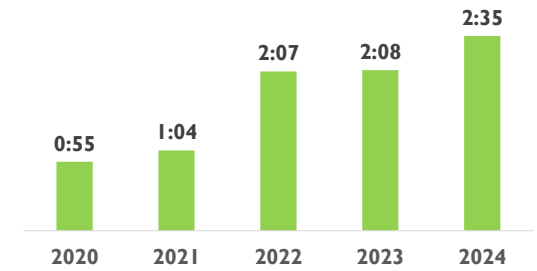
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



# Connection Where Is My Ride Hold Time



## YTD Trend



## Narrative

Palm Tran is pleased to report that this metric has surpassed the set target goal. In January, the "Where's my ride" average hold time experienced a sharp decrease, reaching two minutes and twenty seconds (2:20) compared to the hold time of three minutes and sixteen seconds (3:16) in December. This improvement reflects our commitment to enhancing customer service. We highly encourage customers to take advantage of the convenient PASS Web system to check on their vehicle's estimated time of arrival (ETA) and ensure a smoother and more efficient experience for all passengers.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 1:37	● 0:59	● 0:52	● 1:32	● 1:14	● 0:46	● 0:30	● 0:35	● 0:51	● 0:54	● 0:44	● 0:40	● 0:55 ★
2021	● 0:36	● 0:41	● 0:40	● 0:42	● 0:59	● 1:00	● 1:13	● 1:16	● 1:28	● 1:12	● 1:29	● 1:32	● 1:04 ★
2022	● 2:07	● 1:44	● 1:55	● 1:30	● 2:00	● 1:36	● 2:03	● 2:06	● 1:30	● 2:11	▲ 3:53	● 2:50	● 2:07 ★
2023	● 2:55	● 2:42	● 2:39	● 1:37	● 1:55	● 1:54	● 1:20	● 2:01	● 1:25	● 1:32	● 2:13	● 2:25	● 2:08 ★
2024	● 2:40	● 2:05	▲ 3:16	● 2:20									● 2:35

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2023	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.
	2024	4:00	3:00	2:00		

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



## FIXED-ROUTE QUARTERLY DASHBOARD FY 2023

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	1.50	1.20	0.70	🟢	0.62	🟢 1.02	🟢 0.95	🟢 0.70
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔴	2.26	🔴 1.74	🟡 2.15	🟡 2.20
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢	0.85	🟢 1.02	🟢 1.27	🟢 1.20
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Total System Ridership	2,100,000	2,325,000	2,550,000	🔴	1,731,191	🔴 1,914,979	🔴 1,951,479	🔴 1,914,815
Riders Per Revenue Hour	16.5	18.3	20.1	🔴	13.70	🔴 14.70	🔴 15.00	🔴 14.70
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
On-Time Performance	74%	76%	78%	🟢	78.0%	🟢 76.1%	🟢 77.5%	🟢 78.8%
Mean Distance Between Failures	12,000	14,000	16,000	🔴	7,122	🔴 6,867	🔴 6,513	🔴 6,120
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔴	0.19	🟡 0.23	🔴 0.19	🔴 0.13
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	🟡	3.39	🟡 3.02	🟢 2.98	🟢 2.94

## CONNECTION QUARTERLY DASHBOARD FY 2023

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲	1.63	▲	1.29	▲	1.05	▲	1.09
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.01	●	1.36	●	2.00	●	1.76
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.42	▲	1.47	▲	1.41	◆	1.37
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
On-Time Performance	85%	90%	92%	◆	79.9%	◆	78.0%	◆	84.3%	▲	87.5%
Mean Distance Between Failures	6,500	7,700	9,500	●	17,514	▲	15,573	●	10,163	▲	14,547
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.10	●	1.77	●	3.41	●	3.19
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲	2.69	▲	2.22	●	1.63	●	1.70
Reservations Call Hold Time	4:00	3:00	2:00	◆	5:09	●	1:59	●	1:38	◆	4:16
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:45	●	1:48	●	1:35	●	2:03

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

Palm Tran Performance Management Office



## FIXED-ROUTE QUARTERLY DASHBOARD FY 2022

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Preventable Collisions per 100k Miles	1.50	1.20	0.70	🟢	0.43	🟢	1.03	🟢	0.61	🟢	0.56
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🟢	1.94	🟡	2.44	🟢	1.49	🟢	1.52
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢	0.74	🟢	0.87	🟢	0.89	🟢	1.04
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Total System Ridership	2,100,000	2,325,000	2,550,000	🔴	1,583,329	🔴	1,585,715	🔴	1,581,824	🔴	1,606,314
Riders Per Revenue Hour	16.5	18.3	20.1	🔴	12.40	🔴	12.49	🔴	12.50	🔴	13.05
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
On-Time Performance	74%	76%	78%	🔴	73.0%	🟡	74.1%	🟢	77.2%	🟢	76.9%
Mean Distance Between Failures	12,000	14,000	16,000	🔴	6,175	🔴	9,860	🟡	13,421	🔴	11,802
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🟡	0.26	🟡	0.23	🔴	0.09	🟡	0.22
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	🔴	4.08	🔴	5.01	🔴	3.72	🔴	4.10

## CONNECTION QUARTERLY DASHBOARD FY 2022

Safety	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Preventable Collisions per 100k Miles	2.00	1.00	0.70	▲	1.24	▲	1.31	▲	1.36	▲	1.54
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.47	▲	2.25	●	1.74	●	1.40
Mobility	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.49	▲	1.52	▲	1.49	◆	1.42
Customer Satisfaction	Min	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
On-Time Performance	85%	90%	92%	◆	75.2%	◆	69.1%	◆	75.1%	◆	82.2%
Mean Distance Between Failures	6,500	7,700	9,500	●	22,625	●	21,946	●	14,285	◆	13,582
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	3.26	●	2.16	●	2.00	●	2.13
	Max	Target	Goal		1st Qtr	2nd Qtr	3rd Qtr	4th Qtr			
All Customer Concerns per 1k Trips	3.00	2.00	1.50	◆	5.52	◆	4.68	◆	3.33	▲	2.54
Reservations Call Hold Time	4:00	3:00	2:00	●	2:22	●	2:27	▲	3:02	◆	4:53
Where Is My Ride Hold Time	4:00	3:00	2:00	●	1:55	●	1:42	●	1:53	●	2:58

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Palm Tran Performance Management Office

