

NOTICE OF MEETING

PALM TRAN SERVICE BOARD

MAY 23, 2024

1:30 P.M. – 3:30 P.M.

**PALM TRAN DELRAY BEACH HEADQUARTERS
Board Room
100 N. Congress Ave.
Delray Beach, FL 33445**

Palm Tran Bus Service is available to this location via Route 2

Note:

Members of the public may attend and provide comments in person or submit comments via phone message, e-mail, or written correspondence via mail. All comments must be received before noon Eastern Time, May 22 , 2024.

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. To request a reasonable accommodation under the Americans with Disabilities Act, please contact DeBorah Posey-Blocker at dposeyblocker@pbcgov.org or 561-841-4245.



Palm Tran Administrative Offices
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Delray Beach, FL 33445-3436
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DeBorah Posey-Blocker
Service Board Liaison



Palm Tran Service Board Members

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

Joey Acevedo, Vice Chair
Seat 10 - Fixed Route Bus Operator



Frank Stanzone
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jim Gibbs
Seat 5 - Business Community Representative

Donté Mickens
Seat 6 - Rep. with Multicultural Experience

Vacant
Seat 7 - Senior Citizen Representative

Brandon Williams
Seat 8 - Certified Paratransit User

Tricia Hallison-Mischler
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

PALM TRAN SERVICE BOARD

Thursday, May 23, 2024

**Palm Tran Delray Beach Headquarters
Board Room
100 N. Congress Avenue
Delray Beach, FL 33445**

AGENDA

1:30 P.M. – 3:30 P.M.

1. Call to order
2. Pledge of Allegiance
3. Roll Call
4. MOTION TO ADOPT Agenda for May 23, 2024
5. MOTION TO APPROVE Minutes for March 28, 2024
6. Safety Message/Briefing
7. Comments from the Palm Tran Service Board Chair
8. Comments from Assistant County Administrator
Todd Bonlarron
9. Committee Reports
 - PTSB Paratransit Subcommittee
10. Action Item
 - a. Officer Elections
 - b. Public Comment on Action Items
11. Information Items
 - a. Fare interoperability project
 - b. Performance Ridership Update
 - c. Public Comment on Information Items
12. Public Comments (General)
13. Customer Service Follow-ups
14. Board Member Comments
15. Adjournment

PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, January 25, 2024
1:30 A.M. to 3:30 PM

1. Call to Order

Meeting called to order at 1:33 p.m. by Madam Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Kerry Rawn, Seat 2, Disability Advocate

Selva Selvendran, Seat 3, Environmental Advocate

Jim Gibbs, Seat 5, Business Community Representative

Donté Mickens, Seat 6, Representative with Multicultural Experience

Brandon Williams, Seat 8, Certified Paratransit User

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

Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chair

Tricia Hallison-Mischler, Seat 11, Citizen-at Large

Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent

Frank Stanzione, Seat 1, Transportation Experience Representative

KaShamba Miller-Anderson, Seat 4, Council Woman

Tammy Jackson-Moore Seat 13, Resident of the Glades/Lakes Region Area

4. Motion to Adopt the Agenda for March 28, 2024

Chairwoman Mitchell requested a motion to adopt the agenda for March 28, 2024.

5. Motion to Approve Minutes for January 25 ,2024

Chairwoman Mitchell requested a motion to approve the Minutes for January 25, 2024.

6. Safety Message/Briefing

The Safety Message was presented.

7. Comments from Palm Tran's Service Board Chair

Chairwoman Mitchell welcomed everyone and thanking everyone for support the Forbes Bus. Vice Chair Joey Acevedo thanked everyone that participated and helped put together the Roadeo.

8. Comments from Assistant County Administrator Todd Bonlarron

Mr. Bonlarron thanked everyone for everyone that was present. Shared about his trip to the Governor's office advocating for a number of items which included transportation items.

Administrative Ride Day- On February 2nd was the 1st administrative Ride Day of the year. Gives our office staff get out and experience our outside services, get the opportunity to meet our operators and our riders. Employees were given a survey to provide feedback for improvement. Our next ride day will be April 16th, Mr. Bonlarron extended the invitation to all the members of the board to join us.

APTA Adwheel Award- Mr. Bonlarron congratulated Palm Trans Public Relations Team for receiving the APTA Adwheel Award. Two members attended the American Public Transportation Associate Marketing Communications & Customer Experience Workshop and was present with first place award for best workforce development marketing communications print media for our rear recruitment ads. This has helped recruit a number of operators from seeing the ads on the buses. Mr. Bonlarron thanked the Public Relations team for their outstanding initiatives that their team has done.

Oasis Operations Annual Source of Information Safety Support- Mr. Bonlarron was pleased to announce a new training initiative called Oasis began this year as we continue our commitment to safety. This is a 20hr mandatory training course for all Bus Operators, Maintenance and Utility workers, cover anything from ADA Compliance, blood borne pathogens, Night Driving, Distracting Driving ETC. It is a combination of classroom training, training simulations and driving training.

Let's get on the Bus Challenge "Move and Mingle" - Mr. Bonlarron thanked Commissioner Mark Bernard for spending time with us to kick off the Lets get on the Bus Challenge on March 1st. Over 100 participants signed up on the first day and are encouraged to ride the Palm Tran as much as they can using their paradise passes. Top riders will be recognized week to week and will be eligible for a number of prizes such as free bus passes, gift cards, tickets to local attractions even a cruise. A way to engage leaders in our community and get them excited about Palm Tran. We have had a large number of dignitaries joined us on the challenge as Transit Champions and they have been out promoting transit in Palm Beach County. Commissioner Bernard hosted a Move & Mingle at the Palm Beach Zoo and spoke about the benefits of taking public Transit and have a few more scheduled over the next several weeks. Mr. Bonlarron also wanted to share

with Madam Chair that at that get together Commissioner Bernard talked about continuing to looking for a dedicated funding source.

PT Stat- The PT Stat team invited team leaders and members to participate in a team building challenge course on February the 16th at the FAU Campus. Participants learned about the importance of team work, communication and cooperation. The hands on program helped foster trust and mitigate conflict and encourage communication and increase collaboration within Palm Tran to work better in solve some of the problems.

Unveiling of Clinton Forbes Memorial Bus- Mr. Bonlarron spoke of the unveiling of Clinton Forbes Memorial Bus, and shared that he had the chance to address the group that consisted mostly of Mr. Forbes family and also the Palm Tran team and they were very touched and honored for us to be able to provide that opportunity to see this tribute to Mr. Forbes.

Palm Tran Rodeo- Mr. Bonlarron wanted to extend a congratulations to the First Place winners, Jeffery Brusiwski in fixed route and Sharon Alexander Paratransit On March 11TH. They will go on to compete in Triple Crown State Wide Competition in Jacksonville, the top three winners in each category will go on to compete nationally in the Community Transportation Association of America Rodeo in June.

Mr. Bonlarron wanted to share with Madam Chair, regarding the Paratransit contract that was brought to the board. He first wanted to thank the staff, Lou Ferrie and Ron at Paratransit at Connections for the work they put into producing the RFP and the contract. Fredlyne Johnson for expertise on the budget and working with the numbers, Masimba at the County Attorney's office and Melody and her team County Purchasing. We shared with the board why Palm Tran recommended the approval of the contract that was brought before them, numerous question were raised which Palm Tran were ready to face, Mr. Bonlarron was also able to speak individually with some board members. The cost of Paratransit Service is very expensive, the contract was a 5 year, \$330Million dollar contract, and the hourly cost was \$57 dollars an hour and went up \$25 dollars in the course of 5 years. The board decided it was too large of a number for them to take out, they have in the past asked Palm Tran to look for efficiencies, which is being worked on, but at the end of the day reducing the cost of Paratransit will have to come down to the level of service being provided. The cost comes from real estate, insurance, gas, labor cost and those costs are not expected to go down in the next 36, 48, or 60 months. The board denied the contract but provided some direction and felt that they wanted expand to mutual providers as opposes to one provider for Paratransit. So we will be taking on that challenge and work on the new RFP and will continue our current contracts with Paratransit and MV to continue for the balance of the year. Mr. Bonlarron also wanted to comment regarding the negotiations with SEIU on our operators and mechanic supervisors; and they have ratified the most recent contract this past week. We feel it was a good deal and a great opportunity for some additional benefits for employees in that area, we will be bringing that to the board for the final authority and move forward with that.

Chairwoman Mitchell thank Mr. Joey Acevedo for his work with the SEIU and Mr. Mickens for his work on the RFP and acknowledge them for their hard work.

Chairwoman did want to know, in the coming year what is to keep the present providers from raising their prices?

Mr. Bonlarron did mention that the MV proposal that was present to the board and what they would agree going forward, Palm Tran will hold them to that, which will be very close. As far as Paratransit we are working with them because the biggest issue is the facility and real estate side of it. The price to rent or lease a facility for the size that is needed for the vehicles they are responsible for, those prices have raised. Hopefully they will be able to extend the contract out that they currently have.

Commissioner Mickens did ask for help in understanding why the board might assume that two providers would provide more efficiencies than one?

Mr. Bonlarron stated one of the things that did come up, was some an issue from 2012 where paratransit had one provider and the situation went really south. The board feels that with the county of our size and relying on one particular provider is not the best way to go, but the board was pretty focused on the issue that happen in the past and the potential of what can happen when relying on one provider. So we are looking for alternative options to bring back to them, keeping that dollar figure in line.

Commissioner Jim Gibbs wanted a status on the administrative efforts on working with the other two counties to provide one ticket for those who travel through all counties.

Fredlyne Johnson stated we are currently working with SRFTA (Tri-Rail) who is leading the efforts in the inner operability efforts. It will not be one ticket but they are working on regional app that will allow a rider to go on one single application and plan their trips and purchase tickets for all those different modes of transportation. As of now they have entered an agreement with Genfare, and we are currently at the phase where the memorandum of understanding is being distributed and vetted by the respective agencies legal counsels to make sure that the interest of each party is protected in this venture, and once that is signed off on we will be able to start with Genfare to get that online. The intention was to go with one ticket but it is a lot more cumbersome to do it that way then the one application. We are looking to get that application online this year.

Commissioner Gibbs wanted more clarification for individuals who want to take bus from Miami to Martin County for example. He stated that this is something that has been ongoing for a year and it was his understanding that we were almost at a solution and almost resolved.

Yash Nagal clarified that even though our partnership with SRFTA is leading the efforts it's for the 3 transit agencies and that instead of one ticket is one application.

Mr. Bonlarron added that some of the challenges is the difference in technologies, different account mechanisms, and that is why this group has been together and SRFTA has been a good middle partner to help work through those challenges. He offered to have a deeper dive presentation and asked if the Executive Director of SRFTA can join us or at least get some more perspective on this.

Commissioner Gibbs wanted to know why Tri-Rail was involved for the tri county bus travel.

Yash explained that Tri-Rail is the head agency on this because they already travels to all three travels and that's why they are leading in combining all the counties.

9. Committee Report- PTSB Paratransit Sub Committee

Mr. Martin presented the PTSB Paratransit Sub Committee that was held on February 8th.

1. Lou Ferries 2024 Monthly Operating Report shows an increase in ridership. Another in depth report was provided about the User and Lift programs and First Transit Transdev collaboration for the overflow and demand trips.
2. Explained the Pass Web and EZ Wallet cashless fare system features and how easy it works
3. An update was given on the progress of the 2023 FRP for a new Paratransit provider. Yili Alfonso gave update on the call center activity which shows 40,000 calls for January 2024. After 4pm trips are booked as Next Day trips only. Pass web is always open and can be used to track the ETA of a trip.

Next meeting for the PTSB Paratransit Sub Committee is scheduled for April 11th 2024.

10. Action Items

- a. May 2024 Service Changes
Yash Nagal, Director of Transit Training present the proposed the Service changes for May.

Minor changes to the schedule from time performance for routes our biggest carrying Routes 3, 20, 43 and 62 to improve on-time performance.

Tri-Rail changed their schedule when they started going into downtown Miami. Route 94 does a lot of transport to Tri-Rail so due to their change in schedules we need to change that schedule to improve the transfers.

11. TNZ Service Delay and Performance Ridership Update

- a. The TNZ Service introduction, eliminating Routes 21 and 52 was scheduled originally for January, but was then pushed back to May unfortunately we are still working on the contract, we don't want to rush into something so big, there is going to be a lot of transition and education to go into that, so we want to delay that right now as well as have a transition period. So essentially we would still have Routes 21 and 52 but there would be an overlapping TNZ Zone, that way it's easier to educate the riders on how to use TNZ while their routes are still there. We are working with the Florida Department of Transportation to get a grant to have a month time period where we can teach people, have both routes on then slowly eliminate the routes as people have learned how the TNZ System works. We are aiming to the July- August time frame for the transition period, then September we would eliminate those two routes and go full service with TNZ. We think that going in a slower more considerate fashion would be better for the passengers.
- b. Monique Baldwin, Senior Transit Performance Analyst provided January Data due to some technological software issues. Ridership has increased for all modes of service, total number of passengers transported was 796,401 riders, and 8.2% increase since December. Compared from last fiscal year, ridership is up 11.2%. Fixed Route Dashboard Ridership is up and Riders per Revenue Hour is at 16.3%. On time performance is at 75.5%.
Mean distant between failures is low at 4, 942miles. The maintenance department is looking into this. Eric Thornhill, the Interim Maintenance Manager has proposed initiatives to prevent the repeat amount of breakdowns.
Connections On time performance is at 84.6%.
Reservations Call Hold time has decreased to 3 minutes 40 seconds. This due to the connection team encouraging the use of the PassWeb System.

Jimilla Hicks, Senior Manager of Performance Management spoke to the board regarding the Operating Retention. Data provided by Recruiting Manager Susy Iglesias provided shows that for FY23 our retention stood at 78%. Some strategies contributing to this achievement; regular mass hiring throughout the year, requirements were revamped shifting from Mandatory possession of CDL license and P- Endorsement to actively recruiting non CDL holders. Our Safety and Training Department we are providing a comprehensive program to assist them in acquire their CDLs. 28 candidates went through the program in FY23. We have also fostered partnerships with local Colleges and are actively participating in job fairs establishing stronger connections with our community.

12. Public Comments (General)

Nicky Brown, Palm Tran Ambassador spoke regarding an accident that had occurred the day after the superbowl where someone hit bus 43 in the rear. Thankfully no one was

hurt, he commended the bus operator as she checked on every single passenger on the bus and made sure that needed to be seen by the paramedics were seen. He also referenced the Tri-County Travel and mention this was something Mr. Forbes was working on and he did mention that all three counties have to come to an agreement, and the Mayors of all three counties have to come to agreement on, so it is something that will take a few years.

David London mention that some buses are not getting close enough to the curb and mentioned bus 44 went up on the curb which both could have consequences for the passengers or maintenance. He spoke about an incident that took place on the 44 bus, Tamarind Avenue, where there was someone smoking, so Mr. London moved further down from the bus stop. When the operator pulled he seemed really annoyed and told him that wasn't where the bus stops and proceeded to threatened to kick Mr. London off the bus when he informed him the bus stop was too dangerous. Mr. London has requested the video of the bus but has not yet received.

He also spoke on the Susan Koleman bus, stating that Thermography would be an appropriate test to detect if there is a problem before the negative consequences as opposed to Mammography.

Madam Chair thanked everyone that spoke and extended the floor to any other speakers. There were none.

13. Customer Service Follow ups

Evan Henderson, Interim Senior PR Manger spoke on the two comments that were made. The first comment was Mr. Brown regarding how passengers would like to know of a Bus is running behind scheduled. He mention the variety of ways of how they check that information.

The second comment was from Mr. Smith, he was mentioning an issue with Farebox on bus 2118, as well suggesting adding additional bus shelters and seating to bus stops. Our planning department is aware of and have plans to purpose adding bus shelters and seating in the future. The Fairbox situation has also been addressed.

Thomas Galassi, Facility Manager spoke regarding Mr. London's comment about the smoking issues. He stated that currently there is a designated smoking area at the intermodal which is located by the bathrooms. On the platform there are NO SMOKING signs as directional signs pointing to the designating smoking areas. The designated smoking area is going to be moved from the restroom areas to 100ft away which is in compliance with the PPM. Additional directional signs will be posted for the new smoking area. Mr. Galassi also stated the security will be enforcing the monitor the smoking area.

14. Board Member Comments

Mr. Gibbs suggested that the county commissioners be invited to the Ride Along so they can see how we operate and the people we serve. He also question who is responsible

for empty the trash cans. He stated the Lake Worth road trash cans are always full and overflowing. Yash Nagal stated we have a maintenance vendor, we will request an increase the frequency to how they visit the stop and will continue to monitor it too.

Mr. Mickens wanted to thank everyone for their due diligence on the follow ups, he was appreciative.

Mr. Acevedo also wanted to thank everyone for their hard work and welcomed Mr. Thornhill and thanked him for bringing some light to the maintenance department. He also wanted to congratulate the recruiting team and for bringing in our first female technician and stated that this is huge and we should continue looking into more of apprenticeships programs and taking care of in house.

15. Chair Final Comments

Madam Chairwoman reiterate that as well. Stating we need to encourage more transportation logistics. She acknowledge how hard the team has been working and thanked everyone for that .

16. Adjournment

Mr. Acevedo makes motions for adjournment.

Mr. Mickens seconds that motion.

Meeting is adjourn at 3:06pm

_____ **Date** _____
Carmencita Mitchell, Chair

_____ **Date** _____
Joey Acevedo, 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.

Higher Traffic Volumes

With the summer months approaching parking lots and communities along our routes may experience higher traffic volumes, presenting increased hazards.

Remember to:

- Remain vigilant
- Exercise patience
- Rely on your training and professional driving skills.

Let's work together to mitigate risks to ensure an efficient and safe ride!





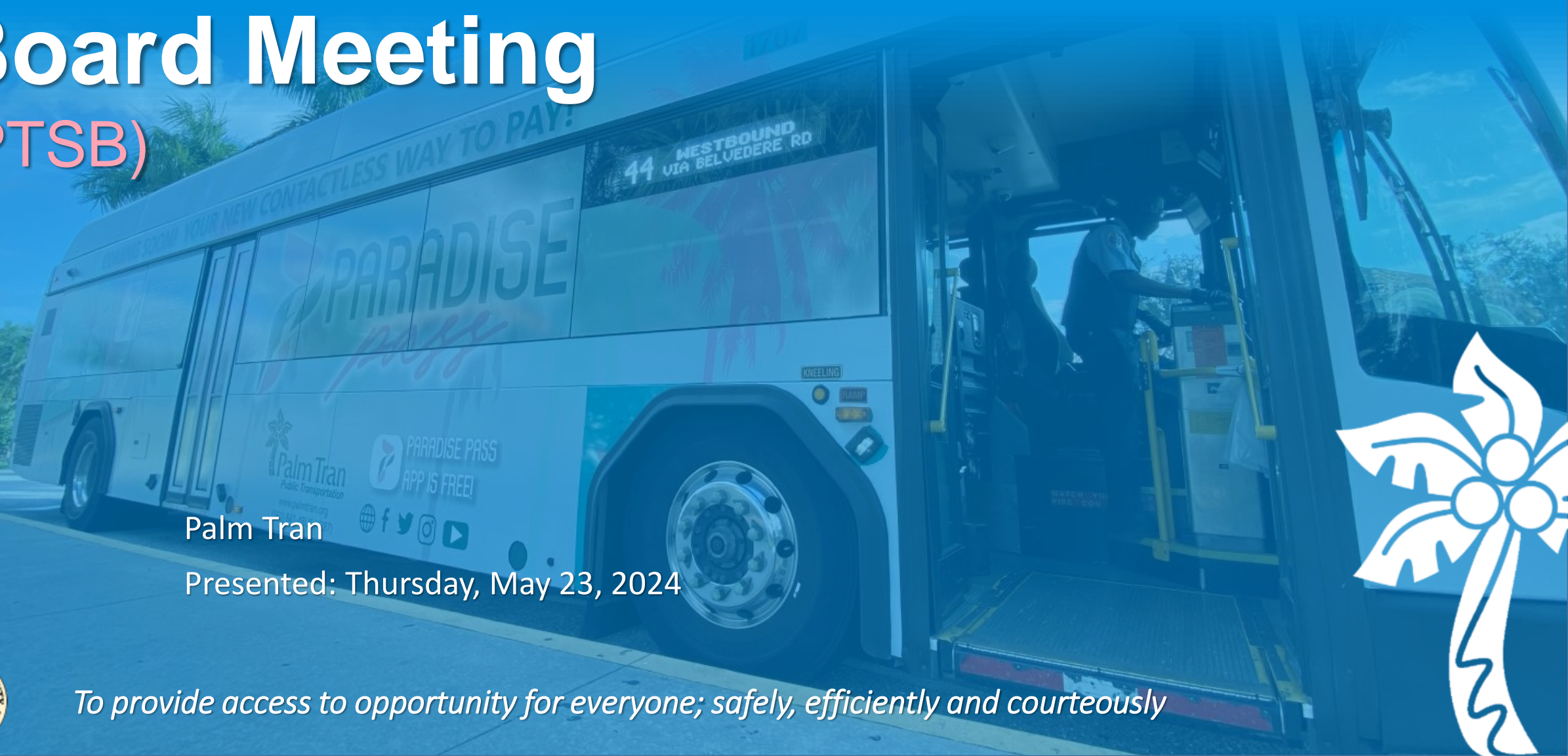
2024 Celebrating Women Who Move the Nation





Commissioner Michael Barnett

Palm Tran Service Board Meeting (PTSB)



Palm Tran

Presented: Thursday, May 23, 2024

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



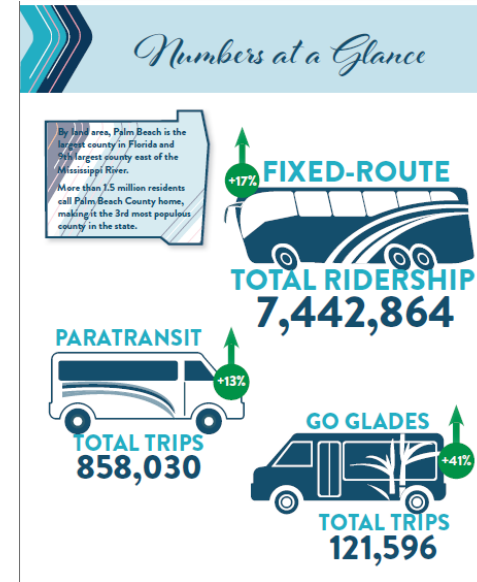
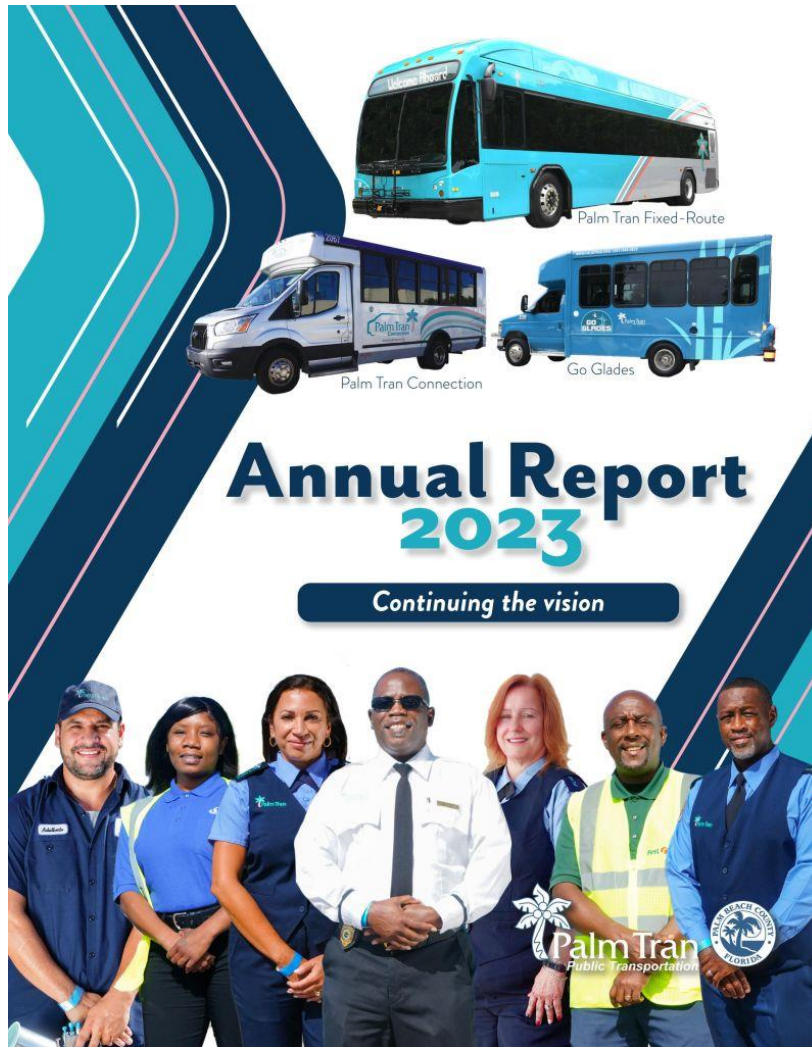
Interim Director of Support Services



DeBorah Posey-Blocker



2023 Annual Report



Let's get on the Bus Challenge Update



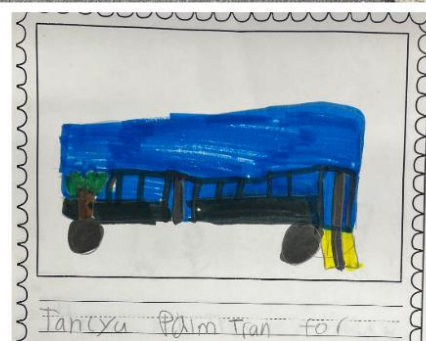
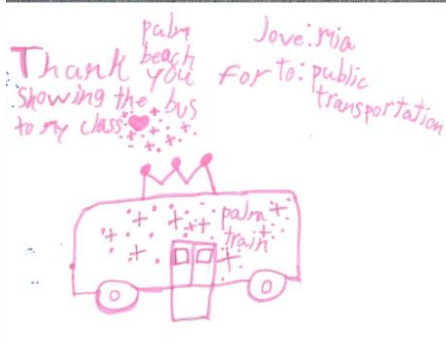
Path to College



Transit Social Hour



Career Day at Freedom Shores & Grove Elementary Schools



Women Who Move the Nation



May Service Changes



MAY SERVICE CHANGES

Faster, Frequent, Reliable!
Changes begin Sunday, May 19, 2024.

Improvements to these routes:



Upward Mobility



Evan Henderson





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



Thank you!



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Clinton B. Forbes
Executive Director

DeBorah Posey-Blocker
Service Board Liaison

■

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DATE: May 22, 2024

TO: Chair Mitchell & Board Members

FROM: Mike Blaylock, Interim Executive Director

RE: March 2023 Performance Report

The Palm Tran Performance Report for the month of March 2023 is attached for your review.

During the month of March 2023, Palm Tran's Performance Report continues to reflect the ongoing impact of the COVID-19 health crisis. Four (4) metrics fell below the established minimum, while the remaining twenty-one (21) exceeded the set minimum.

PERFORMANCE REPORT

MARCH 2024 (FY 2024)

Performance Management Office



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

Ridership Overview

Trends By Mode – March 2024



MODE	MARCH
Fixed Route	725,999
PTC	72,751
GG	9,825
Total	808,575



MARCH 2024

FIXED-ROUTE DASHBOARD FY 2024

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	FY 2024
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 1.11	● 0.65	▲ 1.33	● 0.48	● 0.84	● 0.80	● 0.87
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	● 1.74	● 1.14	▲ 2.50	● 1.75	◆ 3.18	● 1.28	● 1.93
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.27	▲ 1.38	● 1.18	● 1.25	● 1.13	● 1.12	● 1.22
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048	▲ 717,371	▲ 725,999	● 4,215,466
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3	▲ 16.8	◆ 16.4
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
On-Time Performance	74%	76%	78%	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 74.1%	▲ 74.2%	▲ 75.2%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039	◆ 6,231	◆ 6,330
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.13	◆ 0.12	▲ 0.20	▲ 0.28	◆ 0.19	◆ 0.18
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	▲ 3.02	● 2.66	● 2.93	▲ 3.19	▲ 3.24	● 2.98

MARCH 2024

CONNECTION DASHBOARD FY 2024

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	●	0.95	▲ 1.42	● 0.49	● 0.53	● 0.42	● 0.74	● 0.76
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.66	● 1.94	● 1.96	● 1.16	● 2.00	● 0.74	● 1.58
Mobility	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.46	▲ 1.41	◆ 1.23	▲ 1.39	◆ 1.26	▲ 1.41	▲ 1.36
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
On-Time Performance	85%	90%	92%	◆	82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%	◆ 81.9%	◆ 81.6%	◆ 82.8%
Mean Distance Between Failures	6,500	7,700	9,500	●	11,528	● 9,326	● 12,188	● 18,539	● 10,437	● 8,358	● 11,729
All Customer Commendations per 1k Trips	0.80	1.10	1.40	▲	2.39	● 2.02	● 2.01	▲ 2.44	● 2.18	● 2.11	● 2.19
	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	●	1.77	● 1.53	▲ 2.02	● 1.42	● 1.43	● 1.83	● 1.67
Reservations Call Hold Time	4:00	3:00	2:00	◆	7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04	◆ 4:25	◆ 4:45
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:40	● 2:05	▲ 3:16	● 2:20	● 2:32	● 2:44	● 2:36



MARCH 2024

GO GLADES DASHBOARD FY2024



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	FY 2024
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.52	● 0.28	● 0.00	● 0.00	● 0.00	● 0.26	● 0.18
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.27	● 0.28	● 0.00	● 0.00	● 0.09
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.84	● 4.62	● 4.59	● 4.38	● 4.49	● 4.41	● 4.56
Total System Ridership	3,600	5,400	7,300	● 11,109	● 10,175	● 10,169	● 9,642	● 9,379	● 9,825	● 60,299
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	YTD
On-Time Performance	85%	90%	92%	● 93.7%	● 93.2%	● 94.6%	● 96.8%	● 95.6%	● 97.0%	● 95.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 38,534	◆ 6,039	● 12,151	● 35,636	● 17,309	● 18,877	● 14,615
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.18	● 0.20	● 0.00	● 0.00	● 0.32	● 0.00	● 0.12





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



Thank you!