

PERFORMANCE REPORT

APRIL 2024 (FY2024)

Performance Management Office



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



INTRODUCTION/BACKGROUND

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

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

APRIL 2024

PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	777,508
Riders Per Revenue Hour	17.1
All Customer Concerns per 10K Boardings	2.89
Vehicle Revenues Miles	621,447
Total Revenue Hours	45,388

Connection	
Ridership	78,318
Riders Per Revenue Hour	1.48
All Customer Concerns per 1K Trips	1.98
Vehicle Revenue Miles	997,873
Total Revenue Hours	52,906

Go Glades	
Ridership	10,246
Riders Per Revenue Hour	4.63
All Customer Concerns per 1K Boardings	0.00
Vehicle Revenue Miles	37,483
Total Revenue Hours	2,214

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	● 0.84	● 0.80	● 0.80						● 0.86
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						● 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	● 0.95						● 1.18
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	▲ 717,371	▲ 725,999	● 777,508						● 4,992,974
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3	▲ 16.8	▲ 17.1						◆ 16.5
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%	▲ 74.1%	▲ 74.2%	▲ 75.4%			81.4	Aug.	Sept.	▲ 75.2%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039	◆ 6,231	◆ 5,701						◆ 6,240
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.13	◆ 0.12	▲ 0.20	▲ 0.28	◆ 0.19	◆ 0.14						◆ 0.17
	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	▲ 3.19	▲ 3.24	● 2.89						● 2.97

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	● 0.42	● 0.74	● 0.60						● 0.74
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00	● 0.74	● 1.30						● 1.54
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	◆ 1.26	▲ 1.41	▲ 1.48						▲ 1.38
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%	◆ 81.9%	◆ 81.6%	◆ 78.7%						◆ 82.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539	● 10,213	● 8,358	● 8,179						● 11,190
All Customer Commendations per 1k Trips	0.80	1.10	1.40	▲ 2.39	● 2.02	● 2.01	▲ 2.44	● 2.18	● 2.11	◆ 2.73						● 2.27
	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	● 1.43	● 1.83	● 1.98						● 1.71
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04	◆ 4:25	◆ 6:07						◆ 4:57
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:32	● 2:44	● 2:19						● 2:33

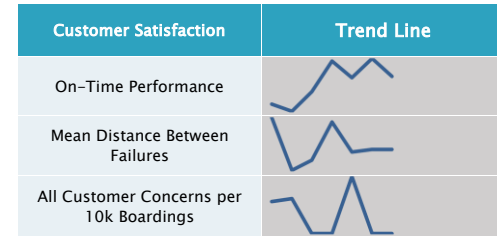
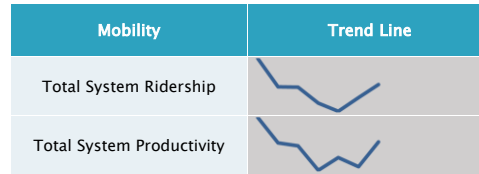
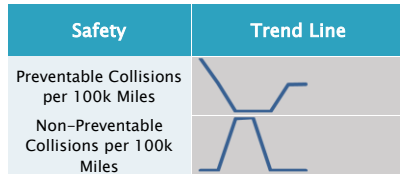
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



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	● 0.00	● 0.26	● 0.27						● 0.19
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.27	● 0.28	● 0.00	● 0.00	● 0.00						● 0.08
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	● 4.49	● 4.41	● 4.63						● 4.57
Total System Ridership	3,600	5,400	7,300	● 11,109	● 10,175	● 10,169	● 9,642	● 9,379	● 9,825	● 10,246						● 70,545
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%	● 95.6%	● 97.0%	● 95.7%						● 95.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 38,534	◆ 6,039	● 12,151	● 35,636	● 17,309	● 18,877	● 18,742						● 15,101
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	● 0.00						● 0.10



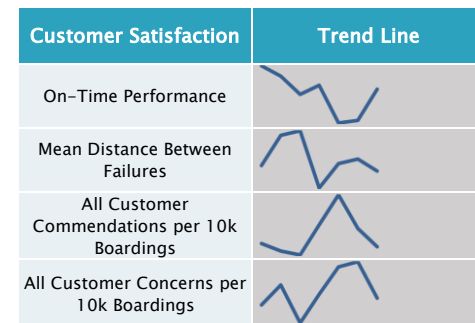
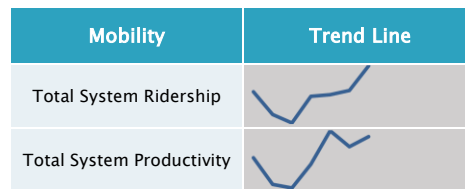
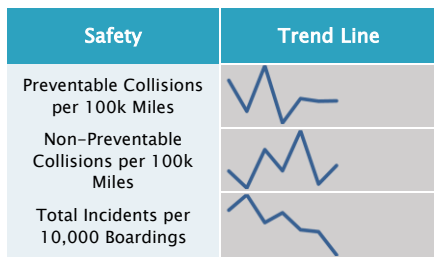
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FIXED-ROUTE DASHBOARD FY 2024



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	● 0.84	● 0.80	● 0.80						● 0.86
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						● 1.93
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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	▲ 717,371	▲ 725,999	● 777,508						● 4,992,974
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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%	▲ 74.1%	▲ 74.2%	▲ 75.4%						▲ 75.2%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039	◆ 6,231	◆ 5,701						◆ 6,240
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.13	◆ 0.12	▲ 0.20	▲ 0.28	◆ 0.19	◆ 0.14						◆ 0.17
	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	▲ 3.19	▲ 3.24	● 2.89						● 2.97

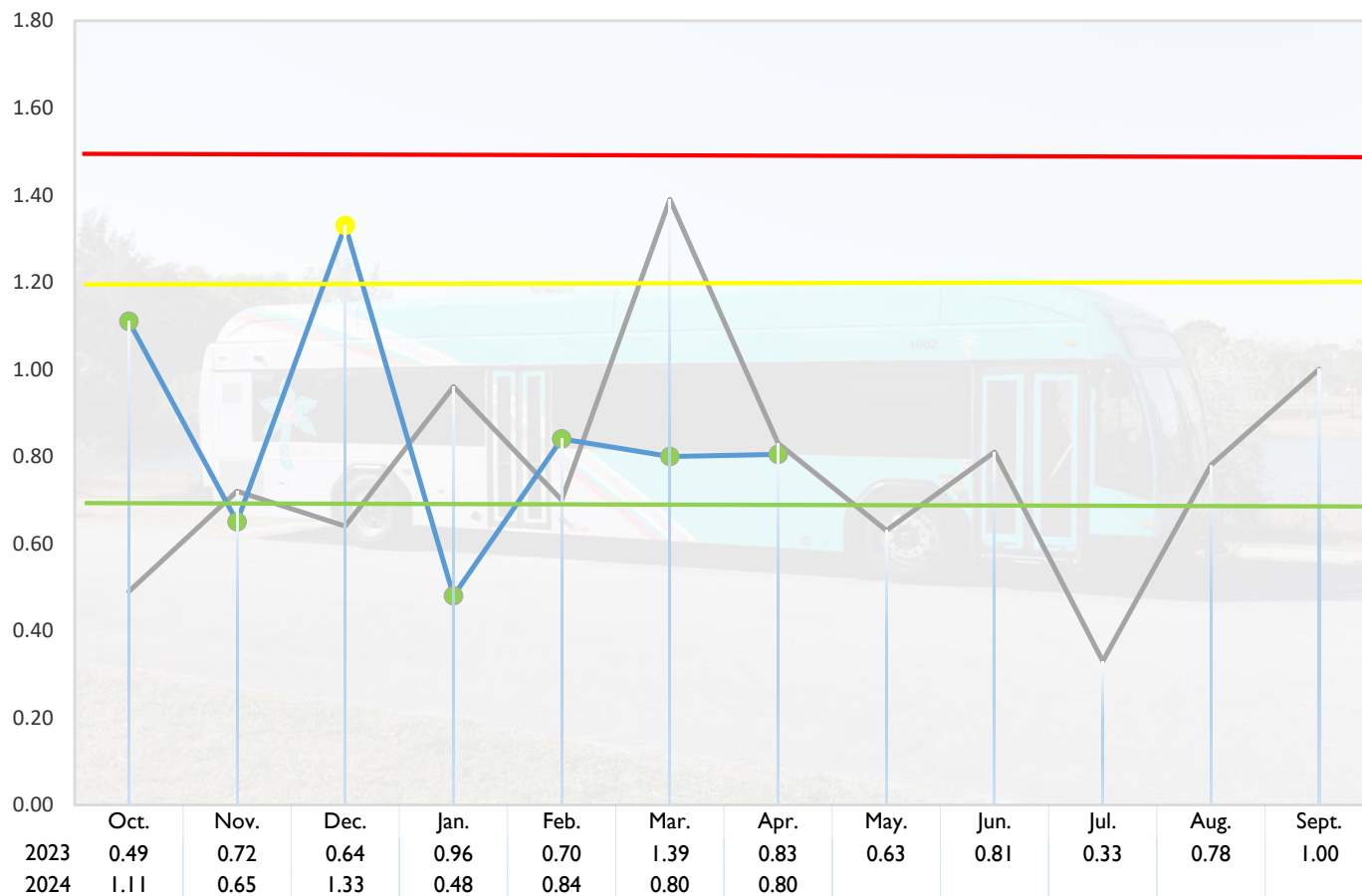


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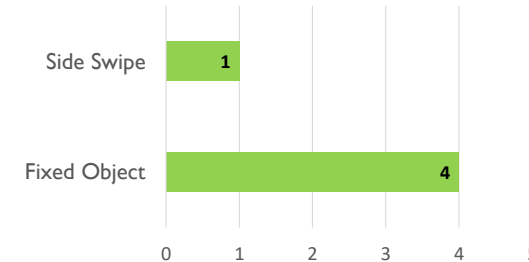


Fixed-Route Preventable Collisions per 100K Miles

— 2023 ● 2024 ★ The Goal has been exceeded



Categories of Preventable Collisions



Narrative

Palm Tran is pleased to report that the preventable collisions per 100k miles metric has surpassed the established target at 0.80. In March, fixed-route vehicles traveled 621,447 revenue miles while in service. During April, this number increased slightly to 623,104 vehicle revenue miles. In both March and April, Palm Tran experienced five (5) preventable collisions, consistent in the number of incidents month-over-month.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.00	● 0.44	● 0.44	● 0.84	● 0.73	● 0.58	● 0.51	● 0.47	● 0.28	● 0.67	● 1.11	● 0.17	● 0.52 ★
2021	● 0.79	● 0.71	● 0.65	● 0.34	● 0.54	● 0.64	● 0.66	● 0.45	● 1.00	● 0.28	● 0.86	● 0.90	● 0.65 ★
2022	● 0.16	● 0.49	● 0.63	▲ 1.45	● 0.17	▲ 1.39	● 0.32	● 1.00	● 0.50	● 1.17	● 0.16	● 0.36	● 0.66 ★
2023	● 0.49	● 0.72	● 0.64	● 0.96	● 0.70	▲ 1.39	● 0.83	● 0.63	● 0.81	● 0.33	● 0.78	● 1.00	● 0.77 ★
2024	● 1.11	● 0.65	▲ 1.33	● 0.48	● 0.84	● 0.80	● 0.80						● 0.86

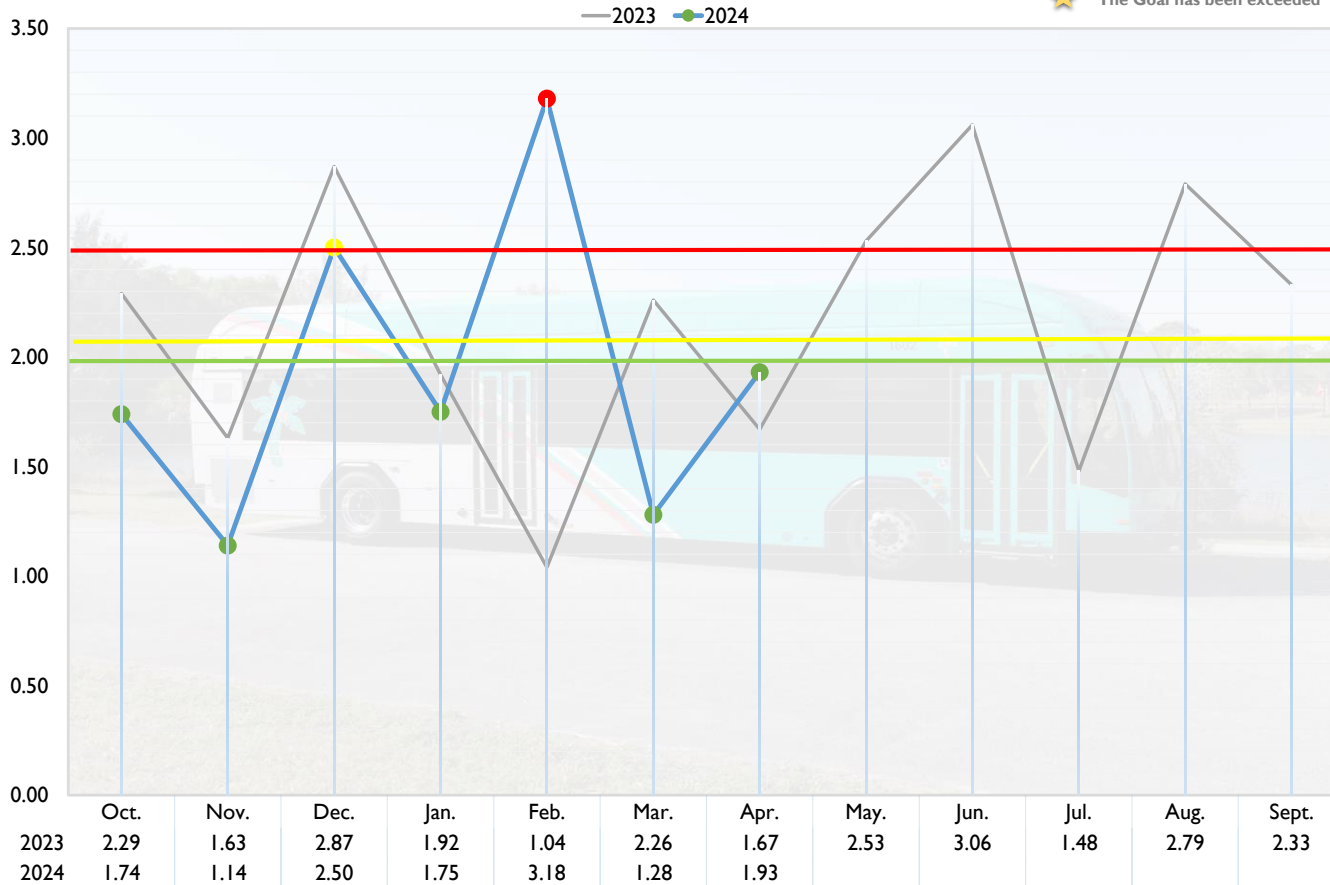
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2023	1.50	1.20	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be preventable for every 100K miles driven.
	2024	1.50	1.20	0.70		

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- Target has been met or exceeded

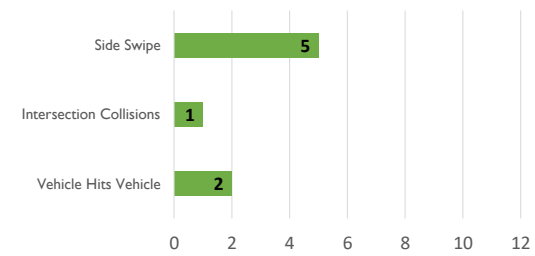


Fixed-Route Non-Preventable Collisions per 100k Miles

★ The Goal has been exceeded



Top Categories of Non-Preventable Collisions



Narrative

Palm Tran is pleased to report that the Fixed-Route Non-Preventable Collisions per 100k miles metric has continued to surpass the established stretch goal at 1.93. In April, this metric experienced a sharp increase from eight (8) to twelve (12) Non-Preventable Collisions per 100k Miles. In April, the top categories of Non-Preventable Collisions included "Vehicle Hits Vehicle", "Sideswipe", and "Intersection Collision".

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.30	● 2.07	● 1.32	◆ 2.93	● 1.61	● 1.45	● 0.67	● 1.41	● 1.53	● 1.87	● 0.95	● 1.00	● 0.52 ★
2021	▲ 2.22	▲ 2.31	● 1.61	● 1.35	● 1.61	▲ 2.39	● 1.16	● 1.35	▲ 2.14	● 1.93	● 1.28	● 1.79	● 1.76 ★
2022	● 1.93	● 1.65	▲ 2.22	▲ 2.42	● 1.73	◆ 3.09	● 1.62	● 1.33	● 1.51	● 1.50	● 1.73	● 1.27	● 1.85 ★
2023	▲ 2.29	● 1.63	◆ 2.87	● 1.92	● 1.04	▲ 2.26	● 1.67	▲ 2.53	◆ 3.06	● 1.48	◆ 2.79	▲ 2.33	▲ 2.16
2024	● 1.74	● 1.14	▲ 2.50	● 1.75	◆ 3.18	● 1.28	● 1.93						● 1.93

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		

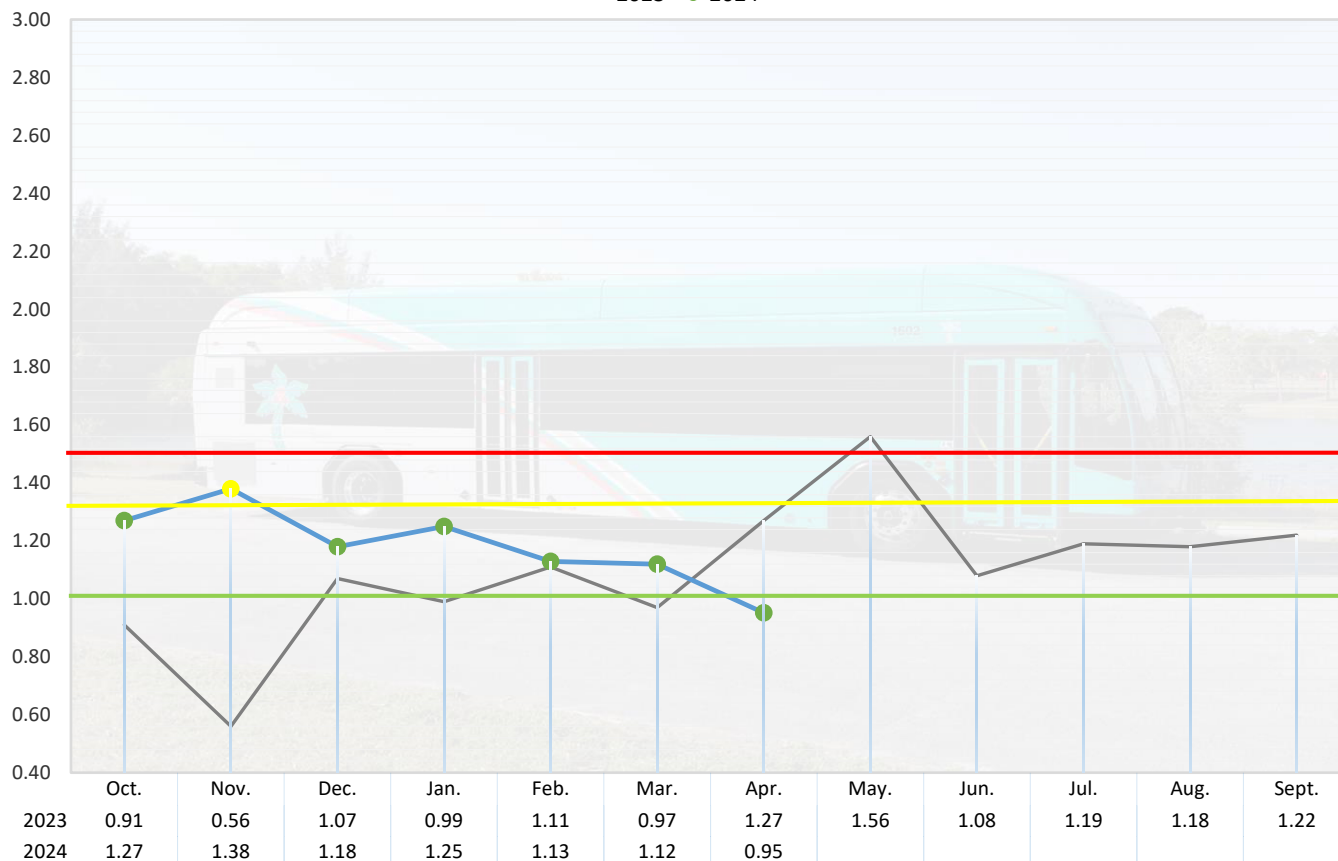
Narrative

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

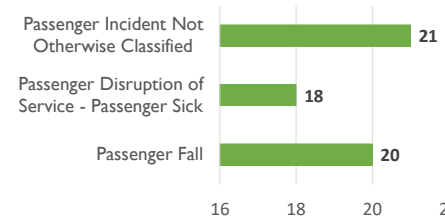


Fixed-Route Total Incidents per 10,000 Boardings

—2023 ●2024 ★ The Goal has been exceeded



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



Narrative
 Palm Tran is pleased to announce that this metric has continued to surpass the established stretch goal. In April, the ratio of total incidents per 10,000 boardings saw a slight decrease from 1.12 in March to 0.95. Throughout April, Palm Tran encountered a total of seventy four (74) incidents. The primary incident categories included "Passenger Incident NOC," "Passenger Disruption of Service - Passenger Sick," and "Passenger Fall."

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 2.30	◆ 2.07	▲ 1.32	◆ 2.93	◆ 1.61	▲ 1.45	● 0.67	▲ 1.41	▲ 1.53	◆ 1.87	● 0.95	● 1.00	◆ 1.62
2021	● 0.66	● 1.17	● 0.81	● 0.88	● 1.06	● 1.12	● 1.27	● 0.92	● 1.15	● 0.95	● 1.11	● 1.01	● 1.01 ★
2022	● 0.72	● 0.48	● 1.01	● 0.84	● 0.97	● 0.82	● 0.72	● 0.98	● 0.98	● 0.92	● 1.14	● 1.04	● 1.04 ★
2023	● 0.91	● 0.56	● 1.07	● 0.99	● 1.11	● 0.97	● 1.27	▲ 1.56	● 1.08	● 1.19	● 1.18	● 1.22	● 1.09 ★
2024	● 1.27	▲ 1.38	● 1.18	● 1.25	● 1.13	● 1.12	● 0.95						● 1.18

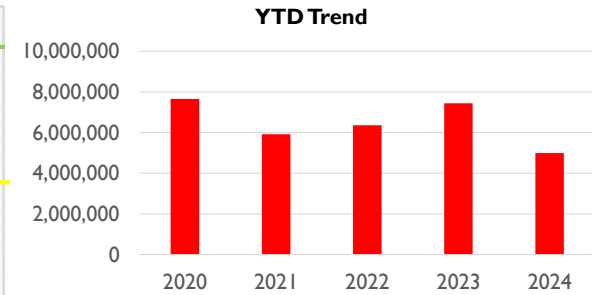
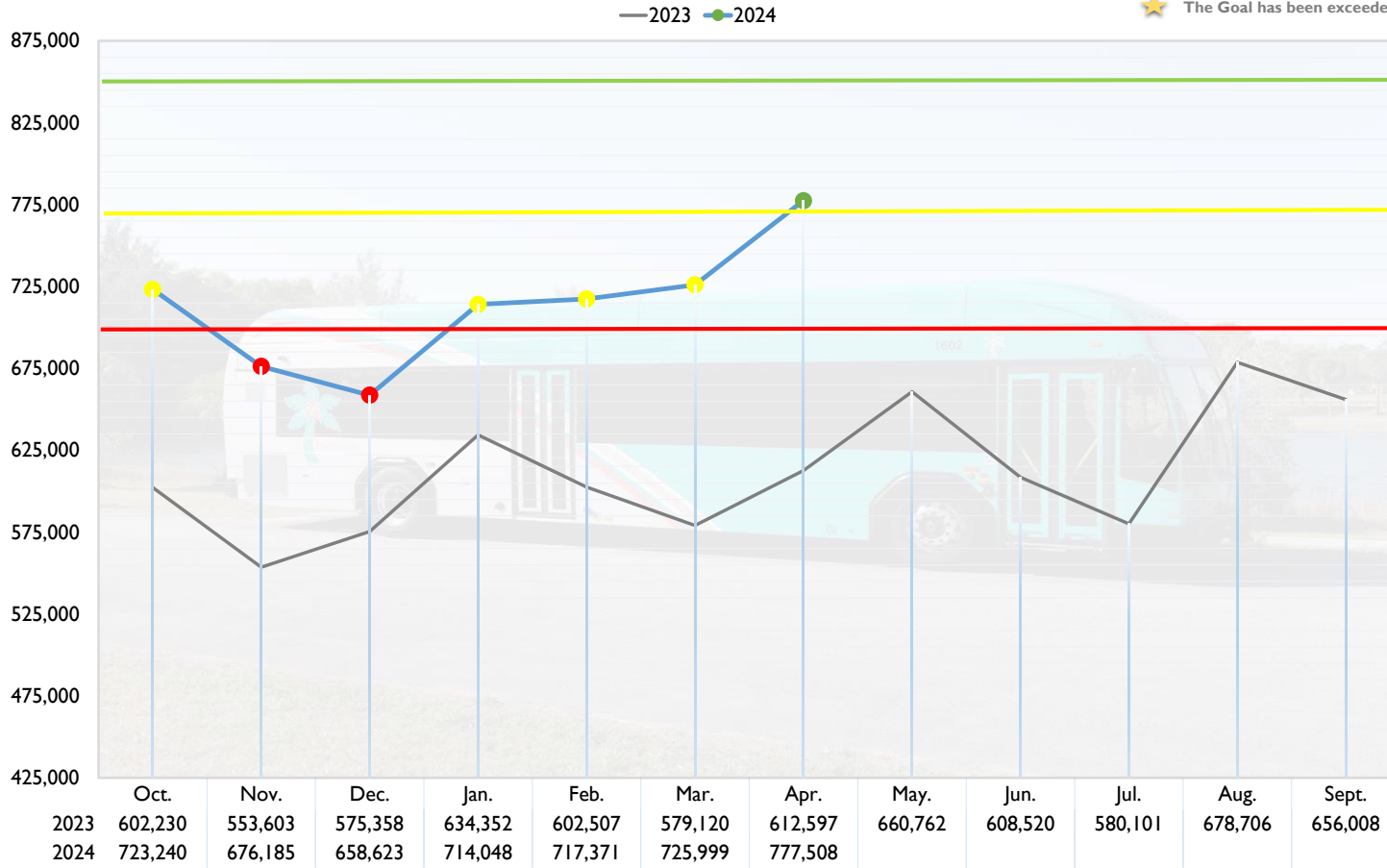
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2023	1.50	1.30	1.00	(Total Incidents)/(Total Count of Passenger Boardings for the Month)*10,000	The total number of incidents (as defined in the National Transit Database Annual Reporting Manual) in 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

★ The Goal has been exceeded



Narrative

Palm Tran is delighted to announce that, for the first time in since the COVID-19 pandemic, fixed-route ridership exceeded the established target. During the month of April fixed-route ridership totaled 777,508, reflecting a net increase of 7.1% (an additional 51,509 riders) from the previous month of March. The increase in ridership can be attributed to Palm Tran's "Let's Get on the Bus" Campaign, in addition to the steady increase in ridership experienced this year.

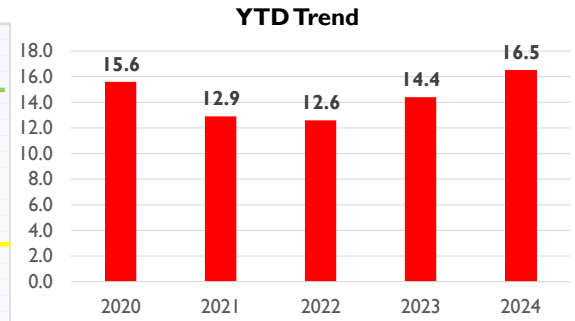
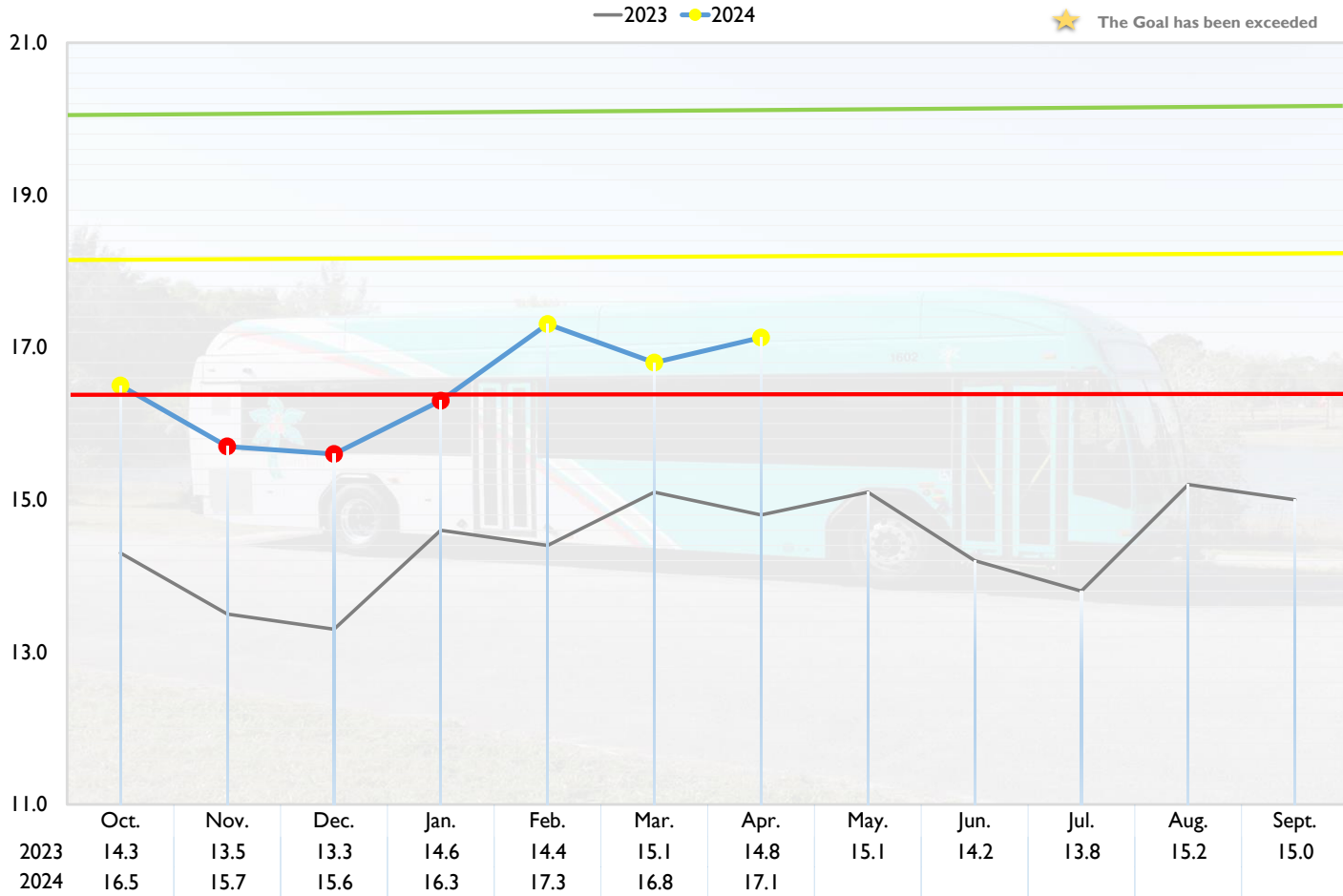
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 835,187	◆ 744,353	◆ 716,736	◆ 779,427	◆ 756,703	◆ 642,330	◆ 462,991	◆ 488,515	◆ 588,187	◆ 637,962	◆ 540,694	◆ 458,101	◆ 7,651,186
2021	◆ 486,639	◆ 428,495	◆ 471,133	◆ 453,069	◆ 454,505	◆ 525,519	◆ 494,676	◆ 520,496	◆ 522,000	◆ 528,118	◆ 531,710	◆ 502,929	◆ 5,919,289
2022	◆ 543,109	◆ 516,763	◆ 523,457	◆ 509,548	◆ 502,818	◆ 573,349	◆ 531,430	◆ 538,420	◆ 511,974	◆ 510,224	◆ 578,595	◆ 517,495	◆ 6,357,182
2023	◆ 602,230	◆ 553,603	◆ 575,358	◆ 634,352	◆ 602,507	◆ 579,120	◆ 612,597	◆ 660,762	◆ 608,520	◆ 580,101	◆ 678,706	◆ 656,008	◆ 7,442,864
2024	▲ 723,240	◆ 676,185	◆ 658,623	▲ 714,048	▲ 717,371	▲ 725,999	● 777,508						◆ 4,992,974

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		

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- ▲ 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 April, the Riders per Revenue Hour ratio increased from 16.8 Riders per Revenue Hour in March to 17.1. This increase can be attributed to the total fixed-route ridership increasing by 7.1% (51,509 riders) in addition to revenue hours increasing by 5.2% (2,242 hours). Based on the ongoing trend of increasing ridership, Palm Tran anticipates that this metric will continue to ascend and ultimately achieve the target goal.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9	◆ 18.3	◆ 15.6	◆ 12.6	◆ 12.7	◆ 1.4	◆ 14.1	◆ 14.1	◆ 13.1	◆ 15.6
2021	◆ 13.4	◆ 12.7	◆ 13.1	◆ 13.0	◆ 13.9	◆ 14.4	◆ 14.0	◆ 12.6	◆ 12.1	◆ 11.9	◆ 12.1	◆ 12.1	◆ 12.9
2022	◆ 12.7	◆ 12.4	◆ 12.2	◆ 12.0	◆ 12.7	◆ 12.8	◆ 12.5	◆ 12.5	◆ 12.5	◆ 12.4	◆ 13.1	◆ 13.7	◆ 12.6
2023	◆ 14.3	◆ 13.5	◆ 13.3	◆ 14.6	◆ 14.4	◆ 15.1	◆ 14.8	◆ 15.1	◆ 14.2	◆ 13.8	◆ 15.2	◆ 15.0	◆ 14.4
2024	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3	▲ 16.8	▲ 17.1						◆ 16.5

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		

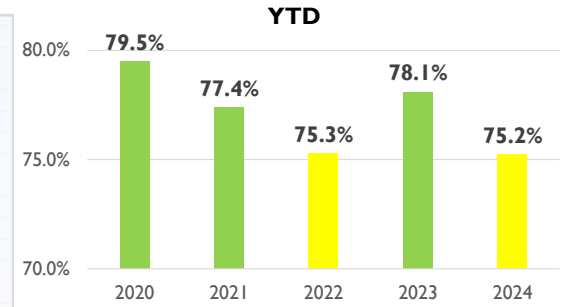
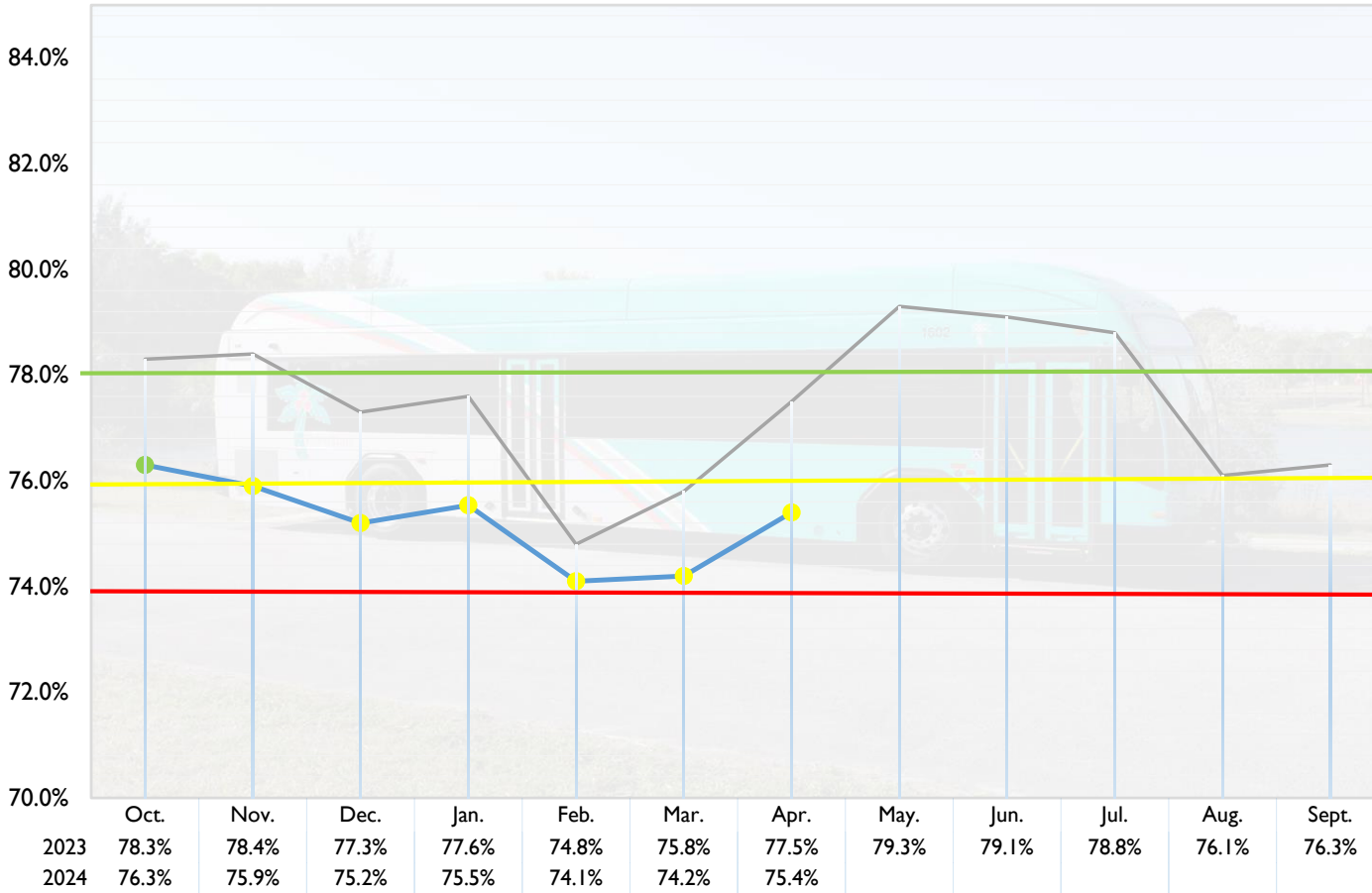
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Fixed Route - On Time Performance

—2023 ●2024

★ The Goal has been exceeded



Narrative

During April, the fixed-route on-time performance (OTP) metric increased slightly from 74.2% to 75.4%. This improvement reflects ongoing efforts by the PT-Stat Service Enhancement Team and the Palm Tran Service Planning and Scheduling department, which are consistently implementing initiatives to enhance the OTP metric. By focusing on operational efficiencies and strategic adjustments, Palm Tran aims to further improve reliability and punctuality across its fixed-route services..

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 79.7%	● 78.3%	● 77.9%	● 78.9%	● 77.7%	● 80.9%	● 84.4%	● 83.5%	● 83.6%	● 83.4%	● 80.4%	● 79.9%	● 79.5%★
2021	● 80.7%	● 77.7%	● 76.2%	▲ 75.3%	▲ 75.7%	▲ 74.9%	▲ 74.6%	● 78.7%	● 79.9%	● 79.8%	● 78.1%	● 76.9%	● 77.4%★
2022	▲ 75.8%	◆ 73.2%	◆ 70.0%	◆ 73.5%	▲ 74.4%	▲ 74.3%	▲ 74.8%	● 77.8%	● 79.1%	● 78.8%	● 76.1%	▲ 75.8%	▲ 75.3%
2023	● 78.3%	● 78.4%	● 77.3%	● 77.6%	▲ 74.8%	▲ 75.8%	● 77.5%	● 79.3%	● 79.1%	● 78.8%	● 76.1%	● 76.3%	● 78.1%★
2024	● 76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 74.1%	▲ 74.2%	▲ 75.4%						▲ 75.2%

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%		

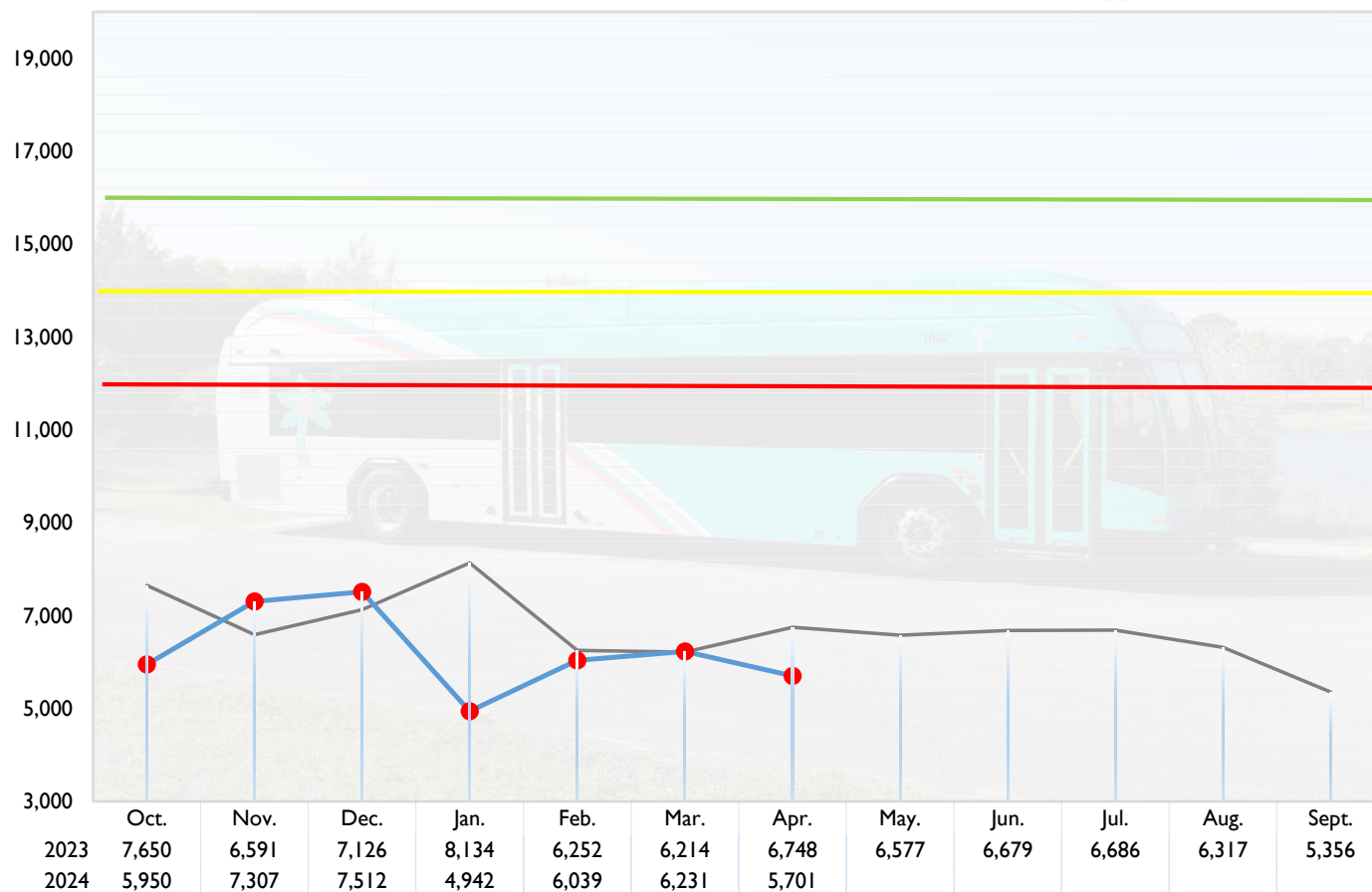
- ◆ Minimum/Maximum has not been met
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- Target has been met or exceeded



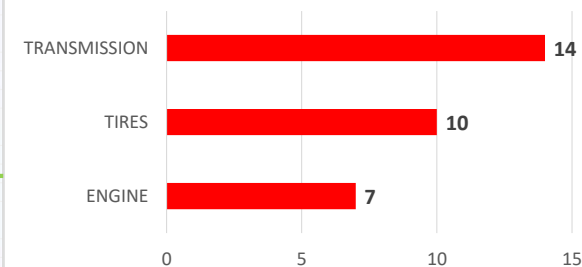
Fixed-Route Mean Distance Between Failures

— 2023 ● 2024

★ The Goal has been exceeded



Top Categories of Mechanical Failures



Narrative

During April, the Mean Distance Between Failures (MDBF) decreased from 6,231 to 5,701. This period saw fixed-route vehicles traveling 530 fewer miles before experiencing a mechanical failure compared to the previous month. Additionally, there were nine (9) more road failures in April compared to the previous month. The top mechanical failures for April were categorized as "Transmission", "Tires", and "Engine". The Maintenance management team and the Performance Management office are currently exploring ways to analyze this metric and the criteria set to develop a strategic plan for improving MDBF.

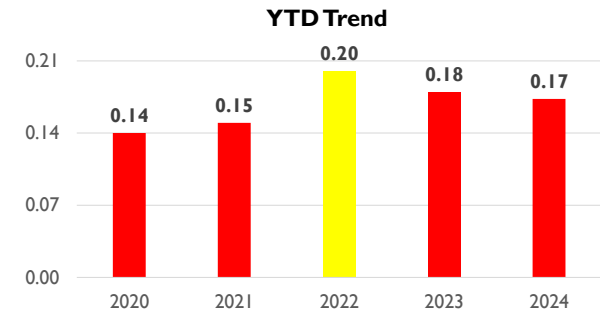
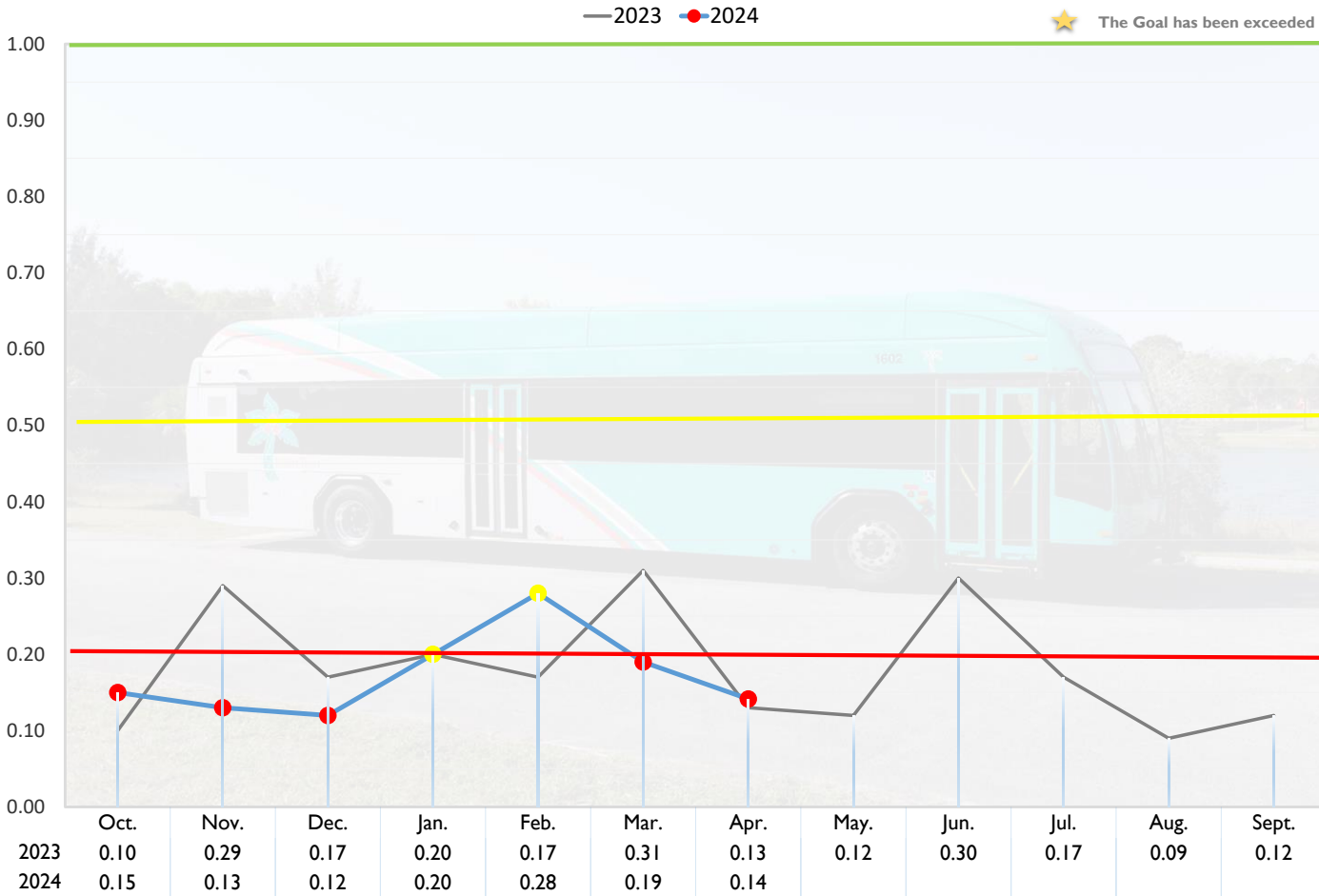
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111 ●	● 15,398 ●	● 14,837 ●	● 14,315 ◆	● 9,388 ▲	● 12,108 ●	● 18,554 ▲	● 12,553 ◆	● 11,589 ◆	● 11,722 ●	● 14,704 ●	● 15,787 ▲	13,083
2021	● 14,024 ◆	◆ 10,804 ◆	◆ 11,912 ▲	▲ 13,480 ●	● 14,315 ▲	▲ 12,835 ▲	▲ 12,858 ◆	● 9,961 ◆	◆ 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 ◆	◆ 6,039 ◆	◆ 6,231 ◆	◆ 5,701 ◆						6,240

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. Note: 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 April, Palm Tran received eleven (11) customer commendations, recognizing courteous bus operators, helpful customer service representatives, and effective planning efforts. To improve passenger engagement, the planning team introduced on-bus surveys to collect customer feedback.

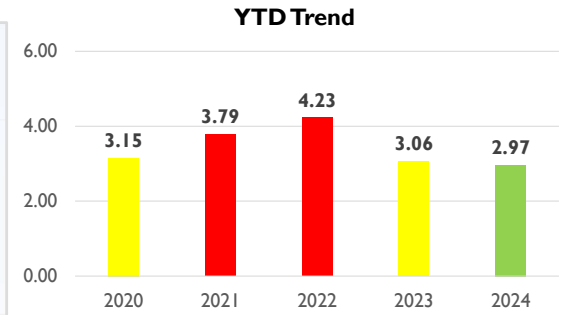
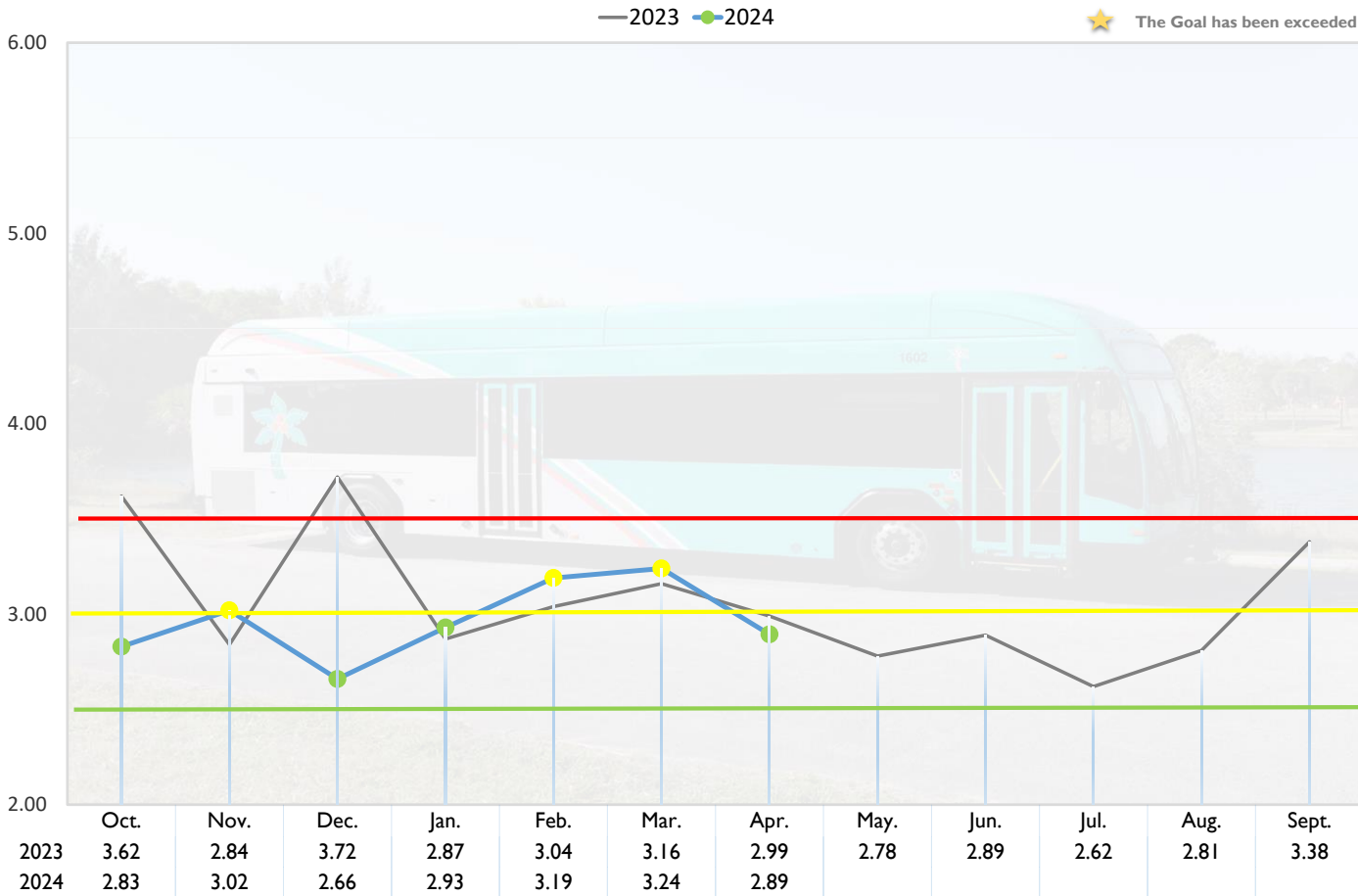
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10	◆ 0.15	▲ 0.37	◆ 0.17	◆ 0.08	● 1.43	◆ 0.13	◆ 0.06	▲ 0.20	◆ 0.14
2021	◆ 0.14	◆ 0.05	▲ 0.30	◆ 0.09	◆ 0.09	◆ 0.17	◆ 0.10	◆ 0.04	◆ 0.17	▲ 0.21	▲ 0.21	◆ 0.18	◆ 0.15
2022	◆ 0.15	▲ 0.39	▲ 0.25	▲ 0.22	◆ 0.14	▲ 0.33	◆ 0.04	◆ 0.07	◆ 0.18	▲ 0.25	▲ 0.24	◆ 0.15	▲ 0.20
2023	◆ 0.10	▲ 0.29	◆ 0.17	▲ 0.20	◆ 0.17	▲ 0.31	◆ 0.13	◆ 0.12	▲ 0.30	◆ 0.17	◆ 0.09	◆ 0.12	◆ 0.18
2024	◆ 0.15	◆ 0.13	◆ 0.12	▲ 0.20	▲ 0.28	◆ 0.19	◆ 0.14						◆ 0.17

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



Narrative

In April, the Customer Concerns per 10,000 boardings metric declined from 3.24 in April to 2.89. The total number of logged concerns reached two hundred twenty-five (225) in April, compared to two hundred thirty-five (235) in March. The top categories for concerns were "Discourteous Driver" and "Pass-Up." The PT-Stat Customer Experience Team remains dedicated to enhancing customer service and addressing customer concerns through ongoing initiatives.

FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 2.38	● 2.59	▲ 3.15	▲ 3.23	▲ 3.37	▲ 3.19	● 2.42	▲ 3.28	● 1.43	● 2.84	◆ 4.61	◆ 4.19	▲ 3.15
2021	◆ 4.60	◆ 3.71	◆ 3.84	◆ 3.75	◆ 3.52	◆ 4.21	● 2.95	● 2.98	◆ 3.77	◆ 4.01	◆ 3.72	◆ 4.33	◆ 3.79
2022	◆ 4.12	◆ 3.77	◆ 4.34	◆ 4.20	◆ 5.17	◆ 5.62	◆ 4.20	◆ 4.03	● 2.91	▲ 3.10	◆ 4.49	◆ 4.64	◆ 4.23
2023	◆ 3.62	● 2.84	◆ 3.72	● 2.87	▲ 3.04	▲ 3.16	● 2.99	● 2.78	● 2.89	● 2.62	● 2.81	▲ 3.38	▲ 3.06
2024	● 2.83	▲ 3.02	● 2.66	● 2.93	▲ 3.19	▲ 3.24	● 2.89						● 2.97

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		

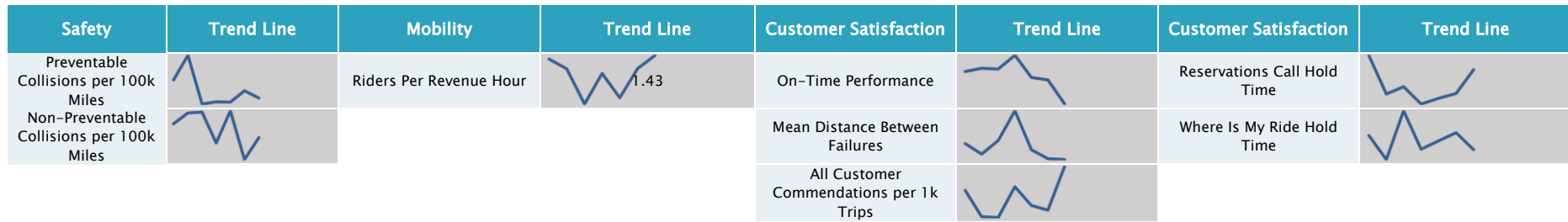
- ◆ Minimum/Maximum has not been met
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CONNECTION DASHBOARD FY 2024



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	● 0.53	● 0.74	● 0.60						● 0.74
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00	● 0.74	▲ 1.30						● 1.54
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	◆ 1.26	▲ 1.41	▲ 1.48						▲ 1.38
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%	◆ 81.9%	◆ 81.6%	◆ 78.7%						◆ 82.2%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539	● 10,213	● 8,358	● 8,179						● 11,190
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.39	● 2.02	● 2.01	● 2.44	● 2.18	● 2.11	● 2.73						● 2.27
	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	● 1.43	● 1.83	● 1.98						● 1.71
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04	◆ 4:25	◆ 6:07						◆ 4:57
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:32	● 2:44	● 2:19						● 2:33

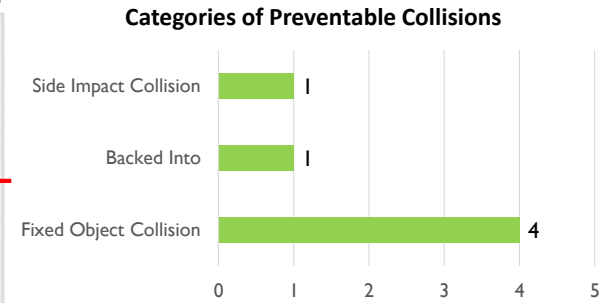
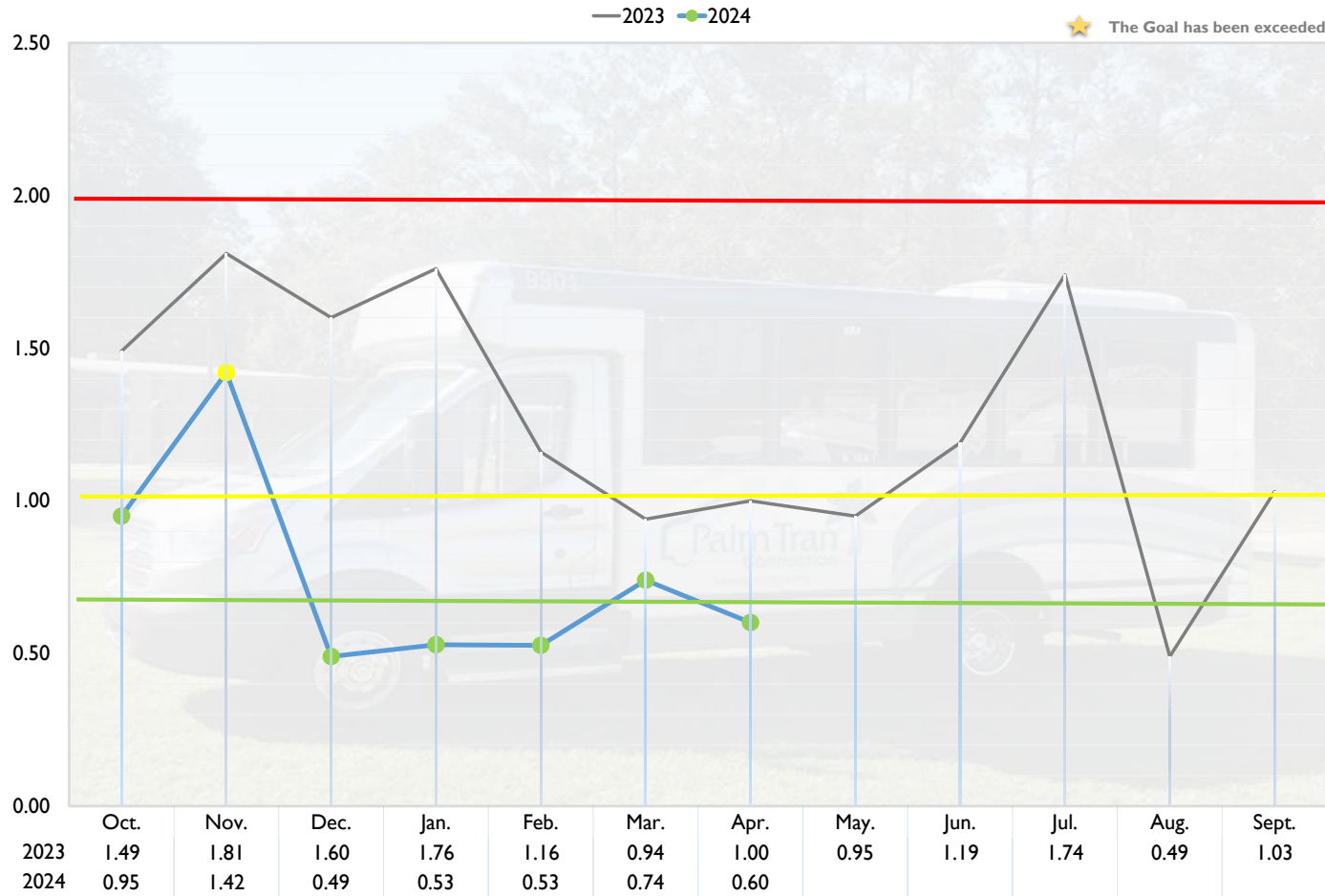


- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
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Palm Tran Performance Management Office



Connection Preventable Collisions per 100K Miles



Narrative

Palm Tran is delighted to report that this metric has exceeded the established target goal. In April, the ratio of Preventable Collisions per 100k miles saw a slight increase from 0.74 in March to 0.80. Palm Tran Connection encountered six (6) Preventable Collisions in April compared to seven (7) in March. The PT-Stat Connection Efficiency Team remains committed to exploring initiatives aimed at improving the Preventable Collision metric.

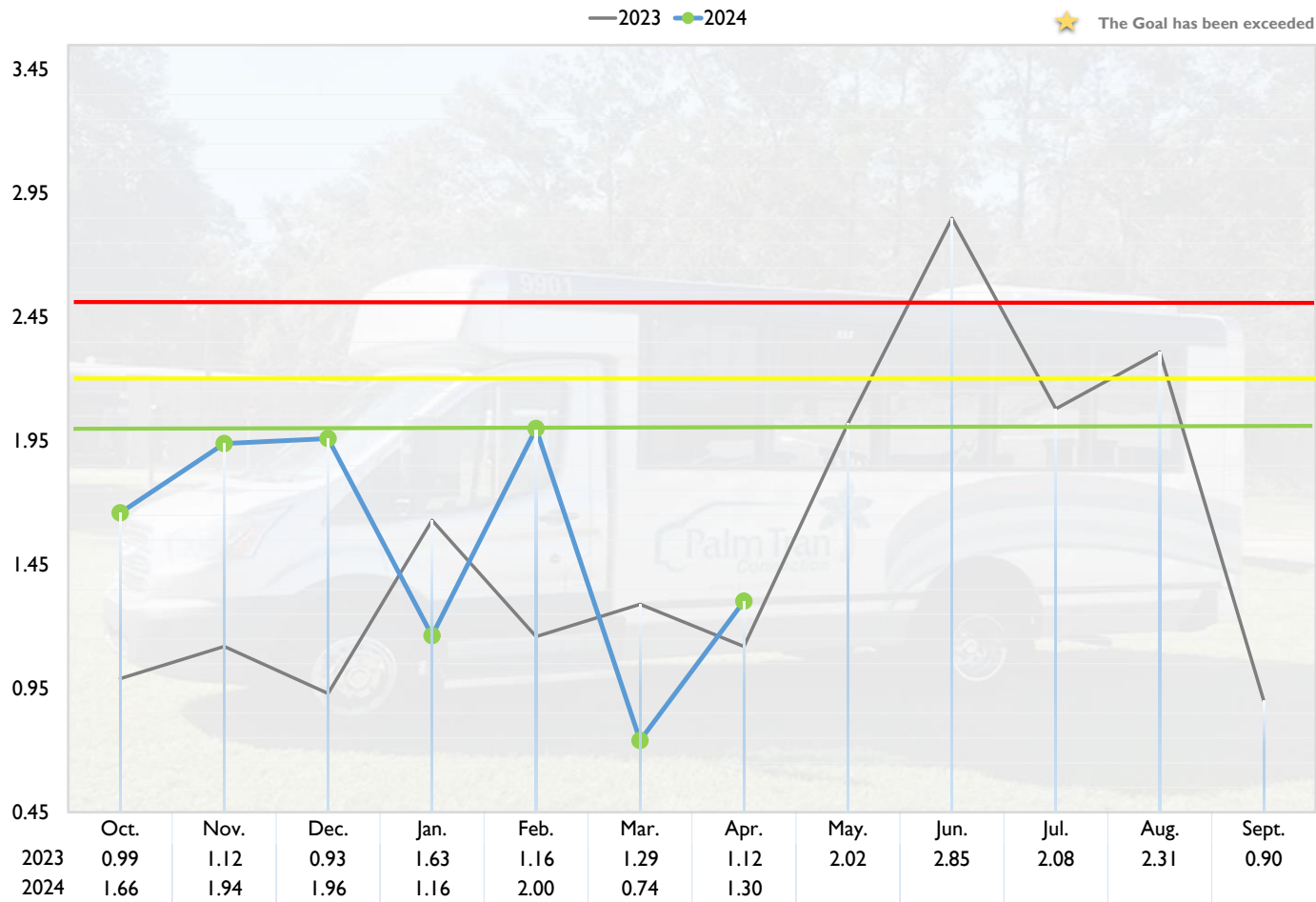
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 0.82	● 0.81	● 0.80	● 0.74	▲ 1.91	▲ 1.79	● 0.99	▲ 1.01	▲ 1.43	● 0.70	▲ 1.33	▲ 1.28	▲ 1.10
2021	▲ 1.13	▲ 1.31	● 0.66	▲ 1.07	● 0.92	▲ 1.39	● 0.58	● 0.96	▲ 1.12	▲ 1.29	▲ 1.09	▲ 1.07	▲ 1.05
2022	● 0.79	▲ 1.69	▲ 1.28	▲ 1.16	▲ 1.32	▲ 1.45	▲ 1.23	▲ 1.24	▲ 1.64	▲ 1.68	▲ 1.42	▲ 1.54	▲ 1.36
2023	▲ 1.49	▲ 1.81	▲ 1.60	▲ 1.76	▲ 1.16	● 0.94	● 1.00	● 0.95	▲ 1.19	▲ 1.74	● 0.49	▲ 1.03	▲ 1.26
2024	● 0.95	▲ 1.42	● 0.49	● 0.53	● 0.53	● 0.74	● 0.60						● 0.74

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		

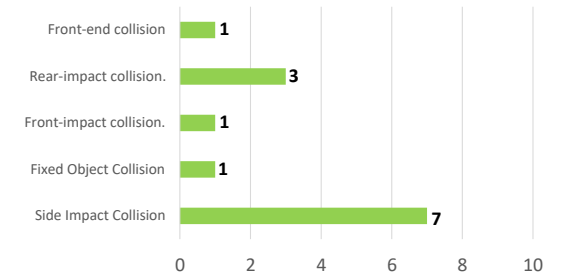
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Non-Preventable Collisions per 100k Miles



Categories of Non-Preventable Collisions



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. In April, Palm Tran Connection's Non-Preventable Collisions per 100K Miles metric experienced a sharp increase from 0.74 to 1.30. Palm Tran Connection experienced thirteen (13) non-preventable collisions during April compared to seven (7) in March. The Palm Tran Safety PT-Stat Team continues to work on initiatives to mitigate collisions and provide safe and efficient service.

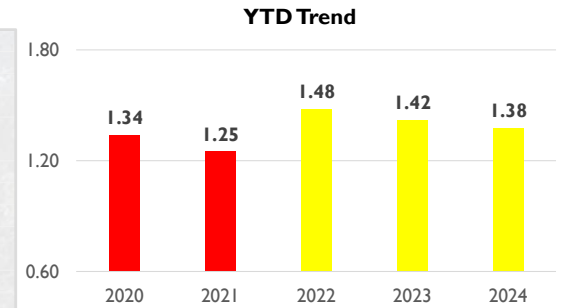
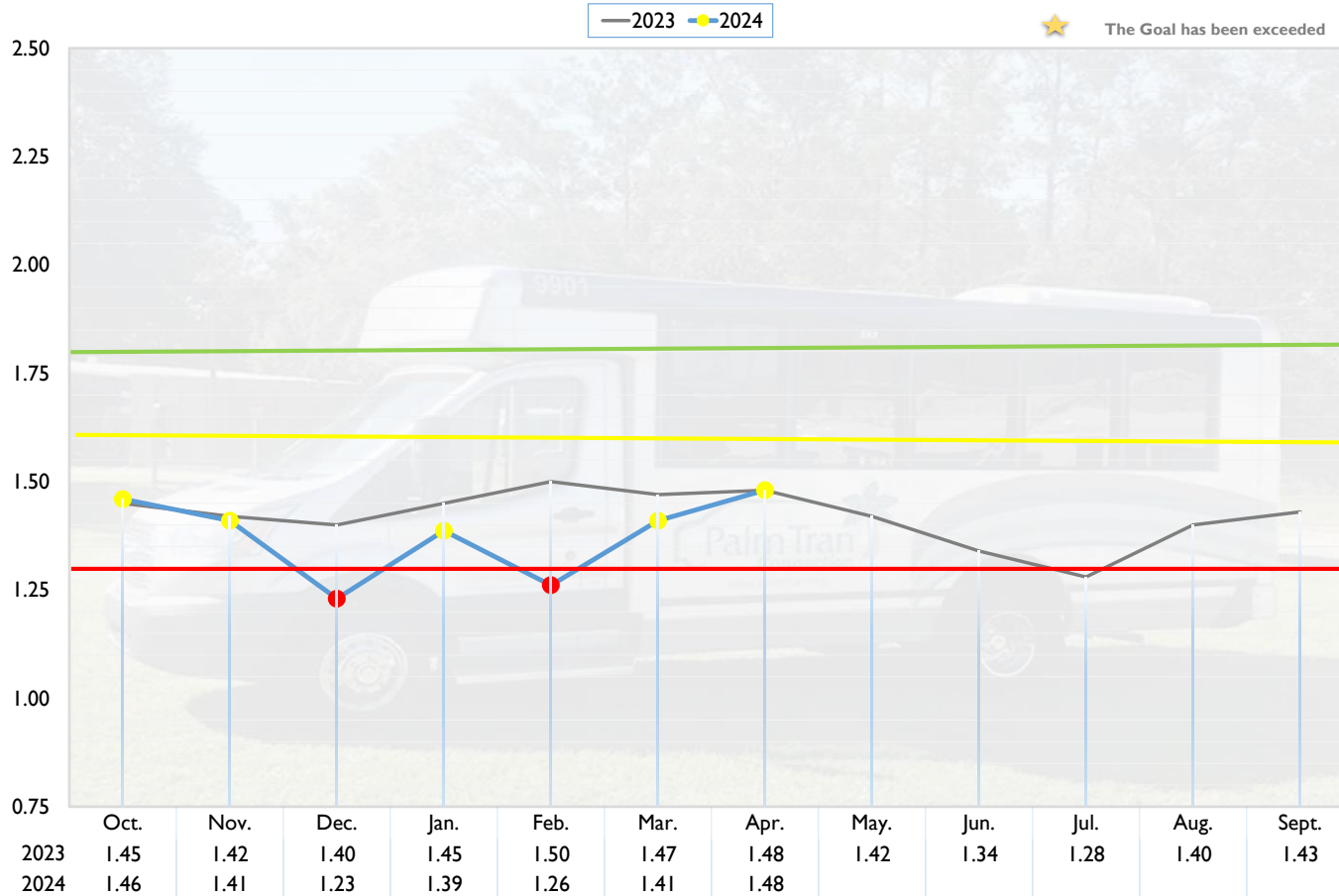
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49	● 1.72	◆ 2.51	● 1.19	● 1.07	● 1.43	● 0.98	● 1.33	● 0.57	● 1.87 ★
2021	● 1.50	▲ 2.32	● 1.46	● 1.47	● 1.44	● 1.62	● 1.64	● 0.48	● 1.36	● 2.06	◆ 2.54	▲ 2.39	● 1.69 ★
2022	● 1.32	● 1.54	● 1.56	● 1.60	● 1.91	◆ 3.16	● 1.92	● 1.65	● 1.64	● 1.83	● 1.42	● 0.98	● 1.71 ★
2023	● 0.99	● 1.12	● 0.93	● 1.63	● 1.16	● 1.29	● 1.12	● 2.02	◆ 2.85	● 2.08	▲ 2.31	● 0.90	● 1.53 ★
2024	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00	● 0.74	● 1.30						● 1.54

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 April, riders per revenue hour experienced a slight increase from 1.41 in March to 1.48. 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	◆ 1.43	◆ 1.16	◆ 1.11	◆ 1.03	◆ 1.34
2021	◆ 1.10	◆ 1.12	◆ 1.09	◆ 1.12	◆ 1.18	◆ 1.25	◆ 1.26	▲ 1.32	▲ 1.30	▲ 1.33	▲ 1.41	▲ 1.47	◆ 1.25
2022	▲ 1.52	▲ 1.48	▲ 1.47	▲ 1.49	▲ 1.55	▲ 1.53	▲ 1.56	▲ 1.51	▲ 1.40	▲ 1.38	▲ 1.43	▲ 1.44	▲ 1.48
2023	▲ 1.45	▲ 1.42	▲ 1.40	▲ 1.45	▲ 1.50	▲ 1.47	▲ 1.48	▲ 1.42	▲ 1.34	◆ 1.28	▲ 1.40	▲ 1.43	▲ 1.42
2024	▲ 1.46	▲ 1.41	◆ 1.23	▲ 1.39	◆ 1.26	▲ 1.41	▲ 1.48						▲ 1.38

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

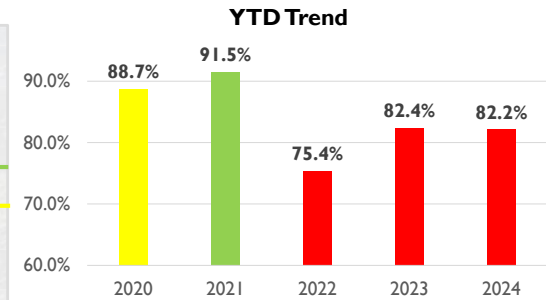
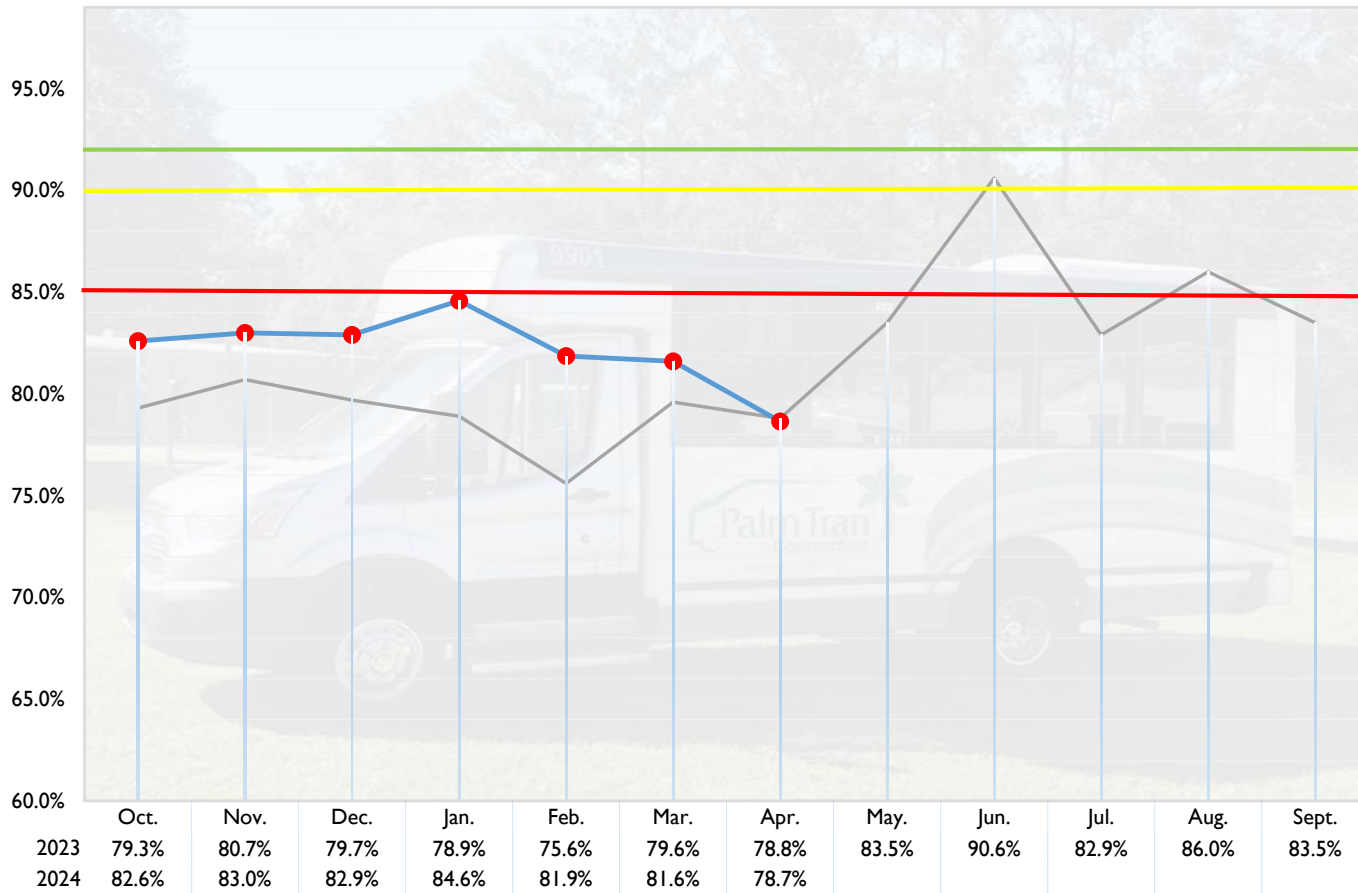


Connection - On Time Performance



— 2023 ● 2024

★ The Goal has been exceeded



Narrative

During the month of April, Palm Tran Connection experienced a significant decrease in On-Time Performance compared to March, with a 2.9% decrease attributed to traffic and driver shortages. However, Palm Tran Connection is actively working to increase resources to enhance our services. Additionally, 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%	143.0%	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%	81.9%	81.6%	78.7%						82.2%

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%		

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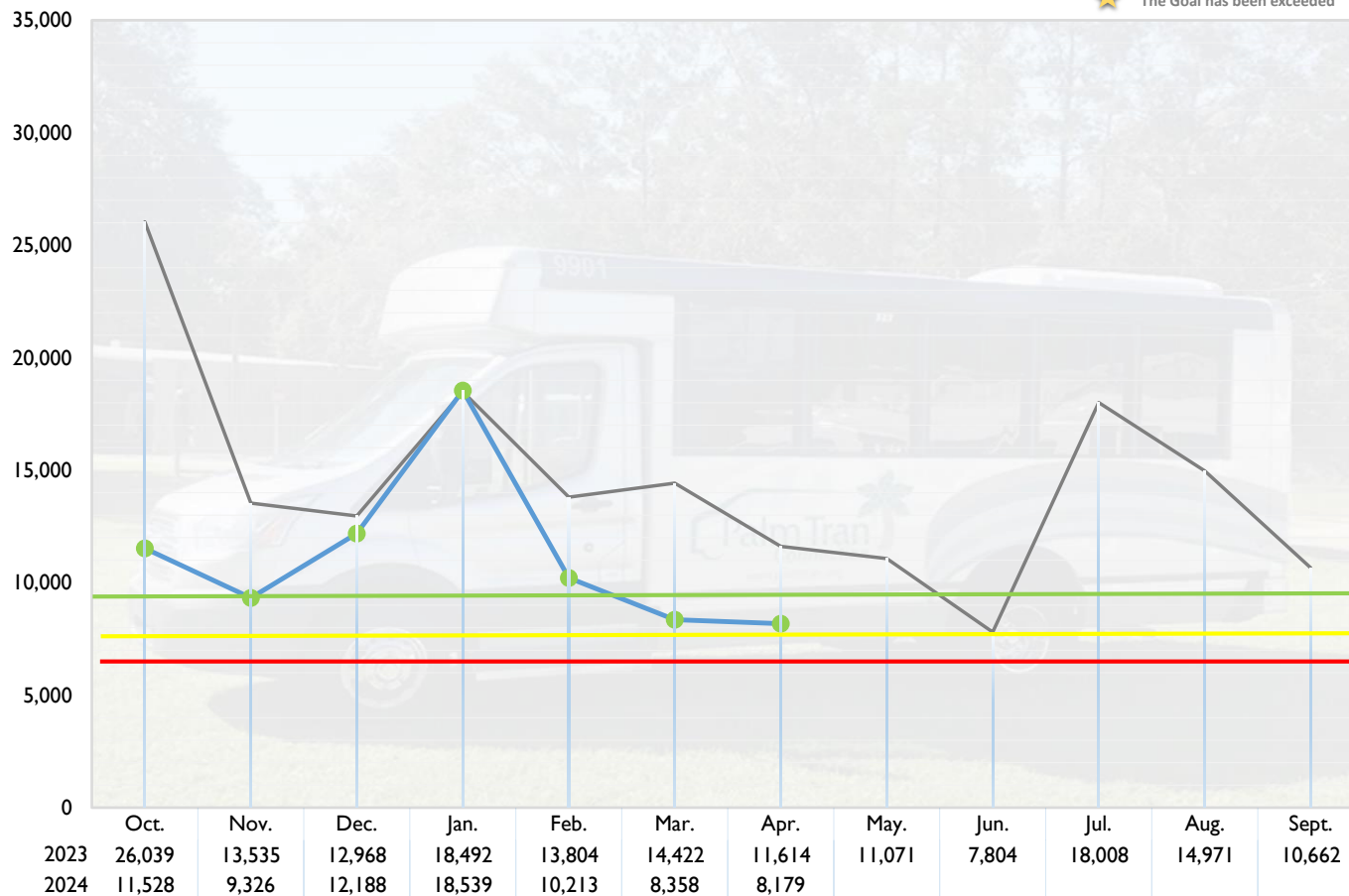


Connection Mean Distance Between Failures

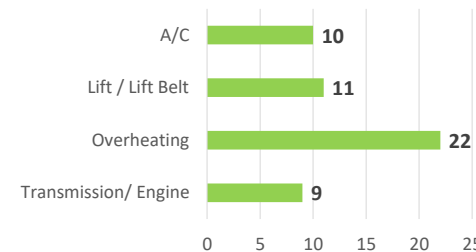


— 2023 ● 2024

★ The Goal has been exceeded



Top Categories of Mechanical Failures



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. During April, Palm Tran Connection experienced 122 breakdowns and traveled 179 miles less before experiencing a mechanical breakdown compared to the prior month of March. The top categories for overall breakdowns were related to "A/C, Lift, Overheating, and Engine" issues. 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	● 10,213	● 8,358	● 8,179						● 11,190

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		

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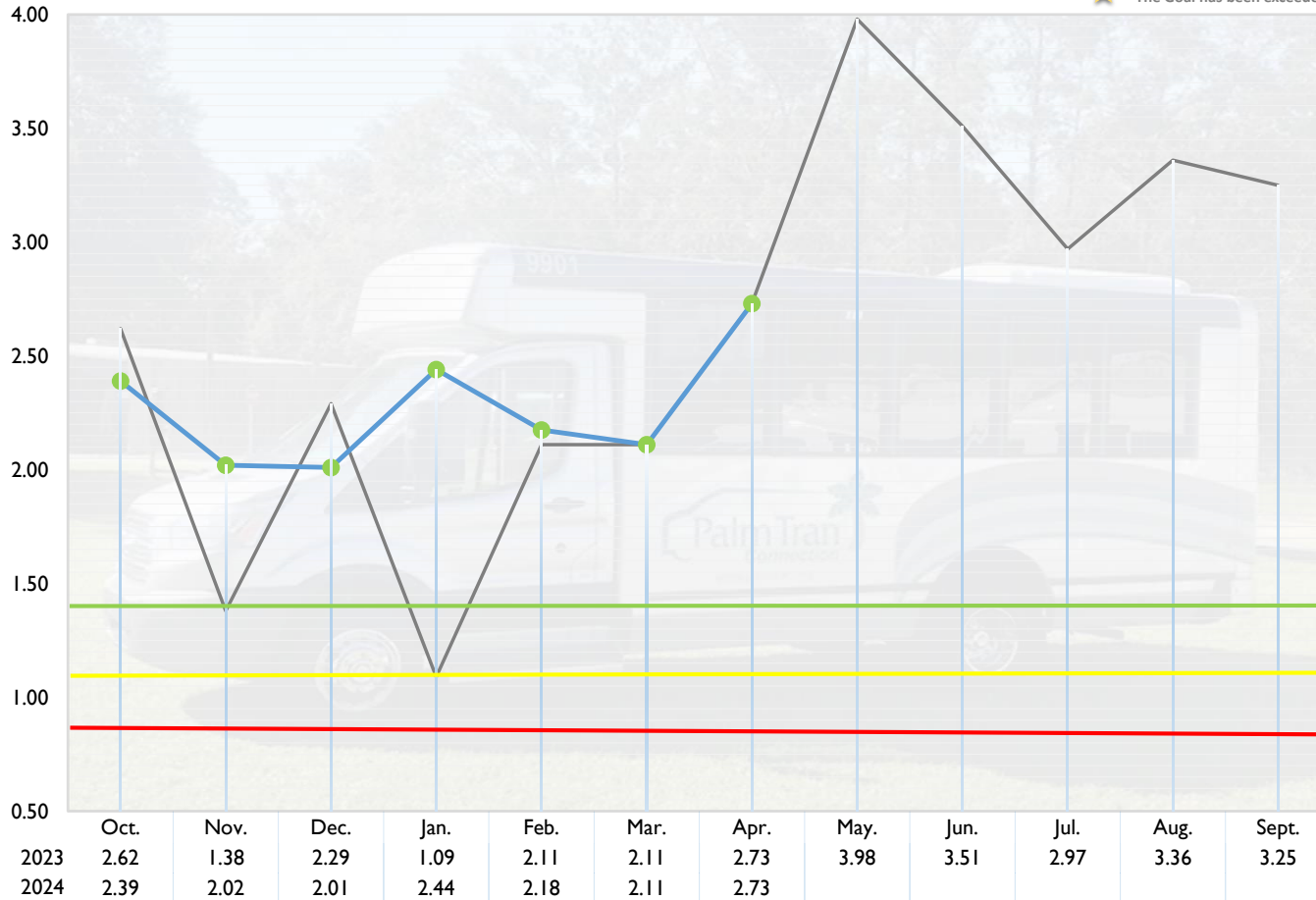
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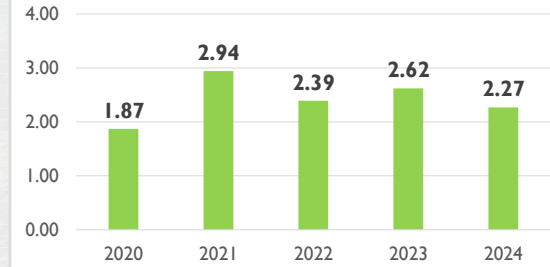
Connection All Customer Commendations per 1k Trips



— 2023 — 2024 ★ The Goal has been exceeded



YTD Trend



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. In April, the commendation ratio for The Palm Tran Connection was 2.73, a notable increase from 2.11 in March. Palm Tran Connection received a total of one hundred and six (106) commendations in April. 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	● 1.43	● 1.62	● 2.68	● 1.88	● 1.87 ★
2021	● 2.84	● 3.11	● 2.37	● 2.06	● 2.61	● 2.22	● 2.97	● 2.58	● 3.65	● 3.41	● 3.81	● 3.33	● 2.94 ★
2022	● 3.34	● 3.36	● 3.05	● 1.99	● 1.97	● 2.51	● 1.88	● 2.43	● 1.65	● 2.30	● 2.14	● 1.97	● 2.39 ★
2023	● 2.62	● 1.38	● 2.29	● 1.09	● 2.11	● 2.11	● 2.73	● 3.98	● 3.51	● 2.97	● 3.36	● 3.25	● 2.62 ★
2024	● 2.39	● 2.02	● 2.01	● 2.44	● 2.18	● 2.11	● 2.73						● 2.27

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		

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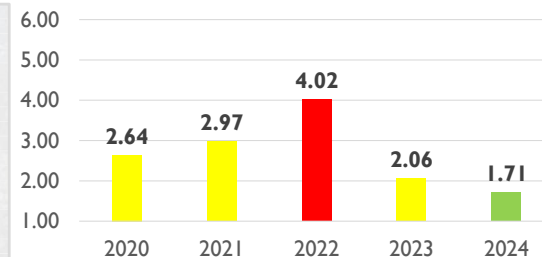
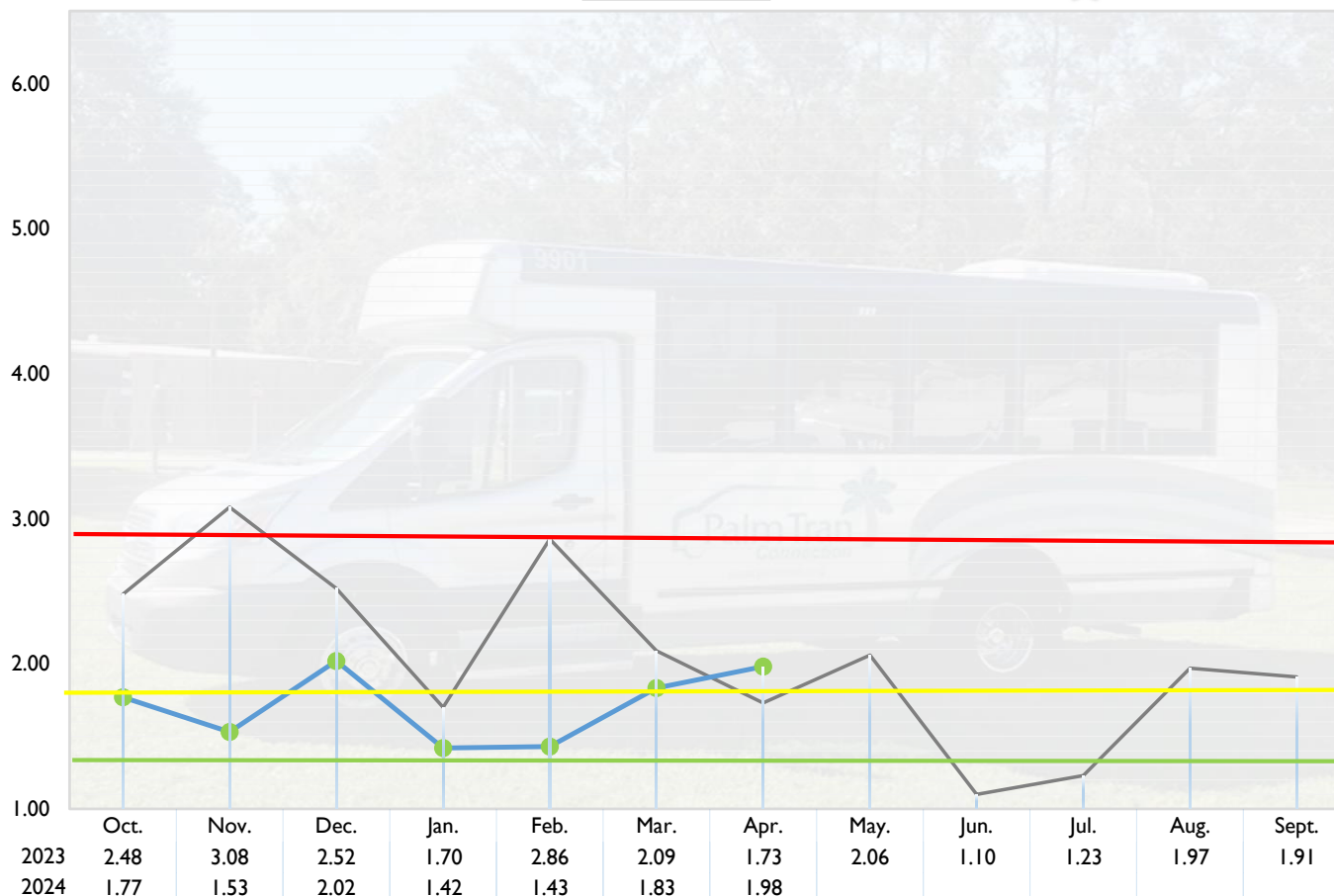
Connection All Customer Concerns per 1k Trips



— 2023 ● 2024

★ The Goal has been exceeded

YTD Trend



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. In April, The Palm Tran Connection's customer concerns per 1,000 completed trips ratio increased to 1.98, compared to 1.83 in March. A total of one hundred thirty-seven (137) concerns were logged for the month, with the majority 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	● 1.43	● 1.47	▲ 2.32	● 1.68	▲ 2.64
2021	▲ 2.45	▲ 2.79	● 2.00	● 1.44	● 1.99	▲ 2.24	▲ 2.58	▲ 2.85	◆ 3.13	◆ 3.33	◆ 4.58	◆ 5.46	▲ 2.97
2022	◆ 5.80	◆ 6.03	◆ 4.68	◆ 3.97	◆ 4.83	◆ 5.21	◆ 5.29	▲ 2.85	● 1.67	● 1.87	▲ 2.37	◆ 3.34	◆ 4.02
2023	▲ 2.48	◆ 3.08	▲ 2.52	● 1.70	▲ 2.86	▲ 2.09	● 1.73	▲ 2.06	● 1.10	● 1.23	● 1.97	● 1.91	▲ 2.06
2024	● 1.77	● 1.53	▲ 2.02	● 1.42	● 1.43	● 1.83	● 1.98						● 1.71

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		

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Palm Tran Performance Management Office



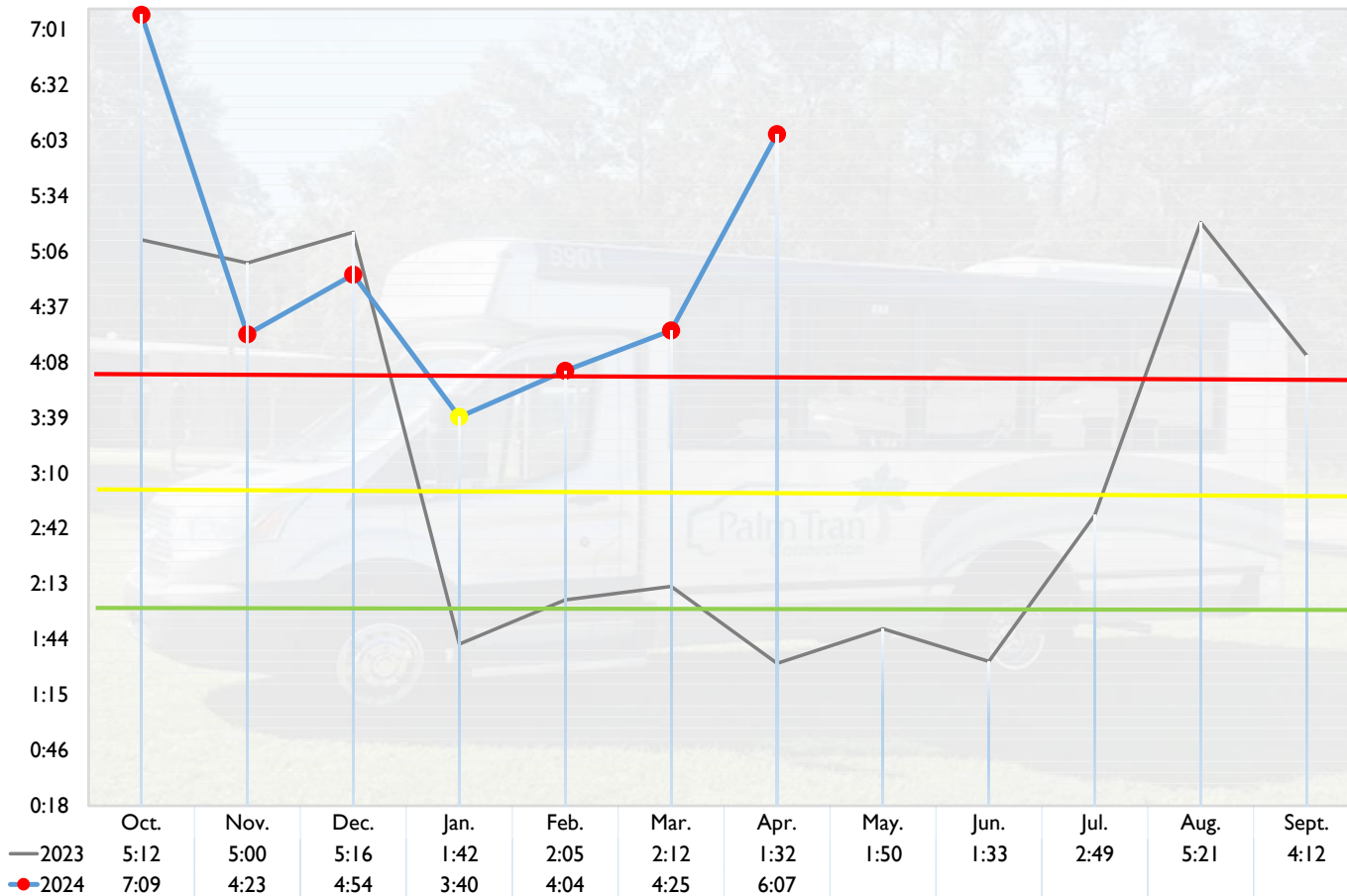
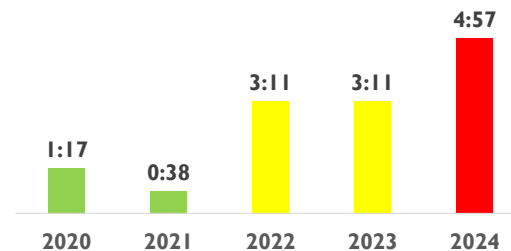
Connection Reservations Call Hold Time



— 2023 ● 2024

★ The Goal has been exceeded

YTD Trend



Narrative

During April, the average hold time for reservations increased from four minutes and twenty-five seconds (4:25) in March to six minutes and seven seconds (6:07) in April, representing an additional one minute and forty-two seconds (1:42). This increase was primarily due to staffing challenges. Customers are still encouraged to use PASSWEB for bookings to help manage call volume effectively.

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	◆ 10:19	● 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	◆ 4:04	◆ 4:25	◆ 6:07						◆ 4:57

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
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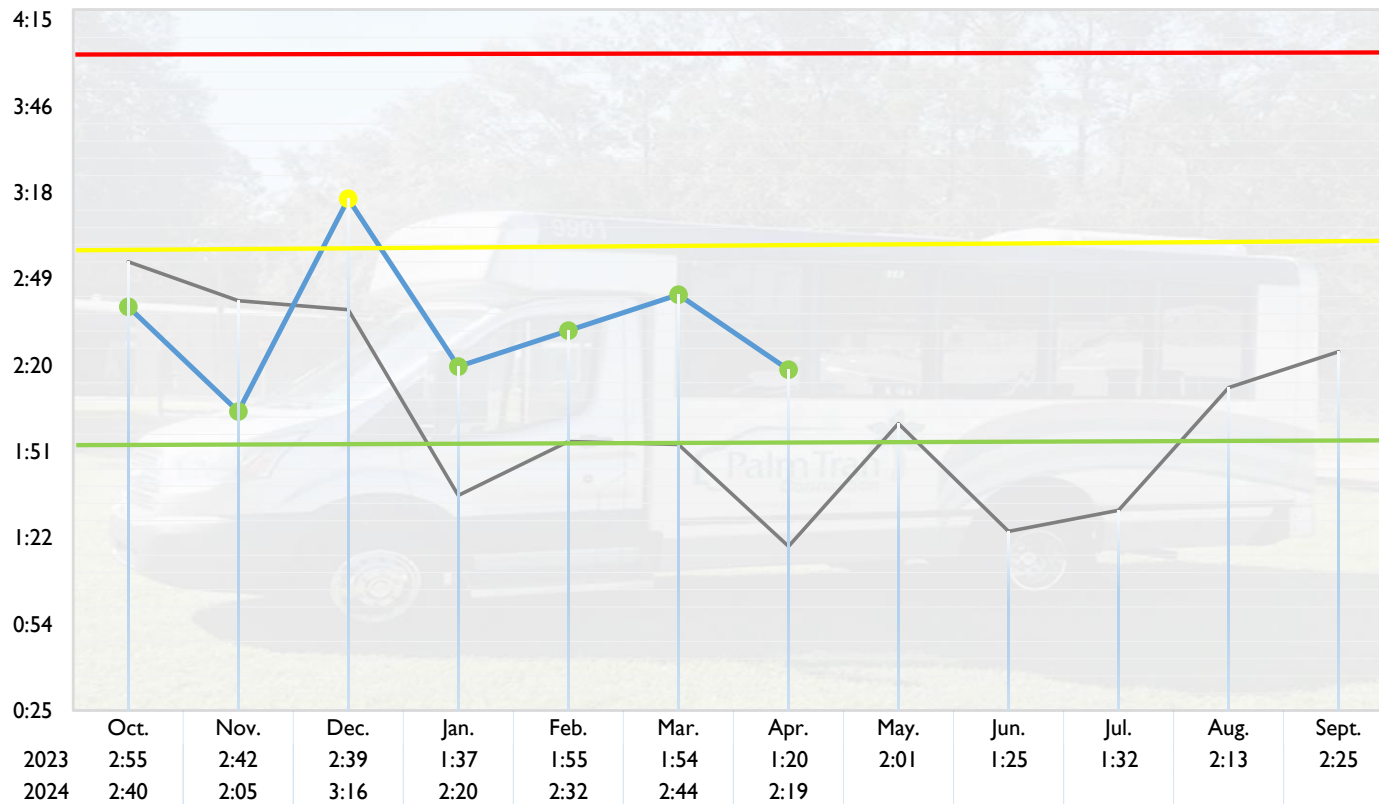


Connection Where Is My Ride Hold Time

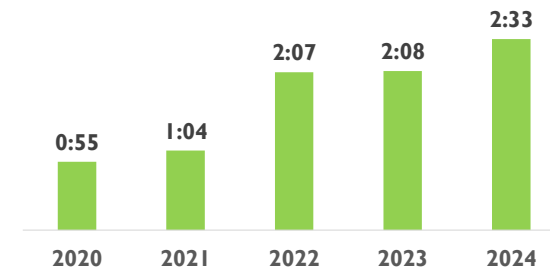


—2023 ●2024

★ The Goal has been exceeded



YTD Trend



Narrative

Palm Tran is pleased to report that the average hold time for "Where's my ride" continued to surpass the established target in April. The hold time decreased from two minutes and thirty-two seconds (2:32) in March to two minutes and nineteen seconds (2:19) in April. This improvement reflects Palm Tran's commitment to enhancing customer service and efficiency in response times.

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	◆ 10:19	● 0:54	● 0:44	● 0:40	● 0:55 ★
2021	● 0:36	● 0:41	● 0:40	● 0:42	● 0:59	● 1:00	● 1:13	● 1:16	● 1:28	● 1:12	● 1:29	● 1:32	● 1:04 ★
2022	● 2:07	● 1:44	● 1:55	● 1:30	● 2:00	● 1:36	● 2:03	● 2:06	● 1:30	● 2:11	▲ 3:53	● 2:50	● 2:07 ★
2023	● 2:55	● 2:42	● 2:39	● 1:37	● 1:55	● 1:54	● 1:20	● 2:01	● 1:25	● 1:32	● 2:13	● 2:25	● 2:08 ★
2024	● 2:40	● 2:05	▲ 3:16	● 2:20	● 2:32	● 2:44	● 2:19						● 2:33

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		

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- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
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Palm Tran Performance Management Office



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



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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