

PERFORMANCE REPORT

MAY 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 culminates at the PT-Stat Forum where recommendations are presented to the Executive Leadership

MAY 2024

PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	769,666
Riders Per Revenue Hour	17.6
All Customer Concerns per 10K Boardings	2.75
Vehicle Revenues Miles	631,991
Total Revenue Hours	43,707



Connection	
Ridership	76,130
Riders Per Revenue Hour	1.45
All Customer Concerns per 1K Trips	1.60
Vehicle Revenue Miles	976,435
Total Revenue Hours	52,662



Go Glades	
Ridership	10,744
Riders Per Revenue Hour	4.72
All Customer Concerns per 1K Boardings	0.19
Vehicle Revenue Miles	35,996
Total Revenue Hours	2,278

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	◆ 1.58					● 0.95
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	▲ 2.37					● 1.99
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	● 1.21					● 1.19
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	▲ 769,666					● 5,762,640
Riders Per Revenue Hour	16.5	18.3	20.1	▲	16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3	▲ 16.8	▲ 17.1	▲ 17.6					▲ 16.6
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	81.4	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	●	76.3%	▲ 75.9%	▲ 75.2%	▲ 75.5%	▲ 74.1%	▲ 74.2%	▲ 75.4%	● 77.5%					▲ 75.5%
Mean Distance Between Failures	12,000	14,000	16,000	◆	5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039	◆ 6,232	◆ 5,701	◆ 6,583					◆ 6,283
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	◆ 0.03					◆ 0.16
	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	▲ 3.21	● 2.66	● 2.93	▲ 3.19	▲ 3.24	● 2.89	● 2.75					● 2.96

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	● 0.53	● 0.74	● 0.60	▲ 1.33					● 0.82
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					● 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	▲ 1.45					▲ 1.39
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%	◆ 80.9%					◆ 82.0%
Mean Distance Between Failures	6,500	7,700	9,500	●	11,528	● 9,326	● 12,188	● 18,539	● 10,213	● 8,358	● 8,179	◆ 6,219					● 10,569
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	● 2.28					● 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	● 1.60					● 1.70
Reservations Call Hold Time	4:00	3:00	2:00	◆	7:09	◆ 4:23	◆ 4:54	▲ 3:40	◆ 4:04	◆ 4:25	◆ 6:07	◆ 7:06					◆ 5:13
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	● 2:00					● 2:29

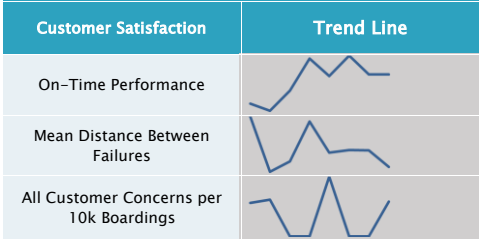
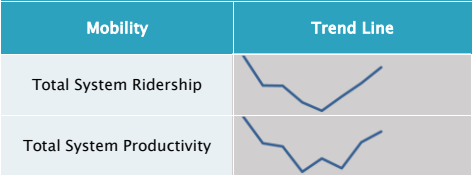
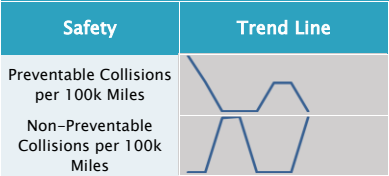
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



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	● 0.00					● 0.17
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	● 0.28					● 0.10
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	● 4.72					● 4.59
Total System Ridership	3,600	5,400	7,300	● 11,109	● 10,175	● 10,169	● 9,642	● 9,379	● 9,825	● 10,246	● 10,744					● 81,289
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%	● 95.7%					● 95.3%
Mean Distance Between Failures	6,500	7,700	9,500	● 38,534	◆ 6,039	● 12,151	● 35,636	● 17,309	● 18,877	● 18,742	● 8,999					● 13,938
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	● 0.19					● 0.11



- ◆ 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

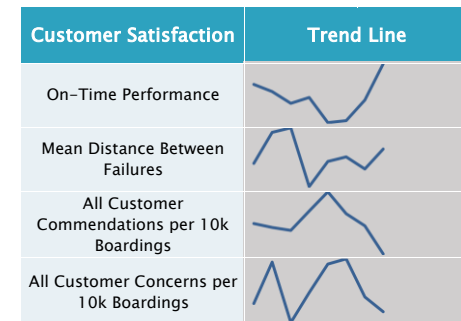
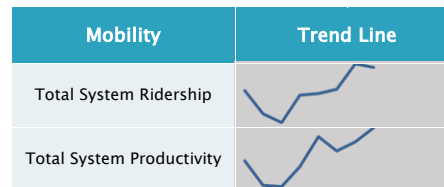
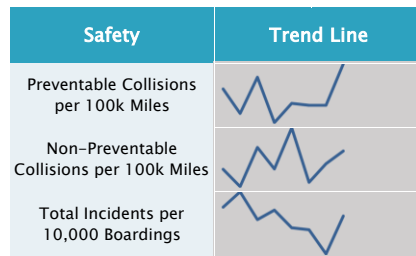


Palm Tran Performance Management Office

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	◆ 1.58					● 0.95
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	▲ 2.37					● 1.99
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	● 1.21					● 1.19
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	▲ 769,666					● 5,762,640
Riders Per Revenue Hour	16.5	18.3	20.1	▲ 16.5	◆ 15.7	◆ 15.6	◆ 16.3	▲ 17.3	▲ 16.8	▲ 17.1	▲ 17.6					▲ 16.6
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%	● 77.5%					▲ 75.5%
Mean Distance Between Failures	12,000	14,000	16,000	◆ 5,950	◆ 7,307	◆ 7,512	◆ 4,942	◆ 6,039	◆ 6,232	◆ 5,701	◆ 6,583					◆ 6,283
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	◆ 0.03					◆ 0.16
	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	▲ 3.21	● 2.66	● 2.93	▲ 3.19	▲ 3.24	● 2.89	● 2.75					● 2.96

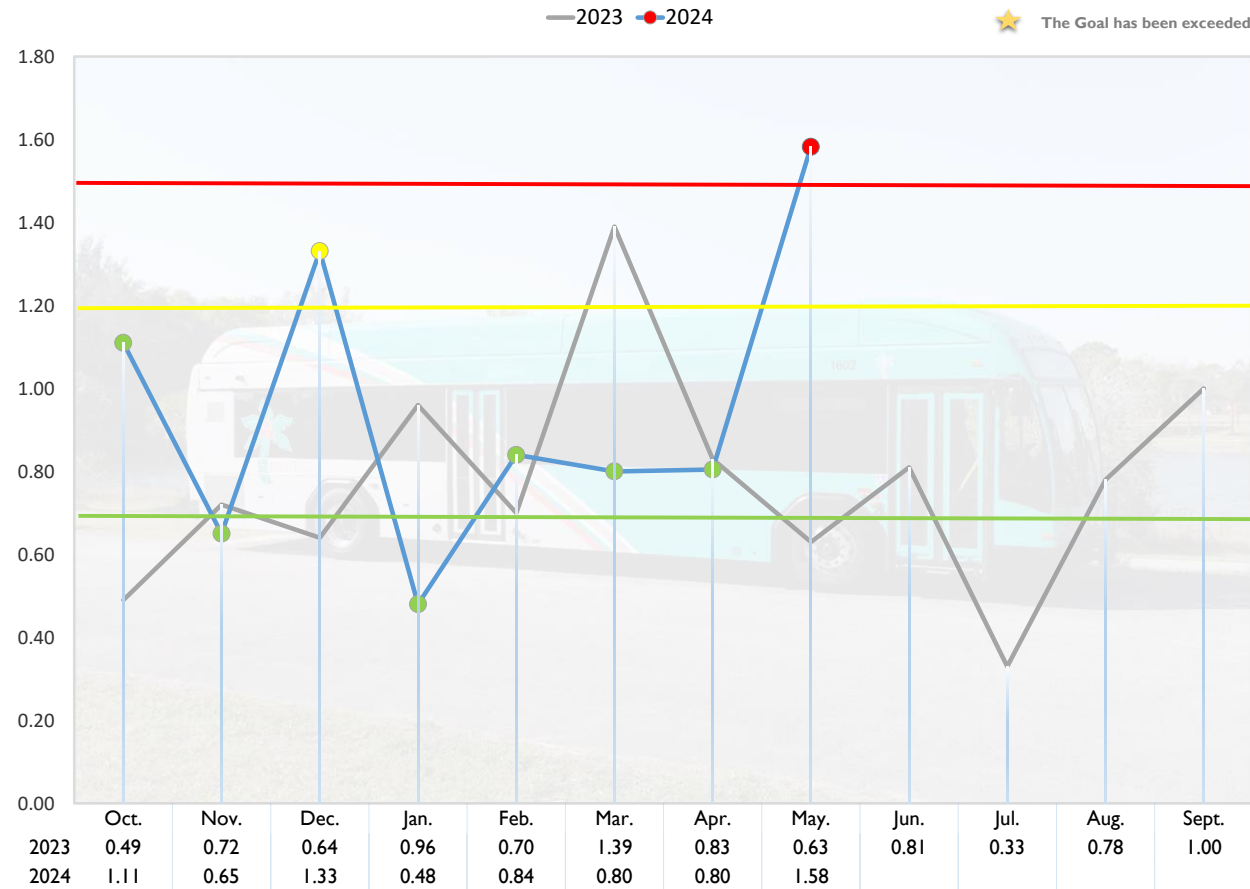


- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

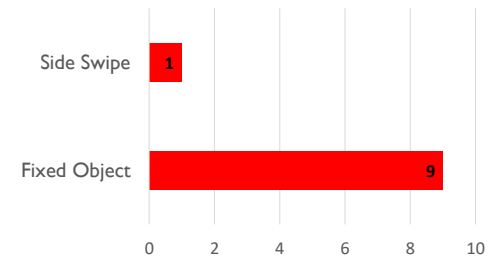
Palm Tran Performance Management Office



Fixed-Route Preventable Collisions per 100K Miles



Categories of Preventable Collisions



Narrative

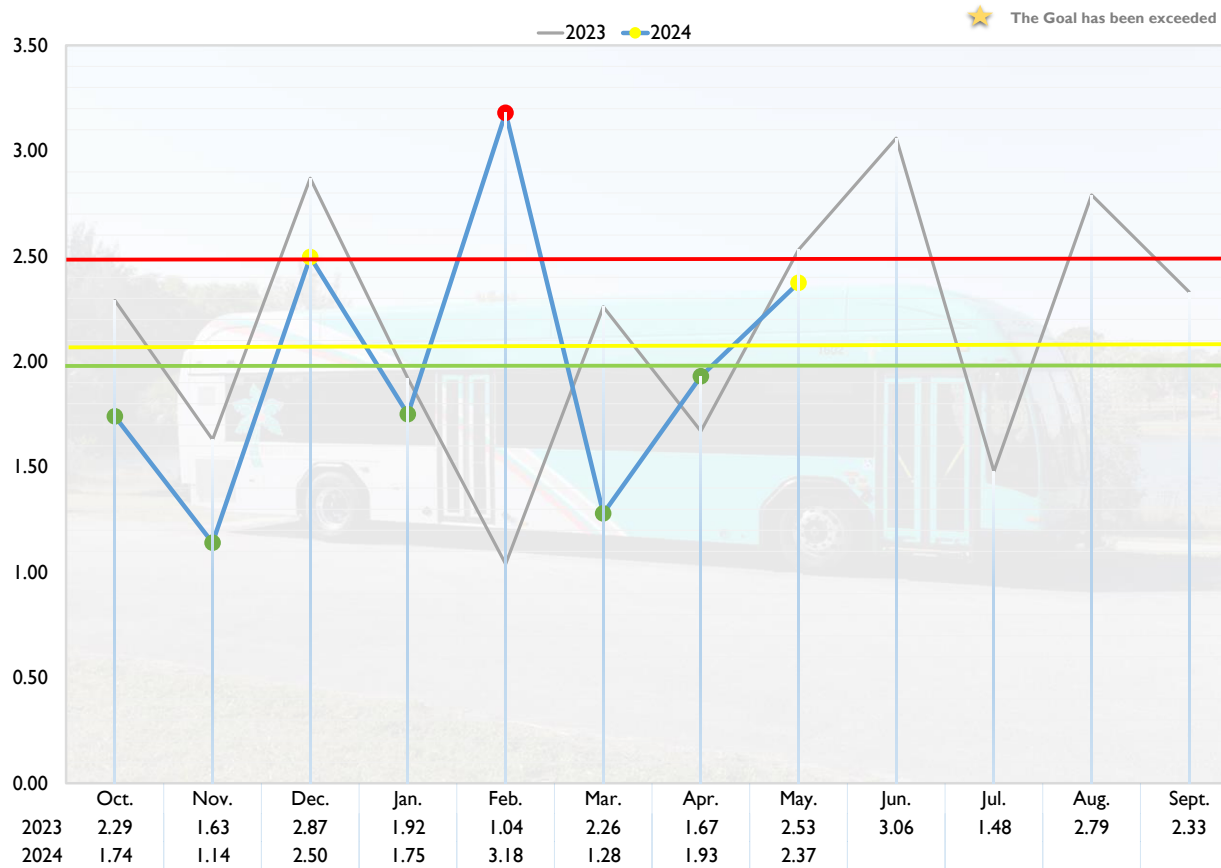
During the month of May, Palm Tran experienced ten (10) preventable collisions, double the number of preventable collisions reported in April. Additionally, it is worth noting that for the month of May, fixed-route vehicles traveled 631,991 revenue miles while in service, compared to 621,447 vehicle revenue miles in April (an increase of 10,544 revenue miles). The most common preventable collision reported for the month of May involved a "Fixed Object".

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	◆ 1.58					● 0.95
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									

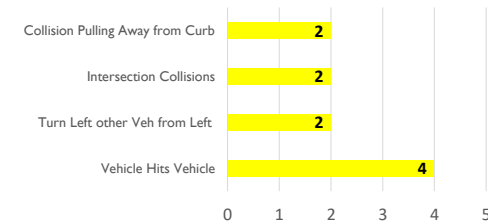
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Fixed-Route Non-Preventable Collisions per 100k Miles



Top Categories of Non-Preventable Collisions



Narrative

During May, Palm Tran experienced fifteen (15) non-preventable collisions, marking an increase from twelve (12) in April. The top categories of non-preventable collisions for May 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	▲ 2.37					● 1.99

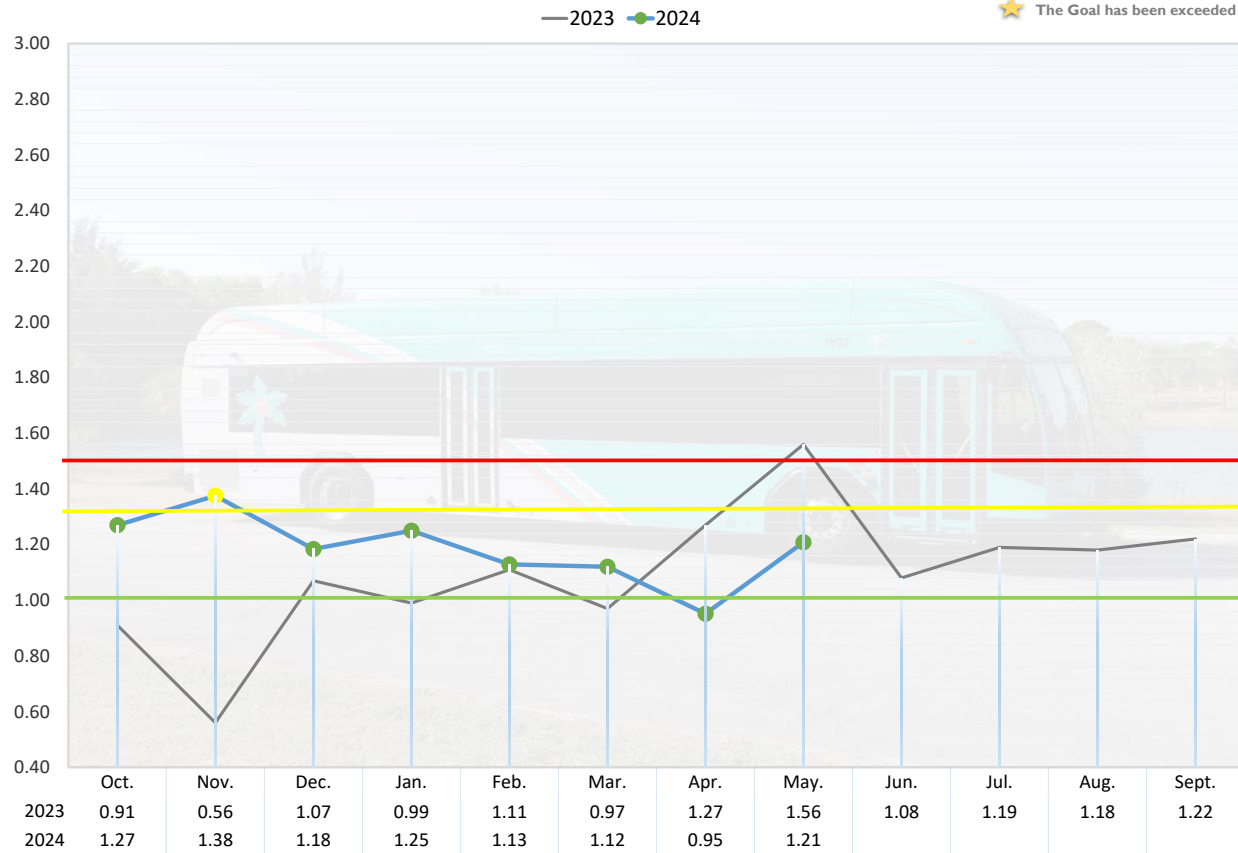
Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2023	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2024	2.50	2.10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

Narrative

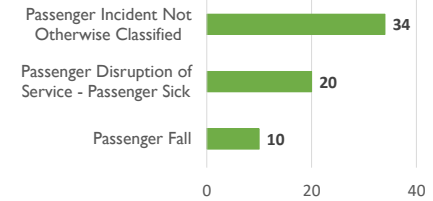
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Fixed-Route Total Incidents per 10,000 Boardings



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



Narrative

Palm Tran is pleased to report that this metric has continued to surpass the established stretch goal. In May, the ratio of total incidents per 10,000 boardings increased slightly from 0.95 in April to 1.21 in May. Throughout May, Palm Tran encountered a total of ninety-three (93) 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	● 1.21					● 1.19

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		

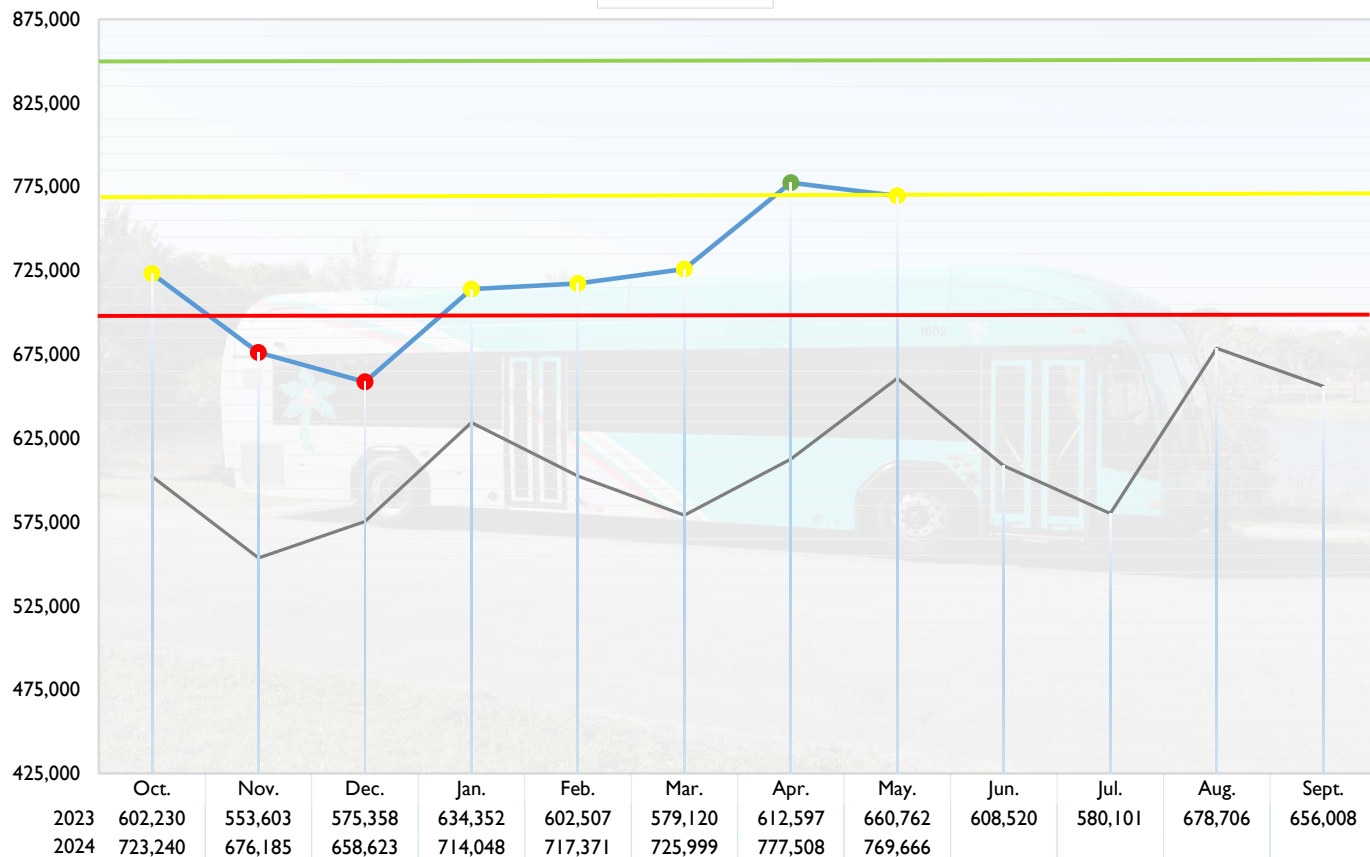
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



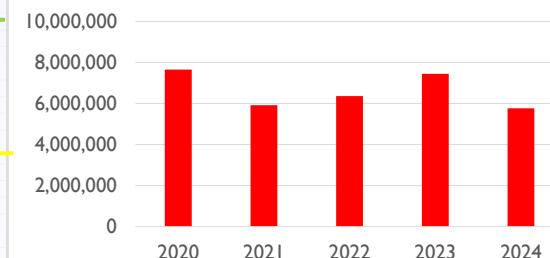
Fixed-Route Total System Ridership

— 2023 — 2024

★ The Goal has been exceeded



YTD Trend



Narrative

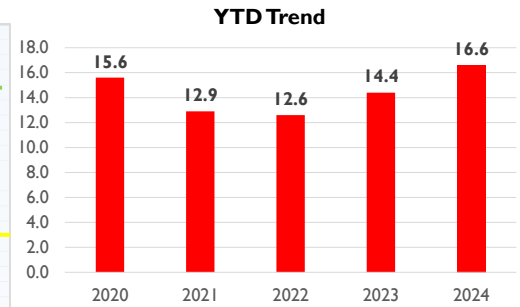
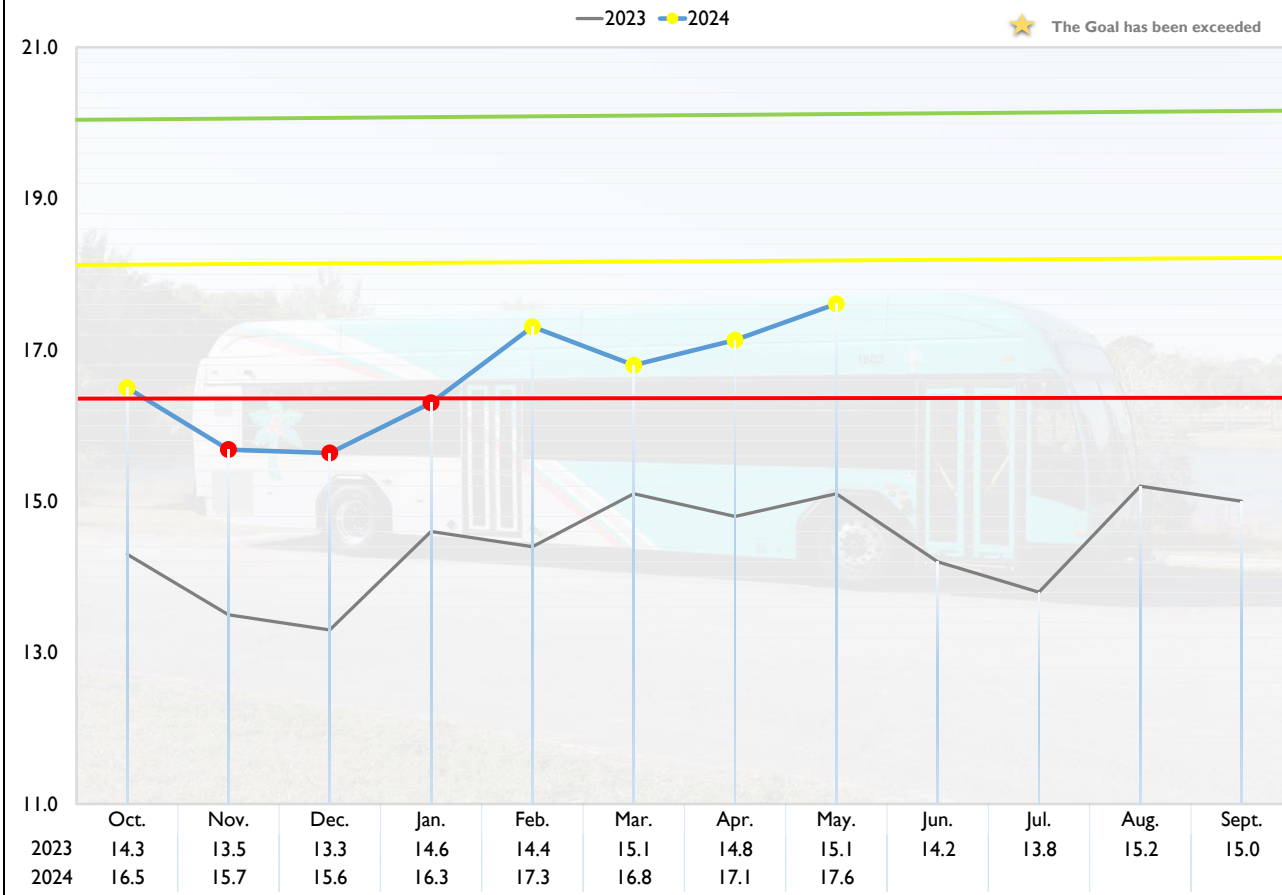
During the month of May, fixed-route ridership met the established minimum. In May, fixed-route ridership totaled 769,666, reflecting a net decrease of 1.01% from the previous month, April. Overall, ridership has recovered from the effects of the COVID-19 pandemic. This increase can be attributed to the "Get on the Bus" Campaign, an initiative led by the Public Relations team at Palm Tran to highlight our fixed-route system and encourage 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	▲ 717,371	▲ 725,999	● 777,508	▲ 769,666					◆ 5,762,640
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 May, the Riders per Revenue Hour ratio increased from 17.1 in April to 17.6. This uptick can be attributed to the second highest fixed-route ridership of FY24, despite a slight (-3.7%) reduction in revenue hours compared to the previous month.

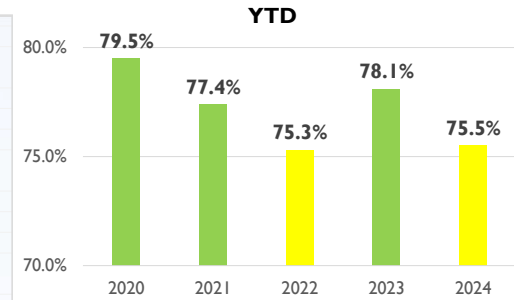
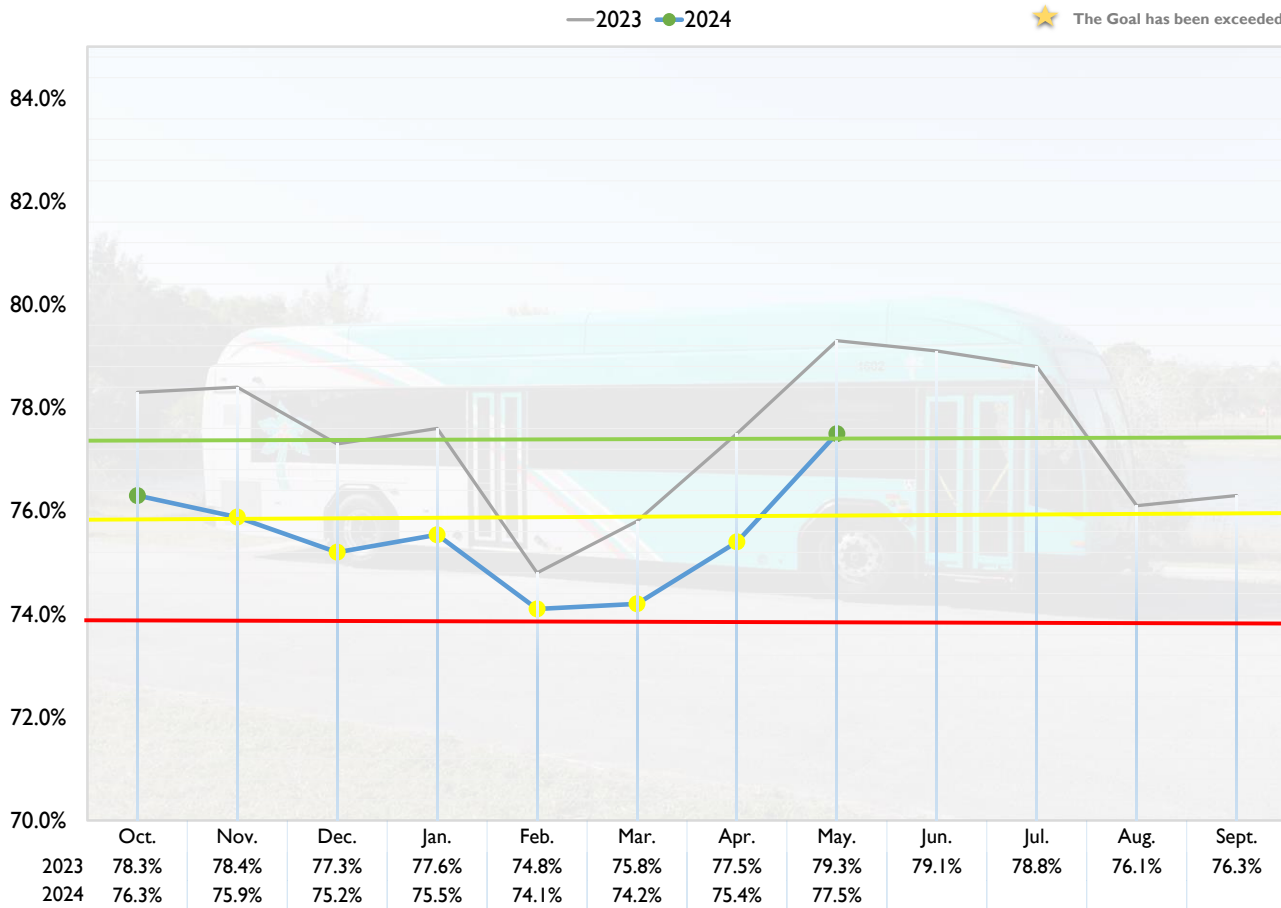
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	18.6	18.2	17.0	17.9	18.3	15.6	12.6	12.7	1.4	14.1	14.1	13.1	15.6
2021	13.4	12.7	13.1	13.0	13.9	14.4	14.0	12.6	12.1	11.9	12.1	12.1	12.9
2022	12.7	12.4	12.2	12.0	12.7	12.8	12.5	12.5	12.5	12.4	13.1	13.7	12.6
2023	14.3	13.5	13.3	14.6	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	17.6					16.6

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
- Goal has been met or exceeded



Fixed Route - On Time Performance



Narrative

Palm Tran is pleased to report that during May, the fixed-route on-time performance (OTP) metric increased from 75.4% to 77.5%, exceeding the set target goal. This improvement can be attributed to service changes implemented in May 2024, where adjustments were made to several routes to enhance efficiency and on-time performance. Additionally, reduced traffic resulting from Palm Beach County Schools being out on summer break contributed to the improved OTP metrics.

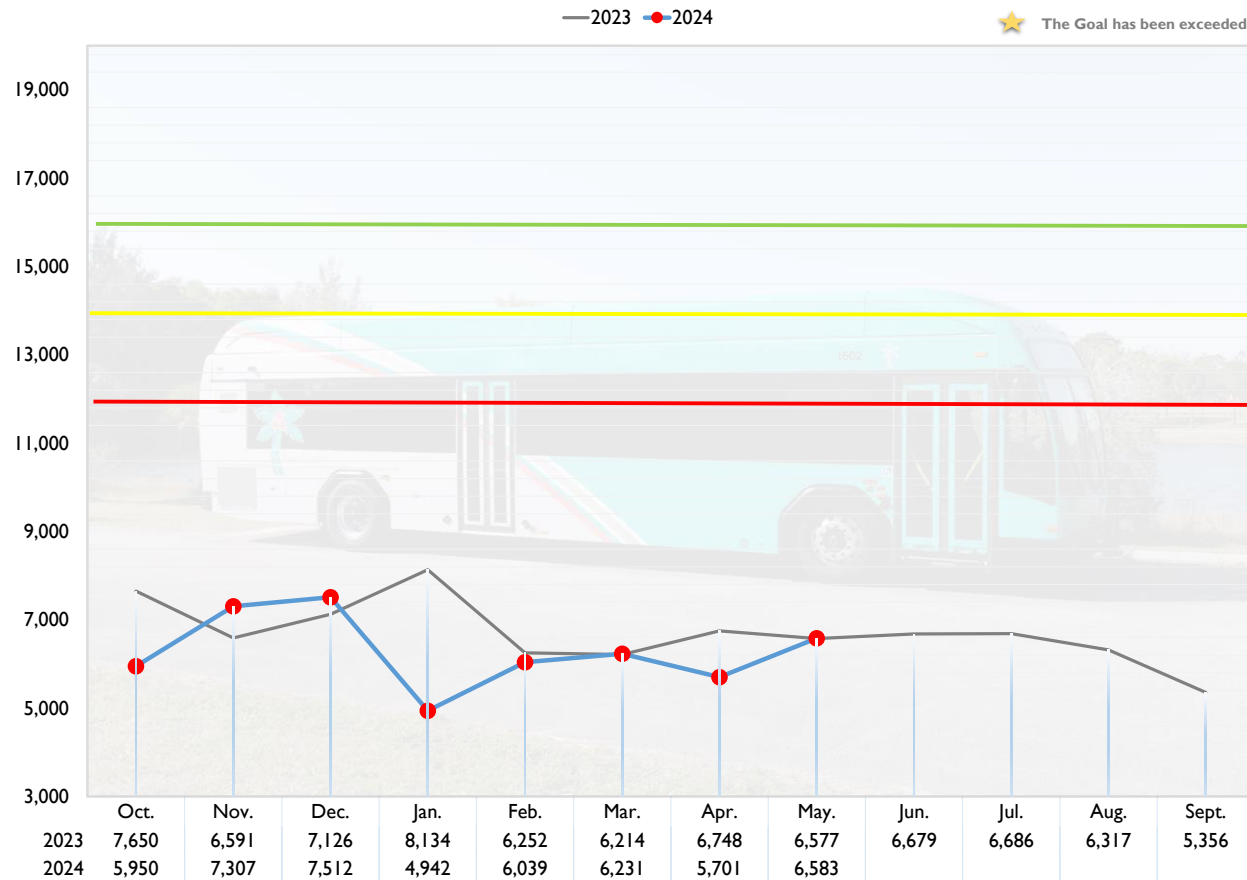
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	79.7%	78.3%	77.9%	78.9%	77.7%	80.9%	84.4%	83.5%	83.6%	83.4%	80.4%	79.9%	79.5%★
2021	80.7%	77.7%	76.2%	75.3%	75.7%	74.9%	74.6%	78.7%	79.9%	79.8%	78.1%	76.9%	77.4%★
2022	75.8%	73.2%	70.0%	73.5%	74.4%	74.3%	74.8%	77.8%	79.1%	78.8%	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%	77.5%					75.5%

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%		

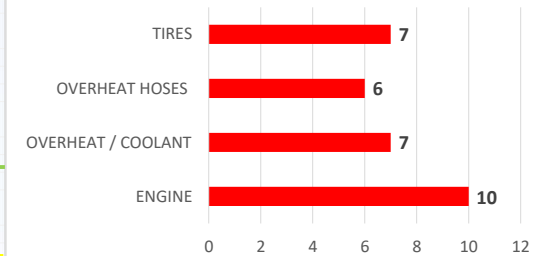
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Fixed-Route Mean Distance Between Failures



Top Categories of Mechanical Failures



Narrative

During May, the Mean Distance Between Failures (MDBF) increased from 5,701 to 6,583, indicating improved reliability. Fixed-route vehicles traveled 1,680 more miles before experiencing a mechanical failure compared to the previous month. However, there were thirteen (13) more road failures in May compared to the previous month. The top mechanical failures for May were categorized as "Transmission," "Tires," and "Engine."

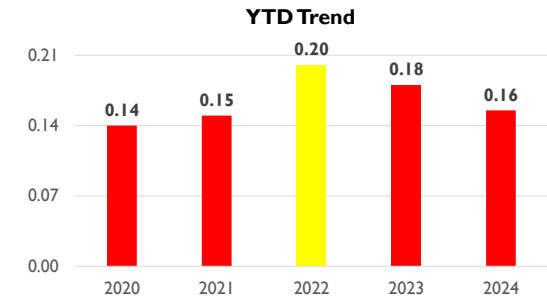
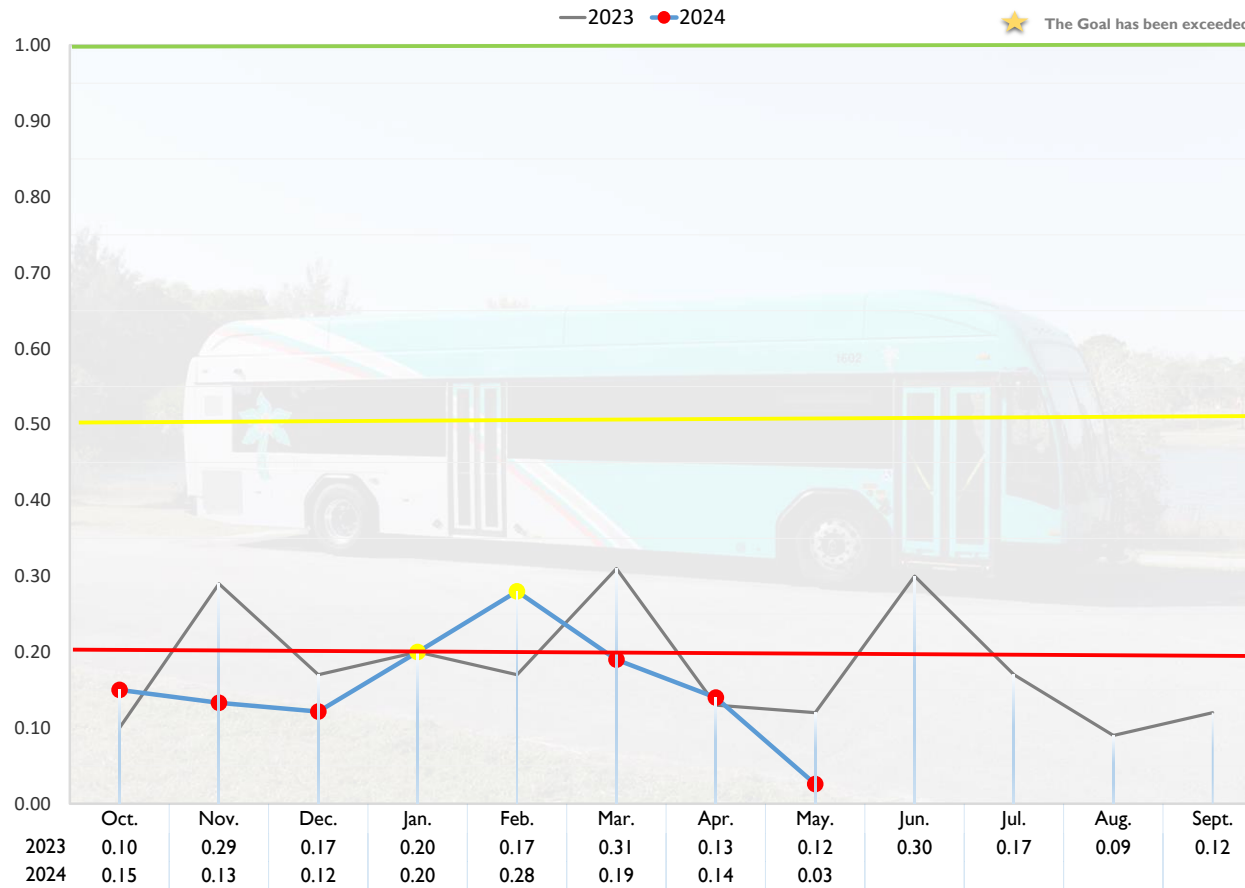
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 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	◆ 6,583					◆ 6,283
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

Palm Tran Performance Management Office



Fixed-Route All Customer Commendations per 10k Boardings



Narrative

During May, Palm Tran received a total of two (2) customer commendations. These commendations specifically highlighted the courteous conduct of bus operators, customer service representatives, and planning efforts. Concurrently, the Palm Tran operations and Customer Service team continues to work on initiatives aimed at improving service delivery, with the goal of generating more customer commendations in the future.

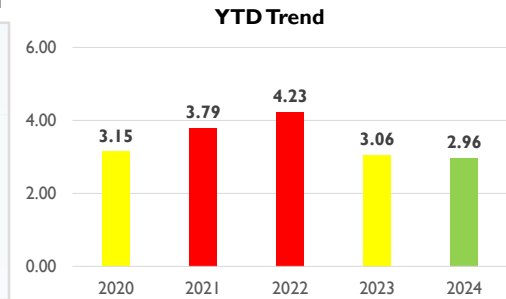
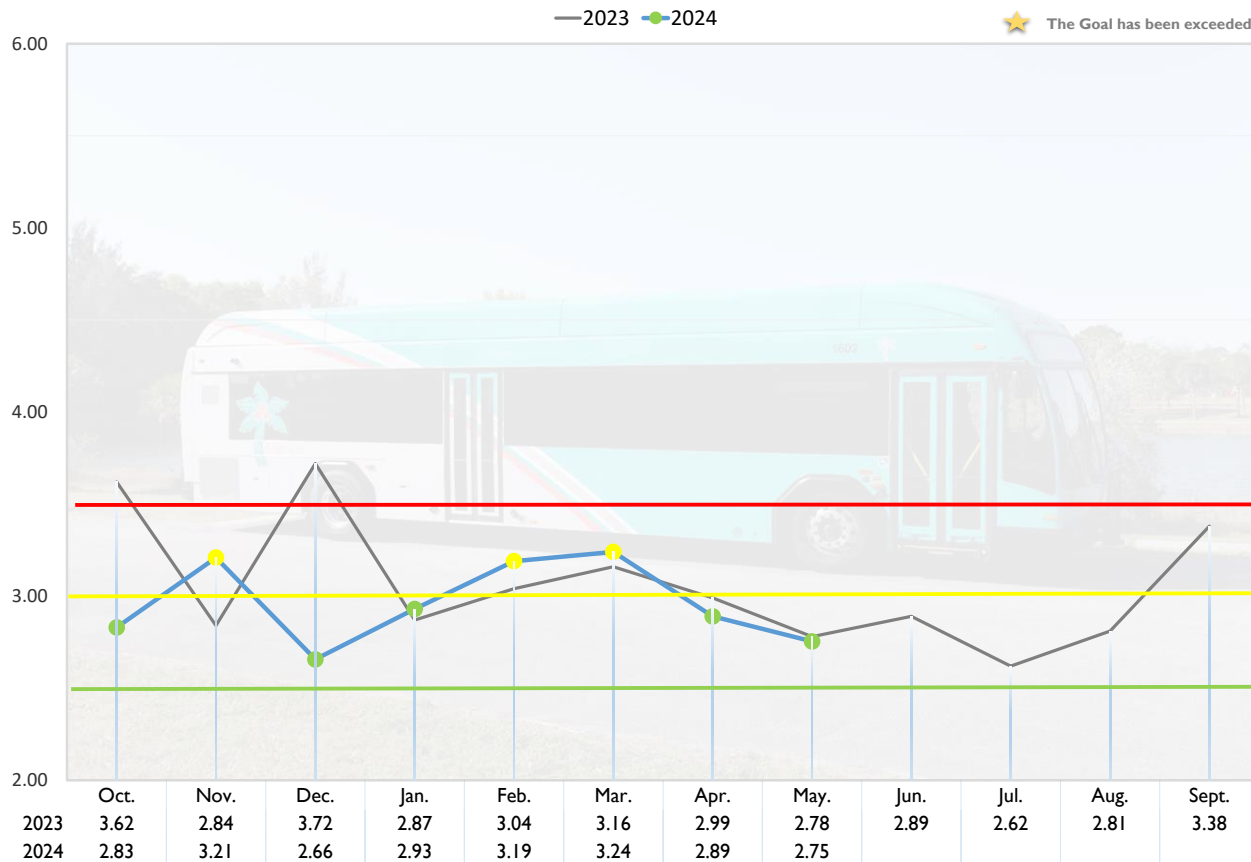
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	0.08	0.05	0.17	0.10	0.15	0.37	0.17	0.08	1.43	0.13	0.06	0.20	0.14
2021	0.14	0.05	0.30	0.09	0.09	0.17	0.10	0.04	0.17	0.21	0.21	0.18	0.15
2022	0.15	0.39	0.25	0.22	0.14	0.33	0.04	0.07	0.18	0.25	0.24	0.15	0.20
2023	0.10	0.29	0.17	0.20	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	0.03					0.16

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

Palm Tran is pleased to report that the Customer Concerns per 10,000 boardings metric has surpassed the established target goal. In May, the metric declined from 2.89 in April to 2.75. The total number of logged concerns in May was two hundred twelve (212), compared to two hundred twenty-five (235) in April. The top categories for concerns were "Discourteous Driver" and "Pass-Up."

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	▲ 3.21	● 2.66	● 2.93	▲ 3.19	▲ 3.24	● 2.89	● 2.75					● 2.96

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	0.53	0.74	0.60	1.33					0.82
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					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	1.45					1.39
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%	80.9%					82.0%
Mean Distance Between Failures	6,500	7,700	9,500	11,528	9,326	12,188	18,539	10,213	8,358	8,179	6,219					10,569
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	2.28					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	1.60					1.70
Reservations Call Hold Time	4:00	3:00	2:00	7:09	4:23	4:54	3:40	4:04	4:25	6:07	7:06					5:13
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	2:00					2:29

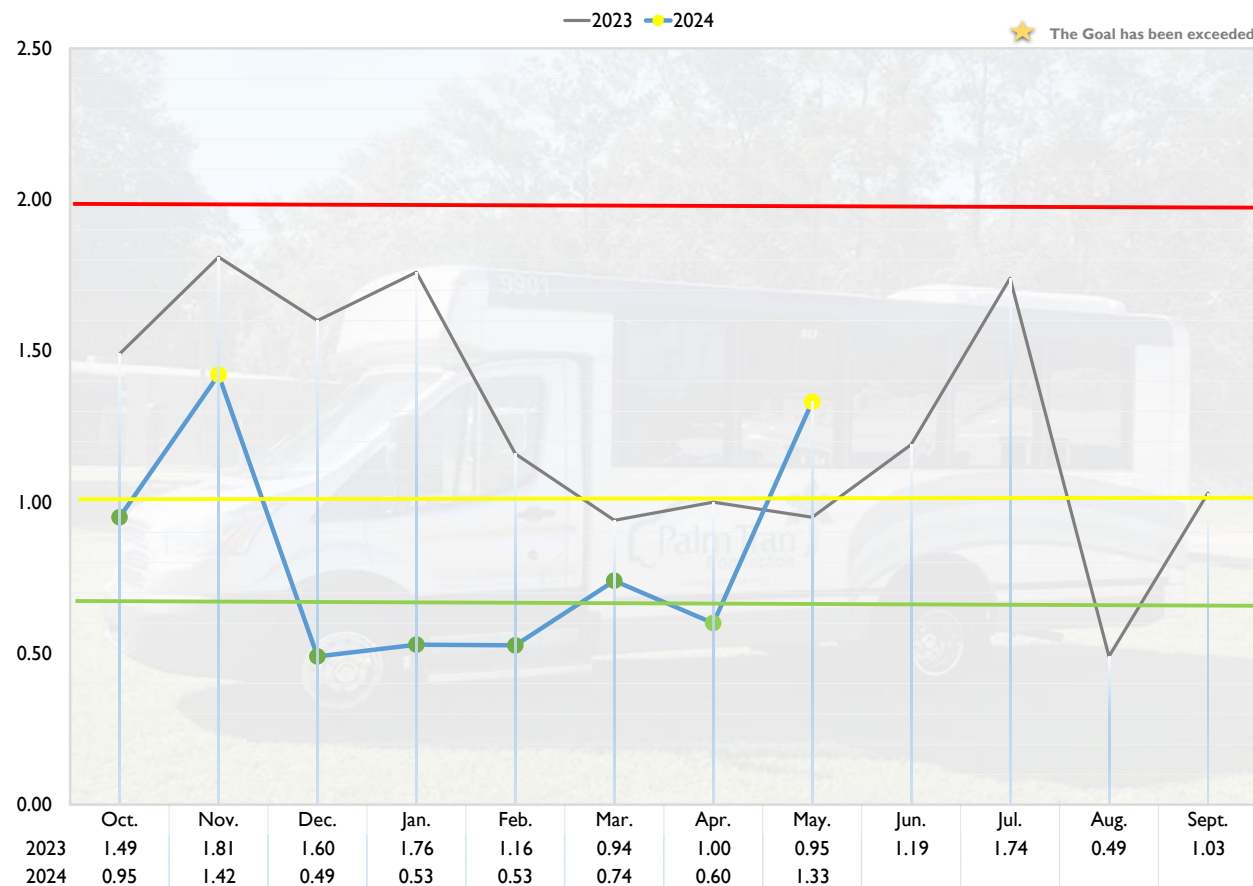
Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour		On-Time Performance		Reservations Call Hold Time	
Non-Preventable Collisions per 100k Miles				Mean Distance Between Failures		Where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

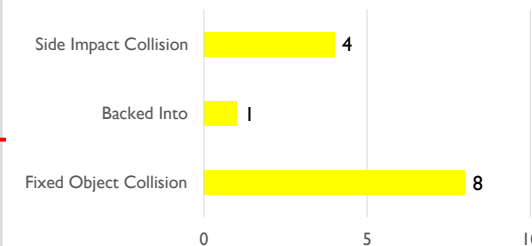
Palm Tran Performance Management Office



Connection Preventable Collisions per 100K Miles



Categories of Preventable Collisions



Narrative

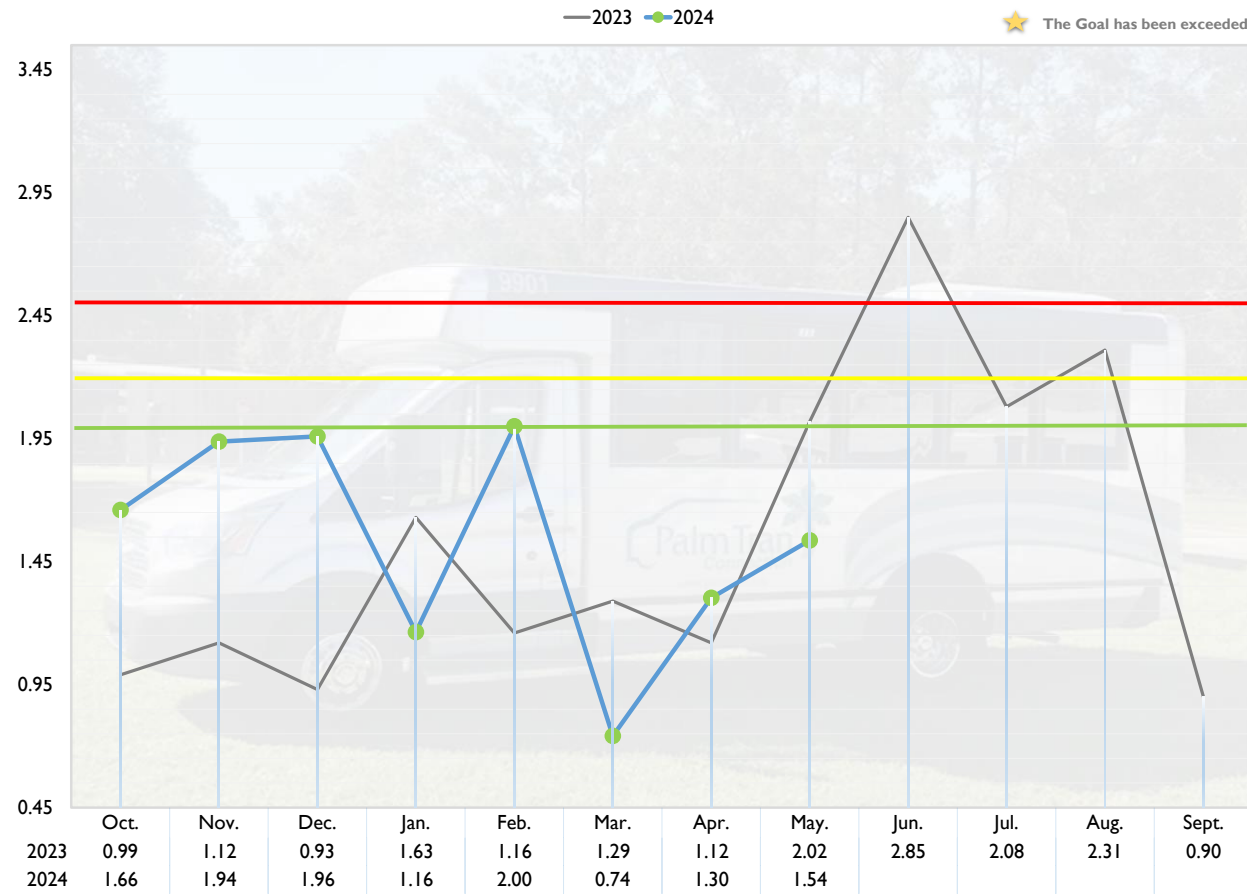
During the month of May, the ratio of Preventable Collisions per 100k miles saw a sharp increase, rising from 0.80 in April to 1.33. Palm Tran Connection reported six (6) Preventable Collisions in April and thirteen (13) in May. The PT-Stat Connection Efficiency Team continues its efforts to improve this metric, with ongoing driver education initiatives conducted by contractors, focusing on collision prevention techniques.

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	▲ 1.33					● 0.82
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									

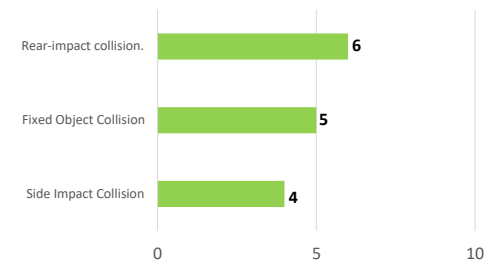
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Non-Preventable Collisions per 100k Miles



Categories of Non-Preventable Collisions



Narrative

Palm Tran is pleased to report that the metric continues to surpass the established stretch goal. During May, Palm Tran Connection's Non-Preventable Collisions per 100K Miles metric experienced a slight decrease from 1.93 to 1.54. Palm Tran Connection encountered twelve (12) Non-Preventable collisions in April compared to fifteen (15) in May. The Palm Tran Safety PT-Stat Team continues to work on initiatives to mitigate collisions and ensure safe and efficient service delivery.

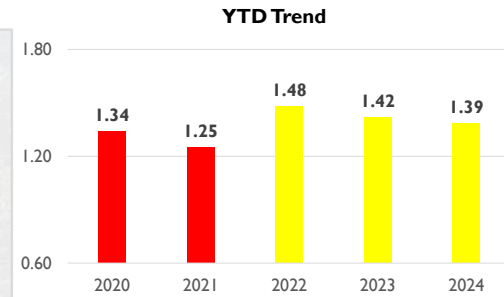
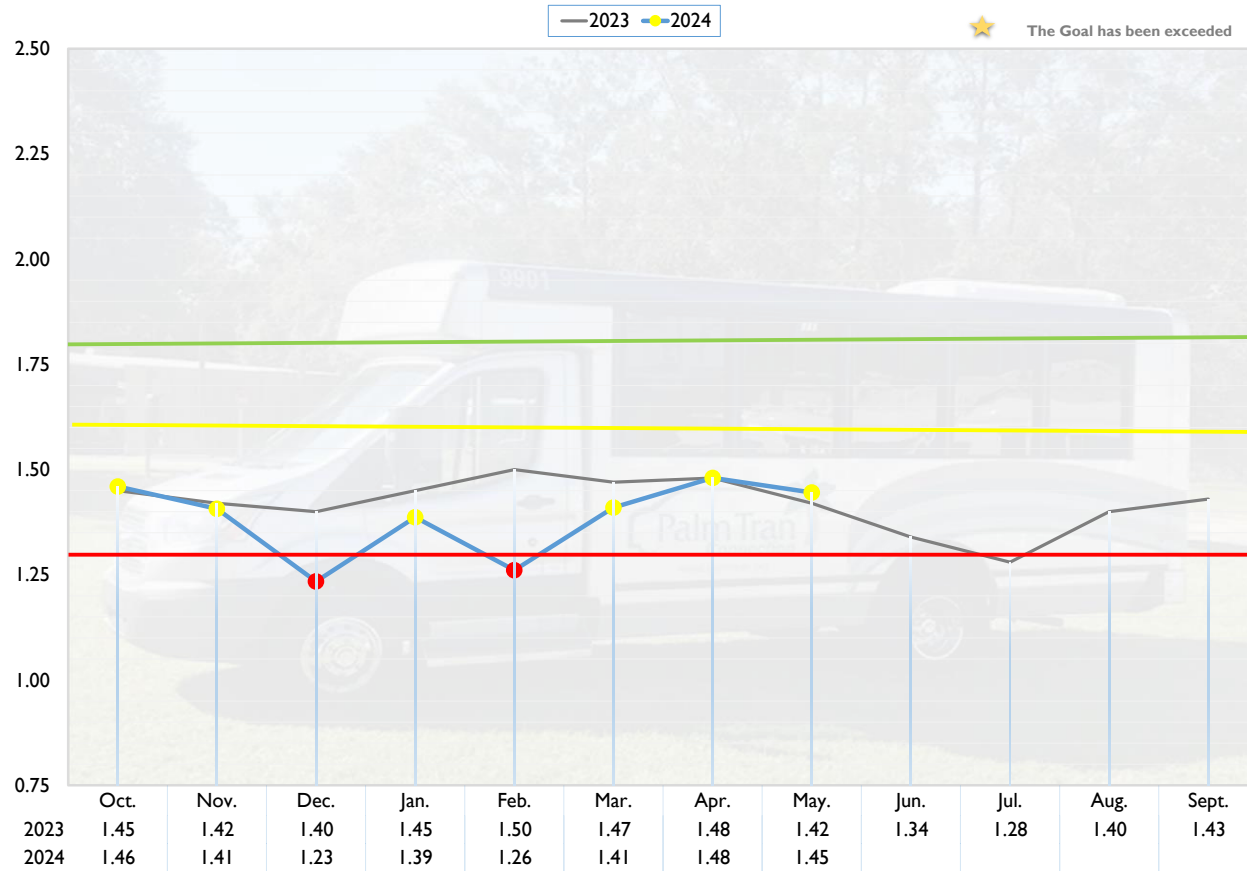
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.45	● 2.02	◆ 3.40	▲ 2.49	● 1.72	◆ 2.51	● 1.19	● 1.07	● 1.43	● 0.98	● 1.33	● 0.57	● 1.87 ★
2021	● 1.50	▲ 2.32	● 1.46	● 1.47	● 1.44	● 1.62	● 1.64	● 0.48	● 1.36	● 2.06	◆ 2.54	▲ 2.39	● 1.69 ★
2022	● 1.32	● 1.54	● 1.56	● 1.60	● 1.91	◆ 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					● 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

Palm Tran Performance Management Office



Connection Riders Per Revenue Hour



Narrative

During May, the riders per revenue hour metric declined slightly from 1.48 to 1.45. This decrease is typical during the summer months when schools are out. The Connection team remains focused on optimizing trip grouping and scheduling to reduce the number of revenue hours required, while also enhancing On-Time Performance.

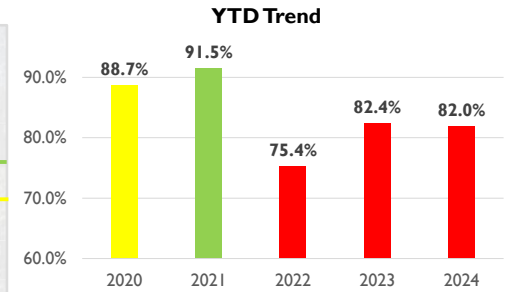
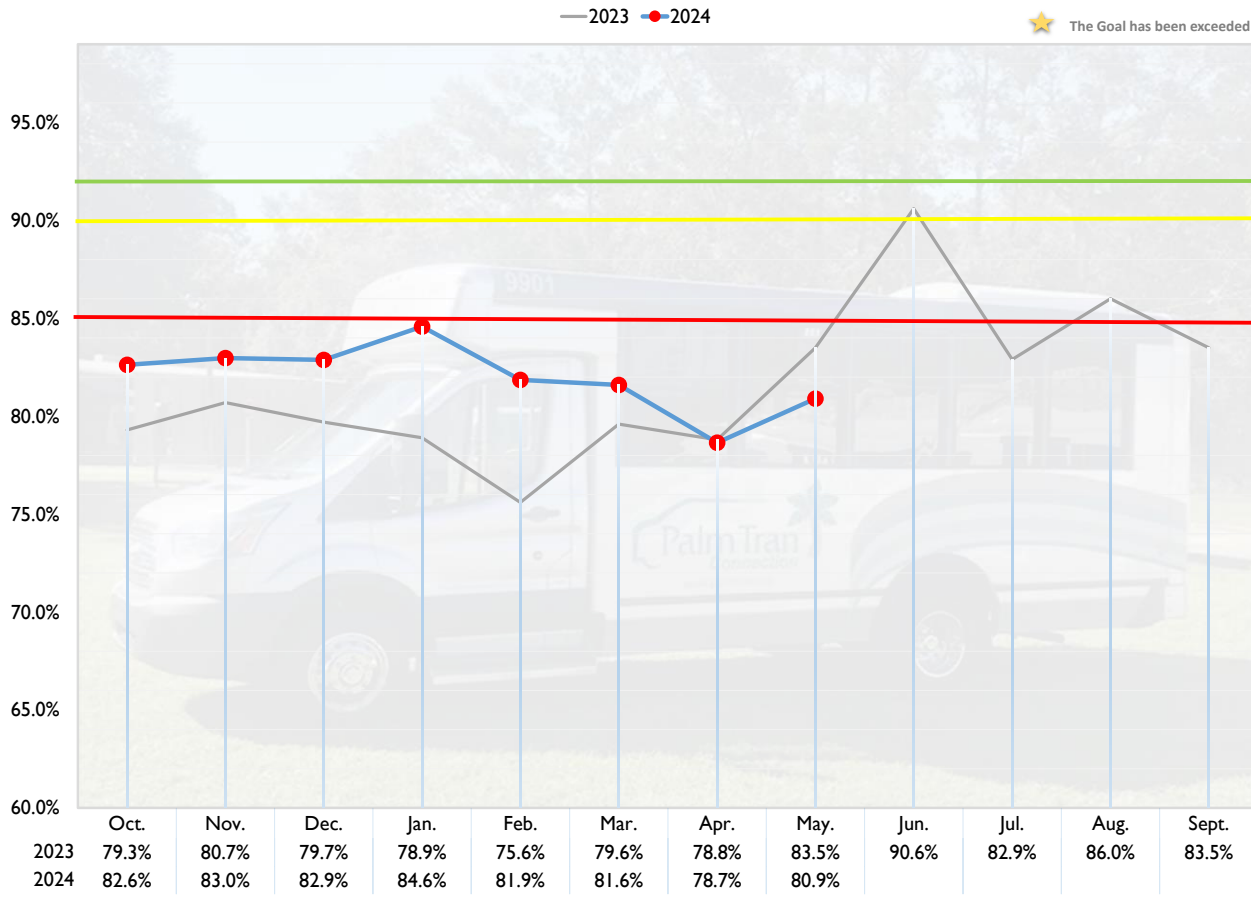
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 1.69	▲ 1.58	▲ 1.53	▲ 1.58	▲ 1.59	◆ 1.28	◆ 0.86	◆ 1.01	◆ 1.43	◆ 1.16	◆ 1.11	◆ 1.03	◆ 1.34
2021	◆ 1.10	◆ 1.12	◆ 1.09	◆ 1.12	◆ 1.18	◆ 1.25	◆ 1.26	▲ 1.32	▲ 1.30	▲ 1.33	▲ 1.41	▲ 1.47	◆ 1.25
2022	▲ 1.52	▲ 1.48	▲ 1.47	▲ 1.49	▲ 1.55	▲ 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	▲ 1.45					▲ 1.39
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

Palm Tran Performance Management Office



Connection - On Time Performance



Narrative

During the month of May, Palm Tran Connection experienced a significant 2.2% increase in On-Time Performance compared to April. This improvement is attributed to reduced traffic and fewer driver shortages. Palm Tran Connection is actively working to increase resources to enhance services. Our vendors are also making strides in hiring and retaining drivers. The Connection Efficiency PT-STAT team is dedicated to exploring initiatives that could potentially address ridership constraints during peak times.

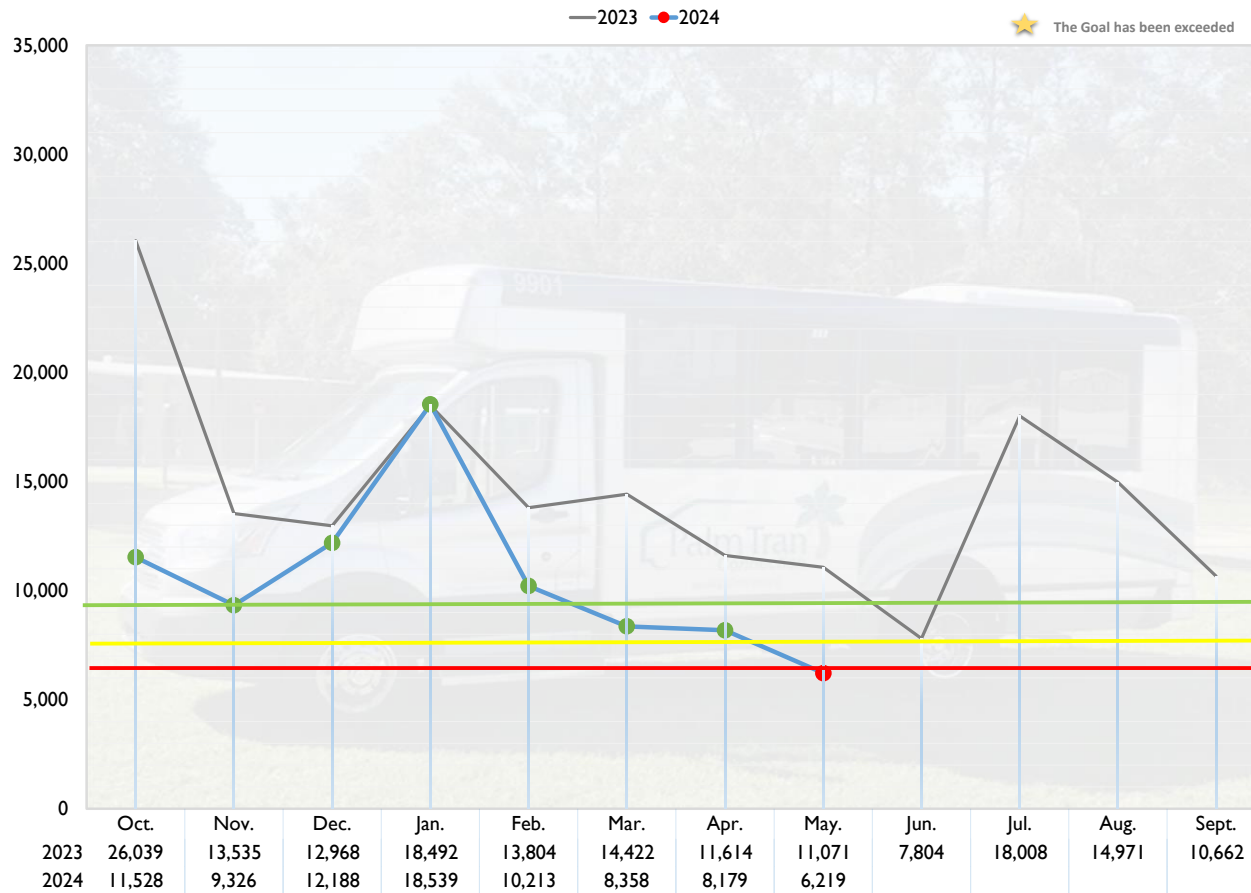
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	73.9%	81.3%	83.1%	80.8%	78.5%	84.7%	98.5%	97.8%	143.0%	96.6%	96.2%	95.8%	88.7%
2021	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%	80.2%	91.5%
2022	75.6%	74.6%	75.4%	74.8%	64.5%	67.9%	64.6%	73.3%	87.3%	88.5%	80.6%	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%	80.9%					82.0%

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%		

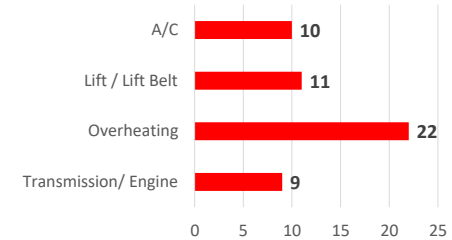
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Mean Distance Between Failures



Top Categories of Mechanical Failures



Narrative

During May, Palm Tran Connection experienced 157 breakdowns, compared to 122 in April. Connection vehicles traveled 1,960 miles less before experiencing a mechanical breakdown compared to April. The top categories for breakdowns included issues related to "A/C, Lift, Overheating, and 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	1	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	6,219					10,569

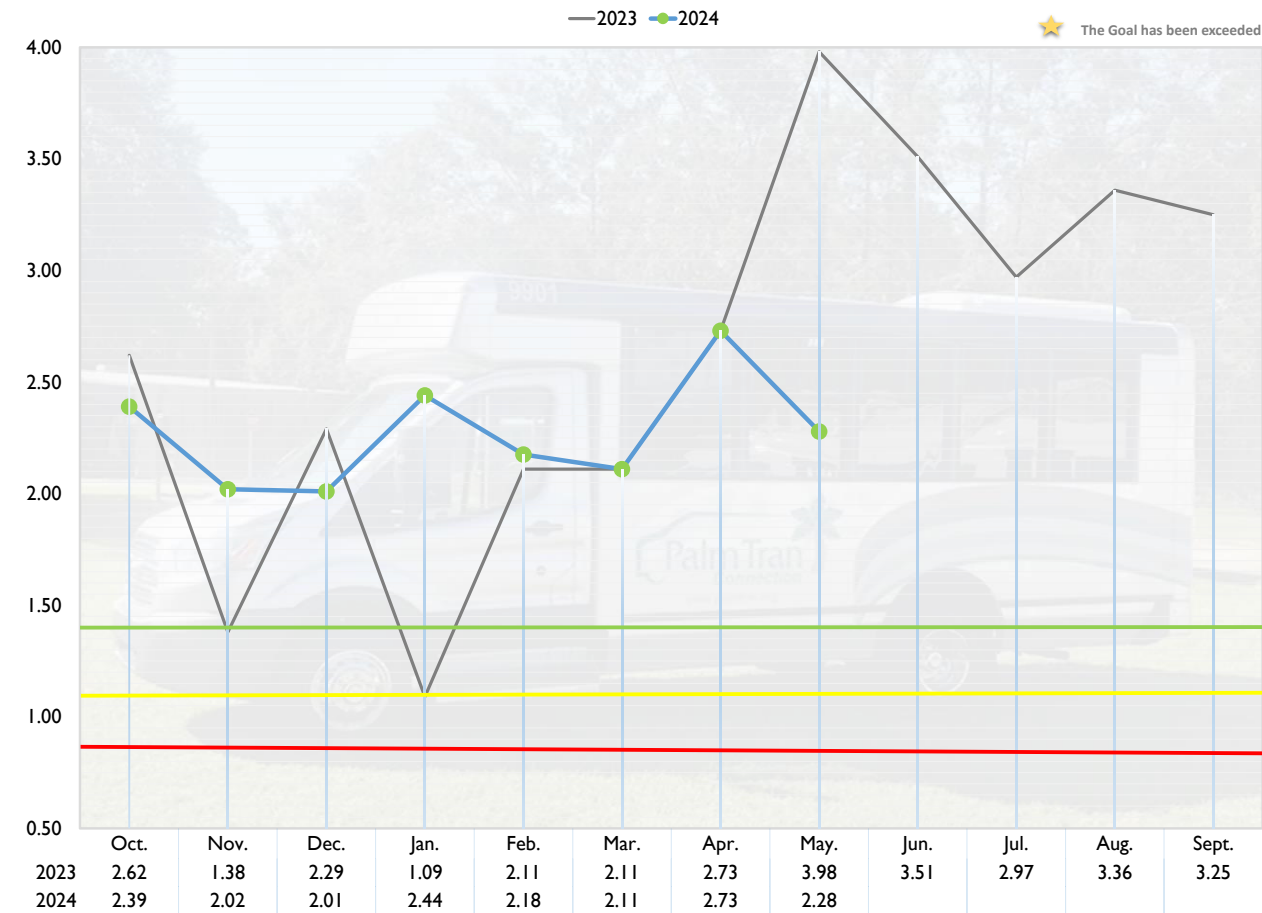
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2023	6,500	7,700	9,500	(Total Vehicle Revenue Miles) / (Total Connection Major Mechanical Failures)	The average number of revenue miles driven by Connection Revenue vehicles before experiencing a NTD (National 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

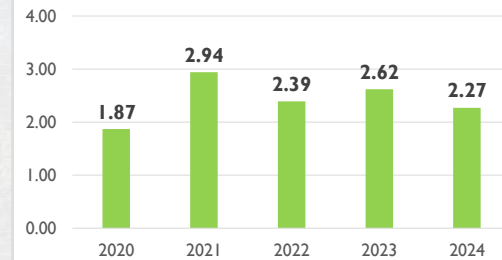
Palm Tran Performance Management Office



Connection All Customer Commendations per 1k Trips



YTD Trend



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. In May, the commendation ratio for Palm Tran Connection was 2.28, a slight decrease from 2.73 in April. Palm Tran Connection received a total of one hundred fifty-two (152) commendations in May, acknowledging the exceptional efforts of our drivers, reservation agents, and Connection staff. Palm Tran Connection 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	2.28					2.27

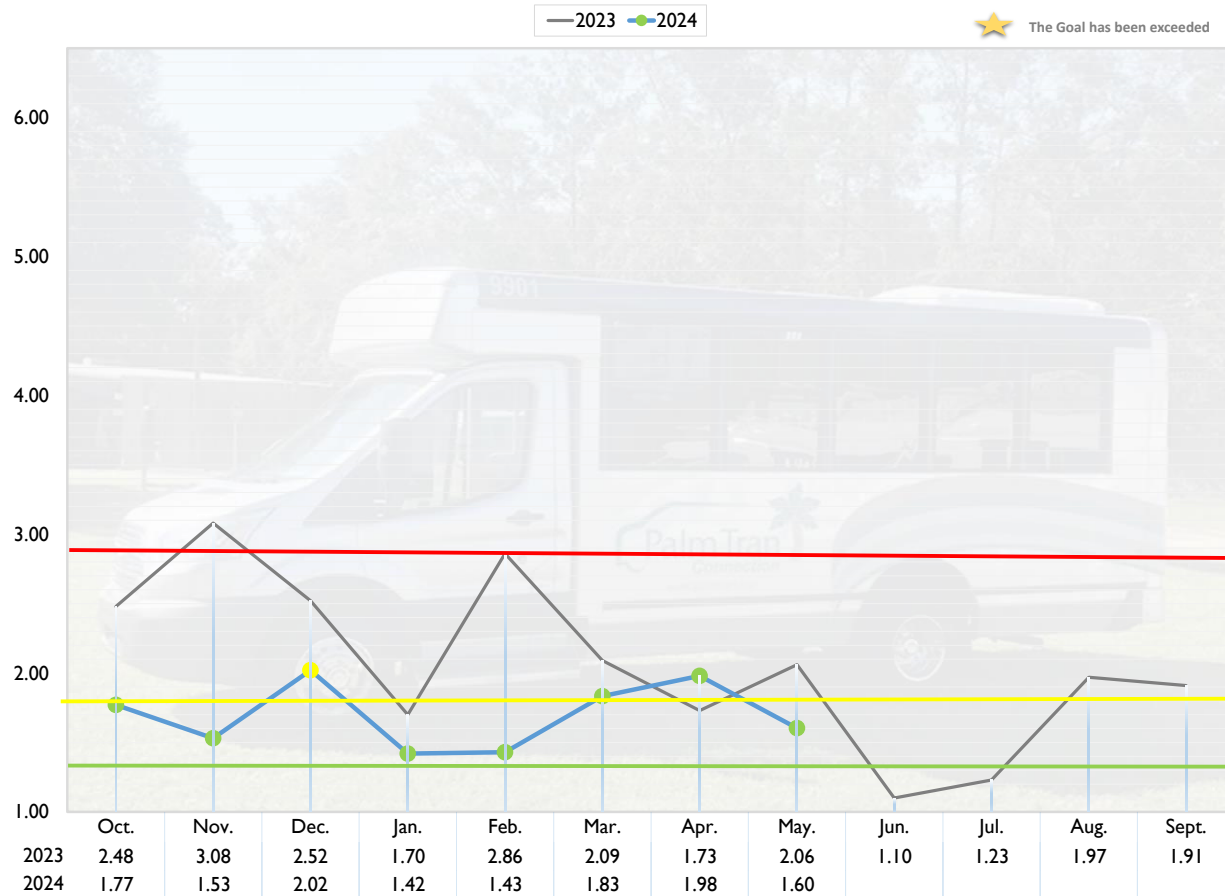
Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2023	0.80	1.10	1.40	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2024	0.80	1.10	1.40		

- ◆ 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

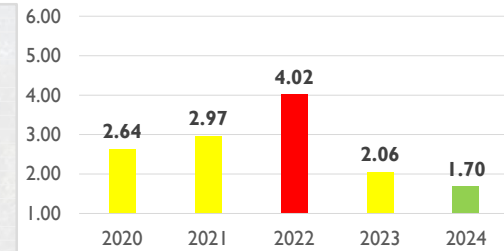
Palm Tran Performance Management Office



Connection All Customer Concerns per 1k Trips



YTD Trend



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. In May, the Palm Tran Connection's customer concerns per 1,000 completed trips ratio decreased slightly to 1.60, compared to 1.98 in April. A total of one hundred seven (107) concerns were logged for the month, with the majority related to "On-Time Performance." Palm Tran and the PT-Stat Connection Efficiency Team are actively seeking the most effective approach to address and resolve the challenges reported by Palm Tran Connection riders.

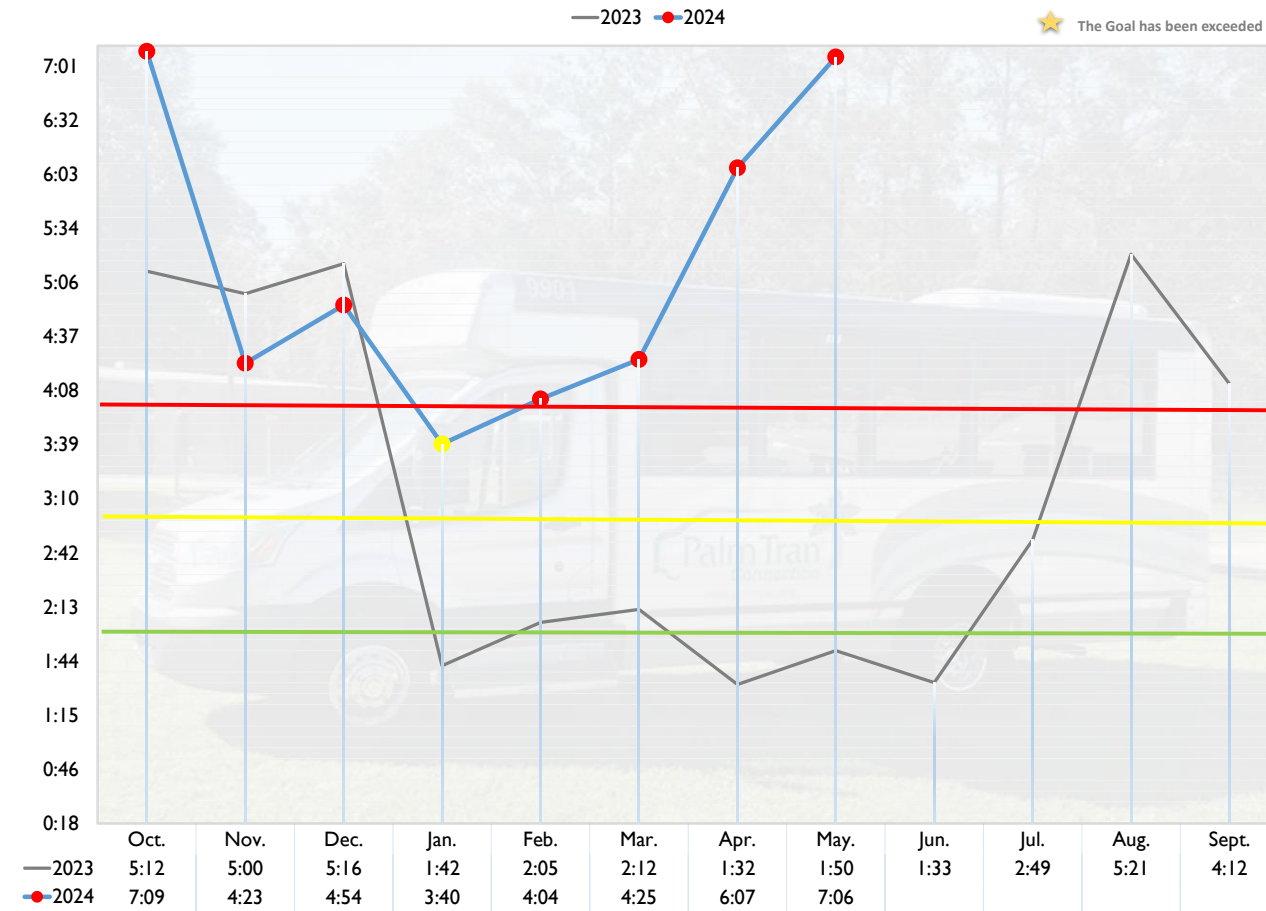
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	4.00	2.75	2.20	2.79	3.76	2.94	1.45	1.24	1.43	1.47	2.32	1.68	2.64
2021	2.45	2.79	2.00	1.44	1.99	2.24	2.58	2.85	3.13	3.33	4.58	5.46	2.97
2022	5.80	6.03	4.68	3.97	4.83	5.21	5.29	2.85	1.67	1.87	2.37	3.34	4.02
2023	2.48	3.08	2.52	1.70	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	1.60					1.70

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		

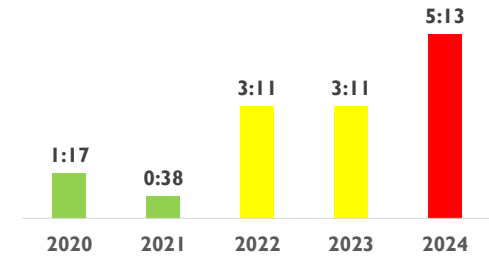
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded



Connection Reservations Call Hold Time



YTD Trend



Narrative

During May, the average hold time for reservations increased from six minutes and seven seconds (6:07) to seven minutes and six seconds (7:06), a fifty-nine second (0:59) rise from the previous month, attributed to staffing challenges. Customers are urged to utilize PASSWEB for bookings to lessen call volume. The Lyft program operates autonomously, further reducing call volumes. To manage peak-hour demand, Palm Tran now schedules next-day trips exclusively between 4 PM and 5 PM or until the queue is cleared.

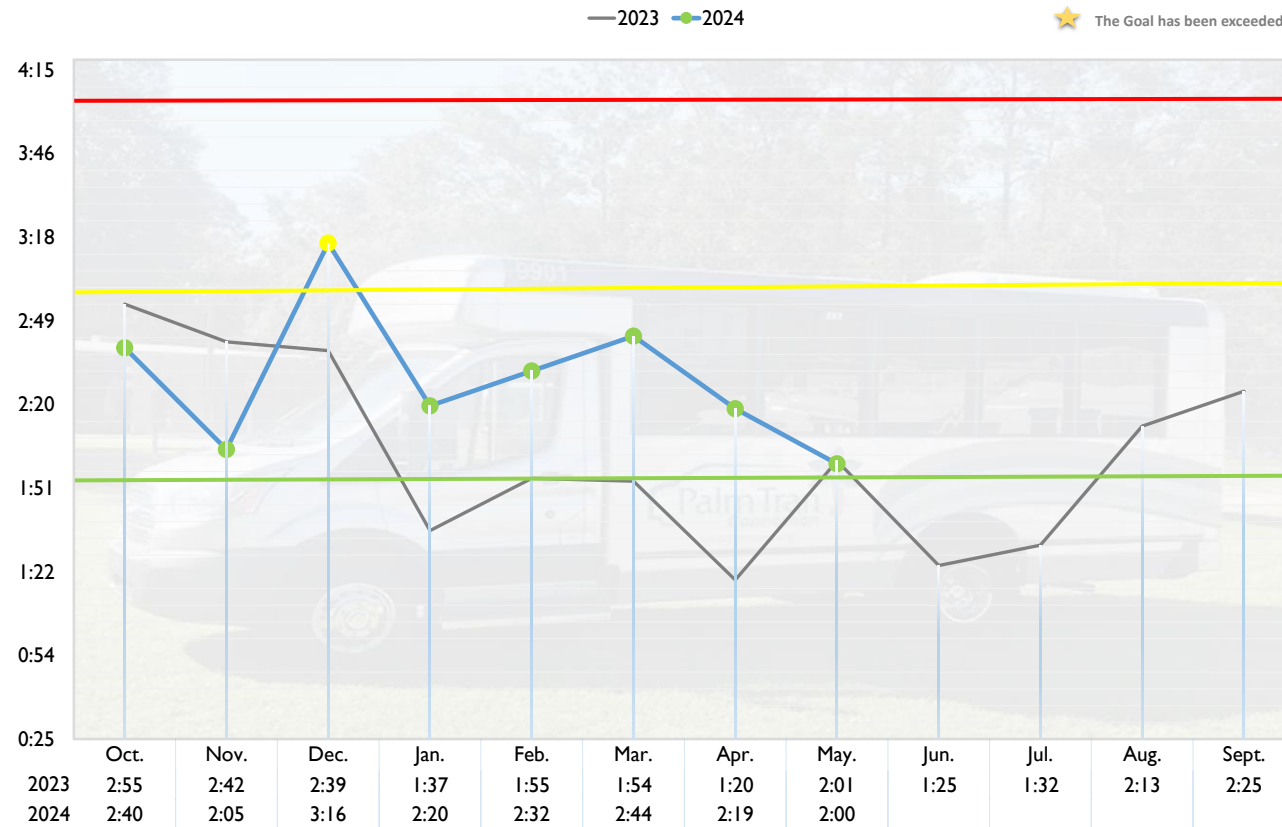
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	● 2:07	● 1:52	● 2:51	● 2:06	● 1:53	● 1:24	● 0:27	● 0:18	◆ 10:19	● 0:48	● 0:38	● 0:22	● 1:17 ★
2021	● 0:22	● 0:42	● 0:31	● 0:30	● 0:29	● 0:20	● 0:38	● 0:43	● 0:36	● 0:37	● 1:10	● 0:59	● 0:38 ★
2022	● 1:36	● 2:25	▲ 3:05	● 2:15	● 2:46	● 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	◆ 7:06					◆ 5:13
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

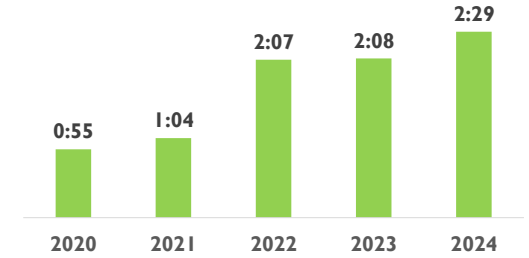
Palm Tran Performance Management Office



Connection Where Is My Ride Hold Time



YTD Trend



Narrative

Palm Tran is pleased to report that this metric continues to surpass the established target. In April, the "Where's my ride" average hold time experienced a decrease from two minutes and nineteen seconds (2:19) in April to two minutes (2:00) in May.

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	● 2:00					● 2:29
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

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	🟢	0.70
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔴	2.26	🔴	1.74	🟡	2.20
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟢	0.85	🟢	1.02	🟢	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	🔴	1,914,815
Riders Per Revenue Hour	16.5	18.3	20.1	🔴	13.70	🔴	14.70	🔴	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%	🟢	78.8%
Mean Distance Between Failures	12,000	14,000	16,000	🔴	7,122	🔴	6,867	🔴	6,120
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔴	0.19	🟡	0.23	🔴	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	🟢	2.94

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	▲	1.09		
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.01	●	1.36	●	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	▲	1.37		
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	▲	1.54		
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

- ◆ 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

