

NOTICE OF MEETING

PALM TRAN SERVICE BOARD

OCTOBER 24, 2024

1:30 P.M. – 3:30 P.M.

PALM TRAN DELRAY BEACH HEADQUARTERS

Board Room

100 N. Congress Ave.

Delray Beach, FL 33445

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

Note:

Members of the public may attend and provide comments in person or submit comments via phone message, e-mail, or written correspondence via mail. All comments must be received before noon Eastern Time, October 23, 2024.

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense. A copy of this agenda may be requested in another format. To request a reasonable accommodation under the Americans with Disabilities Act, please contact DeBorah Posey-Blocker at dposeyblocker@pbcgov.org or 561-841-4245.



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

Palm Tran Mailing Address
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West Palm Beach, FL 33407-4618

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

DeBorah Posey-Blocker
Service Board Liaison



Palm Tran Service Board Members

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

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



Frank Stanzione
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jim Gibbs
Seat 5 - Business Community Representative

Donté Mickens
Seat 6 - Rep. with Multicultural Experience

Carolyn Hmara
Seat 7 - Senior Citizen Representative

Brandon Williams
Seat 8 - Certified Paratransit User

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

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

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

PALM TRAN SERVICE BOARD

Thursday, October 25, 2024

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

AGENDA

1:30 P.M. – 3:30 P.M.

1. Call to order
2. Pledge of Allegiance
3. Roll Call
4. MOTION TO ADOPT Agenda for October 25, 2024
5. MOTION TO APPROVE Minutes for June 27, 2024
6. Safety Message/Briefing
7. Comments from the Palm Tran Service Board Chair Carmencita Mitchell
8. Comments from Executive Director Ivan Maldonado
9. Action Items
 - a. January 12, 2025 Service Change
 - b. Public Comment on Action Items
10. Information Items
 - a. Performance Ridership Update
 - b. Public Comment on Information Items
11. Public Comments (General)
12. Customer Service Follow-ups
13. Board Member Comments
14. Adjournment

PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, June 27, 2024
1:30 A.M. to 3:30 PM

1. Call to Order

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

2. Pledge of Allegiance

3. Roll Call

Members Present

Frank Stanzione, Seat 1, Senior Citizen Representative

Kerry Rawn, Seat 2, Disability Advocate

KaShamba Miller-Anderson, Seat 4, Elected Municipal Official of a Municipality within PBC

Jim Gibbs, Seat 5, Business Community Representative

Carolyn Hmara, Seat 7, Senior Citizen Representative

Brandon Williams, Seat 8, Certified Paratransit User

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

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

Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

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

Members Absent

Selva Selvendran, Seat 3, Environmental Advocate

Donté Mickens, Seat 6, Representative with Multicultural Experience

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

4. Motion to Adopt the Agenda for June 27, 2024

Chairwoman Mitchell requested a motion to adopt the agenda for June 27, 2024

Motion made by Mrs. Jackson-Moore and seconded by Mr. Stanzione. The motion was approved unanimously.

5. Motion to Approve Minutes for May 23, 2024

Chairwoman Mitchell requested a motion to approve the Minutes for May 23, 2024.

Motion made by Mr. Stanzione and seconded by Mrs. Miller-Anderson.

The motion was approved unanimously.

6. Safety Message/Briefing

The Safety Message was presented by Delvon Meredith, Operations Manager. The June Safety Message was 'Hurricane Safety 2024'.

7. Comments from Palm Tran's Service Board Chair

Chairwoman Mitchell welcomed everyone and apologized for her tardiness. Ms. Mitchell offered her gratitude to all factions of Palm Tran and expressed how eternally grateful she is to all.

Chair Mitchell thanked board member Jim Gibbs for his diligence in making sure the contractors are held accountable in upholding the Palm Tran standard and his work in the community.

8. Comments from Interim Executive Director, Michael Blaylock

Mr. Blaylock wished everyone a good afternoon. Mr. Blaylock expressed how pleased he is with the Federal Transit Administration Triennial audit outcome of no findings. He thanked Palm Tran staff for a job well done.

Mr. Blaylock mentioned the positive trend continuing to exceed ridership numbers. Palm Tran is at 100% from Pre Covid numbers.

Administrative Report from Interim Director of Support Services, DeBorah Posey-Blocker

CTAA Expo and Palm Tran Facility Tour

Palm Tran welcomed The Community Transportation Association of America (CTAA) Expo and Conference on June 9- 13 at the Palm Beach County Convention Center. Over 1,000 attendees from various transit agencies across the country attended. Palm Tran supported the Expo by providing shuttle service to the convention center from hotels and supplying vehicles for the bus Rodeo, where 68 paratransit drivers and 12 fixed-route operators competed in an obstacle course at the South Florida Fairgrounds.

During the conference over a dozen CTAA Expo attendees and staff took a Palm Tran bus to tour our south county facility, where they were presented with an overview of our system, learned about our safety & training programs, and a look at our maintenance bay.

We are proud to announce that Bus operator Antonio Joseph was announced as the winner of the "Frontline Heroes" award during CTAA awards ceremony. Joseph was previously recognized by Palm Tran Palm and received the award for his quick

thinking in preventing a crisis while operating a bus. Marsha Solomon and Connection driver Jimmy Weatherspoon were also nominated.

Dump the Pump Day

At the beginning of June, Palm Beach County Commissioner Marci Woodward presented a proclamation at the Board of County Commissioners meeting declaring June 20 as Dump the Pump Day. The South Regional Transportation Authority/tri-Rail and members of the Transportation Planning Agency were there to receive the proclamation along with Palm Tran. To celebrate Dump the Pump Day, Palm Tran offered \$5 to Paradise Pass users with the promo code "TRYTRANSIT2024" from June 16-June 22.

Juneteenth Cultural Tour

On June 17, Palm Tran provided transportation for community members to take a journey through Palm Beach County's rich black history and cultural landmarks in celebration of Juneteenth. The tour was hosted by Palm Beach Community Services, with stops and speakers at the Spady Museum, The Lake Worth Beach Unity Wall, The African American Research Library & Cultural Center, the Urban League of PBC, Heart & Soul Park, the Storm of 1928 Memorial Site, Tabernacle Missionary Baptist Church, the Palm Beach County History Museum, and the MLK Memorial at Currie Park, among others.

Get on the Bus Challenge Update

After three and a half months of events and activities, we have completed the Let's Get on the Bus Challenge campaign. This campaign brought together 15 local dignitaries to act as "Transit Champions," promoting transit in Palm Beach County. Each champion hosted a "Move & Mingle" event, where they encouraged guests to try out Palm Tran and visit a local destination. Challenge participants used their Paradise Pass to compete for top rider each week, and were awarded prizes including three months of free bus rides, tickets to local attractions and gift cards. The final Move and Mingle will take place in August where we will announce the winners.

9. Committee Reports

PTSB Planning Subcommittee – Joey Acevedo

Mr. Acevedo briefed the Board Members and staff of the June 20, 2024, Planning Subcommittee Meeting that convened at 1:35 AM. The Planning Subcommittee discussed the May 2024 service changes to be presented September 24, 2024

10. Action Items

- a. September 22, 2024 Service Change – Yash Nagal, Director of Transit Planning

Mr. Nagal gave a description of the proposed service changes for September 22, 2024.

- b. Public Comment on Action items

None

Chair Mitchell requested a motion to approve the proposed September 2024 Service Changes. Motion was made by Frank Stanzione, seconded by Mrs. Jackson-Moore. The motion was approved unanimously.

11. Information Items

- a. Performance Ridership Update

Jimilla Hicks, Senior Manager of Performance Management
Gave update on the performance report and ridership for fixed route, Palm Tran Connection and Go Glades for the month April.
Palm Tran has achieved ridership goal, which means Palm Tran has 100% recovered in the Fixed Route area.

- b. Public Comment on Information Items

None

12. Public Comments (General)

Nicky Brown, Palm Tran Ambassador, commented on how rude customers can be to the bus operators. He suggested Palm Tran not give out courtesy passes.

13. Customer Service Follow-ups

None

14. Board Members Comments

Carmencita Mitchell- gave update on Subcommittee changes, Joey Acevedo remains as the Chair to the Planning Subcommittee meetings, Dennis Martin replaces her as Vice Chair. Mr. Martin is the Chair of the Palm Tran Para Transit Subcommittee meeting Brandon Williams is the Vice Chair. Next Para Transit Sub Committee meeting is July 11th. The next Palm Tran Service Board is July 25.

Brandon Willams – regarding internal scheduling committee. Any thought on whether to have a utilizer represented in the committee. Feedback mechanisms are in place by way of surveys etc..

Tammy Jackson-Moore- Thanked staff for the Juneteenth bus wrap

Dennis Martin- Thanked Palm Tran staff and congratulations for the hard work and getting ridership to pre covid numbers.

Kashamba Miller-Anderson – Thanked Palm Tran staff for consistency, being proactive and all the hard work put forth.

Carolyn Hmara – Thanked Palm Tran staff.

Kerry Rawn – Congratulations Palm Tran staff great work.

Joey Acevedo- Thanked Palm Tran staff and County Administration for pulling together and a job well done

15. Adjournment

Mr. Stanzone makes motions for adjournment.

Vice Chair Acevedo seconds that motion.

The meeting was adjourned at 2:31PM

Carmencita Mitchell, Chair

Date_____

Joey Acevedo, Vice Chair

Date_____

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.

Railroad Crossing Safety



ALWAYS EXPECT A TRAIN

- Be prepared to stop at the crossing
- Slow down, look both ways and listen
- Understand the signs and warning devices (signs, arms and bells)
- When you stop always leave sufficient room from the gates
- Never stop on the tracks and never try to beat the train

**Palm Tran Buses Must Stop
at All Railroad Crossings**

Palm Tran Service Board Meeting (PTSB)



Ivan Maldonado

Executive Director, Palm Tran

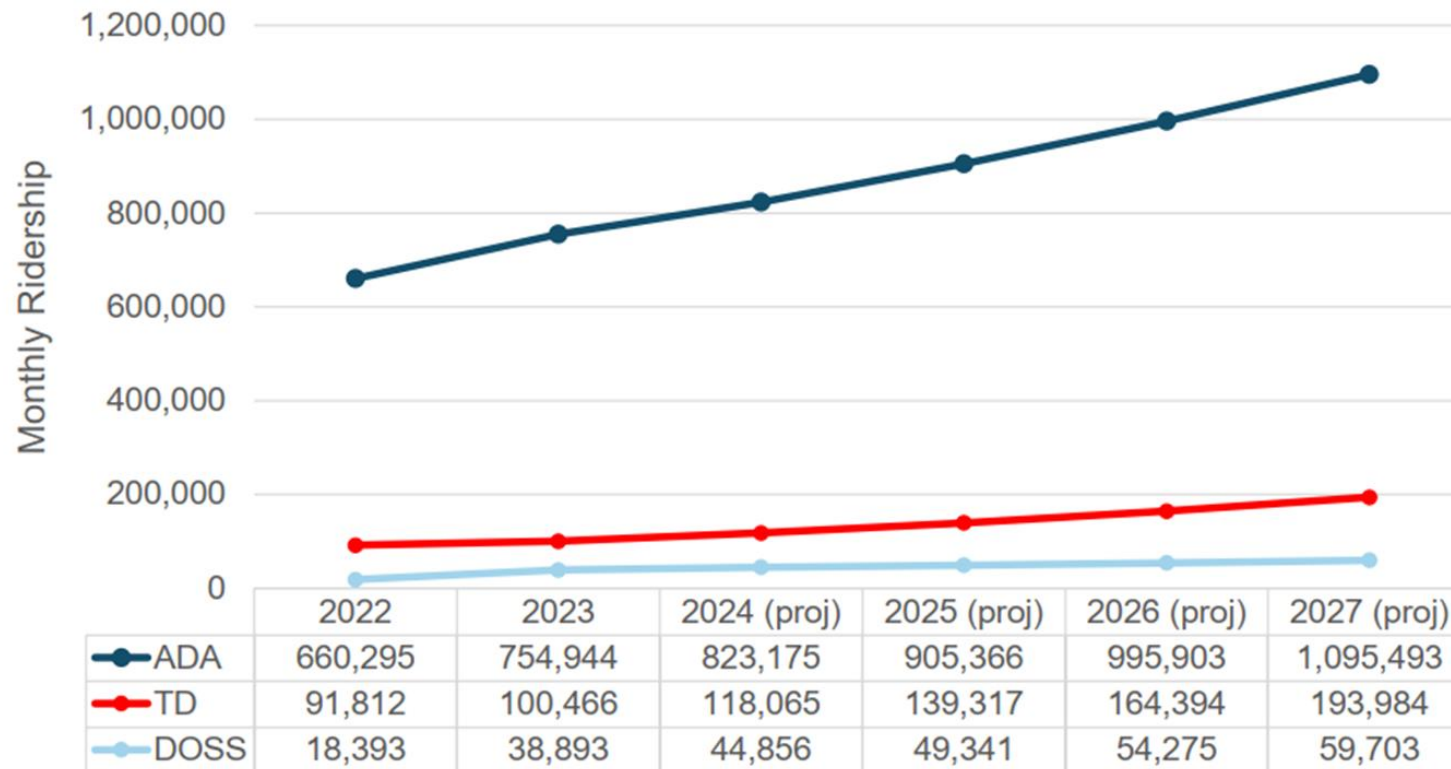
Presented: Thursday, October 24, 2024



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

Connection Plus

RIDERSHIP TRENDS



ADA

+10% Growth YoY
18,444 Eligible Riders
8,371 Annual Riders

TD

+18% Growth YoY
18,172 Eligible Riders
7,692 Annual Riders

DOSS

+10% Growth YoY
1,100 Eligible Riders
307 Annual Riders

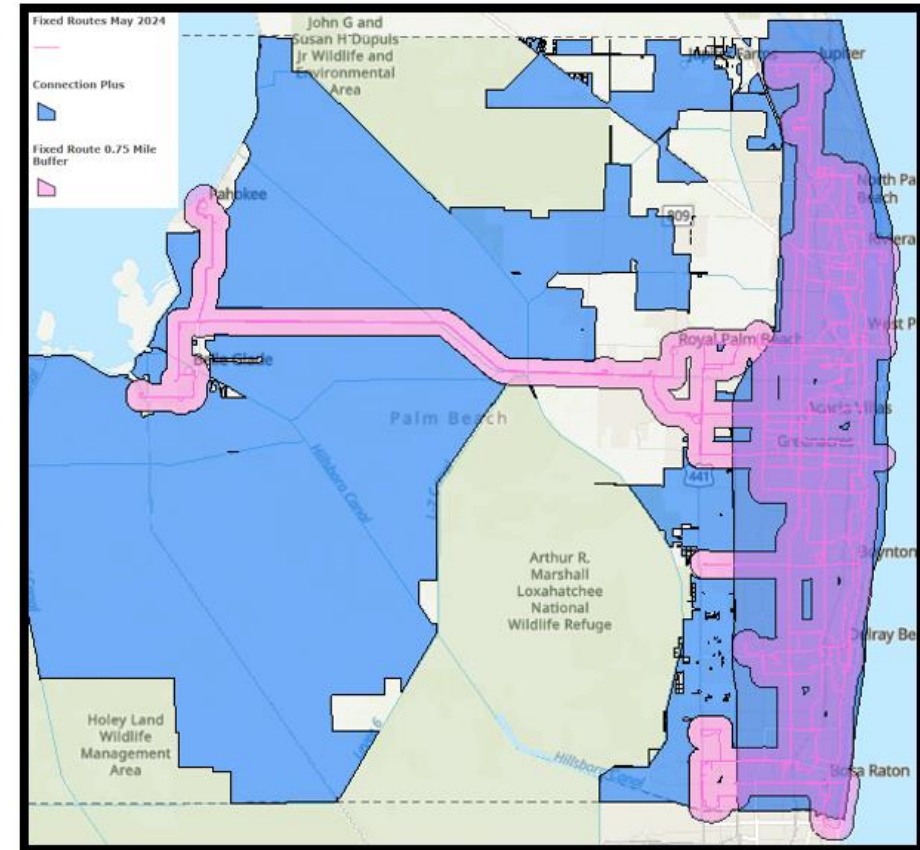
Connection Plus



Key Components of Connection+ *Plus* Program

Alternative Transportation Provider will provide service outside of ADA service area (example providers: Uber, Lyft, Taxi, UZURV):

1. UBER/Lyft for those that can utilize an ambulatory curb-to-curb service and use the technology associated with the program
2. Compliant door-to-door service (UZURV) for those that do not have a mobility or disability restriction
3. ADA Accessible Taxi Service for Non-Ambulatory
4. No non-ambulatory options



Connection Plus



Key Components of Connection+ *Plus* Program

Connection+ *Plus* offers more flexibility to schedule and manage trips

- 1 Eliminates restrictions on trip negotiation resulting in more efficient grouping.
- 2 Eliminates restrictions on pick-up or drop off windows.
- 3 Eliminates time limitations for trip duration.
- 4 Trips do not have to be comparable to the fixed-route schedule.
- 5 Eliminates restrictions on fare pricing.
- 6 Allows for trip limits and prioritization.

The goal of Connection+ *Plus* is to offer customers the same access to opportunity they know and love.

Non-ADA compliant rules to operate under TD (expand list provisions allowed to work)

Not required to follow ADA Paratransit regulations.

BusLink Service Launched



BUS LINK

Get \$8 towards your next Uber or Taxi

Palm Tran is introducing the BusLink pilot program to better connect you to bus service in Riviera Beach, Royal Palm Beach and Boca Raton.

ADA options available through Metro Taxi.

Uber

Learn more at palmtran.org/BusLink
(561) 841-4287 (4BUS)

Palm Tran
Public Transportation

The graphic features a woman with glasses and a seatbelt talking on a phone. In the background, a blue bus stop sign is visible with the text 'BUS STOP', 'STOP # 310', 'Palm Tran Public Transportation', 'ROUTES SERVED 1', and the phone number '561-841-4287'.

United Way Campaign and Breakfast



Hispanic Heritage Bus Tour



FPTA/ CTD Annual Conference & Expo



Clinton B. Forbes Inducted into FPTA Hall of Fame



Port Saint Lucie Express Launch



Hurricane Milton Evacuations



Mobility Week Proclamation



Upward Mobility and New Hire



Jason A. Santos
South County
Maintenance Trainer/Superintendent



Chris Love
North County
Maintenance Supervisor





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Thank you!



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DATE: October 18, 2024
TO: Chair Carmencita Mitchell and Board Members
FROM: Ivan Maldonado, Executive Director
RE: January 12, 2025 Service Changes

Dear Chair Mitchell and Board Members,

I am writing to inform you that on Thursday, October 24, 2024, at the Palm Tran Service Board meeting, our staff will recommend and request board approval on several minor schedule adjustments to improve on-time performance and efficiency.

The proposed changes include:

- Route 33 running time adjustments
- Route 40 weekday running time adjustments
- Route 47 running time adjustments
- Route 62 Sunday running time adjustments
- Route 63 Saturday/Sunday running time adjustments
- Route 80 running time adjustments
- Route 91 running time adjustments
- Route 95X running time adjustments

As per Resolution No. 15-0893 Section 9 (a), the proposed changes to Route 33, 40, 47, 62, 63, 80, 91, and 95X are not considered major fixed-route adjustments, since they do not exceed the 25% total route miles threshold. Therefore, a public hearing or equity analysis is not required.



January 12, 2025 Service Changes



Brooke Peters
Service Planning & Scheduling Manager
October 24, 2024



Agenda

- September 2024 Service Change Results
- January 2025 Proposed Service Changes
- Public Outreach

September 2024 Results

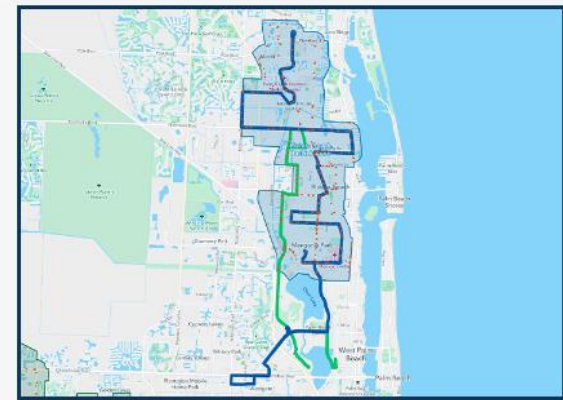
Overall OTP for
Oct. 2024:
80%

Route	On-Time Performance		Schedule Improvements
	Oct. 2023	Oct. 2024	
1 (Saturday)	62%	78%	❖ Add 1 block ❖ Running time adjustments
2 (Weekday)	77%	83%	❖ Running time adjustments.
2 (Saturday)	83%	85%	❖ Running time adjustments.
3 (Weekday)	76%	82%	❖ Running time adjustments
64	69%	82%	❖ Running time adjustments
70	81%	84%	❖ Running time adjustments
73	78%	82%	❖ Running time adjustments
92	76%	80%	❖ Running time adjustments

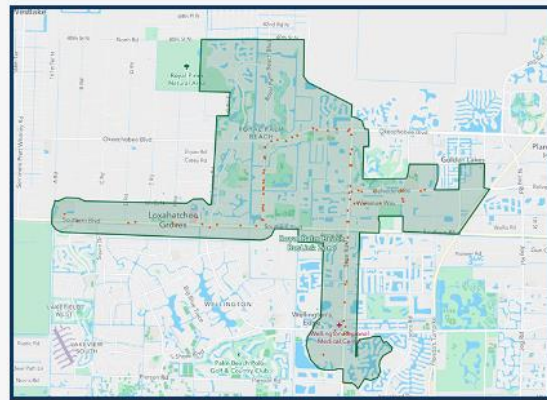
Palm Tran Ridership Breakdown

Average Daily Boardings Sep.-Oct. 2023 vs. 2024			
Route	2023	2024	Pct Chg
3	2753	3231	17.3%
10	171	189	10.3%
33	504	666	32.2%
40	396	493	24.6%
47	537	610	13.6%

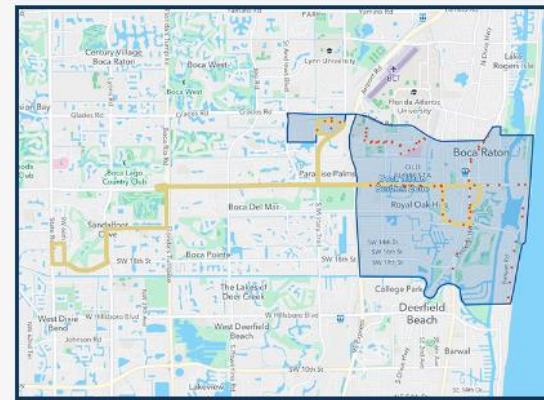
Routes 21, 52, and segments of 92 will no longer be served starting September 22, 2024. See the zones below and the newly aligned routes.



21 Riviera Beach



52 Royal Palm Beach



92 Boca Raton

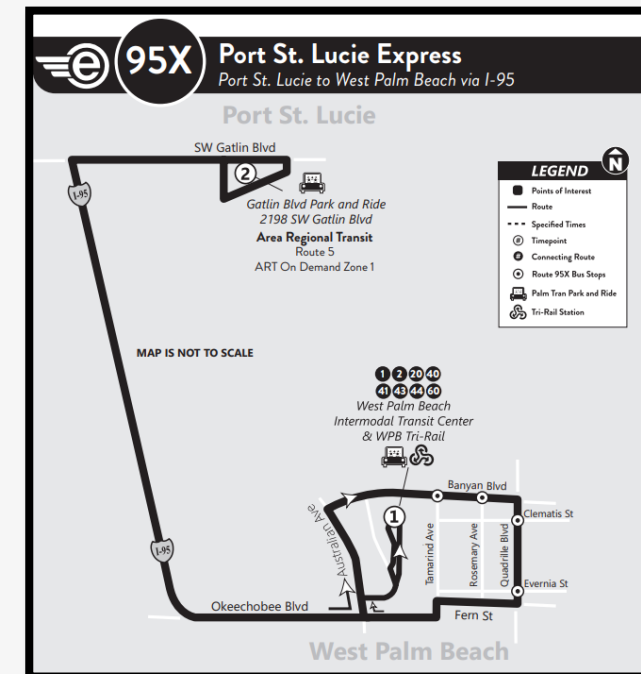
- **Avg. Ride-Cost: \$7**
- **Ridership: >2000 rides**



Port Saint Lucie Express

All Aboard! Palm Tran and the Florida Department of Transportation have partnered together to offer a new service with nonstop travel from Port Saint Lucie to West Palm Beach.

- **Avg. Daily Ridership: 38**
- **Total Boardings: 507**



Proposed Service Changes

Route Number	Description of Change (No impact on Connection services)
33	<ul style="list-style-type: none">Running time adjustments
40	<ul style="list-style-type: none">Weekday running time adjustments
47	<ul style="list-style-type: none">Running time adjustments
62	<ul style="list-style-type: none">Sunday running time adjustments
63	<ul style="list-style-type: none">Saturday/Sunday running time adjustments
80	<ul style="list-style-type: none">Running time adjustments
91	<ul style="list-style-type: none">Running time adjustments
95X	<ul style="list-style-type: none">Running time adjustments

Public Outreach



Website, app and guidebook
Trip planner, real time info



Public announcements
Audio and text, destination signs



Bus stop signs
Route numbers



Next Steps



November to December 2024
Runcut and operator bid



January 12, 2025
Service change



**Thank you.
Questions?**



Brooke Peters
Service Planning & Scheduling Manager
October 24, 2024





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DATE: October 16, 2024
TO: Chair Mitchell & Board Members
FROM: Ivan Maldonado, Executive Director
RE: September 2024 Performance Overview

The Palm Tran Fixed-Route, Connection, and GoGlades Performance Dashboards for the month of September 2024 are attached for your review.

During the month of September 2024, Palm Tran's Performance Report reflects a 4.67% decrease in overall ridership across all modes. Six (6) metrics fell below the established minimum, while the remaining twenty (19) exceeded the set minimum.

PERFORMANCE REPORT

September 2024 (FY 2024)

Performance Management Office



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

September Ridership Overview

Data as of 10-10-24

Trends By Mode – September 2024



MODE	AUGUST	SEPTEMBER
Fixed Route	747,067	709,854
PTC	69,967	69,528
GG	11,429	10,410
Total	828,463	789,792

-4.67% compared to August 2024

BUS STOP

STOP # 310

Palm Tran Public Transportation

ROUTES SERVED

1

31-841-428



Palm Tran
Public Transportation



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	● 1.13	● 0.62	● 0.78	◆ 1.84	● 1.00
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	● 0.81	▲ 2.16	▲ 2.18	◆ 3.17	● 2.02
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	● 1.05	● 1.19	▲ 1.34	● 0.92	● 1.16
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	◆ 659,515	◆ 695,575	▲ 747,067	▲ 709,854	● 8,574,651
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	◆ 15.3	◆ 15.5	▲ 16.9	◆ 16.4	◆ 16.4
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%	● 81.3%	● 82.1%	● 79.0%	● 77.1%	● 77.0%
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	◆ 6,608	◆ 7,824	◆ 7,732	◆ 6,883	◆ 6,609
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	◆ 0.12	◆ 0.14	◆ 0.08	◆ 0.15	◆ 0.14
	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	● 2.75	▲ 3.02	◆ 3.61	● 2.89	▲ 3.09	▲ 3.01

*An audit regarding fixed-route safety data is currently underway by PMO



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	▲ 1.33	● 0.71	▲ 1.04	● 0.65	● 0.44	● 0.78
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.66	● 1.94	● 1.96	● 1.16	● 2.00	● 0.74	● 1.48	● 1.54	● 1.29	● 2.07	● 1.83	● 2.19	● 1.66
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	▲ 1.36	▲ 1.48	▲ 1.45	▲ 1.34	▲ 1.31	▲ 1.36	▲ 1.41	▲ 1.37
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	◆ 82.6%	◆ 83.0%	◆ 82.9%	◆ 84.6%	◆ 81.9%	◆ 81.6%	◆ 78.7%	◆ 80.9%	▲ 88.3%	◆ 84.0%	▲ 86.1%	◆ 80.4%	◆ 82.9%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,528	● 9,326	● 12,188	● 18,539	● 10,437	● 8,358	● 8,179	◆ 6,219	● 8,758	● 14,960	● 9,105	● 9,235	● 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	◆ 2.90	◆ 3.07	◆ 2.83	● 1.86	● 2.40
	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	● 0.93	● 1.28	● 1.64	● 1.88	● 1.61
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	◆ 6:10	▲ 3:58	◆ 5:39	◆ 8:20	◆ 5:29
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	● 1:57	● 1:38	● 2:01	● 2:01	● 2:17

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	0.00	0.28	0.00	0.00	0.14
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	0.29	0.28	0.00	0.00	0.11
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	4.96	4.79	4.98	4.82	4.69
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	10,744	10,816	11,429	10,410	124,688
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%	95.1%	95.5%	95.0%	95.1%	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	35,084	9,063	9,214	8,813	12,828
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	0.19	0.00	0.00	0.19	0.10





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



Thank you!