

PERFORMANCE REPORT

JUNE 2026 (FY2026)

Performance Management Office



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

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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 Team (ELT) for approval to be implemented.

June 2026

PERFORMANCE HIGHLIGHTS



Fixed-Route	
Ridership	658,397
Riders Per Revenue Hour	14.9
All Customer Concerns per 10K Boardings	4.37
Vehicle Revenues Miles	648,924
Total Revenue Hours	44,291



Connection	
Ridership	62,172
Riders Per Revenue Hour	1.40
All Customer Concerns per 1K Trips	1.05
Vehicle Revenue Miles	780,079
Total Revenue Hours	44,359



Go Glades	
Ridership	11,282
Riders Per Revenue Hour	4.33
All Customer Concerns per 1K Boardings	0.44
Vehicle Revenue Miles	41,562
Total Revenue Hours	2,608

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 FY2026

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	●	0.45	● 0.49	▲ 1.22	● 1.08	● 0.84	● 0.91	● 0.93	◆ 2.03	◆ 2.16	● 1.12
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲	2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ 2.90	▲ 2.47	● 2.03	● 1.70	▲ 2.48
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	●	1.07	● 0.92	● 1.28	● 1.05	● 1.02	● 0.98	● 1.01	● 1.20	● 1.20	● 1.08
Mobility	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Total System Ridership	700,000	775,000	850,000	▲	754,837	◆ 670,778	▲ 700,925	◆ 697,571	◆ 667,758	▲ 727,518	▲ 710,773	◆ 677,704	◆ 658,397	◆ 6,266,261
Riders Per Revenue Hour	16.5	18.3	20.1	◆	16.4	◆ 16.2	◆ 15.6	◆ 15.8	◆ 16.4	◆ 16.2	◆ 16.1	◆ 15.5	◆ 14.9	◆ 15.9
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
On-Time Performance	74%	76%	78%	●	80.4%	● 79.4%	● 78.6%	● 78.9%	● 76.6%	● 77.5%	● 77.9%	● 82.2%	● 85.0%	● 79.6%
Mean Distance Between Failures	7,000	8,000	9,000	●	9,071	● 9,500	▲ 7,908	● 10,277	● 12,436	● 11,123	● 10,103	● 10,851	● 9,983	● 10,139
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆	0.15	◆ 0.16	◆ 0.13	◆ 0.19	◆ 0.18	● 0.78	◆ 0.11	▲ 0.27	◆ 0.18	▲ 0.24
	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	●	2.83	● 2.95	● 2.90	▲ 3.48	◆ 3.79	◆ 4.05	◆ 3.94	◆ 4.85	◆ 4.37	◆ 3.69

CONNECTION DASHBOARD FY2026

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	●	0.72	▲ 1.07	▲ 1.55	● 0.81	▲ 1.45	▲ 1.25	▲ 1.11	▲ 1.08	● 0.64	▲ 1.08
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.02	● 1.19	● 1.79	● 1.28	● 1.57	◆ 3.19	● 0.89	● 1.20	● 1.41	● 1.51
Mobility	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.47	▲ 1.44	▲ 1.47	▲ 1.45	▲ 1.40	▲ 1.45
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
On-Time Performance	85%	90%	92%	◆	73.7%	◆ 76.7%	◆ 74.8%	◆ 79.3%	◆ 81.2%	◆ 81.9%	◆ 82.5%	◆ 84.0%	▲ 89.1%	◆ 80.3%
Mean Distance Between Failures	6,500	7,700	9,500	●	15,527	● 20,470	● 20,912	● 22,618	● 21,811	● 30,231	● 24,270	● 19,426	● 14,446	● 21,079
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.31	● 2.06	● 1.63	● 1.63	● 1.96	▲ 2.24	● 2.00	● 1.54	● 1.25	● 1.85
	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲	2.41	▲ 2.30	● 1.89	▲ 2.05	● 1.75	▲ 2.16	● 1.83	● 1.34	● 1.05	● 1.87
Reservations Call Hold Time	4:00	3:00	2:00	◆	7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 8:00	◆ 14:02	◆ 15:38	32:35	◆ 20:05	◆ 12:59
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:45	▲ 3:12	◆ 5:32	▲ 3:25	● 2:55	◆ 5:38	◆ 4:14	▲ 3:14	● 2:04	▲ 3:39

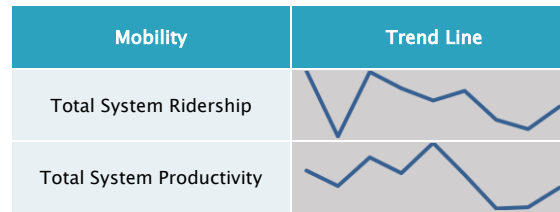
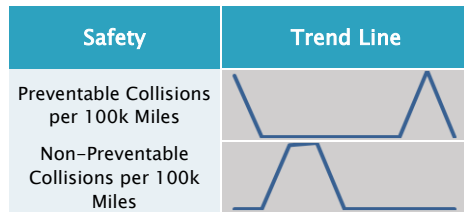
- ◆ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded



GO GLADES DASHBOARD FY2026



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.23	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.24	● 0.00	● 0.05
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.23	● 0.24	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.05
Mobility	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.47	● 4.34	● 4.59	● 4.45	● 4.71	● 4.44	● 4.14	● 4.15	● 4.33	● 4.40
Total System Ridership	3,600	5,400	7,300	● 12,335	● 10,398	● 12,302	● 11,820	● 11,459	● 11,750	● 10,893	● 10,615	● 11,282	● 102,854
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	YTD
On-Time Performance	85%	90%	92%	● 93.5%	● 94.0%	● 94.1%	● 92.6%	● 91.1%	● 92.9%	▲ 89.3%	▲ 88.4%	● 90.8%	● 91.9%
Mean Distance Between Failures	6,500	7,700	9,500	● 44,275	● 13,108	● 21,784	● 41,996	● 37,781	● 39,730	● 41,174	● 41,034	● 41,562	● 35,827
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.08	● 0.29	● 0.24	● 0.17	● 0.44	● 0.00	● 0.09	● 0.19	● 0.44	● 0.22



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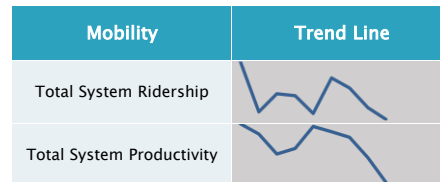
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