PERFORMANCE REPORT
DECEMBER 2024 *(FY2025)*

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 Team (ELT) for approval to be implemented.

PERFORMANCE HIGHLIGHTS

Fixed-Route

Ridership	734,502
Riders Per Revenue Hour	17.2
All Customer Concerns per 10K Boardings	3.04
Vehicle Revenues Miles	630,728
Total Revenue Hours	42,792

Connection

Ridership	66,868
Riders Per Revenue Hour	1.36
All Customer Concerns per 1K Trips	1.27
Vehicle Revenue Miles	876,565
Total Revenue Hours	49,340

Go Glades

Ridership	10,536
Riders Per Revenue Hour	4.66
All Customer Concerns per 1K Boardings	0.09
Vehicle Revenue Miles	38,244
Total Revenue Hours	2,259

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

PT-Stat

Palm Tran
Public Transportation

FIXED-ROUTE DASHBOARD FY 2025

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	1.82	1.14	1.27										1.41
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	3.49	2.94	1.90										2.78
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.98	1.09	0.75										0.94
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	732,884	736,115	734,502										2,203,501
Riders Per Revenue Hour	16.5	18.3	20.1	16.4	17.7	17.2										17.1
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%	78.1%	76.3%	75.0%										76.5%
Mean Distance Between Failures	7,000	8,000	9,000	8,138	7,289	8,523										7,984
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.15	0.04	0.14										0.11
	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	2.98	3.04										2.95

CONNECTION DASHBOARD FY 2025

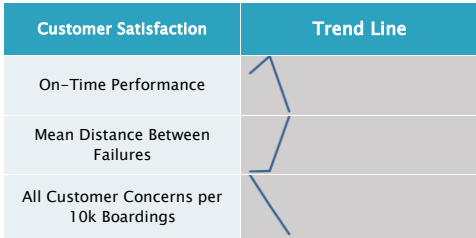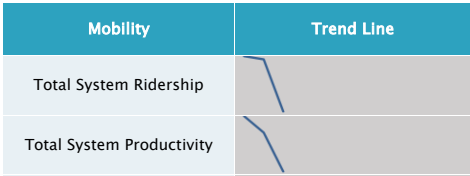| Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	0.43	1.02	1.14										0.86
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	0.97	1.59	1.71										1.42
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	1.40	1.39	1.36										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%	79.5%	81.1%	80.5%										80.4%
Mean Distance Between Failures	6,500	7,700	9,500	11,438	15,491	13,486										13,471
All Customer Commendations per 1k Trips	0.80	1.10	1.40	2.09	2.08	1.94										2.04
	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	1.43	1.27										1.49
Reservations Call Hold Time	4:00	3:00	2:00	6:41	8:45	7:48										7:44
Where Is My Ride Hold Time	4:00	3:00	2:00	2:36	2:47	3:19										2:54

◆ 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

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GO GLADES DASHBOARD FY2025

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	0.00	0.00	0.00										0.00
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	0.00	0.28	0.26										0.18

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	5.3	5.1	4.7										4.99
Total System Ridership	3,600	5,400	7,300	11,114	11,079	10,536										32,729

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	93.9%	94.4%	92.8%										93.7%
Mean Distance Between Failures	6,500	7,700	9,500	36,286	36,312	38,244										36,947
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	0.27	0.18	0.09										0.18

Safety	Trend Line
Preventable Collisions per 100k Miles	
Non-Preventable Collisions per 100k Miles	

Mobility	Trend Line
Total System Ridership	
Total System Productivity	

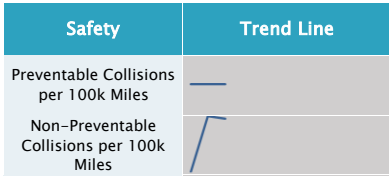| Customer Satisfaction	Trend Line
On-Time Performance	
Mean Distance Between Failures	
All Customer Concerns per 10k Boardings	

◆ Minimum/Maximum has not been met

▲ Metric is at or above/below the Minimum/Maximum, but not at the Target

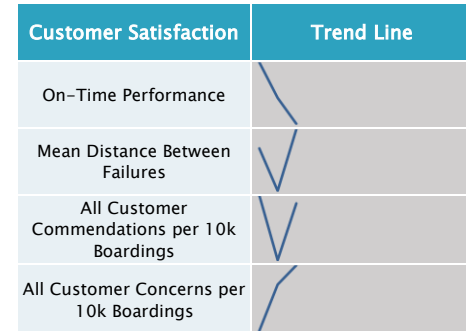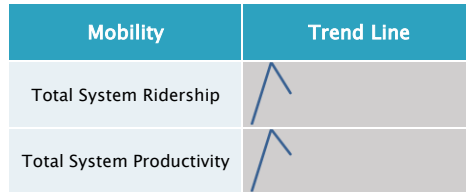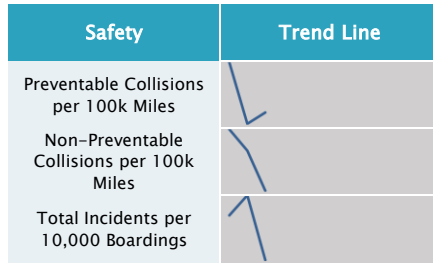● Target has been met or exceeded

★ The Goal has been exceeded

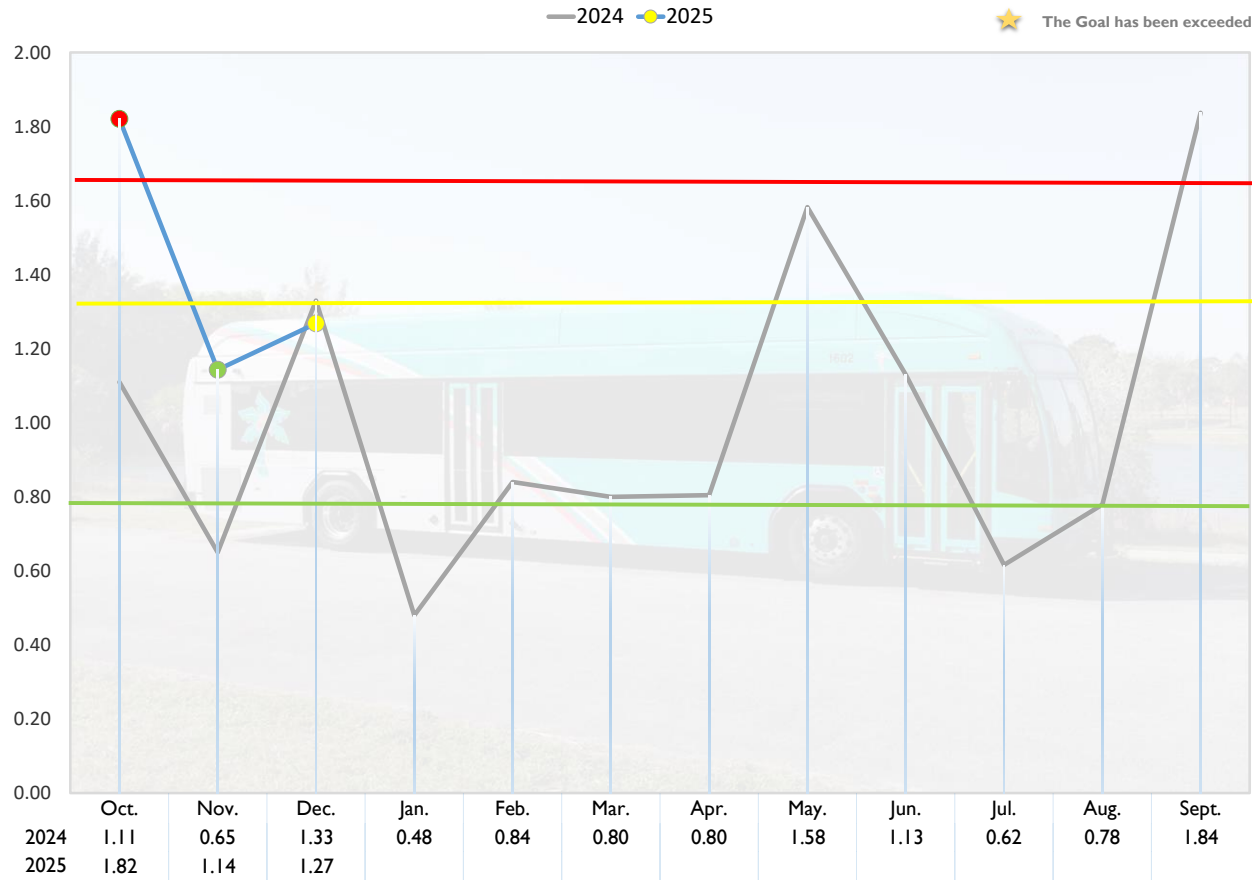*Palm Tran Performance Management Office*

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FIXED-ROUTE DASHBOARD FY 2025

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	◆ 1.82	● 1.14	▲ 1.27										▲ 1.41
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	◆ 3.49	◆ 2.94	● 1.90										◆ 2.78
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.98	● 1.09	● 0.75										● 0.94

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	▲ 732,884	▲ 736,115	▲ 734,502										● 2,203,501
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	▲ 17.7	▲ 17.2										▲ 17.1

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	● 78.1%	● 76.3%	▲ 75.0%										● 76.5%
Mean Distance Between Failures	7,000	8,000	9,000	● 8,138	▲ 7,289	● 8,523										▲ 7,984
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.04	◆ 0.14										◆ 0.11

	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	● 2.98	▲ 3.04										● 2.95

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Safety	Trend Line
Preventable Collisions per 100k Miles	
Non-Preventable Collisions per 100k Miles	
Total Incidents per 10,000 Boardings	

Mobility	Trend Line
Total System Ridership	
Total System Productivity	

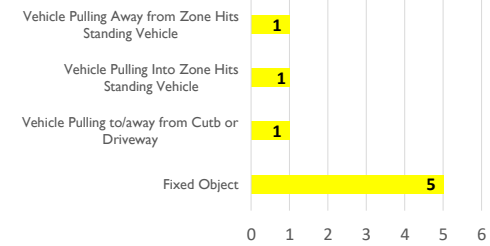| Customer Satisfaction	Trend Line
On-Time Performance	
Mean Distance Between Failures	
All Customer Commendations per 10k Boardings	
All Customer Concerns per 10k Boardings	

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● Target has been met or exceeded

Palm Tran Performance Management Office

Fixed-Route Preventable Collisions per 100K Miles

Palm Tran

— 2024 **—○—** 2025   ★ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.11	0.65	1.33	0.48	0.84	0.80	0.80	1.58	1.13	0.62	0.78	1.84
2025	1.82	1.14	1.27									

Categories of Preventable Collisions

Category	Count
Vehicle Pulling Away from Zone Hits Standing Vehicle	1
Vehicle Pulling Into Zone Hits Standing Vehicle	1
Vehicle Pulling to/away from Cutb or Driveway	1
Fixed Object	5

Narrative

During the month of December, Palm Tran experienced eight (8) preventable collisions compared to seven (7) in November. During the month of December, total vehicle revenue miles traveled were 630,728 which were 18,424 more revenue miles compared to November. The most common preventable collisions reported for the month of December was "Fixed Object". The PT-Stat Safety Team remains dedicated to analyzing trends to propose initiatives that minimize preventable collisions.

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	● 1.13	● 0.62	● 0.78	◆ 1.84	**1.00**	
2025	◆ 1.82	● 1.14	▲ **1.27**										**1.41**	▲

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2024	**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.
	2025	**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
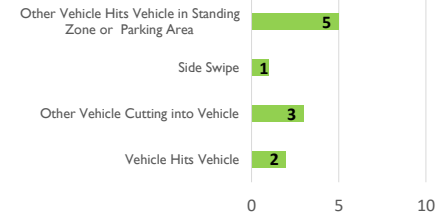● Target has been met or exceeded

Fixed-Route Non-Preventable Collisions per 100k Miles

Palm Tran
Public Transportation

Legend: — 2024 —●— 2025

★ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.74	1.14	2.50	1.75	3.18	1.28	1.93	2.37	0.81	2.16	2.18	3.17
2025	3.49	2.94	1.90									

Top Categories of Non-Preventable Collisions

Category	Value
Other Vehicle Hits Vehicle in Standing Zone or Parking Area	5
Side Swipe	1
Other Vehicle Cutting into Vehicle	3
Vehicle Hits Vehicle	2

Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric decreased from 2.94 in November to 1.90 in December, surpassing the stretch goal. There were eighteen (18) in November compard to twelve (12) in December. The top categories of Non-Preventable Collisions are "Other Vehicle Hits Vehicle in Standing Zone or Parking Area"" and "Other Vehicle Cutting into Vehicle".
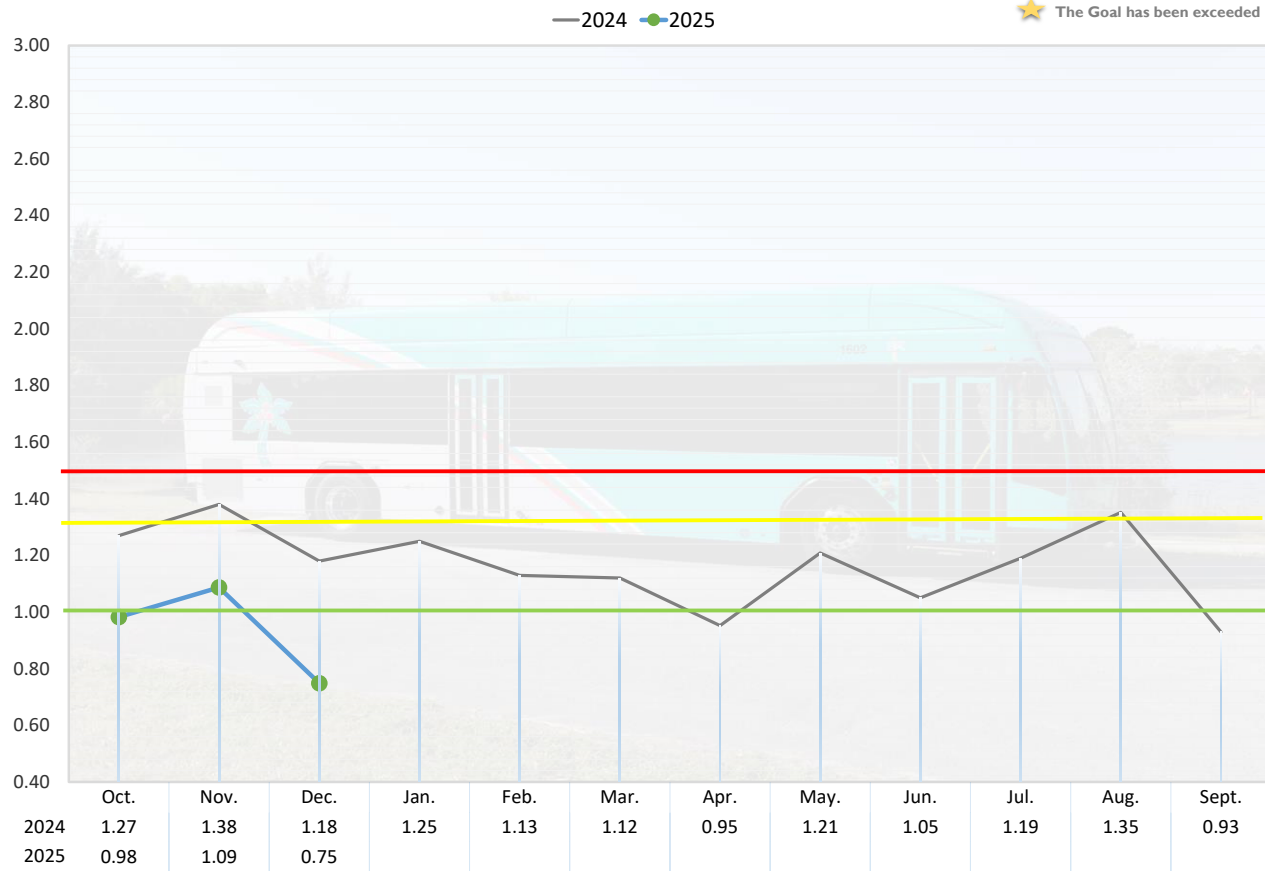
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 2.30	● 2.07	● 1.32	◆ 2.93	● 1.61	● 1.45	● 0.67	● 1.41	● 1.53	● 1.87	● 0.95	● 1.00	**0.52** ★
2021	▲ 2.22	▲ 2.31	● 1.61	● 1.35	● 1.61	▲ 2.39	● 1.16	● 1.35	▲ 2.14	● 1.93	● 1.28	● 1.79	**1.76** ★
2022	● 1.93	● 1.65	▲ 2.22	▲ 2.42	● 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	● 0.81	▲ 2.16	▲ 2.18	◆ 3.17	**2.02** ★
2025	◆ 3.49	◆ 2.94	● **1.90**										**2.78** ◆

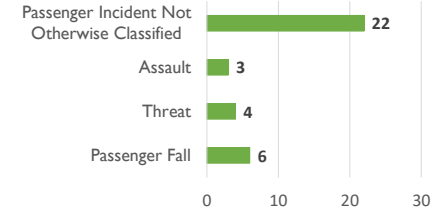| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2024	**2.50**	**2.10**	**2.00**	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2025	**2.50**	**2.10**	**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 Total Incidents per 10,000 Boardings

Palm Tran Public Transportation

Legend: — 2024 — ● — 2025   ⭐ The Goal has been exceeded

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

Category	Value
Passenger Incident Not Otherwise Classified	22
Assault	3
Threat	4
Passenger Fall	6

Narrative

During December there were fifty-five (55) Fixed-Route incidents reported, with eighty (80) reported in November. Therefore, the incidents per 10,000 Boardings metric decreased to 0.75- the lowest reported since FY23. The primary incident categories for December included "Passenger Incident NOC," and "Passenger Fall".

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.27	1.38	1.18	1.25	1.13	1.12	0.95	1.21	1.05	1.19	1.35	0.93
2025	0.98	1.09	0.75									

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	1.05	1.19	1.35	0.93	1.17 ⭐
2025	0.98	1.09	**0.75**										**0.94**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Total Incidents per 10,000 Boardings	2024	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 us: disturbances, ejectment, fainting, property damage, etc.) for every 10,000 fixed route passenger boardings.
	2025	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
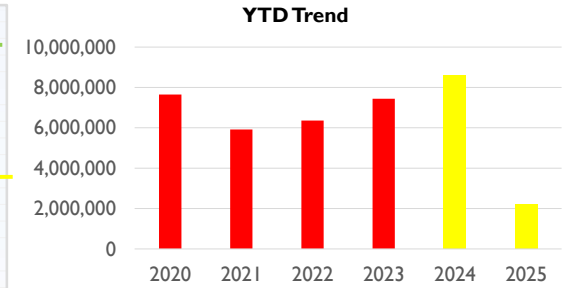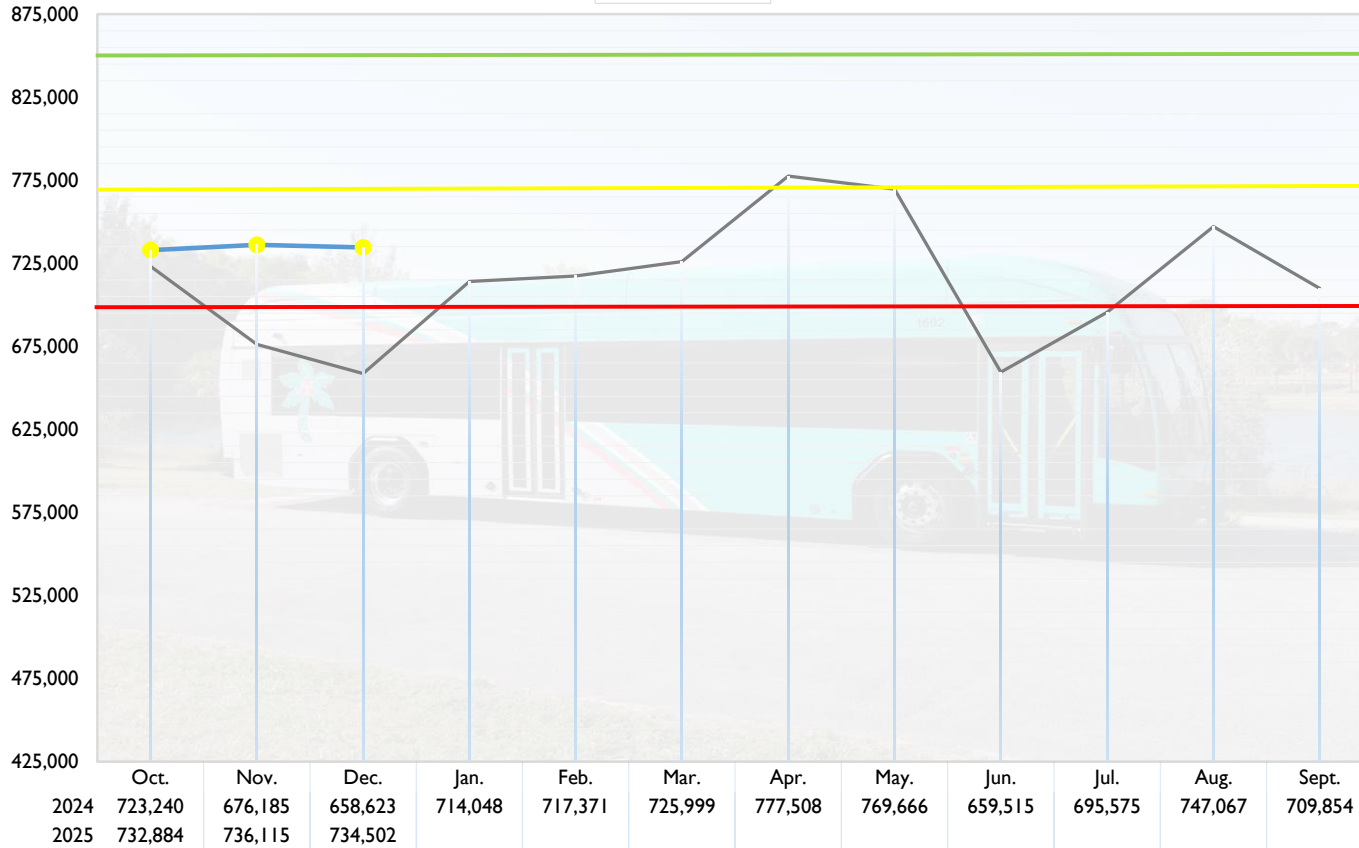● Target has been met or exceeded

Fixed-Route Total System Ridership

2024 ──●── **2025**

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	723,240	676,185	658,623	714,048	717,371	725,999	777,508	769,666	659,515	695,575	747,067	709,854
2025	732,884	736,115	734,502									

YTD Trend

Narrative

During the month of December, fixed-route ridership decreased by 1,613 riders compared to the previous month. This reflects a net decrease of 0.2% compared to November, and a 11.5% increase compared to December FY24.

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	◆ 659,515	◆ 695,575	△ 747,067	△ 709,854	△ 8,574,651
2025	△ 732,884	△ 736,115	△ **734,502**										◆ **2,203,501**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Total System Ridership	2024	**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.
	2025	**700,000**	**775,000**	**850,000**		

Palm Tran Performance Management Office

◆ 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

Legend: —— 2024 —•— 2025 ⭐ The Goal has been exceeded

YTD Trend

Year	Value
2020	15.6
2021	12.9
2022	12.6
2023	14.4
2024	16.5
2025	17.1
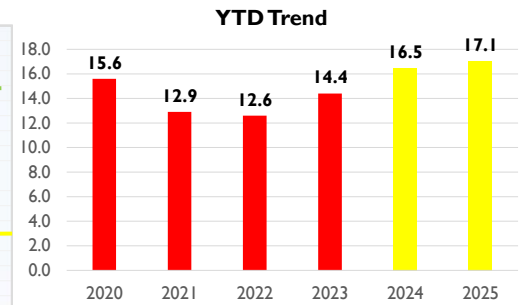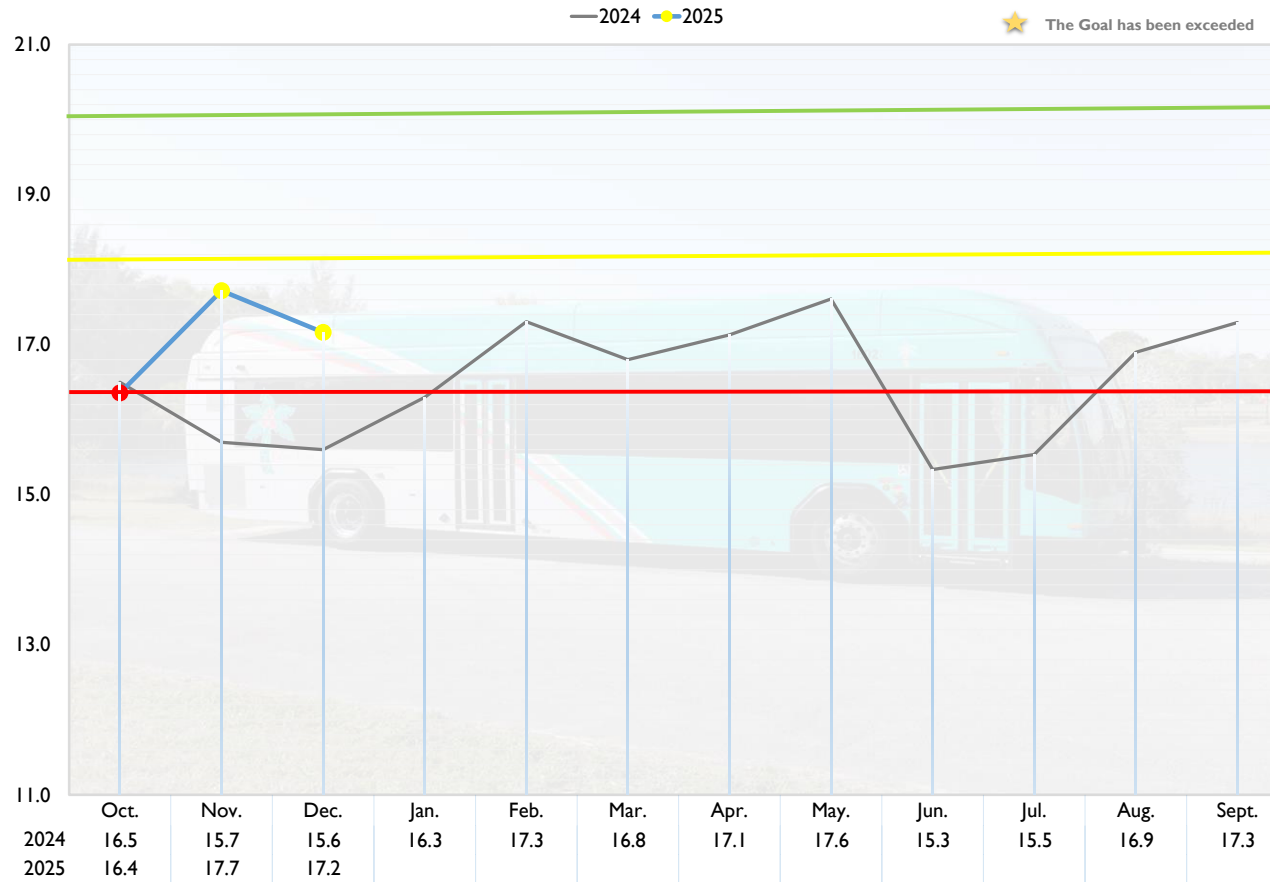
Narrative

During December, the Riders per Revenue Hour ratio experienced a slight decrease from 17.7 to 17.2. A slight decrease in ridership of 0.2% (compared to the previous month), in addition to a 3% increase in revenue miles produces a slightly lower productivity rate compared to November.
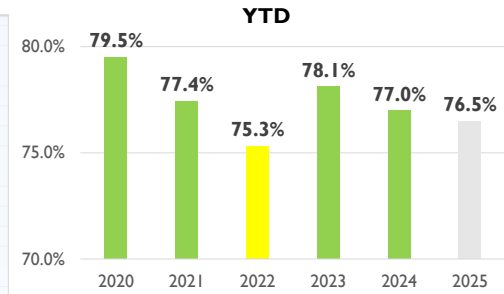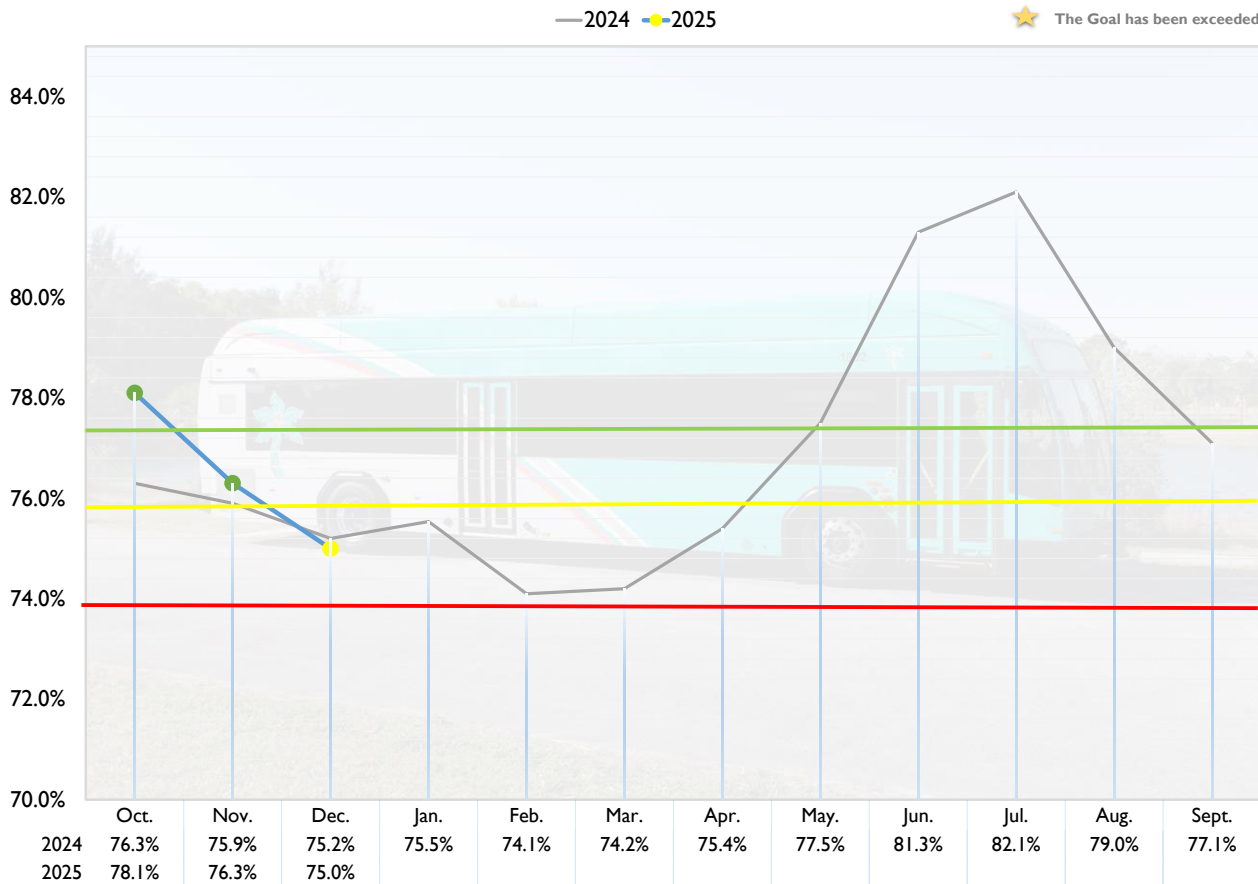
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	16.5	15.7	15.6	16.3	17.3	16.8	17.1	17.6	15.3	15.5	16.9	17.3
2025	16.4	17.7	17.2									

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	0.0	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	15.3	15.5	16.9	17.3	16.5
2025	16.4	17.7	17.2										17.1

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2024	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.
	2025	16.5	18.3	20.1		

Palm Tran Performance Management Office

◆ 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

— 2024 —●— 2025   ⭐ The Goal has been exceeded

YTD

Year	Value
2020	79.5%
2021	77.4%
2022	75.3%
2023	78.1%
2024	77.0%
2025	76.5%

Narrative

During December, the fixed-route on-time performance (OTP) decreased slightly from 75.3% in November to 75.0% in December. The PT-STAT Service enhanement team and the Planning department continues to closely monitor OTP, in addition to providing service changes to increase and maintain the OTP metric.
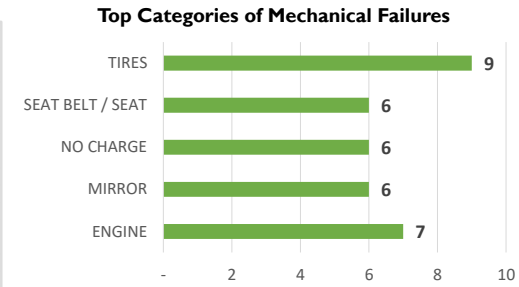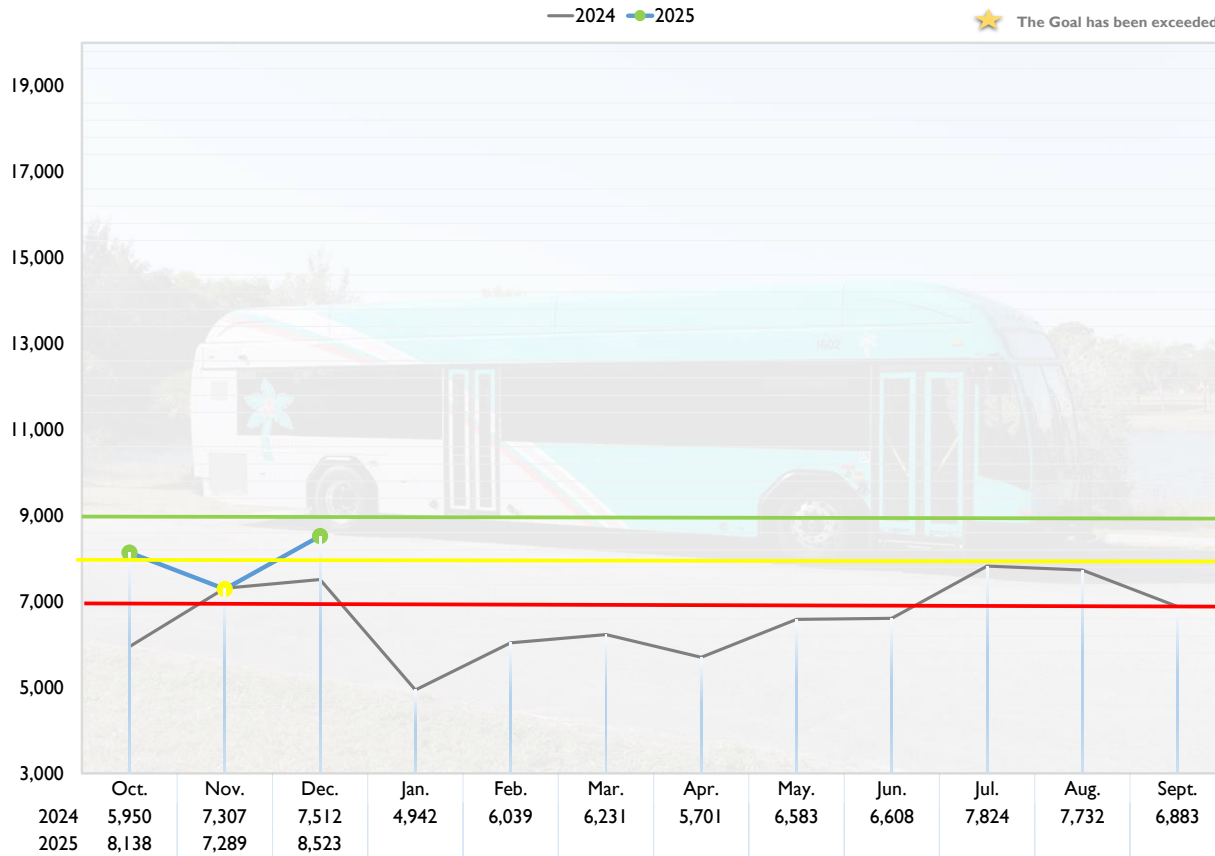
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	76.3%	75.9%	75.2%	75.5%	74.1%	74.2%	75.4%	77.5%	81.3%	82.1%	79.0%	77.1%
2025	78.1%	76.3%	75.0%									

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%	🟢 81.3%	🟢 82.1%	🟢 79.0%	🟢 77.1%	🟢 77.0% ⭐
2025	🟢 78.1%	🟢 76.3%	🔺 75.0%										**76.5%**

Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2024	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.
	2025	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

— 2024 —●—2025

⭐ The Goal has been exceeded

Top Categories of Mechanical Failures

Category	Value
TIRES	9
SEAT BELT / SEAT	6
NO CHARGE	6
MIRROR	6
ENGINE	7

Narrative

During December, the Mean Distance Between Failures (MDBF) metric increased by 1,234 miles compared to the month of November. The toal number of major mechanical breakdowns reported in December is seventy-four (74) compared to eighty-four (84) in November. The top two mechanical failures were categorized as "Tires" and "Engine".

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	5,950	7,307	7,512	4,942	6,039	6,231	5,701	6,583	6,608	7,824	7,732	6,883
2025	8,138	7,289	8,523									

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	◆ 6,608	◆ 7,824	◆ 7,732	◆ 6,883	◆ 6,609
2025	● 8,138	▲ 7,289	● 8,523										▲ 7,984

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2024	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. Additinally, as of FY2025 Palm Tran amended its Minimum, Target, & Goal for the MDBF measure.*
	2025	7,000	8,000	9,000		

◆ 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

2024 — **2025** 🔴

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	0.15	0.13	0.12	0.20	0.28	0.19	0.14	0.03	0.12	0.14	0.08	0.15
2025	0.15	0.04	0.14									

YTD Trend
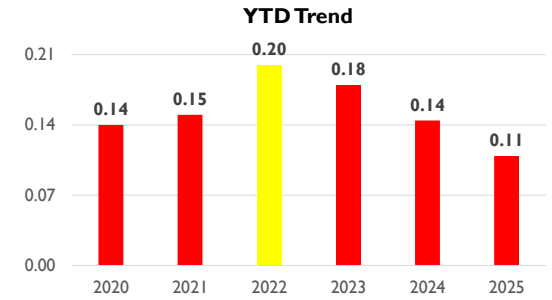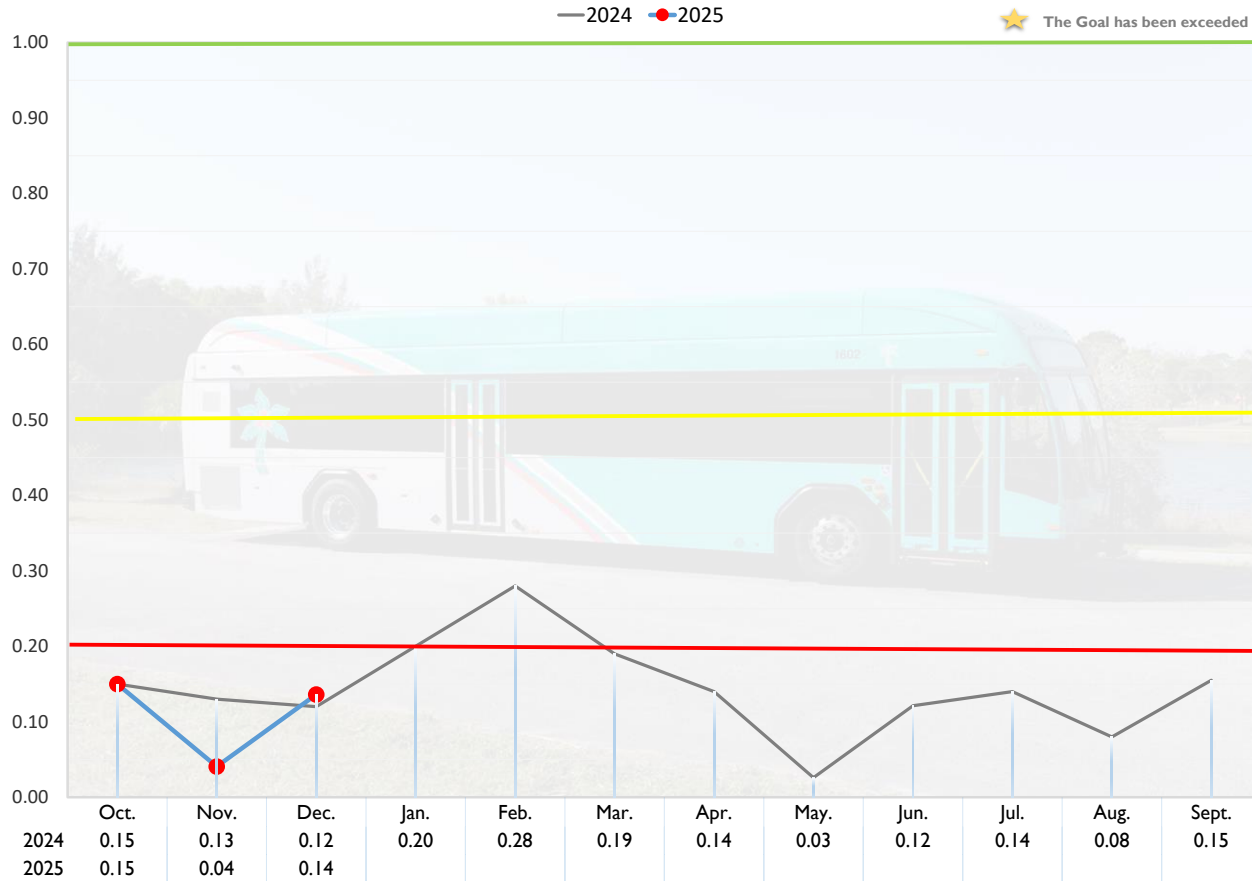
Narrative

During December, Palm Tran received a total of ten (10) customer commendations, up by 7 compared to the month prior. The commendations acknowledged courteous bus operators, customer service representatives, and planning. The FY25 PT-Stat Customer Experience Team is planning to implement in-person surveys for the latter portion of FY25 in an effort to increase customer commendations for fixed-route service.

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	◆ 0.00	◆ 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	◆ 0.12	◆ 0.14	◆ 0.08	◆ 0.15	◆ 0.14
2025	◆ 0.15	◆ 0.04	◆ **0.14**										◆ **0.11**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 10k Boardings	2024	**0.20**	**0.50**	**1.00**	(Total Fixed Route Commendations/Total Riders)*10,000	Total Fixed-Route Customer Commendations per 10,000 boardings.
	2025	**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

— 2024 - ■ - 2025   ⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	2.83	3.02	2.66	2.93	3.19	3.24	2.89	2.75	3.02	3.61	2.89	3.09
2025	2.83	2.98	3.04									

YTD Trend
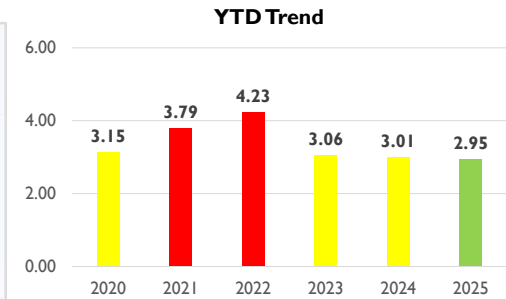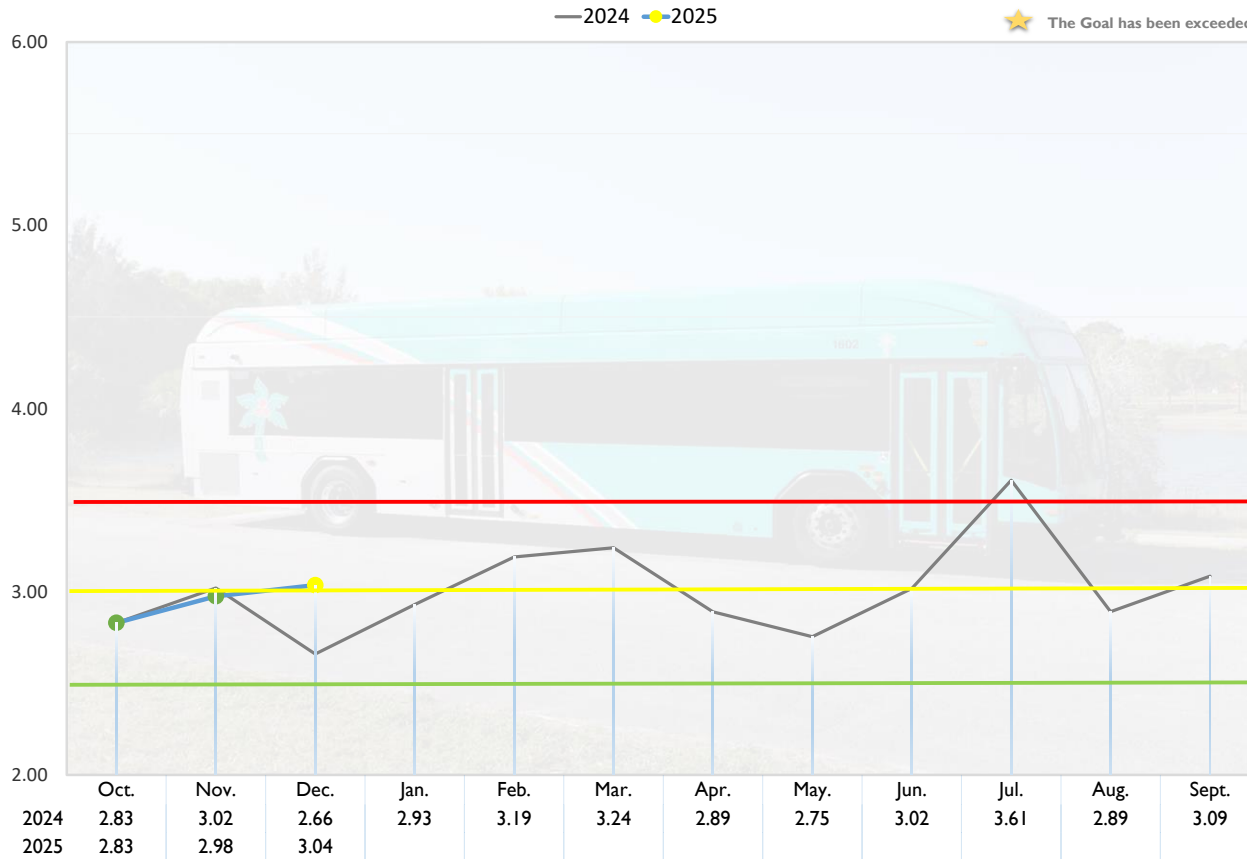
Narrative

The Customer Concerns per 10,000 boardings metric increased from 2.98 in November to 3.04 in December, falling below the target. Two hundred twenty-three (223) concerns were reported for the month compared to two hundred nineteen (219) concerns in November. The FY25 PT-Stat Customer Experience Team is gearing up to provide initiatives to move the needle in the right direction, further decreasing the concern count for fixed-route service.

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	🟢 0.00	🟢 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	🟢 2.75	🔺 3.02	🔶 3.61	🟢 2.89	🔺 **3.09**	🔺 **3.01**
2025	🟢 2.83	🟢 2.98	🔺 **3.04**										🟢 **2.95**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 10k Boardings	2024	3.50	3.00	2.50	(Total Fixed Route Concerns/Total Riders)*10,000	Customer concerns per 10,000 boardings.
	2025	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**

Palm Tran Performance Management Office

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	🟢 0.43	🔺 1.02	🔺 1.14										🟢 0.86
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢 0.97	🟢 1.59	🟢 1.71										🟢 1.42

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	🔺 1.40	🔺 1.39	🔺 1.36										🔺 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%	🔶 79.5%	🔶 81.1%	🔶 80.5%										🔶 80.4%
Mean Distance Between Failures	6,500	7,700	9,500	🟢 11,438	🟢 15,491	🟢 13,486										🟢 13,471
All Customer Commendations per 1k Trips	0.70	1.00	1.30	🟢 2.09	🟢 2.08	🟢 1.94										🟢 2.04

	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	🟢 1.43	🟢 1.27										🟢 1.49
Reservations Call Hold Time	4:00	3:00	2:00	🔶 6:41	🔶 8:45	🔶 7:48										🔶 7:44
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:36	🟢 2:47	🔺 3:19										🟢 2:54

Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour	0.00	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

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Connection Preventable Collisions per 100K Miles

Legend: —— 2024 ━●━ 2025

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	0.95	1.42	0.49	0.53	0.53	0.74	0.80	1.33	0.71	1.04	0.65	0.44
2025	0.43	1.02	1.14									

Categories of Preventable Collisions

Category	Count
Front Impact	1
Side Impact Collision	2
Backed Into	3
Fixed Object Collision	4
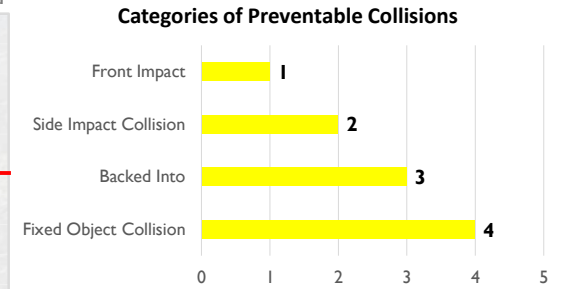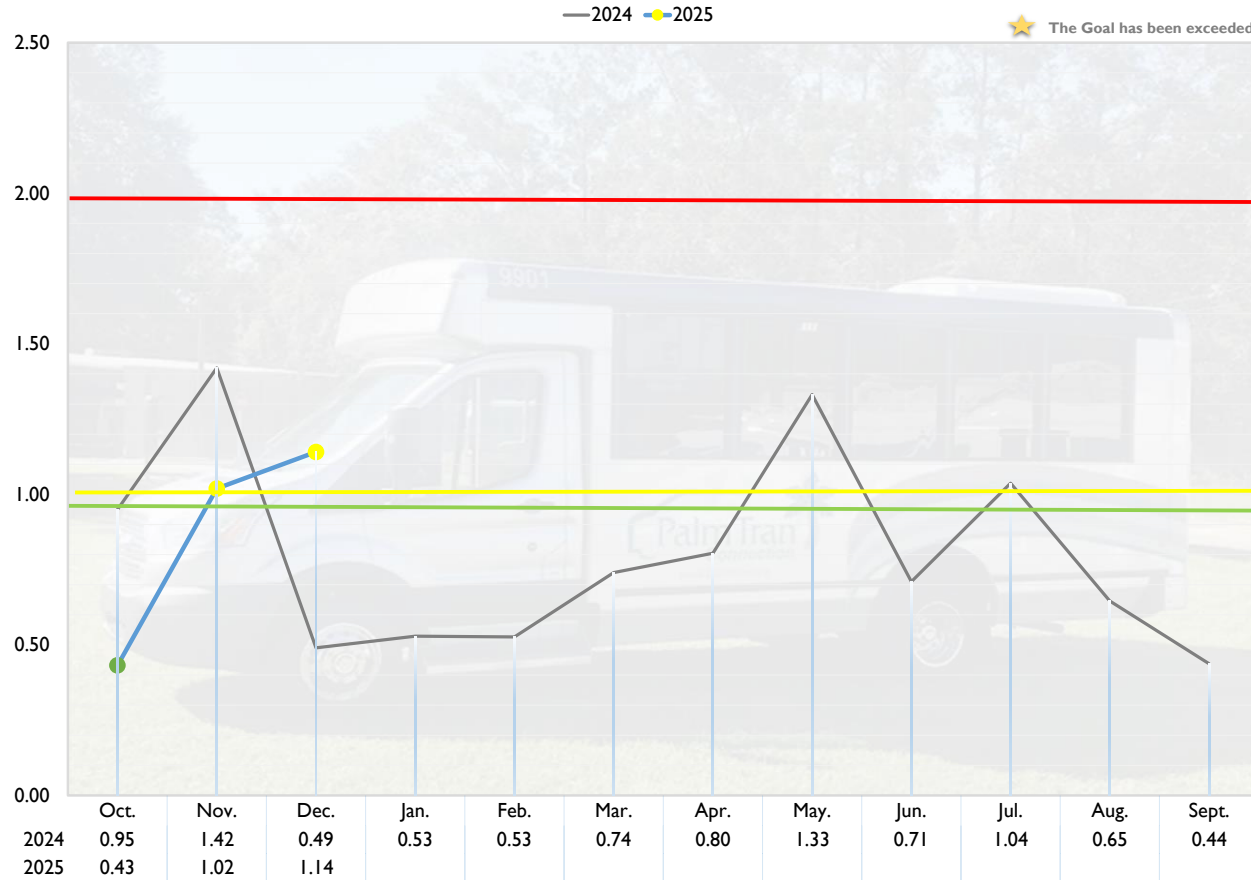
Narrative

In December, Palm Tran Connection had ten (10) preventable collisions, compared to nine (9) reported during the previous month. "Fixed Object Collision" is reported as the highest category.
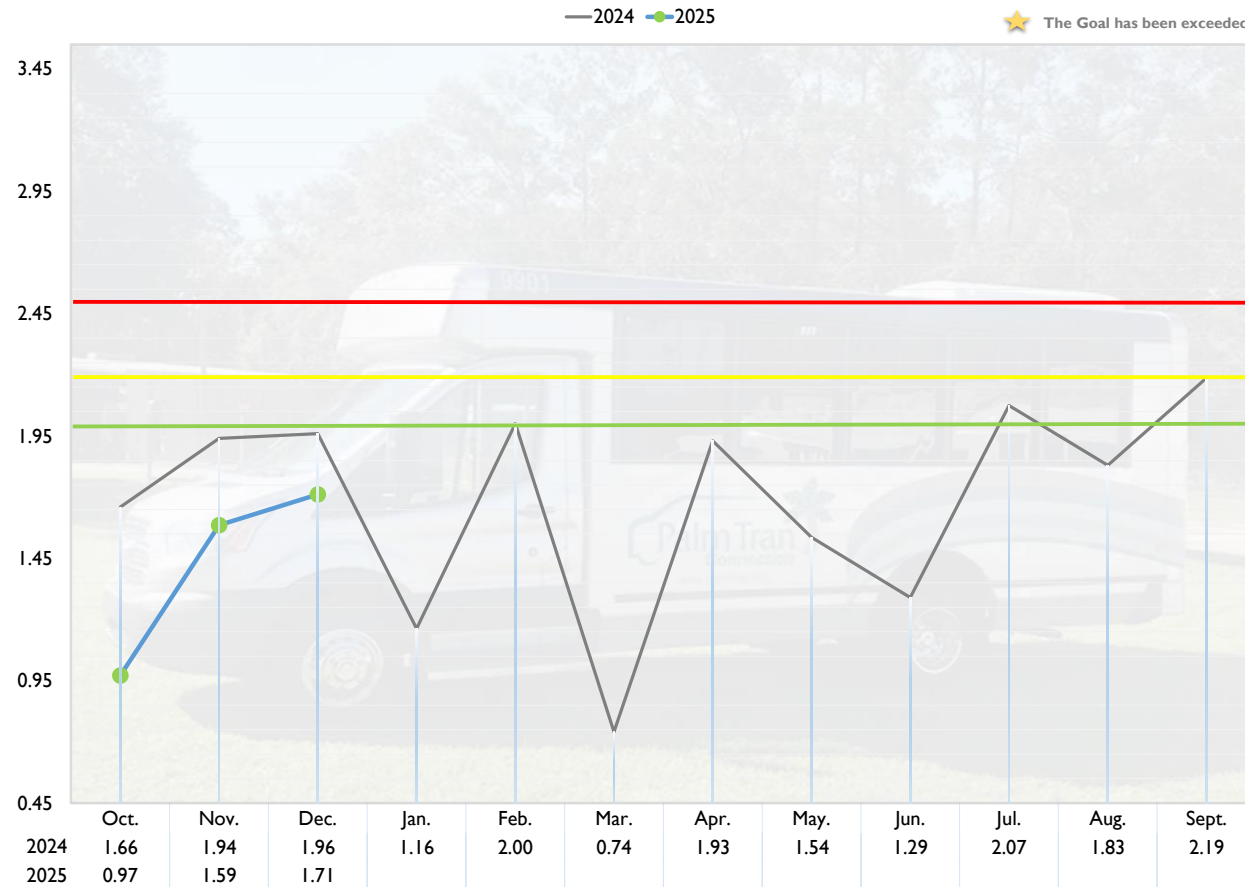
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	🟢 0.82	🟢 0.81	🟢 0.80	🟢 0.74	🔺 1.91	🔺 1.79	🟢 0.99	🔺 1.01	🟢 0.00	🟢 0.70	🔺 1.33	🔺 1.28	🔺 1.10
2021	🔺 1.13	🔺 1.31	🟢 0.66	🔺 1.07	🟢 0.92	🔺 1.39	🟢 0.58	🟢 0.96	🔺 1.12	🔺 1.29	🔺 1.09	🔺 1.07	🔺 1.05
2022	🟢 0.79	🔺 1.69	🔺 1.28	🔺 1.16	🔺 1.32	🔺 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	🟢 0.80	🔺 1.33	🟢 0.71	🔺 1.04	🟢 0.65	🟢 0.44	0.78
2025	🟢 0.43	🔺 1.02	🔺 **1.14**										**0.86**

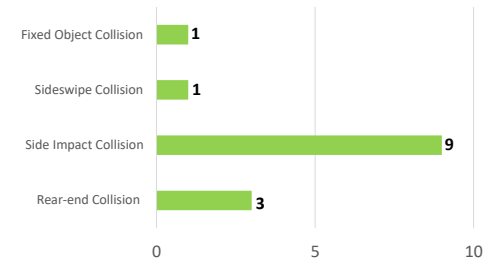| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Preventable Collisions per 100k Miles	2024	2.00	1.00	0.70	(Total Preventable Collisions)/(Vehicle Revenue Miles)*100K	The average number of vehicle collisions determined to be preventable for every 100K miles driven.
	2025	2.00	1.00	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

Palm Tran Performance Management Office

Connection Non-Preventable Collisions per 100k Miles

— 2024 —●— 2025

⭐ The Goal has been exceeded

Categories of Non-Preventable Collisions

Category	Count
Fixed Object Collision	1
Sideswipe Collision	1
Side Impact Collision	9
Rear-end Collision	3

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.66	1.94	1.96	1.16	2.00	0.74	1.93	1.54	1.29	2.07	1.83	2.19
2025	0.97	1.59	1.71									

Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. Palm Tran Connection's Non-Preventable Collisions ratio for December is 1.71, a slight increase compared to November (01.59). Fifteen (15) collisions were reported for December compared to fourteen (14) in November. The top categories of non-preventable collisions reported as "Side Impact Collisions" and "Rear Ended" . Palm Tran Connection and Safety continue to track and monitor the types of collisions to come up with initiatives to mitigate these types of accidents.
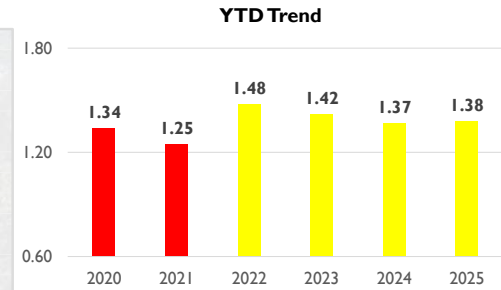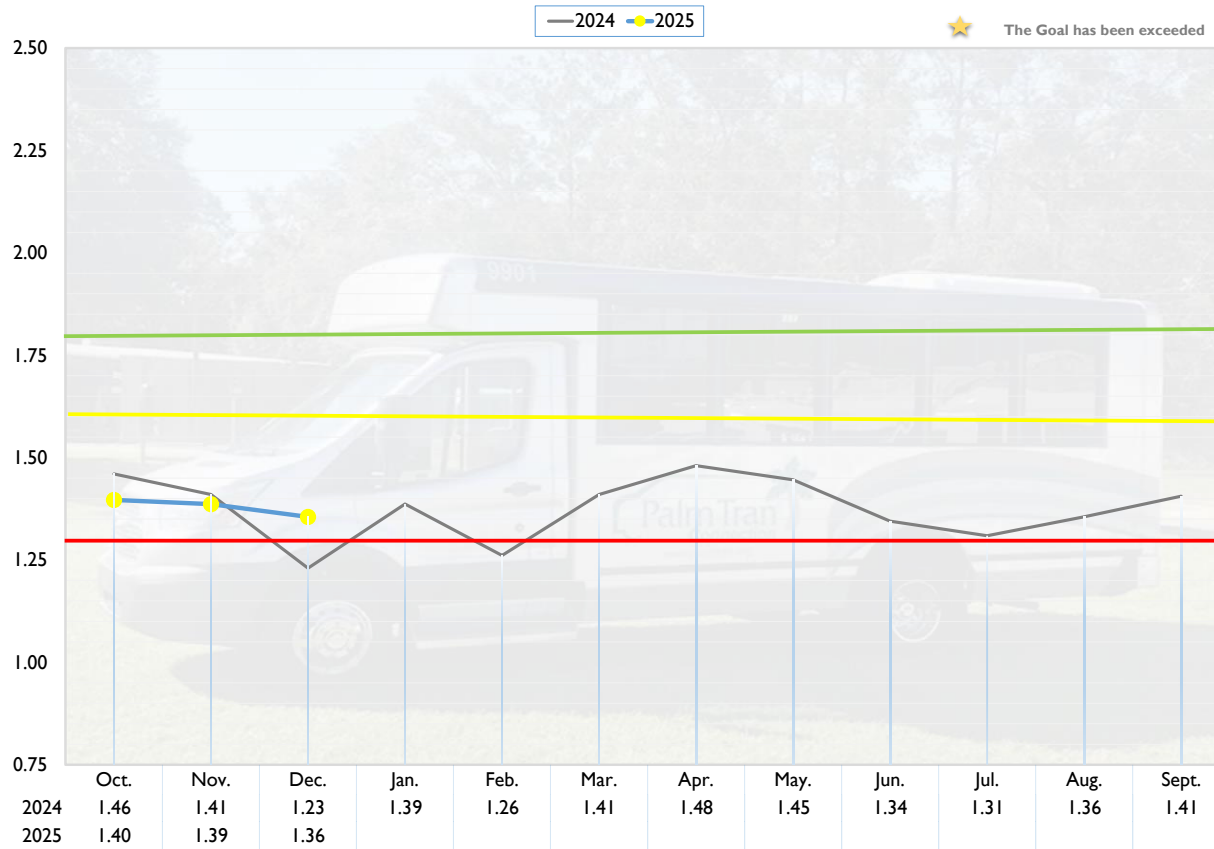
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	🔺 2.45	🟢 2.02	🔶 3.40	🔺 2.49	🟢 1.72	🔶 2.51	🟢 1.19	🟢 1.07	🟢 0.00	🟢 0.98	🟢 1.33	🟢 0.57	🟢 **1.87** ⭐
2021	🟢 1.50	🔺 2.32	🟢 1.46	🟢 1.47	🟢 1.44	🟢 1.62	🟢 1.64	🟢 0.48	🟢 1.36	🟢 2.06	🔶 2.54	🔺 2.39	🟢 **1.69** ⭐
2022	🟢 1.32	🟢 1.54	🟢 1.56	🟢 1.60	🟢 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	🟢 1.93	🟢 1.54	🟢 1.29	🟢 2.07	🟢 1.83	🟢 2.19	🟢 **1.66** ⭐
2025	🟢 0.97	🟢 1.59	🟢 **1.71**									🟢	**1.42**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100k Miles	2024	**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.
	2025	**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

Palm Tran Connection

Legend: —— 2024 ●— 2025

⭐ The Goal has been exceeded

YTD Trend

2020	2021	2022	2023	2024	2025
1.34	1.25	1.48	1.42	1.37	1.38

Narrative

During the month of December, the riders per revenue hours experienced a nominal decrease from 1.39 to 1.36. Although there was a decrease of 1.0% in passengers transported compared to the previous month, the 1.3% increase in revenue hours (as compared to November) returned roughly the same figure as the month prior.

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.46	1.41	1.23	1.39	1.26	1.41	1.48	1.45	1.34	1.31	1.36	1.41
2025	1.40	1.39	1.36									

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	◆ 0.00	◆ 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	△ 1.34	△ 1.31	△ 1.36	△ 1.41	**1.37**
2025	△ 1.40	△ 1.39	△ **1.36**									△	**1.38**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Riders Per Revenue Hour	2024	**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)).
	2025	**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

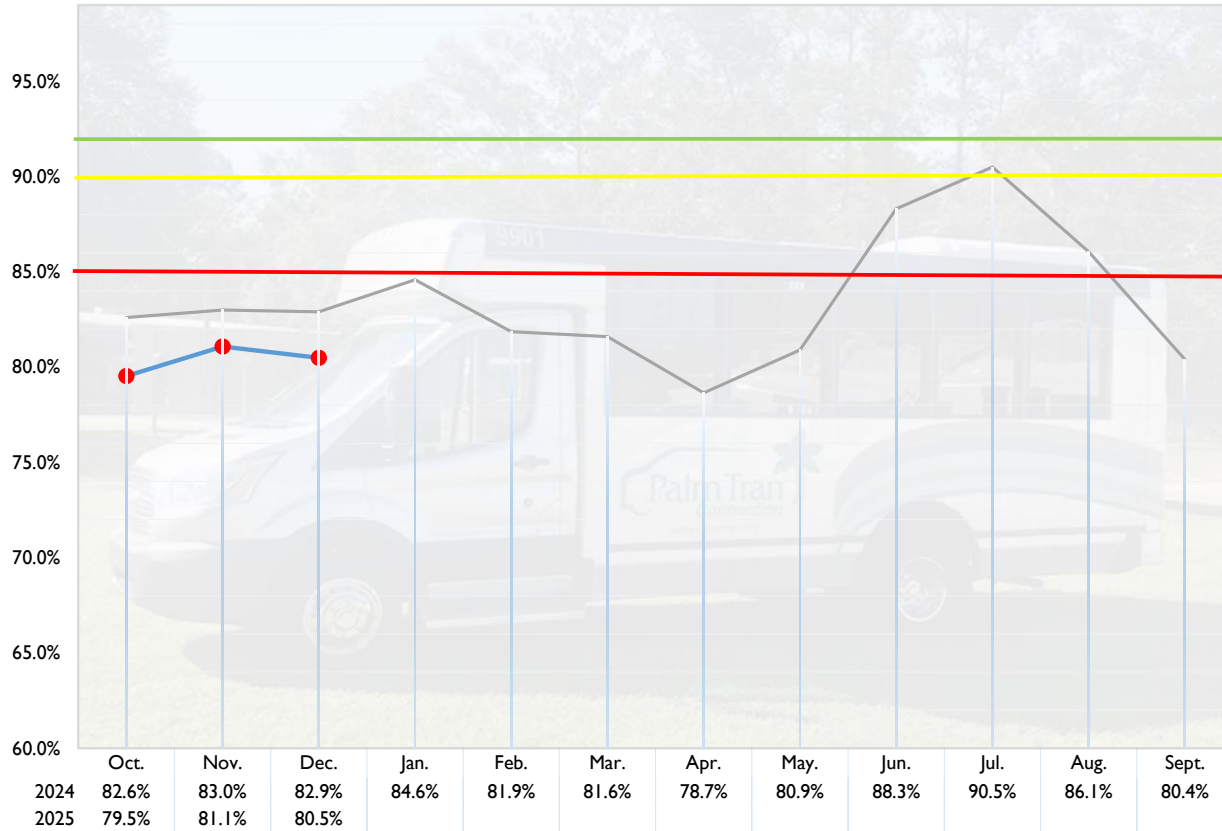*Palm Tran Performance Management Office*
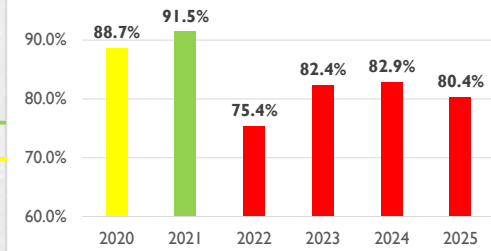
Connection - On Time Performance

Legend: — 2024 ●— 2025   ⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	82.6%	83.0%	82.9%	84.6%	81.9%	81.6%	78.7%	80.9%	88.3%	90.5%	86.1%	80.4%
2025	79.5%	81.1%	80.5%									

YTD Trend

2020	2021	2022	2023	2024	2025
88.7%	91.5%	75.4%	82.4%	82.9%	80.4%

Narrative

During the month of December, Palm Tran Connection experienced a slight decrease of 0.6% in On-Time Performance compared to the previous month of November. Palm Tran Connection continues its efforts to increase resources to improve service delivery.
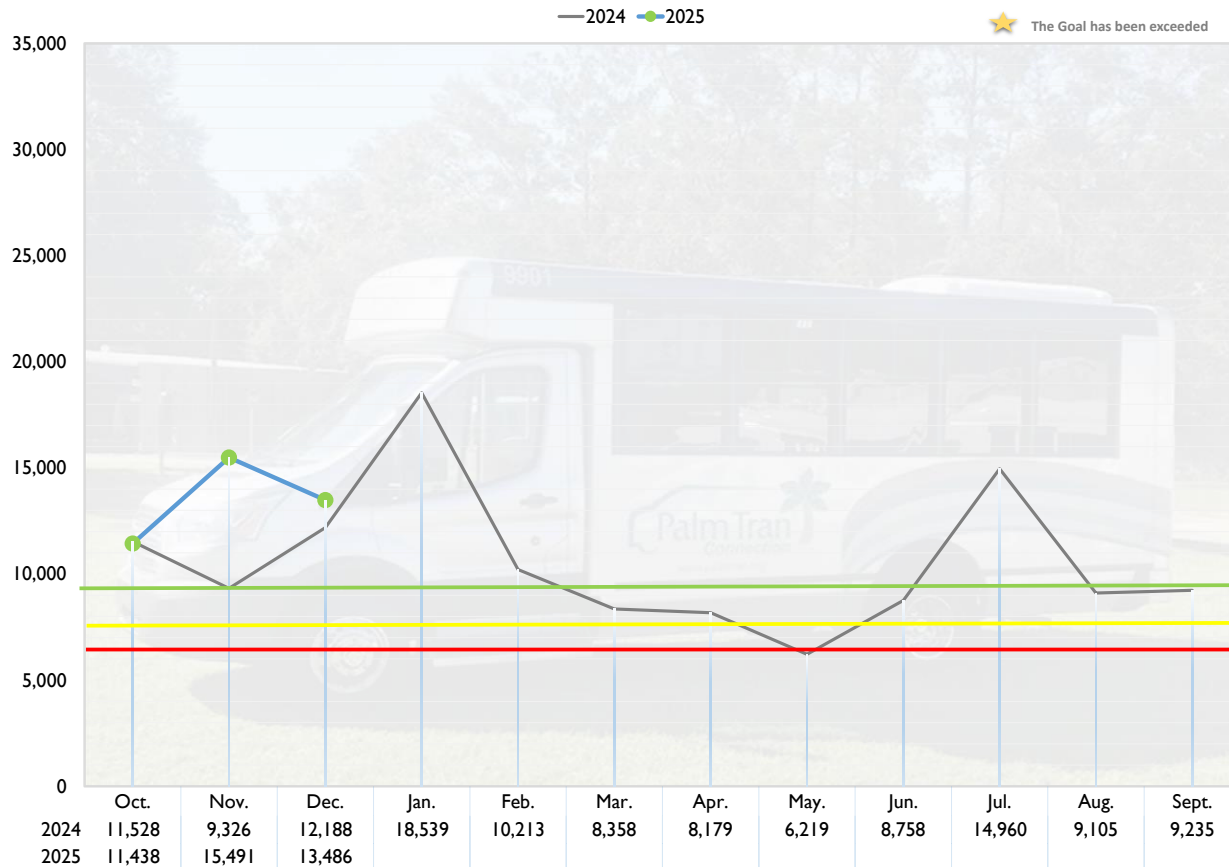
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 73.9%	◆ 81.3%	◆ 83.1%	◆ 80.8%	◆ 78.5%	◆ 84.7%	● 98.5%	● 97.8%	◆ 0.0%	● 96.6%	● 96.2%	● 95.8%	▲ 88.7%
2021	● 94.7%	● 94.6%	● 94.9%	● 95.4%	● 93.8%	● 93.0%	● 91.1%	● 90.3%	● 91.9%	● 92.0%	▲ 86.1%	◆ 80.2%	● 91.5% ⭐
2022	◆ 75.6%	◆ 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%	▲ 88.3%	● 90.5%	▲ 86.1%	◆ 80.4%	◆ 82.9%
2025	◆ 79.5%	◆ 81.1%	◆ **80.5%**										◆ **80.4%**

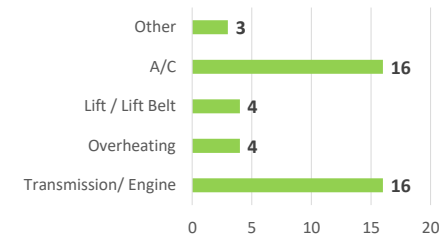| Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2024	85%	90%	92%	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on-time when vehicle arrives to the location within the window.	Effective October 2016, Palm Tran tracks both pick-up OTP and drop-off OTP separately and report the pick-up OTP only, consistent with most of the industry.
	2025	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

—2024 —●—2025

⭐ The Goal has been exceeded

Top Categories of Mechanical Failures

Category	Value
Other	3
A/C	16
Lift / Lift Belt	4
Overheating	4
Transmission/ Engine	16

Narrative

During December, the Palm Tran Connection Mean Distance between Failures is reported as 13,486, two thousand five (2,005) miles less than the month prior. Palm Tran Connection experienced sixty-five (65) breakdowns in December. The top categories for overall breakdowns were related to "Transmission" and "AC" failures.
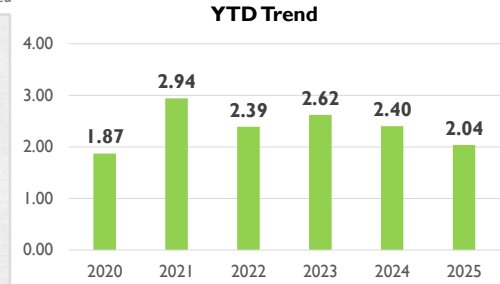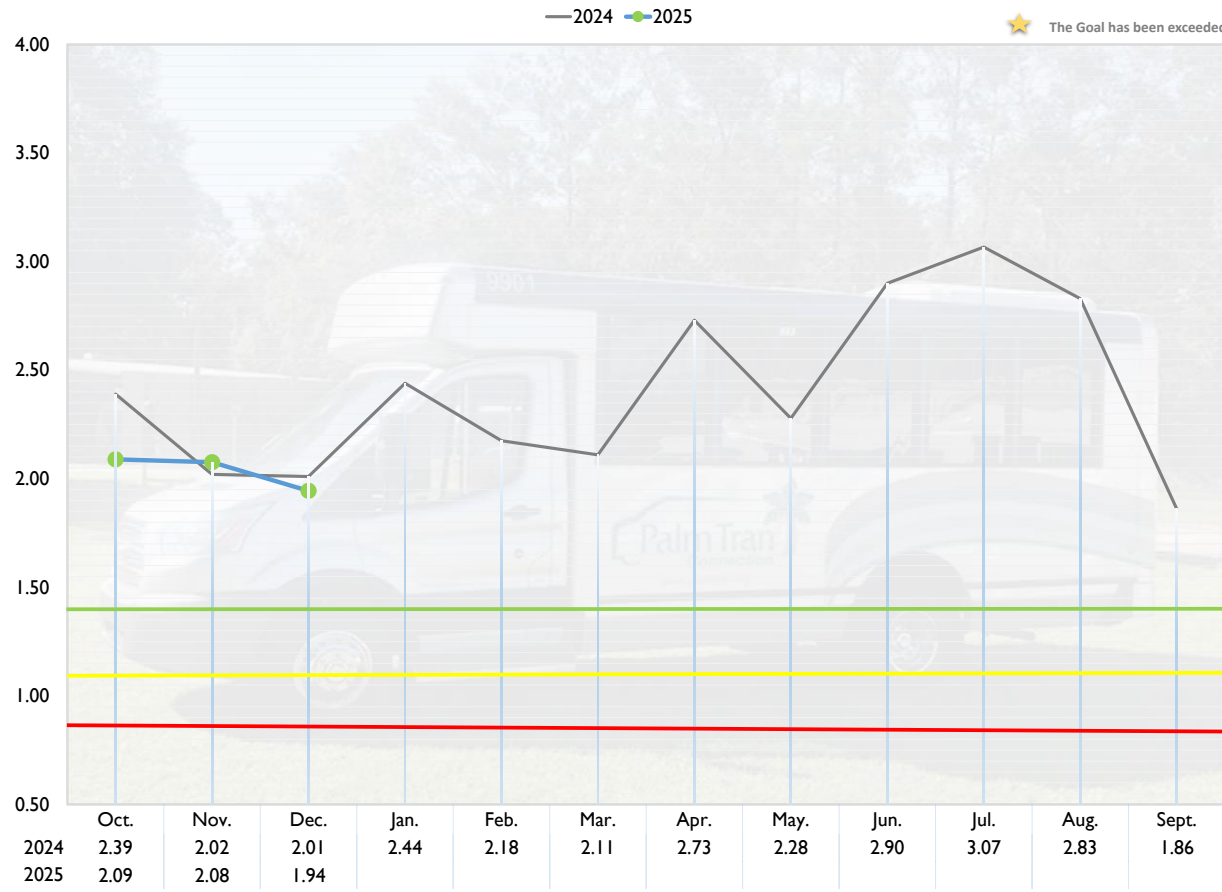
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	11,528	9,326	12,188	18,539	10,213	8,358	8,179	6,219	8,758	14,960	9,105	9,235
2025	11,438	15,491	13,486									

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	◆ 0	◆ 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	● 8,758	● 14,960	● 9,105	● 9,235	● 10,569 ⭐
2025	● 11,438	● 15,491	● 13,486										● 13,471

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
Mean Distance Between Failures	2024	**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.
	2025	**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

Legend: —2024 —•—2025

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	2.39	2.02	2.01	2.44	2.18	2.11	2.73	2.28	2.90	3.07	2.83	1.86
2025	2.09	2.08	1.94									

YTD Trend

2020	2021	2022	2023	2024	2025
1.87	2.94	2.39	2.62	2.40	2.04

Narrative

Palm Tran is pleased to report that this metric has continued to surpass the established stretch goal. In December, one hundred thirty (130) commendations were reported, eight (8) more than the month prior. 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	🔶 0.00	🟢 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	🟢 2.90	🟢 3.07	🟢 2.83	🟢 1.86	🟢 2.40 ⭐
2025	🟢 2.09	🟢 2.08	🟢 **1.94**										🟢 **2.04**

Mobility	FY	Min	Target	Goal	Metric Calculation	Metric Description
All Customer Commendations per 1k Trips	2024	**0.80**	**1.10**	**1.40**	(Total Connection Commendations / Total completed passenger trips)*1,000	Customer Commendations per 1,000 passenger trips.
	2025	**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
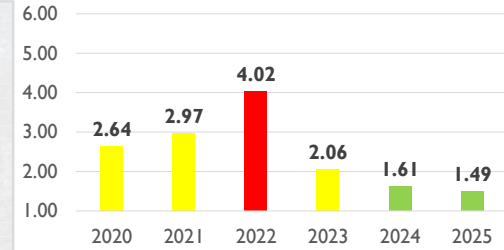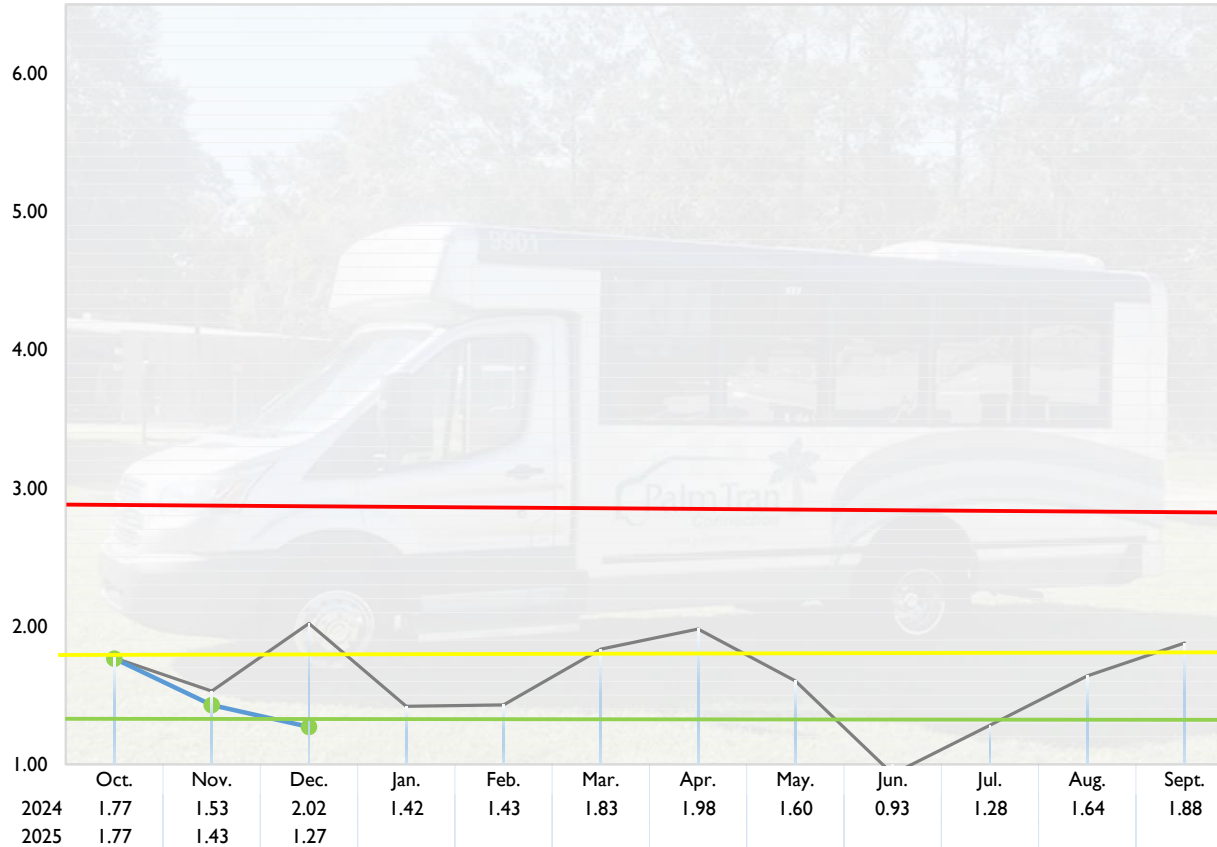🟢 Target has been met or exceeded

Connection All Customer Concerns per 1k Trips

Legend: —— 2024 ——●—— 2025

⭐ The Goal has been exceeded

YTD Trend

Year	Value
2020	2.64
2021	2.97
2022	4.02
2023	2.06
2024	1.61
2025	1.49

Narrative

Palm Tran is pleased to report that this metric continues to surpass the established stretch goal. Palm Tran Connection's customer concerns per 1,000 completed trips ratio decreased by 0.16. There were eighty-five (85) concerns reported for the month of December, one (1) less than November. Most of the complaints were related to "on-time performance".

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.77	1.53	2.02	1.42	1.43	1.83	1.98	1.60	0.93	1.28	1.64	1.88
2025	1.77	1.43	1.27									

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	● 0.00	● 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	● 0.93	● 1.28	● 1.64	● 1.88	● 1.61 ⭐
2025	● 1.77	● 1.43	● **1.27**										● **1.49**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
All Customer Concerns per 1k Trips	2024	3.00	2.00	1.50	(Total Connection Concerns / Completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
	2025	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

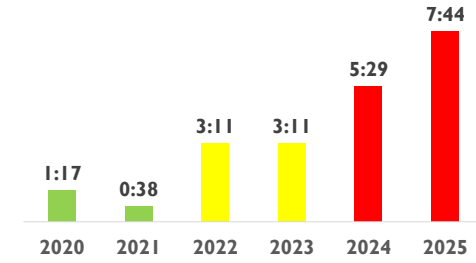*Palm Tran Performance Management Office*

Connection Reservations Call Hold Time

2024 ● **2025**

⭐ The Goal has been exceeded

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	7:09	4:23	4:54	3:40	4:04	4:25	6:07	7:06	6:10	3:58	5:39	8:20
2025	6:41	8:45	7:48									
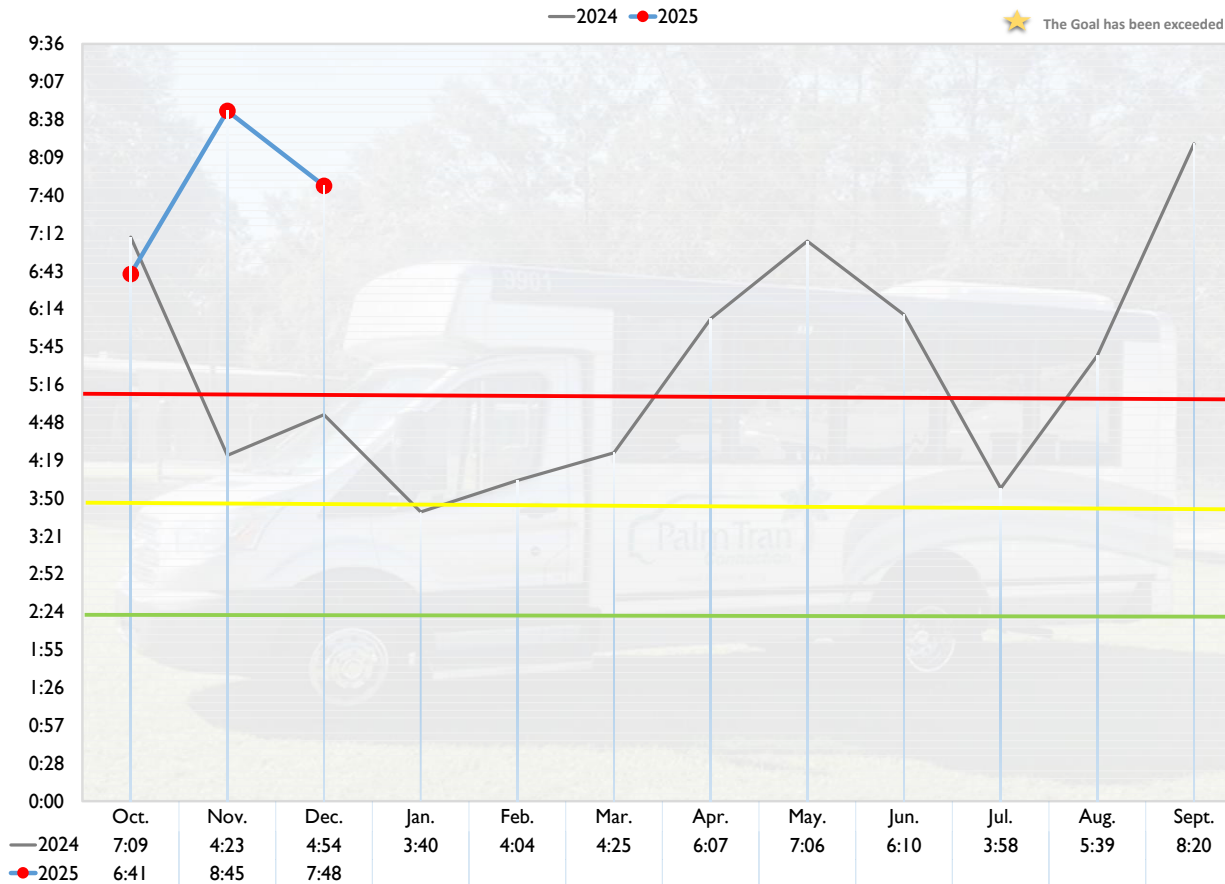
YTD Trend

Narrative

During December, the average hold time for reservations decreased by fifty-seven seconds (0:57) compared to the previous month. Palm Tran Connection indicates the increase in hold times are attributed to two vacant positions within PTC in addition to staff taking leave intermittenetly. Palm Tran Connection is actively onboarding new agents.

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	● 0:00	● 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	◆ 6:10	▲ 3:58	◆ 5:39	◆ 8:20	◆ 5:29
2025	◆ 6:41	◆ 8:45	◆ **7:48**										◆ **7:44**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Reservations Call Hold Time	2024	**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.
	2025	**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**
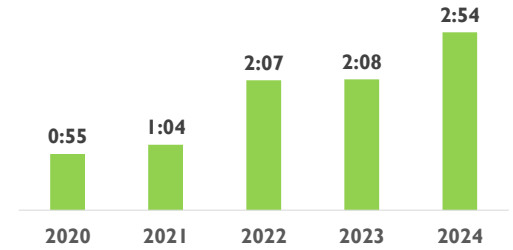● **Target has been met or exceeded**

Palm Tran Performance Management Office

Connection Where Is My Ride Hold Time

— 2024 •— 2025   ⭐ The Goal has been exceeded

YTD Trend

	Oct. 2024	Nov. 2024	Dec. 2024	Jan. 2024	Feb. 2024	Mar. 2024	Apr. 2024	May. 2024	Jun. 2024	Jul. 2024	Aug. 2024	Sept. 2024
2024	2:40	2:05	3:16	2:20	2:32	2:44	2:19	2:00	1:57	1:38	2:01	2:01
2025	2:36	2:47	3:19									

YTD Trend bars: 2020: 0:55, 2021: 1:04, 2022: 2:07, 2023: 2:08, 2024: 2:54

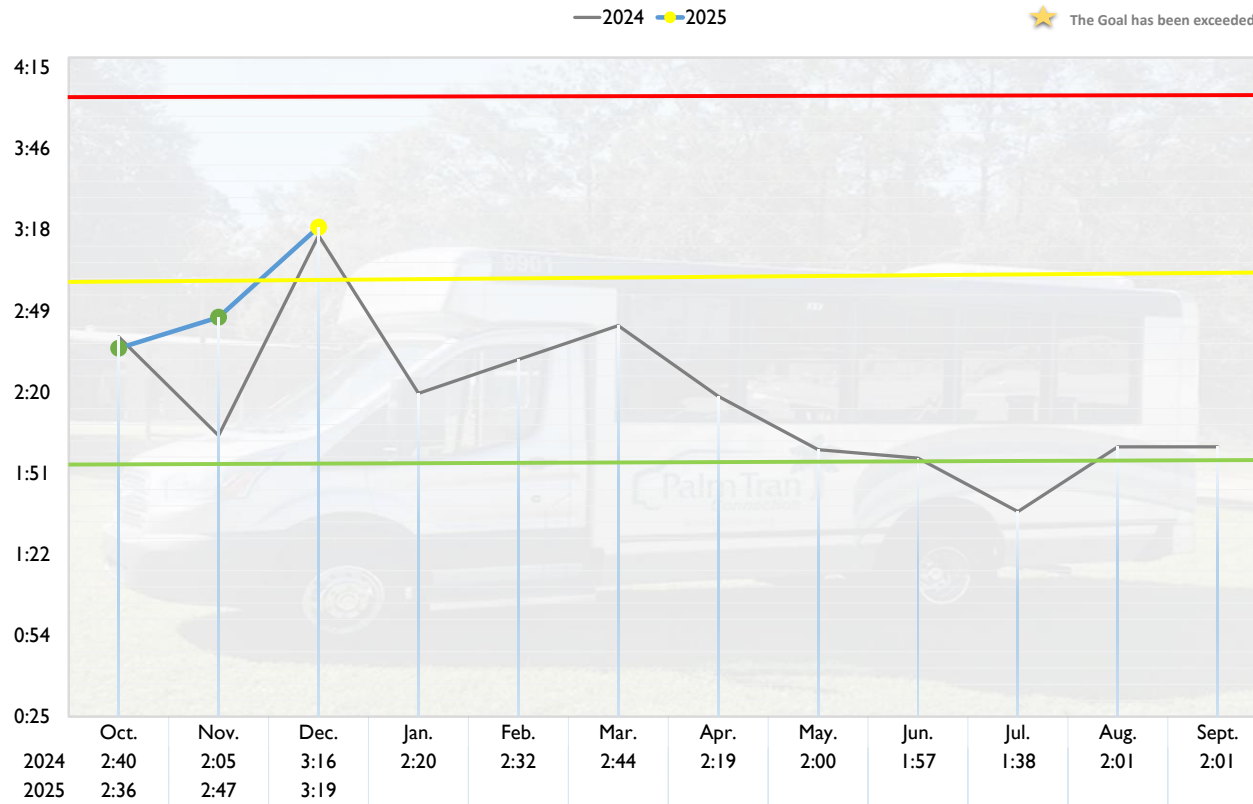### Narrative

In December, the "Where's my ride" average hold time was reported as 3:19, which is thirty-two (32) seconds more than the average hold time reported in November.

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	🟢 0:00	🟢 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	🟢 1:57	🟢 1:38	🟢 2:01	🟢 2:01	🟢 2:17 ⭐
2025	🟢 2:36	🟢 2:47	🔶 **3:19**										🟢 **2:54**

Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Where Is My Ride Hold Time	2024	**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.
	2025	**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 2024

Safety	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	1.50	1.20	0.70	🟢 1.03	🟢 0.71	🟢 1.17	🟢 1.08
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	🔴 1.79	🔴 2.07	🟢 1.70	🟡 2.50
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	🟡 1.28	🟢 1.16	🟢 1.07	🟢 1.16
Mobility	**Min**	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
Total System Ridership	2,800,000	3,100,000	3,400,000	🔴 686,016	🔴 719,139	🔴 735,563	🔴 717,498
Riders Per Revenue Hour	16.5	18.3	20.1	🔴 15.93	🔴 16.81	🔴 16.69	🔴 16.58
Customer Satisfaction	**Min**	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
On-Time Performance	74%	76%	78%	🟡 75.8%	🟡 74.6%	🟢 78.1%	🟢 79.4%
Mean Distance Between Failures	12,000	14,000	16,000	🔴 6,923	🔴 5,737	🔴 6,297	🔴 7,480
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	🔴 0.13	🟡 0.22	🔴 0.10	🔴 0.12
	Max	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	🟢 2.84	🟡 3.12	🟢 2.89	🟡 3.19

CONNECTION QUARTERLY DASHBOARD FY 2024

Safety	Max	Target	Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Preventable Collisions per 100k Miles	2.00	1.00	0.70	🟢 0.95	🟢 0.56	🟢 0.88	🟢 0.71
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢 1.85	🟢 1.30	🟢 1.44	🟢 2.03
Mobility	**Min**	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
Riders Per Revenue Hour	1.30	1.60	1.80	🟡 1.37	🟡 1.34	🟡 1.42	🔴 1.36
Customer Satisfaction	**Min**	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
On-Time Performance	85%	90%	92%	🔴 82.8%	🔴 82.7%	🔴 82.6%	🔴 83.5%
Mean Distance Between Failures	6,500	7,700	9,500	🟢 11,014	🟢 12,445	🟡 7,719	🟢 11,100
All Customer Commendations per 1k Trips	0.80	1.10	1.40	🟢 2.14	🟢 2.24	🟢 2.64	🟢 2.59
	Max	**Target**	**Goal**	**1st Qtr**	**2nd Qtr**	**3rd Qtr**	**4th Qtr**
All Customer Concerns per 1k Trips	3.00	2.00	1.50	🟢 1.77	🟢 1.56	🟢 1.50	🟢 1.60
Reservations Call Hold Time	4:00	3:00	2:00	🔴 5:28	🔴 4:03	🔴 6:27	🔴 5:59
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:28	🟢 2:32	🟢 2:05	🟢 1:53

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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
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