PERFORMANCE REPORT
FEBRUARY 2025 *(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 Management Office

Palm Tran
Public Transportation

PERFORMANCE HIGHLIGHTS

Fixed-Route	
Ridership	714,511
Riders Per Revenue Hour	17.9
All Customer Concerns per 10K Boardings	2.49
Vehicle Revenues Miles	586,765
Total Revenue Hours	39,872

Connection	
Ridership	69,311
Riders Per Revenue Hour	1.44
All Customer Concerns per 1K Trips	1.62
Vehicle Revenue Miles	876,212
Total Revenue Hours	48,256

Go Glades	
Ridership	11,737
Riders Per Revenue Hour	4.82
All Customer Concerns per 1K Boardings	0.26
Vehicle Revenue Miles	39,779
Total Revenue Hours	2,437

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	0.78	1.02								1.21
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	3.49	2.94	1.90	1.86	1.87								2.41
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.98	1.08	0.74	0.79	1.12								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	740,809	739,255	751,102	714,511								3,678,561
Riders Per Revenue Hour	16.5	18.3	20.1	16.4	17.8	17.3	17.2	17.9								17.3
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%	74.8%	77.8%	76.7%								76.7%
Mean Distance Between Failures	7,000	8,000	9,000	8,138	7,289	8,523	6,258	8,758								7,793
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.15	0.04	0.14	0.07	0.11								0.10
	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	2.96	3.02	2.61	2.49								2.78

CONNECTION DASHBOARD FY 2025

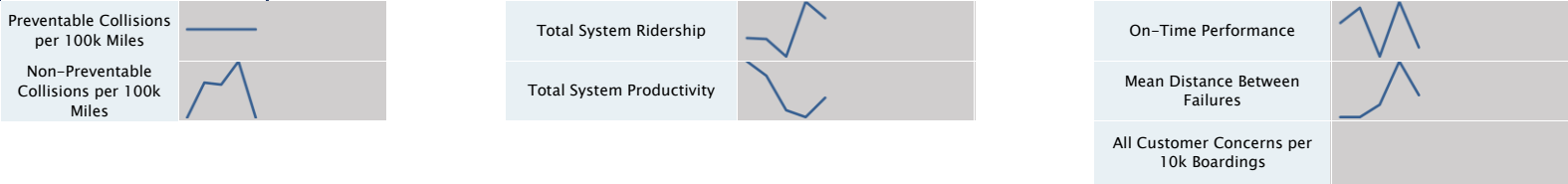| Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	0.43	1.02	1.14	1.19	0.80								0.92
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	0.97	1.59	1.71	1.08	1.71								1.41
Mobility	**Min**	**Target**	**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	1.44								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%	79.5%	81.1%	80.5%	80.4%	77.8%								79.9%
Mean Distance Between Failures	6,500	7,700	9,500	11,438	15,491	13,486	21,441	15,931								15,557
All Customer Commendations per 1k Trips	0.80	1.10	1.40	2.09	2.08	1.94	1.89	1.74								1.95
	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	1.42	1.62								1.50
Reservations Call Hold Time	4:00	3:00	2:00	6:41	8:45	7:48	10:53	9:55								8:48
Where Is My Ride Hold Time	4:00	3:00	2:00	2:36	2:47	3:19	2:29	3:12								2:52

◆ 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

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	0.00								0.00
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	0.00	0.28	0.26	0.44	0.00								0.20

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	4.6	4.8								4.86
Total System Ridership	3,600	5,400	7,300	11,114	11,079	10,536	12,247	11,737								56,713

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%	94.6%	93.1%								93.8%
Mean Distance Between Failures	6,500	7,700	9,500	36,286	36,312	38,244	45,096	39,779								39,143

Preventable Collisions per 100k Miles

Non-Preventable Collisions per 100k Miles

Total System Ridership

Total System Productivity

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

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	● 0.78	● 1.02								▲ 1.21
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	◆ 3.49	◆ 2.94	● 1.90	● 1.86	● 1.87								▲ 2.41
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 0.98	● 1.08	● 0.74	● 0.79	● 1.12								● 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	▲ 740,809	▲ 739,255	▲ 751,102	▲ 714,511								● 3,678,561
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	▲ 17.8	▲ 17.3	▲ 17.2	▲ 17.9								▲ 17.3
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%	▲ 74.8%	● 77.8%	● 76.7%								● 76.7%
Mean Distance Between Failures	7,000	8,000	9,000	● 8,138	▲ 7,289	● 8,523	◆ 6,258	● 8,758								▲ 7,793
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.04	◆ 0.14	◆ 0.07	◆ 0.11								◆ 0.10
	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	● 2.96	▲ 3.02	● 2.61	● 2.49								● 2.78

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	

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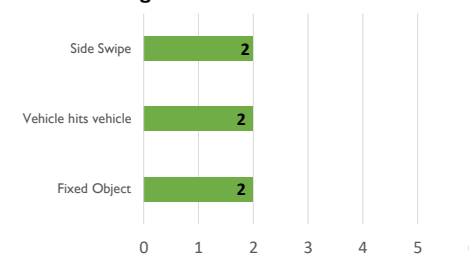● Target has been met or exceeded

Palm Tran Performance Management Office

Fixed-Route Preventable Collisions per 100K Miles

Legend: — 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	0.78	1.02							

Categories of Preventable Collisions

Side Swipe	2
Vehicle hits vehicle	2
Fixed Object	2
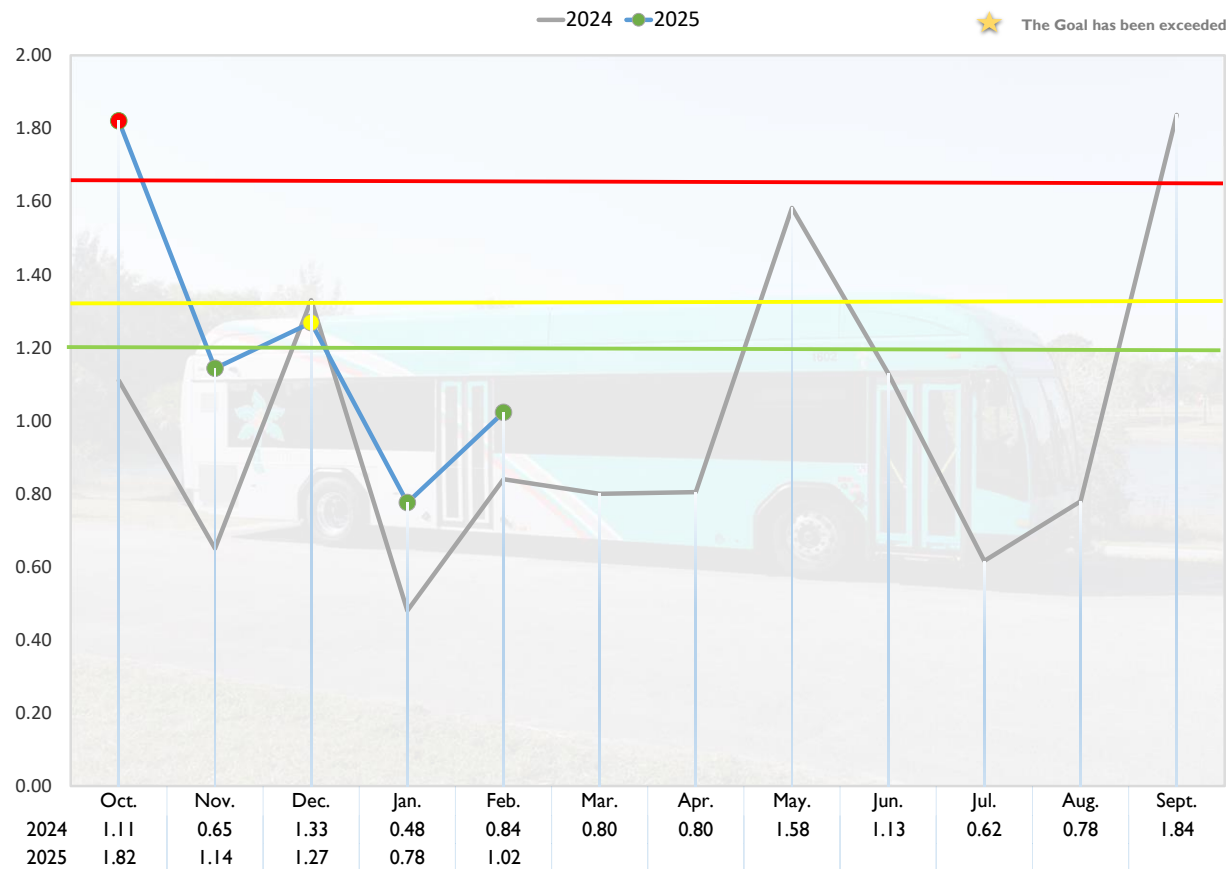
Narrative

During the month of February, Palm Tran experienced six (6) preventable collisions compared to five (5) in January. The categories of preventable collisions reported for the month of January were "Fixed Object", "Vehicle Hits Vehicle" and "Sideswipes". The PT-Stat Safety Team remains dedicated to analyzing trends to propose initiatives that minimize preventable collisions.
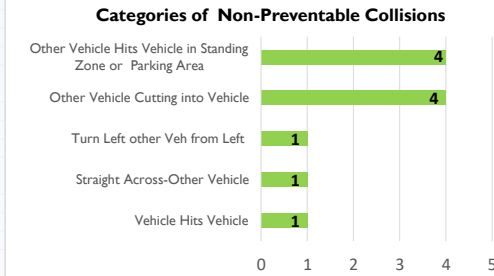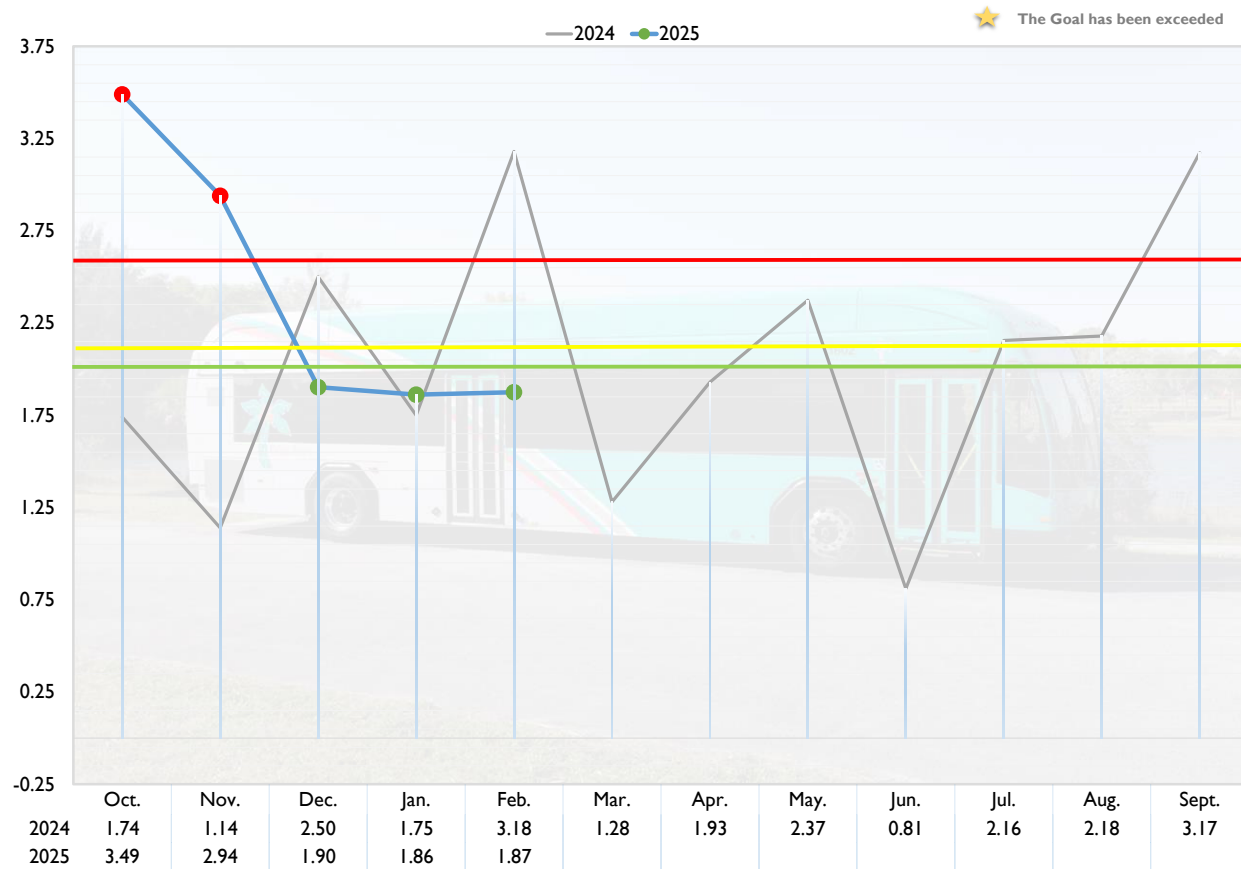
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	🟢 0.00	🟢 0.44	🟢 0.44	🟢 0.84	🟢 0.73	🟢 0.58	🟢 0.51	🟢 0.47	🟢 0.28	🟢 0.67	🟢 1.11	🟢 0.17	**0.52** ⭐
2021	🟢 0.79	🟢 0.71	🟢 0.65	🟢 0.34	🟢 0.54	🟢 0.64	🟢 0.66	🟢 0.45	🟢 1.00	🟢 0.28	🟢 0.86	🟢 0.90	**0.65** ⭐
2022	🟢 0.16	🟢 0.49	🟢 0.63	🔺 1.45	🟢 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	🟢 0.78	🟢 **1.02**								🔺 **1.21**

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

Categories of Non-Preventable Collisions

Category	Count
Other Vehicle Hits Vehicle in Standing Zone or Parking Area	4
Other Vehicle Cutting into Vehicle	4
Turn Left other Veh from Left	1
Straight Across-Other Vehicle	1
Vehicle Hits Vehicle	1

Narrative

The Fixed-Route Non-Preventable Collisions per 100k miles metric increased nominaly from 1.86 in January to 1.87 in February, continuing to surpass the stretch goal. Despite there being one less non-preventable accident occuring in February (eleven [11]), the slight increase in the metric is attributed to the 9% decrease in revenue miles driven compared to the month prior. The top categories of Non-Preventable Collisions reported are "Collisions (Other Vehicle Cutting Into Vehicle)" and "Other Vehicle Hits Vehicle in Standing Zone or in Parking Area".
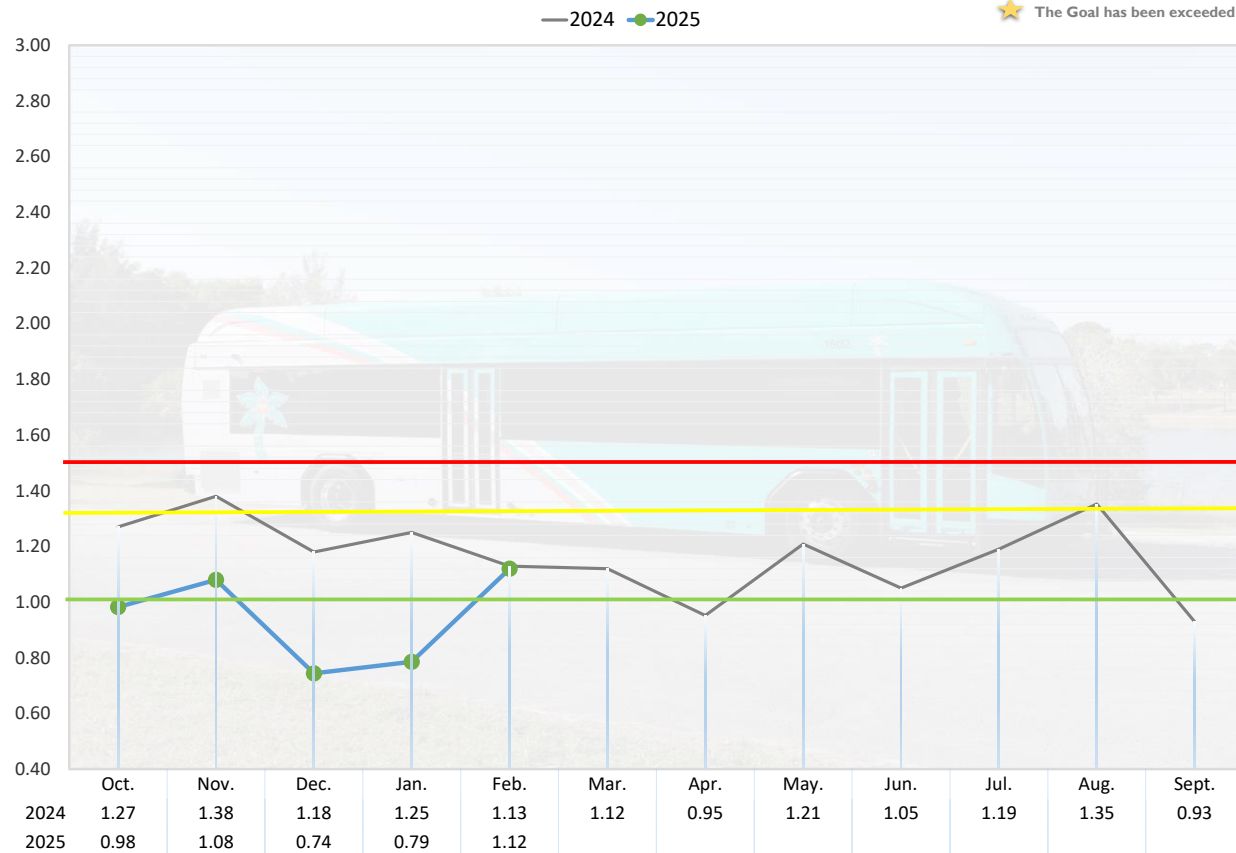
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.74	1.14	2.50	1.75	3.18	1.28	1.93	2.37	0.81	2.16	2.18	3.17
2025	3.49	2.94	1.90	1.86	1.87							

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	● 1.86	● **1.87**								▲ **2.41**

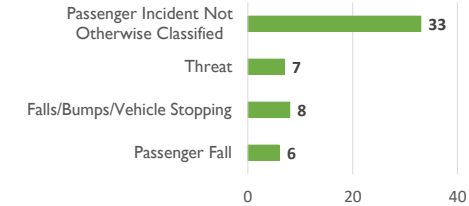| Mobility	FY	Max	Target	Goal	Metric Calculation	Metric Description
Non-Preventable Collisions per 100K Miles	2024	2.50	2.10	2.00	(Total Non-Preventable Collisions)/(Vehicle Revenue Miles)*100K	The number of vehicle collisions determined to be non-preventable for every 100K miles driven.
	2025	2.50	2.10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

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

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

Category	Value
Passenger Incident Not Otherwise Classified	33
Threat	7
Falls/Bumps/Vehicle Stopping	8
Passenger Fall	6

Narrative

During February, there were eighty (80) Fixed-Route incidents reported, with fifty-nine (59) in January. Therefore, the incidents per 10,000 Boardings metric increased from 0.79 in January to 1.12 in February. Though an increase in the metric is evident, the metric is performing roughly the same as it did during the same time period last year (February 2024). The primary incident categories for February included "Passenger Incident NOC," and "Falls/Bumps/Vehicle Stopping".
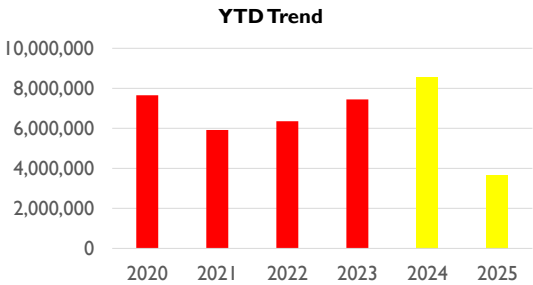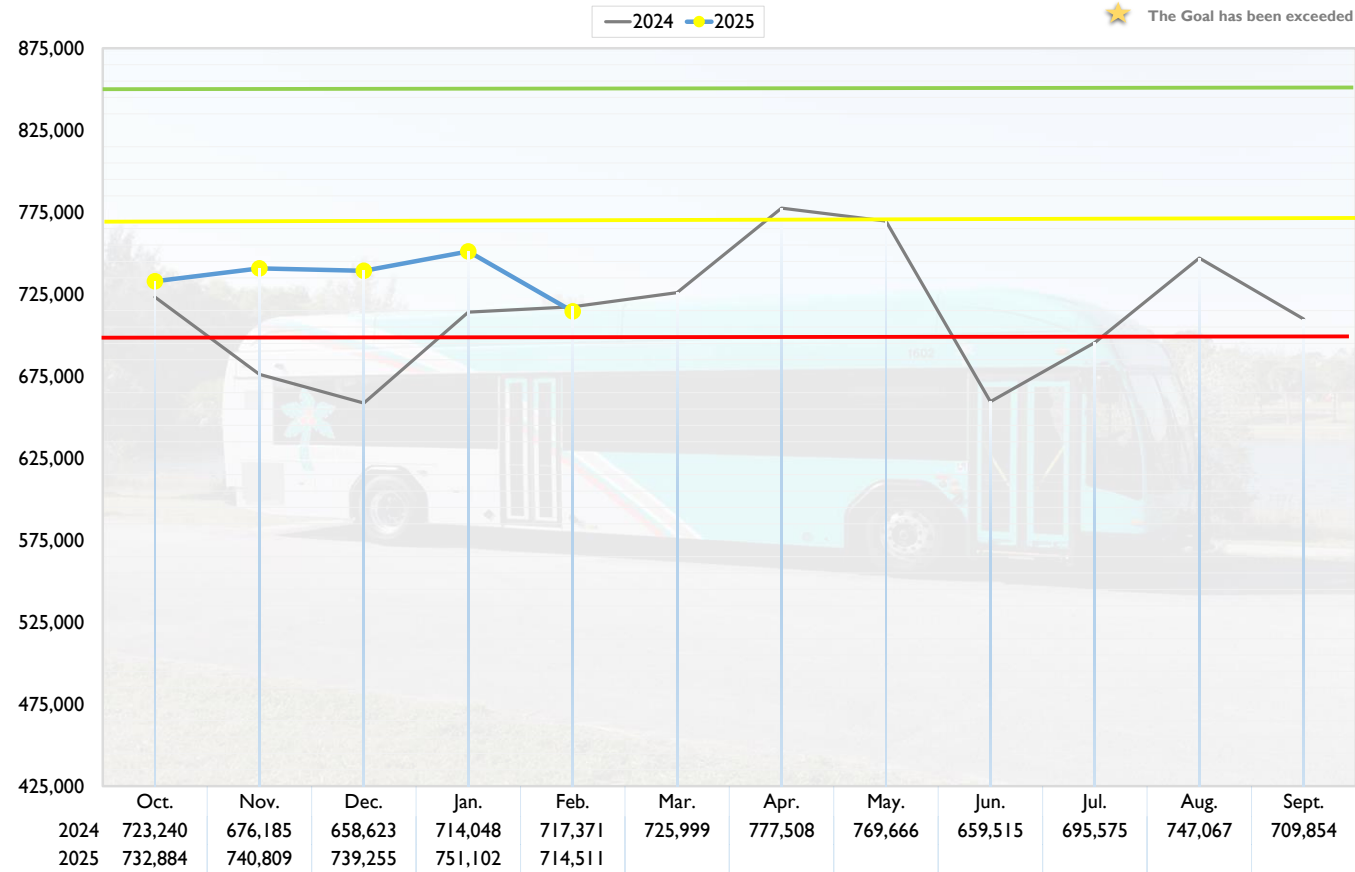
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.27	1.38	1.18	1.25	1.13	1.12	0.95	1.21	1.05	1.19	1.35	0.93
2025	0.98	1.08	0.74	0.79	1.12							

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	● 1.08	● 0.74	● 0.79	**1.12**							●	**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

Palm Tran Performance Management Office

Fixed-Route Total System Ridership

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

YTD Trend

Narrative

During the month of February, fixed-route ridership decreased by 36,591 riders compared to the month prior. This reflects a net decrease of 4.9% compared to the month prior, and a 0.4% decrease compared to the same time period last year February 2024). Nonetheless, the metric is above the established minimum.
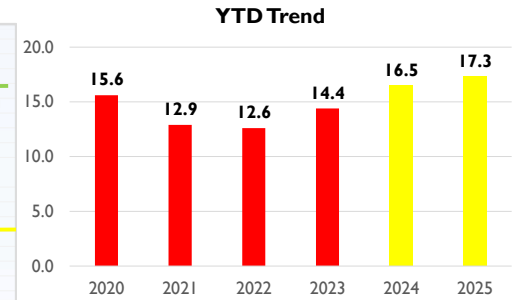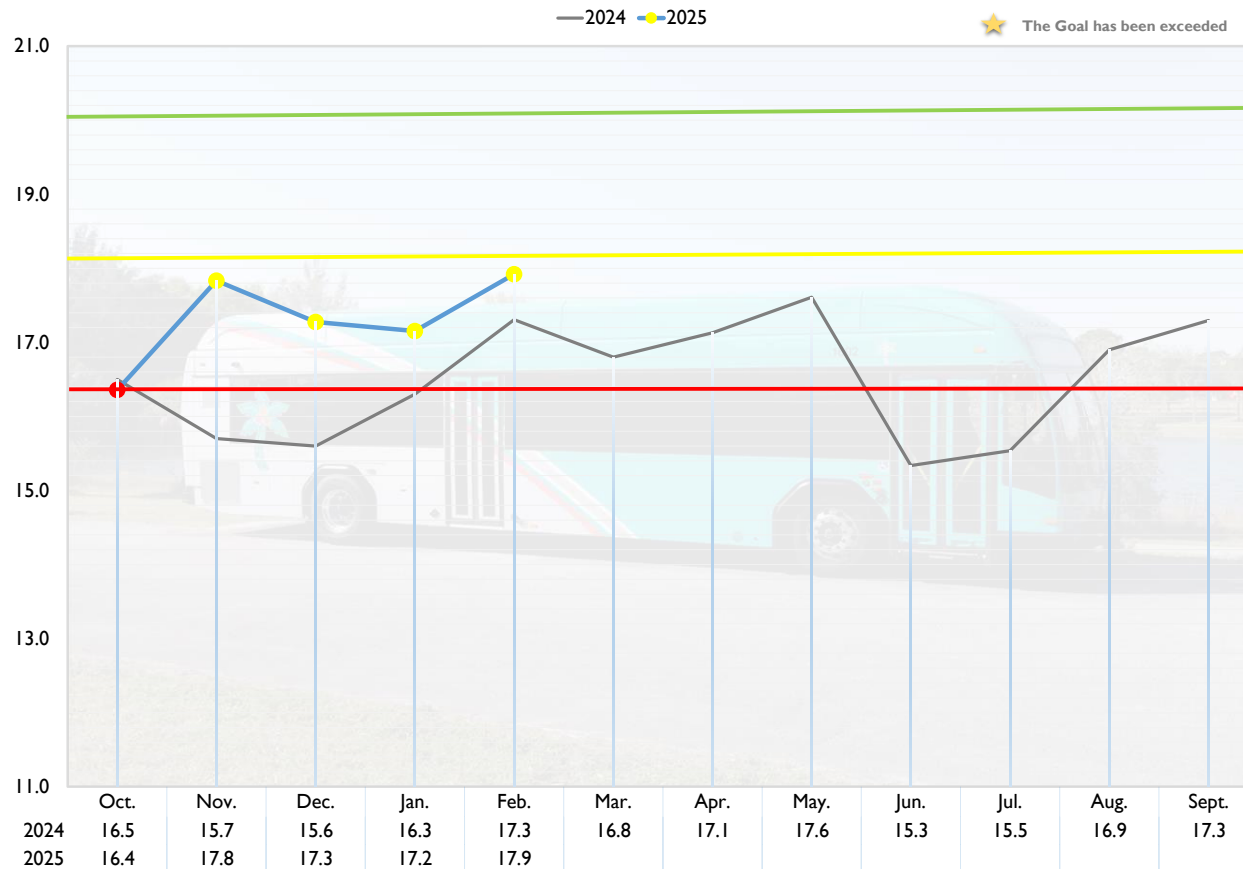
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	723,240	676,185	658,623	714,048	717,371	725,999	777,508	769,666	659,515	695,575	747,067	709,854
2025	732,884	740,809	739,255	751,102	714,511							

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	🔺 740,809	🔺 739,255	🔺 751,102	🔺 **714,511**								◆ 3,678,561

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**		

◆ **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

Chart axis labels (Y): 21.0, 19.0, 17.0, 15.0, 13.0, 11.0

	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	17.8	17.3	17.2	17.9							

YTD Trend

2020	2021	2022	2023	2024	2025
15.6	12.9	12.6	14.4	16.5	17.3

Narrative

During February, the Riders per Revenue Hour ratio is at its highest since February FY20, reported as 18.3. Although the decline in ridership of 4.9% was experienced (when compared to the previous month), the decrease in revenue hours by 8.9% (as compared to January), produces a higher productivity rate. Additionally, service changes implemented during the month prior may have impacted system efficacy.
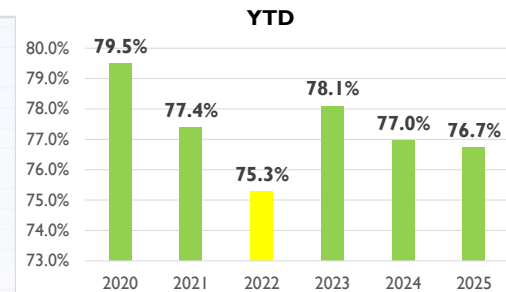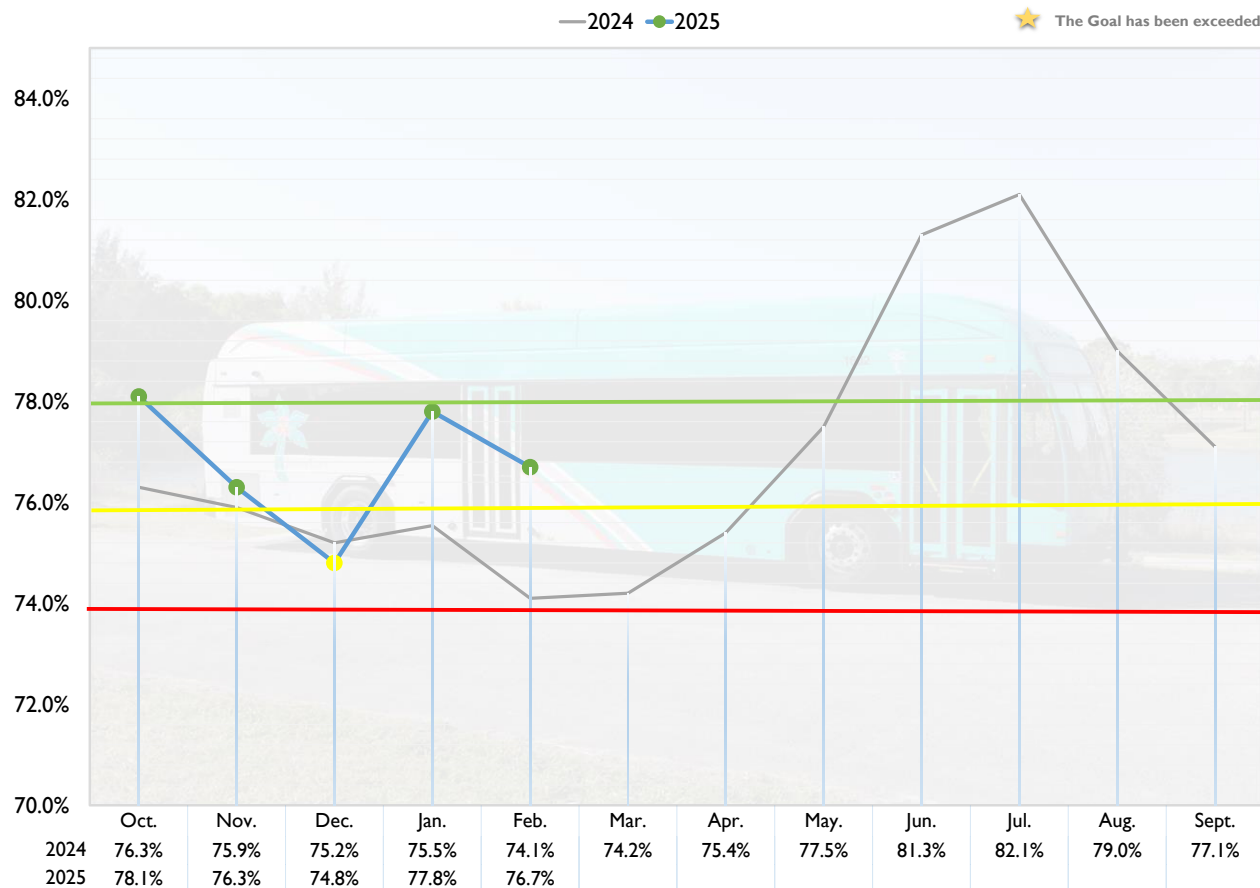
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 18.6	◆ 18.2	◆ 17.0	◆ 17.9	◆ 18.3	◆ 15.6	◆ 12.6	◆ 12.7	◆ 1.6	◆ 14.1	◆ 14.1	◆ 13.1	◆ 15.6
2021	◆ 13.4	◆ 12.7	◆ 13.1	◆ 13.0	◆ 13.9	◆ 14.4	◆ 14.0	◆ 12.6	◆ 12.1	◆ 11.9	◆ 12.1	◆ 12.1	◆ 12.9
2022	◆ 12.7	◆ 12.4	◆ 12.2	◆ 12.0	◆ 12.7	◆ 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	▲ 17.8	▲ 17.3	▲ 17.2	▲ **17.9**								▲ **17.3**

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**		

◆ 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 - On Time Performance

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	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%	74.8%	77.8%	76.7%							

YTD

YTD values: 2020 79.5% | 2021 77.4% | 2022 75.3% | 2023 78.1% | 2024 77.0% | 2025 76.7%
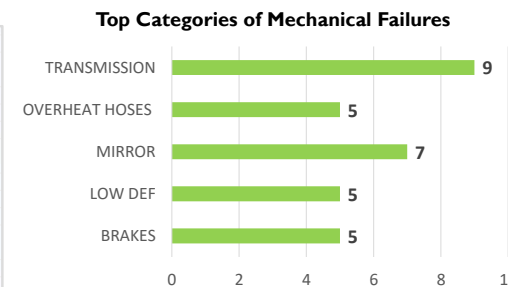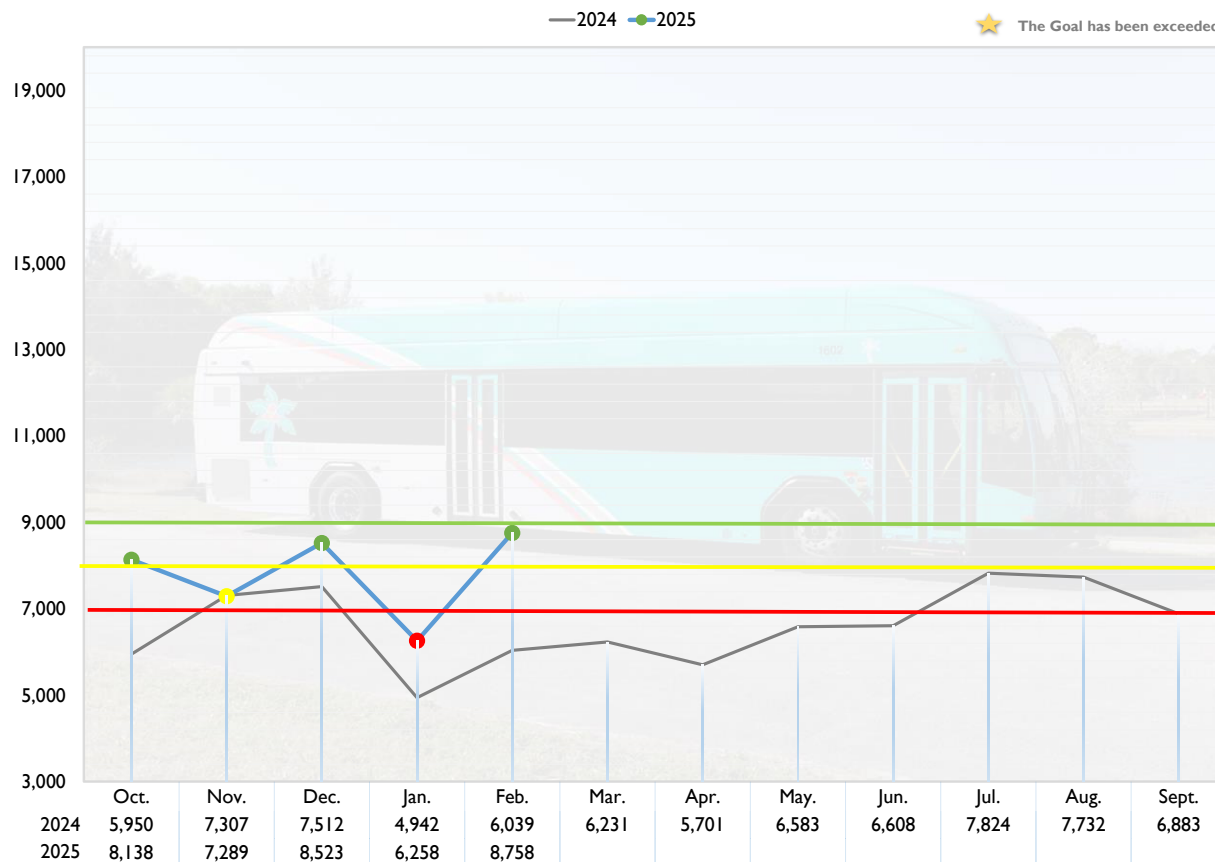
Narrative

During February, the fixed-route on-time performance (OTP) decreased slightly from 77.8% in January to 76.7%. Although the metric decreased slightly, it is performing 2.6% higher than the same time period the year prior (February 2024). The PT-Stat Service Enhancement Team and the Planning Department continue their efforts to increase OTP.

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%	▲ 74.8%	● 77.8%	● **76.7%**								**76.7%**

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

Palm Tran Performance Management Office

Fixed-Route Mean Distance Between Failures

— 2024 ● 2025   ★ The Goal has been exceeded

	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	6,258	8,758							

Top Categories of Mechanical Failures

Category	Value
TRANSMISSION	9
OVERHEAT HOSES	5
MIRROR	7
LOW DEF	5
BRAKES	5

Narrative

During February, the Mean Distance Between Failures (MDBF) metric increased by 2,500 miles compared to the month of January. The toal number of major mechanical breakdowns reported in January were one hundred three (103) compared to sixty-seven (67) in February. The top two mechanical failures were categorized as "Mirror" and "Transmission". The PT-Stat Infrastructure Team is currently investigating the root-cause of these breakdowns to alleviate frequent failures and service interruptions.
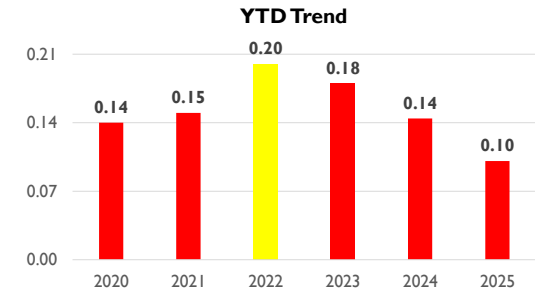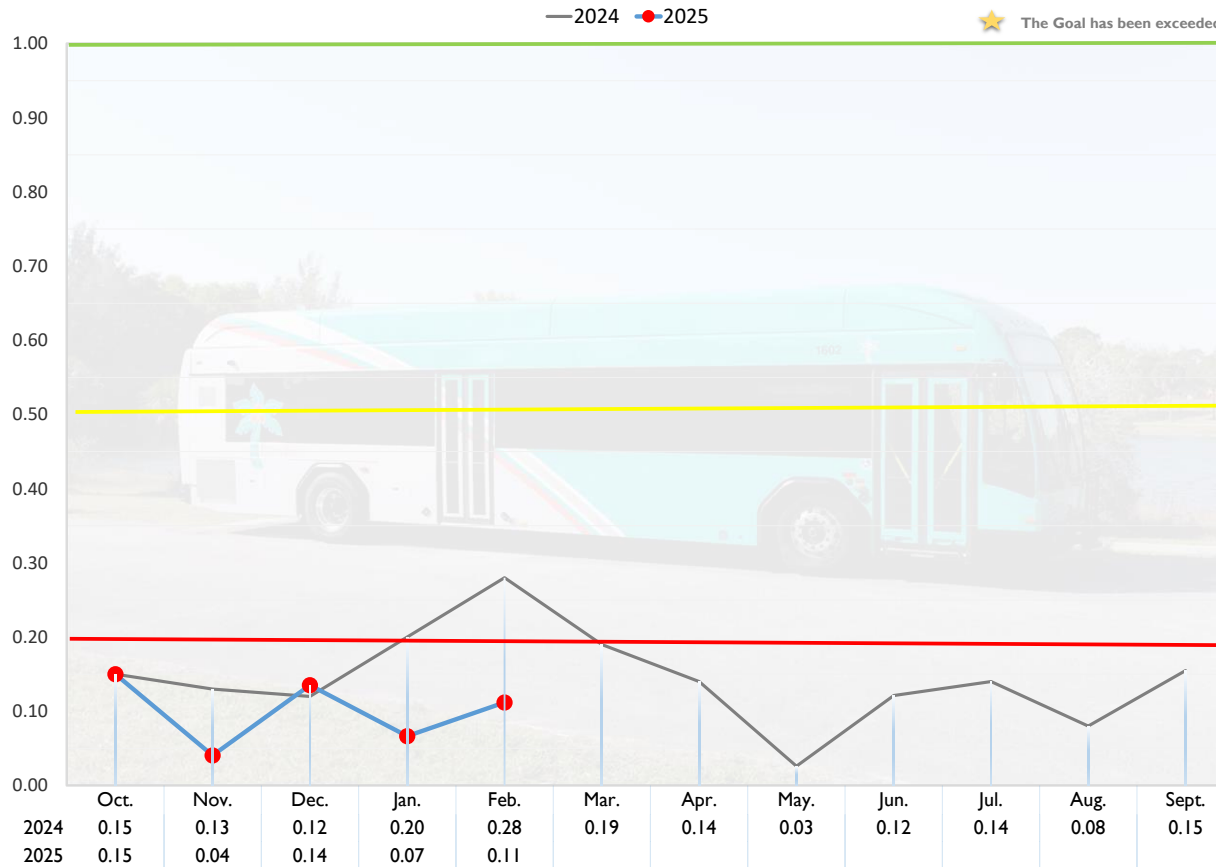
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	▲ 12,111	● 15,398	● 14,837	● 14,315	◆ 9,388	▲ 12,108	● 18,554	▲ 12,553	◆ 11,589	◆ 11,722	● 14,704	● 15,787	▲ 13,083
2021	● 14,024	◆ 10,804	◆ 11,912	▲ 13,480	● 14,315	▲ 12,835	▲ 12,858	◆ 9,961	◆ 11,670	▲ 12,524	▲ 13,751	● 15,565	▲ 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	◆ 6,258	● **8,758**								▲ **7,793**

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. Additionally, 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	0.07	0.11							

YTD Trend

2020	2021	2022	2023	2024	2025
0.14	0.15	0.20	0.18	0.14	0.10

Narrative

During February, Palm Tran received a total of eight (8) customer commendations, compared to five (5) recieved in January. Commendations received acknowledged courteous bus operators, customer service representatives, and planning. The Customer Experience Team works diligently to increase the commendations for Fixed Route.
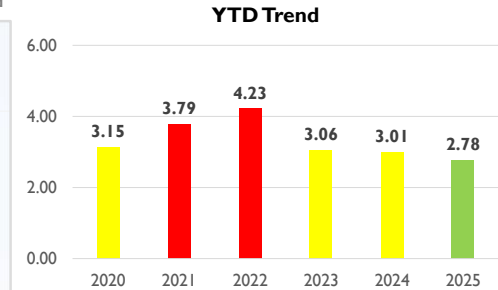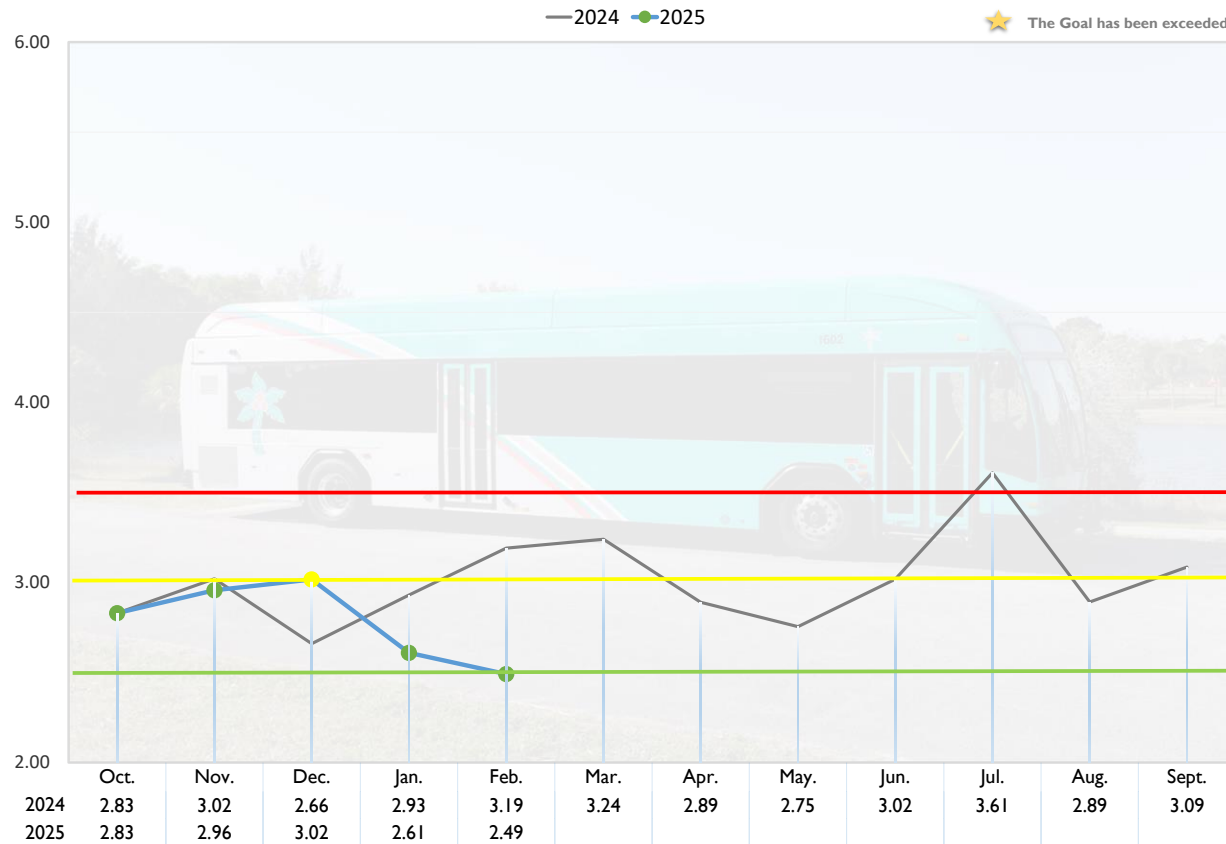
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 0.08	◆ 0.05	◆ 0.17	◆ 0.10	◆ 0.15	▲ 0.37	◆ 0.17	◆ 0.08	● 1.62	◆ 0.13	◆ 0.06	▲ 0.20	◆ 0.14
2021	◆ 0.14	◆ 0.05	▲ 0.30	◆ 0.09	◆ 0.09	◆ 0.17	◆ 0.10	◆ 0.04	◆ 0.17	▲ 0.21	▲ 0.21	◆ 0.18	◆ 0.15
2022	◆ 0.15	▲ 0.39	▲ 0.25	▲ 0.22	◆ 0.14	▲ 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	◆ 0.07	◆ **0.11**								◆ **0.10**

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

Palm Tran Performance Management Office

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	2.96	3.02	2.61	2.49							

YTD Trend

2020	2021	2022	2023	2024	2025
3.15	3.79	4.23	3.06	3.01	2.78

Narrative

The Customer Concerns per 10,000 boardings metric decreased from 2.61 in January to 2.49 in February surpassing the stretch goal. One hundred seventy eight (178) concerns were reported for February, compared to one hundred ninety-six (196) reported during the month prior. The FY25 PT-Stat Customer Experience Team is gearing up to provide changes to existing initiatives, such as Steering Wheel Talks, to further move the needle in the right direction regarding this measure.

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	🟢 1.62	🟢 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	🟢 2.96	🔺 3.02	🟢 2.61	🟢 **2.49**								🟢 **2.78**

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 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	🔺 1.19	🟢 0.80								🟢 0.92
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	🟢 0.97	🟢 1.59	🟢 1.71	🟢 1.08	🟢 1.71								🟢 1.41
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	🔺 1.44								🔺 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%	🔶 79.5%	🔶 81.1%	🔶 80.5%	🔶 80.4%	🔶 77.8%								🔶 79.9%
Mean Distance Between Failures	6,500	7,700	9,500	🟢 11,438	🟢 15,491	🟢 13,486	🟢 21,441	🟢 15,931								🟢 15,557
All Customer Commendations per 1k Trips	0.70	1.00	1.30	🟢 2.09	🟢 2.08	🟢 1.94	🟢 1.89	🟢 1.74								🟢 1.95
	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	🟢 1.42	🟢 1.62								🟢 1.50
Reservations Call Hold Time	4:00	3:00	2:00	🔶 6:41	🔶 8:45	🔶 7:48	🔶 10:53	🔶 9:55								🔶 8:48
Where Is My Ride Hold Time	4:00	3:00	2:00	🟢 2:36	🟢 2:47	🔺 3:19	🟢 2:29	🔺 3:12								🟢 2:52

Safety	Trend Line	Mobility	Trend Line	Customer Satisfaction	Trend Line	Customer Satisfaction	Trend Line
Preventable Collisions per 100k Miles		Riders Per Revenue Hour	1.62	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

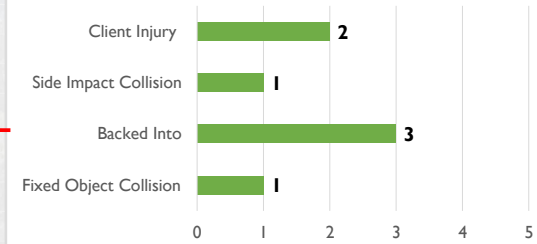*Palm Tran Performance Management Office*

Connection Preventable Collisions per 100K Miles

— 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	1.19	0.80							

Categories of Preventable Collisions

Category	Value
Client Injury	2
Side Impact Collision	1
Backed Into	3
Fixed Object Collision	1
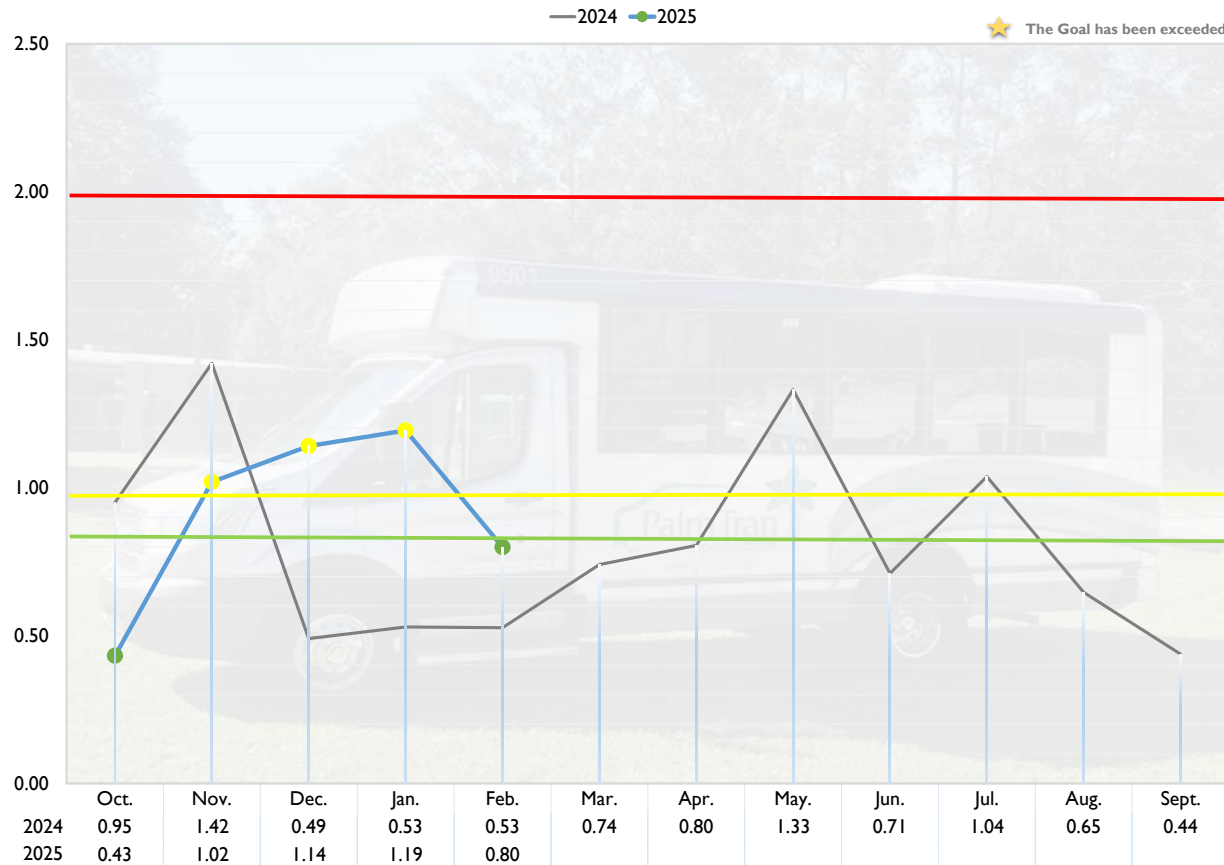
Narrative

In February, Palm Tran Connection had seven (7) preventable collisions, compared to eleven (11) reported during January. "Backed Into" is reported as the highest category. Palm Tran Connection and the PT-Stat Safety Team continues to track and monitor preventable collisions to come up with initiatives to mitigate the accidents.
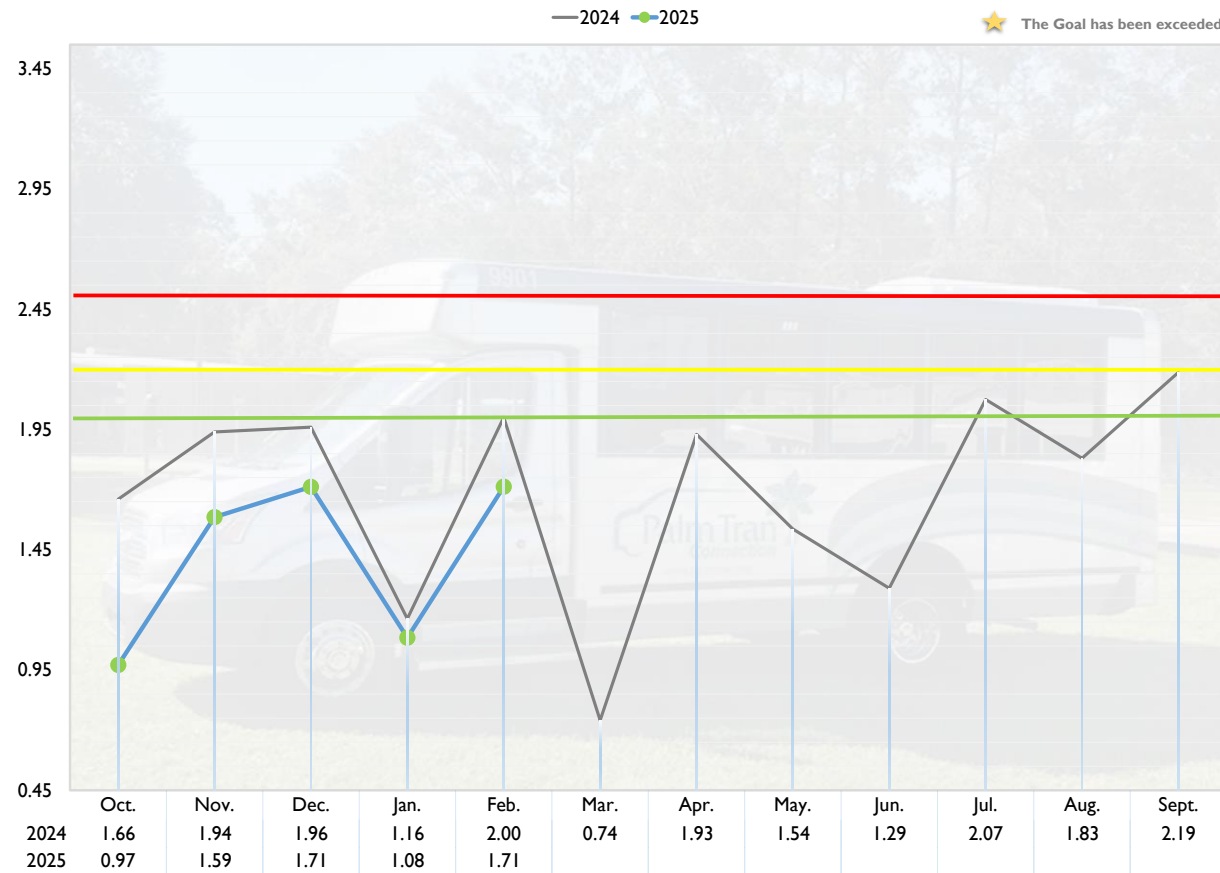
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	🟢 0.82	🟢 0.81	🟢 0.80	🟢 0.74	🔺 1.91	🔺 1.79	🟢 0.99	🔺 1.01	🔺 1.62	🟢 0.70	🔺 1.33	🔺 1.28	🔺 1.10
2021	🔺 1.13	🔺 1.31	🟢 0.66	🔺 1.07	🟢 0.92	🔺 1.39	🟢 0.58	🟢 0.96	🔺 1.12	🔺 1.29	🔺 1.09	🔺 1.07	🔺 1.05
2022	🟢 0.79	🔺 1.69	🔺 1.28	🔺 1.16	🔺 1.32	🔺 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	🔺 1.19	🟢 **0.80**								🟢 **0.92**

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

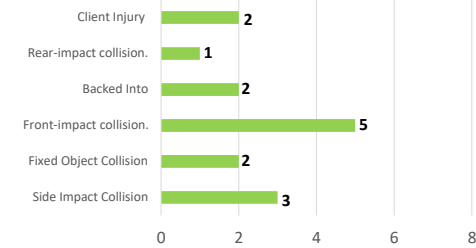*Palm Tran Performance Management Office*

Connection Non-Preventable Collisions per 100k Miles

Legend: —— 2024 —●— 2025

⭐ The Goal has been exceeded

	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	1.08	1.71							

Categories of Non-Preventable Collisions

Category	Value
Client Injury	2
Rear-impact collision.	1
Backed Into	2
Front-impact collision.	5
Fixed Object Collision	2
Side Impact Collision	3

Narrative

Palm Tran Connection's Non-Preventable Collisions ratio for February is 1.71; fifteen (15) collisions occurred. The top category for the metric was Front-Impact Collision. Palm Tran Connection and the Safety Pt Stat team continue to track and monitor non-preventable collisions to come up with initiatives to mitigate the 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	🟢 1.62	🟢 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	🟢 1.08	🟢 **1.71**								🟢 **1.41**

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

Palm Tran Performance Management Office

18

Connection Riders Per Revenue Hour

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	1.39
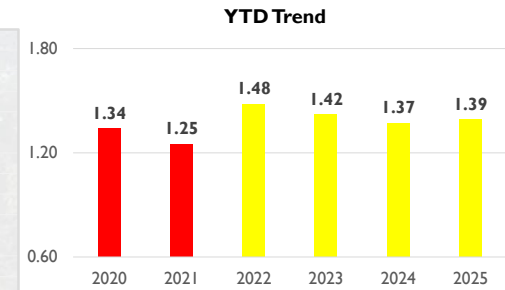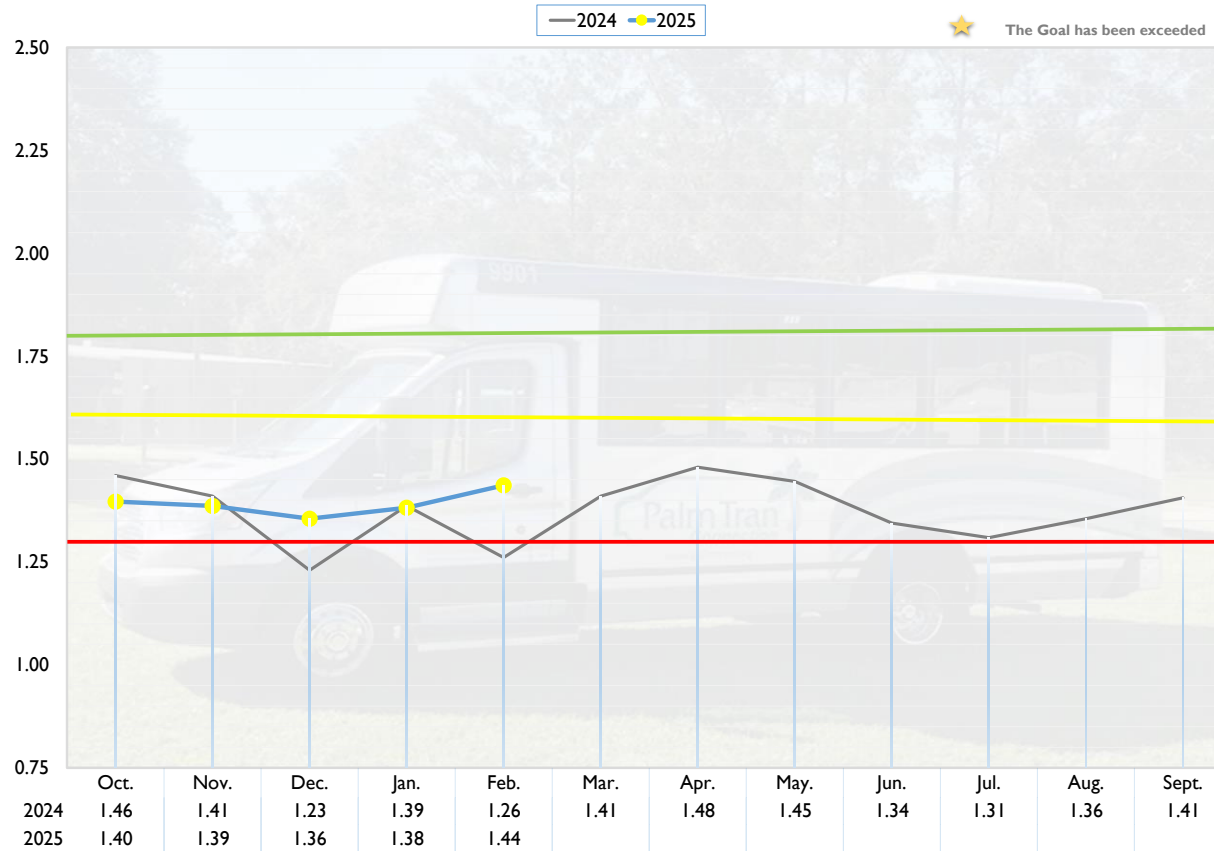
Narrative

During the month of February, the riders per revenue hours increased from 1.38 to 1.44. The total number of passangers transported saw a 3.1% decline compared to January while there was a 6.8% reduction in revenue hours, producing a slightly higher productivity rate.
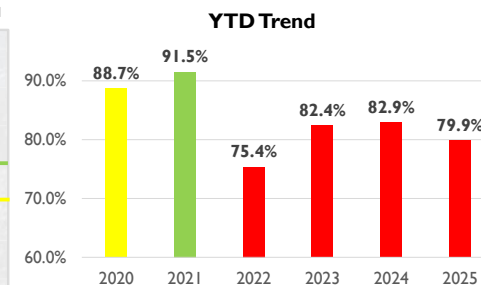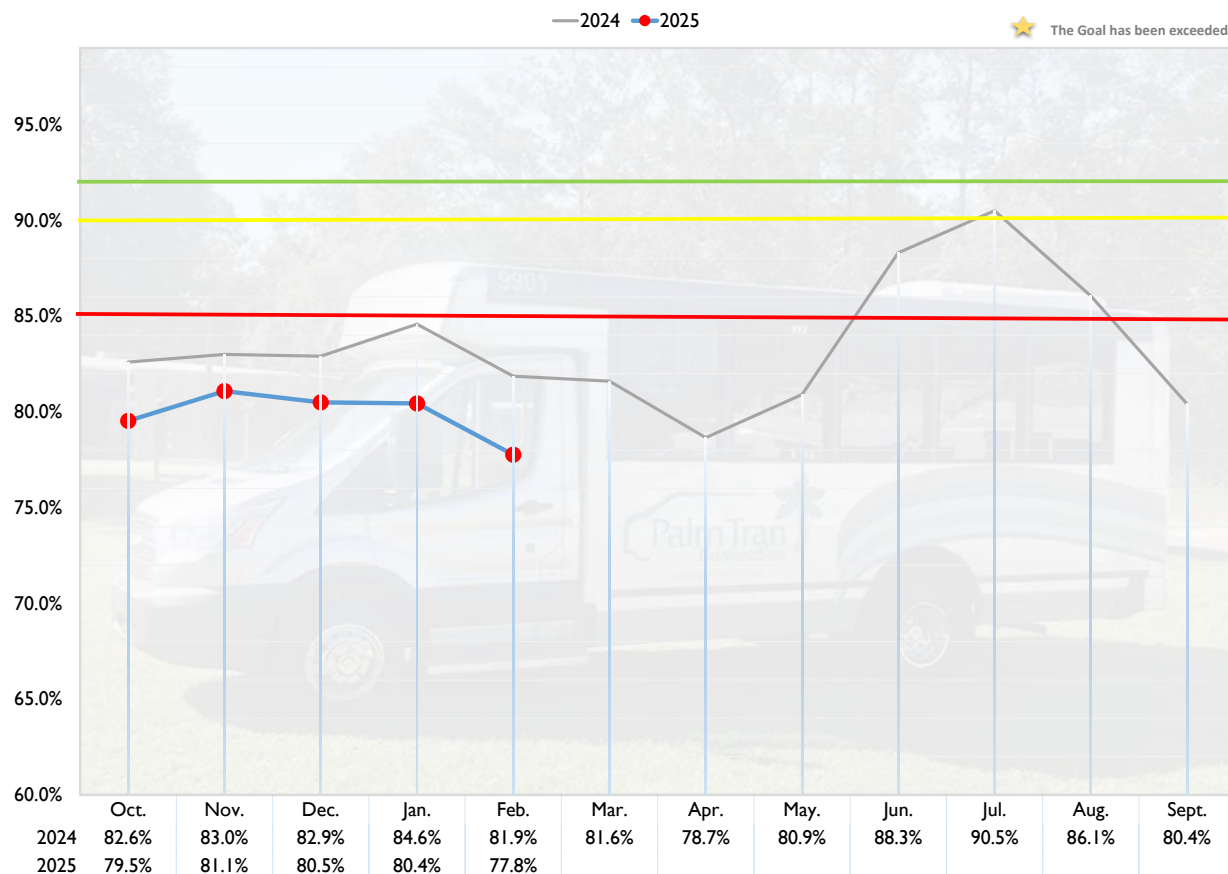
	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
2024	1.46	1.41	1.23	1.39	1.26	1.41	1.48	1.45	1.34	1.31	1.36	1.41
2025	1.40	1.39	1.36	1.38	1.44							

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	△ 1.62	◆ 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	△ **1.44**								△ **1.39**

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

YTD Trend

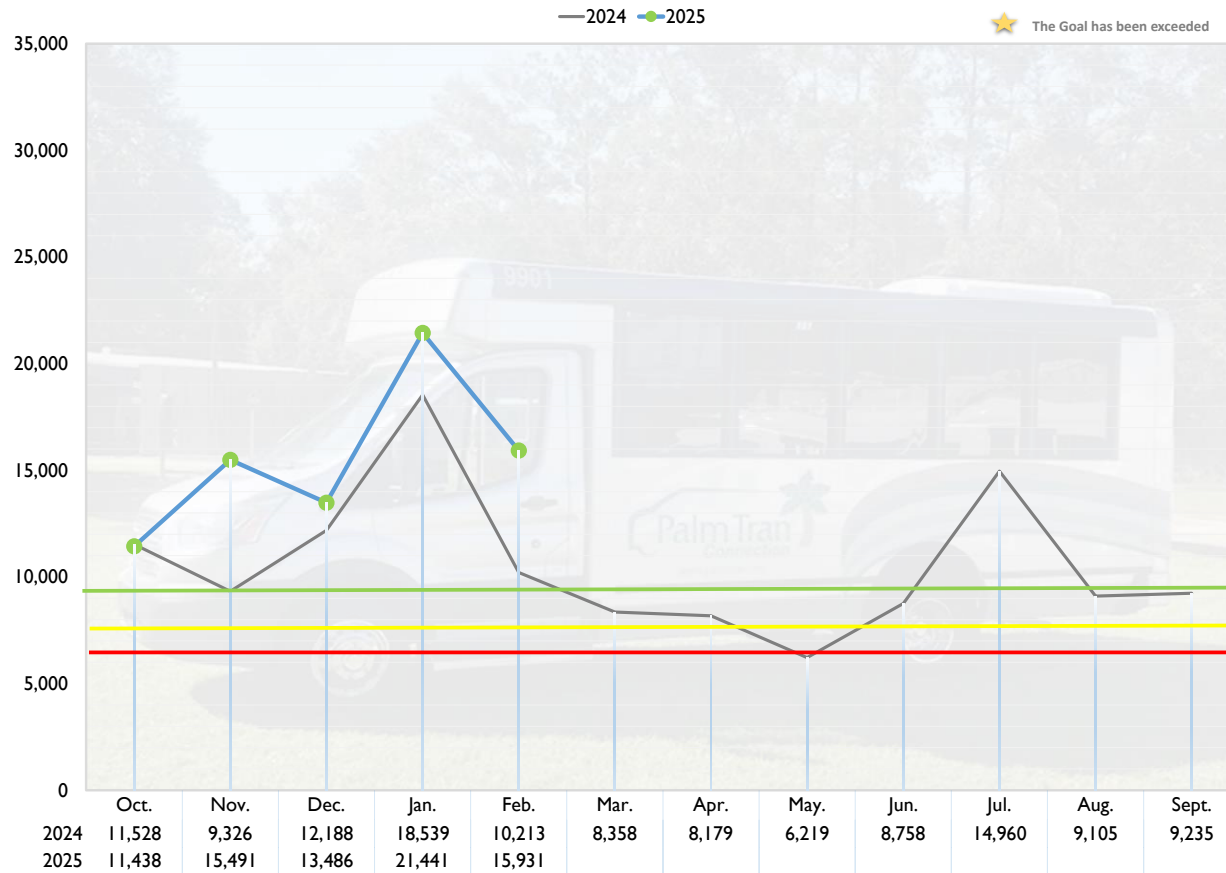| Year	YTD
2020	88.7%
2021	91.5%
2022	75.4%
2023	82.4%
2024	82.9%
2025	79.9%

Narrative

During the month of February, Palm Tran Connection experienced a decrease of 2.6% in On-Time Performance compared to the previous month of January. Palm Tran Connection continues its efforts to increase resources to improve service delivery.

	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%	80.4%	77.8%							

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%	● 162.4%	● 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%	◆ **77.8%**								◆ **79.9%**

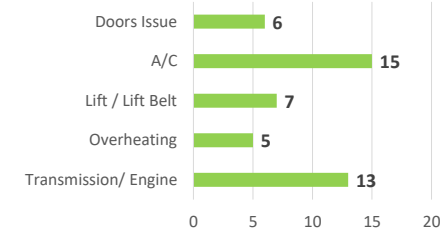| Customer Satisfaction	FY	Min	Target	Goal	Metric Calculation	Metric Description
On-Time Performance	2024	85%	90%	92%	Actual pick-up time within +/- 15 minutes of scheduled pick-up time window. Trip is on -time when vehicle arrives to the location within the window.	Effective October 2016, Palm Tran 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

Palm Tran Performance Management Office

Connection Mean Distance Between Failures

Top Categories of Mechanical Failures

Category	Value
Doors Issue	6
A/C	15
Lift / Lift Belt	7
Overheating	5
Transmission/ Engine	13

Narrative

During February, the Palm Tran Connection Mean Distance between Failures is at 15,931 miles; fifty-five (55) breakdowns were reported. The top categories of overall breakdowns were related to A/C issues followed by transmission/engine problems. Palm Tran Connection continues working closely with our vehicle vendors to address the situation and repair the buses as expeditiously as possible.

	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	21,441	15,931							

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	◆ 2	◆ 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	● 21,441	● **15,931**								● **15,557**

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	1.89	1.74							

YTD Trend

2020	2021	2022	2023	2024	2025
1.87	2.94	2.39	2.62	2.40	1.95
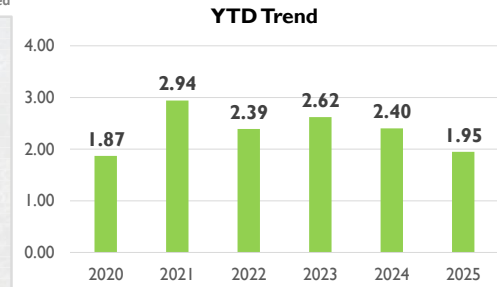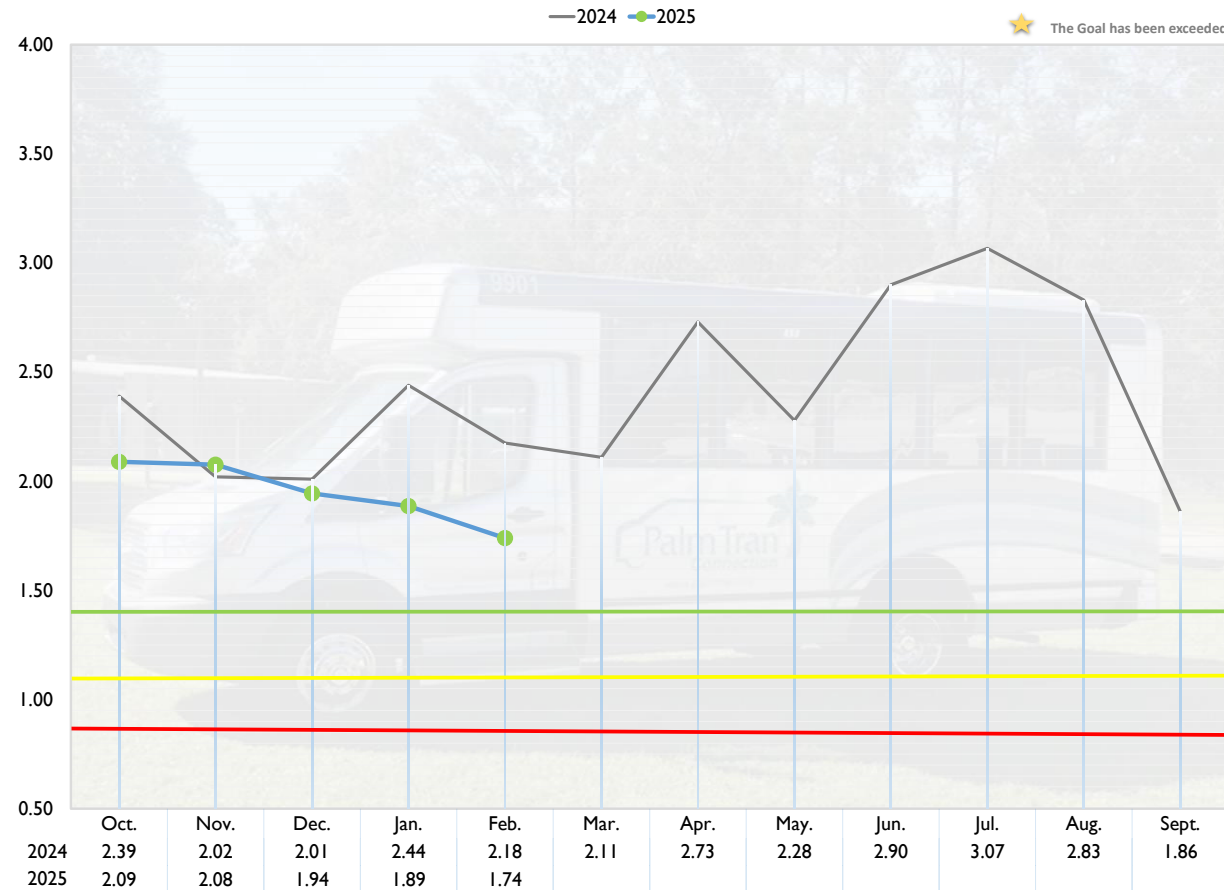
Narrative

Palm Tran is pleased to report that this metric has continued to surpass the established stretch goal. In February, one hundred five (105) commendations were reported, thirteen (13) less 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	1.62	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	1.89	1.74								1.95

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
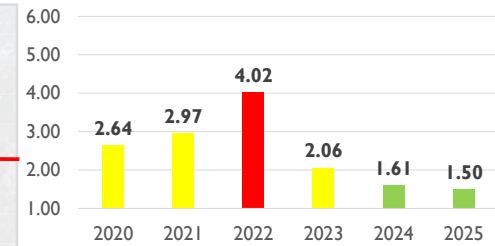● Target has been met or exceeded

Palm Tran Performance Management Office

Connection All Customer Concerns per 1k Trips

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

Chart (2024 vs 2025 line values by month):

	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	1.42	1.62							

YTD Trend

2020	2021	2022	2023	2024	2025
2.64	2.97	4.02	2.06	1.61	1.50
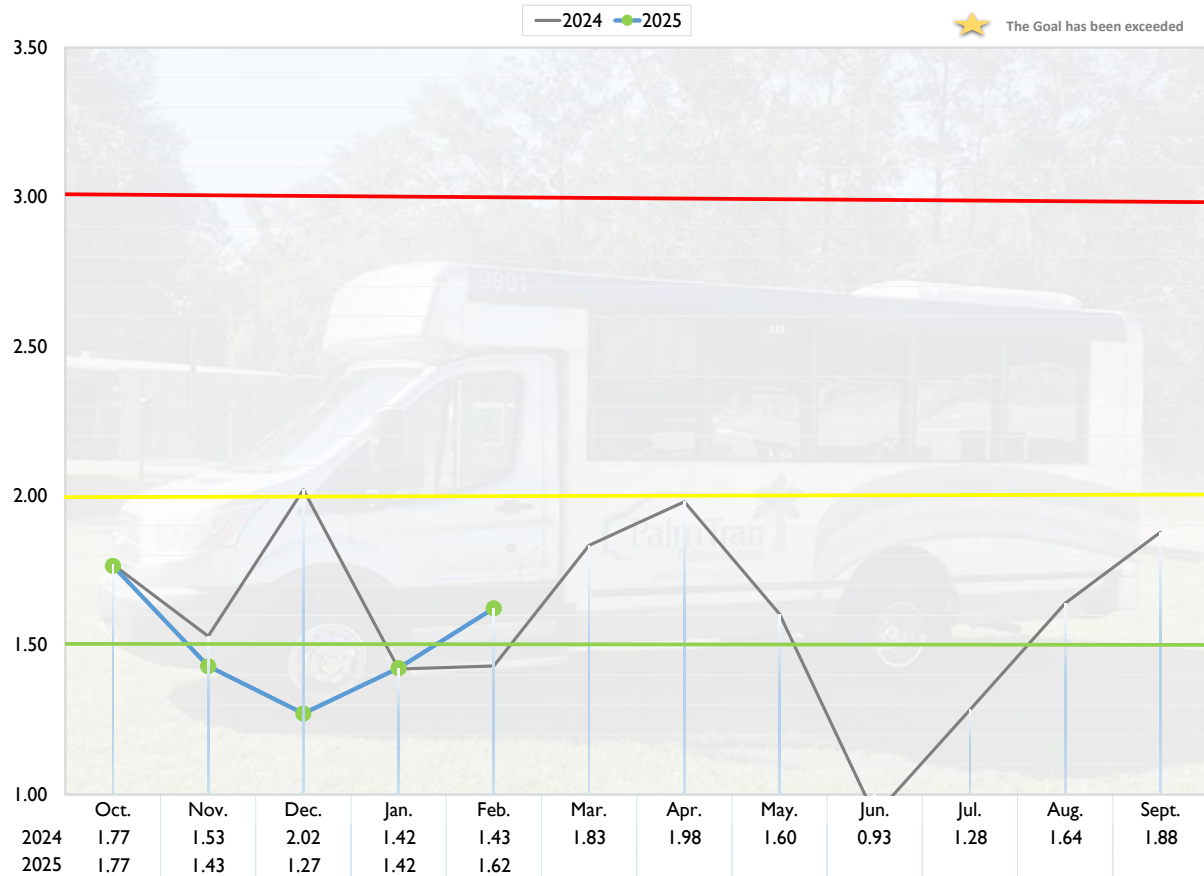
Narrative

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 increased by 0.20. There were ninety-eight (98) concerns reported for the month of February, nine (9) more than January. Most of the complaints were related to "on-time performance".
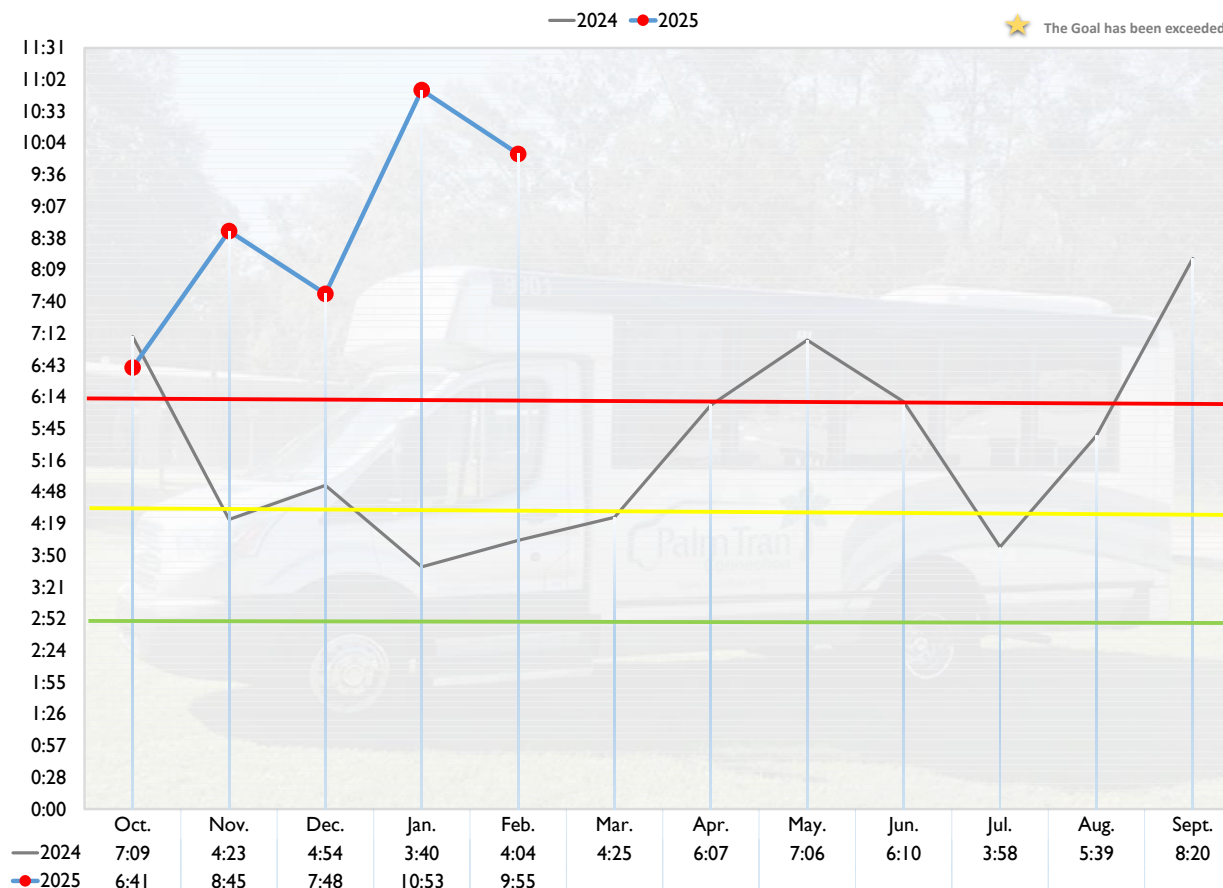
FY	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	YTD
2020	◆ 4.00	▲ 2.75	▲ 2.20	▲ 2.79	◆ 3.76	▲ 2.94	● 1.45	● 1.24	● 1.62	● 1.47	▲ 2.32	● 1.68	▲ 2.64
2021	▲ 2.45	▲ 2.79	● 2.00	● 1.44	● 1.99	▲ 2.24	▲ 2.58	▲ 2.85	◆ 3.13	◆ 3.33	◆ 4.58	◆ 5.46	▲ 2.97
2022	◆ 5.80	◆ 6.03	◆ 4.68	◆ 3.97	◆ 4.83	◆ 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	● 1.42	● 1.62								● 1.50

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
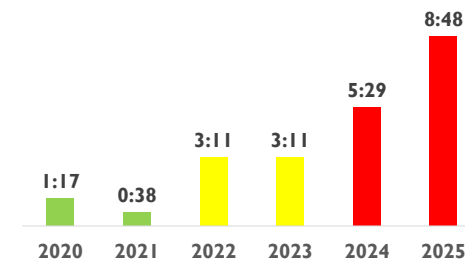● Target has been met or exceeded

Palm Tran Performance Management Office

Connection Reservations Call Hold Time

Legend: — 2024 —●— 2025

★ The Goal has been exceeded

YTD Trend

2020	2021	2022	2023	2024	2025
1:17	0:38	3:11	3:11	5:29	8:48

Narrative

During February, the average hold time for reservations decreased by fifty-eight seconds (0:58) compared to the previous month. Palm Tran Connection indicates the increased 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.

Chart data:

	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	10:53	9:55							

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	14:58	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	10:53	**9:55**								**8:48**

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
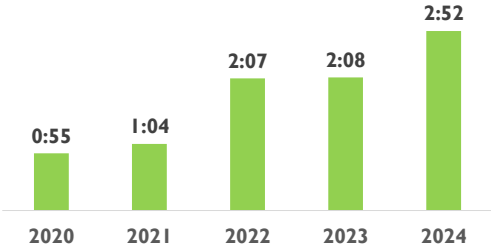● Target has been met or exceeded

Connection Where Is My Ride Hold Time

YTD Trend

2020: 0:55
2021: 1:04
2022: 2:07
2023: 2:08
2024: 2:52

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

Chart data:

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.
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	2:29	3:12							
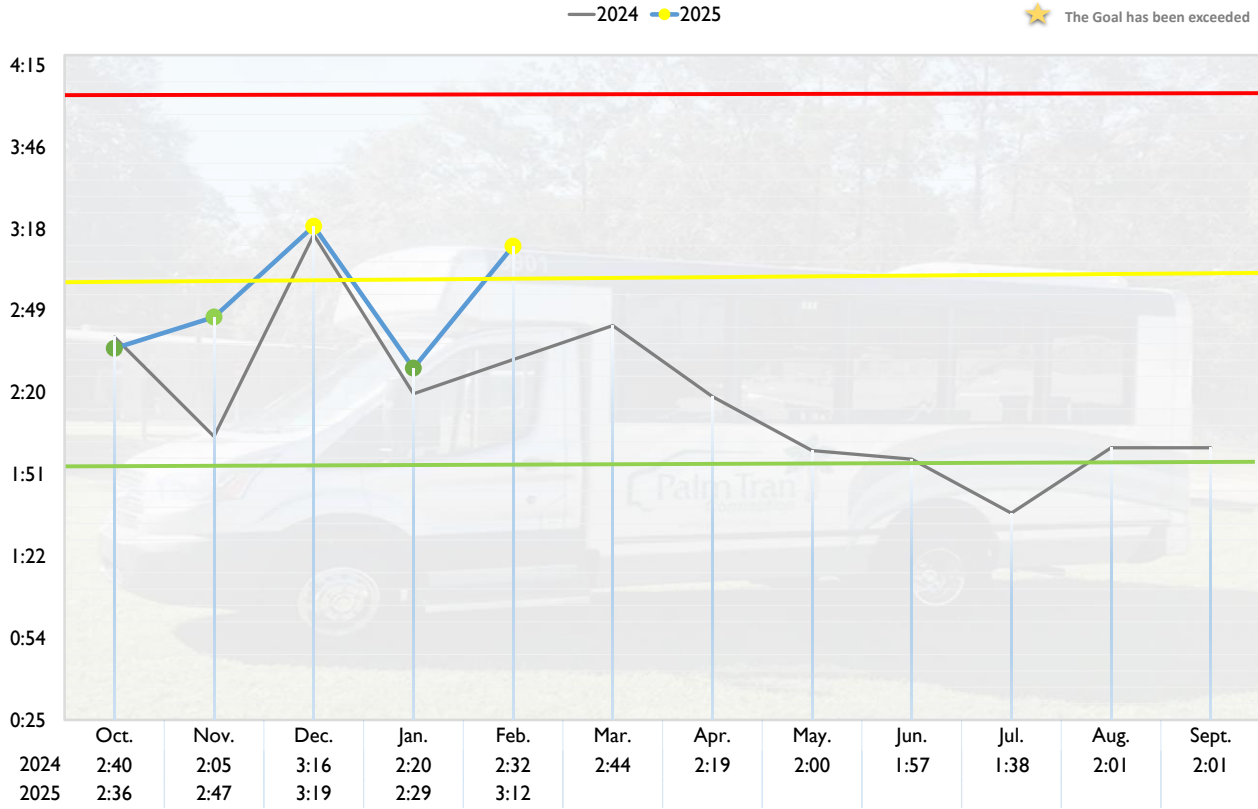
Narrative

The "Where's my ride" average hold time was reported as 3:12 in February, marking a forty-three second (0:43) increase in average hold time when compared to January.

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	🔶 14:58	🟢 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	🟢 2:29	🔺 **3:12**								🟢 **2:52**

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

◆ **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