

# **NOTICE OF MEETING**

## **PALM TRAN SERVICE BOARD**

**JULY 24, 2025**

**1:30 P.M. – 3:30 P.M.**

**PALM TRAN DELRAY BEACH HEADQUARTERS  
Board Room  
100 N. Congress Ave.  
Delray Beach, FL 33445**

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

**Note:**

**Members of the public may attend and provide comments in-person or submit comments via phone message, e-mail, or written correspondence via mail. All comments must be received before noon Eastern Time, July 23, 2025.**

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

**PALM TRAN SERVICE BOARD**  
**Palm Tran Delray Beach Headquarters Board Room**  
**100 North Congress Avenue**  
**Delray Beach, FL 33445-3436**  
**Thursday, June 26, 2025**  
**1:30 P.M. to 3:30 PM**

**1. Call to Order**

Meeting called to order at 1:345P.M. by Chair Mitchell

A. Pledge of Allegiance

B. Roll Call

**Members Present**

Frank Stanzione, Seat 1, Senior Citizen Representative  
Kerry Rawn, Seat 2, Disability Advocate  
Selva Selvendran, Seat 3, Environmental Advocate  
KaShamba Miller-Anderson, Seat 4, Elected Municipal Official of a Municipality  
Jim Gibbs, Seat 5, Business Community Representative  
Donté Mickens, Seat 6, Representative with Multicultural Experience  
Carolyn Hmara, Seat 7, Senior Citizen Representative  
Brandon Williams, Seat 8, Certified Paratransit User  
Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair  
Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chair  
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

**Members Absent**

Tricia Hallison-Mischler, Seat 11, Citizen-at-Large  
Tammy Jackson-Moore Seat 13, Resident of the Glades/Lakes Region Area

**2. Motion to Adopt the Agenda for June 26, 2025**

Chairwoman Mitchell requested a motion to adopt the agenda for June 26, 2025. Motion made by Mrs. Hmara and seconded by Mr. Acevedo the motion was approved unanimously.

**3. Motion to Approve Minutes for May 22, 2025**

Chairwoman Mitchell requested a motion to approve the Minutes for May 22, 2025. Motion made by Mr. Acevedo seconded by Mrs. Miller Anderson. The motion was approved unanimously.

#### **4. Safety Message/Briefing**

The Safety Message was presented by:  
Charles Hall, Senior Manager Safety/Training and Compliance .  
The June Safety Message was ‘Maintain Safe Following Distance’

#### **5. Comments from Palm Tran’s Service Board Chair**

Chair Mitchell welcomed all to the meeting mentioning the robust turnout, she also acknowledged the dignitaries from Riviera Beach in the audience. Chair Mitchell gave a brief synopsis on the many events she attended and the event that stood out the most was Council Woman Kashamba Miller-Anderson receiving the 2025 Leadership Excellence Award was honored by board members with beautiful flowers.

Mayor Lawson of Riviera Beach gave thanks and praise to Council Woman Kashamba Miller-Anderson for her work in the community,

#### **6. Comments from Executive Director, Ivan Maldonado**

Executive Director Ivan Maldonado welcomed all to the June PTSB Meeting and provided an update on what has been going on at Palm Tran.

##### **2025 Governor’s Hurricane Conference**

- Held at Palm Beach County Convention Center from **May 11-15**.
- Tours offered using a Palm Tran fixed-route bus.
- Attendees traveled to the Emergency Operations Center (EOC), and the South Florida Water Management District.
- The Public Relations team kicked off the tour welcoming passengers and explaining Palm Tran’s hurricane procedures during a storm.

##### **Bus Bridge – Downed Power Lines**

- Palm Tran provided a bus bridge on **May 23** to provide support after severe thunderstorms caused powerlines to fall on Tri-Rail tracks.
- Tri-Rail services were suspended between Lake Worth Beach and West Palm Beach Tri-Rail Stations.
- Palm Tran Deployed 3 buses, transporting over 500 passengers between stations.

##### **Greenprint Gathering**

- Healthier Delray Beach and the Get Your Green On community invited Palm Tran to celebrate the 10-Year Anniversary of Get Your Green On campaign.

- The event took place on **May 28** during Mental Health Awareness Month at Pompey Park in Delray.

### **Jupiter Farms Elementary Career Day**

- On **May 28** Palm Tran attended Jupiter Farms Elementary School for Career Day.
- Students were invited to board the bus and hear about Palm Tran services and career opportunities.

### **Palm Tran at FPTA/FDOT/CUTR Summit**

- Palm Tran employees attended the 2025 FPTA/FDOT/CUTR Professional Development Workshop & Transit Safety and Operations Summit.
- The summit took place from **June 9-11** in Tampa, Florida.
- Palm Tran's Senior Manager of Performance Management, Jimilla Hicks, and Manager of Equal Employment Opportunity, Lina Aragon presented.
- Brooke Samman, Palm Tran's Manager of Service Planning & Scheduling, graduated from the FDOT Transit Immersion Leadership Experience (TILE) during the conference.
- TILE is a 12-month program that provides FDOT and emerging transit agency leaders the opportunity to gain valuable experience and knowledge associated with how their partner agencies work.

### **Juneteenth Tour**

- Palm Tran's Marketing and Government Affairs Manager, Jennifer Kasongo, Bus Operator, Mary Wright, and Operations Supervisor Julio Valega attended the annual Juneteenth Tour on **June 16**.
- Organized by Palm Beach County Community Services, the tour transported over 30 people across Palm Beach County using Palm Tran's Black History Month wrapped bus.
- The bus visited the Spady Museum in Delray, the Wall at Lake Worth Beach, the Urban League, the Sunset Lounge, and the 1928 Storm Site in West Palm Beach from 8 AM to 4 PM.

### **Dump the Pump Proclamation / Outreach**

- At the **June 3** Board of County Commissioners meeting, Mayor Maria G. Marino presented a proclamation stating June 17, 2025 as Dump the Pump Day!
- Palm Tran's Marketing team conducted outreach for National Dump the Pump Day on June 17 at the Mall at Wellington Green and the Intermodal Transit Center from 7:15-9:30 AM.
- Rider's were given a \$5 discount using the code TRANSIT2025 to promote the use of the Paradise Pass app.



## **Administrative Ride Day**

- Administrative Ride Day makes a return!
- Our teams participated in Administrative Ride Day on **June 17 & 18**.
- A quarterly event, Admin Ride Day is a day to encourage administrative employees to make use of our services.
- Grants the opportunity to gain first-hand rider experience.
- Employees were encouraged to take photographs of their trip, utilize Palm Tran services, and complete a survey reflecting on their experience.

## **New Hire: Jennifer Kasongo**

- Marketing and Government Affairs Manager
- From South Africa and the Democratic Republic of Congo
- Recent graduate from Keiser University's Graduate school
- Responsible for overseeing the creation of Palm Tran's Annual Report, the Rider's Guide, and bus wraps and other marketing materials.
- Also responsible for government affairs matters, Palm Tran Service Board (PTSB) duties, and the management and maintenance of Palm Tran's image.

## **New Hire: Darryl Ramikssoon**

- Director of Maintenance
- From the United Kingdom
- Over two decades of experience in fleet maintenance and operations
- Previous Maintenance Manager at Keolis Transit America
- Responsible for overseeing the reliability, safety, and performance of Palm Tran's fleet, directing, coordinating and maintaining fleet and facility maintenance management, and preventative maintenance plans and programs in accordance with the FTA and FDOT guidelines, among many other duties.

## **7. Assistant County Administrator Todd Bonlarron**

Not Present

## **8. Committee Reports**

### **A. PTSB Paratransit Subcommittee**

Ron Jones gave report on the Paratransit Subcommittee meeting held June 12, 2025, he stated that a review was done of statistics for Palm Tran Connection.

## **9. Information Items**

### **A. PMO Performance Ridership Update**

Edwin Bonilla, Transit Performance Analyst reported on May 2025 performance report.

### **B. Public Comment on Information Items 9A**

None

## **10. Public Comments (General)**

Lucy Lucito – member of the Braille Club and Light House for the Blind gave her appreciation for the services provided by Palm Tran Connection.

Nicole Fincham-Sheehan – from the Office of Equal Opportunity gave appreciation for the service provided by Palm Tran Connection.

Steven Aboka – part of the Braille Club. What is the Go Glade system? Chair Mitchell responded with it is an On Demand service provided to the Western communities of Palm Beach County. Are the number of days to book trips going to change? Staff responded with no it will remain as is.

Carolyn Lapp – founder and Director of the Florida Outreach Center for the Blind, sincerely appreciates the service provide by Palm Tran Connection and how instrumental it is to her and her constituents.

Dennis Stevenson, has concerns about reduction of service and fare increase for paratransit. Palm Tran has allowed him to work the last 9 years. Staff responded to his concerns.

Lisa Stellar - Executive Director of the Lighthouse Center for the Blind, thanked the Board and Palm Tran staff for the service they provide for the blind community. Suggested that a focus group for the Transit Master Plan to engage all in the process.

Rod Guros, avid paratransit user stressed how important the service is to the blind community.

## **11. Customer Service Report**

Jeff McGregor gave update on commendations and complaints for the month of July.

## **12. Board Member Comments**

Frank Stanzione, Thanked everyone for coming out.

Kerry Rawn - Thanked all.

Selva Selvendran - Appreciates the discussions being had between staff and the public- Thankful for all

KaShamba Miller-Anderson - Thanked everyone for coming out.

Jim Gibbs - thanked Mr. McGregor for his report.

Donté Mickens - Thanked members of staff and the public for coming out

Carolyn Hmara - Thanked Mr. Williams for being a part of the board.

Brandon Williams - Thanked all for being able to be a part of the board, today is his last meeting heading back home to Colorado

Carmencita Mitchell - Thanked Mr.Selvendren for his vote of confidence. Will miss Mr. Williams, praised Mr. Acevedo for all he does.

Joey Acevedo - Thanked Mr. Williams for being a part of the board, sad to see him leave. Acknowledged two staff members. Thanked all for coming out.

Dennis Martin - Thanked Mr. Williams for being a part of the board, thanked Palm Tran Staff and the public for coming out.

### **13. Adjournment**

Mr. Stanzione makes motions for adjournment.

Mr. Acevedo seconds the motion.

The meeting was adjourned at 3:25 PM.

\_\_\_\_\_  
**Carmencita Mitchell, Chair**

**Date** \_\_\_\_\_

\_\_\_\_\_  
**Joey Acevedo, Vice Chair**

**Date** \_\_\_\_\_

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# PALM TRAN

**SAFETY MESSAGE**  
**JULY 2025**

## “See Something, Say Something”

It is imperative that we each do our part to help maintain a safe environment for ourselves, our coworkers, and the passengers we serve. Stay alert, remain aware of your surroundings, and report any suspicious behavior or activity immediately.

If you  
**SEE**  
something

**SAY**  
something



Workplace badge entry systems are in place for a reason. They help:

- Identify authorized personnel
- Prevent unauthorized access
- Enhance overall workplace safety

*To support these safety protocols:*

- Always use your badge when entering any Palm Tran facility, including the employee parking lot.
- “Piggybacking” which is entering behind another vehicle without badging in, is strictly prohibited.
- Your badge is considered part of your uniform and must be worn and visible at all times while on property.

Additionally, all personal deliveries (such as food, clothing, packages, etc.) must be directed to the main lobby security desk. This helps avoid unauthorized individuals gaining access to secured areas. Safety is everyone’s responsibility. If you see something, say something.

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

# Palm Tran Service Board Meeting

(PTSB)



Carmencita Mitchell  
Chair



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



# PBC Transportation Master Plan





# Palm Tran Service Board Meeting

(PTSB)



**Ivan Maldonado**

Executive Director, Palm Tran

Presented: Thursday, July 24, 2025



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



# Fourth of July Coffee & Donuts





# Governmental Center Intern Tour





# Back to School Outreach





# Countywide Transportation Master Plan (CTMP)





# ELT New Employee Orientation Luncheon





# PRSA SunCon25 Conference





# Community Health & Mobility Exposition





# Feed Your Mind Team PBC Tour



**BUS STOP**

STOP #  
**310**

**Palm Tran**  
Public Transportation

ROUTES SERVED

**1**

**61-841-428**

**Palm Tran**







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



Thank you!





**Palm Tran Administrative Offices**

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

**Palm Tran Mailing Address**

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West Palm Beach, FL 33407-4618

**Palm Tran Connection**

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

**DeBorah Posey-Blocker**

Service Board Liaison



**Palm Tran Service Board Members**

**Carmencita Mitchell, Chair**

Seat 9 - Regular Fixed Route Bus Rider

**Joey Acevedo, Vice Chair**

Seat 10 - Fixed Route Bus Operator



**Frank Stanzone**

Seat 1 - Rep. with Transportation Experience

**Kerry Rawn**

Seat 2 - Disability Advocate

**Selva Selvendran**

Seat 3 - Environmental Advocate

**KaShamba Miller-Anderson**

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Seat 12 - Rep. with Extensive Paratransit Experience

**Tammy Jackson-Moore**

Seat 13 - Resident of Glades/Lake Region Area

**DATE:** July 17, 2025  
**TO:** Chair Carmencita Mitchell and Board Members  
**FROM:** Ivan Maldonado, Executive Director  
**RE:** September 21, 2025 Service Changes

Dear Chair Mitchell and Board Members,

I am writing to inform you that on Thursday, July 24, 2025, at the Palm Tran Service Board meeting, our staff will recommend and request board approval on several minor schedule adjustments to improve on-time performance and efficiency.

The proposed changes include:

- Route 1 Sunday running time adjustments
- Route 44 increase frequency from 120 minutes to 60 minutes
- Route 61 layover relocation
- Route 63 minor realignment
- Route 92 Saturday running time adjustment
- Route 94 weekday frequency adjustment after 7PM

As per Resolution No. 15-0893 Section 9 (a), the proposed changes to Route 1, 44, 61, 63, 92, and 94 are not considered major fixed-route adjustments, since they do not exceed the 25% total route-miles threshold. Therefore, a public hearing or equity analysis is not required.





# September 2025 Service Changes

Brooke Samman  
Service Planning & Scheduling Manager  
July 24, 2025



# Agenda

- May 2025 Service Change Update
- Proposed September 2025 Service Changes



# May 2025 Service Change Results

Overall OTP  
for June 2025:

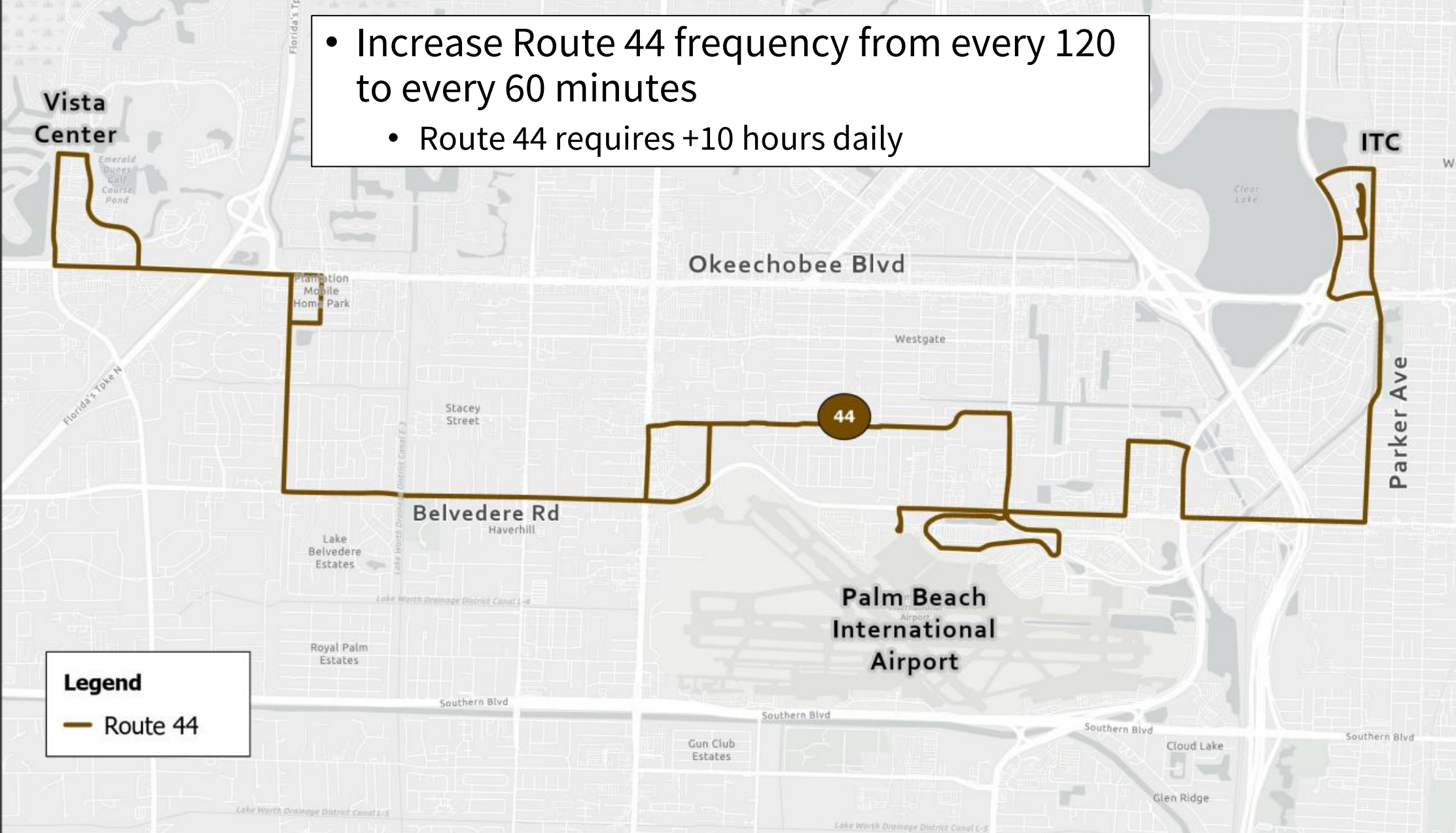
**84%**

ROUTE	Directions	On-Time Performance		SCHEDULE IMPROVEMENTS
		1/12/25-5/17/25	5/18/25-7/15/25	
<b>4/71</b>	<b>VA Med. Ctr → Melaleuca Ln. → BB Mall</b> via Haverhill Rd. and Lawrence Rd.	62%	<b>83%</b>	❖ Weekday running time adjustments
<b>33</b>	<b>Gardens Mall → Cross County Plaza</b> via Australian Ave. & Palm Beach Lakes Blvd.	66%	<b>83%</b>	❖ Daily running time adjustments
<b>60</b>	<b>ITC → River Bridge Centre</b> via Parker Ave., Summit Blvd., Kirk Rd., & Purdy Ln.	77%	<b>90%</b>	❖ Weekday running time adjustments
<b>73</b>	<b>Boynton Beach Tri-Rail → Bethesda Hospital</b> via Boynton Beach Blvd.	72%	<b>84%</b>	❖ Weekday running time adjustments
<b>80</b>	<b>Delray Square → Plaza at Delray</b> via Lake Ida Rd. & SW 4 <sup>th</sup> Ave.	59%	<b>64%</b>	❖ Daily running time adjustments
<b>88</b>	<b>Lakes of Delray → Plaza at Delray</b> via Jog Rd. & Linton Blvd.	73%	<b>76%</b>	❖ Weekday running time adjustments
<b>91</b>	<b>Sandalfoot Square → FAU</b> via Glades Rd.	70%	<b>79%</b>	❖ Weekday running time adjustments
<b>92</b>	<b>Sandalfoot Square → Camino Real</b> via Palmetto Park Rd.	82%	<b>93%</b>	❖ Weekday/Saturday running time adjustments
<b>94</b>	<b>Boca Raton Tri-Rail → Camino Real</b> via FAU/20 <sup>th</sup> St.	54%	<b>62%</b>	❖ Saturday/Sunday running time adjustments

# Proposed Service Changes

Route Number	Directions	Changes	Reason (No impact on Connection services)
<b>1 Sun.</b>	<b>Gardens Mall → Camino Real</b> via US-1	<ul style="list-style-type: none"> <li>Add 8:10 AM SB trip from ITC</li> </ul>	<ul style="list-style-type: none"> <li>Improve ridership</li> </ul>
<b>44</b>	<b>ITC → Vista Center</b> via Belvedere and PBIA	<ul style="list-style-type: none"> <li>Add block/Improve daily frequency to 60 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Improve ridership</li> </ul>
<b>61</b>	<b>Greenacres → Lake Worth</b> via Cresthaven and 10 <sup>th</sup> Ave N	<ul style="list-style-type: none"> <li>Move layover location from Riverbridge to Stop #5733 (Cresthaven at Military)</li> </ul>	<ul style="list-style-type: none"> <li>Operational challenges with laying over at Riverbridge</li> </ul>
<b>63</b>	<b>Lantana → Vista Center</b> via Lantana Rd. and Jog Rd.	<ul style="list-style-type: none"> <li>Adjust route alignment to utilize Hypoluxo Rd and Broadway to Lantana Town Hall instead of Central Blvd</li> </ul>	<ul style="list-style-type: none"> <li>Operational/safety concerns using Central Blvd</li> </ul>
<b>92 Sat.</b>	<b>Sandalfoot Square → Camino Real</b> via Palmetto Park Rd.	<ul style="list-style-type: none"> <li>Adjust running time between Town Center Mall and Hab Center for 5:30 pm WB trip</li> </ul>	<ul style="list-style-type: none"> <li>Incorrectly scheduled for 5 minutes instead of 10 minutes</li> </ul>
<b>94 Weekday</b>	<b>Boca Raton Tri-Rail → Camino Real</b> via FAU/20 <sup>th</sup> St.	<ul style="list-style-type: none"> <li>Reduce frequency to every 30 minutes after 7 pm</li> </ul>	<ul style="list-style-type: none"> <li>Adjustment to grant funding from FAU/City of Boca Raton</li> </ul>

- Increase Route 44 frequency from every 120 to every 60 minutes
  - Route 44 requires +10 hours daily



### Legend

— Route 44

### Proposed Service Changes - September 2025

Route 44 Increased Frequency from 120 mins to 60 mins  
Palm Beach County, FL

0 0.6 1.2 Miles





61 GRN - LKW via  
CRESTHAVEN / 10TH AVE N

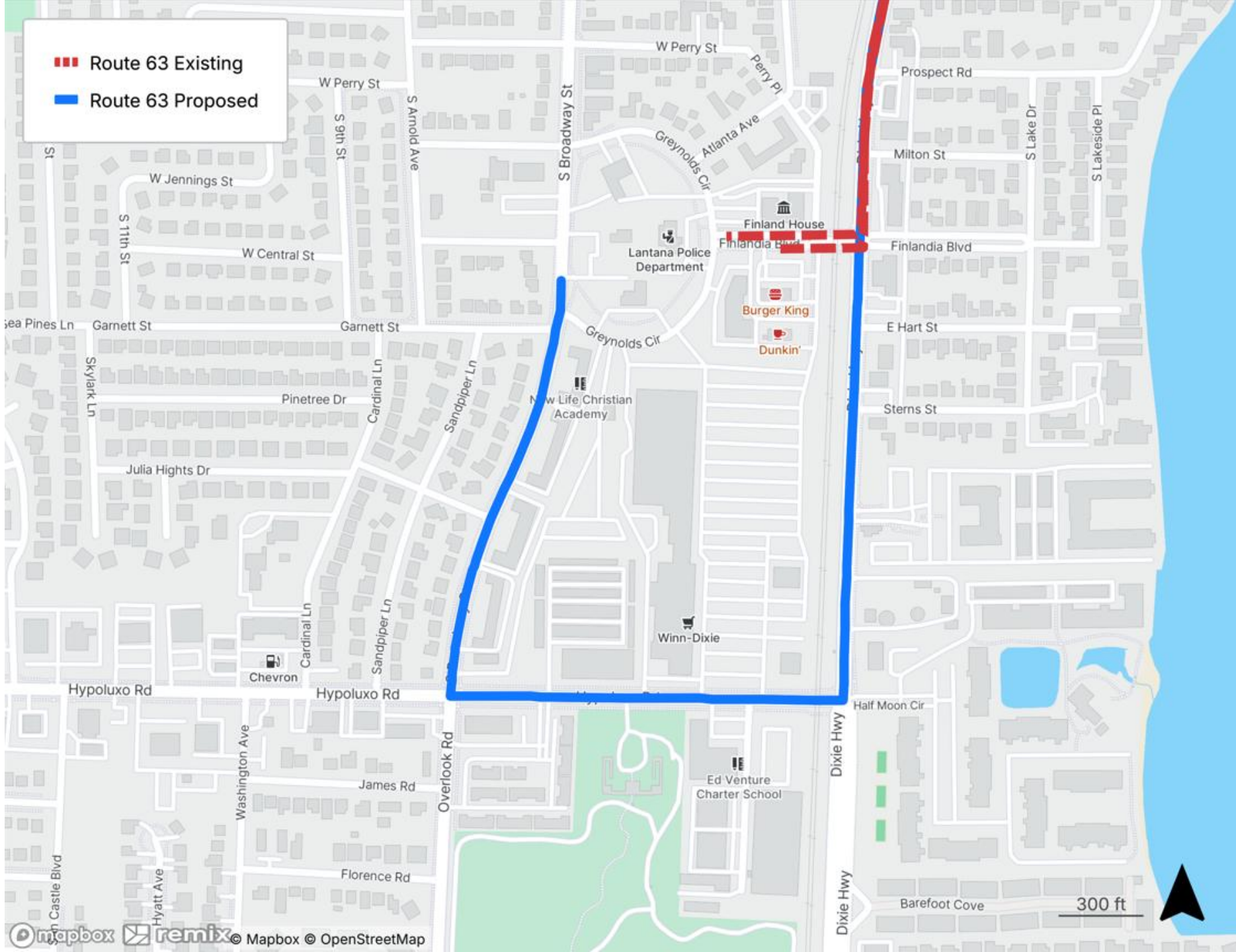
Riverbridge

Stop #5733

- Presidente
- McDonald's



- Route 63 Existing
- Route 63 Proposed







**Thank you.  
Questions?**



**Brooke Samman  
Service Planning & Scheduling Manager  
July 24, 2025**





# 2026-2028 TITLE VI PROGRAM UPDATE



# Purpose



The Title VI Program describes how Palm Tran is complying with Title VI requirements  
The Title VI Program must be updated every 3 years



(last update was 2022)

Title VI of the Civil Rights Act of 1964 states that:

“No person in the United States shall, on the ground of **race, color, or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

# Title VI Requirements

## General Requirements

- ✓ Title VI Notice to the Public
- ✓ Title VI Complaint Procedures
- ✓ Title VI Complaint Form
- ✓ Transit-related Title VI investigations, complaints & lawsuits
- ✓ Public Participation Plan
- ✓ Language Assistance Plan
- ✓ PTSB Membership Demographics
- ✓ Board Approval of Title VI Update
- Submittal of Title VI Update for FTA Concurrence

## Fixed Route Transit Requirements

- ✓ Service Standards
- ✓ Service Policies

**Requirements for transit providers with  $\geq 50$  fixed route vehicles in peak service + located in UZA of  $\geq 200,000$**

- ✓ Demographic & Service Profile Maps
- ✓ Demographic Ridership & Travel Patterns
- ✓ Monitoring Program
- ✓ Public Engagement Process for Establishing Policies
- ✓ Service and/or Fare Equity Analyses

*- Requirements per FTA Circular 4702.1B*

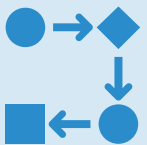
# What's Stayed the Same Since 2022?



Policies



Standards



Procedures

## Policies:

1. Major Service Change
  - Equity Analysis (Service and Fare)
  - Disparate Impact
  - Disproportionate Burden
2. Service Monitoring
3. Vehicle Assignment
4. Distribution of Transit Amenities

## Service Standards

Minority Transit Route Analysis

On-Time Performance

Headway

Vehicle Load

Service Availability

Vehicle Assignment

Distribution of Transit Amenities

# 2026-2028 Updates



All demographic  
updated with  
On-Board  
Surveys Data



Monitoring  
Program



Major service  
and fare media  
changes



# Demographics

66%

Minority population in  
Palm Tran Ridership

14%

Speaks English less than  
"Very Well" with Creole  
and Spanish prominent

23%

Population below  
poverty in Palm  
Beach County

Race	Percentage of Palm Tran Riders	Percentage of County Residents
American Indian / Alaska Native	<1%	<1%
Asian	4%	3%
Black / African American	60%	20%
White / Caucasian	34%	74%
Two or more Races	1%	2%

Ethnicity	Percentage of Palm Tran Riders	Percentage of County Residents
Has Hispanic/Latino Origin	26%	25%
Does not have Hispanic/Latino Origin	74%	75%

## COUNTY-LEVEL HOUSEHOLD INCOME

Census Income Bucket	Percentage of County Residents*	Palm Tran Income Bucket	Percentage of Riders
Less than \$10,000	5%	Less than \$10,000	23%
\$10,000 - \$14,999	3%	\$10,000 - \$19,999	19%
\$15,000 - \$24,999	6%	\$20,000 - \$29,999	18%
\$25,000 - \$34,999	7%	\$30,000 - \$39,999	12%
\$35,000 - \$49,999	10%	\$40,000 - \$49,999	11%
\$50,000 - \$74,999	16%	\$50,000 - \$74,999	11%
\$75,000 - \$99,999	13%	\$75,000 - \$99,999	3%
Greater than \$100,000	41%	Greater than \$100,000	3%

\*Percentages do not equal 100%, due to rounding.

# Monitoring Program

**Requirement:** Analyze Palm Tran's performance based on service standards and policies for Minority and Non-Minority Routes

**Finding:** Palm Tran is compliant for all service standards and policies:

- On-Time Performance
- Headway
- Vehicle Load
- Service Availability
- Vehicle Assignment
- Distribution of Transit Amenities

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for on-time performance.

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for service frequency.

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for vehicle loadings.

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for service availability.

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for vehicle assignment.

Bus Stop amenities will be placed where there is sufficient right-of-way or easement



# Major Service and Fare Media Changes

No Changes in Fare or Fare Media

## Major Service Changes

Equity analyses were completed for both major service changes to ensure no disparate impacts on minority or low-income populations.

2023 Service Changes Routes 20, 21, 33, and 52

2022 Service Changes Routes 20 and 49

New Service

Port St. Lucie Express (PSLX)

**Next Step:  
Submit to FTA by September 30, 2025**

**Thank you!**

Questions?





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

**Ivan Maldonado**  
Executive Director

**Deborah Posey-Blocker**  
Service Board Liaison



**Palm Tran Service Board Members**

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

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



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

**DATE:** July 24, 2025

**TO:** Chair Mitchell & Board Members

**FROM:** Ivan Maldonado, Executive Director

**RE:** May 2025 Performance Overview

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The Palm Tran Fixed-Route, Connection, and GoGlades Performance Dashboards for the month of May 2025 are attached for your review.

During the month of May 2025, Palm Tran's Performance Report reflects a -3.41% decrease in overall ridership across all modes. Four (4) metrics fell below the established minimum, while the remaining twenty-one (21) exceeded the set minimum.



# PERFORMANCE REPORT

May 2025 (FY 2025)

Performance Management Office



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



# MAY 2025 (FY25)

## FIXED-ROUTE DASHBOARD FY 2025



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	1.82	1.14	1.27	0.78	1.02	0.94	0.95	0.93	1.11
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	3.49	2.94	1.90	1.86	1.87	2.83	2.38	2.95	2.53
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.98	1.08	0.74	0.79	1.12	1.12	1.03	1.03	0.99
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Total System Ridership	700,000	775,000	850,000	732,884	740,809	739,255	751,102	714,511	739,843	757,247	737,388	5,913,039
Riders Per Revenue Hour	16.5	18.3	20.1	16.4	17.8	17.3	17.2	17.9	17.1	17.7	16.8	17.3
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
On-Time Performance	74%	76%	78%	78.1%	76.3%	74.8%	77.8%	76.7%	77.2%	77.9%	81.3%	77.5%
Mean Distance Between Failures	7,000	8,000	9,000	8,138	7,289	8,523	6,258	8,758	7,390	6,359	8,958	7,709
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.15	0.04	0.14	0.20	0.13	0.07	0.15	0.19	0.13
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	2.83	2.96	3.02	2.61	2.49	2.51	2.60	2.50	2.69



# MAY 2025 (FY25)

## CONNECTION DASHBOARD FY 2025



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.43	▲ 1.02	▲ 1.14	▲ 1.19	● 0.80	▲ 1.09	● 0.42	▲ 1.09	● 0.90
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 0.97	● 1.59	● 1.71	● 1.08	● 1.71	● 1.75	● 1.80	● 1.42	● 1.50
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.40	▲ 1.39	▲ 1.36	▲ 1.38	▲ 1.44	▲ 1.41	▲ 1.44	▲ 1.40	▲ 1.40
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
On-Time Performance	85%	90%	92%	◆ 79.5%	◆ 81.1%	◆ 80.5%	◆ 80.4%	◆ 77.8%	◆ 81.8%	◆ 80.3%	◆ 83.3%	◆ 80.6%
Mean Distance Between Failures	6,500	7,700	9,500	● 11,438	● 15,491	● 13,486	● 21,441	● 15,931	● 16,633	● 19,281	● 13,631	● 15,916
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.09	● 2.08	● 1.94	● 1.89	● 1.74	● 1.64	● 2.21	● 2.13	● 1.97
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	● 1.77	● 1.43	● 1.27	● 1.42	● 1.62	● 1.51	● 1.45	● 1.15	● 1.45
Reservations Call Hold Time	4:00	3:00	2:00	◆ 6:41	◆ 8:45	◆ 7:48	◆ 10:53	◆ 9:55	◆ 6:14	◆ 6:57	◆ 4:41	◆ 7:44
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:36	● 2:47	▲ 3:19	● 2:29	▲ 3:12	● 2:27	● 1:57	● 2:24	● 2:38





# MAY 2025 (FY25)

## GO GLADES DASHBOARD FY2025



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.00	● 0.00	● 0.00	● 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	● 0.00	● 0.00	● 0.22	● 0.15
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 5.25	● 5.08	● 4.66	● 4.58	● 4.82	● 4.35	● 4.44	● 4.36	● 4.67
Total System Ridership	3,600	5,400	7,300	● 11,114	● 11,079	● 10,536	● 12,247	● 11,737	● 11,543	● 11,778	● 11,709	● 91,743
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	YTD
On-Time Performance	85%	90%	92%	● 93.9%	● 94.4%	● 92.8%	● 94.6%	● 93.1%	● 95.8%	● 95.2%	● 95.3%	● 94.4%
Mean Distance Between Failures	6,500	7,700	9,500	● 36,286	● 36,312	● 38,244	● 45,096	● 39,779	● 42,442	● 45,621	● 44,814	● 41,074
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.27	● 0.18	● 0.09	● 0.33	● 0.26	● 0.09	● 0.34	● 0.26	● 0.23





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



Thank you!