

# **NOTICE OF PUBLIC MEETING**

## **PALM TRAN SERVICE BOARD**

**FEBRUARY 26, 2026**

**1:30 P.M. – 3:30 P.M.**

**PALM TRAN - DELRAY BEACH**

**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, February 25, 2026.**

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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 Lina Aragon at [laragon@pbc.gov](mailto:laragon@pbc.gov) or 561-812-5351 no later than seven (7) business days prior to the meeting.



**PALM TRAN SERVICE BOARD**

**Thursday, February 26, 2026**

**1:30 P.M. – 3:30 P.M.**

**Palm Tran - Delray Beach Board Room**

**100 N. Congress Avenue**

**Delray Beach, FL 33445**

**AGENDA**

- 1. CALL TO ORDER**
  - A. Pledge of Allegiance
  - B. Roll Call
- 2. MOTION TO ADOPT AGENDA – February 26, 2026**
- 3. MOTION TO APPROVE MINUTES – December 11, 2025**
- 4. SAFETY MESSAGE**
- 5. PTSB CHAIR COMMENTS**  
**CARMENCITA MITCHELL**
- 6. EXECUTIVE DIRECTOR COMMENTS**  
**IVAN MALDONADO**
- 7. CHIEF OPERATING OFFICER REPORT**  
**JOHN LOCKHART**
- 8. CHIEF DEPUTY COUNTY ADMINISTRATOR**  
**TODD BONLARRON**
- 9. COMMITTEE REPORTS**
  - A. PTSB Planning Subcommittee
- 10. ACTION ITEMS**
  - A. May Service Changes
  - B. Public Comment on Item 10 A
- 11. INFORMATION ITEMS**
  - A. PMO Performance Ridership Update
  - B. Bus Link Update
  - C. Public Relations and Community Outreach
  - D. Public Comment on Items 11 A, 11 B ,11C
- 12. CUSTOMER SERVICE REPORT**
- 13. PUBLIC COMMENTS (General)**
- 14. BOARD MEMBER COMMENTS**
- 15. ADJOURNMENT**

**Palm Tran Administrative Offices**  
100 North Congress Avenue  
Delray Beach, FL 33445-3436  
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**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



**Frank Stanzione**  
Seat 1 - Rep. with Transportation Experience

**Kerry Rawn**  
Seat 2 - Disability Advocate

**Selva Selvendran**  
Seat 3 - Environmental Advocate

**KaShamba Miller-Anderson**  
Seat 4 - Elected Municipal Official

**Jim Gibbs**  
Seat 5 - Business Community Representative

**Donté Mickens**  
Seat 6 - Rep. with Multicultural Experience

**Carolyn Hmara**  
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**Tekesha Saffold**  
Seat 8 - Certified Paratransit User

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

**Dennis Martin**  
Seat 12 - Rep. with Extensive Paratransit Experience

**Leondrae Camel**  
Seat 13 -Resident of Glades/Lake Region Area

**Manuel Rivera**  
Seat 14 - Citizen at Large

**PALM TRAN SERVICE BOARD**  
**Palm Tran Delray Beach Headquarters Board Room**  
**100 North Congress Avenue**  
**Delray Beach, FL 33445-3436**  
**Thursday, December 11, 2025**  
**1:30 P.M. to 3:30 PM**

**1. Call to Order**

Meeting called to order at 1:32 P.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

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

Jim Gibbs, Seat 5, Business Community Representative

Carolyn Hmara, Seat 7, Senior Citizen Representative

Tekesha Saffold, 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

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

Leondrae Camel Seat 13, Resident of the Glades/Lakes Region Area

Manuel Rivera Seat 14, Rep. with Multicultural Experience

**Members Absent**

Selva Selvendran, Seat 3, Environmental Advocate

Donté Mickens, Seat 6, Representative with Multicultural Experience

Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

**2. Motion to Adopt the Agenda for December 11, 2025**

Chairwoman Mitchell requested a motion to adopt the agenda for December 11, 2025. Motion made by Mr. Stanzione and seconded by Ms. Saffold the motion was approved unanimously.

Ms. Mitchell

**3. Motion to Approve Minutes for October 23, 2025**

Chairwoman Mitchell requested a motion to approve the Minutes for October 23, 2025. Motion made by Mr. Stanzione seconded by Ms. Saffold

The motion was approved unanimously.

**4. Safety Message/Briefing**

The Safety Message was presented by:  
David Manset, Records & Operations Analyst  
The December Safety Message was “Holiday Safety Season”

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

Chair Mitchell welcomed all to the meeting, she had the board members introduce themselves to the newest members of the board.  
Ms. Mitchell wished everyone a happy holiday season.  
Ms. Mitchell expressed that she is hopeful for improvements at Connection.  
Chair Mitchell mentioned how much she enjoyed the holiday recognition event.

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

Executive Director Ivan Maldonado welcomed all to the December PTSB Meeting. Mr. Maldonado gave background on Connection Plus that will be launching on January 18<sup>th</sup>, 2026, he provided data and trends.

**7. Chief Operating Officer Report – John Lockhart**

Chief Operating Officer John Lockhart gave report on what has been going on behind the scenes at Palm Tran from a Palm Tran Bus Operator being recognized by a commissioner and getting a super hero award to annual bus rodeo, recognition event, EEO Training, to upward mobility of Palm Tran employees.  
Mr. Lockhart also mentioned the Electric Vehicles that have been delivered to the South County facility as well as the collaboration with Lively Technical College and Palm Tran for the Florida Transit Technical program.

**8. Chief Deputy County Administrator – Todd Bonlarron**

Not Present

**9. Information Items**

A. Buslink Pilot Program Update

Christopher Walker, Transit Scheduling Planner gave quick update on the pilot program that was approved by the Board of County Commissioners.

B Public Relations and Community Outreach

Janessa Croce, Senior Manager of Public Relations gave update on outreach and collaboration with Tri-Rail and the Airport to boost ridership and public awareness. .

Mrs. Croce also gave update on the United Way fund raising initiatives car wash etc.

**C. Public Comment on Items 9A & 9B**

None

**10. Customer Service Report**

Jeff McGregor, Customer Service Administrator spoke about a challenging frustrating experience due to trapeze outage recently experienced by staff and customers that was resolved through IT.

Mr. McGregor gave update on complaints, commendations and call volumes for fixed route and Connection.

**11. Public Comments**

Larry McDowell, President of the Braille Club, requested Palm Tran go out to the Braille Club to explain the Connection Plus service that will be implemented in January. He requested that bus operators are trained appropriately in dealing with the vulnerable customers of Palm Beach County

David London, he can hear better from the outside. Has mentioned in the past that more lighting is needed at the bus stop when it's raining.

**12. Board Member Comments**

None

**13. Adjournment**

Mr. Stanzione makes motions for adjournment.

Ms. Saffold seconds the motion.

The meeting was adjourned at 3:46 PM

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

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

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

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

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# PALM TRAN

SAFETY MESSAGE  
February 2026

## ELIMINATING HARD BRAKING

Hard braking is often a result of inadequate following distance or delayed reaction.

### WAYS TO ELIMINATE HARD BRAKING

- Anticipate Stops Early: Large buses require up to two football fields to stop safely. Begin braking sooner than you would in a smaller vehicle to ensure a smooth transition.
- Maintain Following Distance: Keep a significant gap between your bus and the vehicle ahead to avoid the need for sudden, aggressive braking.
- Smooth Stop Technique: Just before coming to a complete halt, slightly reduce pressure on the brake pedal to prevent a final “jerk” that can cause falls.



*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

# Palm Tran Service Board Meeting (PTSB)



**Ivan Maldonado**

Executive Director, Palm Tran

Presented: Thursday, October 23, 2025



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



# Palm Tran Service Board Meeting (PTSB)



**John Lockhart**  
Chief Operations Officer, Palm Tran  
Presented: Thursday, February 26, 2026



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



# Route 44

BUS STOP

STOP #

310

Palm Tran  
Public Transportation

ROUTES SERVED

1

31-841-428



**EXPLORE PALM BEACH COUNTY WITH PALM TRAN**

**44** Route 44 now has one hour frequency!



Take Palm Tran from the Intermodal Transit Center to Palm Beach International Airport every hour!



# Palm Tran Connection Program Updates



**BUS STOP**  
STOP # 310  
Palm Tran  
Public Transportation  
ROUTES SERVED  
1  
31-841-428



# FDOT TOUR



**BUS STOP**  
STOP #  
**310**  
Palm Tran  
Public Transportation  
ROUTES SERVED  
**1**  
31-841-428



Palm Tran





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**DATE:** February 26, 2026  
**TO:** Chair Carmencita Mitchell and Board Members  
**FROM:** Ivan Maldonado, Executive Director  
**RE:** May 17, 2026, Service Changes

Dear Chair Mitchell and Board Members,

I am writing to inform you that on Thursday, February 26, 2026, at the Palm Tran Service Board meeting, our staff will recommend and request board approval on several schedule and route adjustments to improve on-time performance and efficiency. These changes will be recommended for implementation as part of the May 17, 2026 service changes.

The proposed changes include:

- Route 1 running time and trip time adjustments
- Route 2 realignment and trip time adjustments
- Route 3 running time and trip time adjustments
- Route 4 realignment and trip time adjustments
- Route 10 realignment
- Route 33 running time and trip time adjustments
- Route 44 running time and trip time adjustments
- Route 47 running time and trip time adjustments
- Route 61 trip time adjustment
- Route 71 elimination
- Route 91 realignment and trip time adjustments
- Port St. Lucie Express running time adjustments

As per Resolution No. 15-0893 Section 9 (a), the proposed changes to Route 4 and 71 are considered major fixed-route adjustments, since they exceed the 25% total route miles threshold. Therefore, a public hearing is required. Additionally, an equity analysis has been provided.



# Proposed May 2026 Service Changes

Christopher Walker  
Transit Planning Scheduler





## Performance Highlights

Metric	Oct-Dec 2024	Oct-Dec 2025	Change
<b>Systemwide On-Time Performance</b>	76.4%	<b>79.5%</b>	<b>+3.1 pts</b>
<b>PSLX  Ridership</b>	2,861	<b>4,208</b>	<b>+47.1%</b>
<b>Route 44 Ridership</b>	11,867	<b>17,545</b>	<b>+47.8%</b>

- **On-time Performance:**
  - 24 routes higher vs 2024
  - 22 routes exceed 76% target
  - 18 routes exceed 78% stretch goal
- **Ridership:**
  - 9 routes higher vs 2024



# 72

Average daily riders  
In December 2025





# May 2026 Service Changes



## Route 2

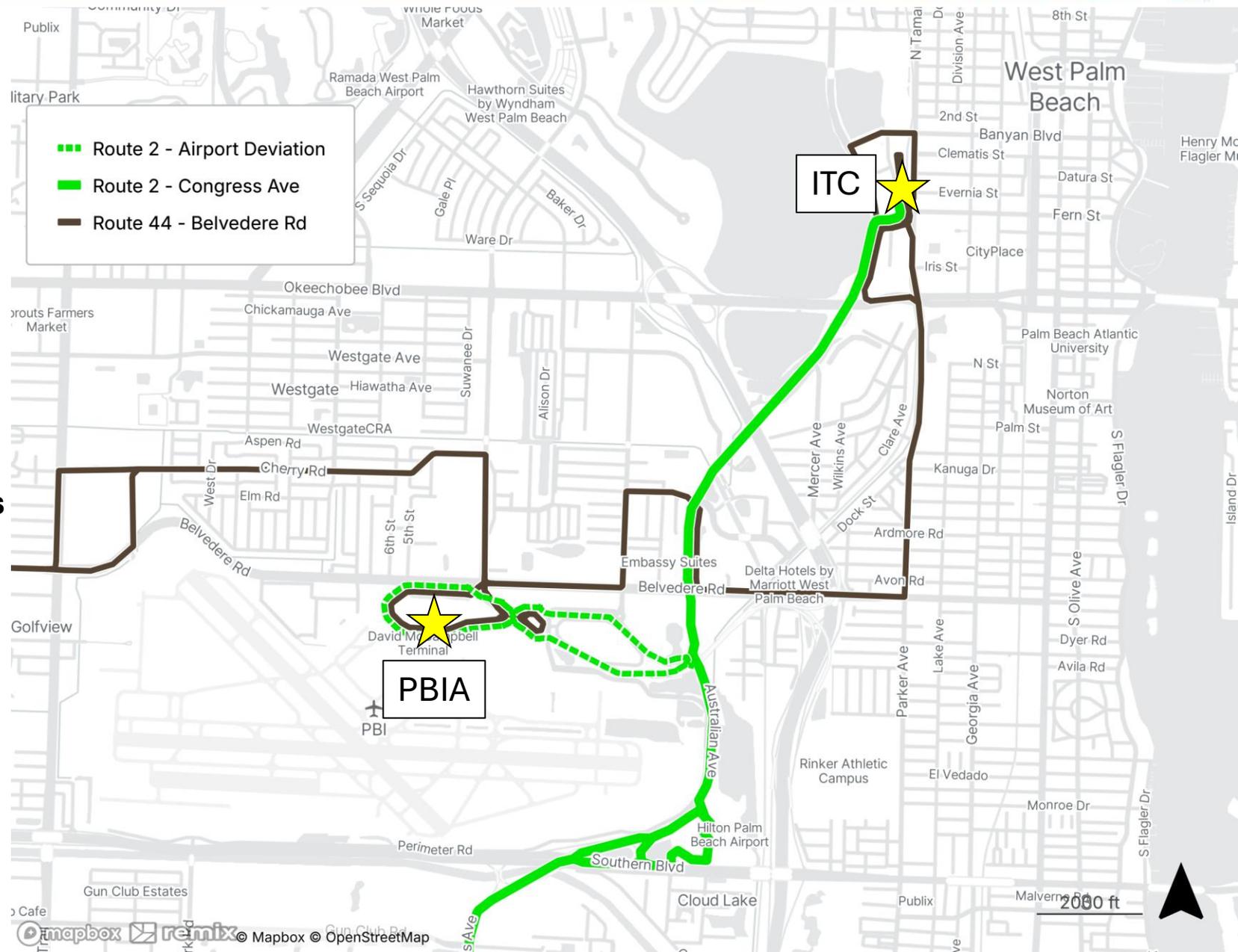
Average daily ridership: 2,156 (#3)

On-time performance: 81%

Existing frequency: 30/45/60

Population ¼ mile: 43,700

- **Route 2 modified to serve PBIA**
  - Uses existing Route 44 stop at arrivals level
- **Fare free transfers for Tri-Rail Riders**
  - Tri-Rail contribution
- **More Frequent Airport Service**
  - Three buses per hour on Weekdays





# May 2026 Service Changes

## Route 4 (VA to Melaleuca Ln via Haverhill Rd)

**Average ridership:** 275 (#19)

**On-time performance:** 74%

**Existing frequency:** 65/60/60

**Population ¼ mile:** 37,300

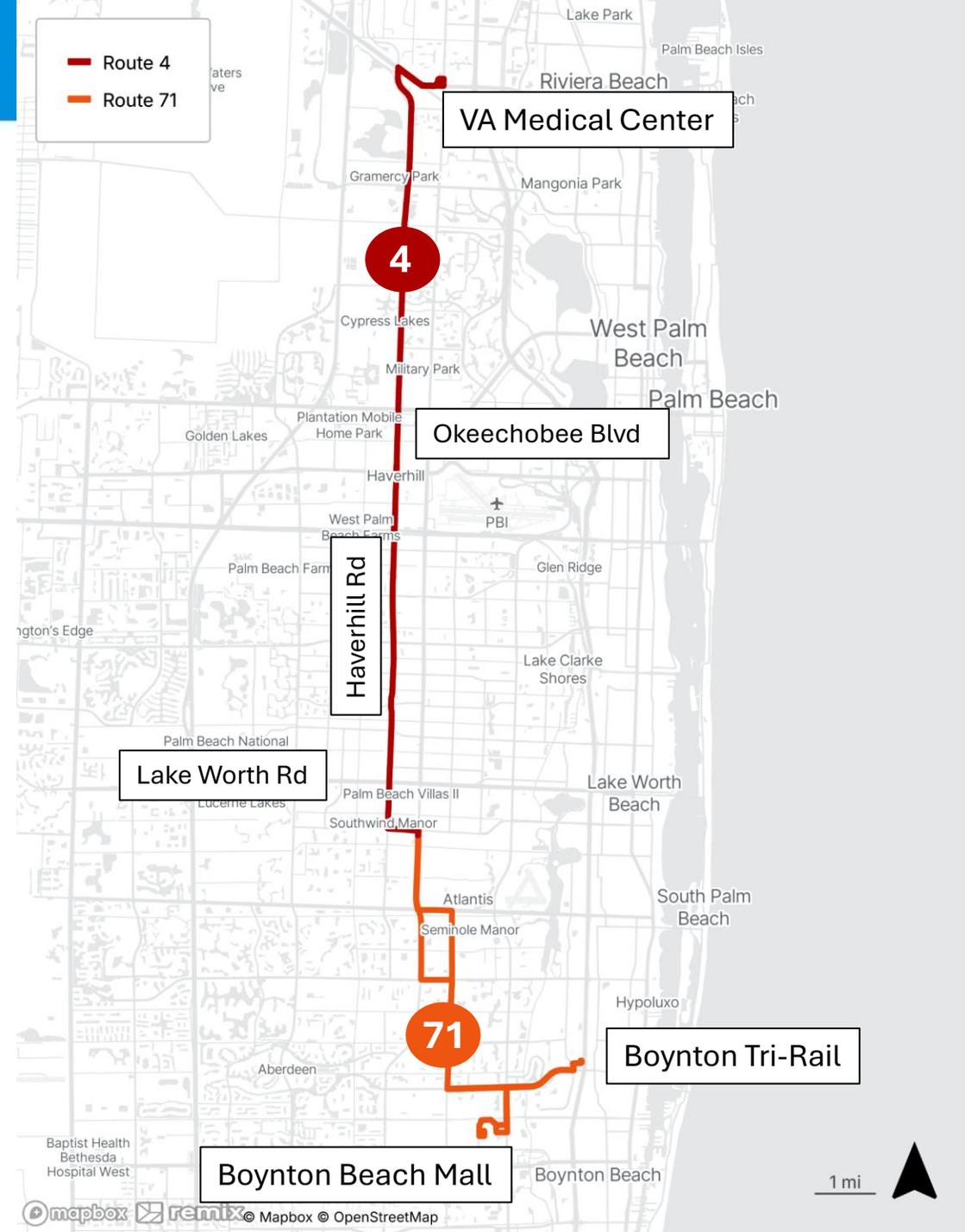
## Route 71 (Melaleuca Ln to BB Mall via Lawrence Rd)

**Average ridership:** 153 (#28)

**On-time performance:** 72%

**Existing frequency:** 65/60/No Service

**Population ¼ mile:** 25,300

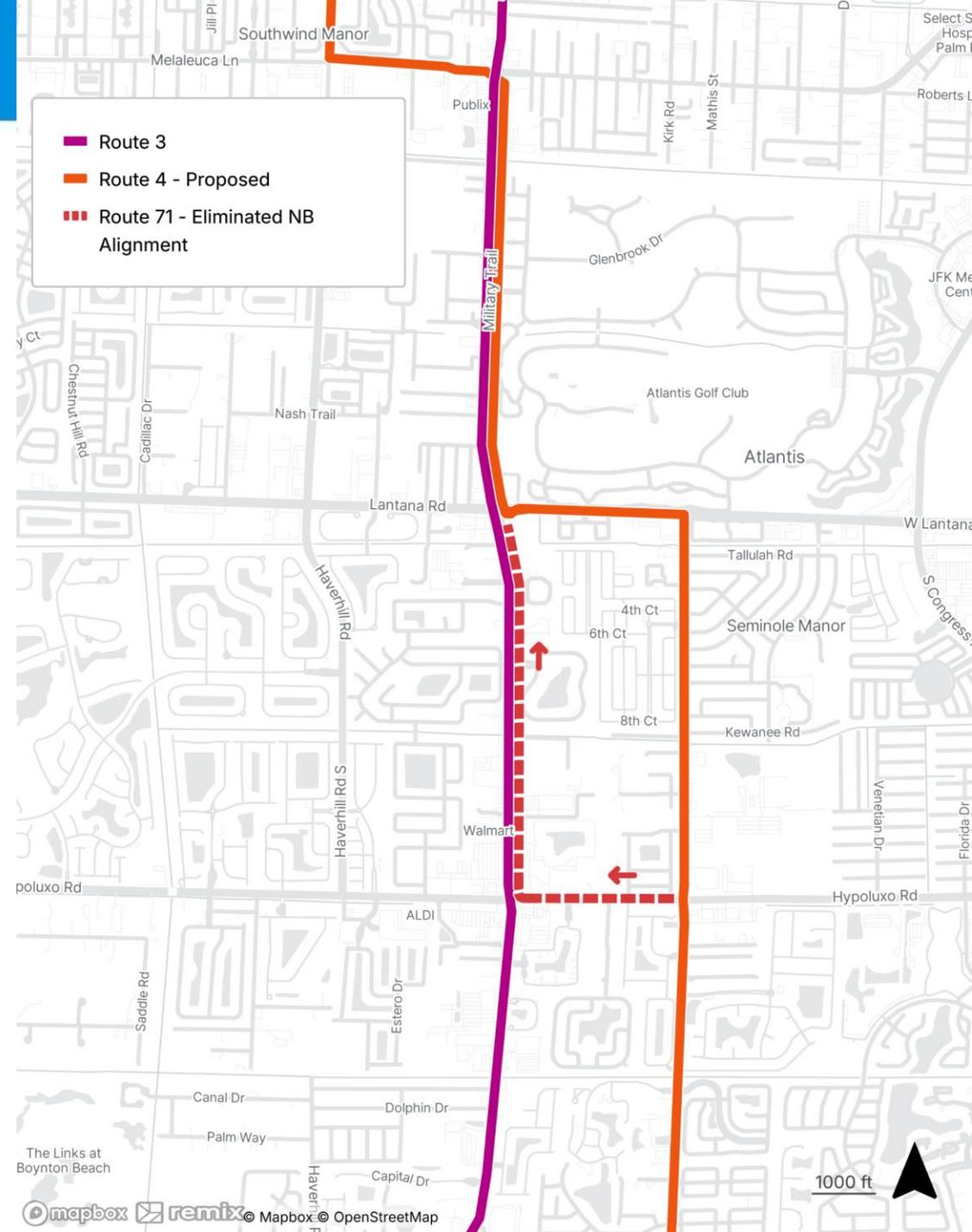




# May 2026 Service Changes

## Route 4

- **Combine Route 4 and Route 71 into a single Route 4**
  - Increase rider awareness of 1-seat ride between VA and Boynton Beach Mall
- **Add Sunday Service** (60-minute frequency) on current Route 71 alignment
- **Re-align northbound alignment to stay on Lawrence between Hypoluxo Rd and Lantana Rd**
  - Matches existing southbound alignment
  - Eliminated alignment covered by Route 3
- **Title VI – Service Equity Analysis Required**
  - No disparate impact or disproportionate burden





## Other Service Changes

Route	Change
<b>1 (Saturday)</b>	<ul style="list-style-type: none"> <li>Add recovery time at ITC</li> <li>Running time adjustments to improve OTP</li> </ul>
<b>3</b>	<ul style="list-style-type: none"> <li>Running time adjustments to improve OTP</li> </ul>
<b>10</b>	<ul style="list-style-type: none"> <li>Modify southbound alignment to use Parkside Drive instead of Central Blvd between FAU and Alton Town Center</li> </ul>
<b>33</b>	<ul style="list-style-type: none"> <li>Eliminate timepoints at Gardens Hospital and Azure Estates.</li> <li>Relocate Australian/Blue Heron timepoint to stop #2288.</li> <li>Running time adjustments to improve OTP</li> </ul>
<b>44</b>	<ul style="list-style-type: none"> <li>Relocate Belvedere/Parker timepoint to Worthington/Australian</li> <li>On Sunday, shift departure times by 30 minutes to offset with Route 2 to Airport</li> <li>Running time adjustments to improve OTP</li> </ul>

Route	Change
<b>47</b>	<ul style="list-style-type: none"> <li>Move South Bay end of line to stop #5053</li> <li>Move Pahokee timepoint to stop #4839</li> <li>Adjust last trips to improve transfer times with inbound Route 40</li> </ul>
<b>61 (Weekday)</b>	<ul style="list-style-type: none"> <li>For 6:15 am westbound trip, reallocate recovery time from Cresthaven/Military to Riverbridge</li> </ul>
<b>91</b>	<ul style="list-style-type: none"> <li>Modify alignment to remove service from Weinberg House (Detour – JFSPBC)</li> <li>Running time adjustments to improve OTP</li> </ul>
<b>PSLX</b>	<ul style="list-style-type: none"> <li>Add timepoint at Quadrille/Clematis to more accurately reflect scheduled stop times at downtown bus stops</li> <li>Southbound PM trips will go straight to the ITC and not service downtown stops</li> <li>Stop 105 replaces stop 614 (eliminated to improve stop spacing)</li> </ul>





## Next Steps





**Executive Summary**  
**Title VI Service Equity Analysis:**  
**Proposed Modification to Route 4/71**

December 2025





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## 1 INTRODUCTION

Palm Tran conducted a Title VI Service Equity Analysis to evaluate the proposed realignment and consolidation of Route 4 and Route 71 and to determine whether the proposed service change would result in a Disparate Impact to minority populations or a Disproportionate Burden to low-income populations. The analysis was performed in accordance with Palm Tran’s Title VI Program Update (2025) and FTA Circular 4702.1B, using Palm Tran’s adopted thresholds and analytical framework.

The proposed service change consolidates Routes 4 and 71 into a single continuous Route 4. Under existing conditions, the two routes operate as interlined services along portions of the corridor, with Route 71 serving a short segment in Boynton Beach that overlaps with Route 4 before branching into a limited service area. While interlining can improve vehicle utilization, it can also introduce operational complexity and customer confusion, particularly when route numbers change during a single trip or when performance issues on one route affect service reliability on the other.

Palm Tran staff identified the Route 71-only segment as having very low ridership and usage relative to the remainder of the corridor. Based on this finding, staff advanced a proposal to consolidate the routes in order to improve efficiency, enhance productivity, simplify the route structure, and improve the customer experience. Under the proposed configuration, the full corridor would operate as Route 4, eliminating interlining and creating a clearer, more intuitive service pattern for riders.

## 2 PURPOSE OF THE ANALYSIS

The purpose of the Service Equity Analysis is to determine whether the proposed Route 4–71 realignment would result in adverse effects to minority or low-income populations that exceed Palm Tran’s adopted 20 percent threshold for Disparate Impacts or Disproportionate Burdens. Palm Tran policy requires that any major service change be evaluated to ensure that protected populations do not experience disproportionately greater negative effects than non-protected populations.

This analysis focuses on changes in access to fixed-route transit service, measured using Palm Tran’s standard ¼-mile walkshed for local bus routes. This distance-based measure reflects FTA guidance and national transit planning practice and allows for consistent, objective comparison of service conditions before and after the proposed change.

## 3 ANALYTICAL APPROACH

The Service Equity Analysis compared existing and proposed service conditions using a combination of spatial analysis, demographic evaluation, and before-and-after comparisons. The analysis assessed the population residing within ¼ mile of the existing and proposed route alignments and examined changes in:

- Total population served
- Minority population served



- Low-income population served

Demographic data were derived from the 2020 U.S. Census and American Community Survey, consistent with Palm Tran’s prior Title VI analyses. Population estimates were calculated using geospatial intersection techniques to proportionally allocate Census block group populations within the defined service areas.

The analysis evaluated both absolute changes and percent changes and compared impacts to minority and low-income populations relative to non-minority and non-low-income populations. These comparisons were then assessed against Palm Tran’s 20 percent threshold, which defines the point at which an adverse impact is considered disparate or disproportionate under Palm Tran policy.

## 4 SUMMARY OF FINDINGS

The results of the analysis indicate that the proposed Route 4–71 realignment results in a modest reduction in total population within walking distance of the route, while maintaining or slightly increasing the proportion of protected populations served.

Key findings include:

- The total population within ¼ mile of the route decreases by approximately 4.5 percent under the proposed alignment.
- The percentage of minority residents served increases slightly, indicating that minority populations are not adversely affected relative to non-minority populations.
- The percentage of low-income residents served also increases slightly, indicating that low-income populations are not adversely affected relative to non-low-income populations.
- No geographic areas with high concentrations of minority or low-income populations lose access to fixed-route service as a result of the proposed change.

While the proposed service modification results in a small reduction in overall population coverage, the change does not disproportionately affect protected populations. The magnitude of change is well below Palm Tran’s adopted threshold for identifying adverse equity impacts.

## 5 DISPARATE IMPACT AND DISPROPORTIONATE BURDEN DETERMINATIONS

Based on the application of Palm Tran’s Title VI thresholds and evaluation criteria:

- No Disparate Impact to minority populations is identified. Minority populations do not experience a greater adverse effect than non-minority populations, and the difference in impacts does not approach the 20 percent threshold.
- No Disproportionate Burden to low-income populations is identified. Low-income populations do not experience a greater adverse effect than non-low-income populations, and the difference in impacts does not approach the 20 percent threshold.



Because neither threshold is exceeded, Palm Tran policy does not require mitigation measures for the proposed service change.

## 6 OPERATIONAL AND CUSTOMER BENEFITS

In addition to maintaining equity, the proposed realignment provides several operational and customer-facing benefits:

- Simplifies route identification by operating the full corridor under a single route number.
- Improves customer understanding and wayfinding.
- Concentrates service resources on higher-demand segments of the corridor.
- Improves overall service productivity.

These benefits are achieved without creating adverse equity impacts, supporting Palm Tran’s broader goals of efficient, effective, and equitable transit service delivery.

## 7 CONCLUSION

Palm Tran evaluated the proposed Route 4–71 realignment in full compliance with the Palm Tran Title VI Program Update (2025) and FTA Circular 4702.1B. The Service Equity Analysis demonstrates that the proposed service change:

Does not result in a Disparate Impact to minority populations

Does not result in a Disproportionate Burden to low-income populations

Falls well below Palm Tran’s adopted 20 percent threshold

Accordingly, the proposed modification complies with Palm Tran’s Title VI policies, and no mitigation measures are required. The service change may proceed consistent with Palm Tran’s adopted procedures and ongoing commitment to equitable transit service.



## APPENDIX A MAPS

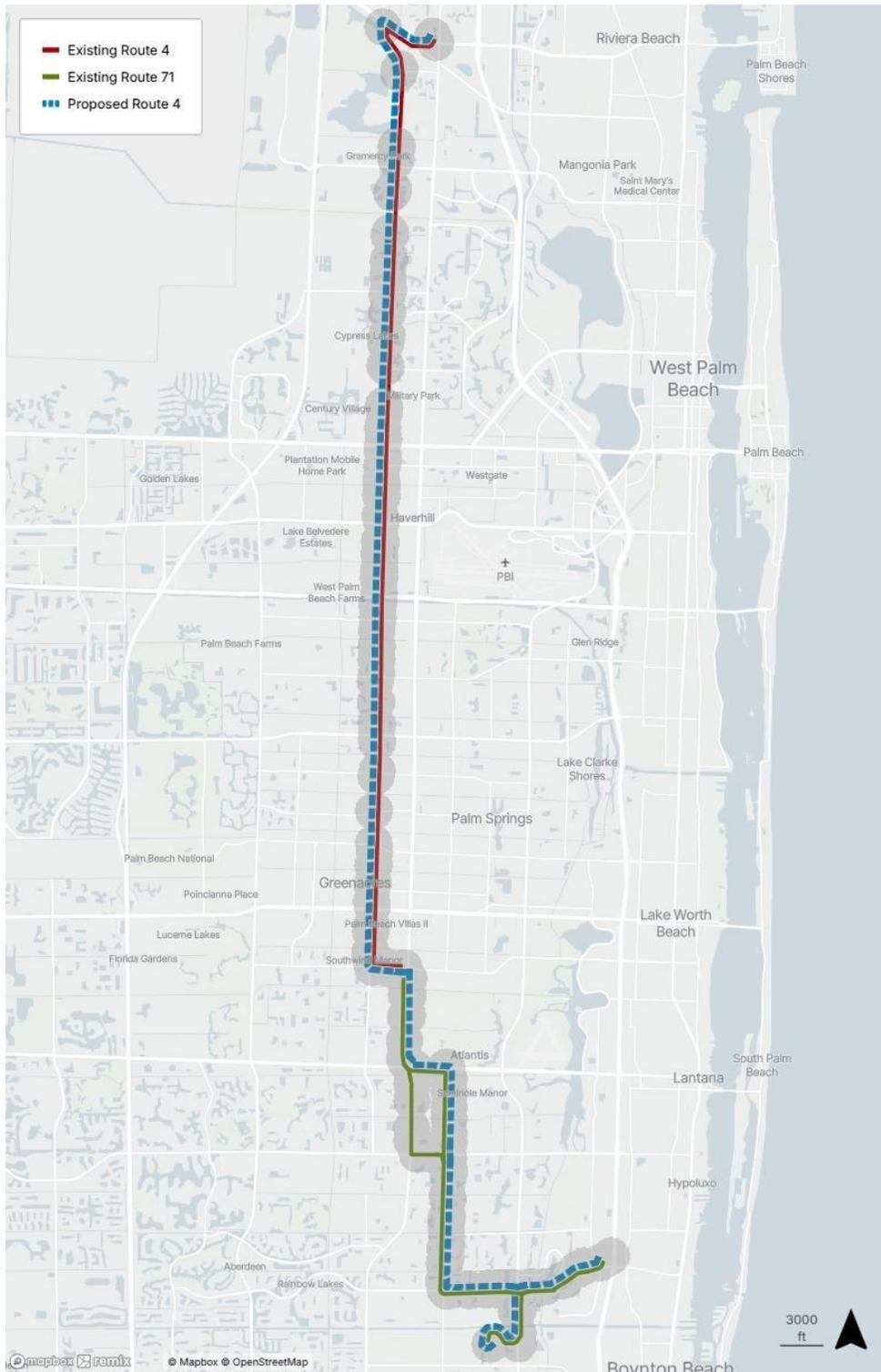


FIGURE 1 EXISTING AND PROPOSED ROUTE CHANGES WITH ¼ MILE WALKSHED

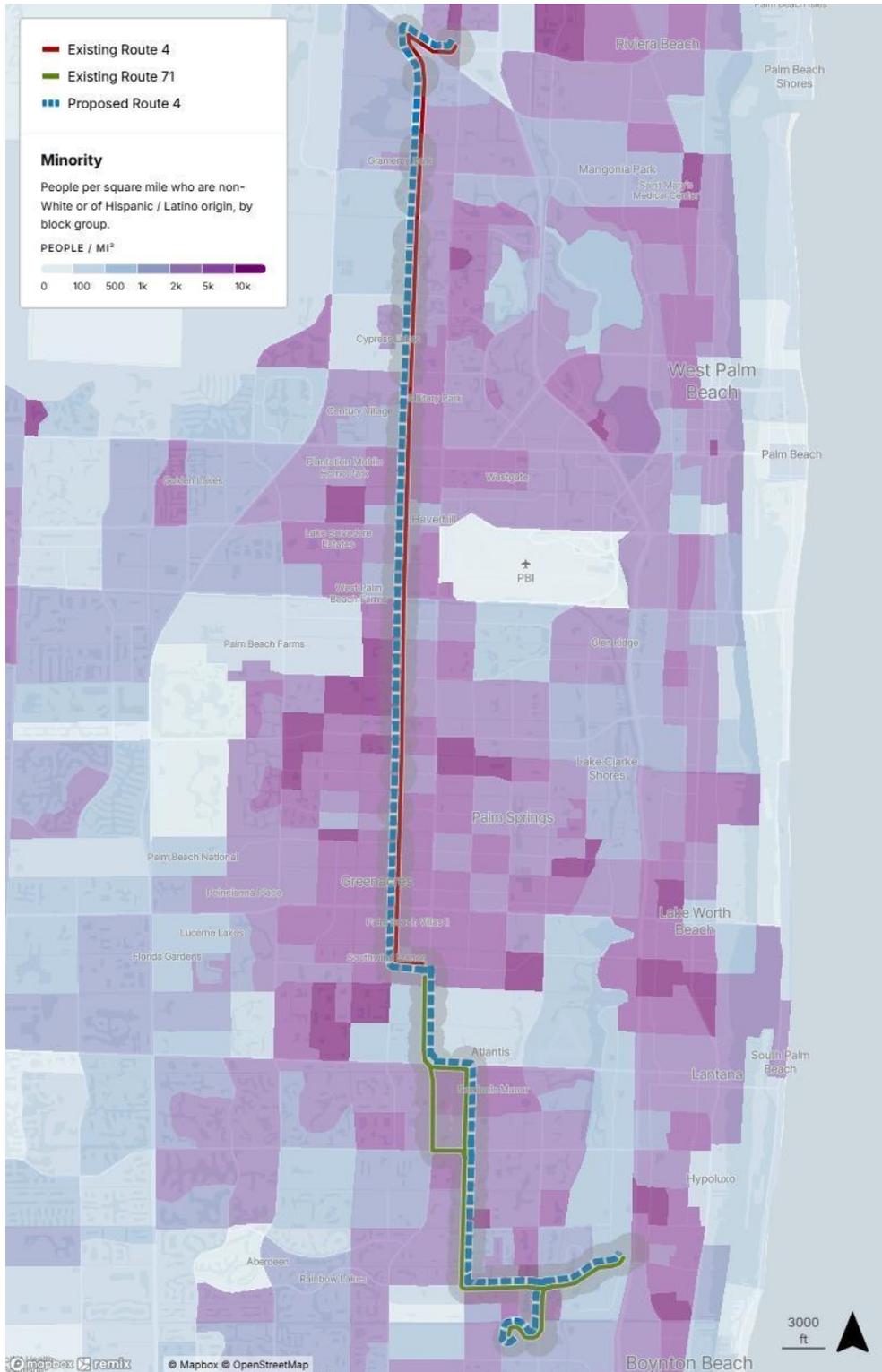


FIGURE 2 SERVICE AREA MINORITY POPULATION

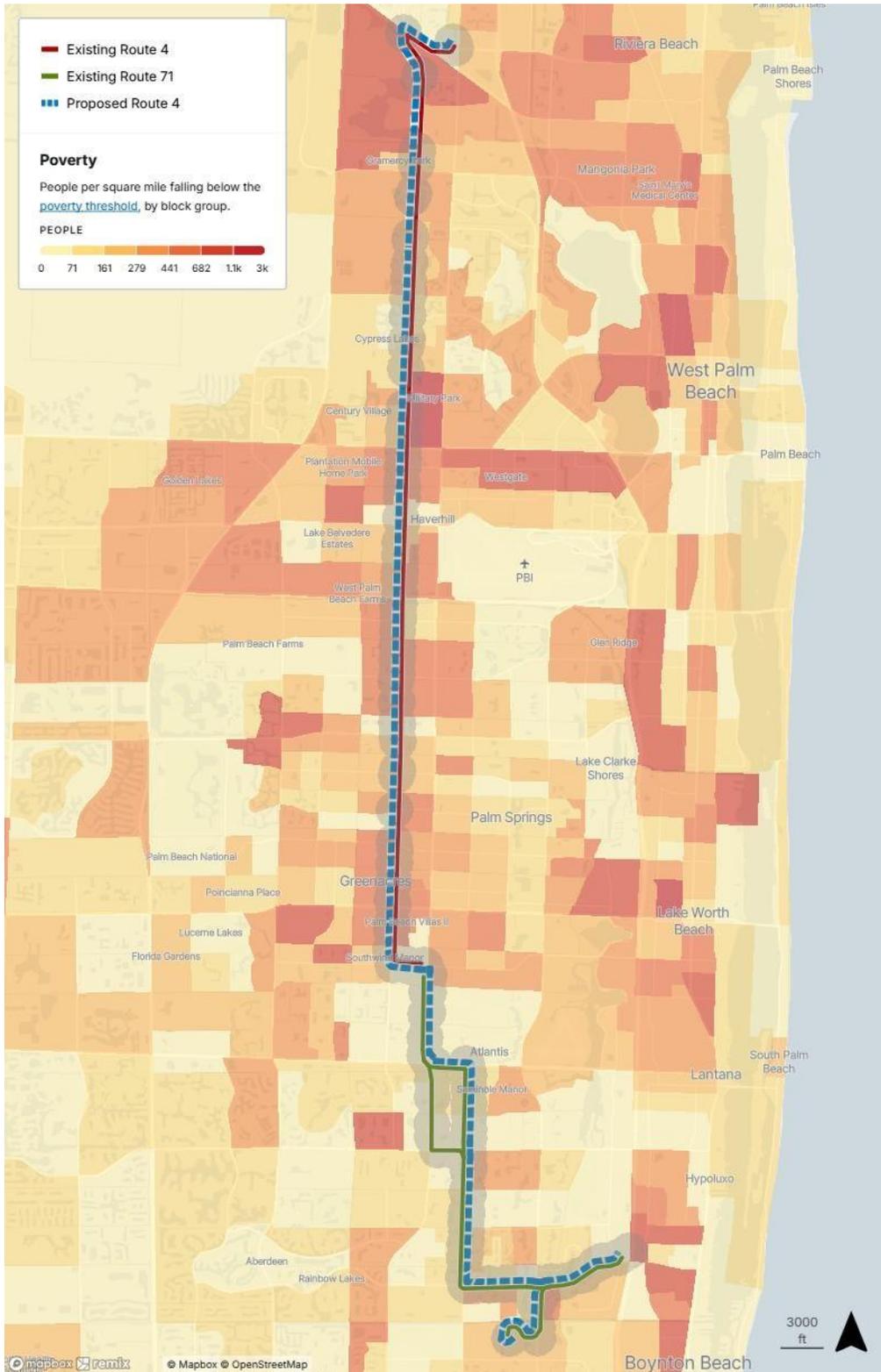


FIGURE 3 SERVICE AREA LOW INCOME POPULATION



FIGURE 4 PROPOSED AREA OF CHANGE MINORITY POPULATION





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**DATE:** February 20, 2026  
**TO:** Chair Mitchell & Board Members  
**FROM:** Ivan Maldonado, Executive Director  
**RE:** January 2026 Performance Overview

The Palm Tran Fixed-Route and Connection Dashboards for January 2026 are summarized below:

For the month of January 2026, the Fixed-Route and Connection Dashboards reflect a 0.01% decrease in ridership compared to December 2025 across all modes.

As of the date of this memorandum, five (5) performance metrics fell below the established minimum thresholds, while twelve (12) metrics exceeded them. The Fixed Route Mean Distance Between Failures (MDBF) metric is not included this month due to a delay in data reporting.

The January 2026 Monthly Performance Report, including Fixed-Route, Connection, and GoGlades data, is expected to be published by the PTSB Meeting on February 26, 2026.

# PERFORMANCE REPORT

JANUARY 2026 (FY2026)

Performance Management Office



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

# January Ridership Overview

Trends By Mode - January 2026 (FY26)



MODE	December	January
Fixed Route	706,155	702,848
PTC	67,573	70,191
GG	12,302	11,820
USURV	12,173	13,369
Lyft Choice Program	13,771	13,654
<b>Total</b>	<b>811,974</b>	<b>811,882</b>

-0.01% MoM

Only revenue ridership is NTD reportable.



## FIXED ROUTE DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.45	● 0.49	▲ 1.22	● 1.08	● 0.81
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.67
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.04	● 1.08
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 754,837	◆ 670,778	▲ 700,925	▲ 702,848	◆ 2,829,388
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.0
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
On-Time Performance	74%	76%	78%	● 80.4%	● 79.4%	● 78.6%	● 78.9%	● 79.3%
Mean Distance Between Failures	7,000	8,000	9,000	● 9,071	● 9,500	▲ 7,908		
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.16
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	● 2.95	● 2.90	▲ 3.46	▲ 3.03

\* FX MDBF measure pending as of the date this presentation



# JANUARY 2026

## CONNECTION DASHBOARD

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Preventable Collisions per 100k Miles	2.00	1.00	0.70	● 0.72	▲ 1.07	▲ 1.55	● 0.81	▲ 1.04
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	● 1.02	● 1.19	● 1.79	● 1.28	● 1.32
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	▲ 1.50	▲ 1.45	▲ 1.42	▲ 1.46	▲ 1.46
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
On-Time Performance	85%	90%	92%	◆ 73.7%	◆ 76.7%	◆ 74.8%	◆ 79.3%	◆ 76.1%
Mean Distance Between Failures	6,500	7,700	9,500	● 15,527	● 20,470	● 20,912	● 22,618	● 19,882
All Customer Commendations per 1k Trips	0.80	1.10	1.40	● 2.31	● 2.06	● 1.63	● 1.63	● 1.91
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	YTD
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲ 2.41	▲ 2.30	● 1.89	▲ 2.05	▲ 2.17
Reservations Call Hold Time	4:00	3:00	2:00	◆ 7:28	◆ 8:30	◆ 18:53	◆ 11:20	◆ 11:32
Where Is My Ride Hold Time	4:00	3:00	2:00	● 2:45	▲ 3:12	◆ 5:32	▲ 3:25	▲ 3:43



The logo features a stylized circular icon on the left, composed of two interlocking shapes in shades of blue and teal. To the right of the icon, the words "BUS LINK" are written in a bold, dark blue, sans-serif font.

# BUS LINK



# Palm Tran Service Board Meeting (PTSB)



**Janessa Croce**  
Senior Manager of Public Relations, Palm Tran  
Presented: Thursday, February 26, 2026



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# Palm Tran at PBC Day



**BUS STOP**  
STOP #  
**310**  
Palm Tran  
Public Transportation  
ROUTES SERVED  
**1**  
31-841-428



# Riviera Beach MLK Day Parade



**BUS STOP**  
STOP # 310  
Palm Tran Public Transportation  
ROUTES SERVED  
1  
31-841-428



# More Than Pink Bus



# Florida Public Employer Labor Relations Association (FPELRA) Training



# Spring Training



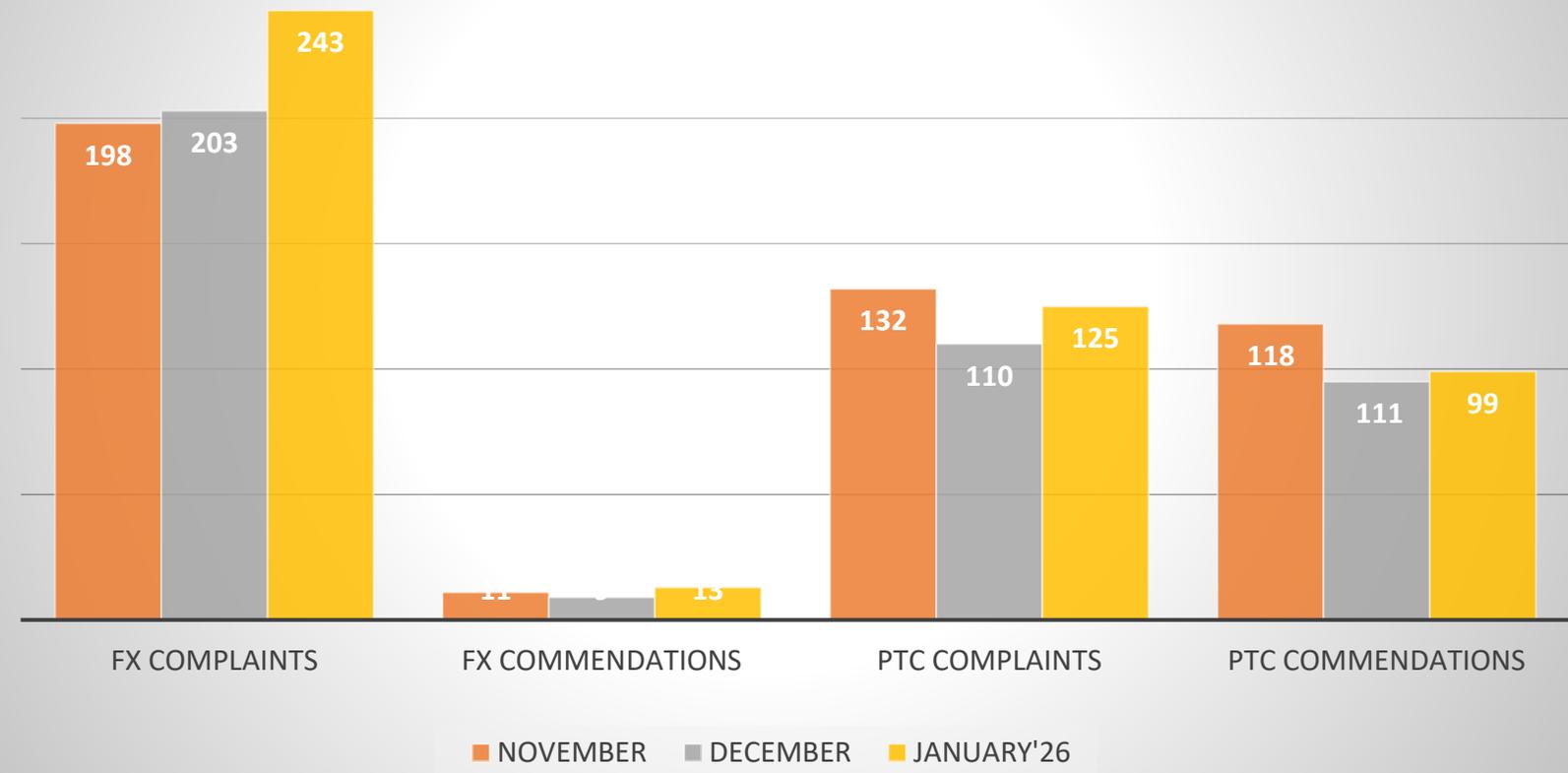


# Customer Service Information Update (Nov, Dec, Jan'26)

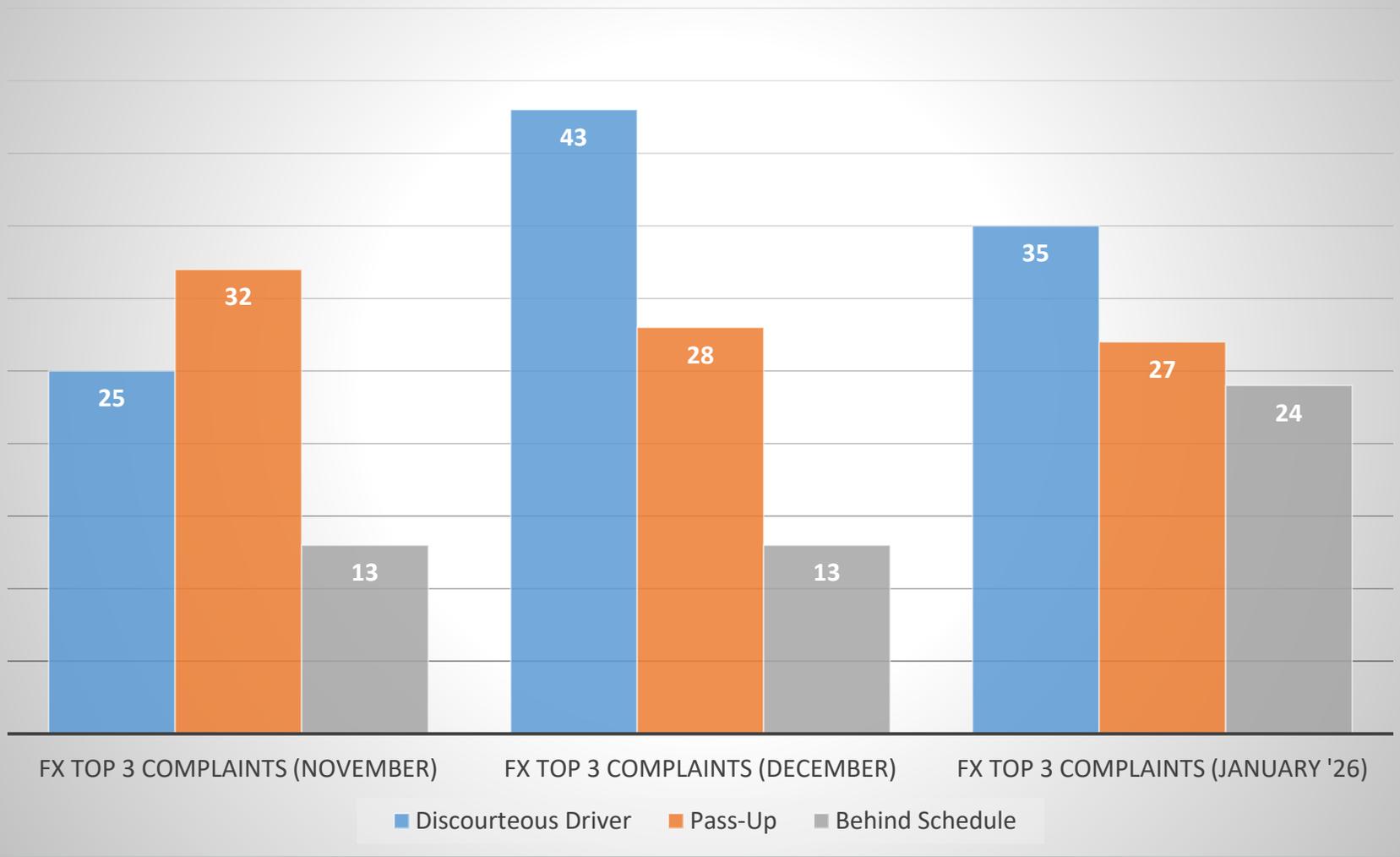


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## Complaint / Commendation Received



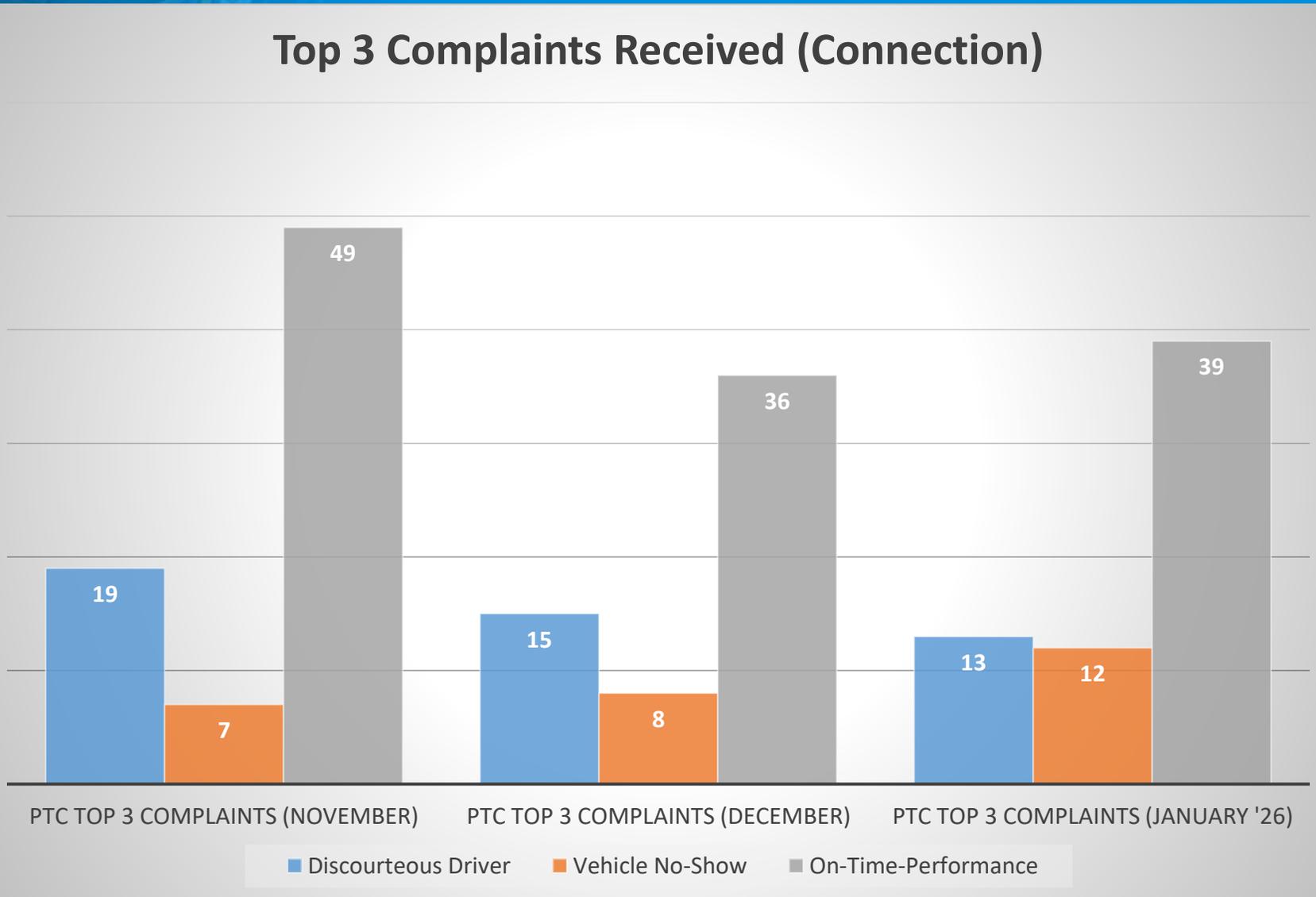
## Top 3 Complaints Received (Fixed-Route)



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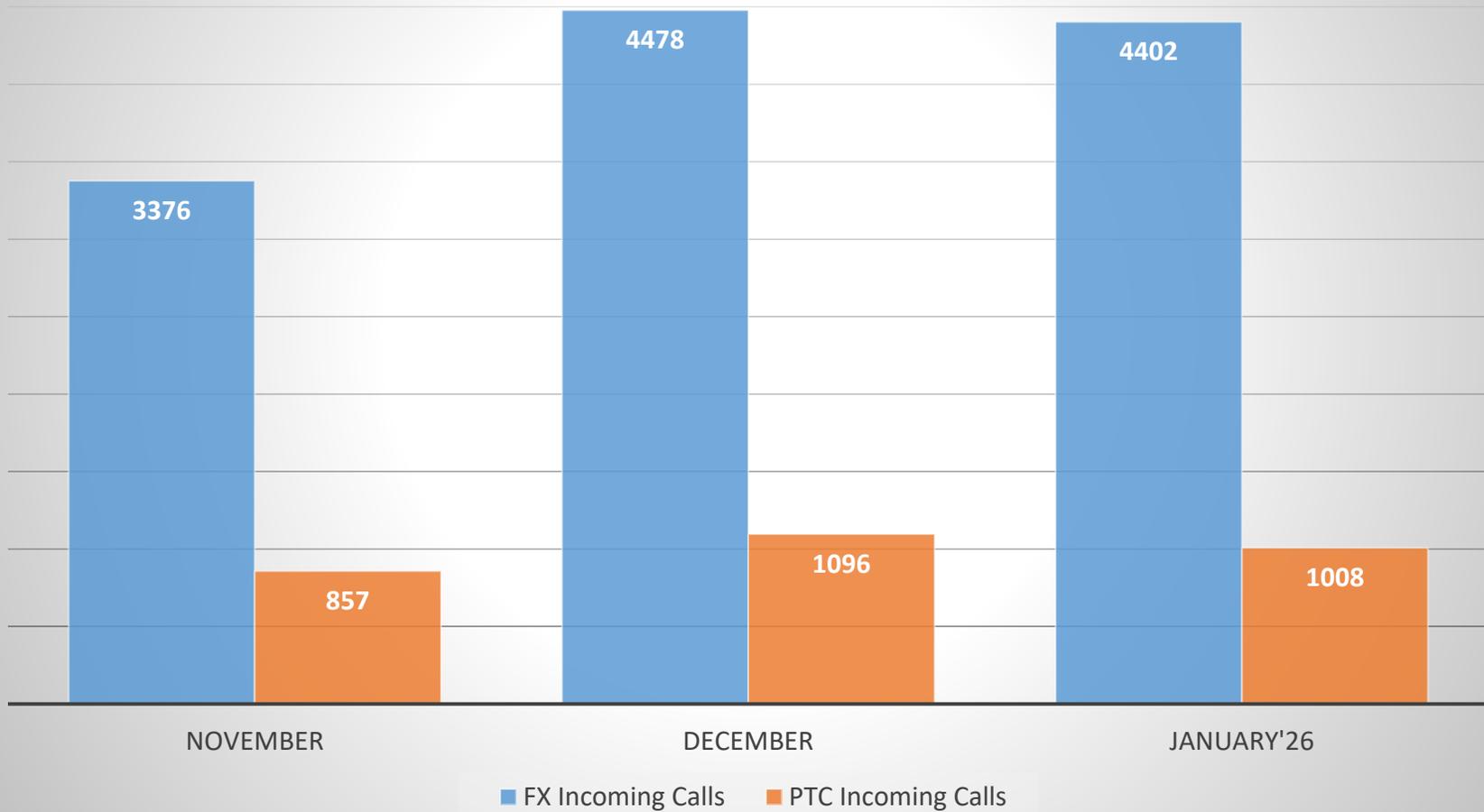
### Top 3 Complaints Received (Connection)



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## Customer Service Call Volume Received



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