



Annual Update FY 26

Transit Development Plan





TABLE OF CONTENTS

1	INTRODUCTION.....	1
1.1	Annual TDP Update.....	2
1.2	Organization of the Report.....	2
1.3	MPO Coordination	3
2	PALM TRAN MISSION AND VISION	4
3	PALM TRAN SYSTEM OVERVIEW	4
3.1	Palm Tran Services	4
3.2	Palm Tran Fares	8
3.3	Fixed-Route Operating Statistics.....	8
3.4	Population and Demographics.....	12
4	SERVICE AND CAPITAL PROJECT ACCOMPLISHMENTS.....	20
4.1	Service Improvements	20
4.2	Other Capital and Infrastructure Improvements.....	31
4.3	Technology Improvements	34
4.4	Policy and Educational Improvements	36
5	10-YEAR OPERATING AND CAPITAL PROGRAM	38
5.1	Schedule of Projects	38
5.2	List of Priority Projects.....	43
5.3	Implementation Progress for 10-Year Goals & Objectives.....	47
6	10-YEAR FINANCIAL PLAN (FY 2026 – FY 2035)	56



TABLES

Table 1-1: Annual TDP Update Requirements Checklist.....	3
Table 3-1: Palm Tran Fare Structure.....	8
Table 3-2: Fixed Route Ridership Comparison.....	11
Table 4-1: Connection Plus Program Details.....	21
Table 4-2: Transit Corridor Enhancements.....	21
Table 4-3: Summary of Service Changes in FY 2025.....	23
Table 4-4: Regional Express Service Details.....	26
Table 5-1: 10-Year Schedule of Projects FY 2026-2035 Service Improvements.....	39
Table 5-2: 10-Year Schedule of Projects FY 2026-2035 Capital and Other Improvements.....	40
Table 5-3: 10-Year Implementation Plan Summary.....	41
Table 5-4: List of Priority Projects Methodology.....	43
Table 5-5: List of Priority Projects (Service Improvements).....	44
Table 5-6 List of Priority Projects (Capital Improvements).....	45
Table 6-1: Updated 10-Year Operating Financial Plan Details.....	58
Table 6-2: Updated 10-Year Capital Financial Plan Detail.....	59

MAPS

Map 3-1: Palm Tran Fixed Route System.....	7
Map 3-2: Population Density (2035).....	14
Map 3-3: Employment Density (2035).....	15
Map 3-4: Dwelling Units (2035).....	16
Map 3-5: Hispanic Population (Percent of Total).....	17
Map 3-6: Minority Population (Percent of Total).....	18
Map 3-7: Population Below Poverty Line.....	19
Map 4-1: Service Changes (FY 2025).....	25
Map 4-2: Regional Transit Improvement (95X).....	27
Map 4-3: On-Demand Transit Services.....	29

FIGURES

Figure 3-1: Average Weekday Boardings by Month.....	9
Figure 3-2: Average Saturday Boardings.....	9
Figure 3-3: Average Sunday Boardings.....	10
Figure 4-1: Bus Stop Accessibility Improvement at Stop #3052 on Electronics Way.....	33
Figure 6-1: 10-Year Operating Expenses and Revenues.....	56
Figure 6-2: 10-Year Capital Expenses and Revenues.....	56



1 INTRODUCTION

The Public Transportation Block Grant Program was enacted by the Florida Legislature to provide a stable source of state funding for public transit providers. Recipients that are eligible for and receive this financial assistance are required to develop, adopt, and update annually a 10-Year Transit Development Plan (TDP) consistent with Chapter 14-73.001, F.A.C. and Section 341.071, FS. This process helps to ensure that the provision of public transportation is consistent with the current mobility needs of the local community.

The TDP covers the year for which funding is requested and the subsequent nine years, ensuring alignment with the Department of Transportation's five-year Work Program, the Transportation Improvement Program (TIP), and the Department's Program and Resource Plan.

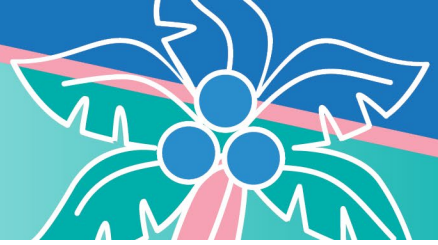
The TDP must be adopted by the provider's governing body and updated every five years to remain effective and relevant. The TDP planning process must involve public participation, complying with approved public involvement plans. Additionally, the TDP must review and ensure consistency with other relevant transportation and comprehensive plans to align with broader goals and objectives. The TDP must also include a transit demand estimation, using approved tools to forecast ridership over ten years, and a land use assessment to evaluate the impact of urban design patterns on transit service efficiency.

The interim updates, referred to as Annual TDP Updates, update coordination efforts with the Palm Beach Metropolitan Planning Organization's (MPO) and the 10-Year Operating and Capital Program. Coordination throughout the TDP and Annual TDP Update processes with the MPO is crucial. The TDP process requires a detailed coordination program that ensures collaborative participation in the development and implementation of both the TDP and LRTP. Finally, both the TDP and Annual TDP Updates update the 10-Year Operating and Capital Program, detailing project schedules, financial plans, and priority rankings. The 10-Year Operating and Capital Program are to be updated every five years in to reflect changing needs and conditions.

Accelerate 2031, Palm Tran's FY 2022-2031 TDP, was adopted by the Palm Beach County Board of County Commissioners (BCC) in November 2021. This document serves as the fourth Annual Update under Accelerate 2031 and covers the new 10-year planning horizon of FYs 2026-2035.



Accelerate 2031 serves as Palm Tran's strategic guide for public transportation in Palm Beach County during the next 10-years.



1.1 Annual TDP Update

The Annual TDP Update focuses on revising the ten-year operating and capital program, including updates to the schedule of projects, financial plan, and priority project list. It extends the program by adding a new tenth year and includes a formatted 10-Year Schedule of Projects table reflecting any updates to the schedule. The update also provides a brief narrative overview highlighting the progress and achievements related to the Metropolitan Transportation Planning Process Coordination Program. Unlike the five-year TDP, the Annual TDP Update does not require approval by the transit agency's governing board but must be presented to the local MPO governing board. The update must also meet all deadlines and requirements.

Furthermore, this is the final Annual TDP Update before Palm Tran's next five-year major TDP update. While this Annual TDP Update primarily revises the 10-Year Schedule of Projects, Financial Plan, and List of Priority Projects based on changes in the past year, next year's five-year major TDP update includes the development of a new 10-Year Operating & Capital Program, drawing from all other TDP components that will also be updated, potentially resulting in a more refreshed list of projects in comparison to this Annual TDP Update.

1.2 Organization of the Report

In addition to this introduction, the Annual TDP Update for FY 2026 includes the following sections.

- **Section 2** presents Palm Tran's vision and mission used to guide its 10-year plan.
- **Section 3** provides an overview of the Palm Tran system and notable updates to the operating and capital environment since the last TDP.
- **Section 4** describes Palm Tran's service, capital, and planning accomplishments in FY 2025.
- **Section 5** reviews Palm Tran's progress in implementing the items planned to be accomplished in FY 2026, as described in *Accelerate 2031*.
- **Section 6** provides the updated 10-year implementation and financial plan, which extends the planning horizon to FY 2035.
- **Section 7** provides a description of the annual farebox recovery ratio at Palm Tran.



TABLE 1-1: ANNUAL TDP UPDATE REQUIREMENTS CHECKLIST

Annual Update Requirement	Report Section(s) Where Found
Brief Narrative of the TDP Process	✓ Section 1 – Introduction
Included any updated modifications to the previous year’s 10-Year Operating and Capital Program	✓ Section 3 – Palm Tran System Overview ✓ Section 4 – Service and Capital Project Accomplishments ✓ Section 5 – Description of Implementation Progress for FY 2025
Address Progress Achievements of the Metropolitan Planning Process, Including Coordination on Unified Planning Work Program (UPWP), TIP, and Corridor Development Studies	See Section 1.3
Formatted Table with 10-Year Schedule of Projects	✓ Section 5 – Description of Implementation Progress for FY 2025
List of Priority Projects	✓ Section 5 – Description of Implementation Progress for FY 2025
Extended the current 10-Year Operating & Capital Program	✓ Section 6 – 10-Year Financial Plan (FYs 2025-2034)

Artificial intelligence-based tools were used in limited ways to support drafting and idea generation. All substantive analysis, conclusions, and recommendations reflect the independent work, expertise, and judgment of the project team.

1.3 MPO Coordination

The development of this Annual TDP Update has been conducted in close coordination with the Palm Beach MPO to ensure compliance with FDOT requirements and applicable federal planning regulations. Consistent with FDOT guidance and federal performance-based planning requirements, this Annual TDP Update aligns with the LRTP, TIP, and UPWP. Palm Tran participates in ongoing coordination with MPO staff through data sharing, corridor planning efforts, public engagement activities, integration of transit priorities into regional planning documents, and coordinates appropriately phased implementation of projects into the UPWP and TIP.

Transit projects, performance targets, and capital investments identified in this Annual TDP Update are coordinated with the MPO’s planning and programming processes to ensure consistency with the TIP and long-range funding assumptions. Palm Tran’s safety targets, Transit Asset Management (TAM) performance measures, and service performance objectives are shared with the MPO and incorporated into the regional performance management framework in accordance with federal requirements. Public outreach conducted for the TDP complements regional engagement activities, ensuring alignment between local transit goals and metropolitan transportation priorities.

Through this structured, cooperative planning process, Palm Tran demonstrates that the TDP and its Annual TDP Updates not only reflects local service and capital priorities but is also fully integrated into the broader metropolitan transportation planning framework, supporting multimodal system performance, fiscal consistency, and long-term regional mobility objectives.



2 PALM TRAN MISSION AND VISION

Palm Tran’s mission statement sets the tone and purpose for its services and its role in the community. Its vision statement establishes the agency’s goals and aspirations.

Mission	Vision
<i>To provide access to opportunity for everyone; safely, efficiently and courteously.</i>	<i>Palm Tran's vision is to be the premier transportation choice in Palm Beach County.</i>
	

3 PALM TRAN SYSTEM OVERVIEW

This section provides an overview of the Palm Tran service network, existing service supply and demand, and notable updates to the operating environment since the previous fiscal year.

3.1 Palm Tran Services

Palm Tran is the primary public transportation provider in Palm Beach County, operating fixed route, paratransit, and on-demand services.

Palm Tran’s fixed route network, illustrated in Map 3-1, includes 30 routes that serve 2,710 bus stops and 14 park-and-rides. Its main hub is the West Palm Beach Intermodal Transit Center, where riders can transfer between ten Palm Tran routes and other services including Tri-Rail, Amtrak, Greyhound, and Circuit electric shuttles. Other major transfer locations include Mall at Wellington Green, West Palm Beach VA Medical Center, Boca Town Center Mall, and Gardens Mall.

More details on the fixed route bus services are available on Palm Tran’s website at: <https://www.palmtran.org/>

Palm Tran Connection is a shared-ride, door-to-door paratransit service provided within ¼-mile of a Palm Tran bus route. Connection services are available to persons with disabilities or who are otherwise unable to use the fixed route system, transport themselves, or purchase other transportation and depend on public transportation for employment, medical, and other life sustaining trips.

To access Connection services, potential users must inquire about eligibility. There are two categories of eligibility: temporary and permanent. Eligibility under temporary designation is attributed to any person





with a physical, mental, or psychological disability or incapacity of fewer than six months' duration. The permanent designation is attributed to any person who experiences chronic conditions. Those who wish to access these services may inquire about eligibility and apply by following these instructions:

1. Call the Palm Tran Connection Eligibility Department at 561-649-9838, option 7. Ask to speak with an Eligibility Representative.
2. A four-question assessment will be completed with the applicant or their designated representative.
3. The applicant will then receive an application via USPS 2-3 days after the first call.
4. Complete the application and send the application back to Palm Tran Connection.

More details on the service application process are available on Palm Tran's website at:

<https://www.palmtran.org/wp-content/uploads/2021/08/Connection-Brochure-Flat-Sheet-ADACOMP.pdf>

Three types of services are provided by Connection:

- **Complementary paratransit service** is for persons with disabilities who are unable to use fixed route service due to the inability to access or ride the bus, access bus stops or other transit facilities, or independently navigate the fixed route system. As required under the Americans with Disabilities Act (ADA), Palm Tran must provide complementary paratransit service, also known as ADA service, during the same days and times as fixed route service is provided. ADA service must be provided within $\frac{3}{4}$ -mile of each fixed route and rail station. To be eligible for this service, individuals must first complete an ADA application.
- **Transportation disadvantaged (TD) service** is for customers who live more than $\frac{3}{4}$ -mile from a fixed route (i.e., beyond the ADA service area) and who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and have no other means of transportation. The TD Program is sponsored by the State of Florida Transportation Disadvantaged Trust Fund. The Florida Commission for the Transportation Disadvantaged (CTD), which oversees the TD Trust Fund, has designated Palm Beach County/Palm Tran as the local Community Transportation Coordinator (CTC). As the CTC, Palm Tran is responsible for coordinating and providing transportation services to eligible TD individuals in the county. Through Connection, TD service is provided anywhere in Palm Beach County during the same hours and days as Palm Tran bus service. To become eligible for TD service, applicants must submit proof of income or a physician-completed medical verification form and their completed application.
- **Division of Senior Services (DOSS) service** is provided to transport adults aged 60 or older to senior centers and meal sites, Monday through Friday.

Connection paratransit service is provided within $\frac{3}{4}$ of a mile from a Palm Tran bus route. Connection accepts appointments for trips up to three days in advance or as late as the day prior to the trip from those who meet the eligibility criteria. Same-day trips are not permitted. Generally, scheduled pick-up times mirror operating times for Palm Tran's fixed route services, as required. Connection also allows for recurring trips to be scheduled, referred to as a subscription trip.

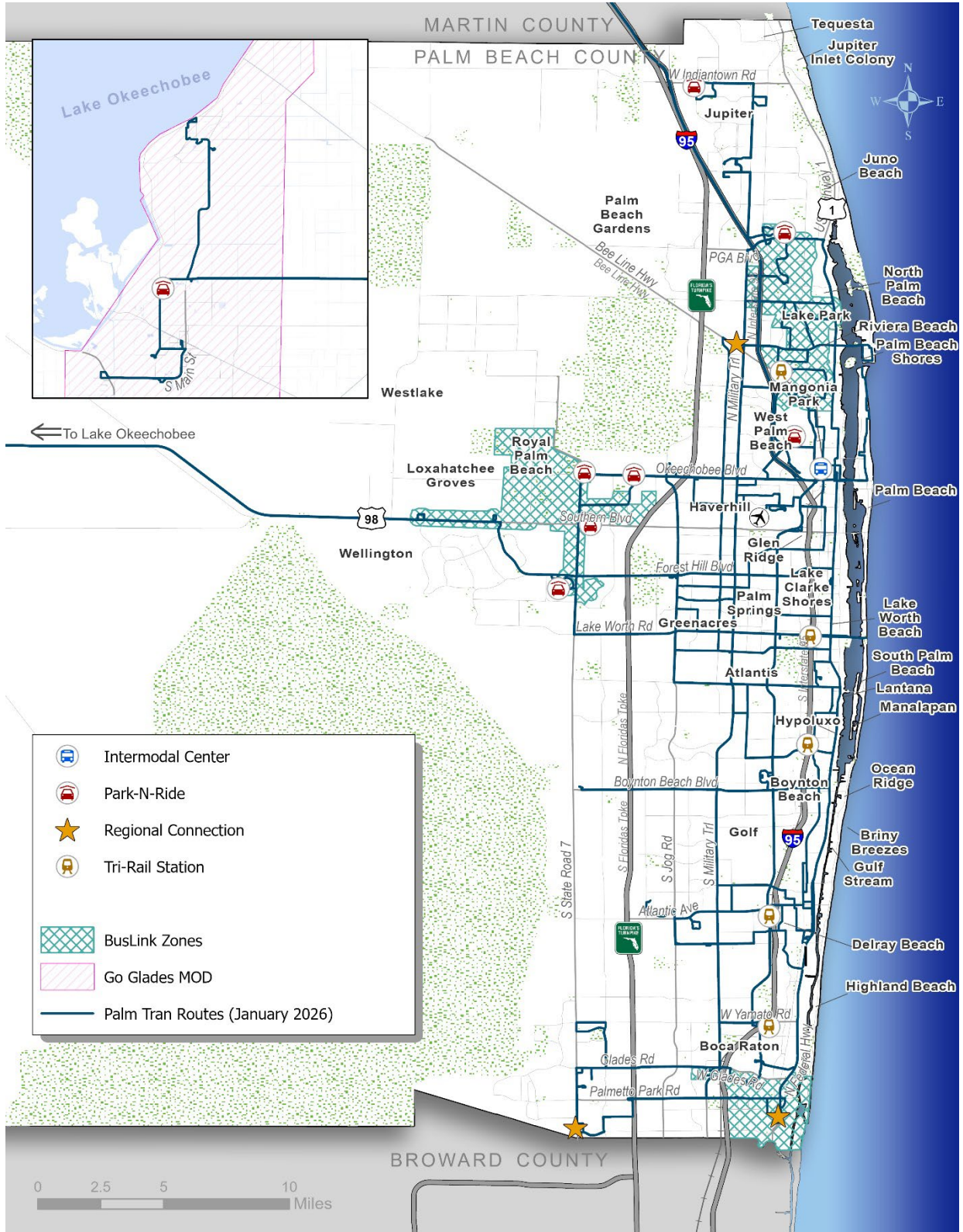


Go Glades is an on-demand service operating in Belle Glade, Pahokee, and South Bay. It is a mobility-for-all service with no eligibility requirements. Riders can use a smartphone app or call the customer service center to request a trip. The service launched in December 2018 as a flex service pilot with four point-deviation routes. In April 2020, it transitioned to a fully on-demand model to better respond to community needs during the pandemic. In 2021, Palm Tran procured a software-as-a-service application to support ride-hailing, fare payment, and service optimization, elevating Go Glades to a real-time on-demand service. Palm Tran began live service using the Via application on February 8, 2022, establishing a new service model for the agency. Go Glades ridership has continued to grow, increasing from 124,423 trips in fiscal year 2024 to 141,992 trips in fiscal year 2025, representing an approximate 14 percent increase, and now averages more than 11,000 riders per month.

BusLink was introduced by Palm Tran on September 3, 2024, as a targeted, cost-effective solution to address first-mile/last-mile gaps and reduce inefficient fixed-route service. Through partnerships with Uber and local taxi providers, Palm Tran offers an \$8 voucher for trips to or from a Palm Tran bus stop within designated BusLink zones, which currently serve Boca Raton, Riviera Beach, and Royal Palm Beach. Demand has been strong, with fiscal year 2025 ridership totaling 197,353 trips, averaging more than 16,400 trips per month. Palm Tran plans to reduce the Uber voucher subsidy to \$5 beginning in February 2026 and expand BusLink service to The Acreage and Westlake to manage growing demand while extending cost-effective access to additional communities.



MAP 3-1: PALM TRAN FIXED ROUTE SYSTEM





3.2 Palm Tran Fares

Although not a major source of revenue relative to Palm Tran’s total annual operating costs, fare revenues help offset operating costs and reduce the amount of local, state, and federal operating assistance needed. Table 2 summarizes Palm Tran’s current fare structure. The current Connection cash fare applies to either ADA or TD trips; DOSS trips to senior centers during pre-assigned appointment times are free. The only change to the fare structure in the past year is the addition of a one-way express bus fare of \$3, which applies only to the Port St. Lucie Express. Table 3-1 presents the entire Palm Tran fare structure.

TABLE 3-1: PALM TRAN FARE STRUCTURE

Fare Structure	Cash Fare - 1 Trip (Reduced)	1-Day Unlimited Pass (Reduced)	3-Day Unlimited Pass	7-Day Unlimited Pass	31-Day Unlimited Pass (Reduced)
Fixed Route Bus	\$2.00 (\$1.00)	\$5.00 (\$3.50)	\$12.00	\$20.00	\$70.00 (\$55.00)
Transportation Disadvantaged Pass	-	-	-	-	\$15/20.00*
Go Glades	\$2.00 (1.00)	-	-	-	-
Palm Tran Connection	\$3.50	-	-	-	-
Port St. Lucie Express	\$3.00	-	-	-	-
BusLink	\$8 trip subsidy**	-	-	-	-

*\$15 with an annual household income of 75% or less of the Federal Poverty Level, \$20 with an annual household income between 76% and 150%

**\$8 trip subsidy is the maximum that can be applied to a passenger’s uber or taxi trip. This Uber voucher subsidy became \$5 maximum effective February 1, 2026.

3.3 Fixed-Route Operating Statistics

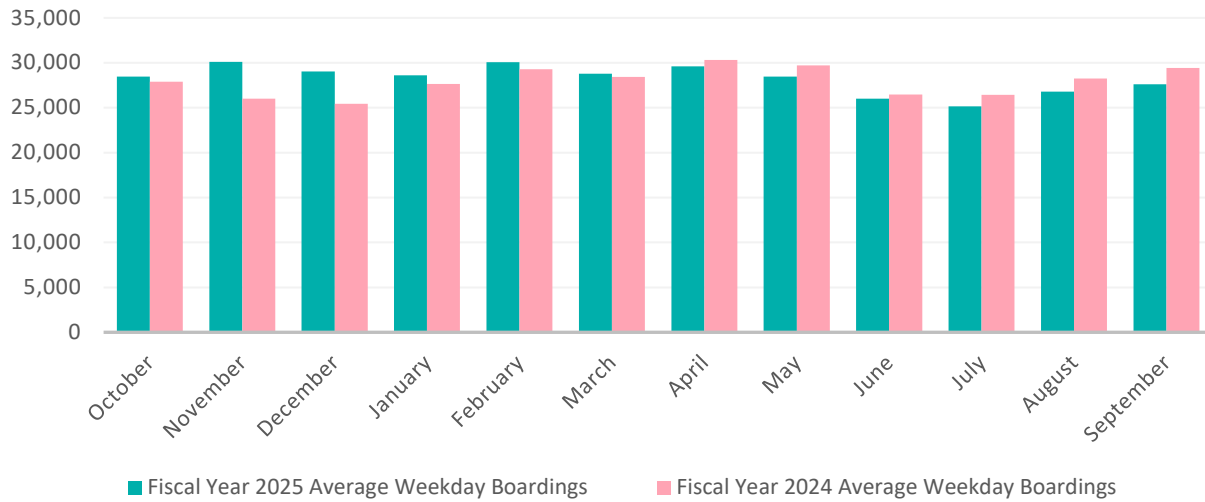
Total fixed-route ridership remained stable with modest growth between FY 2024 and FY 2025. In FY 2025, Palm Tran recorded 8,515,061 total boardings, compared to 8,506,202 boardings in FY 2024, representing a 0.10 percent increase year over year. As shown in the monthly trend, ridership patterns were largely consistent between the two fiscal years, with typical seasonal fluctuations and slightly stronger performance during select peak months. Overall, the data indicates that fixed-route demand has been maintained, with FY 2025 modestly outperforming the prior year despite ongoing shifts in travel behavior and service patterns.

In FY 2025, average weekday ridership was generally higher than FY 2024 during the first half of the fiscal year, followed by lower ridership in the latter months, indicating a seasonal shift rather than a sustained year-round increase. From October through March, FY 2025 average weekday boardings exceeded FY 2024 levels in every month, with the largest year-over-year increase occurring in November, when average weekday boardings rose from 25,990 in FY 2024 to 30,091 in FY 2025. FY 2025 weekday ridership peaked in November at 30,091 average weekday boardings and reached its lowest level in July at 25,146. In contrast, FY 2024 weekday ridership was highest in April at 30,304 average



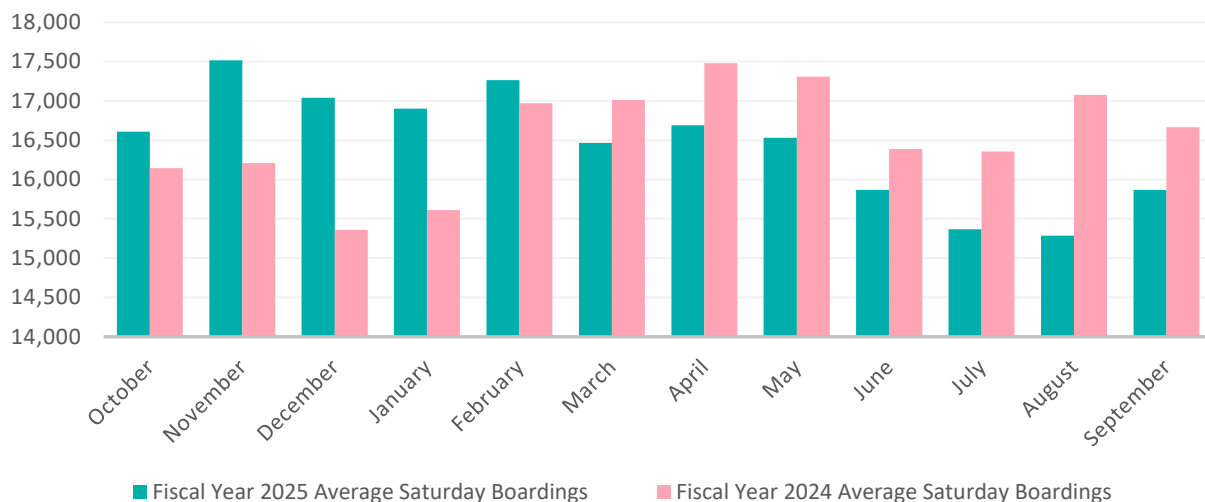
weekday boardings and lowest in December at 25,431. Figure 3-1 illustrates the month-by-month comparison of average weekday boardings for FY 2024 and FY 2025.

FIGURE 3-1: AVERAGE WEEKDAY BOARDINGS BY MONTH



In FY 2025, average Saturday ridership followed a pattern similar to weekday trends, with stronger performance early in the fiscal year and lower ridership in the later months. From October through February, FY 2025 average Saturday boardings were generally higher than FY 2024, with the largest year-over-year increase occurring in November, when average Saturday boardings increased from 16,210 in FY 2024 to 17,517 in FY 2025. FY 2025 Saturday ridership peaked in November (17,517) and reached its lowest level in August (15,286). In contrast, FY 2024 Saturday ridership was highest in April (17,480) and lowest in December (15,361). Overall, the comparison reflects a seasonal shift in Saturday travel patterns, with FY 2025 showing higher demand in the early part of the year and FY 2024 outperforming during the spring and summer months (Figure 3-2).

FIGURE 3-2: AVERAGE SATURDAY BOARDINGS





In FY 2025, average Sunday ridership was consistently higher than FY 2024 across every month, indicating steady year-over-year growth in weekend demand. FY 2025 average Sunday boardings were strongest in the early part of the fiscal year, peaking in November at 10,436 average boardings, and gradually declining through the summer months. The lowest FY 2025 Sunday ridership occurred in October (8,755). In comparison, FY 2024 Sunday ridership peaked in April (9,301) and was lowest in February (7,834). Overall, the month-by-month comparison shows sustained improvement in Sunday ridership in FY 2025, with gains observed in all months relative to FY 2024, as illustrated in Figure 3-3.

FIGURE 3-3: AVERAGE SUNDAY BOARDINGS

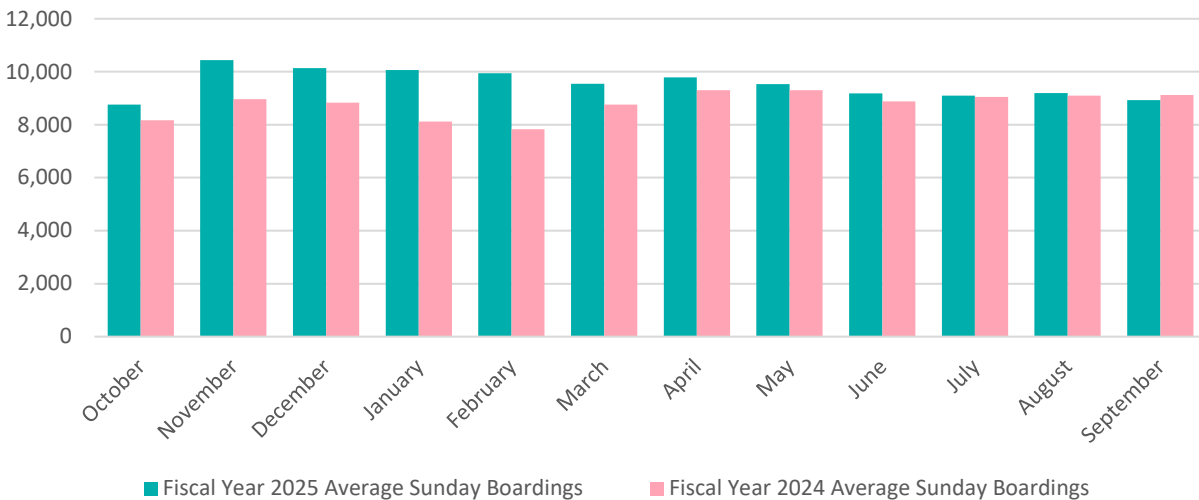


Table 3-2 compares FY 2024 and FY 2025 (YTD) ridership by route. The change in overall systemwide ridership indicates a 0.4 percent increase in ridership from FY 2024 to FY 2025. However, ridership changes are better understood by route level changes.



TABLE 3-2: FIXED ROUTE RIDERSHIP COMPARISON

Route	FY 24 Ridership (October 2023 – September 2024)	FY 25 Ridership (October 2024 - September 2025)	Percent Change in Ridership*
1	1,844,824	1,856,454	0.6%
2	837,673	823,201	-1.7%
3	1,130,624	1,219,864	7.9%
4	107,650	109,587	1.8%
10	75,013	68,055	-9.3%
20	246,924	217,955	-11.7%
21	48,676	N/A	N/A
30	111,526	118,590	6.3%
31	325,143	332,646	2.3%
33	201,801	246,120	22.0%
40	166,288	193,618	16.4%
41	14,370	12,228	-14.9%
43	595,212	623,929	4.8%
44	46,647	46,081	-1.2%
46	283,418	274,196	-3.3%
47	236,437	227,393	-3.8%
52	56,574	N/A	N/A
60	56,589	74,250	31.2%
61	174,678	181,010	3.6%
62	660,710	645,654	-2.3%
63	197,206	195,343	-0.9%
64	96,458	96,554	0.1%
70	198,645	172,929	-12.9%
71	51,374	59,784	16.4%
73	165,992	167,296	0.8%
80	69,572	63,476	-8.8%
81	78,671	78,486	-0.2%
88	84,894	84,171	-0.9%
91	120,180	121,680	1.2%
92	71,449	69,377	-2.9%
94	184,842	181,354	-1.9%
95	220	12,857	N/A
Total	8,540,280	8,574,138	0.4%

*Routes 21 and 52 were discontinued on September 22, 2024.

^Route 95 (Port St. Lucie Express) began service on September 23, 2024.

The route-by-route comparison shows that overall fixed-route ridership remained stable, with growth concentrated on a subset of high- and mid-performing routes while several others experienced moderate declines. Core routes continued to anchor the system: Route 1 remained essentially flat, while Route 3 recorded a notable increase in ridership. The increase on Route 3 is largely attributable to a targeted service enhancement that improved peak-period frequency from every 30 minutes to every 20



minutes and improved Sunday frequency to every 30 minutes. This improvement made the route more convenient and competitive for riders and was made possible by the implementation of the BusLink program, which allowed Palm Tran to shift resources away from lower-productivity coverage service and reinvest them in higher-demand corridors.

These service enhancements are also consistent with the Palm Beach Metropolitan Planning Organization's Long Range Transportation Plan, which identifies these corridors as high-volume, regionally significant routes within Palm Beach County. The decision to enhance frequency on these corridors aligns with the priorities established in the Palm Tran Transit Development Plans, which have consistently emphasized concentrating service where demand, connectivity, and regional mobility benefits are greatest.

Several additional routes posted meaningful growth, including Routes 33, 40, 60, and 71, indicating improved performance in corridors where service levels and demand are better aligned. At the same time, some routes experienced ridership declines, including Routes 10, 20, 70, and 80. It is important to note that while ridership on Route 20 decreased, route productivity increased due to service adjustments that shortened the alignment and increased frequency, resulting in faster trips and more efficient use of resources. Larger-volume routes such as Route 62 saw only slight declines and continued to play a critical role in the system. Overall, these trends reflect the innovative, data-driven approach taken by Palm Tran staff, leveraging flexible service models like BusLink to reallocate resources, strengthen high-demand corridors, and improve system performance without increasing overall operating costs.

Collectively, these outcomes demonstrate strong alignment between Palm Tran and the MPO, showing how coordinated planning and flexible service strategies can translate long-range policy direction into near-term, measurable service improvements.

3.4 Population and Demographics

Map 3-2 shows the forecasted population density per acre in Palm Beach County in 2035. The areas with the highest density align with arterial roadways such as US-1 and Military Trail. Other areas of high population per acre are: Greenacres, Palm Springs, Boynton Beach, Lake Park, and Mangonia Park. Most of the density seen with Palm Beach County is east of the Florida Turnpike.

Map 3-3 shows the forecasted employment density in 2035. Following the same established trends seen for population and dwelling unit density, employment density is highest along the I-95 and US-1 corridors along with high concentrations seen in the West Palm Beach, Mangonia Park, Lake Park, Boynton Beach and Boca Raton areas.

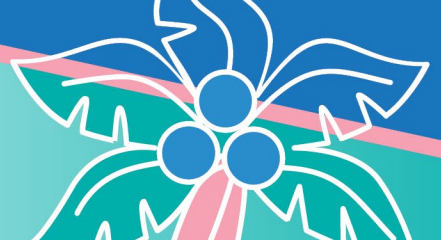
Map 3-4 illustrates the forecasted dwelling units per acre in 2035, which follows similar trends to current population density. High dwelling unit density is seen along the major corridors such as US-1, I-95, and east of the Florida Turnpike. Central Palm Beach holds a large concentration of dwelling units per acre, specifically in Palm Springs, Boynton Beach, and areas south of the airport.

Map 3-5 and Map 3-6 show the geographic distribution of persons who identify as an ethnic (Hispanic) or racial (non-White) minority in Palm Beach County, respectively. The highest concentrations of

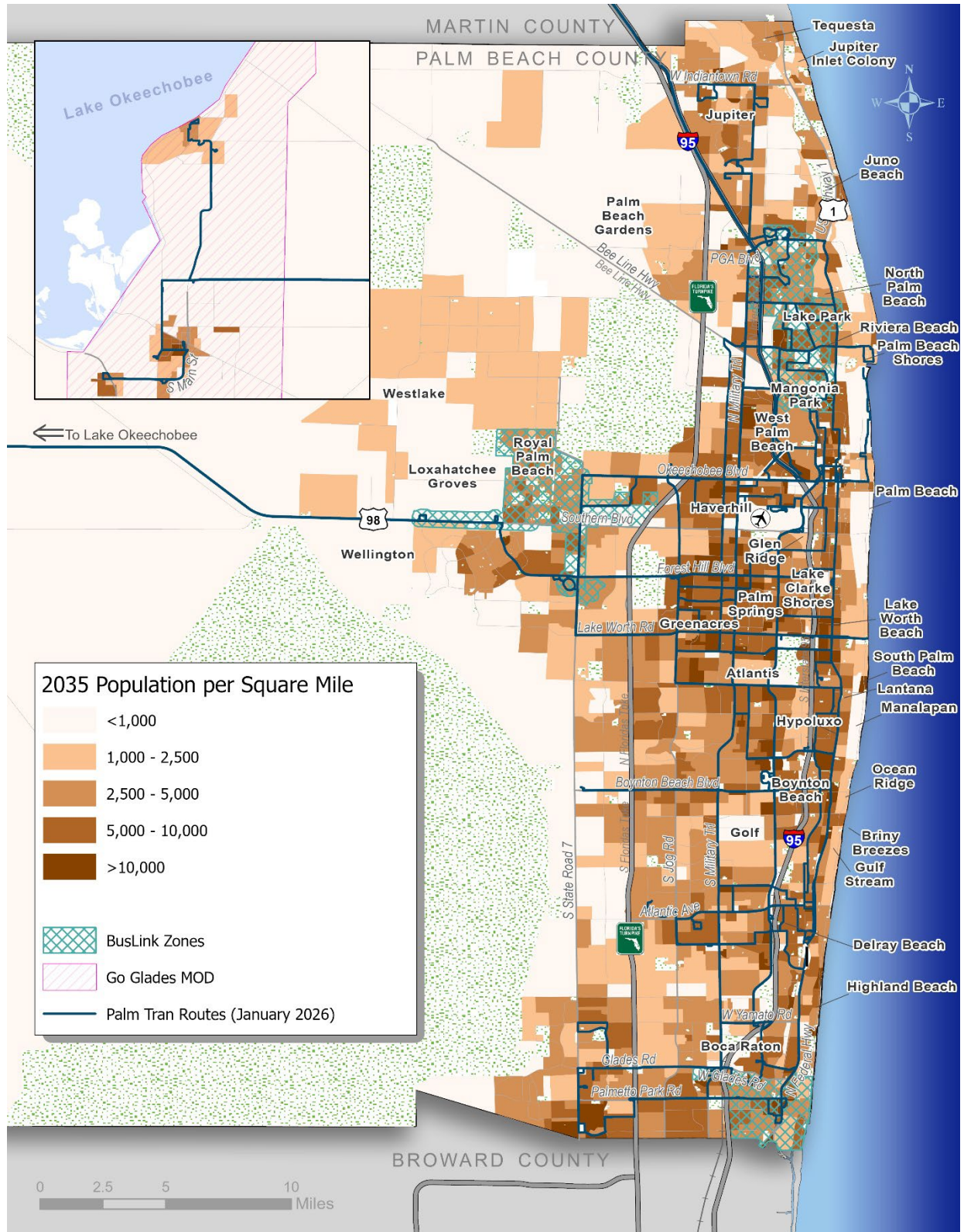


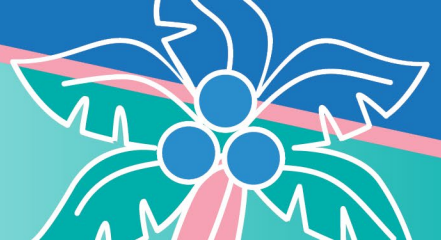
Hispanic populations are located between US-1 and Jog Road, specifically in the Palm Springs, Greenacres, Lake Worth Beach, and areas surrounding the airport. Another area with a significant Hispanic population is the South Bay/Belle Glade/Pahokee along on Lake Okeechobee. Areas with a high concentration of racial minority groups are also typically situated between US-1 and Jog Road, especially in West Palm Beach, Lake Park, Mangonia Park, and Riviera Beach. The same areas along Lake Okeechobee house a large minority population as well.

Map 3-7 illustrates the percentage of population below the federal poverty line according to the 2023 ACS 5-year summary. Areas of western Palm Beach County, specifically, South Bay and Belle Glade on Lake Okeechobee, have higher concentrations of persons living below the federal poverty line. Additional areas to the east of the Turnpike include Lake Park, Mangonia Park, and Riviera Beach. In general, the demographic and population trends in FY 2025 closely mirrored the trends observed in FY 2024.

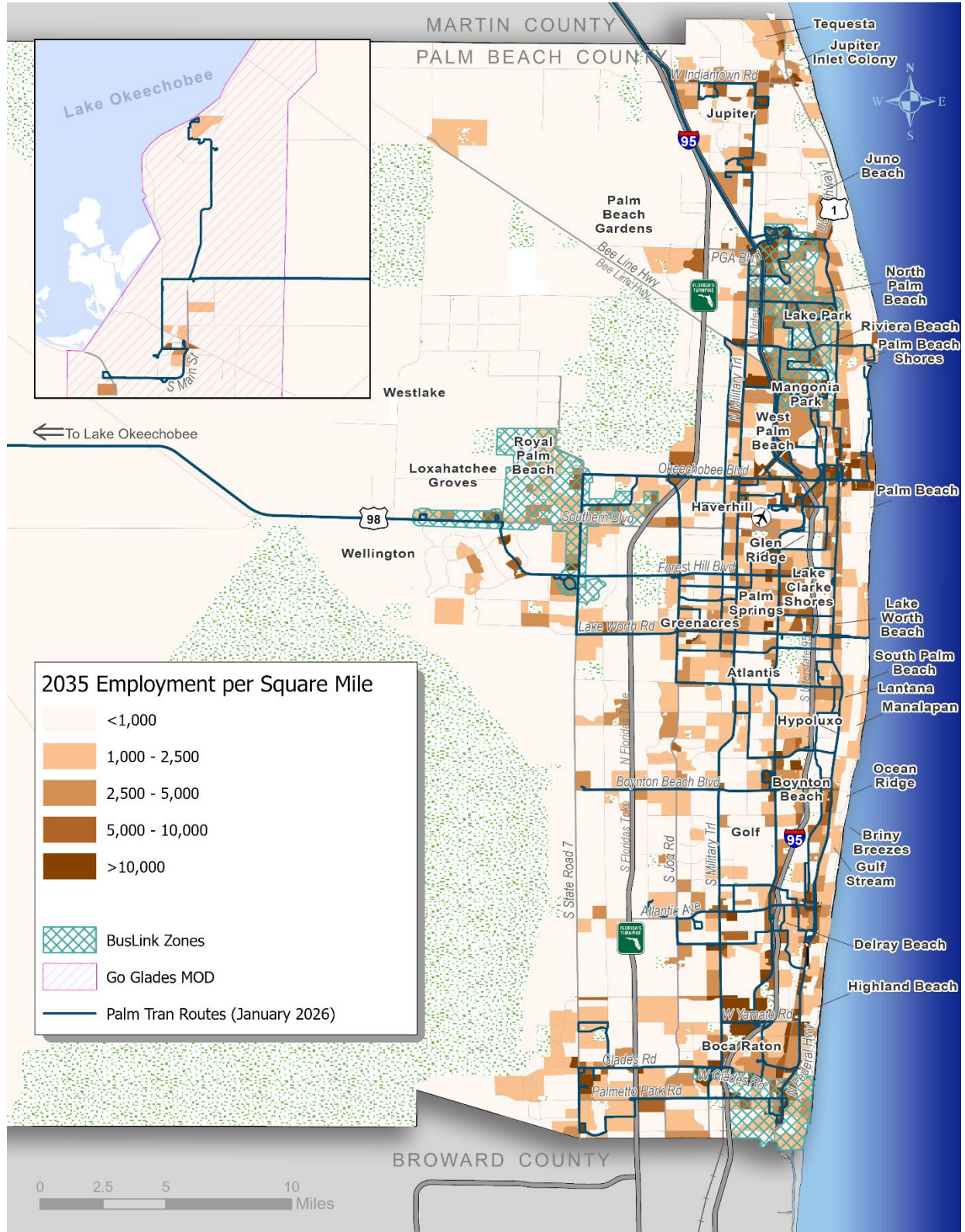


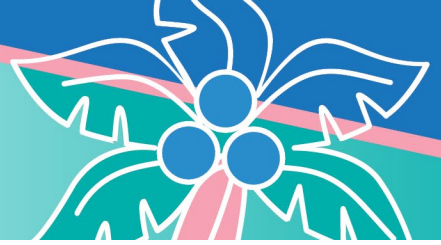
MAP 3-2: POPULATION DENSITY (2035)



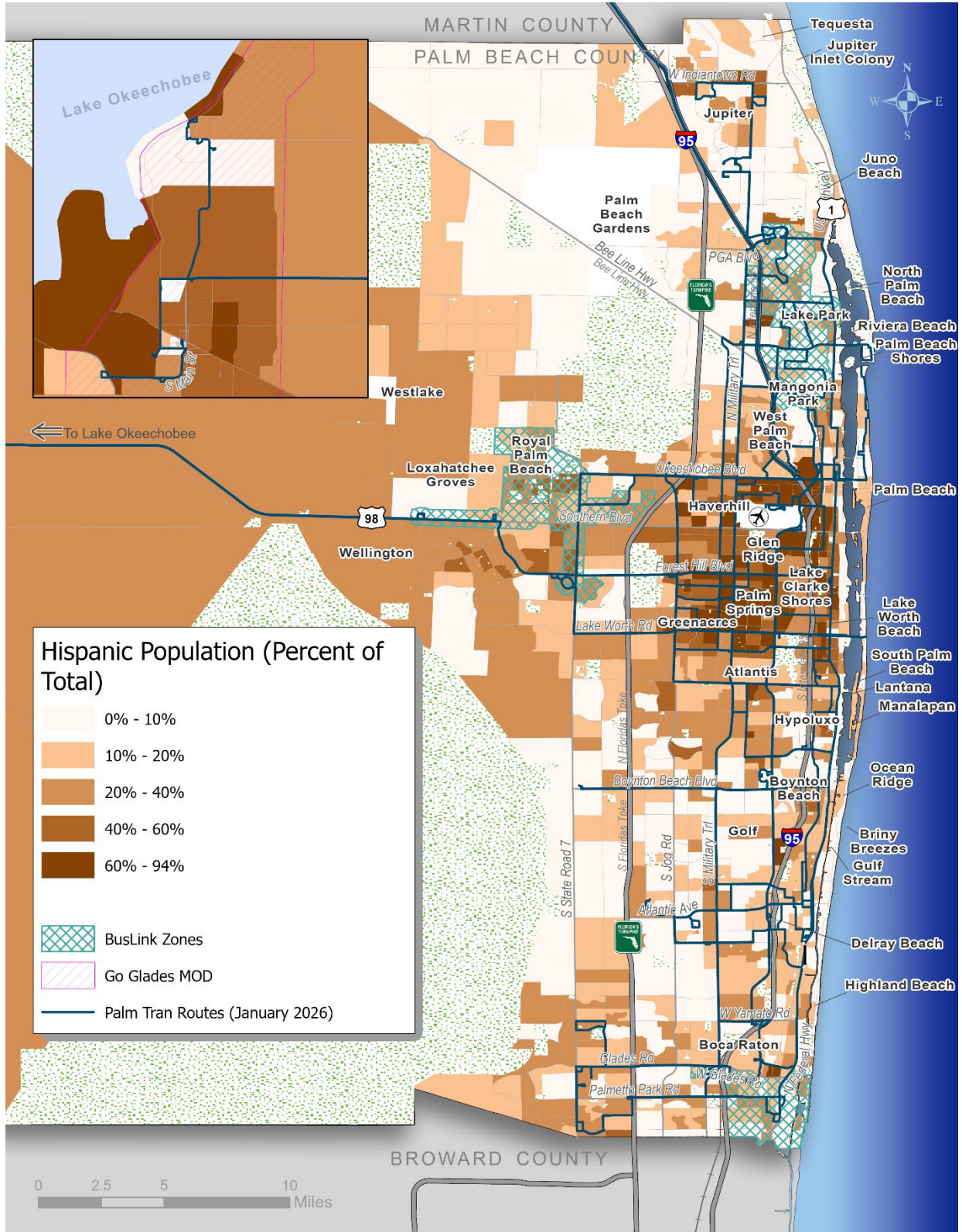


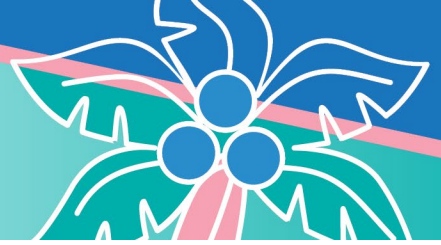
MAP 3-3: EMPLOYMENT DENSITY (2035)



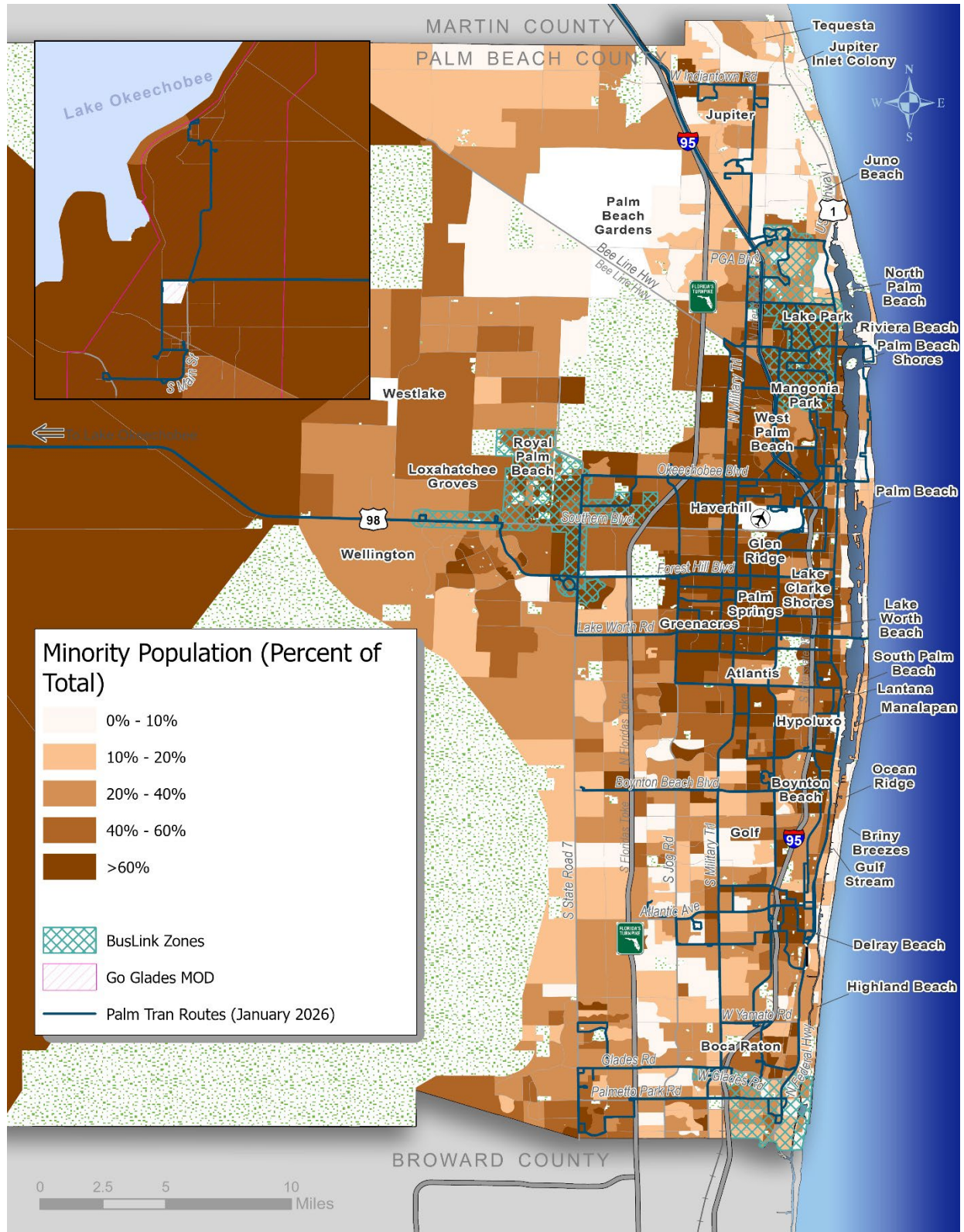


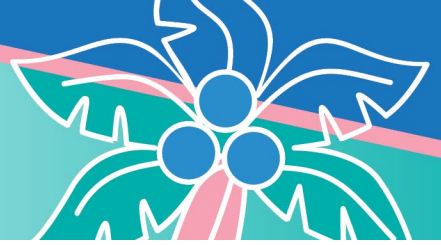
MAP 3-5: HISPANIC POPULATION (PERCENT OF TOTAL)



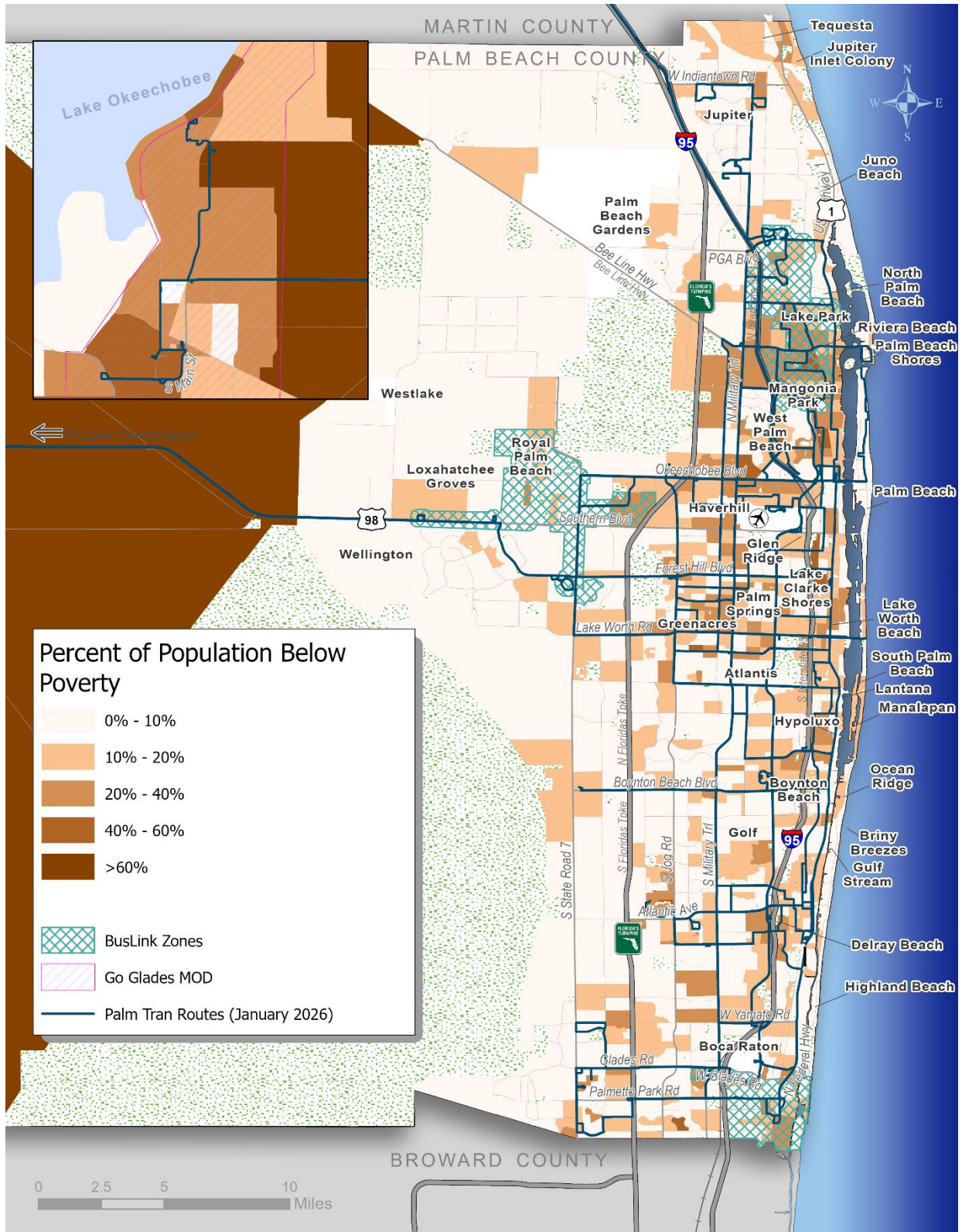


MAP 3-6: MINORITY POPULATION (PERCENT OF TOTAL)





MAP 3-7: POPULATION BELOW POVERTY LINE





4 SERVICE AND CAPITAL PROJECT ACCOMPLISHMENTS

4.1 Service Improvements

This section reviews service improvements implemented by Palm Tran in FY 2025, including studies and capital improvements that are directly linked to them.

4.1.1 Connection Plus (Paratransit Service Enhancement)

In FY 2025, Palm Tran advanced the Connection Plus initiative as a continuation of the Connection Efficiency Project (CEP) to improve operational and service efficiencies for Connection (paratransit) services. The CEP, introduced in late 2019, identified three primary challenges affecting operational efficiency along with corresponding recommendations. The first challenge was the lack of a consistent assessment of passenger need and eligibility for paratransit services, which resulted in a significant number of trips being provided without verified ADA eligibility. To address this issue, Palm Tran developed and implemented an enhanced eligibility assessment protocol. The second challenge involved significant demand peaks that caused service overflow and negatively impacted service performance. To mitigate this issue, Palm Tran explored and implemented overflow service alternatives. The third challenge was the provision of paratransit service beyond the federally required ADA service area, resulting in an overextension of resources. To address this, Palm Tran explored alternatives for non-ADA trips outside the required service area, including mobility-on-demand options.

In 2020, the implementation strategy for the CEP recommendations was presented to Palm Tran leadership, beginning with the internal development of an application to support the enhanced eligibility assessment process. The revised assessment protocol was implemented in February 2021 and introduced changes such as conditional trip eligibility, medical verification requirements, and an improved appeals process. Overflow service options associated with the second recommendation were incorporated into the 2022 Paratransit Request for Proposals, which evaluated alternatives including Uber, Lyft, and UZURV. An emergency contract executed in 2023 with First Transit (Transdev) included provisions to advance the second phase of the CEP, allowing for the use of transportation network companies as overflow service providers. The UZURV overflow option was implemented in July 2023, followed by the launch of the Rider's Choice program, which allows eligible riders to utilize Lyft for overflow trips.

In FY 2025, Palm Tran advanced the implementation of Connection Plus, a non-ADA paratransit service designed to align Palm Tran's service area with federal ADA requirements while improving the efficiency and long-term sustainability of paratransit operations. On April 8, 2025, the Palm Beach County Board of County Commissioners approved new guidelines establishing Connection Plus as a distinct service for eligible customers requiring transportation outside the ADA-mandated service area. Under the updated framework, Palm Tran will operate two complementary programs beginning in January 2026: Connection ADA, providing pick-up and drop-off within the ADA-required service area, and Connection Plus, providing pick-up and drop-off outside the ADA service area for eligible customers. Connection Plus will follow Palm Tran's fixed-route service hours and maintain the same eligibility, reservation, and trip-booking processes as the existing paratransit program. Trip scheduling will be negotiated at the time of reservation to reflect vehicle availability and operational efficiency, with travel times generally based on



trip distance and comparable to fixed-route travel times. Fare adjustments were approved as part of the program, increasing the one-way fare while maintaining subsidies for income-qualified customers. Trip prioritization criteria were also established to manage demand if program funding limits are reached, with priority given to critical care, medical, nutritional, employment, and quality-of-life trips. In addition, the program emphasizes mobility consultations and travel training to support customers who are able to transition to fixed-route services, along with access to discounted fixed-route passes for eligible low-income riders. Connection Plus is planned for inclusion in the next Paratransit Request for Proposals, with a new provider contract anticipated in 2025.

TABLE 4-1: CONNECTION PLUS PROGRAM DETAILS

Category	Program Details
Service Area	Provides pick-up and drop-off for eligible customers traveling outside the ADA-required service area. Operates alongside Connection ADA, which serves trips within ¾ mile of Palm Tran’s fixed-route network.
Hours of Operation	• Monday–Friday: 6:00 a.m. – 8:00 p.m. • Saturday: 7:00 a.m. – 8:00 p.m. • Sunday: 9:00 a.m. – 7:00 p.m.
Fares	One-way fare is \$4.00, reflecting a \$0.50 increase. A \$0.50 subsidy is available for income-qualified customers at or below 100% of federal poverty guidelines, allowing eligible riders to continue paying \$3.50 per trip.
Trip Negotiation	Trip times are negotiated at the time of reservation to maximize vehicle utilization. Scheduling reflects vehicle availability and operational efficiency.
Travel Times	Based on trip distance and may resemble travel times on the fixed-route system.

4.1.2 Premium Transit/Enhanced Transit Corridors

In FY 2025, Palm Tran continued to advance implementation of the 561 Premium/Enhanced Transit Corridors, translating regional planning priorities into tangible service and capital improvements. The 561 Plan, which serves as the Transit Element of the Palm Beach Metropolitan Planning Organization’s Long Range Transportation Plan, identifies 11 north–south and east–west corridors as candidates for enhanced transit investment. Palm Tran operates service on nine of these corridors and has focused recent investments on infrastructure, technology, and service enhancements that directly support the Plan’s vision for frequent, reliable, and high-quality transit service.

TABLE 4-2: TRANSIT CORRIDOR ENHANCEMENTS

North/South Corridors:	East/West Corridors:
1. Tri-Rail	7. Forest Hill Blvd (SR-7 to US-1)
2. Tri-Rail Coastal Link	8. Lake Worth Rd (SR-7 to US-1 and SR-7 from Lake Worth Rd to Forest Hill Blvd)
3. US-1 (Palmetto Rd to PGA Blvd)	9. Boynton Beach Blvd (Military Trail to US-1)
4. Congress Ave (Yamato Rd to Okeechobee Blvd)	10. Atlantic Ave (Military Trail to US-1)
5. Military Trail (Glades Rd to PGA Blvd)	11. Glades Rd (Butts Rd to US-1)
6. Okeechobee Blvd (SR-7 to US-1 and SR-7 from Forest Hill Blvd to Okeechobee Blvd)	



A key area of progress has been the advancement of Transit Signal Priority (TSP) on 561-designated corridors. In FY 2025, Palm Tran installed 125 onboard vehicle gateways and traffic cabinet upgrades to support future TSP deployment. Initial implementation is planned for the U.S. 1 corridor, with testing expected to begin in spring 2026 and revenue operation anticipated in the first half of 2026. Subsequent phases are planned for State Road 7 and Okeechobee Boulevard, all of which are identified as priority corridors in the 561 Plan. These investments directly support the Plan’s objectives to reduce travel times, improve reliability, and enhance transit competitiveness along high-demand corridors.

Palm Tran has also continued to invest in corridor-level passenger amenities consistent with the 561 Plan. In FY 2024, the agency acquired 50 solar-powered bus stop lighting units, many of which are planned for installation along high-volume 561 corridors. In FY 2025, Palm Tran placed an order for 30 solar-powered shaded seating units with leaf-cover systems to improve customer comfort and stop visibility; installation is planned following delivery. Additional solar lighting units are anticipated to be procured in FY 2026, further reinforcing Palm Tran’s commitment to enhanced corridor infrastructure.

Recent enhancements along 561-designated corridors further demonstrate Palm Tran’s progress in delivering higher-quality transit service where demand is strongest. On Okeechobee Boulevard, Palm Tran implemented increased weekday frequencies on Route 43, rebranded as The Wave, to provide consistent 15-minute service. This improvement strengthens corridor performance by shortening passenger wait times, improving schedule dependability, enabling all-day travel flexibility, and enhancing access to employment centers, educational institutions, and regional connections. The Route 43 investment reflects a data-driven approach to service enhancement on a high-volume corridor identified through regional planning efforts.

Taken together, these service, technology, and capital investments underscore the effectiveness of ongoing coordination between Palm Tran and the Palm Beach Metropolitan Planning Organization. Regional corridor identification and prioritization, combined with state and regional funding partnerships, have enabled Palm Tran to advance projects from planning concepts to operational improvements. This continued collaboration supports incremental implementation of the 561 Plan and demonstrates steady progress toward a connected premium transit network that aligns service delivery with demonstrated travel demand and regional mobility goals.

4.1.3 Summary of Service Changes in FY 2025

Palm Tran implemented a total of 66 service changes between September 2024 and September 2025, reflecting a sustained, systemwide effort to improve reliability, safety, and operational performance while responding to ridership demand and funding conditions. These are detailed in Map 4-1 and Table 4-3. The initial round in September 2024 delivered 28 changes across more than 20 routes, focusing on service span adjustments, targeted weekday and weekend frequency changes, running time and layover refinements, alignment modifications, trip shifts, and strategic restructuring that included one new route and two route eliminations. Building on this foundation, 38 additional service changes were implemented in January, May, and September 2025 with a continued emphasis on on-time performance, transfer reliability, safety improvements, and efficient use of resources.

A centerpiece of these efforts was the Route 43 upgrade to every 15-minute weekday service, branded as The Wave, which demonstrates the value of high frequency transit on a high-volume corridor by



reducing wait times, improving reliability, supporting spontaneous travel, and strengthening transfers to jobs, education, and regional destinations. This investment represents complete alignment between regional planning, funding, and execution, as Route 43 was previously identified by the Palm Beach Metropolitan Planning Organization as a priority corridor, funded through a partnership with the Florida Department of Transportation, and delivered effectively by Palm Tran. Together, these coordinated actions show how clear regional vision, targeted state investment, and strong transit agency execution can translate long range plans into tangible, rider focused improvements that build ridership and maximize public value.

TABLE 4-3: SUMMARY OF SERVICE CHANGES IN FY 2025

Route	Weekday Frequency Change	Weekend Frequency Change	Change in Service Span	Alignment Modified	Running Time or Layover Adjusted	Time Points Relocated	Trips Shifted	New Route	Route Eliminated
September 2024									
1			•		•				
2			•		•				
3	•	•			•				
4					•				
10			•		•				
20	•			•					
21									•
30		•							
31			•		•				
33				•					
40				•		•			
46					•				
52									•
61					•				
64					•				
70					•				
71					•				
73					•				
92				•					
95							•		
January 2025									
33					•				
40					•				
47					•		•		
62					•				
63					•				
80					•				
91					•				
95					•		•		

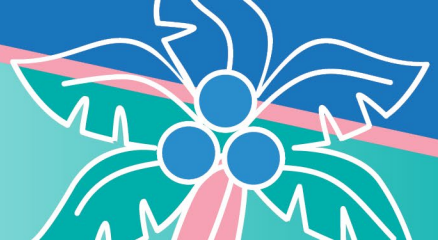
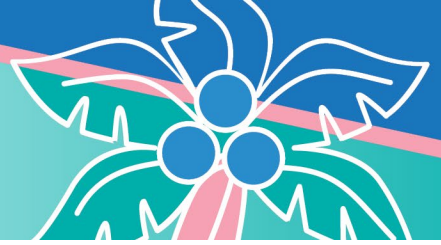
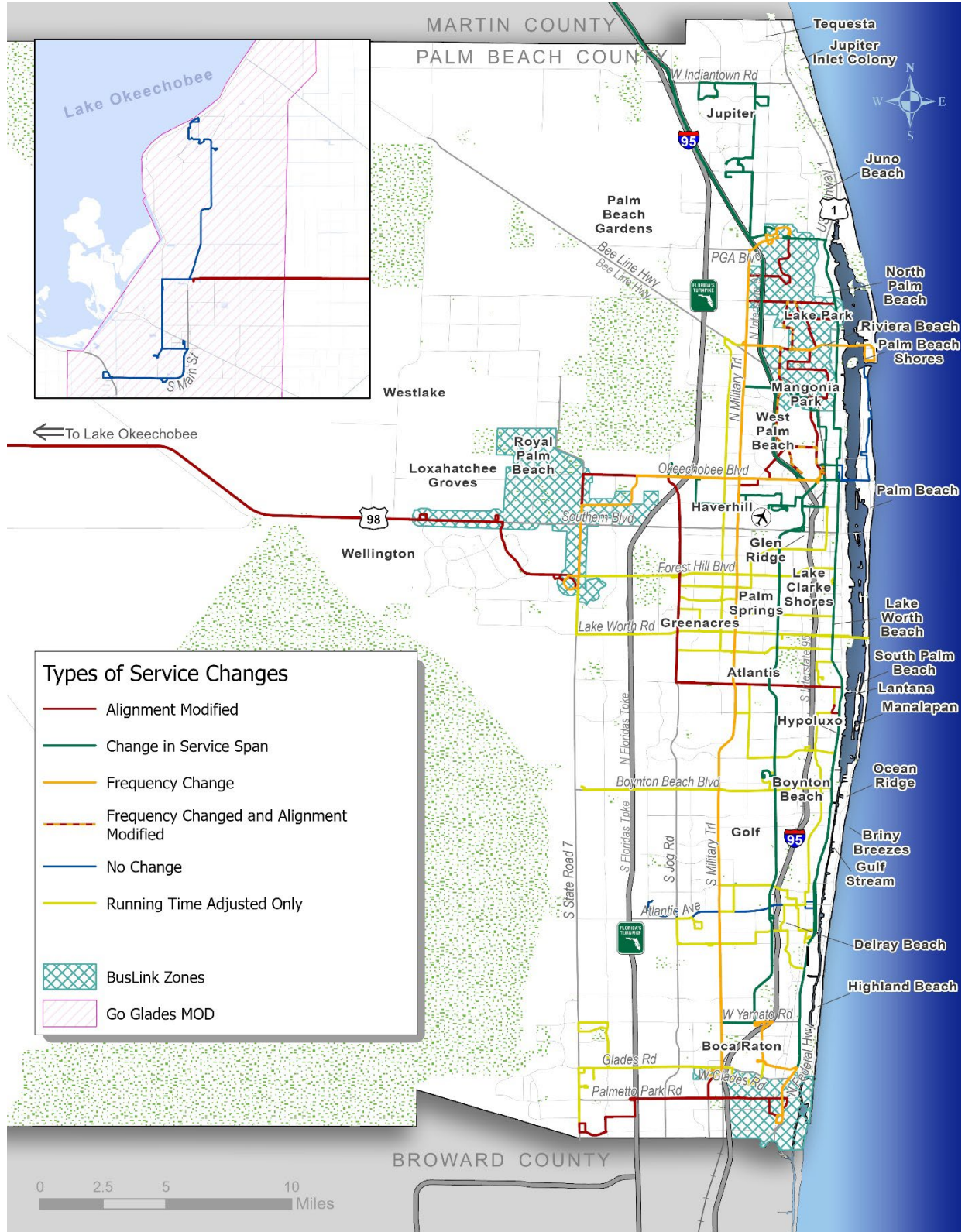


TABLE 4-3: SUMMARY OF SERVICE CHANGES IN FY 2025 (CONTINUED)

Route	Weekday Frequency Change	Weekend Frequency Change	Change in Service Span	Alignment Modified	Running Time or Layover Adjusted	Time Points Relocated	Trips Shifted	New Route	Route Eliminated
May 2025									
4					•				
33					•				
43	•								
60					•				
71					•				
73					•				
80					•				
88					•				
91					•	•			
92					•				
94					•				
September 2025									
1			•						
3						•			
44			•						
61					•				
63				•					
70					•				
88					•				
92					•				
94		•							



MAP 4-1: SERVICE CHANGES (FY 2025)





4.1.4 Regional Express Services

As housing costs in Palm Beach County continue to rise, an increasing number of workers are relocating to Martin and St. Lucie counties while maintaining employment in Palm Beach County. In response to this emerging travel pattern, the Accelerate 2031 Transit Development Plan identified new regional transit service alternatives. One of these initiatives was the Port St. Lucie Express (PSL Express), a regional express service connecting Port St. Lucie with West Palm Beach. The three phases of proposed regional express service are detailed in Table 4-4.

The PSL Express provides direct service to the West Palm Beach Intermodal Transit Center, allowing passengers to access employment opportunities in West Palm Beach, connect to the Palm Tran fixed-route network, and transfer to regional rail services including Tri-Rail and Brightline. Collectively, this service improves access to major employment centers and activity hubs throughout Palm Beach, Broward, and Miami-Dade counties.

The PSL Express is funded through a three-year Florida Department of Transportation grant, which was approved by the Board of County Commissioners in FY 2024. Revenue service began on September 23, 2024, and continued successfully through FY 2025.

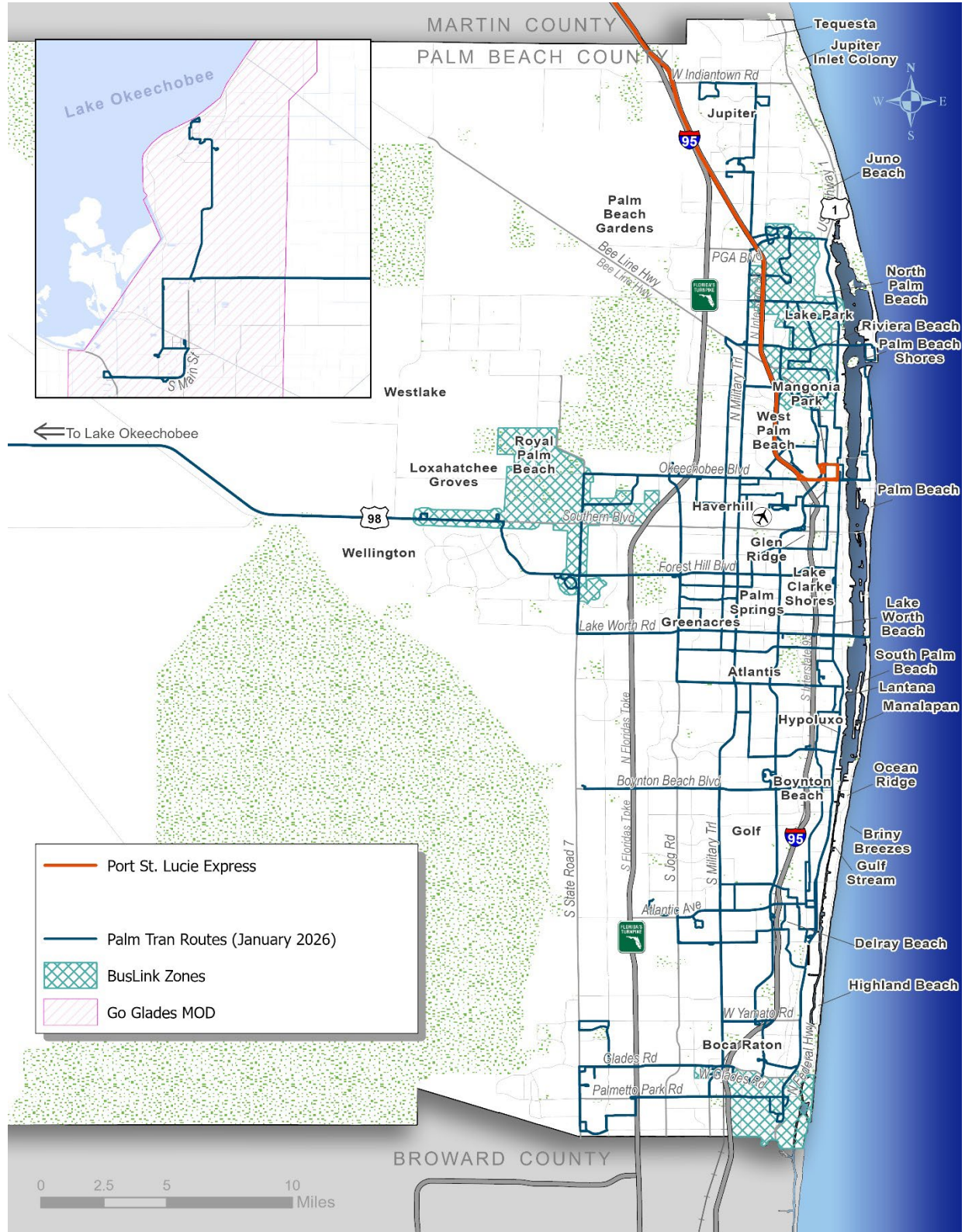
During FY 2025, the service recorded 12,857 passenger boardings, reflecting a consistent increase in ridership since service inception. To support continued operations and anticipated demand, Palm Tran has placed an order for new buses dedicated to sustaining this regional express service. Table 6 describes the details of these routes below and documents the status. Based on available data, Map 4-2 shows the alignment of Route 95X.

TABLE 4-4: REGIONAL EXPRESS SERVICE DETAILS

Regional Service	Description	FY 2025 Status
Port St. Lucie “Jobs” Express (Phase 1)	Non-stop service between the Gatlin Park-and-Ride, just east of the I-95 and Gatlin Boulevard interchange in Port St. Lucie, and the Intermodal Transit Center. Initially, 2 trips in the morning and 2 trips in the evening (4 trips total) provided each way, with travel time around 60 minutes for the 51-mile trip.	Revenue service initiated on September 23, 2024; service continued through FY 2025 with fleet procurement underway.
Port St. Lucie “Jobs” Express (Phase 2)	Add 2 or 3 interim stops and increase the number of trips to 4 in the morning and 4 in the evening (8 trips total).	Study Complete: Pending Implementation
I-95/West Palm Beach (WPB) to Boca Raton	I-95/West Palm Beach (WPB) to Boca Raton: Extend regional express service south from the Intermodal Transit Center to the Congress Avenue Park-and-Ride to provide direct access to south county jobs and add 2 mid-day trips (10 trips total)	Study Complete: Postpone Implementation



MAP 4-2: REGIONAL TRANSIT IMPROVEMENT (95X)





4.1.5 Mobility-on-Demand and First/Last-Mile Partnerships

Public on-demand transit services, commonly referred to as mobility-on-demand (MOD) or microtransit, provide app-based trip requests and may be operated either directly by a transit agency or through third-party service providers. Palm Tran currently operates its Go Glades MOD service through an operating contract with MV Transportation, utilizing a software-as-a-service platform provided through an agreement with Via Transportation.

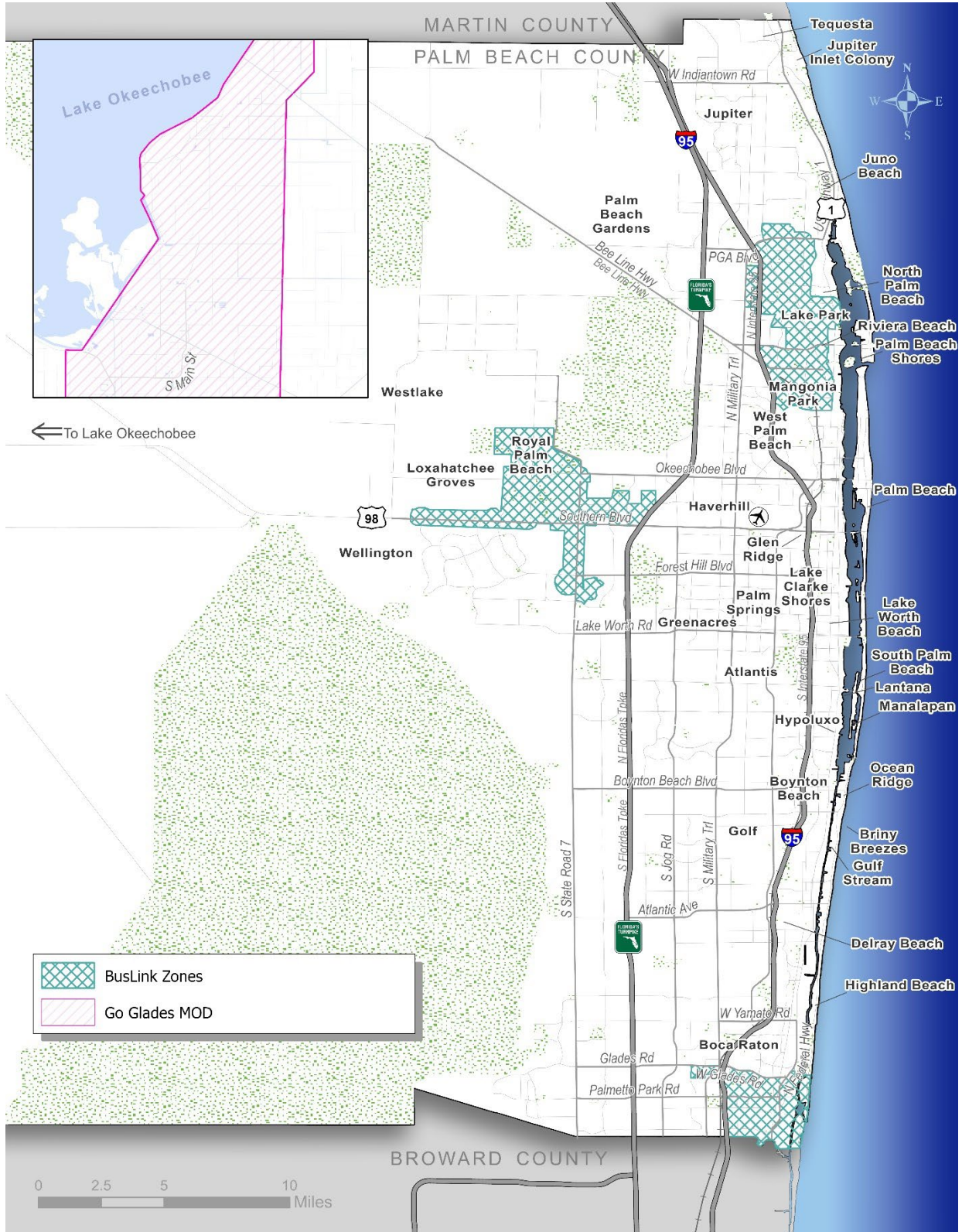
Following the Route Performance Maximization (RPM) 2.0 study, Palm Tran evaluated opportunities on the eastern side of the county to streamline and enhance existing transit services. Building on the success of Go Glades, Palm Tran assessed additional on-demand service concepts in the Riviera Beach and Royal Palm Beach areas. As a result, Palm Tran established partnerships with transportation network companies (TNCs) and local taxi providers to pilot first/last-mile solutions within designated geofenced service areas.

These partnerships were implemented through the BusLink Pilot Program, which provides on-demand connections within the Riviera Beach, Royal Palm Beach, and Boca Raton service zones. BusLink connects riders to and from eligible Palm Tran bus stops using Uber or local Yellow Cab Taxi services. The program supports more efficient transit operations by enabling the consolidation and restructuring of fixed-route services, including the streamlining of Routes 20, 33, and 92, and the replacement of lower-performing routes such as Routes 21 and 52. BusLink vouchers are valued at \$8.00 per trip and the service operates from 6:00 a.m. to 9:00 p.m. on weekdays and from 6:00 a.m. to 8:00 p.m. on Saturdays. The BusLink Pilot Program began operation in September 2024.

In addition to the BusLink program, Palm Tran is advancing partnerships with local municipalities to expand future mobility-on-demand services. The City of Boca Raton is pursuing implementation of an on-demand service through a Service Development Grant and is preparing a full Request for Proposals, with Palm Tran anticipated to serve as an operating partner. Additional discussions are underway with other municipalities, including the Town of Westlake, regarding potential grant-funded MOD services similar to Go Glades. These municipal partnerships reflect Palm Tran's continued efforts to deploy flexible, demand-responsive mobility solutions and are anticipated to advance later in the fiscal year.



MAP 4-3: ON-DEMAND TRANSIT SERVICES





4.1.6 BusLink Title VI Service Equity Analysis

In FY 2025, Palm Tran initiated the BusLink Title VI Service Equity Analysis to evaluate the potential equity impacts associated with modifications to the BusLink mobility-on-demand program, including the potential elimination of service zones in North-East Palm Beach County, Royal Palm Beach, and Boca Raton. The effort was undertaken to ensure compliance with federal Title VI requirements and Palm Tran’s locally adopted Title VI policies, recognizing that BusLink functions as a critical first- and last-mile connection for riders who rely on the fixed-route transit network. Although BusLink does not operate as a traditional fixed-route service, its role in maintaining access following prior route reductions necessitated a more detailed equity assessment.

The analysis applies a two-tiered framework consisting of a Federal Transit Administration compliance review under FTA Circular 4702.1B and a policy-based evaluation aligned with Palm Tran’s 2025 Title VI Program Update. Using zone-level demographic analysis, impact ratio testing, and assessment of potential adverse effects such as increased travel time, cost, and reduced access, the study evaluates whether proposed service changes would result in disparate impacts on minority populations or disproportionate burdens on low-income populations. The BusLink Title VI Service Equity Analysis supports Palm Tran’s commitment to data-driven, transparent, and equitable decision-making and will inform future actions related to mobility-on-demand services and first- and last-mile strategies across the county.

4.1.7 Comprehensive Plan and Development Code Transit Policy Review

In FY 2025, Palm Tran initiated a policy and regulatory coordination effort to strengthen transit-supportive language within the Palm Beach County Comprehensive Plan and applicable local development regulations. This effort involved a detailed review of the County’s Transportation Element, relevant sections of the County Code of Ordinances, and municipal codes across multiple jurisdictions to evaluate consistency with current transit planning practices and implementation needs. The review focused on identifying opportunities to better align land use and transportation policies with Palm Tran’s service objectives and long-range planning goals.

The effort examined key policy areas including transit level of service standards, modal split policies, ADA requirements, farebox recovery considerations, and traffic performance standards that account for transit impacts. Based on this analysis, proposed language updates were developed to clarify, modernize, and strengthen transit-supportive provisions while maintaining consistency with state and regional planning frameworks. Coordination with Palm Tran staff informed refinement of the proposed updates to ensure they support practical implementation and reflect operational realities. This FY 2025 initiative supports improved coordination between countywide policy direction and transit service delivery, helping to create a regulatory environment that better enables future transit investments and service enhancements.

4.1.8 Systemwide Onboard Survey and Ridership Analysis

In FY 2025, Palm Tran initiated a systemwide onboard passenger survey to better understand rider demographics, travel behavior, and customer experience and to support data-driven service planning and equity analysis. The survey was conducted on Palm Tran’s fixed-route bus network between May 20



and June 26, 2024, and collected 1,415 valid responses that met established quality standards. The effort provides detailed insight into who uses Palm Tran services, how and why trips are made, and how riders access and experience the system, with a particular focus on populations protected under Title VI of the Civil Rights Act of 1964.

Survey findings indicate that Palm Tran serves a predominantly local, transit-dependent customer base, with 92 percent of riders residing in Palm Beach County and a majority of riders living in zero-vehicle households. Results show strong reliance on walking for first- and last-mile access, high levels of frequent transit use, and generally positive customer satisfaction, with many respondents indicating they are likely to recommend Palm Tran services. The survey also identifies key areas for improvement, including trip planning and access to real-time vehicle arrival information. The onboard survey results will inform future service planning, capital prioritization, customer information strategies, and Title VI compliance activities, supporting Palm Tran’s ongoing efforts to align transit investments with rider needs and travel patterns.

4.1.9 Rider Behavior, System Benchmarking, and Strategic Improvement Report

In FY 2025, Palm Tran initiated Rider Behavior, System Benchmarking, and Strategic Improvement Study to develop a comprehensive, data-driven understanding of who uses the fixed-route system, how riders travel, and how fare payment choices influence service use, equity, and long-term planning. The study integrates three primary analytical components: a unique rider analysis to estimate how many individuals rely on Palm Tran over a defined period, a fare media and digital readiness assessment to evaluate cash usage and transition potential to account-based payment, and a peer benchmarking analysis comparing Palm Tran’s performance to similar transit agencies nationwide. Together, these components provide the most complete picture to date of Palm Tran’s rider base, system context, and structural constraints affecting performance.

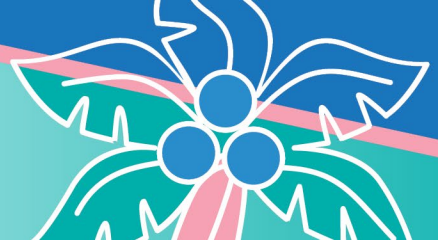
The study estimated that Palm Tran serves between 18,234 and 29,956 unique riders during a typical service period, reflecting a mix of highly transit-dependent riders and more occasional users. Findings highlight strong opportunities to improve digital fare adoption, enhance data quality, and strengthen service planning through targeted investments in convenience, frequency, and reliability. Peer benchmarking results indicate that while Palm Tran operates efficiently relative to its available resources, lower per-capita operating investment limits the agency’s ability to provide the level of service frequency associated with higher ridership growth. The study concludes with a set of phased, actionable recommendations designed to support equitable access, improve rider experience, modernize fare systems, and guide near-, mid-, and long-term strategic decision-making.

4.2 Other Capital and Infrastructure Improvements

This section reviews all capital and infrastructure improvements implemented by Palm Tran in FY 2025 that were not tied to service improvements.

4.2.1 Palm Tran Superstop – Palm Beach Gardens Transit Hub

A Superstop is defined by Palm Tran as a location that supports safe bus turning movements and functions as a centralized transit hub for passenger transfers. In FY 2023, Palm Tran completed an initial



assessment to identify potential Superstop locations that could better support and optimize existing bus services. Based on the findings of that effort, Palm Tran advanced one location for more detailed evaluation in FY 2025: the Palm Beach Gardens Mall Transit Hub.

The Palm Beach Gardens Mall Transit Hub was selected for further study due to its strategic role within the regional transit network. The location serves as a convergence point for four Palm Tran routes and functions as a key transfer location connecting Palm Tran services in Palm Beach County with Martin County Transit (MARTY). This intercounty connection supports regional travel between Palm Beach and Martin counties and expands access to employment, education, and essential services.

In addition to its role in the fixed-route network, the Palm Beach Gardens Mall Transit Hub is located within a designated BusLink on-demand service zone, providing first- and last-mile connections that improve access to fixed-route transit and enhance overall network efficiency. The combination of high route activity, regional connectivity, and on-demand mobility services positions the Palm Beach Gardens Mall as a truly multimodal transit hub.

While Palm Tran staff have completed an initial internal evaluation of the Palm Beach Gardens Mall Transit Hub, additional technical analysis is anticipated in the coming year. This effort is expected to include more detailed operational, safety, and infrastructure assessments, as well as the identification and evaluation of an additional nearby location that could further support the multimodal function and long-term needs of the transit hub.

4.2.2 Simme Seats

Transit rider surveys repeatedly show that bus shelters and benches are important to transit customers. Simme-Seats allow two customers to sit comfortably facing opposite directions in their own space. Simme-Seats are easier to install than traditional shelters and benches and more cost-efficient, primarily because they require next to no right-of-way and their durable steel frames require significantly less maintenance than traditional concrete benches.

In 2021, Palm Tran established a system with five levels to determine the amenities at a bus stop based on factors such as ridership, land use, and proximity to major activity centers. Simme-Seats were identified as a level one amenity. Palm Tran staff has since prioritized level one stops on 561 Plan Corridors and in other locations of high customer demand for bus stop seating. In FY 2025, 15 Simme-Seats were installed, for a total of 242 installed since 2016. Going forward, Simme-Seat installation is planned at all bus stops when the supporting infrastructure is present.

4.2.3 Bus Stop Accessibility Study and Transition Plan

Since the adoption of the ADA Transition Plan, Palm Tran has taken several important steps toward improving systemwide accessibility by using the plan as a foundational framework for its engineering, design, and construction decision-making. Rather than advancing stop improvements through a standalone construction program, Palm Tran has strategically integrated ADA accessibility considerations into its broader capital planning and coordination processes.

The ADA Transition Plan has enabled Palm Tran to closely coordinate with the Palm Beach County Facilities Department, allowing the agency to leverage existing County construction practices, on-call

contracts, and procurement mechanisms. This approach reduces the need for Palm Tran to independently advance projects through separate procurement cycles and vendor selection processes, resulting in greater efficiency and reduced upfront administrative effort typically required for accessibility improvements.

In parallel, Palm Tran continues to leverage its established development review and electronic review committee processes to coordinate with local municipalities and the Florida Department of Transportation. Through this process, Palm Tran works to incorporate ADA-compliant bus stop and passenger facility improvements as part of roadway projects, private development, and public infrastructure investments occurring throughout the service area. This coordinated approach has already supported the installation of multiple bus shelters and shelter pads across the system.

Palm Tran staff continue to actively monitor planned construction and development activities across the county to identify opportunities to improve bus stop accessibility and supporting infrastructure. By aligning ADA objectives with ongoing public and private projects, Palm Tran is positioning itself to incrementally advance accessibility improvements in a cost-effective and implementation-ready manner. An example is presented in Figure 4-1.

FIGURE 4-1: BUS STOP ACCESSIBILITY IMPROVEMENT AT STOP #3052 ON ELECTRONICS WAY





4.2.4 Bus Shelter & Amenities (Expansion and Replacement)

Palm Tran is continuing its countywide program to upgrade bus shelters and associated amenities. Many existing shelters have exceeded their useful life, and systemwide expansion and replacement efforts are necessary to maintain compliance with current industry standards.

The agency's goal is to install 250 new shelters and replace 100 existing shelters over the next five years. Placement will be prioritized based on ridership demand. New shelters will feature enhanced rider amenities such as CCTV cameras, bike racks, trash receptacles, digital displays, and solar panels. Palm Tran plans to place an order for the first 50 shelters in the first half of 2026.

In FY 2025, Palm Tran acquired two shelters for the Palm Beach Venture Philanthropy Project (PBVPP). PBVPP will install the shelters and associated amenities once they are delivered to Palm Tran's facility. These units are included in the broader 250-shelter implementation initiative. By utilizing philanthropic contributions to support capital investments, Palm Tran is maximizing the return on public dollars while reducing reliance on traditional capital funding sources. This effort represents another example of Palm Tran staff's innovative approach and willingness to leverage nontraditional partnerships to deliver meaningful, cost-effective improvements that directly benefit the riding public.

Also in FY 2025, Palm Tran ordered 30 solar-powered shaded seating units using a leaf-cover design. Installation has not yet begun. Additionally, in FY 2024 the agency acquired 50 solar-lighting units for bus stops, with further orders anticipated in FY 2026.

4.3 Technology Improvements

4.3.1 Electric Bus Initiatives

Palm Tran is exploring adding electric buses to its fleet, consistent with the MPO's 2050 LRTP Goals, Objectives, and Targets to increase the percentage of electric vehicles in the rubber-tire transit fleet. Currently, the MPO has prioritized, through its Local Initiatives Grant Program, \$4.3M in FY 2024 and \$5M in FY 2025 for Palm Tran to purchase electric buses. Palm Tran completed its Zero Emissions Plan in FY 2022; In FY 2023 a Fleet Electrification Modeling & Operational Cost Study was developed to prepare for the implementation of a battery electric fleet. In FY 2025, Palm Tran received its first 6 electric buses. Staff training is expected to begin in spring 2026 to make all 6 buses fully operational.

4.3.2 Okeechobee Blvd SR 7 Multimodal Corridor Study

The corridor study and visualization effort provided Palm Tran with a critical planning foundation that directly informed implementation of its first BRT Lite service, The Wave, on Okeechobee Boulevard. By translating technical analysis into clear, corridor-level concepts, the study helped advance a shared understanding of existing travel demand, operational constraints, and improvement opportunities along one of Palm Beach County's most heavily traveled commuter corridors. This work built upon a series of prior corridor studies led jointly by Palm Tran and the Palm Beach Metropolitan Planning Organization, which consistently identified Okeechobee Boulevard as a priority corridor for enhanced transit investment.

Together, these planning efforts reinforced the strategic importance of Okeechobee Boulevard as a regional east-west spine connecting major employment centers, residential areas, and intermodal



destinations. Implementation of The Wave was largely supported through Florida Department of Transportation grant funding, reflecting FDOT’s continued partnership in advancing transit solutions that address congestion and improve regional mobility. The resulting service demonstrates how coordinated planning, targeted state investment, and effective local implementation can expand commuter travel options and support broader efforts to reduce congestion along a critical transportation corridor. In addition, FDOT is advancing a corridor feasibility study to identify the most effective alternatives for addressing congestion, underscoring the high level of coordination and strategic alignment among Palm Tran, FDOT, and the MPO.

4.3.3 Transit Signal Priority

TSP aims to improve transit service performance in high-demand corridors. In FY 2025 Palm Tran installed 125 onboard vehicle gateways and traffic cabinets. TSP will be first implemented on U.S. 1 in Q1 2026, and on SR 7 and Okeechobee in a second phase in the future. Testing of the TSP system is expected to begin in spring 2026. Palm Tran will continue to leverage federal and state grant funding partnerships, in coordination with the Florida Department of Transportation and regional planning partners, to expand the deployment of transit signal priority (TSP) along high-volume corridors identified in the 561 Premium/Enhanced Transit Network. By aligning TSP investments with FDOT’s intelligent transportation systems (ITS) infrastructure and corridor priorities, Palm Tran is targeting locations where improvements in reliability, travel time, and schedule adherence can provide the greatest benefit to riders. This coordinated approach supports implementation of the 561 Plan, advances regional congestion management objectives, and ensures that transit priority investments are strategically deployed along corridors with demonstrated demand and long-term growth potential.

4.3.4 Real Time Arrival Signage

Palm Tran aims to install real time arrival signage at a select number of stops and locations across the system. It is expected that real-time signage will be installed in FY 2026. These displays will provide passengers with up-to-date arrival information, reducing uncertainty, improving perceived wait times, and enhancing overall trip reliability. Real-time signage is particularly important at high-volume stops and transit hubs, where accurate information supports smoother transfers, improves customer confidence, and makes transit more competitive with other travel options.

Installation of real-time arrival signage will complement Palm Tran’s broader investments in service reliability, transit technology, and customer information systems. By expanding access to real-time information in the public right-of-way, Palm Tran is improving the passenger experience while supporting more informed travel decisions, especially for riders who may not have access to smartphones or mobile applications.

In addition to customer information benefits, real-time arrival signage presents opportunities to generate supplemental revenue through digital advertising and allows Palm Tran greater control over the dynamic content shared with riders. During the previous fiscal year, Palm Tran proactively procured a digital advertising contract, positioning the agency to seamlessly integrate advertising content into future real-time signage installations. This early action demonstrates organizational readiness and ensures that new technology investments can support both enhanced customer communication and long-term financial sustainability.



4.3.5 Video Mirror System

Luminator Technology Group offers the Inform Video Mirror System, a "mirrorless" driver assistance solution designed specifically for the mass transit and heavy vehicle markets. Developed in partnership with Vision Systems (Safety Tech), it replaces traditional exterior glass mirrors with high-definition cameras and interior-mounted displays. The system is designed to improve safety, reduce operational costs, and enhance the driver's environment. In FY 2025 Palm Tran was in its pilot phase, with the equipment installed on two fixed-route buses. Additionally, a short training session was conducted in January 2026.

4.4 Policy and Educational Improvements

4.4.1 Title VI Program Update

In FY 2025, Palm Tran initiated preparation of the Title VI Program Update to document continued compliance with Title VI of the Civil Rights Act of 1964 and the implementing guidance set forth in Federal Transit Administration Circular 4702.1B. As the designated recipient of FTA funding for Palm Beach County, Palm Tran developed the update to describe policies, procedures, and performance monitoring practices that ensure transit services are provided in a nondiscriminatory manner and that minority, low-income, and limited-English-proficiency populations have equitable access to transit benefits. The update includes a comprehensive review of public participation activities, service standards and policies, complaint procedures, language assistance efforts, and systemwide monitoring processes.

The FY 2025 Title VI Program Update also documents the results of recent service and fare equity analyses, including evaluations of fixed-route service changes and the Port St. Lucie Express, and presents updated demographic and service profile mapping for Palm Beach County. Findings indicate that Palm Tran remains in compliance with established Title VI performance thresholds, with no disparate impacts or disproportionate burdens identified that require mitigation at this time. The update reinforces Palm Tran's commitment to transparent, data-driven decision-making and provides a regulatory foundation to guide future service planning, capital investment, and public engagement activities.

4.4.2 Countywide Master Transportation Plan

In FY 2025, Palm Beach County initiated development of the Countywide Master Transportation Plan (PBC Moves) to establish a long-term, multimodal framework for addressing mobility, safety, and connectivity needs across the county. The effort is being led by Palm Beach County in coordination with the Palm Beach Metropolitan Planning Organization, the Florida Department of Transportation, Palm Tran, and local municipalities. The plan evaluates existing transportation conditions and identifies prioritized strategies to support population growth, economic development, and evolving travel patterns. PBC Moves emphasizes an integrated approach to transportation planning that aligns roadway, transit, bicycle, pedestrian, and emerging mobility investments to improve system performance and accessibility countywide.

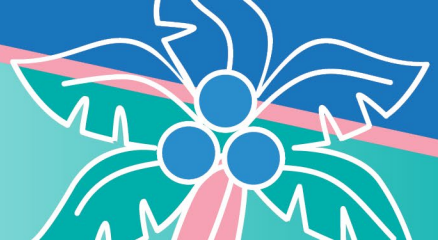


The Countywide Master Transportation Plan identifies strategic corridors, activity centers, and multimodal networks where targeted investments can improve reliability, safety, and travel options. Transit is a central component of the plan, with recommendations intended to support enhanced fixed-route service, premium transit corridors, first- and last-mile connections, and partnerships with local jurisdictions to advance flexible mobility solutions. Through ongoing collaboration among Palm Beach County, the Palm Beach Metropolitan Planning Organization, FDOT, and Palm Tran, PBC Moves is intended to provide a coordinated policy and investment framework that guides implementation of multimodal transportation improvements and supports Palm Tran’s ability to advance service and capital projects aligned with regional priorities.

4.4.3 Transit Asset Management Plan

The Federal Transit Administration (FTA), under the Transit Asset Management (TAM) regulation (49 CFR Part 625), requires transit agencies to develop and maintain a strategic approach to monitoring, maintaining, and replacing transit assets. Palm Tran completed its most recent TAM Plan update at the end of FY 2022, establishing asset inventories, condition assessments, and performance targets to guide long-term asset stewardship.

In FY 2025, Palm Tran reported its asset performance targets and condition rating information to the National Transit Database (NTD) in compliance with annual reporting requirements. In addition, Palm Tran is currently in the process of developing its FY 2026 TAM Plan update, which will build upon previous assessments and incorporate updated asset condition data, performance targets, and investment priorities. Palm Tran will continue to monitor TAM Plan goals annually to ensure assets are managed in a state of good repair and aligned with federal requirements and agency priorities.



5 10-YEAR OPERATING AND CAPITAL PROGRAM

The following section outlines the TDP’s updated operating and capital program for FY 2026 through 2035. These identified projects are presented alongside their updated timelines (schedule of projects), project descriptions, associated costs, and prioritization.

5.1 Schedule of Projects

Table 5-1 and Table 5-2 list the updated schedule of service improvements and update schedule of all other improvements, respectively.



TABLE 5-1: 10-YEAR SCHEDULE OF PROJECTS | FY 2026-2035 | SERVICE IMPROVEMENTS

Service Improvement	Description/Location	Type of Service	Level of Service			Associated Costs		Recommended Implementation Timeframe	Consistent with/Support for Related Plan Type
			Weekday Frequency (min)	Weekday Service Span	Days of Service	Operating (2026)	Capital (Total)		
Route 40 Frequency Improvements	Along Okeechobee Boulevard/US 441	Fixed Route	30	5:00 AM to 10:00 PM	All	\$801,311	\$2,257,483	2024	Local
Sunday Service Improvements	Throughout Palm Beach County	Fixed Route	-	8:00 AM to 7:00 PM	Sunday	\$2,334,332	-	2035	Local
561 Plan Network Improvements – Route 1	Frequency improvements along US 1	Fixed Route	15	5:30 AM to 11:00 PM	All	\$2,731,337	\$4,514,966	2027-2035	Local
561 Plan Network Improvements – Route 43*	Frequency improvements along Okeechobee Boulevard	Fixed Route	15	5:40 AM to 10:00 PM	All	\$2,897,112	\$1,504,989	2025	Local
561 Plan Network Improvements – Route 3	Frequency improvements along Military Trail	Fixed Route	15	5:00 AM to 10:30 PM	All	\$4,840,877	\$6,019,954	2027-2035	Local
561 Plan Network Improvements – Route 2	Frequency improvements along Congress Avenue	Fixed Route	15	5:15 AM to 11:00 PM	All	\$4,403,829	\$6,772,448	2027-2035	Local
561 Plan Network Improvements – Route 62	Frequency improvements along Lake Worth Road	Fixed Route	15	5:40 AM to 10:15 PM	All	\$2,847,999	\$1,504,989	2027-2035	Local
561 Plan Network Improvements – Route 46	Frequency improvements along Forest Hill Boulevard	Fixed Route	15	6:00 AM to 10:00 PM	All	\$1,568,211	\$2,257,483	2027-2035	Local
561 Plan Network Improvements – Route 73	Frequency and service span improvements along Boynton Beach Boulevard	Fixed Route	15	5:30 AM to 10:00 PM	All	\$3,674,751	\$4,514,966	2028-2035	Local
561 Plan Network Improvements – Route 81	Frequency and service span improvements along Atlantic Avenue	Fixed Route	30	6:00 AM to 10:00 PM	All	\$3,342,635	\$3,762,471	2029-2035	Local
561 Plan Network Improvements – Route 91	Frequency and service span improvements along Glades Road	Fixed Route	30	5:45 AM to 10:00 PM	All	\$801,311	\$2,395,659	2029-2035	Local
Port St. Lucie “Jobs” Express-Phase 1*	Express coach service between Port St. Lucie and West Palm Beach	Express	2 trips per day	-	Weekdays	\$285,762	-	2023	Local, Regional
Port St. Lucie “Jobs” Express-Phase 2	Express coach service between Port St. Lucie and West Palm Beach	Express	8 trips per day	-	Weekdays	\$571,524	-	2027	Local, Regional
I-95/WPB to Boca Raton Express	Extend express coach service south to Boca Raton	Express	10 trips per day	-	Weekdays	\$869,370	-	2028-2035	Local
TNC Partnership Pilot Program*	Throughout Palm Beach County	On-Demand	-	6:00 AM to 9:00 PM	Monday - Saturday	\$165,000	-	2024-2026	Local
MOD Priority Area 1 (Go Glades)*	Implement MOD in the Glades area	On-Demand	-	5:00 AM to 9:00 PM	All	\$3,414,667	-	2022	Local
MOD Priority Area 2 Pilot	To Be Decided (TBD)	On-Demand	-	-	All	\$2,194,828	\$1,397,306	2028-2035	Local
MOD Priority Area 3 Pilot	TBD	On-Demand	-	-	All	\$2,194,828	\$1,397,306	2029-2035	Local
MOD Priority Area 4 Pilot	TBD	On-Demand	-	-	All	\$2,194,828	\$1,397,306	2030-2035	Local
MOD Priority Area 5 Pilot	TBD	On-Demand	-	-	All	\$2,194,828	\$1,397,306	2031-2035	Local

Note: Any starred projects are completed.



TABLE 5-2: 10-YEAR SCHEDULE OF PROJECTS | FY 2026-2035 | CAPITAL AND OTHER IMPROVEMENTS

Improvement	Description/Location	Type of Capital/Other Improvement	Level of Service			Associated Costs		Recommended Implementation Timeframe	Consistent with/Support for Related Plan Type
			Weekday Frequency (min)	Weekday Service Span	Days of Service	Operating (2026)	Capital (Total)		
Connection Facility Assessment*	Throughout Palm Beach County	Planning	N/A	N/A	N/A	N/A	\$100,000	2022	Local
School District Coordination Study*	Throughout Palm Beach County	Planning	N/A	N/A	N/A	N/A	\$60,000	2022	Local
TDP Major Update (FYs 2027-2036)	Throughout Palm Beach County	Planning	N/A	N/A	N/A	N/A	TBD	2026/2027	Local
Okeechobee Blvd PD&E Study	Determine impacts, preferred alternative, and conceptual design for premium transit on Okeechobee Blvd	Planning	N/A	N/A	N/A	N/A	\$966,760	2028	Local
US-1 PD&E Study	Determine impacts, preferred alternative, and conceptual design for premium transit on US-1	Planning	N/A	N/A	N/A	N/A	\$3,741,819	2030	Local
Lake Worth Rd PD&E Study	Determine impacts, preferred alternative, and conceptual design for premium transit on Lake Worth Rd	Planning	N/A	N/A	N/A	N/A	\$776,804	2032	Local
North County Facility Electrical Upgrades	Electrical upgrades for the North Facility	Facility	N/A	N/A	N/A	N/A	\$700,000	2025	Local
North Facility Parking Lot Restoration	Parking lot restoration for the North Facility	Facility	N/A	N/A	N/A	N/A	\$2,100,000	2025	Local
Bus Stop Improvements (Programmed in TIP)*	Add infrastructure to bus stops lacking amenities throughout Palm Beach County	Infrastructure	N/A	N/A	N/A	N/A	\$5,000,000	2021-2035	Local
561 Plan Corridors Enhanced Transit Shelters	Add enhanced transit shelters along US-1 and Okeechobee Blvd	Infrastructure	N/A	N/A	N/A	N/A	\$14,054,472	2021-2035	Local
Fleet Replacement Program-Fixed Route	Replace existing fixed-route vehicles throughout Palm Beach County	Vehicle	N/A	N/A	N/A	N/A	\$80,516,887	2026-2035	Local
Fleet Replacement Program-Connection	Replace existing paratransit vehicles throughout Palm Beach County	Vehicle	N/A	N/A	N/A	N/A	\$35,951,363	2026-2035	Local
South/North/West Facility Maintenance Upgrades	Equipment upgrades for all facilities throughout Palm Beach County	Facility	N/A	N/A	N/A	N/A	\$9,014,663	2028-2030	Local
Palm Tran Bus Stop Shelter Program	Add shelters at high-ridership bus stops throughout Palm Beach County	Infrastructure	N/A	N/A	N/A	N/A	\$6,800,000	2021-2035	Local
North Facility Planning & Design Study	Evaluate facility and site needs, understand design options and costs for replacing versus relocating	Planning	N/A	N/A	N/A	N/A	\$5,000,000	2027-2028	Local
Bus Radio System Upgrades*	Upgrade radio systems on revenue vehicles throughout Palm Beach County	Technology	N/A	N/A	N/A	N/A	\$975,000	2022	Local
Fleet Software/Hardware Upgrades*	Software and hardware upgrades for fleet management system throughout Palm Beach County	Technology	N/A	N/A	N/A	N/A	\$1,000,000	2022	Local
Enterprise Asset Management Software	Software upgrades for enterprise asset management throughout Palm Beach County	Technology	N/A	N/A	N/A	N/A	\$1,300,000	2022	Local
Electrification Master Plan*	Evaluate electric vehicle technology, infrastructure, and operational needs throughout Palm Beach County	Planning	N/A	N/A	N/A	N/A	\$30,000 per intersection	2022	Local
Transit Signal Priority – US-1	Implement Transit Signal Priority on US-1	Technology	N/A	N/A	N/A	N/A	TBD	2025	Local
Bus Stop Real Time Arrival Signage	Add digital real-time arrival signage at key bus stops throughout Palm Beach County	Technology	N/A	N/A	N/A	N/A	\$1,200,000	2023-2035	Local
Electric Vehicles / Charging Stations	Implement electric vehicles and associated infrastructure according to the master plan throughout Palm Beach County	Infrastructure	N/A	N/A	N/A	N/A	\$5,000,000	2024-2025	Local
Wi-Fi Enabled Fleet	Outfit demand response vehicles with Wi-Fi throughout Palm Beach County	Technology	N/A	N/A	N/A	N/A	\$129,465	2024-2035	Local
Transit Signal Priority – Okeechobee Blvd/SR-7	Implement Transit Signal Priority on Okeechobee Blvd and SR-7	Technology	N/A	N/A	N/A	N/A	\$30,000 per intersection	2026	Local
Transit Signal Priority – Lake Worth Rd/SR-7	Implement Transit Signal Priority on Lake Worth Rd and SR-7	Technology	N/A	N/A	N/A	N/A	\$1,000,000	2027	Local

Note: Any starred projects are completed.



Error! Reference source not found. Table 5-3 describes the status of each project by the end of FY 2025.

TABLE 5-3: 10-YEAR IMPLEMENTATION PLAN SUMMARY

Improvement Category	Improvement Description	Implementation Year(s)	Status	Notes
Fixed Route	Route 40 Frequency Improvements	2024	Completed	
	Sunday Service Improvements	2035	On Schedule	
	561 Plan Network Improvements – Route 1	2027-2035	On Schedule	<i>TSP and new bus shelters with amenities will be implemented along the corridor</i>
	561 Plan Network Improvements – Route 43	2025	On Schedule	<i>BRT Lite introduced in FY25, Currently working with FDOT on including TSP, and enhanced amenities</i>
	561 Plan Network Improvements – Route 3	2027-2035	On Schedule	<i>Route 3 has improved to 20-minute service frequency. Currently exploring TSP for this corridor, and enhanced amenities</i>
	561 Plan Network Improvements – Route 2	2027-2035		<i>Enhanced amenities. Alternative analysis conducted by MPO for this route</i>
	561 Plan Network Improvements – Route 62	2027-2035		<i>Exploring BRT Lite and TSP for this corridor, it will also have enhanced amenities</i>
	561 Plan Network Improvements – Route 46	2027-2035		<i>Alternative analysis conducted by MPO for this route</i>
	561 Plan Network Improvements – Route 73	2028-2035		<i>Enhanced amenities, and alternative analysis conducted by MPO for this route</i>
	561 Plan Network Improvements – Route 81	2029-2035		<i>Alternative analysis conducted by MPO for this route</i>
	561 Plan Network Improvements – Route 91	2029-2035		<i>Alternative analysis conducted by MPO for this route</i>
	Spare Buses for Service Improvements	Various	On Schedule	
Express	Port St. Lucie “Jobs” Express-Phase 1	2023	Completed	
	Port St. Lucie “Jobs” Express-Phase 2	2027		Study complete: pending implementation
	I-95/WPB to Boca Raton Express	2028-2035		Study complete: pending implementation
On-Demand	TNC Partnership Pilot Program	2024-2026	Completed	<i>Buslink service began in September 2024</i>
	MOD Priority Area 1 (Go Glades)	2022	Implemented	
	MOD Priority Area 2 Pilot	2028-2035		
	MOD Priority Area 3 Pilot	2029-2035		
	MOD Priority Area 4 Pilot	2030-2035		
	MOD Priority Area 5 Pilot	2031-2035		<i>Under analysis</i>



TABLE 5-3: 10-YEAR IMPLEMENTATION PLAN SUMMARY (CONTINUED)

Improvement Category	Improvement Description	Implementation Year(s)	Status	Notes
Plans/Studies	Connection Facility Assessment	2022	Completed	<i>Palm Beach County has leased a facility that is fully compliant for the next contract for paratransit in 2025</i>
	School District Coordination Study	2022	Completed	
	TDP Major Update (FYs 2027-2036)	2026, 2031		
	Okeechobee Blvd PD&E Study	2028		<i>Phase 1 will go through the FDOT Lane Repurposing process starting in early 2025</i>
	US-1 PD&E Study	2030		
	Lake Worth Rd PD&E Study	2032		
Other Capital/Infrastructure	North County Facility Electrical Upgrades	2025	Progress Made	<i>Electrical Upgrade for current, as well as additional power needs anticipated in FY 25</i>
	North Facility Parking Lot Restoration	2025	On Schedule	<i>Under construction</i>
	Bus Stop Improvements (Programmed in TIP)	2021-2035	Progress Made	<i>Bus Shelters and amenities will be installed annually</i>
	561 Plan Corridors Enhanced Transit Shelters	2021-2035	On Schedule	
	Fleet Replacement Program-Fixed Route	2026-2035	On Schedule	<i>See Transit Asset Management (TAM) Plan</i>
	Fleet Replacement Program-Connection	2026-2035	On Schedule	<i>Fleet replacement plan in place</i>
	South/North/West Facility Maintenance Upgrades	2028-2030	On Schedule	<i>Palm Tran is working with Palm Beach County facilities to perform necessary upgrades.</i>
	Palm Tran Bus Stop Shelter Program	2021-2035	On Schedule	
North Facility Planning & Design Study	2027-2028		<i>Palm Tran Facilities Assessment Programming Analysis is complete.</i>	
Technology	Bus Radio System Upgrades	2022	Progress Made	<i>A vendor was chosen and an installation plan is pending</i>
	Fleet Software/Hardware Upgrades	2022	Progress Made	<i>Fleet software upgrades are in progress</i>
	Enterprise Asset Management Software	2022	Progress Made	<i>Currently transitioning to a new software</i>
	Electrification Master Plan	2022	Completed	
	Transit Signal Priority – US-1	2025	Progress Made	<i>Traffic signal equipment acquired in FY25. TSP technology on buses acquired in FY25</i>
	Bus Stop Real Time Arrival Signage	2023-2035	Progress Made	<i>Will be installed in annually</i>
	Electric Vehicles / Charging Stations	2024-2025	Progress Made	<i>EV Charging installed in FY 25</i>
	Wi-Fi Enabled Fleet	2024-2035	Progress Made	
	Transit Signal Priority – Okeechobee Blvd/SR-7	2026	Progress Made	<i>Will begin in FY26</i>
	Transit Signal Priority – Lake Worth Rd/SR-7	2027		



5.2 List of Priority Projects

The new List of Priority Projects outlines the ranking of service and capital improvements and strategies for the next ten years.

5.2.1 Methodology

A hybrid methodology, combined quantitative and qualitative assessments, was employed to evaluate and rank transit needs. The ranking of the priorities is based on the results of the previously conducted evaluation in the adopted 2022-2031 TDP (Table 5-4). This process ranked transit needs in order to prioritize projects for implementation.

TABLE 5-4: LIST OF PRIORITY PROJECTS METHODOLOGY

Criteria	Measure	Measure Description	Measure Weight	Criteria Weight
Public Support	Transit Needs Survey	Level of interest in specific alternatives from quantitative, measurable public outreach activities	10%	40%
	Opinion Poll Survey		10%	
	Other Public Input	Level of interest in specific alternatives from general observations and qualitative feedback obtained from public outreach activities	20%	
Ridership Potential	Ridership Productivity	TBEST outputs for the 2031 trips per hour	20%	20%
Connectivity	First/Last Mile Connectivity	Improved connections to/from the fixed route network and other public transit services	10%	20%
	Regional/Local Connections	Improved connections to nearby local and regional activity centers	10%	
Financial Feasibility	Cost Efficiency	Operating cost per trip	15%	20%
	Capital Costs	Cost of associated capital	5%	
Total	-	-		100%

Table 5-5 and Table 5-6 show the List of Priority Projects for FY 2026 – 2035. The table includes the rank, description/location, type of service, implementation year, and funding availability of the improvement.

It should be noted that this funding schedule does not preclude the opportunity to delay or advance any projects. As priorities change, funding assumptions do not materialize, and/or more funding becomes available, this project implementation schedule can and should be adjusted.



TABLE 5-5: LIST OF PRIORITY PROJECTS (SERVICE IMPROVEMENTS)

Rank	Improvements	Description/Location	Type of Service	Implementation Year (FY)	Funding Availability
Service Improvements					
1	Sunday Service Improvements	Throughout Palm Beach County	Fixed Route	2035	Unfunded
2	Port St. Lucie “Jobs” Express-Phase 1*	Express coach service between Port St. Lucie and West Palm Beach	Express	2024-2035	Existing
3	Port St. Lucie “Jobs” Express-Phase 2	Express coach service between Port St. Lucie and West Palm Beach	Express	2027	Unfunded
4	I-95/WPB to Boca Raton Express	Extend express coach service south to Boca Raton	Express	2028-2035	Unfunded
5	Route 40 Frequency Improvements	Along Okeechobee Boulevard/US 441	Fixed Route	2024	Existing
6	561 Plan Network Improvements – Route 43	Frequency improvements along Okeechobee Boulevard	Fixed Route	2025	Existing
7	561 Plan Network Improvements – Route 1	Frequency improvements along US 1	Fixed Route	2027	Unfunded
8	561 Plan Network Improvements – Route 3	Frequency improvements along Military Trail	Fixed Route	2027	Unfunded
9	561 Plan Network Improvements – Route 2	Frequency improvements along Congress Avenue	Fixed Route	2027	Unfunded
10	561 Plan Network Improvements – Route 62	Frequency improvements along Lake Worth Road	Fixed Route	2027	Unfunded
11	561 Plan Network Improvements – Route 46	Frequency improvements along Forest Hill Boulevard	Fixed Route	2027	Unfunded
12	561 Plan Network Improvements – Route 73	Frequency and service span improvements along Boynton Beach Boulevard	Fixed Route	2028	Unfunded
13	561 Plan Network Improvements – Route 81	Frequency and service span improvements along Atlantic Avenue	Fixed Route	2029	Unfunded
14	561 Plan Network Improvements – Route 91	Frequency and service span improvements along Glades Road	Fixed Route	2029	Unfunded
15	MOD Priority Area 1 (Go Glades)	Implement MOD in the Glades area	On-Demand	2022-2035	Existing
16	MOD Priority Area 2 Pilot	TBD	On-Demand		Unfunded
17	MOD Priority Area 3 Pilot	TBD	On-Demand		Unfunded
18	MOD Priority Area 4 Pilot	TBD	On-Demand		Unfunded
19	MOD Priority Area 5 Pilot	TBD	On-Demand		Unfunded
20	TNC Partnership Program	Throughout Palm Beach County	On-Demand	2024-2026	Existing



TABLE 5-6 LIST OF PRIORITY PROJECTS (CAPITAL IMPROVEMENTS)

Rank	Improvements	Description/Location	Type of Service	Implementation Year (FY)	Funding Availability
Capital Improvements					
1	Bus Stop Improvements (Programmed in TIP)	Add infrastructure to bus stops lacking amenities throughout Palm Beach County	Infrastructure	2021-2035	Existing
2	561 Plan Corridors Enhanced Transit Shelters	Add enhanced transit shelters along US-1 and Okeechobee Blvd	Infrastructure	2021-2035	Existing
3	Palm Tran Bus Stop Shelter Program	Add shelters at high-ridership bus stops throughout Palm Beach County	Infrastructure	2021-2035	Existing
4	Connection Facility Assessment	Throughout Palm Beach County	Planning	2022	Existing
5	School District Coordination Study	Throughout Palm Beach County	Planning	2022	Existing
6	Bus Radio System Upgrades	Upgrade radio systems on revenue vehicles throughout Palm Beach County	Technology	2022	Existing
7	Fleet Software/Hardware Upgrades	Software and hardware upgrades for fleet management system throughout Palm Beach County	Technology	2022	Existing
8	Enterprise Asset Management Software	Software upgrades for enterprise asset management throughout Palm Beach County	Technology	2022	Existing
9	Electrification Master Plan	Evaluate electric vehicle technology, infrastructure, and operational needs throughout Palm Beach County	Planning	2022	Existing
10	Bus Stop Real Time Arrival Signage	Add digital real-time arrival signage at key bus stops throughout Palm Beach County	Technology	2023-2035	Grant
11	Electric Vehicles / Charging Stations	Implement electric vehicles and associated infrastructure according to the master plan throughout Palm Beach County	Infrastructure	2024-2025	Unfunded
12	Wi-Fi Enabled Fleet	Outfit demand response vehicles with Wi-Fi throughout Palm Beach County	Technology	2024-2035	Grant
13	North County Facility Electrical Upgrades	Electrical upgrades for the North Facility	Facility	2025	Grant
14	North Facility Parking Lot Restoration	Parking lot restoration for the North Facility	Facility	2025	Grant
15	Transit Signal Priority – US-1	Implement Transit Signal Priority on US-1	Technology	2025	Unfunded



TABLE 5-6: LIST OF PRIORITY PROJECTS (CAPITAL IMPROVEMENTS), CONTINUED

Rank	Improvements	Description/Location	Type of Service	Implementation Year (FY)	Funding Availability
Capital Improvements					
16	Transit Signal Priority – Okeechobee Blvd/SR-7	Implement Transit Signal Priority on Okeechobee Blvd and SR-7	Technology	2026	Unfunded
17	Fleet Replacement Program-Fixed Route	Replace existing fixed-route vehicles throughout Palm Beach County	Vehicle	2026-2035	Grant
18	Fleet Replacement Program-Connection	Replace existing paratransit vehicles throughout Palm Beach County	Vehicle	2026-2035	Local
19	Transit Signal Priority – Lake Worth Rd/SR-7	Implement Transit Signal Priority on Lake Worth Rd and SR-7	Technology	2027	Grant
20	TDP Major Update (FYs 2027-2036)	Throughout Palm Beach County	Planning	2026/2027	Grant
21	North Facility Planning & Design Study	Evaluate facility and site needs, understand design options and costs for replacing versus relocating	Planning	2027-2028	Unfunded
22	Okeechobee Blvd PD&E Study	Determine impacts, preferred alternative, and conceptual design for premium transit on Okeechobee Blvd	Planning	2028	Unfunded
23	South/North/West Facility Maintenance Upgrades	Equipment upgrades for all facilities throughout Palm Beach County	Facility	2028-2030	Grant
24	US-1 PD&E Study	Determine impacts, preferred alternative, and conceptual design for premium transit on US-1	Planning	2030	Unfunded
25	Lake Worth Rd PD&E Study	Determine impacts, preferred alternative, and conceptual design for premium transit on Lake Worth Rd	Planning	2032	Unfunded



5.3 Implementation Progress for 10-Year Goals & Objectives

Accelerate 2031 includes five overarching goals, supported by a series of objectives. For each objective, one or more targets to monitor the progress, as well as the current value, are provided in this section. Currently, Palm Tran is achieving satisfactory progress in addressing the various objectives stipulated in *Accelerate 2031*. The accomplishments made in FY 2025 demonstrate a strong level of diligence in accomplishing the various objectives outlined in the TDP.

1 Provide a system of coordinated, customer-based services to maximize the efficiency, responsiveness, and reach of the Palm Tran system

● Value Improved ● Value Remained the Same ● Value Declined ✓ Value meets Target

Objective 1.1	Increase annual ridership by 2031
Strategy 1.1.1	Increase annual fixed-route ridership consistently from 2022 to 2031, recognizing ridership recovery due to impacts from the COVID-19 pandemic will be gradual, rather than immediate
Current Value	8.5 million annual boardings (FY 2025) ●
Target	Increase annual boardings to 11.8 million by 2031 (50% annual increase)
Strategy 1.1.2	Create post-COVID marketing campaign to build back to pre-COVID ridership levels
Current Value	8.5 million annual boardings (FY 2025) ●
Target	Increase annual boardings to 9.3 million by FY 2025 (pre-COVID ridership for FY 2019)
Objective 1.2	Improve service options and levels to better serve existing rider needs and attract new patrons
Strategy 1.2.1	Reduce percentage of Palm Tran routes with 60-minute or longer frequency
Current Value	17 of 30 (57%) Palm Tran routes have a 60-minute or longer frequency at the end of FY 2025 ●
Target	No greater than 25% of routes have frequencies of 60 minutes or longer by 2031
Strategy 1.2.2	Increase percentage of Palm Tran routes with 15-minute or shorter frequency
Current Value	1 of 30 routes (3.3%) have a 15-minute or shorter frequency at the end of FY 2025 ●
Target	No less than 20% of all Palm Tran routes with frequencies of 15 minutes or less by 2031
Strategy 1.2.3	Implement a TNC/Taxi first/last-mile partnership program to provide expand access to transit within designated areas
Current Value	On September 3, 2024, Bus Link, a TNC/Taxi first/last-mile partnership program, began service and was expanded on February 1, 2026 ●
Target	Implement a pilot TNC partnership program by 2023



Strategy 1.2.4	Expand on-demand services to complement the fixed route bus and Connection services
Current Value	On-demand public transit service is currently offered in 1 service area through Go Glades. As of February 1, 2026, 6 TNC zones are served by Uber and Taxi through the BusLink Pilot Program ✓
Target	Expand the amount of on-demand public transit service to a total of 5 zones by 2031
Objective 1.3	Monitor service and route level productivity to identify, evaluate, and address unproductive service
Strategy 1.3.1	Monitor system-level and route-level productivity against established annual goals; evaluate and modify routes that fall below the minimum system standard
Current Value	FY 2025 fixed route systemwide productivity is 19.3 passengers per hour ●; paratransit productivity is 1.41 passengers per hour ●; Go Glades MOD productivity is 4.70 passengers per hour ✓
Target 1	Meet or exceed the fixed route annual productivity goal of 20.1 passengers per hour
Target 2	Meet or exceed the paratransit systemwide annual productivity goal of 1.8 passengers per hour
Target 3	Meet or exceed the Go Glades annual productivity goal of 4.0 passengers per hour
Objective 1.4	Support implementation of high-capacity premium transit in the Enhanced Transit Corridors identified in the 561 Plan
Strategy 1.4.1	Conduct premium transit corridor studies including express bus, BRT strategies, and light rail/streetcar technologies
Current Value	As of FY 2024, studies to evaluate premium transit service for two (2) Enhanced Transit Corridors (US-1 and Okeechobee/SR-7) were completed. ●
Target	Lead or assist premium transit corridor analyses for the remaining seven (7) Enhanced Transit Corridors (that Palm Tran operates fixed route service within) by 2031
Objective 1.5	Continue to seek service and operational improvements to help reduce travel time and make Palm Tran service more attractive
Strategy 1.5.1	Implement recommendations of the bus stop consolidation study to remove duplicative and/or underutilized bus stops
Current Value	Bus stops have been identified and recommendations will be implemented in conjunction with ADA Transition Plan ●
Target	Implement bus stop consolidation study recommendations by 2023
Strategy 1.5.2	Seek opportunities in near term to implement limited-stop overlay service on Enhanced Transit Corridors to help build demand for future high-capacity premium transit implementation
Current Value	Palm Tran is currently working with FDOT to identify operating funding sources to initiate BRT Lite service. ●
Target	By 2025, implement limited-stop overlay service on Okeechobee/SR-7 as a pilot



2 Deliver safe, reliable, accessible, and environmentally friendly transit service

Objective 2.1	Provide safe service to Palm Tran customers
Strategy 2.1.1	Reduce fixed route collisions (preventable and non-preventable) through annual operator safety training and testing
Current Value	1.12 preventable collisions per 100,000 fixed route revenue miles ●; 2.29 non-preventable collisions per 100,000 fixed route revenue miles ● (FY 2025)
Target 1	Do not exceed the annual goal of 0.70 preventable collisions per 100,000 fixed route revenue miles
Target 2	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 fixed route revenue miles
Strategy 2.1.2	Reduce paratransit collisions (preventable and non-preventable) through oversight and annual operator safety training and testing
Current Value	0.93 preventable collisions per 100,000 paratransit revenue miles ●; 1.53 non-preventable collisions per 100,000 paratransit revenue miles ✓ (FY 2025)
Target 1	Do not exceed the annual goal of 0.7 preventable collisions per 100,000 paratransit revenue miles
Target 2	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 paratransit revenue miles
Strategy 2.1.3	Reduce GoGlades collisions (preventable and non-preventable) through annual operator safety training and testing
Current Value	0.02 preventable collisions per 10,000 GoGlades revenue miles ✓; 0.20 non-preventable collisions per 10,000 GoGlades revenue miles ✓ (FY 2025)
Target 1	Do not exceed the annual goal of 0.70 preventable collisions per 100,000 GoGlades revenue miles
Target 2	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 GoGlades revenue miles
Objective 2.2	Maintain all vehicles and facilities in a state of good repair
Strategy 2.2.1	Manage the average age of vehicles within state and federal guidelines and replace vehicles according to established life cycles
Current Value	Average age of fixed route rolling stock: 5.8 years ✓; paratransit rolling stock: 4.3 years ✓ (FY 2025)
Target	As an annual goal, maintain six (6) years average age of rolling stock for fixed route fleet and five (5) years average age of rolling stock for paratransit fleet
Strategy 2.2.2	Adhere to federal requirements regarding preventable maintenance inspections and ensure that critical inspection recommendations are completed in a timely manner
Current Value	100% of all inspections completed within required mileage ✓
Target	As an annual goal, 100% of all inspections completed within required mileage
Strategy 2.2.3	Improve mean distance between vehicle road failures/road calls
Current Value	Mean distance between fixed route vehicle road failures/road calls is 7,929 miles ●; mean distance between paratransit vehicle road failures/road calls is 15,101 ✓; mean distance between GoGlades vehicle road failures/road calls is 34,760 miles (FY 2025) ✓



Target 1	As an annual goal, a minimum of 16,000 miles between fixed route vehicle road calls/service interruptions
Target 2	As an annual goal, a minimum of 9,500 miles between paratransit vehicle road calls/service interruptions
Target 3	As an annual goal, a minimum of 9,500 miles between GoGlades vehicle road calls/service interruptions
Objective 2.3	Provide timely Palm Tran service to ensure reliability for patrons
Strategy 2.3.1	Conduct annual review of fixed route on-time performance and compare to prior years
Current Value	Fixed route on-time percentage is 79.4% (FY 2025) ✓
Target	As an annual goal, Palm Tran's monthly fixed route systemwide on-time performance to be no lower than 77%
Strategy 2.3.2	Conduct annual review of paratransit on-time performance and compare to prior years
Current Value	Paratransit on-time percentage is 81.0% (FY 2025) ●
Target	As an annual goal, Palm Tran's monthly paratransit systemwide on-time performance to be no lower than 92%
Strategy 2.3.3	Conduct annual review of GoGlades on-time performance and compare to prior years
Current Value	GoGlades on-time percentage is 94.7% (FY 2025) ✓
Target	As an annual goal, Palm Tran's monthly fixed route systemwide on-time performance to be no lower than 77%
Strategy 2.3.4	Implement real-time passenger information signage at high ridership stops
Current Value	It is expected that Real time signage will be installed in FY 2025 ●
Target	Increase the number of stops with real-time signage to 5% by 2025
Objective 2.4	Implement improvements to ensure safety, ADA accessibility, and connectivity across all Palm Tran facilities, including vehicles, bus stops, and buildings
Strategy 2.4.1	Implement projects and leverage planned/existing construction projects to increase the number of ADA accessible bus stops
Current Value	50 ADA Improvements added in FY 2024, making 41% of bus stops (1,237 out of nearly 3,000) ADA-accessible, (FY 2022) ●
Target	50% of all Palm Tran bus stops to be ADA-accessible by 2026
Strategy 2.4.2	Work with partner agencies to implement crosswalks and/or connecting sidewalks to bus stops
Current Value	ADA transition plan is complete. 50 ADA improvements are currently in design ●
Target	Install 5' sidewalk connections and ADA bus stop enhancements at 110 stops by 2024
Objective 2.5	Promote environmental sustainability by minimizing Palm Tran's carbon footprint
Strategy 2.5.1	Construct all new Palm Tran facilities to green/ LEED building standards for energy efficiency and sustainable design
Current Value	Construction of Palm Tran's new South County facility in Delray Beach was completed in 2021 using strategies of the Florida Green Building Coalition, such as water use reduction with low flow faucets, LED motion-sensor lighting, improved indoor air quality, and installing Florida-friendly landscaping ✓
Target	100% of all future Palm Tran facilities constructed to green/LEED building standards for energy efficiency and sustainable design



Strategy 2.5.2	Explore alternative energy sources for Palm Tran's fleet to minimize vehicle emissions
Current Value	In FY 2023 a Fleet Electrification Modeling & Operational Cost Study was developed to prepare for the implementation of a battery electric fleet ✓
Target	By 2023, prepare an Electrification Master Plan to understand and evaluate fully electric, zero-emissions vehicle technology, infrastructure, and operational needs from a fleet-wide planning approach. Palm Tran aims to use the Florida Electric Bus Consortium contract to begin purchasing electric buses.

3 Provide user-friendly and innovative services that connect communities

Objective 3.1	Expand Wi-Fi on-board paratransit vehicles to support technology advancements
Strategy 3.1.1	Implement Wi-Fi or similar technology onboard all revenue vehicles
Current Value	100% of fixed route ✓ and 100% of Connection and Go Glades vehicles have fully operational onboard Wi-Fi ✓
Target	100% of the revenue fleet with Wi-Fi or similar technology by 2026
Objective 3.2	Assess and continually improve Palm Tran's integration in a multimodal mobility system
Strategy 3.2.1	Integrate service with SFRTA, BCT, and other transit providers by reducing average scheduled transfer time for key routes
Current Value	All scheduled transfers have been minimized as much as possible between BCT, Tri-Rail, and Palm Tran ✓
Target	As an annual goal, reduce average scheduled transfer time by 25% for key routes when feasible
Strategy 3.2.2	Implement the Paradise Pass, a convenient electronic fare payment system that is interoperable with other regional providers with capabilities such as mobile ticketing via the Paradise Pass app and/or offboard fare payment, etc.
Current Value	Paradise Pass implemented in FY 2022 ✓
Target	Phased implementation of the Paradise Pass starting November 14, 2021, with full interoperability by 2023
Strategy 3.2.3	Assess integration of Palm Tran services with other modal providers such as transportation networking companies (TNCs), scooter and bike share services, and other operators
Current Value	On September 3, 2024, Bus Link, a TNC/Taxi first/last-mile partnership program, began service. ✓
Target	By 2022, conduct an evaluation of partnership with TNCs to determine feasibility for Palm Tran and the community with initial pilot program implemented by 2023
Objective 3.3	Implement regional coordination and public involvement components in all relevant aspects to the transportation planning process, including Transit-Oriented Development (TOD)
Strategy 3.3.1	Participate in regional initiatives to promote mixed-use development
Current Value	Staff attends regional meetings about meetings per month to discuss mixed-use developments ✓
Target	Attend four meetings annually and actively participate in thought process



Strategy 3.3.2	Develop criteria to identify transit stops and corridors with TOD potential
Current Value	No TOD criteria developed ●
Target	Criteria for Palm Tran stops with TOD potential developed by 2023
Strategy 3.3.3	Encourage transit-supportive infill development and redevelopment near Palm Tran bus stops
Current Value	Palm Tran attends Mobility Coalition meetings which is a joint venture of private/public partnerships. Palma Tran staff also review plans and meet with many different municipalities and unincorporated Palm Beach County ✓
Target	As an annual goal, attend four (4) private-sector meetings related to infill development and/or redevelopment and/or provide at least three (3) prescriptive reviews of local comprehensive plans annually
Objective 3.4	Seek and introduce innovative technological improvements to enhance the experience for all users
Strategy 3.4.1	Implement ITS (Intelligent Transportation Systems) technologies such as transit signal priority
Current Value	Currently testing transit signal priority equipment on one corridor ●
Target	Two corridors with transit signal priority by 2025
Strategy 3.4.2	Implement amenities at high ridership locations such as automated ticket machines, USB charging stations, air-cooling technologies, and/or Wi-Fi at bus stops
Current Value	A total of 25 ticket vending machines with 16 in revenue service (FY 2025) ●
Target	22 bus stops with automated ticket vending machines by FY 2022
Strategy 3.4.3	Translate LED signs and annunciators on buses to announce routes in Spanish and Haitian Creole in areas where these languages are more predominant
Current Value	All LED signs or annunciators on buses provide messages that are translated into Spanish and Haitian Creole as of FY 2022 ✓
Target	By FY 2022, all applicable LED signs and annunciators are translated into Spanish and Haitian Creole where needed

4 Continue to promote the visibility and public image of Palm Tran and its services

Objective 4.1	Use multiple forms of media to strengthen Palm Tran’s visibility and image in the community
Strategy 4.1.1	Conduct an annual on-board rider attitudinal survey
Current Value	Conducted an onboard survey an several other rider surveys in FY 2025. ✓
Target	As an annual goal, conduct one rider survey sample per year
Strategy 4.1.2	Engage community directly through community events and other types of public outreach
Current Value	In FY 2024, Executive Director and/or Executive Leadership Team collectively attended over 50 community outreach events through the Get on the Bus Challenge ✓
Target	As an annual goal, thirty (30) community events attended by Executive Director and/or Executive Leadership Team
Strategy 4.1.3	Engage regularly with the public via social media





Current Value	60.5% decrease in total engagement across all social media platforms (FY 2025) ●
Target	Increase public engagement on social media by 10% by FY 2022
Strategy 4.1.4	Conduct periodic public opinion surveys of Palm Beach County residents regarding Palm Tran and public transit services
Current Value	In FY 2021: a 400-person telephone opinion survey was conducted of registered voters ✓
Target	Conduct a telephone opinion survey of Palm Beach County residents every five (5) years as part of the Transit Development Plan update process
Strategy 4.1.5	Partner with South Florida Commuter Services to promote transit commute options
Current Value	Guaranteed Ride Home services announced on the Palm Tran website since FY 2022 ✓
Target	By 2022, add South Florida Commuter Services to the Rider Tool Kit to promote the Guaranteed Ride Home and other commuter programs that encourage alternative transportation to driving alone
Objective 4.2	Provide proactive and effective customer service to all Palm Tran customers
Strategy 4.2.1	Reduce total number of fixed route customer concerns
Current Value	2.93 concerns per 10,000 fixed route passenger boardings ● (FY 2025)
Target	As an annual goal, 2.5 concerns per 10,000 fixed route passenger boardings
Strategy 4.2.2	Reduce total number of paratransit customer concerns
Current Value	1.61 concerns per 1,000 paratransit passenger trips ✓ (FY 2025)
Target	As an annual goal, 1.5 concerns per 1,000 paratransit passenger trips
Strategy 4.2.3	Provide customer service anytime Palm Tran is in service
Current Value	Customer service is not provided after 6 pm on Monday-Friday or after 5PM on Saturday, Sundays, or the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas ●
Target	Customer service provided 7 days per week by 2023
Strategy 4.2.4	Provide travel training and outreach to break down barriers and promote fixed route ridership
Current Value	100% of outreach community events offered or travel training requested attended ✓ (FY 2025)
Target	As an annual goal, conduct 100% of requested travel training/outreach community events
Strategy 4.2.5	Establish Palm Tran Municipal Liaison Program to better serve needs of the municipalities
Current Value	Deborah Posey Blocker is Palm Tran's Municipal Liaison since FY 2022 ✓
Target	By FY 2023, establish a Municipal Liaison Program and identify specific Palm Tran staff member(s) to serve as municipal liaisons
Objective 4.3	Enhance Palm Tran bus stop curbside infrastructure to enhance customer comfort and convenience
Strategy 4.3.1	Increase the percentage of Palm Tran bus stops with a bus shelter
Current Value	There are 712 bus stops with shelters, and 50 more are scheduled to be added ✓
Target	30% of bus stops with a bus shelter by 2026
Strategy 4.3.2	Increase the percentage of Palm Tran bus stops with a bench/designated seating
Current Value	In FY 2024 54 seats were installed. This brings the total number of seats installed since 2016 to 327. ●



Target	75% of bus stops with a bench/designated seating area by 2031
Strategy 4.3.3	Conduct detailed reviews of private development projects and coordinate with FDOT, County staff and/or other stakeholders to ensure that transit improvements are included
Current Value	21 bus shelter easements secured in FY 2024 ✓
Target	As an annual goal, secure at least 20 bus stop implementation/improvements supported by private development
Strategy 4.3.4	Enhance existing and provide new park-and-ride facilities to best meet customer demand
Current Value	Park-and-ride evaluation completed in FY 2023. ✓
Target	By 2022, conduct a park-and-ride evaluation study to evaluate current park-and-ride facilities and understand the need for additional facilities to best meet customer demand

5 Maximize Palm Tran resources

Objective 5.1	Work with policy leaders and community stakeholders to pursue allocation of dedicated local option sales tax funding for Palm Tran
Strategy 5.1.1	Develop a plan to pursue allocation of local dedicated funding to fund Palm Tran operations and capital projects
Current Value	Working in conjunction with Palm Beach County for dedicated funding source opportunities ●
Target	By 2023, prepare a formal plan to pursue a local dedicated funding source by 2026
Objective 5.2	Actively pursue additional and sustainable sources of funding
Strategy 5.2.1	Apply for and receive more competitive state and federal service and capital grants
Current Value	In FY 2024, Palm Tran applied for five competitive grants: none were selected for award (0%) ●
Target	50% success rate of competitive grant applications annually
Strategy 5.2.2	Pursue additional funding agreements (either public-private and/or public-public partnerships)
Current Value	Four funding agreements in FY 2022, and 12 new funding agreements entered in FY 2023, current total of 16 agreements ✓
Target	Eight (8) new agreements entered by 2026
Objective 5.3	Effectively steward public resources
Strategy 5.3.1	Improve fixed route farebox recovery ratio by minimizing fare evasion and other operational improvements
Current Value	12.5% fixed route farebox recovery ratio (2024) ●
Target	17% fixed route farebox ratio as an annual goal
Strategy 5.3.2	Develop an employer and/or college/university pass and/or discount program to attract new customers
Current Value	Palm Tran recently implemented an employer pass program in conjunction with WPB Go funded through FDOT. ✓ Student discount program implemented as of FY 2022 ✓





Target 1	By 2023, evaluate the feasibility of a pilot college/university pass program
Target 2	By 2023, evaluate the feasibility of an employer pass program
Strategy 5.3.3	Evaluate opportunities to coordinate transit and public-school services, including policy, regulatory, and financial implications
Current Value	In FY 2023, a School District Transportation Coordination Feasibility Study was completed ✓
Target	By 2023, conduct public transit and student transportation services evaluation study
Objective 5.4	Attract and retain qualified employees
Strategy 5.4.1	Host Employee Solution meetings with a sample of employees and attended by Executive Director and/or Executive Leadership Team
Current Value	Employee Town Hall Sessions scheduled for late FY 2025 ●
Target	Host one Employee Solution meeting per year to discuss matters related to employee satisfaction
Strategy 5.4.2	Conduct an annual employee satisfaction survey
Current Value	This initiative has been identified by the Organization Development (HR team) and will be evaluated in FY 2025. ●
Target	Conduct one employee satisfaction survey meeting per year



6 10-YEAR FINANCIAL PLAN (FY 2026 – FY 2035)

The *Accelerate 2031* 10-year financial plan has been updated to incorporate a new tenth year, FY 2035, which will help align TDP goals within the context of expected fiscal opportunities and constraints. The expenses and revenues included are based on the proposed FY 2026 budget provided by Palm Tran staff and carry forward the assumptions documented in *Accelerate 2031*. It should be noted that the funding and implementation schedule does not preclude the opportunity to delay or advance any projects. Changing priorities, funding assumptions that do not materialize, and/or more funding becoming available, are reasons for which the implementation schedule is reviewed during the APR process. Figure 6-1 and Figure 6-2 summarize the 10-year operating and capital expenses and revenues, respectively.

FIGURE 6-1: 10-YEAR OPERATING EXPENSES AND REVENUES

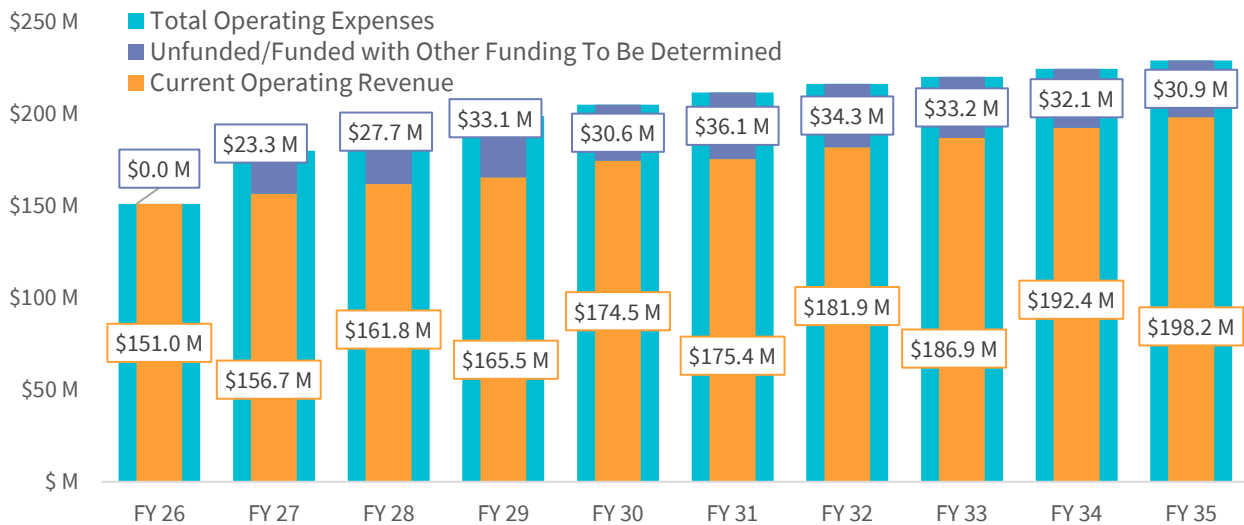
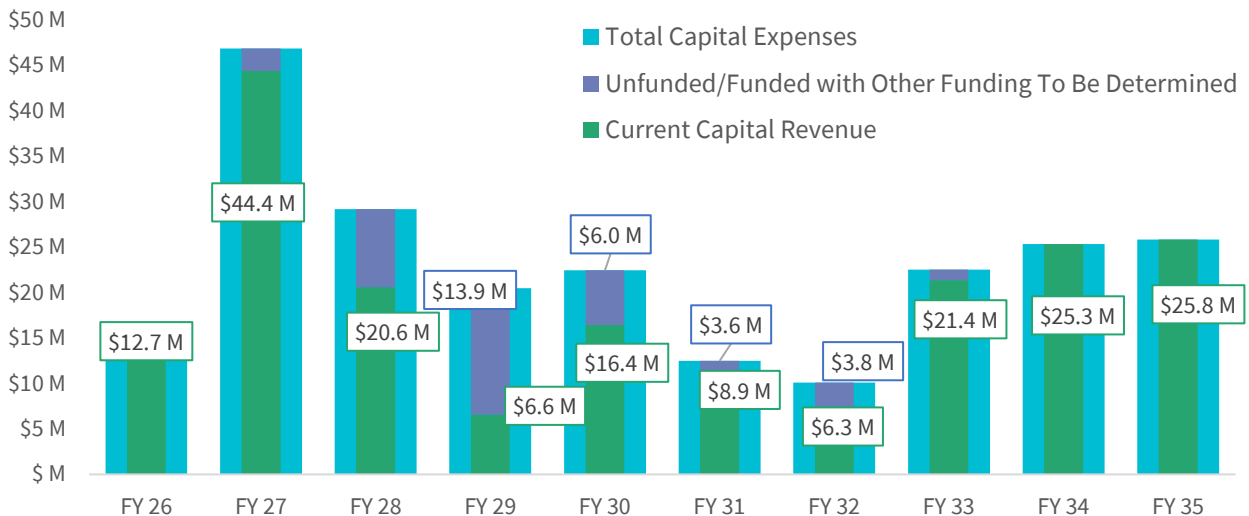


FIGURE 6-2: 10-YEAR CAPITAL EXPENSES AND REVENUES





The updated financial plan for FYs 2026-2035 includes total operating costs for existing and enhanced services of \$2.026 billion, and anticipated operating revenue of \$1.744 billion, creating a need of nearly \$282 million in additional funding over the 10 years. The 10-year capital expenses are estimated at \$225 million, and total capital revenue at \$188 million, requiring more than \$36 million to fully fund the identified capital projects within this time-period. Table 6-1 and Table 6-2 illustrate the updated 10-year operating and capital plans.



TABLE 6-1: UPDATED 10-YEAR OPERATING FINANCIAL PLAN DETAILS

Funding Source/Expense	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	10-Year Total
Operating Revenue											
Federal Grants	\$22,117,625	\$22,959,978	\$23,011,177	\$23,471,401	\$23,940,829	\$24,419,645	\$25,349,670	\$25,406,199	\$25,914,323	\$26,432,609	\$243,023,455
State Grants	\$7,470,616	\$7,620,028	\$7,772,429	\$7,927,877	\$8,086,435	\$8,248,164	\$8,413,127	\$8,581,390	\$8,753,017	\$8,928,078	\$81,801,161
Advertising	\$736,000	\$750,720	\$765,734	\$781,049	\$796,670	\$812,603	\$828,856	\$845,433	\$862,341	\$879,588	\$8,058,995
Fares (Existing Services)	\$12,192,066	\$12,387,139	\$12,585,333	\$12,786,699	\$12,991,286	\$13,199,146	\$13,410,333	\$13,624,898	\$13,842,896	\$14,064,383	\$131,084,179
Statutory Reserve	-\$2,373,403	-\$2,380,523	-\$2,387,665	-\$2,394,828	-\$2,402,012	-\$2,409,218	-\$2,416,446	-\$2,423,695	-\$2,430,966	-\$2,438,259	-\$24,057,016
Ad Valorem	\$74,018,718	\$76,979,467	\$80,058,645	\$83,260,991	\$86,591,431	\$90,055,088	\$93,657,292	\$97,403,583	\$101,299,727	\$105,351,716	\$888,676,657
Gas Tax	\$34,195,000	\$34,776,315	\$35,367,512	\$35,968,760	\$36,580,229	\$37,202,093	\$37,834,528	\$38,477,715	\$39,131,837	\$39,797,078	\$369,331,068
Other	\$2,656,313	\$2,709,439	\$2,763,628	\$2,818,901	\$2,875,279	\$2,932,784	\$2,991,440	\$3,051,269	\$3,112,294	\$3,174,540	\$29,085,886
FDOT Service Development	\$0	\$874,432	\$904,492	\$922,582	\$941,034	\$959,855	\$979,052	\$998,633	\$1,018,605	\$1,038,977	\$8,637,663
ARPA Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Fares (New Services)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Local Funding To Be Determined	\$0	\$23,306,107	\$27,713,814	\$33,084,665	\$30,551,075	\$36,126,876	\$34,292,220	\$33,243,390	\$32,101,570	\$30,861,954	\$281,281,671
Total Operating Revenue	\$151,012,935	\$179,983,102	\$189,560,919	\$198,628,098	\$205,002,520	\$211,547,036	\$216,214,879	\$220,101,118	\$224,515,794	\$229,019,017	\$2,025,585,416
Operating Expenses											
Current Operating Expenses	\$151,012,935	\$154,033,194	\$157,113,858	\$160,256,135	\$163,461,257	\$166,730,483	\$170,065,092	\$173,466,394	\$176,935,722	\$180,474,436	\$1,653,549,506
Existing Service Improvements	\$0	\$20,492,490	\$24,725,551	\$29,269,322	\$29,854,708	\$30,451,802	\$31,060,838	\$31,682,055	\$32,315,696	\$32,962,010	\$262,814,473
New Regional Express Bus Service	\$0	\$874,432	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$874,432
Plans/Studies	\$0	\$400,000	\$0	\$0	\$0	\$0	\$441,632	\$0	\$0	\$0	\$841,632
TNC Program First/Last Mile	\$0	\$168,300	\$171,666	\$175,099	\$178,601	\$182,173	\$185,817	\$189,533	\$193,324	\$197,190	\$1,641,704
Mobility on Demand	\$0	\$4,014,686	\$6,378,478	\$8,835,217	\$11,387,673	\$14,038,694	\$14,319,468	\$14,605,857	\$14,897,974	\$15,195,934	\$103,673,982
Enhanced Transit Corridor PD&E Studies	\$0	\$0	\$1,005,818	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,005,818
Revenue Vehicle Wi-Fi	\$0	\$0	\$165,548	\$92,325	\$120,280	\$143,884	\$142,032	\$157,278	\$173,078	\$189,446	\$1,183,870
Total Operating Expenses	\$151,012,935	\$179,983,102	\$189,560,919	\$198,628,098	\$205,002,520	\$211,547,036	\$216,214,879	\$220,101,118	\$224,515,794	\$229,019,017	\$2,025,585,416
Operating Summary											
Total Operating Expenses	\$151,012,935	\$179,983,102	\$189,560,919	\$198,628,098	\$205,002,520	\$211,547,036	\$216,214,879	\$220,101,118	\$224,515,794	\$229,019,017	\$2,025,585,416
Total Operating Revenue	\$151,012,935	\$179,983,102	\$189,560,919	\$198,628,098	\$205,002,520	\$211,547,036	\$216,214,879	\$220,101,118	\$224,515,794	\$229,019,017	\$2,025,585,416
Net Surplus/(Deficit)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0



TABLE 6-2: UPDATED 10-YEAR CAPITAL FINANCIAL PLAN DETAIL

Funding Source/Expense	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	FY 2032	FY 2033	FY 2034	FY 2035	10-Year Total
Capital Revenue											
5307 Formula Funds	\$9,029,931	\$37,609,664	\$11,106,003	\$2,544,040	\$2,594,921	\$0	\$0	\$17,287,588	\$21,160,007	\$21,583,207	\$122,915,362
Ad Valorem	\$3,666,544	\$3,573,343	\$3,541,129	\$4,021,724	\$3,852,245	\$3,929,290	\$4,093,042	\$4,088,033	\$4,169,794	\$4,253,189	\$39,188,332
MPO - SU Funds	\$0	\$900,000	\$5,929,176	\$25,296	\$10,000,000	\$5,000,000	\$0	\$0	\$0	\$0	\$21,854,472
State Funds	\$0	\$0	\$0	\$0	\$0	\$0	\$2,200,000	\$0	\$0	\$0	\$2,200,000
Fuel Tax (DDR) Funds	\$0	\$2,302,632	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,302,632
Other Federal/Local Funding	\$0	\$2,445,252	\$8,606,550	\$13,880,421	\$6,012,789	\$3,554,710	\$3,821,024	\$1,148,686	\$0	\$0	\$39,469,432
Total Capital Revenue	\$12,696,475	\$46,830,892	\$29,182,858	\$20,471,481	\$22,459,955	\$12,483,999	\$10,114,066	\$22,524,306	\$25,329,801	\$25,836,397	\$227,930,230
Capital Expenses											
Fixed Route Vehicle Replacement	\$9,029,931	\$9,210,530	\$8,611,845	\$0	\$0	\$1,661,629	\$1,694,862	\$17,287,588	\$21,160,007	\$21,583,207	\$90,239,599
Paratransit Vehicle Replacement	\$3,666,544	\$3,573,343	\$3,541,129	\$4,021,724	\$3,852,245	\$3,929,290	\$4,093,042	\$4,088,033	\$4,169,794	\$4,253,189	\$39,188,332
Service Improvements - Additional Buses	\$0	\$30,701,766	\$5,480,265	\$7,985,529	\$0	\$0	\$0	\$0	\$0	\$0	\$44,167,561
MOD Vehicles	\$0	\$1,425,252	\$1,453,757	\$1,482,832	\$1,512,489	\$0	\$0	\$0	\$0	\$0	\$5,874,331
Transit Signal Priority	\$0	\$0	\$0	\$0	\$0	\$0	\$1,000,000	\$0	\$0	\$0	\$1,000,000
Enhanced Transit Shelters	\$0	\$900,000	\$5,929,176	\$25,296	\$0	\$5,000,000	\$2,200,000	\$0	\$0	\$0	\$14,054,472
Electric Bus/Charging Stations	\$0	\$0	\$0	\$0	\$5,000,000	\$0	\$0	\$0	\$0	\$0	\$5,000,000
Maintenance Facility Upgrades	\$0	\$0	\$3,126,285	\$3,188,811	\$3,252,587	\$0	\$0	\$0	\$0	\$0	\$9,567,683
Fleet Hardware/Software Upgrades	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Bus Radio System Upgrades	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
North County Facility Electrical Repairs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Enterprise Asset Management Software	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
North Facility Needs Assessment & 10% Design	\$0	\$0	\$0	\$2,706,080	\$2,760,202	\$0	\$0	\$0	\$0	\$0	\$5,466,282
Bus Stop Improvements (Programmed in TIP)	\$0	\$0	\$0	\$0	\$5,000,000	\$0	\$0	\$0	\$0	\$0	\$5,000,000
Bus Stop Shelter Program	\$0	\$1,020,000	\$1,040,400	\$1,061,208	\$1,082,432	\$1,104,081	\$1,126,162	\$1,148,686	\$0	\$0	\$7,582,969
Transit Access Improvements - Palm Beach Lakes Blvd	\$0	\$0	\$0	\$0	\$0	\$789,000	\$0	\$0	\$0	\$0	\$789,000
Total Capital Expenses	\$12,696,475	\$46,830,892	\$29,182,858	\$20,471,481	\$22,459,955	\$12,483,999	\$10,114,066	\$22,524,306	\$25,329,801	\$25,836,397	\$227,930,230
Capital Summary											
Total Capital Expenses	\$12,696,475	\$46,830,892	\$29,182,858	\$20,471,481	\$22,459,955	\$12,483,999	\$10,114,066	\$22,524,306	\$25,329,801	\$25,836,397	\$227,930,230
Total Capital Revenue	\$12,696,475	\$46,830,892	\$29,182,858	\$20,471,481	\$22,459,955	\$12,483,999	\$10,114,066	\$22,524,306	\$25,329,801	\$25,836,397	\$227,930,230
Net Surplus/(Deficit)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0