



WELCOME

Palm Tran Service Board Meeting



NOTICE OF MEETING

PALM TRAN SERVICE BOARD

JULY 23, 2026

1:30 P.M. – 3:30 P.M.

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

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

Note:

Members of the public may attend and provide comments in-person or submit comments via phone message, e-mail, or written correspondence via mail. All comments must be received before noon Eastern Time, July 22, 2026.

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense. A copy of this agenda may be requested in another format. To request a reasonable accommodation under the Americans with Disabilities Act, please contact Lina Aragon at laragon@pbc.gov or 561-812-5351 no later than seven (7) business days prior to the meeting.





Palm Tran Administrative Offices
100 North Congress Avenue
Delray Beach, FL 33445-3436
(561) 841-4200 • FAX: (561) 541-4291

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

Palm Tran Connection
30 South Military Trail, Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838 • FAX: (561) 514-8065

Fredlyne Ashesca
Interim Executive Director

Deborah Posey-Blackler
Service Board Liaison

■

Palm Tran Service Board Members

Carmen Mitchell, Chair
Seat 9 - Regular Fixed Route Bus Rider

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

■

Vacant
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Seiva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jill Gibbs
Seat 5 - Business Community Representative

Dante Mickes
Seat 6 - Rep. with Multicultural Experience

Carolyn Huns
Seat 7 - Senior Citizen Representative

Tekesha Saffell
Seat 8 - Centennial Partnership Uses

Tricle Halloran-Mitchler
Seat 11 - Citizen-at-Large

Vacant
Seat 12 - Rep. with Extensive Paratransit Experience

Lecodrae Camel
Seat 13 - Resident of Glades Lake Region Area

Manuel Rivera
Seat 14 - Citizen at Large

PALM TRAN SERVICE BOARD

Thursday, July 23, 2026

1:30 P.M. – 3:30 P.M.

Palm Tran – Delray Beach Board Room

100 N. Congress Avenue

Delray Beach, FL 33445

AGENDA

1. **CALL TO ORDER**
 - A. Pledge of Allegiance
 - B. Roll Call
2. **MOTION TO ADOPT AGENDA – July 23, 2026**
3. **MOTION TO APPROVE MINUTES – February 26, 2026**
4. **SAFETY MESSAGE**
5. **PTSB CHAIR COMMENTS**
CARMENCITA MITCHELL
6. **INTERIM EXECUTIVE DIRECTOR COMMENTS**
FREDLYNE (LYNE) JOHNSON
7. **CHIEF OPERATING OFFICER REPORT**
JOHN LOCKHART
8. **DEPUTY COUNTY ADMINISTRATOR**
JONATHAN B. BROWN
9. **COMMITTEE REPORTS**
 - A. PTSS Paratransit Subcommittee
 - B. PTSS Planning Subcommittee
10. **ACTION ITEMS**
 - A. September Service Changes
 - B. Public Comment on Item 10 A
11. **INFORMATION ITEMS**
 - A. PMO Performance Ridership Update
 - B. Public Relations and Community Outreach
 - C. Customer Service Report
 - D. Public Comment on Items 11 A, 11 B, 11C
12. **PUBLIC COMMENTS (General)**
13. **BOARD MEMBER COMMENTS**
14. **ADJOURNMENT**





PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, February 26, 2026
1:30 P.M. to 3:30 PM

1. Call to Order

Meeting called to order at 1:33 P.M. by Chair Mitchell

A. Pledge of Allegiance

B. Roll Call

Members Present

Frank Stanzione, Seat 1, Senior Citizen Representative
Kerry Rawn, Seat 2, Disability Advocate
Selva Selvendran, Seat 3, Environmental Advocate
Jim Gibbs, Seat 5, Business Community Representative
Donté Mickens, Seat 6, Representative with Multicultural Experience
Carolyn Hmara, Seat 7, Senior Citizen Representative
Tekesha Saffold, Seat 8, Certified Paratransit User
Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair
Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chair
Tricia Hallison-Mischler, Seat 11, Citizen-at-Large
Leondrae Camel Seat 13, Resident of the Glades/Lakes Region Area
Manuel Rivera Seat 14, Rep. with Multicultural Experience

Members Absent

KaShamba Miller-Anderson, Seat 4, Elected Municipal Official of a Municipality
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

2. Motion to Adopt the Agenda for February 26, 2026

Chairwoman Mitchell requested a motion to adopt the agenda for February 26, 2026. Motion made by Mr. Stanzione and seconded by Ms. Saffold, the motion was approved unanimously.

3. Motion to Approve Minutes for December 11, 2025

Chairwoman Mitchell requested a motion to approve the Minutes for December 11, 2025. Motion made by Ms. Saffold seconded by Mr. Acevedo





CONGESTED INTERSECTIONS



Safety at intersections is important! Be on high alert of other vehicles, pedestrians, bicyclists, and traffic control devices.

The most congested intersections in Palm Beach County:

- North Military Trail and Okeechobee Blvd
- South Military Trail and Forest Hill Blvd
- 10th Ave North and Congress Ave
- Alternate AIA and Indiantown Rd
- Lake Worth Rd and South Congress Ave

Be careful at these, and all intersections and remember:
People First, Safety Always

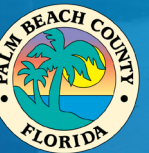
Mission: To provide access to opportunity for everyone; safely, efficiently and courteously

Palm Tran Service Board Meeting

(PTSB)



Carmencita Mitchell
Chair



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



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

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

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

Fredlyne Johnson
Interim Executive Director

Deborah Posey-Blocker
Service Board Liaison



Palm Tran Service Board Members

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

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



Vacant
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jim Gibbs
Seat 5 - Business Community Representative

Donté Mickens
Seat 6 - Rep. with Multicultural Experience

Carolyn Hmara
Seat 7 - Senior Citizen Representative

Tekesha Saffold
Seat 8 - Certified Paratransit User

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

Vacant
Seat 12 - Rep. with Extensive Paratransit Experience

Leonrae Camel
Seat 13 - Resident of Glades/Lake Region Area

Manuel Rivera
Seat 14 - Citizen at Large

July 14, 2026

Dear Mr. Martin,

On behalf of the Palm Tran Service Board, thank you for your dedicated service as a member of the Board. As you step down from your role, we want to express our sincere appreciation for your outstanding commitment and contributions since 2016.

Your thoughtful leadership, sound judgment, and willingness to generously share your time and expertise in support of public transportation have made a meaningful difference for the residents and visitors who rely on Palm Tran every day. Your service has helped strengthen the organization and advance mobility throughout Palm Beach County.

Your dedication and steadfast commitment have left a lasting impact on the Board, Palm Tran, and the community we serve. Your contributions have been greatly valued, and your presence will be sincerely missed.

Thank you again for your years of service and for the positive difference you have made. We wish you continued health, happiness, and success in all your future endeavors.

With sincere appreciation,

Carmencita Mitchell
Chair, PTSB





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

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

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

Fredlyne Johnson
Interim Executive Director

Deborah Posey-Blocker
Service Board Liaison



Palm Tran Service Board Members

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

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



Vacant
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jim Gibbs
Seat 5 - Business Community Representative

Donté Mickens
Seat 6 - Rep. with Multicultural Experience

Carolyn Hmara
Seat 7 - Senior Citizen Representative

Tekesha Saffold
Seat 8 - Certified Paratransit User

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

Vacant
Seat 12 - Rep. with Extensive Paratransit Experience

Leonbrae Camel
Seat 13 - Resident of Glades/Lake Region Area

Manuel Rivera
Seat 14 - Citizen at Large

July 14, 2026

Dear Mr. Stanzione,

On behalf of the Palm Tran Service Board, I would like to extend our heartfelt gratitude for your 24 years of dedicated service. As the longest-serving member of the Board, your commitment, leadership, and unwavering support of public transportation have made a lasting impact on Palm Tran and the residents of Palm Beach County.

Throughout your tenure, your experience, thoughtful guidance, and steadfast dedication have helped shape the Board's work and contributed to improving mobility and enhancing the quality of service for our community. Your willingness to serve and your passion for public service have been deeply appreciated by your fellow Board members, Palm Tran staff, and the countless individuals who benefit from the services you helped strengthen.

As you step down from the Palm Tran Service Board, you leave behind a legacy of service and excellence. While your presence and wisdom will be greatly missed, your contributions will continue to have a lasting influence on the organization.

Thank you for your years of outstanding service and for the positive difference you have made. We wish you and your family continued health, happiness, and success in all that lies ahead.

With sincere appreciation,

Carmencita Mitchell
Chair, PTSB



Palm Tran Service Board Meeting (PTSB)



Fredlyne Johnson
Interim Executive Director, Palm Tran

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



Palm Tran Service Board Meeting (PTSB)



John Lockhart

Chief Operations Officer, Palm Tran

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



Lively Technical College Ribbon Cutting



Port St. Lucie Express Vehicles



BUS STOP

STOP #
310

Palm Tran
Public Transportation

ROUTES SERVED

1

61-841-428



2025 Annual Report





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



Thank you!



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

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

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

Fredlyne Johnson
Interim Executive Director

DeBorah Posey-Blocker
Service Board Liaison



Palm Tran Service Board Members

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

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



Vacant
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jim Gibbs
Seat 5 - Business Community Representative

Donté Mickens
Seat 6 - Rep. with Multicultural Experience

Carolyn Hmara
Seat 7 - Senior Citizen Representative

Tekesha Saffold
Seat 8 - Certified Paratransit User

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

Vacant
Seat 12 - Rep. with Extensive Paratransit Experience

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

Manuel Rivera
Seat 14 - Citizen at Large

DATE: July 23, 2026
TO: Chair Carmencita Mitchell and Board Members
FROM: Fredlyne Johnson, Interim Executive Director
RE: September 20, 2026 Service Changes

Dear Chair Mitchell and Board Members,

I am writing to inform you that on Thursday, July 23, 2026, at the Palm Tran Service Board meeting, our staff will recommend and request board approval on several minor schedule adjustments to improve on-time performance and efficiency.

The proposed changes include:

- Route 1 weekday running time adjustments
- Route 2 daily running time adjustments
- Route 4 Saturday/Sunday trip time adjustments
- Route 10 daily running time adjustments
- Route 31 weekday running time adjustments
- Route 40 weekday running time adjustments
- Route 70 alignment change
- Route 73 Saturday/Sunday trip time adjustments
- Route 88 Weekday/Saturday trip time adjustments

As per Resolution No. 15-0893 Section 9 (a), the proposed changes to Route 1, 2, 4, 10, 31, 40, 70, 73, and 88 are not considered major fixed-route adjustments, since they do not exceed the 25% total route-miles threshold. Therefore, a public hearing or equity analysis is not required.





Proposed September 2026 Service Changes

Christopher Walker
Transit Planning Scheduler, Palm Tran
Presented: Thursday, July 23, 2026



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

September 2026 Service Changes

Performance Highlights

Metric	Jan-June 2025	Jan-June 2026	Change
Systemwide On-Time Performance	79.3%	79.7%	+0.4 pts
PSL Ridership 	6,236	8,695	+39%
Route 4 Average Sunday Ridership (May 17 th -July 12 th)	97	156	+61%
Airport Average Daily Ridership (May 17 th -July 12 th)	14	47	+236%

- **Route 2 Airport:** Averaging 27 daily riders between Tri-Rail station and Airport



September 2026 Service Changes

Route	Description of Change	Purpose of Change
1	Weekday schedule running time adjustments	Improve Service Reliability
2	Daily schedule running time adjustments	Improve Service Reliability
4	Shift Saturday/Sunday northbound departures time	Improve transfers at Boynton Bch Mall and VA
10	Daily schedule running time adjustments	Improve Service Reliability
31	- Weekday schedule running time adjustments - Eliminate timepoint at 45th Street and Congress	Improve Service Reliability
40	Weekday schedule running time adjustments	Improve Service Reliability
70	Modify alignment to reflect detour routing on NE 2nd Ave between NE 22nd Street and NE 4th Street	Safety
73	Shift Saturday/Sunday departure times	Improve transfers at Boynton Bch Mall and Tri-Rail
88	Shift Weekday/Saturday departure times	Improve transfers at Delray Tri-Rail

September 2026 Service Changes



July 23, 2026
PTSB presentation



July & August 2026
Runcut and operator bid



September 20, 2026
Service change effective date



BUS STOP

STOP #
310

Palm Tran
Public Transportation

ROUTES SERVED

1		

61-841-428

 Palm Tran





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



Thank you!



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

Palm Tran Mailing Address
3201 Electronics Way
West Palm Beach, FL 33407-4618

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

Fredlyne Johnson
Interim Executive Director

DeBorah Posey-Blocker
Service Board Liaison



Palm Tran Service Board Members

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

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



Vacant
Seat 1 - Rep. with Transportation Experience

Kerry Rawn
Seat 2 - Disability Advocate

Selva Selvendran
Seat 3 - Environmental Advocate

KaShamba Miller-Anderson
Seat 4 - Elected Municipal Official

Jim Gibbs
Seat 5 - Business Community Representative

Donté Mickens
Seat 6 - Rep. with Multicultural Experience

Carolyn Hmara
Seat 7 - Senior Citizen Representative

Tekesha Saffold
Seat 8 - Certified Paratransit User

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

Vacant
Seat 12 - Rep. with Extensive Paratransit Experience

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

Manuel Rivera
Seat 14 - Citizen at Large

DATE: July 14, 2026

TO: Chair Mitchell & Board Members

FROM: Lyne Johnson, Interim Executive Director

RE: June 2026 Performance Overview

The Palm Tran Fixed-Route, Connection, and Go Glades Performance Dashboards for June 2026 are attached for your review.

During June 2026, Palm Tran's Performance Report reflects a 2.34% decrease in overall ridership across all modes. Of the 25-performance metrics tracked, six (6) fell below the established minimum performance threshold, eighteen (18) met or exceeded the established target, and one (1) metric is not being reported.

Please note that the Mean Distance Between Failures (MDBF) metric is not being reported at this time due to the ongoing software transition. As a result, the June 2026 MDBF data has not yet been received or validated for accuracy and reliability. The June 2026 MDBF metric will be reported once the data has been received, validated, and determined to be reliable.





Performance Report

June 2026 (FY 2026)

Performance Management Office

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



June Ridership Overview

Trends By Mode – June 2026



MODE	May	June
Fixed Route	682,526	663,378
PTC	69,297	62,176
GG	10,615	11,282
UZURV	11,615	10,630
Lyft Choice Program	13,544	12,314
Total	787,597	759,780

-2.34% compared to May 2026

*Only revenue ridership is NTD-reportable.



June 2026 (FY26)

FIXED-ROUTE DASHBOARD FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Preventable Collisions per 100k Miles	1.50	1.20	0.70	● 0.45	● 0.49	▲ 1.22	● 1.08	● 0.84	● 0.91	● 0.93	◆ 2.03	◆ 2.16	● 1.12
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	▲ 2.38	◆ 2.63	◆ 2.89	◆ 2.78	◆ 2.51	◆ 2.90	▲ 2.47	● 2.03	● 1.70	▲ 2.48
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.04	● 1.02	● 0.97	● 1.01	● 1.20	● 1.12	● 1.07
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 754,837	◆ 670,778	▲ 700,925	▲ 702,848	◆ 667,758	▲ 732,551	▲ 715,663	◆ 677,704	◆ 663,378	◆ 6,286,442
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.9	◆ 16.4	◆ 16.3	◆ 16.2	◆ 15.5	◆ 15.0	◆ 15.9
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
On-Time Performance	74%	76%	78%	● 80.4%	● 79.4%	● 78.6%	● 78.9%	● 76.6%	● 77.5%	● 77.9%	● 82.2%	● 85.0%	● 79.6%
* Mean Distance Between Failures	7,000	8,000	9,000	● 9,071	● 9,500	▲ 7,908	● 10,277	● 12,436	● 11,123	● 10,103	● 10,851	#DIV/0! *	#DIV/0!
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.18	◆ 0.18	● 0.78	◆ 0.11	▲ 0.27	◆ 0.18	▲ 0.24
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	● 2.95	● 2.90	▲ 3.46	◆ 3.79	◆ 4.03	◆ 3.91	◆ 4.85	◆ 4.34	◆ 3.67

*MDBF data is pending due to the ongoing software transition and will be reported once received and validated.

June 2026 (FY26)

CONNECTION DASHBOARD FY2026

Safety	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD									
Preventable Collisions per 100k Miles	2.00	1.00	0.70	●	0.72	▲	1.07	▲	1.55	●	0.81	▲	1.45	▲	1.25	▲	1.11	▲	1.08	●	0.64	▲	1.08
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	●	1.02	●	1.19	●	1.79	●	1.28	●	1.57	◆	3.19	●	0.89	●	1.20	●	1.41	●	1.51
Mobility	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD									
Riders Per Revenue Hour	1.30	1.60	1.80	▲	1.50	▲	1.45	▲	1.42	▲	1.46	▲	1.47	▲	1.44	▲	1.47	▲	1.45	▲	1.40	▲	1.45
Customer Satisfaction	Min	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD									
On-Time Performance	85%	90%	92%	◆	73.7%	◆	76.7%	◆	74.8%	◆	79.3%	◆	81.2%	◆	81.9%	◆	82.5%	◆	84.0%	▲	89.1%	◆	80.3%
Mean Distance Between Failures	6,500	7,700	9,500	●	15,527	●	20,470	●	20,912	●	22,618	●	21,811	●	30,231	●	24,270	●	19,426	●	14,446	●	21,079
All Customer Commendations per 1k Trips	0.80	1.10	1.40	●	2.31	●	2.06	●	1.63	●	1.63	●	1.96	▲	2.24	●	2.00	●	1.54	●	1.25	●	1.85
	Max	Target	Goal		Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD									
All Customer Concerns per 1k Trips	3.00	2.00	1.50	▲	2.41	▲	2.30	●	1.89	▲	2.05	●	1.75	▲	2.16	●	1.83	●	1.34	●	1.05	●	1.87
Reservations Call Hold Time	4:00	3:00	2:00	◆	7:28	◆	8:30	◆	18:53	◆	11:20	◆	8:00	◆	14:02	◆	15:38		32:35	◆	20:05	◆	12:59
Where Is My Ride Hold Time	4:00	3:00	2:00	●	2:45	▲	3:12	◆	5:32	▲	3:25	●	2:55	◆	5:38	◆	4:14	▲	3:14	●	2:04	▲	3:39

June 2026 (FY26)

GO GLADES DASHBOARD FY2026

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.23	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.24	● 0.00	● 0.05
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	● 0.00	● 0.00	● 0.23	● 0.24	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.05
Mobility	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	● 4.47	● 4.34	● 4.59	● 4.45	● 4.71	● 4.44	● 4.14	● 4.15	● 4.33	● 4.40
Total System Ridership	3,600	5,400	7,300	● 12,335	● 10,398	● 12,302	● 11,820	● 11,459	● 11,750	● 10,893	● 10,615	● 11,282	● 102,854
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	YTD
On-Time Performance	85%	90%	92%	● 93.5%	● 94.0%	● 94.1%	● 92.6%	● 91.1%	● 92.9%	▲ 89.3%	▲ 88.4%	● 90.8%	● 91.9%
Mean Distance Between Failures	6,500	7,700	9,500	● 44,275	● 13,108	● 21,784	● 41,996	● 37,781	● 39,730	● 41,174	● 41,034	● 41,562	● 35,827
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	● 0.08	● 0.29	● 0.24	● 0.17	● 0.44	● 0.00	● 0.09	● 0.19	● 0.44	● 0.22





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



Thank you!

Palm Tran Service Board Meeting (PTSB)



Janessa Croce
Senior Manager of Public Relations, Palm Tran
Presented: Thursday, July 23, 2026



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



Route 43 - NAGC Award



Safety Council of Palm Beach County- Special Recognition



Mental Health Bus Tour



Administrative Ride Day



Dump the Pump Proclamation

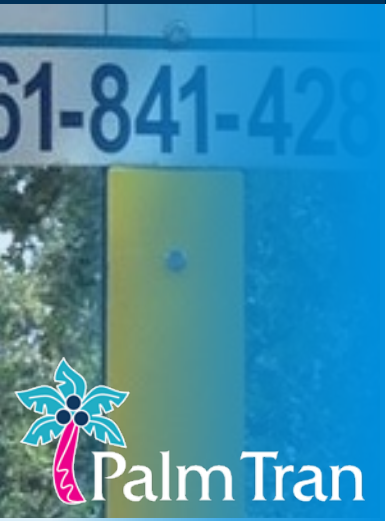


FPTA Leadership Program



Leadership Palm Beach County

Engage Class of 2027





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



Thank you!



Customer Service Information Update (April – June 2026)

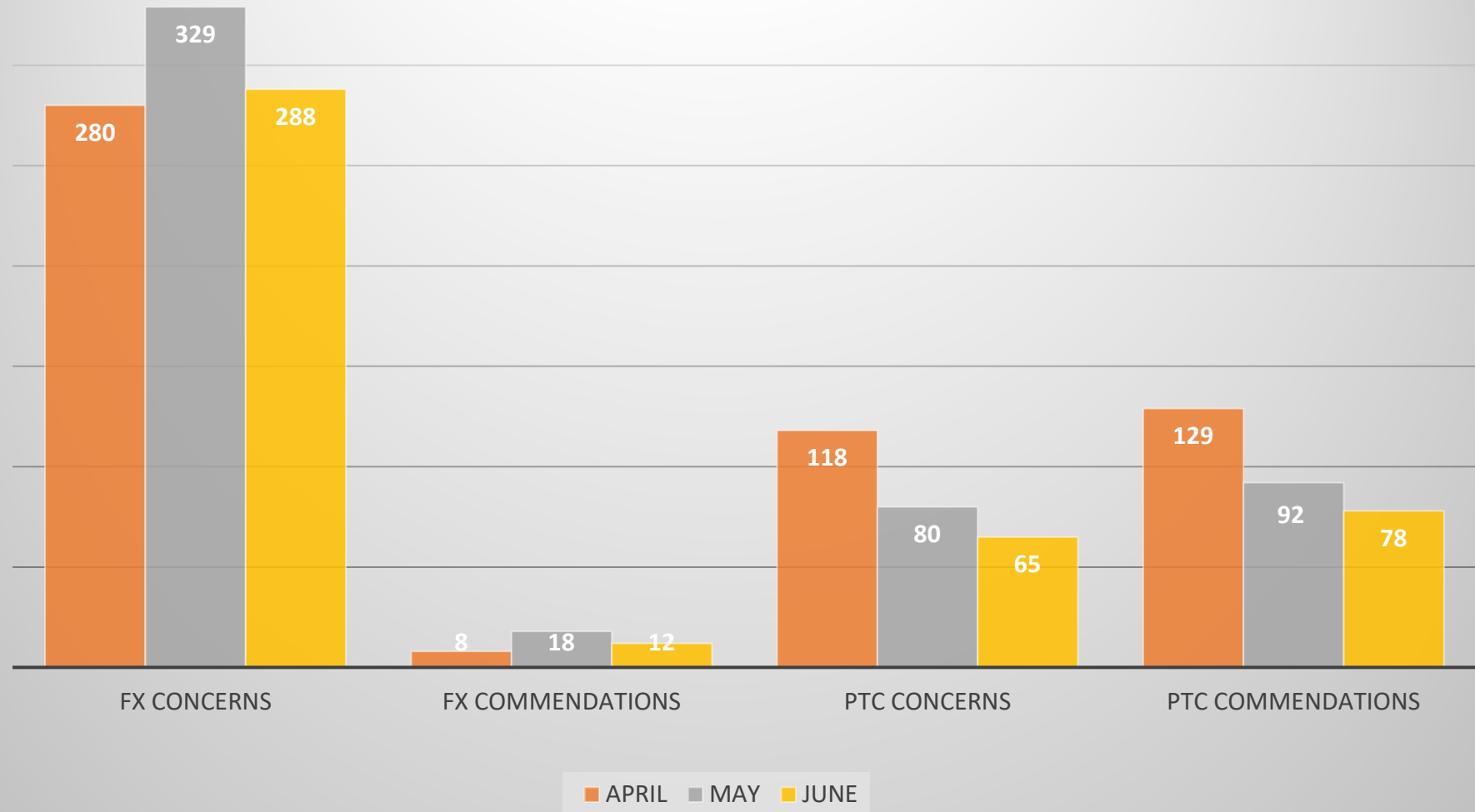
Jeff McGregor
Customer Service Administrator

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



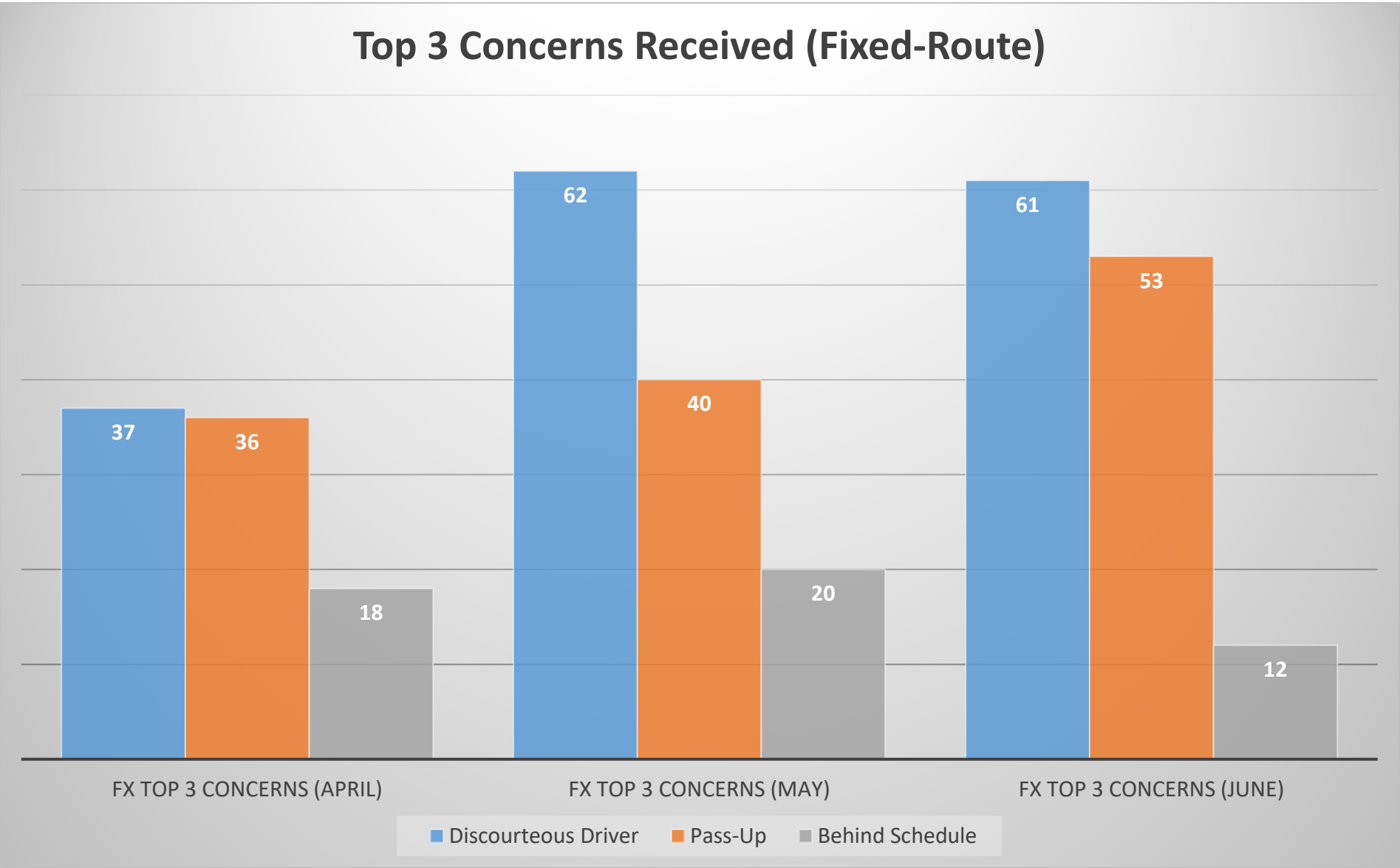


Concerns / Commendations Received



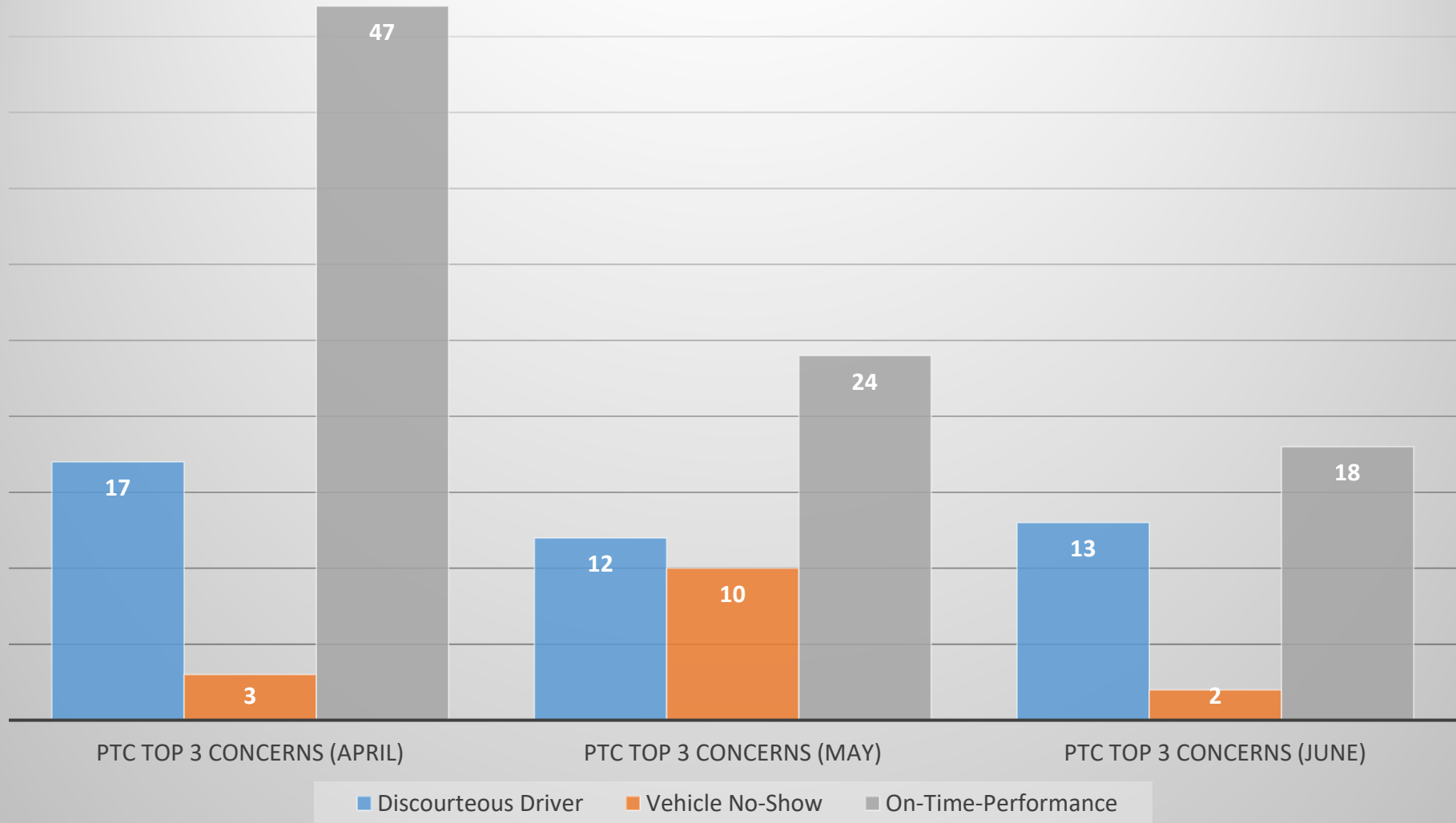


Top 3 Concerns Received (Fixed-Route)



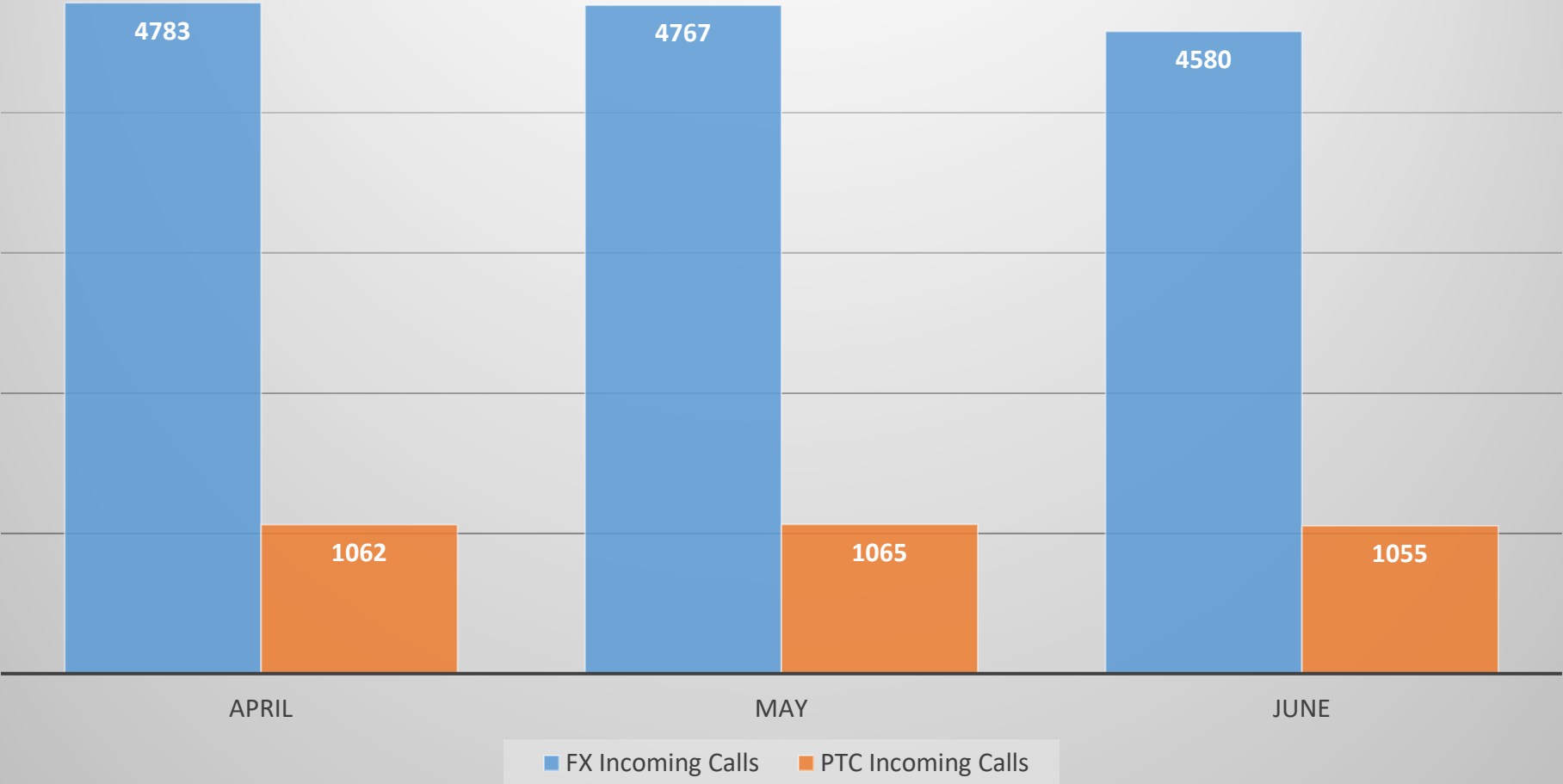


Top 3 Concerns Received (Connection)





Customer Service Call Volume Received





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



Thank you!



Public Comments



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



Palm Tran Service Board Members



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