

NOTICE OF MEETING

PALM TRAN SERVICE BOARD

SEPTEMBER 24, 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, September 23, 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) 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

PALM TRAN SERVICE BOARD
Thursday, September 24, 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 – September 24, 2026**
3. **MOTION TO APPROVE MINUTES – July 23, 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. **COMMITTEE REPORTS**
 - A. PTSB Paratransit Subcommittee
 - B. PTSB Planning Subcommittee
9. **INFORMATION ITEMS**
 - A. Board Directives
 - B. PMO Performance Ridership Update
 - C. Public Relations and Community Outreach
 - D. Public Comment on Items 11 A, 11 B, 11C
10. **PUBLIC COMMENTS (General)**
11. **BOARD MEMBER COMMENTS**
12. **ADJOURNMENT**

PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, July 23, 2026
1:30 P.M. to 3:30 PM

1. Call to Order

Meeting called to order at 1:48 P.M. by Chair Mitchell

A. Pledge of Allegiance

B. Roll Call

Members Present

Selva Selvendran, Seat 3, Environmental Advocate
Jim Gibbs, Seat 5, Business Community Representative
Carolyn Hmara, Seat 7, Senior Citizen Representative
Tekesha Saffold, Seat 8, Certified Paratransit User
Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair
Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chair
Leondrae Camel Seat 13, Resident of the Glades/Lakes Region Area
Manuel Rivera Seat 14, Rep. with Multicultural Experience

Members Absent

Kerry Rawn, Seat 2, Disability Advocate
KaShamba Miller-Anderson, Seat 4, Elected Municipal Official of a Municipality
Donté Mickens, Seat 6, Representative with Multicultural Experience
Tricia Hallison-Mischler, Seat 11, Citizen-at-Large

2. Motion to Adopt the Agenda for July 23, 2026

Chairwoman Mitchell requested a motion to adopt the agenda for July 23, 2026. Motion made by Ms. Saffold and seconded by Ms. Hmara the motion was approved unanimously.

3. Motion to Approve Minutes for February 26, 2026

Chairwoman Mitchell requested a motion to approve the Minutes for February 26, 2026. Motion made by Ms. Saffold seconded by Ms. Hmara
The motion was approved unanimously.

4. Safety Message/Briefing

The Safety Message was presented by:
Charles Hall, Senior Manager of Safety/ Training & Compliance
The July Safety Message was “Congestion at Intersections”

5. Comments from Palm Tran’s Service Board Chair

Welcomed all to the meeting, mentioned being under the weather.
Apologized for the delay in starting the meeting. Ms. Mitchell advised the board of Jonathon Brown being a new Deputy County Administrator and Fredlyne being the interim Executive Director of Palm Tran. Ms. Mitchell also mentioned that Dennis Martin and Frank Stanzone have retired from the board after many years of service to the community. Chair Mitchell acknowledged Mayor Hmara’s presence in the audience and Ms. Posey-Blocker and Ms. Hicks being in the PBC Leadership class of 2027.

6. Comments from Interim Executive Director, Fredlyne Johnson

Thanked Chair Mitchell for the wonderful welcome to the meeting, expressed how honored she is to serve as Interim Executive Director of Palm Tran looking forward to building positive relationships with the board. Ms. Johnson gave an update on the ongoing projects at Palm Tran.

7. Chief Operating Officer Report – John Lockhart

Mr.Lockhart shared some activities and achievements Palm Tran has accomplished since the last meeting. The report summarized key activities, including service improvements, passenger statistics, pilot programs and community initiatives.

8. Deputy County Administrator – Jonathan B. Brown

Not Present

9. Committee Reports

A. Paratransit Subcommittee Meeting

Mr. Acevedo co chair gave report on the Paratransit Subcommittee meeting held on July 9th, at 9:30 AM.

B. Planning Subcommittee Meeting

Mr. Acevedo co chair gave report on Planning Subcommittee meeting held July 16 at 1:30 PM

10. Action Items

A. September 2026 Service Change

Chris Walker gave a report on the results of previous services changes as well as the proposed September 2026 services changes.

B. Public Comment on Item 10A

None.

Chairwoman Mitchell requested a motion to approve the Proposed September 2026 service changes. Motion made by Mr. Acevedo seconded by Ms. Hmara, the motion was approved unanimously.

11. Information Items

A. PMO Performance Ridership Update

Monique Baldwin, Senior Transit Performance Analyst, gave report on the June 2026 ridership overview for all modes.

B. Public Relations and Community Outreach

Janessa Croce, Senior Manager of Public Relations, gave update On the many different activities and awards Palm Tran is engaged in.

C. Customer Service Report

Jeff McGregor, Customer Service Administrator, gave report on concerns, commendations, on time performance for our Fixed Route and Paratransit services for June 2026.

D. Public Comment on Items 11 A, 11 B, 11 C

None

12. Public Comments (General)

Mark Melendez President of the National Association of the Blind, thanked Palm Tran for the very important service it provides and is very grateful.

Tanya Castle, Silver Ride TNC, came to introduce her company and the services it provides.

Ivan Maldonado, former Executive Director at Palm Tran, apologized for his sudden departure from Palm Tran and thanked staff. Advised staff and board that a lot of transit agencies across the country are facing the same challenges that Palm Tran is facing.

Nicky Brown, unfortunately Board of County Commissioners does not understand what it's like to be disable

13. Board Member Comments

Leondrae Camel, thanked Mr. McGregor and staff for all the calls taken, also commented on the retraining discourteous drivers receive.

Manuel Rivera, suggested marketing campaign for summer bus pass program, agrees with recognition for bus operators. Thanked Mr. Maldonado for his service and welcomed Ms. Johnson as Interim.

Carolyn Hmara, thanked Mr. Maldonado and welcomed Ms. Johnson

Tekesha Saffold, Thanked Palm Tran for great service, welcomed Ms. Johnson and thanked Mr. Maldonado.

Joey Acevedo, Although Palm Tran faces tough challenges ahead we have to step up to the plate and have our voices heard. Thanked Mr. Maldonado for his two years at Palm Tran.

Carmencita Mitchell, Regardless of what the changes/ challenges are we must stick together to keep providing a great service. Thanked everyone for all they do.

14. Adjournment

Mr. Acevedo makes motions for adjournment.
Mr. Camel seconds the motion.

The meeting was adjourned at 3:51 PM

Carmencita Mitchell, Chair

Date_____

Joey Acevedo, Vice Chair

Date_____

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, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.

Americans with Disabilities Act (ADA)

THE ADA PROHIBITS DISCRIMINATION AGAINST PEOPLE WITH DISABILITIES



Remember: Always kneel the bus for boarding and alighting passengers and deploy the ramp when requested by passengers without question.

- Never question passengers regarding their disability or need for the ramp.
- Never draw undue attention towards passengers with a disability.
- Be patient!



A service animal is defined as “any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability.

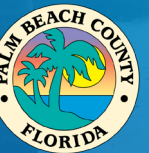
- Operators cannot require special identification for a service animal, regardless of whether or not the animal is wearing a special collar.
- If you are unsure that an animal is a service animal, you may only ask:
Is the animal a service animal? What tasks has the animal been trained to perform?

Palm Tran Service Board Meeting

(PTSB)

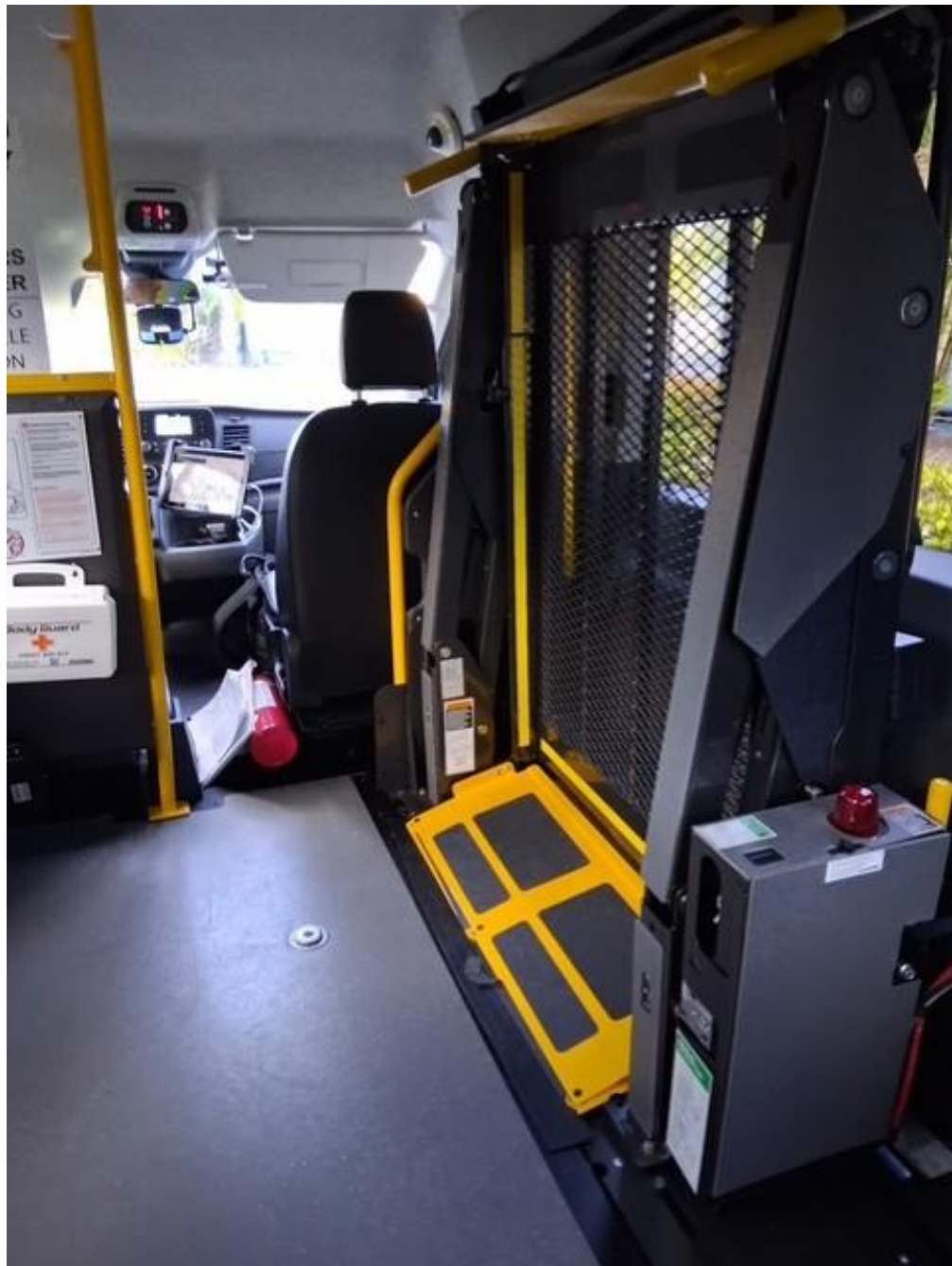


Carmencita Mitchell
Chair

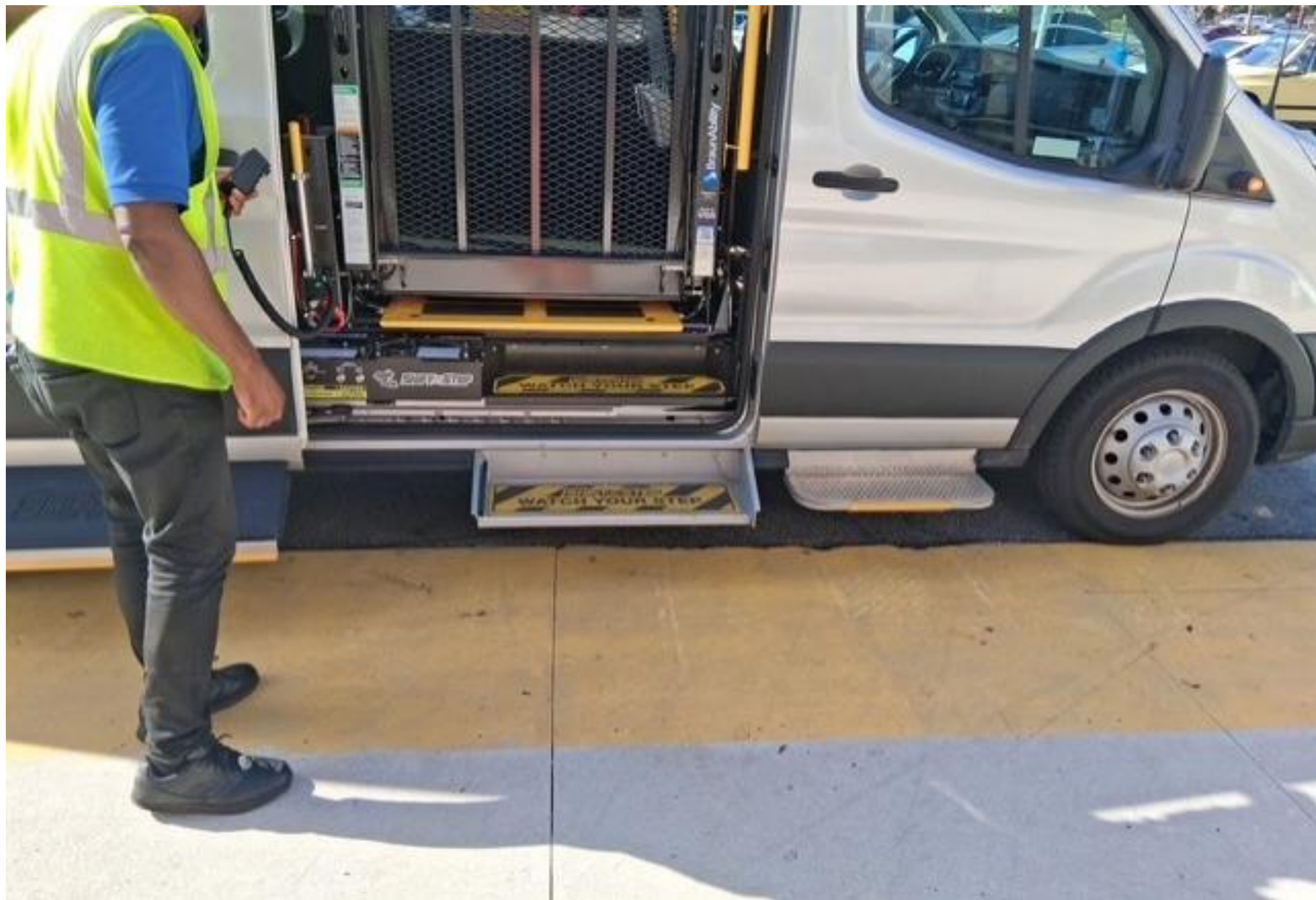


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Palm Tran Service Board Meeting (PTSB)



Fredlyne Johnson
Interim Executive Director, Palm Tran

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Palm Tran Service Board Meeting (PTSB)



John Lockhart

Chief Operations Officer, Palm Tran

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FAA Exercise



BUS
STOP
STOP #
310
Palm Tran
Public Transportation
ROUTES SERVED
1
61-841-428

On Time Performance

BUS STOP
STOP #
310
Palm Tran
Public Transportation
ROUTES SERVED
1
61-841-428





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Thank you!

Board Directives



1. Bus Operator Recognition
2. Training Partnership



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Performance Report July 2026 (FY 2026)

Performance Management Office

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July Ridership Overview

Trends By Mode – July 2026



MODE	June	July
Fixed Route	658,397	654,699
PTC	62,176	62,879
GG	11,282	11,851
UZURV	10,630	10,938
Lyft Choice Program	12,314	12,721
Total	754,799	753,088

-0.23% compared to June 2026

*Only revenue ridership is NTD-reportable.



July 2026 (FY26)

FIXED-ROUTE DASHBOARD FY2026



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	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	● 1.19	● 1.13
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	▲ 2.37	▲ 2.47
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	● 1.07	● 0.92	● 1.28	● 1.05	● 1.02	● 0.98	● 1.01	● 1.20	● 1.20	● 1.28	● 1.10
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	YTD
Total System Ridership	700,000	775,000	850,000	▲ 754,837	◆ 670,778	▲ 700,925	◆ 697,571	◆ 667,758	▲ 727,518	▲ 710,773	◆ 677,704	◆ 658,397	◆ 654,699	● 6,920,960
Riders Per Revenue Hour	16.5	18.3	20.1	◆ 16.4	◆ 16.2	◆ 15.6	◆ 15.8	◆ 16.4	◆ 16.2	◆ 16.1	◆ 15.5	◆ 14.9	◆ 14.2	◆ 15.7
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	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%	● 84.6%	● 80.1%
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	● 9,983	● 8,871	● 10,012
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	◆ 0.15	◆ 0.16	◆ 0.13	◆ 0.19	◆ 0.18	● 0.78	◆ 0.11	▲ 0.27	◆ 0.18	▲ 0.27	▲ 0.24
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	YTD
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	● 2.83	● 2.95	● 2.90	▲ 3.48	◆ 3.79	◆ 4.05	◆ 3.94	◆ 4.85	◆ 4.37	◆ 4.08	◆ 3.73

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



July 2026 (FY26)

CONNECTION DASHBOARD FY 2026



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	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	▲ 1.39	▲ 1.11
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	● 2.15	● 1.57
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	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	▲ 1.38	▲ 1.45
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	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%	● 90.4%	◆ 81.3%
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	● 23,963	● 21,367
All Customer Commendations per 1k Trips	0.70	1.00	1.30	● 2.31	● 2.06	● 1.63	● 1.63	● 1.96	● 2.24	● 2.00	● 1.54	● 1.25	● 2.37	● 1.90
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	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	● 1.43	● 1.82
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	◆ 6:04	◆ 12:13
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	● 1:55	▲ 3:29



July 2026 (FY26)

GO GLADES DASHBOARD FY2026



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	● 0.23	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.00	● 0.24	● 0.00	● 0.23			● 0.07
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	● 0.00			● 0.05
Mobility	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	Jun.	Aug.	Sept.	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	● 4.30			● 4.39
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	● 11,851			● 114,705
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Nov.	Nov.	Feb.	Mar.	Apr.	May	Jun.	Jun.	Aug.	Sept.	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%	● 92.2%			● 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	● 20,517	● 41,562	◆ 6,227			● 30,815
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	● 0.25			● 0.22





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Thank you!



Public Relations & Community Outreach

Janessa Croce
Senior Manager of Public Relations



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Palm Tran Launches New Website

The screenshot displays the Palm Tran website's homepage. The background is a photograph of a smiling woman with headphones on a bus. The website's navigation bar includes links for Contact, Translate, Search, Our Services, Maps & Schedules, Fares & Passes, Rider Toolkit, and Careers. The main heading reads "Let PALM TRAN take you there". Below this is a "Plan Your Trip" section with input fields for "Start" and "End" addresses, a "Depart at" section with time and date pickers, and a "Let's Go!" button. A "Service Alerts" notification is also present. The footer contains icons and labels for "Maps & Schedules", "Fares & Passes", and "Rider Toolkit".

Navigation Bar: Contact | Translate | Search | Our Services | Maps & Schedules | Fares & Passes | Rider Toolkit | Careers

Header: Palm Tran

Main Text: Let **PALM TRAN** take you there

Plan Your Trip Section:

- Service Alerts:** 1
- Start:** Address/Stop/Landmark
- End:** Address/Stop/Landmark
- Depart at:**
 - Time: 7:08 PM
 - Date: 07/27/26
- Let's Go!**

Footer Navigation:

- Maps & Schedules
- Fares & Passes
- Rider Toolkit

Mobile Skin Cancer Screening at Palm Tran



Respectful Workplace Training



55 Years of Public Transit Proclamation





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Thank you!



Public Comments



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Palm Tran Service Board Members



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