Lina Aragon is a Customer Service Administrator with more than 15 years of public service experience, with four years in the evolving and vibrant transportation industry. Prior to becoming Palm Tran’s Customer Service Administrator, Lina held various roles ranging from consultant, child services manager and independent living specialist. Lina initially served in the role of Palm Tran’s Service Coordinator before earning a promotion to Palm Tran’s Customer Service Administrator in 2017. Through all of her roles, Lina exemplified her expertise in the customer service industry. She solidified a passion for increasing ADA compliance and accessibility in transportation.

As a Customer Service Administrator for Palm Tran, Lina embarked on a thorough evaluation of the section and determined areas for improvement. Through various initiatives, she was able to create a clear vision for the department and assisted in making improvements that resulted in increased efficiency. Lina holds a Master in Business Administration (MBA) from Nova Southeastern University where she was a Sigma, Beta, Delta Honor Society Inductee. She also holds a degree in Psychology.

Palm Tran Celebrates 50th Anniversary with the Grand Opening of it’s New Headquarters

Palm Tran Public Transportation celebrated the grand opening of its new headquarters in Delray Beach, FL with a socially-distanced outdoor event on March 2, 2021. The event, coined “New Day, New Way, Delray,” also recognized Palm Tran’s historic 50 years in transit service and the progress that has been made over the years. Palm Beach County Administrator Verdenia C. Baker, Assistant County Administrator Todd J. Bonlarron, Vice Mayor Robert Weinroth, Commissioner Mack Bernard, Commissioner Gregg K. Weiss, Commissioner Maria Sachs and Palm Tran Executive Director Clinton B. Forbes used golden scissors to cut the ribbon leading to the front doors.

“As Palm Tran Celebrates 50 years in service, we are waking up to the dawn of a new era in public transit,” said Executive Director Clinton B. Forbes. “The world is finding a new normal and we are tasked with innovating how to get there.”

The primarily federally funded $25 million dollar project expanded what was once a 3,800 square foot satellite office into a three-story, roughly 34,000 square foot facility with cutting-edge technology. Palm Tran now has the initial infrastructure to charge fully electric, zero emissions busses and is currently seeking grant funding to purchase electric vehicles. The building also provides Palm Tran with a public meeting room, offers a greater area for employee training, and allows for more administrative office space.

The new facility is located near the corner of Congress Avenue and Atlantic Avenue in Delray Beach, making it close to a tourism and recreational hotspot. It is also located near many small businesses in Downtown Delray Beach.
**Watch-A-Truck Event**

The Watch-A-Truck event is an annual event that is held at the Palm Springs Athletic Complex and has brought as many as 500 people in attendance. It is an awesome event that has on display a variety of vehicles for individuals to touch and tour. There was of course a Palm Tran Connection vehicle and Fixed Route bus present. In addition, the Library, Waste Pro, Palm Beach County Fire and Rescue and a variety of other vehicles were in attendance.

This was a amazing community activity that Palm Tran Connection and First Transit were proud to be apart of, and look forward to doing more events like this within our community. It was a great time had by all, especially the kids, as they got to have hands on with many of these awesome vehicles and learn what their jobs are within our community. We look forward to participating next year!!!

---

**Connection Team Spotlight**

**Eligibility Department**

Hola! I have been working for Palm Tran Connection for a little over ten years and in the paratransit industry for over 20 years. This work is my passion; what I love to do. Working with our clientele to help someone in need, is one of the best feelings I have experienced. I have worked my way up from working with the contractors as a secretary, dispatcher, and dispatch supervisor until I moved to PTC as a reservation agent, secretary to the front desk, and then became an administrative assistant until my latest move to Eligibility Supervisor. I enjoy dancing, reading and going to see the sunrise with family and friends. My greatest passion are my 2 daughters. They continue to inspire and encourage me to do what I do, so that I can show them anything is possible when you want to achieve it.

---

**Eligibility CSRs**

- **Elsi Fenelon-Jean**
  - 7 Years of Service

- **Sherry-Ann Royal**
  - 8 Years of Service

- **Susan Gartner**
  - 20 Years of Service

- **Yanilba Colon**
  - 16 Years of Service

---

Character cannot be developed in ease and quiet. Only through experience of trial and suffering can the soul be strengthened, ambition inspired, and success achieved.

Helen Keller (1957), “The Open Door”.

---

Palm Tran's Mission: To provide access to opportunity for everyone; safely, efficiently, and courteously.