

NOTICE OF PUBLIC HEARING

NEXT MEETING

PALM TRAN SERVICE BOARD

FEBRUARY 27, 2025

1:30 P.M. – 3:30 P.M.

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

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

Note:

Members of the public may attend and provide comments in person or submit comments via phone message, e-mail, or written correspondence via mail. All comments must be received before noon Eastern Time, February 26, 2025.

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 DeBorah Posey-Blocker at dposeyblocker@pbcgov.org or 561-841-4245.



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

Ivan Maldonado
Executive Director

DeBorah Posey-Blocker
Service Board Liaison

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Palm Tran Service Board Members

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

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

■

Frank Stanzione
Seat 1 - Rep. with Transportation Experience

Kerry Rawu
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

Brandon Williams
Seat 8 - Certified Paratransit User

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

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

Tammy Jackson-Moore
Seat 13 - Resident of Glades/Lake Region Area

PALM TRAN SERVICE BOARD PUBLIC MEETING

Palm Tran Delray Beach Headquarters
100 N. Congress Avenue
Delray Beach, FL 33445

Thursday, February 27, 2025
1:30 P.M. – 3:30 P.M.

AGENDA

1. **CALL TO ORDER**
 - A. Pledge of Allegiance
 - B. Roll Call
 2. **MOTION TO ADOPT AGENDA - February 27, 2025**
 3. **MOTION TO APPROVE JANUARY 23, 2025 MINUTES**
 4. **SAFETY MESSAGE/BRIEFING**
 5. **PTSB CHAIR COMMENTS**
 6. **EXECUTIVE DIRECTOR COMMENTS**
 7. **COMMITTEE REPORTS**
 - A. PTSB Paratransit Subcommittee
 8. **ACTION ITEMS**
 - A. May 2025 Service Changes
 - B. Public Comment on Action Item 8A
- ### **PUBLIC HEARING**
- C. Connection and Connection Plus Guidelines
 - i. Resolution Overview
 - ii. PTSB Discussion
 - D. Public Comment on Action Items 8C
 - E. Motion to approve Executive Director's recommendations on Connection and Connection Plus Guidelines
9. **PUBLIC COMMENTS (General)**
 10. **BOARD MEMBER COMMENTS**
 11. **ADJOURNMENT**

PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, January 23, 2025
1:30 A.M. to 3:30 PM

1. Call to Order

Meeting called to order at 1:34 P.M. by Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Kerry Rawn, Seat 2, Disability Advocate
Selva Selvendran, Seat 3, Environmental Advocate
KaShamba Miller-Anderson, Seat 4, Elected Municipal Official of a Municipality
Jim Gibbs, Seat 5, Business Community Representative
Carolyn Hmara, Seat 7, Senior Citizen Representative
Brandon Williams, 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
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent

Frank Stanzione, Seat 1, Senior Citizen Representative
Donté Mickens, Seat 6, Representative with Multicultural Experience
Tammy Jackson-Moore Seat 13, Resident of the Glades/Lakes Region Area

Chair Mitchell requested a motion to amend the Agenda for January 23, 2025 to reflect the correct date on the minutes from 10/25/24 to 10/24/24. Motion made Mr. Acevedo and seconded by Mrs. Hmara was approved unanimously.

4. Motion to Adopt the Agenda for January 23, 2025

Chairwoman Mitchell requested a motion to adopt the agenda for January 23, 2025 Motion made by Mr. Martin and seconded by Mr. Acevedo the motion was approved unanimously.

5. Motion to Approve Minutes for October 24, 2024

Chairwoman Mitchell requested a motion to approve the Minutes for October 24, 2024. Motion made by Mr. Martin and seconded by Mrs. Hallison Mischler .
The motion was approved unanimously.

6. Safety Message/Briefing

The Safety Message was presented by:
Charles Hall, Senior Manager Safety/Training and Compliance .
The January Safety Message was 'Human Trafficking Awareness on Transit Buses'.

Chair Mitchell stressed the importance of staying vigilant and aware of your surroundings in light of "Human Trafficking Awareness Month".

7. Comments from Palm Tran's Service Board Chair

Chair Mitchell welcomed everyone back, congratulated Mayor Marino and Vice Mayor Baxter, mentioned that she is looking forward to working with the new commissioners. Chair Mitchell encouraged the Palm Tran Service Board members to participate in the Board of County Commissioner meetings. Ms. Mitchell thanked Commissioner Barnett for a job well done.

Chair Mitchell requested the lines of communication between Palm Tran and Service Board remain open for transparency. The Palm Tran Service Board would like to be kept abreast of the all events moving forward so they may show presence, participate and remain up to date.

Chair Mitchell voice her opinion on ADA concerns; meetings should be accessible for all to attend much consideration should be given to reinstate assisting the hearing impaired as was done in the past.

8. Comments from Executive Director, Ivan Maldonado

Executive Director Ivan Maldonado welcomed all and wished everyone a Happy New Year. Mr. Maldonado expressed how excited he is to share the progress Palm Tran has made since the last meeting.

Palm Tran Wins Bernay's Award

Won Best PR Campaign for "Let's Get on the Bus!" at the 19th Bernay's Awards.
Nominated for Best Marketing Material - Print for the 2023 Annual Report.
Recognized for excellence in public relations and community engagement.

Palm Tran Celebrates Employees at "Roaring 20's" Event

Hosted Employee Recognition Event on December 7, 2024.
"Roaring 20s" theme with festive attire.
Honored employees' commitment to values, mission, and service.

Community Outreach with Commissioner Gregg Weiss

Palm Tran participated in the Golden Lakes Community Fair with Commissioner Gregg Weiss.

Mobility Coordinator shared info on Palm Tran services.

Strengthened community connections and gathered feedback.

Stuff the Bus Collects Over 600 Toys for Glades Children

Collected 600+ toys during Stuff the Bus on December 7, 2024.

Distributed the toys to the cities of Belle Glade, Pahokee, and South Bay.

Attended the League of Cities Holiday Networking event.

Palm Tran Raises over \$41,000 for United Way

Employees donated \$41,968.31 to 2024 United Way campaign.

Fundraising events included Candy-grams, Virtual Bingo, Hot Joe to Go, and Press your Luck.

The United Way supports organizations like Boys and Girls Club and Habitat for Humanity.

January Service Changes

At the October 24th PTSB meeting the board approved the January Service changes.

Adjusted schedules for Routes 33, 40, 47, 62, 63, 80, and 91 to improve on time performance.

Enhanced Port St. Lucie Express schedule to meet commuter needs.

Chair Mitchell inquired about the status of the Paratransit RFP, Mr. Maldonado responded that the final documents are being worked on will go to procurement for approval. Mr. Bonlarron also stated that the facility component is another issue being sorted out.

9. Information Items

- a. Performance Ridership Update –Jimilla Hicks, Manager of Performance Management, gave overview of December 2024 ridership and KPI's (Key Performance Indicators) report
Jimilla Hicks and Chair Mitchell acknowledged MV transportation for a job well done in proving a great service.
- b. Ridership Update – Yash Nagal, Director of Transit Planning, gave update on frequency improvement for Buslink the partnership Palm Tran has with Transportation Networking Companies and Taxi that began in September.
- c. Public Comment on Information Items

Sheila Embright- Thanked Palm Beach County. Suggested extending the hours on the routes 1,2,and 3 so people may enjoy staying out later. Suggested bringing the route 80 back.

10. Public Comments (Genreal)

Steve Eckbyrd-, Suggested that the fare boxes remove I.D. required, no one shows I.D.'s. Suggested several replacement signs. The vending machine in Lake worth has not worked in 5 months according to the security guard. You cannot get a balance anywhere when you try it deducts a dollar.

Nicky Brown, Ambassador Brown states that while at the Intermodal he witnessed a vehicle dropping a person off in a where only buses are allowed, also noticed the car was speeding nearly hitting a bus and a passenger making it very hazardous. Paradise pass passenger are waiting until they run out of funds and still boarding bus.

11. Customer Service Follow-ups – Jeff McGregor shared a positive commendation from a fixed route passenger.

12. Board Members Comments

Brandon Williams- Questioned Yellow Taxi's fare he was previously charged if Palm Tran had any influence, staff advised it would check with Consumer Affairs.

Dennis Martin- is happy where Palm Tran is headed very impressed, stands behind Palm Tran 100%.

Tricia Hallison-Mischler- Would like to be kept informed on all things 100% in support of Palm Tran.

Carolyn Hmara- Welcome Aboard, appreciates the service and what it means to the community.

KaShamba Miller-Anderson- Welcome Aboard, Our residents appreciate the modifications to the system making things more efficient.

Kerry Rawn- "Thank You" the continued improvements are impressive.

Jims Gibbs- Reinforcing the Chairs comments, lines of communication for events must remain opened. Suggested Board members get nameplates to be identified at Palm Tran events.

Selva Selvendren – Officially welcomed Mr. Maldonado to Palm Tran.

Joey Acevedo- Thanked staff for providing access to opportunity throughout the years. Community involvement is essential as well keeping the lines of communication open. Advised all to be vigilant and aware of our surroundings. A moment of silence was taken in honor of fallen bus operators from other agencies

Carmencita Mitchell- Thanked the entire Palm Tran staff for continuing to provide access to opportunity safely, efficiently and courteously.

Chair Mitchell entertained a motion to adjourn the meeting.

13. Adjournment

Mrs. Hallison-Mischler makes motions for adjournment.

Mrs. Hmara seconds the motion.

The meeting was adjourned at 3:19 PM.

Carmencita Mitchell, Chair

Date_____

Joey Acevedo, Vice Chair

Date_____

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Approaching a Bus Stop



A careful approach to the bus stop is more than just a routine task it's a commitment to safety and excellence. Proper execution ensures a smooth boarding experience and minimizes risks to individuals awaiting the bus.

- **Controlled Speed:** Approaching at a safe and controlled speed allows you to react to unexpected hazards, such as pedestrians stepping off the curb.
- **Positioning:** Aligning the bus close to the curb minimizes the gap between the bus and the platform, reducing the risk of slips, trips, or falls for boarding passengers.
- **Awareness:** Scanning the area around the stop for potential dangers such as distracted pedestrians, cyclists, or vehicles is essential to avoid preventable accidents.
- **Communication:** Use signals or your horn to alert others of your presence if visibility or awareness is compromised.

Palm Tran Service Board Meeting (PTSB)



Ivan Maldonado

Executive Director, Palm Tran

Presented: Thursday, February 27, 2025



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



Buslink Outreach and Survey



**WE WANT TO
HEAR FROM YOU!**

Take our quick survey and
share your experience
with BusLink.

Your input makes a difference!

Scan the QR code to
take the survey



Safe Streets Summit in West Palm Beach



Palm Tran Executives and Staff

Palm Tran Supervisor Vehicle Improvements



Black History Month Bus





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



Thank you!



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Frank Stanzione

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Tammy Jackson-Moore

Seat 13 - Resident of Glades/Lake Region Area

DATE: February 21, 2025
TO: Chair Carmencita Mitchell and Board Members
FROM: Ivan Maldonado, Executive Director
RE: May 18, 2025 Service Changes

Dear Chair Mitchell and Board Members,

I am writing to inform you that on Thursday, February 27, 2025, 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 4/71 weekday running time adjustments
- Route 33 daily running time adjustments
- Route 43 increase weekday frequency from 20 minutes to 15 minutes
- Route 60 weekday running time adjustments
- Route 73 weekday running time adjustments
- Route 80 daily running time adjustments
- Route 88 weekday running time adjustments
- Route 91 weekday running time adjustments
- Route 92 weekday/Saturday running time adjustments
- Route 94 Saturday/Sunday running time adjustments

As per Resolution No. 15-0893 Section 9 (a), the proposed changes to Route 4, 33, 43, 60, 71, 73, 80, and 88, 91, 92, and 94 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.



May 18, 2025 Service Changes



Brooke Peters
Service Planning & Scheduling Manager
February 27, 2025



Agenda

- January 2025 Service Change Results
- May 2025 Proposed Service Changes
- Public Outreach

January 2025 Service Change Results

Overall OTP for
Feb. 2025:

77%

ROUTE	On-Time Performance		SCHEDULE IMPROVEMENTS
	9/22/24-1/11/25	1/12/25-2/18/25	
33	61%	70%	❖ Adjusted running times based on actual drive time
40 (Weekday)	77%	79%	❖ Added layover in AM/PM peak hours
47	82%	86%	❖ Adjusted running time based on actual drive time
62 (Sunday)	61%	70%	❖ Added additional layover time
63 (Sat./Sun.)	78%	78%	❖ Added additional layover time

January 2025 Service Changes Results

	Average Daily Boardings			
ROUTE	Jan/Feb 2024	Jan/Feb 2025	% chg.	SCHEDULE IMPROVEMENTS
3 (Weekday)	3925	4132	+5%	❖ Increase peak hour frequency from 30 mins. to 20 mins.
3 (Sunday)	948	1437	+52%	❖ Increase frequency from 60 mins. to 30 mins.
33	563	708	+26%	❖ Absorbed parts of Route 20 and 21
40 (Weekday)	501	670	+34%	❖ Increase frequency from 60 mins. to 30 mins.

PSLX	Average Daily Boardings	Total Ridership	PILOT PROGRAM DESCRIPTION
	44	4572	❖ New express route – (2 AM roundtrips and 2 PM roundtrips)

Proposed Service Changes

Route Number	Description of Change (No impact on Connection services)
4/71	<ul style="list-style-type: none">Weekday running time adjustments to improve OTP
33	<ul style="list-style-type: none">Daily running time adjustments to improve OTP
43	<ul style="list-style-type: none">Increase weekday frequency from every 20 min. to every 15 min.
60	<ul style="list-style-type: none">Weekday running time adjustments to improve OTP
73	<ul style="list-style-type: none">Weekday running time adjustments to improve OTP
80	<ul style="list-style-type: none">Daily running time adjustments to improve OTP
88	<ul style="list-style-type: none">Weekday running time adjustments to improve OTP
91	<ul style="list-style-type: none">Weekday running time adjustments to improve OTP
92	<ul style="list-style-type: none">Weekday/Saturday running time adjustments to improve OTP
94	<ul style="list-style-type: none">Saturday/Sunday running time adjustments to improve OTP

Public Outreach



Website, app and guidebook
Trip planner, real time info



Public announcements
Audio and text, destination signs



Bus stop signs
Route numbers



Next Steps



March to April 2025

Runcut and operator bid



May 18, 2025

Service change



**Thank you.
Questions?**



Brooke Peters
Service Planning & Scheduling Manager
February 27, 2025





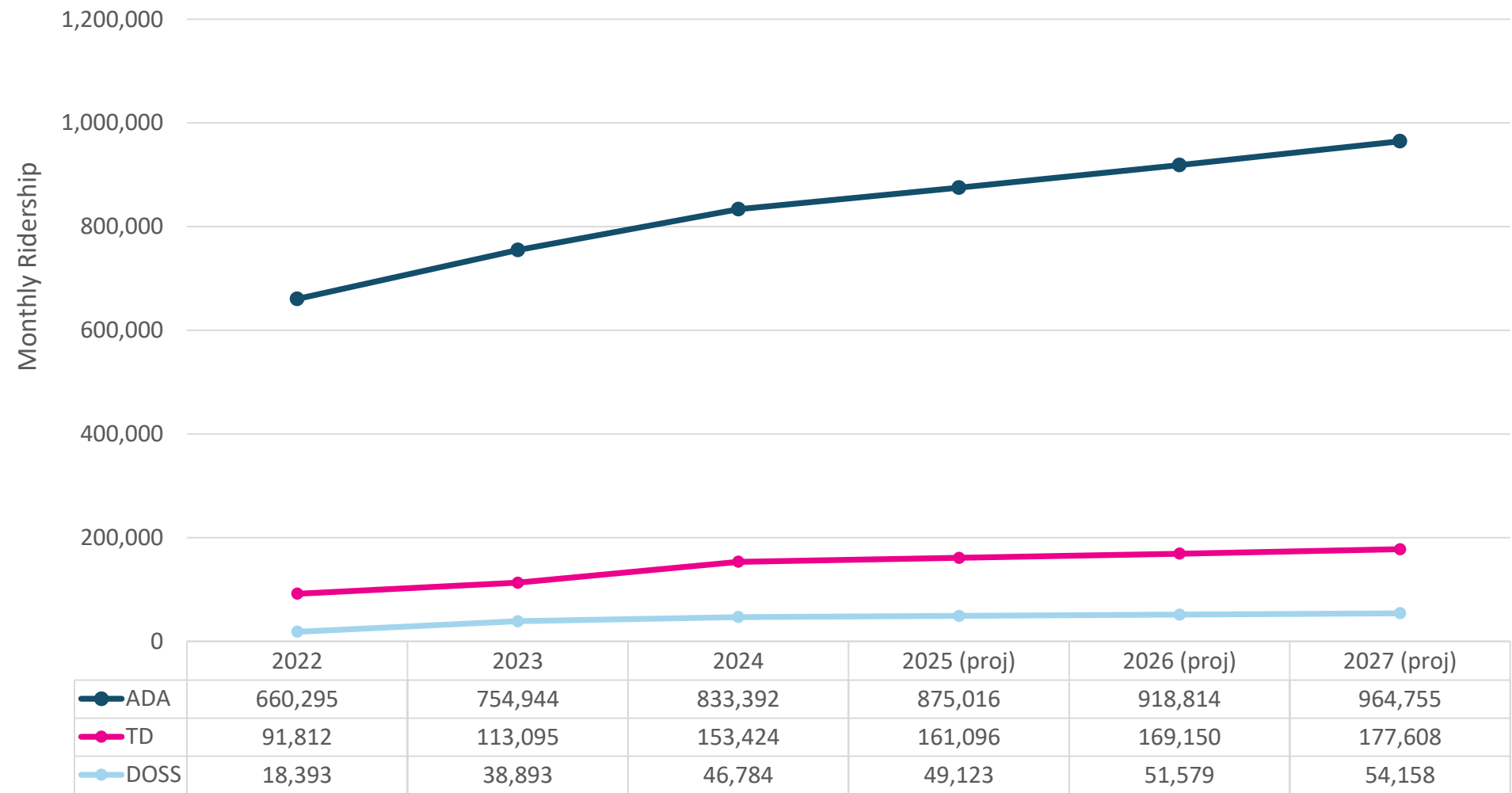
Connection and Connection Plus Guidelines

Palm Tran Service Board

February 27, 2025



Connection Ridership Trends



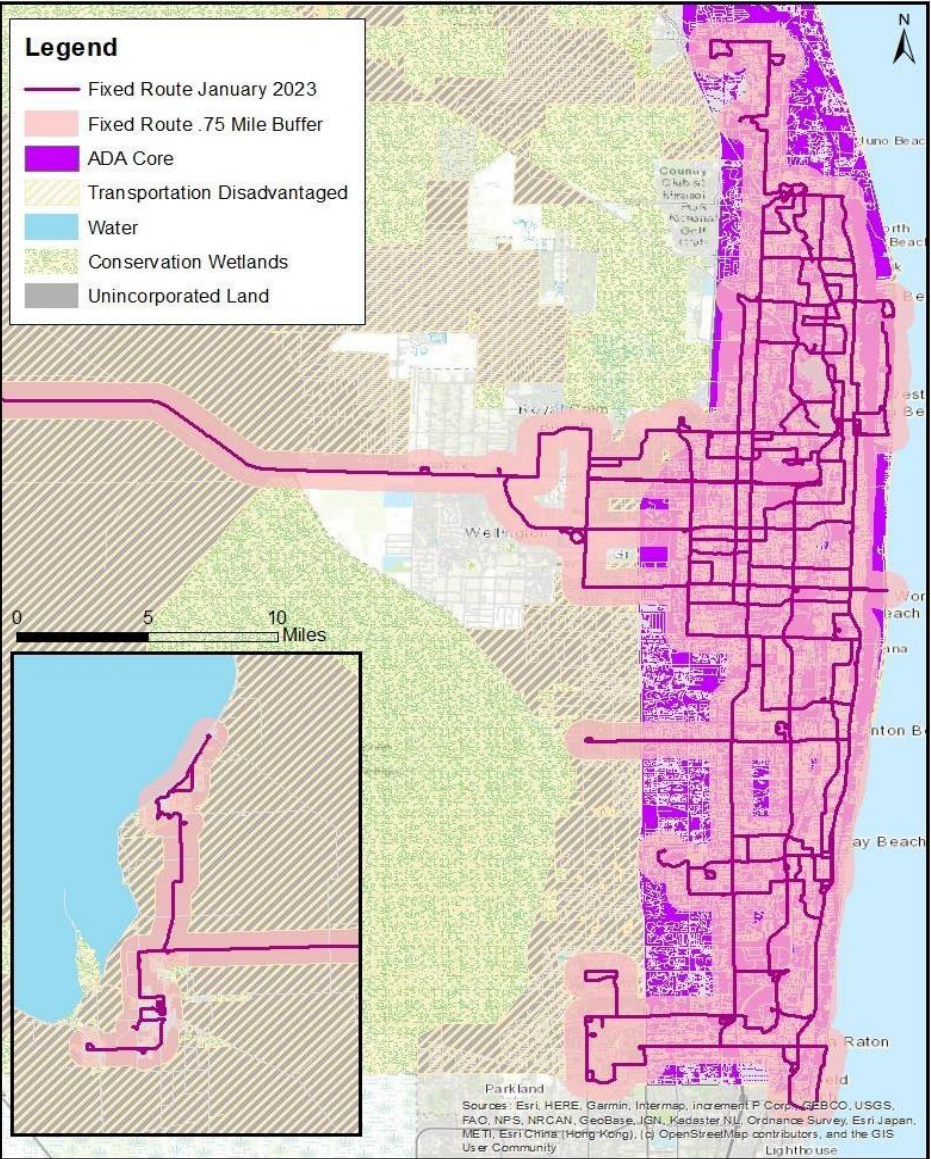
ADA
17,384 Eligible Riders
8,540 Annual Riders

TD
17,065 Eligible Riders
7,692 Annual Riders

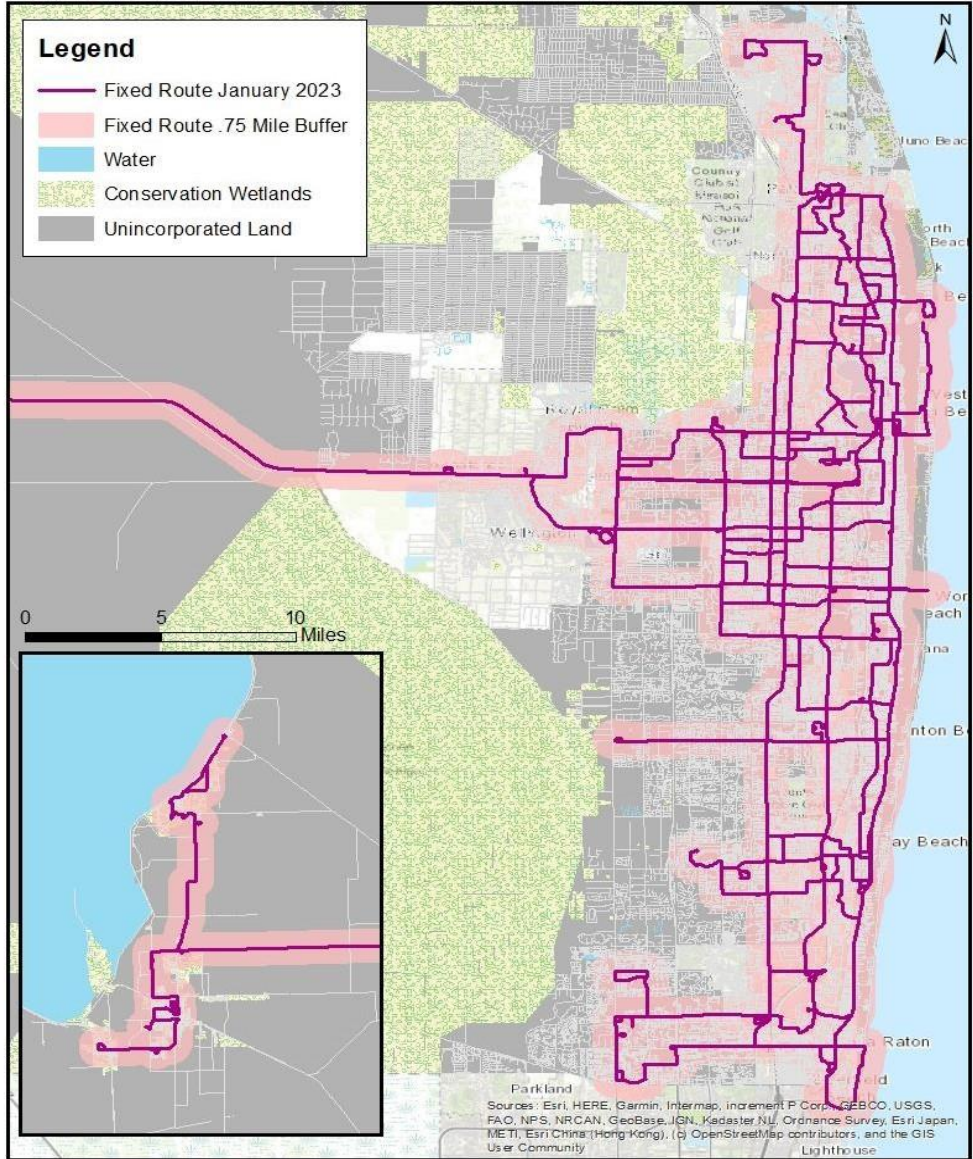
DOSS
1,173 Eligible Riders
330 Annual Riders

Align ADA Service Area with FTA Guidelines

Current Area: Extended Core Area



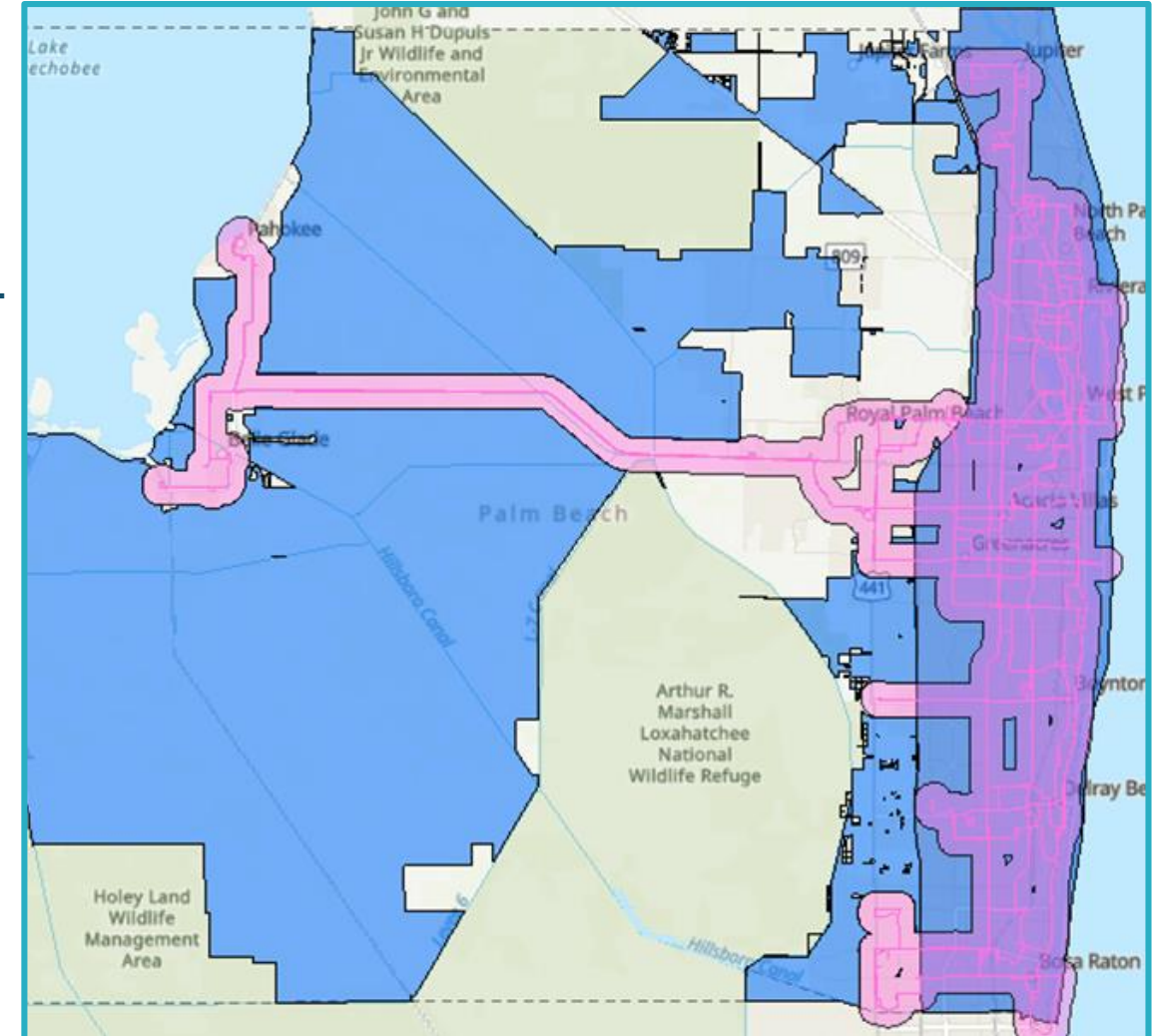
Proposed Area: Fixed-Route ¾ mile ADA Buffer



Key Components of Connection Plus Program

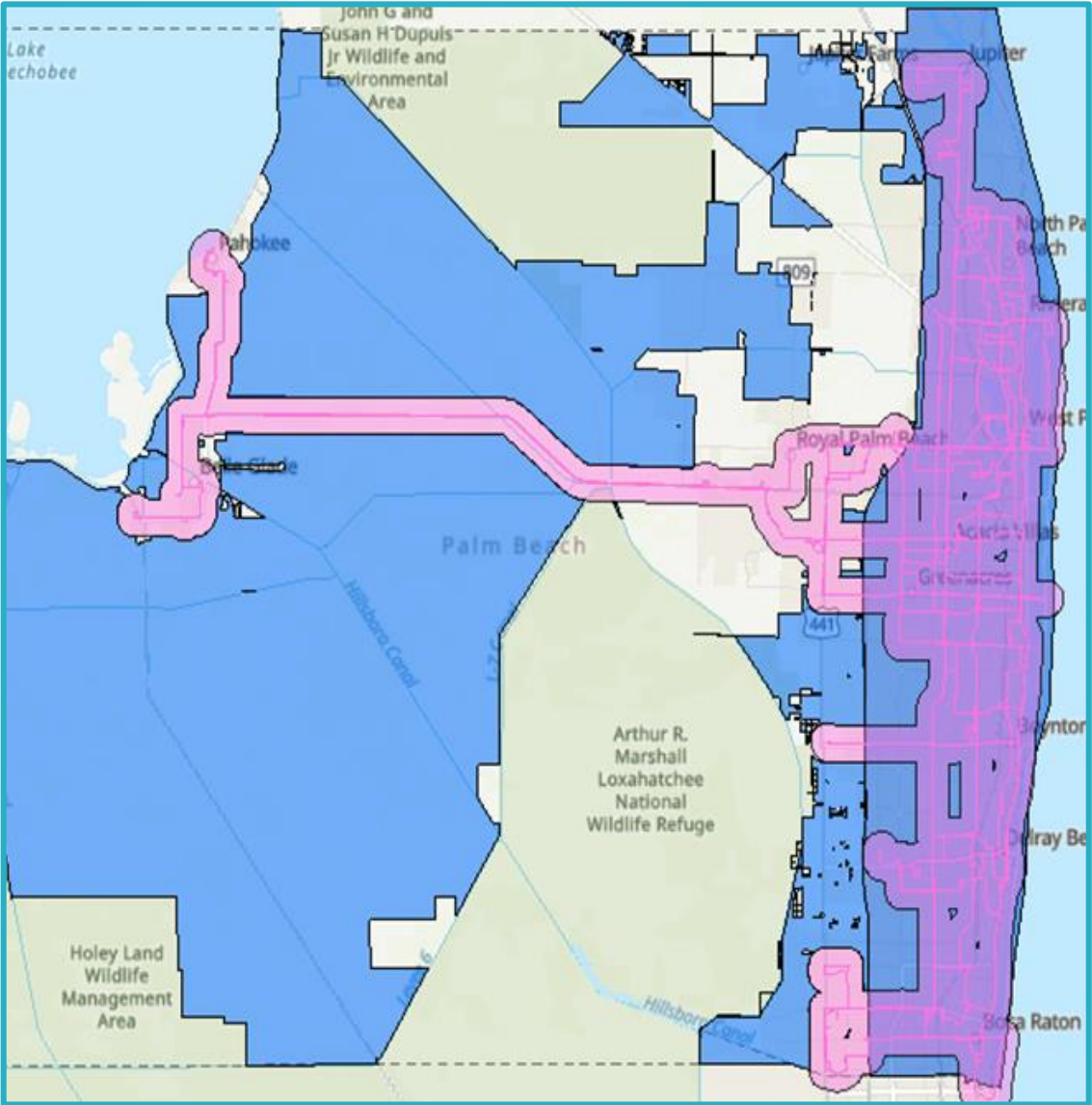
Connection Plus offers more flexibility to schedule and manage trips

- 1 Eliminates restrictions on trip negotiation resulting in more efficient grouping.
- 2 Eliminates restrictions on pick-up or drop off windows.
- 3 Eliminates time limitations for trip duration.
- 4 Trips do not have to be comparable to the fixed-route schedule.
- 5 Eliminates restrictions on fare pricing.
- 6 Allows for trip limits and prioritization.

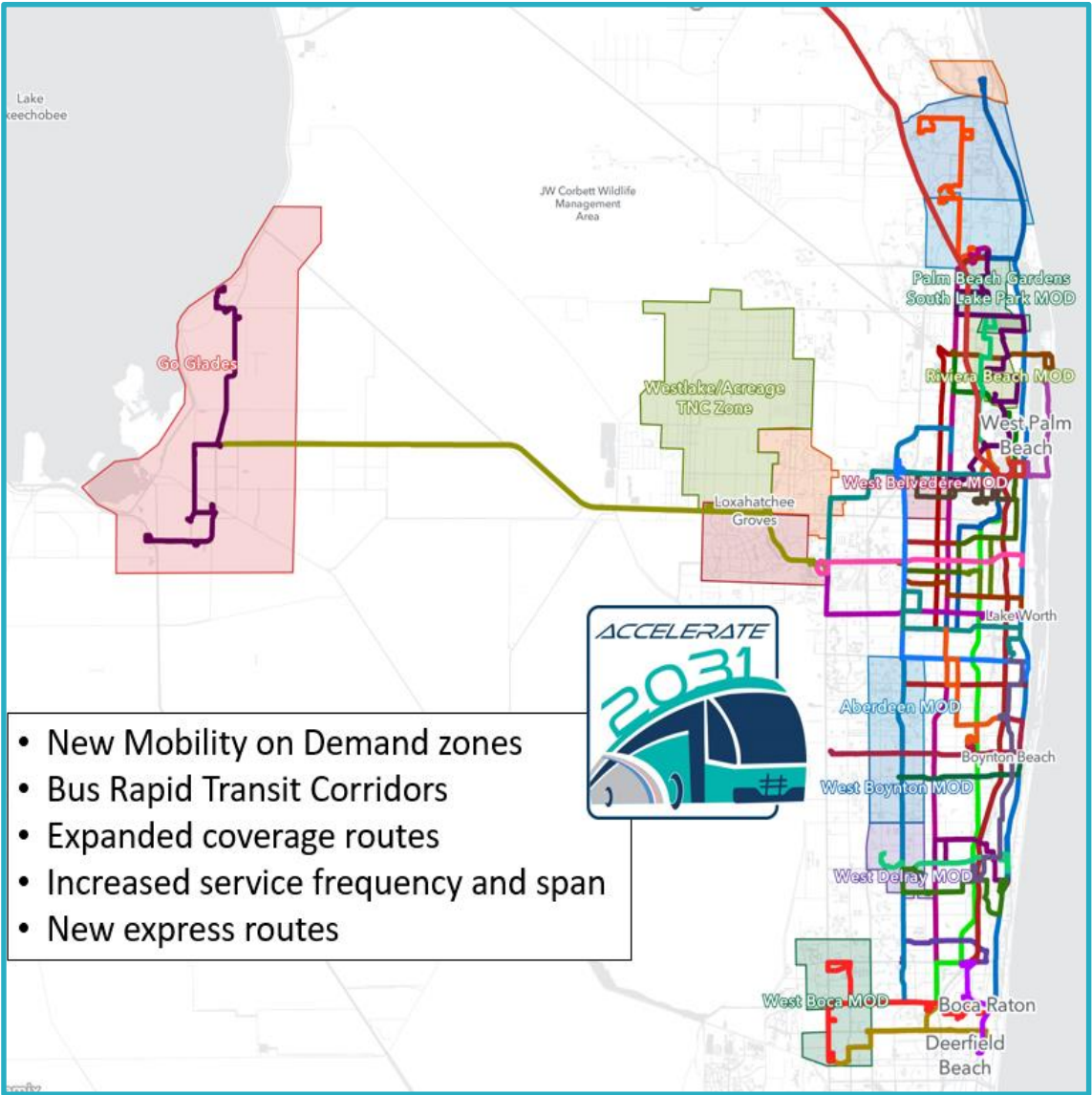


In Perspective with Future Fixed Route Network

Connection/Connection Plus



Future Fixed-Route/Mobility on Demand



- New Mobility on Demand zones
- Bus Rapid Transit Corridors
- Expanded coverage routes
- Increased service frequency and span
- New express routes

Connection ADA guidelines

AMERICANS WITH DISABILITIES (ADA)

SERVICE AREA: INSIDE FIXED route network and $\frac{3}{4}$ of a mile **ON BOTH SIDES OF BUS ROUTES**

SERVICE HOURS - Same hours and time as regular bus service

ELIGIBILITY - Must have a disability, which prevents them from riding the fixed-route

CATEGORIES

PERMANENT - chronic physical, mental, or psychological disability or incapacity

TEMPORARY - limited to the duration of the person's temporary disability

VISITORS - 21 days during any 365-day period

FARES

ONE-WAY TRIP - \$4.00 (\$3.50 at or below 100% of federal poverty guidelines)

PERSONAL CARE ATTENDANTS (PCA) - fare-free with eligible rider

CHILDREN - eight (8) and under fare-free with fare-paying passenger

Connection Plus Guidelines

NON-ADA TRANSPORTATION DISADVANTAGED (TD)

Service Area - Outside the ADA service area of $\frac{3}{4}$ of a mile fixed route service

Service Hours - Same hours and time as regular bus service.

Eligibility Requirements - Low income or disability which prevents them from riding the fixed-route bus.

DIVISION OF SENIOR SERVICES (DOSS)

Service Area - Senior centers for Meal-Sites only, during pre-assigned appointment times.

Service Hours – Monday – Friday, 8am – 5pm, excluding major holidays.

Eligibility Requirements - Individuals age 60+ as established by the Older Americans Act (OAA) eligibility guidelines.

TRIP PRIORITY

Trip prioritization may occur if trip demands exceeds available funds. As adopted in TDSP.

Priority order:

1. Critical Care trips
2. Medical trips
3. Nutrition trips
4. Employment and daycare
5. Quality of life trips

Connection Plus Guidelines continued

TD TRIPS FOR DISABLED PERSONS

Door-to-Door Paratransit
Transportation resembling
fixed travel times.

Negotiated trips as close as
possible to requested times,
except when the demand on a
specific times exceeds
vehicles available.

FIXED ROUTE TD TRIPS

Riders who can access the fixed
route bus network must use the
fixed route system.

Riders travelling beyond the $\frac{3}{4}$
mile ADA area will be
transported to or from the
closest bus stop

May purchase discounted 31-
day bus pass for \$15.00 or
\$20.00 based on income
instead of the \$70.00 regular
price.

TD TRIP FARES

Door-to-door trips, or trips to
or from a fixed route, are
based on travel distance:

\$4.00 each way

(\$3.50 at or below 100 % of
federal poverty guidelines)



THANK YOU!