



Palm Tran
Public Transportation

2019 ANNUAL REPORT



RPM Celebrated One Year Anniversary



Bus Operator Appreciation Day



Go Glades Ribbon Cutting



Delray Facility Expansion Groundbreaking



Bus Operator Graduation



Dr. Martin Luther King Parade

*Providing access to
opportunity for everyone;
safely, efficiently and
courteously.*



A Message From The Executive Director



As we embark upon a new decade, I want to take a moment to reflect on all the accomplishments Palm Tran achieved in 2019. The past year raised the bar for our commitment to high quality service in the community. Through our ongoing strides in innovation and safety standards, we are on the path to elevate Palm Tran as the premier transportation choice in Palm Beach County.

It is indeed remarkable looking at the strides Palm Tran has made in our efficiency. A year after the Route Performance Maximization Project, 32 fixed-routes run throughout Palm Beach County with a higher percent of on-time

performance. Our allocation of funds from FDOT served as a catalyst for a pilot transportation program called Go Glades, which allows us to provide premium transit service to residents in Belle Glade, South Bay and Pahokee. We've also focused on improving the experience for our riders by equipping all of our buses with free Wi-Fi onboard.

Our ability to transport more than 32,000 fixed-route, paratransit and Go Glades passengers daily comes with much responsibility and extensive planning for future sustainability. Along with the Board of County Commissioners, Palm Tran kicked off the South County Facility Expansion Project with a groundbreaking ceremony for our new state-of-the-art facility in Delray Beach. The new space has infrastructure to support charging electric buses, which we have tested and are actively seeking to fund through federal grants.

Whether it was a time of crisis or a celebration, I am pleased that Palm Tran played a part. Our buses evacuated people to shelters as Hurricane Dorian approached and carried people around the county participating in a scavenger hunt for our first Get on Board Day. We're proud to protect the safety of our riders no matter the situation or destination. Our Palm Tran Statistics (PT-STAT) team implemented several initiatives to decrease preventable collisions and make other enhancements.

I want to extend my gratitude to all of our loyal employees for their hard work and dedication. The numerous awards Palm Tran has received is yet another indication of the phenomenal job you are all doing. Last year, we truly carried out our mission to provide access to opportunity for everyone; safely, efficiently and courteously.



Clinton B. Forbes
Executive Director, Palm Tran

Clinton B. Forbes: **A new leader on** **many fronts**

Clinton B. Forbes was added to the board of directors for The Bus Coalition (TBC) and becomes the first board member from the state of Florida. "We are excited to have this recognized transit leader contribute to our effective efforts to maximize federal bus funding."

—TBC President Bill Carpenter

Forbes became the new treasurer for the Florida Public Transportation Association (FPTA). "His experience and knowledge of our industry will be an asset to our organization and its financial goals."

—FPTA Executive Director Lisa M. Bacot

The Palm Tran Executive Director was recognized as the United Way's Executive Champion for his commitment to philanthropy, as well as the United Way of Palm Beach County Board. Through his leadership, Palm Beach County employees raised a record-breaking \$645,000. "When you give, you do a lot of good for others and bring blessings and good karma onto yourself."

—Clinton B. Forbes

Meet the Executive Leadership Team



Steven Anderson

*Interim Director of
Transit Planning*

Planning
Scheduling
Bus Stops/Shelters
Strategic Planning
Data Analytics



Jeremy Baker

*Director of
Administrative Services*

Finance
Payroll
Revenue
Procurement
Grants/DBE



Chad Hockman

*Interim Director of
Operations*

Fixed Route
Maintenance
Paratransit
Safety/Training/
Compliance



Gilbert Morales

*Director of
Support Services/
EEO Officer*
Information Technology
Public Relations
Security
Facilities



Cathy Lewis

*Executive Senior Manager
of Human Resources*
Human Resources
Organizational Development

Bus Operator Appreciation Day

April 9th was set aside to give thanks for all of the hard work done by Palm Tran's bus operators. The Executive Leadership Team, Management Leadership Team and members of the Board of County Commissioners surprised operators at different stops and posed for pictures with many of the operators to show their appreciation.

Through extensive and ongoing training, young and veteran bus operators pushed the needle ahead outperforming goals for on-time performance and numerous safety metrics.



Go Glades Launch



Palm Tran launched a new transportation service for residents in Belle Glade, South Bay and Pahokee called "Go Glades." From inception through implementation, this pilot program reinforces a focus on providing more options and opportunities for the Glades.

The Belle Glade/ Pahokee bus Route 47 merged with Route 48 serving Canal Point and South Bay. People in the area can now call for a ride on a small vehicle and also request for the vehicle to make a slight detour from its regular route to pick them up. Amongst other changes, service hours were extended and the frequency of the buses improved.

FDOT funded, Go Glades is a partnership with MV Transportation, which will operate the service on Palm Tran's behalf. Along with better mobility, this has improved the economy by adding more jobs, more than 20 drivers were all hired from the Glades region.



"The most exciting part about Go Glades is that the service is adding jobs in the Glades community in addition to making public transportation more accessible," said Palm Tran Executive Director Clinton B. Forbes.



Palm Tran held a naming contest for the new service and a local teacher came up with the winning name. She was rewarded with three 31-day passes and Go Glades was born. The service kicked off with a free trial period and regular fares continue to be warmly embraced by the community.

Palm Tran Breaks Ground in Delray Beach



From L to R: Morganti Vice President of Operations Stephen Sines, Boynton Beach Mayor Steven Grant, Delray Beach City Commissioner Bill Bathurst, Palm Beach County Assistant Administrator Todd Bonlarron, Delray Beach City Commissioner Ryan Boylston, Palm Beach County Commissioner Robert Weinroth, Palm Beach County Mayor Mack Bernard, Delray Beach Mayor Shelly Petrolia, Palm Beach County Commissioner Gregg Weiss, Palm Beach County Administrator Verdenia Baker, Palm Tran Executive Director Clinton B. Forbes, Palm Tran Service Board Chair Carmencita Mitchell and Morganti President Nabil Takla.

Ready... Set... Dig!

Palm Tran unveiled plans to build a 34,000 square-foot facility that will include charging stations for electric vehicles at a groundbreaking ceremony in April. The \$25 million South County Facility Expansion Project is more than 90 percent federally funded and solidified Palm Tran's status as an innovative leader in transportation.

The 3,800-square-foot space will grow nearly ten times as large and boast a three-story building at 100 N. Congress Ave. in Delray Beach. The new facility will include the initial infrastructure for Palm Tran to charge fully electric, zero emissions buses as well as service 20 additional buses. Not only is the South County Facility designed to be the leading location for recruiting and public meetings, it also improves working conditions for current employees. There will be a larger area for bus operators, new locker rooms and expanded service bay.

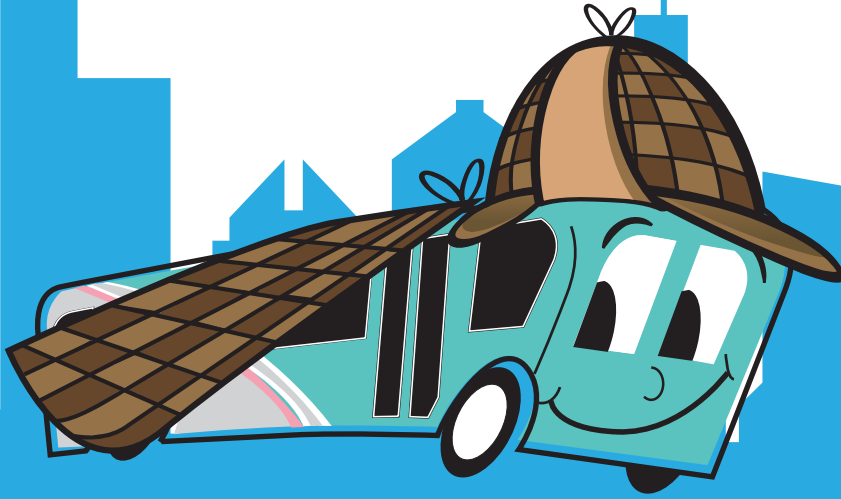


This project demonstrated Palm Tran's commitment to environmental efforts, engagement with the community and to diversity. The goal for participation with women and minority-owned businesses was set at ten percent during the design phase, but that was exceeded with 56 percent. The state-of-the-art facility is schedule to be completed in late 2020.

"With these upgrades, Palm Tran will not only be able to better serve our customers, but our own employees will also be joining the bandwagon." –Palm Beach County Administrator Verdenia Baker



National Get on Board Day



Palm Tran Hosts Scavenger Hunt

Palm Tran held a scavenger hunt to excite passengers for Get on Board Day, a national initiative to promote the use of public transportation. April 25th marked the first time that Palm Tran joined more than 200 other transit agencies participating in Get on Board Day.

Hosting a scavenger hunt added momentum for new riders and was also designed to be educational about the bus system. Participants took pictures of different things along the routes and shared them on social media to earn credit. Individuals and teams competed to win goodie bags, bus passes, t-shirts and other prizes.

**Get on
Board**
FOR PUBLIC TRANSIT
APRIL 25, 2019



**Buster's
Scavenger Hunt
Begins Now!**
*The first 10
people to:*



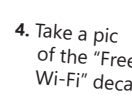
1. Take a selfie with a Palm Tran bus stop.



2. Take a selfie with a Palm Tran Rider's Guide.



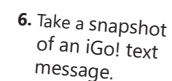
3. Take a selfie while riding the bus. Be careful not to distract the bus operator!



4. Take a pic of the "Free Wi-Fi" decal



5. Take a pic of the MyStop Mobile App logo.



6. Take a snapshot of an iGo! text message.



7. Text "Ride" to 797979 and take a snapshot of the message.



8. Take a pic of an arriving bus with the

9. **BONUS!** Take a selfie of you and Buster (on select buses).



10. Tell us why you



Palm Tran!

Palm Tran employees are not eligible to win the contest

A look one year after launching RPM

Keep the good times rolling!

One year after Palm Tran launched its Route Performance Maximization (RPM) project, routes were streamlined for efficiency, all buses received new technological equipment, on-time performance metrics climbed and service was added on weekends. The RPM project was a collaborative initiative that culminated in the first bus system overhaul in more than two decades.

The ribbon cutting on September 29th kick-started a new wave of ridership with a six percent increase in ridership during the first weeks of October. Palm Tran improved 19 of its routes with extended hours and proved to be an effective safety initiative. Streamlined routes allowed buses to navigate without having to make unsafe turns or snake through neighborhoods and there was a reduction of preventable vehicle collisions.

Palm Tran identified 62,600 hours of inefficient service and reinvested \$5 million in savings back into the system. Reallocated funds allowed several routes that ran hourly to begin running every 20-30 minutes. In addition, all Palm Tran buses were equipped with free onboard Wi-Fi and several buses are fitted with USB charging stations.

The RPM project is credited for the creation of Go Glades, which addressed constraints in travel mobility in the Glades area by allowing riders direct access to bus stops and the option to deviate from a route to reach their destination.



Palm Tran is proud to have sustained gains in on-time performance thanks to the RPM project as well. For fiscal year 2019, on-time performance stood at 80 percent compared to 73.5 percent the year prior. Twenty of Palm Tran's 34 routes did not meet on-time performance standards and that number has decreased by more than half.

The entirety of this initiative was a collaboration with all Palm Tran staff involved and the Board of County Commissioners voting unanimously to implement the RPM.

Palm Tran Innovation

We're Going Greener



Palm Tran tested fully multiple electric, zero emissions buses made by varying manufacturers throughout the year. Since there was no fare box installed, passengers got free rides if the new vehicles were on their route. Palm Tran staff were also on board to survey riders for their impression of the buses.

Palm Tran is actively pursuing grant funding for electric buses. Electric buses provide many benefits

over traditional diesel buses such as no emissions, a quieter motor and potentially reduced maintenance costs because they do not require oil changes.

The South County Facility Expansion in Delray Beach will have the initial infrastructure to charge nine electric buses.

Data Center Delivers Results: Technology upgrades spawn savings

Palm Tran consolidated virtual and physical servers that saved more than \$200,000 in replacement and maintenance costs.

The Information Technology team secured 33 new servers at the Emergency Operations Center, a hurricane-proof location, that will enhance the security and stability of the system.

The software renewals and licensing also eliminated the need for a \$28,000 reoccurring annual cost and improved reliability of the hardware.



Palm Tran By the Numbers

FIXED-ROUTE



FIXED-ROUTE



More Than 600



Employees

PARATRANSIT



\$136,000,000



BUDGET

Social Media Presence

f 5,000 LIKES

 **700 FOLLOWERS**

 **723 VIEWS**

"I love Palm Tran, they have been getting me to work for 5 years since I've moved here"
-Daniel Michaels

"Love the locations and the prices!"
-Cassandra Elizabeth Lucchese

"Love Palm Tran because the drivers are so kind" -Cassandra Elizabeth Lucchese

"Easiest and most convenient way to get around
♥ I love Palm Tran" -Toni Andrews

"Palm Tran saves me the headaches of fighting traffic! Safe and convenient."
-Todd Vaddenberg

"Palm Tran is a great and quick way to get around 🚌 ♥" -Amari Hall



In the Community



Stuff the bus: Bring on the toys!

Palm Tran's Stuff-The-Bus campaign collected more than 500 toys to give to children in the Tri-Cities. New and unwrapped toys overflowed from donation barrels. Along with the Palm Beach County League of Cities, Palm Tran nearly doubled the total amount of toys collected from the previous year.

On December 7th, with donations combined from other county departments, a stuffed Palm Tran bus pulled into the Pahokee Marina for an annual barbecue and to donate roughly 1,000 toys. About 130 families were assisted just in time for the holidays.

"This is unbelievable. The children who live in the Glades are very lucky this year."
– Pahokee City Manager Chandler Williamson



Breaking Records for the United Way

Palm Tran led the charge in a historic fundraising campaign! Under the leadership of Palm Tran, Palm Beach County raised a record-breaking \$645,000 in the 2018 United Way Campaign. More than 40 separate events, including the return of Palm Tran's signature "Men in Heels" fundraiser, collected donations that were used to improve the lives of individuals and families in need throughout the community.



Palm Tran's Executive Leadership Team (ELT) brought back the Men in Heels event due to its popularity. Palm Beach County staff strapped on high heels to participate in games at the Board of County Commissioner Chambers. Along with other pieces of the campaign, Palm Tran raised more than \$42,300, which is a 113% increase from donations in the previous year.

Employees at Palm Tran also participated in events hosted by other agencies within the county such as a silent art auction, carnival, food festival and a highly successful

trivia. Subsequently, the United Way of Palm Beach Count named Executive Director Clinton B. Forbes as the Executive Champion for his commitment to philanthropy.

Unions help federal workers

All five Palm Tran locations in Palm Beach County served as donation drop off centers for a food drive to help furloughed federal workers. Members of Amalgamated Transit Union (ATU) Local 1577 and the Service Employees International Union at Palm Tran joined together to fill barrels with nonperishable food. Everything collected was loaded onto a Palm Tran bus and delivered to TSA agents at Palm Beach International Airport.



Palm Tran Connection Upgrades

A New Look on New Lanes



Palm Tran Connection vehicles are now able to travel on Florida's Turnpike and they're easier than ever to spot, thanks to a redesigned look. More than 240 mini SunPass transponders were purchased to go onboard the paratransit buses and allow for more efficient commutes.

Connection vehicles, which operate on a call-ahead basis for seniors and riders with disabilities, were able to travel to destinations faster and ultimately save Palm Tran money by using less fuel and time on the circuitous routes. The new logo and bus wraps are the first aesthetic branding change to Palm Tran Connection in more than 15 years. In 2019, an additional 29 vehicles were placed into the Connection fleet.



Employee Focus

Palm Tran Hosts Inaugural Bus Rodeo

Palm Tran's most qualified bus operators put their skills to the test in May, during the agency's first bus rodeo. Friends and family all joined together to watch the obstacle courses and see who would take home the trophies. First, second and third place winners were announced in Palm Tran's fixed-route and paratransit divisions.

More than a dozen operators and maintenance technicians trained for the tasks they executed in the competitions. The bus rodeo, held in conjunction with MV Transportation and First Transit, featured driving challenges along with pre-trip inspection evaluations.

"We wanted to grant them an opportunity to show off their talents and receive well-deserved recognition." –Clinton B. Forbes



Customer Service Appreciation

Palm Tran celebrated Customer Service Appreciation Week with food, games, gifts and special recognition during the first full week of October. The Executive Leadership Team made pancakes and spoke about the importance of the hard work done by customer service staff in difficult situations. With the theme "The Magic of Customer Service," managers thanked each employee for the value they bring to every phone call.



Pictured, left to right: Palm Tran Executive Director Clinton B. Forbes, Literacy Coalition Board Member Lynn Kalber, Palm Beach County Administrator Verdenia Baker, Founder Dr. Liliane M. Finke, Ed.D., Palm Beach County Library Director Doug Crane, Palm Tran Executive Senior Manager of Human Resources Cathy Lewis, Literacy Coalition of Palm Beach County President Tom Streit

Palm Tran's Upward Mobility Proves Successful

Palm Tran's library is home to more than 300 books that help staff reach their maximum potential. Literature is provided on a range of topics from leadership tactics to communication. Along with encouraging employees to partner with mentors, library-goers are prepared for the next move in their careers. Dozens of employees participated in the Upward Mobility Program and six percent received promotions to management roles in 2019.

Employee Focus

Welcome aboard! Bus Operator Graduations



Palm Tran celebrated the growing family of bus operators through four graduation ceremonies in 2019. Each class of new operators completed eight weeks of extensive training in preparation for their roles on the road. New operators are equipped with the knowledge to perform at the highest standards of safety, efficiency and hospitality. Not only were the commencements filled with family and friends, but Palm Beach County Commissioners Melissa McKinlay, Gregg Weiss, Robert Weinroth and Palm Beach County Tax Collector Anne M. Gannon served as keynote speakers for the ceremonies.



PT-Stat



Palm Tran continues to make improvements through the PT-Stat (Palm Tran Statistics) program. This exciting initiative enhances safety, efficiency and overall customer satisfaction by focusing on the frequent gathering of data and involves reviewing and analyzing operations and agency performance.

PT-Stat identifies opportunities and creates a culture of ideas that results in service that exceed customers' expectations. One of the key success factors of a high-performance organization is employee enthusiasm and involvement – participation from all department is essential. Coupled with diverse employee experience and knowledge, and innovative brainstorming, the PT-Stat program is fostering an environment and organizational culture of continues improvement and learning at Palm Tran.

PT-Stat's Master Initiatives Approved and Completed:

"Mandatory Wheelchair Securement Project"

✓ This required mobility devices to be secured to the bus so as to reduce the number of wheelchair tip overs and improve safety for our disabled riders.

"Rear Stop Flashing Lights"

✓ This added flashing break lights to improve visibility of stopping and/or stopped buses in order to reduce rear-end collisions.

"Triple L, C"

✓ This promoted the bus operators to focus on the importance of the principle defensive driving techniques "Look ahead, Look around, Leave room and Communicate (LLLC).".

"Watch Your Step"

✓ This added signage and reflective tape at the bus entrance to improve visibility of the step and reduce trips when boarding.



Hurricane Dorian

Safety Through The Storm



Palm Tran staff worked around-the-clock to transport residents and keep the public informed as a category five storm threatened to make landfall. Hurricane Dorian threatened to make catastrophic damage throughout Palm Beach County so Palm Tran boosted its service and even held a “Free Transit Day” to ensure that financial problems wouldn’t stand in the way of saving a life.

Palm Tran announced that on September 1st anyone could ride the bus without any charge. The agency lived out its mission to provide access to opportunity for everyone. From rides that evacuated homeless people to shelters, to trips for families running last-minute errands, Palm Tran was safe way for people to get around efficiently. Fixed-route buses operated on a Saturday schedule and at the higher service level to accommodate the higher ridership on a Sunday. Furthermore, the paratransit service, Palm Tran Connection made more than 318 evacuation trips for people with special needs.



Leading up to the anticipated hit of the storm, Palm Tran administrative staff worked alongside Palm Beach County’s Emergency Operations Center and Emergency Information Center. More than a thousand calls were made to the Palm Tran call center and the agency’s Facebook posts reached more than 56,000 people in the days before, during and after the storm.

While Palm Beach County was ultimately spared from disaster, Palm Tran remained an essential asset for evacuees coming from the Bahamas.



“We transported hundreds of people to safety and made sure no one was left out in the storm and Palm Tran played a critical role in getting everyone out of harm’s way.”

– PBC Administrator Verdenia C. Baker



Awards



COMTO Community Engagement Award – *Palm Beach County
COMTO Chapter*

PRSA PBC Special Event – *RPM Ribbon Cutting*

PRSA PBC Writing – *Upward Mobility*

FPTA Digital Media – 2nd Place for “*Scavenger Hunt*”

PRSA Sunshine District Special Event – *Radiance
Award: RPM Ribbon Cutting*

FPTA Marketing Award Sustaining Campaigns
– 2nd Place “*Go Glades*”

**United Way of Palm Beach County Executive
Champion** – *Clinton B. Forbes*

Mass Transit 40 Under 40 – *Nikasha Wells*

Safety Council of Palm Beach County –
Vehicle Safety Award

**Safety Council of Palm Beach County
Special Recognition Award** – *Doris Jackson*

**Safety Council of Palm Beach County
Special Recognition Award** –
Chester Brown

**Safety Council of Palm Beach County Special
Recognition Award** –
Carlos Prieto

Palm Beach County Golden Palm – *RPM
Project*

Looking Ahead to 2020

Let's go to the beach!

Palm Tran will give residents and visitors direct access to one of South Florida's greatest attractions, the beach. A new stop will be added at Lake Worth Beach and will be made possible by extending route 62.



User-friendly accessibility

Two upcoming projects are aimed at helping riders find a route, plan a trip and get real-time information about their bus. Palm Tran will implement a new texting service to replace the iGo platform and release a new app to be offered as a free download.

365 Service

Many essential services continue to operate on major holidays and soon public transportation in Palm Beach County will do the same. Palm Tran will run fixed-route buses every day through the year.



Operator Office Doors

Palm Tran will continue to improve the experience on board for all riders and bus operators through the installation of operator office doors. The barriers will improve safety without disrupting communication.

Fare technology upgrades

Palm Tran will develop a smart pass to provide passengers with an easier way to pay bus fares. Subsequently, a payment app will also allow for touch-free transactions.



*Palm Tran's vision:
To be the premier transportation
choice in Palm Beach County.*



RESPECT



INTEGRITY



RECOGNITION



TEAMWORK



COMMUNICATION



Palm Tran • Palm Tran Connection • Go Glades