



Palm Tran
Public Transportation



ANNUAL REPORT 2020

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



Respect • Integrity • Recognition • Teamwork • Communication • Safety



A Message from the Executive Director

As we look ahead to 2021 with anticipation, I am pleased to report that during a time marked by uncertainties, Palm Tran has remained vigilant carrying out its mission. Our frontline workers have continued to provide essential transportation and serve as a steady light while we all navigate through the discovery of a new normal.

Palm Tran has taken numerous steps to curb the spread of COVID-19. These measures include: installing new touchless wheelchair securement devices, requiring drivers and riders wear masks, cleaning and disinfecting buses on-route and at the end of routes, utilizing UV light to eliminate bacteria, stocking all buses with hand sanitizing stations and mandating employee temperature checks. Thanks to funding from the CARES Act, we installed "bus operator office doors" which separate customers from bus operators and reduce the spread of germs.

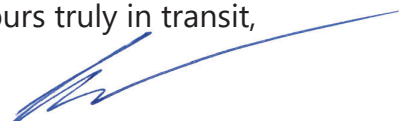
I want to especially recognize the efforts of our frontline workers, among them are: bus operators, mechanics, utility works, paratransit operators and road supervisors. All of these essential workers have been on the job, providing crucial transportation throughout the pandemic. They have adapted to new protocols and prevailed at a defining moment in time.

I am proud of the work that's continued at Palm Tran. Despite the pandemic, Palm Tran was recently honored for its commitment to safety by the American Public Transportation Association (APTA) with the Gold Safety and Security Award.

Despite the unique environment we now live in, it is even more clear to me how important transit is to communities. Our frontline workers have been transporting other frontline workers to their jobs – from medical personnel to grocery store clerks. In fact, Palm Tran's dial-a-ride service, Go Glades, which covers the Lake Okeechobee communities within the county actually grew in ridership during the pandemic. We've also seen a substantial number of passengers accessing Lake Worth Beach via the new bus stop at the beach added in January 2020.

I am confident that our united efforts and commitment to a cause greater than ourselves will be the lasting impression of victory over the challenges in 2020. We will defeat COVID-19 and the light at the end of the tunnel is near.

Yours truly in transit,



Clinton B. Forbes
Executive Director, Palm Tran

About the Executive Director

Clinton B. Forbes was voted in 2020 as the next Chair of the Florida Public Transit Association (FPTA), recognized as one of the most active state transit associations in the nation.

His leadership at Palm Tran over the last five years has led the agency to win numerous awards. Most notably, Palm Tran earned the prestigious Gold Award for Transit Safety and Security from the American Public Transportation Association (APTA) in 2020.

Mr. Forbes is an active member of APTA, the Conference of Minority Transportation Officials (COMTO) and the Bus Coalition. He serves as the Chair of the FPTA Board, is an Executive Board Member of the National Transit Institute (NTI), and is a member of the Executive Board of the United Way of Palm Beach County.

Palm Tran Service Board

The Palm Tran Service Board (PTSB) is an advisory board to Palm Tran and the Board of County Commissioners regarding Palm Tran's fixed route and paratransit programs and services.

Carmencita Mitchell, Chair
Seat 9
Fixed-Route Bus Rider



Steven B. Grant, Vice Chairman
Seat 4
Elected Municipal Official



Seat 1-Terry Brown
*Representative with
Transportation Experience*



Seat 3-Selva Selvendran
*Environmental
Advocate*



Seat 5-Paula Ryan
*Business Community
Representative*



Seat 6-Donte Mickens
*Business Community
Representative*



Seat 7-Frank Stanzione
*Senior Citizen
Representative*



Seat 10-Joey Acevedo
*Fixed-Route
Bus Operator*



Seat 11-Alan Boyd, II
Citizen at Large



Seat 12-Dennis Martin
*Rep. With Extensive
Paratransit Experience*



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



Palm Beach County Board of County Commissioners

(seated, center): Mayor Dave Kerner
(seated left to right): Vice Mayor Robert S. Weinroth,
Mack Bernard

(standing, left to right): Maria G. Marino, Melissa
McKinlay, Gregg K. Weiss, Maria Sachs,
and County Administrator Verdenia C. Baker

Keeping A Core Value Going Strong



Employee Recognition

Recognition event honors 26 employees

For the first time, Palm Tran held a virtual awards ceremony to highlight the longevity and outstanding achievements of select employees. Executive Director Clinton B. Forbes served as the keynote speaker for the event, followed by messages from County Administrator Verdenia C. Baker and Assistant County Administrator Todd J. Bonlarron.

The pre-recorded and produced awards ceremony took the place of the recognition event that generally takes place during the holidays at the end of the year. Continuing this tradition reinforced the commitment to fulfill one of Palm Tran's core values, which is recognition.

Watch the video on Palm Tran's YouTube page here: <https://youtu.be/aUO39tKMR1g>

Palm Tran Honorees for 2020

20 Years

Andrew Allison
Stephanie Bedford
Jannette Blair
Mahalia Bradley
Renata Jaremko
Carsinord Jean-Pierre
Stephanie Quest
Oscar Rodriguez
J. LaPrice Williams

25 Years

Saied Ali
Robert Andolina
Jose Baez
Terrance Baker
Felicia Brabham
Michael Contino
Raul Donadio
Crystal Fields
Liliane Finke
Michael Hightower
Stephon McAfee
Peter Skeete
Ivonne Zanca

25 Years Safety

Altagerges Luna

30 Years

Chester Brown
Doris Jackson

40 Years

Nancy Penberthy



A photo of each honoree was featured in the video and the following awards were distributed:

20 years awarded with a lapel pin

25 years awarded with a watch

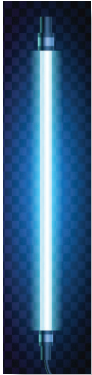
30 years awarded with a Cross pen set

40 years awarded with a clock

*25 years *of safe driving* awarded with a watch.*

Response To The Pandemic

Palm Tran has been able to provide continued service during the COVID-19 pandemic



Palm Tran installed a new, touchless wheelchair securement system that limits the interaction of bus operators and passengers. The new Q'Straint technology was retrofitted throughout the entire fleet of fixed-route buses.

State-of-the-art technology that uses UV lights to neutralize viruses and other bacteria from circulating in the air was installed in all buses and paratransit vehicles. The lights are able to kill such harmful substances before reaching the air filter, which also saves more than \$30,000 in annual cleaning services.



Protective barriers known as "operator office doors" were mounted on all fixed-route buses. The heavy-duty glass shields support the guidelines established by the CDC to promote safe social distancing. The ability to reduce contact between bus operators and passengers allowed passengers to board the bus through the front doors.



Palm Tran boosted cleaning methods and frequency by contracting with a company to clean and sanitize buses throughout the routes during the day. This enables each bus to be cleaned at the start and end of each line, on top of the rigorous cleaning standards practiced by staff overnight.



In conjunction with the requirement that all passengers wear some form of facial covering, Palm Tran provided free masks to riders for more than three months. Reusable masks were also routinely distributed to all employees.

- Palm Tran took active steps to ensure social distancing on all buses by limiting the maximum capacity onboard to 20 passengers. Signs were mounted inside the buses encouraging social distancing and providing a chart to display the safest seating onboard.
- More than 200 new trash receptacles were installed at bus stops that are more sturdy and suited to securely contain used PPE.
- Wellness screenings were initiated at all Palm Tran facilities. Upon entering the building, employees must have their temperature checked and they are asked a series of questions related to their health and all possible risks of exposure to the coronavirus. Staff are issued a wristband upon the daily clearing of this process.

Frontline Faces Taking You Places

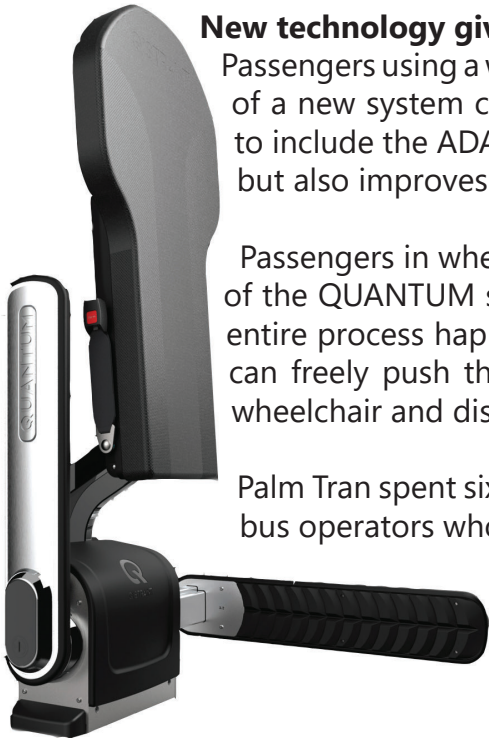


Showcasing our essential workers

A bus featuring Palm Tran employees who have worked faithfully throughout the pandemic hit the streets of Palm Beach County on October 20th. Pictures of fixed-route bus operators, drivers for Connection and Go Glades, mechanics and road supervisors all adorn the side of a 40-foot bus that travels along Palm Tran's busiest route.

Palm Tran staff were there to be recognized by the Palm Beach County Board of County Commissioners at the bus debut in October. Transit workers have remained classified as essential throughout the pandemic and continued to perform their job duties even as varying levels of government shut down. The bus adequately has the caption, "Our heroes transporting yours."

Contactless Wheelchair Securement Is Here



New technology gives greater independence and promotes social distancing

Passengers using a wheelchair can safely secure themselves on a bus thanks to the installation of a new system called QUANTUM on all fixed-route buses. Palm Tran retrofitted its fleet to include the ADA-friendly technology that not only gives the option of autonomous use, but also improves efficiency onboard.

Passengers in wheelchairs are able to independently push a button that releases the arms of the QUANTUM system, which then lock the wheels into place for the duration trip. The entire process happens in a matter of seconds. The system works with ease as passengers can freely push the same button when the bus has stopped to be able to unlock their wheelchair and disembark.

Palm Tran spent six months installing all of the new equipment. It was hailed by many of the bus operators who can maintain a safe distance from others onboard and no longer need to provide physical assistance in such a close proximity. The QUANTUM system is equally praised as it gives mobility riders a greater sense of dignity and individuality.

Funding for the touchless wheelchair securement systems came from the CARES Act. The QUANTUM system is made by the Q'Strait company, which is a leading industry supplier of mobility solutions and has other equipment already in place on Palm Tran buses.



"The future of the transportation industry relies on more contactless options and Palm Tran is going to be on the forefront of that movement."

—Clinton B. Forbes

Operator Office Doors Add New Layer Of Safety



Plexiglass barriers installed on entire fleet

Palm Tran installed a heavy-duty plexiglass shield and lower door near the driver's seat of each bus to help reduce physical contact with passengers. The partitions, known as "operator office doors", came at a crucial time for Palm Tran by adding safety and restoring revenues.

In March, a new protocol only allowed passengers to enter and exit the bus from the rear doors, in order to allow a safe amount of social distance for the operators. However, this action prevented passengers from accessing the fare box at the front. Coincidentally, after all 159 fixed-route buses were affixed with operator office doors, fares were reinstated.

Along with reducing the possible spread of the coronavirus, the doors also protect bus operators against physical assault and unwanted passenger exchanges. The doors include a power window that operators can adjust to their preference if they'd like more interaction and there is also a fan for improved air circulation inside the "office."

The doors are also often referred to as "Baker Doors" because Palm Beach County Administrator Verdenia C. Baker advocated for them early on and approved an expedited purchase to begin installing them.

Let's Go To The Beach!



Palm Tran's route 62 extension brought the county's only bus stop at Lake Worth Beach

With sand in the distance, beach balls suspended in the air, and the breeze from the ocean reaching the bus, Palm Tran kicked off the extension of route 62. The new bus stop located at the Lake Worth Beach and Lake Worth Beach Casino answered a long-awaited request for a public transportation option that accessed one of South Florida's greatest assets, the beach.

Years of planning, research and financial solutions culminated on January 10th with a ribbon-cutting ceremony at the beach. After the Palm Beach County Board of County Commissioners approved initial funding in 2017, the City of Lake Worth Beach also funded curb and street improvements needed for the bus to navigate properly in 2019.

The new stop at the beach was just one of the grand highlights of the 1.2-mile extension for the popular route. Route 62 also makes stops at the Mall of Wellington Green, Wellington Regional Medical Center and Lake Worth Road Target.

Route 62 is touted for its commercial benefits, and appeal to the area's booming tourism industry. For beach-goers who are not otherwise bus riders, it provides a cheaper alternative than the cost of parking or using rideshare services.

Palm Tran's public relations and marketing team won several awards for the campaign promoting the new beach bus.

Boldly Celebrating Black History



Distinct buses honor historic figures and local leaders

Palm Tran unveiled two unique buses. For the first time in a single year, Palm Tran rolled out two buses recognizing Black History Month and those who have had significant impact building equality across the country and in our county. The first bus hit the road in January and focused primarily on Dr. Martin Luther King, Jr. Dozens of employees marched alongside the bus in the Riviera Beach MLK Day parade. The imagery and words "building a bridge to harmony" coincided with the theme of that annual event.



A second bus featured the names of many local people, living and deceased, who have contributed greatly to improving the lives of African Americans in Palm Beach County. This bus was used as part of a photo staging area for a COMTO (Conference of Minority Transportation Officials) event in celebration of Black History Month.

Pretty In Pink

New bus debuts during Breast Cancer Awareness Month

In October, Palm Tran debuted a pink bus to support the efforts of Susan G. Komen. In partnership with Lamar Transit Advertising, this bus was designed to promote the 30th anniversary of the Race for a Cure. This marks the eighth year that Palm Tran has collaborated to spread the message about early detection of breast cancer. The bus will be seen by the public about 180,000 times every four weeks.



Free Transit On Election Day



Driving for democracy

Palm Tran provided more than 19,000 free trips on Election Day. As part of a countywide effort to encourage participation in the general election, **County Administrator Verdenia C. Baker authorized** all fixed-route buses, paratransit vehicles and the Go Glades service to operate without charging any fares.

Palm Tran ensured that transportation was not a barrier for anyone to participate in the democratic process of casting their ballot, which also upheld the mission to provide access to opportunity for everyone. As a result, ridership increased 3.5 percent from the day prior.

While free transit was offered on Election Day in 2018 to some voters, 2020 marked the first time that anyone could ride free without presenting a voter information card.

Go Glades Offers Direct Trips

Public transit only one call away

Palm Tran's Go Glades pilot project shifted from running four daily routes to operating exclusively as a dial-a-ride service. The change came in late spring. Resuming operations as a dial-a-ride service allowed passengers to keep the low \$2 one-way fares, while simultaneously offering direct pick up and drop off destination points. As a result, the overall ridership of Go Glades significantly increased 12% by the end of the year.



Palm Tran Connection Begins Meal Delivery Program



Paratransit vehicles used to fit new needs during the pandemic

Palm Tran Connection started picking up and delivering meals to home-bound passengers during the pandemic, primarily seniors. Through a collaboration with the Palm Beach County Department of Community Services, Connection dedicated ten routes each Tuesday and Thursday to completing food trips for several months.

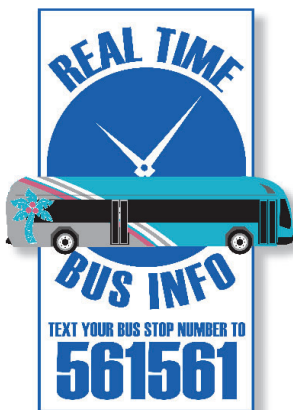
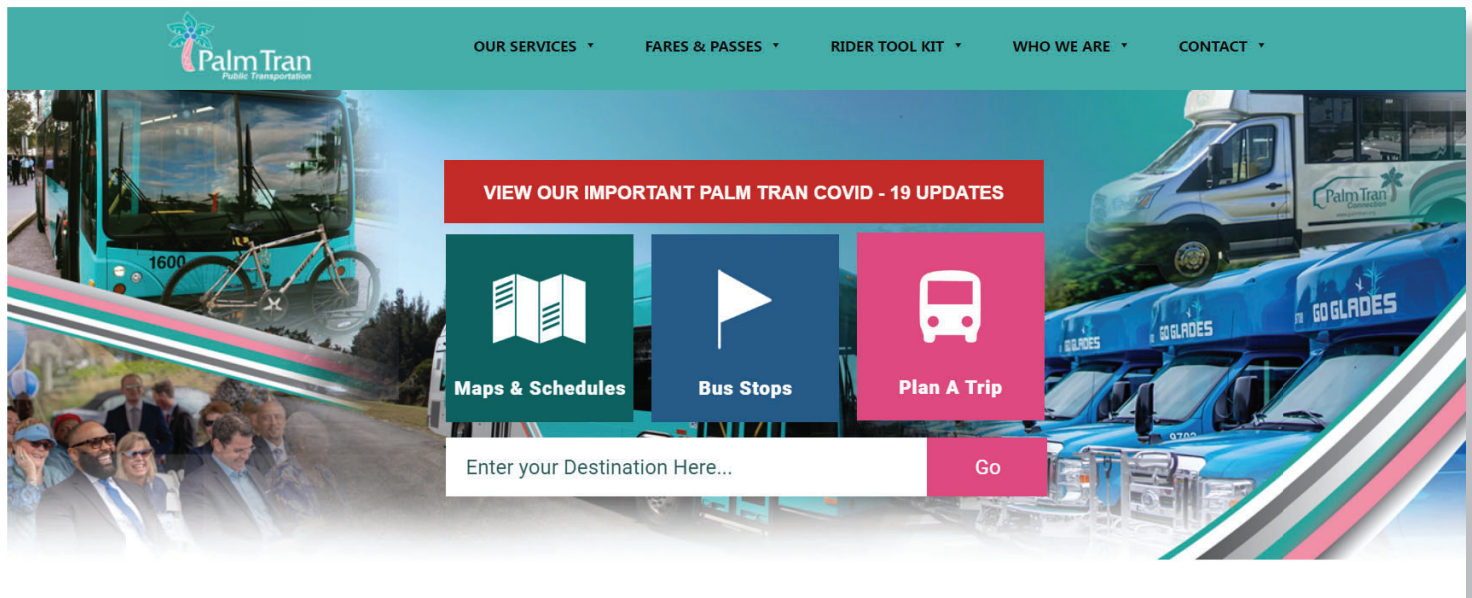
Palm Tran Connection operates through a contract with MV Transportation, Inc. and First Transit. During a countywide lockdown to prevent the spread of the coronavirus, they provided service for essential trips, but many drivers shifted to transporting meals instead of transporting people. Service continued on a daily basis for passengers needing to take essential trips.

Operators made 249 trips on a single day in May, during a countywide lockdown.

Better Access At Your Fingertips

Redesigned site makes for a user-friendly experience

Palm Tran launched a new website in August that makes it easier for riders to plan trips, check schedules and follow the latest service changes. The enhanced technology features a more simplistic layout and converts similarly to those using the services on a smart device. The new graphics and imagery also make navigation easy for those with limited reading skills.



New '561561' texting service is a hit

In the midst of numerous technology upgrades, Palm Tran successfully revamped its text messaging service with an easy-to-remember telephone number: 561561. Users can receive real-time bus information and conveniently plan a trip and get route information all via text. Within the first month of activating the new line, there were more than 1,200 unique users and more than 25,000 text messages received.



Improved branding leads to more downloads

Palm Tran's iconic three-colored tree became the fresh new logo for the agency's smartphone app and instantly had better recognition in the Apple Store and on Google Play. Like other IT led advances, the app especially made planning a trip a stress-free task by enabling users to receive push alerts reminding them of their upcoming ride and with real-time bus information. The app received nearly 200 downloads in the first month.

"These new enhancements elevate Palm Tran as a leader in the transportation sector."
-Executive Director Clinton B. Forbes

Bus Operator Graduations

A Salute for Success

Four commencement ceremonies marked the achievements of new bus operators and officially welcomed them aboard the Palm Tran team. Operators must complete eight weeks of training that puts to the test their knowledge of road rules, customer service expectations and the highest standards of safety.

Although social distancing protocols changed the format of the graduation ceremonies, Palm Tran allowed limited amount of public attendees and was still able to welcome its largest class of operators in the summer of 2020. Keynote speakers throughout the commencements included Palm Beach County Fire Rescue Chief Reginald Duren, County Mayor Dave Kerner and County Engineer David Ricks.



Stuff-The-Bus



More than 500 toys donated to the Tri-Cities

A 40-foot bus packed with eight overflowing barrels, dozens of cardboard boxes and an aisle full of bikes traveled to the Belle Glade City Hall on December 15th. County commissioners, local unions and hundreds of Palm Tran employees rallied together to purchase more than 500 new, unwrapped toys to donate to children in Belle Glade, Pahokee and South Bay. An abundant collection of toys gave an even greater gift for many during the holidays, a sense of hope.



"2020 has challenged our country and our county in ways that could have left us in despair, but this is a sign of our resilience and our steadfast belief in the best of humanity." -Executive Director Clinton B. Forbes

Supporting The "Dream Team"



Appreciation event hosted virtually

Palm Tran led a special campaign in October to show appreciation during Customer Service Week, which was given the theme "Dream Team." Palm Tran Executive Director Clinton B. Forbes delivered a video message to express his personal thanks to the representatives who carried out their job duties over the phone with diligence and served as the voice of calm during the storm of the pandemic. The virtual message was also accompanied by an exclusive commemorative tote bag filled with goodies that were tokens of appreciation.

"Thank you for showing up during the height of the pandemic to ensure that our customers get access to transportation." -Executive Director Clinton B. Forbes

Offering Service On Holidays

Operations keep rolling 365 days a year

Palm Tran achieved the goal of providing service on major holidays, beginning on Independence Day. More than 11,000 passengers boarded fixed-route buses for the inaugural day of holiday operations and many more booked direct trips through Connection and Go Glades.

For years, surveys revealed that passengers wanted transit systems to continue through every day of the year and this fulfills that commitment to their wishes. Notably, Palm Tran buses also ran on Thanksgiving and Christmas.



Round 'em Up

Palm Tran hosts bus roдео

On March 11, family and friends joined the festivities as Palm Tran's most skilled bus operators competed against each other in the second annual bus roдео. Drivers maneuvered buses and paratransit vehicles through obstacle courses while maintenance technicians were up against the clock to perform inspections in front of the crowd. First, second and third place winners were awarded with trophies in each division.



Awards Won In The Year 2020



Public Relations Society of America (PRSA) Sunshine District

Radiance Award Commendation for Special Event: "Route 62 to the Big Blue" Ribbon-Cutting

Radiance Award Commendation for Video: Palm Tran's Route 62 Commercial

Florida Public Transportation Association (FPTA)

Bus Operator of the Year (3rd Place): J.T LaPrice Williams

American Public Transportation Association (APTA)

Bus Safety and Security Gold Award: Palm Tran

National Association of Counties (NACo)

Transportation Award: Go Glades Flex Service

National Association of Government (NAGC)

Blue Pencil & Gold Screen Award: Palm Tran's "Safe, Clean and Efficient" Commercial

United Way Campaign



United Way of Palm Beach County

More than 150 employees pledge donations

During the 2020 United Way Campaign, Palm Tran employees raised \$34,986 in donations. Support from the United Way helped Palm Beach County to establish the Coronavirus Relief and Recovery application process, which provided assistance to other nonprofits in the form of food, medical supplies and equipment, technology and other financial resources. In total, Palm Beach County exceeded fundraising goals by collecting \$853,508.

Of the Palm Tran employees who participated, 18 also accepted Executive Director Clinton B. Forbes' "Leadership Circle Coin Challenge" by contributing at least \$1,000 to the United Way. These donations were paramount in helping the United Way keep families afloat through the pandemic.



Clinton B. Forbes	Claudine Shaw
Gilbert Morales	Jonathan Womack
Jeremy S. Baker	Paul Kaplan
Renato Paiva	Louis Ferri
Cathy Lewis	Chad C. Hockman
Steve Anderson	Ron Jones
Christian G. Londono	RoseAnn Voils
Chyrell Leslie	Dawn Cram
Roderick Owens	Betty Garret



2020-2021 United Way campaign organizers

Stephanie Sejnoha, Director of Public Safety, United Way Campaign Chair

David Ricks, County Engineer, United Way Vice-Chair

Laura Clersaint, Special Projects Coordinator, Engineering and Public Works, United Way Assistant Campaign Coordinator

Patrick Rutter, Assistant County Administrator

Dorritt M. Miller, Assistant County Administrator

Todd J. Bonlarron, Assistant County Administrator

Verdenia C. Baker, County Administrator

Nancy Bolton, Assistant County Administrator

Jon Van Arnem, Deputy County Administrator

Amy Heimberger Lopez, Emergency Management Specialist III, Public Safety Department & United Way County-wide Campaign Coordinator

Looking Ahead To 2021



Opening the South County Facility

Palm Tran will celebrate the grand opening of its new, 34,000 square-foot facility in Delray Beach. When construction is complete on the South County Facility, it will feature a larger recreational area for employees, new locker rooms, improved spaces for public meetings and the initial infrastructure to charge fully electric buses.



Upgrading Fare Technology

Palm Tran will introduce an easier way for passengers to pay bus fares and provide for touch-free transactions. Enabling a payment app will help riders feel safe tracking the money for trips. Also, the development of a smart pass will add to the growing options for conveniently purchasing trips.



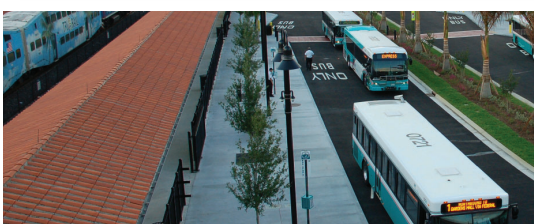
Improving Bus Shelters

A strategic effort will be made throughout Palm Beach County to assess the state of bus stops and identify which shelters need improvement. Many new shelters will also be added along highly traveled routes and riders will benefit by having a clean, shaded area to wait for the bus. The additional curb appeal of new street furniture will also be used to attract new riders.



Planning for the Future

While it's 2.0, it's a three pronged approach to enhancing transit in Palm Beach County. First, the Route Performance Maximization Project 2.0 will seek to identify solutions to allow customers to more effectively complete the first and last miles of their trips, which usually involves walking to a bus stop. Second, the project will evaluate mobility on demand options throughout the County, similar to Go Glades dial-a-ride service in the tri-cities region. The third prong is more about working with the Palm Beach Transportation Planning Agency (TPA) to further develop enhanced transit corridors under the 561 Plan.



Our vision:

To be the premier transportation choice in Palm Beach County.

Our mission:

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



Palm Tran • Palm Tran Connection • Go Glades