

Annual Report



2021

Focusing on our community



Striving to be the premier transportation choice in Palm Beach County.

A message from the Executive Director

We are driving into 2022 with great optimism and excitement particularly after closing out a successful year. Looking back on 2021, one thing is clear - Palm Tran is resilient. Even with the ongoing pandemic, we carried out our vital service to the community throughout the year, increased ridership and kept safety for our bus operators and our passengers at the forefront.

The front line workers are true heroes and we are exceedingly grateful for their commitment. Our bus operators, mechanics, utility workers, paratransit operators and road supervisors are all essential to providing crucial transportation throughout this ever changing time. They have kept our community functioning by transporting other frontline workers to their jobs. And, ridership continues to progressively growing on Palm Tran's dial-a-ride service, Go Glades, which covers the Lake Okeechobee communities.

I am proud of Palm Tran for accomplishing several milestones this past year, including opening a new corporate office building that meets the Florida Green Building Coalition (FGBC) Commercial Standard which is specifically tailored to the Florida climate. Palm Tran is committed to being partners with the community it serves and to be a leader in innovative pollution prevention practices. The recent corporate building construction demonstrates this from its inception to the completion of the project. The building includes sustainable materials, is energy efficient, has water conservation construction that extends to its landscaping and infrastructure for future projects such as charging stations to introduce fully electric, zero emission buses.

Palm Tran is an active participant in the community and a visual symbol. We had the privilege to honor and celebrate our diverse community with several specially designed bus wraps throughout the year, including a bus for Martin Luther King Jr. Day and Black History Month, and for the first time, a dedicated Ride with Pride bus for our LGBTQ+ community, and a Hispanics Heritage bus honoring Hispanics and Latin Americans.

Working together, Palm Tran employees helped kids at risk start the school year off with supplies and during Stuff the Bus, we

gave gifts to underprivileged children. We coordinated with other community groups, such our partnership with the Division of Senior Services and our Palm Tran Connection paratransit door-to-door service, to deliver more than 7,600 meals to homebound seniors, making sure no one went hungry.

One of our significant accomplishments was the launch of our Paradise Pass, a new contactless way to pay fares that also includes a free app and benefits such as fare capping. This new system was a remarkable undertaking as it involved installing new equipment onto our entire bus fleet. Several departments at Palm Tran worked on the Paradise Pass, from operations to marketing. Bus operators and employees completed an in-house detailed education and training program and teams of Palm Tran staff were stationed at various bus terminals to connect and educate our faithful riders about the benefits and cost savings of the Paradise Pass card and app. It is only the beginning. The Paradise Pass will allow Palm Tran to introduce new technologies including payment with Apple pay, debit and credit cards.

Our work ethic and commitment was noticed and rewarded. Palm Tran received more than a dozen prestigious awards, some highlights include the Safety Council of Palm Beach County Safety Award for COVID-19 Outstanding Service Recognition, 2021 Urban Community Transportation Coordinator (CTC) of the Year Award (Connection), APTA 2021 Bus COVID-19 Certificate of Merit Award and the COMTO Public Agency of the Year among many more.

We are ready to conquer 2022 and look forward to improving our 3,000 bus shelters, install new upgraded street furniture and increase service to continue to provide access to opportunity to everyone, safely, efficiently and courteously.

Yours truly in transit,



Clinton B. Forbes
Executive Director, Palm Tran

About Clinton B. Forbes

For over 30 years, Clinton B. Forbes has solidified a reputation as a leader and innovator in public transportation. A Florida native, Forbes has been the Executive Director of Palm Tran since November 2015. Palm Tran, a mid-size transit agency, with more than 1,000 Palm Tran and contracted employees, provides fixed-route and paratransit services to the geographically largest county east of the Mississippi River. The bus system, using over 400 vehicles, travels to every major destination in Palm Beach County providing more than nine million rides and nearly one million paratransit trips annually. Forbes is responsible for a \$174 million budget which includes local, state and federal funding.

Prior to Palm Tran, Forbes spent 25 years at the senior management and leadership levels at the Miami-Dade Metropolitan Planning Organization (MPO) and three transit properties; Miami-Dade Transit (MDT), the Jacksonville Transportation Authority (JTA) and the Central Ohio Transit Authority (COTA). At COTA, Forbes was Vice-President of Operations overseeing more than 900 employees.



Palm Beach County Board of County Commissioners

"Thank you for your support!"



The Board of County Commissioners serves as the legislative and policy-setting body for county government; enacts countywide laws and authorizes programs and all expenditures of county funds.



(seated, center): Mayor Robert S. Weinroth (seated left to right): Vice Mayor Gregg K Weiss, Commissioner Dave Kerner (standing, left to right): County Administrator Verdenia C. Baker, Commissioners Maria G. Marino, Mack Bernard, Maria Sachs, Melissa McKinlay

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-Jim Gibbs
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

Launching Paradise Pass

Palm Tran introduces contactless payment options



The image shows a graphic for the Paradise Pass. On the left is a stylized logo with pink and teal leaves. Next to it is a graphic of a green Paradise Pass card featuring a palm tree and the Palm Tran logo. To the right is a blue Palm Tran bus with 'Welcome Aboard' and the number 1711 on its destination sign.

PARADISE
pass

INTRODUCING THE PARADISE PASS, PALM TRAN'S NEW AND CONVENIENT WAY TO PAY YOUR FARE. TOUCHLESS PAYMENT IS COMING SOON. USE YOUR SMART PHONE, DEBIT OR CREDIT CARD, OR OUR NEW PARADISE PASS CARD FOR YOUR NEXT TRIP.

DOWNLOAD THE FREE PARADISE PASS APP

Download on the **App Store** | GET IT ON **Google Play**

(561) 841-4BUS (4287) • www.palmtran.org



Palm Tran underwent the agency's biggest overhaul in fare technology during November 2021, which resulted in several new payment methods for riders. The Paradise Pass comes in the form of a smart, reloadable card or an app that can be downloaded on any Apple or android device. Either way, passengers now have contactless boarding as the card can simply be tapped on the top of the farebox and the app creates a QR code that can be scanned at the farebox to satisfy payment.

An aggressive campaign was launched to inform patrons about the Paradise Pass. Employees were stationed for weeks at Palm Tran's most popular stops to conduct outreach—handing out brochures, giving away free cards and helping mobile users. When people set up their account online at myparadisepass.com using the promo code "Paradise," they were given a \$10 credit. As the rollout of the app gained momentum, it was ranked sixth overall in the category of Travel & Local, according to AppBrain.





DOWNLOAD THE FREE PARADISE PASS APP



PURCHASE PALM TRAN BUS PASSES
PURCHASE OR RE-LOAD YOUR PARADISE PASS

HOW TO PURCHASE A PASS

- 1 SELECT YOUR PASS.**
1-DAY, 7-DAY, 31-DAY,
*BEST PASS OPTION - PARADISE PASS
- 2 INSERT YOUR PAYMENT.**
CASH, CREDIT/DEBIT, SMARTPHONE/
WATCH
- 3 REMOVE YOUR PASS!**

HOW TO RE-LOAD YOUR PARADISE PASS

- 1 TAP YOUR PARADISE PASS.**
- 2 INSERT YOUR PAYMENT.**
CASH, CREDIT/DEBIT,
SMARTPHONE/WATCH
- 3 TAP YOUR PARADISE PASS AGAIN.**
BE SURE TO TAP AGAIN TO LOCK-IN THE PAYMENT!

*Paradise Pass is the best option for riders who use transit frequently. The Paradise Pass is a pay-as-you-go system that guarantees you never pay more than the lowest authorized fare for your period of travel, without having to pay for the full cost of a pass in advance.

With Paradise Pass, instead of buying passes in advance you earn them as you go. All you have to do is ride Palm Tran! You get the savings of a pass, without the upfront cost. You will never pay more than a day pass in a day or a 31-day pass in a 31-day period. You only pay for the trips you actually take.



Once the rollout for the Paradise Pass is complete in 2022, the cards will be sold at many neighborhood retail outlets. Additionally, the app will be available for people using a smart watch and the farebox will also accept payments via credit and debit cards.



"These payment options help Palm Tran take a big leap in the technological race by putting more control right in the fingertips of our riders."

Palm Tran Digital Marketing and Communications Manager
Amanda Goebel

In just 1.5 months we exceeded our goal with over 7,000 registered users

75% mobile APP users
41% Smart Card users

Many users have both the APP and Smart Card, accounting for over 100%

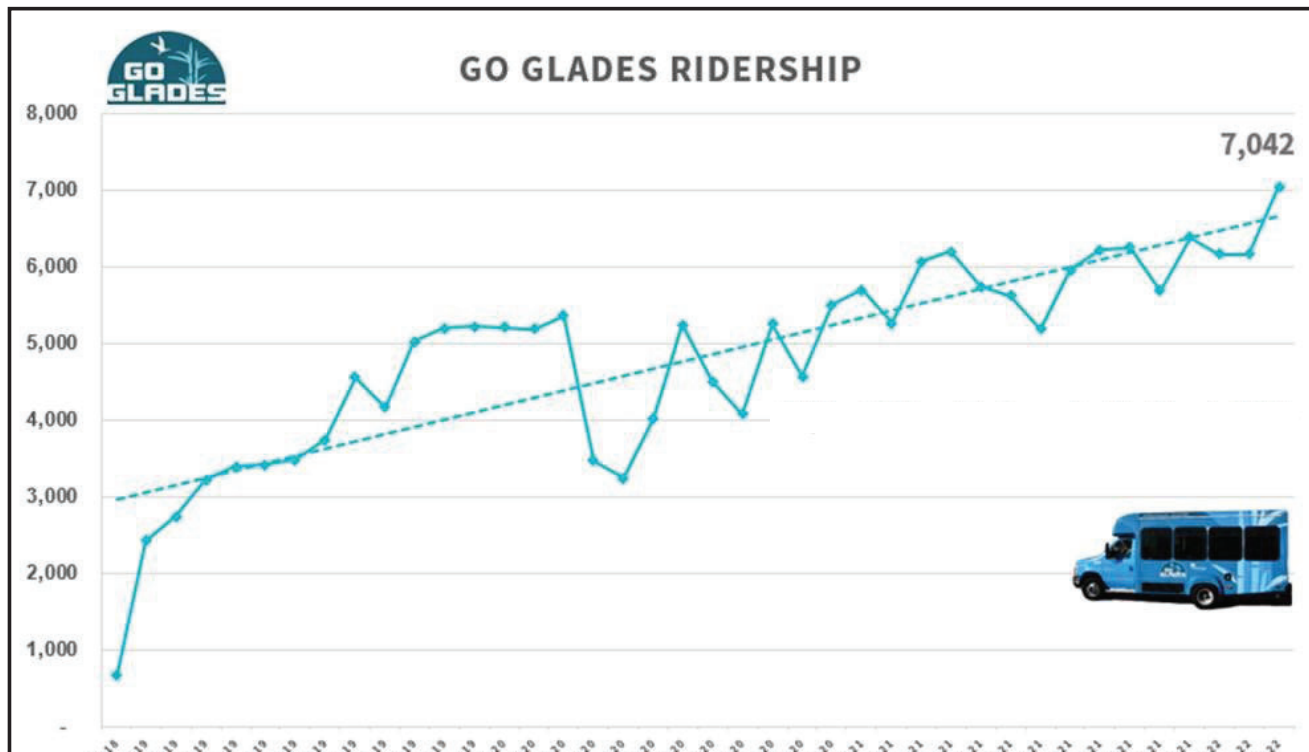
Go Glades Transformation

Palm Tran Changes Service to Meet Riders' Needs



Go Glades, Palm Tran's on-demand, dial-a-ride service, began in December 2018. It was created as a flex service, allowing people in the Glades area to request a circulator vehicle make a slight detour from its regular route to pick them up. There were originally four Go Glades routes serving more than 70 stops. When the COVID-19 pandemic began to impact Palm Beach County in March 2020, Go Glades ridership plummeted. In an effort to provide a more convenient and socially-distanced transportation option for residents and guests in Western Palm Beach County, Palm Tran modified the service, transforming it into a "mobility on demand" service. Riders can book a trip online or by phone, and the nearest driver will arrive to take them to their destination.

We are proud to share that Go Glades celebrated several significant milestones in 2021. On March 3, 2021, Go Glades ridership recorded a record high at 263 passengers in one day. Then, on Thursday, April 8, 2021 the Go Glades dial-a-ride service reported the highest ridership since January 2020 at 272 passengers. In September, Go Glades reported a historic ridership record, transporting 6,223 passengers. In the following month, October, Go Glades surpassed that record, transporting 6,253 passengers. And to round out the year, on December 14, Palm Tran's Go Glades service reported its highest daily ridership at 273 passengers since the service was launched in December 2018. Palm Tran is pleased that the changes we have made to Go Glades have improved ridership, despite ongoing transportation challenges created by the pandemic.



Restoring Ridership

Palm Tran continues to recover from lasting effects of the COVID-19 pandemic



Ridership tell us how much travel Palm Tran is providing to residents and visitors in Palm Beach County every day. We are proud to report that Palm Tran ridership is on a clear road to recovery, and there's no stronger indicator than the increases achieved in 2021. This year, Palm Tran successfully transported 6,897,076 riders across all modes of service. This number equates to 6,116,351 fixed route riders, 710,455 Connection riders and 70,270 Go Glades riders. Compared pre-pandemic levels in 2019, ridership decreased overall by 31.2%.

Our focus has remained on maintaining the sanitizing standards established in 2020, as well as working to improve our passengers' overall transit experience, such as introducing the Paradise Pass, a new payment option to make boarding faster and more efficient for customers.

May 2021 was a significant month. On Monday, May 31, On Sunday, May 9, Palm Tran returned to full service and increased the onboard capacity to 30 passengers. On May 31, Palm Tran provided holiday service for the first time during Memorial Day, transporting 7,108 passengers across all service modes.

November 10 was a notable day, as Palm Tran's fixed route system reported 23,664 passengers, which is the single highest day since August 2020 when Palm Tran ended free service. Shortly after this, Palm Tran operated during Thanksgiving Day for the second time in history and transported 4,832 passengers across all modes.

Palm Tran started providing service during seven major holidays when previously we were not operating any transit service at all. The new holiday service started on July 4, 2020 during Independence Day. 79,418 Total Passengers have been transported since the new holiday service started on July 2020.

New Year's Day: **5,623**

Easter: **6,774**

Memorial Day: **7,108**

Independence Day: **6,286**

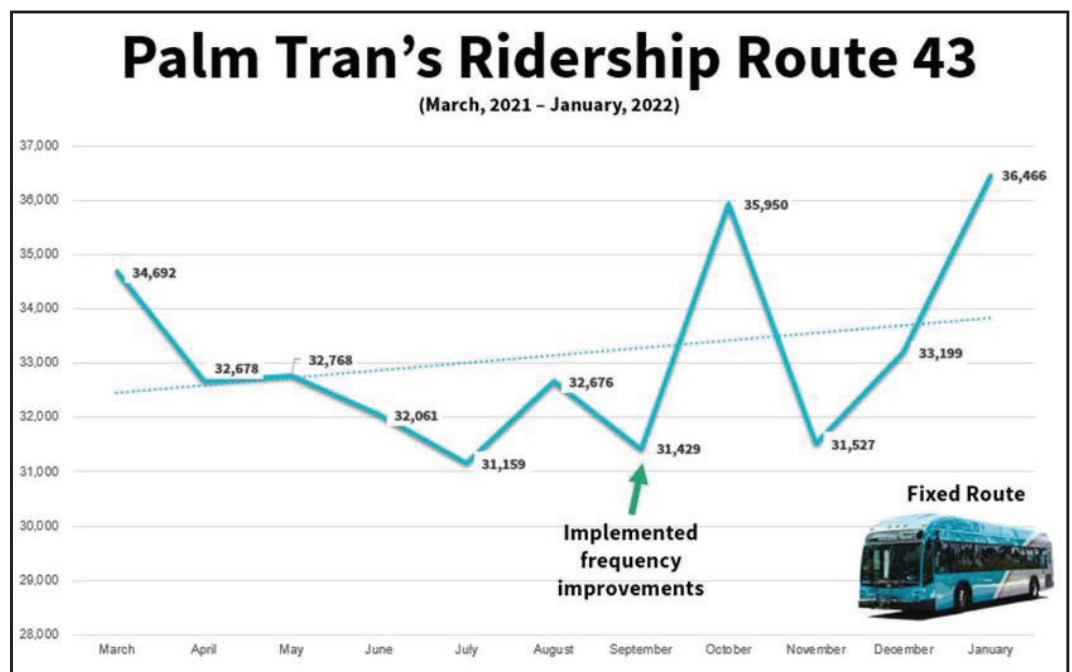
Labor Day: **7,301**

Thanksgiving Day: **4,832**

Christmas Day: **4,244**

More frequency on Route 43

Route 43 frequency was improved during the September 2021 service changes and is currently showing positive improvements in ridership. As the trend line shows, ridership increased significantly during the immediate month of October 2021 and decrease slightly as expected during the month of November and December 2021 due to the holidays due to the typical school breaks. Nevertheless, this improvement is projected to continue to grow as more riders become familiar with this frequency improvement.



New day, new way, Delray!

**Grand opening of new headquarters coincides with
50th anniversary**



A 34,000 square foot facility with cutting-edge technology became the crown jewel of Palm Tran during a ribbon-cutting ceremony and grand opening on March 2. The slogan "New Day, New Way, Delray!" was featured throughout the celebration, which also marked the historic 50th anniversary for the transit agency. Numerous speakers at the event applauded how much the system has grown and the progress its made as a leader in the transportation industry.



**"As I
extend congratulations
to the Palm Tran team,
I also say get ready! We
have more to do!
This is a new day,
a new way,
in Delray!"**

*Palm Beach County
Commissioner
Mack Bernard*





**"As
Palm Tran
celebrates
50 years in service, we
are waking up to the dawn
of a new era in
public transit."
Palm Tran
Executive Director
Clinton B. Forbes**

The \$25 million dollar project expanded what was once a small satellite office into a three story building. With that, Palm Tran installed the initial infrastructure to charge fully electric, zero emissions buses and is currently seeking grant funding to purchase electric vehicles. The new headquarters also includes a public meeting room, a greater area for employee training, more administrative office space, new computers, new locker rooms, a gym and even a quiet space for reflection.

The grand opening also served as the big debut for one of the area's largest new art installations. A 2,000 square foot mural made of small tile squares that read "On My Way" cover three sides of the new building. Award winning artists Rosario Marquardt and Roberto Behar said they were inspired by Palm Tran's movement and community connection to do the piece.



Welcome Aboard!

Commencements usher-in new bus operators

"Go out there with a good attitude... you are influencing them and you are making a positive statement."

Palm Beach County Assistant Administrator Dorritt Miller.



Palm Tran hosted four graduation ceremonies for incoming bus operators who successfully completed six weeks of intensive training. Before they ever hit the road, rigorous instruction is given about driving safety, road hazards, customer service and a host of other issues. Keynote speakers for the commencements included Assistant County Administrator Dorritt Miller, County Commissioner Maria Sachs, County Commissioner Maria Marino and County Attorney Denise Marie Nieman.





"It is
 because of you that
 we are the great
 county that we
 are today."
*Palm Beach County
 Commissioner
 Maria Sachs*



The Tradition Continues

Palm Tran proudly recognizes Black History Month



"To have the faces of these historic icons vividly displayed reassures me that Palm Tran values our nation's diversity and proudly respects the sacrifices made during times of adversity."

*Palm Tran
Recruitment and Compensation
Coordinator
William Hutchings*

Palm Tran proudly carried out the tradition of presenting a uniquely designed, fully wrapped bus to commemorate Black History Month. The 2021 bus featured the tagline, "We Must Drive Their Dreams Forward" honoring the transit industry's role in the Civil Rights Movement and to Dr. Martin Luther King, Jr.'s famous "I have a dream" speech.

The gold and black bus featured large panel pictures of African Americans who have played a major role in bridging the racial divide and contributing to American culture.

While the annual MLK Day parade in the City of Riviera Beach couldn't go on as usual due to COVID-19 concerns, the bus wrap stayed intact for several months to draw more attention. Palm Tran estimates that the bus was seen 544,000 times every four weeks.

Don't Miss Your Shot

Bus wrap promotes vaccinations

In fall of 2021, Palm Tran teamed up with Palm Beach County Public Affairs to design four full bus wraps encouraging people to get the COVID-19 vaccine. The artwork depicts athletic themes and the catchphrase "Don't Miss Your Shot." Two buses have a picture of Kansas City Chiefs Coach Terry Braden, a Riviera Beach native; the other two buses feature Kevin Anderson, a professional tennis player who lives in Palm Beach County.

All of the buses direct people to the website where they can find a location administering COVID-19 vaccines near them. For a brief period of time, Palm Tran also gave free rides to people who were on a trip to get vaccinated.

¡Todos Unidos!

Palm Tran reveals first bus recognizing Hispanic Heritage Month



"It's our responsibility to our riders and staff to help break stereotypes and showcase positive attributes of Hispanic culture."

*Palm Tran
Operations Manager
Lina Aragon*

Palm Tran made history during Hispanic Heritage Month by unveiling its first bus dedicated to raise awareness for the Hispanic community and its significant influence on American society. The bus was designed with big lettering that read "¡Todos Unidos!" which means "All United!" and included the flag of every Hispanic country and the American flag around the top.

"It's great to see Palm Tran becoming a part of our community and not just a service. There are a lot of different ethnicities in this town, and Palm Tran is embracing it."

*Palm Tran GIS Specialist
Steve Quismundo*

Palm Tran formed a Hispanic Heritage advisory committee to oversee the bus artwork creation and identify opportunities for community outreach. The sides of the bus featured people salsa dancing and their clothes represented various aspects of Spanish life- such as a dress made up of musical instruments and another made of famous foods.

Nearly 20 percent of Palm Tran employees identify as Hispanic and dozens gathered to take a picture together with the bus at work. Many also attended the Hispanic Heritage Festival in West Palm Beach where the bus was staged.

"I think the bus is going to help us show the public that we all need to be vaccinated."

*Palm Beach County Administrator
Verdenia C. Baker*



Rolling out with Pride

Palm Tran debuts first bus celebrating the LGBTQ+ community

For the first time in the history of Palm Beach County, people could ride on a public bus designed to recognize and show support for the LGBTQ+ community. In June, Palm Tran introduced the "Ride with Pride" bus and subsequently launched a social media campaign and photo contest for people to take pictures with the iconic bus and post online using the hashtag #RideWithPride.

The bus brought significant notoriety to Palm Tran as it was one of the first in the country to feature the Progressive Pride flag, consisting of all six traditional colors of the rainbow, along with five others: black, brown, light blue, light pink and white, which represent people of color, transgender, non-binary people and those living with HIV/AIDS.

Palm Tran partnered with two local LGBTQ organizations, Compass and the Palm Beach County Human Rights Coalition, during the design phase of the bus art and throughout its promotion. More than 2,000 people attended the Palm Beach Pride Market where the bus debuted and was staged near the entrance. The bus was also a focal point at a ribbon-cutting ceremony for a rainbow-themed intersection in Delray Beach.

"As someone that is part of the community, it brings me such joy to work for a company that sees me for who I am and can embrace all types of diversity."

*Palm Tran
Bus Operator
Andrew Tilley*





Stuff-The-Bus

Palm Tran continues to spread cheer to our communities



"We have so much to be thankful for and it makes me happy to see what great things can be accomplished when we put the needs of others above ourselves."

*Palm Tran Executive Assistant
Danika Cross*





From Barbie dolls and skateboards to remote control cars and crafting kits, Palm Tran employees rallied together to donate more than 500 toys for underprivileged children in the Glades region. Large teal barrels were placed at all Palm Tran facilities for people to easily drop off new, unwrapped gifts in the annual Stuff the Bus toy drive.

Just in time for the holidays, the full barrels were then packed into a bus and delivered to the Palm Beach County League of Cities, a nonprofit group that includes the cities of Belle Glade, South Bay and Pahokee. The organization distributes the toys to children in those communities.



You Deserve This

Employee Recognition holiday event returns to deliver awards



"Recognition is one of our core values and it is imperative that we prioritize letting our employees know just how much they are appreciated."

*Palm Tran
Executive Director
Clinton B. Forbes*





"We all work very hard so it's equally important that we take time to relax and enjoy our accomplishments, which is exactly what that night was all about."

Palm Tran Assistant Operations Manager Alicia Gray

With music playing in the background, a 360 degree photo booth near the dancing floor and nearly 200 employees with their significant others in attendance, December 11, 2021 was a night to remember.

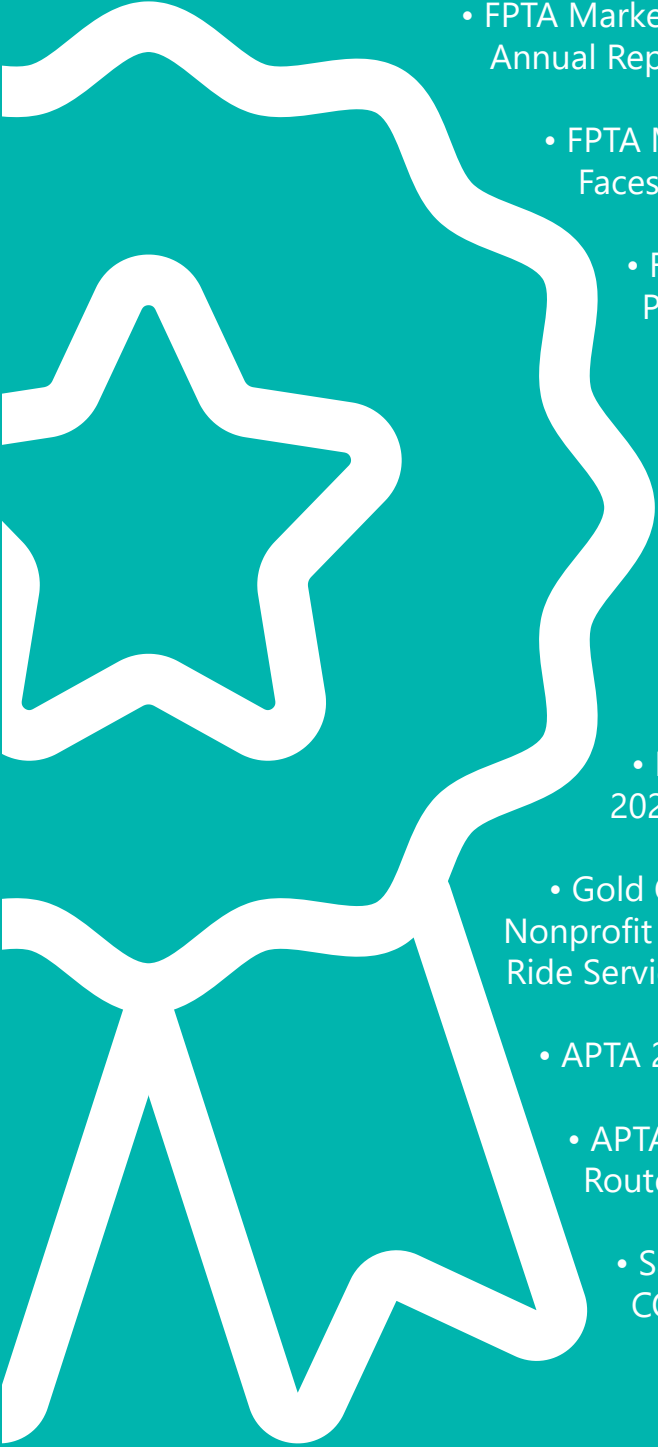
More than 70 awards were announced during the Palm Tran Employee Recognition Holiday Event held at the Marriott Hotel in West Palm Beach. County Administration was also recognized for their intrepid leadership during the pandemic.

The theme of the night was "You Deserve This" and it featured the remarkable longevity and safe driving awards, along with new categories for those who exemplify the agency's mission statement, core values and AEF (Anticipate, Execute and Follow-Up) philosophy.



Awards

2021 was another banner year at Palm Tran

- 
- FPTA Marketing Award for Print Advertising (1st Place) – 2020 Annual Report
 - FPTA Marketing Award for Bus Signage (1st Place) – Frontline Faces Bus Wrap
 - FPTA Marketing Award for Electronic Advertising (3rd Place) – COVID Cleaning Measures TV spot
 - COMTO Corporate Executive of the Year – Clinton B. Forbes
 - COMTO Public Agency of the Year
 - PRSA Sunshine District Campaigns Radiance Winner for Marketing: Consumer Services – Go Glades Relaunch as a Dial-A-Ride Service
 - PRSA Sunshine District Tactics Commendation Winner – 2020 Annual Report
 - Gold Coast Public Relations Bernays Award for Small Nonprofit Project or Campaign – Go Glades Relaunch as a Dial-A-Ride Service
 - APTA 2021 Bus COVID-19 Certificate of Merit Award
 - APTA 1st Place Adwheel Award for Campaign – Palm Tran's Route 62 TV Spot
 - Safety Council of Palm Beach County Safety Award – COVID Outstanding Service Recognition
 - Bronze Telly Awards – Television Information for Transit Works

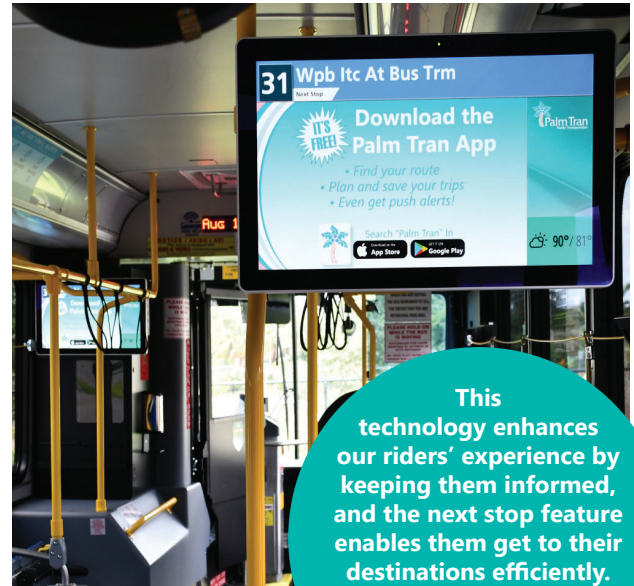


Videos Available Onboard

Customer-facing Info Monitors Mounted in All Buses

In September, Palm Tran began installing 32-inch flat screen monitors on the entire fleet of fixed-route buses. By mid-November, each bus had two screens- one mounted behind the driver's seat and the other near the rear passenger doors. These screens are used to play promotional videos created by the Marketing department and display relevant educational information for riders. The monitors also have a security awareness feature which shows the passengers on the bus.

Palm Tran's Information Technology (IT) department integrated the AVL system to provide real-time information on the screens about the next stop coming up, which significantly helps newer riders become acclimated with the area and their route. The hardware also has a camera feature that shows people a live feed on the bus as an added safety feature.



This technology enhances our riders' experience by keeping them informed, and the next stop feature enables them get to their destinations efficiently.

Palm Tran
Systems Administrator
Chris Eaton

Lost and Found
Did you lose something on a Palm Tran vehicle?

Provide the following information: description of the lost item(s), first and last name, phone number

Palm Tran fixed-route bus riders: Call customer service (561) 841-4287 Monday through Saturday, 8:00 a.m. – 5:00 p.m.

When you call, be ready with information that can help us identify your lost item, such as a detailed description or a unique characteristic of an item.

Knowing the route number, the number of the bus, the stops at where you boarded or got off, the time of day you traveled, and the direction of travel can help.

Connection riders: Call customer service at (561) 640-9626, option #5 if you have left something behind. Connection Customer Service hours are Monday thru Friday, 8:00 a.m. – 5:00 p.m. Closed on holidays.

Palm Tran does not assume responsibility for lost items. Before leaving the bus, always check your packages and personal belongings.

FREE Wi-Fi
on-board!

FREE Wi-Fi
on all
Palm Tran
buses!

Visit our social pages!

palmtran.org [facebook](https://www.facebook.com/palmtran) [instagram](https://www.instagram.com/palmtran) [youtube](https://www.youtube.com/palmtran)

Service on Holidays

To better serve you, Palm Tran, Palm Tran Connection and Go Glades now offer service on these major holidays:

- New Year's Day
- Easter Sunday
- Memorial Day
- Juneteenth
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

New Eligibility Proves Instrumental

Palm Tran Connection Recognized for Greatness



Palm Tran's paratransit division, Palm Tran Connection, implemented a new eligibility process that includes a phone interview to determine the transportation needs of the potential customer. The interview assesses the ability for the applicant to first use the more economical Fixed Route (or any other transportation options in the county) as compared to the more costly paratransit service. Before implementation there were no eligibility denials; the new process helped transition 33 percent of users who do not truly need Palm Tran Connection.

"It is a testament to all the staff here that they are doing a great job. Anything we could do to help other agencies and help our customers, throughout the pandemic, we did."

Louis Ferri, Senior Manager of Paratransit

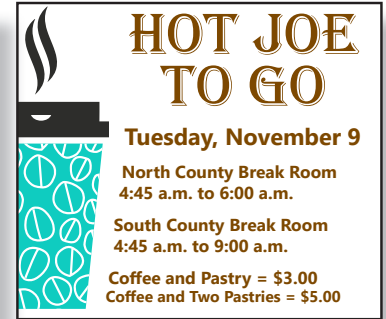


Such changes along with improved on-time performance and a robust meal delivery program for seniors during the COVID-19 pandemic helped Palm Tran Connection win the 2021 Urban Community Transportation Coordinator (CTC) of the Year Award at the Florida Commission for the Transportation Disadvantaged Conference.

Record-Breaking Fundraising

Employees donated to United Way in record fashion

Palm Tran set a new record in 2021 for the total number of Leadership Givers during the annual United Way fundraising campaign. 26 employees stepped up to give \$1,000 each, which helped the agency far surpass its original fundraising goal and donate \$40,437.





Joey Acevedo	Christian Londono
Jeremy Baker	Barbara Matos
Dawn Cram	Levi McCollum
Clinton B. Forbes	Yash Nagal
Betty Garret	Roderick Owens
Joe Harrington	Renato Paiva
Farron Hipp	Mursselaine Paul-Emilca
Chad Hockman	Steve Quismundo
Doris Jackson	Claudine Shaw
Ron Jones	Magdala St. Fleur
Paul Kaplan	Yili Techera Affonso
Chyrell Leslie	RoseAnn Voils
Cathy Lewis	Johanna Zephirin





A committee met weekly to organize events such as a virtual bingo, Halloween party, dinner with silent auction, and Hot Joe to Go. These occasions helped build the momentum for the overall campaign and led more people to fill out pledge forms. Employees donated money and vacation time in order to raise funds.



"I know the people here have a big heart and this is when we get to show the rest of Palm Beach County just how much we care."
Palm Tran Manager of Performance Management
Christian Londono

A Week to Remember

Celebrating Payroll and Customer Service representatives

Recognition is a core value at Palm Tran and in 2021, Palm Tran added another section of employees to honor for a full week. Along with the traditional celebration of Customer Service Week during the first week of October, there were also festivities for Payroll Appreciation Week in September.

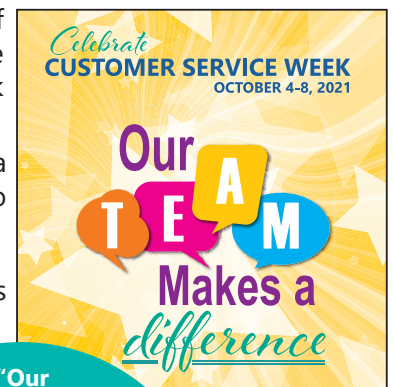


Customer Service Representatives were treated with a commemorative tote filled with goodies and a personal video message from Executive Director Clinton B. Forbes.

The Payroll department had interior and exterior banners during the week along with a day of lunch provided.

"We do so much behind the scenes that it means so much to be recognized and appreciated for all that we bring to the team."
Palm Tran Administrative Services Supervisor
Johanna Zepherin

"Our passenger's feedback is always embraced and viewed as a source of information providing helpful insights that we can use to learn where and how to improve our public transportation service."
Palm Tran Customer Service Administrator
Jeff McGregor



Back-to-School Time

Employees partner with local COMTO chapter to drive donations



Just in time for school to start in August, Palm Tran led a campaign to collect donations for school supplies that would go to underprivileged children in the School District of Palm Beach County.

With the help of the Conference of Minority Transportation Officials (COMTO) Palm Beach County Chapter, Palm Tran gathered nearly \$400 in donations.

A bus carrying volunteers also went to the Education Foundation of Palm Beach County warehouse, where time was spent sorting and packing donated supplies into backpacks that would later be distributed.



"It's an honor to provide transportation for students who need it, and so we jumped at the opportunity to serve these kids in a different capacity."

Bruce Guyton, Palm Tran Senior Planner and Palm Beach County COMTO President

Celebrating Four Years

High performance PT-Stat (Palm Tran Statistics) Program

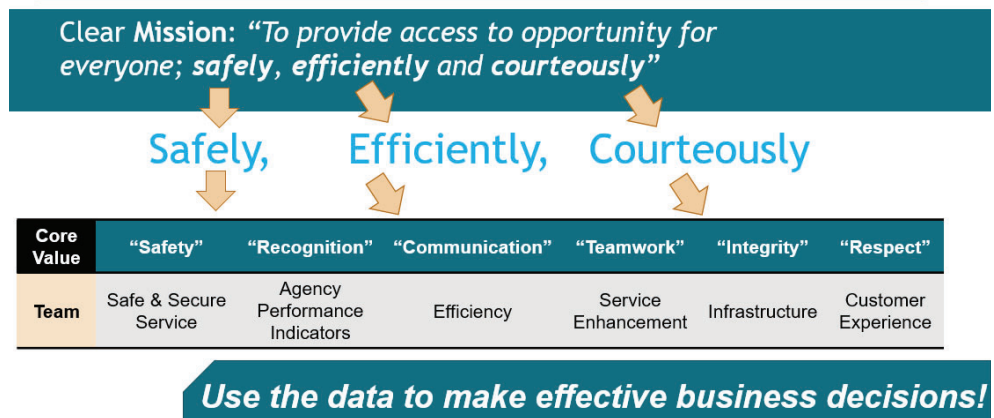


Palm Tran's Statistics, commonly known as "PT-Stat", is a systematic process that involves employees, as individuals and members of a team, in improving organizational effectiveness in order to accomplish agency goals based on performance data analysis. PT-Stat is based on the Japanese approach called "Kai-Zen", which fosters continuous improvement based on small, ongoing positive changes that can reap major improvements. 2021 mark 4 Years since this award winning program started in Palm Tran.

Cross-functional teams.

The program is made up of six (6) cross-functional teams with employees from all different areas and levels of the organization. In 2021 this program was consolidated from eleven (11) teams to six (6) to streamline the process and align the teams with Palm Tran's new strategic Transit Development Plan (TDP) "Accelerate 2031." In addition, each team was assigned one organizational value with the task to remind the organization the importance of Palm Tran's foundational values.

6 High Performance Cross-Functional Teams



4-year anniversary.

2021 marked four years since this award winning program started at Palm Tran. Pt-Stat was announced on May 8, 2017 and then launched with the first company-wide forum in June 2017. Since then, Palm Tran has seen a substantial improvement, which has been reflected several awards, recognitions and performance improvement.

2021 PT-Stat Team initiatives:

Part of the team's process involves data analysis and process observation that leads to initiative generation and implementation.

Teams present to Palm Tran's Executive Leadership Team those initiatives seeking expedited approval. In 2021 due to COVID-19, all PT-Stat forums were held virtually via Webex.

New Initiatives for 2021 included: Employee Satisfaction Survey • Virtual Job Fair • QR Code for Bus Operator Commendations • Steering Wheel Talk • Random Ride Along to Identify Potential Issues • Monthly Driver Appreciation • Social Media Posts • A.M. Safety Blitz Inspections • Leadership Ride Along • Maintenance Workforce Analysis

Next on our Agenda

We have big plans for the upcoming year

Improved bus shelters. A strategic effort will be made throughout Palm Beach County to replace and add additional 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.

The bus stop amenities will include Solar Lighting, USB Ports, Real-Time Transit Info, Bike Racks and Digital Displays.



Electric bus fleet. Palm Tran's Delray Beach facility already has the initial infrastructure for charging zero-emissions buses and the agency is ready to build on that. By aggressively seeking federal funds, Palm Tran's masterplan is to procure its first electric buses and build charging stations. Seven electric buses are already programmed in the Palm Beach Transportation Planning Agency (TPA) Transportation Improvement Plan (TPA).

The goal is to ultimately create more sustainability by having an entirely electrified fleet. While this will be a large initial investment, the long-term cost savings make it a highly beneficial directive.



Student employee program. Moving public transit forward starts with recruitment. Palm Tran is proud to have developed a new student-focused program where both our agency and student employees grow from the experience. TRANSITION, Palm Tran's Learning Academy, has launched a paid Student Employee Program designed to nurture interest in public transportation.

The pilot program is a partnership between the student and each participating department to learn, foster innovative ideas and provide real work experience beyond the campus.



Planning for our immediate 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.

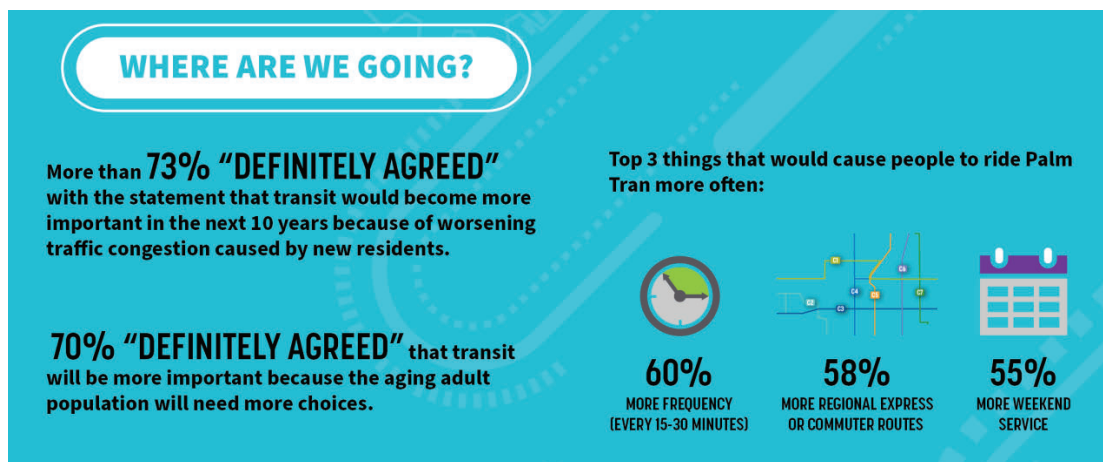
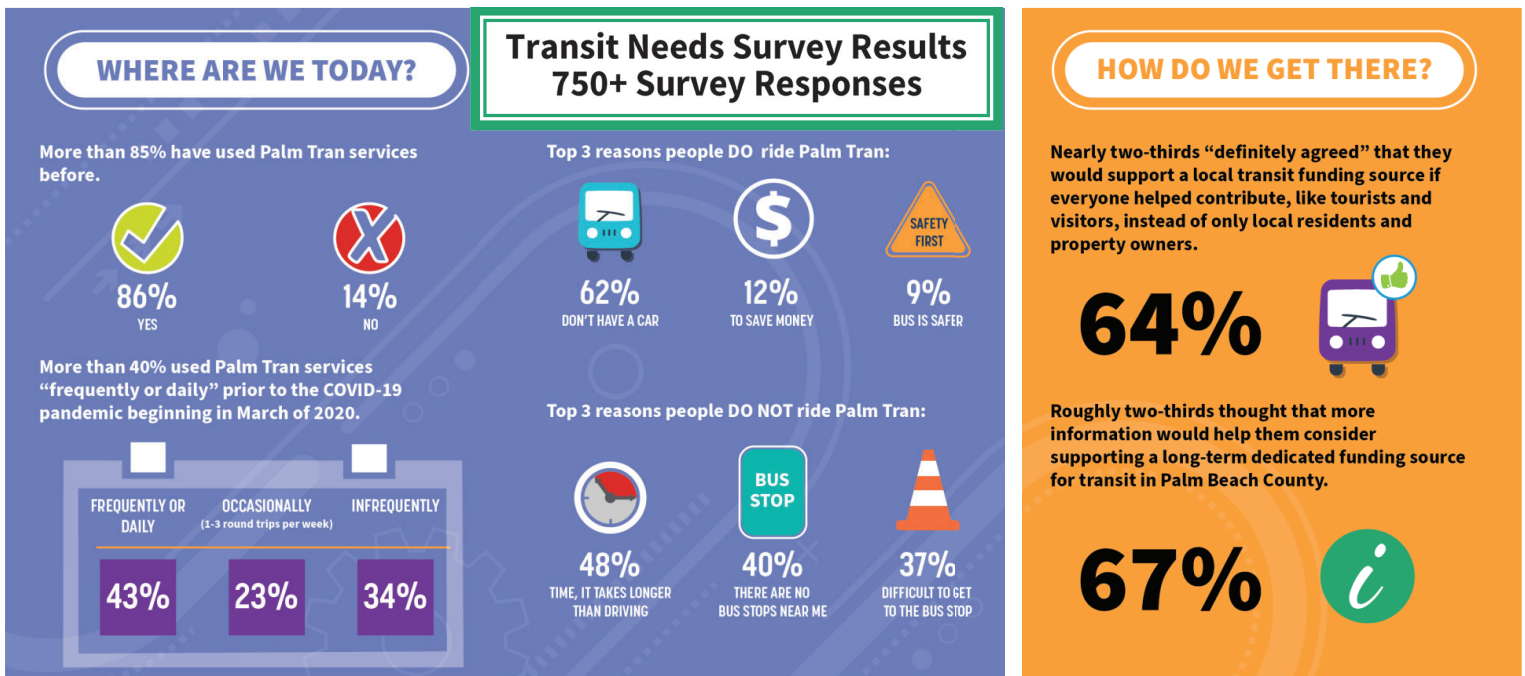
Accelerate 2031

Our future looks bright!



Palm Tran recently completed its FY22-31 Transit Development Plan (TDP), branded Accelerate 2031. The TDP is a strategic document that lays out the vision for public transit services in Palm Beach County over the next ten (10) years. As required by the Florida Department of Transportation (FDOT), Palm Tran updates its TDP every five (5) years for the next 10-year period to maintain eligibility for block grant funding. The TDP documents existing conditions and services, evaluates transit demand and needs in the county, confirms the community's goals for transit, identifies transit improvements to achieve the desired goals over the next 10 years, and serves as Palm Tran's strategic plan that enables the delivery of Palm Tran's vision.

Public input was critical to identifying needs and developing the 10-year plan. Extensive and diverse public engagement was achieved through the plan development process with over 12,000 people engaged, despite the challenges associated with the pandemic.





Our Core Values



Respect



Integrity



Recognition



Teamwork



Communication



Safety

Our Mission

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

Our Vision

To be the premier transportation choice in Palm Beach County

Administrative Headquarters: 100 North Congress Avenue • Delray Beach, Florida • 33445

Fixed-Route Mailing Address: 3201 Electronics Way • West Palm Beach, Florida • 33407

Glades Region Location: 38601 James Wheeler Way • Belle Glade, Florida • 33430

Palm Tran Connection (Paratransit) and Go Glades:
50 South Military Trail, Suite 101 • West Palm Beach, Florida • 33415

www.palmtran.org • (561) 841-4200

