

2022

Annual Report



PalmTran
Public Transportation



Laser focused on our vision
To be the premier transportation
choice in Palm Beach County.



*Palm Tran stays true to its six core values,
mission and vision statements.*



Respect

Respecting each other
and our customers



Integrity

Honesty and
transparency



Recognition

Recognizing a job well done



Teamwork

Working together in
unison



Communication

Listening for understanding



Safety

Everyone's responsibility

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.

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A Message from the Executive Director



Congratulations to everyone at Palm Tran for a great 2022! We closed out the year with ridership up and climbing which is a true reflection of the hard work and dedication of our Palm Tran team. Driven by our mission, following our vision, and keeping true to our core values, we also

celebrated several wins and began working on future goals and objectives.

Throughout the year, our sense of community was on display for the residents of Palm Beach County with several detailed and beautifully designed bus wraps devoted to celebrating Black History Month, Pride Month, Haitian Flag Day, and Hispanic Heritage Month. Palm Tran's commitment is clear, from maintenance staff to planners, bus operators to management, we are all dedicated to providing our community with a premier transit system that allows residents and visitors of our great county to get to where they need to be with our fixed-route, Connection, and Go Glades services. When we provide access to opportunity, we provide people freedom and independence in their everyday lives.

Professionally, we accomplished so much, including celebrating a year of the Paradise Pass and achieving industry recognition by receiving several awards, with one of the most prestigious awards presented to two of our bus operators who won first and second place, statewide, as the Bus Operator of the Year from the Florida Public Transportation Association (FPTA). And, one Palm Tran Connection driver also received a Driver of the Year award! That in itself is a testament to the quality of drivers and the quality employees we have

throughout our agency.

Recovering from the pandemic has been a long road, and we are continuing to move forward. With our ridership numbers rising, I can look back on this year with pride in our entire Palm Tran family. We have worked hard and we have celebrated many accomplishments, building momentum to lead us into this coming year with exciting new projects already in the works.

Some of the major projects and initiatives that we will be looking forward to in 2023 include:

- Finalize the planning for the launch of the Port St. Lucie Express
- Adding new bus shelter and passenger amenity installations: "Street furniture"
- Launching Apple and Google Pay for fare payment
- Placing the first order for electric fixed-route buses
- Implementing the "First and Last Mile" pilot project
- Launching Maintenance Management Enterprise System
- Advertising the new Connection RFP and continued implementation of the Connection Efficiency Project (CEP)
- Contract Negotiations with SEIU

I am so honored to have such an amazing team at Palm Tran. Congratulations on a great year and let's do even more this year.

Yours truly in transit,

A handwritten signature in blue ink, appearing to read 'Clinton B. Forbes', with a long, sweeping underline.

Clinton B. Forbes, *Palm Tran Executive Director*

About Clinton B. Forbes cforbes@pbcgov.org • (305) 343-6303

For nearly 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 in Florida. The bus system, using more than 400 vehicles, travels to every major destination in Palm Beach County providing more than six million rides and more than 750,000 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.

Thank you for your support!



2022 Palm Beach County Board of County Commissioners

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 left to right): Vice Mayor Maria Sachs, Mayor Gregg K. Weiss, Commissioner Mack Bernard
(Standing, left to right): Commissioners Michael A. Barnett, Maria G. Marino, Sara Baxter,
Marci Woodward, County Administrator Verdenia C. Baker*

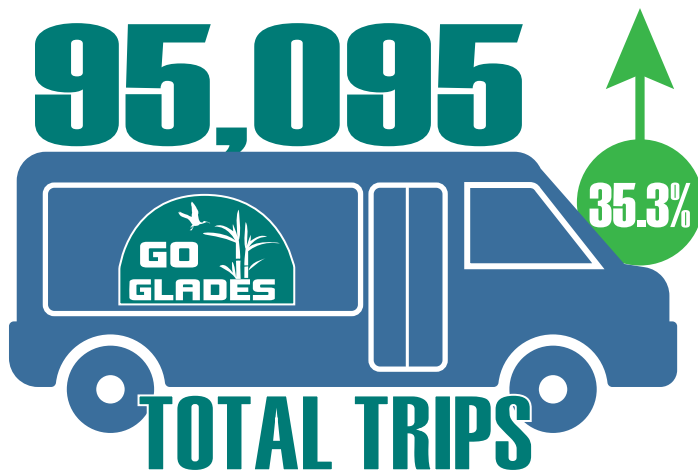
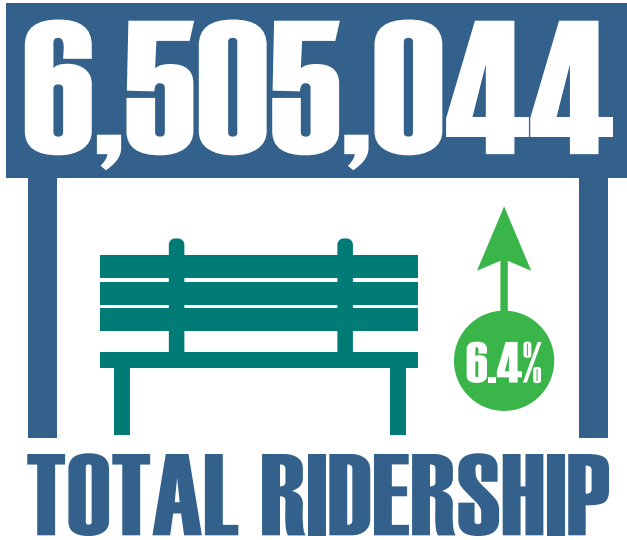
Palm Tran Service Board

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



*(Seated left to right): Brandon Williams, Seat 8- Certified Paratransit User; Vice Chair Joey Acevedo, Seat 10- Fixed-Route Bus Operator; Chair Carmencita Mitchell, Seat 9- Fixed-Route Bus Rider; Frank Stanzione, Seat 7- Senior Citizen Representative; Kerry Rawn, Seat 2- Disability Advocate
(Standing, left to right): KaShamba Miller-Anderson, Seat 4- Elected Municipal Official; Tricia Hallison-Mischler, Seat 11- Citizen-at-Large; Tammy Jackson-Moore, Seat 13- Resident of Glades/Lake Region Area; Dennis Martin, Seat 12- Representative with Extensive Paratransit Experience; Terry Brown, Seat 1- Representative with Transportation Experience; Selva Sevendran, Seat 3- Environmental Advocate.
Not pictured: Donté Mickens, Seat 6- Representative with Multicultural Experience*

Palm Tran



**Fixed-
Routes**

31

By the Numbers



Go Glades App

Launched January 1, 2022
Total Downloads: 2,108

Paradise Pass App

Launched November 14, 2021
Total Downloads: 22,272



Palm Tran Employees

400+ Contracted Drivers (Paratransit)



10,000+
FOLLOWERS



REAL-TIME



BUS INFO

Accomplishments

Go Glades Increases Ridership



“Go Glades was a game changer in the community. Being a remote and rural location, the Glades is not generally served by taxis and Transportation Networking Companies which have to come from a community 30 minutes away.”

- Clinton B. Forbes,
Executive Director

Go Glades is Palm Tran Public Transportations' on-demand dial-a-ride microtransit service that runs seven days a week in a rural area known as The Glades Region, comprised of three cities tucked in the western edge of Palm Beach County.

During its first month of service in 2018, 677 riders used Go Glades. Fast forward to 2022, Go Glades ridership has grown to more than 10,000 monthly passengers, with ridership continuing to increase monthly.

In 2022, Palm Tran launched the Go Glades app. The app contains technology provided by Via, taking the Go Glades experience to another level. The app allows passengers to book daily rides and pre-book rides up to three days in advance, providing real-time alerts, through text or phone call, for each trip.



HAPPY BIRTHDAY *Paradise Pass*



Palm Tran's Paradise Pass just celebrated one year of the tap-and-go card and app. Launched on November 14, 2021, the Paradise Pass is proving to be a success with riders. To date, the Paradise Pass has had 1.25 million taps, 20,000+ downloads and 19,000 registered accounts.

"The Paradise Pass is a great success," said Palm Tran's Executive Director Clinton B. Forbes. "The Paradise Pass makes paying for fares easier, more secure and it saves money and time. Happy Birthday Paradise Pass!"

Executive Directors Forbes, along with the Palm Tran team and representatives of the Palm Beach Transportation Planning Agency, gathered at the West Palm Beach Intermodal Transit Center with a new Palm Tran bus as the backdrop to commemorate the milestone.

Each bus ride is \$2 and with the Paradise Pass, Palm Tran was able to add fare capping at \$5, which for passengers who take more than two buses a day, it saves them money.



"Making this very important service even more affordable, accessible and reliable is just what the Paradise Pass has done. With the card and app, freedom to travel is at their fingertips. Happy Birthday Paradise Pass and congratulations to Palm Tran for a successful year."

**- Verdenia C. Baker,
Palm Beach County Administrator**

Human Resources Career Fair

It's no secret that the scarcity of employees in the job market proved to be a challenge for many organizations, especially in transit.



With this in mind, Palm Tran's Human Resources section in partnership with CareerSource Palm Beach County hosted a career fair on October 7 and 8, 2022, at the Delray Beach Headquarters. Attendees were given on the spot interviews and offer letters for a variety of positions including bus operator, technician (trainee), utility worker, and student intern.



The event successfully brought more than 100 attendees and resulted in 20 contingent job offers. As a result of the career fair, many openings were filled and several positions became fully staffed.

Advertising for positions was comprehensive, reaching the applicant pool from across South Florida in Miami-Dade, Broward, Palm Beach, and Martin Counties. Palm Tran promoted the event and open positions through TV, radio, social media, website, newspaper and other traditional print media. Promotions even included outreach through local Spanish networks. The campaign slogan, "It's not just a job, it's a career!" targeted job seekers who were ready to settle in to a career with great benefits.

Palm Tran offers competitive salaries, flexible schedules, tuition reimbursement, career development opportunities, medical, dental and vision plans, retirement pension and generous paid vacation and sick leave.

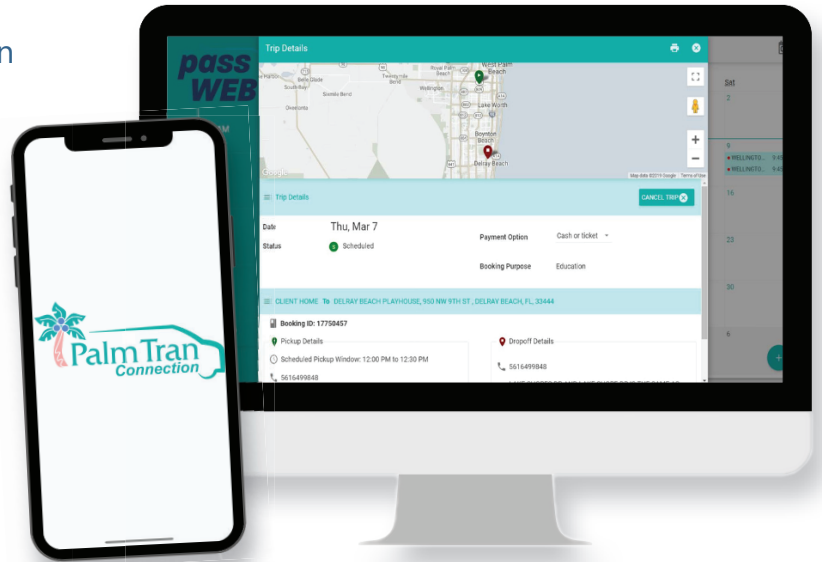




PassWeb App Launch

Palm Tran also launched the Palm Tran Connection app in the App Store and Google Play Store.

The online version of the app, PassWeb, allows for easy ride scheduling, trip reservation, cancellation, real-time information and operator name for Palm Tran's Connection service.



Student Employee Program



Building a strong future for public transportation means investing in the industry leaders of tomorrow. With that focus, 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.

Each student employee is paid \$12.50 an hour, up to 1,000 hours, for a maximum of \$12,500. To participate in the program, students must be enrolled in an accredited educational or vocational program throughout their employment. It is not a student intern program, which is an unpaid position to fulfill a curriculum requirement for graduation. There are five student employee positions.

“ I am excited for this program to spark a lifelong interest in the vast opportunities available in public transportation. ”

-Clinton B. Forbes

In The Community



Respecting and Celebrating Our Diverse Community



The Martin Luther King Jr. bus was used during Black History Month for a tour showcasing significant historical locations for the black community in Palm Beach County. Additionally in June, the bus was in the City of Riviera Beach's Juneteenth and Centennial Parade with more than 40 Palm Tran employees attending, walking with the bus and handing out passes and T-shirts to residents.

In May,
Palm Tran debuted the
first **Haitian Flag Day** bus
at the Palm Beach Haitian
American Music Festival,
with Palm Tran staff there
to hand out passes and
information about
our services.



“We live in a very diverse community and it is
important for us to honor the residents we serve
and to understand and respect each other’s cultures.”

- Clinton B. Forbes,
Executive Director



From September 15 to October 15, Palm Tran celebrated Hispanic Heritage Month with a wrapped bus. The bus made the first Hispanic Tour of Palm Beach County possible. The tour group was comprised of Hispanic leaders throughout Palm Beach County including representatives of organizations that serve the Hispanic community. With the bus filled, the tour group was able to learn the significance and influence of the Hispanic community in the county.



Proud Together

In March, with a crowd of more than 30,000 cheering and supporting the LGBTQ+ community, Palm Tran's "Proud Together" rainbow bus marshaled the Pride Parade in Lake Worth Beach for the 30th Anniversary of Palm Beach Pride. "It is amazing to be part of this parade which celebrates our beautiful Palm Beach County and

represents our diversity and our support of the LGBTQ+ community," Forbes said. "Our bus is a celebration of inclusion and equality for everyone, which is very much a part of our Palm Tran organization and the community we serve. We are honored to be part of it. We are Proud Together."



Executive Director Forbes with US Congresswoman Lois Frankel (Florida District 22) and Palm Beach County Assistant Administrator Todd J. Bonlarron



It's truly wonderful to have the Palm Tran rainbow bus leading the parade. "It symbolizes how Palm Tran can be not just at the forefront of transit, but a valued supporter of our entire community."

- Todd Bonlarron,
Palm Beach County Assistant Administrator

Honoring our Warriors in Pink



At the beginning of the year, Palm Tran continued its partnership with Susan G. Komen and Lamar Transit to produce the 2022 "More Than Pink" bus. The beautifully designed bus wrap, which features breast cancer survivors, was unveiled at the "More Thank Pink Walk" in West Palm Beach on Saturday, January 29, 2022.

The bus successfully raised awareness for breast cancer patients, survivors and related breast cancer issues. The bus also supports Komen's four main pillars of work: research, care, community and action.



Commitment to Safety

As Hurricane Nicole took aim at Florida, Palm Tran Aided Thousands



On the morning of November 9, 2022, Palm Beach County was under a hurricane warning and two zones under mandatory evacuation which included mobile homes, barrier islands and low-lying areas as Tropical Storm Nicole formed into a hurricane with a predicted landfall on the east coast of Florida on Thursday, November 10, 2022.

Just hours before the projected impact, Palm Tran lifted fares and provided more than 5,000 rides, assisting residents in preparing for the storm and evacuating them to shelters.

“ I’m very proud of the essential work that Palm Beach County and Palm Tran do for our residents. They worked diligently to get riders, some of which are the most vulnerable population in our community, to safety before the storm. ”

**- Verdenia C. Baker,
Palm Beach County Administrator**

At the Emergency Operations Center, Palm Tran Connection paratransit staff worked quickly to schedule needed trips, including to the Special Needs Shelters located at the South Florida Fairgrounds.

Hurricane Nicole made landfall as a category 1 hurricane just south of Vero Beach. Palm Beach County experienced flooding and coastal erosion due to coinciding king tide. The weather was mostly cleared by sunrise, and hurricane and tropical storm warnings were lifted by late morning. All Palm Tran services returned to normal schedules at noon Thursday, November 10.



Continuing the Tradition

5th Annual Stuff-the-Bus

With many families struggling to make ends meet, Palm Tran united to make the season brighter for kids in Palm Beach County by organizing their annual Stuff the Bus toy drive.

Palm Tran employees worked together with the Palm Beach County League of Cities to donate more than 600 toys this year to give to

underprivileged children in the Glades community. Other organizations supporting the event were the Palm Beach County Board of County Commissioners, Palm Beach County League of Cities, Inc., Amalgamated Transit Union Local 1577, Mid-County Senior Center, and Service Employees International Union.



"Since we started this event in 2018, I've always been overwhelmed at the generosity of our Palm Tran family," said Clinton B. Forbes, Palm Tran executive director, who noted this is the fifth consecutive year of the Stuff-the-Bus toy drive.

Now an annual Palm Tran tradition, Stuff-the-Bus is part of the Palm Beach County League of Cities' toy drive for underprivileged children in the Glades community, which includes the cities of Belle Glade, South Bay, and Pahokee.



In the Community

Community Outreach



Palm Tran takes an active role in the community to advertise and educate on the different transportation services we offer.

In 2022, Palm Tran offered outreach at the Second Chance Event hosted by the Florida Justice Center and Commissioner Mack Bernard, the Community Fun Day hosted by the Arc of Palm Beach County, the Greenacres Library, the Intermodal Transit Center, Mobility Week at the West Palm Beach Green Market, the Century Village Health Fair, the Veterans Fair hosted by Commissioner Maria Sachs, the Gardens Mall, the West Palm Beach Latin Quarter Hispanic Heritage Fiesta and many more! Much of the outreach was performed by our FDOT-funded Mobility Coordinator, Janessa Croce.



Palm Tran Town Hall

Listening for Understanding



Speaking to and personally connecting with 600 employees is an awesome task. Designing small settings where every voice can be heard, ideas exchanged and action taken is just what Palm Tran is doing with its Town Hall meetings.

"It is refreshing to reconnect with all employees, hearing their suggestions, recommendations, and concerns post-pandemic," said Palm Tran Executive Director Clinton B. Forbes, who initially began the Town Hall meetings two years ago, pausing them due to the pandemic. "We are getting the pulse of where we are as a transit agency to make it better, stronger and by far the best place to work."

"Being face-to-face makes it so much more impactful and it is a way to really listen to what everyone has to share at every level at Palm Tran," he

said. "We try to create a space and an environment where everybody's slices of genius can be unleashed and harnessed and turned into a work of collective genius."

Palm Tran hosted multiple Town Hall meetings between September and October 2022. All classes are grouped to foster communication, with most areas and professions attending sessions with colleagues. Such as supervisors with other supervisors and bus operators with other bus operators.

Executive Director Forbes leads the Town Halls with a presentation of the state of Palm Tran as an agency, including ridership numbers and plans for the future such as fleet electrification and expanded service.

"I talk about our wins, before and after COVID-19, and then listen to concerns and respectful criticisms of areas we need to improve," he said. "We listen, take in all the ideas and together come up with solutions. It was also my opportunity to thank all employees for their exceptional work during the pandemic."

" I listen and I respond to every comment. I don't hold a patent on ideas. "

**- Clinton B. Forbes,
Executive Director**

Keeping Morale High

Party Under the Stars!

Each year, keeping within our core value of recognition, Palm Tran hosts the employee holiday recognition event to celebrate our staff's hard work and excellent service. This year's theme was "Party Under the Stars!" as dinner was held on the City of Riviera Beach Marina Rooftop.

More than 300 employees and guests attended, including County Administrator Verdenia C. Baker, Assistant County Administrator Todd J. Bonlarron, Assistant County Administrator Patrick Rutter, Commissioner Mack Bernard, and Mayor Ronnie L. Felder of Riviera Beach.

"Thank you to all who attended the 2022 Palm Tran Holiday Recognition Event! I would like to also thank front line employees who could not attend because they were providing service on the day of the event. I had a great time closing out the year celebrating and recognizing Palm Tran employees for their outstanding achievements and for their all-important tenure with Palm Tran / Palm Beach County. I look forward to the great strides we will make in 2023 to improve our service for our existing and future Palm Tran customers," said Executive Director Clinton B. Forbes.



Palm Tran Breaks Record for United Way!

PALM TRAN WELCOMES YOU TO
**TRANSIT
GOT
TALENT**



December 16, 2022
Delray Beach Boardroom
All proceeds benefitted the
United Way of
Palm Beach County.

After a year of hard work and meeting goals, one goal that is always near and dear to Palm Tran is raising money for the United Way. This year Palm Tran broke its own record and **raised \$43,093.95!** Employees can pledge a dollar amount, unused vacation days, and also participate in fundraisers such as coffee and breakfast events. This year, Palm Tran took it up a level with Transit Got Talent! Bus operators to County Assistant Administrator Todd J. Bonlarron participated in singing and dancing, showcasing their many talents. The event was a success and got staff on their feet dancing and cheering all for a good cause.



*Murray Seabrook,
Bus Operator*



*Steven Angstreich,
IT Project Manager*



*Edline Hart,
Bus Operator*



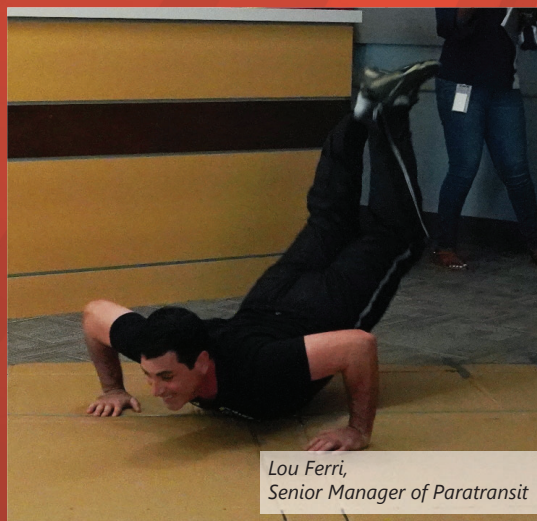
*DeBorah Posey-Blocker,
Manager of Legislative and
Governmental Affairs*



*Tanya Brissett-Burke,
Fiscal Specialist II*



*Todd Bonlarron,
Assistant County Administrator*

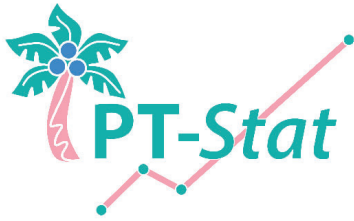


*Lou Ferri,
Senior Manager of Paratransit*



*Maggie St. Fleur,
Customer Service Supervisor*

Palm Tran Statistics



PT Stat Celebrates 5 Years!



Let that leader inside come out, get up, speak out, and share all ideas, even the wild ones! Encouraging and fostering employee involvement and hearing their concepts and solutions is just a part of Palm Tran's Transportation performance improvement program, known as PT-Stat which celebrated five years on June 30, 2022.

Created to foster a culture of collaboration within the organization and generate innovative performance enhancements, the award winning PT-Stat program also provides participating employees a pathway to professional development that can lead to career advancement and promotions.

"It really centers around employees succeeding within the organization," said Christian G. Londono, Director of Support Services. "Employees have an opportunity to work with other employees from other departments, develop their skills in leading, communicating and presenting, all parts of professional development. It is part of upward mobility."

The current teams will focus on: Agency Performance Indicators, Customer Experience, Efficiency, Infrastructure, Safe & Secure Service and Service Enhancement. Additionally, employees have a chance to meet with peers in the transportation industry from other organizations.

"Employees have an opportunity to work with other employees from other departments, develop their skills in leading, communicating and presenting, all parts of professional development. It is part of upward mobility."

**- Christian G. Londono,
Director of Support Services**



Culture of Excellence

The TOP two Bus Operators in Florida work at Palm Tran!



Loretta Fuegos
1st Place Operator of the Year

“ I am thankful for Palm Tran for allowing me to do what I love to do. ”

Loretta Fuegos has a perfect driving record in her 26 years with Palm Tran, having zero preventable accidents. She has driven Palm Tran's Route 1 for most of her career. She does more than drive, she makes the experience more enjoyable for everyone, starting with greeting each passenger as soon as they board the bus. Throughout the years, she has gotten to know her riders.



Murray Seabrook
2nd Place Operator of the Year

“ I'm totally surprised and it is a good feeling to win. ”

Palm Tran Bus Drivers Loretta Fuegos and Murray Seabrook took home two top state-wide awards at the 2022 Florida Public Transportation Association (FPTA) Conference in Naples, Florida: 1st Place Bus Operator of the Year to Fuegos and 2nd Place Bus Operator of the Year to Seabrook. Palm Tran nominated both Fuegos and Seabrook for Operator of the Year because of their commitment, exceptional driving records in which both have driven more than 2 million miles each, and their positive attitudes and professionalism.

“Both Loretta and Murray are truly dedicated to our core values and they are a great example to all drivers throughout the state. Being a bus operator is a great career and they are a testament to the profession and to Palm Tran,” said Palm Tran Executive Director Clinton B. Forbes.

Murray Seabrook has been with Palm Tran for 25 years. Known for his pleasant and calm demeanor and his sense of humor, he said the years have gone by fast because it is a job he truly enjoys. A dad to two daughters, one followed in his footsteps and she has been a Palm Tran bus operator for 15 years.



Recognizing Outstanding Performance on the Job

A great indicator of customer experience is the feedback we receive from our stakeholders – our customers. Our customer service receives hundreds of calls each month praising our drivers and staff on a job well done.

Each month, those commendations are compiled and displayed on internal screens for all staff

to see, featuring the employee's picture, the commendation also includes the name of the person who took the time to call and provide positive feedback on our service and employees. While this is part of recognizing employees, it is also showcasing one of our core values to the entire staff, influencing and inspiring others.

Above & Beyond Fixed-Route

Edwidge Chatelain
Driver was very nice and polite to me and to every passenger that got on the bus.
— *Telma Flame*

Ian Daly
I ride route #63 twice a day. On this day, my monthly bus pass got stuck in the card reader. The driver took down my name and cell number. A few hours later, he called me to say he was able to retrieve my card. Mr. Daly displayed good, old-fashioned customer service. I just wanted to take a moment to say that he is a huge asset to Palm Tran.
— *David McLaughlin*

Above & Beyond Fixed-Route

Ronald Diaz
Thank you to the driver and Stephanie Jennings, Claudine Shaw and Leidy Melendrez and to everyone from Palm Tran that helped me locate my white bike.
— *Neri Acasaki*

Stephanie Jennings

Leidy Melendrez

Claudine Shaw

Donald Diejuste
Thank you for his quick thinking and safe driving skills, he avoided a potential collision when a car tried to speed in front of the bus.
— *Margo Vinik*

Richard Emilcar
He is always doing a great job and is very friendly and courteous. Thank you for your excellent customer service.
— *Anthony Collichio*

Awards in 2022

Palm Tran achieved numerous county, state and international awards



National Association of Government Communicators (NAGC)
Gold Screen Award (1st Place) for Paradise Pass Radio Advertisement

National Association of Government Communicators (NAGC)
Blue Pencil Award (1st Place) for Hispanic Heritage Bus Wrap

Public Relations Society of America (PRSA)
Sunshine District Sunshine Radiance Award (1st Place) for "New Day, New Way, Delray"! Grand Opening

Gold Coast PR Council Bernays Award
(1st Place) for Paradise Pass Campaign

Florida Public Transportation Association (FPTA)
1st Place for Paradise Pass Brochure

Florida Public Transportation Association (FPTA)
1st Place for Operator of the Year to Loretta Fuegos

Florida Public Transportation Association (FPTA)
2nd Place for Operator of the Year to Murray Seabrook

Conference of Minority Transportation Officials (COMTO)
Industry Innovation Award

National Association of Counties (NACo)
Achievement Award in Transportation for Paradise Pass

MV Transportation National Katherine McClary
Operator of the Year Award to Felecia Lane

Florida Commission for the Transportation Disadvantaged
Operator of the Year Award to Loucia Lynch

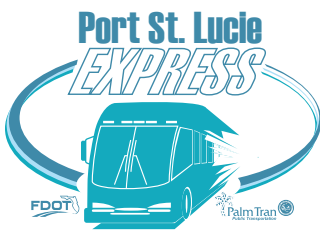
Center for Urban Transportation Research (CUTR)
New Voices in Transportation Award to Lina Aragon



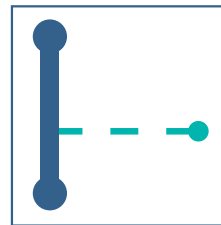
Moving Forward



Exciting projects are planned for 2023!



Finalizing plans for the launch of the Port St. Lucie Express



Implementing "First and Last Mile" pilot project



Installing new bus shelters & passenger amenities



Negotiating a new contract with Service Employees International Union (SEIU)



Launching new fare payment options



Placing first order for electric fixed-route buses



Launching the Maintenance Management Enterprise System



Advertising a new Connection RFP and continued implementation of the Connection Efficiency Project (CEP)



In-house CDL training and testing

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

palmtran.org • (561) 841-4200

