



Palm Tran Fixed-Route



Palm Tran Connection



Go Glades

Annual Report 2023

Continuing the vision





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.

Our Core Values:

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



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Remembering the legacy of Clinton B. Forbes



elevated our agency to new heights.

Prior to Palm Tran, Forbes graduated with a Bachelor's Degree from St. Thomas University, Miami, FL in Political Science and Public Administration before spending 25 years at the senior management and leadership levels of various transit agencies. He began his career 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. In November 2015, Forbes rejoined the South Florida community when he accepted the role of Palm Tran Executive Director.

During Forbes' tenure as Executive Director, Palm Tran witnessed substantial advancements in service quality, efficiency and outreach. One of Forbes' biggest impacts was shifting the culture and raising the bar for professionalism in Palm Tran, which became a model for transit agencies across the country.

It was Forbes who introduced Palm Tran's new, award-winning Mission Statement: "To provide access to opportunity for everyone; safely, efficiently and courteously." Following this, he established Palm

Palm Tran suffered a tremendous loss with the passing of Clinton B. Forbes, Sr. at age 55 on November 2, 2023. Forbes served as Executive Director since November 2015 and brought a level of dedication, vision and leadership that

Tran's vision: "To be the premier transportation choice in Palm Beach County," and six core values: Communication, Respect, Recognition, Integrity Communication and Safety. The mission, vision and core values are displayed throughout the organization on all Palm Tran collateral material and digital displays.

During his first few years at the helm, Forbes restructured the organization, allowing Palm Tran's team to quickly react to meeting the mobility needs of our community. He also introduced new bus operator uniforms and dress code standards, along with bus operator graduation ceremonies to boost morale and foster a sense of professionalism amongst Palm Tran staff.

"Clinton Forbes was an awesome leader. He changed the way we provide transit here in Palm Beach County, and he left us with a vision to be the best transit agency in the country."

Verdenia C. Baker,
Palm Beach County
Administrator

Notably, Forbes led Palm Tran and chaired the Florida Public Transportation Association (FPTA) from 2020 to 2023, during the COVID-19 Pandemic, the most challenging and difficult time for the transit industry in decades. The FPTA



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is a non-profit association that represents every major public transit agency in the state of Florida, including Palm Tran.

We have attempted to summarize his accomplishments at Palm Tran, but to those who knew him, this merely scratches the surface of the legacy he left on our agency.

Forbes was a dedicated husband, father to three children, and grandfather to two. He is survived by his wife Inga; his children Janai, Clinton Jr. ("CJ") and Cairo; two grandchildren, Judah and Jah, along with a host of siblings, nieces, nephews, cousins and in-laws, government officials and transit industry colleagues.



"Always treat everyone **better** than they expect to be treated."
Clinton B. Forbes

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During his eight years as Executive Director of Palm Tran, Clinton B. Forbes initiated numerous projects and initiatives and amassed many prestigious local, state and national awards.

Palm Tran Projects & Initiatives:

Overall Bus Shelter and Bus Stop Improvement Program (50+ shelters per year)
 Implemented new fare collection system, Paradise Pass smart card and mobile system (November 2021)
 Opened new Administrative Headquarters in Delray - \$25 million, LEED-certified expansion (January 2021)
 Initiated paratransit efficiency project, aka Connection Efficiency Project (CEP), (2019)
 Restructured the entire bus network – The Route Performance Maximization (RPM) project (September 2018)
 Implemented new Mobility on Demand (MOD) service known as Go Glades in the Glades region of Florida (December 2018)
 Implementation of Annual Organization Wide Town Hall Meetings
 Improved Palm Tran's image by introducing new buses, bus operator uniforms and wear policy
 Began the tradition of Bus Operator Graduation Ceremonies.
 Established Upward Mobility program.
 Introduced new award-winning Mission and Vision Statements that clearly and concisely convey Palm Tran's daily mission.
 Created Palm Tran's six core values: Communication, Respect, Recognition, Integrity and Communication.
 Introduced robust Performance Management Program known as PT-Stat (November 2016)
 Implemented organization restructuring to enable Palm Tran's team to quickly react to meeting the mobility needs of our community.
 Completed a formal assessment of all direct reports and managers which culminated in one-on-one meetings with 180 administrative employees. (2015)



Awards:

2021 Urban Community Transportation Coordinator (CTC) of the Year (October 2021)
 Conference of Minority Transportation Officials (COMTO) Corporate Executive of the Year (October 2021)
 COMTO Agency of the Year Award (October 2021)
 Business Executive Award, West Palm Beach Alumnae Chapter of Delta Sigma Theta Sorority (June 2021)
 NACo Achievement Award for Go Glades (June 2020)
 APTA Bus Safety and Security Gold Award (July 2020)
 Executive Champion, United Way (May 2019)
 COMTO Gerald Anderson Service Award (August 2018)
 NACo Achievement Award for PT-STAT (May 2018)
 50 Most Powerful and Influential Black Business Leaders of South Florida (April 2018)
 FPTA Safety Excellence Award for Flashing Lights (November 2017)

Professional Memberships:

Board Member, the Bus Coalition
 Member, American Public Transit Association (APTA)
 Executive Board Member, Conference of Minority Transportation Officials (COMTO), 2017-2019
 Chair of the Florida Public Transportation Association (FPTA) from 2020-2023
 Member, National Forum for Black Public Administrators (NFBPA)
 Former Board Member of United Way of Palm Beach County (2018 – 2021)

As Chair of FPTA:

Steered Florida transit agencies through the pandemic on the road to ridership recovery
 Put together a statewide public transit education marketing campaign to restore public confidence in mass transit
 Worked with local officials and stakeholders to address staffing shortages, with wider recruitment efforts and better incentives for employees to join the transit industry
 Facilitated more funds from the State Public Transit Block Grant by lowering the matching requirements from local governments

Thank you for your support!



2023 Palm Beach County Board of County Commissioners

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



(Seated left to right): Vice Mayor Maria G. Marino, Mayor Maria Sachs, Gregg K. Weiss
 (Standing, left to right): Commissioners Michael A. Barnett, , Marci Woodward, Sara Baxter, Mack Bernard, 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.

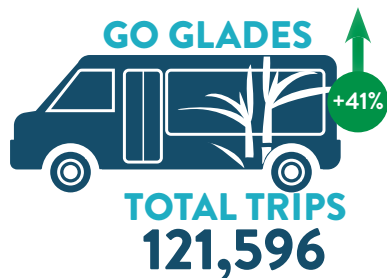
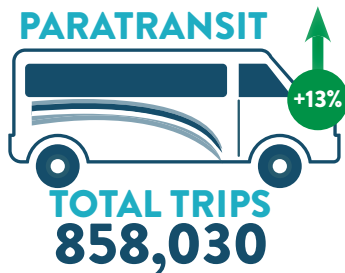
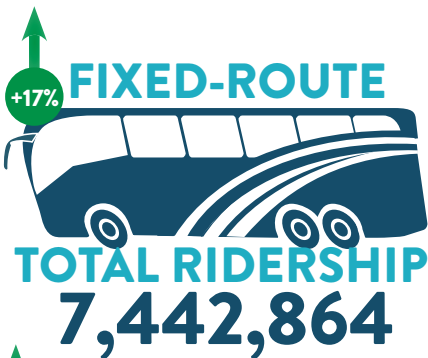


(Seated left to right): Brandon Williams, Seat 8; Vice Chair Joey Acevedo, Seat 10; Chair Carmencita Mitchell, Seat 9; Frank Stanzione, Seat 7; Kerry Rawn, Seat 2 (Standing, left to right): KaShamba Miller-Anderson, Seat 4; Tricia Hallison-Mischler, Seat 11; Tammy Jackson-Moore, Seat 13; Dennis Martin, Seat 12; Terry Brown, Seat 1; Selva Sevendran, Seat 3
 Not pictured: Donté Mickens, Seat 6

Numbers at a Glance

By land area, Palm Beach is the largest county in Florida and 9th largest county east of the Mississippi River.

More than 1.5 million residents call Palm Beach County home, making it the 3rd most populous county in the state.



TOTAL WEBSITE VISITS



Palm Tran App
Total Downloads: 30,000+



Paradise Pass App
Total Downloads: 30,000+



Connection App
Total Downloads: 1,000+



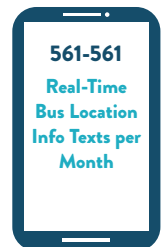
Go Glades App
Total Downloads: 3,600+

SOCIAL FOLLOWERS

f X @ YouTube in **11,000+**



TOTAL PALM TRAN EMPLOYEES
400+ CONTRACTED PARATRANSIT DRIVERS



59,422

2023 Accomplishments

Regaining Ridership through Strategic Initiatives

In 2023, Palm Tran experienced an outstanding surge in ridership, marked by significant milestones and strategic initiatives. Ridership totaled 8,422,490 increasing a staggering +24.48%.

Starting with service changes in January, Palm Tran witnessed an exceptional +215% increase in ridership along US 1, spanning from PGA Blvd to Northlake Blvd. Despite the surge, we maintained on-time performance—confirmation to the effectiveness of the strategic plan devised by our Planning section.



Rider's Choice Program

In July our Paratransit division began the Palm Tran Connection Rider's Choice program, utilizing third-party on-demand services to complement our fleet of vehicles for qualified passengers.

Palm Tran Connection identified a select group of customers to begin a partnership with UZURV, a paratransit compliant Transportation Network Company (TNC). The complimentary service operates similar to Uber and Lyft; however, drivers undergo additional paratransit training, background check, drug testing and regular vehicle inspections. Palm Tran has already seen that the new partnership is successful in addressing the vehicle and driver shortages that have been occurring. The program also saw 20% average lower cost per trip.

In addition, UZURV allows for better trip planning, group dispatching, reduced travel time, and improvement to the overall quality of service. The Rider's Choice program expanded to offer services with Lyft for select Connection customers, further improving efficiency for our services.

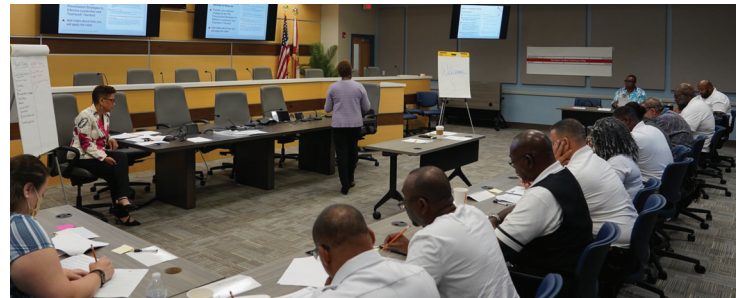
In 2023 UZURV performed 27,600 trips.



Continued Education

Palm Tran offers continued professional development through the Organizational Development section. In January, Palm Tran Statistics team leaders participated in the Dale Carnegie High Impact Presentation Training. Participants in the 2-day training learned about the key elements of public presentations, including delivery techniques that compel listeners and an audience-centric approach to communication.

In addition, participants learned the art of persuasion and how to maintain professional composure under pressure. Organizational Development also offers organization-wide training centered on customer service and de-escalation techniques. The workshops help participants explore the key components of what it takes to provide our customers with a high-level of customer service.



Facility Enhancements

In the sweltering summer heat of South Florida, Crystal Barbary and Rachel Price embarked on a four-day intensive cleaning mission at the bustling Intermodal Center in West Palm Beach. The Center has long been a main transfer hub for passengers and operators of Palm Tran and Tri-Rail. But for years, the restrooms had a less than stellar reputation.

That all changed in July 2023, when Chandler, Campbell, and Daschle (CCD), a consulting and staffing firm, took over cleaning services. They quickly turned things around dramatically, and people immediately took notice.

"It's like night and day since the new cleaners started," said Noel Velez, a bus operator at Palm Tran.

"When we saw the restrooms, we knew we had our work cut out for us. This is a very busy restroom, but we rolled up our sleeves and got to work right away," recalled Barbary, a custodian with CCD who started in 2021. To bring the restrooms up to a sanitary and welcoming condition, they spent four days sweeping, scrubbing, spraying, wiping and mopping during their first week.

Since that initial power-cleaning, Barbary, along with her co-worker Rachel Price, have taken up the task of maintaining the restrooms' cleanliness and hygiene standards, going above and beyond to ensure that everyone who steps into the facilities can do so with peace of mind. They keep it well-stocked with soap, toilet paper and paper towels.



Fare System Upgrade

Palm Tran upgraded its fare system in February 2023, bringing a big win to our passengers! Palm Tran now has the ability to accept digital wallets such as Apple Pay, Google Pay, Samsung Pay and debit and credit cards (like Visa, Mastercard and Discover) with the wireless payment symbol. Just like the Paradise Pass, passengers will be able to tap their card or phone on the smart card reader on the top of the farebox to pay their fare.

Along with new payment options, Paradise Pass users now have the ability visit select Walgreens and Speedway locations in Palm Beach County to reload their smartcard. Customers can visit 66 different locations and ask the cashier to scan their registered smartcard to add funds, saving them money! Riders save with Paradise Pass by getting free rides after they hit a fare cap on a daily, weekly and monthly basis.

850 uses per day

Uses of digital wallets and debit or credit cards in 2023.

66+

Retail locations to reload your Paradise Pass in Palm Beach County

Apple Pay

Google Pay

VISA

MasterCard

SAMSUNG Pay

DISCOVER®







Active Purification System



Safety continues to be Palm Tran's priority. Early in 2023, Palm Tran upgraded all 150 fixed-route buses and 300 paratransit vehicles with United Safety and Survivability Corporation's cutting-edge Active Air Purification system. This advanced tech removes 99% of germs, viruses, and bacteria, creating a clean and secure bus. Keep an eye out for the green indicator light inside the buses – a visible assurance of our commitment to every rider's well-being.

Scan to see a short video on how the air purification system works in our buses.



Electric Buses



Palm Tran's Executive Leadership Team, Palm Beach County administration, elected officials and the Palm Beach Transportation Planning Agency were invited to participate, ask questions and collaborate on the best approach to prepare for the implementation of this project. They were also given tours of electric buses and were given the opportunity to experience how they ride first-hand. We are expected to make the first purchase of electric buses to our fleet starting in 2024.



Outreach and Poppups

Community Connections

Palm Tran meets thousands of people at community events each year. Palm Tran takes an active role in advertising and educating the public on their transportation options.

In 2023, Palm Tran offered outreach at several locations including: the Greenacres Brand Library, Veterans Health Fair, Community Services Expo & Health Fair, Gove Elementary School's Vehicle Career Day, Healthy Mother Healthy Babies travel training presentation, Belvedere Elementary School Hispanic Heritage event, Mobility Week at the farmer's market in West Palm Beach, Glades Family Fest event, Florida Atlantic University, Palm Beach State College, Keiser University, Gardens Mall, Mall at Wellington Green, the Intermodal Transit Center and more!



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Features



Beyond Customer Service

In March of 2023, Ladi March-Goldwire, a building contractor and mental health advocate, posted on Facebook worried about the whereabouts of her son who lives with mental illness. Marsha Solomon, a Palm Tran veteran bus operator of 27 years, saw the post and recognized March-Goldwire's son on her bus route. She gave him water, spoke to him, and reached out to his mother to assure her that her son was safe.

March - Goldwire was so impressed by Solomon's actions that she acknowledged her at a Palm Beach County Board of County Commissioners (BCC) meeting in March before making public comments on mental health. Moved by her actions, the BCC decided to formally recognize Solomon. On June 6, 2023, Palm Tran leaders arrived at the BCC Chambers, inviting Solomon to the podium to say a few words before receiving a certificate of recognition.

Ms. March-Goldwire followed her saying, "Thank you for being kind, thank you for not treating him like his illness." As March-Goldwire paused to hold back her tears, Solomon gave her a hug as the room applauded in a heartwarming moment. "Mental health is the one thing we can all do together. I just want to say thank you Palm Tran for choosing such amazing employees like Marsha."

"Being a mom of two sons, I know what it's like to worry about them. I just did what I thought was right".

Marsha Solomon,
Palm Tran Bus
Operator



Scan to view the video of the
Marsha Solomon recognition



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Paradise Pass Most Frequent Rider

In the spotlight this year are our very own Paradise Pass Champions: George Alvarez, Robert Rocco, and Anita Newman- recognized as Palm Tran's Paradise Pass's most frequent riders.

Hold your applause for George Alvarez, who is the undisputed champion of Paradise Pass ridership! George has navigated Palm Tran's routes an impressive 1,400 times, embodying the true spirit of a transit devotee.

But George was not the only one, Robert and Anita seamlessly reached their way through our transit system. Robert boasts an impressive 1,200 pass uses, while Anita isn't too far behind with an incredible 1,100 journeys on her Paradise pass.

On March 14th, Palm Tran and Palm Beach County gathered to celebrate the trio's transit triumphs. Assistant wCounty Administrator Todd J. Bonlarron, Commissioner Mack Bernard, Executive Director Clinton B. Forbes, and ATU 1577 President Dwight Mattingly took center stage to present a well-deserved proclamation. But that's not all—our champions were then bestowed with the ultimate reward: seven months of free transit as a token of our appreciation.



Record-Breaking Donations

Palm Tran employees donated more than \$50,000 in 2023

The morning of the 2023 United Way Campaign Breakfast & Leadership Circle Recognition was dedicated to acknowledging the impactful role of United Way in providing essential assistance, including access to care, financial stability, housing, and more. This event served as a platform for United Way and Palm Tran to celebrate and recognize individuals who made significant contributions and pledges to support United Way's mission.

The spotlight shone on notable contributors, including those in the Leadership Circle (gifts of \$1,000 or more) and the Emerging Leaders Society (gifts of \$250 or more). Their commitment and generosity were applauded for making a meaningful impact on the community.



MEN IN Heels

Hold onto your pumps because Men In Heels, the heelarious competition of the year, brought county officials and members together for a wild ride!

Many of Palm Beach County's favorite leaders strutted their stuff in stylish pumps, and even shook off cotton balls with a wagging tail. The pumps were high, the spirits were higher, and the laughter was contagious.

Teammates and coworkers were on their feet, cheering on these fearless participants as they brought their vibrant energy to the challenge—all for a cause that truly kicked in: raising money for the United Way.





Somos Líderes

On September 15th, Palm Tran continued its annual tradition, offering transportation for the tour using a unique forty-foot bus celebrating Hispanic culture. The design pays homage to Hispanic leaders in various professions, featuring a purple backdrop adorned with the 21 flags representing Latin American countries. The prominent message, "Somos Líderes - We Are Leaders," underscores pride and gratitude for Hispanic contributions.



Because love is love

On Sunday, March 26, 2023, Palm Tran's rainbow bus was the grand marshal at the Palm Beach Pride Parade in Lake Worth Beach. The bus displayed the love hand sign and the "progressive flag," which represents people of color, transgender men and women, and non-binary individuals. Parade participants handed out Palm Tran rainbow flags at J Street and Lake Avenue.



Unity is Strength

On June 13, 2023 The Palm Tran Haitian Heritage Bus made it's debut at the Palm Beach County Board of County Commissioners meeting. The bus design took inspiration from Haitian tap-tap buses which can frequently be seen around the island and serve as colorful taxis. Bursting with vibrant colors and creative artwork, the bus celebrated Haitians' substantial contributions, honoring their history and traditions.



Advancing the Dream

On January 14, 2023, Palm Tran marked Martin Luther King Jr. Day at Riviera Beach's MLK Parade. Over 20 employees walked the parade, distributing Paradise Passes. The Belle Glade MLK Jr. Parade on January 16 saw Human Resources recruiting onsite. Both parades showcased Palm Tran's new MLK bus, symbolizing "Advancing the Dream and Building Harmony".



Warriors in Pink

On January 28, 2023, Palm Tran stationed the Pink Bus which features breast cancer survivors at the More Thank Pink Walk for Susan G. Komen. Pictured left, the Palm Beach County Board of County Commissioners issued a proclamation for the event that promotes funding for breast cancer research.

Encouraging Professional Growth

Palm Tran Statistics celebrates six years

Fostering a culture of collaboration across multiple departments and employees, PT-STAT continues to drive innovative initiatives aimed at enhancing Palm Tran's overall transportation performance.

In June of 2016, the Center for Urban Transportation (CUTR) was commissioned to analyze Palm Tran's performance measures and benchmark peer agencies. CUTR provided a detailed review of Palm Tran's performance metrics and made several presentations to the Executive Leadership Team and the Palm Tran Service Board (PTSB). As a result of CUTR's benchmarking Palm Tran against nine (9) peer agencies; metrics, targets and goals were recommended.

These recommendations serve as the basis for the creation of Palm Tran's performance monitoring and improvement process. The Performance Management Office (PMO) was launched in October 2016 as part of Palm Tran's reorganization. The PMO is responsible for producing monthly reports using the



Balanced Scorecard Approach, which reviews and analyzes key performance indicators across both fixed route and paratransit operations.

Each metric on the balance scorecards, referred to as "dashboards", is represented as a trend analysis comparing month to month. It also compares current performance to the prior fiscal year. These metrics reflect Palm Tran's commitment to monitor progress towards fulfilling its Vision, Mission, and Core Values. The report provides an annual comparison, and is utilized by the Executive Leadership Team.



"PT-STAT provides a valuable pathway to professional development, offering employees the opportunity to work within cross-section teams and advance in their positions."

Jimilla Hicks,
Senior Manager of
Performance Management



The PT-STAT program is comprised of six teams, each with an ELT sponsor and led by a team leader. These teams include:

Agency Recognition
Customer Experience
Paratransit Efficiency

Maintenance & Facilities
Safety
Service Enhancement

The teams align their focus with Palm Tran's Core Values of Respect, Integrity, Recognition, Teamwork, Communication and Safety.

The PT-Stat program is a proven success!

Palm Tran champions upward mobility, and through participation in this program, employees can grow within the organization.

To enhance leadership and communication skills, each team participates in bi-monthly presentations. This provides a unique opportunity for skill development and fosters a sense of teamwork among program participants.



In 2023:

31% of all promotions were awarded to employees who actively participated in the PT-STAT program.

50% of those promoted this year now hold titles such as supervisor, manager, director or executive.

Events and Happenings

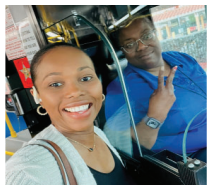


TPA Board Tour

On April 7, 2023, the Palm Beach Transportation Planning Agency (TPA) hosted a tour of local transit agencies, which included a ride on a Palm Tran bus. Executive Director Forbes and Tri-Rail Executive Director Dave Dech gave a presentation on the agencies at Palm Tran's South County Administrative Office. TPA Executive Director Valerie Neilson, along with TPA Board members were in attendance.

Ride Day: A Desk-to-Route Adventure

Since 2022, our administrative team has traded desks for bus seats and immersed themselves in Palm Tran's quarterly Ride Day experience. Bus operators showcased remarkable customer service and ensured safety throughout the day. The administrative team expressed gratitude, capturing the moments with memorable group selfies.



Honoring Terry Brown: A Legacy of Dedication and Advocacy

After 21 years of unwavering dedication and hard work, Palm Tran came together in September to say farewell to a true trailblazer- Terry Brown. His Journey as a faithful member of the Palm Tran Service Board (PTSB) has left an incredible mark on our agency.

Mr. Brown's commitment played a pivotal role on the PTSB, the advisory board to Palm Tran and the Board of County Commissioners regarding its fixed-route and paratransit services and programs. A passionate advocate for public transportation, Terry assumed the role of Paratransit Committee Chairman in 2002, a position he adorned with excellence, marking the beginning of a remarkable legacy.

Thank you, Terry, for the years of service, the wisdom shared, and the enduring impact on Palm Tran. As you embark on this new chapter, may the roads ahead be filled with joy and fulfillment.



Palm Tran's Bus Operator Appreciation Day: Celebrating Hard-Working Drivers

Palm Tran bus operators are responsible for ensuring that thousands of passengers reach their destinations safely and comfortably every day, rain or shine. To recognize their hard work and commitment, Palm Tran held their annual Bus Operator Appreciation Day on April 11th, which honors operators for their exceptional service, professionalism, and customer care.



The event provides an opportunity for Palm Tran leadership and management teams, along with County leaders, to express gratitude and appreciation for bus operators' contribution to the community.

Palm Beach County Mayor Gregg Weiss, District 3 Commissioner Michael A. Barnett, County Administrator Verdenia Baker, Assistant County Administrator Todd Bonlarron, and Palm Tran Executive Director Clinton B. Forbes, along with about a dozen Palm Tran staff arrived at the Intermodal Transit Center in downtown West Palm Beach Tuesday morning to greet and thank the drivers on behalf of the county and its residents. The officials praised the drivers' professionalism, commitment to safety, and customer service. Palm Tran management leaders and staff members from various departments were stationed at transfer stations around the county, including the Mall at Wellington Green,

Gardens Mall, Delray Tri-Rail station, Boca Town Center, and Belle Glade Health Center to show their appreciation.

"I really think it's important to recognize the hard work of front-line workers," said Ms. Baker "I'm impressed how many of the bus operators know their passengers on a first-name basis, demonstrating the sense of community they foster."

"By recognizing and celebrating the hard work and dedication of its bus operators, Palm Tran shows our operators are more than just employees," said Mr. Forbes. "They are ambassadors, friends, and essential members of the Palm Beach County community."

Bus Operators also had an opportunity to pose for pictures, talk with staff members and County leaders, shake hands and share their experiences from the road.



"It really helps with morale to receive some appreciation for what we do. To most people we are just operators, but to our passengers we are heroes."

Shalona Bennette,
Palm Tran Bus
Operator



Palm Tran Onboards 80+ Bus Operators and Holds Largest Bus Operator Graduation Ceremony in Agency History



Palm Tran held two graduation ceremonies in 2023. In March, 10 bus operators were honored for completing Palm Tran's six-week training. November's ceremony honored a whopping 34 bus operators and 6 maintenance technicians.

The ceremonies were held at the Jane Thompson Memorial Chambers, where the Palm Beach County Board of County Commissioners meets. Both were well attended with family members of graduates, Palm Tran support staff, and dozens of County officials and department heads. Commissioner Michael A. Barnett was the keynote speaker for March's ceremony. November's ceremony keynote was given by Commissioner Marci Woodward, with additional statements made by County Administrator Verdenia C. Baker and Assistant Administrator Todd J. Bonlarron.

The November graduation was special, not only for being the largest, but it took place less than a week after the sudden passing of Clinton B. Forbes, Executive Director of Palm Tran.

Lisa De La Rionda, Palm Beach County Director of Public Affairs emceed the event. It was Forbes who first introduced the idea of bus operator graduation ceremonies for Palm Tran after he was appointed leader in 2015 by Palm Beach County Administrator Verdenia C. Baker. He also was behind the decision to upgrade the operator uniforms to give more professional look, something many speakers made note of.



Additionally, staff are trained on the agency's core values with a concentration on safety, customer service, and keeping on schedule, which is at the center of what truly transforms these jobs into professions.

The graduation wouldn't have been possible without the completion of a key Palm Tran initiative, offering an in-house CDL program with paid training to those joining the organization. Through a strategic partnership with Metropolitan Trucking and Technical Institute CDL training for a 12-week program that equips students with mastery in operating buses. The initiative proved to be successful in drawing in and onboarding more than 80+ bus operators in 2023.

"This initiative has been a game-changer for the way we recruit and train bus operators."

Betty Garrett,
Executive Chief of
Human Resources



"Clinton Forbes did wonderful things for Palm Tran, he will be missed. His joy lives on in all of us. Everytime you smile at a customer, you are carrying out his legacy."

Marci Woodward,
Palm Beach County
Commissioner



Stuff the Bus

6th Annual Stuff-the-Bus thrives in memory of Clinton B. Forbes

Palm Tran once again joined forces with the Palm Beach County League of Cities for its annual Stuff-The-Bus-Drive in Belle Glades. A cherished event, this tradition has brought a beacon of joy to children in the Glades area.

Dedicated Palm Tran employees enthusiastically gathered new, unwrapped toys, placing them in teal donation barrels placed in

multiple Palm Tran facilities. The collaboration of this heartfelt effort was showcased at the PBC League of Cities Annual Holiday Networking BBQ, attended by over 300 county officials and staff. The generosity of the community was nothing short of the spectacular as 600+ toys were donated during the event.

An integral part of this tradition, the late Clinton B. Forbes brought infectious enthusiasm and holiday cheer to the event. Since 2017, Clinton's compassionate spirit resonated through laughs, pictures, and connections at Stuff-The-Bus. While this marks the first year without Forbes, his legacy lives on through this initiative - a testament to his vibrant spirit and kind heart.



"Clinton introduced this initiative to Palm Tran to foster community unity, his vision was to ensure that every child in the Glades region could revel in the joy of the holidays, unrestricted by challenges and limitations."

Verdenia C. Baker
Palm Beach County
Administrator

A night in paradise!



What an unforgettable night at our holiday recognition event! From grooving on the dance floor to savoring the delicious chicken parmesan, the evening was a rollercoaster of emotions and nostalgia.

A Palm Tran holiday-themed bus and the Digital Vibez party bus, complete with a disco ball, set the perfect stage for the festivities. The Hilton Airport Hotel transformed into a tropical paradise for the night, and we were ready to soak it all in.

Over 300 guests, including Commissioners Marci Woodward and Gregg K. Weiss, County Administrator Verdenia C. Baker and Assistant County Administrator Todd J. Bonlarron joined us in celebrating our dedication to excellence.

The highlight of the evening was a touching tribute to Clinton B. Forbes. A heartwarming slideshow captured Clinton's infectious humor and radiant smile. The bloopers from his Customer Service Appreciation Week video brought the house down, spreading laughter and tears throughout the room.

Verdenia C. Baker, tearfully shared, "Clinton, would want us to enjoy ourselves tonight. He was a forward thinker with a vibrant personality. We all miss him so much and his contributions to Palm Tran and public transit will forever leave a mark."



Awards in 2023

In 2023, we won the most local, state and national awards in Palm Tran history!

Commission for the Transportation Disadvantaged (CTD)
Dispatcher Scheduler of the Year

Florida Public Transportation Association (FPTA)
Print Advertising for 2022 Annual Report

National Association of Counties (NACO)
Achievement Award 2023 for Open Payment and Retail Locations

Public Relations Society of America (PRSA)
Commendation for Hurricane Nicole Crisis Communications
Commendation for 2022 Annual Report
Commendation for Video - Change the Way You Pay
Commendation for Video - Go Glades PSA
Commendation for Video - I Ride Because

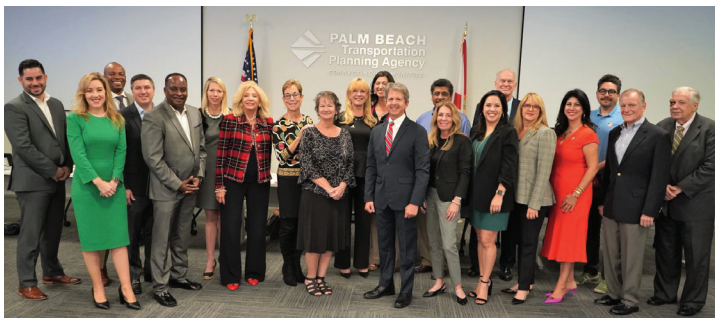
Gold Coast PR Council
Bernays Award for Best Marketing Material Digital/Video for Change the Way You Pay
Bernays Award for Best Special Event for 2022 Palm Beach Pride Parade

Conference of Minority Transportation Officials (COMTO)
Industry Innovation Award

American Public Transportation Association (APTA)
AdWheel for the 2021 Annual Report

National Association of Government Communicators (NAGC)
Blue Pencil and Gold Screen Award for Change the Way You Pay TV Spot
Blue Pencil and Gold Screen Award for Go Glades App Announcement Article
Blue Pencil and Gold Screen Award for Diversity in Transit Leadership in Florida Article
Blue Pencil and Gold Screen Award for Photos of Palm Tran Evacuating Special Needs Individuals Ahead of Hurricane Nicole





The Palm Beach Transportation Planning Agency (TPA) is a federally mandated public agency that works with partners across Palm Beach County and the state of Florida to plan, prioritize, and fund the transportation system. The TPA's vision is a safe, efficient, and connected multimodal transportation system for users of all ages and abilities.

The Palm Beach TPA consists of a 21-member Governing Board, which prioritizes more than \$600 million of federal, state, and local transportation dollars to implement projects that advance our regional vision for approximately 1.5 million Palm Beach County residents. The Governing Board is supported by staff, a five-member Executive Committee, and three advisory committees.

THE PALM BEACH COUNTY REGION'S
LONG RANGE TRANSPORTATION
PLAN (LRTP)

VISION

2050

The Vision 2050 LRTP
The Palm Beach TPA's Long Range Transportation Plan (LRTP) is a 25-year vision for transportation in Palm Beach County. It forecasts where people will live and work, evaluating the existing transportation network, and identifies projects that will serve our needs in the future. Updated every five years, the LRTP provides the TPA with a blueprint to address shifting transportation needs over the next two decades.

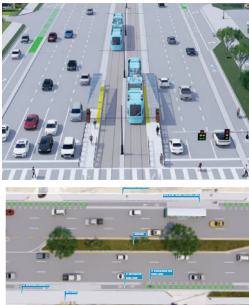
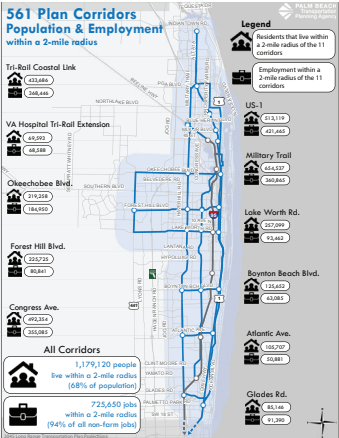
The project is expected to be completed in summer 2024. Public input is currently being gathered as the TPA works with municipalities, Palm Beach County, and transportation partner agencies to inform this process. The 2050 LRTP will be finalized by the end of 2024, setting the roadmap for the next 25 years of transportation within Palm Beach County.
More info: PalmBeachTPA.org/LRTP

SEFTC 2050 Regional Transportation Plan (RTP)

The Palm Beach TPA is part of the federally designated Miami-Fort Lauderdale Urbanized Area and works collaboratively through the Southeast Florida Transportation Council (SEFTC) on developing a Regional Transportation Plan (RTP) with the transportation needs and desires for the area over the next 25 years. The RTP is currently undergoing an update looking out to 2050. The RTP aligns the three LRTPs for the three metropolitan planning organizations in Southeast Florida and other local transportation plans, including Palm Tran and SEFTC/Tri-Rail's Transit Development Plans (TDPs), to create a unified plan and vision for the region.
More info: SEFTC.org

SEFTC Regional Network 561 Plan

One major component of the 2050 LRTP is the expanding 561 Plan. The 2045 LRTP created this plan collaboratively with Palm Tran to envision and study 5 north-south, and 6 east-west premium transit corridors in Palm Beach County to create 1 unified transit system. In 2045, it is estimated that 68% of the population and 94% of non-farm jobs will be within two miles of these corridors. These corridors represent some of the highest mode shift potential due to the concentration of both people and jobs. The 2050 LRTP also will update the 561 network to go beyond rail and bus improvements, including express transit services, mobility on-demand zones, and existing bus service enhancements planned to provide residents an abundance of transit options. The 561 Plan connects with Broward County's Premium Mobility Plan (PREMO) and Miami-Dade County's Strategic Miami Area Rapid Transit (SMART) Program to provide a seamless premium transit system throughout the region.
More info: PalmBeachTPA.org/561plan



Okeechobee Blvd and SR 7 Multimodal Corridor Study
As part of the 561 Plan, the Palm Beach TPA conducted an Okeechobee Blvd & SR 7 Multimodal Corridor Study to identify safe, efficient, connected, and multimodal transportation system improvements from downtown West Palm Beach to the Mall at Wellington Green. This planning study comprised of a roadway and transit conceptual alternatives analysis, Health Impact Assessment and Land Use & Economic Development Analysis – all of which engaged the public and key stakeholders for their review and input to guide the TPA's selection of a desired multimodal concept.
The TPA has prioritized funding for transit signal priority (TSP) and enhanced transit shelters to improve the ridership experience. The Florida Department of Transportation (FDOT) plans to conduct a feasibility study for the corridor in Fiscal Year 2025.
More info: PalmBeachTPA.org/plans-and-studies

Lake Worth Road
The Palm Beach TPA and Palm Tran have worked collaboratively with municipalities and FDOT to prioritize funds for walking, bicycling, and transit access improvements along Lake Worth Road from Raulerson Drive to Palm Beach State College (Congress Ave.). While the original project only included plans for resurfacing, the revised plans under construction will now include mid-block crossings, level transit boarding, widened sidewalks, and separated bike lanes on this High Injury Network Road. The project will be the first ever FDOT-constructed separated bicycle lane on a state road in Palm Beach County.



US-1 Multimodal Corridor Study
The Palm Beach TPA completed the US-1 Multimodal Corridor Study in 2017 to identify potential new express bus service and corridor improvements for pedestrian and bicycle safety and connectivity along the corridor. The 42-mile corridor study on US-1 in Palm Beach County from Camino Real in the City of Boca Raton to Indiantown Road in the Town of Jupiter crossed 14 municipalities. The 6-month public workshops and planning campaign also included a Health Impact Assessment (HIA) and HIA Working Group with local health partners that helped inform the study's recommendations and benefits to community health.
As a result of this study the Palm Beach TPA and Palm Tran collaboratively prioritized transit improvements on US-1, including shelters and Transit Signal Priority. The improvements help to ensure the future ready deployment of more rapid transit services along one of the most utilized transit corridors in all of Palm Beach County.
More info: PalmBeachTPA.org/plans-and-studies



Mobile Tours, Peer Exchanges, and Site Visits

The Palm Beach TPA hosted many events throughout the past two years with Palm Beach County and Palm Tran. This includes trips to Miami to learn about bus electrification, Orlando to learn about rail connectivity and TOD, and a visit to the South County Palm Tran Headquarters, a TPA-funded project. The TPA looks forward to continued collaboration and events with Palm Tran and Palm Beach County Commissioners!



SAFE STREETS SUMMIT

MIAMI-DADE · BROWARD · PALM BEACH

Safe Streets Summit 2025

The Safe Streets Summit is a South Florida event with a rotating host schedule between the Palm Beach TPA, Broward MPO, and Miami-Dade TPO. The TPA will host this event in early 2025 in partnership with its local transportation partners. The 2025 Summit will focus on advancing a safe, efficient, and connected multimodal transportation system.



Local Coordinating Board of the Year

The Palm Beach TPA was recognized as the Local Coordinating Board of the Year for FY 2022-2023 by Florida's Commission for Transportation Disadvantaged. The nomination for this award came from Palm Tran Connection Staff and recognized the partnership the Palm Beach TPA has with the paratransit provider for outstanding coordination, advocacy for implementing better transit services, and involving the public and Local Coordinating Board in its efforts. More information is available at PalmBeachTPA.org/LCB.



Funding for Palm Tran

The Palm Beach TPA is able to prioritize state and federal attributable dollars to Palm Tran. Over the past 5 years, The TPA has prioritized over \$28 Million in allocations to Palm Tran to fund transit access and accessibility improvements, transit signal priority, transit shelters, electric buses and charging infrastructure. The TPA looks forward to continuing project development, funding prioritization, and implementing transit service improvements for a critical local partner.



Event Collaboration

The Palm Beach TPA coordinated numerous events with Palm Tran, which are helpful to promote the brand and vision of both agencies, and to build transit ridership for increased route efficiency. Some notable events include a Dump the Pump Day and Transit Challenge, and promoting Palm Tran as a mode choice for FDOT's Mobility Week Challenge.

What's in store for 2024



Port St. Lucie Express

Set to launch in 2024, Palm Tran will serve riders from St. Lucie County to Palm Beach County via I-95.



BusLink Voucher Program

We will begin implementation of our "First and Last Mile" BusLink Pilot Program utilizing Uber and taxi services.



Connection Efficiency Project (CEP)

In our efforts to continually improve our Paratransit division we continue to implement the Connection Efficiency Project.



Fully-Electric Bus Series

Placing first order for electric fixed-route buses.



Launching the Maintenance Management Enterprise System



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



Improved bus shelters & passenger amenities

Installing new bus shelters & passenger amenities



Traffic Signal Priority





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

North County Facility
3201 Electronics Way
West Palm Beach, Florida • 33407

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



**Connection and Go Glades
Administrative Facilities:**
50 South Military Trail, Suite 101
West Palm Beach, Florida • 33415

palmtran.org • (561) 841-4200

