

2024

ANNUAL REPORT



Connecting our Communities



Palm Tran • Palm Tran Connection
Port St. Lucie Express • Go Glades

Palm Tran provides access to opportunity for everyone; safely, efficiently and courteously.



- 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

Palm Tran strives to be the premier transportation choice in Palm Beach County.

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Introducing our new Executive Director



It is with great pleasure that I write this letter summarizing some of 2024's major accomplishments.

As the new Executive Director, I have witnessed the highest levels of professionalism, dedication, and cohesive teamwork from the entire Palm Tran team, whose hard work and commitment to excellence is evident.

Through careful service planning and evaluation, Palm Tran streamlined and reallocated fixed route resources based on ridership trends and demand resulting in significant ridership increases across the fixed route system. Coupled with strategic marketing and advertising efforts, and various community outreach events, Palm Tran ensured that internal and external customers were well-informed regarding service changes as well as new initiatives. These strategic efforts contributed to an increase in fixed route ridership of over one million trips compared to the ridership experienced in the fiscal year 2023.

Palm Tran Connection has enhanced its customer eligibility process and collaborated with vendors to improve the efficiency of operations for paratransit, the Go-Glades transportation service, and the customer experience. To aid in customers' commute to work, school, and other activities this year, Palm Tran implemented two new services: The Port St. Lucie Express and BusLink. The Port St. Lucie Express provides affordable and fast commuting by using I-95 to connect with the West Palm Beach multi-modal transportation center, where commuters may continue their commutes through Palm Tran and Tri-Rail. BusLink is a mobility-on-demand program that enables customers to utilize discounted rideshare services through Uber or taxi to continue their commutes beyond the limits of the fixed route system. These programs were possible through successful partnerships between Palm Tran, the Florida Department of Transportation (FDOT), the Transportation Planning Agency (TPA), and the Area Regional Transportation (ART) of Port St. Lucie County.

This year, Palm Tran underwent a rigorous Federal Transit Administration (FTA) triennial review of twenty-three areas of performance and adherence to FTA requirements and policies,

scoring 100% compliance with zero findings.

In our commitment to employment retention, staff development, employee and customer satisfaction, Palm Tran partnered with the University of Florida's Center for Urban Transportation and Research, FDOT, and leadership training professionals, to offer managers and supervisors intense training in various facets of transit operations and leadership including effective communications, employee development, coaching, and mentoring. In collaborations between various Palm Tran sections, frontline personnel received refresher training in safe operations, customer services, conflict de-escalation, policies and procedures, and other relevant topics.

Thank you to our teams and labor unions for their astounding work, for the trust and support of Palm Beach County citizens and for the leadership and the guidance provided by our County Administration and Commissioners.

We look forward to the many great opportunities that 2025 will bring.

About the Executive Director

Ivan Maldonado was appointed Executive Director of Palm Tran on July 15, 2024, during a pivotal season in the agency's history. He succeeded Interim Executive Director Michael J. Blaylock, who managed Palm Tran's operations following the passing of Clinton B. Forbes in November 2023.

With nearly two decades of experience in the transportation industry, Mr. Maldonado brings extensive expertise in transportation management, strategic planning, and operational efficiency. His career includes leadership roles such as Deputy Executive Officer at Metro Transit Omaha, Director of Transportation and Bus Operations at Hillsborough Area Regional Transit Authority (HART), Director of Bus Operations Control Center and Street Operations at Washington Metropolitan Area Transit Authority (WMATA), and Executive Director/Superintendent at StarMetro in Tallahassee.

Mr. Maldonado holds a Bachelor of Arts in Education from Inter American University and a Master of Business Administration from the University of Phoenix. He is also a Certified Transit Manager through the Center for Urban Transportation and Research (CUTR) and proudly served in the U.S. military.

Thank You for Your Support



Acknowledging a season of transformation with the passing of Clinton B. Forbes, Palm Tran extends its unwavering gratitude to Michael J. Blaylock for his leadership and service as he fulfilled duties as Interim Executive Director. With Over 40 years of transit experience, including his role as CEO of the Jacksonville Transportation Authority (JTA) from 2002 to 2012, Mr. Blaylock's expertise restored balance to the organization. A longtime mentor, colleague, and friend to Forbes, Blaylock's guidance ensured the continuity of Palm Tran's commitment to operational excellence and service to the community, while Palm Beach County conducted a national search for the next Executive Director.

We thank Mr. Blaylock for his dedicated service and direction during this critical period.



2024 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, Commissioner Gregg K. Weiss
(Standing, left to right): Commissioners Michael A. Barnett, Marci Woodward, Sara Baxter, Mack Bernard, County Administrator Verdenia C. Baker

Meet our Board Members

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.



Chair Carmencita Mitchell, Seat 9
Regular Fixed Route Bus Rider



Vice Chair Joey Acevedo, Seat 10
Fixed Route Bus Operator



Frank Stanzione
Seat 1 - Rep. with
Transportation Experience



Kerry Rawn
Seat 2 - Disability Advocate



Selva Selvendran
Seat 3 - Environmental
Advocate



KaShamba Miller-Anderson
Seat 4 - Elected Municipal
Official



Jim Gibbs
Seat 5 - Business Community
Rep.



Donté Mickens
Seat 6 - Rep. with
Multicultural Experience



Carolyn Hmara
Seat 7 - Senior Citizen Rep.



Brandon Williams
Seat 8 - Certified Paratransit
User



Tricia Hallison-Mischler
Seat 11 - Citizen-at-Large



Dennis Martin
Seat 12 - Rep. with Extensive
Paratransit Experience



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

In the Community



The year 2024 proved to be active and full of community engagement and public outreach. Throughout the year, a total of 32 events were organized to connect with the community, spanning a wide geographical area from Jupiter to Boca Raton and extending inland from the East Coast to the Belle Glades agricultural region.

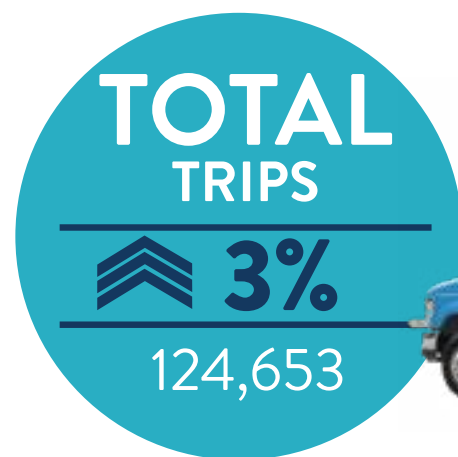
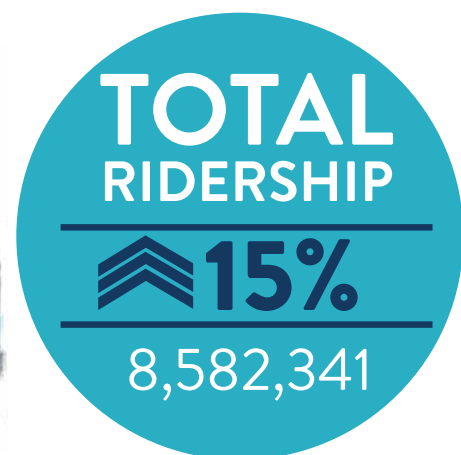
Among these events, Palm Tran held eight Career Days across various schools in Palm Beach County, catering to students from elementary through high school. During these Career Days, students interacted with our staff, had the opportunity to board the bus, and learned about careers at Palm Tran. They also learned valuable information for young individuals about the use of public transportation services.

Additionally, Palm Tran participated in four outreach activities (Pop-ups) at Palm Beach State College and Keiser University, aimed at promoting the use of public transportation among students. The outreach extended to local communities as well, with 13 activities designed to introduce residents to the regular use of fixed routes according to their needs. These initiatives were presented in informative talks with the aim of promoting the use of public transportation among community members. One notable event was our participation in the Restoration Bridge International's Food Distribution event and VA Caregiver Resource Fair, where Palm Tran shared information about fixed-route services. The VA Caregiver Resource Fair event allowed Palm Tran to connect directly with caregivers and veterans, ensuring they were aware of the various transportation resources available to them.

Moreover, we represented Palm Tran at over four community expos throughout the year, providing another platform for community engagement. These expos offered a chance to engage with a broader audience, share information about Palm Tran services, and promote various initiatives. Overall, these activities facilitated direct interactions with approximately 2,450 individuals, highlighting our commitment to fostering community connections and enhancing educational outreach throughout the region.



Go Figure



≈ **76%**



TOTAL VISITS

330,499



600+

TOTAL PALM TRAN
EMPLOYEES- 400+
CONTRACTED
PARATRANSIT
DRIVERS- 200+

SOCIAL MEDIA FOLLOWERS



PALM TRAN APPS



REAL-TIME BUS LOCATOR
TEXT STOP# TO 561561



≈ **41%**

750,759
TEXTS

Innovation That Makes a Difference



On September 3, Palm Tran launched BusLink — a dynamic solution to keep riders on the move. The program offers customers \$8 ride vouchers for Uber or Yellow Cab to travel to or from a Palm Tran bus stop within three zones in different parts of the county.

The impact has been significant, with over 11,975 voucher redemptions and ridership increases ranging from 7% to 38% on key connecting routes.

BusLink is part of Palm Tran’s broader effort to reduce costs and reinvest in efficient, rider-focused service. To use BusLink, riders must download the Uber app and retrieve their voucher from Palm Tran’s website. Trips must begin and end within designated BusLink Zones.



**Riviera Beach
BusLink Zone**

Palm Tran routes inside this zone:

1 3 10 20 30 31 33



**Royal Palm Beach
BusLink Zone**

Palm Tran routes inside this zone:

40 43 46



**Boca Raton
BusLink Zone**

Palm Tran routes inside this zone:

1 2 3 91 92 BCT 10

Port St. Lucie Express

Providing innovative, sustainable transportation solutions that enhance regional connectivity!

Palm Tran marked a significant milestone on Monday, September 23rd, with the launch of its new Port St. Lucie Express bus service, providing a vital connection for commuters between Port St. Lucie and West Palm Beach. This innovative pilot program, developed in partnership with the Florida Department of Transportation (FDOT), offers weekday service for just \$3 per ride, with an average travel time of 50 minutes each way.



The first trip began in the early morning hours at the Intermodal Station in downtown West Palm Beach, drawing attention from local news crews eager to capture the excitement of this long-anticipated service. “We have received an overwhelming amount of support and interest for an express bus service to connect West Palm Beach and Port St. Lucie. Thanks to the Palm Beach Board of County Commissioners and the Florida Department of Transportation, our community has an affordable transit option and greater connectivity,” said Ivan Maldonado, Palm Tran’s Executive Director.

and Port St. Lucie,” said Bonlarron. “A significant portion of our workforce now resides in Port St. Lucie, and anyone who has driven this corridor during rush hour understands the need for an alternative. This service not only eases congestion but also connects affordable housing opportunities in St. Lucie County with employment hubs in West Palm Beach.”

Commuters on the first trip expressed enthusiasm about the new service. “I travel back and forth from West Palm Beach, and it’s about \$50 every other day for gas,” said Deborah McCray, “I am so excited; I couldn’t even sleep last night. This service saves a lot of money and gas.”

“This service not only eases congestion but also connects affordable housing opportunities in St. Lucie County with employment hubs in West Palm Beach.”

Todd J. Bonlarron, Assistant County Administrator

Upon arrival at the Gatlin Boulevard Park-and-Ride, passengers were warmly welcomed by cheering staff from St. Lucie County’s Area Regional Transit (ART) system, complete with colorful pom-poms and a festive reception. The celebration included snacks, promotional giveaways, and special “first ride” tickets for the Port St. Lucie Express. Notable attendees for the inaugural trip included Todd J. Bonlarron, Assistant County Administrator for Palm Beach County; Edward Caballero, Palm Beach Operations Engineer for FDOT; and Adolfo Covelli, Transit Director for St. Lucie County.

The Port St. Lucie Express operates with two coach buses, providing four round trips each weekday. Riders can take advantage of free park-and-ride facilities at the Gatlin Boulevard Park-and-Ride and the West Palm Beach Tri-Rail Station. Each bus is equipped with modern amenities designed for comfort and convenience, including luggage storage, free Wi-Fi, phone and laptop charging stations, air conditioning, extra-comfort seating, and wheelchair accessibility.

This affordable, cashless service can be accessed using the Paradise Pass app, a smart card, or other contactless payment methods. Riders can also plan their trips and track buses in real time via the Palm Tran App.

“This initiative grew organically as we observed traffic trends on I-95 between two major destinations, West Palm Beach

**Scan to watch our Port St. Lucie
Express television ad**



Driving Community Engagement

“Let’s Get on the Bus!” Challenge: Driving Ridership and Community Engagement

In 2024, Palm Tran embarked on an ambitious journey with the “Let’s Get on the Bus!” Challenge, a groundbreaking initiative to promote public transit and sustainable transportation across Palm Beach County. This campaign not only boosted ridership but also fostered a stronger sense of community and environmental awareness, showcasing the impact of public transit on everyday life.

Launched on March 1, 2024, the challenge aimed to highlight the benefits of using public transit, such as environmental sustainability, financial savings, and accessibility. With its innovative approach and wide-reaching impact, the initiative became a central feature of Palm Tran’s efforts to engage the community, drive ridership, and enhance public perception of its services.



Spreading the Word

An extensive promotional campaign supported the challenge, leveraging:

- Two 30-second and one 60-second TV commercials
- Three paid social media advertisements and 277 organic posts
- Radio spots and newspaper advertisements
- Targeted email and text outreach

To encourage participation, Palm Tran offered a \$5 promo code for the Paradise Pass app, making it easier than ever for residents to ride the bus.



Engaging the Community

The campaign kicked off with a dynamic “Move & Mingle” event hosted by County Commissioner Mack Bernard at the Palm Beach Zoo. This event set the tone for the campaign by combining education, entertainment, and incentives. Attendees were encouraged to explore the convenience of Palm Tran’s services while enjoying opportunities to win prizes, including free bus passes, tickets to local attractions, and even cruise packages.

Community leaders played an integral role as Transit Champions, with 16 prominent figures from government, education, and business sectors hosting events across the County. These leaders introduced dozens of first-time riders to Palm Tran, turning each event into a platform highlighting the accessibility and benefits of public transit.

Reflecting on the campaign’s success, Palm Beach County Administrator Verdenia C. Baker commended Palm Tran claiming: “This initiative united leaders from all sectors to showcase the value of public transit for our residents. It demonstrated that Palm Tran is truly a service for everyone.”

Memorable Events

Each Transit Champion brought unique energy to the campaign through their events:

- Palm Beach Gardens Mayor Chelsea Reed engaged with riders at the Gardens Mall, where she awarded waterpark tickets to a Route 3 rider, emphasizing the accessibility and sustainability of public transit.
- Barbara Cipriano, Provost of Palm Beach State College, celebrated a student winner who received a 3-month bus pass, highlighting how Palm Tran supports students and commuters.
- Events led by County Commissioner Gregg K. Weiss and School Board Member Marcia Andrews in Lake Worth Beach and Belle Glade brought additional visibility to the campaign.



- The initiative concluded on August 14, 2024, with a Grand Finale event at the Robert Weisman Governmental Center. The event celebrated standout participants, including John Harris, who took an impressive 491 rides during the campaign and was rewarded with a year’s worth of bus fare. Belle Glade Mayor Steve Wilson was recognized as the top Transit Champion for recruiting the most team members.

Results That Matter

The “Let’s Get on the Bus!” Challenge delivered measurable success, both in ridership numbers and community impact:

- 15,967 rides were taken by 570 first-time and regular riders during the campaign.
- Advertisements reached Palm Beach County residents more than 2.5 million times.
- Ridership exceeded pre-pandemic levels for the first time since COVID 2020, with April 2024 seeing a 24.4% increase from April 2023, and May 2024 showing a 15% increase from May 2023.



“The initiative united leaders from all sectors to showcase the value of public transit for our residents. It demonstrated that Palm Tran is truly a service for everyone.”

Verdenia C. Baker, Palm Beach County Administrator

A Model for the Future

The challenge not only achieved its goal of increasing ridership but also set a precedent for future community outreach initiatives. By connecting residents with public transit in an engaging and accessible way, Palm Tran further cemented its commitment to sustainability, accessibility, and community development.

Assistant County Administrator Todd J. Bonlarron praised the campaign’s success, noting: “This was a win for the County, bringing residents together to explore our wonderful destinations while demonstrating the convenience of our transit services.”

As Palm Tran reflects on the success of this initiative, it stands as a testament to the agency’s dedication to innovation and community-centered service. The “Let’s Get on the Bus!” Challenge is more than a campaign—it’s a milestone in building a connected, sustainable future for Palm Beach County.

Scan to watch one of our many
Move and Mingle events.



Encouraging Excellence

Bus Operator & Maintenance Employee Graduation



The 2024 bus operator and maintenance employee graduation ceremony marked a historic moment for Palm Tran, as it celebrated its first-ever woman maintenance technician, Tonisha Reynolds. Originally from Minnesota, Reynolds has been a technician since 2017, joining Palm Tran over a year ago. When asked to give a speech, Reynolds embraced the moment stating, “I’m proud to be the first woman technician. Other women can see it’s not a man’s world, and we can get the job done just as well.”

Reynolds was among six maintenance technicians completing a rigorous six-month program covering engine troubleshooting, pneumatics, electrical systems, and more. Eighteen bus operators were also honored for completing a six-week training program emphasizing safety, customer service, and punctuality.

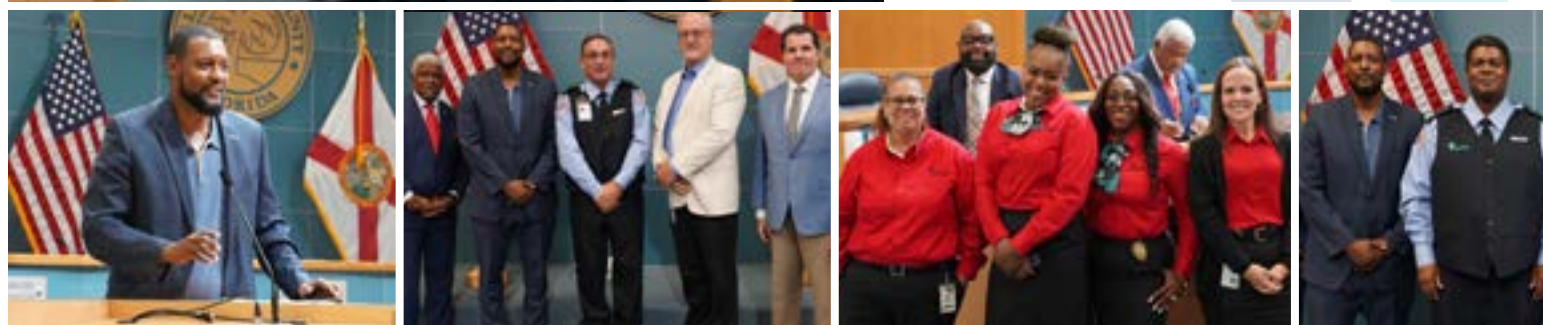
Providing inspiration to attendees, Keynote speaker Dr. James Green shared a valuable lesson on perseverance from his father, “Sometimes you have to start where you are. You have to use what you have, do what you can, and you must see it through”.



Assistant County Administrator Todd J. Bonlarron stressed safety as Palm Tran’s top priority. Interim Executive Director Michael J. Blaylock reminded graduates of their vital role in the community: “You provide a lifeline for thousands. Operate with excellence.”

Interim Director of Operations Charlie Boettiger and ATU Local 1577 President Joey Acevedo offered congratulations, emphasizing excellent teamwork.

Veteran operator and Florida’s 2022 Bus Operator of the Year, Loretta Fuegos, emboldened graduates to take pride in their careers.



Bus Operator Appreciation Day



March 18, 2024, Mayor Gregg K. Weiss and Assistant County Administrator Todd J. Bonlarron, joined Palm Tran’s Executive Leadership Team and administrative staff to show Palm Tran bus operators how much they’re appreciated! Marked as National Transit Employee Appreciation Day throughout the transit industry, Palm Tran ensured our bus operators throughout the county; North, South, East and West, were met with gratitude and thanks for all their efforts on the frontlines. Ensuring the safe and prompt arrival of our customers, our bus operators continue to provide excellent services.



Enhancing Employee Skills

PT-STAT Rebrands After Seven Years



PT-STAT

EMPLOYEE EMPOWERMENT THROUGH DATA

In September 2024, PT-STAT entered its seventh year with a fresh rebrand aimed at helping participants enhance their skills through individual and team-based exercises. The redesigned program—implemented over five months, featured a dynamic three-day boot camp led by career coach Dr. Liliane Finke. A key element of the boot camp was the DiSC assessment, a personal development tool that helps individuals better understand their behavioral styles and how they interact with others.

“The rebrand emphasized the use of data analysis to make informed decisions. We clarified roles and responsibilities and incorporated more feedback loops during the program year as a way for the program to continuously improve,” said Senior Transit Performance Analyst, Monique Baldwin.

Since the rebrand, several PT-STAT initiatives have been launched to improve agency performance, including fixed-route commendations, surveying, and outreach. Following the boot camp, participants were assigned to six teams, each representing one of Palm Tran’s core values.

Leadership Seminar

On August 19, Palm Tran had the honor of welcoming Dr. Nathaniel Glover to lead a seminar as a guest speaker to the agencies management team.

Dr. Glover, who made history in 1995 as the first African-American sheriff in Florida since Reconstruction, shared impactful lessons from his distinguished career in law enforcement and public service. His practical leadership advice and powerful storytelling resonated with the audience and provided authentic leadership lessons.

Dr. Glover emphasized the importance of integrity, resilience, and servant leadership—leaving attendees motivated to apply these principles in their daily work. The seminar was a standout moment in Palm Tran’s ongoing commitment to leadership development and organizational excellence.



A Season of Giving

United Way 2024

The annual United Way campaign kicked off on September 18 with Palm Tran’s annual leadership breakfast. The breakfast recognized employees who donated in previous years and introduced the 2024 campaign.

This years campaign offered a variety of fun and engaging fundraising events. From Virtual Bingo to Press Your Luck, staff came together in creative ways to support the cause.

One standout moment was Hot Joe to Go, where the United Way committee arrived at Palm Tran facilities as early as 4:00

a.m. to serve coffee and pastries to bus operators before their shifts began.

Other spirited activities included Candy Grams and Team Jersey Day, all of which helped rasied funds for a good cause.

Thanks to the generosity and enthusiasm of Palm Tran employees, the campaign raised an impressive \$41,968.31.

Palm Tran continues to show that giving back isn’t just a goal — it is a meaningful part of our culture.



OPEN ENROLLMENT
October 15-24
All Locations



Candy Gram
Send a bag of candy to your favorite work peeps!
Taking orders beginning October 23



Hot Joe to Go!
4:30 a.m.
NC: Wednesday, October 9
SC: Wednesday, October 23



WIN AWESOME PRIZES!
VIRTUAL BINGO!
WEDNESDAY, DECEMBER 11
7:00 P.M.



TEAM JERSEY DAY
Show your spirit by wearing your favorite team jersey!
Monday, December 2



1 YEAR VIP PARKING PASS
One VIP spot per location
VIP PARKING PASS
Donate \$100 or more for your chance to win!
Drawing: Monday, December 30

Spreading Joy to the Glades Region



Palm Tran collected more than 600 toys, including bicycles, dolls, and action figures, as part of the Stuff the Bus Campaign. On December 13, the toys were placed on a fixed route bus and driven to the annual Palm Beach County League of Cities Networking BBQ held at the Pahokee Marina.

More than 300 attendees from cities and organizations across Palm Beach County came together for this heartwarming event. Notable guests included County Commissioners Bobby Powell and Joel Flores, County Administrator Verdenia Baker, and Assistant County Administrator Todd Bonlarron. Opening remarks were delivered by League of Cities Executive Director, Richard Radcliffe and Pahokee Mayor, Keith W. Babb.

The event featured photo opportunities with toy donations displayed in front of a Palm Tran bus, live entertainment, and a delicious barbecue lunch of ribs, corn, and catfish — all served by the scenic shores of Lake Okeechobee. This uplifting gathering showcased the power of community and the joy of giving back.

Palm Tran is proud to support initiatives that deliver happiness and hope to those who need it most.

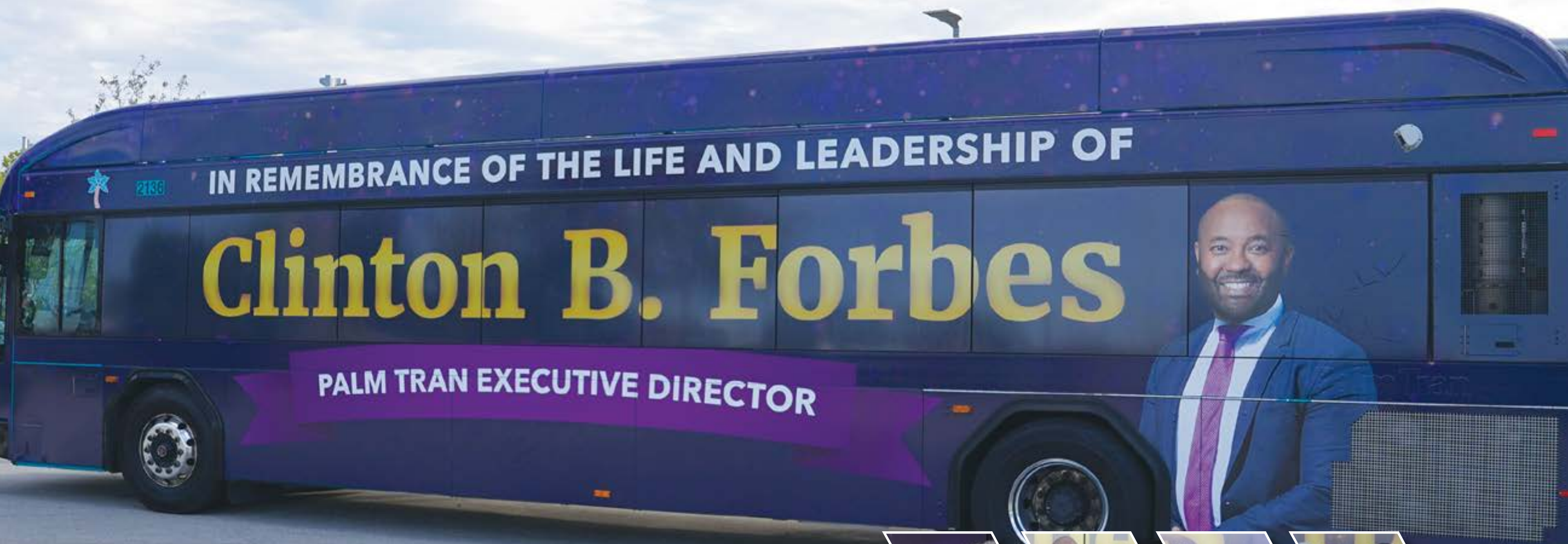




As proud participants in the More Than Pink Walk held in January 2024, Palm Tran showcased the Susan G. Komen bus that displayed Breast Cancer advocates and survivors. The bus, fully wrapped in pink, carried a powerful message of hope and empowerment for those currently in the battle against the disease, and those who have triumphantly rung the bell. The wrap featured striking images of Komen “warriors” each embodying resilience and strength.

Joining in support of the esteemed cause, Palm Tran employees walked alongside numerous leaders to show solidarity in the fight against Breast Cancer.





On February 4, Palm Tran unveiled a custom bus wrap to honor the late Executive Director, Clinton B. Forbes. Leaving a lasting impact on the organization, Forbes was a driving force behind many of the improvements and innovations that shaped the agency's recent history. The wrap, donated by Lamar Advertising, features an image of Forbes alongside the phrase, "In remembrance of the life and leadership". Forbes' legacy will forever be felt throughout the organization.





The Martin Luther King Celebration bus made its debut on the streets in February 2024. A spirited group of Palm Tran employees and their families along with several county commissioners participated in a lively parade honoring the legacy of Dr. Martin Luther King Jr. in Riviera Beach. The bus was a standout feature, adorned with an eye-catching design centered on the theme “Celebrating a Dream.” This theme not only highlighted the importance of Dr. King’s vision of equality and justice but also captured the joyful and hopeful spirit of the celebration.





In celebration of Haitian Heritage Month, Palm Tran unveiled a bus wrap highlighting the culture and history of the Haitian community. Designed to acknowledge the community's contributions and serve as a visible tribute to its heritage, the bus operated on routes throughout the county, offering widespread visibility. This initiative reflected Palm Tran's continued efforts to celebrate diversity and inclusion within the communities it serves.



To celebrate Hispanic Heritage Month, Palm Tran created an eye-catching vibrant bus wrap. The bus was adorned with bold colors and powerful imagery, encompassing the theme of “Driving Progress and Prosperity” (“Impulsando el progreso y la prosperidad”) among the community. A symbol of strength, unity, and cultural impact on the Hispanic community, the bus was transformed into a moving tribute. As part of Palm Tran’s drive for inclusivity and continued learning, the beautifully wrapped bus transported Palm Tran employees, community leaders and other participants across various locations during the annual Hispanic Cultural Bus Tour.



Recognition & Service Awards Ceremony



The Roaring 20's



Palm Tran held its annual Employee Recognition and Service Award Event on December 7, 2024, celebrating the core value of recognition.

This year's theme, "The Roaring '20s," brought the celebration to life with a glamorous evening at the Hilton Palm Beach Airport Hotel. The room was filled with flappers and dappers as employees walked across the stage to accept awards rooted in Palm Tran's core values.

More than 200 attendees packed the venue, including special guests County Administrator Verdenia C. Baker and Assistant County Administrator Todd J. Bonlarron. Over 79 awards were handed out — including a special recognition for longtime bus operator Geraldine Wiggles, honored for 34 years of service.

The evening was hosted by emcees Roderick Owens and Wadney Julien, with opening remarks delivered by Palm Tran Executive Director Ivan Maldonado. "This event is more than just a celebration—it's a reflection of the heart and soul of Palm Tran and the spirit that keeps us moving forward," said Maldonado. Palm Tran also showcased a Roaring '20s-themed bus — an eye-catching tribute blending the cultural richness of the Harlem Renaissance with the glitz and glamour of the Jazz Age.



A Little Friendly Competition

Palm Tran's Rodeo is Back!

Palm Tran's first rodeo since COVID-19 made its return! The event took place on March 10, 2024 at the Palm Beach Fire & Rescue Complex on Pike Road in West Palm Beach, FL. An obstacle course curated for bus operators to test their skills and push them to achieve greater feats, the annual bus rodeo fosters growth in a new and exciting manner!

The friendly competition had eight fixed-route operators maneuvering Palm Tran's 40-foot 30-ton GILLIG buses through an obstacle course filled with bright orange and yellow cones, 50-gallon barrels and tennis balls. Ten paratransit drivers, from contractors MV Transportation and Transdev, drove Palm Tran Connection vans through the same course.

Palm Tran's Operations Manager, Alicia Gray organized the event to emphasize "camaraderie and bringing our crew together for a day of fun."

Ronald Cooper, a 20-year veteran bus operator, who has participated in every Palm Tran bus rodeo shared his love for the event and how it "brings people together and unifies the company."

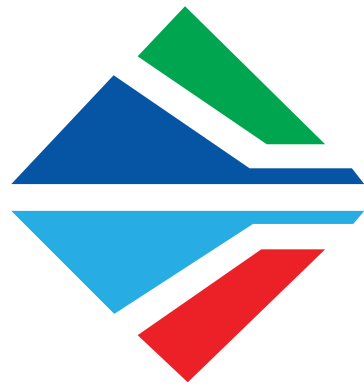
There were a total of 10 different challenges, starting with "the Serpentine," an offset road, right and left turns, two reverses and getting up to 20 mph while driving between rows of barrels, before stopping just before a cone. Most operators agreed the toughest challenge was the "rear dual clearance," where the bus's right rear tire needs to be cleared through a narrow passage made of tennis balls.



After all the points were tallied up, Jeffrey Budzynski won first prize for fixed-route and Sharon Alexander won first prize for paratransit. First, second, and third place winners received trophies for their efforts and top winners had their names etched in a massive trophy topped with a steering wheel that will stay in the bus operators' lounge for many years to come. Budzynski, who has been with Palm Tran for five years, said this was his first rodeo. "It's tougher than what we see in the streets," said Budzynski. "The tolerances are much tighter but if you can do it here, you can do it anywhere."

Contestants were cheered on by friends and family, while volunteers served hot dogs and shaved ice to a crowd of about 100 people. A heavily participated event, the 2024 rodeo was a fun and exciting experience that we are proud to have organized!





PALM BEACH Transportation Planning Agency



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 approves more than \$700 million of federal and state transportation dollars annually to implement projects that advance our regional vision.

Funding for Palm Tran

The TPA is able to directly prioritize state and federal attributable dollars to Palm Tran. Since 2017, the TPA has prioritized over \$28 million 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.



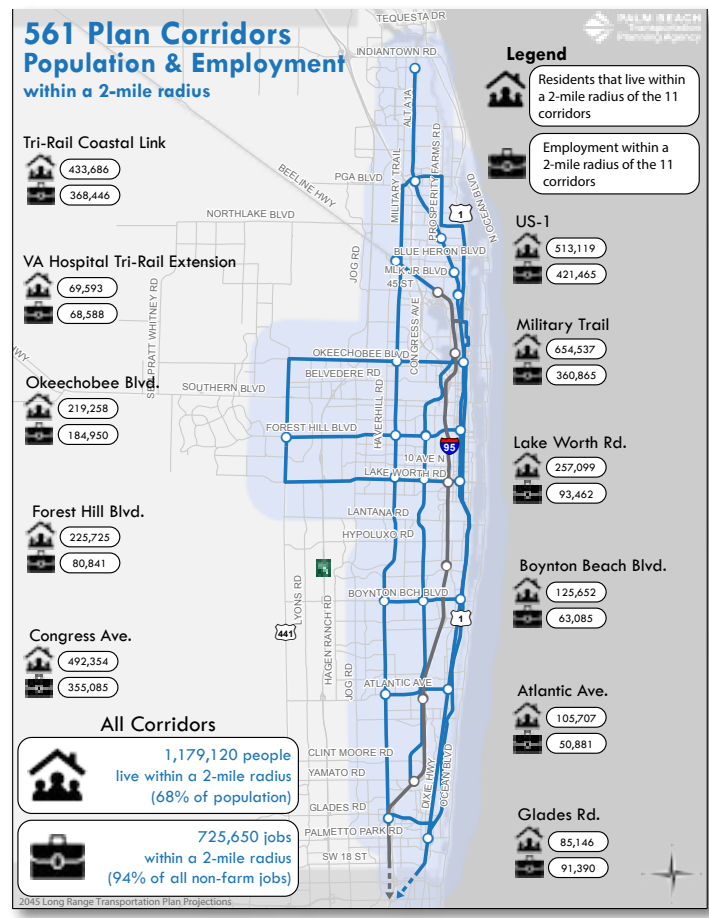
Event Collaboration

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 Dump the Pump Day, Get on the Bus Challenge, and promoting Palm Tran as a mode choice for FDOT's Mobility Week Challenge.



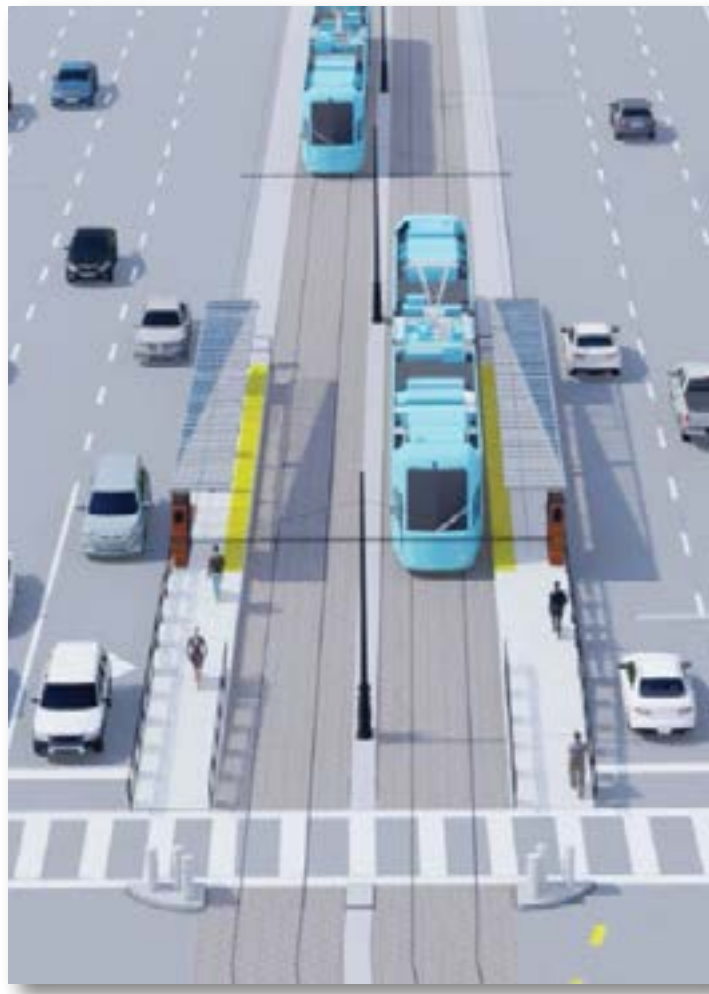
The Vision 2050 LRTP

The TPA adopted its 2050 Long Range Transportation Plan (LRTP) in December 2024, which 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. This new plan includes both short and long-range improvements for Palm Tran, including transit signal priority and enhanced shelters in the short-term, and a future vision of dedicated high-capacity transit along major corridors and adding bus rapid transit.



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 2050, it is estimated that 73% of the population and 82% 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 updated 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](https://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 FDOT plans to conduct a feasibility study for the corridor this year. **More info: <https://palmbeachtpa.org/plans-and-studies/Okeechobee/Military-renderings>**



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. This project is expected to be completed in Spring 2025.



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. 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. This will include enhanced transit shelters constructed from Palmetto Park Rd. to Northlake Blvd. in the next few years.

More info: <https://palmbeachtpa.org/plans-and-studies/>



SEFTC 2050 Regional Transportation Plan (RTP)

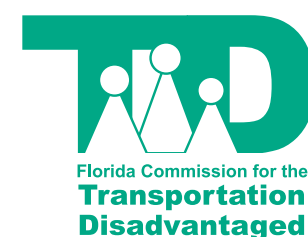
The Palm Beach TPA is part of the Miami-Fort Lauderdale-West Palm Beach Urbanized Area and works collaboratively through the Southeast Florida Transportation Council (SEFTC) on developing a Regional Transportation Plan (RTP) with the transportation needs and desires for the region. The RTP is currently undergoing an update looking out to 2050. The RTP aligns the three MPO's LRTPs and other local transportation plans, including Palm Tran and SFRTA/Tri-Rail's Transit Development Plans (TDPs), to create a unified plan and vision for the region.

More info: [SEFTC.org](https://seftc.org)



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 February 2025 in partnership with its local transportation partners. The 2025 Summit will focus on advancing a safe, efficient, and connected multimodal transportation system.



Transportation Disadvantaged Local Coordinating Board and Elected Official of the Year Award

Palm Beach Gardens Mayor Chelsea Reed, also Chair of the Transportation Disadvantaged Local Coordinating Board (TD LCB) and the TPA Governing Board, was recognized as the Elected Official of the Year for FY 2023-2024 by Florida's Commission for Transportation Disadvantaged. The TD LCB is administered by the TPA as the Designated Official Planning Agency (DOPA) for TD Planning efforts made with Palm Tran as the Community Transportation Coordinator (CTC) for Palm Beach County. More information is available at PalmBeachTPA.Org/LCB.



Continuing our Legacy of Excellence

Driven to Succeed: Palm Tran's Award Worthy 2024

Being acknowledged for our hard work is not just a badge of honor; it brings a sense of pride to our entire team. These important recognitions inspire us to reach new heights together!



American Public Transportation Association (APTA)

Palm Tran Rear Bus Ads
Best Workforce Development Marketing and Communications - Print Media

Triple Crown Rodeo

Rookie of the Year

NAGC Blue Pencil & Gold Screen Awards 2024

Annual Report & Haitian Heritage Bus



Mass Transit Magazine's "40 Under 40"

Yash Nagal

Gold Coast PR Council - Bernay's Award

Best PR Campaign by a Large Company or Firm

CTAA Partner Award

Frontline Heroes - Antonio Joseph

NACo Achievement Award 2023

Palm Tran Cultural Heritage and Inclusion Buses
Frontline Worker Recruitment Campaign

FPTA Hall of Fame

Clinton B. Forbes

PRSA Sunshine District Radiance Award

Marsha Solomon Story

PBC Golden Palm Awards

Betty Garrett
Charles Hall
Susy Iglesias
Delvon Meredith

COMTO Women

Carmencita Mitchell,
Palm Tran Service Board Chair



Future Plans



Traffic Signal Priority

Implementing traffic signal priority on our busiest roadways.



Improved Bus Shelters & Passenger Amenities

Installing new bus shelters & passenger amenities.



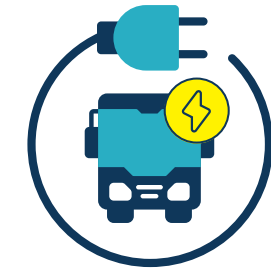
Connection Efficiency Project (CEP)

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



Introducing Rapid Transit Light

Palm Tran will introduce The Wave, Rapid Transit Light to heavily used routes. These routes will have a 15 minute wait time.



Fully-Electric Bus Series

Placing our first order for electric fixed-route buses.



Contract Negotiations

Negotiating new contracts with ATU



Connection Relocation

Palm Tran will be moving to its own dedicated building in 2025, with 11 acres and room for all employees, providers, and vehicles.



Connecting our Communities

South County

Administrative and Operations Facility

100 North Congress Avenue
Delray Beach, Florida • 33445

North County

Administrative and Operations Facility

3201 Electronics Way
West Palm Beach, Florida • 33407

Connection and Go Glades

Administrative Facilities:

50 South Military Trail, Suite 101
West Palm Beach, Florida • 33415



Palm Tran

