



Palm Tran

ANNUAL 2025 REPORT

Creating A Stronger Foundation



Palm Tran • Palm Tran Connection
PSL Express • Go Glades • BusLink



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
Integrity
Recognition
Teamwork
Communication
Safety*



In this issue

- | | | |
|--|---|---|
| 4 Introductions | 12 Recognizing our Diverse Community | 30 The Spirit of Giving |
| 7 Major Service Improvements | 24 Annual Bus Rodeo | 32 Human Resources Events |
| 8 Palm Tran by the Numbers | 26 Brand Refresh | 33 Employee Recognition & Service Awards Event |
| 10 Palm Tran's Alternate Transportation Modes | 27 National Summit and Training | 34 Palm Beach Metropolitan Planning Organization |
| 11 In the Community | 29 Administrative Ride Day | 38 Future and Ongoing Plans |

What a Year We've Had!



Congratulations Palm Tran! We completed another successful year and I am happy to share the great accomplishments that we've made together.

I am incredibly proud of the dedication and teamwork demonstrated by the entire Palm Tran team. Your hard work and commitment to providing the best for our riders and community is inspiring.

It takes many initiatives, an understanding of community needs, and a vision of the future, to build a great transit system. Modifying a single route or integrating a single piece of technology does not make a transformational impact. Like a house, a foundation must be laid, framework built, and it must be constructed to weather storms. This year, Palm Tran focused on building that foundation.

As an agency, we made meaningful strides in optimizing efficiency and embracing innovation. Current services were aligned to meet the demands of the community. Frequency was increased on Route 44 and Palm Tran's first Rapid Transit Light service was launched on Route 43, offering 15-minute service for riders. Working with county agencies, substantial progress was made in implementing Transit Signal Priority (TSP) along the US-1 corridor, which provides buses precedence through intersections and improves performance times. Through software updates, Palm Tran Connection provided enhanced route efficiency, better payment processes, and easier scheduling abilities for customers, which proved essential for the future launch of the Connection ADA and Connection Plus services.

Meeting the shifting transportation demands of our diverse communities was reached by continuing to provide alternative transit options. Palm Tran's Mobility On Demand (MOD) service, Go-Glades, experienced a 14% increase in ridership from 2024-2025. While the first full year of the BusLink Pilot Program proved very successful, exceeding 280,000 trips as a first-mile, last-mile option for riders to connect to a fixed route stop. The agency continues to foster these and similar initiatives as we develop the major update of the Transportation Development Plan (TDP) heading into 2026.

A strong foundation can only be made through a strong workforce. In 2025, Palm Tran continued its commitment to employee retention by holding 11 New Hire Orientations and six hiring events throughout the year. To strengthen the existing workforce and promote staff development, the Excellence in Supervision 2.0 training was offered and received positive turnout with more than 50 supervisors, managers, and division heads having attended.

Community involvement has also been a priority. Palm Tran continued to be active in community events by promoting and building awareness of our services. Throughout the year, the team attended 30 outreach events including educational

career days, community Touch-A-Truck events, expos, and resource fairs. Specialty bus wraps were also created by collaborating with county departments and local agencies to support community causes.

I would like to thank our operator vendors, partners from the transit community, and stakeholders who made many of our initiatives possible. We plan to continue to grow these relationships while being a reciprocal partner to promote transit in the county.

In addition, thank you to the Palm Tran Service Board for their guidance, the ATU and SEIU labor unions for their collaboration, and to County Administration and Commissioners for their leadership.

As my first full year as the Executive Director at Palm Tran comes to an end, I look forward to 2026 and continuing the work that we've started together. Our primary focus was and will continue to be to build a better system that serves our community.

Sincerely,

About the Executive Director

With nearly two decades of experience in the transportation industry, Ivan 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



2025 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. They also act as the Child Care Facilities Board, the Solid Waste Authority Governing Board, the Environmental Control Board and the Zoning Board.

Seven commissioners are elected from single-member districts to staggered four-year terms to represent the entire county. The Board of County Commissioners generally meets on the first and third Tuesday of each month for public hearings and regular agenda items.



2025 County Commissioners, left to right: Gregg K. Weiss, District 2; Vice Mayor Sara Baxter, District 6; Bobby Powell Jr., District 7; Mayor Maria G. Marino, District 1; Marci Woodward, District 4; Maria Sachs, District 5; Joel G. Flores, District 3

Introducing the New County Administrator of Palm Beach County

Joseph Abruzzo is the County Administrator of Palm Beach County, where he oversees more than 7,300 positions and manages a \$9.6 billion budget serving 1.6 million residents. He is dedicated to transparency in government, fostering a positive workplace culture, and enhancing efficiency to ensure residents receive the highest quality of service.



Meet the 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 Stanzone
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

Major Service Improvements



2025 Increased Frequency Routes

Palm Tran launched The Wave, its first Rapid Transit Light service on Route 43 with 15-minute frequency in May as part of service improvements. The Marketing team promoted the route through outreach, social media, unique branding, and an inaugural ride on the day the improvements took place.

In September, frequency was increased on Route 44 in West Palm Beach to 60 minutes as part of service improvements. The route has regional impacts as it links to the region's rail system, which connects to the area's three International Airports (FLL, PBI, MIA). The Marketing team, in partnership with Tri-Rail and the Palm Beach International Airport, conducted a grassroots outreach campaign from November through January 2026.

The efforts resulted in a ridership increase on Route 43 and a 50% increase on Route 44 (200 daily riders Nov 2025–Jan 2026 vs. 133 the previous year). Palm Tran continues to work with partners to boost awareness and promote ridership.

EXPLORE PALM BEACH COUNTY WITH PALM TRAN

44 Route 44 now has
one hour frequency!



Take Palm Tran from the
Intermodal Transit Center to
Palm Beach International Airport
every hour!



Palm Tran 2025: By the Numbers



FIXED-ROUTE
TOTAL RIDERSHIP

8,564,750

PARATRANSIT
TOTAL TRIPS
1,141,629



GO GLADES DIAL-A-RIDE
TOTAL TRIPS

144,298



PORT ST. LUCIE
EXPRESS
TOTAL TRIPS

14,204



 **BUS
LINK**

BUS LINK TOTAL TRIPS

288,649



PALM TRAN APPS



PALM TRAN

Total Downloads to Date:
6,633



PARADISE
pass

PARADISE PASS

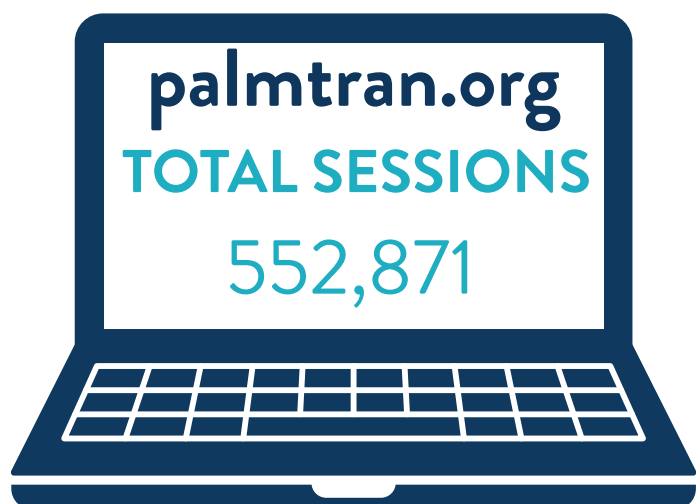
Total Downloads: 8,715

SOCIAL MEDIA FOLLOWERS



GO GLADES

Total Downloads: 3,042



REAL-TIME BUS LOCATOR
TEXT STOP# TO 561561



1,002,000 TEXTS
33% INCREASE



Palm Tran's Alternate Transportation Modes



The Buslink pilot program thrived in 2025 gaining a lot of community attention and positive feedback since its launch in September 2024. Ridership soared throughout the 3 zones of Royal Palm Beach, Riviera Beach, and Boca Raton reaching a total of 288,649 trips and 6,033 unique riders. The program offered users in each zone the opportunity to ride to or from a Palm Tran bus stop with a \$8 Uber or Yellow Taxi voucher to fill the first-mile, last-mile connectivity gap.



Port St. Lucie Express

The Port Saint Lucie Express Pilot Service saw steady ridership in its first full year of service in 2025, seeing more than 14,000 trips. The service celebrated its one year anniversary on September 23. The Saint Lucie Transit Planning Organization hosted an event at the Gatlin Boulevard Park “N” Ride stop to commemorate the occasion.



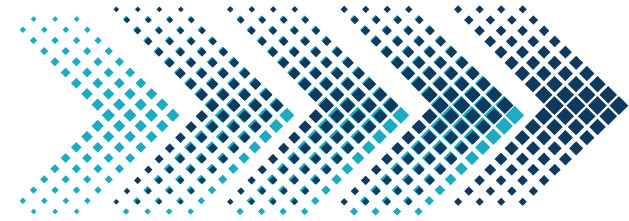
Go Glades Dial-A-Ride

The Go-Glades Dial-A-Ride service experienced an increase in ridership to 144,298, up 14% from 126,444 in 2024. The service, which provides door to door rides for the tri-city area of Belle Glade, Pahokee, and South Bay in the western part of Palm Beach County, began as a pilot program in 2018 and has seen increased popularity since its inception.

Palm Tran Connection

In 2025, Palm Tran Connection provided more than 1 million trips to ADA eligible residents and visitors of Palm Beach County. EZ-Wallet, a digital payment system that was initiated in 2024, gained users throughout the year. Riders were able to pay for trips online instead of using cash in person.





In the Community



During 2025, Palm Tran's outreach team in the Marketing Division attended many community based events to promote its reliable and accessible fixed-route service.

Approximately nine events were held at community centers and expos to connect with the senior community and showcase Palm Tran's commitment to improving mobility. More than 120 seniors learned how to use the system to help them travel more easily.

Palm Tran also made strides in informing youth of what the agency does by taking part in four Career Day events at local elementary schools. The events gave the students an in-depth look into the day of a bus operator and attendees heard what happens as operators traverse the roads throughout their day. Working alongside Junior Achievement of the Palm Beaches and Treasure Coast, eight additional events were attended where Palm Tran interacted with approximately 3,200 elementary students. The students received information on routes, service areas, fares, and learned what it's like to work at Palm Tran.

The Marketing and Public Relations team also developed initiatives

that included Keiser University and Palm Beach State College, with four outreach events that reached about 150 students. The programs aimed to provide youth with the opportunity to develop a positive view of public transportation use and its benefits throughout the county.

Palm Tran also participated in community fairs like the Palm Beach County Department Fair, Senior Citizen Health Fair, Community Health & Mobility Expo, Royal Palm Beach Health Fair, and National Senior Center Month. Team members engaged directly with close to 75 attendees and explained the advantages of public transportation and Palm Tran's full scope of services.

In 2025, Palm Tran's outreach efforts reached over 5,500 individuals, including seniors, elementary and college students, and community members. Through a variety of events and partnerships, the agency promoted its reliable transit services and encouraged a positive view of public transportation, demonstrating its commitment to enhancing mobility throughout the county.

Recognizing our Community

HONORING THE FIRST AFRICAN AMERICA

Legacy in Motion

Cashus W. Richardson, II

Dr. Thomas L. Jefferson

Debra L. Robinson, MD

Daisy T. Washington

William M. Holland, Sr.

Alcee L. Hastings • Priscilla A. Taylor • Dr. Ava L. Parker

Eva Williams Mack

Vera Farrington

Daniel Hendrix

C. Spencer Pompey

Solomon D. Spady





Honoring Palm Beach County's First African-American Leaders

Palm Tran honored Palm Beach County's first African-American Leaders, past and present, by featuring their names on the "Legacy in Motion" Black History Bus. More than 35 names appear on the bold design in front of a red, green, and yellow decorative backdrop.

The wrap was revealed on February 21 at the Clayton E. Hutchinson complex where county administration and Florida State officials took pictures with it. Many attendees were featured on the bus itself including County Administrator, Verdenia Baker, the first Black female county administrator.



White Cane Awareness

In October 2025, Palm Tran partnered with The Lighthouse for the Blind of the Palm Beaches to unveil a custom wrapped bus at the Palm Beach County Governmental Center in observance of White Cane Awareness Day.

The bus, designed by Lamar Transit Advertising, featured a striking blue and white artistic motif with silhouettes of four individuals using white canes. The rear of the bus proudly displayed the message "Independence, Not Disability," aimed at raising public awareness about the abilities and rights of people with visual impairments.

Palm Tran also provided support for a White Cane Day public celebration. Lisa Stella, Executive Director of The Lighthouse for the Blind of the Palm Beaches, highlighted the importance of the event. "This day highlights the rights, needs, and contributions of people who are blind or visually impaired." She added, "Having Palm Tran join our observance for the first time, with a specially wrapped bus, is a symbol of collaboration and progress."







Welcome Aboard!

2215

Together We Ride

On March 30, Palm Tran participated in the Palm Beach County Pride Parade in Lake Worth Beach, showcasing the “Together We Ride” bus.

A group of seven employees walked alongside the vibrantly designed bus during the 1.3-mile route through

downtown and interacted with parade goers as they represented Palm Tran.

The event, organized by the Compass Community Center, attracted over 30,000 attendees and received support from more than 140 local businesses.





Palm Tran Celebrates Hispanic Heritage Month

On September 9, Palm Tran unveiled a custom bus wrap at the Palm Beach County Governmental Center to commemorate Hispanic Heritage Month. The bus featured ten local Hispanic leaders known for their contributions to education, culture, health, and social development. The images are a powerful tribute to the community's rich Hispanic heritage.

The vibrant design, created in collaboration with Commissioner Joel Flores' office, included a bright orange background with blue ribbons and a row of flags from Latino countries.

To further celebrate the month, there was a Hispanic Heritage bus tour with members of the Hispanic community, spotlighting key cultural sites throughout the county.



2214



NOT IN SERVICE

Say Cheese!

ATTENTION BICYCLISTS:
BICYCLES ARE NOT ALLOWED ON THIS BUS
WHEN THE BUS IS MOVING. REMEMBER TO
RETRACT YOUR BIKE.
IF YOU REQUIRE INFORMATION
ABOUT THE BUS, PLEASE CONTACT THE
BUS DRIVER.
PLEASE HOLD ON TO THE BUS
WHEN THE BUS IS MOVING.
PLEASE FOR FAVOR
DE LA AUTOBUS SE
EL MOVIMIENTO
PLAIT KENBE FOM
BUS LA AP VOYAJE



Maricela Torres
Executive Director of the
Esperanza Center



Dr. Alina Alonso
Former Director of Florida Department
of Health in Palm Beach County with
Commissioner Joel Flores



Mirta Luaces
Journalist at
Atlántikas Noticias



Brenda Lopez
Social Services and Behavioral
Health Director at Caridad Center





Breast Cancer Awareness

The 2025 Susan G. Komen "More than Pink" bus debuted early morning on the "Shining a Light" segment at the WPTV Channel 5 studios on January 21. The bus boasted a mix of dark and light pink designs and featured photos of 9 breast cancer survivors dubbed "Warriors in Pink". The warriors marveled at the beauty of the bus and the hopeful message it represents as they shared their powerful stories of survival.

A few days later on January 25, the bus was showcased at the More Than Pink Walk in downtown West Palm Beach, where more than 3,000 participants and 244 registered teams united in the fight against breast cancer. Palm Tran employees, including Executive Director Ivan Maldonado and Director of Government, Public Relations, and Customer Service DeBorah Posey-Blocker, joined in the event to support the cause.







Mental Health Awareness

In collaboration with Palm Beach County Youth Services, Healthier Delray Beach, and multiple county departments, Palm Tran designed the “Get Your Green On” bus in celebration of the 10 year anniversary of the “Get Your Green On” Campaign. The wrap was designed, with a green bokeh backdrop, silhouettes of individuals, and boasts the phrase “Be Kind to Your Mind” to promote mental health.

The bus was revealed as part of the county’s “Get Your Green On” campaign on May 8, 2025, following a proclamation by the Palm Beach County Board of County Commissioners. It was also featured at the city of Boynton Beach’s holiday parade on December 13. The bus now travels throughout the county as a visible symbol of support, helping raise awareness, fight stigma, and promote mental wellness in the community.

Annual Bus Rodeo

Bus Rodeo





Palm Tran held its 4th Annual Bus Rodeo on November 8, 2025. The Bus Rodeo, a competition designed to assess the skills of fixed-route and paratransit drivers as well as Maintenance Technicians, was held at Palm Tran Connection's new facility.

Traffic cones were strategically placed throughout an obstacle course for bus operators to navigate fixed-route and Connection vehicles through. Friends, family, and co-workers eagerly observed the course as the operators faced operational driving challenges. Invigorating music was heard in the background as the emcees cheered on participants as they engaged in zigzags, tight turns, and parallel parking, with the goal of keeping from touching any obstacles placed along the track.

In a separate area, paratransit maintenance technicians competed against the clock, displaying technical and mechanical skills.

Approximately 25 participants competed in the Rodeo, and nearly 60 volunteers helped organize and run the event. County Commissioner Gregg K. Weiss and Director of Human Resources David Kahn were also in attendance to cheer on the participants.

At the end of the event, Operations Manager Alicia Gray and Bus Operator/Event Emcee Jesus Vazquez announced awards, and Palm Tran's Executive Director Ivan Maldonado presented trophies and plaques to the day's winners.



Brand Refresh



In 2025, Palm Tran introduced a refreshed brand color palette featuring more vibrant shades of teal, blue, and pink, enhancing visibility across its system while bringing a modern, energetic feel to the agency's brand. The updated colors were selected not only to stand out in the community, but also to create a more cohesive and recognizable visual identity across all platforms and touch points.

The refreshed branding was implemented system-wide, including updated marketing materials, new decals for Operations supervisor vehicles, enhancements to signage, and the debut of the new electric buses. Together, these updates reflect Palm Tran's commitment to innovation, accessibility, and a forward-looking transit experience for Palm Beach County residents and visitors.



National Summit and Training



Latinos In Transit - 2025 Leadership Summit

In October 2025, the annual Latinos in Transit (LIT) Leadership Summit was held in Albuquerque, New Mexico. More than 360 professionals, leaders, and experts from the U.S. public transportation sector attended. The Summit focused on celebrating member successes and professional development.

Palm Tran's Equal Employment Opportunity (EEO) Manager, Lina Aragón, facilitated targeted training sessions that emphasized industry standards aligned with federal compliance requirements, including civil rights, accessibility, and service-delivery expectations for employees and transit users with disabilities. Aragón was also a panel member for the Mastering Work-Life Balance in a Demanding Role session. The summit's objectives included fostering professional development through training, mentorship, and networking, as well as strengthening collaboration between employees and organizations. Palm Tran earned a nomination for the Transit Agency of the Year Award, reflecting its sustained commitment to service quality and community engagement.



Transit Safety Training

Palm Tran hosted the "Transit Bus System Safety" course delivered by the Transportation Safety Institute (TSI), an organization specializing in transportation safety training in the U.S., from September 15 to 19 at its South County Facility. The training, led by three TSI instructors, included 12 Palm Tran employees from the Safety, Training, and Connection division, along with 18 paratransit professionals nationwide. TSI taught the four components of Safety Management Systems (SMS) and how to reduce risk effectively to promote a safe work environment in public transportation.

Awards, Recognitions & Accommodations

Bus Bridges

Palm Tran provided several bus bridges throughout the year to support Tri-Rail during unexpected service disruptions. On April 11, Palm Tran's Operation Division established a bus bridge between Boca Raton and Deerfield Beach Tri-Rail stations when a small aircraft crashed on the Tri-Rail tracks in Boca Raton. The operations team assisted in providing safe and efficient service to over 650 riders.

Commissioner Marci Woodward and the Palm Beach County Board of County Commissioners recognized the team on May 6 at the Board of County Commissioners meeting for their actions. Operations Manager Alicia Gray, Operations Supervisors Julio Valega and Alex Vega, Bus Operators Antonio Decicco, Mariella Marengo, Ashbel Nisbeth, and Jeff Atwell received a plaque and kind words of recognition for their efforts.

On May 23, Palm Tran assisted again when severe thunderstorms hit power lines along the rail tracks and Palm Tran deployed three fixed-route buses that allowed over 500 riders to get back and forth between the Lake Worth Beach and West Palm Beach Tri-Rail stations.



Hector Davila Named 2025 Transit Superhero

At the 2025 Florida Public Transportation Association Conference, held September 2–4 in St. Petersburg, Florida, Palm Tran Operator Hector Davila was honored with the 2025 Transit Superhero Award.

The recognition celebrates acts of extraordinary courage and commitment to passenger safety, and Mr. Davila actions exemplify both. On November 16, 2024, Mr. Davila intervened and helped a female passenger avoid a potential assault after she exited the bus he was operating.

Mr. Davila received the award alongside his family and Palm Tran Executive Leadership. He earned a standing ovation from transit professionals across the state, a well-deserved tribute to a true Transit Superhero. “I am grateful to receive this honor,” said Davila as he accepted the award. “I want to thank my family and everyone at Palm Tran for their support.”

He was also honored at the November 4, 2025 Board of County Commissioners meeting, where Commissioner Marci Woodward presented him with a Certificate of Recognition for his service.



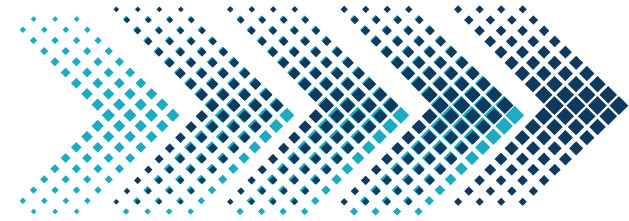
Palm Tran Earns Prestigious Awards for “Let’s Get on the Bus” Challenge from PRSA and NACo

At the 2025 Florida Public Transportation Association Conference, held September 2–4 in St. Petersburg, Florida, Palm Tran Marketing Manager Jennifer Kasongo accepted the 2025 Award of Commendation for the “Let’s Get On The Bus Challenge”. Palm Tran also won a NACo award for the “Let’s Get On The Bus Challenge” campaign.



Mass Transit Magazine 40 Under 40 Winner

Kelly Gordon, Transdev General Manager for Palm Tran, was named one of the nation's 40 Under 40 in the transit industry.



Administrative Ride Day



Beginning in 2022, Palm Tran’s administrative teams ventured out of the office and into our fixed- route buses to immerse themselves in our system and community during Palm Tran’s Ride Day. This year, on June 17 and 18, each division was assigned specific routes to explore. Administrative members interacted with riders and operators and experienced what it’s like to travel throughout the day using our service. Many selfies were taken, and more than 45 surveys were filled out to capture feedback.



The Spirit of Giving

Stuff the Bus Holiday Event

“It’s a really great opportunity to bring all our members together, community members, just to get together and network. It’s a really great effort to bring toys and give back to the community, and everyone really participates, and I know that everyone’s really excited to do that around the holidays.”

Amelia Jadoo, Executive Director of the Palm Beach County League of Cities

A Palm Tran Fixed-Route bus, filled with Barbies, balls, board games, and bicycles, transported toys to the annual Holiday Networking Event hosted by the Palm Beach County League of Cities at the Lomax Harrelle Pavilion in Belle Glade. Since 2018, the bus has been the heart of Palm Tran’s “Stuff the Bus” campaign, encouraging employees and the community to give generously.

Joining this wonderful activity were members of Palm Tran’s Executive Leadership team: Executive Director Ivan Maldonado, Director of Customer Service, Government & Public Relations,

DeBorah Posey-Blocker, Chief of Human Resources Betty Garret, along with the public relations and marketing teams. Smiles were everywhere as more than 400 attendees donated even more gifts—balls, skates, dolls, and board games—at the area set up beside the bus, which filled with joy as gifts arrived for children in Belle Glade, Pahokee, and South Bay.

More than 600 toys were collected and distributed to city representatives for families in need. Palm Tran collaborated with the organization to give back to the community during the holiday season.



Join Palm Tran & PBC League of Cities again this year and help us fill a Palm Tran Bus with unwrapped/new toys.

Donate by **Tuesday, December 9th** and the toys will be distributed to underprivileged children from Belle Glade, South Bay & Pahokee.

 For more information, email pt-pr@pbcgov.org.



Campaigns and Events Bring in \$\$\$ for United Way



Tran Executive Leadership Team (ELT) Car Wash, a collaborative event where ELT members, armed with brushes, soap, and hoses, washed employees' cars at the South County facilities, and the Connection Snack Shack. The snack shack offered employees the opportunity to purchase snacks and basic quick-prep meals—providing even more ways for everyone to get involved.

These efforts reflect Palm Tran's strong commitment to enhancing community well-being and embracing social responsibility.

Palm Tran kicked off its 2025 United Way Campaign with the Leadership Circle Recognition Breakfast on September 29, at its South County Administrative Facility. The event celebrated the generous donors from 2024 and unveiled an exciting lineup of activities for the year ahead.

During the breakfast, Marcia Weber and Brian Edwards from United Way, along with Palm Tran Executive Director Ivan Maldonado, emphasized the significance of coming together as a community to support this important cause. Janessa Croce, the Senior Public Relations Manager, shared some creative initiatives designed to keep staff engaged in fundraising efforts.

Among the activities planned were Candy Gram sales, where employees could send uplifting messages attached to delicious sweet treats to their coworkers, as well as Operations Jeans Day and Team Jersey Day to foster camaraderie. New initiatives included the Palm

Palm Tran Car Wash

Delray Location • Friday, November 14 • 9 a.m. - 1 p.m.

The Executive Leadership and Managerial teams want to wash your car!

Cars \$10
SUVs \$15
Trucks \$20

All proceeds benefit:

HUNGRY?

Stop by the
Connection Snack Shack in
customer service!

Purchase chips, ramen noodles,
candy, chocolate and more!

Weekdays from 8:00 a.m. - 5:00 p.m.
Open now until December 19

Contact Denise Murat for more info

TEAM JERSEY DAY

Show your spirit by wearing
your favorite team jersey!

**Wednesday
December 3**

\$15 DONATION

To participate, contact your United Way coordinator:
North County - Joey Acevedo, Darryl Ramkissoon, John Lockhart
South County - Teresa Johnson, Janessa Croce, Barbara Matos
Connection - Denise Murat
Belle Glade - Joey Acevedo

Candy Grams

Show your appreciation by sending Candy Grams to your co-workers!

\$3 SMALL / \$5 LARGE

Order between October 27- November 14, 2025
Candy Grams will be delivered
November 17-21, 2025

North County: Joey Acevedo, Darryl Ramkissoon, John Lockhart
South County: Teresa Johnson, Janessa Croce, Barbara Matos
Connection: Denise Murat
Belle Glade: Joey Acevedo

OPERATION JEANS DAY

Bus Operators wear jeans to work on Fridays!

NOW to DECEMBER 19

Donate \$5 during the week and wear
jeans on that upcoming Friday!

To participate, contact your United Way coordinator:
Joey Acevedo, Darryl Ramkissoon, John Lockhart

Hot Joe to Go!

All proceeds benefit the United Way

\$4

1 Coffee and
1 pastry

\$6

1 Coffee and
2 pastries

4:30 a.m. Driver's Room

NC: Thursday, October 9
SC: Thursday, October 16

WHO LOVES PIZZA?

Buy 1 Get 1 Free large Domino's
pizza for three months
when you purchase a \$20
"Slice the Price" card!

October 6-20

Purchase your Slice the Price Card

To purchase contact:
North County: Joey Acevedo, Darryl Ramkissoon, John Lockhart
South County: Teresa Johnson, Janessa Croce, Barbara Matos
Connection: Denise Murat
Belle Glade: Joey Acevedo



Human Resources Events



Retirement Seminar

The 2025 Retirement Seminar, held on June 6, 2025, provided 21 employees with an understanding of available benefits, deferred compensation plans, timelines, and resources to support their retirement planning.

Excellence in Supervision

58 Palm Tran supervisors, managers, and division heads attended the Excellence in Supervision training sessions in 2025. These workshops were used to train over 800 leaders within Palm Beach County. Palm Tran leaders learned foundational skills such as facilitation, conflict resolution, and more under the guidance of Jessica Potter, an organization development consultant based in Hollywood, Florida.



Hiring Events

Palm Tran held 11 total New Hire Orientations and 6 hiring events in 2025. 217 candidates were interviewed for operations positions, with 92 total applicants hired as bus operators, operations supervisors, maintenance department techs and utility maintenance supervisors.

Records Management

On September 23, 2025, 39 Palm Tran employees attended the Records Management training workshop to comply with state laws governing the retention and filing of records for local government agencies.

Holiday Recognition Event



BOOTS, DENIM & GLITZ!



Rhinestone-studded hats and decorative western boots were seen as Palm Tran employees, friends, and family traded in business attire and service uniforms to attend the 2025 Employee Recognition and Service Award Event “Boots, Denim, and Glitz”. The annual event held on December 7 at the Hilton Palm Beach Airport Hotel, celebrated Palm Tran’s core value of recognition and highlighted employees’ hard work and dedication with a glamorous western-inspired theme.

The evening began as Operations Manager, Roderick Owens, the Master of Ceremonies, introduced the crowd which

included special guests Assistant County Administrator Todd Bonlarron, County Commissioner Gregg K. Weiss, and Deputy County Administrator Tammy Fields. Executive Director Ivan Maldonado shared opening remarks and congratulated the crowd of nearly 120 attendees for their hard work and dedication throughout the year. More than 100 awards were presented recognizing years of service, core values, and Palm Tran’s Mission. Longtime bus operators Geraldine Wiggles and Nancy Penberthy received special recognition for being with Palm Tran for 36 and 45 years respectively.





PALM BEACH Metropolitan Planning Organization



Palm Beach MPO

The Palm Beach Metropolitan Planning Organization (MPO) serves as the federally designated agency responsible for transportation planning and for coordinating the prioritization of state and federal urban area surface transportation funds across Palm Beach County. In partnership with local, regional, and state agencies, the MPO advances a shared vision of a safe, efficient, and connected multimodal transportation system for all users.

The MPO's 21-member Governing Board approves more than \$700 million annually in federal and state transportation funding to projects that enhance mobility, safety, and economic vitality.

Investment in Palm Tran

The MPO plays a key role in directing attributable funding to Palm Tran. Since 2017, more than \$30 million has been prioritized to support transit improvements, including accessibility upgrades, transit signal priority, enhanced shelters, and fleet investments.

This ongoing partnership strengthens transit service and reinforces Palm Tran's role as a critical mobility provider in the region.





Collaborative Engagement

Palm Tran and the MPO work together to promote transit and engage the community through events such as Leadership Palm Beach County Transportation & Tourism Day, Engage and Focus Class transit experiences, the Lantana Chamber Transportation Panel, and WTS South Florida programs. These efforts help build awareness and support increased ridership.



Transit Investments: Reliability, Comfort, and Fleet Modernization

The MPO has committed approximately \$4 million to implement Transit Signal Priority (TSP), improving bus travel times and reliability along key corridors, beginning with US-1 in 2026 and expanding to Okeechobee Boulevard and Lake Worth Road in 2027.

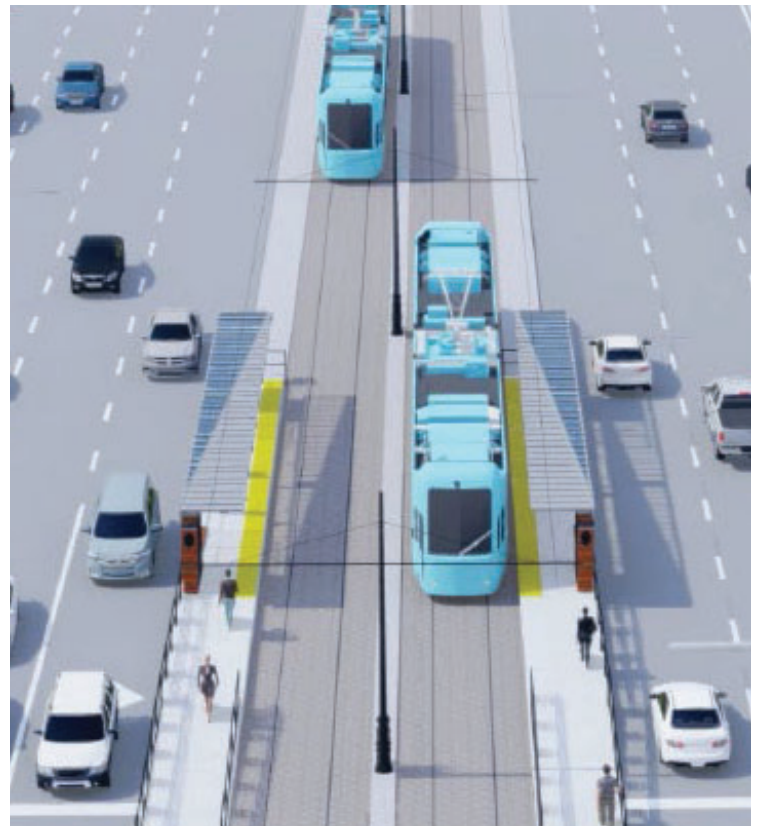
In addition to TSP, the MPO has prioritized funding for new transit shelters and bus replacements to enhance passenger comfort, accessibility, and overall system quality. Together, these investments support the development of the County's Premium Transit Network and improve the daily transit experience for riders.





Corridor Enhancements

In coordination with FDOT and Palm Tran, the MPO continues to implement improvements identified in the US-1 Multimodal Corridor Study. Recent efforts include consolidating 20 underperforming stops to improve efficiency and planning for 13 new premium shelters in 2026 to enhance comfort, safety, and ADA accessibility. Additionally, the MPO helped identify over 150 stop enhancements countywide to implement in 2026 and 2027.





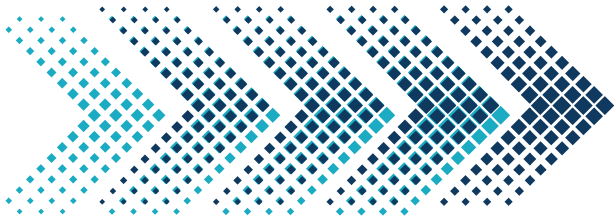
Go Glades On-Demand Service

The MPO, Palm Tran, and FDOT have advanced the Go Glades On-Demand Flex Service, recognized as a statewide best practice. This innovative model improves mobility in rural areas by providing flexible, high-quality transit options and offers valuable insights for broader implementation.

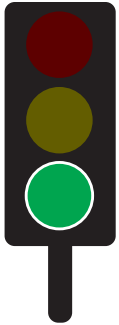


Palm Tran Connection & TD LCB

The MPO creates the Transportation Disadvantaged Service Plan in coordination with Palm Tran Connection. The Transportation Disadvantaged Local Coordinating Board reviews the Palm Tran Connection Service annually and has been instrumental in creating the Connection Plus Program, launched in January 2026.

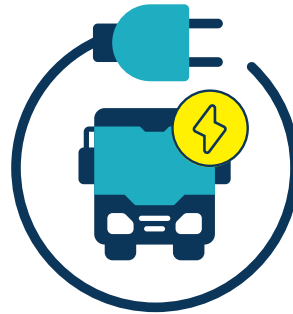


Future and Ongoing Plans



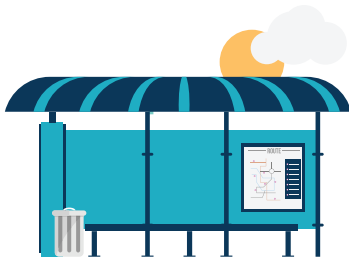
Traffic Signal Priority

Implementing traffic signal priority along the US-1 corridor.



Fully-Electric Bus Series

Putting our new fleet of all-electric buses in service.



Improved Bus Shelters & Passenger Amenities

Installing new bus shelters & passenger amenities.



Transit Development Plan

Finalizing a major TDP update, supported with public outreach and stakeholder events.



Bus Link Expansion

Continuing our efforts to expand the successful Bus Link program to all areas of Palm Beach County.



Connection Relocation

Palm Tran will be completely moved into to its own dedicated building in 2026, with 11 acres and room for all employees, providers, and vehicles.

**North County
Administrative and Operations
Facility**
3201 Electronics Way
West Palm Beach, Florida • 33407

**South County
Administrative and Operations
Facility**
100 North Congress Avenue
Delray Beach, Florida • 33445

**Connection and Go Glades
Administrative Facilities:**
1200 S. Congress Avenue
Palm Springs, Florida 33406

