Effective May 8, 2011 Route Improvements

To improve schedule performance, Palm Tran will make these changes to Routes 20 and 52:

Route 20 Palm Beach Gardens Crosstown to Mangonia Tri-Rail:
Although the routing and schedule do not change, stop #5 (Old Dixie at Blue Heron) will no longer be a timepoint.

Route 52 Royal Palm Beach Crosstown:
The first timepoint at SR7 & Southern Blvd. and the timepoint at Royal Palm Beach Blvd. & Southern Blvd. have been removed. Timepoints #3, 5 and 6 have been improved. The improved timepoints are highlighted below.

The new transfer policy also impacts customers making connections from a Broward County Transit (BCT) bus to Palm Tran. Passengers boarding Palm Tran from a BCT bus will pay a fare of 50 cents with a valid transfer from BCT.

The new transfer fare policy will affect approximately 600-700 customers per day.

For assistance with planning your trip, please call the customer service department at 561-841-4287 or toll-free at 877-930-4287.

The South FL Fair, Palm Tran was there!

Palm Tran Announces New Transfer Fares
Effective April 3, 2011 customers using a Tri-Rail pass or transfer to board a Palm Tran bus will be subject to a new transfer policy. Customers who board the bus at a South Florida Regional Transportation Authority (SFRTA) station with a valid Tri-Rail pass, transfer or ticket will pay 50 cents, a one dollar discount from the regular fare. Customers boarding at any other location will be charged the regular fare of $1.50.

The new transfer policy also impacts customers making connections from a Broward County Transit (BCT) bus to Palm Tran. Passengers boarding Palm Tran from a BCT bus will pay a fare of 50 cents with a valid transfer from BCT.

The new transfer fare policy will affect approximately 600-700 customers per day.

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The South Florida Fair ran from January 14-30, 2011 and this year’s theme was Science, Technology, Space and Environment. The Palm Tran booth was present with the help of over 40 volunteers and was visited by over 8,500 people during the 17-day event.

Photo caption: Palm Tran Service Board Member Kai Jones and Palm Tran employees RoseAnn LaBella-Voils and Laura Direks greet residents at the booth and provide fixed route and paratransit information during the Fair.

The South FL Fair, Palm Tran was there!
With gasoline prices on the way up, Palm Tran provides county residents with affordable commuting options and several convenient park-and-ride locations. Using public transportation saves money, and it's easy to access.

Palm Tran's intermodal center in downtown West Palm Beach, serves park-and-ride locations in Belle Glade at the West Tech Education Center, and in Wellington on Wellington Green Drive behind the Hampton Inn.

Route 43, operating between the Mall at Wellington Green and downtown West Palm Beach, can be easily accessed using the park-and-ride facility in Royal Palm Beach. It is located on the northeast corner of Southern Blvd. and Sansbury's Way on the west side of the Dick's Sporting Goods parking lot.

Route 11 and Route 95 provide limited-stop express service from the Martin County park-and-ride location in Haplatiokee Park in Stuart.

Route 95 buses also stop at the following park-and-ride locations:
- Jupiter at the West Jupiter Recreation Center on the northeast corner of Indiantown Road and Central Blvd.
- Palm Beach Gardens on the northeast side of the Gardens Mall near the Sears entrance. Customers can transfer here to routes 1, 3, 10, 11, 20 and 21.

Using Palm Tran is affordable, safe and convenient. For assistance with planning your trip, please call the customer service department at 561-841-4287 or toll-free at 877-930-4287.

Palm Tran Breaks Ridership Records

Palm Tran, Palm Beach County's public transportation agency, broke ridership records for its fixed route weekday service in February 2011, transporting an average of over 40,000 passengers per day for the first time in Palm Tran's history. Ridership is up over 11% compared to February 2010, a month with the same number of weekdays, Saturdays, and Sundays, when the system averaged only 36,000 passengers per day. Just six years ago in fiscal year 2005, average weekday ridership averaged 27,000 passengers per day.

Since October 2010, the beginning of the fiscal year, Palm Tran has carried 400,000 more passengers than for the same period the previous year, which was also a record-setting year for the transit system. So far this year, ridership is up 8%.

Palm Tran bus operators are doing a great job trying to accommodate the increased number of passengers although during peak times on certain routes there may be standing room only. The agency is looking at alternatives to increase capacity, and accommodate the growing need for public transit. Alternatives include promotion of Palm Tran's six Park-And-Ride locations.

For more information about Palm Tran, please call the customer service department at 561-841-4287.

As Gas Prices Rise, Commuters Choose Palm Tran

With gasoline prices on the way up, Palm Tran provides county residents with affordable commuting options and several convenient park-and-ride locations. Using public transportation saves money, and it's easy to access.

Palm Tran's intermodal center in downtown West Palm Beach makes it easy to connect with other Palm Tran routes and Tri-Rail. Route 40, operating between Belle Glade and downtown West Palm Beach, serves park-and-ride locations in Belle Glade at the West Tech Education Center, and in Wellington on Wellington Green Drive behind the Hampton Inn.

Route 43, operating between the Mall at Wellington Green and downtown West Palm Beach, can be easily accessed using the park-and-ride facility in Royal Palm Beach. It is located on the northeast corner of Southern Blvd. and Sansbury's Way on the west side of the Dick's Sporting Goods parking lot.

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Record-Breaking Efficiency at CONNECTION

CONNECTION, Palm Tran's paratransit division, set a new efficiency record in February 2011. The CONNECTION team (reservationists and schedulers) use specialized Trapeze scheduling software to best group passengers together in order to multi-load and to achieve such records. CONNECTION’s schedulers then manually examine each route to ensure customer service and maximize efficiency. On a typical weekday 3,300 requests for service are scheduled using 170 vans per day.

The record of 1,79 passengers per hour for the month of February represents a 4% improvement from CONNECTION's previous best, an estimated savings of $65,000 when compared with the service operated in February 2010. It is efforts like this that are helping us at Palm Tran hold the line on costs, improve service delivery, and increase customer satisfaction.

Our hats are off to everyone who helped to make this possible!

For more information on Palm Tran CONNECTION please call (561) 649-9848.