



CTC UPDATE



Palm Tran Service Update

Current Ridership Trends

Palm Tran ridership across all modes of service (Fixed-Route, Connection, Go Glades) in January 2023 was 716,334 which is a 24.5% increase compared to the 575,175 passengers for the same period in 2022 and a 9.78% increase compared to the 652,536 passengers reported during the previous month of December 2022. *The current overall impact of COVID-19 on Palm Tran public transit services is estimated at -18.0%.*

January 2022:

- *Palm Tran provided service for the third time during New Year's Day on Sunday, January 1, transporting 6,484 passengers across all modes.*
- *Schools in Palm Beach County started after the winter break on Wednesday, January 4, 2021.*
- *Palm Tran made adjustments to several routes to improve efficiency and on-time performance, service changes began on January 15, 2023*

Mode	JANUARY FY 2023	JANUARY FY 2022	% Change (# of Riders)	JANUARY FY 2020	% Change (# of Riders) <i>Pre-COVID-19</i>
Fixed Route	634,352	509,548	24.5% (124,804)	779,427	-18.6% (145,075)
Palm Tran Connection	71,771	59,464	20.7% (12,307)	88,705	-19.1% (16,934)
Go Glades MOD	10,211	6,163	65.7% (4,048)	5,209	96.0% (5,002)
Total	716,334	575,175	+24.5% (141,159)	873,341	-18.0% (157,007)

COVID-19 Service Impact, end of January 2023:

- 1,067 days (35 months) of COVID-19 in Florida. The first case was reported on March 1, 2020.
- Ridership across all modes increased by +24.5% (Compared to January FY 2022)
- 143 consecutive days of Fare Free service. Started on March 23, and ended on August 16, 2020.



Palm Tran Service Update

AVERAGE WEEKDAY RIDERSHIP (All Modes): **29k**

- **Fixed Route Average Week Day Ridership:** **25,248 Passengers**
- **Palm Tran Connection Average Week Day Ridership:** **3,076 Passengers**
- **Go Glades Average Week Day Ridership:** **374 Passengers**
- **Across all modes Average Week Day Ridership:** **28,698 Passengers**

Palm Tran transports more people annually than Brightline, PBIA, TriRail, Delray Beach Trolley and West Palm Beach Trolley combined.

FISCAL YEAR RIDERSHIP

Fiscal Year 2020 (Oct 2019 – Sept 2020)

Mode	FY 2020	FY 2019	% (# of Riders)
Total Fixed Route	7,633,208	9,056,770	-15.7% (1,423,562)
Total Palm Tran Connection	734,947	984,437	-25.3% (249,490)
Total Go Glades Dial A Ride*	55,765**	31,814*	+75.3% (23,951)**
Total	8,423,920	10,073,021	-16.4% (1,649,101)

*This pilot service started in mid-December 2018.

** GG ridership Jan-Sept 2020 was 40,321 (+26.7% (8,507)). Palm Tran is not able to report GG ridership to the FTA due to this service current "pilot" status.

Fiscal Year 2021 (Oct 2020 – Sept 2021)

Mode	FY 2021	FY 2020	% (# of Riders)
Fixed Route	5,919,289	7,633,208	-22.5% (1,713,919)
Palm Tran Connection	662,893	734,947	-9.8% (72,054)
Go Glades Dial A Ride*	67,283	55,765**	+20.7% (11,518)
Total	6,649,465	8,423,920	-21.1% (1,774,455)

* Go Glades service evolved from Flex to DAR service on April 13, 2020.

Fiscal Year 2022 (Oct 2021 – Sept 2022)

Mode	FY 2022	FY 2021	% (# of Riders)
Fixed Route	6,357,182	5,919,289	7.4% (437,893)
Palm Tran Connection	754,384	662,893	13.8% (91,491)
Go Glades Dial A Ride*	84,761	67,283	26.0% (17,478)
Total	7,196,327	6,649,465	8.2% (546,862)

Fiscal Year 2023 (Oct 2021 – Jan 2023)

Mode	FY 2023	FY 2022	% (# of Riders)
Fixed Route	2,365,543	2,092,967	13.0% (272,576)
Palm Tran Connection	274,201	252,628	8.5% (21,573)
Go Glades Dial A Ride*	38,867	24,485	58.7% (14,382)
Total	2,678,611	2,370,808	13.0% (308,531)



TD Ridership and Complaint Report

Month	TD Ridership	Raw Complaints	Valid
November	7,739	5	3
December	7,674	4	0
January	8,336	4	1

Valid complaints: Late Pick Up (1), Driver Misconduct (1), Discourteous (1), Other (1)