

# Palm Tran Update

Month	TD Ridership	Raw Complaints	Valid
May	9,110	13	7
June	7,495	5	1
July	6,787	3	1

Valid complaints: Late Pick Up (2), Other (2), Discourteous (1), Cell Phone (1), Damaged Property (1), Condition of Vehicle (1), Vehicle No-Show (1)

A stylized, light blue graphic of a palm tree trunk and fronds is positioned on the left side of the slide, extending from the top to the bottom.

# Palm Tran Update

Palm Tran has enjoyed the summer months with on-time performance on both Fixed-Route (80%+) and Connection (90%+) meeting our goals. The Go Glades service continues to grow and provide an excellent customer experience.

The Palm Beach County Board of County Commissioners has challenged Palm Tran to look at ways to make the Fixed Route and Paratransit service more efficient and less costly. There will be a Workshop on September 26<sup>th</sup> at the Governmental Center.



**Thank you**

