

AGENDA ITEM SUMMARY

Meeting Date: December 2, 2025

☐ Consent

☒ Regular

Department: Palm Tran

☐ Ordinance

☐ Public Hearing

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to:

A) approve the continuation of the BusLink Pilot Program (Program);

B) delegate authority to the County Administrator to approve and execute the Palm Tran grant application geared toward the enhancement of east-west transit connectivity, and other documents necessary, that do not substantially change the scope of work, terms or conditions of future documents.

Summary: On August 24, 2024, Palm Tran launched the Program, designed to enhance first and last-mile connectivity for transit riders. The Program currently provides customers within designated geofenced zones with up to four (4) Uber or taxi vouchers per day to facilitate access to Palm Tran's fixed-route network. Since its implementation, the Program has provided more than 200,000 trips, reflecting strong ridership and community engagement. Staff will present an annual update on the Program's performance, including ridership trends, operating costs, and recommendations to improve service efficiency. These program adjustments will include reducing the daily voucher limit; modifying service zones to better align with first- and last-mile connections; and adjusting the per-trip voucher value from \$8 to \$5. Adjustments are intended to ensure the long-term sustainability and effectiveness of the BusLink Program.

Future projects would focus on strengthening east-west transit connectivity, including frequency changes to high-performing fixed routes 62, 63, and 73, as well as a future Mobility-on-Demand (MOD) service or BusLink extension for residents of the Acreage, Loxahatchee, and Westlake communities. Grant opportunities will be applied for, as Palm Tran becomes aware of, to partially fund these future projects. Agenda item 3AA-1 is a companion item to this agenda item given the shared service area. Countywide (MM)

Background and Policy Issues: On February 6, 2024, Palm Tran presented its proposed service changes to the BCC. These service changes introduced three (3) pilot Transit Network Company (TNC) voucher programs to replace routes 21, 52, and segments of route 92. The voucher program, BusLink, began service on August 23, 2024.

Recommended By: _____

Executive Director

11/20/2025
Date

Approved By: _____

Chief Deputy County Administrator

Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2026	2027	2028	2029	2030
Capital Expenditures					
Operating Costs					
External Revenues					
Program Income(County)					
In-Kind Match(County					
NET FISCAL IMPACT	*				
#ADDITIONAL FTE					
POSITIONS (CUMULATIVE					

Is Item Included in Current Budget? ☐Yes ☐No
Does this item include the use of federal funds? ☐Yes ☐No
Does this item include the use of state funds? ☐Yes ☐No

Budget Account No:
Fund Agency Organization Object

B. Recommended Sources of Funds/Summary of Fiscal Impact:
*There is no fiscal impact associated with this item.

C. Departmental Fiscal Review: Barbara Hiller
Barbara Hiller, Fiscal Manager II

III. REVIEW COMMENTS:

A. OFMB Fiscal and/or Contract Dev. and Control Comments:
DA 11/21/25 OFMB Contract Dev. & Control

B. Legal Sufficiency
Assistant County Attorney

C. Other Department Review
Department Director

(THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.)



Pilot Program Status Update

*Palm Beach County Board of
County Commissioners Meeting*

December 2, 2025



AGENDA



BusLink Pilot Program Post Year-One Overview

- Boca Raton Zone
- East Central Zone
- Royal Palm Beach Zone



Grant Preauthorization



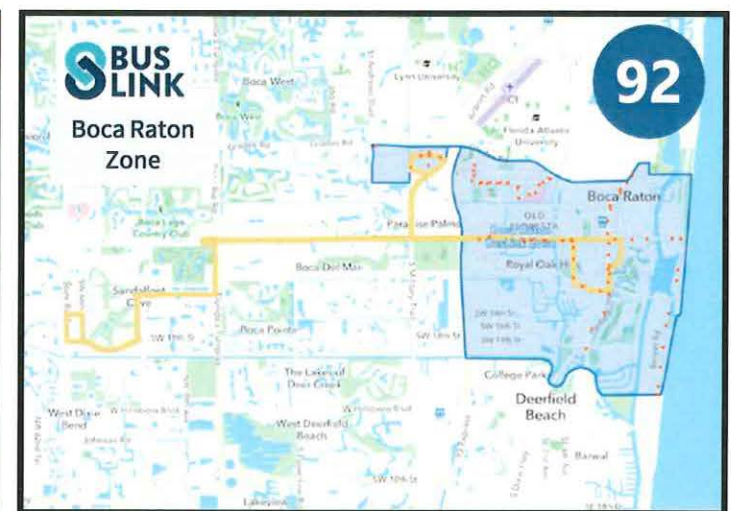
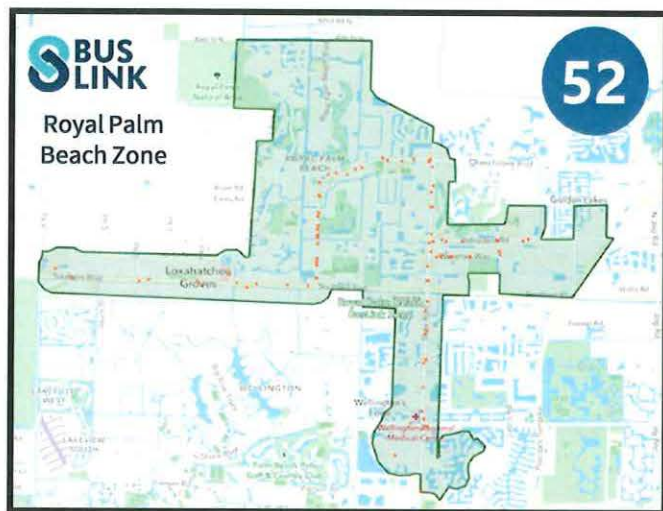
East West Connection



Staff Recommendations

1 BUSLINK PILOT PROGRAM

The BusLink program offers an \$8 voucher for an Uber ride to or from a Palm Tran bus stop within the designated BusLink Zone



Voucher Parameters



454
predetermined
points



4 rides per day



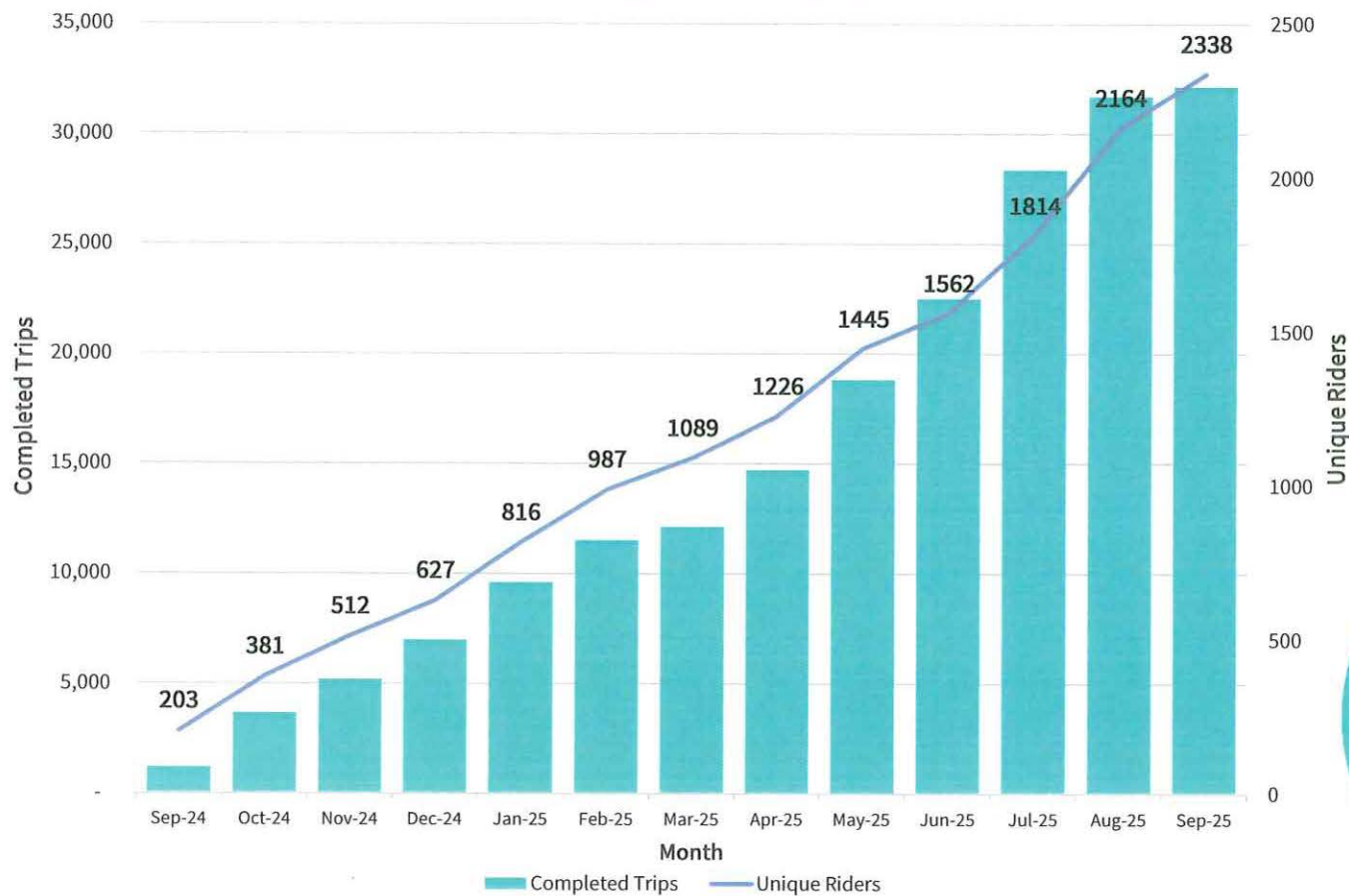
\$8 off per ride



Valid for trips taken between
6:00AM and 9:00PM

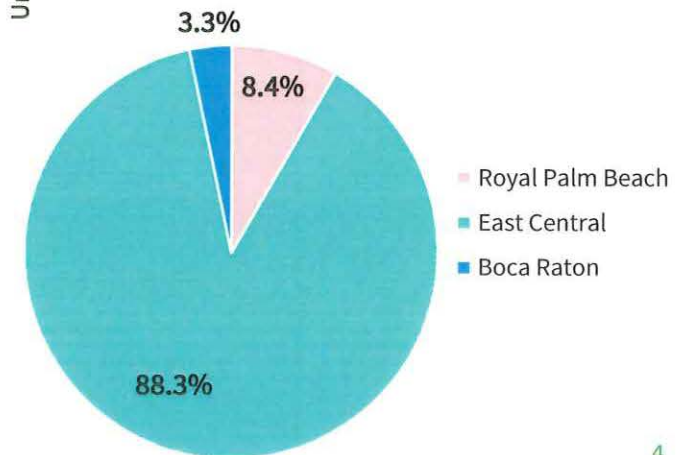
BusLink Year 1 Program Performance

Overall Program Performance



Completed Trips	198,564
Unique Riders	5,011
Median Fare	\$7.56
Median Trip Duration	6 mins
Median Trip Distance	1.99 miles

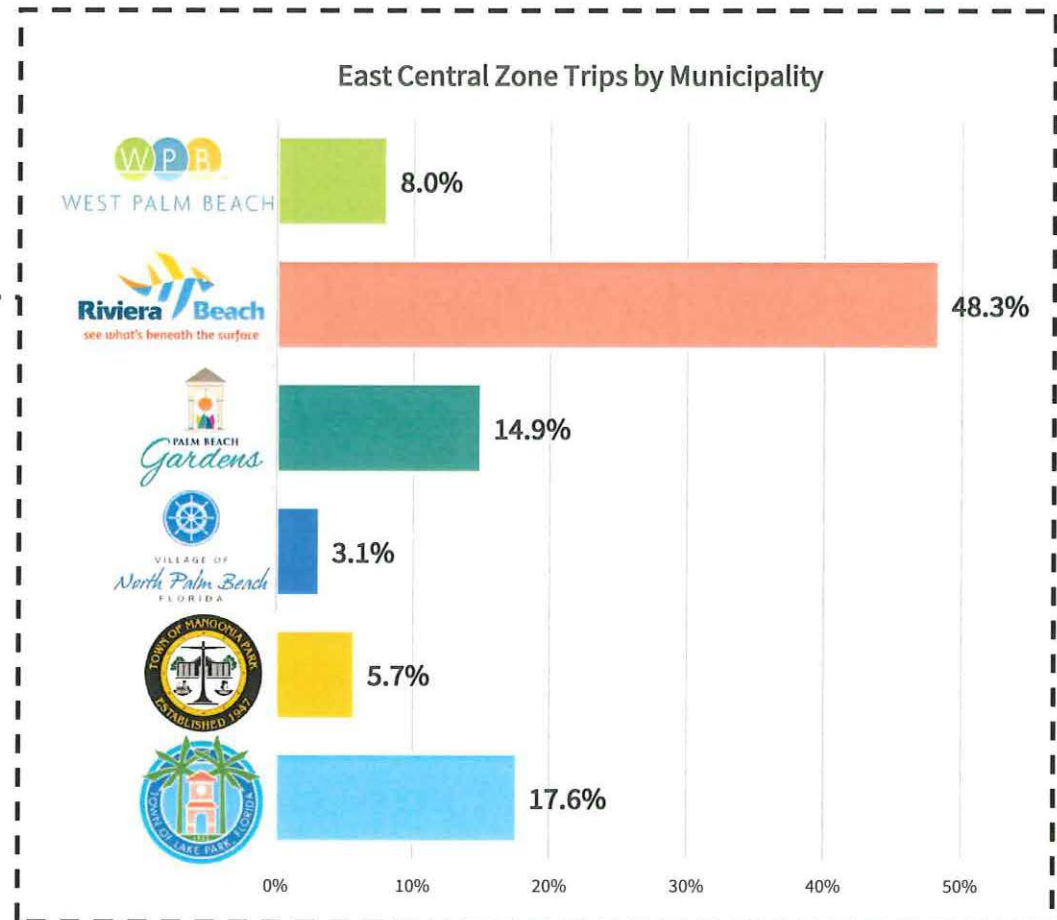
Trips by Zone



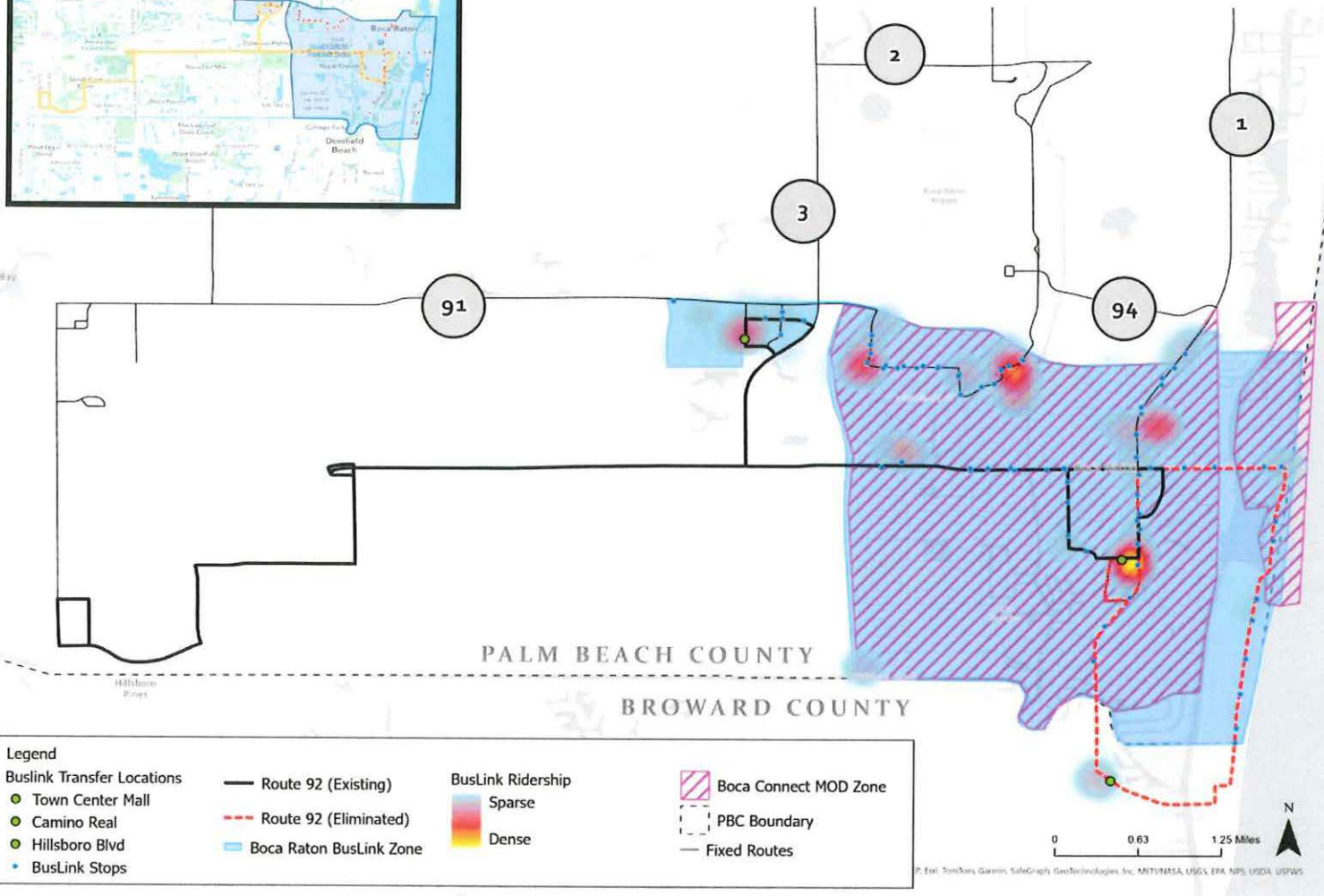
BusLink Year 1 Program Performance

Zone	Annual Cost (FY2025)
Boca Raton	\$47,290
East Central	\$1,218,647
Royal Palm Beach	\$122,505
Overall	\$1,388,442

Zone	Performance Metrics		
	Completed Trips	Unique Riders	Median Fare
Boca Raton	6,632	222	\$7.13
East Central	175,271	4,430	\$7.49
Royal Palm Beach	16,646	515	\$8.00
Overall	198,564	5,011	\$7.56



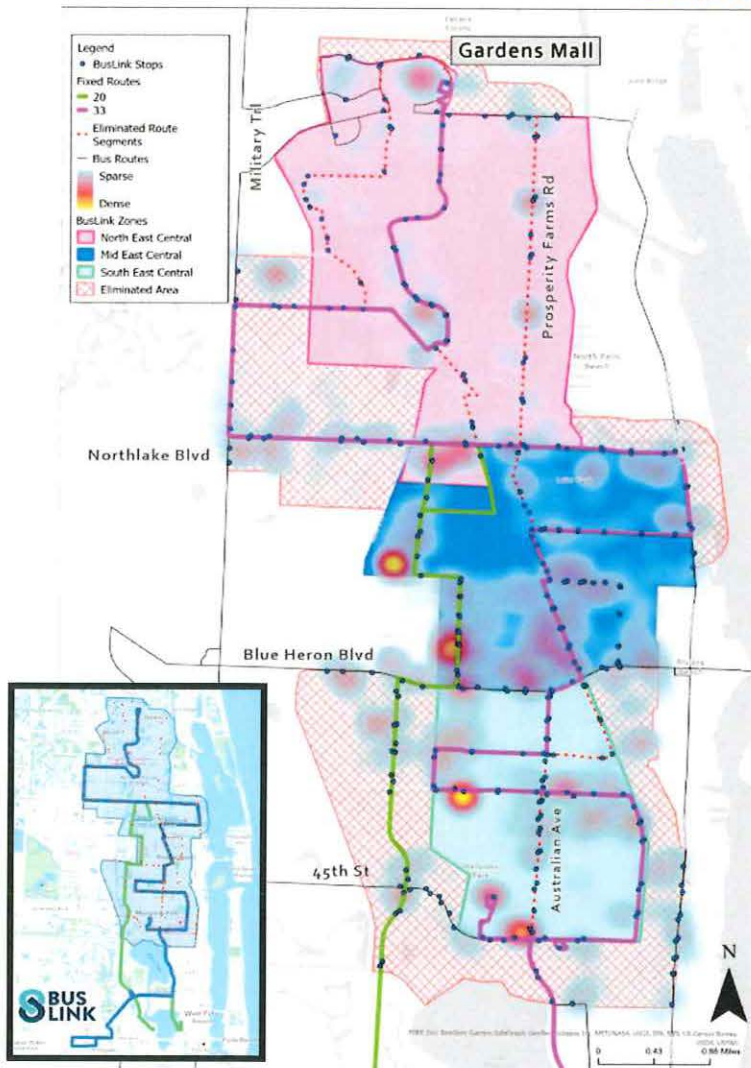
Boca Raton Recommendation



- Reduce number of daily trips from 4 to 2
- Reduce voucher from \$8 to \$5

	Annual Cost	BusLink Trips	Cost per trip
FY2025 (Actual)	\$47,290	6,632	\$7.13
FY2026 (Estimated)**	\$29,680	5,936	\$5.00
difference	(\$17,610)	(696)	(\$2.13)

East Central Recommendation



Existing East Central Zone

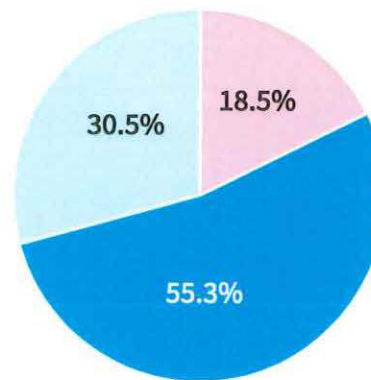
Of completed BusLink trips:

- 86.6% occur in area with existing fixed-route service
- 29.2% occur at stops that are not serviced by fixed-route

New Proposed East Central Zones

- 76.8% are currently traveling across zones
- 27.2% of existing trips occur in proposed eliminated area

Trips by Proposed Zone



North East Central Mid East Central South East Central

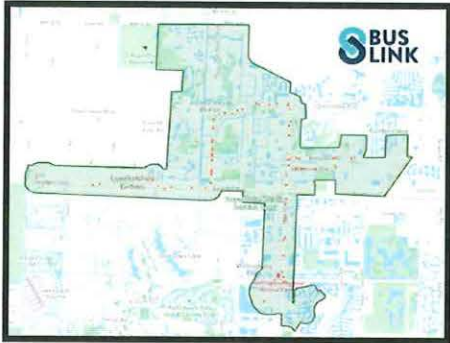
Recommendation:

- Modify zones to focus on areas with reduced fixed route coverage
- Split zone into 3 separate zones
 - No trips across zones
- Reduce number of trips from 4 to 2
- Reduce voucher from \$8 to \$5

	Annual Cost	BusLink Trips	Cost per trip
FY2025 (Actual)	\$1,218,647	175,271	\$6.95
FY2026 (Estimated)**	\$703,735	140,747	\$5.00
difference	(\$514,812)	(34,524)	(\$1.95)

**Based on proposed modifications, this will result in a 46% reduction in BusLink use in the East Central Zone

Royal Palm Beach Recommendation



Legend

Royal Palm Beach BusLink Zone

Fixed Routes

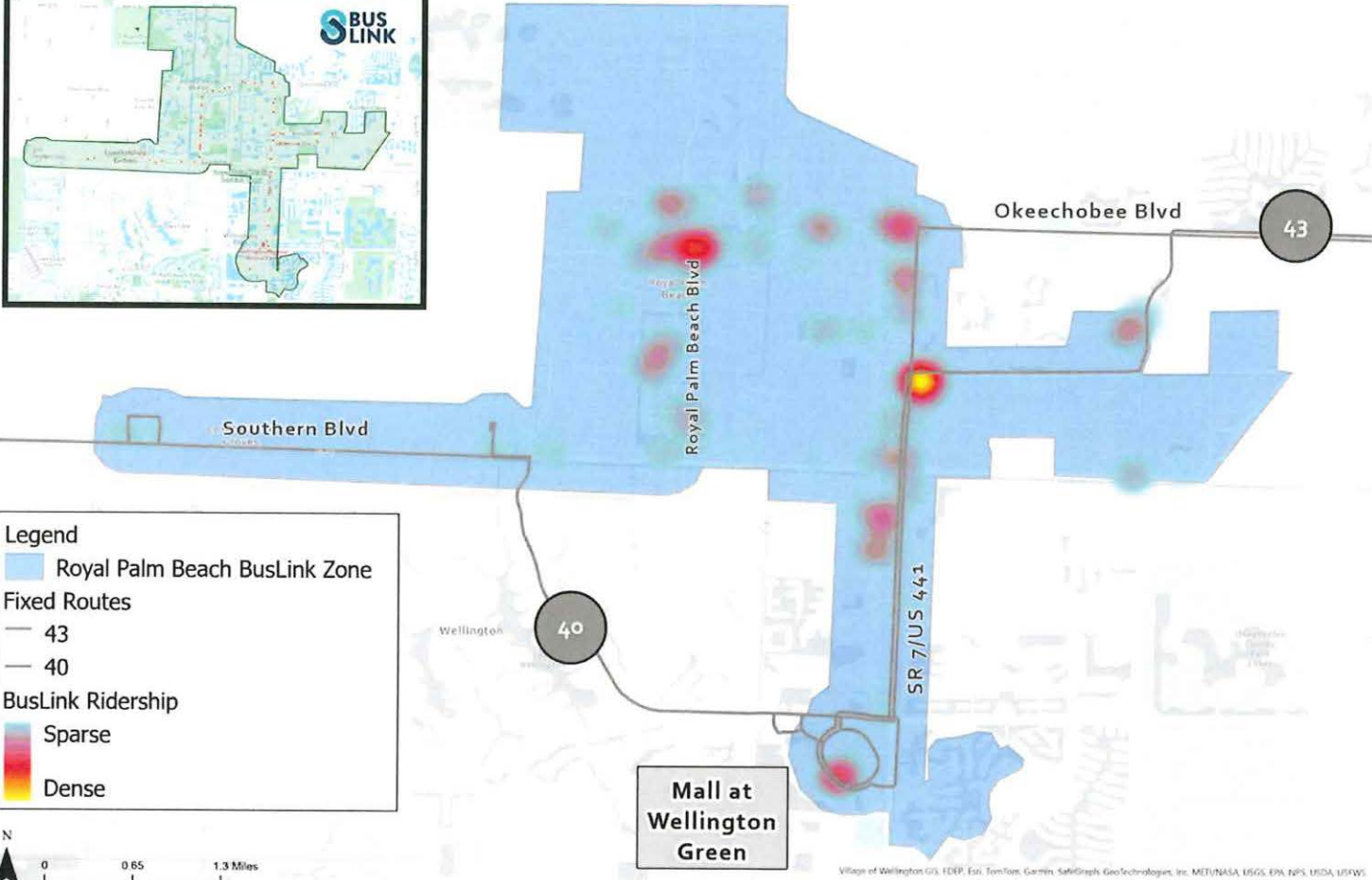
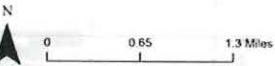
43

40

BusLink Ridership

Sparse

Dense



Recommendation

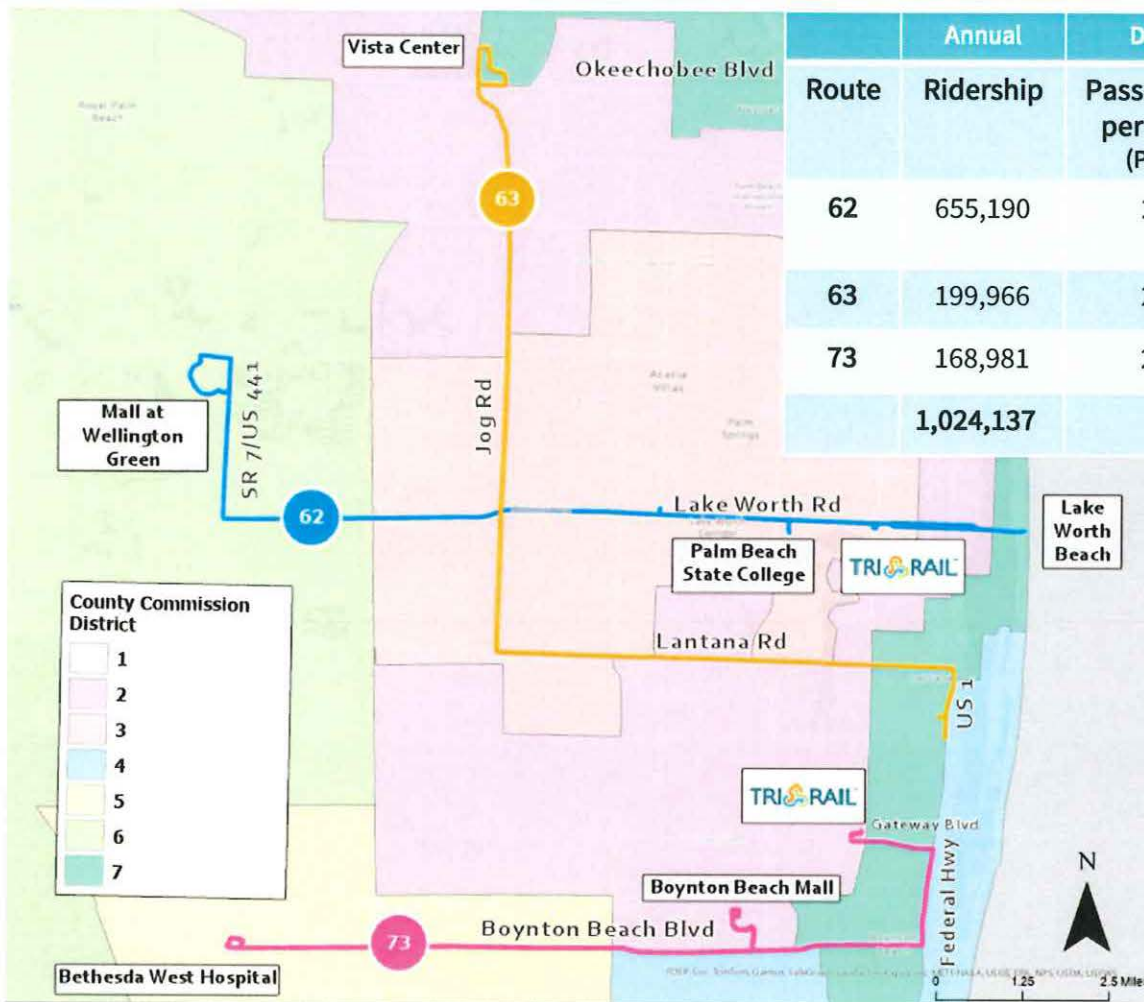
- Reduce number of trips from 4 to 2
- Reduce voucher from \$8 to \$5

	Annual Cost	BusLink Trips	Cost per trip
FY2025 (Act.)	\$122,505	16,646	\$7.36
FY2026 (Est.)**	\$66,585	13,317	\$5.00
difference	(\$55,920)	(3,329)	(\$2.36)

Grant Preauthorization



3 Grant Preauthorization

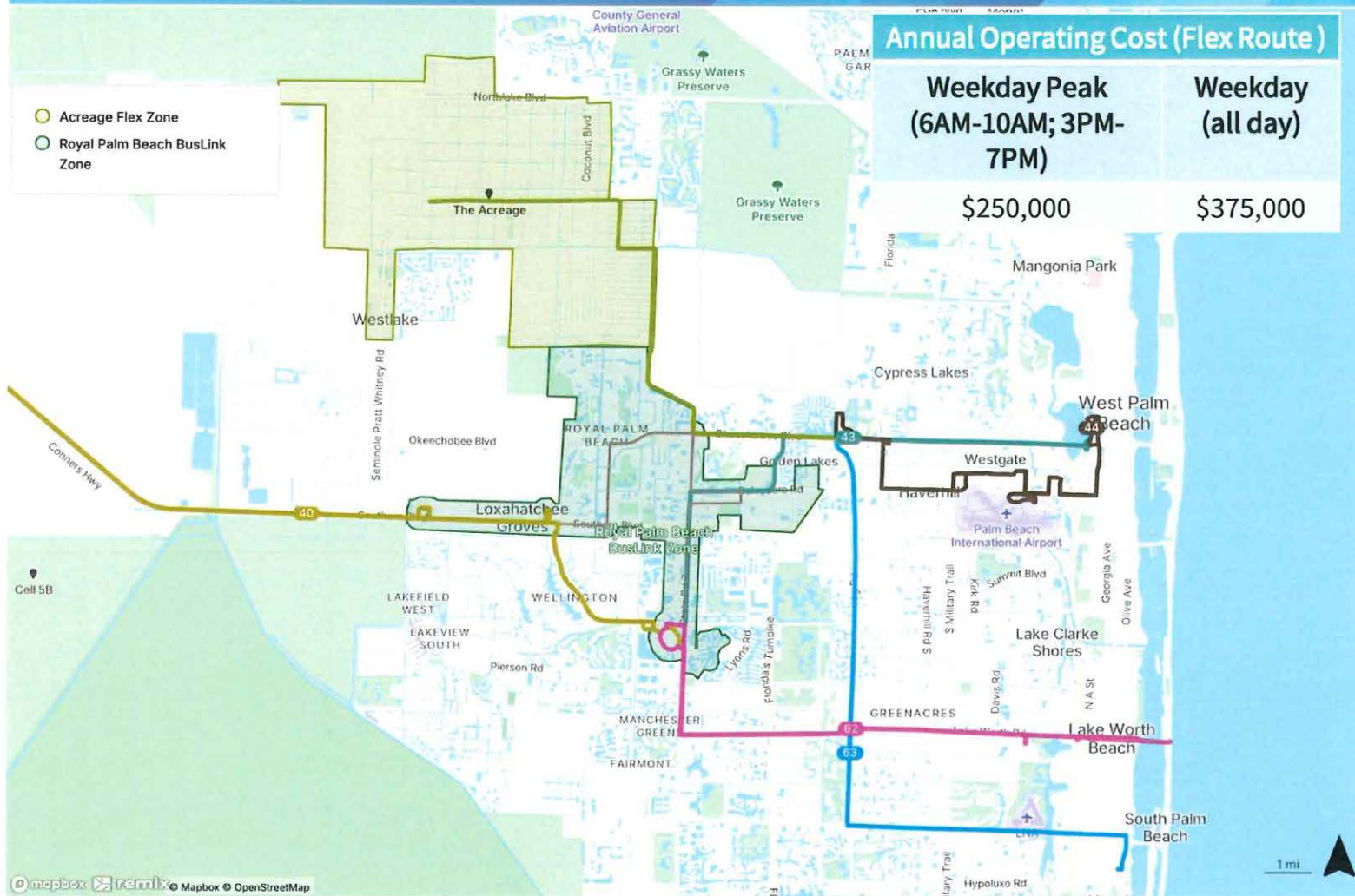


Route	Annual Ridership	Daily Passengers per Hour (PPH)	Frequency (min.)		Annual Cost (Est.)	
			Existing	Proposed	Operating Cost	Local Match
62	655,190	25	20 (weekday) 30-35 (weekend)	15 (weekday) 20 (weekend)	\$1,190,000	\$297,500
63	199,966	26	60 (weekday)	30 (weekday)	\$1,000,000	\$250,000
73	168,981	20	60 (weekday)	30 (weekday)	\$700,000	\$175,000
1,024,137					\$2,890,000	\$722,500

Staff Recommendation

- Approve request for preauthorization of application to FDOT Service Development Grant for FY2028
- IF awarded, staff will return to request approval to fund the local match for the term of the grant from Palm Tran's existing budget.
- At the end of the grant funding term, staff will return to review the performance and seek feedback from the board regarding next steps.

4 East-West Connection Option



Board Direction & Guidance



BusLink Pilot Program Post Year-One Overview

1. Approve Staff Recommendations
2. Additional direction



Grant Preauthorization

1. Pursue FDOT Service Development Funding for FY2028/Budget Supplemental Funding for FY2027



1. Proceed with future MOD options for the Acreage

Recommendations	Proposed Modification*	Annual Cost	
		FY2025 (Actual)	FY2026 (Estimated)**
Boca Raton	• Reduce number of trips from 4 to 2 • Reduce voucher from \$8 to \$5	\$47,290	\$29,680
East Central	• Modified BusLink zone with smaller service area, split into 3 zones with no travel across zones. • Reduce number of trips from 4 to 2 • Reduce voucher from \$8 to \$5	\$1,218,647	\$703,735
Royal Palm Beach	• Reduce number of trips from 4 to 2 • Reduce voucher from \$8 to \$5	\$122,505	\$66,585
Total		\$1,388,442	\$800,000