



April 4, 2019

Ms. Karen Hoskins  
City Manager  
City of Riviera Beach  
600 W. Blue Heron Blvd.,  
Riviera Beach, FL 33404

Dear Ms. Hoskins,

Palm Tran recently completed its Route Performance Maximization, (RPM) which was a systemwide redesign of its fixed-route bus network. Now, six months later, we are realizing some early successes with the changes including increased on-time performance and gains in ridership. Many of the routes in Riviera Beach were extended in both hours and frequency, resulting in enhanced access for many residents of the city. The RPM also resulted in a change of service for the Stonybrook Apartments community, located on 1555 Dr. Martin Luther King Blvd. The reason for the change was due to poor ridership productivity along the corridor as well as poor on-time performance by the old Route 21.

In the last few weeks we have met with city commissioners, Stonybrook residents and Stonybrook management regarding concerns about the change in routing. On February 14, 2019, Palm Tran staff presented at the Riviera Beach City Commission meeting to better understand the concerns. On February 15, 2019, Palm Tran staff engaged in a Town Hall style meeting with over 20 Stonybrook residents and management in attendance. At that meeting, several residents indicated the Route 30 was not meeting their needs and voiced strong support for returning the Route 21 service to the area.

Palm Tran evaluated several different options and was able to find a safe, cost-neutral solution and recommended the change to the Palm Tran Service Board, who, voted unanimously to return Route 21 to the Stonybrook community. Starting Monday, May 13, 2019, Palm Tran will provide direct service to the Stonybrook Apartments in Riviera Beach via the improved Route 21 on Dr. Martin Luther King Jr., Blvd. Stonybrook residents will now have more "one-seat-ride" access to employment and healthcare destinations in North County, including Gardens Mall and St. Mary's Medical Center. This route also provides new connections to the Mangonia Park Tri-Rail Station and other employment along Federal Highway. I believe this will allow for an improved quality of life for Stonybrook residents and we look forward to continuing our partnership with you.

Please do not hesitate to reach out to me with any questions or concerns you may have regarding this update.

Sincerely,

  
Clinton B. Forbes  
Executive Director

:c. Verdenia C. Baker, County Administrator  
Todd J. Bonlarron, Assistant County Administrator  
Emmett Crockett, Director of Transit Planning  
Steve Anderson, Manager, Transit Planning

**Palm Tran**

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