

Palm Beach County Transportation Disadvantaged Service Plan FY 2027 – Minor Update



FOR APPROVAL AUGUST 26, 2026



TABLE OF CONTENTS

DEVELOPMENT PLAN	5
SERVICE PLAN	28
QUALITY ASSURANCE.....	55
APPENDICES	57

FOREWARD

“Transportation Disadvantaged” (TD) means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are ~~handicapped-disabled~~ or high-risk or at-risk as defined in the Florida Statutes s. 411.202.

In 1979, Florida’s TD Program was created and reenacted in 1989. The Florida Commission for Transportation Disadvantaged (CTD) requires that a Transportation Disadvantaged Service Plan (TDSP) be developed and maintained for each service area recognized by the CTD. A new full TDSP is due within 120 calendar days after the execution of the initial Memorandum of Agreement (MOA) designating a Community Transportation Coordinator (CTC). The CTD created the TD Local Coordinating Board (LCB) to enhance local participation in the planning and delivery of coordinated transportation services.

An MOA between the CTD and the Palm Beach County Board of County Commissioners (BCC) went into effect on July 1, 2022, designating Palm Tran as the Palm Beach County CTC for fiscal years 2023 through 2028. Palm Tran provides both ~~the fixed-route bus service and door-to-door paratransit service to eligible customers within Palm Beach County through Palm Tran Connection under the direction of the BCC~~ fixed-route bus service and door-to-door paratransit service to eligible customers within Palm Beach County through Palm Tran Connection, under the direction of the BCC, in conjunction with the Palm Beach Metropolitan Planning Organization ~~Transportation Planning Agency~~ (MPO~~TPA~~) and the LCB, with input from the user community. Palm Tran Connection provides client registration, eligibility verification, trip reservation, in-house dispatch, monitoring of complaints and commendations, trip scheduling, and carrier contract management responsibilities.

The Palm Beach MPO~~TPA~~ serves as the Designated Official Planning Agency (DOPA) for Palm Beach County and is responsible for conducting continuous, cooperative, and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

The following document was developed by the Palm Beach MPO~~TPA~~ and Palm Tran per the CTD TDSP Instruction Manual and covers the MOA five-year period. The TDSP will undergo annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the CTC, Planning Agency, and the LCB. This TDSP serves as a comprehensive operational guidebook outlining the services and service parameters that govern public transportation for the TD service in Palm Beach County, Florida.

LOCAL COORDINATING BOARD MEMBERSHIP

Name (MPO/DOPA): Palm Beach Metropolitan Planning Organization

Address: 301 Datura St., West Palm Beach, Florida 33401

The Metropolitan Planning Organization/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

CHAIR SIGNATURE: _____ **DATE:** _____

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
1. CHAIR	Deandre Poole (Chair)	N/A	Jun 26 –
2. ELDERLY	Vacant	N/A	N/A
3. CHILDREN AT RISK	Judy Shanley	Vacant	Jun 26 – Jun 29
4. DISABLED	Robert Goodman	Vacant	May 24 – May 27
5. CITIZEN ADVOCATE	Uyen Dang (Vice Chair)	N/A	Mar 26 – Mar 29
6. CITIZEN ADVOCATE/USER	Vacant	N/A	N/A
7. FL DEPT. OF VETERAN'S AFFAIR	Vacant	Vacant	N/A
8. PALM BEACH COUNTY COMMUNITY ACTION	Vacant	Adam Reback	N/A
9. PUBLIC EDUCATION (PBC School District)	Laura Schultze	Vacant	Jul 24 – Jul 27
10. FLORIDA DEPT. OF TRANSPORTATION	Tatiana Gilyard	Marie Dorismond	Oct 25 – Oct 29
11. DEPT. OF CHILDREN & FAMILY SERVICES	Isis Williams	Vacant	Dec 23 – Dec 26
12. FL DEPT. EDUCATION/DIV. OF VOCATION REHAB.	Vacant	Vacant	N/A
13. AGENCY FOR PERSONS WITH DISABILITIES	Milory Senat	Pauline Spence	May 17 – Mar 29
14. PRIVATE TRANSPORTATION INDUSTRY	Arielle Richardson	Vacant	May 25 - May 28
15. MASS/PUBLIC TRANSIT INDUSTRY	Ron Jones	Vacant	May 25 – May 28
16. FL AGENCY FOR HEALTH CARE ADMINISTRATION	Jerome Hill	Marielisa Amador	Apr 25- Apr 28
17. AREA AGENCY ON AGING	Nancy Yarnall	Laurie Greco	Apr 25 – Apr 28
18. WORKFORCE DEVELOPMENT BOARD	Michael Corbit	Vacant	Jul 22 – May 28
19. LOCAL MEDICAL COMMUNITY	Merlene Ramnon	Vacant	Jul 25 - Jul 28

TDSP LCB ROLL CALL VOTING SHEET

REPRESENTATIVE	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chair	Commissioner Deandre Poole*			
2. Elderly	VACANT			
3. Disabled	Robert Goodman			
4. Children at Risk	Judy Shanley			
5. Citizen Advocate	Uyen Dang**			
6. Citizen Advocate/User	VACANT			
7. FL Dept. of Veteran's Affairs	VACANT			
8. PBC Community Action	VACANT			
9. Public Education (PBC School District)	Laura Schultze			
10. FL Dept. of Transportation	Tatiana Gillyard			
11. Dept. of Children and Family Services	Isis Williams			
12. FL Division of Vocational Rehabilitation	VACANT			
13. Agency for Persons with Disabilities	Milory Senat			
14. Private Transportation Industry	Arielle Richardson			
15. FL Agency on Health Care Admin.	Jerome Hill			
16. Area Agency on Aging	Nancy Yarnall			
17. Workforce Development Board	Michael Corbit			
18. Local Medical Community	Merlene Ramnon			

*Chair **Vice Chair

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all the recommendations of that evaluation have been incorporated into this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on

Date _____ Coordinating Board Chair _____

Approved by the Commission for the Transportation Disadvantaged.

Date _____ Executive Director _____



Development Plan



A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

“Transportation Disadvantaged” (TD) describes those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or are children who are handicapped, high-risk, or at-risk as defined in F.S. 411.202.

In 1979 Chapter 427, Florida Statutes (F.S.), created a Coordinating Council to foster the coordination of TD transportation services. In 1989, the Coordination Statue was amended to create the CTD and a first-time dedicated TD Trust Fund. The CTD was created as an independent agency located within the Florida Department of Transportation (FDOT) for administrative and fiscal purposes. In all respects, the CTD operates independently with rulemaking as well as budget authority and administers the TD Trust Fund. These rules and regulations were later amended and adopted again in 1992 and 1993 as per Rule 41-2, Florida Administrative Code (F.A.C.). This code details the day-to-day requirements and responsibilities for activities mandated under Chapter 427, F.S. For additional information regarding governmental rules, regulations and programs related to TD transportation, see Appendix B.

2. Community Transportation Coordinator Designation Date / History

The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) in each county is involved in the planning activities of their county TD programs. In 1990 the Palm Beach MPO (~~DBA the Palm Beach Transportation Planning Agency~~) was designated as the CTC. In 1999 the BCC was designated as the CTC with Palm Tran, through Palm Tran Connection, as the TD service provider. Since then, Palm Tran has served as the CTC for Palm Beach County, designated by the Palm Beach Metropolitan Planning Organization ~~Transportation Planning Agency (MPO TPA), previously named the MPO,~~ through review and recommendation by the LCB. On July 1, 2022, a new MOA between the BCC and the CTD went into effect designating Palm Tran as the CTC for fiscal years 2022~~3~~-2027~~8~~. This MOA can be found in Appendix A.

Local Coordinating Board

LCB membership is established pursuant to State of Florida Rules 41-2.012 (3) F.A.C. Voting membership of the LCB consists of an elected official serving as the Chair, advocates representing citizens, the elderly, persons with disabilities, and local and state representatives of agencies. A primary responsibility of the LCB is to annually perform an evaluation of the CTC, which the CTD must then approve. Each LCB acts as an advisory body to the CTC. Other responsibilities of the LCB are to identify local service needs and provide information, advice, and direction to the CTC. Yearly, or as often as needed due to membership changes, the MPO~~TPA~~ Board signs and provides the CTC a certification of current membership representation. The current LCB Membership Certification is provided on Page 5 of this document.

Palm Beach County Community Transportation Coordinator Timeline

1989	The Commission for the Transportation Disadvantaged (CTD) and Transportation Disadvantaged Trust Fund created
1990	Palm Beach Metropolitan Planning Organization (MPO) designated as the Community Transportation Coordinator
1999	Palm Beach County Board of County Commissioners (BCC) dba Palm Tran as Community Transportation Coordinator (CTC)
2000	Palm Tran, through Connection, assumes all management functions for the paratransit program; Service delivery is provided by four local providers
2007	BCC/Palm Tran was redesignated as CTC
2012	Palm Beach County BCC redesignates Palm Tran as the CTC
2017	New Memorandum of Agreement (MOA) signed between the CTD and BCC Palm Tran redesignated as the CTC for 2017-2022
2022	Palm Beach County BCC redesignates Palm Tran as the CTC for 2022-2027

3. Organization Charts

An organization chart outlining the provision of TD services in Palm Beach County as well as Palm Tran's organization chart are included in Appendix C.

4. Consistency Review of Other Plans

As required for the TDSP, the following documents have been reviewed:

- Palm Beach County Comprehensive Plan
- Regional Transportation Plan
- Palm Beach MPO~~TPA~~ Long Range Transportation Plan
- Palm Tran Transit Development Plan
- Tri-Rail Transit Development Plan
- CTD 5 Year/20 Year Plan
- Transportation Improvement Program

Consistency with these plans was assured by the Palm Beach MPOTPA and Palm Tran by coordinating review of documents.

a. Palm Beach County Comprehensive Plan – Transportation Element

It is the goal of Palm Beach County to provide an interconnected multimodal transportation system which moves people, goods, and services in a safe, efficient, convenient, and economical manner with minimal adverse impact to the environment.

The Transportation Element of the Comprehensive Plan contains several outdated references and needs updates to reflect the current services provided by Palm Beach County accurately.

b. MPOTPA Long Range Transportation Plan

The 2050 Palm Beach MPOTPA Long Range Transportation Plan (LRTP) "Vision 2050" was adopted December 12, 2024. The LRTP addresses several transit and alternative transportation issues, taking into consideration the expansion of Tri-Rail and Palm Tran fixed route bus service. The LRTP identifies transportation improvements which lead to the development of an integrated inter-modal transportation system. The plan looks at the need for major investment studies, the recommendation of the bicycle and pedestrian plans, any transportation enhancement activities, and identifies financing strategies to bring about the implementation of the plan.

c. Regional Transportation Plan

The 2050 Regional Transportation Plan (RTP) presents a shared regional transportation vision that addresses regional travel needs, funding, and policies that serve and benefit the entire Southeast Florida region. The RTP identifies a high-capacity transit network throughout the region, including Miami-Dade, Broward, and Palm Beach. The 2050 RTP was adopted on June 27, 2025.

d. Palm Tran Transit Development Plan

The 2022-2031 Palm Tran Transit Development Plan (TDP) includes a description of the transit agency's vision for public transportation; a clearly defined set of goals, objectives, strategies, and measures of effectiveness; a detailed assessment of transit needs; and a staged implementation plan that prioritizes improvements. The TDP also includes a review of existing operations, organizational structure, as well as the development of a 10-year funding plan. The TDP is a policy document that integrates transit agency goals with those of adopted plans, including the MPOTPA's Long Range Transportation Plan and the County's Comprehensive Plan.

e. South Florida Regional Transportation Authority Transit Development Plan

The FY 2026-2035 South Florida Regional Transportation Authority (SFRTA) Transit Development Plan (TDP) covers the Tri-Rail and shuttle service provided from Palm Beach County to Miami-Dade County. The TDP includes a history of the agency, existing transportation services, operating budget and forecast, as well as a 10-year capital plan.

f. Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

The CTD 5 Year/20 Year, adopted April 28, 2005 Plan vision calls for public outreach strategies to encourage participation by stakeholders in the community, individuals from the public, private and non-profit sectors in the development and continuation of coordinated planning:

- A coordinated, cost-effective, multi-modal system utilizing public-private partnerships;
- A uniform funding system with a single eligibility process; and
- Regional design and implementation of service.

g. Transportation Improvement Program

The Transportation Improvement Program (TIP) is a five-year planning program prepared by the MPO~~TPA~~ in coordination with FDOT that identifies transportation improvements funded by Federal, State, and local sources to assist local governments within Palm Beach County with their transportation planning efforts.

5. Public Participation

Representatives of the public, private, and non-profit transportation, and human service providers, as well as members of the public are provided the opportunity to participate in the development and update of the TDSP through public comment and discussion at the quarterly LCB meetings. Information regarding these meetings and reports are disseminated through various means of communication such as US-mail, E-mail, newspaper articles and announcements, as well as through the MPO~~TPA~~ and Palm Tran websites. Public outreach activities coordinated by Palm Tran, Palm Tran Connection, and the Palm Beach MPO~~TPA~~ are documented and maintained by each agency.

B. Service Area Profile/Demographics

1. Service Area Description

Palm Beach County comprises a total area of approximately 2,386 square miles, measuring approximately 45 miles from North to South and 53 miles from East to West. There are a total of 39 municipalities in the county which accounts for 55% of where the population resides. The five largest cities are West Palm Beach, Boca Raton, Boynton Beach, Delray Beach and Wellington. Residents of the unincorporated areas of the County account for 45% of the total population. Public Transportation ~~primarily~~^{mostly} services the more densely populated eastern portion of the county. Paratransit is available county-wide for eligible customers. Tri-Rail provides commuter rail service along the eastern coast of south Florida from Palm Beach County south to Miami-Dade County. In February 2018, Brightline, a higher-speed train, began operations with service from West Palm Beach to Fort Lauderdale, Miami, and started service from Miami to Orlando in 2023.

Table 1 – Population Densities for Palm Beach County and the five largest Municipalities

*Source: US Census Bureau, Table DP05, 2024~~3~~ 5-Year Estimates (population); US Census Quickfacts (Land Area)

Area	Population	Sq. Miles	Population Per Sq. Mile
Palm Beach County	1,507,453 1,533,806	1,964	768
Boca Raton	99,973 100,234	29	3,447
Boynton Beach	81,252 81,435	16	5,078
Delray Beach	67,542 67,979	16	4,221
Wellington	61,497 62,146	45	1,367
West Palm Beach	119,508 122,290	54	2,213



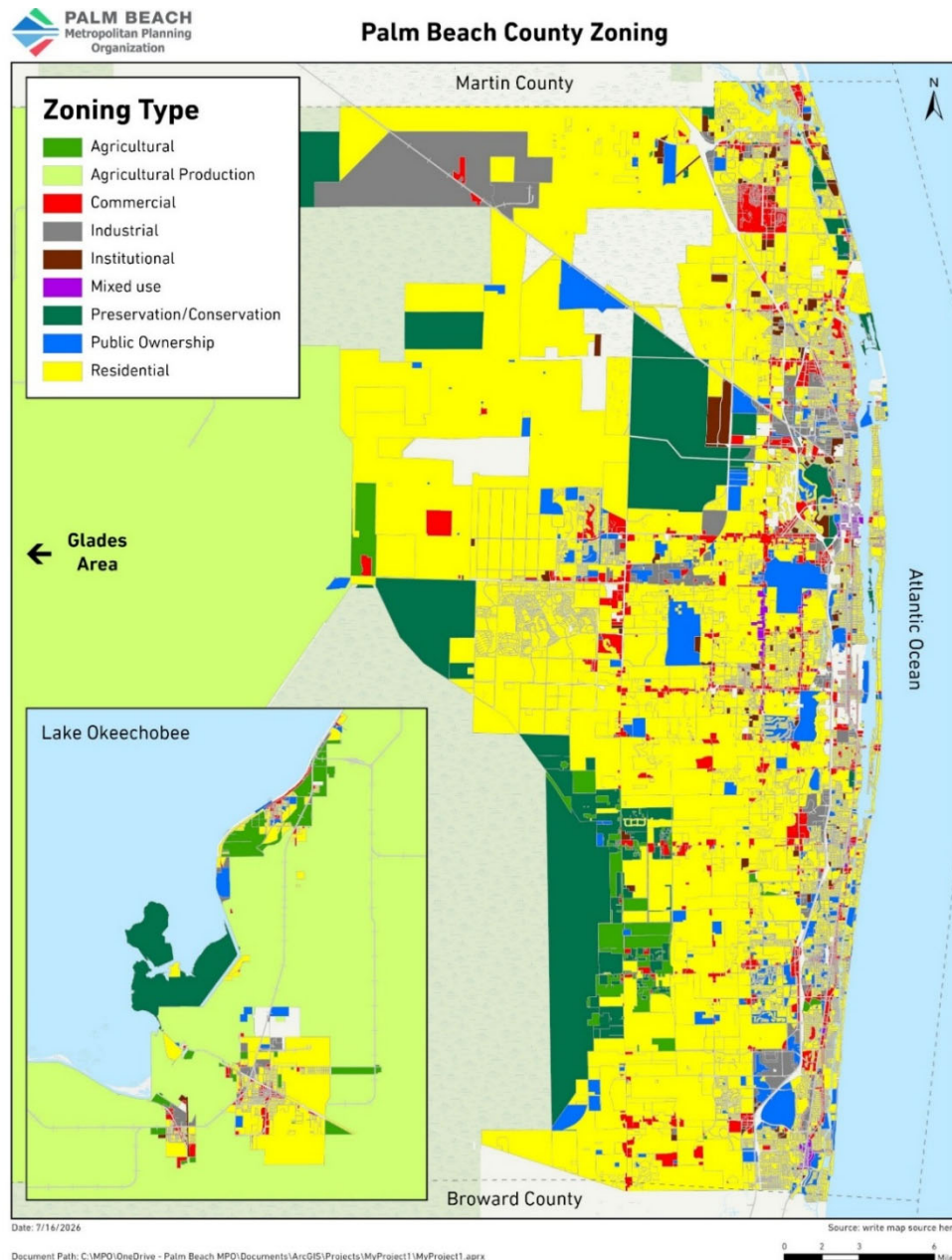
Figure 1: Palm Tran Connection Bus

2. Demographics

a. Land Use

Palm Beach County's urbanized area is concentrated along the eastern side of the county with a variety of mixed uses that are mainly low-density with activity centers scattered throughout, as shown in the map below: Palm Beach County Zoning. Many of the residential communities in the county's urban area are gated, which creates challenges to accessing fixed route transit service. Paratransit is permitted to access these communities and provide transit service to TD Populations. The central and western areas of the county consist of primarily farmlands and wetlands, with the Glades rural communities located in the westernmost portion of the county along the southeast border of Lake Okeechobee.

Map 1: Palm Beach County Zoning



b. Population/Composition

According to the 2020 US. Census, the population of Palm Beach County is ranked third in the state of Florida, at 1,492,191, and it grew to 1,533,806 in 2024 with an average ~~and it increases~~ by about 11,000 people a year. The population is expected to reach 1.8 Million people by 2050.

Due to the size of the county, the distribution of the population outside the urban core can make public transit expensive. Palm Tran is the only public transportation system connecting the areas nearly 2,400 square miles. The expansion of housing outside of eastern urban core and single occupancy vehicle encouraging development patterns creates obstacles to public transportation by increased travel times by walking, bicycling, and public transit.

This growth development pattern leaves driving as the only reasonable option for most transportation system users. Paratransit service for this area is costly, yet it is frequently the only form of public transit for TD residents. Palm Beach County encourages the usage of the Palm Tran fixed route system, to all residents, before they apply for the Palm Tran Connection Services, and those are primarily for the Transportation Disadvantaged. The fixed route service is somewhat limited, as it typically only serves those who live, work, or access services along those routes.

Table 2 - Distribution of Age Groups

Source: Palm Beach County, Source: U.S. Census Bureau, 2023~~4~~ American Community Survey 5-Year Estimates, S0101

Age Cohort	Percent of Population
Under 5 years	4.9%
5 to 9 years	5.1 2 %
10 to 14 years	5.4%
15 to 19 years	5.6%
20 to 24 years	5.2%
25 to 29 years	5.5%
30 to 34 years	6.0%
35 to 39 years	6.0%
40 to 44 years	5.9 8 %
45 to 49 years	5.8 9 %
50 to 54 years	6.3 4 %
55 to 59 years	6.7 8 %
60 to 64 years	6.7 8 %
65 to 69 years	6.4%
70 to 74 years	5.6%
75 to 79 years	5.2 1 %
80 to 84 years	3.6 5 %
85 years and over	3.9%

Table 3 – Annual Household Income Distribution

Source: Palm Beach County, U.S. Census Bureau, 2023³⁴ American Community Survey 5-Year Estimates, S1901

Total Households	597,053 605,430
Less than \$10,000	4.9 8 %
\$10,000 to \$14,999	2.6 8 %
\$15,000 to \$24,999	6.1 3 %
\$25,000 to \$34,999	6.7 9 %
\$35,000 to \$49,999	10.9 93 %
\$50,000 to \$74,999	15.6 1 %
\$75,000 to \$99,999	12.5 4 %
\$100,000 to \$149,999	17.3%
\$150,000 to \$199,999	8.9 17 %
\$200,000 or more	14.1 5.78 %

Table 4 – Educational Attainment

Source: Palm Beach County, U.S. Census Bureau, 2023³⁴ American Community Survey 5-Year Estimates, S1501

Population 25 years and over	1,111,600 1,166,821
Less than high school graduate	10.8 9 %
High school graduate (includes equivalency)	22.6 8 %
Some college, no degree	17.6 0 %
Bachelor's degree	24.6 0 %
Graduate or professional degree	16.5 60 %

c. Employment

Population and employment trends form a dependent relationship. The growth of population in unincorporated areas led to a larger number of work trips made within lower density areas creating a greater demand for single-occupant vehicle travel. Additionally, the increase of jobs in suburban areas has made providing transit services difficult because of low densities. Table 5 depicts the labor force and employment distribution for Palm Beach County.

Table 5 – Labor Force

Source: Palm Beach County, U.S. Census Bureau, 2023³⁴ American Community Survey 5-Year Estimates, DP03

	Estimate	Percent
Population 16 and older	1,321,754 1,255,736	
Population in Civilian Labor Force	806,152 748,874	61.0 59.6 %
Employed	764,741 708,437	57.9 56.4 %
Unemployed	41,411 40,437	3.1 2 %

d. Major Trip Generators/Attractors

Attractors such as employment, medical appointments and shopping make the use of transit a viable alternative to paratransit when they are conveniently located along bus routes. Schools, shopping and employment centers, hospitals, etc. have been identified and are depicted along with the transit service area. Palm Tran utilizes major attractors, i.e., Wellington Green Mall, as timed transfer points for their system. Palm Tran schedules the routes to arrive and depart with limited layover time at transfer points. A significant issue in a rapidly developing county such as Palm Beach is that jobs and services follow the new residential construction, usually away from the traditional, established transit corridors.

The following represents the ten (10) largest trip generators for Palm Tran Connection, in descending order: Midcounty Senior Center; Arc of the Palm Beaches, Palm Beach School for Autism; Boca Habilitation Center; Arc of Palm Beach County – North Campus; Career Academy of the Palm Beaches, North County Senior Center; VA Medical Center; Passionate Care Services, LLC; and Belle Glade Dialysis. ~~Palm Beach Hab Center; Boca Habilitation Center; Palm Beach School for Autism; Belle Glade Dialysis; ARC CTP; DCF Belle Glade; Winn Dixie at Belle Glade; VA Medical Center; South Tech Academy; and JARC Living & Learning Center.~~ In addition, the four major malls in the county are another major attractor (Palm Beach Gardens, Boynton Beach, Wellington and Town Center malls). Mizner Park in Boca Raton, Atlantic Avenue in Delray Beach, Rosemary Square and Clematis Street in West Palm Beach, Legacy Place and Downtown at the Gardens in Palm Beach Gardens, and Abacoa in Jupiter are all major upscale entertainment/shopping areas that equate to heavy ridership.

Routes 1 (US-1), 2 (Congress Ave), 3 (Military Trail), 62 (Lantana Rd) and 43 (Okeechobee Blvd) are the most traveled fixed routes. These routes provide service to the major corridors in the county and have the most convenient headways of as little as 20 minutes on routes 1, 62, and 43. Route 1 runs on Federal Highway/Dixie/Broadway (US 1), Route 62 runs on Lake Worth Road, and Route 43 runs on Okeechobee Boulevard and State Road 7 (SR 7). Route 2 runs on Congress Avenue and Route 3 runs on Military Trail. Routes 1, 2, and 3 are North/South corridors and Routes 43 and 62 are East/West corridors.

Table 6 – Tenure by Vehicles Available ~~Availability~~

Source: Palm Beach County, U.S. Census Bureau, 2024⁴³ American Community Survey 5-Year Estimates, DP04

Occupied housing units	605,430 597,053
No vehicles available	6.0% 5.9%
1 vehicle available	40.8% 40.7%
2 vehicles available	34.6% 37.5%
3 or more vehicles available	15.5% 15.8%

C. Service Analysis

This section presents a needs assessment and demand estimates for transportation services among the TD population in Palm Beach County. In 2013, the National Center for Transit Research (NCTR) at the Center of Urban Transportation Research (CUTR) developed a new paratransit service demand model. This tool replaced the 20-year-old, May 1993 CUTR developed Methodology Guidelines for Forecasting TD at the county level, which the CTD used to refer transit planners to for forecasting purposes. The new demand model accounts for the following impacts:

- Americans with Disabilities Act of 1990
- Florida Medicaid
- Census Data Availability
- Trip Rate Assumptions
- TD Trip Definitions



1. TD Forecasts

The NCTR CUTR model was used to forecast the TD Population calculations displayed in Table 7 below for Palm Beach County.

Table 7 – Forecast of TD Population Calculations in Palm Beach County
Source: CUTR 2013 Model; U.S. Census Bureau, American Community Survey 1-Year Estimates 2023⁴, Table B19⁸130

General TD Population Forecast	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
E - Estimate non-elderly/disabled/low income	14,685	14,905	15,128	15,355	15,585	15,818	16,055	16,295	16,540	16,787	17,039
B - Estimate non-elderly/disabled/not low income	60,655	61,563	62,485	63,421	64,371	65,335	66,314	67,307	68,315	69,338	70,377
G - Estimate elderly/disabled/low income	20,173	20,475	20,782	21,093	21,409	21,730	22,055	22,385	22,721	23,061	23,406
D - Estimate elderly/disabled/not low income	101,262	102,779	104,318	105,880	107,466	109,076	110,709	112,367	114,050	115,758	117,492
F - Estimate elderly/non-disabled/low income	25,996	26,385	26,781	27,182	27,589	28,002	28,421	28,847	29,279	29,717	30,163
A - Estimate elderly/non-disabled/not low income	233,558	237,056	240,606	244,210	247,867	251,580	255,348	259,172	263,053	266,993	270,992
C - Estimate low income/not elderly/not disabled	120,620	122,427	124,260	126,121	128,010	129,927	131,873	133,848	135,853	137,887	139,953
TOTAL GENERAL TD POPULATION	576,949	585,590	594,360	603,262	612,297	621,467	630,775	640,222	649,810	659,542	669,420
TOTAL POPULATION	1,533,806	1,556,778	1,580,093	1,603,758	1,627,777	1,652,156	1,676,901	1,702,015	1,727,506	1,753,379	1,779,639

2. Needs Assessment

Palm Tran Connection has approximately ~~8,540~~ 14,316 ADA riders, ~~and 14,087~~ 7,692 TD riders ~~in~~ riders, and 844 DOSS riders in their database. This number includes TD and ADA customers as some customers qualify for more than one program. Map ~~1~~ 2 below shows the service area for TD populations as well as the ADA service area, which includes the ADA core area and fixed route .75 mile buffer area. Statistics have indicated that each TD customer averages 98 trips per year.

Three (3) block group analyses shown in Appendices D, E, and F provide a visual representation of the current conditions that exist for the transit dependent populations in Palm Beach County. Appendix D depicts the ~~2024~~ 2013 American Community Survey (ACS) block groups with high proportions of seniors. Appendix E shows 2023 ACS Survey block groups with percentage of residents below the poverty level. Appendix F shows the distribution of minorities in the County.

Palm Tran Connection and the DOPA have begun evaluating origin and destination data to better understand trip patterns. The two lists below indicate the top origin and top destination cities for the available data for Fiscal Year ~~2026~~ 2025. This is only a snapshot of data in time and more analysis will need to be conducted for future TDSP Updates

Top 5 Destination Community Trips in FY ~~2026~~ 2025

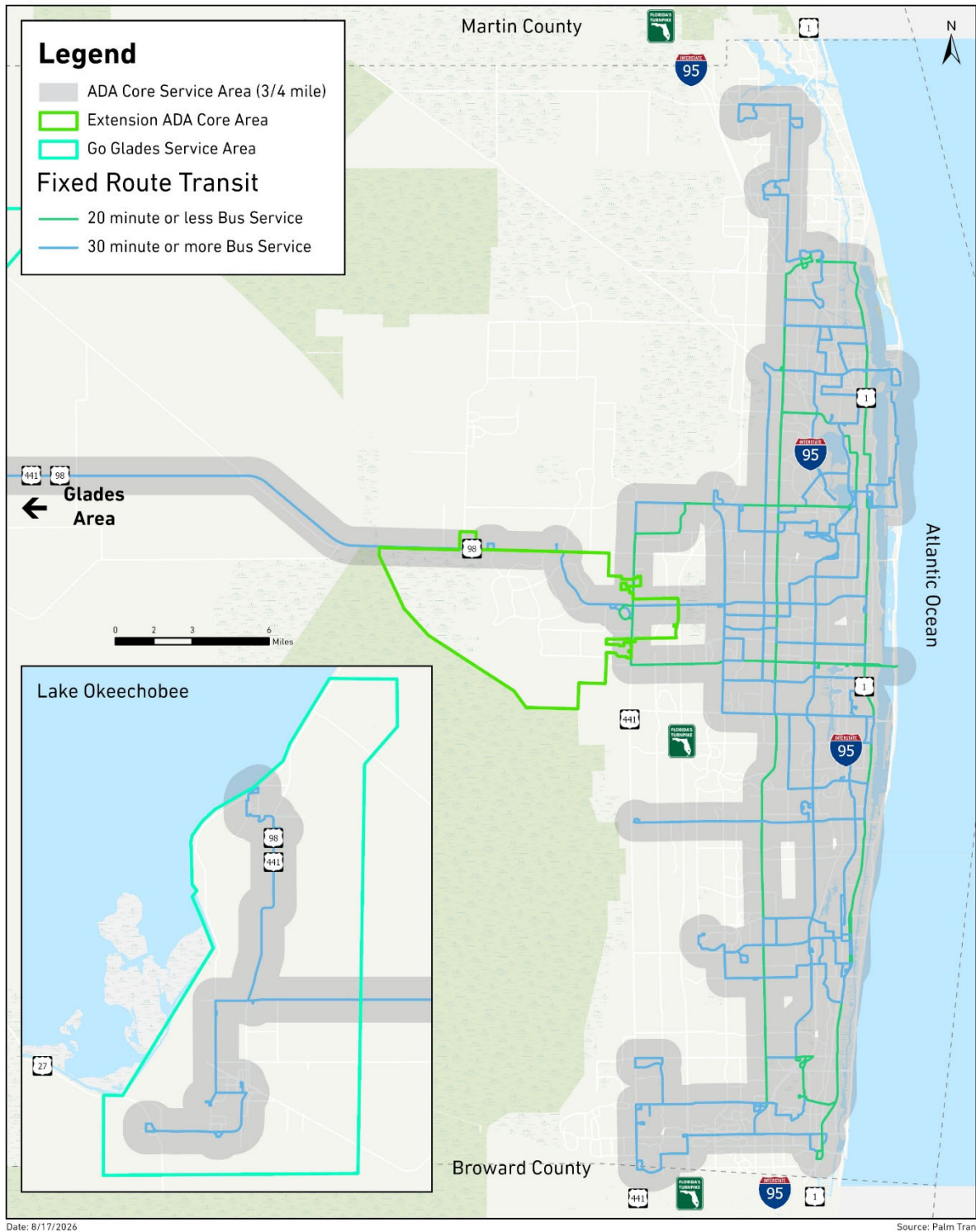
Municipality	Origin/Destination
West Palm Beach	1
Lake Worth Beach (and unincorporated area)	2
Boynton Beach ca Raton	3
Boca Raton ynton Beach	4
Delray Beach	5

Additional origin and destination data for riders will help reveal potential opportunities to better utilize fixed route bus services. The above snapshot gives an indication that, based on the available data, some communities may be able to transition paratransit riders to the fixed route bus service.

Map 1: Palm Tran System Map



Palm Tran Connection System Map



3. Barriers to Coordination



The large undeveloped area that divides the eastern urban communities from the western rural communities, as well as overall high demand for paratransit services, creates challenges for operating an efficient and convenient transportation system across the entire county.

The use of a modified grid route system, timed transfer

points, better access to Tri-Rail, new equipment, and new operations and administrative centers have improved Palm Tran service across the county. The greatest cost savings has been achieved by multi-loading passengers. This efficiency factor is defined by the amount of passengers per hour on each respective paratransit vehicle. The Schedulers must go through over 200 routes a day to group trips manually. To help savings in the cost, Palm Tran encourages customers who are able to access the fixed route service, to utilize it.



Productivity is achieved while following the TD standard for adequate seating. Adequate seating is to be provided to each customer and escort, child, or Personal Care Attendant (PCA) and no more passengers than the registered passenger seating capacity is scheduled or transported in a vehicle at any time.

The Schedulers have created innovative practices in improving the communication between the schedulers and the service on the road including:

- Inviting the drivers to review their routes and use that dialogue to improve routing;
- Visiting agencies such as the VA Medical Center, Habilitation Centers and other highly traveled agencies to ~~insure~~ensure effective routing for their customers;
- One scheduler is dedicated to the 39 Dialysis Centers to ensure the customers going to life-sustaining treatments are transported in the most expedient manner;
- Routinely riding the routes to note the performance and make any necessary changes;
- Continuously monitoring the total number of vehicles required for group trips by maximizing the vehicle capabilities to match that of the demand and standardizing the drop off and return times for the group trips; and
- Diligently maintaining an anchored level of 95% or better for all subscription trips, where the trips are assigned to the same route thus enabling the service to have

increased efficiencies for demand trips and providing for a high level of consistency for the subscription trips.

Covid played a significant role in the transit industry across the United States, and the TD program in Palm Beach County also was impacted by the Pandemic. Ridership at its lowest was 45% less than the previous year in March and April of 2022. Nevertheless, ridership is rebounding and Palm Tran is utilizing lessons learned from the pandemic to consider how to improve service for riders as new challenges arise in a post-pandemic transit environment.

Palm Tran Connection, through its Connection Efficiency Project, now known as Connection Plus has contracted with UZURV and Lyft to provide door-to-door services similar to other TNC services. The goal was to have 200 daily trips provided through Connection Plus Riders of these programs must be at least 18 years of age, already in the TD program, and be able to complete a door-to-door transport. The program grew to over 228 thousand trips in FY 2024, and the typical trip saves between \$12 and \$31 per trip when compared to conventional TD service.

a. TD Population Calculations

Figure 1 identifies groups of individuals who create the "General TD" population and "Critical Need" populations. Critical Need populations are those that fall into more than one TD category.

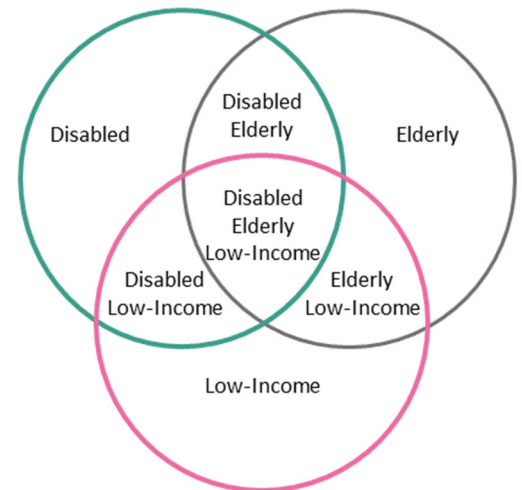


Figure 1 - Transportation Disadvantaged Population Concept

Critical Need Population

The TD population with critical need includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. Table 9 provides a critical need population summary to supplement Figure 1, while Table 10 depicts the age distributions of the critical need populations.

Table 8 – Critical Need TD Calculations

Source: CUTR 2013 Model; U.S. Census Bureau, American Community Survey 2023 1-Year Estimates, Tables B18130; S0101; S1701

County Pop. By Age	Total Pop by Age	% of Total Pop	Population Below Poverty Level by Age	% of Total Pop Below Poverty Level by Age	Total Population with a Disability by Age	% of Total Pop with a Disability by Age	Total Pop with Disability and Below Poverty Level by Age	% Total Pop with a Disability and Below Poverty Level by Age
< 5 Years of Age	75,655	4.9%	8,690	0.6%	707	0.4%	0	0.00%
5-17	213,461	13.9%	31,540	2.1%	10,291	0.7%	2,247	0.15%
18-34	289,886	18.9%	39,521	2.6%	14,069	0.9%	2,154	0.14%
35-64	573,815	37.4%	55,554	3.6%	50,273	3.3%	10,284	0.67%
Total Non Elderly	1,152,817	75.2%	135,305	8.8%	75,340	4.9%	14,685	0.96%
65-74	185,082	12.1%	21,175	1.4%	36,481	2.4%	7,099	0.46%
75+	195,907	12.8%	24,994	1.6%	84,954	5.5%	13,074	0.85%
Total Elderly	380,989	24.8%	46,169	3.0%	121,435	7.9%	20,173	1.32%
Total	1,533,806	100%	181,474	11.8%	196,775	12.8%	34,858	2.27%

Elderly / Seniors

Making up 25 percent of the total population, more than 392,000 seniors are living in Palm Beach County as of 2024. More than half of all Palm Tran Connection customers are seniors. Appendix D depicts the 2023 American Community Survey census block groups with high proportions of seniors.

Persons with Disabilities

The American Community Survey and the 2014 Survey of Income and Program Participation (SIPP) are used to create “critical need” estimates and forecasts. Responses to SIPP questions result in two overall measures of disability used by the CUTR tool: any disability and severe disability.

Table 9 – Critical Need – Severely Disabled TD

Source: Palm Beach County, U.S. Census Bureau, American Community Survey 1-Year Estimates, Table B18130 2024 1-Year

Critical Need - Severely Disabled TD Population			
	<i>Not Low Income</i>	<i>Low Income</i>	<i>Totals</i>
<i>Non-Elderly</i>	5,931	2,376	8,306
<i>Elderly</i>	43,655	5,784	49,440
TOTAL	49,586	8,160	57,746

Low-income

In 2023~~4~~, it is estimated that ~~nearly~~ 11.3% of the population was living in poverty. If a family's total income is less than the Office of Management and Budget's appropriated money threshold determined by family size and composition, that family and every individual are considered to be in poverty.

Pockets of low-income housing are scattered through the County. The Map depicting 2021~~14~~ American Community Survey shows people living below the poverty level, with the transit route network overlaid, shows how much of the population had access to the transit system (Appendix E).

D. Goals, Objectives, and Implementation Strategies

Palm Tran's mission is "to provide access to opportunity for everyone; safely, efficiently and courteously." This mission extends to all individuals traveling within Palm Beach County including the transportation disadvantaged. In fact, one of Palm Tran's published guiding principles is to promote accessibility to all citizens of Palm Beach County, including people with disabilities, senior citizens, and the disadvantaged, through discounted fares, accessible buses and door-to-door paratransit service in accordance with state and federal requirements.

Palm Tran works towards ensuring that accessible and cost-effective transportation solutions are available to the transportation disadvantaged in Palm Beach County. To reach their goals, Palm Tran is exploring expanding the Mobility on Demand (MOD) services countywide, in addition to diversifying their fleet. To this end, Palm Tran strives to meet the following goals presented below through the execution of the strategies presented in Appendix G.

Palm Tran 10-Year Goals and Objectives

Source: Palm Tran 10-Year Transit Development Plan

- 1 Provide a system of coordinated, customer-based services to maximize the efficiency, responsiveness, and reach of the Palm Tran system
- 2 Deliver safe, reliable, accessible, and environmentally friendly transit service
- 3 Provide user-friendly and innovative services that connect communities
- 4 Continue to promote the visibility and public image of Palm Tran and its services
- 5 Maximize Palm Tran resources

Additionally, the CTC should continue to ensure budgeted resources to replace all vehicles based on their established life cycles (by miles or years in service). This would ensure many of the goals and strategies are delivered effectively and efficiently.



Service Plan



PALM BEACH
Metropolitan Planning
Organization

SERVICE PLAN

A. Operations Element

The Service Plan is a description of the operational components for the County's fixed route and paratransit system and coordinated contracts.

The Palm Tran Connection Rider's Handbook, which provides detailed information on the paratransit program, is included available for download at: <https://www.palmtran.org/connection/>. Paper copies of the Rider's Handbook are also available at Palm Tran Connection. Free route maps and schedules are available at all Palm Tran facilities, County Governmental Centers and Public Libraries. Customer Service is available to answer trip-planning questions by calling (561) 841-4BUS (4287) or 1-877-930-4287 (toll-free).

Palm Tran has initiated a process to modify services and to increase fares that the Board of County Commissioners approved at the Tuesday, April 8, 2025 meeting. These changes ~~re-scheduled took-take~~ effect on January 1, 2026, and will alter the current Operations described below upon implementation. The new service guidelines presented at the BOC meeting for the "Connection" Program (ADA service) and "Connection Plus" Program (TD service) are attached as Appendix M & N respectively for informational purposes. ~~The FY-2027 TDSP will incorporate any changes if these plans are implemented.~~

1. Types, Hours and Days of Service

a. Fixed Route

Palm Tran runs seven days a week, including all major holidays, serving nearly 3,000 bus stops with 142 buses. Weekday peak service typically runs every 30 minutes and off-peak every 60 minutes. Weekend service runs hourly on most routes. Timed-Transfer points allow for easy movement from the north/south routes to the east/west routes. Palm Tran also serves several park-and-ride lots throughout Palm Beach County. All Palm Tran buses are equipped with wheelchair ramps, automatic stop announcement systems, surveillance cameras, and bike racks.



Lobby hours:
Monday-Friday • 8:00 a.m. to 4:30 p.m.
Closed on Holidays

Your New Contactless Way To Pay
PARADISE
pass



Purchase or reload your Paradise Pass smart card here
Visit our kiosk inside the lobby

Palm Tran Connection



Tickets-to-Ride Booklets Sold Here

Sold Here

50 S. Military Trail • Suite 101
(561) 649-9848 • www.palmtran.org

Palm Tran offers customers bus routes and real-time schedules at their fingertips. Next bus schedule information is available by texting the bus stop ID to '561561.'. A "Palm Tran App" is available for smartphone users, which features include a built-in trip planner, on-demand bus stop alert texts or emails indicating when a bus is approaching the identified stop. Additionally, customers can register for alert subscriptions to receive daily real-time departure information by route and stop.



b. Port Saint Lucie Express

Palm Tran recently initiated a pilot peak hour commuter service, the Port Saint Lucie Express, the 95x. This route provides round trip service between the Intermodal Transit Center in West Palm Beach and the Park N Ride on Gatlin Boulevard in Port Saint Lucie. The Port Saint Lucie Express is available at two (2) morning and two (2) evening times on weekdays using ADA compliant coach-style buses.

c. Bus Link Zones

Several Fixed Routes were discontinued (Route 21 in Riviera Beach and Route 52 in Royal Palm Beach) or adjusted (Route 92 in Boca Raton) effective September 22, 2024. Palm Tran initiated the Bus Link Zone program in partnership with Uber and local taxi service providers to maintain access within the area where Fixed Route service was discontinued, utilizing a vouchers system. Passengers requesting ADA accommodations, including wheelchair accessible vehicles, are directed to contact Yellow Cab Taxi Service and identify the Palm Tran BusLink pilot program to receive a voucher applied to their trip.

d. Paratransit

Palm Tran Connection is a shared ride, door-to-door paratransit service that provides transportation for eligible riders in Palm Beach County through the Americans with Disabilities Act (ADA) Program, Division of Senior Services (DOSS) Program , and •Transportation Disadvantaged (TD) Program.

Palm Tran Connection travels in Palm Beach County from Boca Raton to Jupiter and from Palm Beach to South Bay. The ADA core service area covers the following: East of the Florida Turnpike in Palm Beach County from the South County Line to the North County Line. ADA Service continues to the 3/4-mile buffer around fixed routes located outside the

ADA core service area. Palm Tran Connection schedules all trips, prepares vehicle route, handles customer concerns & commendations, determines eligibility, and monitors the performance of the Transportation Providers.

Reservation hours are Sunday through Saturday from 8 a.m. - 5 p.m. Where's My Ride Call hours are Monday through Friday 4:50 a.m. - 11 p.m., Saturday 6 a.m. - 10:45 p.m. and Sunday 7:45 a.m. - 8 p.m. Customers can reserve a trip up to seven (7) days before they wish to travel. Next day trip reservations must be made by 5:00 p.m., the day before they wish to travel. Drivers will meet the customer at the ground floor entrance or front door of any private residence or public building. Fares must be paid with exact change or a pre-purchased Connection "Ticket to Ride". The fare is \$~~43.50~~00 each one-way trip. Drivers are prohibited from making change. ADA eligible customers ride Palm Tran fixed-route buses free with a photo ID card issued from Palm Tran Connection.

Customers can book a trip and obtain more information by calling (561) 649-9838, 1-877-870-9849 (toll-free).

e. Subscription Service

Standing order service is a regular and recurring service in which schedules are prearranged, to meet the travel needs of customers who sign up for the service in advance. The service is characterized by the fact that the same passengers that are picked up at the same location and time are transported to the same location, and then returned to the same point of origin. Palm Tran Connection is required to provide Standing Order service in accordance with the following policies:

- Once standing orders are arranged, customers do not have to continually call to arrange transportation. Standing Order trips may be held indefinitely as long as the guidelines herein are met.
- Excessive cancellations and "no-shows" will not be permitted on Standing Order service. Upon the third "no-show," the Standing Order trip will be forfeited. This requirement does not apply in cases where the late cancellation or "no-show" is due to factors beyond the control of the customer such as an unforeseen illness.
- Standing order trips may not be changed more than one time per month. A change is defined as a temporary change to the days of travel, pickup time and/or address and/or the drop-off time and/or address.
- In general, standing order trips may not be modified, i.e., a permanent change in, the travel days, the pickup time and/or address or the drop-off time and/or address. Changes of this nature will result in the cancellation of the old standing order trip and an initiation of new standing order service. The request is subject to the policies outlined herein.
- Notwithstanding, modifications will be accommodated which result from factors which are beyond the control of the customer and/or because of changes in employment.

Standing order service may be put on hold for a specified amount of time (e.g., vacation, hospitalization). There are approximately 5,000 standing orders with Palm Tran Connection per month.

f. Go Glades

Palm Tran is currently operating a Dial-A-Ride pilot service called “Go Glades” in the Belle Glade, Pahokee, and South Bay area. The pilot service began in December 2018 as a flex service with four circulator-style routes. The service shifted to a dial-a-ride model in April 2020 in response to the COVID-19 pandemic. This change allowed for social distancing by limiting the number of passengers on the vehicle, which was critical for the health and wellbeing of Go Glades customers.



The Dial-A-Ride service currently operates as a same day, one-seat origin to destination service which is offering a more comprehensive transportation option to the region. The model has also allowed for an expanded service area, increased customer base, curb-to-curb service, and the ability to match service to demand.

2. Accessing Services

a. Eligibility

In February 2021, Palm Tran Connection (PTC) implemented a new eligibility process, through the Connections Efficiency Project, to better match customers with an appropriate service and manage demand for paratransit services. In addition to reviewing the application, PTC’s new eligibility process follows four steps that involve speaking with the applicant over the course of two phone calls to assess their needs. This process differs from PTC’s previous eligibility process, which did not include an applicant phone call.

The eligibility process includes the following steps:

1. The applicant calls the PTC Eligibility department at 561-649-9838 and asks to speak with an Eligibility Representative, who conducts the initial screening call.
2. The applicant will receive an application via US mail 2-3 days after the first call.
3. A second call will be scheduled during which the Eligibility Representative will conduct a four-question assessment with the applicant or the applicant’s designated representative.
4. The applicant completes the application and sends it back to PTC. PTC will send a medical form verification to the applicant’s medical provider if necessary and then determine eligibility.

Eligibility for paratransit is based on the ability of individuals with disabilities to use public bus services, not on a diagnosis, type of disability, or type of mobility aids individuals use. Paratransit eligibility is not based on age, income, the ability to drive, or

access to private automobile transportation. The following four questions are generally applied to determine eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize, and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the travel paths between routes accessible and navigable by the individual?

Eligibility is broken down into one of three categories:

- Category 1: Inability to navigate the system independently.
- Category 2: Lack of accessible vehicles, stations, or bus stops.
- Category 3: Inability to reach a boarding point or final destination.

An applicant's eligibility determination will be Unconditional, Conditional, Temporary, or Ineligible. Unconditional eligibility means that an individual cannot use Palm Tran bus services under any circumstances and is thus eligible to make all trips using complementary paratransit. Conditional eligibility applies to individuals who can use Palm Tran bus services under some circumstances independently. Individuals who experience a temporary loss of functional ability that prevents them from using the fixed route bus service may apply for temporary ADA paratransit eligibility. A person with an eligible disability or incapacity or fewer than six months is considered temporary. All other persons that meet the eligibility requirements would be considered a chronic condition and not temporary. If, based on the information provided, an individual can use Palm Tran buses and is not prevented by a disability from using the fixed-route Palm Tran bus service, they would be considered ineligible.

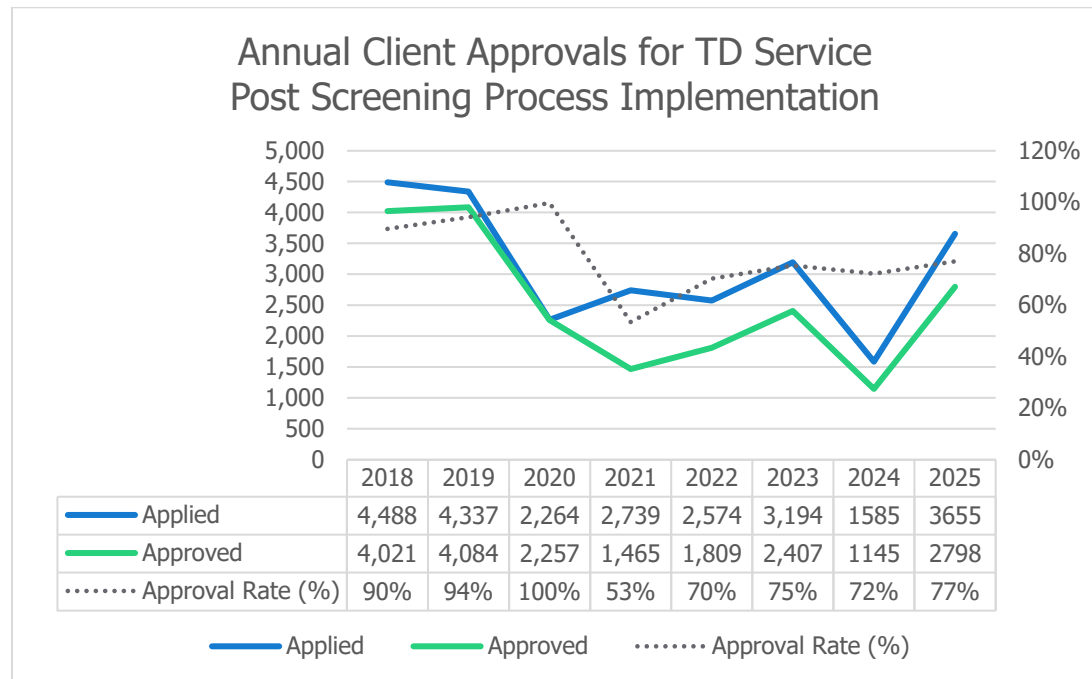
All paratransit service customers must be recertified for eligibility every three years. Applicants whose eligibility is denied have the right to appeal the decision by submitting an appeal in writing to the Palm Tran Operations Manager within sixty days of the date of denial. Appeals will be responded to in writing within fourteen days of receipt.

Customers who qualify for Palm Tran Connection may receive transportation services through one of the following programs: ADA, TD, or DOSS. The following rules will be utilized to correctly assign trips to the appropriate funding sources:

- If a customer is only eligible to travel under one funding source, Palm Tran Connection will only provide trips to that customer under the funding source for which the customer is eligible.
- If the customer is eligible under multiple funding sources, then Palm Tran Connection will determine if the trip can be provided by the most cost-effective program first.
- ADA trips must begin and end within the designated core ADA service area and must fall within fixed route service hours.

- TD trips are limited to available funding and must be provided in accordance with the service area and hours of operation.
- DOSS trips are reserved for customers north of Hypoluxo Road for nutrition trips only.

The chart on the following page provides the monthly new approvals for TD after implementing the Telephone Assessment Process.



b. ADA

ADA service is a shared ride complementing fixed route service provided by Palm Tran. Certification will remain in effect for 3 years. Medical verification may be required to become certified. ADA Transportation is provided within the core area and $\frac{3}{4}$ of a mile of a Palm Tran bus route during the same hours and days as Palm Tran fixed route bus service. To become eligible for ADA service, an individual must have a disability for which medical verification is required and prevents them from riding the fixed route bus. An individual must first complete an ADA application to be determined eligible for service.

Even though an ADA customer may reside outside of the core service area, a trip is eligible if the origin and destination are within the core service area or within $\frac{3}{4}$ miles of a fixed bus route. If either the origin or destination is outside of $\frac{3}{4}$ miles of a fixed bus route, then the trip is not eligible under ADA. Acceptable types of Health Care Professionals who can complete the medical portion of the Eligibility Application include:

- State Licensed Physician (M.D.)
- State Licensed Osteopathic Physician (D.O.)
- State Licensed Chiropractor Physician (C.D.)
- Podiatric Physician (P.O.D.)



- Licensed Physician's Assistant (LPA)
- Advanced Registered Nurse Practitioner (A.R.N.P.)
- Licensed Clinical Psychologist (L.C.P.)
- Licensed Physician Assistant (P.A.)
- Area of Critical Needs Licensed Physician (ACN)
- Audiologist (Au.D)

c. *Transportation Disadvantaged*

The State of Florida funds the TD program under Chapter 427 of the F.S. To become eligible for TD service, an individual must either meet the economic requirements of the TD program or have a disability which prevents them from riding the fixed route bus as defined by the ADA Program. The applicant must submit either proof of income or disability assessment based on the ADA process mentioned above. Based on the information supplied, the application will be evaluated and their eligibility to use the TD program will be determined. Certification will remain in effect for 1 year.



Federal Poverty Level Guidelines will be used to determine if the applicant is eligible for TD services. The applicant will be considered TD if under 150% of the Federal Poverty Level Guidelines Eligible TD customers fall under the following transportation options:

- Low Income: TD customers who only meet the economic disadvantaged requirements and do NOT have a disability that prevents them from using the fixed route bus, and whose origin and destination are within the core area or 3/4 of a mile from a fixed route bus route must use the fixed route system and are eligible to purchase a 31 day unlimited bus pass for \$15.00 or \$20.00 (\$70.00 normal price) or a 1 day unlimited bus pass for \$3~~1~~.50 (\$5.00 normal price).

Customers who meet the income criteria of the TD program – regardless of disability - and whose trip origin and/or destination are outside the core fixed route service area will be eligible for paratransit service under the TD program.

- Disability Only/Low Income and Disabled - Customers that cannot access the fixed route due to a disability will be provided a paratransit trip.

d. *Division of Senior Services (DOSS)*

Division of Senior Services (DOSS) is funded by Older American Act funds through the Department of Elder Affairs and the Area Agency on Aging and through BCC funds for customers traveling to DOSS meal sites.

Registration for individuals 60 years of age or older is completed via an application that verifies the applicants' age and that they are traveling to a DOSS meal site. Service is provided north of Hypoluxo Road for Nutrition Site trips only. The Mae Volen Senior Center provides a similar service south of Hypoluxo Road in Palm Beach County.

DOSS service is available Monday through Friday from 8:00 a.m. to 5:00 p.m., with the last scheduled pickup of 4:30 p.m. There is no Fare required for DOSS transportation. The fare is \$0.00 per one-way at the designated times only.

e. Recertification Process and Categories

All paratransit service customers must be recertified for eligibility every three (3) years, regardless of age or medical condition. Certification and recertification requirements may change without advance notice.

Category A-Active

1. Extension of services will be completed by the Eligibility Department if:
 - a. A client who has an active subscription or has 24 or more trips in the last 90 days.
 - b. An eligibility letter advising the applicant of the renewal of the account will be mailed after processing.

Category C – Re-certs

1. Everyone who has not used the service 366 or more days of an active account will receive an application.
2. Application may undergo the complete eligibility process
3. Eligibility Determinations will be made without an interview.
4. If an interview is needed, the client will be contacted by the Eligibility Department on a case-by-case basis.

f. Confidentiality

No Transportation Operator contracting with the TD Program may disclose any information concerning a customer for any purpose not in conformity with local, state, or federal regulations (45 CFR, Part 205.50). Information will be disclosed only under a court order or written consent of recipient or his/her responsible parent or guardian. Confidentiality applied to all in the PTC program, not singularly the vendors.

g. Fares

- The current ADA and TD fare for Palm Tran Connection is ~~\$34.05~~ per one-way trip. The fare may be paid either in cash (exact change only) or with pre-purchased tickets. Palm Tran Tickets are available at Palm Tran Connection's office.
- ~~The fare price is expected to rise to \$4 per one-way trip on January 1, 2026.~~
- All Palm Tran and Palm Tran Connection eligible customers over 8 years of age, excluding



PCAs, are required to pay the full fare or as otherwise indicated on the manifest. Companions and escorts shall be required to pay the ~~\$43.500~~ fare for a one-way trip, ~~as of~~ until January 1, 2026.

- There is no fare for DOSS customers. However, the DOSS customers are offered the opportunity to contribute to their transportation through the DOSS Donation Process. In the first quarter of every year, Palm Tran Connection sends a letter to all eligible DOSS customers explaining how they can contribute to the cost of their transportation.
- The fare amount and accepted method(s) of payment for transportation are defined by the CTC and are subject to change.
- The manifests and schedules provide complete instructions to drivers concerning the amount of fares to be collected.
- Transportation Operators are required to collect the fare specified on the manifest/schedule at the time of the vehicle's arrival to transport the customer.
- The driver is not permitted to make change.
- If a customer does not provide the appropriate fare, the driver is required to notify their dispatcher, who is responsible for determining whether or not the customer is to be transported. Connection has a strict no strand policy.
- Unless otherwise instructed, the Transportation Operators are prohibited from transporting customers who fail to present the appropriate fare unless failure to transport the customer would result in the customer being stranded away from home. In such instances, the Transportation Operator is required to transport the customer and then report the incident as a matter of customer misconduct which is subject to the customer misconduct provisions of the existing contract.
- Drivers are absolutely prohibited from accepting gifts or gratuities of any kind, either as payment of a fare or in addition to the payment of a fare.

h. Appeals

Service will be provided if Palm Tran Connection has not determined within twenty-one (21) days, or the applicant has appealed their initial eligibility determination. During the appeals process, service will be provided until a final decision is rendered.

Palm Tran will accept, hear and resolve appeals made by applicants of Palm Tran's ADA Paratransit services. Appeals must be filed within 60 days of Palm Tran's initial eligibility determination and/or from the date upon which Connection services are suspended. A copy of the appeals process is available by calling Palm Tran Connection.

Appeals must be filed in writing and sent to the following address:

Attn: ~~EEO Officer/Appeals Officer~~ ~~Senior Manager of Palm Tran Connection~~
~~1200 S Congress Avenue~~ ~~50 South Military Trail, Suite 101~~
~~Palm Springs, FL 33406~~ ~~West Palm Beach, FL 33415~~

i. Cancellations and "No-Shows"

Excessive cancellations and "no-shows" will not be permitted on Standing Order service. Upon the third "no-show", the Standing Order trip will be forfeited. This

requirement does not apply in cases where the late cancellation or “no-show” is due to factors beyond the control of the customer such as an unforeseen illness.

Additional information regarding Palm Tran’s Cancellation and “No-Show” policy is included in Appendix K.

j. Multi-Lingual Programs

Palm Tran Connection’s Customer Service department is multi-lingual, accepting reservations in Spanish and Creole. Palm Tran Connection also produces a Riders Guide which is available in Spanish and English. There is no creole Riders Guide. In accordance with the provisions of the ADA, the guide is also available in alternate formats upon request.

k. Telephone System

Palm Tran Connection shall provide a telephone system which meets the following requirements:

- Palm Tran Connection is available toll-free from anywhere in Palm Beach County.
- Palm Tran Connection must answer reservation calls daily. Service calls will be answered during all hours when customers are being transported. During other times, Palm Tran Connection shall provide an automated message informing callers of normal business hours.
- Palm Tran Connection utilizes the 711 Relay Service, where persons can dial 711 to be automatically connected with a Telecommunications Relay Service operator for free.

Palm Tran Connection shall electronically record all incoming telephone calls on any telephone lines used for accepting reservations and service-related calls. Palm Tran Connection will store these recordings for a period of 60 calendar days. Palm Tran Connection shall provide access to designated County and TDC staff and for the purpose of monitoring live calls and reviewing previously recorded calls to assist in the resolution of complaints and commendations. Calls shall be recorded in compliance with state and federal laws.

l. Service Denials

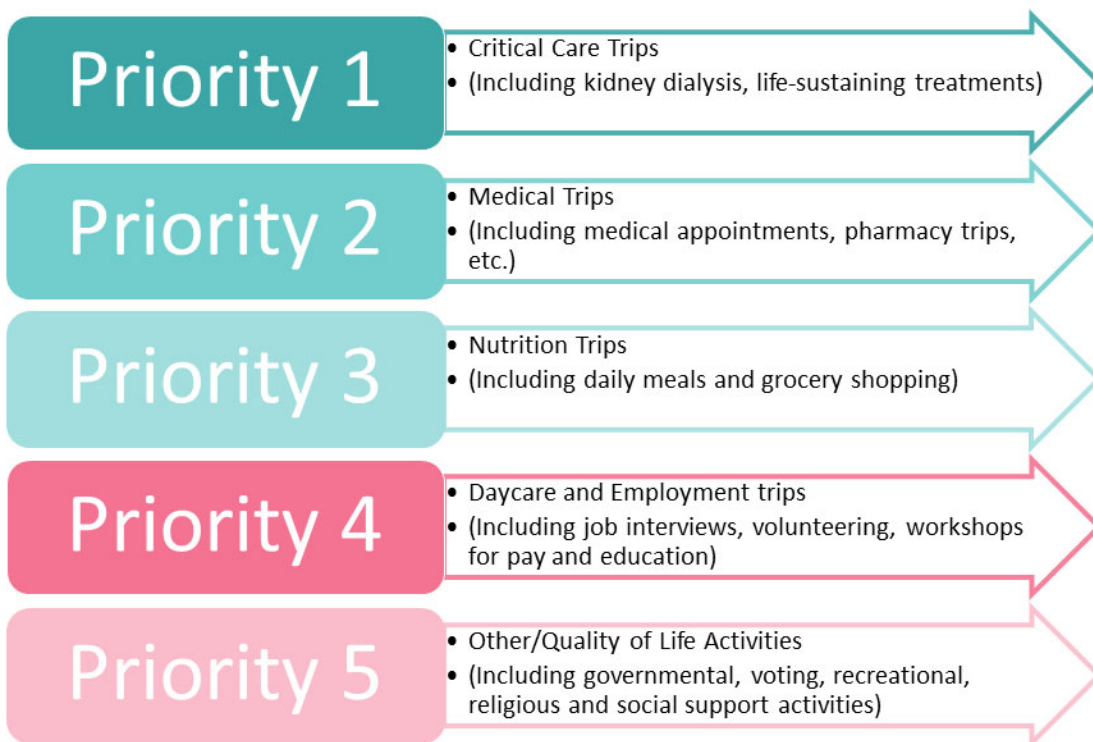
Palm Tran Connection's goal is not to deny any eligible customer a trip. However, Palm Tran Connection has the right to not schedule a TD paratransit trip on the date and time requested if scheduling attempts reveal that no vehicles are available or if a trip within 1 hour before or after the time requested is refused by the customer.

m. Prioritization

In the event of insufficient TD funding, trips shall be prioritized as listed below. This will remain in effect until there are sufficient additional program funds. To satisfy the demand for this service, trip prioritization is required. Weekday, Saturday, and Sunday financial budget caps will be imposed on TD service. If a financial budget cap is exceeded, then prioritization for Medical Trips only will be imposed.

The trip priorities are closely related to the planned service adjustments that became effective January 1, 2026.

TD Trip Priorities:



n. Scheduling

Palm Tran Connection shall schedule trips based on the following guidelines:

- If the customer has requested a specific pickup time for an ADA trip, Palm Tran Connection may offer a negotiated scheduled pickup time up to 1 hour before or after the time requested by the customer.
- If the customer requests a specific appointment time for an ADA trip, Palm Tran Connection will schedule the customer to be picked up in sufficient time to reach

their appointment. This schedule will contain sufficient travel time, based on the same travel time required as on a trip by Palm Tran fixed route, including transfer time.

- If the customer is requesting a TD trip, Palm Tran Connection will negotiate a pickup time with the customer based on vehicle availability. Once a pickup time is established, Palm Tran Connection will schedule the trip in accordance with the travel time standards associated with an ADA trip.
- Scheduling of a one-way trip shall not include more than one transfer to another vehicle or mode of transportation within Palm Beach County.
- ADA paratransit service may include requiring customers to transfer from one paratransit vehicle to another as part of the trip.
- Trips scheduled under the DOSS program will be grouped to accommodate meal site schedules and to maximize multi-loading opportunities.

o. Windows

Pickup Window

The scheduled vehicle is required to arrive at the customer's origin within a thirty 30-minute pickup window as shown on the vehicle manifest. Customers must be ready and waiting to board the vehicle during the 30-minute pickup window. The pickup window occurs 15 minutes before to 15 minutes after the given pickup time.

Boarding Window

When the scheduled vehicle arrives with the scheduled pickup window, the customer has 5 minutes to board the vehicle and to be seat-belted and/or properly secured. If the customer is unable to board within this "boarding window," the provider will be instructed to proceed with the route, and the customer will be charged with a "No Show." Customers who need additional time to board as a result of their disabilities may have additional time, based on prior approval from Palm Tran Connection on a case-by-case basis.



p. Customer Assistant

Paratransit service is door-to-door unless curb-to-curb transportation is specifically requested at the time of the reservation and indicated on the driver's manifest. Both ambulatory and non-ambulatory paratransit service is provided according to ADA rules and guidelines. ADA paratransit services may include requiring customers to transfer from one paratransit vehicle to another or to a fixed route vehicle as part of the trip. Palm Tran Connection does not accept same-day reservations. Drivers must assist customers, upon request, in getting to, on/off and from the vehicle. This assistance may include:

- Lending a supporting arm, guiding, and assisting up or down steps.
- Drivers may not assist customers in wheelchairs up or down more than one step.
- Drivers are required to carry packages weighing not more than 35 pounds in total.
- Drivers are prohibited from lifting or carrying passengers and/or their children.

q. Service Complaints

- Palm Tran Connection records all complaints to and determines to whom the complaint should be directed to for research and resolution.
- When a Transportation Operator receives a complaint from Palm Tran Connection, the Operator is required to research the complaint with their personnel and take corrective action if necessary.
- Transportation Operators are required to provide a written response to Palm Tran Connection as to how the complaint has been addressed as well as what corrective actions, if any, have been taken to avoid future complaints of the same nature. The Transportation Operator must provide the driver's name and copy of the manifest with each complaint addressed.
- Transportation Operators are required to respond to service complaints within 2 business days.
- If the complaint involves safety or serious misconduct, Transportation Operators are required to respond within 24 hours or less.
- Palm Tran Connection will review responses to complaints, and if it deems the response to be inadequate, will redirect the complaint to the Transportation Operator for further action.
- In all cases, Palm Tran Connection is the final arbiter as to whether or not complaints have been adequately resolved by the Transportation Operator.
- Palm Tran Connection will also record commendations; however, the Transportation Operator may also accept commendations directly. Operators are requested to notify Palm Tran Connection of all commendations received.
- At the direction of Palm Tran Connection, designated Transportation Operator personnel may discuss specific complaints with the customers or their representatives. All Transportation Operator personnel are prohibited from taking any actions against any individuals who have made complaints in connection with this program.

r. *"Where's My Ride?" Calls*

"Where's My Ride?" calls will be accepted from customers whose vehicles have not arrived within the scheduled pickup window. When Palm Tran Connection receives "Where's My Ride?" calls, they use the Trapeze Software system to determine the estimated time of arrival and inform the customer when it is expected to arrive at the customer's location. The Mobile Data Terminals in the vehicles can give the customer up-to-the-minute information as to where their vehicle is located and accurate estimated times of arrival from the information transmitted from the scheduling software.

s. *Cancellation Process*

For information regarding the Cancellation Process, please refer to Appendix K.

t. *No Show Policy*

For information regarding the Cancellation Process, please refer to Appendix K.

u. *On-time Performance*

- Transportation Operators will be considered "on-time" when its vehicle transports the customer to their destination at the requested appointment time. If an appointment time is not requested, the Transportation Operator is considered on-time when the driver arrives to the customer's pickup location within the scheduled pick-up window as shown on the vehicle manifest/schedule.
- On-time performance will be measured from data received on completed driver manifests/schedules and may be supplemented with data from any form of monitoring, "Where Is My Ride?" calls, and customer satisfaction surveys.
- Transportation Operators will be charged with a valid early vehicle complaint when its vehicle arrives to transport a customer more than 15 minutes before the scheduled pick-up window as shown on the vehicle manifest/schedule and requires the customer to travel early.
- In these instances, Transportation Operators are required to wait until 15 minutes before the scheduled pick-up time as shown on the vehicle manifest/schedule before going to the customer's door; however, the customer is free to travel early if they are aware of the driver's presence and chooses to travel early.
- Transportation Operators will be charged with a valid late vehicle complaint when their vehicle arrives to transport a customer more than 15 minutes after the scheduled pick-up window as shown on the vehicle manifest/schedule. In such instances, the customer will not be charged with a "Customer No-Show" if he/she chooses not to travel with the Transportation Operator.
- The customer will not be charged with a "Customer No-Show" if he/she chooses not to ride with the Transportation Operator when the vehicle arrives more than 15 minutes after the scheduled pick-up window as shown on the manifest.
- If the customer fails to board during this 5 minute "boarding window", the driver shall notify the dispatcher who is responsible for charging the customer with a "No-show" into the computerized system (within 5 minutes of the occurrence) and then directing the driver to continue with the route.

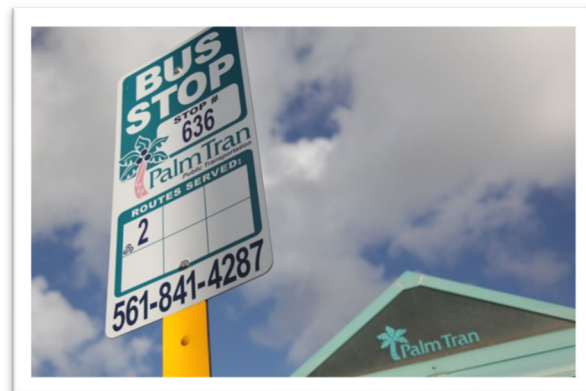
v. *Connection Efficiency Project (CEP)*

The Connection Efficiency Project is a thorough review of all aspects of Palm Tran Connection to determine how to best improve the service, control costs, and provide the best paratransit service in Florida. Palm Tran is working with a consultant to review eligibility criteria, the scheduling and reservation process, the ADA and TD policies and procedures, and recommend any changes that would make the service more efficient. As the first phase of the CEP, Palm Tran Connection has implemented a new eligibility process in February 2021, which involves phone calls to screen and assess eligibility.

3. Transportation Operators and Coordination Contractors

~~In 2014~~ Palm Beach County is undergoing an Invitation to Negotiate (ITN) in 2026 for issued a Request for Proposals, seeking qualified Contractor(s) to provide door to door paratransit transportation services to Palm Beach County residents and visitors, including all resources necessary to provide such services as may be required by the CTC to meet the needs of the County's paratransit program. The ITN also includes a provision for privatizing the operations of the Connection Call Center. The following list includes the previous contract Request for Proposals terms and qualifying criteria, issued in 2014: The following items were incorporated in the review and selection of the new transportation operators:

- Capabilities and Qualifications of Operator
- Scope of Work
- Price and Financial Strength
- Safety and Training Program
- Previous experience
- Capacity and Quality
- Management
- Insurance and Performance Bond
- Resources
- Accident History
- Contract Monitoring
- Responsiveness to Solicitation



The 2014 request for proposals was distributed locally, statewide, and nationally. Palm Beach County awarded the contracts to multiple providers. MV Transportation, Inc. was awarded with Run Package "A", First Transit, Inc. was awarded with Run Package "B", and Maruti Fleet & Management, LLC was awarded with Run Package "C" of the contract. Each provider utilizes DBE providers. These contracts commenced February 1, 2015, and are still in place under contractual extensions. Palm Tran is in the process of issuing a new request for proposals. As of FY 2020, Maruti Fleet & Management, LLC is no longer providing Palm Tran Connection service. The 2026 ITN will seek packages similar to operations provided above, with A and B running operational services and Package C running the Call Center and providing TNC Services.

~~Palm Tran Connection is developing an RFP for a new transit service contractor(s) inclusive of the services identified within this plan and for consistency with this plan.~~

In addition, Palm Tran Connection reimburses two agencies, Federation Transportation and Seagull Industries, for the trips they provide to their clients through financial assistance agreements.

A Coordination Contract is defined as: A written contract between the CTC (Palm Tran) and a non-profit or faith-based agency that, on most occasions, receives a vehicle from the FDOT 5310 Program and performs its own transportation services for its clients. The Commission for Transportation Disadvantaged's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation services, as well as joint utilization and cost provisions for transportation services to and from the Coordinator.

Palm Tran Connection has service coordinators (road supervisors) that perform annual inspections, spot inspections, and monitor random trips daily to make sure the Operators are in compliance with County, State, and Federal regulations. In addition to the service coordinators, Palm Tran has a Drug and Alcohol Coordinator that ensures the Transportation Operators as well as Palm Tran employees are following the Federal Drug and Alcohol Guidelines.

4. Public Transit Utilization

The use of public transit is a cornerstone built into Palm Tran Connection's Coordination Plan. Once it is determined that friends or family members cannot transport a TD customer for a specific non-sponsored trip request and the customer is functionally able to use the fixed route bus for a requested trip, he or she will be offered a fixed route bus pass. ADA eligible customers can ride the Palm Tran fixed route bus for free by showing their ADA identification card.

In addition, Palm Tran Connection and the LCB have instituted the following programs, policies, and procedures to maximize the use of public transportation:

The CTC will:

- Allocate a portion of the Trip/Equipment grant fund to be spent annually for Palm Tran bus passes. Trip prioritization by destination will not be considered for bus pass allocation.
- Ensure that Palm Beach County takes full advantage of the Commission for Transportation Disadvantaged funding for bus passes.
- Establish procedures and guidelines for the bus pass program.
- Determine eligibility for entry into the bus pass program and process completed original applications.

Agencies will:

- Prior to participating in the program, submit a written request on Agency Stationary to Palm Tran Connection. The request must outline the Agency's target population and type of services performed. The letter must include the names of individuals responsible for the Agency bus pass program and be signed by the Agency's Executive Director or equivalent.
- Adhere to (and ensure that their Customers adhere to) the Bus Pass Policy and Guidelines. Failure to comply will result in suspension until appropriate documentation is received.
- Ensure Customers meet the established eligibility criteria while in the program.
- Ensure that Agency Customers continuing in the TD bus pass program re-register every year and that all new Customers are registered within 5 business days.
- Complete and accurately maintain the Distribution Log form for all passes issued ensuring that the Customer signs for each bus pass received.
- As part of the pass ordering process, submit a Bus Pass Order Form and Distribution Log for each pass distributed.

Customers sponsored by Palm Tran Connection or the Agency Outreach Program will:

- Complete a Customer Eligibility and Registration Form.
- Lose eligibility for Demand Responsive or Standing Order paratransit services, except for emergency situations, while part of the bus pass program.

5. School Bus Utilization

At this time there is no specific utilization of school buses by Palm Tran Connection. There have been discussions with the School Board of school bus usage, but with the size of Palm Beach County and the average one-way trip length being over 10 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses are currently not a viable cost-effective alternative.

The LCB has a designated seat for a School Board Representative. For the school year, an Inter-local Agreement between Palm Tran and Palm Beach County School District resulted in providing over 1,000 students on either annual or 31-day bus passes with Palm Tran fixed bus route transportation. In addition, there are another 1,200 students using Tri-Rail passes. The Palm Beach County School District is one of the largest purchasers of Public Transit Passes for transporting students in Florida. Palm Tran Connection and the DOPA would like to better understand how the service is used by charter students, who are sometimes eligible for the program.

The policies for the Bus Pass Program are included as Appendix H.

6. Vehicle Inventory

See Appendix I.

7. Public Transportation Agency Safety Plan + (PTASP)

Periodic meetings with Martin, St. Lucie, Indian River, Okeechobee, Broward, and Miami-Dade Counties occur to discuss needs and service arrangements. Whenever an individual needs transportation into another county, Palm Tran Connection tries to make arrangements with other appropriate county CTCs. Palm Tran Connection informs the individual who is requesting the trip of the trip arrangements. Whenever an individual needs to go to Broward or Miami-Dade County, Palm Tran Connection tries to provide the individual with a trip to the nearest Tri-Rail station from the trip origin and make arrangements for the pickup from the same Tri-Rail station on return.



The two established transfer points for individuals traveling between Broward and Palm Beach County is Mizner Park and Sandalfoot Plaza. Individuals traveling into Broward County transfer onto a Broward County vehicle. The PTASP executive summary can be found in Appendix J.

8. Emergency Preparedness and Response

Palm Tran Connection and the Transportation Operators are expected to provide transportation during periods of heavy rain and/or other adverse weather conditions unless County Emergency Management pulls all vehicles off the road. Transportation Operators are contractually obligated to make available to Palm Tran all requested vehicles and operators to respond to a public evacuation. The staging area is located at the Palm Tran Connection's facility located at 1200 S Congress Avenue, Palm Springs, FL 33406~~50-South Military Trail, Suite 101, West Palm Beach, FL 33415~~. Palm Tran Connection is included in countywide Comprehensive Emergency Management Planning. All services provided are in accordance with Palm Tran Connection's Emergency Management Plan.

9. Educational Efforts / Marketing

Palm Tran Connection's mission is to create an effective partnership with the Palm Beach County community and maintain this partnership through the creation and maintenance of an open dialogue. This allows for the free exchange of information and ideas on the best means for providing effective transportation services to the residents, visitors, businesses, and organizations of Palm Beach County.



Palm Tran~~7~~ conducts ongoing marketing and public outreach through:

- Public relations, advertising and press relations;
- Speeches and presentations to local groups or organizations;
- System brochures and service guides;
- Countywide promotions and publicity;
- Customer hotline updates;
- Public information meetings; and
- The “Transit Works” television show on county television station and television commercials.

Note: Palm Tran Connection promotes the voluntary dollar donation to the TD Trust Fund in the Rider’s guide, program updates, and other mailings.

10. Acceptable Alternatives

TD-eligible children who must be immediately removed from their residence and TD-eligible individuals who require Baker Act transportation are not accommodated within the coordinated system due to the special circumstances and lack of predictability surrounding these types of transports.

11. Service Standards

Palm Tran Connection has developed comprehensive service standards and continuously monitors the quality of service. Performance measures include:

- Utilization: how well the resources are being used.
- Efficiency: the ability to provide service to users despite any constraints.
- Effectiveness: the ability to meet service demand with existing resources.
- Administration: management performance.

Palm Tran also manages performance through the Performance Management Office (PMO) and the Palm Tran Statistics (PT-STAT) program. The PMO produces monthly reports based on analysis of key performance indicators across fixed route and paratransit operations. The reports measure progress by analyzing monthly and yearly trends and ultimately result in recommendations presented to the Executive Leadership Team at the PT-STAT Forum for approval and implementation.

a. Drug and Alcohol Policy

Each Transportation Operator is required to certify that, with respect to the performance of the TD Program, ~~that~~ they have implemented a CTC~~-~~approved program that complies with the provisions of 49 CFR Parts 40 and 655.

- The Transportation Operator shall be responsible for providing Palm Tran with personnel information.
- The Transportation Operator is responsible for all costs of drug and alcohol testing.

- The Transportation Operator shall permit any authorized representative of the Federal Transit Administration (FTA), the Florida Department of Transportation, Palm Tran, or Palm Beach County to inspect the facilities and records associated with the implementation of the drug and alcohol testing program and review the testing process.
- The Operator agrees further to certify ~~annually its compliance with Part 40 and 655~~ its compliance with Part 40 and 655 annually before February first of each year and to submit to Palm Tran the Management Information System (MIS) reports before March 1st of each year.

b. Escorts and Children

Palm Tran Connection allows customers to travel with a Personal Care Attendant (PCA), service animal, children, and one companion (or escort). Additional individuals beyond the first companion (up to three) are carried only on a space available basis. You must reserve a space for the companion(s) when you reserve your trip. PCA's and anyone else approved to accompany the customer must board the vehicle at the customer's scheduled location and time of pick-up. PCA's and escorts are subject to the same rules and regulations as a Palm Tran Connection customer. Customers may transport pets in a commercially available pet carrier which must fit under the customer's seat or on their lap. Newborns and children up to 5 years of age must ride in a federally approved child restraint provided by the parent.

All Palm Tran and Palm Tran Connection eligible customers over 8 years of age, excluding PCA's, are required to pay the full fare or as otherwise indicated on the manifest. Companions and escorts shall be required to pay the \$3.50 fare for a one-way trip.

c. Child Restraint Devices

Children who are between the ages of birth and 5 years old inclusive and/or children who weigh less than 40 pounds must travel with a responsible guardian (Escort) and must ride in a child safety seat which complies with Section 316.613, Florida Statutes. It is Palm Tran Connection's policy that it is the individual customer's responsibility to provide the child safety seat.

d. Customer Property

Transportation operators are required to transport packages belonging to the customers, as long as the customer is on board with his/her package and the package fits on the customer's lap or beneath his/her seat. Packages must be no larger than 2 large paper grocery bags or 4 smaller plastic handle bags and weigh no more than 25 pounds combined.

Transportation Operators are prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, firearms or explosive devices.

e. Vehicle Transfer Points

Transfer points shall provide shelter, security, and safety for customers.

f. Local Toll-Free Phone Numbers for Consumer Comment

The Transportation Operator must be available toll-free from anywhere in Palm Beach County for complaints and grievances and shall be posted inside each vehicle. This may be accomplished through either of the following means:

- A toll-free (800/888) number
- Multiple local phone numbers which provide local coverage throughout Palm Beach County
- The Commission for the Transportation Disadvantaged Helpline (1-800-983-2435)

g. Out of Service Area Trips

While no Palm Tran service is provided beyond the County's borders, Palm Tran Connection and Broward County Transit TOPS! have two transfer points in Boca Raton for those who want to transfer between counties, located at Mizner Park and Sandalford Plaza. Those seeking service south of Palm Beach County into Broward and Miami-Dade counties may also use Tri-Rail.

h. Vehicle Condition and Air Conditioning Equipment

- All vehicles shall have exteriors free from broken mirrors, windows, accumulated grime, rust, chipped paint or major dents or body damage which detracts from the overall appearance of the vehicle.
- Passenger compartments shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, excessively worn floor coverings or anything else that might cause discomfort to a passenger.
- Seats shall not be broken, damaged or have protruding sharp edges.
- Each vehicle shall have air conditioning and heating systems in compliance with manufacturer's specifications. Vehicles found to not have a working air conditioning or heater will be taken out of service and not allowed to be in service without proper authorization from Palm Tran Connection.

i. Billing Requirements to Contracted Operators

"If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within 7 working days after the receipt by the CTC of full or partial payment, the CTC shall pay a penalty in the amount of half of the amount due, per day, from the expiration of the period allowed herein for payment".

j. Customer / Trip Data

Transportation Operators are required to provide data to assist Palm Tran Connection in compiling and completing required daily, weekly, quarterly, and annual reports. Passenger/trip data is accessible to Palm Tran Connection on each customer being transported in the system. Palm Tran Connection shall furnish all required reports to the Commission for the Transportation Disadvantaged (CTD) and any other State or Federal department, as required. All reports are accessible through the Records Request process.

k. Adequate Seating

Adequate seating shall be provided to each customer and escort, child, or PCA, and no more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time.

l. Smoking and Eating on Vehicles

Drivers are prohibited from smoking and using cell phones at all times, while on board the vehicle and/or while assisting customers. In addition, drivers are prohibited from eating or drinking when a Palm Tran Connection customer is on board the vehicle.

m. Trip Denials, Cancellations, Late Cancellations and "No-Show" Policy

A "No-Show" is defined as: when the customer fails to board the vehicle when it arrives to transport him/her within the pick-up window or fails to contact Palm Tran Connection to inform them of a cancellation at least 90 minutes prior to the customer's scheduled pick-up time. This requirement does not apply in cases where the no-show is due to factors beyond the control of the customer such as unforeseen illness.

Drivers must leave a "No-Show" tag on any customer's door that is "No-Show". If a driver departs a pickup location without waiting the full 5 minutes, fails to leave a "no-show" tag or does not make a good faith effort to locate the customer, a driver will be sent back to pick up the customer. Prior to the driver departing, the location of the driver is verified using GPS and each number on the client's file is called.

Any customer who is charged with valid No-Shows which exceed 1 occurrence for every 10 scheduled trips per thirty 30-day period, with a minimum of 3 occurrences, shall be considered as violation the No-Show policy. Any customer who has been determined to be in violation of the Palm Tran Connection No-Show Policy will have the right to appeal the decision through the Director of Palm Tran Connection and/or the locally approved Grievance Board whose decision is binding and final. More information regarding the appeal process, visit www.PalmTran.org.

n. Communication Equipment

Palm Tran Connection supplies the two-way communication system for communications between the driver and dispatch. This is currently a "push-to-talk" (PTT) system through AT&T. This system allows both single driver and group communications to all parts of Palm Beach County as well as a GPS component that displays the driver's actual location. Federal law prohibits any unauthorized individuals from communicating on this system.

o. First Aid/CPR

Palm Tran Connection does not require the drivers to be trained in CPR/First Aid. Drivers are directed to notify their dispatcher of any incident involving either the safety of a passenger or the injury of a passenger. The Dispatcher is required to contact 911 for the usage of CPR or First Aid.

p. Picking up Customers

- When drivers meet customers, the drivers are required to identify themselves as Palm Tran Connection drivers employed by their Transportation Operators.
- Drivers are expected to always be professional and courteous.
- While on duty, drivers are required to wear an informal uniform and wear a photo I.D. badge, specified by their employer and approved by Palm Tran Connection. All drivers must appear clean, neat and present a professional image.
- Drivers are required to provide general assistance to passengers between the door/entrance of their origin address and the vehicle and then from the vehicle to the door/entrance of the customer's destination.
- This assistance may include but is not limited to: pushing the customer's wheelchair, lending the customer a supporting arm, guiding the customer by the hand or arm, assisting the customer on/off the vehicle, and/or carrying packages of up to 35 pounds.
- Drivers may not assist passengers using wheelchairs up or down more than one step and are prohibited from entering private residences and from lifting or carrying passengers and/or their children.

q. CTC Monitoring Procedures of Operators and Coordination Contractors

Monitoring of Performance Standards as set forth in the solicitation, and included in each transportation operator contract, includes the following:

- On-time Performance: Arrival within 1 minute of the manifest/scheduled time. Arrival time no later than 1 minute after the scheduled end of window.
- Missed Trips: Arrival time more than 60 minutes after the scheduled end of window time.
- Unclean or Unsafe Vehicle: Complaints from, excessive road calls, or excessive at-fault accidents.
- Impolite Personnel: Regarding rudeness, improper securement, unsafe driving, music or food, etc.
- Telephone System: Excessive ring time, on hold or unanswered phones.
- Complaint Ratio: The ratio of valid complaints for the vendors shall not exceed three per 1000 trips performed.
- Contract Compliance: Driver and vehicle compliance.
- Service Delivery: Dwell (Waiting) Time, Client Assistance, and Improper Drop-off.
- Reports: Untimely and incomplete reports.

r. Local Grievance Procedure and Process

The State of Florida Commission on the Transportation Disadvantaged oversees through contractual arrangements, a coordinated system of CTCs. At the local level, CTCs are responsible for the provision of transportation service.

s. Annual Inspections

Each year Palm Tran Connection will perform a comprehensive inspection of all the operations of the Transportation Operators. The primary goal at Palm Tran Connection is to ensure the safe operation of the Operator fleet and protecting the wellbeing of the employees as well as the customers of Palm Tran Connection.

It is Palm Tran Connection's intention to assist the Transportation Operators in becoming and maintaining 100% compliance. Follow up reviews will be scheduled until compliance is reached. The following records and/or items will be reviewed during the Annual Inspection/Review:

- General Information of the Company
- System Safety Program Plan
- Security Program Plan
- Proof of Valid Driver's License Records
- Driver Training Records
- Operational and Safety Procedures
- Driving Hours and Work Periods
- Records of a DOT Medical Examination
- Records of a valid Motor Vehicle Record
- Records of a FDLE Background Check
- Records of the Palm Beach County Driver ID Badge
- Annual Vehicle Safety Inspection Records,
- Vehicle Maintenance Records
- Records of Vehicle Accidents
- Driver's Daily Vehicle Inspection Files,
- Vehicle Emergency & Safety Equipment Inspection
- Drug and Alcohol Policy
- Insurance



t. Coordination Contract Evaluation Criteria

Palm Tran Connection staff visits each potential coordination contract agency to examine their special needs, facilities, equipment, and cost of providing service. If their costs are lower or they have special needs, the staff recommends and prepares a coordinated contract. Every year or when needed, the LCB is brought up-to-date on coordination contracts at the quarterly meetings. Service Coordinators perform spot checks on the service and a thorough Annual Inspection. Palm Tran Connection currently does not have any Coordination Contracts.

12. Local Complaint and Grievance Procedure / Process

The Local Complaint and Grievance Procedures can be found in Appendix M.

13. CTC Monitoring Procedures of Operators and Coordination Contractors

Monitoring of Performance Standards as set forth in the solicitation, and included in each transportation operator contract, includes the following:

- On-time Performance: Arrival within 1 minute of the manifest/scheduled time.
- Missed Trips: Arrived after the manifest/scheduled time.
- Unclean or Unsafe Vehicle: Complaints from clients, excessive road calls, or excessive at-fault accidents.

- Impolite Personnel: Regarding rudeness, improper securement, unsafe driving, music or food, etc.
- Telephone System: Excessive ring time, on hold or unanswered phones.
- Complaint Ratio: The ratio of valid complaints shall not exceed 3 per 1000 trips performed.
- Contract Compliance: Driver and vehicle compliance.
- Service Delivery: Dwell (Waiting) Time, Client Assistance, and Improper Drop-off.
- Reports: Untimely and incomplete reports.



14. Coordination Contract Evaluation Criteria

Palm Tran Connection staff visits each potential coordination contract agency to examine their special needs, facilities, equipment, and cost of providing service. If their costs are lower or they have special needs, the staff recommends and prepares a coordinated contract. Every year or when needed, the LCB is brought up-to-date on coordination contracts at the quarterly meetings. Service Coordinators perform spot checks on the service and a thorough Annual Inspection. Palm Tran connection currently does not have any Coordination Contracts.

B. Cost, Revenue Allocation and Fare Structure Justification

The needs and abilities of the Transportation Disadvantaged in Palm Beach County are extremely varied. Likewise, the costs of the different transportation services provided to meet their needs vary. The fares for public fixed route transit service offered by Palm Tran are set by the Palm Beach County Board of County Commissioners. They are as follows:

1. Fixed Route and Paratransit Fare Structure ~~← (effective on until Jan. 1, 2026):~~

Fare Type	Full Fare	Reduced Fare
Fixed Route Cash Fares	\$ 2.00	\$ 1.00
Connection ADA or TD	\$ 43.50 0	
Go Glades Fares	\$2.00	
One Day Pass	\$ 5.00	\$ 3.50
31 Day Pass	\$70.00	\$ 55.00
One Day TD Pass		\$ 1.50
31 Day TD Pass (annual income of 75% or less of FPL.)		\$ 15.00
31 Day TD Pass (annual income between 76% and 150% of FPL.)		\$ 20.00
Tri-Rail Transfer	\$.50	

Customers 8 years of age and under and police (in uniform or with ID badge) ride free. Reduced fares apply to: Seniors (65 years of age or older) with an ID issued by Palm Tran, a

Medicare Card, valid driver's license, or Florida State ID Card; Students (21 years of age or younger) with a valid school or Palm Tran-issued ID; Disabled individuals with a reduced-fare issued by Palm Tran, based on documented disability; and VA passengers, with a "Service Connected" VA card.

2. TD Trip Rates

To receive the funds from the TD Trust fund Palm Beach County must apply for the Trip and Equipment Grant. A requirement of this grant is to submit TD Trip Rates. Rates must be submitted utilizing the TD Commission's Rate Calculation Model and must be approved by the LCB. The purpose of the Rate Model is to capture the actual costs of the TD trips by factoring all the costs associated with the TD program. The following TD Trip Rates are the most current available derived from the TD Rate Model approved by the LCB. The rate model worksheet may be obtained by contacting the Palm Beach MPO ~~TPA~~.

TYPE OF SERVICE TO BE PROVIDED	UNIT (Vehicle Mile, Trip or Boarding Fee, etc.)	COST PER UNIT \$
TD – Ambulatory	Per Trip	\$32.66
TD – Wheelchair	Per Trip	\$55.98
TD 31 – Day	Per Pass	\$55.00
TD 1 – Day	Per Pass	\$4.00



Quality Assurance



PALM BEACH
Metropolitan Planning
Organization

QUALITY ASSURANCE

A. CTC Evaluation

In Palm Beach County, the Palm Beach Metropolitan Planning Organization~~Transportation Planning Agency~~ (MPO~~TPA~~) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427.0155, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- Americans with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

The most recent CTC Evaluation may be found at PalmBeachTPA.Org/LCBPalmBeachMPO.Org/LCB.

1. Planning Agency Evaluation Process

In Palm Beach County, the Designated Official Planning Agency (DOPA) is the Palm Beach MPO~~TPA~~. The MPO~~TPA~~ Governing Board is made up of 21 members: 5 County Commissioners, 15 elected officials from 11 municipalities, and 1 commissioner from the Port of Palm Beach. The MPO~~TPA~~ board appoints the TD LCB chair. While the LCB does not review the performance of the MPO~~TPA~~, its input, suggestions, and requests are transmitted directly to the MPO~~TPA~~ Board for discussion and action.





Appendices

APPENDICES

A.	Appendix A – Memorandum of Agreement	58
B.	Appendix B – Government Regulation and Funding Programs.....	66
C.	Appendix C – Organizational Charts	68
D.	Appendix D - Map Three - Seniors by Census Block	70
E.	Appendix E - Map Four - Persons below the Poverty Level and Transit Routes.....	71
F.	Appendix F - Map Five - Distribution of Minority Population by Census Block	72
G.	Appendix G – Origin & Destination Maps by Census Block Groups & Zip Codes	73
H.	Appendix H – Palm Tran 10-Year Goals, Objectives, Strategies, and Implementation Schedule.....	79
I.	Appendix I – Bus Pass Program Guidelines.....	83
J.	Appendix J – Vehicle Inventory	86
K.	Appendix K – Public Transportation Agency Safety Plan +	104
L.	Appendix L – No-Show and Late Cancellation Policy Review	106
M.	Appendix M – Local Grievance Procedure	109
N.	Appendix N – Glossary of Terms.....	115
O.	Appendix O – Palm Tran Connection Guidelines.....	118
P.	Appendix P – Palm Tran Connection Plus Guidelines	122

A. Appendix A – Memorandum of Agreement

The July 1, 2022 through June 30, 2027 Memorandum of Agreement is included below:

Contract # TD 2293

R2022 0607 JUN 14 2022 Effective: 7/1/22 to 6/30/2027

STATE OF FLORIDA COMMISSION FOR THE TRANSPORTATION DISADVANTAGED MEMORANDUM OF AGREEMENT

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Palm Beach County Board of County Commissioners, c/o Palm Tran, 50 South Military Trail, Suite 101, West Palm Beach, FL 33415 the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Palm Beach county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
 3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
 4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
 2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
 2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
 - 1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
 - 2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
 - 3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
 - 4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.
2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.
3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.
4. Provide shelter, security, and safety of passengers at vehicle transfer points.
5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.
6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.
7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.
8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.
9. Maintain or have access to a passenger/trip database on each rider being transported within the system.
10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.
11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
 1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
 2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

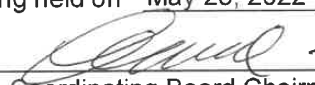
F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Lou Ferri, Senior Manager of Paratransit, Palm Tran
50 South Military Trail, Suite 101, West Palm Beach, FL 33415

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on May 25, 2022.


Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

R2022 0607 JUN 14 2022

COMMUNITY TRANSPORTATION
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR
THE TRANSPORTATION DISADVANTAGED:

Palm Beach County Board of County Commissioners

Agency Name

Robert S. Weinroth

Printed Name of Authorized Individual

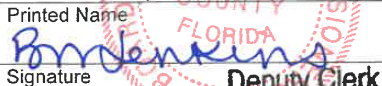

Signature

Mayor

Title

Attest: Joseph Abruzzo, Clerk and Comptroller

Printed Name


Signature

Deputy Clerk

APPROVED AS TO FORM AND LEGAL SUFFICIENCY


Palm Beach County Attorney

APPROVED AS TO TERMS AND CONDITIONS


Executive Director, PALM TRAN

Rev. 04/02/2012

Clinton Forbes

8

B. Appendix B – Government Regulation and Funding Programs

a. Chapter 427, Florida Statutes

From 1974 through 1979, two agencies, the Department of Transportation (DOT) and the Department of Health and Rehabilitative Services (HRS), created an interagency agreement to begin coordination of transportation activities. By 1978, the Legislature was very much supportive of the concept of coordinated transportation. The Legislature created Chapter 427, Florida Statutes, in 1979. Created within the Florida Department of Transportation (FDOT) was a Coordinating Council who oversaw and reviewed what every state agency was doing and the TD funds expended in the area.

The CTD was created by the Florida Legislature in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency located in the Department of Transportation for administrative and fiscal purposes. In all respects, the CTD operates independently with rule-making as well as budget authority and administers the Transportation Disadvantaged Trust Fund.

b. Florida Administrative Code 41-2

To implement the provisions of Chapter 427, Florida Statutes, a series of rules and regulations were developed and adopted in 1989. They were later amended and adopted again in 1992 and 1993 as per Rule 41-2, Florida Administrative Code. This code details the day-to-day requirements and responsibilities for activities mandated under Chapter 427, F.S.

c. Americans with Disabilities Act (ADA)

On July 26, 1990, Federal Civil Rights Legislation was signed into law. The Americans with Disabilities Act (ADA) of 1990 mandated equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. The ADA had a significant impact on the services transit offers, the way it conducts business and the equipment it uses. The requirements for transportation within the ADA are similar to the provisions of Chapter 427 and implement a proposed rule including requirements for providing paratransit services for disabled individuals.

d. Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program

Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is a Federal Program administered by FDOT. The purpose of the grant program is to assist non-profit agencies and Community Transportation Coordinators to purchase small buses or vans to transport their elderly and/or disabled clients. This grant program does not cover operating expenses. Capital costs associated with the purchase of vehicles are funded at 80% of costs by the 5310 Program, 10% by FDOT and the remaining 10% by the applicants that receive an award. This grant program is offered annually. Application deadlines are usually early in the calendar year. Activities previously eligible under the 5317 New Freedom program are now eligible under the 5310 program.

e. Section 5307: Urbanized Area Formula Program

The Urbanized Area Formula Funding program (Section 5307) is a Federal Program administered by FDOT. This program provides grants to Urbanized Areas (areas greater than
FY 2027 TDSP

50,000 in population) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in the nation's urbanized areas, which depend on public transportation to improve mobility and reduce congestion.

Eligible Recipients

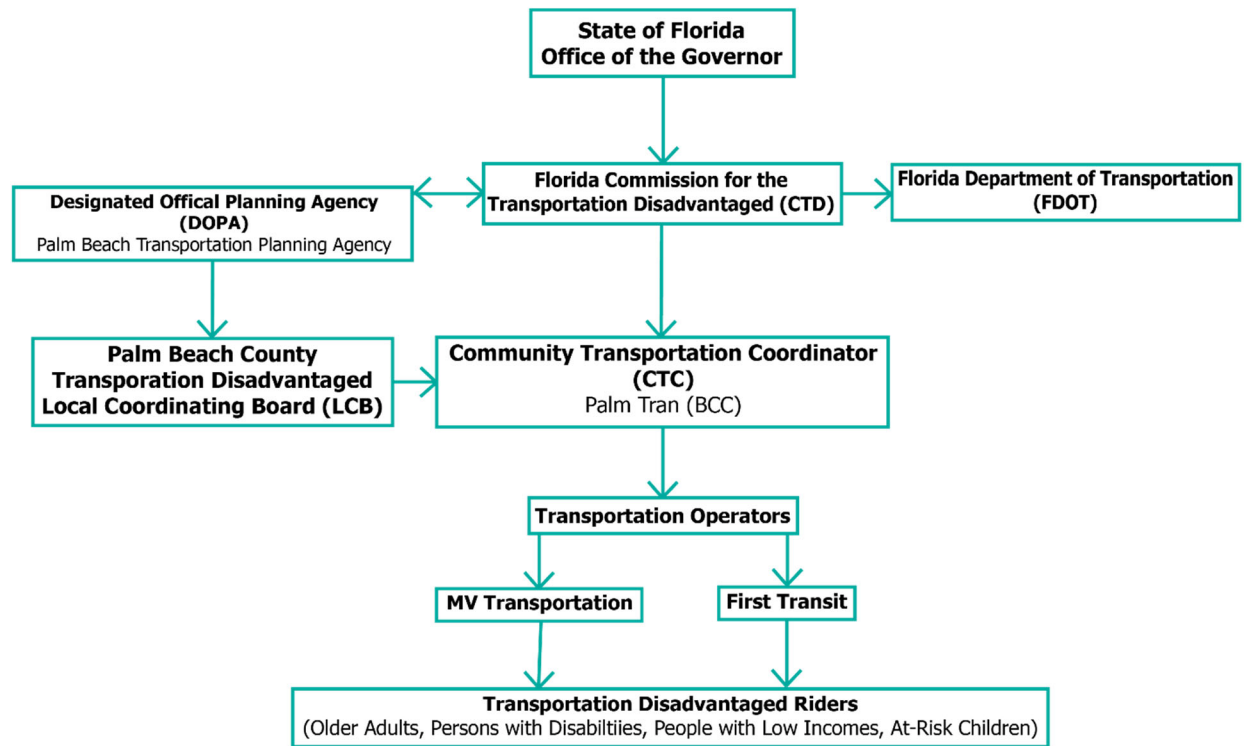
FTA apportions funds to designated recipients, which then sub-allocate funds to state and local governmental authorities, including public transportation providers.

Eligible Activities

- Capital projects
- Planning
- Operating costs in areas with fewer than 200,000 in population
- Operating costs, up to certain limits, for grantees in areas with populations greater than 200,000, and which operate a maximum of 100 buses in fixed-route service during peak hours (rail fixed guideway excluded)

The 5310 program will match up to 80% for capital assistance and 50% for operating assistance. The 5310 program will match 80% for Americans with Disabilities Act (ADA) non-fixed paratransit service using up to 10% of a recipient's apportionment.

C. Appendix C – Organizational Charts

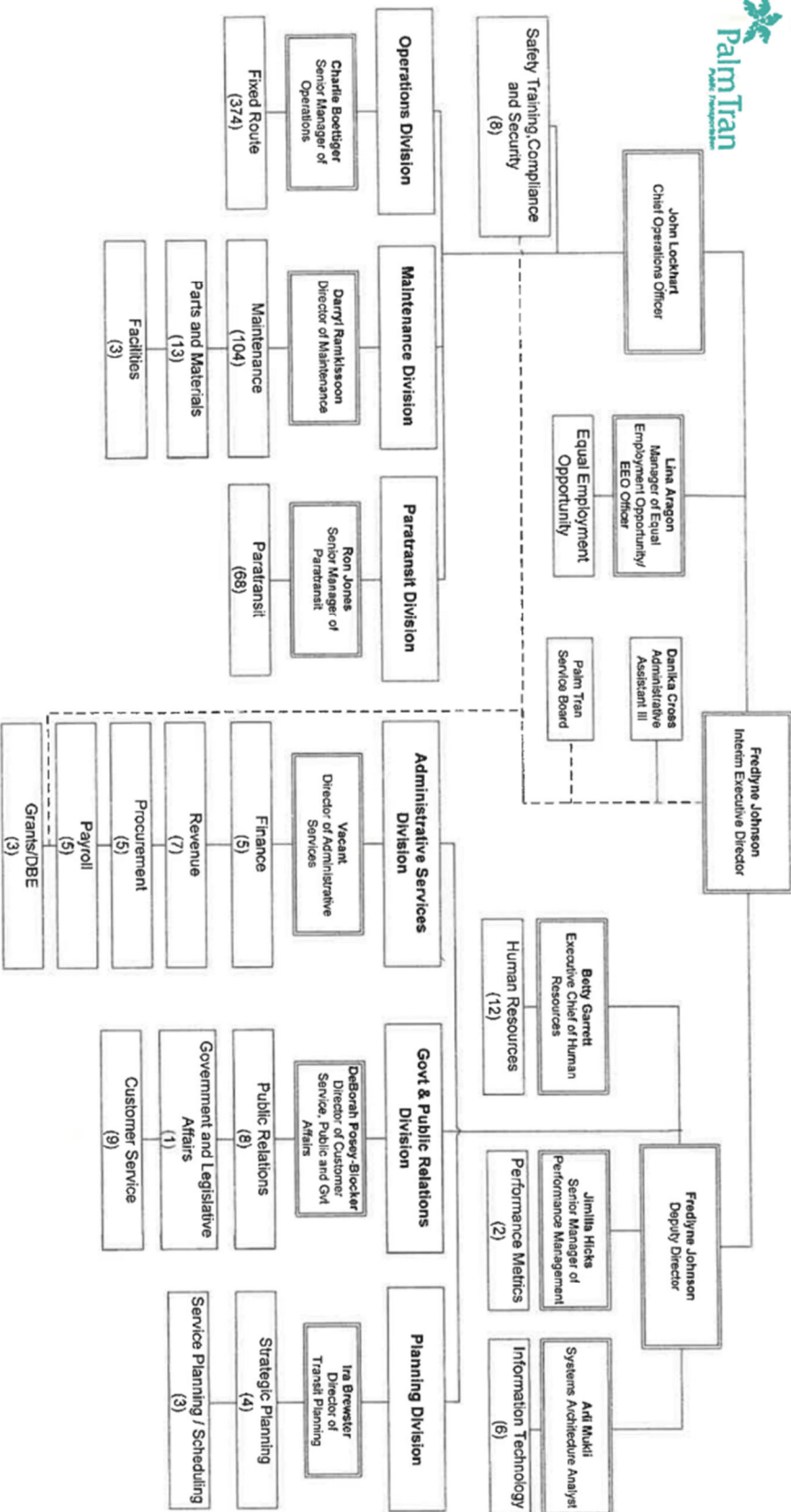


Organizational Chart



Fredlyne Johnson, Interim Executive Director

[Handwritten signature]



Mission: To provide access to opportunity for everyone, safely, efficiently and courteously.

Note: Organizational Structure is subject to change. Please request latest updates from Human Resources, (561) 941-4200.

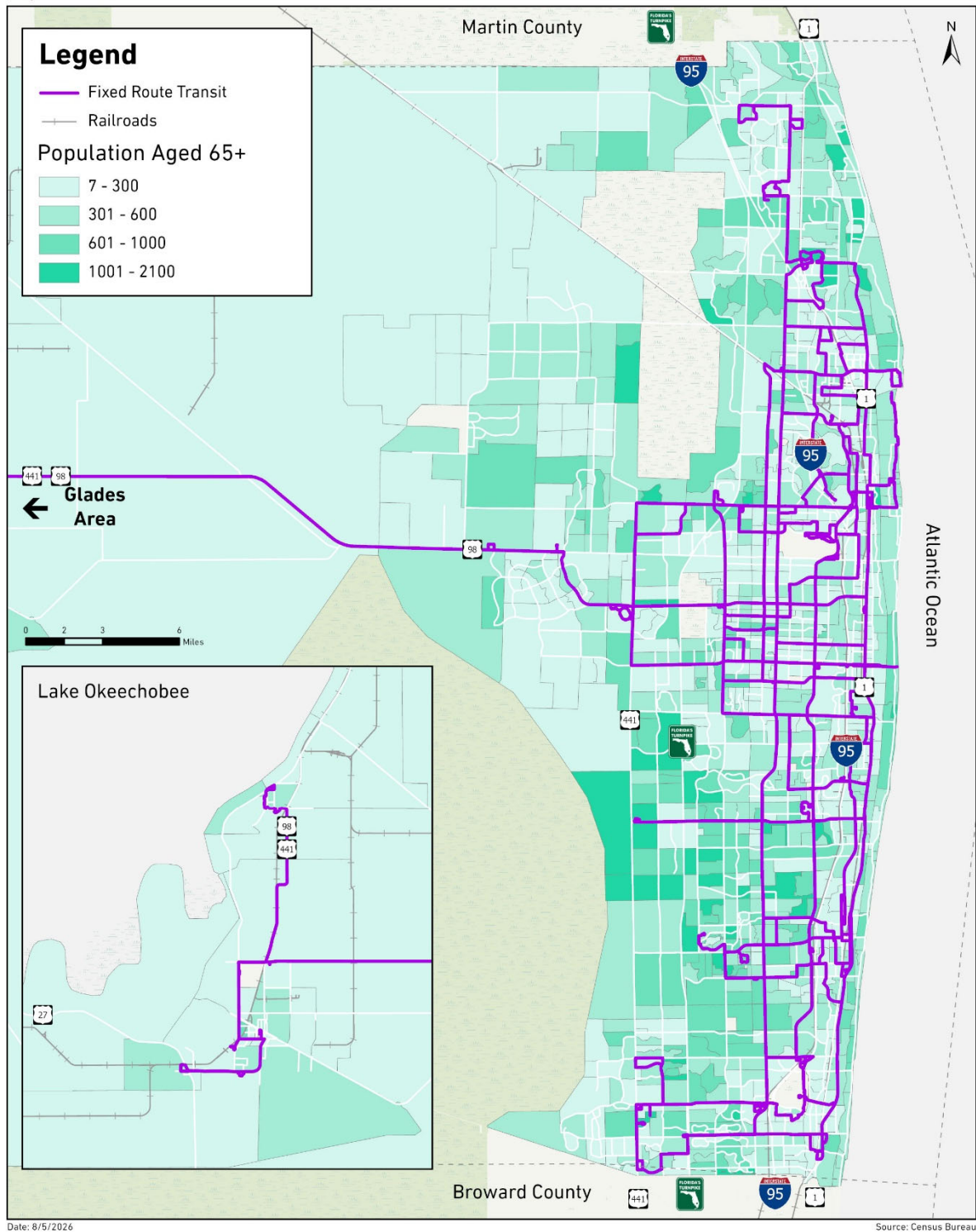
8/5/26

Position Count: 655

D. Appendix D - Map Three - Seniors by Census Block



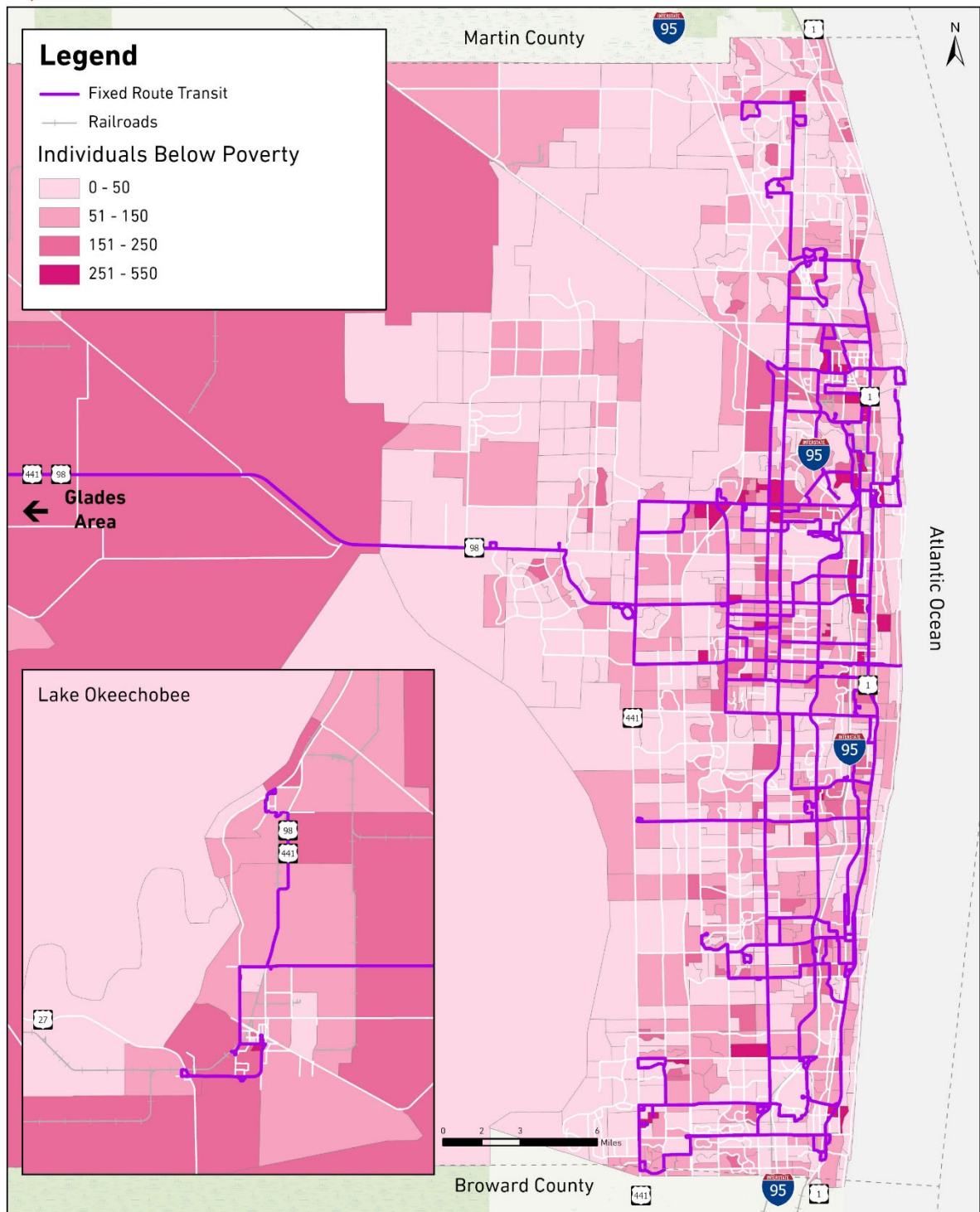
Seniors 65+ by Census Block Group



E. Appendix E - Map Four - Persons below the Poverty Level and Transit Routes



Persons Below Poverty Level by Census Block Group



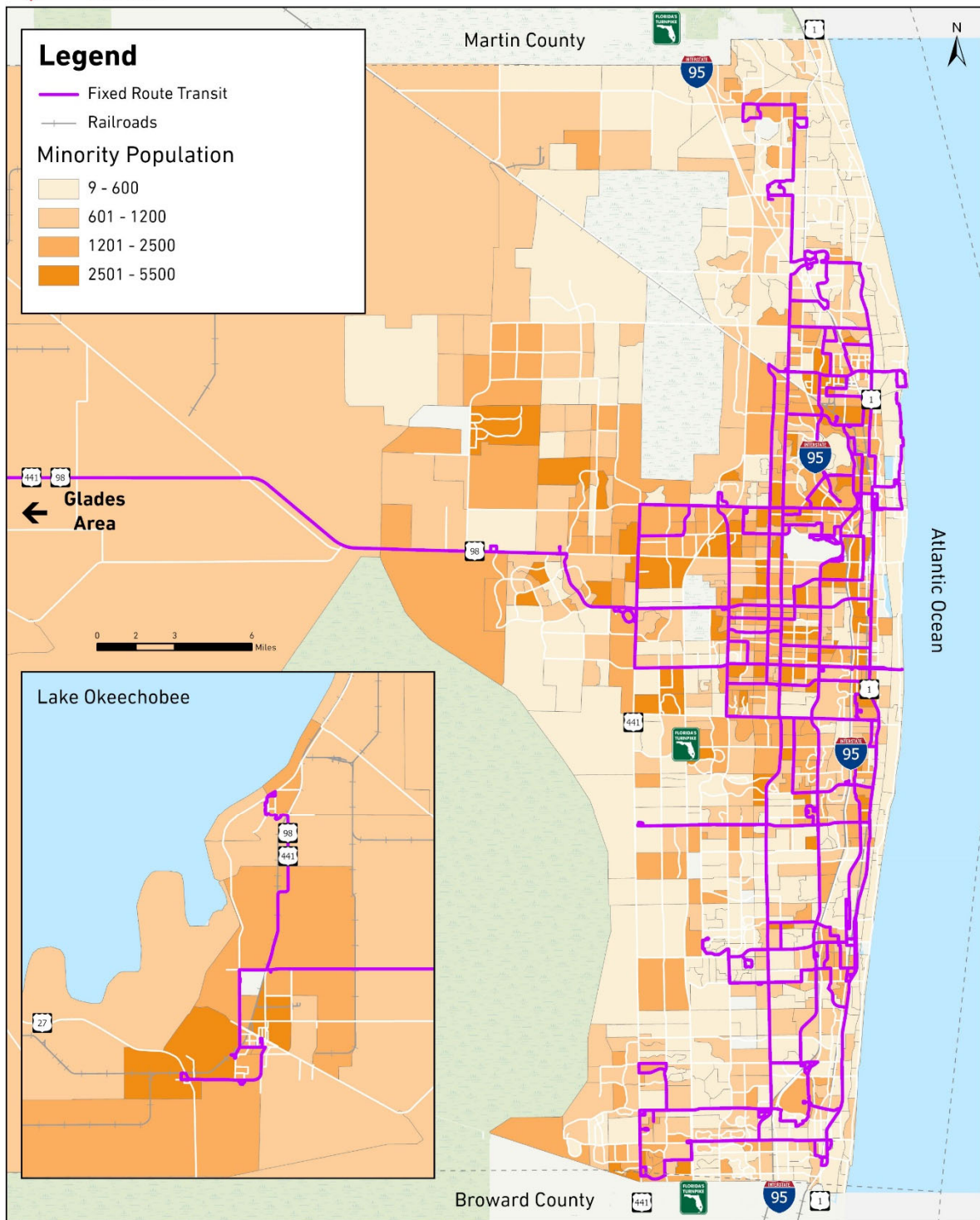
Date: 8/5/2026

Source: Census Bureau

F. Appendix F - Map Five - Distribution of Minority Population by Census Block



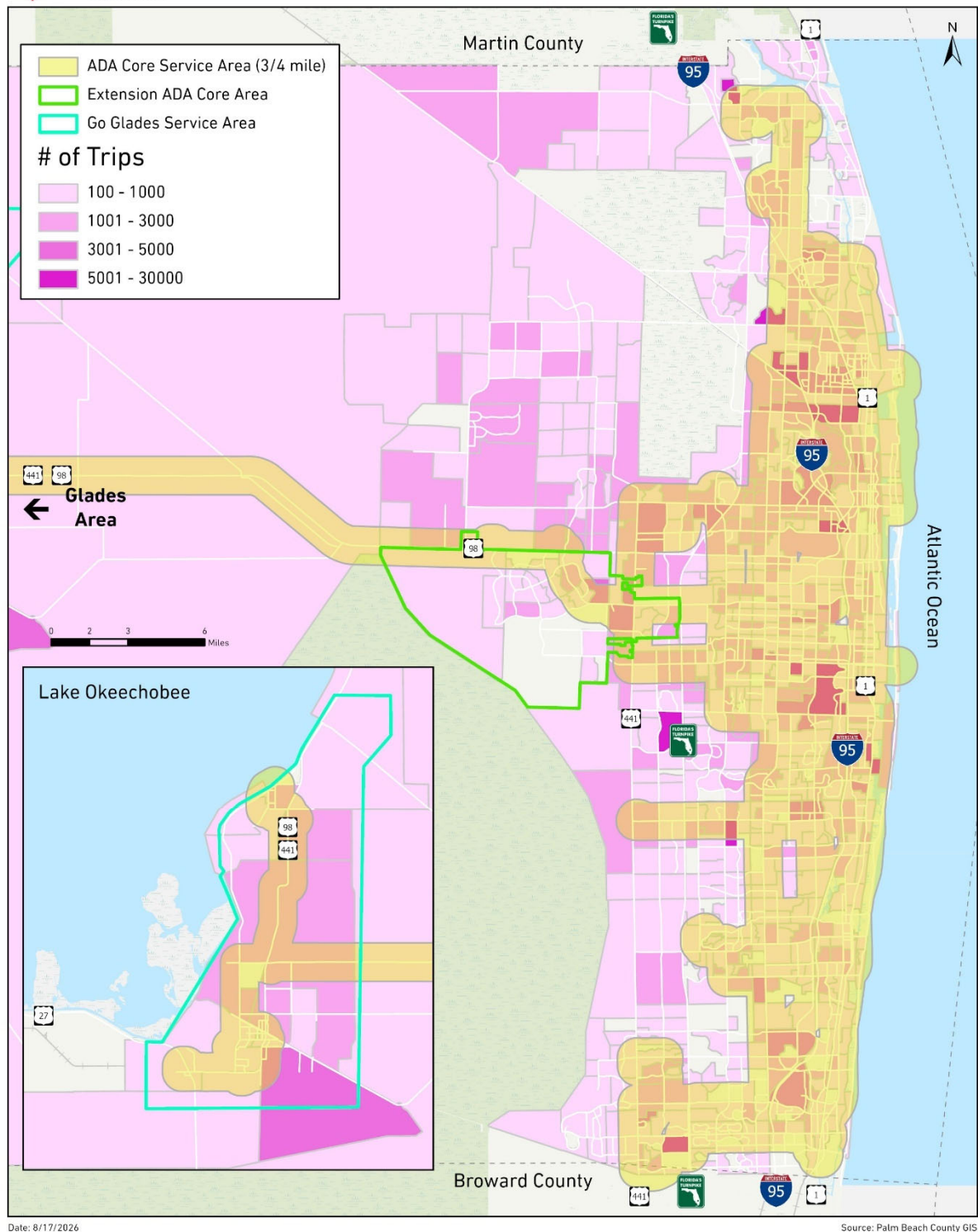
Minority Population by Census Block Group



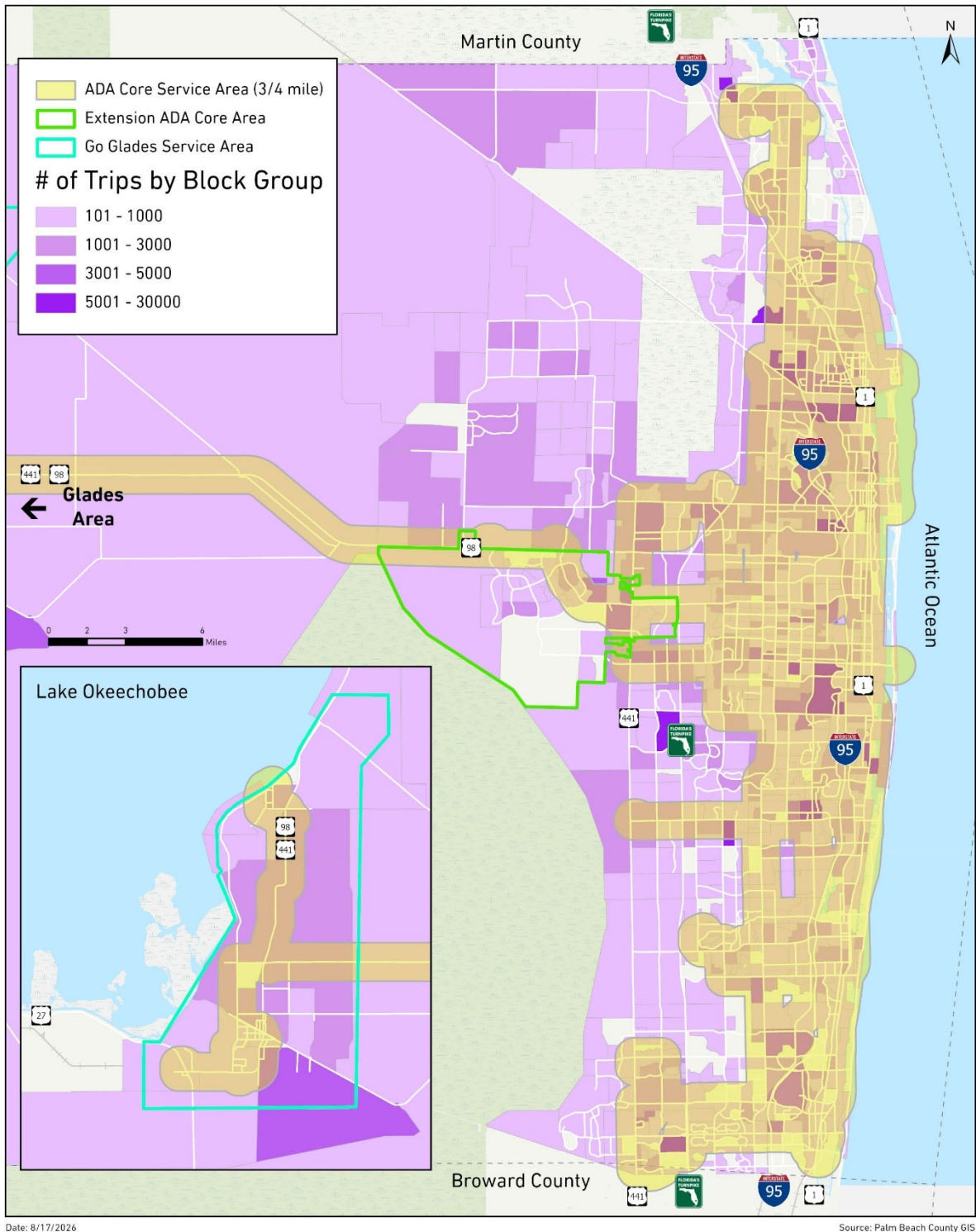
G. Appendix G – Origin & Destination Maps by Census Block Groups & Zip Codes



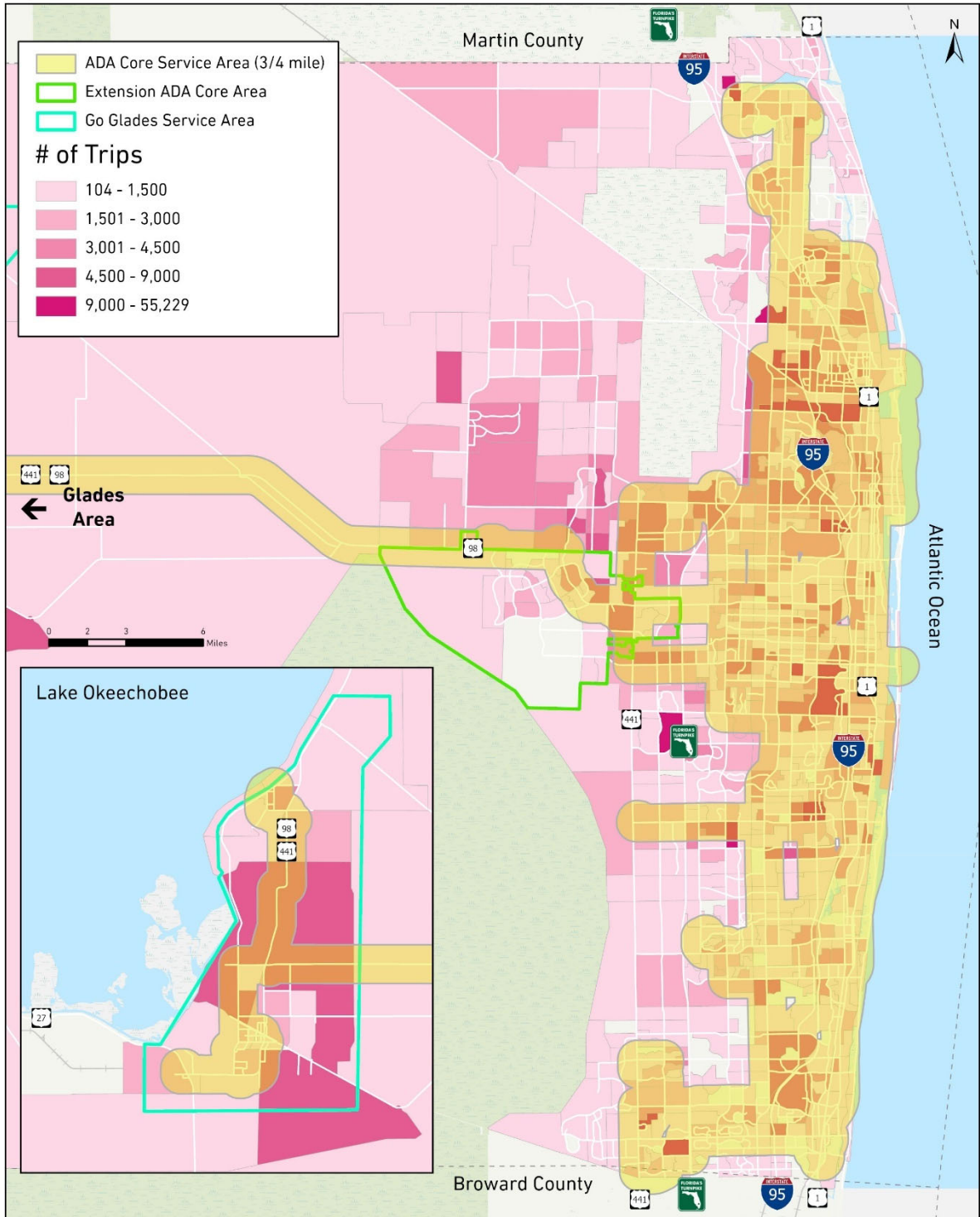
Palm Tran Connection Trip Origins by Block Group



Palm Tran Connection Trip Destinations by Block Group



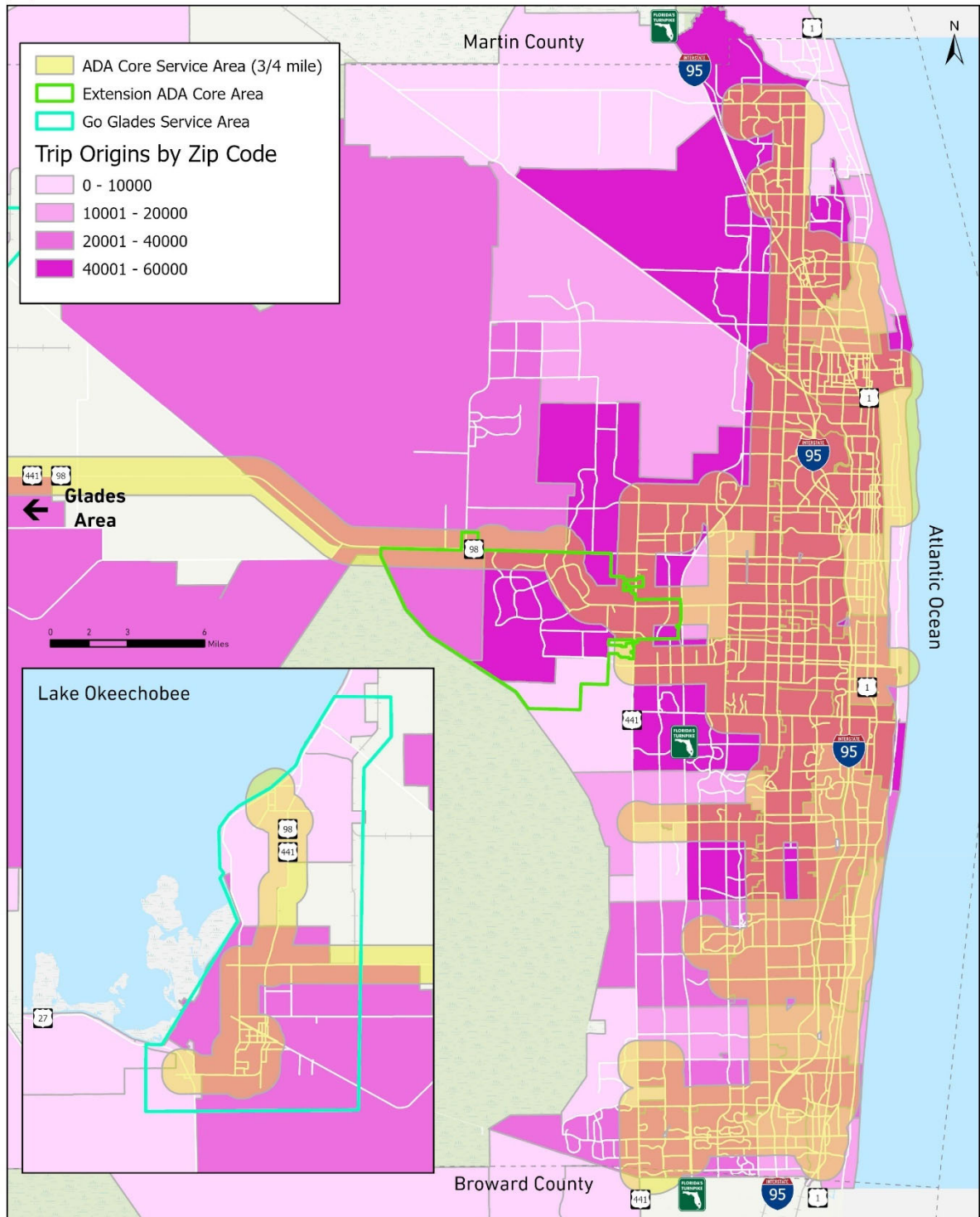
Palm Tran Connection Trip Origins & Destinations by Block Group



Date: 8/17/2026

Source: Palm Beach County GIS

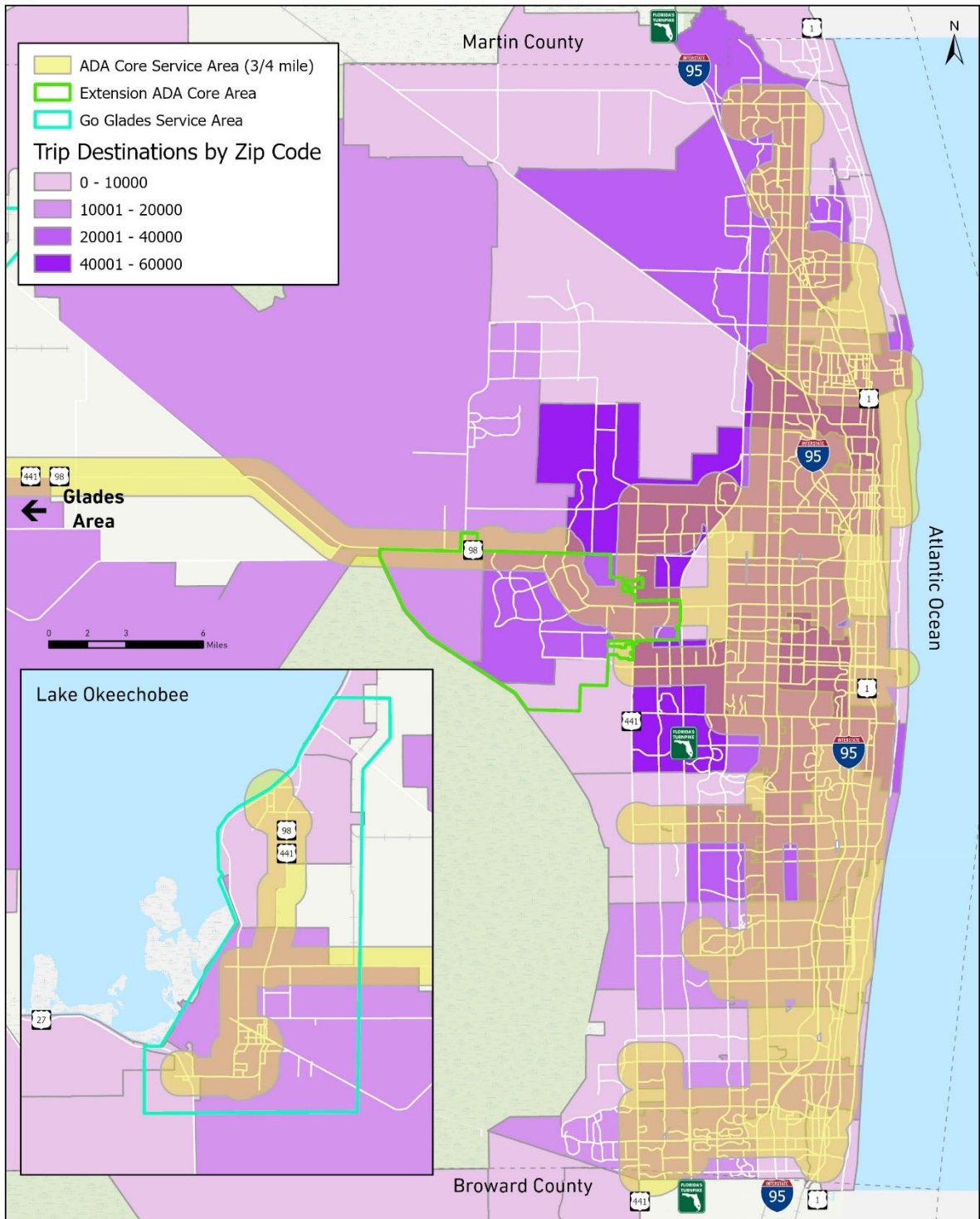
Palm Tran Connection Trip Origins by Zip Codes



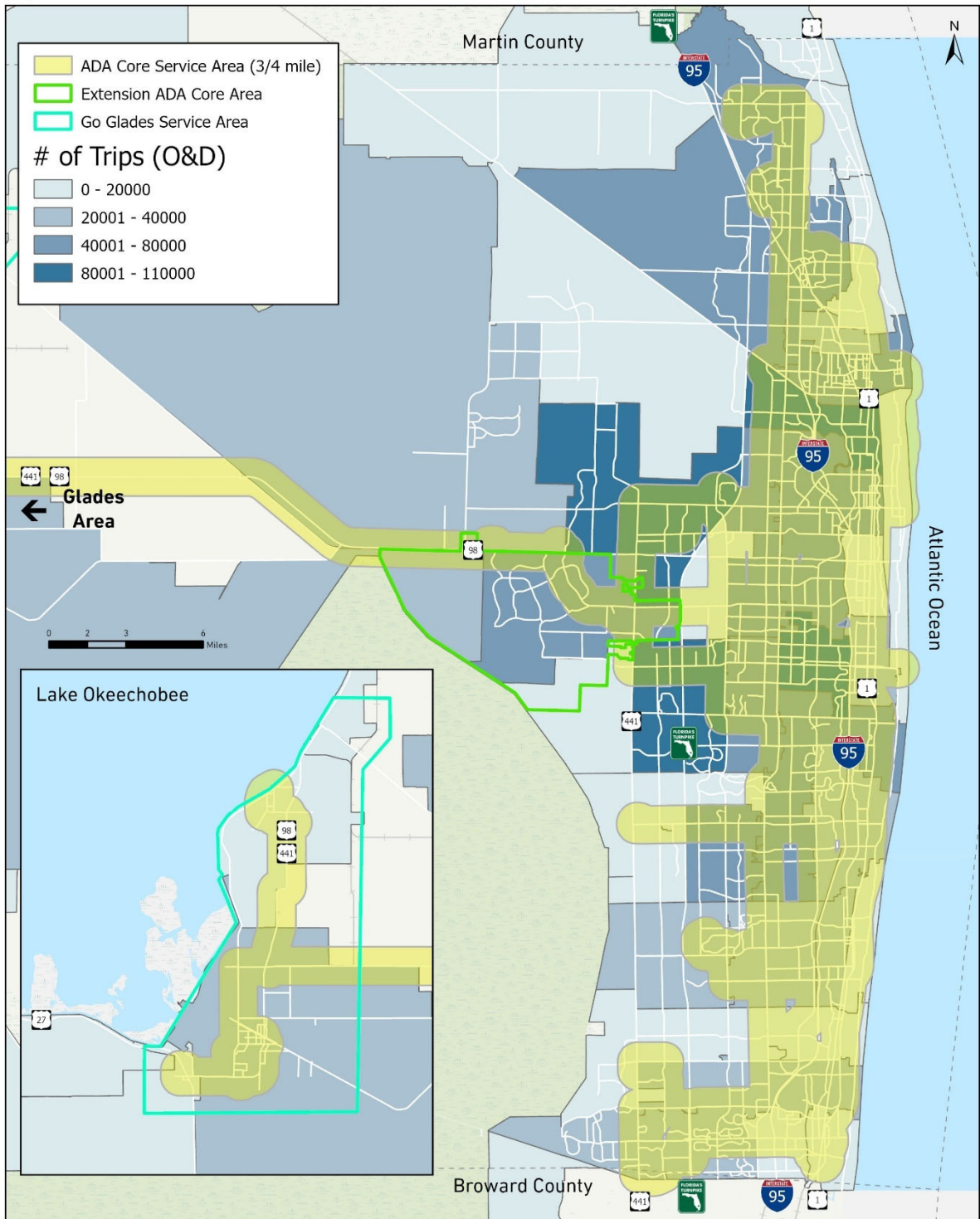
Date: 8/17/2026

Source: Palm Beach County GIS

Palm Tran Connection Trip Destinations by Zip Codes



Palm Tran Connection Trip Origins & Destinations by Zip Codes



H. Appendix H – Palm Tran 10-Year Goals, Objectives, Strategies, and Implementation Schedule

Source: Palm Tran 10-Year Transit Development Plan

1

Provide a system of coordinated, customer-based services to maximize the efficiency, responsiveness, and reach of the Palm Tran system

Objective 1.1	Increase annual ridership by 2031
Strategy 1.1.1	Increase annual fixed-route ridership consistently from 2022 to 2031, recognizing ridership recovery due to impacts from the COVID-19 pandemic will be gradual, rather than immediate
Current Value	5.9 million annual boardings (FY 2021)
Target	Increase annual boardings to 11.8 million by 2031 (50% annual increase)
Strategy 1.1.2	Create post-COVID marketing campaign to build back to pre-COVID ridership levels
Current Value	5.9 million annual boardings (FY 2021)
Target	Increase annual boardings to 9 million by FY 2023 (pre-COVID ridership for FY 2019)
Objective 1.2	Improve service options and levels to better serve existing rider needs and attract new patrons
Strategy 1.2.1	Reduce percentage of Palm Tran routes with 60-minute or longer frequency
Current Value	20 of 32 (62.5%) Palm Tran routes have a 60-minute or longer frequency
Target	No greater than 25% of routes have frequencies of 60 minutes or longer by 2031
Strategy 1.2.2	Increase percentage of Palm Tran routes with 15-minute or shorter frequency
Current Value	1 of 32 routes (3%) have a 15-minute or shorter frequency
Target	No less than 20% of all Palm Tran routes with frequencies of 15 minutes or less by 2031
Strategy 1.2.3	Implement a TNC partnership program to provide alternative transportation services during designated hours when Palm Tran service does not operate and first/last mile connections to the fixed route network within designated areas
Current Value	N/A
Target	Implement a pilot TNC partnership program by 2023
Strategy 1.2.4	Expand on-demand services to complement the fixed route bus and Connection services
Current Value	On-demand public transit service is currently offered in 1 service area through Go Glades
Target	Expand the amount of on-demand public transit service to a total of 5 zones by 2031
Strategy 1.2.5	Establish a level of service policy to evaluate delivery of Palm Tran's services across all service types of the coordinated, customer-based system
Current Value	N/A (new strategy)
Target	By 2023, establish a transit level of service policy that considers fixed route, Connection, and on-demand service options
Objective 1.3	Monitor service and route level productivity to identify, evaluate, and address unproductive service
Strategy 1.3.1	Monitor system-level and route-level productivity against established annual goals; evaluate and modify routes that fall below the minimum system standard
Current Value	FY 2021 fixed-route systemwide productivity is 12.9 passengers per hour; paratransit productivity is 1.25 passengers per hour; Go Glades productivity is 2.45 passengers per hour
Target	Meet or exceed the fixed route annual productivity goal of 20.1 passengers per hour
Target	Meet or exceed the paratransit systemwide annual productivity goal of 1.8 passengers per hour
Target	Meet or exceed the Go Glades annual productivity goal of 2.0 passengers per hour while capacity limits due to COVID-19 are in place, 4.0 after capacity limits are lifted
Objective 1.4	Support implementation of high-capacity premium transit in the Enhanced Transit Corridors identified in the 561 Plan
Strategy 1.4.1	Conduct premium transit corridor studies including express bus, BRT strategies, and light rail/streetcar technologies
Current Value	As of FY 2022, studies to evaluate premium transit service for two (2) Enhanced Transit Corridors (US-1 and Okeechobee/SR-7) are underway
Target	Lead or assist premium transit corridor analyses for the remaining seven (7) Enhanced Transit Corridors (that Palm Tran operates fixed route service within) by 2031
Objective 1.5	Continue to seek service and operational improvements to help reduce travel time and make Palm Tran service more attractive
Strategy 1.5.1	Implement recommendations of the bus stop consolidation study to remove duplicative and/or underutilized bus stops
Current Value	Approximately 20% of Palm Tran bus stops have been identified for elimination
Target	Implement bus stop consolidation study recommendations by 2023
Strategy 1.5.2	Seek opportunities in near term to implement limited-stop overlay service on Enhanced Transit Corridors to help build demand for future high-capacity premium transit implementation
Current Value	N/A (new strategy)
Target	By 2025, implement limited-stop overlay service on Okeechobee/SR-7 as a pilot

2

Deliver safe, reliable, accessible, and environmentally friendly transit service

Objective 2.1	Provide safe service to Palm Tran customers
Strategy 2.1.1	Reduce fixed route collisions (preventable and non-preventable) through annual operator safety training and testing
Current Value	0.65 preventable collisions per 100,000 fixed route revenue miles; 1.76 non-preventable collisions per 100,000 fixed route revenue miles (FY 2021)
Target	Do not exceed the annual goal of 0.70 preventable collisions per 100,000 fixed route revenue miles
Target	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 fixed route revenue miles
Strategy 2.1.2	Reduce paratransit collisions (preventable and non-preventable) through oversight and annual operator safety training and testing
Current Value	1.05 preventable collisions per 100,000 paratransit revenue miles; 1.69 non-preventable collisions per 100,000 paratransit revenue miles (FY 2021)
Target	Do not exceed the annual goal of 0.7 preventable collisions per 100,000 paratransit revenue miles
Target	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 paratransit revenue miles
Objective 2.2	Maintain all vehicles and facilities in a state of good repair
Strategy 2.2.1	Manage the average age of vehicles within state and federal guidelines and replace vehicles according to established life cycles
Current Value	Average age of fixed route rolling stock: 6.6 years; paratransit rolling stock: 2.8 years
Target	As an annual goal, maintain six (6) years average age of rolling stock for fixed route fleet and five (5) years average age of rolling stock for paratransit fleet
Strategy 2.2.2	Adhere to federal requirements regarding preventable maintenance inspections and ensure that critical inspection recommendations are completed in a timely manner
Current Value	100% of all inspections completed within required mileage (FY 2021)
Target	As an annual goal, 100% of all inspections completed within required mileage
Strategy 2.2.3	Improve mean distance between vehicle road failures/road calls
Current Value	Mean distance between fixed route vehicle road failures/road calls is 12,653 miles; mean distance between paratransit vehicle road failures/road calls is 11,283 (FY 2021)
Target	As an annual goal, a minimum of 16,000 miles between fixed route vehicle road calls/service interruptions
Target	As an annual goal, a minimum of 9,500 miles between paratransit vehicle road calls/service interruptions

Objective 2.3	Provide timely Palm Tran service to ensure reliability for patrons
Strategy 2.3.1	Conduct annual review of fixed route on-time performance and compare to prior years
Current Value	Fixed route on-time percentage is 77.4% (FY 2021)
Target	As an annual goal, Palm Tran's monthly fixed route systemwide on-time performance to be no lower than 77%
Strategy 2.3.2	Conduct annual review of paratransit on-time performance and compare to prior years
Current Value	Paratransit on-time percentage is 91.5% (FY 2021)
Target	As an annual goal, Palm Tran's monthly paratransit systemwide on-time performance to be no lower than 92%
Strategy 2.3.3	Implement real-time passenger information signage at high-ridership stops
Current Value	Zero high-ridership stops have real-time passenger information signage (FY 2021)
Target	Increase the number of stops with real-time signage to 5% by 2024
Objective 2.4	Implement improvements to ensure safety, ADA accessibility, and connectivity across all Palm Tran facilities, including vehicles, bus stops, and buildings
Strategy 2.4.1	Implement projects and leverage planned/existing construction projects to increase the number of ADA accessible bus stops
Current Value	40% (1,187 out of nearly 3,000 bus stops) are ADA-accessible
Target	60% of all Palm Tran bus stops to be ADA-accessible by 2023
Strategy 2.4.2	Work with partner agencies to implement crosswalks and/or connecting sidewalks to bus stops
Current Value	Zero crosswalks and/or connective sidewalks implemented in FY 2021
Target	Install 5' sidewalk connections and ADA bus stop enhancements at 110 stops by 2024
Objective 2.5	Promote environmental sustainability by minimizing Palm Tran's carbon footprint
Strategy 2.5.1	Construct all new Palm Tran facilities to green/ LEED building standards for energy efficiency and sustainable design
Current Value	Construction of Palm Tran's new South County facility in Delray Beach was completed in 2021 using strategies of the Florida Green Building Coalition, such as water use reduction with low flow faucets, LED motion-sensor lighting, improved indoor air quality, and installing Florida-friendly landscaping
Target	100% of all future Palm Tran facilities constructed to green/LEED building standards for energy efficiency and sustainable design
Strategy 2.5.2	Explore alternative energy sources for Palm Tran's fleet to minimize vehicle emissions
Current Value	Initial infrastructure to charge fully electric, zero-emissions buses was installed at the new South County Facility and funds to purchase initial electric buses are programmed in the Five-Year Transportation Improvement Program
Target	By 2023, prepare an Electrification Master Plan to understand and evaluate fully electric, zero-emissions vehicle technology, infrastructure, and operational needs from a fleet-wide planning approach

3

Provide user-friendly and innovative services that connect communities

Objective 3.1	Expand Wi-Fi on-board paratransit vehicles to support technology advancements
Strategy 3.1.1	Implement Wi-Fi or similar technology onboard all revenue vehicles
Current Value	100% of fixed route and 0% of Connection and Go Glades vehicles have fully operational onboard Wi-Fi
Target	100% of the revenue fleet with Wi-Fi or similar technology by 2026
Objective 3.2	Assess and continually improve Palm Tran's integration in a multimodal mobility system
Strategy 3.2.1	Integrate service with SFRTA, BCT, and other transit providers by reducing average scheduled transfer time for key routes
Current Value	Conducted as necessary to evaluate service coordination
Target	As an annual goal, reduce average scheduled transfer time by 25% for key routes when feasible
Strategy 3.2.2	Implement the Paradise Pass, a convenient electronic fare payment system that is interoperable with other regional providers with capabilities such as mobile ticketing via the Paradise Pass app and/or offboard fare payment, etc.
Current Value	In March 2018, the County Commission approved a 10-year contract to transition to an electronic and interoperable fare payment technology
Target	Phased implementation of the Paradise Pass starting November 14, 2021, with full interoperability by 2023
Strategy 3.2.3	Assess integration of Palm Tran services with other modal providers such as transportation networking companies (TNCs), scooter and bike share services, and other operators
Current Value	Currently, Palm Tran is evaluating partnership programs with first/last mile providers (such as TNCs) to improve connectivity challenges
Target	By 2022, conduct an evaluation of partnership with TNCs to determine feasibility for Palm Tran and the community with initial pilot program implemented by 2023
Objective 3.3	Implement regional coordination and public involvement components in all relevant aspects to the transportation planning process, including transit-oriented development (TOD)
Strategy 3.3.1	Participate in regional initiatives to promote mixed-use development and TOD
Current Value	Staff attends three meetings annually as part of TOD working group
Target	Attend four meetings annually and actively participate in thought process
Strategy 3.3.2	Develop criteria to identify transit stops and corridors with TOD potential
Current Value	No TOD criteria developed
Target	Criteria for Palm Tran stops with TOD potential developed by 2023
Strategy 3.3.3	Encourage transit-supportive infill development and redevelopment near Palm Tran bus stops
Current Value	One private-sector meeting attended in FY 2021
Target	As an annual goal, attend four (4) private-sector meetings related to infill development and/or redevelopment and/or provide at least three (3) prescriptive reviews of local comprehensive plans annually
Objective 3.4	Seek and introduce innovative technological improvements to enhance the experience for all users
Strategy 3.4.1	Implement ITS (Intelligent Transportation Systems) technologies such as transit signal priority
Current Value	Zero routes with transit signal priority or queue jumping
Target	Two corridors with transit signal priority by 2025
Strategy 3.4.2	Implement amenities at high ridership locations such as automated ticket machines, USB charging stations, air-cooling technologies, and/or Wi-Fi at bus stops
Current Value	Zero stops with any of these amenities (FY 2021)
Target	22 bus stops with automated ticket vending machines by FY 2022
Strategy 3.4.3	Translate LED signs and annunciators on buses to announce routes in Spanish and Haitian Creole in areas where these languages are more predominant
Current Value	Zero LED signs or annunciators are translated into Spanish and Haitian Creole
Target	By FY 2022, all applicable LED signs and annunciators are translated into Spanish and Haitian Creole where needed

4

Continue to promote the visibility and public image of Palm Tran and its services

Objective 4.1	Use multiple forms of media to strengthen Palm Tran's visibility and image in the community
Strategy 4.1.1	Conduct an annual on-board rider attitudinal survey
Current Value	Most recent onboard Palm Tran attitudinal survey conducted in 2015
Target	As an annual goal, conduct one rider survey sample per year
Strategy 4.1.2	Engage community directly through community events and other types of public outreach
Current Value	Five community events attended by Executive Director and/or Executive Leadership Team (FY 2021)
Target	As an annual goal, thirty (30) community events attended by Executive Director and/or Executive Leadership Team
Strategy 4.1.3	Engage regularly with the public via social media
Current Value	One daily social media post
Target	Increase public engagement on social media by 10% by FY 2022
Strategy 4.1.4	Conduct periodic public opinion surveys of Palm Beach County residents regarding Palm Tran and public transit services
Current Value	For FY 2021: a 400-person telephone opinion survey was conducted of registered voters
Target	Conduct a telephone opinion survey of Palm Beach County residents every five (5) years as part of the Transit Development Plan update process
Strategy 4.1.5	Partner with South Florida Commuter Services to promote transit commute options
Current Value	For FY 2021: information on South Florida Commuter Services is not provided on the Palm Tran website
Target	By 2022, add South Florida Commuter Services to the Rider Tool Kit to promote the Guaranteed Ride Home and other commuter programs that encourage alternative transportation to driving alone

Objective 4.2	Provide proactive and effective customer service to all Palm Tran customers
Strategy 4.2.1	Reduce total number of fixed route customer concerns
Current Value	3.79 concerns per 10,000 fixed route passenger boardings (FY 2021)
Target	As an annual goal, 2.5 concerns per 10,000 fixed route passenger boardings
Strategy 4.2.2	Reduce total number of paratransit customer concerns
Current Value	2.97 concerns per 1,000 paratransit passenger trips (FY 2021)
Target	As an annual goal, 1.5 concerns per 1,000 paratransit passenger trips
Strategy 4.2.3	Provide customer service anytime Palm Tran is in service
Current Value	Customer service is not provided after 6 pm on Monday-Saturday, Sundays, or the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas
Target	Customer service provided 7 days per week by 2023
Strategy 4.2.4	Provide travel training and outreach to break down barriers and promote fixed route ridership
Current Value	Outreach and travel training conducted per request (FY 2021)
Target	As an annual goal, conduct 100% of requested travel training/outreach community events
Strategy 4.2.5	Establish Palm Tran Municipal Liaison Program to better serve needs of the municipalities
Current Value	N/A (new strategy)
Target	By FY 2023, establish a Municipal Liaison Program and identify specific Palm Tran staff member(s) to serve as municipal liaisons
Objective 4.3	Enhance Palm Tran bus stop curbside infrastructure to enhance customer comfort and convenience
Strategy 4.3.1	Increase the percentage of Palm Tran bus stops with a bus shelter
Current Value	Approximately 20% bus stops have a bus shelter
Target	50% of bus stops with a bus shelter by 2026
Strategy 4.3.2	Increase the percentage of Palm Tran bus stops with a bench/designated seating
Current Value	Approximately 40% bus stops have a bench/designated seating
Target	75% of bus stops with a bench/designated seating area by 2031
Strategy 4.3.3	Conduct detailed reviews of private development projects and coordinate with County staff and/or other stakeholders to ensure that transit improvements are included
Current Value	Five bus shelter easements secured in FY 2021
Target	As an annual goal, secure at least 20 bus stop implementation/improvements supported by private development
Strategy 4.3.4	Enhance existing and provide new park-and-ride facilities to best meet customer demand
Current Value	Zero park-and-ride locations provided or enhanced in FY 2021
Target	By 2022, conduct a park-and-ride evaluation study to evaluate current park-and-ride facilities and understand the need for additional facilities to best meet customer demand

5

Maximize Palm Tran resources

Objective 5.1	Work with policy leaders and community stakeholders to pursue allocation of dedicated local option sales tax funding for Palm Tran
Strategy 5.1.1	Develop a plan to pursue allocation of local option sales tax to fund Palm Tran operations and capital projects
Current Value	No formal plan to pursue a transit sales tax has been established
Target	By 2023, prepare a formal plan to pursue a local option sales tax by 2026
Objective 5.2	Actively pursue additional and sustainable sources of funding
Strategy 5.2.1	Apply for and receive more competitive state and federal service and capital grants
Current Value	As of FY 2021, no competitive grant applications submitted
Target	50% success rate of competitive grant applications annually
Strategy 5.2.2	Pursue additional funding agreements (either public-private and/or public-public partnerships)
Current Value	Three funding agreements (Century Village, Lakes of Delray, Village of Wellington) under contract
Target	Eight (8) new agreements entered into by 2026
Objective 5.3	Effectively steward public resources
Strategy 5.3.1	Improve fixed route farebox recovery ratio by minimizing fare evasion and other operational improvements
Current Value	7.86% fixed route farebox recovery ratio (FY 2021)
Target	17% fixed route farebox ratio as an annual goal
Strategy 5.3.2	Develop an employer and/or college/university pass and/or discount program to attract new customers
Current Value	Through FY 2021: zero employer and/or college/university discount program implemented
Target	By 2023, evaluate the feasibility of a pilot college/university pass program
Target	By 2023, evaluate the feasibility of an employer pass program
Strategy 5.3.3	Evaluate opportunities to coordinate public transit and public school transportation services, including policy, regulatory, and financial implications
Current Value	N/A (new strategy)
Target	By 2024, conduct public transit and student transportation services evaluation study
Objective 5.4	Attract and retain qualified employees
Strategy 5.4.1	Host Employee Solution meetings with a sample of employees and attended by Executive Director and/or Executive Leadership Team to discuss matters related to employee satisfaction
Current Value	N/A (new strategy)
Target	Host one Employee Solution meeting per year
Strategy 5.4.2	Conduct an annual employee satisfaction survey
Current Value	N/A (new strategy)
Target	Conduct one employee satisfaction survey meeting per year

I. Appendix I – Bus Pass Program Guidelines

Agency Eligibility and Administrative Requirements

- A. Prior to participating in the program, Agencies must submit a written request on Agency stationery to Palm Tran Connection. The request must outline the Agency's target population and type of services performed. The letter must contain the names of individuals responsible for the Agency bus pass program and be signed by the Agency's Executive Director or equivalent.
- B. Agencies may only sell one 31-day bus pass to any individual in any one-month period or two 31-day bus passes in any two month period.
- C. In order to be eligible to receive bus passes, agencies will adhere to and ensure that their Customers follow Section 427 FL Statutes and the guidelines listed here in this document. Agencies must always comply with all of the requirements outlined in the Bus Pass Guidelines document.
- D. Only fully completed, authorized original signature "Agency Bus Pass Registration and Eligibility Form" and "Agency Bus Pass Distribution Log" will be accepted by Palm Tran CONNECTION. Facsimile and photocopies will not be accepted for submission. However, "Agency Bus Pass Order" forms may be faxed. Failure to comply will result in a delay in processing bus pass orders. Clients and/or Agencies will be contacted to complete missing information and/or bring the documentation into compliance. Any Agency that is found to be non-compliant will be suspended. Agencies will be audited to ensure compliance.

Client Eligibility and Registration Requirements

- A. Clients must complete and return their "Bus Pass Registration and Eligibility Form". If certified, the client's certification will remain in effect for one (1) year and may be adjusted depending on changes in need, income level or funds available.
- B. Applicants must recertify every year (written application only).
- C. Homeless customers should use their shelter or Agency address.
- D. Clients must present unexpired verifiable proof that their annual household income is below 150% of the Federal Poverty Level Guidelines, a photo ID and proof of their legal status as outlined in the chart below:

Bus Pass Orders

Palm Tran CONNECTION will disburse the following passes to qualifying clients/agencies:

- A. 1-Day Regular, 31-Day Regular, 31-Day Reduced
Agency bus pass orders must be submitted on an "Agency Bus Pass Order form" and should include the following:
 - Agency Bus Pass Distribution Log form for the previous month
 - Returned 31 Day Bus Passes
 - Any new "Agency Bus Pass Registration and Eligibility Forms"
 - Payment for the Bus Pass order or Billed

Bus Passes are distributed to Agencies every Wednesday from 8:00AM to 12:00PM.

Palm Tran Connection client bus pass orders should include the following:

- Returned 31 Day Bus Pass
- Picture ID
- Payment for the Bus Pass

Bus pass registration and eligibility forms as well as bus passes are made available at the Palm Tran Connection Administrative Offices Monday to Friday from 8:00AM to 4:30PM.

<u>New – Client Legal Status</u>	<u>Revised – Client Photo ID</u>	<u>Revised – Proof of Income</u>
U.S. Drivers License	U.S. Drivers License	Social Security SEQY/TPQY
State ID Card	State ID Card	Retirement/Pension
Voter Registration Card	Passport	Income Tax
Social Security Card	Dept. Of Corrections ID	Unemployment
U.S. Birth Certificate	Veterans Affairs ID	Pay Stub (2)
U.S. Passport	Agency Letter	Agency Letter
Permanent Residency Card	Permanent Residency Card	
Employment Authorization Card	Employment Authorization Card	
I-9	Employment ID	
I-94	School ID	
EAD- Employment Authorization Document		
TPS- Temporary Protected Status		
ICE- Immigration and Customs Enforcement		

Palm Tran CONNECTION
50 South Military Trail
Suite - 101
West Palm Beach, FL 33415



Bus Pass Registration and Eligibility Form

Client Information				Check all appropriate boxes	
Name (Last, First, MI)				Client Legal Status	
FL Drivers Lic/FL ID				☐ U.S. Drivers License	☐ U.S. Passport
Address				☐ State ID Card	☐ Permanent Residency Card
City				☐ Voter Registration	☐ Employment Authorization Card
State				☐ Social Security Card	☐ I-9
Zip Code				☐ U.S. Birth Certificate	☐ I-94
Home Phone				☐ TPS	☐ EAD
Date of Birth				☐ ICE	
Emergency Contact				Client Photo ID Forms	2014 Proof of Income
Relationship				☐ U.S. Driver s License	☐ Social Security SEQY/TPQY Form
Phone				☐ State ID Card	☐ Retirement/Pension
Facility				☐ Passport	☐ Income Tax
Disabled	Y ☐	N ☐		☐ Dept of Correction ID	☐ Unemployment
Employed	Y ☐	N ☐		☐ Veterans Affairs ID	☐ Pay Stubs (2)
Type of Disability:				☐ Permanent Residency Card	
Current Form of Transportation:				☐ Employment Authorization Card	
Are you of Spanish, Hispanic or Latino Origin Yes ☐ No ☐				☐ Employment ID	
Race : Caucasian ☐ Asian /Pacific Islander ☐ African American ☐				☐ Email Address (optional)	
Native American or Alaskan Native ☐ Other ☐					
1 Day Bus Pass ☐ 31 Day Bus Pass ☐ Members in Household ☐ Annual Income:					
* I am not receiving bus passes from any other agency. * I agree that the bus passes I receive are for my use only. * I will notify Palm Tran CONNECTION if the number of bus passes I need changes. * The above information will be entered into a central data file base. * The above information may be released to other agencies for auditing purposes.					

In order to expedite processing of your application this form must be accompany by the above stated Legal Status, Photo ID and Proof of Income.

I verify that all statements are true and correct to the best of my knowledge. I understand that supplying false information can disqualify my application.

Client Signature: _____ Date: _____

J. Appendix J – Vehicle Inventory

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
1	Glaval - Glaval	6/2 Gas	Ricon	1FDES6PM5JKB16100	2018	Ford	21' Glaval	8402	MV
2	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDFF4FSXKDC26324	2019	FORD E450	23' Terra Transit	9702	MV
3	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDFF4FS1KDC26325	2019	FORD E450	23' Terra Transit	9703	MV
4	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN3MDC40854	2021	FORD E450	26' Terra Transit	21216-P	MV
5	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN5MDC40855	2021	FORD E450	26' Terra Transit	21217-P	MV
6	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN7MDC40856	2021	FORD E450	26' Terra Transit	21218-P	MV
7	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN0MDC40858	2021	FORD E450	26' Terra Transit	21220-P	MV
8	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN2MDC40859	2021	FORD E450	26' Terra Transit	21221-P	MV
9	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN9MDC40860	2021	FORD E450	26' Terra Transit	21222-P	MV
10	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN0MDC40861	2021	FORD E450	26' Terra Transit	21223-P	MV
11	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN2MDC40862	2021	FORD E450	26' Terra Transit	21224-P	MV
12	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN4MDC40863	2021	FORD E450	26' Terra Transit	21225-P	MV
13	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN6MDC40864	2021	FORD E450	26' Terra Transit	21226-P	MV
14	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN7MDC21840	2021	FORD E450	26' Terra Transit	21227-P	MV
15	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN8MDC20485	2021	FORD E450	26' Terra Transit	21228-P	MV
16	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN3MDC20491	2021	FORD E450	26' Terra Transit	21229-P	MV
17	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN9MDC20477	2021	FORD E450	26' Terra Transit	21230-P	MV
18	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFF4FN7MDC20493	2021	FORD E450	26' Terra Transit	21232-P	MV

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
19	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFE4FN0MDC20481	2021	FORD E450	26' Terra Transit	21233-P	MV
20	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFE4FN9NDC42710	2022	FORD E450	26' Terra Transit	22301-P	MV
21	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN7NDC43077	2022	FORD E450	23' Terra Transit	22339	MV
22	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN4NDC43070	2022	FORD E450	23' Terra Transit	22340	MV
23	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FNXNDC43073	2022	FORD E450	23' Terra Transit	22341	MV
24	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN6NDC43071	2022	FORD E450	23' Terra Transit	22342	MV
25	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN4NDC43098	2022	FORD E450	23' Terra Transit	22343	MV
26	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN6NDC43099	2022	FORD E450	23' Terra Transit	22344	MV
27	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN6NDC43085	2022	FORD E450	23' Terra Transit	22345	MV
28	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN8NDC43086	2022	FORD E450	23' Terra Transit	22346	MV
29	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FNXNDC43087	2022	FORD E450	23' Terra Transit	22347	MV
30	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FNXNDC43090	2022	FORD E450	23' Terra Transit	22348	MV
31	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN9NDC43095	2022	FORD E450	23' Terra Transit	22349	MV
32	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB26946	2019	FORD	23' COLLINS T24WRH	9901	MV
33	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB26948	2019	FORD	23' COLLINS T24WRH	9902	MV
34	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB26951	2019	FORD	23' COLLINS T24WRH	9903	MV
35	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB26945	2019	FORD	23' COLLINS T24WRH	9905	MV
36	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB26947	2019	FORD	23' COLLINS T24WRH	9906	MV
37	Collins - FTS	6/2 Gas	Braun	1FDES8PM1KKB26944	2019	FORD	23' COLLINS T24WRH	9910	MV
38	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB26963	2019	FORD	23' COLLINS T24WRH	9913	MV

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
39	Collins - FTS	6/2 Gas	Braun	1FDES8PM8KKB26956	2019	FORD	23' COLLINS T24WRH	9914	MV
40	Collins - FTS	6/2 Gas	Braun	1FDES8PM1KKB26958	2019	FORD	23' COLLINS T24WRH	9916	MV
41	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB26959	2019	FORD	23' COLLINS T24WRH	9917	MV
42	Collins - FTS	6/2 Gas	Braun	1FDES8PM4KKB28753	2019	FORD	23' COLLINS T24WRH	9918	MV
43	Collins - FTS	6/2 Gas	Braun	1FDES8PM0KKB28751	2019	FORD	23' COLLINS T24WRH	9920	MV
44	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB26962	2019	FORD	23' COLLINS T24WRH	9923	MV
45	Collins - FTS	6/2 Gas	Braun	1FDES8PM0KKB40799	2019	FORD	23' COLLINS T24WRH	9924	MV
46	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA64287	2020	FORD	23' COLLINS T24WRH	2064	MV
47	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA64289	2020	FORD	23' COLLINS T24WRH	2066	MV
48	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA64290	2020	FORD	23' COLLINS T24WRH	2067	MV
49	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA64291	2020	FORD	23' COLLINS T24WRH	2068	MV
50	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA64292	2020	FORD	23' COLLINS T24WRH	2069	MV
51	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB65218	2020	FORD	23' COLLINS T24WRH	20132	MV
52	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB80465	2020	FORD	23' COLLINS T24WRH	20133	MV
53	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB80466	2020	FORD	23' COLLINS T24WRH	20134	MV
54	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB80467	2020	FORD	23' COLLINS T24WRH	20135	MV
55	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB80469	2020	FORD	23' COLLINS T24WRH	20137	MV
56	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB80471	2020	FORD	23' COLLINS T24WRH	20139	MV
57	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB80472	2020	FORD	23' COLLINS T24WRH	20140	MV
58	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB80474	2020	FORD	23' COLLINS T24WRH	20142	MV

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
59	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB80475	2020	FORD	23' COLLINS T24WRH	20143	MV
60	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKB80476	2020	FORD	23' COLLINS T24WRH	20144	MV
61	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB80477	2020	FORD	23' COLLINS T24WRH	20145	MV
62	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB80488	2020	FORD	23' COLLINS T24WRH	20146	MV
63	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB80487	2020	FORD	23' COLLINS T24WRH	20147	MV
64	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB80486	2020	FORD	23' COLLINS T24WRH	20148	MV
65	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB80485	2020	FORD	23' COLLINS T24WRH	20149	MV
66	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB80484	2020	FORD	23' COLLINS T24WRH	20150	MV
67	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB80483	2020	FORD	23' COLLINS T24WRH	20151	MV
68	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB80482	2020	FORD	23' COLLINS T24WRH	20152	MV
69	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB80480	2020	FORD	23' COLLINS T24WRH	20154	MV
70	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB80479	2020	FORD	23' COLLINS T24WRH	20155	MV
71	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB80478	2020	FORD	23' COLLINS T24WRH	20156	MV
72	Collins - FTS	6/2 Gas	Braun	1FDES6PG0NKA53424	2022	FORD	23' COLLINS S6PE	22102	MV
73	Collins - FTS	6/2 Gas	Braun	1FDES6PG9NKA53311	2022	FORD	23' COLLINS S6PE	22104	MV
74	Collins - FTS	6/2 Gas	Braun	1FDES6PG8NKA53302	2022	FORD	23' COLLINS S6PE	22105	MV
75	Collins - FTS	6/2 Gas	Braun	1FDES6PG4NKA53619	2022	FORD	23' COLLINS S6PE	22106	MV
76	Collins - FTS	6/2 Gas	Braun	1FDES6PG1NKA59202	2022	FORD	23' COLLINS S6PE	22107	MV
77	Autonation Chrysler Dodge Jeep	3/0 Gas	None	ZFBERFAB1J6L08908	2018	RAM	17' PROMASTER CITY WAGON	8001	MV

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
78	Autonation Chrysler Dodge Jeep	3/0 Gas	None	ZFBERFAB7J6L07553	2018	RAM	17' PROMASTER CITY WAGON	8002	MV
79	Autonation Chrysler Dodge Jeep	3/0 Gas	None	ZFBERFABXJ6L08941	2018	RAM	17' PROMASTER CITY WAGON	8003	MV
80	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN2RDD22713	2024	Ford E-450	23' Terra Transit	24701	MV
81	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN3RDD23482	2024	Ford E-450	23' Terra Transit	24702	MV
82	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN5RDD23483	2024	Ford E-450	23' Terra Transit	24703	MV
83	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN7RDD21654	2024	Ford E-450	23' Terra Transit	24704	MV
84	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN7RDD22710	2024	Ford E-450	23' Terra Transit	24705	MV
85	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN8RDD22716	2024	Ford E-450	23' Terra Transit	24706	MV
86	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN9RDD22711	2024	Ford E-450	23' Terra Transit	24707	MV
87	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN1RDD23481	2024	Ford E-450	23' Terra Transit	24104	MV
88	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN2RDD21092	2024	Ford E-450	23' Terra Transit	24105	MV
89	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN4RDD22714	2024	Ford E-450	23' Terra Transit	24106	MV
90	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN6RDD22715	2024	Ford E-450	23' Terra Transit	24107	MV
91	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN7RDD20410	2024	Ford E-450	23' Terra Transit	24108	MV
92	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN9RDD20411	2024	Ford E-450	23' Terra Transit	24109	MV
93	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN1SDD28816	2025	Ford E-450	23' Terra Transit	25201	MV
94	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN1SDD28864	2025	Ford E-450	23' Terra Transit	25202	MV
95	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN1SDD28878	2025	Ford E-450	23' Terra Transit	25203	MV
96	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN1SDD28914	2025	Ford E-450	23' Terra Transit	25204	MV

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
97	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN2SDD28016	2025	Ford E-450	23' Terra Transit	25205	MV
98	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN3SDD28185	2025	Ford E-450	23' Terra Transit	25206	MV
99	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN3SDD28896	2025	Ford E-450	23' Terra Transit	25207	MV
100	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN4SDD28812	2026	Ford E-450	23' Terra Transit	25208	MV
101	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN5SDD28902	2025	Ford E-450	23' Terra Transit	25209	MV
102	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN5SDD28947	2025	Ford E-450	23' Terra Transit	25210	MV
103	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN7SDD28898	2025	Ford E-450	23' Terra Transit	25211	MV
104	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN9SDD28966	2025	Ford E-450	23' Terra Transit	25212	MV
105	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FNXTDD14950	2025	Ford E-450	23' Terra Transit	25213	MV
106	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FNXSDD28409	2025	Ford E-450	23' Terra Transit	25214	MV
107	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FNXSDD28877	2025	Ford E-450	23' Terra Transit	25215	MV
108	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN0SDD28175	2025	Ford E-450	23' Terra Transit	25216	MV
109	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN0TDD14925	2025	Ford E-450	23' Terra Transit	25217	MV
110	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN1SDD28315	2025	Ford E-450	23' Terra Transit	25218	MV
111	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN2SDD28050	2025	Ford E-450	23' Terra Transit	25219	MV
112	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN3SDD28008	2025	Ford E-450	23' Terra Transit	25220	MV
113	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN3SDD28221	2025	Ford E-450	23' Terra Transit	25221	MV
114	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN3SDD28414	2025	Ford E-450	23' Terra Transit	25222	MV
115	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN4SDD28115	2025	Ford E-450	23' Terra Transit	25223	MV
116	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN5SDD28415	2025	Ford E-450	23' Terra Transit	25224	MV

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117	Turtle Top - ABC Companies	6/2 Gas	Braun	1FD4E4FN6SDD28052	2025	Ford E-450	23' Terra Transit	25225	MV
118	Turtle Top - ABC Companies	8/3 Propane	Braun	1FD4E4FN0SDD28208	2025	Ford E-450	25' Terra Transit	25501-P	MV
119	Turtle Top - ABC Companies	8/3 Propane	Braun	1FD4E4FN1SDD18268	2025	Ford E-450	25' Terra Transit	25502-P	MV
120	Turtle Top - ABC Companies	8/3 Propane	Braun	1FD4E4FN1SDD28069	2025	Ford E-450	25' Terra Transit	25503-P	MV
121	Turtle Top - ABC Companies	8/3 Propane	Braun	1FD4E4FN2SDD28128	2025	Ford E-450	25' Terra Transit	25504-P	MV
122	Turtle Top - ABC Companies	8/3 Propane	Braun	1FD4E4FN2SDD28162	2025	Ford E-450	25' Terra Transit	25505-P	MV
123	Turtle Top - ABC Companies	8/3 Propane	Braun	1FD4E4FN7SDD17688	2025	Ford E-450	25' Terra Transit	25506-P	MV
124	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN6TDD16288	2026	Ford E-450	23' Terra Transit	26701	MV
125	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN5TDD16301	2026	Ford E-450	23' Terra Transit	26702	MV
126	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN2TDD16272	2026	Ford E-450	23' Terra Transit	26703	MV
127	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN4TDD16287	2026	Ford E-450	23' Terra Transit	26704	MV
128	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN2TDD16840	2026	Ford E-450	23' Terra Transit	26710	MV
129	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN4TDD16712	2026	Ford E-450	23' Terra Transit	26711	MV
130	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN9TDD16852	2026	Ford E-450	23' Terra Transit	26712	MV
131	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FNXTDD16889	2026	Ford E-450	23' Terra Transit	26713	MV
132	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN2TDD16742	2026	Ford E-450	23' Terra Transit	26714	MV
133	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN5TDD18744	2026	Ford E-450	23' Terra Transit	26715	MV
134	Turtle Top - ABC Companies	10/2 Gas	Braun	1FD4E4FN7TDD18910	2026	Ford E-450	23' Terra Transit	26716	MV
135	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC0LS039532	2019	Toyota	17' Sienna L	2003	MV
136	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC2LS039497	2019	Toyota	17' Sienna L	2004	MV

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137	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC1LS038664	2019	Toyota	17' Sienna L	2005	MV
138	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC1LS039412	2019	Toyota	17' Sienna L	2010	MV
139	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC1LS039264	2019	Toyota	17' Sienna L	2012	MV
140	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC4LS039517	2019	Toyota	17' Sienna L	2013	MV
141	Braunability - FTS	2/1 Gas	None	2C4RC1CG1NR172161	2022	Chrysler	17' Voyager L	2803	MV
142	Braunability - FTS	2/1 Gas	None	2C4RC1CG2NR172041	2022	Chrysler	17' Voyager L	2805	MV
143	Braunability - FTS	2/1 Gas	None	2C4RC1CG2PR538549	2023	Chrysler	17' Voyager LX	3801	MV
144	Braunability - FTS	2/1 Gas	None	2C4RC1CG9PR538533	2023	Chrysler	17' Voyager LX	3803	MV
145	Braunability - FTS	2/1 Gas	None	2C4RC1CG1PR538560	2023	Chrysler	17' Voyager LX	3806	MV
146	Braunability - FTS	2/1 Gas	None	2C4RC1CG4PR538598	2023	Chrysler	17' Voyager LX	3818	MV
147	Braunability - FTS	2/1 Gas	None	2C4RC1CG5PR538562	2023	Chrysler	17' Voyager LX	3819	MV
148	Braunability - FTS	2/1 Gas	None	2C4RC1CG6PR538554	2023	Chrysler	17' Voyager LX	3820	MV
149	Braunability - FTS	2/1 Gas	None	2C4RC1CG6PR538568	2023	Chrysler	17' Voyager LX	3821	MV
150	Braunability - FTS	2/1 Gas	None	2C4RC1CG6PR538621	2023	Chrysler	17' Voyager LX	3822	MV
151	Braunability - FTS	2/1 Gas	None	2C4RC1CG7PR538546	2023	Chrysler	17' Voyager LX	3823	MV
152	Braunability - FTS	2/1 Gas	None	2C4RC1CG8PR538555	2023	Chrysler	17' Voyager LX	3824	MV
153	Fenton - FTS	5/1 Gas	Braun	1FDVU4X88SKA97464	2025	Ford	22' Transit U4X	25901	MV
154	Fenton - FTS	5/1 Gas	Braun	1FDVU4X85SKA94439	2025	Ford	22' Transit U4X	25902	MV
155	Fenton - FTS	5/1 Gas	Braun	1FDVU4X88SKA96864	2025	Ford	22' Transit U4X	25903	MV
156	Fenton - FTS	5/1 Gas	Braun	1FDVU4X82SKA96892	2025	Ford	22' Transit U4X	25904	MV
157	Fenton - FTS	5/1 Gas	Braun	1FDVU4X85SKA97180	2025	Ford	22' Transit U4X	25905	MV
158	Fenton - FTS	9/0 Gas	Braun	1FDVU4X8XSKA96896	2025	Ford	22' Transit U4X	25906	MV
159	Fenton - FTS	9/0 Gas	Braun	1FDVU4X80SKA97152	2025	Ford	22' Transit U4X	25907	MV

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
160	Fenton - FTS	9/0 Gas	Braun	1FDVU4X82SKA96987	2025	Ford	22' Transit U4X	25908	MV
161	Fenton - FTS	9/0 Gas	Braun	1FDVU4X8XSKA96770	2025	Ford	22' Transit U4X	25909	MV
162	Fenton - FTS	9/0 Gas	Braun	1FDVU4X83SKA94472	2025	Ford	22' Transit U4X	25910	MV
163	Braunability - FTS	2/1 Gas	None	2C4RC1CG8PR583222	2023	Chrysler	17' Voyager LX	3701	MV
164	Braunability - FTS	2/1 Gas	None	2C4RC1CG8PR583396	2023	Chrysler	17' Voyager LX	3702	MV
165	Braunability - FTS	2/1 Gas	None	2C4RC1CG8PR587576	2023	Chrysler	17' Voyager LX	3703	MV
166	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA64273	2020	FORD	23' COLLINS T24WRH	2050	MV
167	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA64274	2020	FORD	23' COLLINS T24WRH	2051	MV
168	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA64275	2020	FORD	23' COLLINS T24WRH	2052	MV
169	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKA64276	2020	FORD	23' COLLINS T24WRH	2053	MV
170	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA64277	2020	FORD	23' COLLINS T24WRH	2054	MV
171	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA64278	2020	FORD	23' COLLINS T24WRH	2055	MV
172	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA64279	2020	FORD	23' COLLINS T24WRH	2056	MV
173	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA64280	2020	FORD	23' COLLINS T24WRH	2057	MV
174	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA64281	2020	FORD	23' COLLINS T24WRH	2058	MV
175	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA64282	2020	FORD	23' COLLINS T24WRH	2059	MV
176	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA64283	2020	FORD	23' COLLINS T24WRH	2060	MV
177	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKA64284	2020	FORD	23' COLLINS T24WRH	2061	MV
1	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDFE4FS5KDC27929	2019	FORD E450	23' Terra Transit	9710	TransDev
2	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDFE4FN9MDC29051	2021	FORD E450	26' Terra Transit	21200	TransDev
3	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDFE4FN2MDC29053	2021	FORD E450	26' Terra Transit	21201	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
4	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDDE4FN0MDC29052	2021	FORD E450	26' Terra Transit	21202	TransDev
5	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDDE4FN5MDC30746	2021	FORD E450	26' Terra Transit	21203	TransDev
6	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDDE4FN3MDC30745	2021	FORD E450	26' Terra Transit	21204	TransDev
7	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDDE4FN9MDC29938	2021	FORD E450	26' Terra Transit	21205	TransDev
8	Turtle Top - Freedom Bus	10/2 Gas	Braun	1FDDE4FN1MDC30744	2021	FORD E450	26' Terra Transit	21206	TransDev
9	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN2MDC40845	2021	FORD E450	26' Terra Transit	21207-P	TransDev
10	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN4MDC40846	2021	FORD E450	26' Terra Transit	21208-P	TransDev
11	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN6MDC40847	2021	FORD E450	26' Terra Transit	21209-P	TransDev
12	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN8MDC40848	2021	FORD E450	26' Terra Transit	21210-P	TransDev
13	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FNXMDC40849	2021	FORD E450	26' Terra Transit	21211-P	TransDev
14	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN6MDC40850	2021	FORD E450	26' Terra Transit	21212-P	TransDev
15	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN8MDC40851	2021	FORD E450	26' Terra Transit	21213-P	TransDev
16	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FNXMDC40852	2021	FORD E450	26' Terra Transit	21214-P	TransDev
17	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN1MDC40853	2021	FORD E450	26' Terra Transit	21215-P	TransDev
18	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN9MDC40857	2021	FORD E450	26' Terra Transit	21219-P	TransDev
19	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN6MDC20484	2021	FORD E450	26' Terra Transit	21231-P	TransDev
20	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN2MDC20482	2021	FORD E450	26' Terra Transit	21234-P	TransDev
21	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN9MDC20494	2021	FORD E450	26' Terra Transit	21235-P	TransDev
22	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN0MDC20495	2021	FORD E450	26' Terra Transit	21236-P	TransDev
23	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDDE4FN9MDC20480	2021	FORD E450	26' Terra Transit	21237-P	TransDev

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24	Turtle Top - Freedom Bus	10/2 Propane	Braun	1FDFE4FN2NDC42709	2022	FORD E450	26' Terra Transit	22302-P	TransDev
25	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN8NDC43072	2022	FORD E450	23' Terra Transit	22320	TransDev
26	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN5NDC43093	2022	FORD E450	23' Terra Transit	22321	TransDev
27	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN3NDC43075	2022	FORD E450	23' Terra Transit	22322	TransDev
28	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN0NDC43079	2022	FORD E450	23' Terra Transit	22323	TransDev
29	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN7NDC43080	2022	FORD E450	23' Terra Transit	22324	TransDev
30	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN9NDC43081	2022	FORD E450	23' Terra Transit	22325	TransDev
31	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN0NDC43082	2022	FORD E450	23' Terra Transit	22326	TransDev
32	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN2NDC43083	2022	FORD E450	23' Terra Transit	22327	TransDev
33	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN5NDC43076	2022	FORD E450	23' Terra Transit	22328	TransDev
34	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN3NDC43089	2022	FORD E450	23' Terra Transit	22329	TransDev
35	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN1NDC43091	2022	FORD E450	23' Terra Transit	22330	TransDev
36	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN3NDC43092	2022	FORD E450	23' Terra Transit	22331	TransDev
37	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN7NDC43094	2022	FORD E450	23' Terra Transit	22332	TransDev
38	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN0NDC43096	2022	FORD E450	23' Terra Transit	22333	TransDev
39	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN9NDC43078	2022	FORD E450	23' Terra Transit	22334	TransDev
40	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN4NDC43084	2022	FORD E450	23' Terra Transit	22335	TransDev
41	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN1NDC43074	2022	FORD E450	23' Terra Transit	22336	TransDev
42	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN1NDC43088	2022	FORD E450	23' Terra Transit	22337	TransDev
43	Turtle Top - Freedom Bus	6/2 Gas	Braun	1FDFE4FN2NDC43097	2022	FORD E450	23' Terra Transit	22338	TransDev

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44	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB40795	2019	FORD	23' COLLINS T24WRH	9925	TransDev
45	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB40796	2019	FORD	23' COLLINS T24WRH	9926	TransDev
46	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB40798	2019	FORD	23' COLLINS T24WRH	9927	TransDev
47	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB40797	2019	FORD	23' COLLINS T24WRH	9929	TransDev
48	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB40801	2019	FORD	23' COLLINS T24WRH	9930	TransDev
49	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB40802	2019	FORD	23' COLLINS T24WRH	9931	TransDev
50	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB57728	2019	FORD	23' COLLINS T24WRH	9932	TransDev
51	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB57730	2019	FORD	23' COLLINS T24WRH	9934	TransDev
52	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB57731	2019	FORD	23' COLLINS T24WRH	9935	TransDev
53	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB57732	2019	FORD	23' COLLINS T24WRH	9936	TransDev
54	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKA64293	2020	FORD	23' COLLINS T24WRH	2072	TransDev
55	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA64294	2020	FORD	23' COLLINS T24WRH	2073	TransDev
56	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA64295	2020	FORD	23' COLLINS T24WRH	2074	TransDev
57	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA64296	2020	FORD	23' COLLINS T24WRH	2075	TransDev
58	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA77342	2020	FORD	23' COLLINS T24WRH	2078	TransDev
59	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKA77343	2020	FORD	23' COLLINS T24WRH	2079	TransDev
60	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA77340	2020	FORD	23' COLLINS T24WRH	2080	TransDev
61	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA77341	2020	FORD	23' COLLINS T24WRH	2081	TransDev
62	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA77347	2020	FORD	23' COLLINS T24WRH	2082	TransDev
63	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA77348	2020	FORD	23' COLLINS T24WRH	2083	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
64	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA85482	2020	FORD	23' COLLINS T24WRH	2084	TransDev
65	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKA85483	2020	FORD	23' COLLINS T24WRH	2085	TransDev
66	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA85484	2020	FORD	23' COLLINS T24WRH	2086	TransDev
67	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA85485	2020	FORD	23' COLLINS T24WRH	2087	TransDev
68	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA85486	2020	FORD	23' COLLINS T24WRH	2088	TransDev
69	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA85487	2020	FORD	23' COLLINS T24WRH	2089	TransDev
70	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB62497	2020	FORD	23' COLLINS T24WRH	20101	TransDev
71	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62498	2020	FORD	23' COLLINS T24WRH	20102	TransDev
72	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62499	2020	FORD	23' COLLINS T24WRH	20103	TransDev
73	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB62500	2020	FORD	23' COLLINS T24WRH	20104	TransDev
74	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB62501	2020	FORD	23' COLLINS T24WRH	20105	TransDev
75	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB62502	2020	FORD	23' COLLINS T24WRH	20106	TransDev
76	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62503	2020	FORD	23' COLLINS T24WRH	20107	TransDev
77	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62504	2020	FORD	23' COLLINS T24WRH	20108	TransDev
78	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB62505	2020	FORD	23' COLLINS T24WRH	20109	TransDev
79	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB62506	2020	FORD	23' COLLINS T24WRH	20110	TransDev
80	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB62507	2020	FORD	23' COLLINS T24WRH	20111	TransDev
81	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB62508	2020	FORD	23' COLLINS T24WRH	20112	TransDev
82	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB62509	2020	FORD	23' COLLINS T24WRH	20113	TransDev
83	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB62510	2020	FORD	23' COLLINS T24WRH	20114	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
84	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB62511	2020	FORD	23' COLLINS T24WRH	20115	TransDev
85	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB62512	2020	FORD	23' COLLINS T24WRH	20116	TransDev
86	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKB62513	2020	FORD	23' COLLINS T24WRH	20117	TransDev
87	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB62514	2020	FORD	23' COLLINS T24WRH	20118	TransDev
88	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB62515	2020	FORD	23' COLLINS T24WRH	20119	TransDev
89	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB62516	2020	FORD	23' COLLINS T24WRH	20120	TransDev
90	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62517	2020	FORD	23' COLLINS T24WRH	20121	TransDev
91	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62518	2020	FORD	23' COLLINS T24WRH	20122	TransDev
92	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB62519	2020	FORD	23' COLLINS T24WRH	20123	TransDev
93	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62520	2020	FORD	23' COLLINS T24WRH	20124	TransDev
94	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62521	2020	FORD	23' COLLINS T24WRH	20125	TransDev
95	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB62522	2020	FORD	23' COLLINS T24WRH	20126	TransDev
96	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB65215	2020	FORD	23' COLLINS T24WRH	20127	TransDev
97	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB62523	2020	FORD	23' COLLINS T24WRH	20128	TransDev
98	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB62524	2020	FORD	23' COLLINS T24WRH	20129	TransDev
99	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB65216	2020	FORD	23' COLLINS T24WRH	20130	TransDev
100	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKB65217	2020	FORD	23' COLLINS T24WRH	20131	TransDev
101	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB80468	2020	FORD	23' COLLINS T24WRH	20136	TransDev
102	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB80470	2020	FORD	23' COLLINS T24WRH	20138	TransDev
103	Collins - FTS	6/2 Gas	Braun	1FDES6PG9NKA20860	2022	FORD	23' COLLINS S6PE	22101	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
104	Collins - FTS	6/2 Gas	Braun	1FDES6PG1NKA59328	2022	FORD	23' COLLINS S6PE	22103	TransDev
105	Collins - FTS	6/2 Gas	Braun	1FDES6PG0NKA53276	2022	FORD	23' COLLINS S6PE	22108	TransDev
106	Collins - FTS	6/2 Gas	Braun	1FDES6PG9NKA53535	2022	FORD	23' COLLINS S6PE	22109	TransDev
107	Collins - FTS	6/2 Gas	Braun	1FDES6PG5NKA53449	2022	FORD	23' COLLINS S6PE	22110	TransDev
108	Collins - FTS	6/2 Gas	Braun	1FDES6PG8NKA53669	2022	FORD	23' COLLINS S6PE	22111	TransDev
109	Autonation Chrysler Dodge Jeep	3/0 Gas	None	ZFBERFAB8J6L10137	2018	RAM	17' PROMASTER CITY WAGON	8004	TransDev
110	Autonation Chrysler Dodge Jeep	3/0 Gas	None	ZFBERFAB0J6L08964	2018	RAM	17' PROMASTER CITY WAGON	8005	TransDev
111	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN0RDD20409	2024	Ford E-450	23' Terra Transit	24101	TransDev
112	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN0RDD22709	2024	Ford E-450	23' Terra Transit	24102	TransDev
113	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFF4FN0RDD22712	2024	Ford E-450	23' Terra Transit	24103	TransDev
114	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC2LS038902	2019	Toyota	17' Sienna L	2001	TransDev
115	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC6LS039180	2019	Toyota	17' Sienna L	2015	TransDev
116	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC5LS041762	2019	Toyota	17' Sienna L	2016	TransDev
117	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC0LS042303	2019	Toyota	17' Sienna L	2017	TransDev
118	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC4LS041073	2019	Toyota	17' Sienna L	2018	TransDev
119	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DCXLS040879	2019	Toyota	17' Sienna L	2019	TransDev
120	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC6LS040085	2019	Toyota	17' Sienna L	2020	TransDev
121	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC1LS040592	2019	Toyota	17' Sienna L	2021	TransDev
122	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC6LS040264	2019	Toyota	17' Sienna L	2022	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
123	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC0LS041054	2019	Toyota	17' Sienna L	2024	TransDev
124	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC4LS040599	2019	Toyota	17' Sienna L	2025	TransDev
125	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC3LS040299	2019	Toyota	17' Sienna L	2026	TransDev
126	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC5LS040496	2019	Toyota	17' Sienna L	2027	TransDev
127	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DCXLS039246	2019	Toyota	17' Sienna L	2028	TransDev
128	Alan Jay Fleet Sales	4/0 Gas	None	5TDZZ3DC9LS041215	2019	Toyota	17' Sienna L	2029	TransDev
129	Braunability - FTS	2/1 Gas	None	2C4RC1CG0NR172037	2022	Chrysler	17' Voyager L	2801	TransDev
130	Braunability - FTS	2/1 Gas	None	2C4RC1CG0NR172040	2022	Chrysler	17' Voyager L	2802	TransDev
131	Braunability - FTS	2/1 Gas	None	2C4RC1CG2NR171911	2022	Chrysler	17' Voyager L	2804	TransDev
132	Braunability - FTS	2/1 Gas	None	2C4RC1CG3NR172162	2022	Chrysler	17' Voyager L	2806	TransDev
133	Braunability - FTS	2/1 Gas	None	2C4RC1CG5NR172163	2022	Chrysler	17' Voyager L	2807	TransDev
134	Braunability - FTS	2/1 Gas	None	2C4RC1CG6NR171913	2022	Chrysler	17' Voyager L	2808	TransDev
135	Braunability - FTS	2/1 Gas	None	2C4RC1CG7NR172035	2022	Chrysler	17' Voyager L	2809	TransDev
136	Braunability - FTS	2/1 Gas	None	2C4RC1CG8NR171914	2022	Chrysler	17' Voyager L	2810	TransDev
137	Braunability - FTS	2/1 Gas	None	2C4RC1CG9NR172036	2022	Chrysler	17' Voyager L	2811	TransDev
138	Braunability - FTS	2/1 Gas	None	2C4RC1CG9NR172165	2022	Chrysler	17' Voyager L	2812	TransDev
139	Braunability - FTS	2/1 Gas	None	2C4RC1CGXNR171915	2022	Chrysler	17' Voyager L	2813	TransDev
140	Braunability - FTS	2/1 Gas	None	2C4RC1CGXNR172160	2022	Chrysler	17' Voyager L	2814	TransDev
141	Braunability - FTS	2/1 Gas	None	2C4RC1CGXNR172286	2022	Chrysler	17' Voyager L	2815	TransDev
142	Braunability - FTS	2/1 Gas	None	2C4RC1CG3PR538530	2023	Chrysler	17' Voyager LX	3802	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
143	Braunability - FTS	2/1 Gas	None	2C4RC1CG0PR538548	2023	Chrysler	17' Voyager LX	3804	TransDev
144	Braunability - FTS	2/1 Gas	None	2C4RC1CG0PR538596	2023	Chrysler	17' Voyager LX	3805	TransDev
145	Braunability - FTS	2/1 Gas	None	2C4RC1CG4PR538584	2023	Chrysler	17' Voyager LX	3807	TransDev
146	Braunability - FTS	2/1 Gas	None	2C4RC1CG5PR538593	2023	Chrysler	17' Voyager LX	3808	TransDev
147	Braunability - FTS	2/1 Gas	None	2C4RC1CGXPR538556	2023	Chrysler	17' Voyager LX	3809	TransDev
148	Braunability - FTS	2/1 Gas	None	2C4RC1CG8PR538541	2023	Chrysler	17' Voyager LX	3810	TransDev
149	Braunability - FTS	2/1 Gas	None	2C4RC1CGXPR538606	2023	Chrysler	17' Voyager LX	3811	TransDev
150	Braunability - FTS	2/1 Gas	None	2C4RC1CG2PR538616	2023	Chrysler	17' Voyager LX	3812	TransDev
151	Braunability - FTS	2/1 Gas	None	2C4RC1CG1PR538557	2023	Chrysler	17' Voyager LX	3813	TransDev
152	Braunability - FTS	2/1 Gas	None	2C4RC1CG2PR538566	2023	Chrysler	17' Voyager LX	3814	TransDev
153	Braunability - FTS	2/1 Gas	None	2C4RC1CG3PR538527	2023	Chrysler	17' Voyager LX	3815	TransDev
154	Braunability - FTS	2/1 Gas	None	2C4RC1CG3PR538544	2023	Chrysler	17' Voyager LX	3816	TransDev
155	Braunability - FTS	2/1 Gas	None	2C4RC1CG3PR538592	2023	Chrysler	17' Voyager LX	3817	TransDev
156	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFE4FN6SDD28200	2025	Ford E-450	23' Terra Transit	25226	TransDev
157	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFE4FN6SDD28276	2025	Ford E-450	23' Terra Transit	25227	TransDev
158	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFE4FN8SDD28053	2025	Ford E-450	23' Terra Transit	25228	TransDev
159	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFE4FN8SDD28179	2025	Ford E-450	23' Terra Transit	25229	TransDev
160	Turtle Top - ABC Companies	6/2 Gas	Braun	1FDFE4FN9SDD28336	2025	Ford E-450	23' Terra Transit	25230	TransDev
161	Turtle Top - ABC Companies	8/3 Propane	Braun	1FDFE4FN8SDD17988	2025	Ford E-450	25' Terra Transit	25507-P	TransDev
162	Turtle Top - ABC Companies	8/3 Propane	Braun	1FDFE4FN8SDD18221	2025	Ford E-450	25' Terra Transit	25508-P	TransDev

	Vehicle Vendor	Config.	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned to
163	Turtle Top - ABC Companies	8/3 Propane	Braun	1FDFE4FN8SDD28103	2025	Ford E-450	25' Terra Transit	25509-P	TransDev
164	Turtle Top - ABC Companies	8/3 Propane	Braun	1FDFE4FN8SDD28196	2025	Ford E-450	25' Terra Transit	25510-P	TransDev
165	Turtle Top - ABC Companies	8/3 Propane	Braun	1FDFE4FN8SDD28411	2025	Ford E-450	25' Terra Transit	25511-P	TransDev
166	Turtle Top - ABC Companies	8/3 Propane	Braun	1FDFE4FNXSDD17734	2025	Ford E-450	25' Terra Transit	25512-P	TransDev

K. Appendix K – Public Transportation Agency Safety Plan +

Public Transportation Agency Safety Plan+

**Annual Update
2020 - 2021**



Prepared By

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Executive Summary

Palm Tran is a public transit agency, providing transit bus and paratransit service for Palm Beach County in South Florida. Our goal is to serve the citizens of Palm Beach County, to include the surrounding municipalities with transit service that is safe, reliable, courteous and innovative.

One of our core principles, is to manage safety, health and risk to ensure we operate from a proactive position rather than reactive. Palm Tran has adopted this Safety Management Systems (SMS) framework as an essential part of the agency's basic principles in establishing safety policy, procedure, identifying hazards and controlling risk, setting goals to mitigate unsafe issues and concerns, planning, allocating resources and measure performance.

The goal of the SMS framework within Palm Tran is to ensure support from senior level management in establishing a culture of safety and support on all levels of the agency as well as the citizens of Palm Beach County.

Palm Tran has developed this Public Transit Agency Safety Plan (PTASP or the "Plan") to comply with FTA regulations established by Section 5329(d), which includes setting performance targets based on the criteria in the National Public Transportation Safety Plan (NPTSP), (January 2017, Version 1.0). This PTASP is consistent with the safety management system (SMS) framework, and ensures all measures are followed to achieve positive results within this plan.

The objective of Palm Trans PTASP is to decrease our liability thru training, communication and support while increasing our accountability thru improved processes, organizational structure and risk/mitigation controls. Palm Tran has implemented the four components of the SMS framework, which includes:

1. Safety Management Policy
2. Safety Assurance
3. Safety Risk Management
4. Safety Promotion

This strategic approach is flexible, scalable and essential to meet its safety performance targets and established an industry standard.

L. Appendix L – No-Show and Late Cancellation Policy Review

The following represents Palm Tran Connection's No-Show policy. This policy was developed within the parameters of the American's with Disabilities Act using examples of the best practices from other transit agencies. The purpose of this process is to deter and/or address chronic no-shows in order to improve Palm Tran Connection's efficiencies and effectiveness.

The American's with Disabilities Act states:

"The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips."

In developing this policy, Palm Tran Connection has attempted to present a policy which allows staff to reduce the current no-show and late cancellation rates, while balancing the needs of our customers. There were four (4) components to this review; defining no-shows, educating the customer, monitoring occurrences, and enforcing of the policy. Finally, this takes into account many factors, including:

- Setting realistic expectations of customers and drivers;
- Consistently applied operating procedures, particularly with respect to dispatch and drivers declaring an apparent passenger no-show;
- Providing a means for passengers to cancel trips as far in advance as possible, including during times when Connection may not be open for business;
- Thorough documentation based on a reliable, consistent method of recording no-shows and late cancellations;
- A system for sending letters to notify passengers about excessive no-shows;
- An effective process for determining excused no-shows based on consistently applied criteria;
- A way to monitor no-shows and late cancellations on an ongoing basis and to impose suspensions at the appropriate time; and
- A recognition that imposing sanctions on this population must be done with due process and concern for individuals who may rely on ADA paratransit as their only source of transportation.

Definitions:

Advance Cancel: When the customer notifies Connection that the service is no longer needed. The cancellation must be made before close of business the day before the scheduled service day.

Same Day Cancel: A cancellation which occurs after the close of business the day before the date of service and up to 90 minutes prior to the scheduled pickup window.

Late Cancel: A cancellation which occurs within 90 minutes before the start of the pickup window. For the purposes of enforcement, late cancels will count as one half of a no-show.

No-Show: ~~When:~~ When the customer fails to contact our office to inform us of a cancellation and fails to board the vehicle when it arrives to transport him/her within the pick-up window.

If the customer “no-shows” or cancels the first leg of a trip, the corresponding return trip is not automatically cancelled. The customer must call Palm Tran Connection’s customer service line and cancel the trip. A demonstrated pattern of no-shows is a serious disruption of service. No-shows which exceed ten percent (10%) of scheduled trips within a rolling thirty-day (30) period will be grounds for service suspension.

Major Changes to Policy:

- Time allowed for the trip to be documented as a cancellation has been changed from 180 minutes to 90 minutes. This will allow for adequate time to notify the driver of the cancellation and additional time to attempt to schedule other trip(s) into that time slot.
- The policy ties the number of no-shows to the number of trips.

No-Show Policy:

Palm Tran Connection defines a valid no-show as occurring when all (or some) six (6) of the following circumstances have occurred:

1. The customer (or the customer’s representative) has scheduled paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled Trip/Trips.
3. The paratransit vehicle has arrived at the scheduled pick-up point within the specified pick-up window.
4. The customer has failed to board the vehicle within five (5) full minutes after the driver’s arrival. The five (5) minute wait time cannot start until the beginning of the agreed to and confirmed pick-up window.
5. The driver has waited and made a good faith effort to locate the customer. (The driver cannot lose sight of the vehicle nor enter the pickup location).
6. The driver has contacted their dispatcher who has made one last attempt to contact the customer through the phone number on file.

No-shows will not be charged when the no-show is beyond the control of the customer, such as medical reasons.

Valid No-Show 1 Occurrence

Late Cancel 0.5 Occurrence

Any customer charged with valid no-shows which exceed one (1) occurrence for every ten (10) scheduled trips per thirty (30) day period, with a minimum of three (3) occurrences, shall be considered as violating the No-Show policy.

<i>First Occurrence:</i>	Warning Letter
<i>Second Occurrence:</i>	14-day Suspension and Loss of Subscription
<i>All Subsequent Occurrences:</i>	30-days Suspension

Customers will receive two (2) weeks' notice of any suspension. Notice of suspension will include the dates of all valid no-shows/late cancels. Service will continue to be provided while any appeal is pending.

If any customer no-shows the “going” trip on two (2) consecutive days, staff will automatically cancel all trips until contact is made with the customer to confirm service is still needed.

Appeals Process:

Any customer who has been determined to be in violation of the Palm Tran Connection No-Show Policy will have the right to appeal the decision through the Senior Manager of Palm Tran Connection and/or the locally approved Grievance board whose decision is binding and final.

M. Appendix M – Local Grievance Procedure (To be updated upon adoption)

**Palm Beach County
Transportation Disadvantaged
Local Coordinating Board**

FY 2026 Grievance Procedures

For consideration of the Local Coordinating Board
August 27, 2025

Article 1: Preamble

Section A: Preamble

The following sets forth the grievance procedures that shall serve to guide the Palm Beach County Transportation Disadvantaged Local Coordinating Board (TD LCB), serving to assist Palm Tran Connection, the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievances or complaints from agencies, users, potential users, subcontractors, and other interested parties.

Article 2: Definitions, Name, Legal Status and Purpose

Section A: General Definitions

- A. Commission for the Transportation Disadvantaged (also known as the "Commission"): an independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.
- B. Community Transportation Coordinator (also known as the "CTC" or "Coordinator"): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), F.S., and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.
- C. Designated Official Planning Agency (also known as the "DOPA"): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization (MPO). The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.
- D. Local Coordinating Board (also known as the "LCB"): advisory entity in each designated service area composed of representatives appointed by the Metropolitan Planning Organization or DOPA, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.
- E. Metropolitan Planning Organization (also known as the "MPO"): organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3). In Palm Beach County the MPO is the Palm Beach Metropolitan Planning Organization (MPO) doing business as the Palm Beach Transportation Planning Agency (TPA).
- F. Transportation Disadvantaged (also known as "TD"): those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, F.S.
- G. Transportation Operator: one or more public, private for profit, or private non-profit entities contracted by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section B: Definition of Service Complaint and Formal Grievance

- A. Service Complaint: Service complaints are routine incidents that occur on a daily basis. They are reported to the driver, dispatcher, or to other individuals involved with the daily operations of the CTC, and are resolved within the course of a reasonable time period. Service complaints may

include but are not limited to: late trips, no-show by transportation operator, no-show by client, client behavior, driver behavior, passenger discomfort, and service denial.

- B. **Formal Grievance:** A formal grievance is a written complaint by the grievant documenting any concerns or an unresolved service complaint regarding the operation or administration of TD services by a transportation operator, CTC, DOPA or LCB. A grievance may include but is not limited to: chronic, recurring, or unsolved service complaints, violations of specific laws governing TD services, contract disputes, coordination disputes, agency compliance, conflicts of interest, supplanting of funds, and billing or accounting procedures.

Section C: Name

The name of the subcommittee to hear grievances or complaints for the Palm Beach County TD LCB shall be the "Grievance Subcommittee".

Section D: Legal Status of Subcommittee

The LCB is an advisory body. It is established in section 427.157, FS, to advise the Commission and the CTC about local concerns and issues. Florida Statutes define an advisory body as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives. The Grievance Subcommittee may make recommendations to the LCB regarding Formal Grievances.

Section E: Purpose

The purpose of the Grievance Subcommittee is to process and investigate unresolved grievances from agencies, users, transportation operators, potential users of the system and the CTC, and make recommendations to the LCB or to the Commission for improvement of service. The Grievance Subcommittee does not possess adjudicative or determinative powers.

Article 3: Membership, Appointment, Terms of Membership

Section A: Membership

The Grievance Subcommittee shall be comprised of a minimum of three (3) voting members of the LCB. The Subcommittee shall elect a Chair.

Section B: Appointment

Members shall be appointed to the Grievance Subcommittee by the LCB Chair. The LCB Chair reserves the right to make reappointments to the Subcommittee should any conflicts of interest arise. Planning staff serve as facilitators to the grievance process but do not serve on the Grievance Subcommittee.

Section C: Terms of Members

Members of the Grievance Subcommittee shall serve at the pleasure of the LCB Chair for the duration of the grievance for which they are appointed. Members of the Subcommittee may be removed for cause by the LCB Chair.

Quorum shall be a simple majority. Meetings shall be held at such times as the Subcommittee may determine and/or as necessitated by the grievance procedure.

Article 4: Resolution Process

Section A: Complaint Procedure

1. The CTC records all complaints that come from agencies, users, transportation operators, and potential users of the system, through email, phone calls, social media, letter, and in-person and determines to whom the complaint should be directed for research and resolution via the Customer Complaint Department.
2. When a complaint is received, the person filing the complaint is interviewed and the information collected is recorded in the CTC's customer service system.
3. If the complaint is safety related, it is forwarded to the Contract Compliance Supervisor who must respond within 24 hours.
4. If the complaint is not safety-related, the applicable Contractor must respond with 48 hours.
5. On-time performance complaints are reviewed by the Service Supervisor for scheduling or a dispatch error.
6. CTC staff investigates complaints by reviewing on-board recorded videos, interviewing other riders that were also on-board the vehicle during the incident, reviewing software system notes, reviewing the driver's manifest, and interviewing the driver.
7. Following the investigation, complaints are ruled as valid, not valid, documented, excused, or LQD (liquidated damages). All complaints remain on the Driver's record regardless of resolution.
8. The CTC reviews all Contractor responses to complaints and is the final arbiter as to whether or not complaints have been adequately resolved by the Operator.
9. The party is notified of the resolution of the complaint via postcard or by letter, as applicable.
10. If the CTC is unsuccessful at resolving the complaint through the process outlined in Section A or the party is not satisfied with the resolution, the party may follow the Formal Grievance procedure outlined in Section B.

Section B: Formal Grievance Procedure

The LCB Formal Grievance procedures are:

1. The party shall have ten (10) working days from the date on the CTC's resolution of the complaint to decide if the proposed resolution is agreeable.
2. If the party is not satisfied with the outcome, they may submit a written request for a Formal Grievance. The grievance shall be sent to:

Palm Beach Transportation Planning Agency
Local Coordinating Board Grievance Subcommittee
301 Datura Street
West Palm Beach, FL 33401

The written grievance must contain the following:

- a. Name and address of the grievant;
- b. Statement of the grounds for the grievance supplemented by supporting documentation, made in a clear and concise manner; and
- c. Explanation by the grievant of the improvements needed to address the complaint.

3. Upon receipt of a Formal Grievance, the DOPA shall have ten (10) working days to contact the grievant via telephone, mail, or e-mail to indicate that the Formal Grievance is sufficient and that it has been filed or additional information is necessary to file the grievance.
4. The DOPA shall arrange a meeting between the involved parties in an attempt to assist them in reaching a desirable solution. The meeting shall take place within fifteen (15) working days of the filed date of the Formal Grievance. The DOPA shall prepare a report regarding the meeting outcome which shall be sent to the Grievant and the Grievance Subcommittee Chair within ten (10) working days of the meeting.
5. If the Grievant is not satisfied with the proposed resolution outlined in Step 4, the Grievant may request a hearing by the Grievance Subcommittee.
6. The DOPA shall have ten (10) working days to contact the Grievance Subcommittee members and set a future grievance hearing date and location. The Grievant and all involved parties shall be notified of the hearing date and location at least five (5) working days prior to the hearing date. All Grievance proceedings shall be held at a publicly noticed meeting. The Grievance Subcommittee will follow a meeting agenda in accordance with the procedures herein set forth:
 - a. Call to Order;
 - b. Presentation of Grievance
 - i. Shall also include witnesses if applicable, and
 - ii. Response of concerned parties, which shall include witnesses, if applicable;
 - c. Discussion of Grievance;
 - d. Recommendation to the LCB; and
 - e. Adjournment
7. Upon conclusion of the hearing, the Grievance Subcommittee shall submit a written report of the hearing proceedings to the Chair of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Subcommittee's findings/recommendations. The report shall be forwarded to all LCB members.
8. The CTC may avail itself of the Formal Grievance Procedures as outlined in Section B.2. through B.7.

Section C: CTD Ombudsman Program

If the Grievant is not satisfied with the resolution by the Grievance Subcommittee, they may file a formal complaint with the State's Commission for the Transportation Disadvantaged Ombudsman Program via the contact information below:

By telephone:

(800) 983-2435 (toll-free) or (850) 410-5700

Hearing or speech impaired: 711 (Florida Relay System)

By mail:

Florida Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

By e-mail:

CTDOmbudsman@dot.state.fl.us

The DOPA will maintain copies of their Grievance Procedures and reports will be made available to the Commission Ombudsman Program, upon request.

Section D: Document Accessibility

A copy of the Grievance Procedures shall be available to anyone upon request.

All documents pertaining to the Grievance Procedures will be made available, upon request, in a format accessible to persons with disabilities.

Article 5: Amendments

Section A: General

The Grievance Procedures may be amended by a majority vote of members present, if a quorum exists, providing the proposed change(s) is/are provided to all members at least seven (7) days in advance of the meeting.

Article 6: Certification

The undersigned hereby certifies that they are the Chair of the Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted on the 27th day of August 2025.

Approved: 
Uyen Dang, Vice Chair
Palm Beach County Local Coordinating Board

N. Appendix N – Glossary of Terms

Actual Expenditure Report (AER): An annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Agency for Healthcare Administration (AHCA): Their mission is Better Health Care for All Floridians, and together they are responsible for the administration of the Medicaid program, for the licensure and regulation of health facilities and for providing information to Floridians about the quality of the health care they receive in Florida.

Agency for Persons with Disabilities (APD): The Agency Supports Persons with Developmental Disabilities in Living, Learning and Working in their Community.

Americans with Disabilities Act (ADA): Prohibits the discrimination of disabled citizens in employment, public services, transportation, public accommodations and telecommunications.

Annual Operating Report (AOR): An annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

Annual Performance Report (APR): An annual report issued by the commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

Chapter 427, Florida Statutes (F.S.): The Florida Statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commission for the Transportation Disadvantaged (CTD): An independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population

Community Transportation Coordinator (CTC): A transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. *In Palm Beach County, the CTC is Palm Tran Connection*.

Coordination: The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: A contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, its own services, and services to others, when such service has been and proven to be a safer, more effective and more efficient service from a total system perspective.

The Department of Education (DOE): Assists with the following programs for those with disabilities: 1) The Division of Blind Services; 2) Exceptional Education & Student services administers programs for students with disabilities and for gifted students; 3) The Division of Vocational Rehabilitation serves as an employment resource for businesses and people with disabilities.

Department of Elder Affairs (DOEA): The Florida Department of Elder Affairs has been constitutionally designated by Florida voters to “serve as the primary state agency” responsible for administering human services programs for the elderly to help them keep their self-sufficiency and self-determination.

Department of Health (DOH): Their mission is to promote, protect and improve the health of all people in Florida.

Designated Official Planning Agency (DOPA): The official body or agency designated by the CTD to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations. *In Palm Beach County, the DOPA is the Palm Beach Metropolitan Planning Organization ~~Transportation Planning Agency~~*.

Division of Senior Services (DOSS): Funded by Older American Act funds through the Department of Elder Affairs and the Area Agency on Aging and through Board of County Commissioner (BCC) funds for customers traveling to DOSS meal sites.

Elderly & Disabled Program (E&D): Provides funding, allocated by a formula, to states for capital projects to assist in meeting the transportation needs of older adults and persons with disabilities.

Florida Administrative Code (FAC): A set of administrative codes regulating the state of Florida.

Florida Coordinated Transportation System (FCTS): A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Florida Department of Transportation (FDOT): A governmental entity; the CTD is housed under the Florida Department of Transportation for administrative purposes.

Local Coordinating Board (LCB): The LCB is an advisory board. It is established in section 427.0157, Florida Statutes, to advise the CTD and CTC about local concerns and issues. Florida Statutes define an advisory board as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives.

Memorandum of Agreement (MOA): The state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation

coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): The area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C.s. 134, as provided in 23 U.S.C.s. 104.

Non-Sponsored Trip: A trip in which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Rule 41-2, F.A.C.: The rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

Sponsored Trip: A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including money provided by the TD Trust Fund)

Public Transportation Agency Safety Plan: A formal process that Palm Beach County transit service must use to identify hazards associated with the system; eliminate, minimize or control hazards; and to prevent injuries, accidents and other losses. This PTASP demonstrates Palm Tran's commitment to Safety Management Systems (SMS) as described in Federal Transit Administration's 49 CFR, Part 673 and follows the four components of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

Transportation Disadvantaged (TD): Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (TDSP): A three-year implementation plan, with annual updates developed by the CTC and the DOPA which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the LCB to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (TDTF): A fund administered by the CTC in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: One of more public, private for profit, or private non-profit entities contracted by the CTC to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Will-Calls: These are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

O. Appendix O – Palm Tran Connection Guidelines

(Jan 1, 2026)



Palm Tran Connection

Americans with Disabilities Act (ADA) Paratransit
Complementary Transportation
General Guidelines



These general guidelines are not inclusive of all program-specific requirements, such as the application and eligibility process, customer rights and responsibilities, and other policies described in the Palm Tran Connection and Connection Plus Guide Books.

Palm Tran Connection

Introduction

Palm Tran Connection is a shared ride door-to-door, paratransit service that provides complementary transportation in accordance with the ADA to persons whose disabilities prevent them from using Palm Tran's fixed route system.



As an ADA complementary Paratransit service, Connection transportation is provided within three-fourths (3/4) of a mile on both sides of Palm Tran's fixed route transit network, and locations inside the fixed route network.

Connection service aligns with Palm Tran's fixed route bus service on weekdays, evenings, and weekends, "during the same hours and days as Palm Tran fixed-route bus service." This means that the start and end of Connection service may vary in certain areas in accordance with the end and start of fixed route service in those areas. Connection ADA service does not serve locations outside three-fourths (3/4) of a mile of Palm Tran's fixed route transit network, and does not follow special service routes or express routes (commuter bus service).

Program Guidelines

As a shared ride and multi-load passenger service, several riders may share the Connection vehicle. The Connection vehicle may make multiple stops to pick up and drop off riders. Travel time may vary, depending on trip distance, traffic conditions, inclement weather, and stops made to accommodate other riders. The "ride time" shall be comparable in length to the ride time (including transfers and walking to stop) on the fixed route bus.

The scheduling of Connection door-to-door pick-up or drop-off trips may be negotiated up to an hour before or after the requested reservation time in accordance with the availability of resources. The time of travel experienced may resemble the travel experienced by using the fixed route network. The trips will be scheduled in a manner that creates the least customer inconvenience.

Where there is no fixed route to compare, the trip shall be provided in a reasonable time, taking into account the need to multi-load trips to gain operational efficiencies.



1.

Palm Tran Connection

Eligibility

To become eligible for ADA service, an individual must have a disability and be unable to independently use the fixed-route service because of a physical or mental impairment. The paratransit service eligibility is not based on a diagnosis or type of disability or type of mobility aid(s) used. Individuals with the same diagnosis or disability may have very different functional abilities to use Palm Tran fixed-route bus service. Eligibility for service can be determined as unconditional (able to ride for all trips) or conditionally (e.g., able to use paratransit for some trips due to weather or variable health conditions). The eligibility process may include a phone or in-person interview and verification of submitted documentation.



With the exception of persons with severe-permanent disabilities, persons may be certified for Connection services up to three years. For those determined to be ineligible or conditionally eligible, the applicant has the right to appeal the decision. An appeal can be made in person or by submitting additional documentation. In both instances, the person must demonstrate their need to use Palm Tran Connection services and their ability to travel without an attendant, or a solution that will allow them to travel on their own.



Personal Care Attendants (PCA)

As part of the eligibility process, applicants must indicate if they will be traveling with a PCA who will assist the eligible individual in achieving independence due to a disability. Connection riders will only be required to travel with a PCA if a PCA is a necessary condition of service based on the rider's engagement in violent, seriously disruptive, or illegal conduct, or if they pose a direct threat to the health or safety of themselves or others.

If a rider cannot be left alone at a destination, or if the rider must be under constant care or supervision, the rider should travel with a PCA as the driver cannot serve as a PCA. The driver will provide assistance to the first floor front door, to the ground floor entrance of the destination or origin and provide assistance up or down one flight of stairs, provided that the driver does not lose sight of the Connection vehicle.

Eligibility Categories

An individual's certification eligibility period depends on the specific conditions influencing their eligibility determination (functional abilities of the individual, physical environment, and/or changes in the accessibility of the fixed route system).

Permanent (chronic condition)

The person has a permanent physical, mental, or psychological disability or incapacity.

Temporary (acute)

The person has a physical, mental, or psychological disability or incapacity of fewer than six months' duration covered in the eligibility criteria. Their eligibility is limited to the duration of the person's temporary disability.

ADA Complementary Paratransit Services for Visitors

Visitors to the Palm Beach County area who are unable to use Palm Tran's fixed route bus system and wish to use Connection service are required to provide visitor documentation, such as a certification letter or an identification card, demonstrating ADA paratransit eligibility with their home transit agency.

Connection will provide service to eligible visitors for a period of 21 days during any 365-day period. The 21 days may be used as single days or consecutive days. If an individual needs access to Connection service for more than 21 days in a 365-day period, the individual must go through the standard Connection application process.



2.

Palm Tran Connection

Connection Trip Reservation

The reservations department is open seven days a week from 8:00 a.m. to 5:00 p.m.

To allow for the efficient scheduling of trips, reservations are accepted up to three (3) days in advance, but no later than 5:00 pm the day before travel as all schedules are made the day before travel. No same-day trips are permitted.

For the timely transportation of all riders, when dropping riders at their destinations, drivers are not permitted to wait for the home or establishment to open or for someone to arrive home to let the rider inside.

Due to unforeseeable issues that may affect travel, rider pick-ups are scheduled based on a half-hour "pick-up window." Riders must be ready and waiting at the first floor of their pickup location at the beginning of their "pick-up windows." From the time of arrival, the driver will wait five (5) minutes before leaving for the next pick-up. After waiting five (5) minutes, the driver will not return to pick up the rider to adhere to the schedule of other riders.

Fares:

The one-way trip fare for eligible riders is \$4.00.

Paratransit riders whose income is at or below 100 percent of the Federal Poverty Guidelines may qualify for a 50-cent fare reduction subsidy.

Personal Care Attendants (PCA) ride fare-free when accompanied by the eligible Connection fare-paying rider.

Children eight (8) and under ride fare-free when accompanied by a fare-paying passenger.

Children up to five-year-olds must ride in a federally approved child safety seat, provided by the customer.

Eligible Connection customers may travel with one companion who will be charged the same fare as the eligible customer. Additional companions are allowed on a space available basis.

Companions must be traveling with the eligible Connection customer and have the same origin and destination.



3.

P. Appendix P – Palm Tran Connection Plus Guidelines

(Jan 1, 2026)



Palm Tran Connection Plus General Guidelines



These general guidelines are not inclusive of all program-specific requirements, such as the application and eligibility process, customer rights and responsibilities, and other policies described in the Palm Tran Connection and Connection Plus Guide Books.

Palm Tran Connection Plus Program

Introduction

The Palm Tran Connection Plus program is designed to provide transportation options to disabled or low-income citizens who reside outside the ADA service area of $\frac{3}{4}$ of a mile from a Palm Tran fixed route. This service is for eligible riders who are unable to transport themselves or have no means of transportation. Trips outside the ADA service area are considered Transportation Disadvantaged (TD) Program trips and will fall under the guidelines of the Palm Tran Connection Plus program.

Connection Plus corresponds with Palm Tran's fixed route bus service on weekdays, evenings, and weekends. This means that the Connection Plus service area may change based on time of day or day of week as does the fixed route schedule. For example if, a fixed route in a certain area ends services at 7 pm, services on Connection Plus will also end for that area at 7:00 pm.

Transportation Disadvantaged (TD) Program

The TD Program is sponsored by the State of Florida Transportation Disadvantaged Trust Fund, and overseen by the Commission of the Transportation Disadvantaged (CTD) per Rule 41-2 and mandated under Chapter 427. The Palm Beach County TD program is funded in part by the State of Florida Transportation Disadvantaged Trust Fund and matched by local Ad-Valorem funds.

"Transportation disadvantaged" means those persons who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in the Florida Statutes s. 411.202.



Program Guidelines

TD-eligible riders either have a disability (as defined by the ADA) or meet the economically disadvantaged requirements based on the Federal Poverty Guidelines, and are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others for their transportation.



1.

Palm Tran Connection Plus Program

TD Trip Priorities

TD service may be provided anywhere in Palm Beach County in accordance with program guidelines. However, if trip demand exceeds available funds, then trip prioritization may occur as follows:



Priority One

Critical Care Trips (kidney dialysis, life-sustaining treatments)



Priority Two

Medical Trips (medical appointments, pharmacy trips, etc.)



Priority Three

Nutrition Trips (including daily meals and grocery shopping)



Priority Four

Daycare and Employment Trips (including job interviews, volunteering, workshops for pay and education)



Priority Five

Other/Quality of Life Activities (including governmental, voting, recreational, religious and social support activities)



2.

Palm Tran Connection Plus Program

TD Transportation based on the Federal Poverty Guidelines

Low-income TD Riders who can access the fixed route bus network and whose origin and destination are within 3/4 of a mile from a fixed route bus must use the fixed route system. They will be eligible to participate in the TD Bus Pass Program and purchase a discounted 31-day bus pass for \$15.00 or \$20.00 based on their income status, instead of the \$70.00 regular price.

TD Riders whose origin is outside the ADA service area and their destination is within the ADA service area will be transported to the closest bus stop to their origin. They shall complete the trip to their destination by accessing the fixed route system.

TD Riders outside the ADA service area will pay the paratransit door-to-door fare. The rider will be able to transfer to the fixed route for free.

TD Door-to-Door Fare Breakdown for Low-Income Riders (Trips outside the ADA Service area):

- Door-to-door fares for a one way trip are \$4.00.
- Paratransit riders whose income is at or below 100 percent of the Federal Poverty Guidelines may qualify for a 50-cent fare reduction subsidy.



3.

Palm Tran Connection Plus Program

TD Transportation for Citizens who have a disability that prevents them from using the fixed route network:

TD shared Door-to-Door Paratransit Transportation will be provided from the point of origin to destination.



The scheduling of TD shared Door-to-Door trips will be negotiated as close as possible to the requested pick-up and delivery time, except when the demand for trips on a specific period of time exceeds the number of vehicles available for services. Subsequently, Palm Tran will negotiate the pick-up or drop-off time according to the availability of resources. The trips shall be scheduled in a manner that creates the least customer inconvenience. For trips outside the ADA service area, the time of travel experienced shall resemble the travel experienced by using the fixed route network. Where there is no fixed route to compare, the trip shall be provided in a reasonable time, taking into account the need to multi-load trips to gain operational efficiencies.

Door-to-door fares for the Transportation Disadvantaged program are as follows:

\$4.00 each way

TD riders whose income is at or below 100 percent of the Federal Poverty Guidelines may qualify for a 50-cent fare reduction subsidy.

Personal Care Attendants (PCAs) are fare free when accompanied by the Door-to-Door fare-paying passenger. Children: Children eight (8) and under ride for free when accompanied by a fare-paying passenger. Eligible TD customers may travel with one companion who will be charged the same fare as the eligible customer. Additional companions are allowed on a space available basis. Companions must be traveling with the eligible Connection Plus customer and have the same origin and destination.



4.

Palm Tran Connection Plus Program

Division of Senior Services (DOSS) Transportation Services

DOSS congregate meals and transportation are sponsored by the Palm Beach Board of County Commissioners, the State of Florida, Department of Elder Affairs and Area Agency on Aging of Palm Beach/Treasure Coast, Inc. DOSS provides nutritional, well-balanced meals that foster social interaction, and provides access to nutrition education and counseling to older adults. Congregate meals are served Monday to Friday at designated County-sponsored Senior Meal Sites north of Hypoluxo Road. This program is partially funded through the Older Americans Act. Persons over 60 are eligible for this program.



To qualify for DOSS transportation, an individual must be registered with an approved County DOSS meal site. For more information, visit the DOSS website at: www.pbcgov.com/communityservices/programs/seniorservices/

DOSS Transportation Fares

Trips to County approved meal-sites with designated route times are fare-free.



Connection Plus Mobility-On-Demand (MOD)

MOD is intended to improve transportation efficiency and effectiveness by ensuring that transit is fully integrated and a vital element of the Palm Beach County transportation network. The ultimate goal of MOD is to enhance the customer experience by providing alternative transportation options to traditional paratransit such as shared/unshared, curb-to-curb travel through providers like Uber, Lyft, Taxi, ADA-compliant UZURV and Wheelchair Transportation providers. One example of MOD in Palm Beach County is the Go Glades service.

Connection Plus MOD Fares

MOD fares will vary according to the specific program. MOD programs encompass first and last mile connections to help riders start or end their commute. MOD can also be offered in areas within the fixed route network to provide a more comprehensive transportation system.



5.