

PALM TRAN CONNECTION SERVICE

Palm Tran Connection is the share ride public transportation established in Palm Beach County. The paratransit service schedules all trips, prepares vehicle manifests, handles customer concerns and commendations, determines eligibility and monitors performance.

The TD Program is sponsored by the State of Florida Transportation Disadvantaged Trust Fund, and overseen by the Palm Beach County Board of County Commissioners.



PalmTran.org/Connection



TD RESERVATIONS

Monday - Saturday
8 a.m. - 5 p.m.

Sunday
8 a.m. - 5 p.m.

TD Riders can reserve a Palm Tran Connection trip up to three days before they wish to travel. Next day reservations must be made by 5 p.m. the day prior.

Drivers will meet the rider at the ground floor entrance or front door of any private residence or public building.

Eligibility Department

Phone: 561-649-9838 - Option 7
1-877-870-9849 (toll-free)

Fax: 561-656-7156

Email: ConnPalmEligibility@PBCGov.org

Address: 50 S. Military Trail, Suite 101
West Palm Beach, FL 33415

If you are TD and live within 3/4 of a mile of a fixed-route bus and are not disabled, you will be required to use the fixed route service.



Palm Tran's mission is to provide access to opportunity for everyone; safely, efficiently and courteously.



Palm Beach County

Transportation Disadvantaged Program

PalmTran.org



TRANSPORTATION DISADVANTAGED

Palm Tran's paratransit division, provides door-to-door service for all of Palm Beach County's Transportation Disadvantaged (TD) residents.

Palm Tran's fixed-route buses are fully ADA comparable, automatic stop announcement systems, and bicycle racks.

"Transportation disadvantaged" means those individuals who, because of physical or mental disability, income status or age are unable to transport themselves, use a fixed route bus or purchase transportation. These individuals are therefore dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities.

PALM BEACH COUNTY TD ELIGIBILITY

1

Disabled

Individuals who because of their disability prevents them from using the fixed route service.

2

Economically Disadvantaged

Individuals who are under the Federal Poverty Level (FPL)

HOW TO APPLY FOR TD SERVICE

1ST STEP

Request an application over the phone at 561-649-9838 and receive the application by mail.

2nd STEP

Submit application with proof of income, copy of valid ID by mail, fax, email or walk-in. After application approval, call 561-649-9838

3rd STEP

Schedule a trip no more than three days prior and by 5 p.m. the day prior to your trip. (Same day bookings are not accepted).

TD FARE BREAKDOWN

Palm Tran Connection

\$3.50 for a single ride on Connection

Fixed Route Service

\$1.50 for 1-day pass on fixed route

\$15 for Unlimited 31-day pass on fixed route
Annual Income of 75% or less of the FPL

\$20 for Unlimited 31-day pass on fixed route
Annual Income between 76% - 150% of the FPL

Purchase passes at:
Palm Tran Connection or
West Palm Beach Intermodal Transit Center
Monday – Friday 8 a.m. - 4:30 p.m.
Closed from 12 - 1 p.m

