



**PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD)
LOCAL COORDINATING BOARD (LCB) AGENDA**

DATE: **Wednesday, November 15, 2023**
TIME: **2:00 p.m.**
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

Members of the public can [join the meeting](#) in person or virtually. For information on how to attend a meeting visit: PalmBeachTPA.org/Meeting.

Please call 561-725-0800 or e-mail info@PalmBeachTPA.org for assistance joining the virtual meeting.

1. REGULAR ITEMS

- A. Call to Order and Pledge of Allegiance
- B. Roll Call
- C. Modifications to the Agenda
- D. MOTION TO APPROVE Minutes for August 23, 2023
- E. General Public Comments

Members of the public are invited to offer general comments unrelated to agenda items at this time. Public comments related to agenda items will be heard following staff presentation of the item. Comments may be submitted in the following ways:

- A written comment may be submitted at PalmBeachTPA.org/Comment-Form at any time prior to the commencement of the relevant agenda item.
- A verbal comment may be provided by a virtual attendee using the raise hand feature in the Zoom platform.
- A verbal and/or written comment may be provided by an in-person attendee submitting a comment card available at the welcome table.

Note that the Chair may limit comments to 3 minutes or less depending on meeting attendance.

- F. Moment of Silence
 - a. To honor and remember Clinton Forbes, Executive Director of Palm Tran.
- G. Comments from the Chair and Member Comments
- H. LCB Liaison Report

2. ACTION ITEMS

A. MOTION TO CERTIFY FY 23 Annual Operating Report (AOR)

The AOR provides a financial and operational overview of the TD program. The TPA must review and approve the annual AOR and provide comments to the Commission for Transportation Disadvantaged (CTD). Palm Tran staff will present the attached AOR and a presentation for FY 23 (July 1, 2022 – June 30, 2023).

3. INFORMATION ITEMS

A. FY 23 Annual Expenditure Report (AER)

The Palm Beach TPA must annually review the AER, which details all direct federal and local government funds spent on TD trips. Comments are forwarded to the CTD. The draft ~FY 2023 AER is attached.

B. LCB Member Training

TPA staff will provide the attached presentation of LCB member roles and responsibilities.

C. Palm Tran Connections Efficiency Project Presentation

Palm Tran will present on proposed efficiency improvements to the fixed route and paratransit network. Improvements include reinvesting cost savings into transit vouchers and increasing route service frequency of high-performance routes

D. LCB Member Presentation

Nancy Yarnell will present her roles related to the TD program. The presentation is attached.

E. Partner Agency Updates

Agency staff from SFRTA/Tri-Rail, Florida Department of Transportation, and/or Palm Beach County may provide brief updates on items relevant to the LCB.

4. ADMINISTRATIVE ITEMS

A. Next Meeting – **February 28, 2024**

B. FY 2024 Timeline

C. Adjournment

PURPOSE

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the Palm Beach County Community Transportation Coordinator, otherwise known as Palm Tran Connection, on the coordination of service to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The LCB is recognized as an advisory body to the Commission for the Transportation Disadvantaged. Palm Tran's provision of TD service is funded with state dollars. This service is not mandated by Federal Law.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEMBERS

CHAIR

Chelsea Reed, Mayor
City of Palm Beach Gardens

Milory Senat

Agency for Persons with Disabilities
Alternate: Pauline Spence

Nancy Yarnell

Area Agency on Aging
Alternate: Vacant

Tekesha Saffold

Citizen Advocate/User

Vacant

Department of Children and Family Services
Alternate: Vacant

Marielisa Amador

Florida Agency for Health Care Administration
Alternate: Jerome Hill

Vacant

Florida Department of Transportation
Alternate: Vacant

Angela Choice

Florida Department of Veterans Affairs
Alternate: Latasha Brown

James E. Green

Palm Beach County Community Action
Alternate: Stessy Cocerez

Vasti Amaro

Private Transportation Industry
Alternate: Vacant

VICE CHAIR

Uyen Dang
Citizen Advocate

Robyn Manuel

Florida Division of Vocational Rehabilitation
Alternate: Vacant

Merlene Ramnon

Local Medical Community
Alternate: Vacant

Laura Schultze

Public Education School District of Palm Beach County
Alternate: Vacant

Elizabeth Clark

Representative for Children at Risk
Alternate: Vacant

Robert Goodman

Representative for the Disabled

James Bonfiglio

Representative for the Elderly

Michael Corbit

Workforce Development Board
Alternate: Vacant

Vacant

Palm Tran (Mass/Public Transit Industry)
Community Transportation Coordinator (CTC)
Non-Voting Member
Alternate: Lou Ferri

NOTICE

In accordance with Section 286.0105, *F.S.*, if a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, they will need a record of the proceedings, and that, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge) should contact Melissa Murray at 561-725-0813 or MMurray@PalmBeachTPA.org at least five (5) business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

Se solicita La participación del público, sin importar la raza, color, nacionalidad, edad, sexo, religión, incapacidad o estado familiar. Personas que requieran facilidades especiales bajo el Acta de Americanos con Discapacidad (Americans with Disabilities Act) o personas que requieran servicios de traducción (sin cargo alguno) deben contactar a Melissa Murray al teléfono 561-725-0813 o MMurray@PalmBeachTPA.org por lo menos cinco días antes de la reunión. Si tiene problemas de audición, llamar al teléfono 711.



PALM BEACH Transportation Planning Agency

OFFICIAL MEETING MINUTES OF THE PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB) AGENDA

Wednesday, August 23, 2023

301 Datura Street, West Palm Beach, FL 33401
Meeting was also conducted virtually via Zoom.

*These minutes are a summary of the meeting events and may not reflect all discussion that occurred.
PDF versions of the agenda, backup material and presentations as well as audio recordings are available for review at
www.PalmBeachTPA.org/LCB*

1. REGULAR ITEMS

1.A. Call to Order and Pledge of Allegiance

CHAIR REED called the meeting to order at 2:02 p.m., provided an overview of the virtual meeting procedures, and led the Pledge of Allegiance.

1.B. Roll Call

The Recording Secretary called the roll. A quorum was present in-person as depicted in the table below.

Member	Roll Call	Member	Roll Call	Member	Roll Call
Milory Senat	P	James Green	A	James Bonfiglio	P
Nancy Yarnall	P	Vasti Amaro	P	Michael Corbit	P
Uyen Dang (Vice Chair)	P	Robyn Manuel	A	Lou Ferri (Alt)	P
Jerome Hill (Alt)	P	Merlene Ramnon	P	Tekesha Saffold	A
Marie Dorismond	A	Laura Schultze	A	Chelsea Reed (Chair)	P
Latasha Brown (Alt)	P	Elizabeth Clark	P		
Robert Goodman	A				

P = Present A = Absent

1.C. **APPROVED:** Modifications to the Agenda

The Recording Secretary stated the following members requested permission to participate remotely: Robert Goodman and Takesha Saffold due to a scheduling conflict.

There were no objections to their virtual participation and the members were permitted to join the meeting. Robert Goodman was not present virtually at this point.

1.D. APPROVED: Minutes for May 24, 2023

MOTION TO APPROVE the Minutes made by James Bonfiglio, seconded by Uyen Dang, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	James Green	A	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	Y
Uyen Dang (Vice Chair)	Y	Robyn Manuel	A	Tekesha Saffold	Y
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	Y
Marie Dorismond	A	Laura Schultze	A		
Latasha Brown (Alt)	Y	Elizabeth Clark	Y		
Robert Goodman	A				

Y = Yes N = No A = Absent ABST = Abstain

1.E. GENERAL PUBLIC COMMENTS

There were no public comments received.

1.F. CHAIR AND MEMBER COMMENTS

There were no member comments.

1.G. LCB Liaison Report

BRIAN RUSCHER reviewed the Liaison’s Report, which can be viewed at PalmBeachTPA.org/LCB.

There were no public or member comments received on this item.

2. ACTION ITEMS

A. APPROVED Fiscal Year (FY) 2024-2029 TD Service Plan (TDSP) Annual Update

BRIAN RUSCHER provided an overview of the full draft 2024-2029 TD Service plan (TDSP) which can be viewed at PalmBeachTPA.org/LCB. The TDSP annual update must cover a five-year period, with minor updates performed annually.

There were no public or member comments received on this item.

MOTION TO APPROVE the Fiscal Year (FY) 2024-2029 TD Service Plan (TDSP) Annual Update by James Bonfiglio, seconded by Uyen Dang, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	Y	James Green	A	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	Y
Uyen Dang (Vice Chair)	Y	Robyn Manuel	A	Tekesha Saffold	Y
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	Y
Marie Dorismond	A	Laura Schultze	A		
Latasha Brown (Alt)	Y	Elizabeth Clark	Y		
Robert Goodman	A				

Y = Yes, N = No, A = Absent, ABST = Abstain

B. ADOPTED: FY 2024 LCB By-Laws

BRIAN RUSCHER presented the FY 2024 LCB By-Laws. The Florida CTD requires the LCB by-laws to be updated and presented annually for approval. The attached draft by-laws were reformatted and updated to reflect the current fiscal year.

There were no public or member comments received on this item.

MOTION TO ADOPT the FY 2024 LCB By-Laws by Uyen Dang, seconded by Vasti Amaro, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	Y	James Green	A	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	Y
Uyen Dang (Vice Chair)	Y	Robyn Manuel	A	Tekesha Saffold	Y
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	Y
Marie Dorismond	A	Laura Schultze	A		
Latasha Brown (Alt)	Y	Elizabeth Clark	Y		
Robert Goodman	A	Robert Goodman			

C. ADOPTED: FY 2024 Grievance Procedures

BRIAN RUSCHER presented the FY 2023 Grievance Procedures. The Florida CTD requires the LCB Grievance Procedures to be updated and adopted annually, with a minimum commitment of three (3) LCB voting members to serve on the LCB Grievance Subcommittee.

JAMES BONFIGLIO suggested the inclusion of Judicial review in the Grievance Procedures.

LOU FERRI explained the reason the grievance procedure is in place and noted it's based off the Transportation Disadvantage (TD) Commission standard language.

BRIAN RUSCHER stated he will bring Mr. Bonfiglio's question to the TD Commission for their consideration, and amendment if necessary.

MOTION TO APPROVE the Grievance Procedures made by James Bonfiglio, seconded by Tekesha Saffold, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	Y	James Green	A	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	Y
Uyen Dang (Vice Chair)	Y	Robyn Manuel	A	Tekesha Saffold	Y
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	
Marie Dorismond	A	Laura Schultze	A		
Latasha Brown (Alt)	Y	Elizabeth Clark	Y		
Robert Goodman	A				

D. MOTION TO APPROVE the FY 2024 Revised TD Rate Model

CLAUDIA SALAZAR, Palm Tran Grants and Capital Project Analyst, presented the FY 2024 Transportation Disadvantaged Rate Model.

LOU FERRI stated the program will need to be amended eventually, however approvals need to occur to continue the transportation service.

MERLENE RAMNON asked if it's possible to not utilize a spreadsheet to track the rides and rates.

JAMES BONFIGLIO inquired if the board should vote to draft a letter in order to change the revised rate model.

BRIAN RUSCHER recommended delaying the official action of drafting a letter until a workshop or presentation has been made to the board.

MOTION TO ADOPT the FY 2024 Revised TD Rate Model by James Bonfiglio, seconded by Jerome Hill, and carried unanimously 12-0 as depicted in the table below.

Member	Vote	Member	Roll Call	Member	Vote
Milory Senat	Y	James Green	A	James Bonfiglio	Y
Nancy Yarnall	Y	Vasti Amaro	Y	Michael Corbit	Y
Uyen Dang (Vice Chair)	Y	Robyn Manuel	A	Tekesha Saffold	Y
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Chelsea Reed (Chair)	Y
Marie Dorismond	A	Laura Schultze	A		
Latasha Brown (Alt)	Y	Elizabeth Clark	Y		
Robert Goodman	A	Robert Goodman			

3. INFORMATION ITEMS

A. Connections Efficiency Project (CEP)

LOU FERRI presented the CTC evaluation and responses to the attached evaluation Summary.

UYEN DANG questioned the price for the average trip.

ELIZABETH CLARK asked Mr. Ferri if they have considered the use of Taxis and inquired how UZURV is utilized versus Lyft.

TEKESHA SAFFOLD provided an example of a public transit system in Denver, that provided \$25 through an app. If the consumer's ride costs more than \$25, then the customer is responsible for the remaining amount. Ms. Saffold suggested this for UZURV trips that are above the average trip cost.

B. CTC Evaluation Response

BRIAN RUSCHER announced the CTC Evaluation responses were attached to the agenda and there was no presentation.

C. LCB Member Presentation

CHAIR REED presented her roles related to the TD program after item 3D, Partner Agency Updates.

NANCY YARNELL indicated she would be willing to present at the next LCB Meeting on her role related to the TD Program and the LCB.

D. Partner Agency Updates

LOU FERRI presented an update on TD Ridership and valid complaints in May, June, and July.

4. ADMINISTRATIVE ITEMS

4.A. Next Meeting – November 15, 2023

4.B. Adjournment

There being no further business the meeting was adjourned at 3:34 p.m.

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **August 23, 2023** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 15th day of November 2023.

Chair Chelsea S. Reed
City of Palm Beach Gardens Mayor

EXHIBIT A
Palm Beach County Transportation Disadvantaged Local Coordinating Board
Attendance Record

Representative/Alternate Agency	Aug 25 2021	Nov 17 2021	Feb 23 2022	May 25 2022	Aug 24 2022	Nov 16 2022	Feb 22 2023	May 24 2023	Aug 23 2023
Mayor Chelsea Reed <i>Chair – Palm Beach TPA</i>	P	P	P	***P	P	P	P	P	P
Uyen Dang <i>Vice Chair - Citizen Advocate</i>	P	P	P	E	P	P	P	P	P
Tekesha Saffold Citizen Advocate/User	P	P	P	P	P	P	E	P	P
Milory Senat /Pauline Spence Agency for Persons with Disabilities	P	P	P	P	P	E	P	A	P
VACANT /Nancy Yarnall Area Agency on Aging	P	P	P	P	ALT	ALT	E	P	P
VACANT FL Department of Children & Families	P	P	P	P	P	P	P	P	--
Marielisa Amador / Jerome Hill FL Agency for Healthcare Administration/ Medicaid Program	ALT	ALT	P	P	E	A	ALT	ALT	P
Marie Dorismond /Paula Scott Florida Department of Transportation	ALT	P	P	P	P	P	P	P	A
Angela Choice /Latasha Brown FL Department of Veteran’s Affairs	P	P	P	P	E	P	P	P	P
James Green Department of Community Services – Community Action	P	***P	P	E	P	--	***P	***P	P
Vasti Amaro Private Transportation	P	E	--	--	--	--	***P	P	P
Robyn Manuel Department of Education/Division of Vocational Rehabilitation	P	P	P	P	E	P	A	A	A
Merlene Ramnon FL Department of Health for Palm Beach County	P	P	P	A	P	A	P	P	P
Laura Schultze School District of Palm Beach County	P	P	P	P	P	P	P	A	A
Elizabeth Clark Representative for Children at Risk	--	--	***P	P	P	P	P	P	P
Robert Goodman Representative for the Disabled	P	E	E	E	P	P	E	P	A
James Bonfiglio Representative for the Elderly	A	***P	P	P	P	P	P	P	P
Michael Corbit Workforce Development Board	P	P	--	--	***P	P	A	A	P

*** – New Appointment
 E – Excused

P – Representative Present
 A – Absent

ALT– Alternate Present
 -- – Vacant

EXHIBIT A (cont.)

OTHERS PRESENT

Lou Ferri
Claudia Salazar
Dawn Liberta
Valerie Neilson
Andrew Uhler
Brian Ruscher
Melissa Murray
Ruth Del Pino

REPRESENTING

Palm Tran
Palm Tran
Department of Children and Families
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA

**Fiscal Year
2022-2023
Annual
Operating
Report (AOR)**

Claudia Salazar
Grants & Capital Project Analyst

Louis Ferri
Senior Manager Paratransit
Services

Palm Tran
Connection

Palm Tran
Public Transportation


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Understanding the AOR

- The Annual Operating Report (AOR) provides a financial and operational overview of the TD program.
- Information is collected to evaluate certain performance aspects of the coordinated systems individually and as a whole. The Commission for Transportation Disadvantaged (TD) also uses data collected to substantiate the need to seek additional funds.

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AOR Requirements

- AOR is a requirement of the Community Transportation Coordinator (CTC) pursuant to Chapter 427, Florida Statutes and is due by September 15 each year.
- The state AOR is completed by the Commission for the Transportation Disadvantaged (TD) on January 1st each year and delivered to the Governor, Legislature and Commission to substantiate the need for additional funds.
- Data based on Fiscal Years of June through July.

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Palm Beach County TD Program

Providing paratransit services Outside of the required ADA ³/₄ mile from any fixed route bus service.

2022-2023 AOR	Trips Total	ADA	Paratransit TD Trips	
Ambulatory	629,097	510,607	118,490	
Wheelchair	115,367	102,709	12,658	
Total Trips	744,464	613,316	131,148	17.62%
TD Trips Billed at the Established Rate			91,398	69.69%
Ambulatory			83,316	
Wheelchair			8,082	

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Palm Beach County TD Program

**Providing Bus Passes for TD Low Income Individuals
within the ¾ mile of a Fixed Route.**

	FY21-22		FY22-23	
New Customers	1,578	4,994	2,169	9,102
Recertification	3,416	Qualified	6,933	Qualified
PASS SALES				
Monthly Reduced Pass(TD) \$15.00	11,351	18,523	11,851	18,978
Monthly Regular Pass (TD) \$20.00	7,172		7,127	



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Trips by Trip Purpose

	FY20-21	FY21-22	FY22-23
Medical	96,004	99,467	102,371
Employment	314,121	254,132	185,479
Ed/Train/Day Care	183,077	237,534	254,133
Nutritional	30,515	33,378	62,371
Life-Sustaining/Other	277,346	120,005	140,110
TOTAL TRIPS	901,063	744,516	744,464

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Vehicle Data

	FY 20-21	FY 21-22	FY 22-23
ADA Vehicle Miles	7,996,471	8,426,857	9,440,958
TD Miles (paratransit)	1,192,789	1,492,642	1,430,058
Road calls	1,044	552	848
Accidents	95	112	126
Vehicles	331	310	294
Drivers	349	377	448

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AOR Summary

	FY 21-22	FY 22-23	
Total Trips	744,516	744,464	(52) Difference
TD Trips	104,471	131,148	26% Increase
No Shows	24,450	25,731	3.46% (70.5 a day)
Complaints	1,757 0.24%	1,679 0.23%	(78) Difference (4.6 a day)
Commendations	1,757	1,779	+22 Difference (4.6 a day)

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Motion

Palm Tran respectfully requests a Motion to Adopt the FY 22-23 Annual Operating Report (AOR) covering: July 1, 2022 to June 30, 2023

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Questions?



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Palm Tran Update

Month	TD Ridership	Raw Complaints	Valid
June	7,112	3	1
July	9,218	10	4
August	9,226	8	2

Valid complaints: Other (3), Discourteous (1),
Condition of Vehicle A/C (1), Driver Misconduct (1)



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CTC Organization

County: Palm Beach

Fiscal Year: 7/1/2022 - 6/30/2023

CTC Status: Approved

CTD Status: Approved

Date Initiated: 8/8/2023

CTC Organization Name: Palm Beach County
Address: 50 South Military Trail
City: West Palm Beach
State: FL
Zip Code: 33415

Organization Type: County
Network Type: Partial Brokerage

Operating Environment: Urban

Transportation Operators: Yes

Number of Transportation Operators: 2

Coordination Contractors: No

Number of Coordination Contractors: 0

Provide Out of County Trips: No

Local Coordinating Board (LCB) Chairperson: Chelsea Reed

CTC Contact: Lou Ferri

CTC Contact Title: Senior Manager of Paratransit

CTC Contact Email: LFerri@pbcgov.org

Phone: (561) 812-5350

CTC Certification

I, Lou Ferri, as the authorized Community Transportation Coordinator (CTC) Representative, hereby certify, under the penalties of perjury as stated in Chapter 837.06, F.S., that the information contained in this report is true, accurate, and in accordance with the accompanying instructions.

CTC Representative (signature): _____

LCB Certification

I, Chelsea Reed, as the Local Coordinating Board Chairperson, hereby, certify in accordance with Rule 41-2.007(6), F.A.C. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): _____



CTC Trips

County: Palm Beach

CTC Status: Submitted

CTC Organization: Palm Beach County

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Service Type - One Way						
Fixed Route/Fixed Schedule						
Daily Pass Trips	0	N/A	0	74	N/A	74
Weekly Pass Trips	0	N/A	0	0	N/A	0
Monthly Pass Trips	0	N/A	0	158,520	N/A	158,520
Deviated Fixed Route Service	0	N/A	0	0	N/A	0
Complementary ADA Service	613,316	N/A	613,316	560,221	N/A	560,221
Paratransit						
Ambulatory	118,490	0	118,490	92,854	0	92,854
Non-Ambulatory	12,658	0	12,658	11,617	0	11,617
Stretcher	0	0	0	0	0	0
Transportation Network Companies	0	N/A	0	0	N/A	0
Taxi	0	N/A	0	0	N/A	0
School Board (School Bus)	0	N/A	0	0	N/A	0
Volunteers	0	N/A	0	0	N/A	0
Total - Service Type	744,464	0	744,464	823,286	0	823,286
Contracted Transportation Operator						
How many of the total trips were provided by Contracted Transportation Operators? (If the CTC provides transportation services, do not include the CTC)	744,464	N/A	744,464	664,692	N/A	664,692
Total - Contracted Transportation Operator Trips	744,464	0	744,464	664,692	0	664,692
Revenue Source - One Way						
Agency for Health Care Administration (AHCA)	0	0	0	0	0	0
Agency for Persons with Disabilities (APD)	0	0	0	0	0	0
Comm for the Transportation Disadvantaged (CTD)	91,398	N/A	91,398	142,169	N/A	142,169
Dept of Economic Opportunity (DEO)	0	0	0	0	0	0
Dept of Children and Families (DCF)	0	0	0	0	0	0
Dept of Education (DOE)	0	0	0	0	0	0
Dept of Elder Affairs (DOEA)	33,267	0	33,267	0	0	0
Dept of Health (DOH)	0	0	0	0	0	0
Dept of Juvenile Justice (DJJ)	0	0	0	0	0	0
Dept of Transportation (DOT)	0	0	0	0	0	0
Local Government	619,799	0	619,799	681,117	0	681,117
Local Non-Government	0	0	0	0	0	0
Other Federal & State Programs	0	0	0	0	0	0
Total - Revenue Source	744,464	0	744,464	823,286	0	823,286



**Transportation
Disadvantaged**

CTC Trips (cont'd)

County: Palm Beach

CTC Status: Submitted

CTC Organization: Palm Beach
County

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Passenger Type - One Way						
Older Adults	362,611	0	362,611	305,460	0	305,460
Children At Risk	0	0	0	0	0	0
Persons With Disabilities	362,585	0	362,585	342,305	0	342,305
Low Income	15,931	0	15,931	172,763	0	172,763
Other	3,337	0	3,337	2,758	0	2,758
Total - Passenger Type	744,464	0	744,464	823,286	0	823,286
Trip Purpose - One Way						
Medical	102,371	0	102,371	99,467	0	99,467
Employment	185,479	0	185,479	332,902	0	332,902
Education/Training/Daycare	254,133	0	254,133	237,534	0	237,534
Nutritional	62,371	0	62,371	33,378	0	33,378
Life-Sustaining/Other	140,110	0	140,110	120,005	0	120,005
Total - Trip Purpose	744,464	0	744,464	823,286	0	823,286
Unduplicated Passenger Head Count (UDPHC)						
UDPHC	8,142	0	8,142	8,020	0	8,020
Total - UDPHC	8,142	0	8,142	8,020	0	8,020
Unmet & No Shows						
Unmet Trip Requests	0	N/A	0	0	N/A	0
No Shows	25,731	N/A	25,731	2,228	N/A	2,228
Customer Feedback						
Complaints	1,679	N/A	1,679	1,757	N/A	1,757
Commendations	1,779	N/A	1,779	446	N/A	446



CTC Vehicles & Drivers

County: Palm Beach

CTC Status: Submitted

CTC Organization: Palm Beach
County

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Vehicle Miles						
Deviated Fixed Route Miles	0	N/A	0	0	N/A	0
Complementary ADA Service Miles	9,440,958	N/A	9,440,958	8,426,857	N/A	8,426,857
Paratransit Miles	1,430,058	0	1,430,058	1,492,642	0	1,492,642
Transportation Network Companies (TNC) Miles	0	N/A	0	0	N/A	0
Taxi Miles	0	N/A	0	0	N/A	0
School Board (School Bus) Miles	0	N/A	0	0	N/A	0
Volunteers Miles	0	N/A	0	0	N/A	0
Total - Vehicle Miles	10,871,016	0	10,871,016	9,919,499	0	9,919,499
Roadcalls & Accidents						
Roadcalls	848	0	848	552	0	552
Chargeable Accidents	126	0	126	112	0	112
Vehicle Inventory						
Total Number of Vehicles	294	0	294	310	0	310
Number of Wheelchair Accessible Vehicles	267	0	267	252	0	252
Drivers						
Number of Full Time & Part Time Drivers	448	0	448	377	0	377
Number of Volunteer Drivers	0	0	0	0	0	0



CTC Revenue Sources

County: Palm Beach

CTC Status: Submitted

CTC Organization: Palm Beach County

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

Revenue Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Agency for Health Care Administration (AHCA)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Agency for Persons with Disabilities (APD)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Economic Opportunity (DEO)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Children and Families (DCF)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Education (DOE)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Elder Affairs (DOEA)	\$ 605,510	\$ 0	\$ 605,510	\$ 0	\$ 0	\$ 0
Dept of Health (DOH)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Dept of Juvenile Justice (DJJ)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commission for the Transportation Disadvantaged (CTD)						
Non-Sponsored Trip Program	\$ 3,197,260	N/A	\$ 3,197,260	\$ 3,380,664	N/A	\$ 3,380,664
Non-Sponsored Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Rural Capital Equipment	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
TD Other	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Department of Transportation (DOT)						
49 USC 5307	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5310	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
49 USC 5311 (f)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Block Grant	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Service Development	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Commuter Assistance Program	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other DOT	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Government						
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
County Cash	\$ 40,792,328	\$ 0	\$ 40,792,328	\$ 26,973,571	\$ 0	\$ 26,973,571
County In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
City Cash	\$ 66,900	\$ 0	\$ 66,900	\$ 0	\$ 0	\$ 0
City In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Cash	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other In-Kind	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Local Non-Government						
Farebox	\$ 2,518,754	\$ 0	\$ 2,518,754	\$ 3,109,845	\$ 0	\$ 3,109,845
Donations/Contributions	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
In-Kind Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Non-Government	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other Federal & State Programs						
Other Federal Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Other State Programs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Total - Revenue Sources	\$ 47,180,752	\$ 0	\$ 47,180,752	\$ 33,464,080	\$ 0	\$ 33,464,080



CTC Expense Sources

County: Palm Beach

CTC Status: Submitted

CTC Organization: Palm Beach County

Fiscal Year: 07/01/2022 - 06/30/2023

CTD Status: Under Review

Expense Sources	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Labor	\$ 4,313,083	\$ 0	\$ 4,313,083	\$ 3,206,712	\$ 0	\$ 3,206,712
Fringe Benefits	\$ 1,719,293	\$ 0	\$ 1,719,293	\$ 1,691,520	\$ 0	\$ 1,691,520
Services	\$ 11,100	\$ 0	\$ 11,100	\$ 0	\$ 0	\$ 0
Materials & Supplies Consumed	\$ 269,010	\$ 0	\$ 269,010	\$ 9,447	\$ 0	\$ 9,447
Utilities	\$ 0	\$ 0	\$ 0	\$ 207,202	\$ 0	\$ 207,202
Casualty & Liability	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 0	\$ 0	\$ 0	\$ 343,406	\$ 0	\$ 343,406
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 1,975	\$ 0	\$ 1,975	\$ 0	\$ 0	\$ 0
Capital Purchases	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 0	N/A	\$ 0	\$ 408,217	N/A	\$ 408,217
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 40,866,291	N/A	\$ 40,866,291	\$ 27,597,576	N/A	\$ 27,597,576
Total - Expense Sources	\$ 47,180,752	\$ 0	\$ 47,180,752	\$ 33,464,080	\$ 0	\$ 33,464,080

County: Palm Beach
 CTC: Palm Beach County
 Contact: Lou Ferri
 50 South Military Trail
 West Palm Beach, FL 33415
 561-812-5350
 Email: LFerri@pbcgov.org

Demographics	Number
Total County Population	0
Unduplicated Head Count	8,142



Trips By Type of Service	2021	2022	2023
Fixed Route (FR)	355,804	158,594	0
Deviated FR	0	0	0
Complementary ADA	474,394	560,221	613,316
Paratransit	70,865	104,471	131,148
TNC	0	0	0
Taxi	0	0	0
School Board (School Bus)	0	0	0
Volunteers	0	0	0
TOTAL TRIPS	901,063	823,286	744,464

Vehicle Data	2021	2022	2023
Vehicle Miles	9,189,260	9,919,499	10,871,016
Roadcalls	1,044	552	848
Accidents	95	112	126
Vehicles	331	310	294
Drivers	349	377	448

Passenger Trips By Trip Purpose	2021	2022	2023
Medical	96,004	99,467	102,371
Employment	314,121	332,902	185,479
Ed/Train/DayCare	183,077	237,534	254,133
Nutritional	30,515	33,378	62,371
Life-Sustaining/Other	277,346	120,005	140,110
TOTAL TRIPS	901,063	823,286	744,464

Financial and General Data	2021	2022	2023
Expenses	\$35,401,642	\$33,464,080	\$47,180,752
Revenues	\$24,498,468	\$33,464,080	\$47,180,752
Commendations	1,421	446	1,779
Complaints	1,258	1,757	1,679
Passenger No-Shows	22,450	2,228	25,731
Unmet Trip Requests	0	0	0

Passenger Trips By Revenue Source	2021	2022	2023
CTD	70,865	142,169	91,398
AHCA	0	0	0
APD	0	0	0
DOEA	0	0	33,267
DOE	0	0	0
Other	830,198	681,117	619,799
TOTAL TRIPS	901,063	823,286	744,464

Performance Measures	2021	2022	2023
Accidents per 100,000 Miles	1.03	1.13	1.16
Miles between Roadcalls	8,802	17,970	12,820
Avg. Trips per Passenger	118.92	102.65	91.44
Cost per Trip	\$39.29	\$40.65	\$63.38
Cost per Paratransit Trip	\$63.86	\$49.73	\$63.38
Cost per Total Mile	\$3.85	\$3.37	\$4.34
Cost per Paratransit Mile	\$3.79	\$3.33	\$4.34

Trips by Provider Type	2021	2022	2023
CTC	355,804	158,594	0
Transportation Operator	545,259	664,692	744,464
Coordination Contractor	0	0	0
TOTAL TRIPS	901,063	823,286	744,464



COMMISSION FOR THE TRANSPORTATION DISADVANTAGED ACTUAL EXPENDITURE REPORT FORM

(One form for each county)

Do not report funds from state agency sources)

COUNTY: Palm Beach

DUE: September 15, 2023

Coordinated Transportation			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
\$47,180,752	744,464	\$0.00	0

Transportation Alternatives			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
N/A	N/A	N/A	N/A

Other			
ACTUAL PRIOR YEAR			
Local Funding		Direct Federal Funding	
Expenditures	# of Trips, Operating Subsidy or Capital	Expenditures	# of Trips, Operating Subsidy or Capital
N/A	N/A	N/A	N/A




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



PALM BEACH
Transportation
Planning Agency

1



Training Outline





- Transportation Disadvantaged (TD) Program
- Local Coordinating Board (LCB) Overview
- LCB Duties
- LCB Administration

2



Transportation Disadvantaged (TD) Program

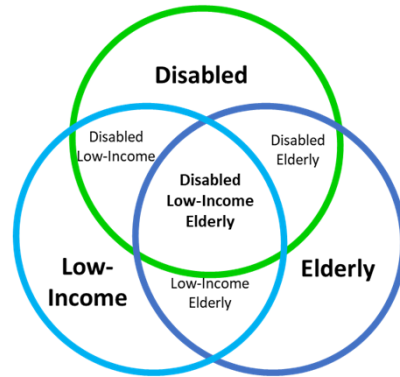
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 Transportation Disadvantaged Program				
	 Commission for Transportation Disadvantaged	 Designated Official Planning Agency	 Community Transportation Coordinator	Local Coordinating Board
Acronym	CTD	DOPA	CTC	LCB
Purpose	Coordinates TD transportation services	Assists CTD at local level	Coordinates & provides transportation services in Palm Beach County	Identifies local service needs & advise CTC

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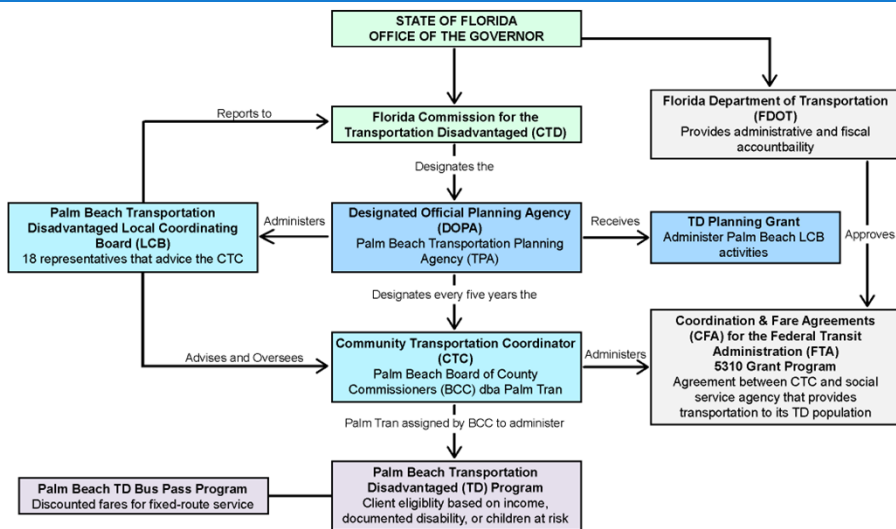
Transportation Disadvantaged

Describes those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation.

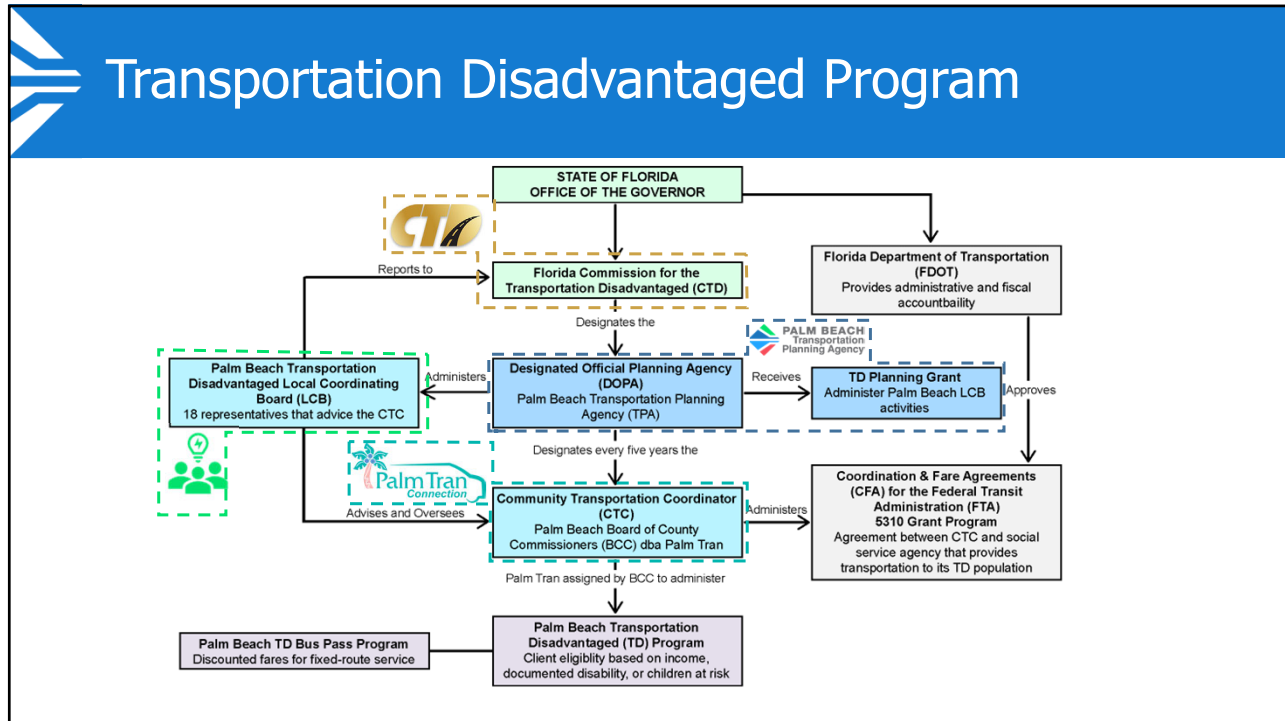


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Transportation Disadvantaged Program



6



7

Local Coordinating Board (LCB) Overview

8

LCB Overview

The Local Coordinating Board (LCB) is...

“an **advisory entity** in each designated service area composed of representatives appointed by the metropolitan planning organization or designated official planning agency, to **provide assistance to the community transportation coordinator** relative to the coordination of transportation services.” (F.S. 427.011)

9

LCB Membership


18 Members

3 Vacancies

Membership rescinded after 3 consecutive unexcused absences.



10



LCB Membership

- Chair
- Citizen Advocate/User
- Rep. for the Disabled
- Rep. for the Elderly
- Citizen Advocate
- Florida Dept. of Veterans' Affairs
- PBC Community Action
- School District of Palm Beach County
- Florida Dept. of Transportation (Vacant)
- Dept. of Children and Family Services (Vacant)
- Agency for Persons with Disabilities
- Florida Agency for Health Care Administration
- Area Agency on Aging
- Workforce Development Board
- Local Medical Community
- Florida Dept. of Vocational Rehabilitation
- Private Transportation Industry
- Representative for Children at Risk

11



LCB Duties

12

Overview of LCB Duties

- **Attend quarterly meetings**
 - Review and adopt by-laws
 - Review and adopt Grievance Procedures
 - Appoint a Grievance Subcommittee
 - **Review Annual Expenditure Report (AER)**
- **Review and approve Annual Operating Report (AOR)**
 - Review and approve TD Service Plan
 - **CTC Evaluation**
 - Annually appoint a Vice Chair

13

TD Service Plan

- Outlines TD services and service partners in Palm Beach County
- Annual minor update
- 5 Year major updates

Palm Beach County
Transportation Disadvantaged Service Plan
FY 2024-2029




FY24-29 Minor Update - August 23, 2023




14

CTC Evaluation

- LCB conducts annual evaluation of CTC's performance
- Criteria determined by the CTD
 - Evaluates Operations and Performance
 - Surveys riders/beneficiaries, purchasers of services, and contractors



15

LCB Administration

16

The LCB By-laws

- Guides LCB Procedures and processes
- Provide procedures and policies for fulfilling the requirements of Chapter 427, (F.S.), Rules 41-2, Florida Administrative Code
- Set requirements for TD services and LCB operations

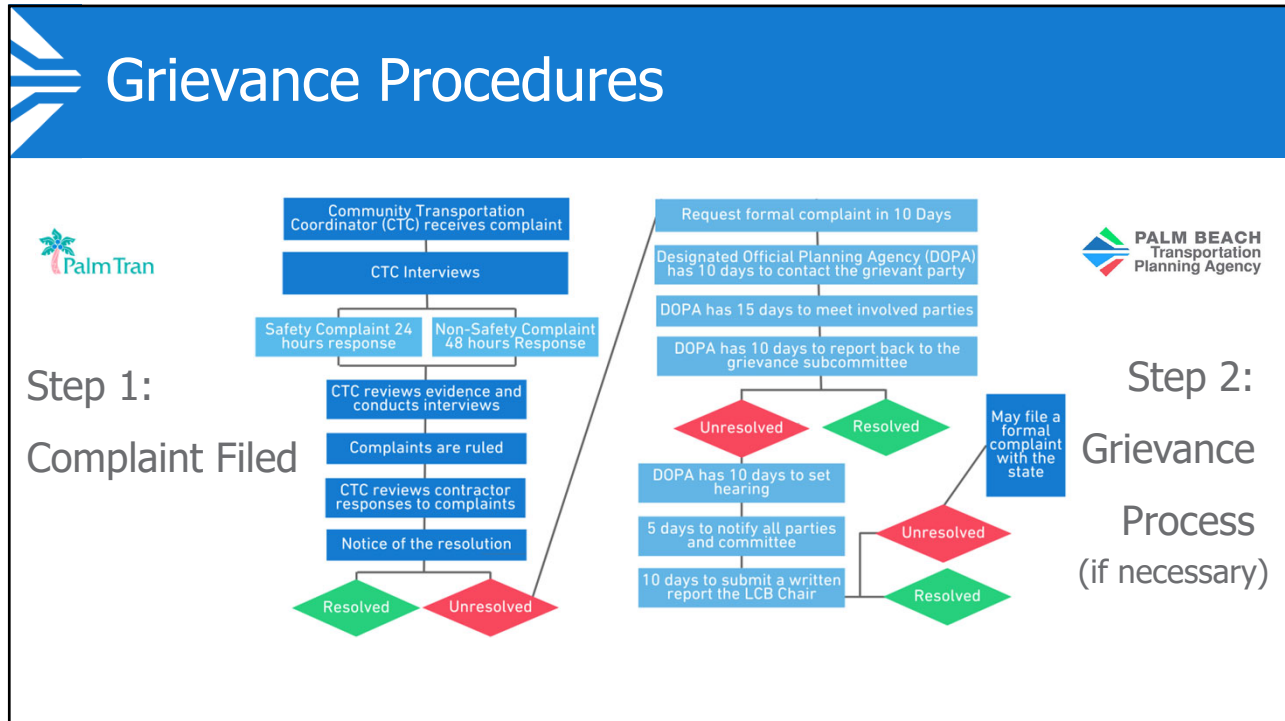
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LCB Attendance

Automatic rescission of membership for 3 consecutive unexcused absences.

Excused Absence = Member must notify TPA of absence at least 1 business day prior to meeting

18



19

Grievance Procedures

The Grievance Subcommittee

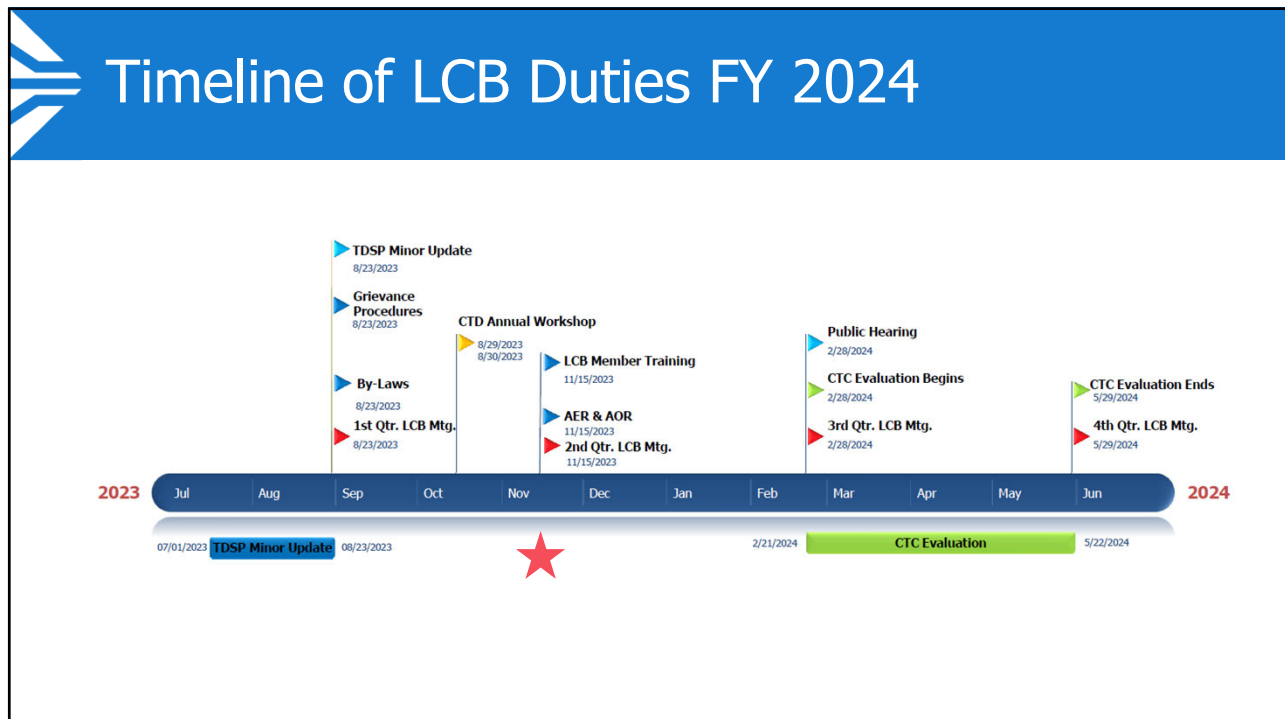
- Processes and investigates unresolved grievances
- Makes recommendations to the LCB or to the Commission for improvement of service.
- Does not possess adjudicative or determinative powers.

20

LCB Voting

“No member of a board or commission who is present at any meeting of the board or commission at which an official decision, ruling, or other official act is taken or adopted **may abstain from voting.”**

21



22



23

We provide access to opportunity for everyone; safely, efficiently and courteously



Palm Tran Service Recommendations

TD Local Coordinating

Board Meeting - November 15, 2023



1

Service Recommendations & Funding

Modes of Service



Fixed-Route



Paratransit





Mobility-On-Demand

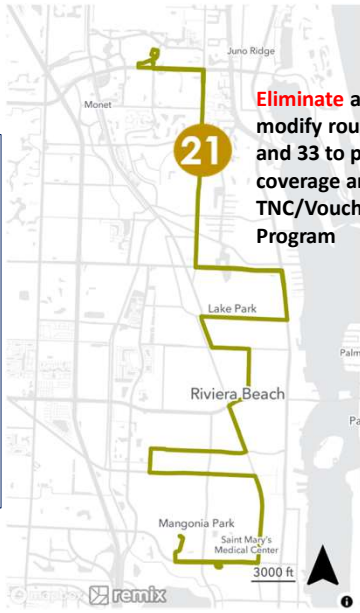


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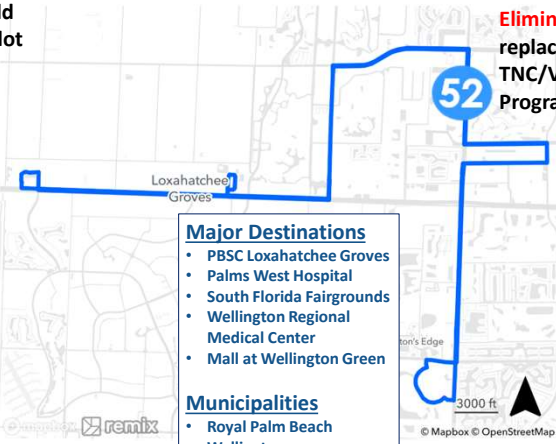
Fixed Route Service Efficiencies



Eliminate and modify routes 20 and 33 to provide coverage and add TNC/Voucher Pilot Program

Routes with other service cuts: 20 47 64 70 92



Eliminate and replace with TNC/Voucher Pilot Program

Major Destinations

- Gardens Mall
- PBSC Palm Beach Gardens
- Lake Park
- Azure Estates
- St. Mary's Medical Center
- PBC Public Health Dept.
- Mangonia Park Tri-Rail Station

Municipalities

- Palm Beach Gardens
- North Palm Beach
- Lake Park
- Riviera Beach
- Mangonia Park

Major Destinations

- PBSC Loxahatchee Groves
- Palms West Hospital
- South Florida Fairgrounds
- Wellington Regional Medical Center
- Mall at Wellington Green



Municipalities

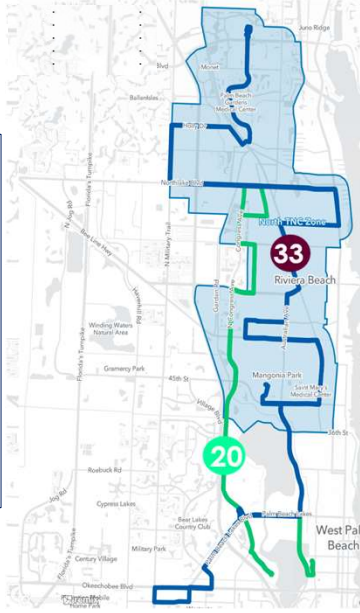
- Royal Palm Beach
- Wellington

3

3

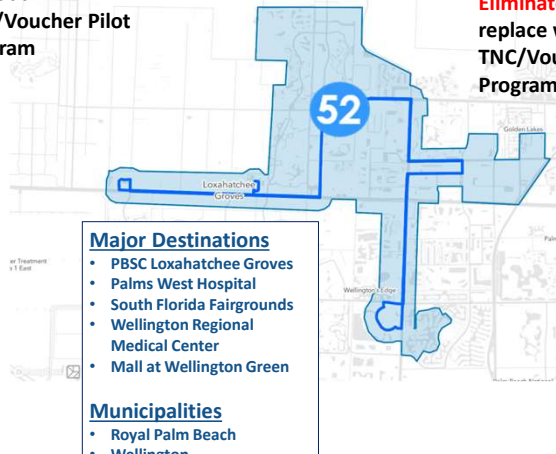
Fixed Route Service Efficiencies



Eliminate Route 21 and modify routes 20 and 33 to provide coverage and add TNC/Voucher Pilot Program

Routes with other service cuts: 20 47 64 70 92



Eliminate and replace with TNC/Voucher Pilot Program

Major Destinations

- Gardens Mall
- PBSC Palm Beach Gardens
- Lake Park
- Azure Estates
- St. Mary's Medical Center
- PBC Public Health Dept.
- Mangonia Park Tri-Rail Station

Municipalities

- Palm Beach Gardens
- North Palm Beach
- Lake Park
- Riviera Beach
- Mangonia Park

Major Destinations

- PBSC Loxahatchee Groves
- Palms West Hospital
- South Florida Fairgrounds
- Wellington Regional Medical Center
- Mall at Wellington Green

Municipalities

- Royal Palm Beach
- Wellington

4

4

Fixed Route Service Efficiencies

Route	Description of Service Cuts (Savings)
21	Eliminate
52	Eliminate
20, 47, 92	Eliminate unproductive segments
64, 70	Reduce frequency to every 60 minutes from 45 minutes
Total Annual Fixed Route Cuts: \$2.4M (Est.)	

Route	Description of Service Improvements (Reinvestment)
TNCs	Introduce three (3) Pilot TNC/Voucher programs to replace routes 21, 52 and segments of route 92
3	Increase peak weekday frequency 30 to 20 minutes and Sunday from 60 to 30 minutes
20	Improve weekday 60 to 45 minute frequency – provides coverage for Route 21
33	Provides cover for Route 21 and extends to Azure apts. (formerly Stoneybrook)
40	Serve SR7 and Okeechobee, 30 minutes mid-day frequency
41, 43	Reallocate service hours
92	Increase frequency from every 60 to every 45 minutes
10	Introduce Service from the Gardens Mall to the Alton Community
Total Annual Fixed Route Reinvestments: \$2.4M (Est.)	

3 PBG - BCR via MILITARY

Existing Route 20

Existing Route 21

Existing Route 33

Existing Route 52

Existing Route 92

Proposed Route 92

TNC Voucher Zone (Route Replacement)

TNC Voucher Zone (Route Modification)

5

Fixed Route Service Efficiencies

Route	Corridor	Frequency	Annual Ridership	PPH	PPH Rank
1	US1 (Palm Beach Gardens to Boca Raton)	20 Min	1.6M	21	4
3	Military Trail. (Palm Beach Gardens to Boca Raton)	30 Min	928,870	20	7
43	Okeechobee Blvd. (Downtown WPB to Wellington Mall)	20 Min	520,678	23	1
62	Lake Worth Road (LW Beach to Wellington Mall)	20 Min	557,955	23	2

Route 43 Ridership Increase (Average Daily Boardings)

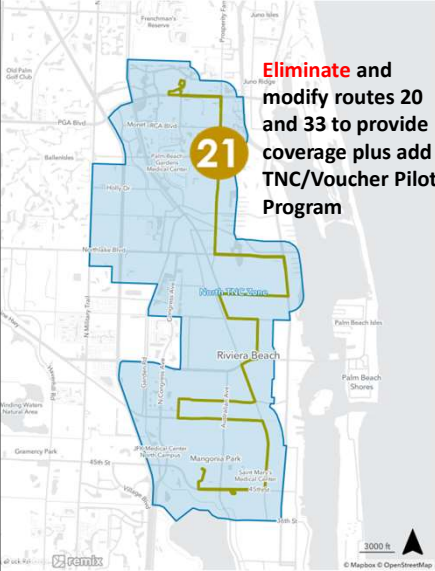
Year	Average Daily Boardings	% Change
2021	1016	-
2022	1173	15%
2023	1429	22%

Route 3 Employment Centers

- Gardens Mall
- VA Medical Center
- Ballpark of Palm Beaches
- Rapids Water Park
- Keiser University
- Cross County Plaza
- Youth And Family Counseling
- Delray Medical Center
- South County Mental Health, Inc.
- Lynn University
- Glades Plaza
- Town Center Mall at Boca Raton

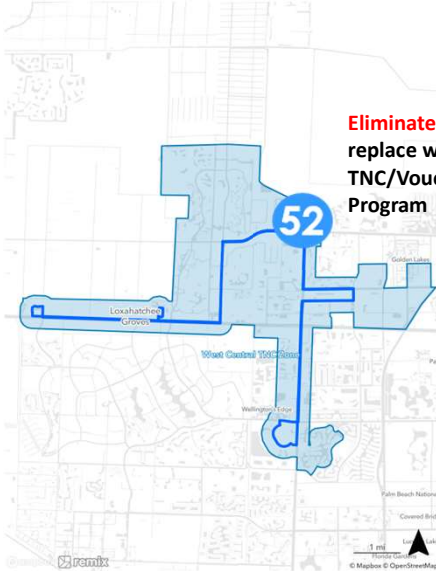
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TNC / Voucher Pilot Program



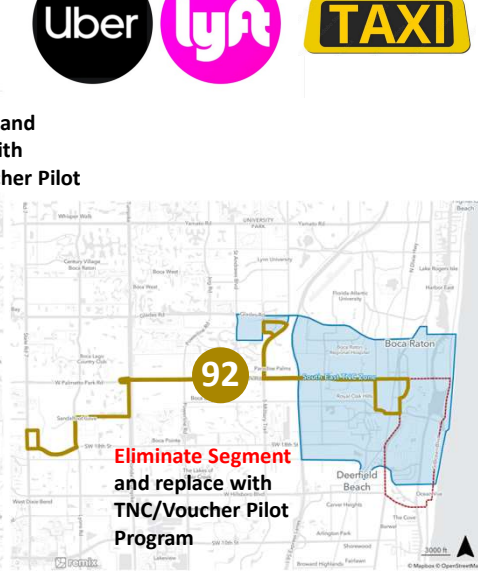
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Eliminate and modify routes 20 and 33 to provide coverage plus add TNC/Voucher Pilot Program






52

Eliminate and replace with TNC/Voucher Pilot Program



92

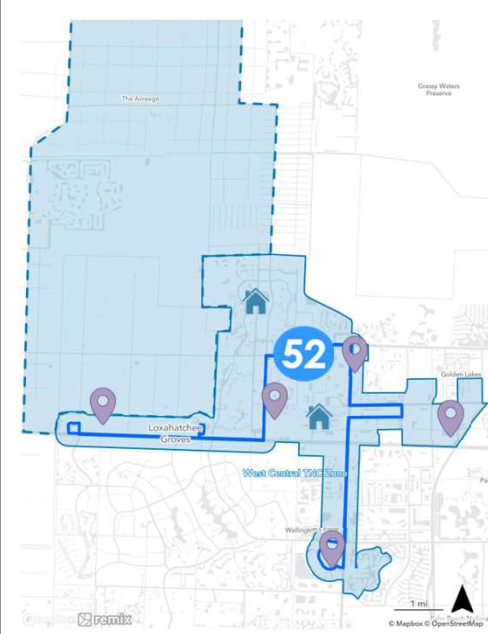
Eliminate Segment and replace with TNC/Voucher Pilot Program

7

7

TNC / Voucher Pilot Program - How it Works






How it Works

1. Select origin “curb or predetermined point” within zone.
2. Select destination “curb or **predetermined point**” within the zone. **Customer’s trip cannot extend beyond the zone.**
3. If trip is within 2.5 miles, the customers **\$2 co-pay and \$8 voucher** will cover one-way trip.
4. If customer’s trip exceeds the subsidy within the zone, the customer will be responsible for the difference.
5. If customer does not have a smart phone or requires an ADA vehicle, ADA accessible Taxis will be deployed by telephone.

**Taxi operator shall have a drug and alcohol testing policy in place.*

**Trips must originate or end at a predetermined point within the zone.*

8

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Operational Efficiencies



Operational Efficiencies	Description	Amount
Maximizing Grant Revenues	Paratransit Operating Revenue Replacement	\$2,114,901
	Eligible Maintenance Cost Revenue Replacement	\$1,500,000
	Eligible Safety & Security Revenue Replacement	\$ 250,000
Eliminating Redundancy	Contractual Services – Bus Cleaning Contract (Maintenance)	\$1,172,460
TOTAL		\$5,037,361



Connection Efficiency Project (CEP) Implementation Plan



Paratransit

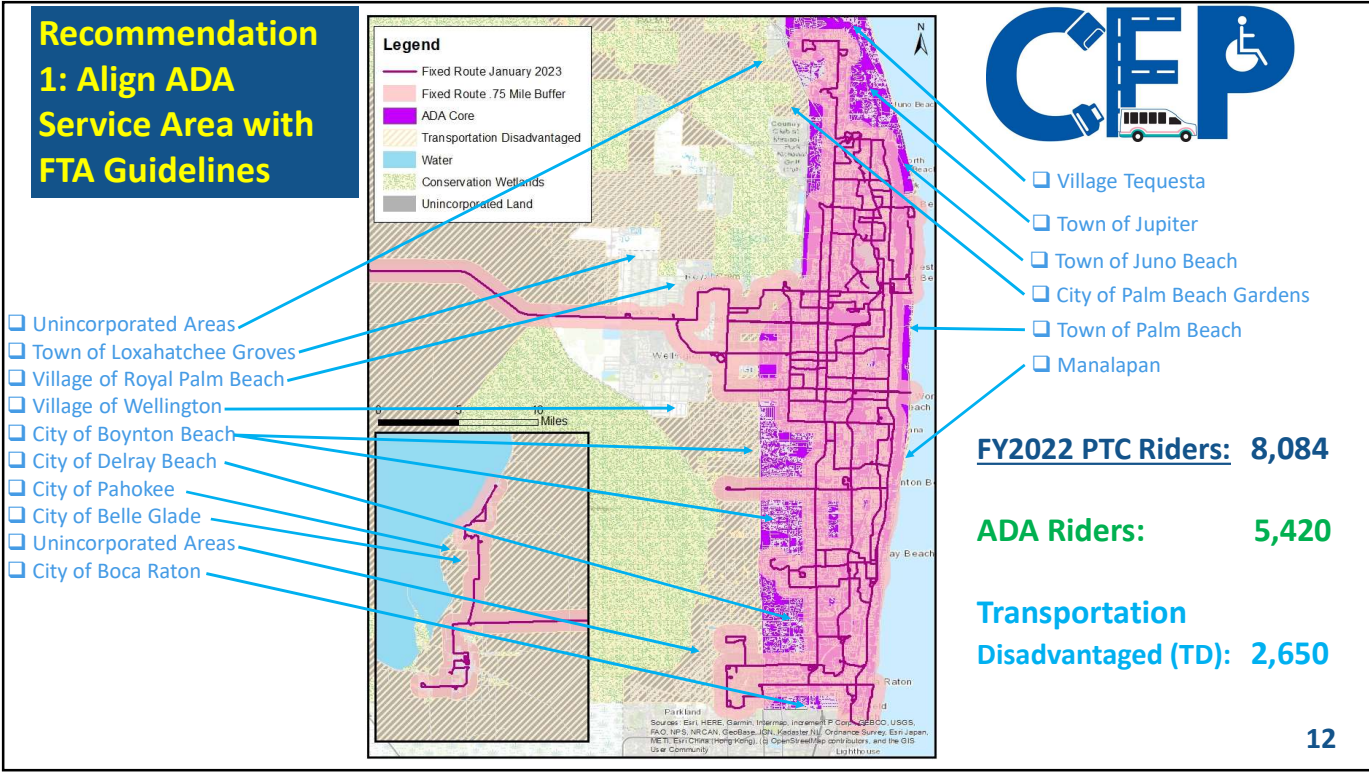






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- Recommendation 1: Align ADA Service Area with FTA Guidelines**
- ADA paratransit service will be provided within ¾ of a mile of Fixed-Route System
- Recommendation 2: Launch Alternative Transportation Services Program**
- To cover trips of new ADA coverage area using Uber, Lyft, Taxi, UZURV or less costly paratransit provider
 - TD (Transportation Disadvantaged) trips outside of the ADA area will be covered by the alternative transportation services program
- Recommendation 3: Adjust Fares to Federal Guidelines**
- To no more than twice the conventional Fixed-Route Fare (\$3.50 to \$4.00 per trip)









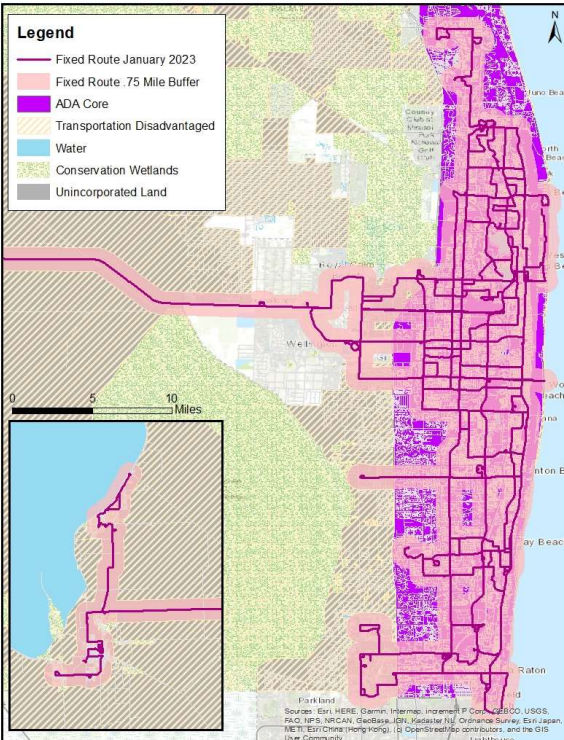


Recommendation 2: Launch Alternative Transportation Service


Federally Mandated ADA Service will be provided by Palm Tran Connection

Alternative Transportation Provider will provide service outside of ADA service area (example providers: Uber, Lyft, Taxi, Uzurv:


1. UBER/Lyft for those that can utilize an ambulatory curb-to-curb service and use the technology associated with the program
2. Compliant door-to-door service (UZURV) for those that do not have a mobility or disability restriction
3. ADA Accessible Taxi Service for Non-Ambulatory
4. Fare same as ADA service

13

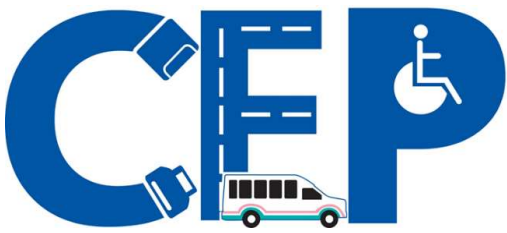


FARE



Recommendation 3: Adjust ADA Fare to Federal Guidelines

- Demand Management
- FTA recognizes high cost of paratransit operations and allows higher fares
- Last Paratransit fare adjustment: \$3 to \$3.50 in 2013 (17%)
- Recommendation: \$3.50 to \$4 (14%)
- Requires separate board action at future BCC meeting



14

14

Recommendations – Board Direction

Fixed-Route

1) Fixed-Route Service Efficiency and Reinvestment **\$2.4M** **January 2024**

- Eliminate Route **52** and replace with TNC/Voucher Program
- Eliminate Route **21** and:
 - ✓ Add TNC/Voucher Program
 - ✓ Restructure Routes Extend Routes **20** **33**
- Service Cuts on Routes: **20** **47** **64** **70**

Operational Efficiencies

2) Implement Operational Efficiencies **\$5.0M** **January 2024**

- Maximizing Grant Revenues
- Eliminating Redundancy (Cleaning Services)

Paratransit

3) Continue Implementation of the CEP using a phased approach with each phase to be approved by the BCC **FY2024 –FY2027**

I. Adjust Fares to Federal Guidelines (<i>Separate Board Action Required</i>).....	FY2024
II. Align ADA Service Area with FTA Guidelines	FY2024 –FY2027
III. Alternative Transportation Service Beyond ¾ Mile (TD Service Plan)	FY2024 –FY2027

15

15

Next Steps – Board Direction

- 1**

Presentation to TPA, Village of Royal Palm Beach, City of Boca Raton, City of Riviera Beach, City of Palm Beach Gardens and Village of Wellington.

Oct. to Dec., 2023
- 2**

Direct Palm Tran Service Board (PTSB) to hold public hearing on recommendations

Oct. 26, 2023
- 3**

BCC to ratify plan at the next BCC Workshop

Nov. 28, 2023
- 4**

Begin implementation of approved recommendations with each phase to be approved by the BCC

FY 2024 thru FY 2027

16

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Area Agency on Aging of Palm Beach/Treasure Coast, Inc.

Nancy Yarnall/Director Consumer Care and
Planning

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Area Agencies on Aging

- ▶ 618 Area Agencies on Aging nationwide
- ▶ Area Agencies on Aging (AAAs) were formally established in the 1973 Older Americans Act.

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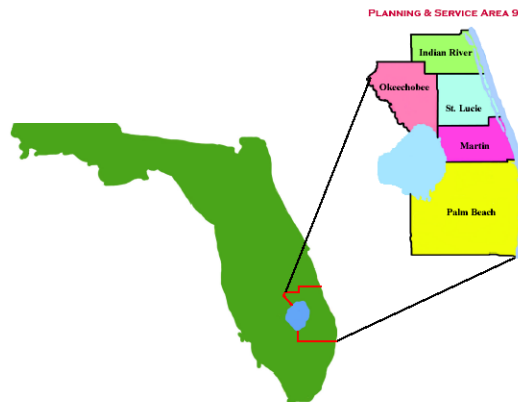
OLDER AMERICANS ACT PROGRAM

- ▶ The Older Americans Act of 1965 (OAA), as amended in 2020
- ▶ Key purpose is the creation of comprehensive service infrastructures that respond effectively to the needs of the 60+ population.
- ▶ The only federal supportive services program directed solely toward improving the lives of older people
- ▶ Provides assistance to older persons and caregivers

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PLANNING & SERVICE AREA 9 IN RELATION TO STATE OF FLORIDA



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OUR MISSION

is to promote, support and advocate for the independence, dignity and wellbeing of seniors, adults with disabilities, and those who care for them in a manner that values diversity, reflects the communities we serve and embraces the collaboration of the aging network.

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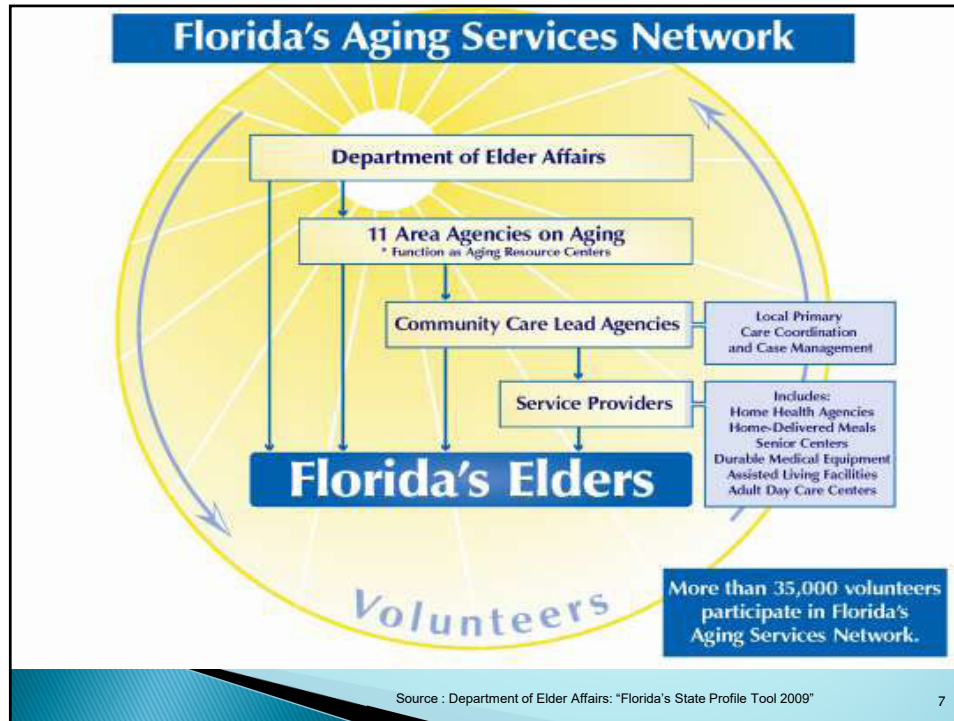
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Who Do We Serve?

- ▶ Persons 60+
- ▶ Family caregivers to those 60+; and
- ▶ Grandparents or older individuals, 55 years of age or older, who are relative caregivers of children not more than 18 years old or adult individuals with disabilities

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Area Agency on Aging of Palm Beach/Treasure Coast, Inc.

Programs Funded by the Department of Elder Affairs

- ▶ Older Americans Act
- ▶ Community Care for the Elderly
- ▶ Home Care for the Elderly
- ▶ Alzheimer's Disease Initiative
- ▶ Serving Health Insurance Needs of Elders
- ▶ Emergency Home Energy Assistance Program for Elders
- ▶ Statewide Medicaid Managed Care Long Term Care
- ▶ Elder Rights Program
- ▶ Helpline
- ▶ Supplemental Nutrition Assistance Program
- ▶ Medicare Improvements for Patients and Providers
- ▶ Local Services Programs
- ▶ American Rescue Plan

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Florida Department of Elder Affairs Core Funded Services

- ▶ Adult Day Care
- ▶ Adult Day Health Care
- ▶ Assurance
- ▶ Basic and Special Subsidy
- ▶ Caregiver Training/Support
- ▶ Case Aide
- ▶ Case Management
- ▶ Chore
- ▶ Companionship and Escort
- ▶ Congregate and Home Delivered Meals
- ▶ Counseling (Gerontological)
- ▶ Counseling (Mental Health/Screening)
- ▶ Evidence-Based Disease Prevention and Health Promotion
- ▶ Homemaker
- ▶ Information and Referral Assistance
- ▶ Legal Assistance
- ▶ Medication Management
- ▶ Nutrition Counseling and Education
- ▶ Personal Care
- ▶ Respite, In-Home or In-Facility
- ▶ Screening, Assessment and Intake (Program Enrollment)
- ▶ Shopping Assistance
- ▶ Specialized Medical Equipment, Services & Supplies
- ▶ Transportation

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NON-DOEA PROGRAMS

- ▶ Foster-Grandparent Program
- ▶ Veteran's Independence Program
- ▶ Benefits Enrollment Center

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Palm Beach County Contracted Providers

- ▶ Alzheimer's Community Care
- ▶ Legal Aid Society of Palm Beach County
- ▶ MorseLife Care Management and Counseling
- ▶ Palm Beach County Board of County Commissioners
- ▶ Ruth and Norman Rales Jewish Family Services
- ▶ The Volen Center

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Transportation Services

▶ OAA IIIB

- ▶ Individuals must be age sixty (60) or older
- ▶ Transportation is defined as travel to or from community services and resources, health and medical care, shopping, social activities, or other life sustaining activities.
- ▶ All transportation provided with federal, state and local government funds shall be purchased through a contractual arrangement with the community transportation coordinator (CTC) or approved coordination provider within the coordinated system.

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Palm Beach County OAA IIIB Transportation Providers

- ▶ The Volen Center - \$200,000
- ▶ Palm Beach County - \$350,000

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What We Can Do For You

- ▶ Serve as the referral source for a senior or caregiver who needs to know where to find services
- ▶ Assist those seniors who want to receive state or federally funded in-home supports
- ▶ Help the caregiver who needs to find support to continue caregiving responsibilities
- ▶ Engage seniors in fall prevention and other Healthy Living programs.

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Revised FY 2024 Timeline

Dates subject to change.

