

# Palm Beach County Transportation Disadvantaged Service Plan FY 2024-2029



FY24-29 Minor Update - August 23, 2023



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## 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 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 in conjunction with the Palm Beach Transportation Planning Agency (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 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 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

## PALM BEACH COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (TPA/DOPA): Palm Beach Transportation Planning Agency  
 Address: 301 Datura Street  
West Palm Beach, Florida 33401

The Transportation Planning Agency/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.

SIGNATURE:  DATE: August 23, 2023

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
1. CHAIR	Chelsea Reed (Chair)	N/A	Mar 22 –
2. ELDERLY	James Bonfiglio	N/A	Oct 21 – Oct 24
3. CHILDREN AT RISK	Elizabeth Clark	Vacant	Feb 22 – Feb 25
4. DISABLED	Robert Goodman	Vacant	May 18 – May 24
5. CITIZEN ADVOCATE	Khanh Uyen Dang, P.E. (Vice Chair)	N/A	Dec 20 – Dec 25
6. CITIZEN ADVOCATE/USER	Tekesha Saffold	N/A	Dec 17 – Dec 23
7. FL DEPT. OF VETERAN'S AFFAIR	Angela Choice	Latasha Brown	Dec 18 – Jun 26
8. PALM BEACH COUNTY COMMUNITY ACTION	James Green	Stessy Cocerez	May 23 – Oct 26
9. PUBLIC EDUCATION (PBC School District)	Laura Schultze	Vacant	Feb 18 – May 24
10. FLORIDA DEPT. OF TRANSPORTATION	Marie Dorismond	Paula Scott	Feb 17 – Dec 25
11. DEPT. OF CHILDREN & FAMILY SERVICES	Vacant	Vacant	N/A
12. FL DEPT. EDUCATION/DIV. OF VOCATION REHAB.	Robyn Manuel	Vacant	Feb 19 – Feb 25
13. AGENCY FOR PERSONS WITH DISABILITIES	Milory Senat	Pauline Spence	May 17 – Feb 25
14. PRIVATE TRANSPORTATION INDUSTRY	Vasti Amaro	Vacant	Dec 22 – Dec 25
15. MASS/PUBLIC TRANSIT INDUSTRY	Clinton Forbes	Louis Ferri	N/A
16. FL AGENCY FOR HEALTH CARE ADMINISTRATION	Marielisa Amador	Jerome Hill	Oct 21 – Oct 24
17. AREA AGENCY ON AGING	Nancy Yarnall	Vacant	Mar 23 – Mar 26
18. WORKFORCE DEVELOPMENT BOARD	Michael Corbit	Vacant	Jul 22 – Jun 25
19. LOCAL MEDICAL COMMUNITY	Merlene Ramnon	Vacant	Jul 19 – July 24

# ROLL CALL VOTING SHEET

## TRANSPORTATION DISADVANTAGED SERVICE PLAN

### LOCAL COORDINATING BOARD

#### ROLL CALL VOTE

REPRESENTATIVE	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chair	Mayor Chelsea Reed*	✓		
2. Elderly	James Bonfiglio	✓		✓
3. Disabled	Robert Goodman			
4. Children at Risk	Elizabeth Clark	✓		
5. Citizen Advocate	Uyen Dang**	✓		
6. Citizen Advocate/User	Tekesha Saffold	✓		
7. FL Dept. of Veteran's Affairs	Angela Choice	✓		
8. PBC Community Action	James Green			✓
9. Public Education (PBC School District)	Laura Schultze			✓
10. FL Dept. of Transportation	Marie Dorismond			✓
11. Dept. of Children and Family Services	VACANT			✓
12. FL Dept. of Education	Robyn Manuel			✓
13. Agency for Persons with Disabilities	Milory Senat	✓		
14. Private Transportation Industry	Vasti Amaro	✓		
15. FL Agency on Health Care Admin.	Marielisa Amador	✓		
16. Area Agency on Aging	Nancy Yarnell	✓		
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

Coordinating Board Chair 

Date August 23, 2023

Approved by the Commission for the Transportation Disadvantaged.

Executive Director \_\_\_\_\_

Date \_\_\_\_\_





# 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 Commission for Transportation Disadvantaged (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.

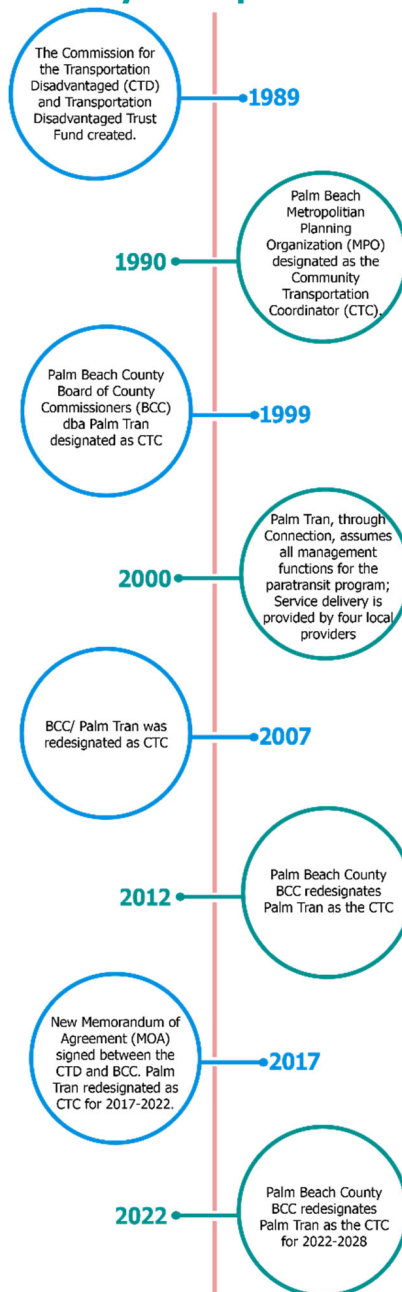
### **2. Community Transportation Coordinator Designation Date / History**

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 was designated as the Community Transportation Coordinator (CTC). In 1999 the Palm Beach County Board of County Commissioners (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 Transportation Planning Agency (TPA), previously named the MPO, through review and recommendation by the Local Coordinating Board (LCB). On July 1, 2022 a new Memorandum of Agreement (MOA) between the BCC and the CTD went into effect designating Palm Tran as the CTC for fiscal years 2023-2028. 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, 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 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



### 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 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 TPA 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.

#### *b. TPA Long Range Transportation Plan*

The 2045 Palm Beach TPA Long Range Transportation Plan (LRTP) addresses several transit and alternative transportation issues, taking into consideration the expansion of Tri-Rail and Palm Tran fixed route bus service. At time of writing, the 2050 LRTP was underway and could be a means for improving transit 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 2045 Regional Transportation Plan (RTP) vision creates a shared regional transportation plan that identifies regional 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.



#### *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 TPA's Long Range Transportation Plan and the County's Comprehensive Plan.

#### *e. South Florida Regional Transportation Authority Transit Development Plan*

The FY 2019-2028 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 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 TPA and Palm Tran websites. Public outreach activities coordinated by Palm Tran, Palm Tran Connection, and the Palm Beach 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 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 projected to start service from Miami to Orlando by September, 2023.

Table 1 – Population Densities for Palm Beach County’s Largest Cities

\*Source: Palm Beach County, US Census Bureau, 2020 Table P1: Race and Tiger Shapefiles

Municipality	Population Per Sq. Mile
Boca Raton	3,339
Boynton Beach	4,975
Delray Beach	4,202
Wellington	1,371
West Palm Beach	2,182

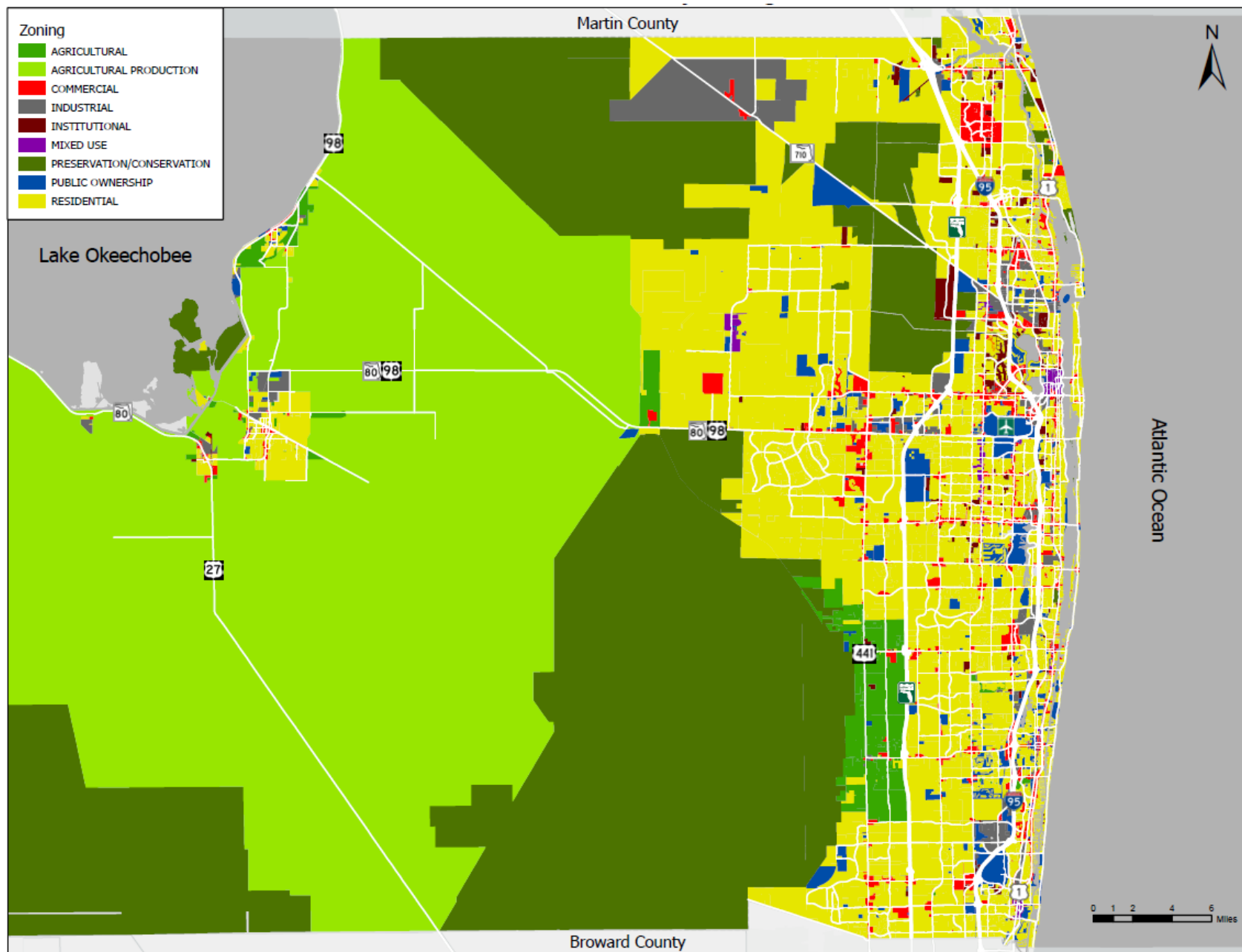


## 2. Demographics

### *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 Map 1: Palm Beach County Zoning below. 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. The expansion of housing westward along SR 710, SR 80 and along US 441 has created a barrier to transportation due to the popularity of gated communities and increased travel times by walking, bicycling, and public transit. This 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.

The rate of population increase is the leading indicator of Florida's growth. Since 1950, Palm Beach County's population has increased by approximately 1200% from 114,700 to 1,492,191 in the year 2020. Due to the size of the county, the western cities are more than 45 miles away from downtown West Palm Beach. Palm Tran is the only public transportation system connecting the western communities to the east.

**Table 2 - Distribution of Age Groups**

Source: Palm Beach County, Source: U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates, S0101

Under 5 years	5.0%
5 to 9 years	5.2%
10 to 14 years	5.6%
15 to 19 years	5.6%
20 to 24 years	5.3%
25 to 29 years	5.8%
30 to 34 years	5.9%
35 to 39 years	5.9%
40 to 44 years	5.7%
45 to 49 years	6.2%
50 to 54 years	6.5%
55 to 59 years	6.9%
60 to 64 years	6.6%
65 to 69 years	6.3%
70 to 74 years	5.6%
75 to 79 years	4.8%
80 to 84 years	3.2%
85 years and over	3.9%

Table 3 – Annual Household Income Distribution

Source: Palm Beach County, U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates, S1901

Total Households	581,119
Less than \$10,000	5.4%
\$10,000 to \$14,999	3.3%
\$15,000 to \$24,999	7.8%
\$25,000 to \$34,999	8.4%
\$35,000 to \$49,999	11.8%
\$50,000 to \$74,999	16.7%
\$75,000 to \$99,999	12.5%
\$100,000 to \$149,999	15.6%
\$150,000 to \$199,999	7.1%
\$200,000 or more	11.3%

Table 4 – Educational Attainment

Source: Palm Beach County, U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates, S1501

Population 25 years and over	1,087,027
Less than high school graduate	10.9%
High school graduate (includes equivalency)	23.4%
Some college, no degree	18.5%
Bachelor's degree	23.0%
Graduate or professional degree	15.0%

### *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, 2017-2021 American Community Survey 5-Year Estimates, DP03

	Estimate	Percent
Population 16 and older	1,229,967	
Population in Civilian Labor Force	735,168	59.8%
Employed	690,230	56.1%
Unemployed	44,938	3.7%



#### *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: 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 – Vehicle Availability

Source: Palm Beach County, U.S. Census Bureau, 2017-2021 American Community Survey 5-Year Estimates, DP04

Occupied housing units	581,119
No vehicles available	6.0%
1 vehicle available	41.1%
2 vehicles available	37.9%
3 or more vehicles available	15.1%

#### *e. Inventory of Available Transportation Services*

See Appendix D.

## 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 20, Table B19130

<b>General TD Population Forecast</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>2028</b>	<b>2029</b>	<b>2030</b>	<b>2031</b>
<b>A - Estimate elderly/non-disabled/not low income</b>	249,914	253,081	256,288	259,535	262,824	266,154	269,527	272,942	276,401	279,903	283,450
<b>B - Estimate non-elderly/disabled/not low income</b>	64,018	64,829	65,651	66,483	67,325	68,178	69,042	69,917	70,803	71,700	72,609
<b>C - Estimate low income/not elderly/not disabled</b>	101,114	102,395	103,693	105,007	106,337	107,685	109,049	110,431	111,830	113,248	114,683
<b>D- Estimate elderly/disabled/not low income</b>	90,111	91,253	92,409	93,580	94,766	95,967	97,183	98,414	99,661	100,924	102,203
<b>E - Estimate non-elderly/disabled/ low income</b>	15,280	15,474	15,670	15,868	16,069	16,273	16,479	16,688	16,899	17,114	17,330
<b>F - Estimate elderly/non-disabled/low income</b>	7,652	7,749	7,847	7,947	8,047	8,149	8,253	8,357	8,463	8,570	8,679
<b>G - Estimate elderly/disabled/low income</b>	14,687	14,873	15,062	15,252	15,446	15,641	15,840	16,040	16,244	16,449	16,658
<b>Total General TD Population</b>	542,776	549,654	556,619	563,672	570,815	578,048	585,373	592,790	600,302	607,909	615,612
<b>Total Population</b>	1,477,747	1,496,472	1,515,435	1,534,638	1,554,084	1,573,777	1,593,719	1,613,914	1,634,365	1,655,075	1,676,047

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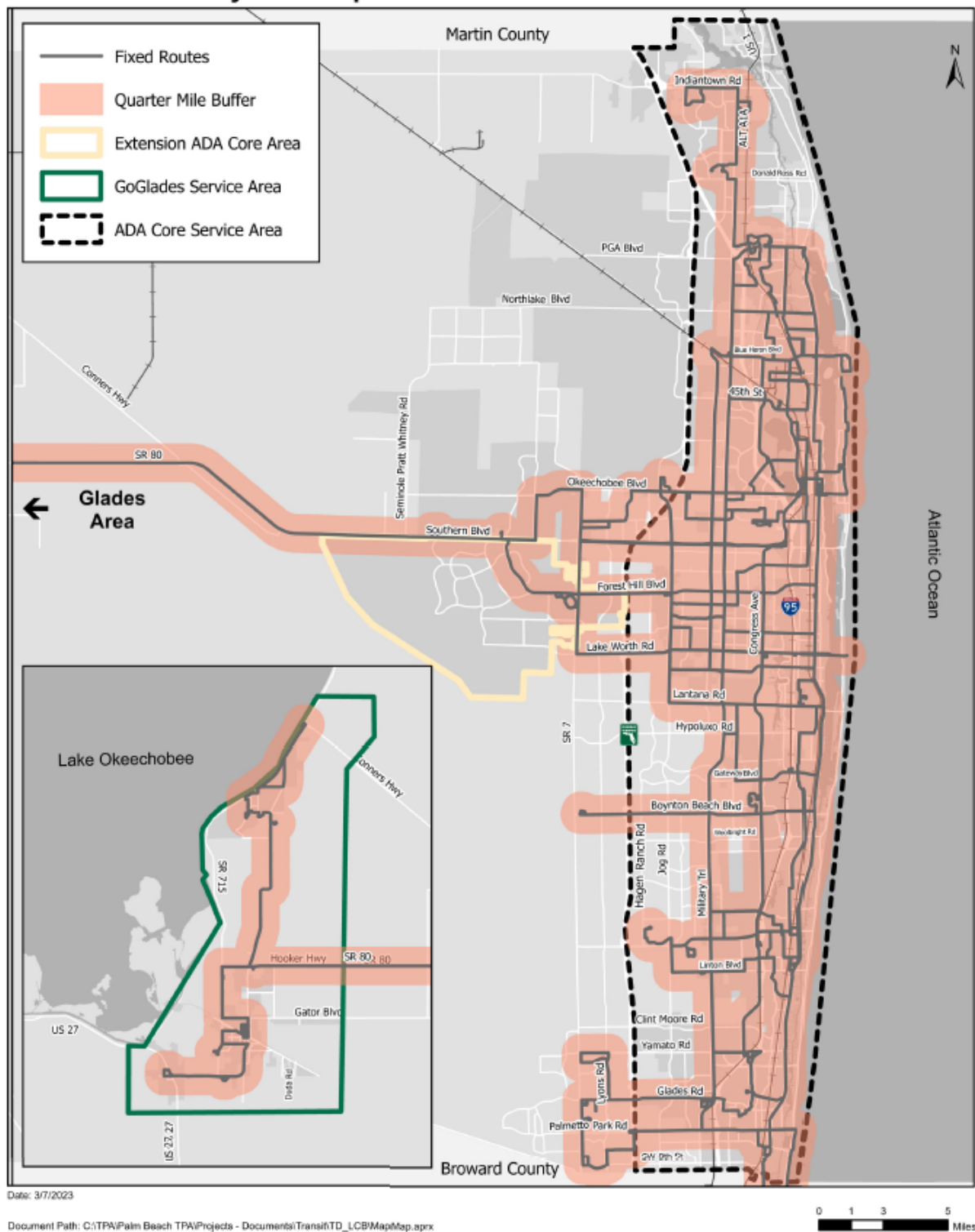
## 2. Needs Assessment

Palm Tran Connection has approximately 36 thousand eligible customers in their database with more than nine thousand active customers in the last 12 months. This number includes TD and ADA customers as some customers qualify for more than one program. Map 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 66 trips per year.

Three (3) block group analyses shown in Appendices E, F, and G provide a visual representation of the current conditions that exist for the transit dependent populations in Palm Beach County. Appendix E depicts the 2019 American Community Survey (ACS) block groups with high proportions of seniors. Appendix F shows 2019 ACS Survey block groups with percentage of residents below the poverty level. Appendix G shows the distribution of minorities in the County.

### Map 2: Palm Tran System Map

### Palm Tran Connection System Map with Buffer Zone and ADA Area





### 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. A possibility to consider for future transportation coordination is partnerships with Transportation Network Companies (TNCs) such as Uber, Lyft, Freebee, and Circuit to provide door to door service and first and last mile connections to fixed route transit.

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.

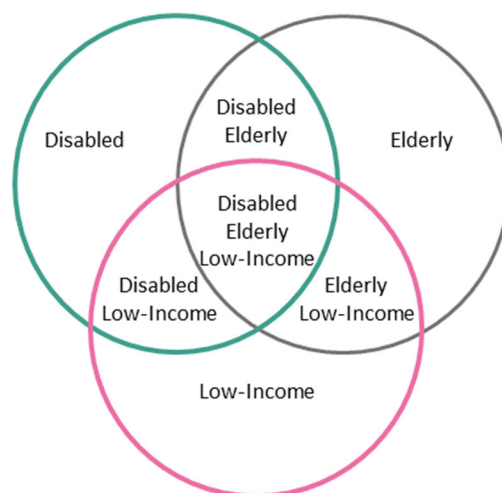
The Schedulers have created innovative practices in improving the communication between the schedulers and the service on the road including:

- 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 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, also has contracted with UZURV to provide door-to-door similar to the TNC listed above. The goal is to have 200 daily trips provided on UZURV and then deploy an additional "Riders Choice Program" through Lyft for an additional rider experience. 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.



#### *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**

Table 8 is a non-duplicated breakdown of the TD population as it relates to Figure 1 (above). The Non-Duplicated General TD Population estimate is 37% of the population of Palm Beach County.

Table 8 – Non-Duplicated 2018/2019 Potential TD Population Calculations

Source: CUTR 2013 Model; U.S. Census Bureau, American Community Survey 2021 1-Year Estimates, Table B19130

<b>Double Counts Calculations</b>	
A - Estimate elderly/non-disabled/not low income	249,914
B - Estimate non-elderly/ disabled/not low income	64,018
C - Estimate low income/not elderly/not disabled	101,114
D- Estimate elderly/ disabled/not low income	90,111
E - Estimate non-elderly/disabled/ low income	15,280
F - Estimate elderly/non-disabled/low income	7,652
G - Estimate elderly/disabled/low income	14,687
<b>Total - Non-Duplicated</b>	<b>542,776</b>

### 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 9 – Critical Need TD Calculations

Source: CUTR 2013 Model; U.S. Census Bureau, American Community Survey 2021 1-Year Estimates, Table B18130

<b>County Pop. By Age</b>	<b>Total Pop by Age</b>	<b>% of Total Pop</b>	<b>Population Below Poverty Level by Age</b>	<b>% of Total Pop Below Poverty Level by Age</b>	<b>Total Population with a Disability by Age</b>	<b>% of Total Pop with a Disability by Age</b>	<b>Total Pop with Disability and Below Poverty Level by Age</b>	<b>% Total Pop with a Disability and Below Poverty Level by Age</b>
< 5 Years of Age	72,750	4.9%	11,169	0.8%	143	0.1%	0	0.00%
5-17	206,198	14.0%	29,713	2.0%	10,436	0.7%	2,020	0.14%
18-34	274,520	18.6%	32,575	2.2%	17,528	1.2%	2,652	0.18%
35-64	561,915	38.0%	42,937	2.9%	51,191	3.5%	10,608	0.72%
<b>Total Non Elderly</b>	<b>1,115,383</b>	<b>75.5%</b>	<b>116,394</b>	<b>7.9%</b>	<b>79,298</b>	<b>5.4%</b>	<b>15,280</b>	<b>1.03%</b>
65-74	182,684	12.4%	12,654	0.9%	33,089	2.2%	5,353	0.36%
75+	179,680	12.2%	9,685	0.7%	71,709	4.9%	9,334	0.63%
<b>Total Elderly</b>	<b>362,364</b>	<b>24.5%</b>	<b>22,339</b>	<b>1.5%</b>	<b>104,798</b>	<b>7.1%</b>	<b>14,687</b>	<b>0.99%</b>
<b>Total</b>	<b>1,447,747</b>	<b>100%</b>	<b>138,733</b>	<b>9.4%</b>	<b>184,096</b>	<b>12.5%</b>	<b>29,967</b>	<b>2.03%</b>

## Elderly / Seniors

Making up 24 percent of the total population, more than 362,000 seniors are living in Palm Beach County as of 2021. More than half of all Palm Tran Connection customers are seniors. Appendix E depicts the 2021 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 10 – Critical Need – Severely Disabled TD

Source: Palm Beach County, U.S. Census Bureau, American Community Survey 5-Year Estimates, Table B18130 2021 1-Year

Critical Need - Severely Disabled TD Population			
	Not Low Income	Low Income	Totals
Non-Elderly	6,164	2,469	8,633
Elderly	37,399	4,955	42,354
TOTAL	43,563	7,425	50,988

## Low-income

In 2021, it is estimated that nearly 9% 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 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 F).

## 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 Mobility on Demand (MOD) options, in addition to diversifying their fleet. To this end, Palm Tran strives to meet the following goals through the execution of the strategies outlined in this Appendix H.

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

### During Palm Tran Connection's time as the CTC, it has been recognized with the following awards:

- Palm Tran Connection** - 2003 CTAA Excellence in Service Award
- Dennis Dee** - 2003 CTD Sheila Winitzer Award
- Dave Evans** - 2004 CTD Volunteer of the Year
- Palm Tran Connection** - 2006 CTAA Excellence in Service
- Palm Tran Connection** - 2006 Urban CTC of the Year
- Palm Tran Connection** - 2008 CTD Scheduler of the Year
- Two Wheels** - 2008 CTD Operator of the Year
- Hector Pezzuto** - 2009 CTD Driver of the Year
- Palm Tran Connection** - 2009 Innovation of the Year
- Palm Tran Connection** - 2009 Urban CTC of the Year
- Finance Team** - 2010 Golden Palm Awardees
- Palm Tran Connection** - 2017 Innovation of the Year
- Palm Tran Connection** - 2017 TD Innovation of the Year
- Palm Tran Connection** - 2021 Urban CTC of the Year





# Service Plan

# 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: <http://discover.pbcgov.org/palmtran/Pages/Connection.aspx>. 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).

### 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.

Palm Tran offers customers bus routes and real-time schedules at their fingertips. A "Palm Tran App" is available for smartphone users, in addition to texting the bus stop ID to '561561' to get text notifications. Features include a built-in trip planner, on-demand bus stop alert texts or emails sent to your phone/computer indicating your bus is



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

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Visit our kiosk inside the lobby

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Booklets  
Sold Here**

**Sold Here**

**50 S. Military Trail • Suite 101**  
(561) 649-9848 • [www.palmtran.org](http://www.palmtran.org)

approaching your stop. Additionally, customers can register for alert subscriptions to receive daily real-time departure information by route and stop.



***b. Paratransit***

Palm Tran Connection is a shared ride, door-to-door paratransit service that provides transportation for disabled residents and visitors in Palm Beach County under the following programs:

- Americans with Disabilities Act (ADA) Program
- Division of Senior Services (DOSS) Program
- 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 \$3.50 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).



### *c. 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).

### *d. 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 can thus be 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 city 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.

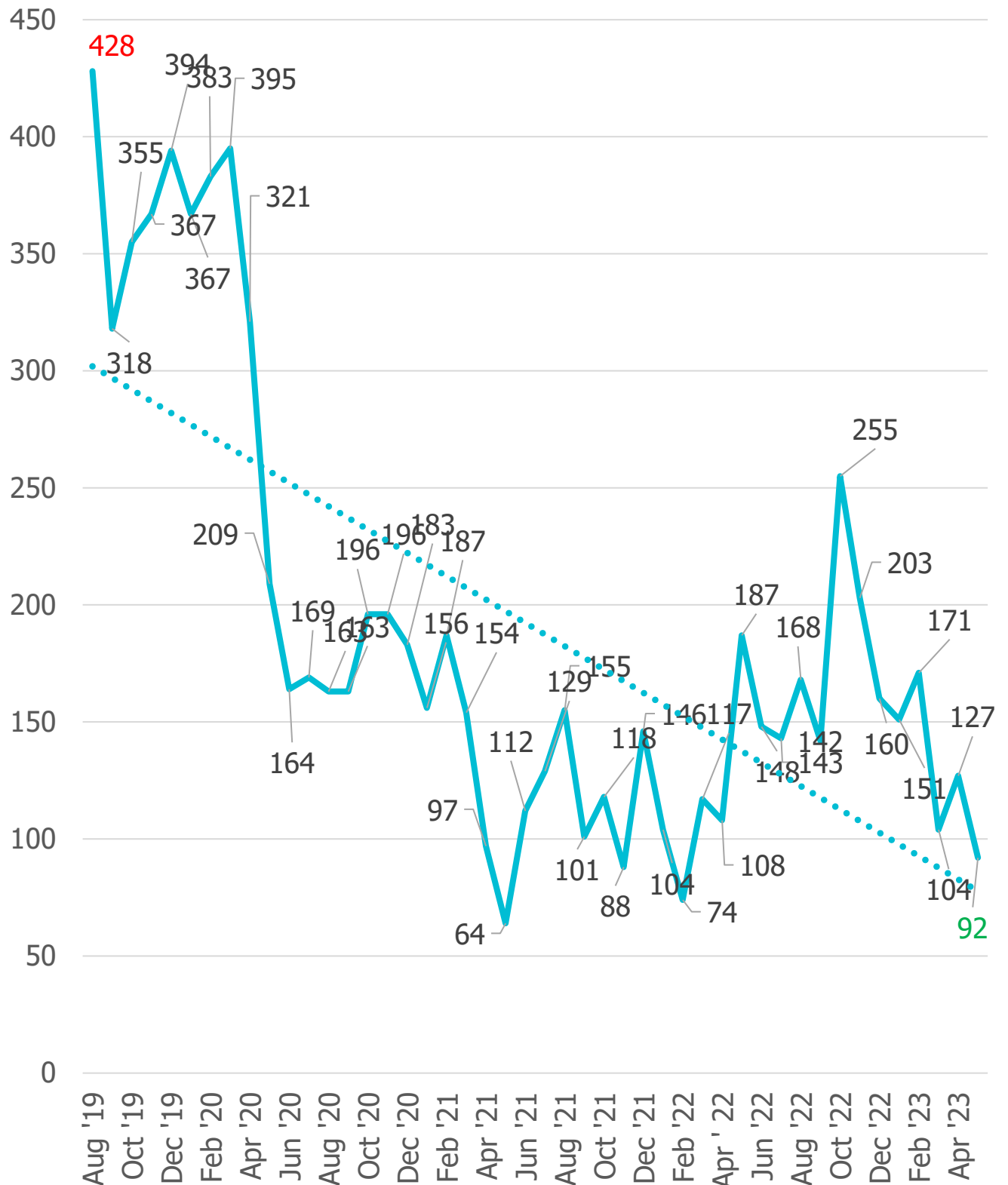
All paratransit service customers must be recertified for eligibility every three years. Applicants whose eligibility is denied have the right to appeal the decision by submitting an appeal in writing to the Palm Tran Operations Manager within sixty days of the date of denial. Appeals will be responded 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: Americans with Disabilities Act (ADA), Transportation Disadvantaged (TD), or Division of Senior Services (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.

## Monthly Client Approvals for TD Service after new CTC Telephone Assessment Process Implemented



## 2. ADA

ADA service is shared ride in nature and is complementary to Palm Tran fixed route service.

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 as long as 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.

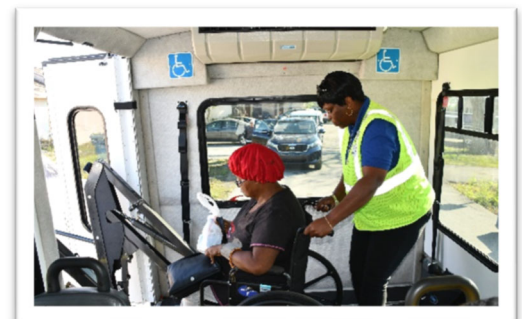
Acceptable types of Health Care Professionals who can complete the medical portion of the Eligibility Application include:

- 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)



## 3. Transportation Disadvantaged

The TD program is funded by the State of Florida 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 \$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.

#### *4. 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.

#### *5. 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.

## *6. 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.

## *7. Fares*

- The current ADA and TD fare for Palm Tran Connection is \$3.50 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.
- All Palm Tran and Palm Tran Connection eligible customer 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 \$3.50 fare for a one-way trip.
- 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.

### *8. Appeals*

Service will be provided if Palm Tran Connection has not made a determination within twenty-one (21) days, or the applicant has appealed their initial eligibility determination. During the appeals process, service will be provided until such time 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:

Palm Tran Connection  
Attn: Senior Manager of  
Palm Tran Connection  
50 South Military Trail, Suite  
101  
West Palm Beach, FL 33415



### *9. 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 L.

### *10. 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.

### *11. 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.

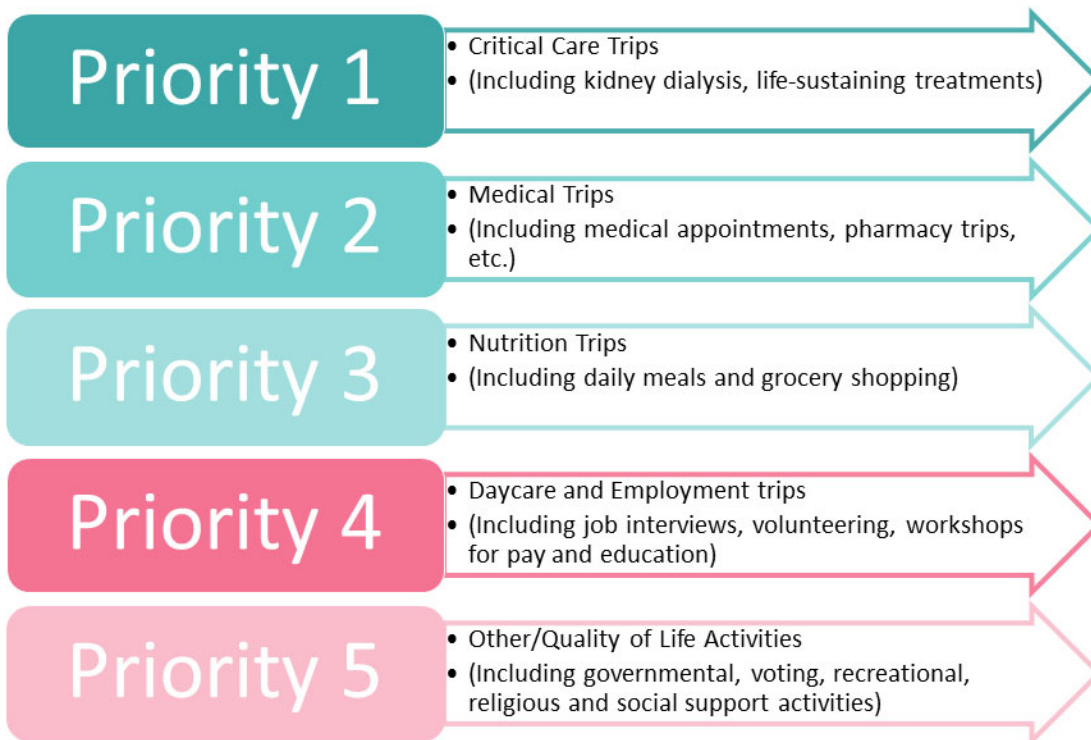
#### *12. Service Denials*

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.

#### *13. 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.

## TD Trip Priorities:



### 14. 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 in order to accommodate meal site schedules and to maximize multi-loading opportunities.



## *15. 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 at all times 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.



## *16. 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.

## *17. 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.

#### *18. "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.

#### *19. Cancellation Process*

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

#### *20. No Show Policy*

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

#### *21. 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.

## *22. Connection Efficiency Project (CEP)*

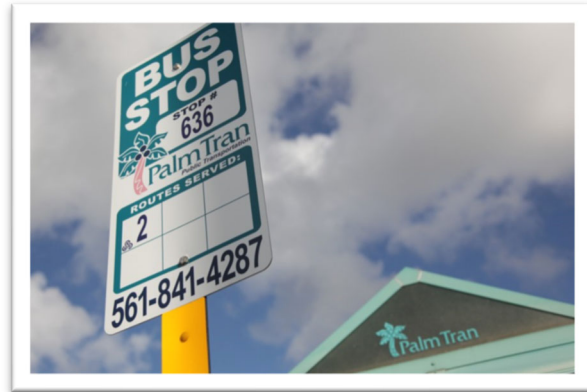
The Connection Efficiency Project is a thorough review of all aspects of Palm Tran Connection to determine how to best improve the service, control costs, and provide the best paratransit service in Florida. Palm Tran is working with a consultant to review eligibility criteria, the scheduling and reservation 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 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 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 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 run through January 31, 2022. In 2021, these contracts were extended through June 30, 2022. 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.

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.

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

## **6. Vehicle Inventory**

See Appendix J.

## **7. Public Transportation Agency Safety Plan +**

See Appendix K.-Inter-County Services

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.

## **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 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, 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.

### *Mobility Management Facilitation Program (MMFP)*

The Community Transportation Connections Team serves as an ancillary to the CTC. The mission of the MMFP is to enhance mobility options for individuals considered transportation disadvantaged. The team supports the CTC of Palm Beach by evaluating and identifying resources within the community while assisting the CTC with short-term planning and management activities and projects for improving coordination among transportation and service providers.

## 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 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](http://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 be professional and courteous at all times.
- 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 s, 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:

Fare Type	Full Fare	Reduced Fare
Fixed Route Cash Fares	\$ 2.00	\$ 1.00
Connection ADA or TD	\$ 3.50	
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.





# Quality Assurance



# Quality Assurance

## A. CTC Evaluation

In Palm Beach County, the Palm Beach Transportation Planning Agency (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 findings, recommendations, and CTC responses to the 2023 CTC Evaluation that was conducted February-May 2023 may be found in Appendix P: CTC Evaluation Findings, Recommendations s and CTC Response.

### 1. Planning Agency Evaluation Process

In Palm Beach County, the Designated Official Planning Agency (DOPA) is the Palm Beach TPA. The 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 TPA board appoints the TD LCB. While the LCB does not review the performance of the TPA, its input, suggestions, and requests are transmitted directly to the TPA Board for discussion and action.





# Appendices



## APPENDICES

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## Appendix A – Memorandum of Agreement

The July 1, 20202217 through June 202722 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

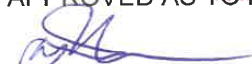
  
Signature

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



David Darm

Printed Name of Authorized Individual

  
Signature

Executive Director  
Title

## **Appendix B – Government Regulation and Funding Programs**

### *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.

### *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.

### *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.

### *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.

### *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 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**

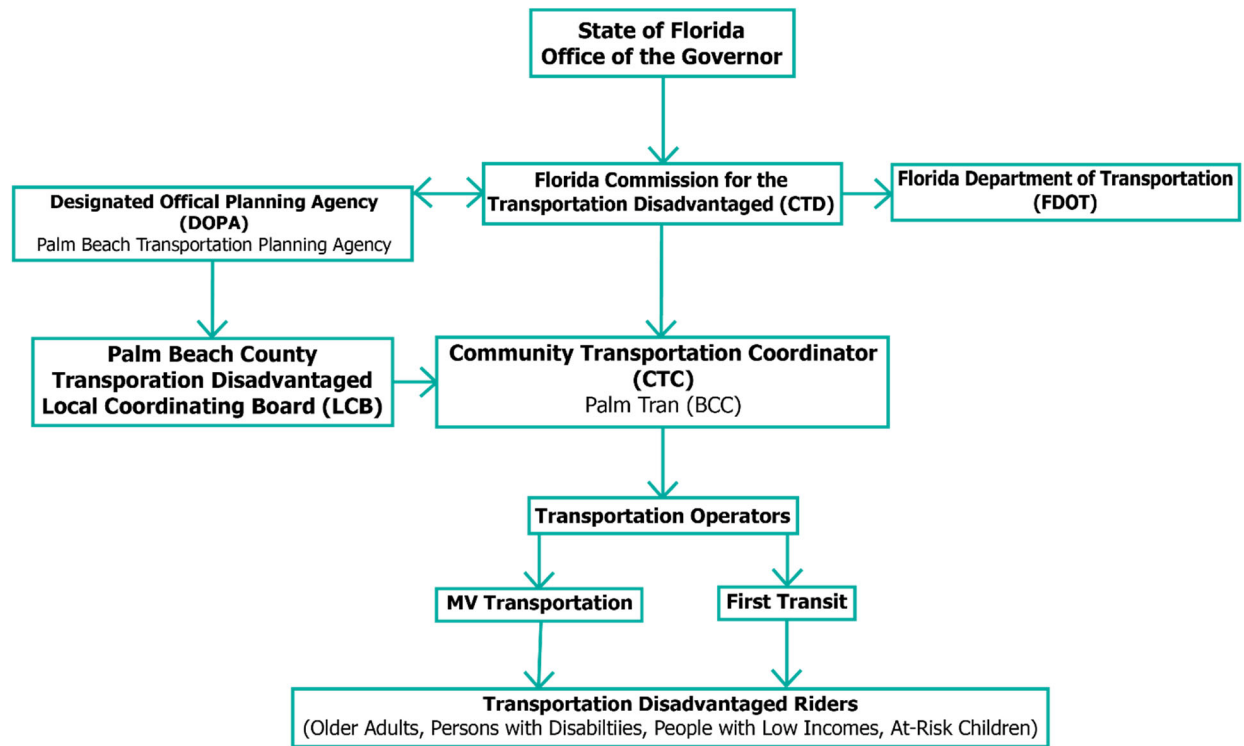
FTA apportions funds to designated recipients, which then sub-allocate funds to state and local governmental authorities, including public transportation providers.

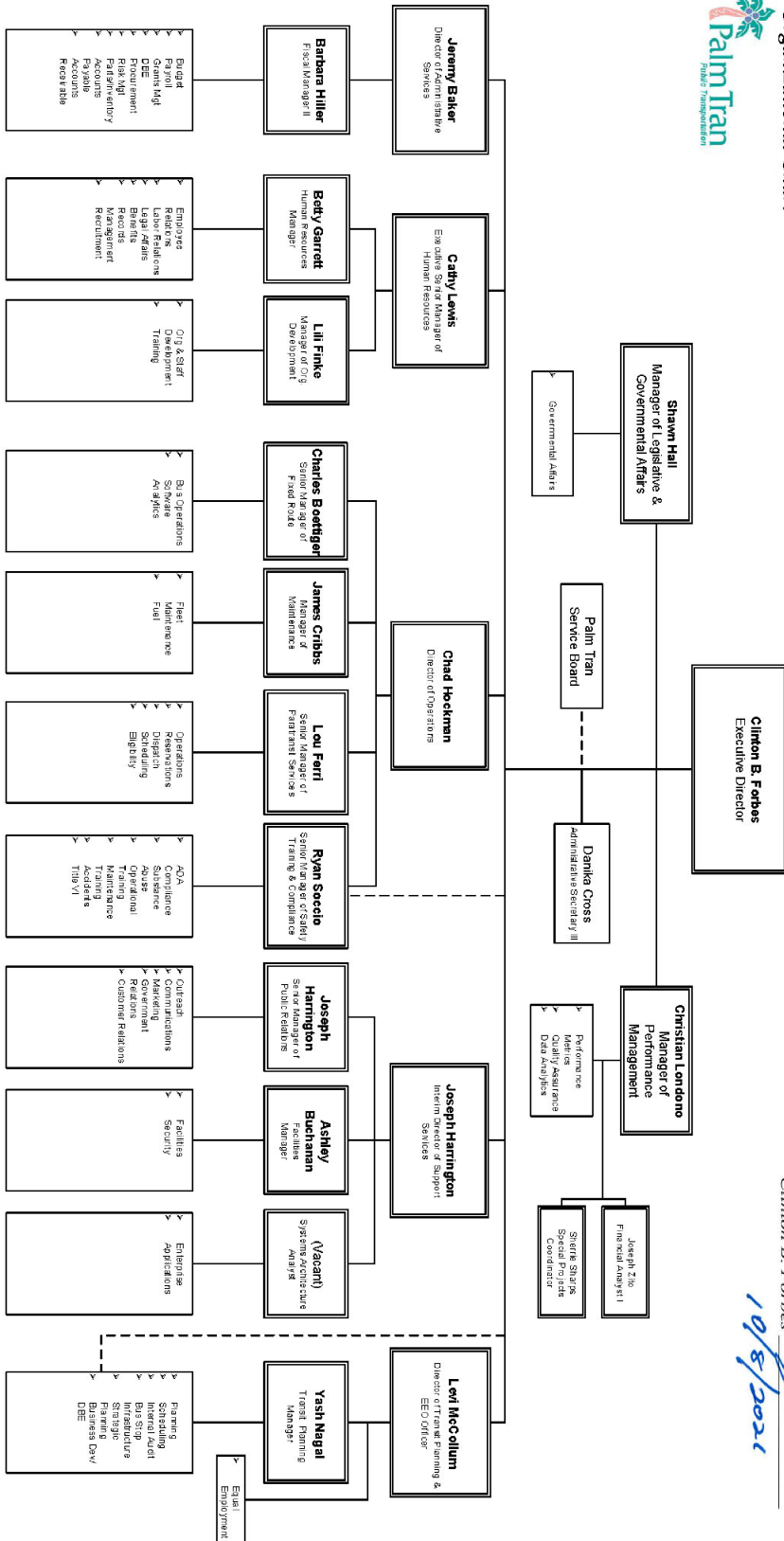
#### **Eligible Activities**

- 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.

## Appendix C – Organizational Charts





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, (601) 841-4200.

10/8/2021



## Appendix D – Inventory of Available Transportation Services

212, LLC <u>17662 Circle Pond Court Boca Raton, FL 33496</u> Evan Michaels, President (561) 394-4104 <a href="http://www.coastalcar.com">www.coastalcar.com</a> <b># of Vehicles - 22</b>	A 2 Z Limousine Inc. <u>3430 NW 16th St Suite #1 Lauderhill, FL 33311</u> Edward A. Henriquez, Owner (954) 792-2005 <a href="http://www.a2z-limo.com">www.a2z-limo.com</a> <b># of Vehicles - 7</b>	1st Choice Medical Transit LLC <u>1310 SW 1st Ave Fort Lauderdale, FL 33315</u> Francis Heron, President (954) 522-1617 <b># of Vehicles - 2</b>
7 Star Transportation, Inc. <u>P.O. Box 970445 Miami, FL 33157</u> Norman DaCosta, President (305) 238-2400 <b># of Vehicles - 2</b>	A B & Z Services, Inc. <u>P. O. Box 212186 Royal Palm Beach, FL 33414</u> Richard Catanzaro, President (561) 772-1858 <a href="http://www.astarlimo.net">www.astarlimo.net</a> <b># of Vehicles - 2</b>	1st Yellow Taxi, Inc. <u>2377 Caroma Lane West Palm Beach, FL 33405</u> Abida Abdelahak, President (561) 640-0001 <b># of Vehicles - 3</b>
A & A Admiral Airport Limousine & Taxi Service, Inc. <u>105 Chadwick Drive Jupiter, FL 33458</u> Don Scornavacca, Owner (561) 747-7585 <b># of Vehicles - 3</b>	A Corporate Rate Limo, Inc. <u>2991 Center Port Circle Pompano Beach, FL 33064</u> Loretta Croken, President (954) 782-8636 <b># of Vehicles - 8</b>	7E Limousine Service Corp. <u>1013 SW 7 th Terr Hallandale, FL 33009</u> Franklin R. Elvir Diaz, President (954) 516-5466 <b># of Vehicles - 2</b>
A Family Limousine, Inc. <u>1934 Tigertail Blvd Bldg #13 Dania Beach, FL 33004</u> George Asseraf, President (954) 522-7455 <a href="http://www.afamilylimo.com">www.afamilylimo.com</a> <b># of Vehicles - 15</b>	A Diamond Limousine <u>15210 75th Lane N Loxahatchee, FL 33470</u> Miguel Medina, Owner (561) 383-8888 <b># of Vehicles - 2</b>	A & G Limousine Inc. <u>475 NW Raymond Lane Port St. Lucie, FL 34983</u> Adolph Silvestri, Jr., President (772) 871-0192 <b># of Vehicles - 2</b>
A1A Airport Transportation <u>8317 Maidencane Place Port St. Lucie, FL 34952</u> Yvonne Fehr, Owner (772) 485-4710 <b># of Vehicles - 2</b>	A.T.C. Limo, Inc. <u>2336 SE Ocean Blvd Stuart, FL 34996</u> Randall R. Tschannen, President (772) 221-0101 <b># of Vehicles - 3</b>	A1 Luxury Limousine of South Florida Inc. <u>6922 Houlton Circle Lake Worth, FL 33426</u> Eric Salat, President (561) 964-7764 <a href="http://a1limobus.com">a1limobus.com</a> <b># of Vehicles - 5</b>
AAbove Executive Sedan Service LLC <u>6257 Mullin St Jupiter, FL 33458</u> Clarence Rainsburg, Limited Partner (561) 741-3435 <b># of Vehicles - 2</b>	AA United Transportation LLC <u>256 NE 14th St Delray Beach, FL 33405</u> Julien Jeune, Manager (561) 838-8884 <a href="http://www.aaunitedcab.com">www.aaunitedcab.com</a> <b># of Vehicles - 7</b>	Able Airport & Transport Service, Inc. <u>106 Commerce Way #A-9 Jupiter, FL 33458</u> Karen Marotta, President (561) 575-1177 <a href="http://WWW.ABLELIMO-ONLINE.COM">WWW.ABLELIMO-ONLINE.COM</a> <b># of Vehicles - 9</b>
AMS Airport & Seaport Service <u>14410 65th Way N Palm Beach Gardens, FL 33418</u> Peter N. Szabo, President (561) 624-9330 <b># of Vehicles - 5</b>	AAA Super Checker Cab, Inc. <u>199 Dorothy Drive West Palm Beach, FL 33407</u> Sauveur Atilus, President (561) 202-6161 <b># of Vehicles - 5</b>	Admiral Limousine Service, Inc. <u>13255 W Dixie Hwy North Miami, FL 33161</u> Mohammad Shokripour, President (305) 899-9320 <a href="http://www.admirallimousine.com">www.admirallimousine.com</a> <b># of Vehicles - 3</b>

<p>Adventure Limousine Service Inc.  <u>3301 NE 5 Ave Suite 720</u><u>Miami, FL 33137</u>  Mark E. Hirt, President  (305) 944-5466  <a href="http://www.adventurelimousine.com">www.adventurelimousine.com</a>  <b># of Vehicles - 11</b></p>	<p>ATM Transportation Corporation  <u>360 E Lake Road</u><u>Palm Springs, FL 33461</u>  Molly Alfonso, President  (561) 967-7590  <b># of Vehicles - 2</b></p>	<p>Advanced Luxury Limo, Inc.  <u>20423 State Road 7 Suite F6-280</u><u>Boca Raton, FL 33434</u>  Betty Thompson, President  (561) 451-2908  <b># of Vehicles - 5</b></p>
<p>Affordable Shuttle, LLC.  <u>1517 NW Lake Point</u><u>Stuart, FL 34994</u>  Kenneth Shamon, President  (772) 692-3772  <b># of Vehicles - 2</b></p>	<p>Abe's Limousine Service Corp.  <u>1707 Pierce Drive</u><u>Lake Worth, FL 33460</u>  Ibrahim Zekry Boutros, President  (561) 547-7773  <a href="http://www.abeslimousineservice.com">www.abeslimousineservice.com</a>  <b># of Vehicles - 10</b></p>	<p>Airport Sedan &amp; Limo Service, Inc.  <u>2377 Caroma Lane</u><u>West Palm Beach, FL 33415</u>  Taha Gharnit, President  (561) 630-9996  <a href="http://www.airportsedanandlimo.com">www.airportsedanandlimo.com</a>  <b># of Vehicles - 2</b></p>
<p>Airport &amp; Limo Service of The Palm Beaches, Inc.  <u>312 SW 11th Ave</u><u>Boynton Beach, FL 33435</u>  John Van De Warker, President  (561) 243-8824  <b># of Vehicles - 6</b></p>	<p>Act One Limousine Inc.  <u>18560 Ocean Mist Drive</u><u>Boca Raton, FL 33498</u>  Ofer Vered, President  (561) 272-7027  <b># of Vehicles - 4</b></p>	<p>Ajay Transportation, Inc.  <u>2440 SE Federal Hwy Suite 115</u><u>Stuart, FL 34994</u>  A. John Bettencourt, President  (772) 286-2637  <a href="http://www.cobblestonelimo.com">www.cobblestonelimo.com</a>  <b># of Vehicles - 7</b></p>
<p>Airport Executive Towncar Service, Inc.  <u>2621 Exuma Road</u><u>West Palm Beach, FL 33406</u>  Dan Tischler, President  (561) 966-6920  <b># of Vehicles - 2</b></p>	<p>Advantage Airport Limousine Service, Inc.  <u>2925 NE 190th St Apt 304</u><u>Aventura, FL 33179</u>  Jorge O. Valencia, President  (786) 493-5489  <b># of Vehicles - 2</b></p>	<p>All Points Transport Service , Inc.  <u>5329 NW 107th Ave</u><u>Coral Springs, FL 33076</u>  Stewart Goldberg, President  (954) 698-0233  <b># of Vehicles - 2</b></p>
<p>Airport Sedan &amp; Limo Service, Inc.  <u>2377 Caroma Lane</u><u>West Palm Beach, FL 33415</u>  Taha Gharnit, President  (561) 630-9996  <a href="http://www.airportsedanandlimo.com">www.airportsedanandlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>All Boca Car Service, Inc.  <u>7431-34 W Atlantic Ave Suite 128</u><u>Delray Beach, FL 33446</u>  Harold Glen Mathews, Jr., President  (561) 496-0248  <b># of Vehicles - 2</b></p>	<p>All Transport Service, Inc.  <u>11101 Mandarin Street</u><u>Boca Raton, FL 33428</u>  Munzad Alli Khan, President  (561) 702-0373  <b># of Vehicles - 5</b></p>
<p>Ajay Transportation, Inc.  <u>2440 SE Federal Hwy Suite 115</u><u>Stuart, FL 34994</u>  A. John Bettencourt, President  (772) 286-2637  <a href="http://www.cobblestonelimo.com">www.cobblestonelimo.com</a>  <b># of Vehicles - 7</b></p>	<p>All County Yellow Cab, L.L.C.  <u>3700 Georgia Ave Suite 18</u><u>West Palm Beach, FL 33405</u>  Peter John, Manager  (561) 721-9555  <b># of Vehicles - 4</b></p>	<p>Allenby Enterprises, Inc.  <u>3155 N Palm Aire Drive #105</u><u>Pompano Beach, FL 33436</u>  Hazel A. Allenby, Vice President  (877) 900-5787  <b># of Vehicles - 2</b></p>
<p>All Points Transport Service , Inc.  <u>5329 NW 107th Ave</u><u>Coral Springs, FL 33076</u>  Stewart Goldberg, President  (954) 698-0233  <b># of Vehicles - 2</b></p>	<p>Andrew Limousine Service, Inc.  <u>9110 Palomino Drive</u><u>Lake Worth, FL 33467</u>  Jaime Toro, President  (561) 433-8349  <a href="http://www.andrewlimo.com">www.andrewlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Alpine Limousine, Inc.  <u>205 N Dixie Hwy</u><u>Hallandale, FL 33009</u>  Lukasz Sadowski, President  (954) 455-7300  <b># of Vehicles - 3</b></p>
<p>Aloha Limousines, Inc.  <u>2725 Willow Lane</u><u>Lauderdale Lakes, FL 33311</u>  Cynthia Sewell, President  (954) 535-0999  <b># of Vehicles - 3</b></p>	<p>Aristy Enterprises, Inc.  <u>10743 Lake Oak Way</u><u>Boca Raton, FL 33498</u>  1512  Charles Aristy, President  (561) 218-1887  <b># of Vehicles - 18</b></p>	<p>Always Available Service, Inc.  <u>4737 N Ocean Blvd #215</u><u>Lauderdale-By-The-Sea, FL 33308</u>  Richard Weimer, President  (954) 815-1093  <b># of Vehicles - 2</b></p>

<p>Always on Time Car Service, Inc.  <u>9353-A Boca Gardens Pkwy Boca Raton, FL 33496</u>  Theodore Hecht, President  (561) 218-0420  <b># of Vehicles - 3</b></p>	<p>At Your Service Transportation Inc.  <u>11212 180th Court SBoca Raton, FL 33498</u>  Melvin Posner, Owner  (561) 488-9963  <a href="http://www.aystransport.com">www.aystransport.com</a>  <b># of Vehicles - 5</b></p>	<p>An Ultimate Limousine &amp; Transportation Inc.  <u>P. O. Box 7765 Jupiter, FL 33458</u>  Donald White, Jr., President  (561) 575-7353  <b># of Vehicles - 8</b></p>
<p>American Cab/Limo/Airport Services Corp.  <u>P.O. Box 7163 West Palm Beach, FL 33405</u>  Joseph Yves Cius, President  (561) 721-2222  <b># of Vehicles - 4</b></p>	<p>Avanti Limousine Service, LLC  <u>5425 N Dixie Hwy #A Boca Raton, FL 33436</u>  Marguerite Sibley, Managing Member  (561) 241-9955  <a href="http://www.avantilimousine.com">www.avantilimousine.com</a>  <b># of Vehicles - 6</b></p>	<p>Angel's Inc. W.P.B  <u>6049 Country Estate Drive Lake Worth, FL 33467</u>  Joanne Berchielli, President  (561) 704-9893  <b># of Vehicles - 3</b></p>
<p>Around the Clock Airport &amp; Seaport Shuttle Inc.  <u>6719 SE Yorktown Drive Hobe Sound, FL 33455</u>  Walter A. Braider, President  (772) 336-2266  <b># of Vehicles - 3</b></p>	<p>Bernie's Car Service  <u>21648 Cypress Road No 13D Boca Raton, FL 33433</u>  Bernard Packman, Owner  (561) 470-5310  <b># of Vehicles - 2</b></p>	<p>Around Town Limousine Service, Inc.  <u>13086 86 Road NW West Palm Beach, FL 33412</u>  David Spring, President  (561) 422-3966  <b># of Vehicles - 2</b></p>
<p>At Your Service Town Cars, Inc.  <u>9844A Boca Gardens Circle NBoca Raton, FL 33496</u>  Kenneth Baumgarten, President  (561) 756-0714  <b># of Vehicles - 2</b></p>	<p>Best Shuttle Service  <u>512 SE Tanner Ave Port St. Lucie, FL 34984</u>  Robert Levine, Owner  (772) 240-9748  <b># of Vehicles - 2</b></p>	<p>Aventura Limousine &amp; Transportation Service, Inc.  <u>20251 NE 15th Court North Miami Beach, FL 33179</u>  Neil M. Goodman, President  (305) 770-5466  <a href="http://www.aventuralimo.com">www.aventuralimo.com</a>  <b># of Vehicles - 31</b></p>
<p>Athens Limousine Services, L.C.  <u>7531 High Ridge Road Boynton Beach, FL 33426</u>  Kelton H. Cuevas, President  (561) 585-8014  <b># of Vehicles - 3</b></p>	<p>Big Apple Limousine Service, Inc.  <u>2691 S Course Drive Apt 202 Pompano Beach, FL 33069</u>  William Wheeler, President  (954) 956-8157  <b># of Vehicles - 2</b></p>	<p>B &amp; B Limo Services, Inc.  <u>3553 Wiles Road #303 Coconut Creek, FL 33442</u>  Djalma Boechat, Jr., President  (754) 264-2185  <b># of Vehicles - 3</b></p>
<p>Atlantic/Palm Beach Ambulance Inc.  <u>1105 Barnett Drive Suite D Lake Worth, FL 33461</u>  William A. Sanger, President  (561) 533-5633  <b># of Vehicles - 20</b></p>	<p>Black Diamond Transportation Services, Inc.  <u>P. O. Box 23471 Fort Lauderdale, FL 33444</u>  Scott Middleman, President  (800) 685-4789  <a href="http://WWW.BLACKDIAMOND.ORG">WWW.BLACKDIAMOND.ORG</a>  <b># of Vehicles - 10</b></p>	<p>Beacon Transportation  <u>2604 Wabash Drive North Palm Beach, FL 33410</u>  Christine Black, President  (561) 248-5241  <a href="http://beaconairporttransportation.com">beaconairporttransportation.com</a>  <b># of Vehicles - 3</b></p>
<p>Avanti Limousine Service, Inc.  <u>5425 N Dixie Hwy Boca Raton, FL 33487</u>  John Sibley, President  (561) 241-9955  <a href="http://www.avantilimousine.com">www.avantilimousine.com</a>  <b># of Vehicles - 5</b></p>	<p>Black and White Cab/Transportation, Inc.  <u>P. O. Box 2061 West Palm Beach, FL 33407</u>  Joe JR Desilien, Vice-President  ()  <b># of Vehicles - 2</b></p>	<p>Bellwood LLC  <u>38 S Federal Hwy Suite 10 Dania Beach, FL 33004</u>  Fabian Beltran, Limited Partner  (954) 391-8277  <a href="http://www.bellwoodlimos.com">www.bellwoodlimos.com</a>  <b># of Vehicles - 3</b></p>
<p>BGD Miami, Inc.  <u>3085 NE 183rd Lane Aventura, FL 33009</u>  Srdjan Kostic, President  (954) 536-5522  <a href="http://www.Limofino.com">www.Limofino.com</a>  <b># of Vehicles - 3</b></p>	<p>Blue Chip Corporate Transportation, Inc.  <u>2107 Bellcrest Court Royal Palm Beach, FL 33411</u>  John Donovan, President  (561) 575-1450  <b># of Vehicles - 2</b></p>	<p>Big Apple Airport Car Service  <u>4136 Gulfstream Road Lake Worth, FL 33461</u>  Timothy Wielonski, Owner  (561) 866-8434  <b># of Vehicles - 6</b></p>

Beauty of the Creation Taxi <u>5094 NW 6th Court Delray Beach, FL 33445</u> Gheteau Charles, Owner (561) 396-3734 <b># of Vehicles - 2</b>	Boca Raton Transportation, Inc. <u>1450 NW 1st Ave Boca Raton, FL 33432</u> P. Rodney Cunningham, Owner (561) 368-8333 <a href="http://www.bocatrans.com">www.bocatrans.com</a> <b># of Vehicles - 44</b>	Black Cab Express Inc. <u>4272 S Landar Drive Lake Worth, FL 33405</u> Youssef Lotfi, President (561) 317-1000 <b># of Vehicles - 2</b>
Benevento Enterprise, Inc. <u>2480 Little Rock Court Wellington, FL 33414</u> Ernesto Benevento, President (561) 792-3500 <a href="http://www.flalimo4u.com">www.flalimo4u.com</a> <b># of Vehicles - 2</b>	Bomar Enterprises, Inc. <u>10097 Cleary Blvd No 233 Fort Lauderdale, FL 33324</u> Robert J. Boroday, President (954) 771-5466 <b># of Vehicles - 32</b>	Black Jack Limousine Service Inc. <u>11476 Seagrass Circle Boca Raton, FL 33498</u> Antonio Giannocoli, President (561) 852-2345 <b># of Vehicles - 4</b>
Blair Limousine Service, Inc. <u>1730 S Federal Hwy Suite 257 Delray Beach, FL 33433</u> Gary W. Blair, President (561) 391-9740 <a href="http://www.blairlimo.com">www.blairlimo.com</a> <b># of Vehicles - 5</b>	Brazilian Limousine Service <u>114 Lismore Lane Jupiter, FL 33458</u> Ron Tabibian, Owner (561) 684-1512 <b># of Vehicles - 3</b>	Car Service Plus Inc. <u>529 NW 87th Terr Coral Springs, FL 33071</u> Stephen Fein, President (954) 346-7515 <b># of Vehicles - 2</b>
Blue Star Taxi Service, Inc. <u>1538 Avenue E Riviera Beach, FL 33407</u> Provert Pierre, President (561) 844-7366 <a href="http://www.bluestartaxiservice.com">www.bluestartaxiservice.com</a> <b># of Vehicles - 3</b>	Classic VIP Limousine, Inc. <u>10 Starfish Drive Vero Beach, FL 32960</u> Ray VanWagenen, President (772) 778-7590 <a href="http://classicvip.com">classicvip.com</a> <b># of Vehicles - 12</b>	Carey Limousine Florida, Inc. <u>4595 Oakes Road Davie, FL 33314</u> Gary Kessler, President (305) 892-5829 <a href="http://www.ecarey.com">www.ecarey.com</a> <b># of Vehicles - 36</b>
Boyce Trans, Inc. <u>102 NW Spanish River Blvd Boca Raton, FL 33431</u> Rick Versace, President (561) 391-4762 <a href="http://www.A1ALimo.com">www.A1ALimo.com</a> <b># of Vehicles - 21</b>	Coastline Transportation, Inc. <u>P. O. Box 814087 Hollywood, FL 33021</u> Daniel Richardson, President (954) 981-9010 <a href="http://www.coastlinetransport.com">www.coastlinetransport.com</a> <b># of Vehicles - 3</b>	Champion Airport Transportation, Inc. <u>20894 Springs Terr Boca Raton, FL 33428</u> John C. Vareles, President (561) 451-1248 <b># of Vehicles - 2</b>
Broward Limousine & Airport Service, Inc. <u>7342 NW 5th St Plantation, FL 33317</u> Abilio Pimenta, President (954) 791-3000 <a href="http://www.browardlimo.com">www.browardlimo.com</a> <b># of Vehicles - 13</b>	Coral Limousine <u>169 NW 44th St #44 Fort Lauderdale, FL 33309</u> Timothy Reilly, Owner (954) 261-0017 <a href="http://www.corallimousine.net">www.corallimousine.net</a> <b># of Vehicles - 2</b>	Clif's Limousine & Sedan Service <u>188 Bilbao St Royal Palm Beach, FL 33411</u> Clifton Sabar, Owner (561) 506-3104 <b># of Vehicles - 2</b>
CK Transportation Services, Inc <u>1400 SW 27th Ave No A1 Boynton Beach, FL 33426</u> Georges Bassil, President (561) 543-2878 <b># of Vehicles - 3</b>	Courteous Car Service <u>3520 Avenue F Riviera Beach, FL 33404</u> Otis Jones, Owner (877) 888-9736 <b># of Vehicles - 3</b>	Condo Limousines & Airport Services <u>1331 S Dixie Hwy W Unit 1A Pompano Beach, FL 33060</u> Eli Sofro, President (561) 391-1213 <a href="http://www.broadwaylimos.net">www.broadwaylimos.net</a> <b># of Vehicles - 4</b>
Choice Cab Service, Inc. <u>3700 Georgia Ave #8 West Palm Beach, FL 33405</u> Al Jones, President (561) 201-7726 <a href="http://www.choicecabwpb.com">www.choicecabwpb.com</a> <b># of Vehicles - 3</b>	Cris Transportation Services, LLC <u>5370 State Road 84 Bay #1 Davie, FL 33314</u> Maria Rodriguez, Manager (954) 791-8077 <a href="http://www.cristransport.com">www.cristransport.com</a> <b># of Vehicles - 14</b>	Corporate Coaches, Inc. <u>P.O. Box 17825 Plantation, FL 33028</u> Andrew Bardar, President (305) 371-6088 <a href="http://www.corporatecoachesfla.com">www.corporatecoachesfla.com</a> <b># of Vehicles - 20</b>

<p>Classic Cab and Limo Service  <u>5447 Edgerton Ave</u><u>Lake Worth, FL 33405</u>  Milien Similien, Owner  (561) 650-1188  <b># of Vehicles - 7</b></p>	<p>D &amp; H Limousine, Inc.  <u>19411 Gulfstream Drive</u><u>Tequesta, FL 33469</u>  Deborah Neuhaus, President  (561) 741-1122  <b># of Vehicles - 2</b></p>	<p>Davcar, LLC  <u>528 N Palm Way</u><u>Lake Worth, FL 33463</u>  David Jampel, Owner  (561) 385-0861  <b># of Vehicles - 3</b></p>
<p>County Limousine Service, Inc.  <u>1375 S Military Trail</u><u>West Palm Beach, FL 33415</u>  Robert C. Fair, President  (561) 968-6300  <b># of Vehicles - 5</b></p>	<p>Deja Vu Limousines, Inc.  <u>632 Las Palmas Park</u><u>Boynton Beach, FL 33435</u>  Marilyn Cain, President  (561) 737-7777  <b># of Vehicles - 3</b></p>	<p>Delbert W. Blan  <u>4616 Palm Beach Canal Road</u><u>West Palm Beach, FL 33415</u>  Delbert Blan, Owner  (561) 662-9401  <b># of Vehicles - 2</b></p>
<p>Crown Transportation and Limousine, Inc.  <u>2127 SW 176th Terr</u><u>Miramar, FL 33029</u>  Saed Mattar, President  (954) 347-5504  <b># of Vehicles - 3</b></p>	<p>Diamond Limousine of Vero Beach, Inc.  <u>636 20th Ave</u><u>Vero Beach, FL 32962</u>  Bonnie Mintzer, President  (772) 569-8896  <b># of Vehicles - 12</b></p>	<p>Deluxe Limousine &amp; Transportation, Inc.  <u>13380 83rd Lane N</u><u>Riviera Beach, FL 33412</u>  Raymond Hernandez, President  (561) 340-9487  <a href="http://www.deluxelimousineonline.com">www.deluxelimousineonline.com</a>  <b># of Vehicles - 4</b></p>
<p>D &amp; J Transportation, Inc.  <u>4748 NW 6th Avenue</u><u>Pompano Beach, FL 33064</u>  Michael Shendell, President  (954) 783-9739  <a href="http://www.dj-transportation.com">www.dj-transportation.com</a>  <b># of Vehicles - 4</b></p>	<p>Dignitary Services LLC  <u>3395 Pony Run</u><u>Wellington, FL 33467</u>  Donald E. McCuaig, General Partner  (561) 422-8880  <a href="http://www.dignitaryservices.net">www.dignitaryservices.net</a>  <b># of Vehicles - 4</b></p>	<p>Diamond Car Services  <u>2530 Havenwood Road</u><u>West Palm Beach, FL 33415</u>  Carlos Padron, Owner  (561) 574-7149  <b># of Vehicles - 4</b></p>
<p>DAV EL of Palm Beach, Inc.  <u>1650 N Military Trail</u><u>West Palm Beach, FL 33462</u>  Scott Solombrino, President  (561) 687-9454  <a href="http://www.davel.com">www.davel.com</a>  <b># of Vehicles - 30</b></p>	<p>E &amp; G Limousine, Inc.  <u>3960 NW 1st Place</u><u>Deerfield Beach, FL 33442</u>  George Buono, President  (954) 428-9151  <b># of Vehicles - 4</b></p>	<p>Eagle Marsh Luxury Limousine L.L.C.  <u>3869 NW Royal Oak Drive</u><u>Jensen Beach, FL 34957</u>  Paul Howley, President  (772) 692-3322  <a href="http://www.eaglemarshluxurylimousine.com">www.eaglemarshluxurylimousine.com</a>  <b># of Vehicles - 4</b></p>
<p>David's Limousine Service  <u>P. O. Box 4333</u><u>Tequesta, FL 33477</u>  David R. Schott, Owner  (561) 747-0900  <a href="http://www.davidslimo.com">www.davidslimo.com</a>  <b># of Vehicles - 2</b></p>	<p>EGI, L.L.C.  <u>185 Citrus Trail Circle</u><u>Boynton Beach, FL 33410</u>  Reijo Palo, President  (561) 368-0721  <a href="http://www.callmydriver.com">www.callmydriver.com</a>  <b># of Vehicles - 4</b></p>	<p>East Coast Taxi LLC  <u>1616 N Florida Mango Road A-3</u><u>West Palm Beach, FL 33405</u>  Alan Valencia, Manager  (561) 687-5454  <b># of Vehicles - 12</b></p>
<p>Discover Taxi, LLC  <u>207 SE 4th Ave</u><u>Delray Beach, FL 33405</u>  Fenol St. Louis, President  (561) 441-5086  <b># of Vehicles - 3</b></p>	<p>Encore Travel/Transportation Corp.  <u>9260 Cove Point Circle</u><u>Boynton Beach, FL 33437</u>  Dennis C. Leahy, President  (561) 733-7755  <b># of Vehicles - 2</b></p>	<p>Elegant Airport Shuttle and Private Services, LLC  <u>243 SW Marathon Ave</u><u>Port St. Lucie, FL 34953</u>  Patricia Russo, President  (772) 785-6395  <b># of Vehicles - 2</b></p>
<p>E &amp; R Transportation, Inc.  <u>327 Sandtree Drive</u><u>Palm Beach Gardens, FL 33410</u>  Rezwanul Ahmed, President  (561) 584-4128  <b># of Vehicles - 11</b></p>	<p>Executive Express Limousines, Inc.  <u>1223 SW 5th Court</u><u>Fort Lauderdale, FL 33312</u>  David A. Marshall, President  (954) 410-6946  <b># of Vehicles - 5</b></p>	<p>Elite Transport Services, Inc.  <u>1639 New Haven Point Lane</u><u>West Palm Beach, FL 33411</u>  Joseph Avella, Owner  (561) 856-6177  <b># of Vehicles - 5</b></p>



<p>East Coast Limousine Service Inc.  <u>3255 SE 6th AveFort Lauderdale, FL 33316</u>  Mehdi Pourpaki, President  (954) 524-2555  <a href="http://www.eastcoastlimo.com">www.eastcoastlimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Express Taxi &amp; Limousine, Inc.  <u>964 Service StWest Palm Beach, FL 33407</u>  David Odias, President  (561) 689-9999  <b># of Vehicles - 10</b></p>	<p>Enock Fednas No No Taxi  <u>9280 SW 61st Way #BBoca Raton, FL 33428</u>  Enock Fednas, Owner  (561) 477-5954  <b># of Vehicles - 3</b></p>
<p>First Choice Limousine  <u>137 Burgundy CDelray Beach, FL 33484</u>  Harold Hechtman, Owner  (561) 573-8138  <b># of Vehicles - 2</b></p>	<p>Finesse Limousine, Inc.  <u>2684 NW 69th AvenueMargate, FL 33063</u>  Richard Luiz, President  (954) 341-1400  <a href="http://www.finesselimousine.com">www.finesselimousine.com</a>  <b># of Vehicles - 3</b></p>	<p>FAB Services, Inc.  <u>116 Bellezza TerrRoyal Palm Beach, FL 33411</u>  Jennifer Broglio, President  (561) 790-8899  <b># of Vehicles - 3</b></p>
<p>Flag Star Taxi  <u>245 NE 6th AveBoynton Beach, FL 33405</u>  Marcelin Augustin, Owner  (561) 436-0207  <b># of Vehicles - 2</b></p>	<p>Finest Transportation Inc.  <u>22252 Ensenada WayBoca Raton, FL 33433</u>  Thomas Megale, President  (561) 477-6222  <b># of Vehicles - 4</b></p>	<p>G.T.C. &amp; Associates of Boca, Inc.  <u>9232 Pecky Cypress Lane Apt 2-JBoca Raton, FL 33428</u>  Gary C. Corpas, President  (561) 715-2241  <a href="http://www.myspace.com/royalcoachman01">www.myspace.com/royalcoachman01</a>  <b># of Vehicles - 2</b></p>
<p>Florida Mentor  <u>1285 Flamingo DriveLantana, FL 33460</u>  Walter Kuethman, Director  (561) 533-0555  <a href="http://www.thementornetwork.com">www.thementornetwork.com</a>  <b># of Vehicles - 3</b></p>	<p>Gluck Enterprises LLC  <u>804 S Military TrailDeerfield Beach, FL 33442</u>  Robert Gluck, President  (954) 227-6666  <a href="http://www.absolute-limousines.com">www.absolute-limousines.com</a>  <b># of Vehicles - 7</b></p>	<p>Gayle's Transportation, Inc.  <u>1795 Pierce DriveLake Worth, FL 33407</u>  Hazel Gayle, President  (561) 540-5483  <b># of Vehicles - 4</b></p>
<p>Ft Lauderdale VIP Limo, Co  <u>1965 S Ocean Drive #6Hallandale, FL 33009</u>  Aldo Zambrano, President  (954) 462-8245  <a href="http://www.fortlauderdaleviplimo.com">www.fortlauderdaleviplimo.com</a>  <b># of Vehicles - 12</b></p>	<p>Gold Coast Limousines, Inc.  <u>P. O. Box 0995Hobe Sound, FL 33455</u>  Elizabeth A. Frederick, President  (561) 689-7117  <a href="http://www.gclimos.com">www.gclimos.com</a>  <b># of Vehicles - 2</b></p>	<p>Ghatit Enterprise, Inc.  <u>1220 Tangelo Terr Bay 13/14Delray Beach, FL 33444</u>  Ramze Ghatit, President  (954) 821-5098  <a href="http://www.rctlimo.com">www.rctlimo.com</a>  <b># of Vehicles - 9</b></p>
<p>Gardens Transportation, Inc.  <u>P.O. Box 30932Palm Beach Gardens, FL 33410</u>  Rosnel Cenord, President  (561) 346-2010  <b># of Vehicles - 15</b></p>	<p>Golden Cab Corporation  <u>2525 Old Okeechobee Road Suite #1West Palm Beach, FL 33405</u>  Jose J. Hernandez, President  (561) 588-8988  <a href="http://www.GoldenCabtaxi.com">www.GoldenCabtaxi.com</a>  <b># of Vehicles - 33</b></p>	<p>God's Chariots Transportation Service, Inc.  <u>282 SE Grove AvePort St. Lucie, FL 34983</u>  Robert J. Gramm, Sr., Owner  (772) 344-1298  <b># of Vehicles - 5</b></p>
<p>Gasolinera Inc.  <u>7251 W Palmetto Park Road Suite 303Boca Raton, FL 33433</u>  Rebekah Urbina, President  (561) 278-8000  <a href="http://www.apollo-transportation.com">www.apollo-transportation.com</a>  <b># of Vehicles - 7</b></p>	<p>Guatemex Taxi  <u>4050 Vicliff RoadWest Palm Beach, FL 33406</u>  Izabel Francisco, Owner  (561) 633-0549  <b># of Vehicles - 5</b></p>	<p>Horizon Medical Services, Inc.  <u>160 Congress Park Drive Suite 111Delray Beach, FL 33445</u>  Araceli K. Boutia, President  (561) 750-6620  <a href="http://www.horizontransportservices.com">www.horizontransportservices.com</a>  <b># of Vehicles - 6</b></p>
<p>Gorge Cab Transportation  <u>2682 Oklahoma StWest Palm Beach, FL 33406</u>  Jorge C. Carminate, Owner  (561) 856-4451  <b># of Vehicles - 2</b></p>	<p>H &amp; S Personal Car Service, Inc.  <u>6336 Shinnecock LaneLake Worth, FL 33463</u>  Sheryl Berkowitz, President  (561) 432-3000  <a href="http://handspcs.com">handspcs.com</a>  <b># of Vehicles - 6</b></p>	<p>J &amp; J Car &amp; Taxi, Inc.  <u>6744 Duval AveWest Palm Beach, FL 33411</u>  John Johnston, President  (561) 641-2424  <b># of Vehicles - 16</b></p>

Hobart Limousine Service <u>2110 Everglades Drive</u> <u>Miramar, FL 33023</u> Errol Robinson, President (954) 964-7555 <a href="http://www.hobartlimo.com">www.hobartlimo.com</a> <b># of Vehicles - 2</b>	Hillman Limousine Inc. <u>P.O.Box 970513</u> <u>Miami, FL 33177</u> Hillman Brown, President (305) 251-1413 <a href="http://www.hillmanlimousine.com">www.hillmanlimousine.com</a> <b># of Vehicles - 3</b>	Jose's Taxi Service LLC <u>4321 Viola Drive</u> <u>Lake Worth, FL 33463</u> Jose A. Arroyo, Manager (561) 503-9894 <b># of Vehicles - 4</b>
Hop Palm LLC <u>222 Clematis St #204</u> <u>West Palm Beach, FL 33401</u> Michelle Drysdale, President (561) 512-6376 <a href="http://www.hopcities.com">www.hopcities.com</a> <b># of Vehicles - 2</b>	Infinity Transportation, Inc. <u>1625 SW 1st Way C1</u> <u>Deerfield Beach, FL 33331</u> David Hine, President (954) 252-5466 <a href="http://www.infinity-transportation.com">www.infinity-transportation.com</a> <b># of Vehicles - 7</b>	I nternational Limo of South Florida Inc. <u>2300 SW 56 Terr</u> <u>Hollywood, FL 33023</u> Jean A. DiManche, President (954) 983-1292 <a href="http://www.intlimoofsouthfla.com">www.intlimoofsouthfla.com</a> <b># of Vehicles - 7</b>
JFC Corporation <u>P. O. Box 15331</u> <u>West Palm Beach, FL 33417 5331</u> Kevin W. Costanzo, President (561) 478-2282 <b># of Vehicles - 7</b>	Imperial Transportation P.B.C., Inc. <u>3114 45th St Suite #10</u> <u>West Palm Beach, FL 33407</u> Lucius Smith, President (561) 689-3663 <a href="http://www.imperialtaxi.com">www.imperialtaxi.com</a> <b># of Vehicles - 28</b>	KMC Executive Sedan Service <u>17060-8 Emile Street</u> <u>Boca Raton, FL 33487</u> Kenneth Cohen, Owner (561) 994-6121 <b># of Vehicles - 2</b>
JPA Airport & Limousine Service Inc. <u>700 SW 1st Court</u> <u>Boynton Beach, FL 33426</u> Patrick Juste, President (561) 572-5466 <b># of Vehicles - 3</b>	JBS Limousine Inc. <u>10690 Santa Laguna Drive</u> <u>Boca Raton, FL 33428</u> Richard Apfelbaum, President (561) 470-3300 <a href="http://www.jbslimousine.com">www.jbslimousine.com</a> <b># of Vehicles - 4</b>	LaCoquille Villas, Inc. <u>100 Evans Lane</u> <u>Manalapan, FL 33462</u> John Morgan, Vice-President (561) 586-4811 <b># of Vehicles - 2</b>
Jessy's Limousines, Corp. <u>5495 NW 79th Ave</u> <u>Doral, FL 33166</u> Kirenia Lopez, President (305) 640-9696 <a href="http://www.jessyslimo.com">www.jessyslimo.com</a> <b># of Vehicles - 2</b>	Jazz Limousine Service <u>305 Berenger Walk</u> <u>Royal Palm Beach, FL 33414</u> Gaynor Runcie, Owner (561) 795-3411 <b># of Vehicles - 3</b>	Lago-Mar Motel <u>317 N Federal Hwy</u> <u>Lake Worth, FL 33460</u> Marivsz Baran, Owner (561) 722-0890 <b># of Vehicles - 7</b>
Jim Diamond, Inc. <u>P. O. Box 694</u> <u>Hobe Sound, FL 33455</u> Suzanne Diamond Martin, President (772) 546-3471 <b># of Vehicles - 5</b>	Jesus Taxi <u>2551 Sundown Lane</u> <u>Lantana, FL 33462</u> Jesus Gaitan, Owner (561) 667-2815 <b># of Vehicles - 3</b>	Limoway.com, Inc. <u>300 S Pine Island Road #254</u> <u>Plantation, FL 33324</u> Karl Jones, President (954) 475-1590 <a href="http://www.limoway.com">http://www.limoway.com</a> <b># of Vehicles - 5</b>
John's Car Service, LLC <u>8608 SE 17th St</u> <u>Davie, FL 33324 5104</u> John M. Steele, President (954) 303-8747 <a href="http://www.johnscarservice.com">www.johnscarservice.com</a> <b># of Vehicles - 3</b>	Joseph's Luxury Transportation Services <u>2419 NE 10th St</u> <u>Hallandale, FL 33009</u> Yousuf Alsuwaidi, President (954) 647-8172 <b># of Vehicles - 2</b>	Mat Gar's Four Seasons Limo, Inc. <u>3797 NW 79th Ave</u> <u>Coral Springs, FL 33445</u> Manuel A. Recart, President (954) 344-9111 <b># of Vehicles - 5</b>

<p>King Cab Inc.  <u>3700 Georgia Ave #3 West Palm Beach, FL 33405</u>  Adolphe Ridore, President  () -  <b># of Vehicles - 10</b></p>	<p>Jupiter Town Car, Inc.  <u>13833 Wellington Trace Wellington, FL 33414</u>  Dennis Reilly, Director  (561) 748-2100  <b># of Vehicles - 3</b></p>	<p>Med Aide Services Inc.  <u>835 37th St West Palm Beach, FL 33407 4001</u>  Merlyn P. Roberts, President  (561) 845-6006  <b># of Vehicles - 6</b></p>
<p>Koby's Transpotours, Inc.  <u>5937 Ravenswood Road H-17 Dania, FL 33312</u>  Koby Berger, President  (954) 445-6601  <b># of Vehicles - 2</b></p>	<p>K.T.'S Car Service  <u>1104 Pine Tree Drive Lantana, FL 33462</u>  Kevin Thompson, Owner  (561) 324-0619  <b># of Vehicles - 2</b></p>	<p>Mike's Transportation  <u>5191 Casa Real Drive Delray Beach, FL 33484 4918</u>  Michael Fischel, Owner  (561) 498-1048  <b># of Vehicles - 2</b></p>
<p>L.M.C.A., Inc.  <u>4416 Areca Palm Drive Fort Pierce, FL 34982</u>  Lois J Duncan, President  (800) 386-5622  <b># of Vehicles - 4</b></p>	<p>Key Transportation Service Corp.  <u>199 NW 79th Street Miami, FL 33150</u>  Orlie Jedwab, President  (305) 751-5005  <a href="http://www.key-transportation.com">www.key-transportation.com</a>  <b># of Vehicles - 6</b></p>	<p>Mizner Limousine Inc.  <u>254 NW 6th Ave Boca Raton, FL 33433</u>  Marcelo Tonetti, President  (561) 391-0917  <b># of Vehicles - 3</b></p>
<p>LX Transportation &amp; Home Care, Inc.  <u>5345 NW 93rd Terr Sunrise, FL 33433</u>  Patrick Gabbidon, President  (800) 427-0419  <b># of Vehicles - 2</b></p>	<p>Klassy Koach Limousine, Inc.  <u>11767 W Rambling Drive West Palm Beach, FL 33409</u>  Steve M. Hall, President  (561) 688-1111  <a href="http://WWW.KlassyKoach.com">WWW.KlassyKoach.com</a>  <b># of Vehicles - 7</b></p>	<p>Palm Beach Limo 1  <u>P. O. Box 7287 West Palm Beach, FL 33409</u>  Robert Simeon, Owner  (561) 429-8868  <b># of Vehicles - 2</b></p>
<p>Lanny Levin  <u>15216 Lakes of Delray Blvd Apt 126 Delray Beach, FL 33484</u>  Lanny Levin, Owner  (561) 498-1035  <b># of Vehicles - 2</b></p>	<p>L &amp; W Limousine, Inc.  <u>5074 Marina Circle Boca Raton, FL 33446</u>  Lisa Ann Sayles, President  (866) 647-5466  <b># of Vehicles - 4</b></p>	<p>Palm Beach Transportation Group, LLC  <u>1700 N Florida Mango Road West Palm Beach, FL 33409</u>  Cullan F. Meathe, President  (561) 689-4222  <b># of Vehicles - 221</b></p>
<p>Luxury Limousine of Palm Beach, Inc.  <u>4113 Cedar Ave Palm Beach Gardens, FL 33410</u>  Paul Antonelli, Jr., President  (561) 622-5566  <a href="http://WWW.LUXURYLIMO.NET">WWW.LUXURYLIMO.NET</a>  <b># of Vehicles - 3</b></p>	<p>LCI Limo Services, LLC  <u>7132 Mariana Court Boca Raton, FL 33433</u>  Carolina Salgado, General Partner  (305) 577-8866  <a href="http://www.lci-limoservices.com">www.lci-limoservices.com</a>  <b># of Vehicles - 2</b></p>	<p>Palm Beach Tours &amp; Transportation, Inc.  <u>5900 Georgia Ave West Palm Beach, FL 33405</u>  John Critchett, President  (561) 655-5515  <a href="http://www.pbtt.com">www.pbtt.com</a>  <b># of Vehicles - 17</b></p>
<p>M &amp; M Airport &amp; Car Svc.  <u>11499 Orange Blossom Lane Boca Raton, FL 33428</u>  Barbara Proctor, President  (561) 488-6014  <b># of Vehicles - 4</b></p>	<p>La Limousines Chauffered Service, Inc.  <u>11415 E Golf Drive Miami, FL 33167</u>  Lee Morgan, President  (305) 685-5006  <a href="http://www.lalimomiami.com">www.lalimomiami.com</a>  <b># of Vehicles - 2</b></p>	<p>Preferred Limousine  <u>635 32nd Terr Vero Beach, FL 32968</u>  Robert Glennon, Owner  (772) 778-2000  <b># of Vehicles - 3</b></p>

<p>MGSJ, Inc.  <u>P.O. Box 2158Palm Beach, FL 33401</u>  William Groth, President  (561) 832-1858  <b># of Vehicles - 6</b></p>	<p>Liberty Limousine Service Inc  <u>P O Box 4334Vero Beach, FL 32962</u>  Helen Siguenza, President  (772) 473-1555  <a href="http://www.verobeachlimo.com">www.verobeachlimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Prestige Transportation of Palm Beach  <u>11284 Edgewater CircleWellington, FL 33414</u>  Heriberto Espinetti, Owner  (561) 667-9120  <a href="http://www.prestigetransprotationonline.com">www.prestigetransprotationonline.com</a>  <b># of Vehicles - 8</b></p>
<p>Manalapan Trust Group  <u>211 E Sunrise Ave #1Lantana, FL 33462 4116</u>  Paul Beauchamp, President  (561) 547-1904  <a href="http://www.limocall.net">www.limocall.net</a>  <b># of Vehicles - 4</b></p>	<p>Limo 1 of Weston, Inc.  <u>P. O. Box 266528Weston, FL 33326</u>  Alicia Matthes, President  (954) 384-0966  <b># of Vehicles - 8</b></p>	<p>ProMed Transportation Corporation  <u>3900 Woodlake Blvd #211Greenacres, FL 33463</u>  Lucy Modric, President  (561) 649-1611  <b># of Vehicles - 11</b></p>
<p>McKinlay Enterprise, Inc.  <u>3900 SW 186th TerrMiramar, FL 33029</u>  Andrew D. Wilkinson, President  (954) 756-5401  <a href="http://www.mckinlay.us.com">www.mckinlay.us.com</a>  <b># of Vehicles - 2</b></p>	<p>Lisa Leblanc Enterprises Inc.  <u>14193 83rd Lane NLoxahatchee, FL 33470</u>  Lisa Tobener, President  (561) 790-7321  <a href="http://www.leblanclimo.com">www.leblanclimo.com</a>  <b># of Vehicles - 5</b></p>	<p>R T Funding Corp.  <u>5341 W Atlantic Ave #303Delray Beach, FL 33484</u>  Neil Tygar, President  (561) 455-0260  <b># of Vehicles - 2</b></p>
<p>Medics Transport Services Inc.  <u>2620 Forest Hill BlvdPalm Springs, FL 33406</u>  Andrew Cohen, President  (561) 964-0098  <a href="http://www.medicsambulance.com">www.medicsambulance.com</a>  <b># of Vehicles - 3</b></p>	<p>Luxamar, Inc.  <u>2571 Aragon Blvd Apt 412Sunrise, FL 33322</u>  Luis Marin, President  (754) 264-2215  <b># of Vehicles - 2</b></p>	<p>Sea-Air Limo Service, Inc.  <u>4613 N University Drive #168Coral Springs, FL 33067</u>  Linda Toemmes, President  (954) 755-7751  <a href="http://www.familycarservice.com">www.familycarservice.com</a>  <b># of Vehicles - 3</b></p>
<p>My Chauffeur, Inc.  <u>1302 N K StLake Worth, FL 33460</u>  Gary Searles, President  (561) 588-8989  <b># of Vehicles - 3</b></p>	<p>Luxury Transportation Services, Inc.  <u>104 Rosewood LaneGreenacres, FL 33463</u>  Juan C. Cordoba, President  (561) 577-4547  <b># of Vehicles - 3</b></p>	<p>Skylar II Company  <u>P. O. Box 1275Lake Worth, FL 33460</u>  Barbara Boutros, President  (561) 547-1011  <a href="http://www.skylarlimo.com">www.skylarlimo.com</a>  <b># of Vehicles - 4</b></p>
<p>N-MET, INC.  <u>3700 Georgia Ave # 9West Palm Beach, FL 33405</u>  James B. Keith, President  (561) 791-7390  <b># of Vehicles - 7</b></p>	<p>M&amp;R Limousine  <u>22186 Clock Tower WayBoca Raton, FL 33428</u>  Mark Tetelboim, Owner  (561) 756-3303  <b># of Vehicles - 5</b></p>	<p>Sarria Airport Services, Inc  <u>5716 NW 46th DriveCoral Springs, FL 33067</u>  Alejandro Sarria, President  (954) 383-6552  <a href="http://www.limo-florida.com">www.limo-florida.com</a>  <b># of Vehicles - 6</b></p>
<p>NMB Enterprises, Inc.  <u>18431 44th Place NLoxahatchee, FL 33470</u>  Nazir Mohammed, President  (561) 383-6158  <b># of Vehicles - 3</b></p>	<p>Michael's Car Service, Inc.  <u>1846 Ramsey DriveLake Worth, FL 33463</u>  Michael Mastropolito, Owner  (561) 582-3680  <b># of Vehicles - 4</b></p>	<p>Signature Limousine Services of the Palm Beaches  <u>3361 Belvedere Road Suite 00West Palm Beach, FL 33406</u>  Salvatore M. Ruggiero, President  (561) 683-1114  <b># of Vehicles - 3</b></p>
<p>NYC Limousine &amp; Transportation LLC  <u>19403 SW 68th StPembroke Pines, FL 33332</u>  Nilo Villamar, President  (954) 434-7003  <a href="http://www.nyclimousinellc.com">www.nyclimousinellc.com</a>  <b># of Vehicles - 3</b></p>	<p>Millenium Limo, Inc.  <u>4231 Derby DriveDavie, FL 33330</u>  Arnaldo Ricciulli, President  (800) 808-2062  <a href="http://www.milleniumlimo.com">www.milleniumlimo.com</a>  <b># of Vehicles - 10</b></p>	<p>Smooth Ride Inc.  <u>818 SE 10 AveDeerfield Beach, FL 33442</u>  Peter Califano, President  (954) 596-2344  <a href="http://www.letsgolimo.com">www.letsgolimo.com</a>  <b># of Vehicles - 3</b></p>

<p>New World Taxi Service LLC  <u>P.O. Box 8611 West Palm Beach, FL 33407</u>  Artil Merilien, President  (561) 833-5515  <b># of Vehicles - 3</b></p>	<p>My Chauffeur.Biz, Inc.  <u>8038 Stirrup Cay Court Boynton Beach, FL 33436</u>  John D'Ambrosio, President  (561) 441-7252  <a href="http://www.mychauffeur.biz">www.mychauffeur.biz</a>  <b># of Vehicles - 2</b></p>	<p>Sol Greenberg Transportation &amp; Travel  <u>8076 Sweetbriar Way Boca Raton, FL 33496</u>  Sol Greenberg, Owner  (561) 482-2955  <b># of Vehicles - 2</b></p>
<p>Niclino  <u>730 Malibu Bay Drive #306 West Palm Beach, FL 33406</u>  Abida Abdelhak, Owner  (561) 853-4679  <b># of Vehicles - 2</b></p>	<p>My Starlite Limousine Corp.  <u>6551 Chasewood N Drive #C Jupiter, FL 33458</u>  Haci Kaygun, Owner  (561) 744-7562  <a href="http://www.mystarlitelimo.com">www.mystarlitelimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Statewide Dispatch, Inc.  <u>6001 Georgia Ave Unit B West Palm Beach, FL 33405</u>  Rodolfo Gonzalez, President  (561) 588-8888  <b># of Vehicles - 23</b></p>
<p>Palm Tree Limo Service, Inc.  <u>151-54 SW 37th St Davie, FL 33331</u>  Keith White, President  (954) 217-4009  <b># of Vehicles - 4</b></p>	<p>N &amp; T Shuttle Service, LLC  <u>1561 Roy Drive West Palm Beach, FL 33415</u>  Chaivat Mata, President  (561) 641-6285  <b># of Vehicles - 4</b></p>	<p>Super Flag Taxi Company  <u>924 26th St West Palm Beach, FL 33407</u>  Rosemond Elcine, Owner  (561) 838-5515  <b># of Vehicles - 6</b></p>
<p>Paul Transportation Cab Taxi  <u>757 Venetian Circle #304 Lake Park, FL 33407</u>  Rosette Rosmer, Owner  (561) 689-9999  <b># of Vehicles - 2</b></p>	<p>NP Yellow Cab  <u>1860 Old Okeechobee Road Suite 511 West Palm Beach, FL 33409</u>  Nathalien Narcisse, President  (561) 514-0206  <b># of Vehicles - 4</b></p>	<p>Superior Transportation  <u>622 SW 78th Avenue Miami, FL 33144</u>  Rodrigo Santana, President  (305) 267-3822  <b># of Vehicles - 3</b></p>
<p>Personal Limousine Service of Boca Raton, Inc.  <u>199 NW 28th St Bay 12 Boca Raton, FL 33431</u>  Jerry Goldman, President  (561) 392-8868  <a href="http://www.personallimo.com">www.personallimo.com</a>  <b># of Vehicles - 22</b></p>	<p>Nelson Cab  <u>2964 Kirk Road Lake Worth, FL 33461</u>  Nelson Acevedo, Owner  (561) 432-1111  <b># of Vehicles - 4</b></p>	<p>TCT Services Inc.  <u>9007 Gardens Glen Circle Palm Beach Gardens, FL 33410</u>  Ernest Ganz, President  (561) 776-0076  <a href="http://www.northcountytransprotation.net">www.northcountytransprotation.net</a>  <b># of Vehicles - 9</b></p>
<p>Peter Deutsch Car Service  <u>3310 S Ocean Blvd #527 Highland Beach, FL 33487</u>  Peter Deutsch, Owner  (561) 445-7178  <b># of Vehicles - 2</b></p>	<p>Nice Guys Limousine and Transportation Company, In  <u>9045 La Fontana Blvd Suite 209 Boca Raton, FL 33428</u>  Larry Stachnik, President  (561) 852-0636  <a href="http://www.niceguyslimo.com">www.niceguyslimo.com</a>  <b># of Vehicles - 6</b></p>	<p>Taxi Cab USA Corp.  <u>P. O. Box 970185 Boca Raton, FL 33428</u>  Hector Mendieta, President  (561) 470-1122  <b># of Vehicles - 6</b></p>
<p>Premier Limousine of the Palm Beaches Inc.  <u>918 Pottawatomie St Jupiter, FL 33458</u>  Jeffrey Gibbons, President  (561) 747-0220  <b># of Vehicles - 6</b></p>	<p>Omnicar Transportation Services, LLC  <u>917 W Broome St Lantana, FL 33462</u>  Newton Pierre, Limited Partner  (561) 442-4444  <b># of Vehicles - 2</b></p>	<p>Trading Solutions, Inc.  <u>4111 NW 10th Ter. Fort Lauderdale, FL 33309</u>  Oscar Alfonso, President  (954) 868-7297  <a href="http://www.aqualitylimo.com">www.aqualitylimo.com</a>  <b># of Vehicles - 2</b></p>



Premier Transportation of Boca Raton, Inc. <u>22178 Majestic Woods WayBoca Raton, FL 33428</u> Alan Nicholas, President (954) 234-5503 <a href="http://premierofboca.com">premierofboca.com</a> <b># of Vehicles - 1</b>	Park Taxi, Inc. <u>139 N County Road Suite 23Palm Beach, FL 33480</u> John Campagnuolo, Sr., President (561) 832-2222 <a href="http://www.parklimo.net">www.parklimo.net</a> <b># of Vehicles - 54</b>	Trans Comfort Corp <u>6660 Somerset Drive Apt 107Boca Raton, FL 33433</u> Elsa Mogollon, President (561) 767-5300 <b># of Vehicles - 2</b>
Prestige Limousines, Inc. <u>21346 St. Andrews Blvd Suite 126Boca Raton, FL 33428</u> Staci Garcia, President (561) 451-2100 <a href="mailto:Ray@Prestigelimousines.com">Ray@Prestigelimousines.com</a> <b># of Vehicles - 6</b>	Personal Touch Transportation LLC <u>22696 SW 9th StBoca Raton, FL 33433</u> John Marra, President (561) 305-6880 <b># of Vehicles - 2</b>	Triple E Transportation Inc <u>5408 Barbados Square Vero Beach, FL 32967</u> Elden E. Earlywine, Jr., President (772) 562-8488 <b># of Vehicles - 7</b>
Red Lion Cab and Coach Inc. <u>5810 Georgia AveWest Palm Beach, FL 33405</u> James A. Chappell, President (561) 533-9499 <b># of Vehicles - 8</b>	Priority Transportation <u>1112 Weston Road PMB 266Weston, FL 33325</u> Eddy Moise, President (954) 473-6444 <a href="http://www.prioritylimo.com">www.prioritylimo.com</a> <b># of Vehicles - 3</b>	Tropical Non-Medical Transportation, LLC <u>2200 N Florida Mango Road S-402 West Palm Beach, FL 33409</u> Danny Hester, President (561) 615-7255 <a href="http://www.tropicalnonmedicaltransprotation.com">www.tropicalnonmedicaltransprotation.com</a> <b># of Vehicles - 13</b>
SMT Transportation <u>11230 Alligator TrailLake Worth, FL 33449</u> Susan Thomas, President (561) 798-2180 <a href="http://www.captainsairport.com">www.captainsairport.com</a> <b># of Vehicles - 10</b>	Professional Chauffeur Transportation Services, In <u>1504 Bay Road #3311Miami Beach, FL 33139</u> Christopher N. Davis, President (305) 490-0046 <b># of Vehicles - 2</b>	Trust Taxi Services <u>5500 Haverford WayLake Worth, FL 33463</u> Roges Estica, Owner (561) 853-4097 <b># of Vehicles - 3</b>
South Florida Transportation Inc <u>P. O. Box 3761Lantana, FL 33023</u> Matthew Fino, President (561) 244-7002 <a href="http://SouthFloridaTransportation.com">SouthFloridaTransportation.com</a> <b># of Vehicles - 17</b>	RIR Transportation Services <u>55 Tropic Isle Drive #37Delray Beach, FL 33483</u> Ralph I. Rothenback, Owner (561) 278-2890 <b># of Vehicles - 2</b>	Two Wheels, Inc. <u>6911 Garden RoadRiviera Beach, FL 33404</u> Bettye Jones, President (561) 863-5035 <b># of Vehicles - 5</b>
Southern Shuttle Services, Inc. <u>2595 NW 38th StMiami, FL 33409</u> Mark Levitt, President (305) 871-2000 <b># of Vehicles - 11</b>	Rose Taxi <u>5184 Woodland DriveDelray Beach, FL 33484</u> Jean P. Estabine, Owner (561) 455-2577 <b># of Vehicles - 2</b>	V.B. Kamen Studios, Inc. <u>1415 NE 25th StPompano Beach, FL 33064</u> Vladimir Kamenarovic, President (954) 588-1414 <a href="http://www.bookacar.net">www.bookacar.net</a> <b># of Vehicles - 8</b>
St. George of Palm Beach, Inc. <u>2735 Starwood CircleWest Palm Beach, FL 33406</u> Ashraf Kamel, President (561) 369-2814 <b># of Vehicles - 6</b>	South County Mental Health Center <u>16158 S Military TrailDelray Beach, FL 33484</u> Joseph Speicher, CEO (561) 637-1004 <b># of Vehicles - 2</b>	VRC Limousines, Inc. <u>501 S Royal Poinciana Blvd #1Miami Springs, FL 33166</u> Rafael Cardet, President (305) 345-4267 <a href="http://www.vrclimo.com">www.vrclimo.com</a> <b># of Vehicles - 3</b>
State Taxi <u>10602 NW 5th AveMiami, FL 33407</u> Delva Manus, Owner (561) 838-8899 <b># of Vehicles - 3</b>	South Florida Airport Service, Inc. <u>16754 Golfview DriveWeston, FL 33326</u> Elbio Ricardo Perez, President (954) 385-1515 <b># of Vehicles - 5</b>	Vamp Enterprise, LLC <u>621 SW 71st AvePembroke Pines, FL 33023</u> James Vamper, President (954) 894-3238 <a href="http://www.vampsupremelimo.com">www.vampsupremelimo.com</a> <b># of Vehicles - 3</b>

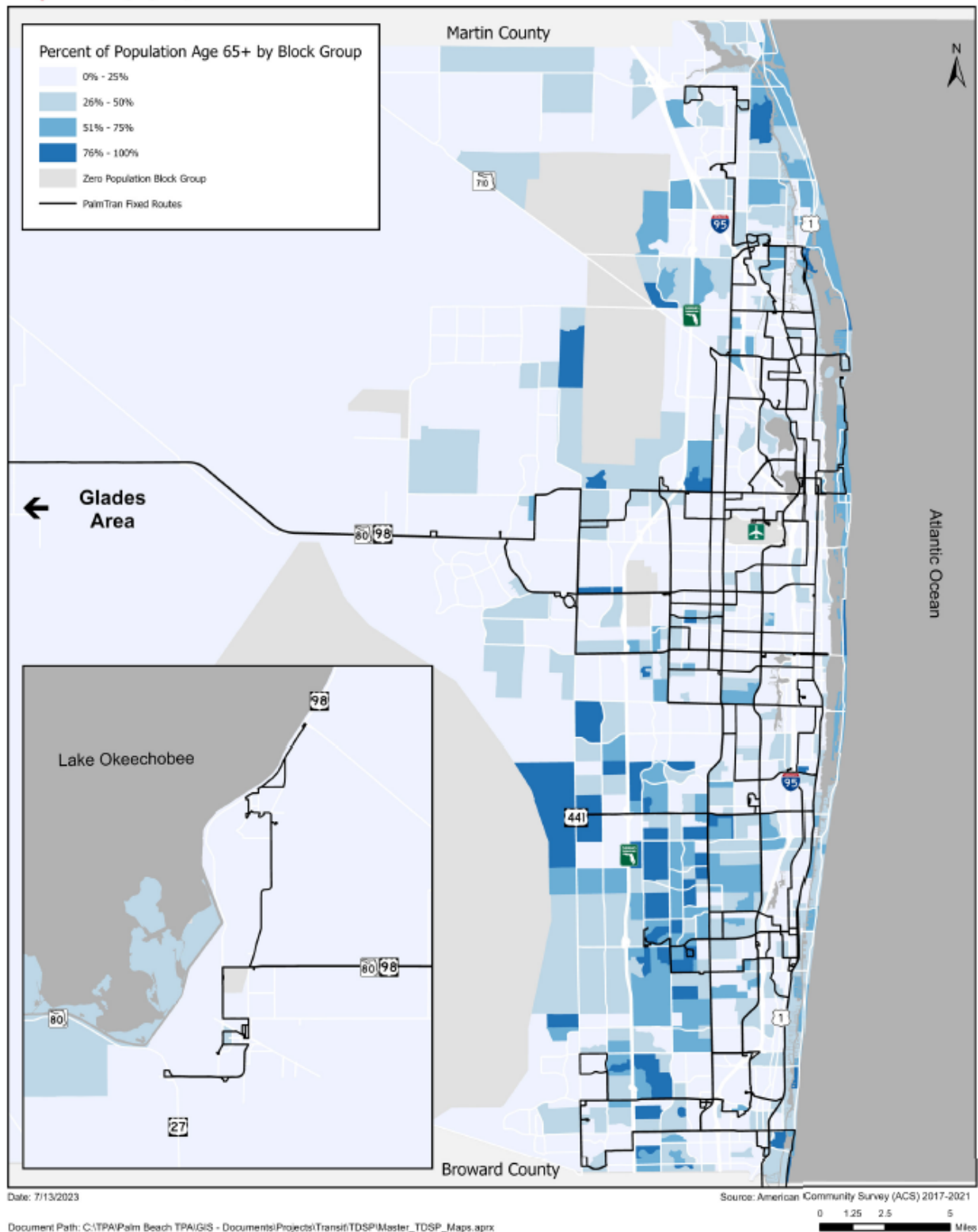
<p>Super Yellow Cab Corporation  <u>P.O. Box 8736West Palm Beach, FL 33405</u>  Ernst Gay, General Partner  (561) 838-8888  <b># of Vehicles - 10</b></p>	<p>Southampton Limousine, Ltd.  <u>35 Montauk HwySouthampton, NY 33411</u>  Mollie Scruggs, President  (561) 792-5959  <a href="http://www.southamptonlimo.com">www.southamptonlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>World Class Transportation Inc.  <u>4332 Holly DrivePalm Beach Gardens, FL 33410</u>  Thomas Mike Albritton II, President  (561) 758-7377  <a href="http://www.ladanez.com">www.ladanez.com</a>  <b># of Vehicles - 2</b></p>
<p>Sylsteff, Inc.  <u>1859 Scott StHollywood, FL 33020</u>  Stephane Desjardins, President  (954) 923-9330  <b># of Vehicles - 5</b></p>	<p>Special Care Transportation, Inc.  <u>100 E Linton Blvd Suite 207BDelray Beach, FL 33483</u>  Michael S. Gordon, President  (561) 278-1133  <a href="http://www.specialcaretrans.com">www.specialcaretrans.com</a>  <b># of Vehicles - 5</b></p>	<p>Yellow Airport Limousine Service  <u>P. O. Box 950Fort Lauderdale, FL 33311</u>  Lorraine Wilde, General Partner  (954) 565-8900  <a href="http://www.floridalimo.com">www.floridalimo.com</a>  <b># of Vehicles - 52</b></p>
<p>Taxi USA of Palm Beach, LLC  <u>1330 SE 4th AveFort Lauderdale, FL 33409</u>  William Bodenhamer, Jr., President  (954) 237-2961  <a href="http://www.greencabwfb.com">www.greencabwfb.com</a>  <b># of Vehicles - 3</b></p>	<p>Stewart Limousine Services, Inc.  <u>21 N Hepburn Ave Suite 25Jupiter, FL 33469</u>  James P. Stewart, Owner  (561) 743-6162  <a href="http://www.stewart-limo.com">www.stewart-limo.com</a>  <b># of Vehicles - 7</b></p>	<p>Wall Street Transportation &amp; Limousine, LLC  <u>4902 NW 119th TerrCoral Springs, FL 33076</u>  J. Vito Geraci, President  (954) 946-3878  <a href="http://www.wallstllimo.com">www.wallstllimo.com</a>  <b># of Vehicles - 7</b></p>
<p>The Barron Group of the Treasure Coast, Inc.  <u>P.O. Box 8146Port St. Lucie, FL 34982</u>  Anderson Lee Barron, President  (772) 489-0900  <a href="http://www.letusdrive4u.com">www.letusdrive4u.com</a>  <b># of Vehicles - 10</b></p>	<p>Sunshine Express Car Service  <u>1044 Park Hill DriveHaverhill, FL 33417</u>  Austin Jones, Owner  (561) 689-5838  <b># of Vehicles - 2</b></p>	<p>West Boca Limousine Service, Inc.  <u>P. O. Box 810861Boca Raton, FL 33437</u>  Henry J. Petrassi, Vice-President  (561) 482-5868  <b># of Vehicles - 4</b></p>
<p>The London Cab Co.  <u>320 W Pine St 5Lantana, FL 33405</u>  Morgan Cadle, President  (561) 541-9072  <b># of Vehicles - 3</b></p>	<p>The Great Transportation Company of Stuart, LLC  <u>5413 SE Miles Grant Road G-107Stuart, FL 34997</u>  Roger Reese, President  (772) 219-8267  <b># of Vehicles - 3</b></p>	<p>West Palm Beach Taxi  <u>2779 10 th Ave N Apt #301Palm Springs, FL 33405</u>  Armando Martinez, Owner  (561) 644-9808  <b># of Vehicles - 3</b></p>
<p>Town Taxi &amp; Limo Services Inc.  <u>2071 E Carol CircleWest Palm Beach, FL 33415</u>  KM H. Rashid, President  (561) 215-3646  <b># of Vehicles - 2</b></p>	<p>Town Car Airport Service  <u>8900 Sandy Crest LnBoynton Beach, FL 33437</u>  Stevan Runjaic, President  (561) 306-3388  <b># of Vehicles - 2</b></p>	<p>Palm Tran  <u>3201 Electronics Way West Palm Beach</u>  Chuck Cohen  (561) 841-4200  <b># of Buses - 130</b></p>
<p>Unique Limousine Service Inc.  <u>2501 Bristol DriveWest Palm Beach, FL 33409</u>  Dimitrios Nikolos, President  (561) 686-7817  <b># of Vehicles - 2</b></p>	<p>Tradition Airport Service  <u>11457 SW Kingslake CirclePort St. Lucie, FL 34987</u>  Franklin Meyer, Owner  (772) 807-2126  <b># of Vehicles - 2</b></p>	<p>World Wide Applied Solutions, Inc.  <u>7507 La Paz Blvd No 106Boca Raton, FL 33433</u>  Adam Goodman, President  (561) 338-7802  <b># of Vehicles - 2</b></p>

Unlimited Multi Transport Inc. <u>1506 Quail Drive #7</u> <u>West Palm Beach, FL 33409</u> Andre Laguerre, President (561) 337-6877 <a href="http://www.theloshos.com">www.theloshos.com</a> <b># of Vehicles - 2</b>	Transcierge International Inc. <u>1200 Anastasia Ave Suite 215Coral Gables, FL</u> <u>33401</u> Sonia Lopez, President (305) 774-0117 <a href="http://www.majesticlimousines.com">www.majesticlimousines.com</a> <b># of Vehicles - 2</b>	Ziboren, Inc. <u>1198 SW 4th St 206Boca Raton, FL 33060</u> John Nero, President (561) 391-9443 <a href="http://ChariotLimo.net">ChariotLimo.net</a> <b># of Vehicles - 5</b>
Vitalcare Connection, Inc. <u>5986 Orange RoadWest Palm Beach,</u> <u>FL 33413</u> Dora Cova, President (954) 482-0119 <b># of Vehicles - 15</b>	Transportation Service Systems, Inc. <u>402 SE 6th AveDelray Beach, FL 33487</u> Brock Rosayn, President (561) 276-2230 <b># of Vehicles - 17</b>	<b>Business Name –</b> MV Transportation <u>3301 Electronics Way West Palm Beach</u> <b>Contact –</b> Jeanie Chrisman (561) 840-1740 <b># of Vehicles - 103</b>
Walter Transport Corporation <u>3301 Electronics Way Suite DWest</u> <u>Palm Beach, FL 33415</u> Norma Carmona, President (561) 439-9900 <b># of Vehicles - 7</b>	Uptown Limousine Service, Inc. <u>1531 NW 3rd St Suite 10Deerfield Beach, FL</u> <u>33442</u> Carol See Tai, President (954) 755-5515 <a href="http://www.uptownlimousineserviceinc.com">www.uptownlimousineserviceinc.com</a> <b># of Vehicles - 6</b>	Van Go! Transportation, Inc. <u>P.O. Box 22335Fort Lauderdale, FL 33316</u> Charles P. Feldman, President (954) 557-7772 <b># of Vehicles - 2</b>
West Coast Taxi, Inc. <u>608 52nd StWest Palm Beach, FL</u> <u>33407</u> Anesson Joseph, President (561) 502-8729 <b># of Vehicles - 3</b>	V.I.P. Transprotation <u>4720 Orleans Court Apt CWest Palm Beach, FL</u> <u>33415</u> Gerardo A. Vargas, Owner (561) 317-8765 <b># of Vehicles - 3</b>	Vince's Car Service, Inc. <u>585 NW 2nd Ave No 6Delray Beach, FL</u> <u>33435</u> Vincent G. Jelicks Jr., President (561) 358-5844 <b># of Vehicles - 2</b>
Williams Palm Beach Transportation <u>2840 S Ocean Blvd Apt 302Palm</u> <u>Beach, FL 33467</u> William O'Loughlin, Owner (561) 371-9395 <b># of Vehicles - 2</b>	Valentin Services Inc. <u>1820 N 17th Ave Apt 4Hollywood, FL 33020</u> Valentin D. Rotaru, President (954) 683-1375 <b># of Vehicles - 3</b>	

## Appendix E - Map One - Seniors by Census Block



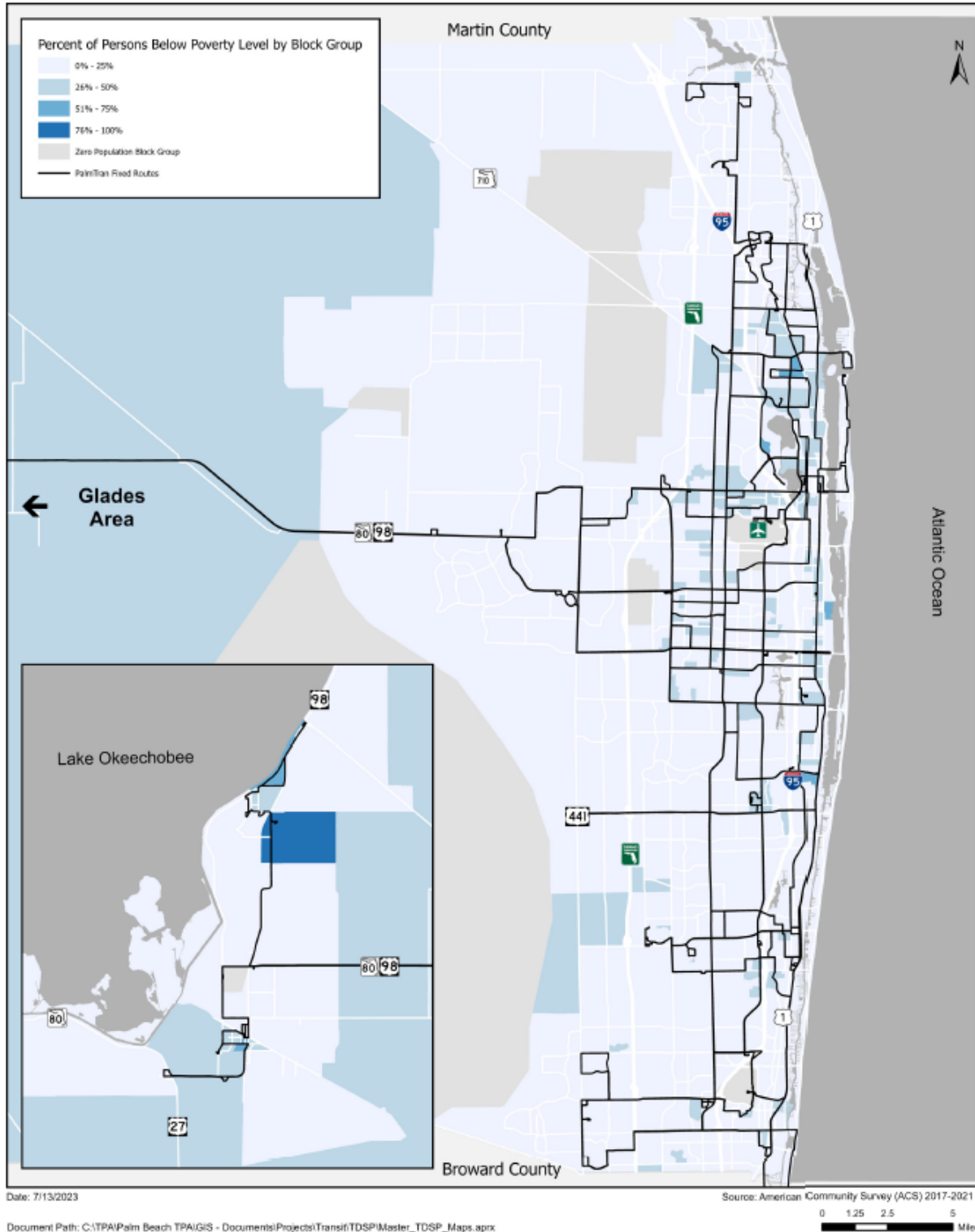
### Seniors 65+ by Census Block Group



## Appendix F - Map Two - Persons below the Poverty Level and Transit Routes

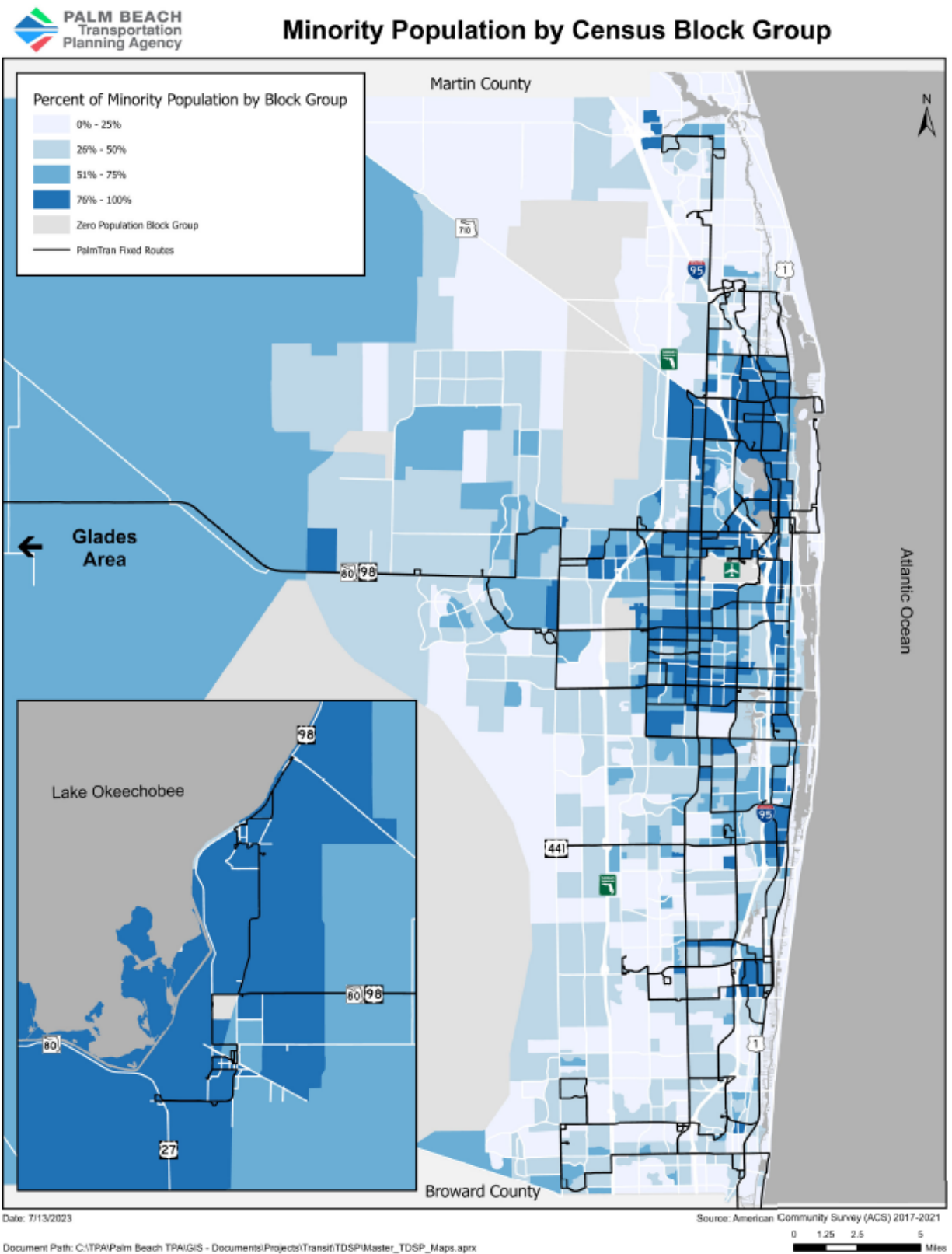


### Persons Below Poverty Level by Census Block Group





# Appendix G - Map Three - Distribution of Minority Population by Census Block



## Appendix H – Goals, Objectives, Strategies, and Implementation Schedule

1

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

<b>Objective 1.1</b>	<b>Increase annual ridership by 2031</b>
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)
<b>Objective 1.2</b>	<b>Improve service options and levels to better serve existing rider needs and attract new patrons</b>
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
<b>Objective 1.3</b>	<b>Monitor service and route level productivity to identify, evaluate, and address unproductive service</b>
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
<b>Objective 1.4</b>	<b>Support implementation of high-capacity premium transit in the Enhanced Transit Corridors identified in the 561 Plan</b>
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
<b>Objective 1.5</b>	<b>Continue to seek service and operational improvements to help reduce travel time and make Palm Tran service more attractive</b>
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

<b>Objective 2.1</b>	<b>Provide safe service to Palm Tran customers</b>
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
<b>Objective 2.2</b>	<b>Maintain all vehicles and facilities in a state of good repair</b>
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

<b>Objective 2.3</b>	<b>Provide timely Palm Tran service to ensure reliability for patrons</b>
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
<b>Objective 2.4</b>	<b>Implement improvements to ensure safety, ADA accessibility, and connectivity across all Palm Tran facilities, including vehicles, bus stops, and buildings</b>
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
<b>Objective 2.5</b>	<b>Promote environmental sustainability by minimizing Palm Tran's carbon footprint</b>
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

<b>Objective 3.1</b>	<b>Expand Wi-Fi on-board paratransit vehicles to support technology advancements</b>
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
<b>Objective 3.2</b>	<b>Assess and continually improve Palm Tran's integration in a multimodal mobility system</b>
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
<b>Objective 3.3</b>	<b>Implement regional coordination and public involvement components in all relevant aspects to the transportation planning process, including transit-oriented development (TOD)</b>
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
<b>Objective 3.4</b>	<b>Seek and introduce innovative technological improvements to enhance the experience for all users</b>
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

<b>Objective 4.1</b>	<b>Use multiple forms of media to strengthen Palm Tran's visibility and image in the community</b>
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

<b>Objective 4.2</b>	<b>Provide proactive and effective customer service to all Palm Tran customers</b>
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
<b>Objective 4.3</b>	<b>Enhance Palm Tran bus stop curbside infrastructure to enhance customer comfort and convenience</b>
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

<b>Objective 5.1</b>	<b>Work with policy leaders and community stakeholders to pursue allocation of dedicated local option sales tax funding for Palm Tran</b>
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
<b>Objective 5.2</b>	<b>Actively pursue additional and sustainable sources of funding</b>
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
<b>Objective 5.3</b>	<b>Effectively steward public resources</b>
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
<b>Objective 5.4</b>	<b>Attract and retain qualified employees</b>
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



## **Appendix I – Bus Pass Program Guidelines**

### **Palm Tran Connection Bus Pass 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 herein 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:

<b><u>New – Client Legal Status</u></b>	<b><u>Revised – Client Photo ID</u></b>	<b><u>Revised – Proof of Income</u></b>
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		

## **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.

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)				<b>Client Legal Status</b>	
FL Drivers Lic/FL ID				<input type="checkbox"/> U.S. Drivers License	<input type="checkbox"/> U.S. Passport
Address				<input type="checkbox"/> State ID Card	<input type="checkbox"/> Permanent Residency Card
City				<input type="checkbox"/> Voter Registration	<input type="checkbox"/> Employment Authorization Card
State				<input type="checkbox"/> Social Security Card	<input type="checkbox"/> I-9
Zip Code				<input type="checkbox"/> U.S. Birth Certificate	<input type="checkbox"/> I-94
Home Phone				<input type="checkbox"/> TPS	<input type="checkbox"/> EAD
Date of Birth				<input type="checkbox"/> ICE	
Emergency Contact				<b>Client Photo ID Forms</b>	<b>2014 Proof of Income</b>
Relationship				<input type="checkbox"/> U.S. Driver's License	<input type="checkbox"/> Social Security SEQY/TPQY Form
Phone				<input type="checkbox"/> State ID Card	<input type="checkbox"/> Retirement/Pension
Facility				<input type="checkbox"/> Passport	<input type="checkbox"/> Income Tax
Disabled Y <input type="checkbox"/> N <input type="checkbox"/>				<input type="checkbox"/> Dept of Correction ID	<input type="checkbox"/> Unemployment
Employed Y <input type="checkbox"/> N <input type="checkbox"/>				<input type="checkbox"/> Veterans Affairs ID	<input type="checkbox"/> Pay Stubs ( 2 )
Type of Disability:				<input type="checkbox"/> Permanent Residency Card	
Current Form of Transportation:				<input type="checkbox"/> Employment Authorization Card	
Are you of Spanish, Hispanic or Latino Origin Yes <input type="checkbox"/> No <input type="checkbox"/>				<input type="checkbox"/> Employment ID	
Race : Caucasian <input type="checkbox"/>		Asian /Pacific Islander <input type="checkbox"/>		African American <input type="checkbox"/>	
Native American or Alaskan Native <input type="checkbox"/>		Other <input type="checkbox"/>		Email Address ( optional )	
1 Day Bus Pass <input type="checkbox"/> 31 Day Bus Pass <input type="checkbox"/> Members in Household <input type="checkbox"/> Annual Income: <input type="text"/>					
* 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: \_\_\_\_\_

## Appendix J – Vehicle Inventory

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
1	Champion - Creative Bus	8/3 Propane	Braun	1FDFE4FS4EDB17166	2014	Ford E450	23' Champion Challenger	4504-P	First Transit
2	Champion - Creative Bus	8/3 Propane	Braun	1FDFE4FS7EDB17176	2014	Ford E450	23' Champion Challenger	4514-P	First Transit
3	Champion - Creative Bus	8/3 Propane	Braun	1FDFE4FS9EDB17177	2014	Ford E450	23' Champion Challenger	4515-P	First Transit
4	Champion - Creative Bus	8/3 Propane	Braun	1FDFE4FS0EDB17178	2014	Ford E450	23' Champion Challenger	4516-P	First Transit
5	Champion - Creative Bus	12/2 Propane	Braun	1FDFE4FSXEDB17155	2014	Ford E450	23' Champion Challenger	4602-P	First Transit
6	Champion - Creative Bus	12/2 Propane	Braun	1FDFE4FS7EDB17159	2014	Ford E450	23' Champion Challenger	4606-P	First Transit
7	Champion - Creative Bus	12/2 Propane	Braun	1FDFE4FS3EDB17160	2014	Ford E450	23' Champion Challenger	4607-P	First Transit
8	Champion - Creative Bus	12/2 Propane	Braun	1FDFE4FS5EDB17161	2014	Ford E450	23' Champion Challenger	4608-P	First Transit
9	Champion - Creative Bus	12/2 Propane	Braun	1FDFE4FS7EDB17162	2014	Ford E450	23' Champion Challenger	4609-P	First Transit
10	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL2FDA06809	2015	Ford E350	22' Champion Crusader	5412	First Transit
11	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL0FDA06808	2015	Ford E350	22' Champion Crusader	5421	First Transit
12	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL9FDA06810	2015	Ford E350	22' Champion Crusader	5423	First Transit
13	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL9FDA06807	2015	Ford E350	22' Champion Crusader	5425	First Transit
14	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL1FDA06820	2015	Ford E350	22' Champion Crusader	5427	First Transit
15	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL0FDA08395	2015	Ford E350	22' Champion Crusader	5434	First Transit
16	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL1FDA02749	2015	Ford E350	22' Champion Crusader	5443	First Transit
17	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FLXFDA02748	2015	Ford E350	22' Champion Crusader	5447	First Transit
18	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL9FDA08394	2015	Ford E350	22' Champion Crusader	5449	First Transit
19	Champion - Creative Bus	6/2 Gas	Braun	1FDEE3FL1FDA10530	2015	Ford E350	22' Champion Crusader	5453	First Transit



	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
20	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS7FDA00022	2015	Ford E450	Getaway Universal	5201-P	MV Transportation
21	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS9FDA00023	2015	Ford E450	Getaway Universal	5202-P	MV Transportation
22	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS9FDA00024	2015	Ford E450	Getaway Universal	5203P	MV Transportation
23	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS8FDA01356	2015	Ford E450	Getaway Universal	5208-P	MV Transportation
24	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS1FDA01358	2015	Ford E450	Getaway Universal	5210-P	MV Transportation
25	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FSXFDA01360	2015	Ford E450	Getaway Universal	5212-P	MV Transportation
26	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS1FDA01361	2015	Ford E450	Getaway Universal	5213-P	MV Transportation
27	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS3FDA01362	2015	Ford E450	Getaway Universal	5214-P	MV Transportation
28	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS5FDA01363	2015	Ford E450	Getaway Universal	5215-P	MV Transportation
29	Glaval - Getaway	8/3 Propane	Ricon	1FDFE4FS7FDA01364	2015	Ford E450	Getaway Universal	5216-P	MV Transportation
30	Glaval - Getaway	12/2 Propane	Ricon	1FDFE4FS6FDA01369	2015	Ford E450	Getaway Universal	5305-P	MV Transportation
31	Glaval - Getaway	12/2 Propane	Ricon	1FDFE4FS4FDA01371	2015	Ford E450	Getaway Universal	5307-P	MV Transportation
32	Glaval - Getaway	12/2 Propane	Ricon	1FDFE4FS6FDA01372	2015	Ford E450	Getaway Universal	5308-P	MV Transportation
33	Glaval - Getaway	12/2 Propane	Ricon	1FDFE4FS8FDA01373	2015	Ford E450	Getaway Universal	5309-P	MV Transportation
34	Glaval - Getaway	6/2 Gas	Ricon	1FDEE3FL7FDA00696	2015	Ford E350	Getaway Sports	5104	MV Transportation
35	Glaval - Getaway	6/2 Gas	Ricon	1FDEE3FL6FDA00706	2015	Ford E350	Getaway Sports	5114	MV Transportation
36	Glaval - Getaway	6/2 Gas	Ricon	1FDEE3FL8FDA00707	2015	Ford E350	Getaway Sports	5115	MV Transportation
37	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FLXEDB18115 1FDWE3FL1FDA00830	2014	Ford E350	Vanterra XL	4702	MV Transportation
38	Turtle Top - Alliance	6/2 Gas	Ricon		2015	Ford E350	Vanterra XL	5701	MV Transportation
39	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL9FDA00834	2015	Ford E350	Vanterra XL	5702	MV Transportation

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
40	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL3FDA03390	2015	Ford E350	Vanterra XL	5704	MV Transportation
41	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL5FDA03391	2015	Ford E350	Vanterra XL	5705	MV Transportation
42	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL7FDA03392	2015	Ford E350	Vanterra XL	5706	MV Transportation
43	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL2FDA03395	2015	Ford E350	Vanterra XL	5707	MV Transportation
44	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL4FDA03396	2015	Ford E350	Vanterra XL	5708	MV Transportation
45	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL8FDA03398	2015	Ford E350	Vanterra XL	5709	First Transit
46	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL5FDA03407	2015	Ford E350	Vanterra XL	5720	First Transit
47	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL8FDA00825	2015	Ford E350	Vanterra XL	5724	First Transit
48	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FLXFDA00826	2015	Ford E350	Vanterra XL	5725	First Transit
49	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL5FDA00829	2015	Ford E350	Vanterra XL	5726	First Transit
50	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL1FDA00827	2015	Ford E350	Vanterra XL	5729	First Transit
51	Turtle Top - Alliance	6/2 Gas	Ricon	1FDWE3FL2FDA03400	2015	Ford E350	Vanterra XL	5731	MV Transportation
52	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG3ER476535	2014	Dodge	Grand Caravan	4801	MV Transportation
53	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG5ER476536	2014	Dodge	Grand Caravan	4802	MV Transportation
54	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG7ER476537	2014	Dodge	Grand Caravan	4803	MV Transportation
55	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG9ER476538	2014	Dodge	Grand Caravan	4804	MV Transportation
56	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG0ER476539	2014	Dodge	Grand Caravan	4805	MV Transportation
57	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG7ER476540	2014	Dodge	Grand Caravan	4806	MV Transportation
58	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG9ER476541	2014	Dodge	Grand Caravan	4807	MV Transportation
59	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG0ER476542	2014	Dodge	Grand Caravan	4808	MV Transportation
60	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG2ER476543	2014	Dodge	Grand Caravan	4809	MV Transportation
61	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG4ER476544	2014	Dodge	Grand Caravan	4810	MV Transportation
62	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG6ER476545	2014	Dodge	Grand Caravan	4811	First Transit
63	Braun - FTS	3/1 Gas	Ramp	2C7WDGBGXER476547	2014	Dodge	Grand Caravan	4813	First Transit

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
64	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG1ER476548	2014	Dodge	Grand Caravan	4814	First Transit
65	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG3ER476549	2014	Dodge	Grand Caravan	4815	First Transit
66	Braun - FTS	3/1 Gas	Ramp	2C7WDGBGXER476550	2014	Dodge	Grand Caravan	4816	First Transit
67	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG1ER476551	2014	Dodge	Grand Caravan	4817	First Transit
68	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG3ER476552	2014	Dodge	Grand Caravan	4818	First Transit
69	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG5ER476553	2014	Dodge	Grand Caravan	4819	First Transit
70	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG7ER476554	2014	Dodge	Grand Caravan	4820	First Transit
71	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG9ER476555	2014	Dodge	Grand Caravan	4821	MV Transportation
72	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG0ER476556	2014	Dodge	Grand Caravan	4822	MV Transportation
73	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG2ER476557	2014	Dodge	Grand Caravan	4823	MV Transportation
74	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG4ER476558	2014	Dodge	Grand Caravan	4824	MV Transportation
75	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG6ER476559	2014	Dodge	Grand Caravan	4825	MV Transportation
76	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG2ER476560	2014	Dodge	Grand Caravan	4826	MV Transportation
77	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG6ER476562	2014	Dodge	Grand Caravan	4828	MV Transportation
78	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG8ER476563	2014	Dodge	Grand Caravan	4829	MV Transportation
79	Braun - FTS	3/1 Gas	Ramp	2C7WDGBGXER476564	2014	Dodge	Grand Caravan	4830	MV Transportation
80	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG1ER476565	2014	Dodge	Grand Caravan	4831	First Transit
81	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG3ER476566	2014	Dodge	Grand Caravan	4832	First Transit
82	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG5ER476567	2014	Dodge	Grand Caravan	4833	First Transit
83	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG7ER476568	2014	Dodge	Grand Caravan	4834	First Transit
84	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG9ER476569	2014	Dodge	Grand Caravan	4835	First Transit
85	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG5ER476570	2014	Dodge	Grand Caravan	4836	First Transit
86	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG7ER476571	2014	Dodge	Grand Caravan	4837	First Transit
87	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG9ER476572	2014	Dodge	Grand Caravan	4838	First Transit
88	Braun - FTS	3/1 Gas	Ramp	2C7WDGBG0ER476573	2014	Dodge	Grand Caravan	4839	First Transit
89	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC2LS038902	2020	Toyota	Sienna	2001	MV Transportation
90	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DCXLS038730	2020	Toyota	Sienna	2002	MV Transportation
91	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC0LS039532	2020	Toyota	Sienna	2003	MV Transportation
92	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC2LS039497	2020	Toyota	Sienna	2004	MV Transportation

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
93	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC1LS038664	2020	Toyota	Sienna	2005	MV Transportation
94	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC7LS039902	2020	Toyota	Sienna	2006	MV Transportation
95	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC5LS039736	2020	Toyota	Sienna	2007	MV Transportation
96	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC5LS039266	2020	Toyota	Sienna	2008	MV Transportation
97	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DCXLS038940	2020	Toyota	Sienna	2009	MV Transportation
98	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC1LS039412	2020	Toyota	Sienna	2010	MV Transportation
99	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC4LS039680	2020	Toyota	Sienna	2011	MV Transportation
100	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC1LS039264	2020	Toyota	Sienna	2012	MV Transportation
101	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC4LS039517	2020	Toyota	Sienna	2013	MV Transportation
102	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC0LS039000	2020	Toyota	Sienna	2014	MV Transportation
103	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC6LS039180	2020	Toyota	Sienna	2015	First Transit
104	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC5LS041762	2020	Toyota	Sienna	2016	First Transit
105	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC0LS042303	2020	Toyota	Sienna	2017	First Transit
106	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC4LS041073	2020	Toyota	Sienna	2018	First Transit
107	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DCXLS040879	2020	Toyota	Sienna	2019	First Transit
108	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC6LS040085	2020	Toyota	Sienna	2020	First Transit
109	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC1LS040592	2020	Toyota	Sienna	2021	First Transit
110	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC6LS040264	2020	Toyota	Sienna	2022	First Transit
111	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC4LS040196	2020	Toyota	Sienna	2023	First Transit
112	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC0LS041054	2020	Toyota	Sienna	2024	First Transit

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
113	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC4LS040599	2020	Toyota	Sienna	2025	First Transit
114	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC3LS040299	2020	Toyota	Sienna	2026	First Transit
115	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC5LS040496	2020	Toyota	Sienna	2027	First Transit
116	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DCXLS039246	2020	Toyota	Sienna	2028	First Transit
117	Alan Jay Automotive	4/0 Gas	NA	5TDZZ3DC9LS041215	2020	Toyota	Sienna	2029	First Transit
118	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB26946	2019	Ford Transit	T24 Commercial	9901	MV Transportation
119	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB26948	2019	Ford Transit	T24 Commercial	9902	MV Transportation
120	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB26951	2019	Ford Transit	T24 Commercial	9903	MV Transportation
121	Collins - FTS	6/2 Gas	Braun	1FDES8PM0KKB26952	2019	Ford Transit	T24 Commercial	9904	MV Transportation
122	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB26945	2019	Ford Transit	T24 Commercial	9905	MV Transportation
123	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB26947	2019	Ford Transit	T24 Commercial	9906	MV Transportation
124	Collins - FTS	6/2 Gas	Braun	1FDES8PM0KKB26949	2019	Ford Transit	T24 Commercial	9907	MV Transportation
125	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB26950	2019	Ford Transit	T24 Commercial	9908	MV Transportation
126	Collins - FTS	6/2 Gas	Braun	1FDES8PM4KKB26954	2019	Ford Transit	T24 Commercial	9909	MV Transportation
127	Collins - FTS	6/2 Gas	Braun	1FDES8PM1KKB26944	2019	Ford Transit	T24 Commercial	9910	MV Transportation
128	Collins - FTS	6/2 Gas	Braun	1FDES8PMXKKB26960	2019	Ford Transit	T24 Commercial	9911	MV Transportation
129	Collins - FTS	6/2 Gas	Braun	1FDES8PM1KKB26961	2019	Ford Transit	T24 Commercial	9912	MV Transportation
130	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB26963	2019	Ford Transit	T24 Commercial	9913	MV Transportation
131	Collins - FTS	6/2 Gas	Braun	1FDES8PM8KKB26956	2019	Ford Transit	T24 Commercial	9914	MV Transportation
132	Collins - FTS	6/2 Gas	Braun	1FDES8PMXKKB26957	2019	Ford Transit	T24 Commercial	9915	MV Transportation
133	Collins - FTS	6/2 Gas	Braun	1FDES8PM1KKB26958	2019	Ford Transit	T24 Commercial	9916	MV Transportation
134	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB26959	2019	Ford Transit	T24 Commercial	9917	MV Transportation
135	Collins - FTS	6/2 Gas	Braun	1FDES8PM4KKB28753	2019	Ford Transit	T24 Commercial	9918	MV Transportation
136	Collins - FTS	6/2 Gas	Braun	1FDES8PM6KKB26955	2019	Ford Transit	T24 Commercial	9919	MV Transportation
137	Collins - FTS	6/2 Gas	Braun	1FDES8PM0KKB28751	2019	Ford Transit	T24 Commercial	9920	MV Transportation
138	Collins - FTS	6/2 Gas	Braun	1FDES8PM2KKB28752	2019	Ford Transit	T24 Commercial	9921	MV Transportation
139	Collins - FTS	6/2 Gas	Braun	1FDES8PM2KKB26953	2019	Ford Transit	T24 Commercial	9922	MV Transportation
140	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB26962	2019	Ford Transit	T24 Commercial	9923	MV Transportation



	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
141	Collins - FTS	6/2 Gas	Braun	1FDES8PM0KKB40799	2019	Ford Transit	T24 Commercial	9924	MV Transportation
142	Collins - FTS	6/2 Gas	Braun	1FDES8PM3KKB40795	2019	Ford Transit	T24 Commercial	9925	First Transit
143	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB40796	2019	Ford Transit	T24 Commercial	9926	First Transit
144	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB40798	2019	Ford Transit	T24 Commercial	9927	First Transit
145	Collins - FTS	6/2 Gas	Braun	1FDES8PM1KKB40794	2019	Ford Transit	T24 Commercial	9928	MV Transportation
146	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB40797	2019	Ford Transit	T24 Commercial	9929	First Transit
147	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB40801	2019	Ford Transit	T24 Commercial	9930	First Transit
148	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB40802	2019	Ford Transit	T24 Commercial	9931	First Transit
149	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB57728	2019	Ford Transit	T24 Commercial	9932	First Transit
150	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB57729	2019	Ford Transit	T24 Commercial	9933	First Transit
151	Collins - FTS	6/2 Gas	Braun	1FDES8PM5KKB57730	2019	Ford Transit	T24 Commercial	9934	First Transit
152	Collins - FTS	6/2 Gas	Braun	1FDES8PM7KKB57731	2019	Ford Transit	T24 Commercial	9935	First Transit
153	Collins - FTS	6/2 Gas	Braun	1FDES8PM9KKB57732	2019	Ford Transit	T24 Commercial	9936	First Transit
154	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA64273	2020	Ford Transit	T24 Commercial	2050	MV Transportation
155	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA64274	2020	Ford Transit	T24 Commercial	2051	MV Transportation
156	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA64275	2020	Ford Transit	T24 Commercial	2052	MV Transportation
157	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKA64276	2020	Ford Transit	T24 Commercial	2053	MV Transportation
158	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA64277	2020	Ford Transit	T24 Commercial	2054	MV Transportation
159	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA64278	2020	Ford Transit	T24 Commercial	2055	MV Transportation
160	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA64279	2020	Ford Transit	T24 Commercial	2056	MV Transportation
161	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA64280	2020	Ford Transit	T24 Commercial	2057	MV Transportation
162	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA64281	2020	Ford Transit	T24 Commercial	2058	MV Transportation
163	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA64282	2020	Ford Transit	T24 Commercial	2059	MV Transportation
164	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA64283	2020	Ford Transit	T24 Commercial	2060	MV Transportation
165	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKA64284	2020	Ford Transit	T24 Commercial	2061	MV Transportation
166	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKA64285	2020	Ford Transit	T24 Commercial	2062	MV Transportation
167	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKA64286	2020	Ford Transit	T24 Commercial	2063	MV Transportation
168	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA64287	2020	Ford Transit	T24 Commercial	2064	MV Transportation
169	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA64288	2020	Ford Transit	T24 Commercial	2065	MV Transportation
170	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA64289	2020	Ford Transit	T24 Commercial	2066	MV Transportation
171	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA64290	2020	Ford Transit	T24 Commercial	2067	MV Transportation

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
172	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA64291	2020	Ford Transit	T24 Commercial	2068	MV Transportation
173	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA64292	2020	Ford Transit	T24 Commercial	2069	MV Transportation
174	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKA77345	2020	Ford Transit	T24 Commercial	2070	First Transit
175	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKA77346	2020	Ford Transit	T24 Commercial	2071	First Transit
176	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKA64293	2020	Ford Transit	T24 Commercial	2072	First Transit
177	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA64294	2020	Ford Transit	T24 Commercial	2073	First Transit
178	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA64295	2020	Ford Transit	T24 Commercial	2074	First Transit
179	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA64296	2020	Ford Transit	T24 Commercial	2075	First Transit
180	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA64297	2020	Ford Transit	T24 Commercial	2076	First Transit
181	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKA77344	2020	Ford Transit	T24 Commercial	2077	First Transit
182	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA77342	2020	Ford Transit	T24 Commercial	2078	First Transit
183	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKA77343	2020	Ford Transit	T24 Commercial	2079	First Transit
184	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA77340	2020	Ford Transit	T24 Commercial	2080	First Transit
185	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA77341	2020	Ford Transit	T24 Commercial	2081	First Transit
186	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKA77347	2020	Ford Transit	T24 Commercial	2082	First Transit
187	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA77348	2020	Ford Transit	T24 Commercial	2083	First Transit
188	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKA85482	2020	Ford Transit	T24 Commercial	2084	First Transit
189	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKA85483	2020	Ford Transit	T24 Commercial	2085	First Transit
190	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKA85484	2020	Ford Transit	T24 Commercial	2086	First Transit
191	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKA85485	2020	Ford Transit	T24 Commercial	2087	First Transit
192	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKA85486	2020	Ford Transit	T24 Commercial	2088	First Transit
193	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKA85487	2020	Ford Transit	T24 Commercial	2089	First Transit
194	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB62497	2020	Ford Transit	T24 Commercial	20101	First Transit
195	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62498	2020	Ford Transit	T24 Commercial	20102	First Transit
196	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62499	2020	Ford Transit	T24 Commercial	20103	First Transit
197	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB62500	2020	Ford Transit	T24 Commercial	20104	First Transit
198	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB62501	2020	Ford Transit	T24 Commercial	20105	First Transit
199	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB62502	2020	Ford Transit	T24 Commercial	20106	First Transit
200	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62503	2020	Ford Transit	T24 Commercial	20107	First Transit
201	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62504	2020	Ford Transit	T24 Commercial	20108	First Transit
202	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB62505	2020	Ford Transit	T24 Commercial	20109	First Transit

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203	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB62506	2020	Ford Transit	T24 Commercial	20110	First Transit
204	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB62507	2020	Ford Transit	T24 Commercial	20111	First Transit
205	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB62508	2020	Ford Transit	T24 Commercial	20112	First Transit
206	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB62509	2020	Ford Transit	T24 Commercial	20113	First Transit
207	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB62510	2020	Ford Transit	T24 Commercial	20114	First Transit
208	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB62511	2020	Ford Transit	T24 Commercial	20115	First Transit
209	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB62512	2020	Ford Transit	T24 Commercial	20116	First Transit
210	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKB62513	2020	Ford Transit	T24 Commercial	20117	First Transit
211	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB62514	2020	Ford Transit	T24 Commercial	20118	First Transit
212	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB62515	2020	Ford Transit	T24 Commercial	20119	First Transit
213	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB62516	2020	Ford Transit	T24 Commercial	20120	First Transit
214	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62517	2020	Ford Transit	T24 Commercial	20121	First Transit
215	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62518	2020	Ford Transit	T24 Commercial	20122	First Transit
216	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB62519	2020	Ford Transit	T24 Commercial	20123	First Transit
217	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB62520	2020	Ford Transit	T24 Commercial	20124	First Transit
218	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB62521	2020	Ford Transit	T24 Commercial	20125	First Transit
219	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB62522	2020	Ford Transit	T24 Commercial	20126	First Transit
220	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB62515	2020	Ford Transit	T24 Commercial	20127	First Transit
221	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB62523	2020	Ford Transit	T24 Commercial	20128	First Transit
222	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB62524	2020	Ford Transit	T24 Commercial	20129	First Transit
223	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB62516	2020	Ford Transit	T24 Commercial	20130	First Transit
224	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKB62517	2020	Ford Transit	T24 Commercial	20131	First Transit
225	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB62518	2020	Ford Transit	T24 Commercial	20132	MV Transportation
226	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB80465	2020	Ford Transit	T24 Commercial	20133	MV Transportation
227	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB80466	2020	Ford Transit	T24 Commercial	20134	MV Transportation
228	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB80467	2020	Ford Transit	T24 Commercial	20135	MV Transportation
229	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB80468	2020	Ford Transit	T24 Commercial	20136	MV Transportation
230	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB80469	2020	Ford Transit	T24 Commercial	20137	MV Transportation
231	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB80470	2020	Ford Transit	T24 Commercial	20138	MV Transportation
232	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB80471	2020	Ford Transit	T24 Commercial	20139	MV Transportation
233	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB80472	2020	Ford Transit	T24 Commercial	20140	MV Transportation

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234	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB80473	2020	Ford Transit	T24 Commercial	20141	MV Transportation
235	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB80474	2020	Ford Transit	T24 Commercial	20142	MV Transportation
236	Collins - FTS	6/2 Gas	Braun	1FDES6PG9LKB80475	2020	Ford Transit	T24 Commercial	20143	MV Transportation
237	Collins - FTS	6/2 Gas	Braun	1FDES6PG0LKB80476	2020	Ford Transit	T24 Commercial	20144	MV Transportation
238	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB80477	2020	Ford Transit	T24 Commercial	20145	MV Transportation
239	Collins - FTS	6/2 Gas	Braun	1FDES6PG7LKB80488	2020	Ford Transit	T24 Commercial	20146	MV Transportation
240	Collins - FTS	6/2 Gas	Braun	1FDES6PG5LKB80487	2020	Ford Transit	T24 Commercial	20147	MV Transportation
241	Collins - FTS	6/2 Gas	Braun	1FDES6PG3LKB80486	2020	Ford Transit	T24 Commercial	20148	MV Transportation
242	Collins - FTS	6/2 Gas	Braun	1FDES6PG1LKB80485	2020	Ford Transit	T24 Commercial	20149	MV Transportation
243	Collins - FTS	6/2 Gas	Braun	1FDES6PGXLKB80484	2020	Ford Transit	T24 Commercial	20150	MV Transportation
244	Collins - FTS	6/2 Gas	Braun	1FDES6PG8LKB80483	2020	Ford Transit	T24 Commercial	20151	MV Transportation
245	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB80482	2020	Ford Transit	T24 Commercial	20152	MV Transportation
246	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB80481	2020	Ford Transit	T24 Commercial	20153	MV Transportation
247	Collins - FTS	6/2 Gas	Braun	1FDES6PG2LKB80480	2020	Ford Transit	T24 Commercial	20154	MV Transportation
248	Collins - FTS	6/2 Gas	Braun	1FDES6PG6LKB80479	2020	Ford Transit	T24 Commercial	20155	MV Transportation
249	Collins - FTS	6/2 Gas	Braun	1FDES6PG4LKB80478	2020	Ford Transit	T24 Commercial	20156	MV Transportation
250	Glaval - Getaway	6/2 Gas	Braun	1FDES6PM2JKA91513	2018	Ford Transit	Ti-VCT V6	8401	MV Transportation
251	Glaval - Getaway	6/2 Gas	Braun	1FDES6PM5JKB16100	2018	Ford Transit	Ti-VCT V6	8402	MV Transportation
252	Glaval - Getaway	6/2 Gas	Braun	1FDES6PM0JKA97651	2018	Ford Transit	Ti-VCT V6	8403	MV Transportation
253	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS2JDC41883	2018	Ford E450	Terra Transit	8701	First Transit
254	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS5KDC27929	2019	Ford E450	Terra Transit	9710	First Transit
255	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN9MDC29051	2021	Ford E450	Terra Transit	21200	First Transit
256	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN2MDC29053	2021	Ford E450	Terra Transit	21201	First Transit
257	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN0MDC29052	2021	Ford E450	Terra Transit	21202	First Transit
258	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN5MDC30746	2021	Ford E450	Terra Transit	21203	First Transit

	<b>Vehicle Vendor</b>	<b>Configuration</b>	<b>Lift Maker</b>	<b>VIN Number</b>	<b>Year of Chassis</b>	<b>Make</b>	<b>MFG</b>	<b>PTC Bus #</b>	<b>Provider Assigned To</b>
259	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN3MDC30745	2021	Ford E450	Terra Transit	21204	First Transit
260	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN9MDC29938	2021	Ford E450	Terra Transit	21205	First Transit
261	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FN1MDC30744	2021	Ford E450	Terra Transit	21206	First Transit
262	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN2MDC40845	2021	Ford E450	Terra Transit	21207-P	First Transit
263	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN4MDC40846	2021	Ford E450	Terra Transit	21208-P	First Transit
264	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN6MDC40847	2021	Ford E450	Terra Transit	21209-P	First Transit
265	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN8MDC40848	2021	Ford E450	Terra Transit	21210-P	First Transit
266	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN8MDC40851	2021	Ford E450	Terra Transit	21213-P	First Transit
267	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FNXMDC40852	2021	Ford E450	Terra Transit	21214-P	First Transit
268	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN1MDC40853	2021	Ford E450	Terra Transit	21215-P	First Transit
269	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN3MDC40854	2021	Ford E450	Terra Transit	21216-P	MV Transportation
270	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN5MDC40855	2021	Ford E450	Terra Transit	21217-P	MV Transportation
271	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN7MDC40856	2021	Ford E450	Terra Transit	21218-P	MV Transportation
272	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN9MDC40857	2021	Ford E450	Terra Transit	21219-P	MV Transportation
273	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN0MDC40858	2021	Ford E450	Terra Transit	21220-P	MV Transportation
274	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN2MDC40859	2021	Ford E450	Terra Transit	21221-P	MV Transportation
275	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN0MDC40861	2021	Ford E450	Terra Transit	21223-P	MV Transportation
276	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN2MDC40862	2021	Ford E450	Terra Transit	21224-P	MV Transportation
277	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN4MDC40863	2021	Ford E450	Terra Transit	21225-P	MV Transportation
278	Turtle Top - Freedom	10/2 Propane	Braun	1FDFE4FN6MDC40864	2021	Ford E450	Terra Transit	21226-P	MV Transportation



	Vehicle Vendor	Configuration	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned To
	<b>Contractor's Road Supervisor Vehicles - not WC accessible</b>								
1	Pembroke Motors	3/0 Gas	NA	ZFBERFAB1J6L08908	2018	Dodge Ram	Promaster City Wagon	8001	MV Transportation
2	Pembroke Motors	3/0 Gas	NA	ZFBERFAB7J6L07553	2018	Dodge Ram	Promaster City Wagon	8002	MV Transportation
3	Pembroke Motors	3/0 Gas	NA	ZFBERFABXJ6L08941	2018	Dodge Ram	Promaster City Wagon	8003	MV Transportation
4	Pembroke Motors	3/0 Gas	NA	ZFBERFAB8J6L10137	2018	Dodge Ram	Promaster City Wagon	8004	First Transit
5	Pembroke Motors	3/0 Gas	NA	ZFBERFAB0J6L08964	2018	Dodge Ram	Promaster City Wagon	8005	First Transit
	<b>Go Glades Vehicles - WC accessible</b>								
1	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS8KDC26323	2019	Ford E450	Terra Transit	9701	MV Transportation
2	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FSXKDC26324	2019	Ford E450	Terra Transit	9702	MV Transportation
3	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS1KDC26325	2019	Ford E450	Terra Transit	9703	MV Transportation
4	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FSXKDC27926	2019	Ford E450	Terra Transit	9704	MV Transportation
5	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS1KDC27927	2019	Ford E450	Terra Transit	9705	MV Transportation
6	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS3KDC27928	2019	Ford E450	Terra Transit	9706	MV Transportation
7	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS4KDC29980	2019	Ford E450	Terra Transit	9707	MV Transportation
8	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS3KDC26326	2019	Ford E450	Terra Transit	9708	MV Transportation
9	Turtle Top - Freedom	10/2 Gas	Braun	1FDFE4FS7KDC29987	2019	Ford E450	Terra Transit	9709	MV Transportation

## Appendix K – Public Transportation Agency Safety Plan +

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# Public Transportation Agency Safety Plan+

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**Annual Update  
2020 - 2021**



Prepared By

**Palm Tran**

3201 Electronics Way  
West Palm Beach, FL. 33407  
Telephone: 561.841.4200  
Website: [www.palmtran.org](http://www.palmtran.org)

## 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.

## **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 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.

***First Occurrence:***                      Warning Letter

***Second Occurrence:***                      14-day Suspension and Loss of Subscription

***All Subsequent Occurrences:***                      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.

## **Appendix M – Local Grievance Procedure**

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

### **FY 2023 Grievance Procedures**

Approved by the TDLCB  
August 24, 2022

## **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 TDLCB 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. 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](mailto: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**

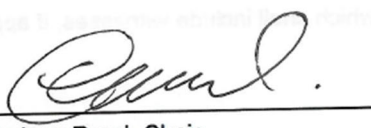
### **Section A: General**

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 23rd day of August 2023.

Approved: \_\_\_\_\_

  
Chelsea Reed, Chair  
Palm Beach County Local Coordinating Board

## Appendix N – Rate Model Worksheet

(To be updated upon Revised Rate Model by CTD)

### Worksheet for Multiple Service Rates

CTC: Palm Beach Co. Version 1.4  
County: Palm Beach

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

#### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

#### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
How many of the total projected Passenger Miles relate to the contracted service?  
How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:

per Passenger Mile =

per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above)

Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

## Worksheet for Multiple Service Rates

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the **DARK RED** prompts directing you to skip or go to certain questions and sections based on previous answers

CTC: Palm Beach Co. Version 1.4  
County: Palm Beach

### SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....

☐ Yes  
☒ No

Skip #2 - 4 and  
Section IV and  
Go to Section V

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR .....

☒ Pass. Trip  
☐ Pass. Mile

Leave Blank

per passenger mile?.....

3. If you answered Yes to #1 and completed #2, for how many of the projected  
Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? .....

Leave Blank

4. How much will you charge each escort?.....

Leave Blank

### SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total  
number of Group Service Passenger Miles? (otherwise leave blank).....

Do NOT  
Complete  
Section IV

Loading Rate  
0.00 to 1.00

..... And what is the projected total number of Group Vehicle Revenue Miles? .....

### SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
\* Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles  
and trips for contracted services IF the rates were calculated in the Section II above  
\* Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

Projected Passenger Miles (excluding totally contracted services addressed in Section II) = 10,900,000 =

RATES FOR FY: 2021 - 2022				
Ambul	Wheel Chair	Stretcher	Group	
8,938,000	1,962,000	Leave Blank	Leave Blank	0
\$3.05	\$5.23	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile =

Projected Passenger Trips (excluding totally contracted services addressed in Section II) = 780,000 =

Ambul	Wheel Chair	Stretcher	Group	
639,600	140,400	Leave Blank	Leave Blank	
\$42.62	\$73.06	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Trip =

2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =

Combination Trip and Mile Rate				
Ambul	Wheel Chair	Stretcher	Group	
		Leave Blank	Leave Blank	\$0.00
\$3.05	\$5.23	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Mile for Balance =

Rate per Passenger Mile =

Rates If No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.57	\$6.12	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$49.89	\$85.53	\$0.00	\$0.00	\$0.00
			per passenger	per group

Rate per Passenger Trip =

Program These Rates Into Your Medicaid Encounter Data

## Appendix O – 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 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 CTD 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.

## Appendix P – CTC Evaluation, Key Findings, Recommendations, and CTC Response

### 2023 Palm Beach CTC Evaluation Executive Summary

In Palm Beach County, the Palm Beach Transportation Planning Agency (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, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- American with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

Below are the key findings and recommendations from the FY 2021 - 2022 CTC Evaluation that was conducted during the months of February, March, April, and May 2023:

Section	Key Findings	Recommendation	CTC Response
General Questions	As identified in previous years, the high demand for paratransit and trip costs continues to increase. ADA far exceeds the required $\frac{3}{4}$ of a mile for service area and service hours which impact on-time performance and productivity.	The CTC should continue to develop and implement trainings and workshops to encourage and teach eligible riders how to easily access and transfer to the fixed-route service and Tri-Rail from paratransit.	The CTC continues to encourage and educate customers to utilize the fixed route service when the user is agreeable and has reasonable access to the service. Informational videos, virtual and in person trainings are available upon request.  Collaborating with members of the LCB is a great idea We look forward to starting the process with the DOPA.

Section	Key Findings	Recommendation	CTC Response
	<p>The large undeveloped area that divides the eastern urban communities from the western rural communities creates challenges for operating an efficient and convenient transportation system across the entire county.</p>	<p>The CTC should collaborate with LCB Members, use the board as a bridge to connect with riders for ongoing education, and the best method to commute on paratransit, fixed route, and TNCs.</p> <p>Analyze the suburban area in Palm Beach County to facilitate a possible transit feeder service to a fixed route. Replicate the Go Glades on demand model on the east side of the County.</p>	<p>As of July 2023, Palm Tran Connection has entered into a contract with UZURV (a TNC service) to assist with the influx of booked trips. In the near future, we will also implement a "Riders Choice" program with Lyft. This will alleviate some of the pressure of the increased ridership.</p> <p>Palm Tran's Planning Department has a plan to implement "Go Glades" like service throughout the county to complement the Fixed Route and bring added options to the residents and visitors of Palm Beach County.</p>
	<p>Employment makes up the largest share in the trip category. Most customers complain about the late pick-up and drop-off. Employment trips impact the customer, the CTC, and the economy. The method to report on-time performance does not complement appointments and window on-time performance. The waiting period is so lengthy it creates frustration.</p>	<p>Continue evaluating resources availability to deliver on-time performance. When feasible implement alternate, less traditional paratransit services such as TNC to alleviate the increased ridership and ensure the OTP is at an acceptable rate.</p>	<p>The transit industry was hit hard by the employee shortage crisis. The lack of drivers and increased demand for service has negatively affected our on-time performance. By implementing the UZURV service and rider's choice program, we anticipate improving on-time performance and a better customer experience. However, there are budget constraints that we must keep in mind when the demand for service on paratransit exceeds the budget. TNC service is not the most efficient way to provide paratransit service, but it could alleviate some of the ridership burden. The CTC might return to the LCB to discuss Trip Priorities or Trip Limits as the county overmatches the TD grant exponentially.</p> <p>Palm Tran management and the use of the PT-Stat team and forum will continue to focus on implementing an appropriate balance between on-time performance and productivity.</p>



Section	Key Findings	Recommendation	CTC Response
Chapter 427, F.S.	School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and private school students oftentimes rely on paratransit services to get to and from school. The size of Palm Beach County and the average one-way trip length being over 15 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.	<p>If possible, work with the School District of Palm Beach County to utilize school buses.</p> <p>Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to their students.</p>	School buses are not a feasible option in Palm Beach County. There have been discussions with the School Board on school bus usage. Still, with the similar peak times, cost-effectiveness, the size of Palm Beach County, and the average one-way trip length being close to 10 miles, school buses would not be conducive to providing paratransit trips. Therefore, school buses are not currently a viable, cost-effective alternative. Additionally, charter and private school students often rely on paratransit services to get to and from school. Despite our efforts, and those of the Assistant County Administrator, there has not been any cooperation from the private and charter schools to solve this situation.
	The CTC has a goal of increasing estimated bus pass trips by 10% for paratransit riders. In FY 2020, of all new clients, 17% were issued ADA ID cards, a decrease from 20% in FY 2019, likely due in part to COVID-19 (no new ADA ID cards were issued between April-June 2020).	Continue to evaluate trends and assess the impact of COVID-19 on bus pass trips for TD clients.	Due to COVID-19, ridership was reduced by 30%. We are still recovering from the effects of the pandemic. However, we have seen increased ridership this past Fiscal Year. Recent trends are encouraging.
	The CTC has begun conducting eligibility interviews to better match riders with the service that best fits their need and to help manage the continued demand for paratransit services in Palm Beach County.	<p>Monitor and report impact of phone eligibility interviews.</p> <p>When conducting eligibility interviews, ensure that safe pedestrian/bicycle routes to access fixed route service is a consideration in whether riders can use fixed route transit.</p>	The Palm Tran Connection eligibility department carries various reports that address the different stages of the eligibility process. Offering various alternatives to paratransit is part of the needs assessment. The new process has been successful in ensuring those that truly need paratransit get certified.

Section	Key Findings	Recommendation	CTC Response
	<p>There is not currently a formal arrangement with the local WAGES coalition, CareerSource PBC. However, in the past year the CTC implemented an agreement with CareerSource to reinstate a bus stop outside their facility.</p> <p>Palm Tran does not currently prioritize trips. The cost per trip is experiencing an ongoing increase over the years.</p>	<p>Continue to coordinate with CareerSource PBC to determine how to best provide clients with innovative transportation services.</p> <p>CTC should consider formalized a trip prioritization matrix to mitigate potential future conflict.</p>	<p>The CTC provides trips on Connection and Fixed Route to those seeking employment. We are in constant communication with CareerSource and have partnered with them to help with the hiring of bus operators.</p> <p>Trip prioritization will eliminate trips for riders that are currently being transported without an alternative. This could be an option in the near future due to budget constraints.</p>
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> <li>• Passenger no shows of &lt;5%.</li> <li>• Call hold time is less than two (2) minutes per call.</li> </ul> <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> <li>• Increasing public transit ridership goal of 25%.</li> <li>• On time performance goal of 90%.</li> <li>• Roadcalls of <math>\leq 1</math> per 10,000 miles.</li> <li>• Complaint ratio goal of <math>\leq 3</math> per 10,000 trips performed.</li> <li>• At-fault accident goal of <math>\leq 1</math> per 100,000 miles traveled.</li> </ul>	<p>The CTC's Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them (i.e., increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed-route, if their abilities allow.)</p>	<p>The CTC continues to evaluate goals and develop ways to address metric concerns. Such as on time performance; the CTC is providing services with UZURV and developing a working plan with Lyft to elevate the stress on the program and increase on-time performance (the utilization of TNC's shall provide further service delivery support).</p> <p>For those that can use the fixed route and do not qualify for paratransit they are referred to the fixed route. With the RPM 2.0 Palm Tran fixed route is endeavoring to straighten out routes and reduce headways. This will lead to a more appealing and accommodating option to move paratransit users to fixed route.</p>

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	Survey responses indicate concerns with on-time performance; late pick up or return pick up was an issue. Riders are requesting late-hour service.	CTC should consider evaluating rider's origin and destination trips; implement route optimization. Send text notifications to customers when there is a road closure, work zone, crash, or peak hour traffic delay.	<p>The CTC is constantly optimizing the scheduling parameters to improve customer experience. Our software vendor Trapeze has performed several "health checks" and the PT-Stat OTP team analyzes the data and suggests innovative scheduling ideas to the Palm Tran Connection team.</p> <p>Riders can use the Palm Tran Connection app or on the web (called Passweb) to easily access their ETA and see where their bus is located. The app is available for Android and Apple. The website is Passweb.palmtran.org.</p>
	Customers expressed frustration with cash payment system. Asking for improving the payment process.	CTC should consider implementing digital payment/ digital cash to increase efficiency. Incorporate payment hardware like Software like Square, Clover Stripe, and ShopKeep.	<p>Palm Tran fixed route has implemented a cashless fare payment system. Where customers are able to pay with the Paradise Pass, by tapping their phone, card or paradise pass.</p> <p>Palm Tran Connection will be implementing EZ Wallet payment where the customer will be able to load money to their account, fare deduction will be completed by having an account positive balance and a deduction will be made on the time of boarding. This is scheduled for 2023.</p>
	Customers expressed concerns with trip lengths; it can take 2-3 hours to travel 10 miles; some vehicles are overbooked, which increases delays. There are inconsistent instructions between drivers, customers, and guard gate officers.	<p>CTC should consider upgrade their system and software or incorporate Google Map or Waze application.</p> <p>CTC should consider working with customers more closely to standardize gate access for drivers. Consider adding language on the application and interview process to mitigate potential guard gate access barriers.</p>	<p>A new on board system called Driver Mate is scheduled to be tested this year that utilizes Google maps and interactive traffic logic. If the test is successful we will invest the capital in upgrading all paratransit vehicles to this system.</p> <p>The current eligibility application contains a section where a customer can add gate information, furthermore during the phone interview process the customer home address is reviewed to ensure accuracy.</p>