



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

DATE: **Wednesday, May 25, 2022**  
TIME: **2:00 p.m.**  
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

Attendees may not enter the TPA workplace if in the previous 5 days, they have tested positive for COVID-19, exhibited symptoms of COVID-19, or been in close contact with someone with COVID-19 and are unvaccinated.

To promote awareness of multimodal options for in-person attendance, a map of transportation facilities and services around the TPA Office is provided on page 3.

Members of the public can also join the meeting virtually in the following ways:

- Via Zoom app using Webinar ID: 898-2889-1846 and Password: 043861
- Via web browser at [PalmBeachTPA.org/LCB25MAY2022](https://PalmBeachTPA.org/LCB25MAY2022)
- Via phone at 1-646-558-8656 using the above Webinar ID and Password
- View a live simulcast at [PalmBeachTPA.org/LIVE](https://PalmBeachTPA.org/LIVE)

Please call 561-725-0800 or e-mail [info@PalmBeachTPA.org](mailto:info@PalmBeachTPA.org) for assistance joining the virtual meeting.

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### **1. REGULAR ITEMS**

- A. Call to Order and Pledge of Allegiance
- B. Roll Call
- C. Modifications to the Agenda
- D. MOTION TO APPROVE Minutes for February 23, 2022
- E. MOTION TO RECEIVE AND FILE the February 23, 2022 TD Public Workshop Summary
- F. General Public Comments

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

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

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

- G. Comments from the Chair and Member Comments
- H. LCB Liaison Report

## **2. ACTION ITEMS**

- A. MOTION TO ELECT VICE CHAIR for Fiscal Year (FY) 2023

According to the LCB By Laws, the LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair may serve more than one term.

- B. MOTION TO APPROVE the Community Transportation Coordinator (CTC) Memorandum of Agreement (MOA) designating Palm Beach County as the CTC for the next five years

On February 23, 2022, the LCB approved a motion recommending Palm Tran remains the CTC for Palm Beach County. The MOA between the Florida Commission for the Transportation Disadvantaged (CTD) and Palm Beach County Board of County Commissioners (BCC) as the designated CTC for Palm Beach County is attached. Palm Tran will bring the signed MOA to the BCC for approval on June 14, 2022, then send to the CTD for final signature. The current MOA expires on June 30, 2022.

- C. MOTION TO APPROVE the CTD Trip & Equipment Rate Model 2022-2023

The CTC must annually submit trip rates for the upcoming fiscal year to receive the Trip and Equipment Grant. Palm Tran will review the attached FY 2022-2023 Trip Rate worksheet. The draft presentation is attached.

## **3. INFORMATION ITEMS**

- A. CTC Update

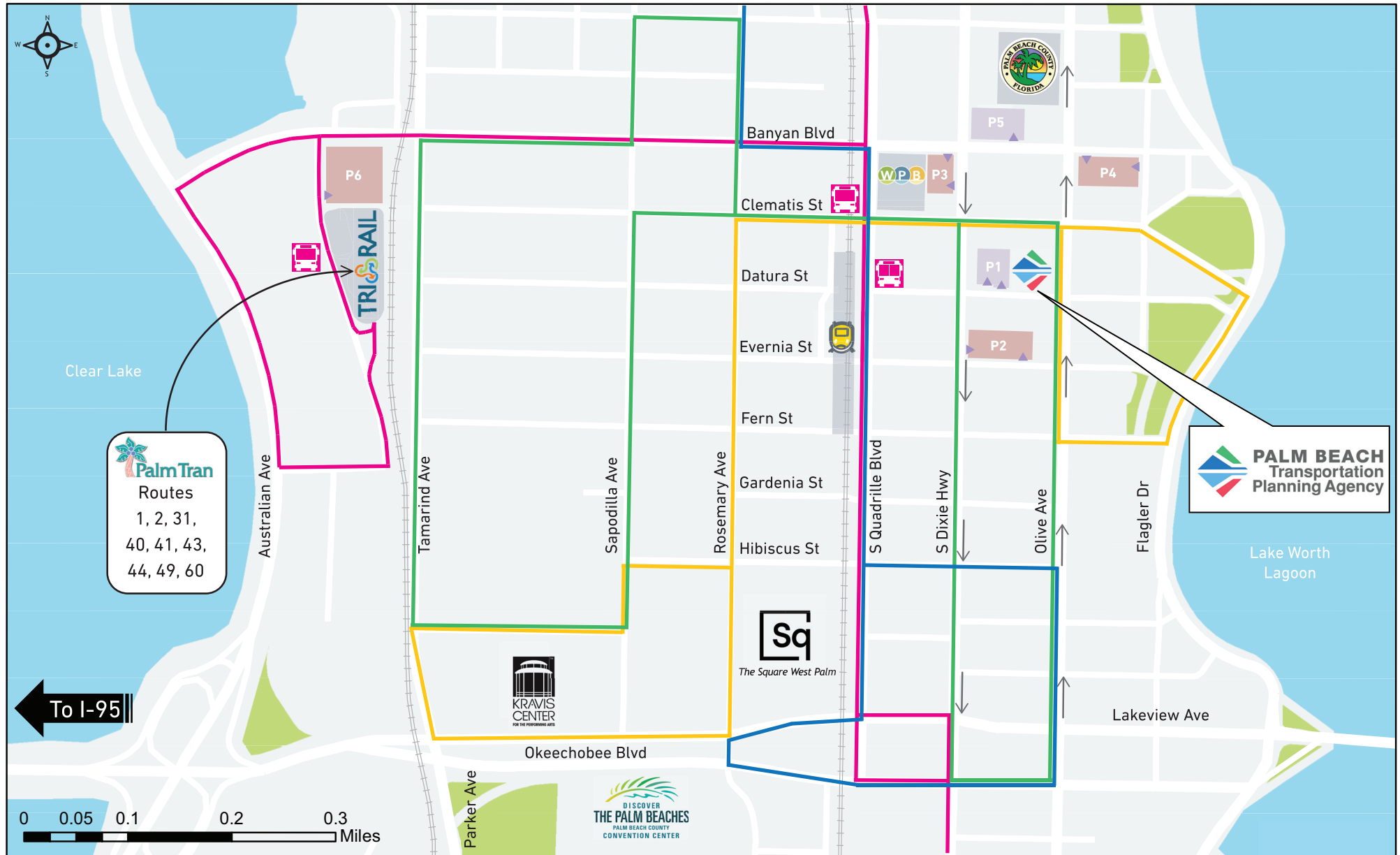
Palm Tran staff will provide an update. The draft presentation is attached.

- B. Partner Agency Updates

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

## **4. ADMINISTRATIVE ITEMS**

- A. Next Meeting – **August 24, 2022**
- B. Adjournment



TPA Office Location



Public Parking



Private Parking

\*Metered on-street parking available citywide  
(free with Handicap placard up to 4 hours)



Palm Tran Bus Stop

Palm Tran Route 1



Yellow Trolley

Green Trolley

Blue Trolley



*brightline*



Free on-demand rides around  
West Palm Beach & Palm Beach  
7 days a week. Download the  
app to ride.



# TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEMBERS

**CHAIR**

**Chelsea Reed, Mayor**  
City of Palm Beach Gardens

**VICE CHAIR**

**Tekesha Saffold**  
Citizen Advocate/User

**Milory Senat**

Agency for Persons with Disabilities  
*Alternate: Pauline Spence*

**Vacant**

Private Transportation Industry

**Vanessa Palomino**

Area Agency on Aging  
*Alternate: Nancy Yarnall*

**Robyn Manuel**

Florida Division of Vocational Rehabilitation

**Uyen Dang**

Citizen Advocate

**Merlene Ramnon**

Local Medical Community

**Elisa Cramer**

Department of Children and Family Services

**Laura Schultze**

Public Education  
School District of Palm Beach County

**Marielisa Amador**

Florida Agency for Health Care Administration  
*Alternate: Jerome Hill*

**Elizabeth Clark**

Representative for Children at Risk

**Marie Dorismond**

Florida Department of Transportation  
*Alternate: Paula Scott*

**Robert Goodman**

Representative for the Disabled

**Angela Choice**

Florida Department of Veterans Affairs

**James Bonfiglio**

Representative for the Elderly

**Jodie Boisvert**

Palm Beach County Community Action  
Department of Community Services

**Vacant**

Workforce Development Board

**Clinton Forbes**

Palm Tran (Mass/Public Transit Industry)  
Community Transportation Coordinator (CTC)  
Non-Voting Member  
*Alternate: Chad Hockman*

**PURPOSE**

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

**NOTICE**

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

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require a printed copy of the agenda package, require special accommodations under the Americans with Disabilities Act or require translation services for a meeting (free of charge) must call 561-725-0800 or email [Info@PalmBeachTPA.org](mailto:Info@PalmBeachTPA.org) at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

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

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TIME: **2:00 p.m.**  
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

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**1. REGULAR ITEMS**

- A. Call to Order and Pledge of Allegiance
- B. Roll Call
- C. Modifications to the Agenda
- D. MOTION TO APPROVE Minutes for November 21, 2021
- E. General Public Comments

Members of the public are invited to offer general comments and/or comments or questions on specific agenda items as follows:

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

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

- F. Comments from the Chair and Member Comments
- G. LCB Liaison Report

## **2. ACTION ITEMS**

- A. MOTION TO RECOMMEND that Palm Tran remains the Community Transportation Coordinator (CTC) for Palm Beach County

The CTC is the transportation entity recommended by the Palm Beach TPA, as the Designated Official Planning Agency (DOPA), and approved by the Commission for Transportation Disadvantaged (CTD) to ensure coordinated transportation services are provided to serve the transportation disadvantaged population in Palm Beach County.

The TPA is required by Chapter 427, Florida Statutes, to recommend a CTC. Palm Tran, a division of the Palm Beach County Board of County Commissioners (BCC), has served as the CTC since 1999 and has expressed an interest in continuing to serve. Palm Tran's letter of interest and draft BCC resolution is attached.

- B. MOTION TO APPROVE FY 21 Annual Operating Report (AOR)

The AOR provides a financial and operational overview of the TD program. As the DOPA, the TPA must annually review and approve the AOR and forward comments to the CTD. Palm Tran staff will present the attached AOR, which reviews FY 21 (July 1, 2020 – June 30, 2021).

## **3. INFORMATION ITEMS**

- A. Brightline Update

As requested during the November 21, 2021, LCB meeting, Brightline staff will provide a review of their services, major milestones, ADA features, and safety initiatives. The draft presentation is attached.

- B. CTC Update

Palm Tran staff will provide an update of their Fixed-Route and Connection services, ridership and on-time performance data, and an update on their TD ridership and complaint report. The draft presentation is attached.

- C. Palm Tran Major Transit Development Plan (TDP) Update

Palm Tran staff will summarize their FY 22-31 TDP major update, which is a 10-year strategic plan for transit informed by public engagement and highlighting funding needs and current revenues. The draft presentation is attached.

- D. LCB Member Presentation

Dr. Merlene Ramnon, LCB Representative for the Local Medical Community, will present on her roles and responsibilities related to the transportation disadvantaged. The draft presentation is attached.

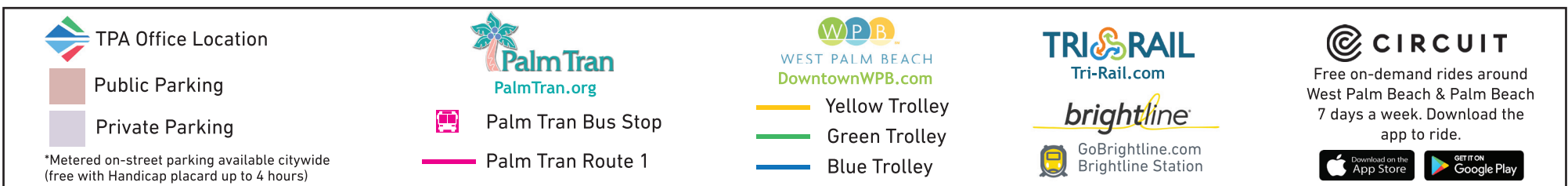
- E. Partner Agency Updates

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

## **4. ADMINISTRATIVE ITEMS**

- A. Next Meeting – **May 25, 2022**

- B. Adjournment





**TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD MEMBERS**

**CHAIR**

**Steven Grant, Mayor**  
City of Boynton Beach

**VICE CHAIR**

**Tekesha Saffold**  
Citizen Advocate/User

**Milory Senat**

Agency for Persons with Disabilities  
*Alternate: Pauline Spence*

**Jeanie Chrisman**

Private Transportation Industry

**Vanessa Palomino**

Area Agency on Aging  
*Alternate: Nancy Yarnall*

**Robyn Manuel**

Florida Division of Vocational Rehabilitation

**Uyen Dang**

Citizen Advocate

**Merlene Ramnon**

Local Medical Community

**Elisa Cramer**

Department of Children and Family Services

**Laura Schultze**

Public Education  
School District of Palm Beach County

**Jerome Hill**

Florida Agency for Health Care Administration  
*Alternate: Marielisa Amador*

**Elizabeth Clark**

Representative for Children at Risk

**Marie Dorismond**

Florida Department of Transportation  
*Alternate: Paula Scott*

**Robert Goodman**

Representative for the Disabled

**Angela Choice**

Florida Department of Veterans Affairs

**James Bonfiglio**

Representative for the Elderly

**Jodie Boisvert**

Palm Beach County Community Action  
Department of Community Services

**Elsa DeGoias**

Workforce Development Board

**Clinton Forbes**

Palm Tran (Mass/Public Transit Industry)  
Community Transportation Coordinator (CTC)  
Non-Voting Member  
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**PURPOSE**

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# PALM BEACH Transportation Planning Agency

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

**Wednesday, February 23, 2022**

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

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

### **1. REGULAR ITEMS**

#### **1.A. Call to Order and Pledge of Allegiance**

Mayor Grant called the meeting to order at 2:06 p.m. He provided an overview of the virtual meeting procedures, authority allowing the meeting to take place, and led the Pledge of Allegiance.

#### **1.B. Roll Call**

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

Member	Roll Call	Member	Roll Call	Member	Roll Call
Milory Senat	P	Angela Choice	P	Robert Goodman	P
Vanessa Palomino	P	Jodie Boisvert	P	James Bonfiglio	P
Uyen Dang	P	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	A	Merlene Ramnon	P	Workforce Development Board	A
Jerome Hill	P	Laura Schultze	A	Tekesha Saffold	A
Marie Dorismond	P	Elizabeth Clark	P	Steven Grant	P

P = Present    A = Absent

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

Mayor Grant requested that Information Item 3.A be moved in front of Item 1.E in the interest of the speaker's time.

The Recording Secretary stated Tekesha Saffold requested permission to participate remotely due to her work schedule.

There were no objections to her virtual participation and the member was permitted to join the meeting.

**MOTION to Approve the Modified Agenda made by James Bonfiglio, seconded by Uyen Dang, and carried unanimously 13-0 as depicted in the table below.**

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	Y
Vanessa Palomino	Y	Jodie Boisvert	Y	James Bonfiglio	Y
Uyen Dang	Y	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	A	Merlene Ramnon	Y	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	A	Tekesha Saffold (VC)	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Steven Grant (Chair)	Y

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

#### 1.D. **APPROVED:** Minutes for November 17, 2021

**MOTION to Approve the Minutes made by James Bonfiglio, seconded by Jodie Boisvert, and carried unanimously 13-0 as depicted in the table below.**

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	Y
Vanessa Palomino	Y	Jodie Boisvert	Y	James Bonfiglio	Y
Uyen Dang	Y	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	A	Merlene Ramnon	Y	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	A	Tekesha Saffold (VC)	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Steven Grant (Chair)	Y

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

### 3. **INFORMATION ITEM**

#### 3.A. **DISCUSSED: Brightline Update**

ALI SOULE, Brightline Vice President of Community Relations, provided a PowerPoint presentation on this item which can be viewed at [PalmBeachTPA.org/LCB](http://PalmBeachTPA.org/LCB). She presented on Brightline's accessible infrastructure, Brightline+ modes of transportation, and major milestones.

There were no public comments received on this item.

The Recording Secretary noted Elisa Cramer joined the meeting virtually and there were no objections to her virtual participation.

Member discussion ensued on railroad crossing safety, assistance for visually or hearing-impaired riders, and the integration of public transportation for Brightline riders.

#### 1. **REGULAR ITEMS**

##### 1.E. **General Public Comments**

There were no general public comments received.

##### 1.F. **Comments from the Chair and Member Comments**

RICHARD GOODMAN requested that TDLCB members introduce themselves as there were new members.

CHAIR GRANT shared that Boynton Beach had officially created an office of Equity and Inclusion. Additionally, he noted that due to Boynton Beach's Mayoral Term Limits, his term in office would expire in March. As such, this was his last LCB meeting.

## 1.G. LCB Liaison Report

ALYSSA FRANK, TPA Pedestrian & Bicycle Coordinator, reviewed the Liaison's Report, which can be viewed at [PalmBeachTPA.org/LCB](http://PalmBeachTPA.org/LCB).

There were no public comments received on this item.

MAYOR GRANT commented that transportation services provided in Palm Beach County will help people to have a high quality of life.

## 2. ACTION ITEMS

### 2.A. **RECOMMENDED: Palm Tran remains as the Community Transportation Coordinator (CTC) for Palm Beach County**

ALYSSA FRANK, TPA Pedestrian & Bicycle Coordinator, discussed the implication of Palm Tran continuing as the Community Transportation Coordinator for Palm Beach County. The contract for Palm Tran to remain as the CTC lasts five years and was last renewed in 2017. This recommendation would set the contract to be reviewed again in 2027.

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

**MOTION to Recommend that Palm Tran remains as the CTC for Palm Beach County made by Robert Goodman and was seconded by James Bonfiglio. A vote was taken and carried unanimously 15-0 as depicted in the table below.**

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	Y
Vanessa Palomino	Y	Jodie Boisvert	Y	James Bonfiglio	Y
Uyen Dang	Y	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	A	Merlene Ramnon	Y	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	A	Tekesha Saffold (VC)	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Steven Grant (Chair)	Y

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

### 2.B. **APPROVED: FY 21 Annual Operating Report (AOR)**

CLAUDIA SALAZAR, Palm Tran Grants Coordinator, presented on the FY 21 Annual Operating Report (AOR), which can be viewed at [PalmBeachTPA.org/LCB](http://PalmBeachTPA.org/LCB). She detailed the trips funded by the Transportation Disadvantaged (TD) grant. The AOR is intended to provide a financial overview of the TD program. In FY 21, there were 901,063 total trips.

There were no public comments received on this item.

Member discussion ensued on ridership through COVID-19, paratransit hours of service, and calls to remind riders of their upcoming scheduled appointment. Members requested for Palm Tran to present end times for paratransit routes to the board at a future meeting.

**MOTION to Approve the FY 21 AOR made by James Bonfiglio and was seconded by Uyen Dang. A roll call vote was taken and carried unanimously 15-0 as depicted in the table below.**

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	Y	Robert Goodman	Y
Vanessa Palomino	Y	Jodie Boisvert	Y	James Bonfiglio	Y
Uyen Dang	Y	Robyn Manuel	A	Private Transportation Industry	A
Elisa Cramer	A	Merlene Ramnon	Y	Workforce Development Board	A
Jerome Hill	Y	Laura Schultze	A	Tekesha Saffold (VC)	Y
Marie Dorismond	Y	Elizabeth Clark	Y	Steven Grant (Chair)	Y

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

### 3. INFORMATION ITEMS

#### 3.B. **DISCUSSED: CTC Update**

RON JONES, Palm Tran Director of Paratransit, presented on the CTC update, which can be viewed at [PalmBeachTPA.org/LCB](http://PalmBeachTPA.org/LCB). He discussed the reduction in on-time performance and customer satisfaction due to unprecedented driver shortages. There were 6 valid complaints from November to January.

There were no public comments received on this item.

Member discussion ensued on ridership numbers increasing as pandemic conditions improve and how complaints are determined to be "valid."

#### 3.C. **Palm Tran Major Transit Development Plan (TDP) Update**

This item was not discussed due to time constraints.

#### 3.D. **LCB Member Presentation**

DR. MERLENE RAMMON, LCB Representative for the Local Medical Community, presented on the interaction of the Department of Health and Transportation, which can be viewed at [PalmBeachTPA.org/LCB](http://PalmBeachTPA.org/LCB). She shared that access to transportation facilitates access to additional necessities, like work, shelter, healthcare, and food.

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

#### 3.E. **Partner Agency Updates**

There were no partner agency updates provided.


### 4. ADMINISTRATIVE ITEMS

#### 4.A. **Next Meeting – May 25, 2022**

#### 4.B. **Adjournment**

There being no further business the meeting was adjourned at 3:25 p.m.

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **February 23, 2022** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 25th day of May 2022.

  
\_\_\_\_\_  
LCB Chair

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

<b>Representative/Alternate</b> Agency	<b>Jul 29 2020</b>	<b>Oct 28 2020</b>	<b>Feb 24 2021</b>	<b>May 26 2021</b>	<b>Aug 25 2021</b>	<b>Nov 17 2021</b>	<b>Feb 23 2022</b>
<b>Mayor Steven Grant</b> <i>Chair – Palm Beach TPA</i>	P	P	P	P	P	P	P
<b>Tekesha Saffold</b> <i>Vice Chair - Citizen Advocate/User</i>	P	E	P	P	P	P	P
<b>Milory Senat</b> /Mary Edwards Agency for Persons with Disabilities	P	P	P	P	P	P	P
<b>Vanessa Palomino</b> /Nancy Yarnall Area Agency on Aging	P	P	***p	P	P	P	P
<b>Uyen Dang</b> Citizen Advocate	A	A	***p	P	P	P	P
<b>Elisa Cramer</b> FL Department of Children & Families	P	P	E	P	P	P	P
<b>Jerome Hill</b> /Marielisa Amador FL Agency for Healthcare Administration/ Medicaid Program	P	P	P	ALT	ALT	ALT	P
<b>Marie Dorismond</b> /Paula Scott Florida Department of Transportation	P	P	P	A	ALT	P	P
<b>Angela Choice</b> FL Department of Veteran's Affairs	P	P	P	E	P	P	P
<b>Jodie Boisvert</b> Department of Community Services	P	P	P	E	P	***p	P
<b>VACANT</b> Private Transportation	P	P	P	E	P	E	--
<b>Robyn Manuel</b> Department of Education/Division of Vocational Rehabilitation	P	P	P	E	P	P	P
<b>Merlene Ramnon</b> FL Department of Health for Palm Beach County	P	P	P	P	P	P	P
<b>Laura Schultze</b> School District of Palm Beach County	P	P	P	P	P	P	P
<b>Elizabeth Clark</b> Representative for Children at Risk	--	--	--	--	--	--	***p
<b>Robert Goodman</b> Representative for the Disabled	E	P	P	P	P	E	E
<b>James Bonfiglio</b> Representative for the Elderly	P	E	A	A	A	***p	P
<b>VACANT</b> Workforce Development Board	P	P	E	P	P	P	--

\*\*\* – New Appointment  
E – Excused

P – Representative Present  
A – Absent

ALT– Alternate Present  
-- – Vacant

## EXHIBIT A (cont.)

OTHERS PRESENT

Nicolette Sas  
Ron Jones  
Claudia Salazar  
Anna Bielawska  
Merlene Rammox  
Yili Alfonso  
Roseann Voils  
Ali Soule  
Alyssa Frank  
Valerie Neilson  
Cassidy Sparks  
Margarita Pierce  
Amanda Williams

REPRESENTING

Palm Tran  
Palm Tran  
Palm Tran  
Palm Tran  
Palm Tran  
Palm Tran  
Palm Tran  
Brightline  
Palm Beach TPA  
Palm Beach TPA  
Palm Beach TPA  
Palm Beach TPA  
Palm Beach TPA





## **Transportation Disadvantaged (TD) Public Workshop Summary**

Palm Beach TPA, 301 Datura St, West Palm Beach, FL  
February 23, 2022

### **Public Workshop Overview**

The Palm Beach Transportation Planning Agency (TPA) serves as the official Designated Official Planning Agency (DOPA) for Palm Beach County and is required by the Florida Commission for the Transportation Disadvantaged (CTD) to host an Annual Public Workshop for the Transportation Disadvantaged (TD).

This year, the workshop was held on February 23, 2022, immediately following to the scheduled quarterly TD Local Coordinating Board (LCB) meeting. The TPA organized the public workshop with the assistance of Palm Tran, the Community Transportation Coordinator (CTC) and provider of TD service in Palm Beach County.

The TD Public Workshop aimed to gather input on TD service in Palm Beach County and facilitate knowledge transfer and a thorough understanding of the paratransit system for all LCB members and attendees. The workshop consisted of brief presentation by TPA staff followed by an opportunity for public comment, which included a facilitated discussion by TPA and Palm Tran staff to provide information and collect feedback.

### **Presentation**

The presentation included an overview of the TD Program, the CTC, and Palm Tran, as shown below.

### **Attendees**

The TD Workshop had a total of 26 participants. These included 12 LCB Members, 9 members from the public/other agencies, 4 TPA staff, and 1 Palm Tran staff as listed below.







# **PALM BEACH** **Transportation** **Planning Agency**

## **Workshop Participants**

1. Mayor Steven Grant – LCB Chair, City of Boynton Beach, Florida
2. Uyen Dang – Citizen Advocate
3. Robert Goodman – Representative for the Disabled
4. Vanessa Palomino – Area Agency on Aging
5. Jerome Hill – FL Agency for Healthcare Administration
6. Elizabeth Clark – Children at Risk
7. Jodie Boisvert – Department of Community Services
8. James Bonfiglio – Representative for the Elderly
9. Marie Dorismond – Florida Department of Transportation
10. Laura Schultze – School District of Palm Beach County
11. Angela Choice – Department of Veterans' Affairs
12. Milory Senat – Agency for Persons with Disabilities
13. Vice Mayor Chelsea Reed – City of Palm Beach Gardens, Florida
14. Jean Malacko – Family Care Council
15. Krystal Logan – First Transit
16. Stacy Jackson – First Transit
17. Joanna Peluso – Healthier Jupiter
18. CS – General Public
19. Cesar Rued – General Public
20. Natasha Villalba-Cruz – General Public
21. Sue Davis-Killian – General Public
22. Alyssa Frank – TPA Staff
23. Margarita Pierce – TPA Staff
24. Cassidy Sparks – TPA Staff
25. Amanda Williams – TPA Staff
26. Ron Jones – Palm Tran



# PALM BEACH Transportation Planning Agency

## Public Comments

The following questions and comments were collected during the workshop:

- Chair Grant commented on closing the Digital Divide experienced within the county and shared that it connects to transportation. For example, if someone can work from home, then it lowers the number of trips they would need to take via Palm Tran Connection.
- The fare for Palm Tran is \$3.50. Although that amount may seem small, it can add up quickly for a family facing poverty. Is it possible to move to a sliding scale model instead?
  - Eighty-percent of the Palm Tran Connection trips are ADA trips. According to the ADA law we are able to charge a maximum of double the Fixed Route fare (\$2.00) - this would equate to a fare of \$4.00. We are currently less than double the Fixed Route fare at \$3.50 per one-way trip. According to the ADA law everyone must be charged the same fare. There cannot be any fare considerations based on income. In addition, the service is heavily subsidized. The \$3.50 fare covers a small amount of the close to \$40.00 per trip it costs for a rider to take a one-way Palm Tran Connection trip.
- Is the only option to purchase a Palm Tran Pass to go to the office in the Southern part of the county?
  - At this time tickets-to-ride can be purchased at Palm Tran Connection's office or an order form is available to order tickets. The form and a check can be mailed to the Connection office and the tickets can be mailed to the interested party. We are working on a cashless fare system allowing for a credit card to be used and balance be deducted electronically with our Trapeze Scheduling Software. We anticipate testing the system in August 2022.
- The addition of scheduling through the website has been helpful in scheduling. However, why has the number of days to book in advance changed from four days to three?
  - Through the Palm Tran Connection Efficiencies Project (CEP) it was identified that there was a high no-show and cancellation rate compared to industry standards. The ADA law states that the paratransit booking of a trip must be available the previous day before they wish to travel. Our booking of trips was at seven days in advance. Analysis from the consultant for the CEP found that the further out the trip is booked the more it is canceled or rider's no-show for their trip. The no-shows and cancellations have a cost associated and impede our ability to effectively schedule the demand for trips. To control costs, open up more seating on the buses and ultimately decrease the no-shows and cancels the recommendation from the CEP was to decrease the booking window from seven days to three days in advance.




# **PALM BEACH**

## **Transportation Planning Agency**

- How will changes to the recertification process impact rider experience?
  - The recertification process will not impact the rider experience.
- Member discussion ensued on fixed route locations in front of every high school, and transportation being the third highest barrier to employment.
- Palm Tran Connection helps provide mobility for citizens with disabilities and the drivers provide great service.

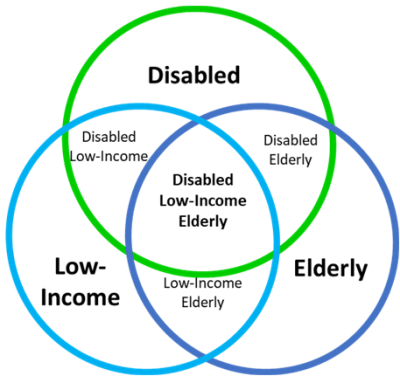


1



## 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.




The Venn diagram consists of three overlapping circles. The top circle is green and labeled "Disabled". The bottom-left circle is blue and labeled "Low-Income". The bottom-right circle is purple and labeled "Elderly". The intersections are labeled as follows: "Disabled Low-Income" in the top-left intersection, "Disabled Elderly" in the top-right intersection, "Low-Income Elderly" in the bottom intersection, and "Disabled Low-Income Elderly" in the central intersection of all three circles.

2




Community Transportation Coordinator (CTC)

Transportation entity that ensures coordinated transportation services are provided to serve the transportation disadvantaged population.




**In Palm Beach County, the CTC is Palm Tran Connection.**


3




Palm Tran Connection




**Service**  
Shared ride, door-to-door paratransit service



4




## Palm Tran Connection




**Eligibility**

Persons who are unable to transport themselves due to disability, age or income



**Fares**

\$3.50 per one-way trip




**Reservations**


Riders can reserve a trip 1-3 days in advance by calling 561-649-9838 or 1-877-870-9849 (toll free) or at [PassWeb.PalmTran.org](https://PassWeb.PalmTran.org)

Learn more at [PalmTran.org/Connection](https://PalmTran.org/Connection)

5




## Palm Tran Connection




**TD Ridership (FY 21)**

70,776 trips



**Palm Tran's Cost per TD Trip**

\$49.89 Ambulatory  
\$85.53 Non-Ambulatory

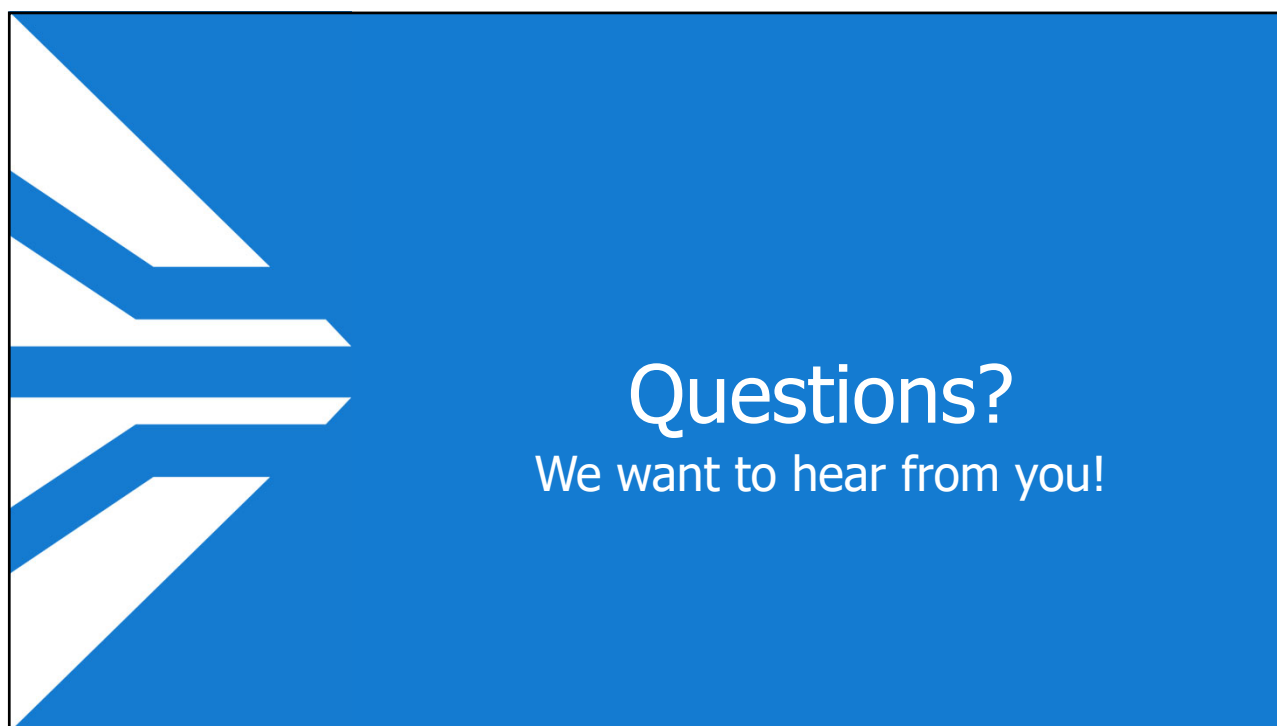


**TD Funding (FY 22)**

\$5.6M from Trip and Equipment Grant and Palm Beach County

Learn more at [PalmTran.org/Connection](https://PalmTran.org/Connection)

6





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.

COMMUNITY TRANSPORTATION  
COORDINATOR:

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

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

\_\_\_\_\_  
Palm Beach County Attorney

APPROVED AS TO TERMS AND CONDITIONS

\_\_\_\_\_  
Executive Director, PALM TRAN

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

David Darm  
Printed Name of Authorized Individual

\_\_\_\_\_  
Signature  
Executive Director  
Title

## Transportation Disadvantaged Rate Model - 2022



**JEREMY BAKER**  
DIRECTOR OF  
ADMINISTRATIVE SERVICES

**LOUIS FERRI**  
SENIOR MANAGER  
PARATRANSIT SERVICES

# Transportation Disadvantaged Background



- TD Program Description
- Why we need to establish rates
- How rates are established
- Impact of changes to the rates



## Proposed Rates - 2022



Trip Type	2020	2021	2021 Revised	2022 Proposed	Decrease	
Ambulatory	\$33.11	\$65.74	\$42.62	\$39.91	\$2.71	6.4%
Non-Ambulatory	\$56.79	\$112.70	\$73.06	\$68.41	\$4.65	6.4%

- Decrease due to:
  - Budgeted Expenses increasing by \$2M (4.7%)
  - Projected Ridership increased by 40K to 820K trips
  - Projected Miles increased by 600K to 11.5M miles (5.5%)
- Rates may need to be adjusted mid-year based on results of RFP for paratransit services

## Preliminary Information Worksheet

Version 1.4

**CTC Name:** Palm Beach County Board of County Commissioners  
**County (Service Area):** Palm Beach  
**Contact Person:** Lou Ferri, Interim Sr. Mgr Paratransit  
**Phone #** 561-812-5350

Throughout this v  
triangles that incl  
comments for you  
hover your cursor  
see the comment.

### Check Applicable Characteristic:

#### ORGANIZATIONAL TYPE:

- ☒ Governmental
- ☐ Private Non-Profit
- ☐ Private For Profit

#### NETWORK TYPE:

- ☐ Fully Brokered
- ☒ Partially Brokered
- ☐ Sole Source

**Once completed, proceed to the Worksheet entitled  
"Comprehensive Budget"**

# Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners  
County: Palm Beach

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

## REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

### Local Non-Govt

Farebox	\$ 2,750,325	\$ 1,850,000	\$ 1,850,000	-32.7%	0.0%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

### Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 35,144,508	\$ 36,487,406	\$ 38,700,126	3.8%	6.1%	
County In-Kind, Contributed Services						
City Cash	\$ 63,060	\$ 65,000	\$ 65,000	3.1%	0.0%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

### CTD

Non-Spons. Trip Program	\$ 2,410,887	\$ 3,651,787	\$ 3,424,899	51.5%	-6.2%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### USDOT & FDOT

49 USC 5307						CARES Act funding
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)	\$ 4,683,573			-100.0%		
<b>Bus Pass Program Revenue</b>						

### AHCA

Medicaid						
Other AHCA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCF

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

### DCA

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's <b>ACTUALS</b> from Oct 1st of <b>2021</b> to Sept 30th of <b>2022</b>	Current Year's <b>APPROVED</b> Budget, as <b>amended</b> from Oct 1st of <b>2022</b> to Sept 30th of <b>2023</b>	Upcoming Year's <b>PROPOSED</b> Budget from Oct 1st of <b>2023</b> to Sept 30th of <b>2024</b>	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.
1	2	3	4	5	6	7
						Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000

## APD

Office of Disability Determination						
Developmental Services						
Other APD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

## DJJ

(specify in explanation)						
Bus Pass Program Revenue						

## Other Fed or State

XXX						
XXX						
XXX						
Bus Pass Program Revenue						

## Other Revenues

Interest Earnings						This is a non-budgeted item due to uncertainty of the amount to be received.
Rebate - Virtual Credit Card	\$ 3,849	\$ -	\$ -	-100.0%		
XXXX						
Bus Pass Program Revenue						

## Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve					
---------------------------------------	--	--	--	--	--

**Balancing Revenue is Short By =**

	None	None		
\$45,056,202	\$42,054,193	\$44,040,025	-6.7%	4.7%

**Total Revenues =**

**EXPENDITURES** (CTC/Operators ONLY / Do NOT include Coordination Contractors!)

### Operating Expenditures

Labor	\$ 3,488,137	\$ 3,874,224	\$ 4,085,307	11.1%	5.4%	Equip Purchases with Local funds decrease from FY22 to FY23 is due to carryover funds from the prior year. The County allocates \$3.6M annually for the replacement of paratransit vehicles. For open POs, when the vehicles are not received the budget carries over into the next year. Miscellaneous - One time charge in Current Year Modified budget of \$32K for buildout of in-person evaluation area for paratransit clients removed from proposed budget and tuition reimbursement moved out of paratransit budget and moved to organization's Human Resource budget.
Fringe Benefits	\$ 1,847,895	\$ 1,815,907	\$ 1,986,052	-1.7%	9.4%	
Services	\$ 23,850	\$ 16,720	\$ 16,720	-29.9%	0.0%	
Materials and Supplies	\$ 12,741	\$ 34,746	\$ 34,746	172.7%	0.0%	
Utilities	\$ 208,875	\$ 173,900	\$ 173,900	-16.7%	0.0%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 28,556,367	\$ 31,814,611	\$ 34,072,800	11.4%	7.1%	
Other						
Miscellaneous	\$ 69,760	\$ 114,127	\$ 70,500	63.6%	-38.2%	
Operating Debt Service - Principal & Interest						
Leases and Rentals						
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	\$ 4,683,573			-100.0%		
Equip. Purchases with Local Revenue	\$ 6,165,004	\$ 4,209,958	\$ 3,600,000	-31.7%	-14.5%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
	\$0					
Total Expenditures =	\$45,056,202	\$42,054,193	\$44,040,025	-6.7%	4.7%	

**See NOTES Below.**

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"

ACTUAL year GAIN (program revenue) MUST be reinvested as a trip or system subsidy. Adjustments must be identified and explained in a following year, or applied as a Rate Base Adjustment to proposed year's rates on the next sheet.

# Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues
	from
	Oct 1st of
	2023
	to
	Sept 30th of
	2024
1	2

What amount of the Budgeted Revenue in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXCLUDED from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

## REVENUES (CTC/Operators ONLY)

### Local Non-Govt

Farebox	\$ 1,850,000
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 38,700,126
County In-Kind, Contributed Services	\$ -
City Cash	\$ 65,000
City In-Kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### CTD

Non-Spons. Trip Program	\$ 3,424,899
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### AHCA

Medicaid	\$ -
Other AHCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DCF

Alcohol, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

### DCA

Community Services	\$ -
Other DCA	\$ -
<b>Bus Pass Program Revenue</b>	<b>\$ -</b>

	\$ 1,850,000	
	\$ -	
	\$ -	
	\$ -	
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	\$ -	

\$ -	\$ -	
\$ -	\$ -	
\$ 35,100,126	\$ 3,600,000	
\$ -	\$ -	
\$ 65,000	\$ -	
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\$ 3,424,899	\$ -	\$ -
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YELLOW cells  
are **NEVER** Generated by Applying Authorized Rates

BLUE cells  
Should be funds generated by rates in this spreadsheet

GREEN cells  
**MAY BE** Revenue Generated by Applying  
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.





## Worksheet for Program-wide Rates

CTC: Palm Beach County Version 1.4  
County: Palm Beach

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (**GREEN** cells) below

Do **NOT** include trips or miles related to Coordination Contractors!

Do **NOT** include School Board trips or miles UNLESS.....

**INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!

Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..

Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!

Do **NOT** include fixed route bus program trips or passenger miles!

### PROGRAM-WIDE RATES

Total Projected Passenger Miles = 11,487,000

Rate Per Passenger Mile = \$ 3.36

Total Projected Passenger Trips = 820,500

Rate Per Passenger Trip = \$ 47.03

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length = 14.0 Miles

### Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile = \$ 3.83

Rate Per Passenger Trip = \$ 53.67

**Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"**

#### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

#### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

Deadhead  
Operator training, and  
Vehicle maintenance testing, as well as  
School bus and charter services.

#### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: **Palm Beach County** 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
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

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		

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

CTC: **Palm Beach County** 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 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 .....  
per passenger mile?.....  

☒ Pass. Trip  
☐ Pass. Mile

**Leave Blank**
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**  
..... And what is the projected total number of Group Vehicle Revenue Miles?  **Loading Rate**  
**0.00** to 1.00

### 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

RATES FOR FY: 2023 - 2024					
	Ambul	Wheel Chair	Stretcher	Group	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	11,487,000	= 8,615,250 + 2,871,750 + 0 + 0		0	
Rate per Passenger Mile =	\$2.85	\$4.89	\$0.00	\$0.00	\$0.00
				per passenger	per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	820,500	= 615,375 + 205,125 + 0 + 0		0	
Rate per Passenger Trip =	\$39.91	\$68.41	\$0.00	\$0.00	\$0.00
				per passenger	per group
2. If you answered # 1 above and want a COMBINED Rate per Trip <u>PLUS</u> a per Mile add-on for 1 or more services,...	Combination Trip and Mile Rate				
	Ambul	Wheel Chair	Stretcher	Group	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =			Leave Blank	Leave Blank	\$0.00
Rate per Passenger Mile for Balance =	\$2.85	\$4.89	\$0.00	\$0.00	\$0.00
				per passenger	per group

Rate per Passenger Mile =

Rate per Passenger Trip =

Rates if No Revenue Funds Were Identified As Subsidy Funds				
Ambul	Wheel Chair	Stretcher	Group	
\$3.25	\$5.58	\$0.00	\$0.00	\$0.00
			per passenger	per group
Ambul	Wheel Chair	Stretcher	Group	
\$45.54	\$78.07	\$0.00	\$0.00	\$0.00
			per passenger	per group

**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 Cou**Version 1.4  
County: **Palm Beach**

Program These Rates Into Your Medicaid Encounter Data



## Palm Beach County Transportation Disadvantaged Local Coordinating Board

# CTC UPDATE

May 25, 2022

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





# Palm Tran Service Update

- **Both Fixed-Route and Connection are experiencing challenges with driver shortages.**
- **Leading to reduced Customer Satisfaction.**
- **Connection Request for Proposal (RFP) released January 12, 2022. Responses were not adequate. RFP to be released again.**

# 2022 Palm Tran Connection Dashboard

## CONNECTION DASHBOARD FY 2022

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2022
Preventable Collisions per 100k Miles	2.00	1.00	0.70	0.79	1.69	1.28	1.16	1.32	1.45							1.28
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	1.32	1.54	1.56	1.60	1.91	3.16							1.58
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	1.52	1.48	1.47	1.49	1.55	1.53							1.51
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	75.6%	74.6%	75.4%	74.8%	64.5%	67.9%							72.1%
Mean Distance Between Failures	6,500	7,700	9,500	17,165	16,185	22,729	17,682	21,919	28,137							18,835
All Customer Commendations per 1k Trips	0.80	1.10	1.40	3.34	3.36	3.05	1.99	1.97	2.51							2.72
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2022
All Customer Concerns per 1k Trips	3.00	2.00	1.50	5.80	6.03	4.68	3.97	4.83	5.21							5.11
Reservations Call Hold Time	4:00	3:00	2:00	1:36	2:25	3:05	2:15	2:46	2:21							2:24
Where Is My Ride Hold Time	4:00	3:00	2:00	2:07	1:44	1:55	1:30	2:00	1:36							1:48

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- The Goal has been exceeded

Palm Tran Performance Management Office



4



# April 2022 Monthly Operating Report



• Completed Pass Trips	65,050
• Average Weekday Ridership	2,687
• On Time Performance	65%
• Productivity	1.56
• Service Miles	853,000
• Raw Complaints	308
• Average Hold Times	2:57
• Calls Answered	40,263



# Go Glades

- Deviated Route System to Dial-A-Ride
- VIA Mobility On Demand software implemented in February 2022
- Only mode that increased ridership during pandemic
- Reported the highest monthly ridership since the service started (December 2018) with a record total of 8,179 passengers in April 2022



## A New Way to Schedule your Go Glades Trip



- 1 Create an Account**  
Download the Go Glades mobile app in the App Store or Google Play Store and follow the simple signup steps.
- 2 Book a Ride**  
Enter your pickup and dropoff addresses and choose the ride that works best for you. Then tap **Book This Ride**.
- 3 Meet your Driver**  
The app will show you exactly where to meet your driver - it's usually a nearby corner, which helps minimize detours.

For more information visit: [www.palmtran.org](http://www.palmtran.org)  
Download the Go Glades app or call (561) 649-9838, Option 0

Search for "Palm Tran Go Glades" on the App Store or Google Play.









# TD Ridership and Complaint Report



Month	TD Ridership	Raw Complaints	Valid
February	8,774	9	2
March	9,430	11	5
April	9,295	15	4

Valid complaints: Late Pickup (3), Improper Drop off (2), Other (2), Discourteous (1), Late Drop Off (1), Damaged Property (1), Unsafe (1)





**Thank you**