

# ***CTC EVALUATION WORKBOOK***

Florida Commission for the



## **Transportation Disadvantaged**

**CTC BEING REVIEWED: BCC OF PALM BEACH DBA PALM TRAN**

**COUNTY (IES): PALM BEACH**

**ADDRESS: 50 SOUTH MILITARY TRAIL, WEST PALM BEACH, FL 33415**

**CONTACT: CHAD HOCKMAN      PHONE: 561-812-5354**

**REVIEW PERIOD: FY 2017-2018    REVIEW DATES: MARCH – MAY 2018**

**PERSON CONDUCTING THE REVIEW: ALYSSA FRANK**

**CONTACT INFORMATION: PALM BEACH TPA, 2300 NORTH JOG RD.,  
4<sup>TH</sup> FLOOR, WEST PALM BEACH, FL 33411**

# ***LCB EVALUATION WORKBOOK***

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# REVIEW CHECKLIST & SCHEDULE

## **COLLECT FOR REVIEW:**

<b>X</b>	APR Data Pages	<b>X</b>	QA Section of TDSP	<b>X</b>	Last Review (Date: <u>01/10/18</u> )
<b>N/A</b>	List of Omb. Calls	<b>X</b>	QA Evaluation	<b>X</b>	Status Report (from last review)
<b>X</b>	AOR Submittal Date	<b>X</b>	TD Clients to Verify	<b>X</b>	TDTF Invoices
<b>X</b>	Audit Report Submittal Date				

## **ITEMS TO REVIEW ON-SITE:**

<b>X</b>	SSPP	<b>X</b>	Policy/Procedure Manual
<b>X</b>	Complaint Procedure	<b>X</b>	Drug & Alcohol Policy (see certification)
<b>X</b>	Grievance Procedure	<b>X</b>	Driver Training Records (see certification)
<b>X</b>	Contracts	<b>N/A</b>	Other Agency Review Reports
<b>X</b>	Budget	<b>X</b>	Performance Standards
<b>N/A</b>	Medicaid Documents		

## **ITEMS TO REQUEST:**

- X**     **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)
- X**     **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)
- N/A**   **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)
- X**     **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).
- X**     **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

## **INFORMATION OR MATERIAL TO TAKE WITH YOU:**

<b>X</b>	Measuring Tape	<b>X</b>	Stop Watch
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## EVALUATION INFORMATION

**An LCB review will consist of, but is not limited to the following pages:**

1	Cover Page
5 - 6	Entrance Interview Questions
11	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
16	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
20	Insurance
24	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
48	Level of Cost - Worksheet 1
49-50	Level of Competition – Worksheet 2
51-52	Level of Coordination – Worksheet 3

**Notes to remember:**

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification (See Appendix B).**

## ENTRANCE INTERVIEW QUESTIONS

### INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.  
  
The LCB will be reviewing the following areas:
  - ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
  - ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
  - ☐ Monitoring of contractors.
  - ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

### USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: ☐ RURAL ☒ URBAN
2. ORGANIZATION TYPE:
  - ☐ PRIVATE-FOR-PROFIT
  - ☐ PRIVATE NON-PROFIT
  - ☒ GOVERNMENT
  - ☐ TRANSPORTATION AGENCY
3. NETWORK TYPE:
  - ☐ SOLE PROVIDER
  - ☒ PARTIAL BROKERAGE
  - ☐ COMPLETE BROKERAGE
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
  - First Transit
  - Maruti Fleet and Management
  - MV Transit

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:

Rather than Coordination Contracts, the CTC has Financial Assistance Contracts with the following agencies:

Financial Assistance Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact
Federation Transportation Services, Inc.	9901 Donna Klein Blvd.	Boca Raton, FL 33428	561-852-3376	Jimmy Keck
Seagull Industries for the Disabled	3879 Byron Drive	Riviera Beach, FL 33404	561-842-5814	Joyce Hambrick

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?  
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
Division of Senior Services	5%	Faith Manfra	561-355-4750
CTD	15%	John Irvine	850-410-5712
ADA	80%	Clinton Forbes	561-841-4205

7. REVIEW AND DISCUSS TD HELPLINE CALLS: N/A

	Number of calls	Closed Cases	Unsolved Cases
Cost	N/A	N/A	N/A
Medicaid	N/A	N/A	N/A
Quality of Service	N/A	N/A	N/A
Service Availability	N/A	N/A	N/A
Toll Permit	N/A	N/A	N/A
Other	N/A	N/A	N/A

## GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC: [July 1, 2017](#)

2. WHAT IS THE COMPLAINT PROCESS?

[Palm Tran Connection records all complaints that come through email, phone calls, and social media and determines to whom the complaint should be directed to for research and resolution via the Customer Complaint department. When a Transportation Operator receives a complaint from Palm Tran Connection, they are required to research the complaint with their personnel and take corrective action as necessary. The Operator is required to service complaints within five business days or 24 hours if it is a complaint regarding safety or serious misconduct. Palm Tran Connection reviews all responses to complaints and is the final arbiter as to whether or not complaints have been adequately resolved by the Operator. The party logging the complaint is then notified of the resolution via postcard when the complaint has been received and a written response when the complaint has been resolved. Online feedback is also available through \[www.Palmtran.org\]\(http://www.Palmtran.org\). Palm Tran Customer Service is available as part of the online scheduling website.](#)

IS THIS PROCESS IN WRITTEN FORM? ☒ Yes ☐ No  
(Make a copy and include in folder)

Is the process being used? ☒ Yes ☐ No

3. DOES THE CTC HAVE A COMPLAINT FORM? ☒ Yes ☐ No  
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S  
UNIFORM SERVICE REPORTING GUIDEBOOK?  
☒ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?  
☒ Yes ☐ No

**Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.**

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?  
☒ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?  
[Upon explanation of Palm Tran Connection's resolution of the complaint, if the party is still dissatisfied, they are referred to the TD Helpline.](#)

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN  
PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT  
FILE/PROCESS?  
☒ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☒ Yes ☐ No If yes, what type?

The CTC provides a Rider's Handbook which details TD services.

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☒ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☒ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

The CTC determines eligibility for TD riders/ beneficiaries by entering eligibility information for each applicant (e.g. conditions, eligibility dates) into its paratransit database. Service is provided the next service day after service eligibility has been determined and is in compliance with existing state and federal guidelines. Certification by the applicant must be submitted to Palm Tran Connection. Licensed medical verification or proof of income level may be required. The CTC determines eligibility within 21 days of receiving an application. Once eligibility is determined, Palm Tran Connection mails a letter to the applicant explaining eligibility determination, authorized services available, eligibility expiration, re-application process and the appeals process. Applicants may request an application by calling (561) 649-9838, downloading an application from Palm Tran Connection's website (PalmTran.org) or requesting an application in person at Palm Tran Connection's Administrative offices (Monday through Friday between 8:00 a.m. and 5:00 p.m.)

*Please Verify These Passengers Have an Eligibility Application on File:*

TD Eligibility Verification			
Name of Client	Address of client	Date of Ride	Application on File?
Robert Whitton	18812 Orange Grove Blvd. Loxahatchee, FL 33470	Jan. 16,2018	Yes
Cameron Wollaston	16646 Orange Grove Blvd. Loxahatchee, FL 33470	Feb. 15, 2018	Yes
Gina Douglas	16133 E. Edinburgh Dr. Loxahatchee, FL 33470	Mar. 10, 2018	Yes

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

The CTC has implemented innovative ideas, such as street routing and PASSWeb. Street routing helps with efficiency and cost savings on gas, compared to the CTC's retired system, Tri-angulation. In addition to PASSWeb, the new online booking service, the CTC uses their PTSTAT(Palm Tran Statistic) team to analyze the performance metrics.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?

Palm Tran could improve its efforts in coordination with South Florida Regional Transportation Authority (SFRTA) by creating a smooth and coordinated schedule transfer between Palm Tran routes and the Tri-Rail trains. This would encourage individuals that use either system to

seamlessly transfer to the other, thus increasing ridership, and would allow both agencies to focus more on the logistics of getting clients to and from destinations county-wide, while using different modes of transportation. Palm Tran is currently working to get communities involved in transportation, as well as working on interoperability with other counties, and working to introduce TNC's to the existing transportation system.

**15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?**

Palm Tran and FDOT could better coordinate and enforce regulations for 5310 recipients, as there is a lack of enforcement from FDOT to ensure 5310 Grant recipients are compliant\ . Other barriers to the coordinated system include the need to update coordination contracts for HIPPA, drug and alcohol testing, and USCIS E-Verify; utilizing Agency Med-Waivers; and not having enough staff dedicated to the Palm Tran Connection system. The CTC needs designated TD employees that could potentially manage and help enforce compliance for coordinated contracts. This would be helpful now, especially since the VA decreased their budget for transportation and are directing the Veterans to use Palm Tran Connection. Lastly, the CTC is currently trying to gain access for Palm Tran Connection to use the Turnpike, as it would increase the efficiency of trips and decrease costs in gas.

**16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?**

Update contracts to meet the language prescribed by Palm Beach County. The CTD's contract template has not been updated for HIPPA, drug/alcohol testing, or USCIS E-Verify language. FDOT has not enforced contracts. The CTD's help is requested to work with Palm Tran to help the public transit vehicles utilize the turnpike, which in turn would help with efficiency and cost savings.

**17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?**

The CTD should work closely with FDOT to enforce responsiveness and compliance of Operators to facilitate a better coordinated system.

**18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?**

The voluntary dollar is currently being marketed via brochures, informational posters on display at the Palm Tran Connection office as well as in the Palm Tran Connection newsletter. Posted in the newsletter on the website.

## GENERAL QUESTIONS

### Findings:

1. The CTC's complaint process is thorough—those filing a complaint are notified when it is received, as well as again when it is resolved. Clients are able to communicate with the CTD if they are still not satisfied.
2. The CTC is interested in coordinating with Palm Tran fixed route and Tri-Rail to transfer riders from paratransit service to fixed route public transportation.
3. Paratransit riders are often unsure of how to use fixed-route service. The CTC offers a fixed route guide for ADA-eligible riders to encourage TD riders who are capable to ride fixed route to do so.
4. Section 5310 recipients are not adequately regulated for compliance.
5. Section 5310 contractual language is not updated to hold recipients accountable for key safety measures.

### Recommendations:

1. While a summary of complaints is currently provided to the LCB in a bar chart format, it is recommended that a brief written summary of the complaints received accompanies the chart. These can be provided as an item in the agenda backup.
2. The CTC should hold a training to encourage a better understanding of how eligible riders can easily transfer to the fixed route service from paratransit and to Tri-Rail.
3. The CTC should develop a video education program to inform riders on how to use fixed route bus service. The program should be available on Palm Tran's social media, website, and can play in the Palm Tran Connection waiting room.
4. The CTD should work closely with FDOT and the CTC to enforce responsiveness and compliance of Operators to facilitate a better coordinated system.
5. Update Section 5310 language so that it matches Palm Beach County's contract requirements which include standards for HIPPA, drug/alcohol testing, and USCIS E-Verify language.



## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC contracts for compliance with 427.0155(1), F.S.**

*“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”*

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☒ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☒ No

The contract is based on a more extensive Palm Beach County-approved template.

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☒\* Yes ☐ No

\*There are no coordination contracts.

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Operator Name	Exp. Date	SSPP (Report Date)	AOR Reporting (Annual)	Insurance (Auto Contract Requirement)
First Transit	N/A	01/01/2016	08/18/2017	\$1,000,000 per incident \$5,000,000 excess
Maruti Fleet and Management	N/A	01/01/2016	08/18/2017	\$1,000,000 per incident \$5,000,000 excess
MV Transit	N/A	02/01/2017	08/18/2017	\$1,000,000 per incident \$5,000,000 excess

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC last AOR submittal for compliance with 427. 0155(2)**  
*“Collect Annual Operating Data for submittal to the Commission.”*

### REPORTING TIMELINESS

Were the following items submitted on time?

- |                                     |                                     |     |                                     |    |
|-------------------------------------|-------------------------------------|-----|-------------------------------------|----|
| a. Annual Operating Report          | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/>            | No |
| Any issues that need clarification? | <input type="checkbox"/>            | Yes | <input checked="" type="checkbox"/> | No |

Any problem areas on AOR that have been re-occurring?

List: [N/A](#)

- |   |                                     |     |                          |    |
|---|-------------------------------------|-----|--------------------------|----|
| b. Memorandum of Agreement                              | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| c. Transportation Disadvantaged Service Plan            | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| d. Grant Applications to TD Trust Fund                  | <input checked="" type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| e. All other grant application ( <a href="#">N/A</a> %) | <input type="checkbox"/>            | Yes | <input type="checkbox"/> | No |

IS THE CTC IN COMPLIANCE WITH THIS SECTION?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Comments:

[The Annual Operating Report was submitted on September 25, 2017.](#)

[The Memorandum of Agreement Designation is from 07/1/2017 – 06/30/2022.](#)

[The TD Trust Fund grant application was submitted on 08/15/2017.](#)

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

*“Review all transportation operator contracts annually.”*

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

The CTC has Service Coordinators (road supervisors) who perform both on-site annual inspections and random inspections as-needed. Inspections encompass all aspects of the contracts including vehicles, training, and drivers. In addition to the service coordinators, the CTC has a Drug and Alcohol Coordinator who ensures the transportation operators as well as Palm Tran employees are following the Federal Drug and Alcohol Guidelines. Additionally, the CTC has a Contract Manager and Financial Analyst who oversee the Operators’ contracts legal and financial aspects. The CTC also monitors the quarterly AOR reports submitted by the Operators to ensure they are operating in the most cost effective manner.

In addition to annual inspections, the CTC conducts semi-annually MVR’s (Motor Vehicle Reports) and weekly safety-sensitive checks on contracted drivers per contract.

Is a written report issued to the operator?      **X**      Yes      ☐      No  
Annually, or on an as-needed basis

If NO, how are the contractors notified of the results of the monitoring?  
N/A

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Financial Assistance contractors are annually inspected but are held to the standards dictated in the financial assistance contracts.

Is a written report issued?      **X**      Yes      ☐      No

If NO, how are the contractors notified of the results of the monitoring?  
N/A

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

The Service Coordinators meet with the Operator to identify the deficiencies found in the report. A formal letter from the Senior Manager of Palm Tran Connection is then sent out referencing the deficiencies. The Operator is given a specific time period to correct the deficiencies. Followed by a follow-up inspection that is then performed to confirm that they are in compliance. CTC staff works with the Operators to correct any deficiencies.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?      **X**      Yes      ☐      No

**ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.**

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]**

***“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”***

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

School buses are not used in the coordinated system due to the fact that peak hours for use are similar. Therefore, when buses are available for use, increase in demand is not present.

**Rule 41-2.012(5)(b):** *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☒ Yes ☐ No

If YES, what is the goal?

Increase bus pass trips by 10% for paratransit riders.

Is the CTC accomplishing the goal? ☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☒ Yes ☐ No

Comments:

Students attending charter or private schools often rely on paratransit services to get to and from school. The School Board has a contract with the CTC to purchase bus passes. For the last school year, an Inter-Local Agreement between Palm Tran and the Palm Beach County School District resulted in providing students either annual or monthly bus passes with Palm Tran fixed bus route transportation. Bus passes are given to people who are able to use the fixed route service and are in the core area.

The CTC is struggling to meet the ever-growing demand for paratransit service. They struggle with ADA, Paratransit, Senior and Charter School demands. Neither the Senior Programs nor Charter Schools are contributing, or contributing adequately, to assist with their demands for service. In order to maintain the quality of service, the transportation system will have to increase its capacity, which will in turn increase the expenses.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).**

*“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”*

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☒ Yes ☐ No

If Yes, describe the application review process.

CTC staff reviews applications for Section 5310 funding and provides feedback to FDOT.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?

☐ Yes ☐ No ☒ N/A

If no, is the planning agency currently reviewing applications for TD funds?

☒ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

The CTC is compliant with Chapter 427, F.S., and participates in the review for local government, federal and state transportation applications for TD funds, such as 5310 Grant Applications.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review priorities listed in the TDSP, according to Chapter 427.0155(7).**

*“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”*

**X** REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

The CTC does not currently prioritize trips due to the fact that there are enough resources to provide trips to all clients who request them.

In the event that prioritization would be required, the trips would be prioritized in the following order:

1. Medical Trips (ex. kidney dialysis, life-sustaining treatments, medical appointments, pharmacy trips)
2. Nutrition Trips (ex. daily meals and grocery shopping trips)
3. Daycare & Employment Trips (ex. job interview, training, workshops for pay, education)
4. Quality of Life Activities (ex. governmental, voting, recreational, religious and social support activities)

HOW ARE THESE PRIORITIES CARRIED OUT?

We do not prioritize trips.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? **X** Yes ☐ No

Comments:

The CTC does not currently prioritize trips, however if they did they would do so as stated above. The CTC Assessment Update is included in Appendix B, for reference.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Ensure CTC compliance with the delivery of transportation services, 427.0155(8).**

*“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”*

Review the Operational section of the TDSP

1. Hours of Service:

Paratransit: ADA and TD service hours are defined as:

Monday - Friday: 5:00 AM - 10:10 PM

Saturday: 6:00 AM - 10:10 PM

Sunday: 8:00 AM - 6:00 PM

DOSS service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. with the last scheduled pickup 4:30 p.m.

TD, ADA and DOSS service are not available on New Year's Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

2. Hours of Intake:

The CTC accepts trip requests every day of the year, except observed holidays, between the hours of 7:00 a.m. and 5:00 p.m. on Monday through Saturday and on Sundays between 8:00 a.m. and 5:00. TDD (telecommunications device for the deaf) is available during the same hours as the rest of the CTC's telephone system.

3. Provisions for After Hours Reservations/Cancellations?

The CTC provides an IVR (Interactive Voice Recognition System) after hours. The system calls clients the night before the trip and allows them to confirm or cancel a trip. Confirmation codes are provided to clients and also displayed in the Trapeze Scheduling Software. Voicemails are left for clients who do not respond. Clients can also dial in and press option “5” to control their trips. After hours, they are able to confirm or cancel their reservations without an agent.

4. What is the minimum required notice for reservations?

Next day trip reservations must be made by 5:00 p.m. the day before they wish to travel.

5. How far in advance can reservations be place (number of days)?

Clients are able to reserve a trip up to seven days before they wish to travel.

IS THE CTC IN COMPLIANCE WITH THIS SECTION?      ☒ Yes      ☐ No

Comments:

Internet trip booking is now available via the PASS-WEB service. Clients log-in and are provided step-by-step instructions to request a ride. The Trapeze Scheduling Software chooses the best schedule available. A screen reader version is also available for the sight-impaired.

## COMPLIANCE WITH CHAPTER 427, F.S.

**Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).**

*“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”*

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

There is not currently an arrangement with the local WAGES coalition, CareerSource Palm Beach County.

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

Palm Tran has suggested providing a free ride to a job interview but WAGES would have to cover future trips to and from work afterwards. With WAGES, once you have a job that you earn enough, you are no longer TD.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☒ No

Comments:

The CTC has offered to provide a free ride to jobs interviews for members of the WAGES Coalition, however WAGES would have to cover future trips. After TD eligible individual accepts a job offer, they are no longer considered TD and have to utilize the fixed route system.



## **CHAPTER 427**

### **Findings:**

1. School buses are not currently being utilized in the coordinated system due to similar peak times. Charter and private school students oftentimes rely on paratransit services to get to and from school.
2. The CTC uses IVR (Interactive Voice Recognition System) after hours to confirm or cancel trips the night prior to what is scheduled. This automated software helps the CTC keep track of whether trips for the next day are still on schedule as planned.
3. TD Service is not available on seven holidays throughout the year.
4. There is not currently an arrangement with the local WAGES coalition, CareerSource Palm Beach County.

### **Recommendations:**

1. If possible, work with the School District of Palm Beach County to utilize school buses. Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to the students.
2. The CTC should continue utilizing the IVR technology to confirm scheduled trips, and should use the technology to call the client when the ride is 15 minutes out from the pickup location.
3. The TD holiday schedule follows the fixed-route schedule. The CTC should consider providing paratransit and fixed route service on holidays.
4. Work cooperatively with Career Source Palm Beach County to provide clients with transportation services.

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(1), Minimum Insurance Compliance

*“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”*

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

\$1 million in primary policy and \$5 million in excess per occurrence.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

There are no Coordination Contracts.

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost
First Transit	\$7,120 per vehicle
Maruti Fleet and Management	\$26,400 per vehicle
MV Transit	\$4,699 per vehicle

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☒ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

Comments:

All Operators \$1,000,000/per incident and \$5,000,000 excess auto policies (\$6,000,000 total).

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.006(2), Safety Standards.

*“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”*

Date of last SSPP Compliance Review February 20, 2014, obtain a copy of this review.

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☒ Yes ☐ No

### DRIVER REQUIREMENT CHART

Driver Last Name	Valid Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Level II Background Check
Aime	Yes	1/2/17	X	Yes	Yes	1/7/15
Atkins	Yes	7/19/17	X	Yes	Yes	7/12/17
Alexander	Yes	10/12/17	X	Yes	Yes	11/2/15
Alexandre	Yes	2/1/17	X	Yes	Yes	2/8/15
Alexida	Yes	2/21/16	X	Yes	Yes	11/30/15
Francilot	Yes	12/2/16	X	Yes	Yes	12/29/14
Alvarez	Yes	1/16/18	X	Yes	Yes	1/26/18
Alteme	Yes	9/15/17	X	Yes	Yes	9/23/15
Altenor	Yes	1/17/17	X	Yes	Yes	1/27/17
Alvarez-Rojas	Yes	8/31/17	X	Yes	Yes	9/25/17
Anderson	Yes	7/5/17	X	Yes	Yes	7/17/17
Chavarrieta	Yes	12/3/17	X	Yes	Yes	12/21/15
Calixte	Yes	8/25/16	X	Yes	Yes	1/8/15
Gibson	Yes	7/28/17	X	Yes	Yes	1/6/15
Bipram	Yes	10/10/17	X	Yes	Yes	4/27/15
Anneus	Yes	12/8/16	X	Yes	Yes	4/7/16
Harper	Yes	4/26/26	X	Yes	Yes	2/5/15
Joseph	Yes	10/28/16	X	Yes	Yes	1/20/15
McMillian	Yes	8/25/16	X	Yes	Yes	9/12/16
Jones	Yes	9/13/17	X	Yes	Yes	1/21/15
Remarais	Yes	2/19/18	X	Yes	Yes	3/22/16
Wright	Yes	3/30/17	X	Yes	Yes	4/6/17
Smith	Yes	5/12/17	X	Yes	Yes	5/19/15

Driver Last Name	Valid Driver License	Last Physical	CPR/1st Aid	Def. Driving	ADA Training	Level II Background Check
Parker	Yes	6/16/17	X	Yes	Yes	1/21/15

\*CPR/First Aid Training is not required per the contracts.

Sample Size: 1-20 Drivers – 50-100% 21-100 Drivers – 20-50% **100+ Drivers – 5-10%**

COMPLIANCE WITH 41-2, F.A.C.
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**Compliance with 41-2.006(3), Drug and Alcohol Testing**

*“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”*

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☒ FTA (Receive Sect. 5307, 5309, or 5311 funding)  
☐ FHWA (Drivers required to hold a CDL)  
☐ Neither

**REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.**

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: [See below](#)

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

**Comments:**

[Palm Tran Connection's three contractors all use their own personalized Drug and Alcohol Policies, however all are based off of DOT's requirements set forth in the DOT Regulation 49 CFR Part 40 and FTA 49 CFR Part 655.](#)

[The dates of each policy reviews follow:](#)

<a href="#">First Transit – Initial: March 31, 2011</a>	<a href="#">Update: January 11, 2017</a>
<a href="#">Maruti Fleet – Initial: November 1, 2014</a>	<a href="#">Update: September 29, 2016</a>
<a href="#">MV Transit – Initial: October 1, 2015</a>	<a href="#">Update: January 11, 2017</a>

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

*"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."*

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)	N/A	N/A	N/A	N/A	N/A
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)	N/A	N/A	N/A	N/A	N/A
Special or unique considerations that influence costs?	N/A				
Explanation:	N/A				

5. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☒ No

(Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)]

	CTC	Alt. #1 Federation Transportation Services, Inc.	Alt. #2 Seagull Industries
Flat contract rate (s) (\$ amount / unit)	N/A	\$135,313	\$135,313
Nutrition	N/A	N/A	N/A
Wheelchair	N/A	N/A	N/A
Ambulatory	N/A	N/A	N/A
Special or unique considerations that influence costs?	N/A		
Explanation:	The CTC does not have Transportation Alternatives.		

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☒ Yes ☐ No

## **RULE 41-2**

### **Findings:**

1. The CTC does not use Coordination Contractors, and therefore does not require compliancy with Rule 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

### **Recommendations:**

N/A

## COMPLIANCE WITH 41-2, F.A.C.

### **Compliance with Commission Standards** *"...shall adhere to Commission approved standards..."*

Review the TDSP for the Commission standards.

<b>Commission Standards</b>	<b>Comments</b>
Local toll free phone number must be posted in all vehicles.	<p>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:</p> <p>A toll-free (800/888) number;</p> <p>Multiple local phone numbers which provide local coverage throughout Palm Beach County; and</p> <p>The Commission for the Transportation Disadvantaged Helpline phone number: 1-800-983-2435.</p>
Vehicle Cleanliness	<p>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.</p> <p>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 for a passenger.</p> <p>Seats shall not be broken, damaged or have protruding sharp edges.</p>
Passenger/Trip Database	The CTC uses Trapeze Scheduling Software.
Adequate seating	Adequate seating shall be provided to each rider 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.
Driver Identification	All drivers must have a Palm Tran Connection name and picture badge on display while providing service.
Passenger Assistance	<p>Both ambulatory and non-ambulatory paratransit service is provided according to ADA rules and guidelines. ADA paratransit services may include requiring riders 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.</p> <p>Drivers must assist riders, upon request, in getting to, on off and from the vehicle. This assistance may include lending a supporting arm or guiding and assisting up or down steps.</p> <p>Drivers may not assist riders in wheelchairs up or down more than one step. Drivers are required to carry packages weighing not more than thirty-five (35) pounds in total.</p> <p>Drivers are prohibited from lifting or carrying passengers and/or their children.</p>



Commission Standards	Comments
Smoking, Eating and Drinking	Drivers are prohibited from smoking and using cell phones at all times, while on board the vehicle and/or while assisting riders. In addition, drivers are prohibited from eating or drinking when a Palm Tran Connection rider is on board the vehicle. /
Two-way Communications	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.
Air Conditioning/Heating	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.
Billing Requirements	If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within seven working days after the receipt by the CTC of full or partial payment, the CTC shall pay to the subcontractors and suppliers a penalty in the amount of one half of one percent of the amount due, per day, from the expiration of the period allowed for payment.

## COMMISSION STANDARDS

### Findings:

The CTC is compliant with the Commission Standards, as mentioned above.

### Recommendations:

N/A

## COMPLIANCE WITH 41-2, F.A.C.

### Compliance with Local Standards

*“...shall adhere to Commission approved standards...”*

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy	<p>Palm Tran Connection allows riders to travel with a Personal Care Attendant (PCA), service animal, children, and one (1) companion (or escort). Additional individuals beyond the first companion are carried only on a space available basis. Riders must reserve a space for the companion(s) when they reserve their trip.</p> <p>PCA's and anyone else approved to accompany the rider must board the vehicle at the rider'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 rider. Riders may transport pets in a commercially available pet carrier which must fit under the rider's seat or on their lap. Newborns to five year olds must ride in a federally approved child safety seat provided by the parent.</p> <p>A PCA is a person traveling as a necessary aid to facilitate travel by a person with disabilities who cannot travel alone or children age eight (8) and under. Riders are limited to one (1) PCA. Activities performed by a PCA may include but not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). Palm Tran Connection will not provide a PCA for a rider.</p>
Use, Responsibility, and cost of child restraint devices	<p>Children who are between the ages of birth and four (4) years old inclusive and/or children who weigh less than forty (40) pounds must travel with a responsible guardian (PCA) 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.</p>
Out-of-Service Area trips	<p>No service is provided beyond the County's borders without prior approval of Palm Tran Connection or LCB. No TD service is provided outside of the State of Florida. However, service is available to access Tri-Rail stations; therefore, it is possible to travel to any accessible stations in Broward and Miami-Dade Counties. Paratransit service connects with Broward County paratransit at a southern Palm Beach County transfer location.</p>
CPR/1st Aid	<p>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>
Driver Criminal Background Screening	<p>All drivers must undergo a Level II background screening as required by Section 430.0402, F.S. and described in Section 435.04, F.S.</p>

Rider Personal Property	<p>Transportation Operators are required to transport packages belonging to riders as long as the rider is on board with his/her package and the package fits on the rider's lap or beneath his/her seat. Packages must be no larger than two (2) large paper grocery bags or four (4) smaller plastic handle bags and weigh no more than twenty-five (25) pounds combined.</p> <p>Transportation Operators are prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, fire arms or explosive devices.</p>
Advance reservation requirements	<p>Advance reservations are accepted up to 5:00 pm the day prior to the date of service.</p>
Pick-up Window	<p><b>Pickup Window</b></p> <p>The scheduled vehicle is required to arrive at the rider's origin within a thirty (30) minute pickup window as shown on the vehicle manifest. Riders must be ready and waiting to board the vehicle at all times during the thirty (30) minute pickup window.</p> <p>The pickup window occurs 15 minutes before to 15 minutes after the given pickup time.</p> <p><b>Boarding Window</b></p> <p>When the scheduled vehicle arrives within the scheduled pickup window, the rider has five (5) minutes to board the vehicle and to be seat-belted and/or properly secured. If the rider is unable to board within this "boarding window," the provider will be instructed to proceed with the route, and the rider will be charged with a "No Show." Riders who need additional time to board as a result of their disabilities may have additional time, based on prior approval from Palm Tran Connection on a case-by-case basis.</p>

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
<i>Public Transit Ridership</i> 25% growth	CTC	9.7%	No
	Operator A	N/A	N/A
	Operator B	N/A	N/A
	Operator C	N/A	N/A
<i>On-time performance:</i> 90% <i>On-time performance by Appt.:</i> 93%	CTC	76.83%	No
	Operator A	72.91%	No
	Operator B	78.12%	No
	Operator C	79.06%	No
<i>Passenger No-shows</i> Ratio: <5% <i>Number of no-shows ÷ total number completed trips</i>	CTC	3,358 (3.85%)	Yes
	Operator A	937 (1.07%)	Yes
	Operator B	1,578 (1.81%)	Yes
	Operator C	843 (.96%)	Yes
<i>Accidents</i> ≤1 per 100,000 miles	CTC	354 Ratio: .32	Yes
	Operator A	149 Ratio: .34	Yes
	Operator B	159 Ratio: .35	Yes
	Operator C	46 Ratio: .23	Yes
<i>Average age of fleet:</i>	CTC	3 years, 2 months	Yes
	Operator A	3 years, 2 months	Yes
	Operator B	3 years, 2 months	Yes
	Operator C	3 years, 2 months	Yes
<i>Complaints</i> ≤ 3 per 10,000 completed trips	CTC	269	No
	Operator A	82	No
	Operator B	106	No
	Operator C	38	No
<i>Call-Hold Time</i> No more than three (3) minutes per call.	CTC	02:51 (min:sec)	Yes
	Operator A	N/A	N/A
	Operator B	N/A	N/A
	Operator C	N/A	N/A

Operator A – First Transit  
Operator B – MV Transit  
Operator C – Maruti Fleet and Management

## LOCAL STANDARDS

### Findings:

The CTC is currently meeting the following goals:

- Passenger no shows of <5%.
- Average age of entire fleet is 3 years, 2 months.
- At-fault accident goal of  $\leq 1$  per 100,000 miles traveled.
- Call hold time is less than three (3) minutes per call.

The CTC is currently not meeting the following goals:

- Increasing public transit ridership goal of 25%.
  - On time performance goal of 90%.
  - On-time performance by Appt. of 93%
  - Complaint ratio goal of  $\leq 3$  per 10,000 trips performed.
- The CTC holds weekly meetings with the Operators, and team members, to discuss metrics and long term goals. Meetings were previously bi-weekly, however with the onset of the CTC's PTSTAT program, meetings are able to decrease in frequency.

### Recommendations:

The CTC's Office of Performance Management 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.

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

### REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE AVAILABLE UPON REQUEST?

☒ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☒ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL PRODUCED IN A TIMELY FASHION UPON REQUEST?

There is a Braille machine at the CTC's facility and materials can be produced upon request.

A magnification machine is also available for use at the facility.

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?

☒ Yes ☐ No

ARE THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH THE OFFICE PHONE NUMBER?

☒ Yes ☐ No

Florida Relay System:  
Voice- 1-800-955-8770  
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids	X	X	N/A
Accommodating Life Support Systems (O <sub>2</sub> Tanks, IV's...)	X	X	N/A
Passenger Restraint Policies	X	X	N/A
Standee Policies (persons standing on the lift)	N/A	N/A	X
Driver Assistance Requirements	X	X	N/A
Personal Care Attendant Policies	X	X	N/A
Service Animal Policies	X	X	N/A
Transfer Policies (From mobility device to a seat)	X	X	N/A
Equipment Operation (Lift and securement procedures)	X	X	N/A
Passenger Sensitivity/Disability Awareness Training for Drivers	X	X	N/A

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? X Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? X Yes ☐ No



## Bus and Van Specification Checklist

Name of Provider: **MV Transit**

Vehicle Number (either VIN or provider fleet number): **5137**

Type of Vehicle:      ☐ Minivan                      ☐ Van                      ☐ Bus (>22')  
                                 ☒ Minibus (<= 22')                      ☐ Minibus (>22')

Person Conducting Review: **Alyssa Frank**

Date: **4/3/18**

Review the owner's manual, check the stickers, or ask the driver the following:

- ☒ The lift must have a weight limit of at least 600 pounds.
- ☒ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☒ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☒ Controls to operate the lift must require constant pressure.
- ☒ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☒ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☒ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☒ Side barriers must be at least 1 ½ inches high.
- ☒ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☒ The platform must be slip-resistant.
- ☒ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☒ The lift must have two handrails.
- ☒ The handrails must be 30-38 inches above the platform surface.
- ☒ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☒ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.
- ☒ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☒ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☒ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☒ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.

- X The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- X Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- X The securement system must accommodate all common wheelchairs and mobility aids.
- X The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- X A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- X One securement system that can be either forward or rear-facing.
- X Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

## COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

<b>Name of Service Provider/ Contractor</b>	<b>Total # of Vehicles Available for CTC Service</b>	<b># of ADA Accessible Vehicles</b>	<b>Areas/Sub areas Served by Provider/Contractor</b>
First Transit	90	90	Palm Beach County
Maruti Fleet and Management	52	52	Palm Beach County
MV Transit	97	97	Palm Beach County

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☒ Yes ☐ No

## ADA COMPLIANCE

### Findings:

The CTC is compliant with ADA per CTD guidelines.

### Recommendations:

N/A

## **FY 17/18 GRANT QUESTIONS**

The following questions relate to items specifically addressed in the FY 17/18 Trip and Equipment Grant.

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY 17/18)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY 17/18)

☒ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY 17/18)

☐ Yes ☒ No

## STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW: 10/10/2017

STATUS REPORT DATED: N/A

A status report was not provided by the CTD.

### CTD RECOMMENDATION:

CTC Response:

Current Status:

### CTD RECOMMENDATION:

CTC Response:

Current Status:

### CTD RECOMMENDATION:

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

**CTD RECOMMENDATION:**

CTC Response:

Current Status:

## ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

04/03/2018

Please list any special guests that were present:

N/A

Location:

Vista Center, 2300 N. Jog Rd., West Palm Beach, FL 33411

Number of Passengers picked up/dropped off:

1

Ambulatory

0

Non-Ambulatory

1

Was the driver on time?

☒

Yes

☐

No, how many minutes late/early?

Did the driver provide any passenger assistance?

☒

Yes

☐

No

Was the driver wearing any identification?

☒

Yes:

☒ Uniform

☐ Name Tag

☒ ID

Badge

☐

No

Did the driver render an appropriate greeting?

☒

Yes

☐

No

☐

Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒

Yes

☐

No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒

Yes

☐

No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒

Yes

☐

No

Does the vehicle have working heat and air conditioning?

☒

Yes

☐

No

Does the vehicle have two-way communications in good working order?

☒

Yes

☐

No

If used, was the lift in good working order?

☒

Yes

☐

No

Was there safe and appropriate seating for all passengers?

☒

Yes

☐

No

Did the driver properly use the lift and secure the passenger?

☐

Yes

☒

No

If no, please explain: No rider needed to use the lift at the time of the ride evaluation.

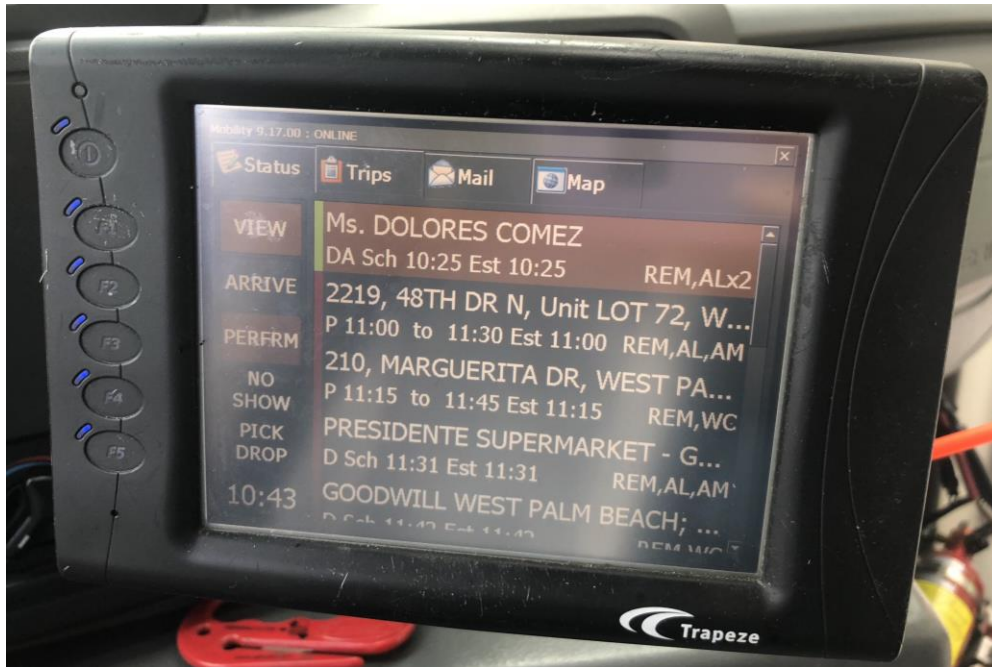


CTC: [Palm Tran Connection](#) County: [Palm Beach](#)

Date of Ride: [04/03/2018](#)

Note: Attach the manifest (see below)

Ride was taken under alias "Dolores Comez"



Route: V327

Sched PU Time	Sched DO Time	No Earlier Than Time	Archive Depart	Odometer Reading	Address / Comments	Map Page	Client Name / ID Trip Nbr	Mobads	Fare Amt	Space Type
Pickup 08:50		08:00			4151 San Marino Blvd, #107, West Palm Beach, 33409  LEGALLY BLIND, PLS ASSIST FROM DOOR TO DOOR/GATE CODE *2611. CELL IS LISTED, EMERALD ISLES	58 F_16 _	BURNETT, OWEN  138120 16648543		\$3.50	WC1
Dropoff 09:19	08:45				1715 E TIFFANY DR, MANGONIA PARK, 33407  GOODWILL MANGONIA PARK ENTRANCE ON TIFFANY DRIVE EAST --GO AROUND BUILDING AND PU-DO EAST SIDE AT BLUE AWNINGS. EAST OF AUSTRALIA AVE. JUST SOUTH	47 D_15 _	ZAMORA, JOHN  120852 16648705			AM1
Dropoff 09:19	09:00				2000 Continental Dr, #A, West Palm Beach, 33407  CONTINENTAL DIALYSIS CONTACT: CHUCK VOGEL SOUTH OF 45TH ST AND EAST OF CONGRESS.	46 E_15 _	BURNETT, OWEN  138120 16648543			WC1
Dropoff 09:27	09:00				3110 45TH ST, WEST PALM BEACH, 33407  EXCEPTIONALITIES ENTRANCE ROAD BETWEEN OIL CHANGE AND AUTOMOTIVE REPAIR BUSINESS. JUST WEST OF VILLAGE BLVD ON SOUTH SIDE OF ROAD.	46 F_15 _	GONZALEZ, SYLVIA  327 16648006			WC1
Pickup 09:57		10:00			6001 OKEECHOBEE BLVD, MD-10, WEST PALM BEACH, 33411  FMC ROYAL PALM BEACH LAKE POINT CENTER / NE CORNER OF JOG AND OKEECHOBEE. TO THE RIGHT OF WAL-MART NEIGHBORHOOD MARKET. ONE WAY	57 H_18 _	COMEZ, DOLORES  30950 16651424		\$0.00	AL2
Pickup 10:05		10:00			6001 OKEECHOBEE BLVD, MD-10, WEST PALM BEACH, 33411  FMC ROYAL PALM BEACH LAKE POINT CENTER / NE CORNER OF JOG AND OKEECHOBEE. TO THE RIGHT OF WAL-MART NEIGHBORHOOD MARKET.	57 H_18 _	MIDGET, SHAUNTEL  124179 16648673		\$3.50	AM1
Dropoff 10:23					4850 ORLEANS CT, #A, WEST PALM BEACH, 33415  FOREST GLENN COMPLEX/CELL 561-250-2579	70 F_20 _	MIDGET, SHAUNTEL  124179 16648673			AM1
Dropoff 10:50					2300 N JOG RD, WEST PALM BEACH, 33411  VISTA CENTER CONFERENCE ROOMS PU-DO Main Ent. North Side... First COUNTY Building on Right Side Just past Okeechobee Blvd. Building has Terracotta Roof with Green Windows. ONE WAY	57 H_18 _	COMEZ, DOLORES  30950 16651424			AL2

Printed: 03/Apr/2018 At: 12:05:50PM

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Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
<b>Number of collected survey responses:</b>				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Note: Attach the manifest

**\*See appendix C for Summary of Rider Surveys and all completed surveys.**

## RIDER/BENFICIARY SURVEY

Staff making call: \_\_\_\_\_  
Date of Call:     /     /

County: \_\_\_\_\_  
Funding Source: \_\_\_\_\_

- 1) Did you receive transportation service on \_\_\_\_\_? ☐ Yes or ☐ No
- 2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No If so, how much?
- 3) How often do you normally obtain transportation?  
☐ Daily 7 Days/Week   ☐ Other  
☐ 1-2 Times/Week                      ☐ 3-5Times/Week
- 4) Have you ever been denied transportation services?  
☐ Yes  
☐ No. If no, skip to question # 4
- A. How many times in the last 6 months have you been refused transportation services?  
☐ None                                      ☐ 3-5 Times  
☐ 1-2 Times                               ☐ 6-10 Times  
If none, skip to question # 4.
- B. What was the reason given for refusing you transportation services?  
☐ Ineligible                      ☐ Space not available  
☐ Lack of funds                      ☐ Destination outside service area  
☐ Other \_\_\_\_\_
- 5) What do you normally use the service for?  
☐ Medical                                      ☐ Education/Training/Day Care  
☐ Employment                               ☐ Life-Sustaining/Other  
☐ Nutritional
- 6) Did you have a problem with your trip on \_\_\_\_\_?  
☐ Yes. If yes, please state or choose problem from below  
☐ No. If no, skip to question # 6
- What type of problem did you have with your trip?  
☐ Advance notice                                      ☐ Cost  
☐ Pick up times not convenient                      ☐ Late pick up-specify time of wait  
☐ Assistance    ☐ Accessibility  
☐ Service Area Limits                                      ☐ Late return pick up - length of wait  
☐ Drivers - specify                                      ☐ Reservations - specify length of wait  
☐ Vehicle condition                                      ☐ Other
- 7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
\_\_\_\_\_
- 8) What does transportation mean to you? (Permission granted by \_\_\_\_\_ for use in publications.)

Additional Comments: \_\_\_\_\_

Contractor Survey  
Palm Beach County

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Contractor name (N/A)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐Yes      ☐No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐Yes      ☐No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐Yes      ☐No

If yes, is the phone number posted the CTC's?

☐Yes      ☐No

4. Are the invoices you send to the CTC paid in a timely manner?

☐Yes      ☐No

5. Does the CTC give your facility adequate time to report statistics?

☐Yes      ☐No

6. Have you experienced any problems with the CTC?

☐Yes      ☐No

If yes, what type of problems?

Comments: N/A – The CTC does not use have any Contractor Coordinator Agreements

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## PURCHASING AGENCY SURVEY

Staff making call: N/A

Purchasing Agency name: \_\_\_\_\_

Representative of Purchasing Agency: \_\_\_\_\_

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] \_\_\_\_\_

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? \_\_\_\_\_

# Level of Cost Worksheet 1

## ***Transportation Disadvantaged - Annual Operating Report (July 2016 thru June 2017)***

<b><i>Expense Sources</i></b>		<b><i>Section VII</i></b>	
<b>Expense Category</b>	<b>Exp #</b>	<b>Amount</b>	<b>Comments</b>
Labor	501	\$3,005,637	Employee Expenses
Fringe Benefits	502	\$2,126,534	Employee Benefits, FICA, & Retirement
Services	503	\$70,002	Graphics, ISS & Customer Svc Support
Postage/Office Furn. Equip & Supplies	504	\$34,244	
Utilities	505	\$167,914	Electric, Bldg Repairs/Maintenance
Casualty & Liability	506	\$0	
Taxes	507	\$0	
<b>Purchased Transportation</b>	<b>508</b>	<b>\$27,438,144</b>	
Bus Pass Expenses	BP	\$1,606,557	Bus Pass Costs to the County (Full Fare VS.TD)
Provider Costs	Other	\$25,831,587	Provider Service Costs
Miscellaneous	509	\$29,279	Tuition & Promotional Activities
Interest	511	\$0	
Leases & Rentals	512	\$20,081	Equipment Rentals/Leases
Annual Depreciation	513	\$0	
Contributed Service	530	\$0	Pahokee Pass-Thru
Allocated Indirect Expenses	AIE	\$0	
<b>Total</b>		<b>\$32,891,835</b>	
<b>Breakdown by Expense Type</b>			
Provider Costs		\$25,831,587	
TD Bus Pass County Costs		\$1,606,557	
Connection Operating Costs		\$5,453,691	
<b>Total</b>		<b>\$32,891,835</b>	

## Level of Competition Worksheet 2

### 1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	2	0	-	-
Private For-Profit	3	3	871,640	9%
Government	0	0	-	-
Public Transit Agency	1	1	8,965,264	91%
Total	6	4	9,836,904	100%

2. How many of the operators are coordination contractors? 0
3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? 4
- Does the CTC have the ability to expand? Yes
4. Indicate the date the latest transportation operator was brought into the system. 2/1/2015
5. Does the CTC have a competitive procurement process? Yes
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

0	Low bid
0	Requests for qualifications
0	Negotiation only

2	Requests for proposals
0	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

Requests for proposals

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator
	Age of company
X	Previous experience
X	Management

X	Scope of Work
X	Safety Program
X	Capacity
X	Training Program

<input checked="" type="checkbox"/>	Qualifications of staff
<input checked="" type="checkbox"/>	Resources
	Economies of Scale
<input checked="" type="checkbox"/>	Contract Monitoring
<input checked="" type="checkbox"/>	Reporting Capabilities
<input checked="" type="checkbox"/>	Financial Strength
<input checked="" type="checkbox"/>	Performance Bond
<input checked="" type="checkbox"/>	Responsiveness to Solicitation

<input checked="" type="checkbox"/>	Insurance
<input checked="" type="checkbox"/>	Accident History
<input checked="" type="checkbox"/>	Quality
	Community Knowledge
<input checked="" type="checkbox"/>	Cost of the Contracting Process
	Price
<input checked="" type="checkbox"/>	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? For all to see, as posted on the county's website.

How many responded? 6

The request for bids/proposals was distributed:

☒ Locally ☒ Statewide ☒ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? No



## Level of Availability (Coordination)

### Worksheet 3

**Planning – What are the coordinated plans for transporting the TD population?**

The CTC's continued emphasis specific to this question continues to be getting more of the TD population to utilize the fixed route service in Palm Beach County. The CTC, as an agency, is working with a third party consultant to investigate service enhancements to the fixed route system, which will result in serving not only the TD community, but all of our residents more efficiently. This project is being referred to as the RPM – Route Performance Maximization. The CTC does not deny service for TD riders nor do they prioritize trips.

**Public Information – How is public information distributed about transportation services in the community?**

The CTC, through its public information officer, has developed a significant social media presence. The agency now maintains Facebook, Twitter and Instagram accounts. In addition, the CTC's staff still provides outreach to the community by participating in a variety of public events. Also, monthly program updates are available through the CTC's "on hold" phone message, as well as viewable on the bulletin boards in county buildings.

**Certification – How are individual certifications and registrations coordinated for local TD transportation services?**

In House – Standard Process

**Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?**

The CTC maintains meticulous records on every eligible client, regardless of eligibility criteria (ADA, DOSS, and TD). Each electronic file contains a copy of the original application, all supporting documentation, as well as correspondence that may be sent to the client.

**Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?**

In November 2017, the CTC installed a new phone system. This phone system allows for monitoring of call center statistics, such as call hold times and daily call volume by department. The CTC continues to post daily statistics in the call center so that the staff are aware of their efforts.

**Reservations – What is the reservation process? How is the duplication of a reservation prevented?**

Customers can reserve a trip up to seven 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. The Trapeze Scheduling Software the CTC uses does not allow for duplication.

**Trip Allocation – How is the allocation of trip requests to providers coordinated?**

40% -- First Transit  
40% -- MV Transit  
20% -- Maruti Fleet and Management  
The CTC utilizes their scheduling software to communicate route-trip requirements to the three providers. The software is known as Trapeze.

**Scheduling – How is the trip assignment to vehicles coordinated?**

The CTC continues to utilize in house schedulers to review each route prior to the day of service.

**Transport – How are the actual transportation services and modes of transportation coordinated?**

The Transportation Operators are required to provide door-to-door paratransit services using the Trapeze Scheduling Software.

**Dispatching – How is the real time communication and direction of drivers coordinated?**

The use of the Trapeze Scheduling Software allows for real-time dispatching. There is also a Mobile Data Terminal in each vehicle to better coordinate with and locate vehicles. Since October 2014, the CTC has been operating the dispatch function directly. In calendar year 2017, the CTC upgraded the map used in the Mobile Data Terminals. In addition, the routing technique in Trapeze was changed to street routing from triangulation.

**General Service Monitoring – How is the overseeing of transportation operators coordinated?**

Palm Tran connection has Service Coordinators (Road Supervisors) who perform annual inspections, spot inspections and monitor random trips daily to ensure that the service delivery is satisfactory. Field reports are submitted daily to the Operations Manager. They also make sure the Subcontractors are in compliance with County, State, and Federal transportation regulations by inspecting vehicles and driver files. The CTC also has the use of an on-board video surveillance system on each bus. This system aids in the investigation of customer concerns, as well as improves the training for the operators of the system.

**Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?**

The CTC has Reservationists, Dispatchers, and Service Coordinators to process daily trip revisions, non-emergency same-day add-ons, and facilitates the resolution of any service issues.

**Trip Reconciliation – How is the confirmation of official trips coordinated?**

The CTC has a billing department that utilizing the Trapeze Scheduling Software to review all manifests for trip reconciliation.

**Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?**

The provider sends their invoice and the billing department processes the invoice after analyzing and reviewing the manifests. The billing department handles all coordination in house. The CTC compensates its contractors 90% up front each week, and then performs a “true up” to reconcile any discrepancies in payment.

**Reporting – How is operating information reported, compiled, and examined?**

The CTC produces Monthly Operating Reports, an Annual Operating report, works with the Palm Beach Transportation Planning Agency and LCB to update the TDSP, and constantly monitors the operations of the system by utilizing information captured and stored in the Trapeze system. In addition, the CTC has begun monthly forums to report all performance metrics to the Executive Leadership Team of Palm Tran.

**Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?**

Each operator is responsible for their respective operating costs. Vehicles are provided by the CTC. Fuel is a pass-through expense where the CTC pays for fuel. The contractors are required to separate their costs into fixed costs and variable costs when submitting their invoices. This is in line with the RFP.

**Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?**

Information is shared by: Provider meetings, staff meetings with various agencies such as dialysis and habilitation centers, rider meetings, distribution of Monthly Operating Reports, program updates and information is dispersed on the county TV station, as well as through social media.

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

The CTC maintains two agreements with two-Non-Profit agencies within Palm Beach County.

**Appendix A**

**Written complaint process included in the FY 17-18 Local Grievance Guidelines**

**Palm Beach County**

**Transportation Disadvantaged**

**Local Coordinating Board**

**FY 2018 Grievance Procedures**

**Approved by the TDLCB  
August 24, 2017**

## **FY 2017 TDLCB Grievance Procedures**

### **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, 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 (FS), 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**

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.

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), 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.

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.

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.

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).

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, Florida Statutes.

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**

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.

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 MEMBERS**

#### **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 Chairperson.

#### **Section B: Appointment**

Members shall be appointed to the Grievance Subcommittee by the LCB Chairperson. The LCB Chairperson 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 Chairperson for the duration of the grievance for which they are appointed. Members of the Subcommittee may be removed for cause by the LCB Chairperson.

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.
  - a. If the complaint is safety related, it is forwarded to the Contract Compliance Supervisor who must respond within 24 hours.
  - b. If the complaint is not safety-related, the applicable Contractor must respond with 48 hours.
  - c. On-time performance complaints are reviewed by the Service Supervisor for scheduling or a dispatch error.
3. 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.

4. 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.
5. 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.
6. The party is notified of the resolution of the complaint via postcard or by letter, as applicable.
7. 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 Metropolitan Planning Organization  
Local Coordinating Board Grievance Subcommittee  
2300 North Jog Road, 4<sup>th</sup> Floor  
West Palm Beach, FL 33411

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 Chairperson 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 publically 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 Chairperson 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 he/she is the Chairperson 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 24<sup>th</sup> day of August 2017.

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

Robert Weinroth, Chairperson  
Palm Beach County Local Coordinating Board

**Appendix B**  
**QA Entrance/Exit Document and CTC Assessment Update Notes**

**CTC Name: Palm Beach County**  
**Entrance Conference Document**  
**Monitoring Period: July 1, 2015 – June 30, 2016**

Date of Entrance Conference: 01/09/2017

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

Begin time of Entrance Conference: 9:00 AM

End time of Entrance Conference: 9:10 AM

Individuals present at the meeting included the following:

1. Chad Hockman, Senior Manager of Paratransit
2. Lou Ferri, Operation Manager
3. Ron Jones, Operation Manager
4. Rosanna Santana, Financial Analyst II
5. Yili Affonso T., Senior Secretary
6. Anie Delgado, Planner II
7. Bill Hearndon, FCTD Project Manager
8. John P. Irvine, FCTD Project Manager
9. Sheri Powers, FCTD Project Manager (*via teleconference call*)
10. Karen Somerset, FCTD Asst. Exec. Dir. (*via teleconference call*)
11. Jeff Barbacci, THF Partner/Manager (*via teleconference call*)
12. Taylor Harmon, THF Monitor
13. Myroslava Bune, THF Monitor

**I. Introduction**

**a. Greetings**

**b. Purpose of engagement**

- Florida Commission for the Transportation Disadvantaged (FCTD) has contracted Thomas Howell Ferguson P.A. (THF) to perform the onsite monitoring tests of Community Transportation Coordinators (CTC) to ensure compliance with Florida State Statutes and Florida Administrative Code and applicable federal and state grant and contract requirements.
- Our first goal is to identify any areas of noncompliance with Florida State Statutes and Florida Administrative Code, identify these as findings and recommend actions that would result in resolution of the findings.
- Our second goal is to identify areas where there are possibilities for improvement and communicate these in the form of suggestions.
- Our third goal is to document the results of CTC monitoring/oversight processes in a written report.

**c. Workspace Logistics**

**d. Timing**

**e. Office Rules (work hours, other instructions for the monitor)**

**II. Review and Testing Approach**

- a. Obtain remaining data request items / Discuss missing items
- b. Perform test procedures via monitoring tool
- c. Communicate findings/suggestions at Exit Conference
- d. Tentatively schedule Exit Meeting – FCTD staff will attend Exit (*via telephone*)

**III. Feedback/Comments from CTC management**

This is your opportunity to share information with us as we begin our visit. Items to discuss may include, but not be limited to:

- a. Who provides direct oversight and evaluation of the CTC.
- b. Changes to operations or activities from the prior year.

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- c. Factors that may impact your operations or program services or how we should perform our current year monitoring tests.
- d. Other questions from your management team as we begin working.

**IV. Outcomes**

We will identify the testing results based on the monitoring tasks included in the FCTD monitoring tool. The draft report we prepare will include findings noted during the onsite visit and recommendations to address these items. We will also include a section for suggestions related to best practices, improvement of efficiencies and effectiveness.

**V. Deliverables**

- a. We will conduct an exit conference with your management team as we conclude our visit. *(Note: all findings and observations discussed in this exit conference are tentative and subject to further review by the THF monitor, our firm management, and FCTD. We will explain this process in more detail during our Exit Conference with you.)*
- b. We will provide you with a draft version of the monitoring report **within 15 calendar days** following the exit conference date. *(Note: If the 15<sup>th</sup> day falls on a weekend, the draft will be issued that following Monday.)*
- c. Draft reports will be provided electronically and released to you and to FCTD staff at the same time. Comments and feedback on the draft report should be sent directly to the THF monitor and are due **within 7-10 calendar days after the draft is sent to you.**
- d. If, during the review process, significant revisions are made to the draft report, a revised draft will be released to replace the original draft. *(Note: We will explain this process in more detail during our Exit Conference with you.)*
- e. Upon acceptance of the draft report, the final report will be issued by our office **within 15 calendar days from the date of the exit conference.** *(Note: If the 15<sup>th</sup> day falls on a weekend, the final report will be issued that following Monday.)*
- f. Copy of the Signed Entrance and Exit Conference Meeting memos provided to CTC and FCTD.

**VI. Key Contacts**

- a. Monitor Contact(s): Myroslava Bune, [mbune@thf-cpa.com](mailto:mbune@thf-cpa.com)
- b. CTC Contact(s): Chad Hockman, [chockman@pbcbgov.org](mailto:chockman@pbcbgov.org)

**VII. Questions?**

**Follow-up:**

We will be available as needed for follow up meetings or phone conferences to address questions on the report observations and/or recommendations.

An exit conference is anticipated for 01/10/2017 at 4:30 pm. FCTD will participate via conference call.  
*(Date and time)*

Acknowledged by: \_\_\_\_\_  
*(CTC Management member) (Date)*

Acknowledged by: \_\_\_\_\_  
*(THF Monitor) (Date)*

**CTC Name: Palm Tran Connection**  
**Exit Conference Document**  
**Monitoring Period: July 1, 2015 – June 30, 2016**

Date of Exit Conference: 1/10/2017 Location: 50 S. Military Trail, West Palm Beach, FL

Begin time of Exit Conference: 4:30PM End time of Exit Conference: 4:45PM

Individuals present at the meeting included the following:

1. Chad Hockman, Senior Manager of Paratransit
2. Louis Ferri, Operation Manager
3. Ron Jones, Manager, Scheduling and Dispatch
4. Charlie Boellenger, Interim Operating Manager
5. Marrie Dorismond, D4 Transit Coordinator
6. Anie Delgado, Planner II
7. Bill Hearndon, FCTD Project Manager
8. John P. Irvine, FCTD Project Manager
9. Karen Somerset, FCTD Asst. Exec. Dir. (*via teleconference call*)
10. Cecile DelMoral, FCTD Project Manager (*via teleconference call*)
11. Jeff Barbacci, THF Partner/Manager (*via teleconference call*)
12. Taylor Harmon, THF Monitor
13. Myroslava Bune, THF Monitor

**I. Introduction**

- a. Greetings
- b. Recap/Review Purpose of engagement

**II. Review Monitoring Results**

**a. Findings**

During our testing of the contract between the Palm Beach County and its paratransit service providers (First Group America Inc., Maruti Fleet & Management, LLC, & MV Transportation, Inc.) we noted that specific language regarding payments to subcontractors was not included. Such language was included in the Florida Commission for the Transportation Disadvantaged Trip & Equipment Grant Agreement, paragraph 21.20.

**b. Suggestions**

THF recommends that an amendment be added to the agreement between the Palm Beach County and its paratransit service providers (First Group America Inc., Maruti Fleet & Management, LLC, & MV Transportation, Inc.), to include the specific language included in the Florida Commission for the Transportation Disadvantaged Trip & Equipment Grant Agreement, paragraph 21.20.

Additionally, THF recommends that the contracts between the CTC and the FCTD be reviewed by management to ensure the CTC's compliance with all applicable standards within the agreements.

**c. Other Items "Best Practices"**

**III. Review Monitoring Results**

**a. Observations**

The AOR and Rate model preparation procedures do not include who is responsible for preparing and reviewing these reports prior to submission.

**CTC Name: Palm Tran Connection**  
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Additionally, the AOR and Rate model preparation procedures does not include specific information about what documentation should be maintained to support amounts reported including the support for amounts estimated.

**b. Suggestions**

THF recommends that the AOR and Rate model preparation procedures should be updated to include who is responsible for preparing and reviewing these reports prior to submission.

Additionally, the AOR and Rate model preparation procedures should be updated to include specific information about what documentation should be maintained to support amounts reported including the support for amounts estimated.

**c. Other Items “ Best Practices”**

**IV. Extension Required for any Open Items? \_\_\_\_ Yes \_\_\_\_ No**

Due to contractual requirements between the monitors and FCTD regarding monitoring engagement deliverables, the information listed below must be provided by CTC management within the next five (5) business days (by \_\_\_\_N/A\_\_\_\_); *(Note that any extensions granted will be considered as ongoing monitoring and will extend the deliverable dates below).*

**V. Deliverables**

- a. We anticipate issuing the draft of the monitoring report by \_\_\_\_1/17\_\_\_\_ (7 calendar days after the end of fieldwork or end of extension period). *(Note: If the 7<sup>th</sup> day falls on a weekend, the draft will be issued that following Monday).*
- b. Draft reports will be provided electronically and released to the CTC and FCTD at the same time. Comments and feedback on the draft report are due **within 5 calendar days after the draft is issued.**
- c. The draft report will include the findings/suggestions described here. **All findings and suggestions discussed in this exit conference are tentative and subject to further review by the monitoring team, our firm management, and FCTD.**
  - This review may identify additional findings and/or suggestions.
  - This review may determine the current findings and/or suggestions should be modified, re-classed or removed.
- d. **Before report revisions identified during this review process are finalized, your management team will receive a revised report draft. You will be given additional time (as needed on a case-by-case basis) to review and comment on these changes.**
- e. Upon FCTD’s acceptance of the draft report, **the final report will be issued within 15 calendar days** from the date of the exit conference.

**VI. Other Items/Conclusion**

- a. If your entity’s monitoring report contains report findings, your management team must submit a **Corrective Action Plan (CAP)** response to FCTD Project Manager **within 30 calendar days after the final report is released to you.** This response, and any related questions about this process should be sent by e-mail to FCTD Project Manager.
- b. Copy of Exit Conference memo provide to CTC and FCTD.
- c. Closing/Thank you.

**CTC Name: Palm Tran Connection**  
**Exit Conference Document**  
**Monitoring Period: July 1, 2015 – June 30, 2016**

**VII. Questions?**

**Follow-up:**

We will be available as needed for follow up meetings or phone conferences to address questions on the report findings/recommendations and/or observations.

Acknowledged by: \_\_\_\_\_  
*(CTC Management member)* *(Date)*

Acknowledged by: \_\_\_\_\_  
*(THF Monitor)* *(Date)*

## CTC ASSESSMENT UPDATES NOTES

<b>CTC:</b>	Palm Beach County Board of County Commissioners/Palm Tran/Palm Tran Connection
<b>COUNTY:</b>	Palm Beach
<b>MOA DATE</b> <b>Initial Designation:</b>	7/1/2017 – 6/30/2022
<b>PROJECT MANAGER:</b>	John Irvine (CTD: Area 6 / FDOT District 4)

**ORGANIZATION TYPE:** Governmental

**NETWORK TYPE:** Partial Broker

**OPERATING ENVIRONMENT:** Urban

**COORDINATION AGREEMENTS:** None

**TRANSPORTATION OPERATORS:**

- MV Transportation- 40% of the business
- First Transit - 40% of the business
- Maruti Fleet Management - 20% of the business

**OTHER TRANSPORTATION OPTIONS:**

- Palm Tran – general public fixed route service (including ADA)
- Taxis
- Van Services

**PURCHASERS OF SERVICE:**

Commission for the Transportation Disadvantaged  
Department of Elder Affairs (trips to DOCC meal sites)  
Palm Beach County – Other (provides funding)

**OPERATIONS**

Service Hours: Door-to-door transportation service is provided Monday-Friday, 5:00 am – 10:10 pm. Saturday 6:00 a.m. to 10:10 p.m., Sunday 8:00 a.m. to 6:00 p.m.

Reservations may be made for next day trips if placed by 5:00 p.m. the day before. Riders can reserve a trip up to 7 days in advance. Drivers will meet the rider at the ground floor entrance or front door of any private residence or public building. The fare is \$3.50 for ADA and TD rides and must be exact change or a pre-purchased Connection "Ticket to Ride". Eligible riders over 18 years of age and companions and



escorts shall be required to pay the \$3.50 fare. ADA eligible clients ride Palm Tran fixed-route buses free with a photo ID card issued from Palm Tran Connection.

They have developed a Bus Tracker Program which manages their bus pass program very efficiently & effectively, in fact in won the CTD Innovation Award in 2017.

There are TD bus passes offered at a discounted rate (regular 31-day pass is \$70). The TD riders within the fixed route service area can get a discounted bus pass of \$15 or \$20 depending upon their income level. These are not billed to the T&E Grant.

31-Day Reduced: \$15.00. TD customers with an annual income of 75% or less of the Federal Poverty Level

31-Day: \$20.00 TD customers with an annual income between 76% and 150% of the Federal Poverty level

According to TDSP, the TD Trip Priorities are:

- #1 Critical Care Trips (including kidney dialysis, life-sustaining treatments)
- #2 Medical Trips (including medical appointments, pharmacy trips, etc.)
- #3 Nutrition Trips (including daily meals and grocery shopping)
- #4 Daycare and Employment Trips (Including job interviews, volunteering, workshops and pay for education)
- #5 Other/Quality of Life Activities (Including governmental, voting, recreational, religious and social support activities)

They currently do not prioritize trips.

Palm Tran does not provide out-of-county trips. However, they connect to Broward and Martin county transportation systems. They have transfer points and utilize Tri-Rail.

Eligibility is based on disability or income (under 150% of Federal Poverty Level). The applicant must submit either proof of medical verification or proof of income level. Palm Tran will determine eligibility within 21 days of receiving the application. Temporary service can be provided for up to 21 days. For life-sustaining appointments a quick eligibility form may be processed until the full application is received. TD eligibility will remain in effect for 1 year.

#### **ISSUES/AREAS OF CONCERNS:**

##### **OPERATIONAL**

The BOCC is very supportive of public transportation to the point they do not want to deny any trips. The county funds transportation through a local gas tax and the current budget is approx. \$33 million annually. The CTC is struggling to meet the ever-growing demand for service. They struggle with ADA Paratransit, Senior, and Charter Schools

demands. The Senior Programs or Charter Schools are not contributing or contributing adequately to assist with their demands for service. In order to maintain the quality of service then the transportation system will have to increase its capacity which is going to increase the expenses considerably. The BOCC is going to have to make some major decisions soon or they are going to begin hearing more and more complaints about service. They may begin utilizing TD Trip Priorities for the first time.

Palm Tran Connection needs a toll exemption for the Turnpike. They utilize the turnpike to stay on time given the heavily congested traffic in PBC.

## **BUDGET FINANCIAL**

Comparison of rates for information purposes.

Paid by the trip.		Trip rates	
Mode	FY2016-17	FY2017-18	
Ambulatory	\$30.88	\$28.63	
Wheelchair	\$52.94	\$49.08	
Daily Bus Pass	\$3.50	\$3.50	
Bus Pass - Monthly	\$50.00	\$50.00	
Bus Pass – Monthly Reduced	\$40.00	\$40.00	

The 2017-18 Trip & Equipment Grant was not executed until 10/1/2017, due to local governmental meeting schedules for approval. This is a reoccurring issue.

3/14/18 ji – ‘0” Invoices have been successfully processed. There are issues with the CTC being able to provide the back up in the new invoice format. The CTC has provided invoices from October 2017-January 2018 but not within the correct invoice format procedures. The CTC is currently working on these issues and should be resubmitting within the next week.

The CTC did not leave any unused Trip & Equipment Funds from 2016/17. They typically never do. The CTC received approx. \$2.9 million in 2016/17 and \$3.4 million in 2017/18. They drastically overbill/overmatch the TD Funding. In 2016/17 they overmatched by \$1.4 million.

## **PERSONNEL**

Chad Hockman, Senior Manager of Paratransit  
Lou Ferri, Operations Manager

## **COMMUNITY**

No issues to report 3/14/18 ji.

## Appendix C

### Rider Survey Results Summary and Completed Surveys

During the months of March and April, staff from the LCB and TPA made 385 random telephone calls to riders who used Palm Tran Connection services since the first of 2018. A total of 95 survey responses were recorded.

The average service rating by riders was 9.64 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied). This is an increase of .91 from the FY 17 evaluation.

Feedback recorded from the responses generated these recommendations for the CTC:

- Improve trip optimization
  - Customers are sitting on the vehicle for hours, often times passing destinations en route to pick-up/drop-off another passenger, often an add-on.
- Improve/update GPS systems in vehicles
  - Drivers are unable to find destinations because the system cannot accurately locate an address
  - GPS does not provide correct/most direct directions to get to the destinations
    - Customers are picked up or arrive to their destinations late
- Provide a way that clients can know their driver's estimated time of arrival
  - Driver can call client when 15 minutes out as a heads up to go to pick up location
- Implement Fare Boxes so riders aren't required to carry exact change on them
- Improve transfers between counties

Below is a summary of results generated from the survey:

Survey Question	Survey Response				
	"All of the time"	"Most of the time"	"Occasionally"	"None of the time"	N/A
Drivers are courteous	66%	33%	1%	--	--
Drivers practice safe driving	74%	24%	1%	1%	--
Drivers know how to use vehicle equipment	88%	12%	--	--	--
Drivers provide assistance to passengers	80%	17%	2%	1%	--
I am picked up on time	35%	50%	13%	2%	--
I am picked up at the correct location	84%	15%	1%	--	--
I am dropped off on time	40%	47%	3%	10%	--
I am dropped off at the correct location	94%	6%	--	--	--
Time spent on the vehicles meets my expectations	54%	35%	11%	--	--
Vehicles are clean	79%	18%	3%	--	--
Vehicle equipment works well	87%	11%	1%	1%	--

Below are additional comments provided by surveyed riders:

<b>Additional Comments</b>
I am very satisfied with the service. Both my daughter and my son use the service to go to school with a chaperon. There are 10 kids in total. I feel at peace knowing that they will get there on time and safe. You guys are doing a wonderful job. Thank you so much for the service.
Rider is extremely pleased and happy with the services.
Commends the system all together. Drivers are awesome and buses are always clean.
Client had injection in her eye after a medical procedure and the driver assisted her on and off the bus and walked client to her door to make sure she made it inside her home safely.
Passenger says she loves her driver and the time she spends traveling to and from school. Her parents say it allows her to have a little more independence and they are happy with the care and support that the drivers show to their daughter.
Great job, I am very impressed with this service and look forward to having them help my son out longer.
Client stated that connection is her life and she would not be able to live without it. She has no complaints. Comments for her were that she wants to meet the staff of Connection so she can thank them in person for how the service has changed her life.
Very good! Would like more hours on Sundays.
Very satisfied with the service – don't know what I'd do without it. Using service for many years. Always very nice to 91 year old woman.
Morning time on time, excellent experience.
Everything well! Passenger friendly, enjoy the service.
Almost perfect!
I have MS. Always in need of services before Palm Tran, I would have to ask for help. With Palm Tran services always available, I feel like I have wings!
Excellent, no problems!
Thank you!!!
Driver at the locations ahead of time. It's a blessing!
Meryel would like Palm Tran to call when they are on their way because she does not have a cell phone and has to stay inside the house under the ride comes to pick her up.
Judith would like to know if the driver can call when there is going to be a delay in the pick-up time. There has been several times when she waited for her pick up for over one hour.
Fanny needs the service and without Palm Tran she could not get around to do what she needs to do. She has no problems with the services provided. A huge thank you for Palm Tran Connection from Fanny.
Spoke with Manhernanh's mother because she is non-verbal. Manhernanh goes to adult daycare daily and her mom works. Her mom states Palm Tran is the only way Manhernanh can travel. Her mom states that the pick-up in the afternoon sometimes can take up to 2 hours, but the morning pick-ups are always on time. Her mom states the service is wonderful.
Spoke with Seth's mom to get the survey questions answered. Lou from Palm Tran has been great working with the families in coordinating the pick-up and drop off location for the youth that need the services. She is very satisfied with the services for her son.
Mr. Ben Gurion states the services are wonderful. He states the drivers are always professional and consider the safety of the passengers, especially in the early morning hours when going to the voting locations. He feels the drivers go above and beyond with helping passengers and thanks Palm Tran for their services. He states that without these services he would not be able to survive. Mr. Ben Gurion is a disabled veteran and commends the services of Palm Tran.
No complaints.
Keep up the good work!
The client stated that Connection is a wonderful service and "is a life changer for people like myself". She

said that the entire staff (drivers, dispatchers, etc.) are wonderful to work with.
Client thinks the staff is very friendly and really likes IVR. Said that it makes cancelling and ensuring trips are still on schedule very easy.
Spoke with client's coach whose with him every time on Connection and mentioned that the Connection services are one of the best things that has ever happened in Florida when it comes to transportation services.
I wish they could have dropped her off a little bit early. She is in a wheelchair and I understand that the driver has to drop other clients off first but sometimes she spends too much time on the road. Besides that, I am very satisfied with the service.
The service is good, however the 5 minute window that the driver waits for me should be more than 5 minutes. I am 93 years old and only have a landline and it takes me some time to get downstairs.
I am usually on the bus much longer than anticipated. However, the drivers are courteous and treat me well. There have been a few times the drivers weren't as friendly but for the most part, they always have been.
It would be great if the buses provided exact change. The drivers are always very courteous and they walk me to my front door and wait for me to go inside before leaving. I really appreciate them.
Overall satisfied with Connection's services. Would like to see an improvement in drop off time after school.

**FY18 Completed Surveys**

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**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First, Last) Mercedes Abella Suzuki

Staff making call: Conne Ferguson County: Palm Beach

Call Date: Month 3/16 Day 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5+ yrs

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other Varies

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "10"

**Additional Comments:**

Very satisfied with service - don't know  
what I'd do w/o it  
using service for many years. Always  
very nice "91 yrs" old woman.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Jeremy Adler

Staff making call: Corne Ferguson County: Palm Beach

Call Date: Month 3/2 Day 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 yrs.

2) Were you charged more than \$3.50 per trip? ☒ Yes - How much? \$ 4.00 ☐ No  
*don't give back change*

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☒ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

*Some don't speak good English  
difficult to understand*

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

*If needed*

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "10"

**Additional Comments:**

Thank you!

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Fay Anderson

Staff making call: Corine Ferguson County: Palm Beach

Call Date: Month 3/2 Day 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) Under 12mths

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "10" (should be 11).

**Additional Comments:**

I have M.S. always in need of services  
Before Palm Tran I would have to ask  
for help - With Palm Tran services always  
available I feel like I have wings!

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Christine Armour

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 4 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 4 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other Monthly

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

Christine states this is a very good service because she can't drive because of medical condition. Christine's suggestion is to work on improving the drop off time for the return home trip.

Reset Form



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) KYRA BACENER

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 4 YEARS

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other MALL

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

KYRA BACENER

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Client is overall satisfied with the service.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Baker Andrew (Mother completed the survey)

Staff making call: Milory Senat County: Palm Beach

Call Date: March 26 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 19 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Routes-- sometimes they will past his house to go to the next town then bring him back to his home.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) DAVID BASILEO

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 6 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

DAVID BASILEO

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Cynthia Bean

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☒ Other Bank

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Commends the system all together. Drivers are awesome and buses are always clean.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Yochanan Ben Gurion

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 18 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Mr. Ben Gurion states the services are wonderful. He states the drivers are always professional and consider the safety of the passengers, especially in the early morning hours when going to the voting locations. He feels the drivers go above and beyond with helping passengers and thanks Palm Tran for their services. He states that without these services he would not be able survive. Mr. Ben Gurion is a disabled veteran and commends the services of Palm Tran. The call lasted 22 minutes and it was a pleasure talking with Mr. Ben Gurion.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Bradley Bennet

Staff making call: Alyssa County: Palm Beach

Call Date: April 6 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 4-5 y

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Connection provides great door-to-door service and the drivers always go out of their way to help the riders, however they need.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Jacob Besharat (mother completed the survey because he is 6 yrs o

Staff making call: Milory Senat County: Palm Beach

Call Date: March 30 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Dorothy Bray

Staff making call: Milory Senat County: Palm Beach

Call Date: March 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☒ Yes - How much? \$ \_\_\_\_\_ ☐ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 12 times a week

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Volunteer Job

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

Drivers ask about her grandson. Drivers are very, very very nice to her. They need to clean windows from the buses. Wheelchair ramps rattles and very noisy.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Betty Bullock

Staff making call: Corine Ferguson County: Palm Beach

Call Date: Month 3 Day 16 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 10+ yrs

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other family visit

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one **7.5**

**Additional Comments:**

*Everything well! Passenger friendly  
Enjoy the service*

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Lawrence Burns

Staff making call: Milory Senat County: Palm Beach

Call Date: March 26 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) Over 11 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other Movies, Malls, and his sis

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

No problem with drivers..

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Audela Calderon

Staff making call: Marie Dorismond County: Palm Beach

Call Date: March 6 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) \_\_\_\_\_

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☒ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 6

**Additional Comments:**

Per Ms. Rosa who is the daughter and care giver.  
There are two things that need to be corrected  
First: Communication between driver and the main office is not the best. The office will tell you one thing and the driver will tell you something else. For example I have been told by the office that her rides were free but after the first two rides the driver starts charging us a fees of \$3.50. I have been told because she goes to daycare in lake-worth not in Palm Beach they have to charge us the \$3.50. Her income is only \$300.00 a month why should I have to pay for the service?

Second: The drivers are always late. Although the cost center will give us a window the drivers will always be late and that will jeopardize my work schedule. The first weeks

Reset Form

# Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Annie Charles <sup>Santaker</sup> parent Claude ?

Staff making call: Corine Farguson County: Palm Beach

Call Date: Month 3/2 Day 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2mth

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one '10' Excellent

**Additional Comments:**

No problem!

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Dora Jean Charles (Caregiver completed the survey for her)

Staff making call: Milory Senat County: Palm Beach

Call Date: March 27 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) One Month

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

None.

Reset Form



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) Aaron Charlow

Staff making call: Alyssa County: Palm Beach

Call Date: April 18 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1.5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

The client stated that the service is wonderful and has been a great aid to him. He also stated that 99.9% of the time the service runs fine.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Sheri Chazon

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Shopping, mall

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Believes the scheduling system is not sensitive to client needs - especially when it comes to medical appointments. Clients are being dropped off to medical appointments 1 to 1 1/2 hours before appointment. Scheduler notes to clients that there is nothing that can be done.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Lynwood, Clemmer

Staff making call: \_\_\_\_\_ County: Palm Beach

Call Date: Month \_\_\_\_\_ Day \_\_\_\_\_ 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Errands

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☒ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

I am always on the bus longer than anticipated.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) David Coe

Staff making call: Milory Senat County: Palm Beach

Call Date: March 26 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 15 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other Church

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☒ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

Seat bells do not work. Scored a 7 because it beats walking. The biggest problem is the schedule print out. Routes are too long. Drivers need to complete the ride before picking up an add-on.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Norma Corb

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) over 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 5

**Additional Comments:**

Norma uses the services 3 times/week for dialysis. Today, she stated that she was one of the last to be dropped off, which made for a very long day.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) Anthony, Damico

Staff making call: Alexa Sanabria County: Palm Beach

Call Date: April 20 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 15 Years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

It would be great if the buses provided exact change. The drivers are always very courteous and they walk me to my front door and wait for me to go inside before leaving. I really appreciate them.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Linkin Dean

Staff making call: Alyssa County: Palm Beach

Call Date: April 6 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3-4 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☐ Most of the time ☒ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Overall satisfied with Connection's services. Would like to see an improvement in drop off time after school.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) ANTHONY DECASTRO

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 19 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1YR 6MON

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

one area that needs to be improved is the way the drivers are giving extra pick ups or drop off. It has happen to me that the driver was 2 blocks away from my house and he picked up 2 other people and went by my house and drove north to drop those people off and then the driver dropped me off. Palm Tran is not looking at the driver's fields of drop offs or pick ups.

Reset Form



# Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Krystle Delgado <Hector Dad>

Staff making call: Corine Ferguson County: Palm Beach

Call Date: Month 3 Day 2 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 yrs.

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time (Not aware)

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☐ Most of the time ☒ Occasionally ☐ None of the time

15) Vehicles are clean

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☐ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

*Don't use left.*

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "7"

**Additional Comments:**

*No thoughts.*

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Cynthia Dinowitz

Staff making call: CORINE Ferguson County: Palm Beach

Call Date: Month \_\_\_\_\_ Day \_\_\_\_\_ 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) over 24<sup>+</sup> yrs

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other varies

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☒ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☒ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "10."

**Additional Comments:**

"Almost Perfect"

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Karla, Doyan

Staff making call: Alexa Sanabria County: Palm Beach

Call Date: April 20 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 10

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

I am usually on the bus much longer than anticipated. However, the drivers are courteous and treat me well. There have been a few times where the drivers aren't as friendly but for the most part they always have been.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Merrick Egber

Staff making call: Corinne Ferguson County: Palm Beach

Call Date: Month 3 Day 16 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 11 yrs

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☒ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one 8.7

**Additional Comments:**

There seems to be times they didn't have an idea ~~where~~<sup>to</sup> find him. Otherwise great!

GPS needs to be updated/improved upon

Lucky to get to destination, GPS seems to have a problem. GPS goes in the wrong direction

Reset Form

when time to be picked up.



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) Stacie Engman

Staff making call: Milory Senat County: Palm Beach

Call Date: March 30 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) many many many year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other depends on her

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other shopping and her brother

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Sarah Evans

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Passenger says she loves her driver and the time she spends traveling to and from school. Her parents says its allowing her to have a little more independence and they are happy with the care and support that the drivers show to their daughter.

Reset Form

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**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First, Last) Jacquelyn Fetzner

Staff making call: Corinne Ferguson County: Palm Beach

Call Date: Month 3 Day 2 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 yrs.

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "10"

**Additional Comments:**

No problem with service

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Mency Flores

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Family visits, shopping

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Rider is extremely pleased and happy with the services.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Jennifer Ford

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 18 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

For Riders with special medical conditions, like diabetes, can riders be allowed to eat and drink after a procedure; and in emergencies, can restroom stops be permitted.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) MARGUERITE FORTUNATO

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 10 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 Years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☒ Yes

A. How many times in the last 6 months have you been refused transportation services?

☒ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☒ Other Client had a walker and was not able

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☒ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

MARGUERITE FORTUNATO

10) I am picked up on time:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 5

**Additional Comments:**

Client mentioned sometimes they passed her house and went on picking up someone else from another location and was told this is the way dispatched had it set up. She is pleased with the drivers but hope that dispatch will coordinate better for this has happened in more than a few occasions with her.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Helen Fox

Staff making call: Alyssa County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) a few months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

Client stated that Connection needs to work on the wait time for pick ups after appointments. She said the estimated time frame is too wide and requires her to sit outside for too long. Recently she waited an hour and a half because the van broke down. 2 other vehicles pulled up picking up other individuals going to the same location and wouldn't let her on. She said the dispatchers have trouble getting in touch with drivers to make route changes. The client also has doctors in Broward county and said that the transfer between the counties is difficult and takes all day. She would love to see an easier transfer implemented.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Patricia Franklin

Staff making call: Cornie Ferguson County: Palm Beach

Call Date: Month 3/30 Day 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 yrs

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other varies

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time



- 10) I am picked up on time: *too early!*  
☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time
- 11) I am picked up at the correct location:  
☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time
- 12) I dropped off on time:  
☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time
- 13) I am dropped off at the correct location:  
☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time
- 14) Time spent on the vehicle meets my expectations:  
☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time
- 15) Vehicles are clean  
☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time
- 16) Vehicle equipment works well:  
☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time
- 17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "8"

**Additional Comments:**

*Driver at the location ahead time.  
It's a blessing!*

[Reset Form](#)



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) WILLIAM GAMLIN

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 Years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☒ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

WILLIAM GAMLIN

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Spoke with client's coach whose with him every time on the connection and mentioned that the connection is one of the best things that ever happened in Florida when it comes to Transportation services.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Lisa Gang

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other shopping, movies

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Appreciates the service and recommends the service to every person she meets.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Eva Ghazal

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 6 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other Monthly

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

Thankful for the services. Eva is 91 years old and is in good health. She would love to take Palm Tran Connection to the casino, however the services do not go there.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Meryl Gildenberg

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) over 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Recreation

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

In April 2018, she felt the driver was going to arrive too late to get her to her medical appointment on time, so she asked a neighbor to take her.

Occasionally on Saturdays, Meryel states the driver has been late picking her up.

Meryel would like Palm Tran to call when they are on their way because she does not have a cell phone and has to stay in the house until the rider comes to pick her up.

Reset Form



# Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Beverly Religious Gimotty

Staff making call: Carne Ferguson County: Palm Beach

Call Date: Month 3<sup>rd</sup> Day 2 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) -4 yrs.

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other mall..

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one 9

**Additional Comments:**

3/4/18 \* Picked up 45 mins late, then 20 mins picked up before - w/c needs; as a result late for dinner by 1 1/2 hr.  
 - Scheduling  
 - 20 mins late picked up <sup>from dinner @ church;</sup> event closed. then bus broke down, which delayed return home, received a ~~driver~~ ride home from security guard at Church.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) GRACE GOLDBECK

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 24 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) OVER 3 YEARS

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 3X A MONTH

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

THE SERVICES IS GOOD HOWEVER THE 5MIN WINDOW THAT THE DRIVER WAITS FOR ME SHOULD BE MORE THAN 5MIN. I'M 93 YEARS OLD AND I ONLY HAVE A LANDLINE AND ITS TAKES ME SOME TIME TO GET DOWNSTAIRS.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Christopher Hallman

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) over 5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Christopher states that all drivers should be interviewed properly to make sure they are safe drivers.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Yetta Hartman

Staff making call: Corinne Fargues County: Palm Beach

Call Date: Month 3<sup>rd</sup> Day 2 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) under 1 yr

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

YH.

32

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "9."

**Additional Comments:**

Very good!  
- more hours on Sundays

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Ann Hatton

Staff making call: Tessie Watts County: Palm Beach

Call Date: March 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 9 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Social, shopping

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 6

**Additional Comments:**

Rider lives in Belle Glade and has issues with longer wait times, and longer times on the bus. Concerned that when drivers are no longer being monitored they return to poor behavior.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Jillian Herring

Staff making call: Marie France Dorismond County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) couple years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

I wish they could have drop her off a little bit early. She is on a wheelchair I understand that the driver has to drop other clients first but sometimes she spend too much time on the road.

Beside that I am very satisfied with the service.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First, Last) Tongathicks

Staff making call: CORINE County: Palm Beach

Call Date: Month 3rd Day 2 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2008

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☒ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☒ Employment ☐ Nutritional ☒ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

T.H.

30

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "7"

**Additional Comments:**

The driver had been late to pick her  
Fare box should be installed  
Able to purchase tickets on the bus  
- Buy from <sup>to</sup> driver - Easier, instead  
of buying at the office. Need to make fare.  
change.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Phyllis Johnson

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 11 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 1x month

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time



10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

Client had an injection in her eye after a medical procedure and the driver assisted her on and off the bus and walked client to her door to make sure she made it inside her home safely.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Queene Johnson

Staff making call: Alyssa County: Palm Beach

Call Date: April 19 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) About 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☒ Other grocery/ITC

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Client stated that Connection is her life and she would not be able to live without it. She has no complaints. Comments for her were that she wants to meet the staff of Connection so she can thank them in person for how the service has changed her life.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Susan Johnson

Staff making call: Milory Senat County: Palm Beach

Call Date: March 26 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 10 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other Church

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

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### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Guntai Jones

Staff making call: Alyssa County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 4-5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other groceries

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

The client stated that she would like the vehicles to be sanitized more and informed of how they do it. She said they appear cleans, however so many people ride on them every day (including sick people), so it is necessary.

She stated that on a trip she did two weeks ago, the navigation system (Trapeze) was not working so it made them run late.

Very satisfied with the service, however client thinks that being on time is important for pick ups because riders may have places to be after their scheduled ride and because of the large pick up time frame and amount of riders, it is hard to be on time and stay on schedule.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) Judith Katsikis

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 4 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Recreation

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

Judith would like to know if the driver can call when there is going to be a delay in the pick up time. There has been several times when she waited for her pick up for over one hour.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Virginia Kella

Staff making call: Alyssa County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

The client stated that Connection is a wonderful service and "is a lifesaver for people like herself". She said that the entire staff (drivers, dispatchers, etc.) are wonderful to work with.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) PATRICIA KLEISER

Staff making call: Maria Hernandez County: Palm Beach

Call Date: Month \_\_\_\_\_ Day \_\_\_\_\_ 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

I am satisfied with the service, however last Friday 4/13/18. the driver was told to pick up a passenger and he went 30 min south. It took me two hours to get home which it usually takes me 25min.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Shari Koff

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 8 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☐ Most of the time ☒ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Shari states that her pick up time to get to work takes about 1 hour and her drop off time takes anywhere from 1 to 2 hours, depending on the day. She states some of the drivers are rude and not courteous.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Gladys, Lee

Staff making call: Alexa Sanabria County: Palm Beach

Call Date: April 20 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 10 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

The drivers are not on time usually. I end up late.

Reset Form



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) RONNY LEE

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 19 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 7 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

NO COMMENTS I AM SATISFIED WITH THE SERVICES I RECEIVE.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Venson Leriston (mother completed the survey)

Staff making call: Milory Senat County: Palm Beach

Call Date: April 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☒ Other karate

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Matthew Levy (mother completed the survey)

Staff making call: Milory Senat County: Palm Beach

Call Date: April 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 7 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

She very satisfy with the service and the service is very wonder for her son. But Pick up and drop off are too long.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Rene Lopez

Staff making call: Marie France Dorismond County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

I am very satisfied with the service. Both my daughter and my son use the service to go to school with a chaperon. They are 10 kids in total. I feel at peace knowing that they will get there on time and save. You guys are doing a wonderful job. Thank you so much for the service.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Wilson, Lopez

Staff making call: Alexa Sanabria County: Palm Beach

Call Date: April 20 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 6 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Great job, I am very impressed with this service and look forward to having them help out my son longer.

Reset Form

## Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Barry Loyns

Staff making call: Milory Senat County: Palm Beach

Call Date: March 8 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 10 years

2) Were you charged more than \$3.50 per trip? ☒ Yes - How much? \$ \_\_\_\_\_ ☐ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other once weekly

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times   ☐ 3-5 times   ☐ More than 5 times   ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible    ☐ Lack of funds    ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☒ Medical    ☐ Employment    ☐ Nutritional    ☐ Education/Training/Daycare

☐ Life-Sustaining      ☐ Other Volunteer

6) Drivers are courteous:

☒ All of the time    ☐ Most of the time    ☐ Occasionally    ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time    ☐ Most of the time    ☐ Occasionally    ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time    ☐ Most of the time    ☐ Occasionally    ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time    ☐ Most of the time    ☐ Occasionally    ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Keep up the Good work.

Survey was completed with his legal guardian.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) JUAN LUAN

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 20 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 6mon

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 3-5 times/month

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 3

**Additional Comments:**

i once was scheduled to be picked up at 1pm from my doctor's appointment, the driver did not show until 5pm.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) SANKIERR A MARTIN

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 YEAR

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

SANKIERA MARTIN

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Client is overall satisfied with the service.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Gabriel Martinez

Staff making call: Alexa County: Palm Beach

Call Date: March 30 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 Months

2) Were you charged more than \$3.50 per trip? ☒ Yes - How much? \$ The drive ☐ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☒ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☒ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

The drivers have been late every time in the two months using PTC. When expected to be picked up at 3:00-3:30 p.m., usually drivers arrive closer to 4:00 p.m. everyday. My son is autistic and I would love cameras on board. He does not speak well and requires assistance.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Lola McLalla

Staff making call: Milory Senat County: Palm Beach

Call Date: March 26 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 5 times a month

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

None.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) Marie Meme

Staff making call: Milory Senat County: Palm Beach

Call Date: March 26 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 15 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Market

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

No Complaints.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) MICHAEL MILEY

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 18 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 yr

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Dida Miley answered the survey.  
Comments: Drivers are very nice.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Evelyn Morilla

Staff making call: Marie France Dorismond County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) more than 3 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

One time I was leaving work from the hospice I call and the driver came. The security told him where I was but he decided not to wait for me and just took off. I tried to call him. He just ignored me.  
Sometimes when they pick me up they go in circle and circle. I ended up spending more time on the bus more than two hours. I wish they could provide a more efficient service.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) ROSALIE MORITZ

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 9 Years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☒ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

As per client, service is outstanding and the drivers are just a blessing. However, the one concern client evokes is the fact that drivers are not allowed to receive any tip whatsoever for their hard and often beyond the call of duty customer service experience they provide.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Mahernanh Mortezaei

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 4 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

I spoke with Mahernanh's mother because she is non-verbal. Manhernanh goes to adult daycare daily and her mom works. Her mom states Palm Tran is the only way Manhernanh can travel. Her mom states that the pick up in the afternoon sometimes can take up to 2 hours, but the morning pick ups are always on time. Her mom states the service is wonderful.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) TAJAY NELSON

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 6 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 YEAR

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time



TAJAY NELSON

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

Client mentioned that he only had one bad experience, but overall, is happy with the service.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Steven Norman

Staff making call: Milory Senat County: Palm Beach

Call Date: March 27 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other Shopping

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Today's driver was very nice.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Rachel Nosek

Staff making call: Corine Ferguson County: Palm Beach

Call Date: Month 3 Day 16 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 wks

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one 10!

**Additional Comments:**

Morning time on time; Excellent experience

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First, Last) Manisa Nunez

Staff making call: Cornie Ferguson County: Palm Beach

Call Date: Month April Day 18 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 yrs.

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment: + one driver helps individuals with

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

wheelchair very easy

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time



10) I am picked up on time:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have

been receiving: Select one

9.5 (little areas for improvement)

**Additional Comments:**

Pick up time to dialysis & wait at facility  
can be long - only live 15min from home.  
"pick up and drop off"

Nappy with service - able to go to the Dr's then  
concern paying for trip in biduear. Cost is still  
good, convenience because she lives outside the  
service area.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Florence Peterburs

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 4 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Seth Peterson

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Spoke with Seth's mom to get the survey questions answered. Lou from Palm Tran has been great working with the families in coordinating the pick up and drop off location for the youth that need the services. She is very satisfied with the services for her son.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Hannah Pynn

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 9 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☐ Most of the time ☒ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☐ Most of the time ☐ Occasionally ☒ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☐ Most of the time ☐ Occasionally ☒ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 3

**Additional Comments:**

Client is blind and doesn't feel that her concerns are being heard. Pick-ups are late most of the time - feels a courteous call from schedulers would help riders to know what to expect. Unable to provide specific details regarding drivers not being courteous to riders.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Dorcas Romos Parrilla

Staff making call: Marie Dorismond County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) less than year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☒ Other visit

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Leodis Sanders

Staff making call: Alyssa County: Palm Beach

Call Date: April 18 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) About 2 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

N/A

Reset Form



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) GRACE SANDQUIST

Staff making call: PEDRO JANVIER County: Palm Beach

Call Date: April 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 4 YEARS

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☒ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

GRACE SANDQUIST

10) I am picked up on time:

- ☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Matthew Sirignano

Staff making call: Alyssa County: Palm Beach

Call Date: April 6 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other dog track/gym

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

-Client had to adjust pick up time 3 times because was arriving late to appointments. He said the wait time has been much better past 2 weeks.  
-Buses are occasionally clean. Client stated that this week there was a cockroach on the bus and often sees sugar ants.  
-Client said that the Trapeze system needs work and the directions lead the drivers to pass the drop off location often to drive circles and drop other clients off, and then return.  
-Client feels that the driver should know their riders, as well.  
  
Overall, client enjoys the service Connection provides.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

*Cheryl Dusenery*

Rider Name (First, Last) Fannie Steigerwald *(Cartaker)*

Staff making call: Corinne Ferguson County: Palm Beach

Call Date: Month 3rd Day 2 2018

Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2014/ \*

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☒ Yes Once

A. How many times in the last 6 months have you been refused transportation services?

☒ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☒ Other ERROR in system w/ID

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

- ☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

- ☐ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: Select one "10"

**Additional Comments:**

- Long driveway, need further assistance @ the door.  
- Night/late evening needs escort.

Reset Form



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) LORENZO STRIPPOLI

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 18 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 YR

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☐ Most of the time ☒ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

11) I am picked up at the correct location:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

12) I dropped off on time:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

13) I am dropped off at the correct location:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

15) Vehicles are clean

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

16) Vehicle equipment works well:

☐ All of the time ☐ Most of the time ☒ Occasionally ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 8

**Additional Comments:**

ALKA STRIPPOLI - MOTHER RESPONDED SURVEY QUESTIONS.  
COMMENTS: THESE KIDS HAVE SPECIAL NEEDS THEREFORE NECESSARY  
FOR THEM TO BE PICKED UP ON TIME.

Reset Form



**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) DOLORES TAMILLO

Staff making call: PEDROJANVIER County: Palm Beach

Call Date: April 5 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 4 YEARS

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - Skip to question #5.

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - Skip to question # 5. (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☒ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Basic Senior Citizens Na

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

DOLORES TAMILLO

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

Additional Comments:

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Ken Tarumi (mother completed the survey because he is non-verbal)

Staff making call: Milory Senat County: Palm Beach

Call Date: March 28 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☒ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☒ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 3

**Additional Comments:**

Please change her phone number in the system to 561-307-8615. The drivers do not know much about persons with disabilities. Pick up time and drop off time is super bad. very unsatisfied with the timing.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Joan Thaxter

Staff making call: Marie Dorismond County: Palm Beach

Call Date: April 12 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 6 months

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 3 times/month

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Most of the time coming back the drive will be late.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) BETTY THOMAS

Staff making call: Maria Hernandez County: Palm Beach

Call Date: April 20 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 3 yrs

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other only for dr's app

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☒ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☐ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Teresa Torres

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Fanny Waituszka

Staff making call: Sharon Greene County: Palm Beach

Call Date: May 3 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 13 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☐ No

3) How often do you take trips on Connection?

☒ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Recreation

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Fanny needs the service and without Palm Tran she could not get around to do what she needs to do. She no problems with the services provided. A huge thank you for Palm Tran Connection from Fanny.

Reset Form

### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Louis Wallraff

Staff making call: Alyssa County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 1 year

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 10 - most satisfied

**Additional Comments:**

Client thinks the staff is very friendly and really likes IVR. Said that it makes canceling and ensuring trips are still on schedule very easy.

Reset Form

**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) Calvin Warren

Staff making call: Milory Senat County: Palm Beach

Call Date: March 27 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☐ Daily-7 days/week ☒ Other 5 times

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☐ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☒ Medical ☐ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

12) I dropped off on time:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

15) Vehicles are clean

☐ All of the time   ☐ Most of the time   ☒ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 7

**Additional Comments:**

He hates it when the drivers pick up add-ons. Too many stops during his trip to the doctor.

Reset Form



### Palm Tran Connection Rider/Beneficiary Survey

Rider Name (First , Last) Carol Wright

Staff making call: Tessie Watts County: Palm Beach

Call Date: April 11 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 2 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☐ 3-5 times/week ☒ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☒ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☒ Employment ☐ Nutritional ☐ Education/Training/Daycare

☐ Life-Sustaining ☒ Other Church/Meetings

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

Rider had an issue with scheduling in the past - but resolved quickly. She reported some drivers do drive a little fast - according to her standards - but not reckless.

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**Palm Tran Connection Rider/Beneficiary Survey**

Rider Name (First , Last) John Zempleni

Staff making call: Alyssa County: Palm Beach

Call Date: April 13 2018 Funding Source: Transportation Disadvantaged

1) How long have you been a Palm Tran Connection rider? (years/months) 5 years

2) Were you charged more than \$3.50 per trip? ☐ Yes - How much? \$ \_\_\_\_\_ ☒ No

3) How often do you take trips on Connection?

☐ 1-2 times/week ☒ 3-5 times/week ☐ Daily-7 days/week ☐ Other \_\_\_\_\_

4) Have you ever been refused services?

☐ Yes

A. How many times in the last 6 months have you been refused transportation services?

☐ 1-2 times ☐ 3-5 times ☐ More than 5 times ☒ None - **Skip to question #5.**

B. Why were you refused transportation services? (Select all that apply.)

☐ Ineligible ☐ Lack of funds ☐ Space not available

☐ Destination outside of service area ☐ Other \_\_\_\_\_

☐ No - **Skip to question # 5.** (Select all that apply.)

5) What do you normally use the service for?

☐ Medical ☐ Employment ☐ Nutritional ☒ Education/Training/Daycare

☐ Life-Sustaining ☐ Other \_\_\_\_\_

6) Drivers are courteous:

☐ All of the time ☒ Most of the time ☐ Occasionally ☐ None of the time

7) Drivers practice safe driving:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

8) Drivers know how to use the vehicle equipment:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

9) Drivers provide assistance to passengers:

☒ All of the time ☐ Most of the time ☐ Occasionally ☐ None of the time

10) I am picked up on time:

- ☐ All of the time   ☒ Most of the time   ☐ Occasionally   ☐ None of the time

11) I am picked up at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

12) I dropped off on time:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

13) I am dropped off at the correct location:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

14) Time spent on the vehicle meets my expectations:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

15) Vehicles are clean

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

16) Vehicle equipment works well:

- ☒ All of the time   ☐ Most of the time   ☐ Occasionally   ☐ None of the time

17) On a scale of 1 to 10 (10 being most satisfied) rate the overall service you have been receiving: 9

**Additional Comments:**

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