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
PERSON CONDUCTING THE REVIEW: ALYSSA FRANK
CONTACT INFORMATION: PALM BEACH TPA, 301 DATURA ST.,
WEST PALM BEACH, FL 33401
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<td>49</td>
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## REVIEW CHECKLIST & SCHEDULE

### COLLECT FOR REVIEW:
- X APR Data Page
- X QA Section of TDSP
- X Last Review (Date: 01/10/18)
- N/A List of Omb. Calls
- X QA Evaluation
- X Status Report (from last review)
- X AOR Submittal Date
- X TD Clients to Verify
- X TDTF Invoices
- X Audit Report Submittal Date

### ITEMS TO REVIEW ON-SITE:
- X SSPP
- X Policy/Procedure Manual
- X Complaint Procedure
- X Drug & Alcohol Policy (see certification)
- X Grievance Procedure
- X Driver Training Records (see certification)
- X Contracts
- X Other Agency Review Reports
- X Budget
- X Performance Standards
- X 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)
- N/A 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).
- N/A MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED (Only if purchased after 1992 and privately funded).

**Unable to inspect vehicles due to COVID-19 Stay at Home Orders**

### INFORMATION OR MATERIAL TO TAKE WITH YOU:
- □ Measuring Tape
- □ Stop Watch
EVALUATION INFORMATION

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

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<th></th>
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<td>Insurance</td>
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<tr>
<td>51-52</td>
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</tr>
</tbody>
</table>

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, COMPIL THIS INFORMATION:

1. OPERATING ENVIRONMENT:
   ☐ RURAL  X URBAN

2. ORGANIZATION TYPE:
   ☐ PRIVATE-FOR-PROFIT  X GOVERNMENT
   ☐ PRIVATE NON-PROFIT  ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:
   ☐ SOLE PROVIDER
   X PARTIAL BROKERAGE  ☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
   • First Transit
   • 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:

<table>
<thead>
<tr>
<th>Financial Assistance Contract Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name of Agency</strong></td>
</tr>
<tr>
<td>Federation Transportation Services, Inc.</td>
</tr>
<tr>
<td>Seagull Industries for the Disabled</td>
</tr>
</tbody>
</table>

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)

<table>
<thead>
<tr>
<th>Name of Agency</th>
<th>% of Trips</th>
<th>Name of Contact</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Senior Services</td>
<td>5%</td>
<td>Faith Manfra</td>
<td>561-355-4750</td>
</tr>
<tr>
<td>CTD</td>
<td>15%</td>
<td>John Irvine</td>
<td>850-410-5712</td>
</tr>
<tr>
<td>ADA</td>
<td>80%</td>
<td>Clinton Forbes</td>
<td>561-841-4205</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Number of calls</th>
<th>Closed Cases</th>
<th>Unsolved Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Medicaid</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Quality of Service</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Service Availability</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Toll Permit</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Other</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
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 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 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. Clients can communicate with the CTD is they are still not happy after the resolution. Online feedback is also available through www.PalmTran.org. Palm Tran Connection service is available as part of the online scheduling website.

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

   Is the process being used? (Make a copy and include in folder)
   X Yes □ No

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

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD’S UNIFORM SERVICE REPORTING GUIDEBOOK?
   X Yes □ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?
   X 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 X No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?
   The party is referred to the TD helpline if still dissatisfied upon explanation of Palm Tran Connection’s resolution of the complaint.

8. WHEN A COMPLAINT IS FORWARD TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?
   X 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?
   \[X\] Yes \[\square\] 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?
    \[X\] Yes \[\square\] No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?
    \[X\] Yes \[\square\] No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?
    Palm Tran Connection determined eligibility for paratransit programs and enters eligibility information for each application (i.e. conditions, dates, etc.) into its paratransit database. Service will be provided the next service day after service eligibility has been determined and 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. Palm Tran Connection will determine eligibility within 21 days of receiving an application. Temporary eligibility may be given to those applying to allow them to complete their applications and can be for up to 21 days. For life-sustaining appoints a quick eligibility form may be processed until the full application is received. One eligibility has been determined, Palm Tran Connection will mail 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:

<table>
<thead>
<tr>
<th>Name of Client</th>
<th>Address of client</th>
<th>Date of Ride</th>
<th>Application on File?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ana Hedmont</td>
<td>1090 Summit Pines Cir. Unit B.</td>
<td>3/17/2020</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>West Palm Beach, FL 33415</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kimberly Kowal</td>
<td>1377 Summit Pines Blvd. Apt</td>
<td>4/13/2020</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>2112, West Palm Beach, FL 33415</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parvin Moradi</td>
<td>62 Lake Eden Dr. Boynton Beach, FL 33435</td>
<td>2/27/2020</td>
<td>Yes</td>
</tr>
</tbody>
</table>

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?
    The schedulers have created innovative practices in improving the communication between the schedulers and the service on the road, including: Inviting drivers to review their routes and use that dialogue to improve routing; visiting agencies such as the VA Medical Center, Habilitation Centers, and other highly traveled agencies to insure effective routing for their customers; One scheduler is dedicated to the 39 Dialysis Centers to ensure the customers going to life-sustaining treatments are transported in the most expedient manner; Routinely riding the routes to note the
performance and make any necessary changes; continuously monitoring the total number of vehicles required for group trips by maximizing the vehicle capabilities to match that of the demand and standardizing the drop off and return times for the group trips; and diligently maintaining an anchored level of 95% of better for all subscription trips, where the trips are assigned to the same route thus enabling the service to have increased efficiencies for demand trips and providing for a high level of consistency for the subscription trips.

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
The system could benefit from additional mobility managers, however that is an issue of funding for the Mobility Management Facilitation Program (MMFP). The Community Transportation Connections Team serves as an ancillary to the CTC. The mission of the MMFP is to enhance mobility options for individuals considered transportation disadvantaged. The team supports the CTC of Palm beach County by evaluating and identifying resources within the community while assisting the CTC with short-term planning and management activities and projects for improving coordination among transportation and service providers. At the moment, there is a lack of MMFPs in the County, so coordination can be improved with them assuming additional funding is granted to allow for MMFPs to work coincidentally with Palm Tran. Additionally, there is a need for improved coordination between Palm Tran (fixed-route), Palm Tran Connection and Tri-Rail to ensure a seamless transfer between services for users of the system.

15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
The large undeveloped area that divides the eastern urban communities from the western rural communities creates challenges for operating an efficient and convenient transportation system across the entire county. A possibility to consider for future transportation coordination is a partnership with Transportation Network Companies (TNCs) such as Uber and Lyft to provide door to door service and first and last mile connections to fixed route transit.

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.

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?
Palm Tran Connection promotes the voluntary dollar donation to the TD Trust Fund in the Rider’s Guide, program updates, and other mailings, in addition to it being advertised via informational poster in the Palm Tran Connection offices.
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 has been resolved. Clients can communicate with the CTD if they are still not satisfied.

2. The CTC is interested in coordinating with Palm Tran’s fixed-route and Tri-Rail to transfer riders from the paratransit service to fixed-route public transportation.

3. Paratransit riders are often unsure of how to access and use Palm Tran’s fixed-route service. The CTC offers a fixed-route guide for ADA and TD eligible riders who are capable to ride fixed-route to do so.

4. Section 5310 recipients are not adequately regulated for compliance and the contractual language is not updated to hold recipients accountable for key safety measures.

Recommendations:
1. While a summary of rider complaints is currently provided to the LCB upon request, this is typically presented in bar chart format, whereas the recommended format is a brief written summary of complaints. These should be provided as an item in the agenda backup for every quarterly meeting.

2. The CTC should hold trainings (quarterly or as needed) to encourage and teach a better understanding of how eligible riders can easily access and transfer to the fixed-route service and Tri-Rail from paratransit.

3. The CTC should develop a video education program to inform riders of how to use the fixed-route bus system. The program should be available on Palm Tran’s social media, website, and can play in the Palm Tran Connection lobby.

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 is matches Palm Beach County’s contract requirements which include standards for HIPPA, drug/alcohol testing, and USCIS E-Verify language.
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  X No

IS THE CTD’S STANDARD CONTRACT UTILIZED?
☐ Yes  X 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?
X* 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)
X. Yes  ☐ No

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

<table>
<thead>
<tr>
<th>Operator Name</th>
<th>Exp. Date (Contact Date)</th>
<th>SSPP (Report Date)</th>
<th>AOR Reporting (Annual)</th>
<th>Insurance (Auto Contract Requirement)</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Transit</td>
<td>1/31/2022</td>
<td>2020</td>
<td>7/13/2019</td>
<td>$1 Million Primary Min.</td>
</tr>
<tr>
<td>MV Transit</td>
<td>1/31/2022</td>
<td>2020</td>
<td>7/13/2019</td>
<td>$1 Million Primary Min.</td>
</tr>
<tr>
<td>Maruti Fleet</td>
<td>1/31/2019</td>
<td>N/A</td>
<td>7/13/2019</td>
<td>N/A</td>
</tr>
</tbody>
</table>
## 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?

<table>
<thead>
<tr>
<th>Item</th>
<th>Submitted On Time</th>
<th>Any Issues Need Clarification</th>
<th>Any Problem Areas on AOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Annual Operating Report</td>
<td>X Yes</td>
<td>☐ No</td>
<td></td>
</tr>
<tr>
<td>Any issues that need clarification?</td>
<td>☐ Yes</td>
<td>X No</td>
<td></td>
</tr>
<tr>
<td>Any problem areas on AOR that have been re-occurring?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>List: N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Memorandum of Agreement</td>
<td>X Yes</td>
<td>☐ No</td>
<td></td>
</tr>
<tr>
<td>c. Transportation Disadvantaged Service Plan</td>
<td>X Yes</td>
<td>☐ No</td>
<td></td>
</tr>
<tr>
<td>d. Grant Applications to TD Trust Fund</td>
<td>X Yes</td>
<td>☐ No</td>
<td></td>
</tr>
<tr>
<td>e. All other grant application (N/A%)</td>
<td>☐ Yes</td>
<td>☐ No</td>
<td></td>
</tr>
</tbody>
</table>

### IS THE CTC IN COMPLIANCE WITH THIS SECTION?  

X Yes ☐ No

### Comments:

- The Annual Operating Report was submitted on August 2, 2019.
- The Memorandum of Agreement Designation is from 07/1/2017 – 06/30/2022.
- The TD Trust Fund grant application was submitted on 5/31/2019.
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 effective manner.

In addition to annual inspections, the CTC conducts semi-annually Motor Vehicle Reports (MVRs) 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

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

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.
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?
At this time there is no specific utilization of school buses by Palm Tran Connection, but there have been discussions with the School Board of school bus usage. However, due to the size of Palm Beach County and the average one-way trip length being over 15 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses are not currently a viable cost-effective alternative. Additionally, charter and private school students often rely on paratransit services to get to and from school.

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?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If YES, what is the goal?
Increase bus pass trips by 10% for paratransit riders.

Is the CTC accomplishing the goal?  X  Yes  No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT?  X  Yes  No

Comments:
There is a need to unload charter and private school trips to another transportation service or get the rides subsidized by the schools, as the times of services to get the students to and from school overlap with Connection peak trip period and the schools don’t pay Connection for the trips. If possible, Connection should work with the School District of Palm Beach County to develop an agreement with charter and private schools to subsidize costs for paratransit services that is provided to the students.

The CTC is struggling to meet the ever-growing demand for paratransit service. They struggle with ADA, Paratransit, Senior and Chart 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.”

<table>
<thead>
<tr>
<th>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)</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Yes</td>
</tr>
</tbody>
</table>

If Yes, describe the application review process.

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

<table>
<thead>
<tr>
<th>If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)?</th>
</tr>
</thead>
<tbody>
<tr>
<td>X N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If no, is the planning agency currently reviewing applications for TD funds?</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IS THE CTC IN COMPLIANCE WITH THIS SECTION?</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Yes</td>
</tr>
</tbody>
</table>

**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 the Section 5310 Grant Applications.
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.
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: 4:50 AM – 10:30 PM
   Saturday: 6:00 AM – 10:45 PM
   Sunday: 7:15 AM – 8:15 PM

   DOSS service is available Monday through Friday from 8:00 AM to 5:00 PM with the last scheduled pickup at 4:30 PM.


2. Hours of Intake:
   The CTC accepts trip requests every day of the year, except observed holidays, between the hours of 8:00 AM and 5:00 PM Sunday through Saturday. 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 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 PM 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?  X Yes  □ No

Comments:
Internet trip booking is also available via the PASS-WEB service. Clients log-in and are provided step-by-step instructions on requesting a ride. The Trapeze Scheduling Software chooses the best schedule available. A screen reader version is also available for the vision impaired.
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.”

<table>
<thead>
<tr>
<th>WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is not currently an arrangement with the local WAGES coalition, CareerSource Palm Beach County.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Palm Tran has suggested proving 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 full-time job that you earn enough with, you are no longer TD.</td>
</tr>
</tbody>
</table>

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

**Comments:**
The CTC has offered to provide a free ride to job 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 Software) after hours to confirm or cancel trips the night prior to what is scheduled. This automated software helps the CTC to keep track of whether trips for the next day are still on schedule as planned. The IVR uses contact information from the clients account profiles that aren’t always correct/reach the client.

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 PBC.

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. Additionally, the CTC should ensure that all clients have the correct contact information on their accounts.

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 CareerSource PBC 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 Primary Min.

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?
There are no coordinated contracts.

HOW MUCH DOES THE INSURANCE COST (per operator)?

<table>
<thead>
<tr>
<th>Operator</th>
<th>Insurance Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Transit</td>
<td>$6,441.00</td>
</tr>
<tr>
<td>MV Transit</td>
<td>$4,922.10</td>
</tr>
<tr>
<td>Maruti Fleet and Management</td>
<td>N/A</td>
</tr>
</tbody>
</table>

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED $1 MILLION PER INCIDENT?
□ Yes  X No

If yes, was this approved by the Commission? □ Yes □ No
N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  X 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* June 2019, 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

<table>
<thead>
<tr>
<th>Driver Last Name</th>
<th>Valid Driver License</th>
<th>Next Physical</th>
<th>CPR/1st Aid</th>
<th>Def. Driving</th>
<th>ADA Training</th>
<th>Level II Background Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks</td>
<td>4/24/2025</td>
<td>9/30/2021</td>
<td>N/A</td>
<td>10/14/2019</td>
<td>10/31/2019</td>
<td>10/15/2019</td>
</tr>
<tr>
<td>Cabal</td>
<td>1/6/2021</td>
<td>5/2/2021</td>
<td>N/A</td>
<td>8/14/2017</td>
<td>9/15/2017</td>
<td>8/16/2017</td>
</tr>
<tr>
<td>Fable</td>
<td>7/22/2025</td>
<td>1/8/2021</td>
<td>N/A</td>
<td>1/12/2015</td>
<td>1/20/2015</td>
<td>12/30/2019</td>
</tr>
<tr>
<td>Ibrahim</td>
<td>4/2/2026</td>
<td>2/18/2021</td>
<td>N/A</td>
<td>3/10/2019</td>
<td>3/10/2019</td>
<td>4/14/2017</td>
</tr>
<tr>
<td>Jackson</td>
<td>11/16/2026</td>
<td>2/13/2022</td>
<td>N/A</td>
<td>2/25/2020</td>
<td>2/26/2020</td>
<td>2/12/2020</td>
</tr>
<tr>
<td>Kirschner</td>
<td>2/16/2026</td>
<td>3/14/2021</td>
<td>N/A</td>
<td>1/22/2019</td>
<td>2/12/2019</td>
<td>1/24/2019</td>
</tr>
<tr>
<td>Lacey</td>
<td>6/30/2027</td>
<td>9/30/2021</td>
<td>N/A</td>
<td>10/5/2015</td>
<td>12/24/2015</td>
<td>11/16/2015</td>
</tr>
<tr>
<td>Newball</td>
<td>1/5/2026</td>
<td>3/18/2021</td>
<td>N/A</td>
<td>9/16/2019</td>
<td>10/18/2019</td>
<td>10/18/2019</td>
</tr>
<tr>
<td>Oceus</td>
<td>1/10/2024</td>
<td>2/18/2022</td>
<td>N/A</td>
<td>2/25/2020</td>
<td>2/26/2020</td>
<td>2/17/2020</td>
</tr>
<tr>
<td>Saintil</td>
<td>12/19/2022</td>
<td>8/23/2021</td>
<td>N/A</td>
<td>8/28/2017</td>
<td>10/2/2017</td>
<td>8/29/2017</td>
</tr>
</tbody>
</table>

**Sample Size:**

- 1-20 Drivers – 50-100%
- 21-100 Drivers – 20-50%
- 100+ Drivers – 5-10%
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?

X  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? X Yes  □ No

Comments:
Palm Tran Connection’s three operators all use their own personalized Drug and Alcohol Policies, however they are all 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 policies reviews follow:

First Transit – Initial: March 31, 2011  Update: 2/25/2020
MV Transit – Initial: October 1, 2015  Update: 2/20/2020
Maruti Fleet – Initial: November 1, 2014  Update: N/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)]

<table>
<thead>
<tr>
<th>Flat contract rate ($ amount / unit)</th>
<th>CTC</th>
<th>CC #1</th>
<th>CC #2</th>
<th>CC #3</th>
<th>CC #4</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Special or unique considerations that influence costs? N/A**

**Explanation:** N/A

1. **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.)]

<table>
<thead>
<tr>
<th>Flat contract rate ($ amount / unit)</th>
<th>CTC</th>
<th>Alt. #1 Federation Transportation Services, Inc.</th>
<th>Alt. #2 Seagull Industries</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>$135,313</td>
<td>$100,200</td>
</tr>
<tr>
<td>Nutrition</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Wheelchair</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Ambulatory</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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

Review the TDSP for the Commission standards.

<table>
<thead>
<tr>
<th>Commission Standards</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Local toll free phone number must be posted in all vehicles. | The Transportation Operator must be available toll-free from anywhere in Palm Beach County for complaints and grievances and shall be posted inside each vehicle. This may be accomplished through either of the following means:  
A toll-free (800/888) number (1-877-930-4287);  
Multiple local phone numbers which provide local coverage throughout Palm Beach County (561-841-4BUS (4287)); and  
The Commission for the Transportation Disadvantaged Helpline phone number: 1-800-983-2435.                                                                                                                                                                                                                       |
| Vehicle Cleanliness                   | All vehicles shall have exteriors free from broken mirrors, windows, accumulated grime, rust, chipped paint or major dents or body damage which detracts from the overall appearance of the vehicle.  
Passenger compartments shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, excessively worn floor coverings or anything else that might cause discomfort for a passenger.  
Seats shall not be broken, damaged or have protruding sharp edges.                                                                                                                                                                                                                       |
| 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                  | 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.  
Drivers must assist riders, upon request, in getting to on off and from the vehicle. The assistance may include lending a supporting arm or guiding and assisting up or down stairs.  
Drivers may not assist riders in wheelchairs up or down more than one step. Drivers are required to carry packages weighing less than thirty-five (35) pounds in total.  
Drivers are prohibited from lifting or carrying passengers and/or their children.                                                                                                                                                                                                                       |
<table>
<thead>
<tr>
<th>Commission Standards</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking, Eating and Drinking</td>
<td>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 and drinking when a Palm Tran Connection rider is on board the vehicle.</td>
</tr>
<tr>
<td>Two-way Communications</td>
<td>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&amp;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.</td>
</tr>
<tr>
<td>Air Conditioning/Heating</td>
<td>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 now allowed to be in service without proper authorization from Palm Tran Connection.</td>
</tr>
<tr>
<td>Billing Requirements</td>
<td>If the CRC without reasonable cause fails to make payments to the subcontractors and suppliers within seven working days after the recipient 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.</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Local Standards</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport of Escorts and dependent children policy</td>
<td>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 that first companion are carried only on a space available basis. Riders must reserve a space for the companion(s) when they reserve their trip. 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-years old must ride in a federally approved child safety seat provided by the parent. 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.</td>
</tr>
<tr>
<td>Use, Responsibility, and cost of child restraint devices</td>
<td>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.</td>
</tr>
<tr>
<td>Out-of-Service Area trips</td>
<td>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 station in Broward or Miami-Dade Counties. Paratransit service connects with Broward County Transit at a southern Palm Beach County transfer location.</td>
</tr>
<tr>
<td>CPR/1st Aid</td>
<td>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.</td>
</tr>
<tr>
<td>Driver Criminal Background Screening</td>
<td>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.</td>
</tr>
<tr>
<td>Rider Personal Property</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Transportation Operators are required to transport packages belonging to riders if the rider is on board</td>
<td></td>
</tr>
<tr>
<td>with his/her package and the package fits on the rider’s lap or beneath his/her seat. Packages must be</td>
<td></td>
</tr>
<tr>
<td>no larger than two (2) large paper grocery bags or four (4) smaller plastic handle bags and weigh no</td>
<td></td>
</tr>
<tr>
<td>more than twenty-five (25) pounds combined.</td>
<td></td>
</tr>
<tr>
<td>Transportation Operators are prohibited from transporting illegal controlled substances (excluding</td>
<td></td>
</tr>
<tr>
<td>prescription medication), hazardous materials, fire arms or explosive devices.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Advance reservation requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservations are accepted up to 5:00 PM the day prior to the date of service.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pick-up Window</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup Window</td>
</tr>
<tr>
<td>The scheduled vehicle is required to arrive at the rider’s origin within a thirty (30) minute pickup</td>
</tr>
<tr>
<td>window as shown on the vehicle’s manifest. Riders must be ready and waiting to board the vehicle at all</td>
</tr>
<tr>
<td>times during the thirty (30) minute pickup window. The pickup window occurs 15 minutes before to 15</td>
</tr>
<tr>
<td>minutes after the given pickup time.</td>
</tr>
<tr>
<td>Boarding Window</td>
</tr>
<tr>
<td>When the scheduled vehicle arrives within the scheduled pickup window, the rider has five (5) minutes</td>
</tr>
<tr>
<td>to board the vehicle and to be seat-belted and/or properly secured. If the rider is unable to board</td>
</tr>
<tr>
<td>within this “boarding window”, the provider will be instructed to proceed with the route, and the rider</td>
</tr>
<tr>
<td>will be charged with a “No Show”. Riders who need additional time to board as a result of their</td>
</tr>
<tr>
<td>disabilities may have additional time, based on prior approval from Palm Tran Connection on a</td>
</tr>
<tr>
<td>case-by-case basis.</td>
</tr>
<tr>
<td>Measurable Standards/Goals</td>
</tr>
<tr>
<td>----------------------------</td>
</tr>
<tr>
<td><strong>Public Transit Ridership</strong></td>
</tr>
<tr>
<td>25% TD riders transition to fixed-route</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>On-time performance:</strong></td>
</tr>
<tr>
<td>90%</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>On-time performance by Appt.:</strong></td>
</tr>
<tr>
<td>93%</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Passenger No-shows</strong></td>
</tr>
<tr>
<td>Ratio: &lt;5%</td>
</tr>
<tr>
<td>Number of no-shows ÷ total number completed trips</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Accidents</strong></td>
</tr>
<tr>
<td>≤1 per 100,000 miles</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Average age of fleet:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Complaints</strong></td>
</tr>
<tr>
<td>≤ 3 per 10,000 completed trips</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Call-Hold Time</strong></td>
</tr>
<tr>
<td>No more than three (3) minutes per call.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

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 the entire fleet is 4 years, 5 months.
- At-fault accident goal of \( \leq 1 \) per 100,000 miles traveled.
- 25% TD riders transition to fixed-route.

The CTC is currently **not meeting** the following goals:
- Call hold time is more than three (3) minutes per call.
- On time performance goal of 90%.
- On-time performance by appointment 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 with the onset of CTC’s PTSTAT program, meetings can decrease in frequency.

**Recommendations:**

The CTC’s Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them (i.e. increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed-route, if their abilities allow.)
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 X No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes X 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 X No

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

☐ Yes X 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:

<table>
<thead>
<tr>
<th>Provision of Service</th>
<th>Training Provided</th>
<th>Written Policy</th>
<th>Neither</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodating Mobility Aids</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Accommodating Life Support Systems (O₂ Tanks, IV's...)</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Passenger Restraint Policies</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Standee Policies (persons standing on the lift)</td>
<td>N/A</td>
<td>N/A</td>
<td>X</td>
</tr>
<tr>
<td>Driver Assistance Requirements</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Personal Care Attendant Policies</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Service Animal Policies</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Transfer Policies (From mobility device to a seat)</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Equipment Operation (Lift and securement procedures)</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
<tr>
<td>Passenger Sensitivity/Disability Awareness Training for Drivers</td>
<td>X</td>
<td>X</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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.

Unable to perform due to COVID-19 At-Home Order.

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: _______________

Vehicle Number (either VIN or provider fleet number): _______________

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

Person Conducting Review:  _______________

Date:  _______________

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.

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

While inside the vehicle:

- Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- The securement system must accommodate all common wheelchairs and mobility aids.
- The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- 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:

- One securement system that can be either forward or rear-facing.
- 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.

Unable to perform this review due to COVID-19 At-Home Order.
### COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

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

<table>
<thead>
<tr>
<th>Name of Service Provider/Contractor</th>
<th>Total # of Vehicles Available for CTC Service</th>
<th># of ADA Accessible Vehicles</th>
<th>Areas/Sub areas Served by Provider/Contractor</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Transit</td>
<td>116</td>
<td>116</td>
<td>Palm Beach County</td>
</tr>
<tr>
<td>MV Transit</td>
<td>125</td>
<td>125</td>
<td>Palm Beach County</td>
</tr>
<tr>
<td>Maruti</td>
<td>0</td>
<td>0</td>
<td>Palm Beach County</td>
</tr>
</tbody>
</table>

Based on the information in Table 1, does it appear that individuals requiring the use of accessible vehicles have equal service?

X Yes □ No
ADA COMPLIANCE

Findings:
The CTC is compliant with ADA per CTD guidelines.

Recommendations:
N/A
FY 19/20 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 19/20)

X 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 19/20)

X 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 19/20)

□ Yes X No
| **CTD RECOMMENDATION:** 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 back up.  
CTC Response: A summary of complains were included in previous meetings and the October TDLCB meeting. They continue to be a part of the CTC Update at every meeting.  
Current Status: Complete |
|---|
| **CTD RECOMMENDATION:** Meet with transit agencies to find ways to better coordinate transfers of eligible riders from paratransit to fixed-route.  
CTC Response: Promoted the free ADA on Fixed-Route. Palm Tran is working to do more travel training and will continue to provide travel training as requested by outside agencies.  
Current Status: Complete |
| **CTD RECOMMENDATION:** Develop an educational program to better inform riders how to use fixed route bus service.  
CTC Response: On Palm Tran’s website, have tools: “How to ride Fixed Route: and use iGo instructions available.  
Current Status: Complete |
<table>
<thead>
<tr>
<th><strong>CTD RECOMMENDATION:</strong> Work with the Palm Beach County School District to have a process in place to utilize school buses when needed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTC Response: In our current service delivery model this recommendation cannot be achieved.</td>
</tr>
</tbody>
</table>
| Current Status: Closed |}

<table>
<thead>
<tr>
<th><strong>CTD RECOMMENDATION:</strong> Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to the students.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTC Response: At this time the public and charter schools are aware of the burden placed on Palm Tran Connection, but are unwilling to change the current practice of how the trips are provided.</td>
</tr>
</tbody>
</table>
| Current Status: Complete |}

<table>
<thead>
<tr>
<th><strong>CTD RECOMMENDATION:</strong> Present Section 5310 Grant applications to the LCB for review and comment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTC Response: FDOT is not required to share applications with the TDLCB. This would have to be brought to FDOT’s attention for their response. The CTC has no control over this.</td>
</tr>
</tbody>
</table>
| Current Status: Complete |}
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: N/A

Please list any special guests that were present: N/A

Location: N/A

Number of Passengers picked up/dropped off:

<table>
<thead>
<tr>
<th></th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>N/A</td>
</tr>
<tr>
<td>Non-Ambulatory</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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:
Due to COVID-19, Palm Tran Connection limited their rides to essential trips only. Because of this, TPA staff was unable to participate in an On-Site Observation and Ride during the FY19-20 CTC Evaluation period.
<table>
<thead>
<tr>
<th>Funding Source</th>
<th>No. of Trips</th>
<th>No. of Riders/Beneficiaries</th>
<th>No. of Calls to Make</th>
<th>No. of Calls Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTD</td>
<td>245,879</td>
<td>11,101</td>
<td>350</td>
<td>43</td>
</tr>
</tbody>
</table>

**Number of collected survey responses:**

<table>
<thead>
<tr>
<th>Number of Round Trips</th>
<th>Number of Riders/Beneficiaries to Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 200</td>
<td>30%</td>
</tr>
<tr>
<td>201 – 1200</td>
<td>10%</td>
</tr>
<tr>
<td>1201 +</td>
<td>5%</td>
</tr>
</tbody>
</table>

Note: Attach the manifest

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

**Due to COVID-19, LCB members and TPA staff had a difficult time reaching out to riders through phone calls. As a result, the TPA converted the CTD Rider Survey from the CTC Evaluation Workbook into the SurveyMonkey platform and was able to share the survey link with over 900 eligible Connection riders via email. This provided us with over 200 survey results and a great platform to visually analyze the data.*
RIDER/BENEFICIARY SURVEY

Staff making call: ____________ County: _______________________
Date of Call: / / 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: Surveys can be found it Appendix D.
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
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
   - [ ] 1-2 Times/Week
   - [ ] 3-5 Times/Week
   - [ ] 1-3 Times/Month
   - [ ] Less than 1 Time/Month

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? ________________________________
CTC Organization

County: Palm Beach
Fiscal Year: 7/1/2018 - 6/30/2019

CTC Status: Submitted
CTD Status: Under Review
Date Initiated: 7/13/2019

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>CTC Organization Name:</td>
<td>Palm Beach County</td>
</tr>
<tr>
<td>Address</td>
<td>50 S MILITARY TRL</td>
</tr>
<tr>
<td>City</td>
<td>WEST PALM BEACH</td>
</tr>
<tr>
<td>State</td>
<td>FL</td>
</tr>
<tr>
<td>Zip Code</td>
<td>33415</td>
</tr>
<tr>
<td>Organization Type:</td>
<td>County</td>
</tr>
<tr>
<td>Network Type:</td>
<td>Partial Brokerage</td>
</tr>
<tr>
<td>Operating Environment:</td>
<td>Urban</td>
</tr>
<tr>
<td>Transportation Operators:</td>
<td>Yes</td>
</tr>
<tr>
<td>Number of Transportation Operators:</td>
<td>3</td>
</tr>
<tr>
<td>Coordination Contractors:</td>
<td>No</td>
</tr>
<tr>
<td>Number of Coordination Contractors:</td>
<td>0</td>
</tr>
<tr>
<td>Provide Out of County Trips:</td>
<td>No</td>
</tr>
<tr>
<td>Local Coordinating Board (LCB) Chairperson:</td>
<td>Steven Grant</td>
</tr>
<tr>
<td>CTC Contact:</td>
<td>Chad Hockman</td>
</tr>
<tr>
<td>CTC Contact Title:</td>
<td>Senior Manager of Paratransit</td>
</tr>
<tr>
<td>CTC Contact Email:</td>
<td><a href="mailto:chockman@pbegov.org">chockman@pbegov.org</a></td>
</tr>
<tr>
<td>Phone</td>
<td>(561) 812-5354</td>
</tr>
</tbody>
</table>

CTC Certification

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

CTC Representative (signature): [Signature]

LCB Certification

I, Steven Grant, as the Local Coordinating Board Chairperson, hereby certify in accordance with Rule 41-2.007(7) F.S. that the Local Coordinating Board has reviewed this report and the Planning Agency has received a copy.

LCB Chairperson (signature): [Signature]
## CTC Trips

**County:** Palm Beach  
**CTC Status:** Submitted  
**CTC Organization:** Palm Beach County  
**Fiscal Year:** 07/01/2018 - 06/30/2019  
**CTD Status:** Under Review

### Selected Reporting Period

<table>
<thead>
<tr>
<th>Service Type</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route/Fixed Schedule</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily Pass Trips</td>
<td>1,605</td>
<td>N/A</td>
<td>1,605</td>
<td>159</td>
<td>0</td>
<td>159</td>
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<tr>
<td>Weekly Pass Trips</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
<td>0</td>
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<td>0</td>
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<tr>
<td>Monthly Pass Trips</td>
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<td>530,556</td>
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<tr>
<td>Deviated Fixed Route Service</td>
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<td>N/A</td>
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<td>0</td>
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<tr>
<td>Complementary ADA Service</td>
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<td>N/A</td>
<td>727,072</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Paratransit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulatory</td>
<td>124,555</td>
<td>0</td>
<td>124,555</td>
<td>704,285</td>
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<td>704,285</td>
</tr>
<tr>
<td>Non-Ambulatory</td>
<td>15,477</td>
<td>0</td>
<td>15,477</td>
<td>109,898</td>
<td>0</td>
<td>109,898</td>
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<td>Stretcher</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Transportation Network Companies</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Taxi</td>
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<td>N/A</td>
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<tr>
<td><strong>Total - Service Type</strong></td>
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<td><strong>0</strong></td>
<td>1,389,265</td>
<td><strong>1,125,188</strong></td>
<td><strong>0</strong></td>
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<tr>
<td>Contracted Transportation Operator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How many of the total trips were provided by Contracted Transportation Operators? (if the CTC provides transportation services, do not include the CTC)</td>
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<td><strong>Total - Contracted Transportation Operator Trips</strong></td>
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<td><strong>0</strong></td>
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<td>Revenue Source - One Way</td>
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<td>0</td>
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<tr>
<td>Dept of Juvenile Justice (DJJ)</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>Dept of Transportation (DOT)</td>
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<tr>
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<td>0</td>
<td>0</td>
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<tr>
<td>Other Federal &amp; State Programs</td>
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<tr>
<td><strong>Total - Revenue Source</strong></td>
<td><strong>1,389,265</strong></td>
<td><strong>0</strong></td>
<td><strong>1,389,265</strong></td>
<td><strong>1,125,188</strong></td>
<td><strong>0</strong></td>
<td><strong>1,125,188</strong></td>
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# CTC Trips (cont'd)

**County:** Palm Beach  
**CTC Status:** Submitted  
**CTC Organization:** Palm Beach County  
**Fiscal Year:** 07/01/2018 - 06/30/2019  
**CTD Status:** Under Review

<table>
<thead>
<tr>
<th>Passenger Type</th>
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<th>Total</th>
<th>Previous Reporting Period</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>CTC &amp; Transportation Operators</td>
<td>Coordination Contractors</td>
<td>Total</td>
<td>CTC &amp; Transportation Operators</td>
<td>Coordination Contractors</td>
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<td>Older Adults</td>
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<td>440,567</td>
<td>385,483</td>
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<tr>
<td>Children At Risk</td>
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<tr>
<td>Persons With Disabilities</td>
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<td>24,120</td>
<td>221,233</td>
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<tr>
<td>Other</td>
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<td>521,889</td>
<td>22,324</td>
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<tr>
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<td>1,125,183</td>
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<table>
<thead>
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<th>Trip Purpose</th>
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<th>Previous Reporting Period</th>
<th>Total</th>
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<tbody>
<tr>
<td>Medical</td>
<td>132,092</td>
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<td>132,092</td>
<td>162,837</td>
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<tr>
<td>Employment</td>
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<td>293,914</td>
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<tr>
<td>Education/Training/Daycare</td>
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<td>270,637</td>
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<tr>
<td>Nutritional</td>
<td>82,114</td>
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<td>82,114</td>
<td>48,851</td>
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<tr>
<td>Life-Sustaining/Other</td>
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<td>696,337</td>
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<td><strong>Total - Trip Purpose</strong></td>
<td>1,399,265</td>
<td>0</td>
<td>1,399,265</td>
<td>1,137,188</td>
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</tbody>
</table>

| Unduplicated Passenger Head Count (UDPHC) | | | | |
| UDPHC | 11,101 | 0 | 11,101 | 11,759 | 0 | 11,759 |
| UEPHC | 11,101 | 0 | 11,101 | 11,759 | 0 | 11,759 |

| Untaxed & No Shows | | | | |
| Late Trip Requests | 0 | N/A | 0 | 0 | 0 | 0 |
| No Shows | 3,473 | N/A | 3,473 | 33,405 | 0 | 33,405 |

| Customer Feedback | | | | |
| Complaints | 3,227 | N/A | 3,227 | 3,046 | 0 | 3,046 |
| Commendations | 1,384 | N/A | 1,384 | 1,136 | 0 | 1,136 |
## CTC Vehicles & Drivers

**County:** Palm Beach  
**CTC Status:** Submitted  
**CTD Status:** Under Review  
**Fiscal Year:** 07/01/2018 - 06/30/2019  
**CTC Organization:** Palm Beach County

<table>
<thead>
<tr>
<th>Selected Reporting Period</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
<th>Previous Reporting Period</th>
<th>CTC &amp; Transportation Operators</th>
<th>Coordination Contractors</th>
<th>Total</th>
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</thead>
<tbody>
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<td>Devoted Fixed Route Miles</td>
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<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>N/A</td>
<td>0</td>
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<tr>
<td>Paratransit Miles</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>11,007,744</td>
<td>0</td>
<td>0</td>
<td>11,007,744</td>
</tr>
<tr>
<td>Transportation Network Companies (TNC) Miles</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>Taxi Miles</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>School Board (School Bus) Miles</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>Volunteers Miles</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
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<td>0</td>
<td>11,007,744</td>
<td>0</td>
<td>11,007,744</td>
</tr>
</tbody>
</table>

### Roadcalls & Accidents

- Roadcalls: 1,439
- Chargeable Accidents: 114

### Vehicle Inventory

- Total Number of Vehicles: 247
- Number of Wheelchair Accessible Vehicles: 247

### Other

- Number of Full Time & Part Time Drivers: 316
- Number of Volunteer Drivers: 0
## CTC Revenue Sources

**County:** Palm Beach  
**Fiscal Year:** 07/01/2018 - 06/30/2019  
**CTD Status:** Under Review  
**CTC Status:** Submitted  
**CTC Organization:** Palm Beach County

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<td>CTC &amp; Transportation</td>
</tr>
<tr>
<td></td>
<td>Operators</td>
<td>Operators</td>
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<tr>
<td></td>
<td>Coordination Contractors</td>
<td>Coordination Contractors</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>Total</td>
</tr>
<tr>
<td><strong>Agency for Health Care Administration (AMCA)</strong></td>
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<td>$0</td>
</tr>
<tr>
<td><strong>Agency for Persons with Disabilities (APD)</strong></td>
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<td>$0</td>
</tr>
<tr>
<td><strong>Dept of Economic Opportunity (DEO)</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Dept of Children and Families (DCF)</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Dept of Education (DOE)</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Dept of Elder Affairs (DOEA)</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Dept of Health (DHS)</strong></td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Dept of Juvenile Justice (DJJ)</strong></td>
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<td>$0</td>
</tr>
<tr>
<td><strong>Commission for the Transportation Disadvantaged (CTD)</strong></td>
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<tr>
<td>Non-Sponsored Trip Program</td>
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<td><strong>Federal &amp; State Programs</strong></td>
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<td>Other State Programs</td>
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<td><strong>Total - Revenue Sources</strong></td>
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Page 5 of 7
## CTC Expense Sources

<table>
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<th>Previous Reporting Period</th>
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<td>Coordination Contractors</td>
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<td>Transportation Network Companies (TMC)</td>
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<td>Taxi</td>
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08/02/2019 11:45 AM
### Demographics
- Total County Population: 1,471,150
- Unduplicated Head Count: 11,101

### Trips By Type of Service
<table>
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<th>Service Description</th>
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<th>2018</th>
<th>2019</th>
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<td>Fixed Route (FR)</td>
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<tr>
<td>Complementary ADA</td>
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<tr>
<td>Paratransit</td>
<td>871,640</td>
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<td>140,032</td>
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<td>TNC</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Taxi</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>School Board (School Bus)</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Volunteers</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL TRIPS</strong></td>
<td>1,326,106</td>
<td>1,125,188</td>
<td>1,399,265</td>
</tr>
</tbody>
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### Vehicle Data
- Vehicle Miles: 10,666,848
- Roadcalls: 275
- Accidents: 79
- Vehicles: 241
- Drivers: 347
- **TOTAL TRIPS**: 1,326,106

### Historical
- 2017: 1,326,106
- 2018: 1,125,188
- 2019: 1,399,265

### Financial and General Data

<table>
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<tr>
<th>Description</th>
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<th>2019</th>
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</thead>
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<td>$36,998,054</td>
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<tr>
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<td>1,136</td>
<td>1,384</td>
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<td>Complaints</td>
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<td>Passenger No-Shows</td>
<td>15,985</td>
<td>33,405</td>
<td>3,473</td>
</tr>
<tr>
<td>Unmet Trip Requests</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL TRIPS</strong></td>
<td>1,326,106</td>
<td>1,125,188</td>
<td>1,399,265</td>
</tr>
</tbody>
</table>

### Performance Measures

<table>
<thead>
<tr>
<th>Description</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles between Roadcalls</td>
<td>38,789</td>
<td>23,371</td>
<td>8,025</td>
</tr>
<tr>
<td>Avg. Trips per Passenger</td>
<td>111.88</td>
<td>95.69</td>
<td>126.05</td>
</tr>
<tr>
<td>Cost per Trip</td>
<td>$24.80</td>
<td>$28.35</td>
<td>$26.44</td>
</tr>
<tr>
<td>Cost per Paratransit Trip</td>
<td>$35.89</td>
<td>$37.83</td>
<td>$29.66</td>
</tr>
<tr>
<td>Cost per Total Mile</td>
<td>$3.08</td>
<td>$2.90</td>
<td>$3.35</td>
</tr>
<tr>
<td>Cost per Paratransit Mile</td>
<td>$2.93</td>
<td>$2.80</td>
<td>$2.98</td>
</tr>
</tbody>
</table>

### Accidents per 100,000 Miles
- 0.74
- 0.85
- 0.99

### Trips by Provider Type
<table>
<thead>
<tr>
<th>Provider Type</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTC</td>
<td>1,326,106</td>
<td>1,125,188</td>
<td>532,161</td>
</tr>
<tr>
<td>Transportation Operator</td>
<td>0</td>
<td>0</td>
<td>867,104</td>
</tr>
<tr>
<td>Coordination Contractor</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>TOTAL TRIPS</strong></td>
<td>1,326,106</td>
<td>1,125,188</td>
<td>1,399,265</td>
</tr>
</tbody>
</table>
1. Inventory of Transportation Operators in the Service Area

<table>
<thead>
<tr>
<th></th>
<th>Column A Operators Available</th>
<th>Column B Operators Contracted in the System.</th>
<th>Column C Include Trips</th>
<th>Column D % of all Trips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Non-Profit</td>
<td>2</td>
<td>2</td>
<td>20,094</td>
<td>2%</td>
</tr>
<tr>
<td>Private For-Profit</td>
<td>2</td>
<td>2</td>
<td>982,543</td>
<td>98%</td>
</tr>
<tr>
<td>Government</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td>0%</td>
</tr>
<tr>
<td>Public Transit Agency</td>
<td>1</td>
<td>0</td>
<td>N/A</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td>4</td>
<td>1,002,637</td>
<td>100%</td>
</tr>
</tbody>
</table>

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 not include DBE Contractors)

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?

<table>
<thead>
<tr>
<th>Method</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low bid</td>
<td>0</td>
</tr>
<tr>
<td>Requests for qualifications</td>
<td>0</td>
</tr>
<tr>
<td>Negotiation only</td>
<td>2</td>
</tr>
<tr>
<td>Requests for proposals</td>
<td>0</td>
</tr>
<tr>
<td>Requests for interested parties</td>
<td>0</td>
</tr>
</tbody>
</table>

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

RFP

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

<table>
<thead>
<tr>
<th>Item</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capabilities of operator</td>
<td>N/A</td>
</tr>
<tr>
<td>Age of company</td>
<td>N/A</td>
</tr>
<tr>
<td>Previous experience</td>
<td>N/A</td>
</tr>
<tr>
<td>Scope of Work</td>
<td>N/A</td>
</tr>
<tr>
<td>Safety Program</td>
<td>N/A</td>
</tr>
<tr>
<td>Capacity</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>----------------</td>
<td>-----</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
</tr>
</tbody>
</table>

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. No bids have been completed for the time period (FY July 1, 2018 through June 30, 2019)

How many responded? **0**

The request for bids/proposals was distributed:

<table>
<thead>
<tr>
<th>Locally</th>
<th>Statewide</th>
<th>Nationally</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
<td>X</td>
</tr>
</tbody>
</table>

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc…)? **No**
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 fixed-route service in Palm Beach County. In 2018 the CTC, as an agency, worked with a third-party consultant to investigate service enhancements to the fixed-route system, which resulted in improved service to the community at large, including the TD. This project was 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 time 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 (7) days before they wish to travel. Next day trip reservations must be made by 5:00 PM 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?
50% First Transit
50% MV
0% Maruti
We utilize our scheduling software to communicate route/trip requirements to the two 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 tri-angulation.

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 utilizes 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, ride 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 financial assisted agreements with two Non-Profit agencies within Palm Beach County.
Appendix A
Written complaint process included in the FY 19-20 Local Grievance Guidelines

Palm Beach County
Transportation Disadvantaged
Local Coordinating Board

FY 2020 Grievance Procedures

Approved by the TDLCB
August 14, 2019
FY 2020 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 Chair.

Section B: Appointment

Members shall be appointed to the Grievance Subcommittee by the LCB Chair. The LCB Chair reserves the right to make reappointments to the Subcommittee should any conflicts of interest arise. Planning staff serve as facilitators to the grievance process but do not serve on the Grievance Subcommittee.

Section C: Terms of Members

Members of the Grievance Subcommittee shall serve at the pleasure of the LCB Chair for the duration of the grievance for which they are appointed. Members of the Subcommittee may be removed for cause by the LCB Chair.

Quorum shall be a simple majority. Meetings shall be held at such times as the Subcommittee may determine and/or as necessitated by the grievance procedure.

ARTICLE 4: Resolution Process

Section A: Complaint Procedure

1. The CTC records all complaints that come from agencies, users, transportation operators, and potential users of the system, through email, phone calls, social media, letter, and in-person and determines to whom the complaint should be directed for research and resolution via the Customer Complaint Department.
2. When a complaint is received, the person filing the complaint is interviewed and the information collected is recorded in the CTC’s customer service system.
   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 Transportation Planning Agency  
   Local Coordinating Board Grievance Subcommittee  
   2300 North Jog Road, 4th 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 Chair within ten (10) working days of the meeting.
5. If the Grievant is not satisfied with the proposed resolution outlined in Step 4, the Grievant may request a hearing by the Grievance Subcommittee.

6. The DOPA shall have ten (10) working days to contact the Grievance Subcommittee members and set a future grievance hearing date and location. The Grievant and all involved parties shall be notified of the hearing date and location at least five (5) working days prior to the hearing date. All Grievance proceedings shall be held at a 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 Chair of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Subcommittee’s findings/recommendations. The report shall be forwarded to all LCB members.

8. The CTC may avail itself of the Formal Grievance Procedures as outlined in Section B.2. through B.7.

Section C: CTD Ombudsman Program

If the Grievant is not satisfied with the resolution by the Grievance Subcommittee, they may file a formal complaint with the State’s Commission for the Transportation Disadvantaged Ombudsman Program via the contact information below:

By telephone:
(800) 983-2435 (toll-free) or (850) 410-5700
Hearing or speech impaired: 711 (Florida Relay System)

By mail:
Florida Commission for the Transportation Disadvantaged
605 Suwannee Street, MS-49
Tallahassee, FL 32399-0450

By e-mail:
CTDombudsman@dot.state.fl.us

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 Chair of the Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted on the 14th day of August 2019.

Approved: [Signature]

Steven Grant, Chair
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. Rovanna 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)
11. Jeff Barbacci, THF Partner/Manager (via teleconference call)
12. Taylor Harmon, THF Monitor
13. Myroslava Dune, 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.
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 15th 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 15th 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
b. CTC Contact(s): Chad Hockman, chockman@pbcgov.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 ___________. 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 Heckman, Senior Manager of Paratransit
2. Louis Ferri, Operation Manager
3. Ron Jones, Manager, Scheduling and Dispatch
4. Charlie Bollinger, 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
10. Cecile DellMoral, 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, L.L.C, & 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, L.L.C, & 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.
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 7th day falls on a weekend, the draft will be issued on the 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: ____________________________ (Date)

(CTC Management member)

Acknowledged by: ____________________________ (Date)

(TIF Monitor)
CTC ASSESSMENT UPDATES NOTES

CTC: Palm Beach County Board of County Commissioners/Palm Tran/Palm Tran Connection
COUNTY: Palm Beach
MOA DATE
Initial Designation: 7/1/2017 – 6/30/2022
PROJECT MANAGER: 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 8 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.

<table>
<thead>
<tr>
<th>Mode</th>
<th>FY2016-17</th>
<th>FY2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory</td>
<td>$30.88</td>
<td>$28.63</td>
</tr>
<tr>
<td>Wheelchair</td>
<td>$52.94</td>
<td>$49.08</td>
</tr>
<tr>
<td>Daily Bus Pass</td>
<td>$3.50</td>
<td>$3.50</td>
</tr>
<tr>
<td>Bus Pass - Monthly</td>
<td>$50.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>Bus Pass – Monthly Reduced</td>
<td>$40.00</td>
<td>$40.00</td>
</tr>
</tbody>
</table>

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 February, March and April, staff from the LCB and TPA made 370 random telephone calls to riders who used Palm Tran Connection services since the first of 2020. A total of 42 survey responses were recorded. With the CTC Evaluation taking place during the COVID-19 Pandemic, TPA staff also provided the CTC Evaluation Survey of Palm Tran Connection’s Services to over 900 rider’s via an email with a link to the survey on Survey Monkey. Survey Monkey captured 191 responses from Palm Tran Connection riders.

The average service rating by riders was 8.41 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied). This is a decrease of 1.23 from the FY 18 evaluation.

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

- Improve GPS systems in vehicles and ensure addresses & contact numbers are filed correctly
  - Drivers are unable to find destinations because the system cannot accurately locate an address, making trip times longer
  - GPA 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 for clients to 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

Below is a summary of results generated from the survey:

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Survey Response</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>“All of the time”</td>
</tr>
<tr>
<td>Drivers are courteous</td>
<td>66%</td>
</tr>
<tr>
<td>Drivers practice safe driving</td>
<td>74%</td>
</tr>
<tr>
<td>Drivers know how to use vehicle equipment</td>
<td>88%</td>
</tr>
<tr>
<td>Drivers provide assistance to passengers</td>
<td>80%</td>
</tr>
<tr>
<td>I am picked up on time</td>
<td>35%</td>
</tr>
<tr>
<td>I am picked up at the correct location</td>
<td>84%</td>
</tr>
<tr>
<td>I am dropped off on time</td>
<td>40%</td>
</tr>
<tr>
<td>I am dropped off at the correct location</td>
<td>94%</td>
</tr>
<tr>
<td>Time spent on the vehicles meets my</td>
<td>54%</td>
</tr>
<tr>
<td>expectations</td>
<td></td>
</tr>
<tr>
<td>Vehicles are clean</td>
<td>79%</td>
</tr>
<tr>
<td>Vehicle equipment works well</td>
<td>87%</td>
</tr>
</tbody>
</table>

Below are additional comments provided by surveyed riders:

Additional Comments
<table>
<thead>
<tr>
<th>Statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have to give Palm Tran Connection 5 Stars! I have to praise all of the people who work to provide transportation. I would like to thank everyone for their assistance.</td>
</tr>
<tr>
<td>I depend and rely on Palm Tran for medical reasons. The service is usually on time. The drivers are mostly happy to assist. Without Palm Tran, I would not be able to receive medical care.</td>
</tr>
<tr>
<td>Palm Tran is a life-line. They make everything possible. It is truly, and with no exaggeration at all, a saving grace.</td>
</tr>
<tr>
<td>Palm Tran is a reliable source of transportation to and from doctors and school appointments.</td>
</tr>
<tr>
<td>Palm Tran Connection is a lifesaver, as it is hard for me to take public transportation. The drivers are wonderful and helpful. I am very happy with the service.</td>
</tr>
<tr>
<td>Palm Tran Connection gives me the freedom to go wherever I need to go with no worries.</td>
</tr>
<tr>
<td>Connection is essential to attending school. We often do have issues with getting pick up late. It often takes a long time to get home too.</td>
</tr>
<tr>
<td>My transportation is always good and usually on time.</td>
</tr>
<tr>
<td>Palm Tran Connection is great!! I love my rides and I am very thankful for them.</td>
</tr>
<tr>
<td>Palm Tran Connection gives me the ability to work and go to some social opportunities. It is very important to me.</td>
</tr>
<tr>
<td>Connection affords me the opportunity to get around and I am grateful for this service, as I cannot stand for long periods of time.</td>
</tr>
<tr>
<td>Connection means everything. I am limited with how far I can walk. Some places I go for medical care don’t have bus services and others require that I walk too far to change buses to get there. I simply would not be able to do these activities or appointments. I cannot afford Uber or Lyft.</td>
</tr>
<tr>
<td>Connection is a lifesaver. I am 84 years old, no car, no family to give me rides and all my friends are in the same situation. Don’t know what I would do without it. Thank you for being there.</td>
</tr>
<tr>
<td>Having the service is a great blessing to me, since I have great difficulty getting to work and appointments by myself.</td>
</tr>
<tr>
<td>Connection provides timely riders that bring me to destinations and home and not travel more than 5 miles out of the way.</td>
</tr>
<tr>
<td>Palm Tran Connection helps me get to the places I need to go.</td>
</tr>
<tr>
<td>I don’t drive so Connection is the least expensive way for me to get to the place I need to go.</td>
</tr>
<tr>
<td>Without the quality of service that is provided, it would not be possible for me to live the active life that I do. Palm Tran is not perfect, but they do strive each and every day to be perfect and give the best service that they are able to do. The drivers are courteous, professional and all of the staff go above and beyond to assist the clients with anything that they can do to make sure that the clients are able to get to their destinations in a timely manner. I can honestly say that Palm Tran is the best paratransit service that I have ever ridden and definitely strives each and every day to improve the quality and quantity of service they are giving to their clients.</td>
</tr>
<tr>
<td>Palm Tran is an inexpensive way to remain independent. Times are bothersome but the price helps make it a good way to travel in Palm Beach County.</td>
</tr>
<tr>
<td>Connection’s services are absolutely essential – my physical condition would never allow me to use a fixed bus system.</td>
</tr>
<tr>
<td>The services provided mean INDEPENDENCE, not having to wait for others to take me for groceries, haircut, etc. Being able to live on my own at the age of 89, and not having to feel like a burden to others.</td>
</tr>
<tr>
<td>Riders should be dropped off at their homes as the bus passes them on the route. The routes make NO sense the way they are written as of now. Please find a better way to do this.</td>
</tr>
<tr>
<td>Most drivers are helpful, but they sometimes cannot find my house. Needs better communication between drivers and riders, especially at pick up/drop off locations.</td>
</tr>
<tr>
<td>The drivers are the best!</td>
</tr>
<tr>
<td>• Have never had a problem using the service.</td>
</tr>
<tr>
<td>• I want better on time performance.</td>
</tr>
<tr>
<td>• Using the automated system sometimes have the building numbers wrong when I a picked up from work.</td>
</tr>
<tr>
<td>• It’s a really good service they provide to people especially people in wheelchairs and dialysis. The drivers should be paid more. It is a beautiful thing. You guys are angels.</td>
</tr>
<tr>
<td>• I am told one time for pickup and they come a half hour later.</td>
</tr>
<tr>
<td>• They are so nice to me. I would get them a million for perfect. Very patient and nice.</td>
</tr>
<tr>
<td>• Transportation is the link to the outside world for homebound handicapped person.</td>
</tr>
<tr>
<td>• Transportation means I can go to work independently. It means that I don't lose ALL of my pay to a ride share company to get to work and instead can afford to pay my bills.</td>
</tr>
</tbody>
</table>
**Q1** When did you last receive transportation services from Palm Tran Connection?  
March 2020

**Q2** Were you charged an amount in addition to the co-payment?  
Yes. If yes, how much? (answer in "other")

**Q3** How often do you normally obtain transportation?  
Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?  
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

**Q6** What do you normally use the service for?  
Education/Training/Day Care

**Q7** Did you have a problem on your last trip?  
No

**Q8** If you had a problem on your trip, what type of problem was it?  
Cost

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
6

**Q10** What does transportation mean to you?  
Independence
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>Daily 7 Days/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>6-10 Times</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Medical, Employment, Education/Training/Day Care</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Pick up times not convenient, Late return pick up - length of wait, Drivers</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
</tbody>
</table>
Q10 What does transportation mean to you?

It's help me a lot
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>March</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-5 Times/Week</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education/Training/Day Care</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
<td></td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13th 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Transportation helps me get to where I need to be.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 6, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
A way to my activity.
Q1 When did you last receive transportation services from Palm Tran Connection?
In March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
None

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
No problems

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
It makes me free and happy
Q1 When did you last receive transportation services from Palm Tran Connection?
3 days ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
ride to where I must go
Q1 When did you last receive transportation services from Palm Tran Connection?

Last month

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

Other

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Medical,

Employment

Q7 Did you have a problem on your last trip?

Yes

Q8 If you had a problem on your trip, what type of problem was it?

Pick up times not convenient

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

5

Q10 What does transportation mean to you?

Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
March

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Getting places on my own
When did you last receive transportation services from Palm Tran Connection?
3/26/2020

Were you charged an amount in addition to the co-payment?
No

How often do you normally obtain transportation?
Other

Have you ever been denied transportation services?
No

How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

What do you normally use the service for?
Medical

Did you have a problem on your last trip?
No

If you had a problem on your trip, what type of problem was it?
Late return pick up - length of wait

On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
1

What does transportation mean to you?
Convenience
Q1 When did you last receive transportation services from Palm Tran Connection?

03/10/2020

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

3-5 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Medical, Education/Training/Day Care

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

Door to door transportation
Q1 When did you last receive transportation services from Palm Tran Connection? Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 1-2 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical, Life-Sustaining/Other

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you? Everything.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 25, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Safety and necessity.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Independence
Q1 When did you last receive transportation services from Palm Tran Connection?
3 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
independence
Q1 When did you last receive transportation services from Palm Tran Connection?  
4/6/2020

Q2 Were you charged an amount in addition to the co-payment?  
Other (please specify): Co-payment waived due to coronavirus

Q3 How often do you normally obtain transportation?  
3-5 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Employment

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride,  
Other (please specify):  
No major incidents recently.

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
6

Q10 What does transportation mean to you?  
Providing a way for me to get back and forth to work safely and on-time
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Independence
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>Last week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>3-5 Times/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>Other (please specify): When I had a problem getting on the bus after leaving dialysis</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>1-2 Times</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Medical, Employment</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>Advance notice, Pick up times not convenient, Cost</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>3</td>
</tr>
</tbody>
</table>
Q10 What does transportation mean to you?

It means the difference between getting to dialysis that day or getting home
When school is open, it is the difference in getting to the school on time to volunteer
Q1 When did you last receive transportation services from Palm Tran Connection?
3 weeks ago

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
1-2 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Education/Training/Day Care

Q7 Did you have a problem on your last trip?  
Yes

Q8 If you had a problem on your trip, what type of problem was it?  
Late return pick up - length of wait, Other (please specify): Always late

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
6

Q10 What does transportation mean to you?  
Means freedom
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>Yes. If yes, how much? (answer in &quot;other&quot;)</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>Daily 7 Days/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Employment</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>Lake pick up - specify time of wait, Drivers</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>9</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>A lot I use it for work special Olympics my program sports unlimited</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
Can't Remember!

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
The Assistance with a caring and compassionate service is what it means to me. In short, functioning as best as possible, when you can and with what you can.
Q1 When did you last receive transportation services from Palm Tran Connection?
Some time ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical, Nutritional, Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Other (please specify):
Never had a problem

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Usually very meaningful.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
It allows me to live a productive life
Q1 When did you last receive transportation services from Palm Tran Connection?
April 2

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Employment

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you? Freedom
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
It's extremely important to me because I live in Royal Palm Beach and my son's school is in Jupiter. Palm Tran saves me so much on gas, mileage, tolls and time.
### Q1 When did you last receive transportation services from Palm Tran Connection?

3/31/20

### Q2 Were you charged an amount in addition to the co-payment?

No

### Q3 How often do you normally obtain transportation?

1-2 Times/Week

### Q4 Have you ever been denied transportation services?

No

### Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

### Q6 What do you normally use the service for?

Medical

### Q7 Did you have a problem on your last trip?

Yes

### Q8 If you had a problem on your trip, what type of problem was it?

Advance notice

### Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

7

### Q10 What does transportation mean to you?

Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
2 weeks

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait,
Drivers,
Other (please specify):
Sometimes the6 are really late.

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
Getting to work on time.
**Q1** When did you last receive transportation services from Palm Tran Connection?

04/06/2020

**Q2** Were you charged an amount in addition to the co-payment?

Other (please specify):
No because the Corona virus I was not charge any money at all.

**Q3** How often do you normally obtain transportation?

Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Medical, Employment, Education/Training/Day Care

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10
Q10 What does transportation mean to you?

To take me from one place to another on time.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Having a reliable ride, to and from where I need to be, at a reasonable time.
Q1 When did you last receive transportation services from Palm Tran Connection?
3/13/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

Q10 What does transportation mean to you?
Independence and a way to travel safely from place to place, great service!
Q1 When did you last receive transportation services from Palm Tran Connection?
2 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Ability to work & keep job
Q1 When did you last receive transportation services from Palm Tran Connection?
03/13/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical, Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
The ability to easily go to different places
Q1 When did you last receive transportation services from Palm Tran Connection?
Tuesday, Marcj10

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Since I am legally blind and can't drive, Palm Tran gets me everywhere I have to go.
Q1 When did you last receive transportation services from Palm Tran Connection?
2 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
I depend and rely on Palmtran for medical reasons. The service is usually on time. The drivers are mostly happy to assist. Without Palmtran, I would not be able to receive medical care.
Q1 When did you last receive transportation services from Palm Tran Connection?
End of January

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify):
Tickets

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Other (please specify):
I were going to Veterans Hospital to pick other person in the middle of crisis.

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Great service anyway
Q1 When did you last receive transportation services from Palm Tran Connection?  
Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Respondent skipped this question

Q7 Did you have a problem on your last trip?  
Respondent skipped this question

Q8 If you had a problem on your trip, what type of problem was it?  
Late return pick up - length of wait, Drivers

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
10

Q10 What does transportation mean to you?  
Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
April 5, 2020

Q2 Were you charged an amount in addition to the co-payment?  
I was not charged at all, even for the co-payment

Q3 How often do you normally obtain transportation?  
3-5 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Medical

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
10

Q10 What does transportation mean to you?  
Besides being a life-line you mean? Palm Tran makes everything possible. It is truly, and with no exaggeration at all, a saving grace.
Q1 When did you last receive transportation services from Palm Tran Connection?
3 months ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
I am so thankful for Palm Tran connection. This service helps me to be able to go to the store grocery shopping, pick up food for my dog from Peggy Adams, things of that nature. I am so grateful for this service.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 10, 2020

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  3-5 Times/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Employment

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?  I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  8

Q10 What does transportation mean to you?
It means having access to be able to work, shop, visit doctors, enjoy time with friends, or school that I wouldn’t otherwise be able to accomplish due to accessibility needs and lack of personal transportation
Q1 When did you last receive transportation services from Palm Tran Connection?
March 6th

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care, Life-Sustaining/Other

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

Q10 What does transportation mean to you? Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
March

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
1-2 Times

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Being able to get out of my home and go places without having to bother my friends.
Q1 When did you last receive transportation services from Palm Tran Connection?  
Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
3-5 Times

Q6 What do you normally use the service for?  
Employment

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
Service Area Limits, Accessibility

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
6

Q10 What does transportation mean to you?  
A ride since I don't drive
Q1 When did you last receive transportation services from Palm Tran Connection?
Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Other (please specify):
The route taken took the driver out of the way to drop us off and what should have been a 35 minute ride was three hours!

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
0

Q10 What does transportation mean to you?
Reliable transport from one place to another. Not the issues we had. Horrible service that I now pay privately to ensure proper pick up and drop off.
Q1 When did you last receive transportation services from Palm Tran Connection?
April 2, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Nutritional,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Very important
Q1 When did you last receive transportation services from Palm Tran Connection?
Before schools closed

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
Friday

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  1-2 Times/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Employment

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?  Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  10

Q10 What does transportation mean to you?  Freedom
Q1 When did you last receive transportation services from Palm Tran Connection?
3/17

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Other (please specify):
Multiple drivers had problems getting to FAU's Arena & Housing Dept. Office

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Independence and confidence.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>1-2 Times/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Medical, Education/Training/Day Care</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>Reliable sources of transportation to and from doctors and schools appointment</td>
</tr>
</tbody>
</table>
#49

Collector: Web Link 1 (Web Link)
Started: Monday, April 06, 2020 5:19:27 PM
Last Modified: Monday, April 06, 2020 5:21:57 PM
Time Spent: 00:02:30
IP Address: 162.233.48.185

Q1 When did you last receive transportation services from Palm Tran Connection?
LAST MONTH

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
It is a lifesaver, as it is hard for me to take public transportation. The Drivers are wonderful and helpful I am very happy with the service
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Means I can go daily to my ADT to learn new things.
**Q1** When did you last receive transportation services from Palm Tran Connection?
3/26/20

**Q2** Were you charged an amount in addition to the co-payment?  
Other (please specify):  
i was not charged at all

**Q3** How often do you normally obtain transportation?  
Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?  
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

**Q6** What do you normally use the service for?  
Employment

**Q7** Did you have a problem on your last trip?  
No

**Q8** If you had a problem on your trip, what type of problem was it?  
Respondent skipped this question

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
7

**Q10** What does transportation mean to you?  
ability to travel from 1 destination to another. For example: home to work and back
Q1 When did you last receive transportation services from Palm Tran Connection?
March 12

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Education and medical transportation I need help with
Q1 When did you last receive transportation services from Palm Tran Connection?
03/27/2020

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  1-2 Times/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Medical

Q7 Did you have a problem on your last trip?  Yes

Q8 If you had a problem on your trip, what type of problem was it?  Drivers,
Other (please specify):
Shortly after pick up driver pull off to the side of the road and started vomiting. I had to wait for another driver. The next driver I was sweating rolling down her face. I was very scared one or both of them had coronavirus.

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  9
Q10 What does transportation mean to you?

It enables me to go to the VA medical hospital for treatments.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Last week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Other (please specify):</td>
</tr>
<tr>
<td></td>
<td>W</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
04/06/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Freedom to go wherever I need to go with no worries[]
Q1 When did you last receive transportation services from Palm Tran Connection?
3/13/2020

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  3-5 Times/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Education/Training/Day Care

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?  Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  7

Q10 What does transportation mean to you?
Essential to attending this school. We often do have issues with getting picked up late. Also very long time to get home.
#57

Collector: Web Link 1 (Web Link)
Started: Monday, April 06, 2020 5:26:22 PM
Last Modified: Monday, April 06, 2020 5:44:23 PM
Time Spent: 00:18:00
IP Address: 73.49.116.213

Page 1

Q1 When did you last receive transportation services from Palm Tran Connection?
Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment?
Yes. If yes, how much? (answer in "other")

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
Yes. If yes, please explain (answer in "other")

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
3-5 Times

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
My transportation always good and everything always good on time so far.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>Daily 7 Days/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Employment</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>Yes</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Lake pick up - specify time of wait, Late return pick up - length of wait</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
February 26, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in “other”)
None

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Independence. The ability to work and go to some social opportunities. It is very important to me.
#60

<table>
<thead>
<tr>
<th>Q1 When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/25/2020 (approximately)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2 Were you charged an amount in addition to the co-payment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (please specify): We only use coupons</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3 How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-5 Times/Week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4 Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6 What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment, Education/Training/Day Care</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7 Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8 If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10 What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is great!! I love my rides and I am very thankful for them.</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
Saturday April 4th

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Nutritional

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you?
It affords me the opportunity to get around am grateful for this service as I cant stand for long periods of time
Q1 When did you last receive transportation services from Palm Tran Connection?
march 13

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10
Q10 What does transportation mean to you?

Everything. I would be limited to how far I can walk. Depending on rides from friends is spotty at best. Some places I go for medical care don't have bus service and others require that I walk too far to change buses to get there. I simply would not be able to do these activities or appointments. I simply cannot afford Uber or Lyft.
Q1 When did you last receive transportation services from Palm Tran Connection?
Today

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Proving a means of transportation being that I don't drive....it's convenient.
Q1 When did you last receive transportation services from Palm Tran Connection?
A few weeks ago

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Other

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical

Q7 Did you have a problem on your last trip? Yes

Q8 If you had a problem on your trip, what type of problem was it? Late return pick up - length of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 3

Q10 What does transportation mean to you? Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
3/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical, Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Traveling to and from a location
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>March 13</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>Daily 7 Days/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Education/Training/Day Care</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>I did not have an issue with my ride</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>7</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>Commitment, Quality, On-time</td>
</tr>
<tr>
<td>Q1</td>
<td>When did you last receive transportation services from Palm Tran Connection?</td>
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<tr>
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<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>March 22, 2020</td>
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<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
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<tbody>
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<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
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<tr>
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<td>Other</td>
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<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
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<td>No</td>
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</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
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<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical, Nutritional</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7</td>
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<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Help me travel for medical and grocery shopping</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?  
Today

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
3-5 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Education/Training/Day Care

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
Lake pick up - specify time of wait, Late return pick up - length of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
8

Q10 What does transportation mean to you?  
Everything
Q1 When did you last receive transportation services from Palm Tran Connection?
March 9, 2020

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify): 3.50

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
6-10 Times

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Pick up times not convenient

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
It amazing and help me go to my doctor appointment and work.
Q1 When did you last receive transportation services from Palm Tran Connection?

Just before the coronavirus situation that started changing my exercise periods and doctor appointments rescheduling about 4 weeks ago.

Q2 Were you charged an amount in addition to the co-payment?

Other (please specify): I always pay a $3.50 ride each ride but nothing else.

Q3 How often do you normally obtain transportation?

3-5 Times/Week.

Q4 Have you ever been denied transportation services?

No.

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other").

None.

Q6 What do you normally use the service for?

Medical, Education/Training/Day Care.

Q7 Did you have a problem on your last trip?

No.
Q8 If you had a problem on your trip, what type of problem was it?

Other (please specify):
On few occasions, the driver was driving by my drop off and I said it's right here, and I was told no there dispatcher said the next pickup is now so they kept driving and I was over 15-20 miles away from my drop off spot, they did that several times more on my return home and I normally am home in 15 minutes but was taken far far away and picked up and dropped of over 15-20 miles away, and was on an hour and 1/2 a few times, but I don't complain because the ride is a helpful benefit with my traumatic brain injury disability.

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

Q10 What does transportation mean to you?

Benefit because cannot drive because of a TBI hit by a DUI driver on my motorcycle and can't drive again and hate to bother friends and family when they are busy.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 20, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?

3/10/20

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

3-5 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Employment

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

Safe and reliable
#73

Collector: Web Link 1 (Web Link)
Started: Monday, April 06, 2020 6:57:18 PM
Last Modified: Monday, April 06, 2020 7:02:42 PM
Time Spent: 00:05:24
IP Address: 76.109.163.162

Page 1

Q1 When did you last receive transportation services from Palm Tran Connection?
2 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
It is a lifesaver. I am 84 years old, no car, no family to give me rides and all my friends are in the same situation not being able to drive any more. Don't know what I would do without it. Thank you for being there.
Q1 When did you last receive transportation services from Palm Tran Connection?
20 Mar 2020

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
1-2 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services?  
(If yes, please answer why in "other")
None

Q6 What do you normally use the service for?  
Employment

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
10

Q10 What does transportation mean to you?
Being able to go
Q1 When did you last receive transportation services from Palm Tran Connection?
A month ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Employment opportunities
Q1 When did you last receive transportation services from Palm Tran Connection?
Beginning of March

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Independence & self care ability
Q1 When did you last receive transportation services from Palm Tran Connection?
Two weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Having the service is a great blessing to me, since I have great difficulty getting to work, and appointments by myself.
Q1 When did you last receive transportation services from Palm Tran Connection?
Doctor appointment - church service

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  Daily 7 Days/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services?  (If yes, please answer why in "other")  3-5 Times

Q6 What do you normally use the service for?  Medical

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?
Other (please specify): on Sunday morning every time the van all be late pickup me for church. but on Saturday morning all on time

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  10

Q10 What does transportation mean to you?
every driven coming to pick me up for church or the doctor appointment there is very nice person no problem but every Sunday morning the van all be later for me. but on Saturday morning all on time for church and ready turn home.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 10, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
This is a great way to be mobile
Q1 When did you last receive transportation services from Palm Tran Connection?
2/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Other

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Life-Sustaining/Other

Q7 Did you have a problem on your last trip? Yes

Q8 If you had a problem on your trip, what type of problem was it? Drivers

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 4

Q10 What does transportation mean to you? Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
3/9/20

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Freedom, ability to socialize
**Q1** When did you last receive transportation services from Palm Tran Connection?
03/13/2020

**Q2** Were you charged an amount in addition to the co-payment?
No

**Q3** How often do you normally obtain transportation?
3-5 Times/Week

**Q4** Have you ever been denied transportation services?
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

**Q6** What do you normally use the service for?
Education/Training/Day Care

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

**Q10** What does transportation mean to you?
My son uses the palm Tran connection to get to and from school.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 19

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
6

Q10 What does transportation mean to you?
Independence and the ability to go places
Q1 When did you last receive transportation services from Palm Tran Connection?
4-06-2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
3/26/2020

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify): No charge due to Covid19

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Timely rides that will bring me to destination and home and not travel more than 5 miles out of way.
Q1 When did you last receive transportation services from Palm Tran Connection? Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Other

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you? It's a good thing to have for Palm Beach County and to have door to door service.
**Q1** When did you last receive transportation services from Palm Tran Connection?
4/1/2020

**Q2** Were you charged an amount in addition to the co-payment?
Other (please specify): Free for state of emergency

**Q3** How often do you normally obtain transportation?
1-2 Times/Week

**Q4** Have you ever been denied transportation services?
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

**Q6** What do you normally use the service for?
Medical

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

**Q10** What does transportation mean to you?
Important to get to dr since I’m disabled and in a cast so I can’t drive
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
I use it to get home safely from my Day program
Q1 When did you last receive transportation services from Palm Tran Connection?
April 6th 2020

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify): Covid19, transportation was free

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Freedom
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>Monday April 6 2020</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>Daily 7 Days/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Medical, Employment, Education/Training/Day Care, Life-Sustaining/Other</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>I did not have an issue with my ride</td>
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<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>7</td>
</tr>
</tbody>
</table>
Q10 What does transportation mean to you?

It helps me get to the places I need to go
Q1 When did you last receive transportation services from Palm Tran Connection?
About 6 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Before I retired in December of 2019, I rode Palm Tran on M-F and I have been a rider for about 20 years. I truly relied on the services for everything. I have had great experiences as well as very negative ones. All in all it’s a service that got me to and from giving me a sense of independence.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
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<tbody>
<tr>
<td></td>
<td>February</td>
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<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
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<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
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<tbody>
<tr>
<td>1-2 Times/Week</td>
<td></td>
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<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
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<td>Medical, Nutritional, Life-Sustaining/Other</td>
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<th>Did you have a problem on your last trip?</th>
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<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation is very important to me. I can never drive due to my eyesight, Palm Tran is my only way of getting around.</td>
<td></td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?

03/2020

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

Other

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Medical

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
February 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care, Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
I don't drive. So it's the least expensive way for me to get to the places I need to get to.
Q1 When did you last receive transportation services from Palm Tran Connection?
06/05/2020

Q2 Were you charged an amount in addition to the co-payment?        No

Q3 How often do you normally obtain transportation?          Other

Q4 Have you ever been denied transportation services?          No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")          None

Q6 What do you normally use the service for?          Medical,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?          No

Q8 If you had a problem on your trip, what type of problem was it?          I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.          7

Q10 What does transportation mean to you?
Freedom
Q1 When did you last receive transportation services from Palm Tran Connection?
April 1, 2020

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify):
The driver didn’t take my daughter’s ticket

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride,
Other (please specify):
I love your service. It is a blessing

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
A bit of freedom and independence for my daughter Margaret, and it allows me flexibility in my work schedule
Q1 When did you last receive transportation services from Palm Tran Connection?
3 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
My life line I am disabled and have no other means of transportation since my husband passed away.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 16th 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical, Nutritional, Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Freedom and Independence
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>March</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>8</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ability to live my life</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
March 20, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9
Q10 What does transportation mean to you?

Transportation is extremely important to me, as it is a necessity in order for me to live an independent life. I am blind and I am a mother of a three-year-old boy and a 14 month old girl. Both of my children receive speech and occupational therapy, and my daughter also attends physical therapy. Being able to access Palm Tran allows me the freedom and Ability to live independently life, since I am not able to drive. I am able to take my children to their medical appointments. In addition, they both do extracurricular activities such as swim class, storytime at the library and my gym. It also allows me to be an active participant in the community, as I said on various boards and have community involvement in numerous organizations. Without the quality of service that is provided, it would not be possible for me to live the active life that I do. Palm Tran is not perfect, but they do Strive each and every day to be perfect and give the best service that they are able to do. The drivers are courteous, professional and all of the staff go above and beyond to assist the clients with anything that they can to make sure that the clients are able to get to their destinations in a timely manner.

I have written on numerous paratransit services throughout the country, and I am not originally from Florida. However, I can honestly say that Palm Tran is the best service that I have ever ridden and definitely strives each and every day to improve the quality and quantity of service they are giving their clients. I am privileged to call Palm Tran my para transit service. They listen to the clients in the community to do what is necessary to provide the best transportation available.
Q1 When did you last receive transportation services from Palm Tran Connection?
March

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Independence
#102

Collector: Web Link 1 (Web Link)
Started: Monday, April 06, 2020 10:30:35 PM
Last Modified: Monday, April 06, 2020 10:34:27 PM
Time Spent: 00:03:51
IP Address: 172.58.11.175

Q1 When did you last receive transportation services from Palm Tran Connection?
3-11-20

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
So very helpful.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>March 13</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
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<tr>
<td></td>
<td>Daily 7 Days/Week</td>
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</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
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<tbody>
<tr>
<td></td>
<td>Other (please specify): One or two times I had an attendant with me and they</td>
</tr>
<tr>
<td></td>
<td>wouldn't let her ride with me</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1-2 Times</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Life-Sustaining/Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Lake pick up - specify time of wait</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Freedom independence</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?

April 1

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

1-2 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Medical

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

Q10 What does transportation mean to you?

Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
2013

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Nutritional,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait,
Late return pick up - length of wait,
I did not have an issue with my ride,
Drivers,
Vehicle condition,
Reservations - specify length of wait
Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  

8

Q10 What does transportation mean to you?

Giving client a ride to go to wherever they drop them off from home to school or employment an offices
Q1 When did you last receive transportation services from Palm Tran Connection?
Last week

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Other

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical, Nutritional

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

Q10 What does transportation mean to you? Freedom
### #107

**Collector:**  Web Link 1 (Web Link)  
**Started:**  Monday, April 06, 2020 11:30:27 PM  
**Last Modified:**  Monday, April 06, 2020 11:33:37 PM  
**Time Spent:**  00:03:10  
**IP Address:**  174.227.132.28  

#### Page 1

**Q1** When did you last receive transportation services from Palm Tran Connection?  
Mid-March  

**Q2** Were you charged an amount in addition to the co-payment?  
Other (please specify):  
Paid $3.50  

**Q3** How often do you normally obtain transportation?  
3-5 Times/Week  

**Q4** Have you ever been denied transportation services?  
No  

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None  

**Q6** What do you normally use the service for?  
Education/Training/Day Care  

**Q7** Did you have a problem on your last trip?  
Yes  

**Q8** If you had a problem on your trip, what type of problem was it?  
Other (please specify):  
Dropped off at wrong building  

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
5  

**Q10** What does transportation mean to you?  
Convenience
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2030

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
3
Q10 What does transportation mean to you?

This is my son's mean to get to school. They pick him up late most of the time and one time never even picked him up. They marked that they picked him up and he was on the bus however he was texting me from the school letting me know if you're still there waiting for the bus to come. This was a half hour after the latest time they were supposed to arrive. They actually had nerve to ask me when I called if I was sure he wasn't on the bus. I told him of course I was an after she checked with the driver he verified that he was not on the bus after all. They should not have charged him for his ride the next time but the driver took the money anyway. They shouldn't give a wait time window if they're going to always show up late Regardless.
**Q1** When did you last receive transportation services from Palm Tran Connection?
March 2020

**Q2** Were you charged an amount in addition to the co-payment?
Yes. If yes, how much? (answer in "other")

**Q3** How often do you normally obtain transportation?
3-5 Times/Week

**Q4** Have you ever been denied transportation services?
Respondent skipped this question

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
6-10 Times

**Q6** What do you normally use the service for?
Medical,
Education/Training/Day Care,
Life-Sustaining/Other

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
Late return pick up - length of wait

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10
**Q10** What does transportation mean to you?

It allows me a better job with getting my son school activities. The start time is very early. The end time is so late. It allows me to be independent at a very good price.
Q1 When did you last receive transportation services from Palm Tran Connection?
3/3/20

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Assistance,
Drivers

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
6

Q10 What does transportation mean to you?
Freedom to get around and do what I have to do.
**Palm Tran Connection Evaluation 2020**

<table>
<thead>
<tr>
<th>Collector:</th>
<th>Web Link 1 (Web Link)</th>
</tr>
</thead>
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<td>Tuesday, April 07, 2020 12:35:45 AM</td>
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<td>Tuesday, April 07, 2020 12:37:53 AM</td>
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<td>00:02:07</td>
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</table>

**Q1** When did you last receive transportation services from Palm Tran Connection?

4/1/2020

**Q2** Were you charged an amount in addition to the co-payment?

No

**Q3** How often do you normally obtain transportation?

Other

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in “other”)

None

**Q6** What do you normally use the service for?

Medical

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

Late return pick up - length of wait

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

7

**Q10** What does transportation mean to you?

Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
3/12/2020

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
Other

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Medical

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
Late return pick up - length of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
7

Q10 What does transportation mean to you?
It minimizes my transportation issues to get to the Veterans Administration Hospital every month regardless of the number of trips I have to made to the hospital for my cancer treatments and other medical services.
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>March</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>3-5 Times/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>Other (please specify): Too late to make for next day</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>3-5 Times</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Medical, Employment</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Service Area Limits, Lake pick up - specify time of wait, Other (please specify): Late drop off was late to work I always make it with a 30 min leeway</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>9</td>
</tr>
</tbody>
</table>
Q10 What does transportation mean to you?

A way to get to work and to Doctors plus shopping etc
Q1 When did you last receive transportation services from Palm Tran Connection?
April 1, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
Other (please specify): April 3, 2020 No rides to Laundromat. County order.

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
1-2 Times

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
Palm Tran is an inexpensive way to remain independent. Times are bothersome but the price helps make it a good way to travel in Palm Beach County.
Q1 When did you last receive transportation services from Palm Tran Connection?
April 03, 2020

Q2 Were you charged an amount in addition to the copayment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
Other (please specify): The van left less than 5 minutes after receiving a call saying my ride had arr.

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
1-2 Times

Q6 What do you normally use the service for?
Medical, Nutritional, Education/Training/Day Care, Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10
Q10 What does transportation mean to you?

Transportation means a way to check my sickly aunt whose at least 40 miles away. It is a way to live in a relative simple way in a small town yet still have access to the bustling city I left behind.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Two weeks ago</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the copayment?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3-5 Times/Week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Employment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

| Q10| What does transportation mean to you? |
|    | It's means everything. I don't have another option to get to work. |
Q1 When did you last receive transportation services from Palm Tran Connection?
4/5/2020

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify):
No charge ride

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Absolutely essential - my physical condition would never allow me to use a fixed bus system
#118

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>March 2020</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>Other</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Education/Training/Day Care</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>I did not have an issue with my ride</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>7</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
### Questionnaire:

**Q1** When did you last receive transportation services from Palm Tran Connection?
Feb 28 2020

**Q2** Were you charged an amount in addition to the co-payment?
No

**Q3** How often do you normally obtain transportation?
3-5 Times/Week

**Q4** Have you ever been denied transportation services?
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

**Q6** What do you normally use the service for?
Education/Training/Day Care

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

**Q10** What does transportation mean to you?
I can go to work and my son can get to his program without I would not be able to go to work or him a program. One suggestion; my apartment is hard to find is it possible to put some sort of notes on a pick up which can help drivers find out unit? Would save a lot of time some days.
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>Yes. If yes, how much? (answer in &quot;other&quot;)</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>1-2 Times/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>1-2 Times</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Employment</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Lake pick up - specify time of wait</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>6</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
3/17

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Comfort and reliable service
Q1 When did you last receive transportation services from Palm Tran Connection?

4/7/2020

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

3-5 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Employment

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

Other (please specify):

None

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

Able to go where I need to go
Q1 When did you last receive transportation services from Palm Tran Connection?
4/4/2020

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify):
no payment at this time

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment,
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
It is a necessity for me to get to work, shopping, and occasional doctor appointments.
Q1 When did you last receive transportation services from Palm Tran Connection?
March, before pandemic

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Nutritional,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
INDEPENDENCE, not having to wait for others to take me for groceries, hair cut, etc. Being able to live on my own at the age of 89, and not having to feel like a burden to others.
Q1 When did you last receive transportation services from Palm Tran Connection?
04042020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
I don't have a car and this is the only way I can obtain medical services.
Q1 When did you last receive transportation services from Palm Tran Connection?
3.12.2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
freedom and independence
**Q1** When did you last receive transportation services from Palm Tran Connection?

03/2020

**Q2** Were you charged an amount in addition to the co-payment?

No

**Q3** How often do you normally obtain transportation?

Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Education/Training/Day Care

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

Respondent skipped this question

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

7
Q10 What does transportation mean to you?

Adams need is tremendous and we are grateful, however, we track him on GPS for safety and have found MANY times that the bus has PASSED our home without dropping him off and then has had to drive back to drop him off, leaving him on the bus for HOURS unnecessarily. He won’t say anything because he doesn’t know to or understand that the route is engineered poorly. Your riders should be dropped off to their homes as the bus passes them on the route. The routes make NO sense the way they are written as of now. Please find a better way to do this.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Transpiration to me means getting individuals to their correct destinations quickly, effectively and safely
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
Respondent skipped this question

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
A means from getting to point a to point b in a timely manner
#130

<table>
<thead>
<tr>
<th>Collector:</th>
<th>Web Link 1 (Web Link)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started:</td>
<td>Tuesday, April 07, 2020 9:06:23 AM</td>
</tr>
<tr>
<td>Last Modified:</td>
<td>Tuesday, April 07, 2020 9:11:47 AM</td>
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<td>00:05:23</td>
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<td>IP Address:</td>
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</tbody>
</table>

**Q1** When did you last receive transportation services from Palm Tran Connection?
March 18, 2020

**Q2** Were you charged an amount in addition to the co-payment?  
No

**Q3** How often do you normally obtain transportation?  
3-5 Times/Week

**Q4** Have you ever been denied transportation services?  
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

**Q6** What do you normally use the service for?  
Education/Training/Day Care

**Q7** Did you have a problem on your last trip?  
No

**Q8** If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
9

**Q10** What does transportation mean to you?  
safe professional transportation to my weekly training
Q1 When did you last receive transportation services from Palm Tran Connection?
3/10/20

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
4

Q10 What does transportation mean to you?
Allows me freedom.
Page 1

Q1 When did you last receive transportation services from Palm Tran Connection?
3 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Pick up times not convenient

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
I cannot work without it.
Q1 When did you last receive transportation services from Palm Tran Connection?
Feb 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Everything
**Q1** When did you last receive transportation services from Palm Tran Connection?

- about a month ago

**Q2** Were you charged an amount in addition to the co-payment?

- Other (please specify):
  - I've never encountered this

**Q3** How often do you normally obtain transportation?

- 1-2 Times/Week

**Q4** Have you ever been denied transportation services?

- Respondent skipped this question

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

- None

**Q6** What do you normally use the service for?

- Medical,
  - Nutritional

**Q7** Did you have a problem on your last trip?

- No

**Q8** If you had a problem on your trip, what type of problem was it?

- Other (please specify):
  - Occasionally the pickups are late by 15-20 minutes past the end of their "window but I dont recall their ever not showing up. still the delay is annoying and makes a person nervous"

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

- 8
Q10 What does transportation mean to you?

vital
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>March/19/2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>Daily 7 Days/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Employment, Life-Sustaining/Other</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>I did not have an issue with my ride</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
3/4/20

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Thankful for the service
Q1 When did you last receive transportation services from Palm Tran Connection?
April 7, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Nutritional,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7
Q10 What does transportation mean to you?

Transportation gives me independence and freedom to live my best life. Although I feel like there are areas for improvement, I'm overall satisfied.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 19, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
independence, safe travels, friendly service
Q1 When did you last receive transportation services from Palm Tran Connection?
1 months I'll go

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
3-5 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
10

Q10 What does transportation mean to you?  
Without Palm Tran I could never have gotten around thank you
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
It is my only way to get to where I need to go.
Q1 When did you last receive transportation services from Palm Tran Connection?
March, 5th, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Getting place to place independently
Q1 When did you last receive transportation services from Palm Tran Connection?
March 6

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
freedom to get a job, take my classes at school, go to my dance class, go to my book club, visit friends, attend Bible study classes and go to church.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>March 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>1-2 Times/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Education/Training/Day Care</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>Allows me to get to my school</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
last week

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 1-2 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical, Nutritional

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

Q10 What does transportation mean to you? I can get to the grocery and the doctor
Q1 When did you last receive transportation services from Palm Tran Connection?
2 weeks ago

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Very helpful. Sometimes return trips are late picking up. Sometimes they pass my house when route is wrong
**#146**

<table>
<thead>
<tr>
<th>Collector:</th>
<th>Web Link 1 (Web Link)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started:</td>
<td>Tuesday, April 07, 2020 4:09:48 PM</td>
</tr>
<tr>
<td>Last Modified:</td>
<td>Tuesday, April 07, 2020 4:26:57 PM</td>
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<td>Time Spent:</td>
<td>00:17:09</td>
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<tr>
<td>IP Address:</td>
<td>107.72.178.215</td>
</tr>
</tbody>
</table>

---

**Q1** When did you last receive transportation services from Palm Tran Connection?

Saturday morning on March 2020

**Q2** Were you charged an amount in addition to the co-payment?

No

**Q3** How often do you normally obtain transportation?

Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Life-Sustaining/Other

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

**Q10** What does transportation mean to you?

It means a great amount a lot to me and I am very great full and very thankful for the transportation, Thank You Very Much.
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>3-5 Times/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Medical, Employment</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>pick up and drop off</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?

today

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

3-5 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in “other”)

None

Q6 What do you normally use the service for?

Employment

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

Q10 What does transportation mean to you?

PalmTran Connection has done a fantastic job at getting me to and from work during this crisis.
When did you last receive transportation services from Palm Tran Connection?
March

Were you charged an amount in addition to the co-payment?
No

How often do you normally obtain transportation?
3-5 Times/Week

Have you ever been denied transportation services?
No

How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

What do you normally use the service for?
Medical,
Education/Training/Day Care

Did you have a problem on your last trip?
No

If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

What does transportation mean to you?
Freedom, opportunities, independent
Q1 When did you last receive transportation services from Palm Tran Connection?
3/12/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Pick up within the scheduled window.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 20, 2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

Q10 What does transportation mean to you? The ability to get home every afternoon from the Hab Center.
Q1 When did you last receive transportation services from Palm Tran Connection?
04/07/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Transportation means I can go to work independently. It means that I don't lose ALL of my pay to a ride share company to get to work and instead can afford to pay my bills.
Table:

<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>3/20/20</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>Other (please specify): Only the normal coupon.</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>3-5 Times/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>Other (please specify): Only when we have an urgent need for a short notice. I think some of these could be honored, but the policy is against ALL changes same day.</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>3-5 Times, Other (please specify): Only when we have unexpected complications—that is when we need an accommodation the most</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Education/Training/Day Care</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Other (please specify): Drivers do a good job, and the phone staff are very nice—just limited on what they can do.</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>9</td>
</tr>
</tbody>
</table>
Q10 What does transportation mean to you?

Possible to go to an activity, or without it-sit home every day with no human contact.
Q1 When did you last receive transportation services from Palm Tran Connection?
Mon April 6 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Other (please specify):
None

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Everything. I would not be able to travel anywhere without it
Q1 When did you last receive transportation services from Palm Tran Connection?
N/A

Q2 Were you charged an amount in addition to the co-payment?
Other (please specify):
Was not able to successfully schedule transportation

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
Respondent skipped this question

Q10 What does transportation mean to you?
Currently paying for private transportation. Just before the Corona Virus outbreak, I tried setting up transportation but was not successful. I needed to schedule 2 aides, 2 clients and myself, a care manager. I tried splitting into two separate trips, but that did not work either. When ready to try again, I will have to call.
Q1 When did you last receive transportation services from Palm Tran Connection?
Today, 4/8/20

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical, Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
A great deal. I could not do without you.
Q1 When did you last receive transportation services from Palm Tran Connection?
March

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical, Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
Being elderly it means everything to me right now it gets me to my medical appointments it gets me to my exercise programs and it gets me to do my grocery shopping. Thankful to have this type of service in my area.
Q1 When did you last receive transportation services from Palm Tran Connection?
APRIL 2 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Late return pick up - length of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
Take you places
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13th

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Only means of getting to doctors, grocery & other shopping, visiting friends, betting to library. Essential mobility
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Pick up times not convenient

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
6

Q10 What does transportation mean to you?
The only type I can have
**Q1** When did you last receive transportation services from Palm Tran Connection?

Mid March 2020

**Q2** Were you charged an amount in addition to the co-payment?

No

**Q3** How often do you normally obtain transportation?

Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Employment

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

**Q10** What does transportation mean to you?

Independence, getting to work on time
**Q1** When did you last receive transportation services from Palm Tran Connection?

1 month ago

**Q2** Were you charged an amount in addition to the co-payment?

Respondent skipped this question

**Q3** How often do you normally obtain transportation?

Other

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Nutritional

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8

**Q10** What does transportation mean to you?

It means that I can go shopping if I want to.
Q1 When did you last receive transportation services from Palm Tran Connection?
3 months ago

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Other

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you?
Being able to get to and from Dr appointments.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 11 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
A lot...I am able to go and visit my husband at the nursing home otherwise I couldn't go. The drivers are kind, helpful n very compassionate
Q1 When did you last receive transportation services from Palm Tran Connection?
march

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Other

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Life-Sustaining/Other

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? Late return pick up - length of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 5

Q10 What does transportation mean to you? Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
I don't remember

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
Other (please specify): I don't remember

Q6 What do you normally use the service for? Medical

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

Q10 What does transportation mean to you?
It means everything. It's the life source of my way to get around to my important appointments.
Q1 When did you last receive transportation services from Palm Tran Connection?

In March

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

3-5 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Education/Training/Day Care

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

It is very important
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
Yes

Q8 If you had a problem on your trip, what type of problem was it?
Lake pick up - specify time of wait,
Other (please specify):
30 minutes

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7
Q10 What does transportation mean to you?

Everything. It is the only way I get to and fro work, doctors appt, and necessary errands in community.
Q1 When did you last receive transportation services from Palm Tran Connection?
BEGINNING OF MARCH 2020

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  3-5 Times/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Education/Training/Day Care

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?  Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  8

Q10 What does transportation mean to you?
TRANSPORTATION IS LINK TO OUTSIDE WORLD FOR HOMEBOUND HANDICAPPED PERSON.
Q1 When did you last receive transportation services from Palm Tran Connection? Respondent skipped this question

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

Q10 What does transportation mean to you? Availability to go to school
#171

**Collector:** Web Link 1 (Web Link)
**Started:** Thursday, April 09, 2020 8:10:11 PM
**Last Modified:** Thursday, April 09, 2020 8:11:40 PM
**Time Spent:** 00:01:28
**IP Address:** 73.245.79.35

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**Q1** When did you last receive transportation services from Palm Tran Connection?
3/25/20

**Q2** Were you charged an amount in addition to the co-payment?
No

**Q3** How often do you normally obtain transportation?
3-5 Times/Week

**Q4** Have you ever been denied transportation services?
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

**Q6** What do you normally use the service for?
Medical, Employment, Education/Training/Day Care

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

**Q10** What does transportation mean to you?
It's my lifeline since i have no car!!
Q1 When did you last receive transportation services from Palm Tran Connection?
I don't know

Q2 Were you charged an amount in addition to the co-payment?
Yes. If yes, how much? (answer in "other")

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
Yes. If yes, please explain (answer in "other")

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
1-2 Times

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Advance notice

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
All the drives I had was very nice and friendly
#173

Q1 When did you last receive transportation services from Palm Tran Connection?
April 2 2020

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  1-2 Times/Week

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Medical

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?  I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  10

Q10 What does transportation mean to you?
Very important. It is the only way I get to isis my sick husband
Q1 When did you last receive transportation services from Palm Tran Connection?

Dont remember some time this yr

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

Other

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Medical

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

A way to get to where I'm going by door to door service. N when I'm n to much pain to ride the bus. Standing and walking to d bus stops. Drivers r always so helpful and polite
Q1 When did you last receive transportation services from Palm Tran Connection?
March 13, 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Getting places safely by others.
Q1 When did you last receive transportation services from Palm Tran Connection?
March 16 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
I can’t walk so it’s the only way I Can get to appointments
Q1 When did you last receive transportation services from Palm Tran Connection?
2 - weeks ago.

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
Safe, comfort, fair charge.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>Respondent skipped this question</td>
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<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>Respondent skipped this question</td>
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<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>I did not have an issue with my ride, Reservations - specify length of wait</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>means a lot for doctors and dentist, Just happy to have f</td>
</tr>
</tbody>
</table>
**Q1** When did you last receive transportation services from Palm Tran Connection?

March 13 2020

**Q2** Were you charged an amount in addition to the co-payment?

No

**Q3** How often do you normally obtain transportation?

3-5 Times/Week

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Employment, Education/Training/Day Care

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

**Q10** What does transportation mean to you?

Whether it's from or to home, I can rely on transportation to get me where I need to go.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
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</thead>
<tbody>
<tr>
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<td>March 13, 2020</td>
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<th>Were you charged an amount in addition to the co-payment?</th>
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<tbody>
<tr>
<td>No</td>
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</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
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<tbody>
<tr>
<td>3-5 Times/Week</td>
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<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
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</thead>
<tbody>
<tr>
<td>Education/Training/Day Care</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
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<tbody>
<tr>
<td>No</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
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</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent skipped this question</td>
<td></td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
April 2 Thursday

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Employment

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Money to pay for my medicine
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>1-2 Times/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Medical, Employment</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
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<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>Respondent skipped this question</td>
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<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>8</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>It means a lot to me it helps me out with my daily livelihood and my disabilities</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
Within the last month

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Employment

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you? I don't know what I'd do without it. Thanks Palm Tran.
Q1 When did you last receive transportation services from Palm Tran Connection?

March 12, 2000

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

Daily 7 Days/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Education/Training/Day Care

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride,

Other (please specify):

no problems

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

10

Q10 What does transportation mean to you?

It means a lot to us. My nephew would not be able to go to school without this service. Thank you all for doing a great job
Q1 When did you last receive transportation services from Palm Tran Connection?
March 2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Assistance,
Lake pick up - specify time of wait

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

Q10 What does transportation mean to you?
It allows me to get to doctor's appointments as well as to go see my family. I appreciate this resource.
Q1 When did you last receive transportation services from Palm Tran Connection?  
2/3/2020

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
3-5 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Education/Training/Day Care

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
9

Q10 What does transportation mean to you?  
I want better on time service.
#187

Collector: Web Link 1 (Web Link)  
Started: Thursday, April 16, 2020 4:21:19 PM  
Last Modified: Thursday, April 16, 2020 4:26:09 PM  
Time Spent: 00:04:49  
IP Address: 73.56.115.96  

Page 1

Q1 When did you last receive transportation services from Palm Tran Connection?  
3/26/20

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
3-5 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Employment

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
Respondent skipped this question

Q10 What does transportation mean to you?  
A way to get to work.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/4/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 1-2 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

Q10 What does transportation mean to you?
Most drivers are helpful, sometimes they can't find my house. Better communication between driver and rider - drivers say they do not have to call rider if they aren't at the pick up point. Rider would like to be able to explain to driver where/what the situation is.
#189

Collector: Web Link 2 (Web Link)
Started: Friday, April 17, 2020 3:41:19 PM
Last Modified: Friday, April 17, 2020 3:42:32 PM
Time Spent: 00:01:12
IP Address: 73.85.78.6

Page 1

**Q1** When did you last receive transportation services from Palm Tran Connection?

2/17/2020

**Q2** Were you charged an amount in addition to the co-payment?  
No

**Q3** How often do you normally obtain transportation?  
1-2 Times/Week

**Q4** Have you ever been denied transportation services?  
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

**Q6** What do you normally use the service for?  
Medical,
Life-Sustaining/Other

**Q7** Did you have a problem on your last trip?  
No

**Q8** If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
10

**Q10** What does transportation mean to you?  
Services mean everything to me - freedom! Drivers are also the best.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/12/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Student schedules change
Q1 When did you last receive transportation services from Palm Tran Connection?
2/4/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Never had a problem!
Q1 When did you last receive transportation services from Palm Tran Connection?

2/7/2020

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

3-5 Times/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Education/Training/Day Care

Q7 Did you have a problem on your last trip?

Yes

Q8 If you had a problem on your trip, what type of problem was it?

Other (please specify):

3/12/2020 Not picked up, yet has a standing schedule. Will contact Connection.

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

Respondent skipped this question

Q10 What does transportation mean to you?

It would be good if they let you know when they are coming
Palm Tran Connection Evaluation 2020

Q1 When did you last receive transportation services from Palm Tran Connection?
2/9/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Very helpful, I appreciate the service.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/5/2020</td>
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<table>
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<table>
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<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
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</thead>
<tbody>
<tr>
<td>Daily 7 Days/Week</td>
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<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
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<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
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<tbody>
<tr>
<td>None</td>
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<table>
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<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
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<tbody>
<tr>
<td>Education/Training/Day Care</td>
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</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I did not have an issue with my ride</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td></td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
2/5/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Daily 7 Days/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 5

Q10 What does transportation mean to you?
My sister has been on the bus for up to 2 hours. One day they left her at the ARC after an event was canceled at night. They should have taken her home when the building was dark and no one was around.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/6/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
Yes. If yes, please explain (answer in "other")

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
1-2 Times,
Other (please specify):
Not enough drivers that day

Q6 What do you normally use the service for?
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Excellent service and very happy
Q1 When did you last receive transportation services from Palm Tran Connection?
2/5/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Using the automated system sometimes have the building number wrong when I am picked up from work.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/11/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical, Education/Training/Day Care

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you?
It’s a really good service they provide to people, especially people in wheelchairs and dialysis. The drivers should be paid more. It is a beautiful thing. You guys are angels.
#199

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>2/5/2020</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>3-5 Times/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Medical</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>Yes</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>Lake pick up - specify time of wait,</td>
</tr>
<tr>
<td></td>
<td>Late return pick up - length of wait</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>5</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>I am told one time for pick up and they come a half hour later</td>
</tr>
</tbody>
</table>

Collector: Web Link 2 (Web Link)
Started: Friday, April 17, 2020 3:51:29 PM
Last Modified: Friday, April 17, 2020 3:52:16 PM
Time Spent: 00:00:46
IP Address: 73.85.78.6
Q1 When did you last receive transportation services from Palm Tran Connection?
2/6/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Daily 7 Days/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical, Employment

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you?
They are so nice to me. I would give the a million for perfect. Very patient and nice.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/13/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Daily 7 Days/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 9

Q10 What does transportation mean to you?
Completed by parent
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
<th>DOCTOR OFFICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3</td>
<td>How often do you normally obtain transportation?</td>
<td>1-2 Times/Week</td>
</tr>
<tr>
<td>Q4</td>
<td>Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5</td>
<td>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in “other”)</td>
<td>None</td>
</tr>
<tr>
<td>Q6</td>
<td>What do you normally use the service for?</td>
<td>Medical</td>
</tr>
<tr>
<td>Q7</td>
<td>Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8</td>
<td>If you had a problem on your trip, what type of problem was it?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q9</td>
<td>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>9</td>
</tr>
<tr>
<td>Q10</td>
<td>What does transportation mean to you?</td>
<td>A LOT, MY ONLY WAY TO GET TO DOC</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
03/13/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
gets me to anywhere I need to go.
Q1 When did you last receive transportation services from Palm Tran Connection?
03/17/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
Respondent skipped this question

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
a convenient and safe way to attend doctor's appts.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/6/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
Sometimes they are late. Helps her to be active in the community.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/17/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Get to my destination on time, door to door is great.
**Q1** When did you last receive transportation services from Palm Tran Connection?
2/17/2020

**Q2** Were you charged an amount in addition to the co-payment?
No

**Q3** How often do you normally obtain transportation?
1-2 Times/Week

**Q4** Have you ever been denied transportation services?
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

**Q6** What do you normally use the service for?
Medical, Life-Sustaining/Other

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

**Q10** What does transportation mean to you?
Drivers are the best!
Q1 When did you last receive transportation services from Palm Tran Connection?
3/3/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
5

Q10 What does transportation mean to you?
No one calls if my trip is coming home late. Needed to speak with dispatchers - better now - but I need to call to find out where my son is. Drivers knock but they need to ring bell. Drivers resist on using the lift because my sons has a walker, but it can use stairs and wants to use stairs.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/12/2020

Q2 Were you charged an amount in addition to the co-payment?  No

Q3 How often do you normally obtain transportation?  Other

Q4 Have you ever been denied transportation services?  No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  None

Q6 What do you normally use the service for?  Medical

Q7 Did you have a problem on your last trip?  No

Q8 If you had a problem on your trip, what type of problem was it?  I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  8

Q10 What does transportation mean to you?  Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
2/1/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Respondent skipped this question
Q1 When did you last receive transportation services from Palm Tran Connection?
2/4/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
No issues. The people are very nice to me. The drivers are always nice and helpful. They are very friendly. I feel comfortable riding in with the,. Yes, there are a very few times they will come lane but they always apologize to me and most of the time it is because there was some type of issues going on with another customer. I love the service and I am thankful for it.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/14/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
Yes. If yes, please explain (answer in "other")

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
6-10 Times,
Other (please specify):
See below

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
6
Q10 What does transportation mean to you?

My concerns are I don't think the drivers are properly trained to deal with autistic people. My son has autism and every time he got suspended from the bus because the drivers complained of him acting up. I told them many times that he has autism but they don't care. One time one of the drivers even told me that I didn't train my kid properly. That was very insulting and frustrating to me. The most frustrating part is when they suspend my son from getting on the bus when they know exactly what is going on with him. They have everything on file (his condition, and everything) but yet they still treat him like he is a bad kid.
#213

**Collector:** Web Link 2 (Web Link)

**Started:** Thursday, April 23, 2020 3:47:20 PM

**Last Modified:** Thursday, April 23, 2020 3:47:59 PM

**Time Spent:** 00:00:39

**IP Address:** 73.85.78.6

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**Q1** When did you last receive transportation services from Palm Tran Connection?

2/10/2020

**Q2** Were you charged an amount in addition to the co-payment?

No

**Q3** How often do you normally obtain transportation?

3-5 Times/Week

**Q4** Have you ever been denied transportation services?

No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

**Q6** What do you normally use the service for?

Medical, Life-Sustaining/Other

**Q7** Did you have a problem on your last trip?

No

**Q8** If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

9

**Q10** What does transportation mean to you?

No complaints
Q1 When did you last receive transportation services from Palm Tran Connection?
2/7/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Sometimes the bus don't show up on time. Sometimes I have wait more than an hour for the bus to come.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/4/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
1-2 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
The service is pretty good. Most of the drivers are nice. They get me where I want to go and on time.
<table>
<thead>
<tr>
<th>Q1</th>
<th>When did you last receive transportation services from Palm Tran Connection?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2/13/2020</td>
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</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
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</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3-5 Times/Week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical, Life-Sustaining/Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>So far so good. Drivers are very nice to me.</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?
2/14/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 3-5 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Respondent skipped this question

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you?
Bought $140.00 worth of tickets. Now Goodwill is closed. Wants to know if tickets are refundable.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/17/2020

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? Daily 7 Days/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Education/Training/Day Care, Life-Sustaining/Other

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 8

Q10 What does transportation mean to you?
Sometimes is late. It looks like they don't provide change. If we give them $4.00 they will not give us the $0.50 change back. Sometimes we cannot afford to pay that. Please ask them not to charge no more than the $3.50 for the trip.
| Q1 | When did you last receive transportation services from Palm Tran Connection? | 2/1/2020 |
| Q2 | Were you charged an amount in addition to the co-payment? | No |
| Q3 | How often do you normally obtain transportation? | 3-5 Times/Week |
| Q4 | Have you ever been denied transportation services? | No |
| Q5 | How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") | None |
| Q6 | What do you normally use the service for? | Medical, Employment |
| Q7 | Did you have a problem on your last trip? | No |
| Q8 | If you had a problem on your trip, what type of problem was it? | I did not have an issue with my ride |
| Q9 | On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. | 8 |
**Q10** What does transportation mean to you?

Have some problems with the timing of the bus. When my work is over sometimes the bus is not working I have to find myself a ride home. Sometimes they cancel my trip without my consent. For example, Saturday, March 18, 2020 I called and canceled the service for that day, however the bus showed up anyway. The next day, I has an appointment and was waiting for the bus but the bus did not show up.
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 When did you last receive transportation services from Palm Tran Connection?</td>
<td>2/1/2020</td>
</tr>
<tr>
<td>Q2 Were you charged an amount in addition to the co-payment?</td>
<td>No</td>
</tr>
<tr>
<td>Q3 How often do you normally obtain transportation?</td>
<td>1-2 Times/Week</td>
</tr>
<tr>
<td>Q4 Have you ever been denied transportation services?</td>
<td>No</td>
</tr>
<tr>
<td>Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</td>
<td>None</td>
</tr>
<tr>
<td>Q6 What do you normally use the service for?</td>
<td>Life-Sustaining/Other</td>
</tr>
<tr>
<td>Q7 Did you have a problem on your last trip?</td>
<td>No</td>
</tr>
<tr>
<td>Q8 If you had a problem on your trip, what type of problem was it?</td>
<td>I did not have an issue with my ride</td>
</tr>
<tr>
<td>Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</td>
<td>10</td>
</tr>
<tr>
<td>Q10 What does transportation mean to you?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q1</td>
<td>When did you last receive transportation services from Palm Tran Connection?</td>
</tr>
<tr>
<td>----</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>2/15/2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2</th>
<th>Were you charged an amount in addition to the co-payment?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3</th>
<th>How often do you normally obtain transportation?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1-2 Times/Week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q4</th>
<th>Have you ever been denied transportation services?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q5</th>
<th>How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in &quot;other&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q6</th>
<th>What do you normally use the service for?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Medical, Life-Sustaining/Other</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q7</th>
<th>Did you have a problem on your last trip?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q8</th>
<th>If you had a problem on your trip, what type of problem was it?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>I did not have an issue with my ride</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q9</th>
<th>On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10</th>
<th>What does transportation mean to you?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 When did you last receive transportation services from Palm Tran Connection?  
2/15/2020

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
1-2 Times/Week

Q4 Have you ever been denied transportation services?  
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

Q6 What do you normally use the service for?  
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
9

Q10 What does transportation mean to you?  
I don't use the service often but the couple of times I use it it always works great for me. Northing to complain about.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/2/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical,
Employment,
Life-Sustaining/Other

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7
Q10 What does transportation mean to you?

Transportation means a way to get around and it's a service that is provided but they don't provide those services well and cannot schedule times for appointments (No permission given).
Q1 When did you last receive transportation services from Palm Tran Connection?
2/11/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Other

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Medical

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
7

Q10 What does transportation mean to you?
I need it. I can't get to the grocery or doctor without it. I usually have other transportation. Not used to having to wait for others to be dropped off but she understands that's how it works. It's good the service is available.
**#225**

**Collector:** Web Link 2 (Web Link)  
**Started:** Friday, April 24, 2020 4:11:51 PM  
**Last Modified:** Friday, April 24, 2020 4:15:41 PM  
**Time Spent:** 00:03:49  
**IP Address:** 73.85.78.6

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**Q1** When did you last receive transportation services from Palm Tran Connection?  
2/7/2020

**Q2** Were you charged an amount in addition to the co-payment?  
No

**Q3** How often do you normally obtain transportation?  
3-5 Times/Week

**Q4** Have you ever been denied transportation services?  
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

**Q6** What do you normally use the service for?  
Medical

**Q7** Did you have a problem on your last trip?  
No

**Q8** If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
10

**Q10** What does transportation mean to you?  
Transportation means door-to-door transportation.
#226

**Collector:** Web Link 2 (Web Link)  
**Started:** Friday, April 24, 2020 4:15:48 PM  
**Last Modified:** Friday, April 24, 2020 4:16:46 PM  
**Time Spent:** 00:00:58  
**IP Address:** 73.85.78.6

**Q1** When did you last receive transportation services from Palm Tran Connection?  
2/13/2020

**Q2** Were you charged an amount in addition to the co-payment?  
Yes. If yes, how much? (answer in "other")

**Q3** How often do you normally obtain transportation?  
3-5 Times/Week

**Q4** Have you ever been denied transportation services?  
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
None

**Q6** What do you normally use the service for?  
Employment

**Q7** Did you have a problem on your last trip?  
No

**Q8** If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
9

**Q10** What does transportation mean to you?  
Transportation gets me to places when my mom can't take me.
Q1 When did you last receive transportation services from Palm Tran Connection?

2/17/2020

Q2 Were you charged an amount in addition to the co-payment?

No

Q3 How often do you normally obtain transportation?

Daily 7 Days/Week

Q4 Have you ever been denied transportation services?

No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

None

Q6 What do you normally use the service for?

Education/Training/Day Care

Q7 Did you have a problem on your last trip?

No

Q8 If you had a problem on your trip, what type of problem was it?

I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

4

Q10 What does transportation mean to you?

The services are important because the caregiver doesn't have to drive me to day care
Q1 When did you last receive transportation services from Palm Tran Connection?  
2/11/2020

Q2 Were you charged an amount in addition to the co-payment?  
No

Q3 How often do you normally obtain transportation?  
Other

Q4 Have you ever been denied transportation services?  
Other (please specify):  
Driver just failed to provide the service

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")  
6-10 Times

Q6 What do you normally use the service for?  
Medical,  
Education/Training/Day Care

Q7 Did you have a problem on your last trip?  
No

Q8 If you had a problem on your trip, what type of problem was it?  
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.  
5
Q10 What does transportation mean to you?

My mother depends on transportation. I have made several complaints to Palm Tran. I have had to run behind and besides vehicles to try to get my mother’s ride. I find the drivers unemphatic and ignorant and cold. They have left my mother behind. I have to micromanage the process. Right now things are ok but I’m not sure when they will get worse again. A lot of improvement can be made. They need to screen drivers - not just background check but to be sensitive to elderly. There are not enough people. I have seen improper behavior.
#229

Collector: Web Link 2 (Web Link)
Started: Friday, April 24, 2020 4:22:22 PM
Last Modified: Friday, April 24, 2020 4:23:27 PM
Time Spent: 00:01:04
IP Address: 73.85.78.6

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Q1 When did you last receive transportation services from Palm Tran Connection?
2/14/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Palm Tran is wonderful. I have nothing but good things to say about Palm Tran. A lot of the drivers are wonderful people. It is phenomenal and wish Palm Tran was all over the United States.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/10/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
Daily 7 Days/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Education/Training/Day Care

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
10

Q10 What does transportation mean to you?
Palm Tran is really important to me and are always nice. I have no problem with them.
Q1 When did you last receive transportation services from Palm Tran Connection?
2/4/2020

Q2 Were you charged an amount in addition to the co-payment?
No

Q3 How often do you normally obtain transportation?
3-5 Times/Week

Q4 Have you ever been denied transportation services?
No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

Q6 What do you normally use the service for?
Nutritional

Q7 Did you have a problem on your last trip?
No

Q8 If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
8

Q10 What does transportation mean to you?
Transportation is very kind to me. They help me with my groceries, help me get on the bus. The drivers are very courteous.
**Q1** When did you last receive transportation services from Palm Tran Connection?
2/4/2020

**Q2** Were you charged an amount in addition to the co-payment?
No

**Q3** How often do you normally obtain transportation?
Daily 7 Days/Week

**Q4** Have you ever been denied transportation services?
No

**Q5** How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")
None

**Q6** What do you normally use the service for?
Employment

**Q7** Did you have a problem on your last trip?
No

**Q8** If you had a problem on your trip, what type of problem was it?
I did not have an issue with my ride

**Q9** On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.
9

**Q10** What does transportation mean to you?
Palm Tran means a lot to me. It is a convenient service because I get to travel from home to work and back home. They also offer great with the service.
Q1 When did you last receive transportation services from Palm Tran Connection?
March

Q2 Were you charged an amount in addition to the co-payment? No

Q3 How often do you normally obtain transportation? 1-2 Times/Week

Q4 Have you ever been denied transportation services? No

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other") None

Q6 What do you normally use the service for? Medical

Q7 Did you have a problem on your last trip? No

Q8 If you had a problem on your trip, what type of problem was it? I did not have an issue with my ride

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving. 10

Q10 What does transportation mean to you? Wouldn't be able to visit my husband without it.