Palm Tran Connection Service

Palm Tran Connection schedules all trips, prepares vehicle manifests, handles customer concerns and commendations, determines eligibility and monitors the performance of the three Transportation Providers:

1) MV Transportation
2) First Transit
3) Maruti Fleet and Management

TD Riders can reserve a Palm Tran Connection trip up to seven days before they wish to travel. Next day reservations must be made by 5:00 p.m.

Drivers will meet the rider at the ground floor entrance or front door of any private residence or public building.

TD RESERVATIONS

Reservation Hours:
Monday through Saturday 7:00 a.m. to 5:00 p.m.
Sunday 8:00 a.m to 5:00 p.m.

Call Center Hours:
Monday through Friday 5:00 a.m. to 10:00 p.m.
Saturday 6:00 a.m. to 10:00 p.m.
Sunday 8:00 a.m. to 6:00 p.m.

Reservations and Applications:
(561) 649-9898
or
1-877-870-9849 (toll-free)

If you are TD and live within 3/4 of a mile of a fixed-route bus and are not disabled, you will be required to use the fixed route service.

For more information, visit:
www.PalmTran.org
Connection, Palm Tran’s paratransit division, provides door-to-door service for all of Palm Beach County’s Transportation Disadvantaged (TD) residents.

Palm Tran’s fixed-route buses are equipped with wheelchair ramps, automatic stop announcement systems, and bicycle racks.

Transportation Disadvantaged (TD) Program
The TD Program is sponsored by the State of Florida Transportation Disadvantaged Trust Fund, and overseen by the Commission of the Transportation Disadvantaged (CTD). To become eligible for TD service, the applicant must submit proof of income, or a physician completed medical verification form and their completed application.

For more information or help scheduling your trip, please call (561) 649-9838 or visit www.paltran.org.

TD FARE BREAKDOWN

Palm Tran Connection (Paratransit)
$3.50 for a single ride

Palm Tran (Fixed Route)
$1.50 for 1-day pass
$16.00 for Unlimited 31-day pass
Annual income of 75% or less of the Federal Poverty Level
$20.00 for Unlimited 31-day pass
Annual income between 76.1% and 150% of the Federal Poverty Level

TRANSPORTATION DISADVANTAGED
“Transportation disadvantaged” means those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in the Florida Statutes s. 411.202.

TD ELIGIBILITY

Disability
Individuals who have been deemed disabled by a physician.

1

Economically Disadvantaged
Individuals who are under the Federal Poverty Level.

2

HOW TO APPLY FOR TD SERVICE

1ST STEP
Download Paratransit application at www.paltran.org or request an application over the phone, at (561) 649-9838. Fill out and submit application to Palm Tran Connection.

2ND STEP
After application approval, call (561) 649-9838 to schedule your trip. Make sure to book the trip at least 24 hours in advance. Trips cannot be booked more than 7 days in advance. Same day service is not available.

3RD STEP
Arrive at your designated pick up point. Be sure to arrive prior to the pick up time and to have your ticket/exact change in hand. All Palm Tran vehicles are equipped with real-time bus tracking information.

TD riders who can access the fixed route service, based on income, and whose origin and destination are within 3/4 of a mile from a fixed route bus route must use the fixed route system and will be eligible to participate in the TD Bus Pass Program. Purchase a discounted 31-day bus pass for $15.00 or $20.00 ($70.00 regular price).
Questions?