PALM BEACH Transportation Planning Agency

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

DATE: **Wednesday, May 13, 2020**

TIME: **2:00 p.m.**

PLACE: **Pursuant to TPA Emergency Order 2020-01, this meeting is being conducted virtually. There will be no opportunity to attend the meeting in person.**

You can join the virtual meeting by installing the Zoom app and entering the webinar ID and password below:

Webinar ID: 821-5194-6239
Meeting Password: 390904

Alternatively, you can join via web browser at PalmBeachTPA.org/LCB13MAY2020

Finally, you can join the meeting by phone by dialing 1-646-558-8656 and then entering the webinar ID followed by the # key, and password above once prompted. If participating by phone, you will need to follow along with the printed agenda packet.

---

1. REGULAR ITEMS

A. Pledge of Allegiance

B. Roll Call

C. MOTION TO ADOPT Agenda for May 13, 2020

D. MOTION TO APPROVE Minutes for February 12, 2020

E. Comments from the Chair

F. LCB Liaison Report

G. New Member Introductions

H. General Public Comments

Members of the public are invited to offer general comments and/or comments or questions on specific agenda items. Please complete and submit an online comment card available at PalmBeachTPA.org/LCB_comment in advance of the meeting or during the meeting prior to the appropriate agenda item. All comments will be read into the record by TPA staff. General comments will be read prior to the first action item. Public comments on specific agenda items will be read following the presentation of the item to the LCB. Public comments will also be permissible during the meeting. Note that the Chair may limit comments to 3 minutes or less depending on meeting attendance.

2. ACTION ITEMS

A. MOTION TO ELECT Fiscal Year (FY) 2021 Vice Chair

Pursuant to the LCB by-laws, Article 4, Section C, the LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair shall assume the powers and duties of the Chair in his/her absence. The Vice Chair may serve more than one term.

B. MOTION TO ADOPT the FY20 LCB By-Laws as Amended

The addition of Article 10 entitled "Emergency Powers" has been added to the attached draft by-laws to allow the LCB to conduct virtual meetings when permitted during an emergency, and to authorize the Chair to approve and/or amend certain essential LCB documents when the TPA is unable to conduct a board meeting in person or virtually. These changes are shown in red strikethrough/underline format attached.

C. MOTION TO APPROVE an amendment to the Transportation Disadvantaged Service Plan (TDSP)

The Florida Department of Transportation (FDOT) 5310 Grant Program has allocated $906,000 of the grant for Palm Beach County to purchase replacement vehicles. A requirement for the grant application is for the replacement of vehicles to be an objective in the TDSP. The attached TDSP shows these changes in red strikethrough/underline format in Appendix H Goals, Objectives, Strategies, and Implementation Schedule.

D. MOTION TO APPROVE the 2019 – 2020 Community Transportation Coordinator (CTC) Evaluation

Annually, the LCB is required by the Florida Commission for the Transportation Disadvantaged (CTD) to review the CTC's performance and complete the Evaluation Workbook. TPA staff will review the attached Executive Summary, the full Evaluation Workbook is available at PalmBeachTPA.org/LCB.

3. INFORMATION ITEMS

A. Florida Transportation Plan Update

FDOT will present on the Florida Transportation Plan (FTP) 2020 update. The FTP sets the long-range vision for Florida's transportation future and guides transportation decision making by providing policy guidance and a framework for allocating the state and federal transportation funds which flow through FDOT's 5-year Work Program. For more information, visit Floridatransportationplan.com. The draft presentation and a flyer indicating ways to participate in the FTP update are attached.

B. CTC Update

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

C. Partner Agency Updates

Staff from South Florida Regional Transportation Authority, FDOT, and/or Palm Beach County may provide brief updates on items relevant to the TD LCB.

4. ADMINISTRATIVE ITEMS

A. Member Comments

B. Next Meeting – **Wednesday, July 29, 2020**

C. Adjournment

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

NOTICE

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

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge), please call 561-725-0813 or send email to MBooth@PalmBeachTPA.org at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

PALM BEACH Transportation Planning Agency

TD LCB MEMBERS

CHAIR

Steven Grant, Mayor
City of Boynton Beach

Milory Senat
Agency for Persons with Disabilities
Alternate: Mary Edwards

Nancy Yarnell
Area Agency on Aging

Tomas Boiton
Citizen Advocate

Tekesha Saffold
Citizen Advocate/User

Elisa Cramer
Department of Children and Family Services

Maria Hernandez
Florida Agency for Health Care Administration
Alternate: Marielisa Amador

Marie Dorismond
Florida Department of Transportation
Alternate: Paula Scott

Angela Choice
Florida Department of Veterans Affairs

VICE CHAIR

David Rafaidus
Palm Beach County Community Action
Department of Community Services

Jeanie Chrisman
Private Transportation Industry

Robyn Manuel
Florida Division of Vocational Rehabilitation

Merlene Ramnon
Local Medical Community

Laura Schultze
Public Education
School District of Palm Beach County

Robert Goodman
Representative for the Disabled

Angie Morlok
Representative for the Elderly

Elisa DeGoias
Workforce Development Board

Clinton Forbes
Mass/Public Transit Industry
Palm Tran
Alternate: Chad Hockman
COMMUNITY TRANSPORTATION COORDINATOR

PALM BEACH Transportation Planning Agency

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

February 12, 2020

Palm Beach TPA Office
301 Datura Street
West Palm Beach, Florida 33401

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

1. REGULAR ITEMS

Mayor Grant called the meeting to order at 2:00 p.m.

1.A. Pledge of Allegiance

1.B. Roll Call

The recording secretary called the roll. A quorum was present as depicted in the table below.

Member	Attendance	Member	Attendance	Member	Attendance
Grant	P	Dorismond	A	Ramnon	A
Boiton	A	Goodman	A	Saffold	A
Choice	A	Hernandez	P	Schultze	P
Chrisman	P	Manuel	A	Senat	P
Cramer	P	Morlok	P	Area Agency on Aging (VACANT)	A
DeGoias	A	Rafaidus	P		

P = Present A = Absent

1.C. **ADOPTED:** Amended Agenda for February 12, 2020

CHAIR GRANT requested for Information Item 2.D – Partner Agency Updates to be moved after Regular Item 1.D – Comments from the Chair.

MOTION to Adopt the Amended Agenda made by Mr. David Rafaidus, seconded by Ms. Angela Morlok, and carried unanimously 8-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Grant	Y	Dorismond	A	Ramnon	A
Boiton	A	Goodman	A	Saffold	A
Choice	A	Hernandez	Y	Schultze	Y
Chrisman	Y	Manuel	A	Senat	Y
Cramer	Y	Morlok	Y	Area Agency on Aging (Vacant)	A
DeGoias	A	Rafaidus	Y		

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

DRAFT

1.D. APPROVED: Minutes for October 30, 2019

MOTION to Approve the Minutes made by Ms. Jeanie Chrisman, seconded by Ms. Angela Morlok, and carried unanimously 8-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Grant	Y	Dorismond	A	Ramnon	A
Boiton	A	Goodman	A	Saffold	A
Choice	A	Hernandez	Y	Schultze	Y
Chrisman	Y	Manuel	A	Senat	Y
Cramer	Y	Morlok	Y	Area Agency on Aging (Vacant)	A
DeGoias	A	Rafaidus	Y		

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

1.E. Comments from the Chair

CHAIR GRANT encouraged all LCB members to stay for the annual public workshop following the meeting and wished everyone a happy 2020.

2.D. Partner Agency Updates

MS. SADIE VEGA-VELASQUEZ, Florida Alliance for Assistive Services and Technology (FAAST) representative, provided an overview of their service. She stated they serve individuals from birth to elderly with assistive technology in many areas depending on the individual's needs. She provided her business card and a brochure of services to meeting attendees.

CHAIR GRANT noted he would have the City of Boynton Beach's ADA Coordinator contact Ms. Vega-Velasquez for additional information.

1.F. LCB Liaison Report

MS. ALYSSA FRANK, TPA Transportation Planner, reviewed the Liaison's Report that can be viewed at www.PalmBeachTPA.org/LCB.

1.G. New Member Introductions

No new introductions were made.

1.H. General Public Comments

There were no general public comments received.

Ms. Angela Choice joined the meeting at 2:10.

2. INFORMATION ITEMS

2.A. DISCUSSED: FY 20 Community Transportation Coordinator (CTC) Evaluation

MS. FRANK provided a PowerPoint presentation overview of the CTC Evaluation that can be viewed at www.PalmBeachTPA.org/LCB. She stated the LCB reviews the CTC annually to evaluate operations and performance by surveying riders/beneficiaries, purchasers of service, and contractors. She noted the evaluation period is open until April 24, 2020 with the findings being presented at the May 13, 2020 meeting. She requested the members to make at least 20 survey calls to riders and complete a rider evaluation, review the CTC Evaluation Workbook for errors, and provide general feedback.

CHAIR GRANT requested Ms. Frank to send an email to all LCB members with this information.

DRAFT

MS. LAURA SCHULTZE requested if she could complete her rider evaluation in the course of regular business or if she had to schedule a ride through TPA or Palm Tran staff. She noted she had a travel trainer badge.

MR. LOU FERRI, Palm Tran Operations Manager, noted he would assist her in coordinating the ride.

2.B. DISCUSSED: CTC Update

MR. FERRI provided a PowerPoint presentation on the CTC Update that can be viewed at www.PalmBeachTPA.org/LCB. He reviewed Palm Tran's Connection Efficiencies Project (CEP) that is an analysis of the Connection system. He reviewed key areas of comparison for Connection versus the national average and versus its Florida counterparts. He provided a summary of the CEP's focus, recommendations, challenges and subsequent recommendations, and next steps.

Mr. Robert Goodman joined the meeting at 2:29 p.m.

A discussion ensued on the consultant used for the CEP, Train the Trainer program, additional training for the School District, clarification on the ADA core area, potential for the homeless population to be included in the poverty population for eligibility, and when to expect the project results.

MR. FERRI stated the LCB requested an overview of the city to city trips at the last meeting. He reviewed the city to city ridership trips based on December 2019 data.

A discussion ensued on the data presented and vehicles purchased with 5310 funds.

CHAIR GRANT requested a motion to table Information Item 2.C – LCB Member Presentation to the next meeting to allow the members to take a break before the public workshop.

A brief discussion ensued on this matter.

MOTION to Table Information Item 2.C – LCB Member Presentation made by Mr. David Rafaidus, seconded by Ms. Angela Morlok, and carried 9-1 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Grant	Y	Dorismond	A	Ramnon	A
Boiton	A	Goodman	N	Saffold	A
Choice	Y	Hernandez	Y	Schultze	Y
Chrisman	Y	Manuel	A	Senat	Y
Cramer	Y	Morlok	Y	Area Agency on Aging (Vacant)	A
DeGoias	A	Rafaidus	Y		

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

2.C. TABLED: LCB Member Presentation

This item was tabled until the May 13 LCB meeting.

3. ADMINISTRATIVE ITEMS

3.A. Member Comments

There were no member comments received.

3.B. Next Meeting – Wednesday, May 13, 2020

3.C. Adjournment

There being no further business the meeting was adjourned at 2:41 p.m.

DRAFT

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **February 12, 2020** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 13th day of May, 2020.

Mayor Steven Grant
LCB Chair

DRAFT

EXHIBIT A
Palm Beach County Transportation Disadvantaged Local Coordinating Board
Attendance Record: 2018-2020

Representative/Alternate Agency	**Sep 25 2018**	**Nov 14 2018**	**Feb 13 2019**	**May 29 2019**	**Aug 14 2019**	**Oct 30 2019**	**Feb 12 2020**
Mayor Steven Grant *Chair*	P	P	P	P	E	P	P
Tomas Boiton Citizen Advocate	P	A	E	P	A	A	E
Angela Choice FL Department of Veteran's Affairs	--	--	***P	A	P	P	P
Jeanie Chrisman Private Transportation	--	***E	--	***E	P	P	P
Elisa Cramer FL Department of Children & Families	P	P	--	***P	P	E	P
Elsa DeGoias Workforce Development Board	P	P	P	A	P	P	E
Marie Dorismond/Wibet Hay Florida Department of Transportation	P	A	P	P	P	P	E
Robert Goodman Representative for the Disabled	A	P	P	P	E	P	P
Maria Hernandez/Marielisa Amador FL Agency for Healthcare Administration/Medicaid Program	P	A	E	P	E	P	P
Robyn Manuel Department of Education/Division of Vocational Rehabilitation	--	--	--	***P	P	P	A
Angela Morlok Representative for the Elderly	***P	P	A	P	P	P	P
David Rafaidus *Vice Chair* - Department of Community Services	P	P	A	P	P	P	P
Merlene Ramnon FL Department of Health for Palm Beach County	A	P	P	--	***E	P	A
Tekesha Saffold Citizen Advocate	P	A	P	P	E	E	E
Laura Schultze School District of Palm Beach County	P	P	P	P	A	E	P
Milory Senat/Mary Edwards Agency for Persons with Disabilities	P	P	P	P	ALT	P	P
Vacant Area Agency on Aging	A	P	P	P	A	A	--

*** New Appointment P - Representative Present ALT- Alternate Present
E - Excused A – Absent -- - Vacant

DRAFT

EXHIBIT A (cont.)

OTHERS PRESENT	REPRESENTING
Marielisa Amador	Agency for Healthcare Administration
Nancy Yarnall	Area Agency on Aging
Sadie Vega-Velasquez	FAAST
Valerie Courchesne	MV Transportation
Yash Nagal	Palm Tran
Lou Ferri	Palm Tran Connection
Chad Hockman	Palm Tran Connection
Malissa Booth	Palm Beach Transportation Planning Agency
Alyssa Frank	Palm Beach Transportation Planning Agency
Valerie Neilson	Palm Beach Transportation Planning Agency
Margarita Pierce	Palm Beach Transportation Planning Agency

DRAFT

2.B

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 2020 By-Laws

Approved by the TDLCB
May 13, 2020

Article 1: Preamble

Section A: Preamble

The following sets forth the by-laws that shall serve to guide the proper functioning of the coordination of transportation services provided to the transportation disadvantaged in Palm Beach County through the Transportation Disadvantaged Local Coordinating Board (TD LCB). The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (F.S.), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the coordination of transportation services to the transportation disadvantaged.

Article 2: Definitions, Name, Legal Status, Purpose, and Ethical Obligations

Section A: Definitions

A. Commission for the Transportation Disadvantaged (also known as the "Commission"): an independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

B. Community Transportation Coordinator (also known as the "CTC" or "Coordinator"): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), F.S., and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

C. Designated Official Planning Agency (also known as the "DOPA"): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

D. Non-sponsored Trip: a trip which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

E. Sponsored Trip: a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

F. Transportation Disadvantaged: those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, F.S.

G. Transportation Disadvantaged Service Plan (also known as the "TDSP"): a three-year implementation plan, with annual updates developed by the CTC and the planning agency which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the Coordinating Board to evaluate the coordinator.

DRAFT

H. Transportation Disadvantaged Trust Fund (also known as the "TDTF"): a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

I. 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.

J. Communications Media Technology: the electronic transmission of printed matter, telephone, audio, computer, full-motion video, freeze-frame video, compressed video, and digital video by any method available.

Section B: Name

The name of the Local Coordinating Board shall be the Palm Beach County Local Coordinating Board, hereinafter referred to as the "LCB."

Section C: Legal Status of Board

The LCB is an advisory body. It is established in section 427.0157, F.S., 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.

Section D: Purpose

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the Palm Beach County Community Transportation Coordinator, hereinafter referred to as the "CTC", on the coordination of services to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System.

The LCB is recognized as an advisory body to the Commission for the Transportation Disadvantaged.

Section E: Ethical Obligations

Advisory boards are subject to State ethics laws. Two provisions of the Code of Ethics apply to LCB members: Standards of Conduct and Voting Conflicts.

1. **Standards of Conduct** LCB members may NOT:

   - Solicit or Accept Gifts
   - Do Business with One's Agency
   - Collect Unauthorized Compensation
   - Misuse the Public Position
   - Hold Conflicting Employment or a Contractual Relationships
   - Disclose or Use of Certain Information

2. **Voting Conflicts** No member of a board or commission who is present at any meeting of the board or commission at which an official decision, ruling, or other official act is to be taken or adopted may abstain from voting. The member's vote must be recorded or counted as with each member present, except when, with respect to any such member, there is, or appears to be, a possible conflict of interest under the Code of Ethics (Section 112.3143, F.S.).

LCB members are NOT required to file financial disclosure forms with the Florida Ethics Commission.

Article 3: Membership, Appointment, Term of Office, and Termination of Membership

Section A: Voting Members

In accordance with Chapter 427.012 F.S., all members of the LCB shall be appointed by the Designated Official Planning Agency, hereinafter referred to as the "DOPA". The DOPA for the Palm Beach County Transportation Disadvantaged program, as designated by the Commission, shall be the Palm Beach Metropolitan Planning Organization (MPO) doing business as the Palm Beach Transportation Planning Agency (TPA). The following agencies or groups shall be represented on the LCB as voting members, pursuant to 41-2.012(3) (a-p):

1. A local representative of the Florida Department of Transportation;
2. A local representative of the Florida Department of Children and Families;
3. A local representative of the Public Education Community which could include, but not be limited to, a representative of the District School Board, School Board Transportation Office, or Headstart Program in areas where the School District is responsible;
4. In areas where they exist, a local representative of the Florida Division of Vocational Rehabilitation or the Division of Blind Services, representing the Department of Education;
5. A person recommended by the local Veterans Service Office representing the veterans in the county;
6. A person who is recognized by the Florida Association for Community Action (President), representing the economically disadvantaged in the county;
7. A person over sixty representing the elderly in the county;
8. A person with a disability representing the disabled in the county;
9. Two citizen advocate representatives in the county; one who must be a person who uses the transportation services(s) of the system as their primary means of transportation;
10. A local representative representing children at risk;
11. In areas where they exist, the Chair or designee of the local Mass Transit or Public Transit System's board, except in cases where they are also the Community Transportation Coordinator;
12. A local representative of the Florida Department of Elder Affairs;
13. An experienced representative of the local private for profit transportation industry. In areas where such representative is not available, a local private non- profit representative

will be appointed, except where said representative is also the Community Transportation Coordinator;

14. A local representative of the Florida Agency for Health Care Administration;
15. A local representative of the Agency for Persons with Disabilities
16. A representative of the Regional Workforce Development Board established in Chapter 445, F.S.; and
17. A representative of the local medical community, which may include, but not be limited to, kidney dialysis centers, long term care facilities, assisted living facilities, hospitals, local health departments or other home and community based services, etc.

Section B: Alternate Members

Alternates are to be appointed in writing to the DOPA by an agency representative. Each alternate may vote only in the absence of that member on a one-vote-per-member basis. No alternates will be appointed for non-agency representative members of the LCB.

Section C: Technical Advisors

With a majority vote of a quorum of the LCB, technical advisors may be approved for the purpose of providing the LCB with technical advice as necessary.

Section D: Terms of Appointment

Pursuant to Rule 41-2.012(4) FAC, except for the Chair, the non-agency members of the LCB shall be appointed for three-year staggered terms with initial membership being appointed equally for one, two, and three years. The Chair shall serve until elected term of office has expired or otherwise replaced by the DOPA.

Section E: Attendance

LCB members are expected to attend scheduled meetings on a regular basis. LCB membership appointment shall be automatically rescinded for lack of attendance. Lack of attendance is defined as an unexcused absence at three (3) consecutive meetings. Any member who intends to be absent from an LCB meeting shall notify the DOPA of their intended absence at least one business day prior to the meeting; absence at a meeting without prior notification shall be considered an unexcused absence. The LCB shall notify the Commission if any state agency voting member or their alternate fails to attend three consecutive meetings.

Section F: Termination of Membership

Any members of the LCB may resign at any time by notice in writing to the Chair. Unless otherwise specified in such notice, such resignation shall take effect upon receipt thereof by the Chair.

Article 4: Officers and Duties

Section A: Number

The officers of the LCB shall be a Chair and a Vice Chair.

Section B: Chair

The DOPA appoints an elected official to serve as the official Chair for all LCB meetings. The Chair shall be appointed to serve until the elected term of office has expired or is otherwise replaced by the DOPA. The DOPA shall replace or reappoint the Chair at the end of his/her term.

Section C: Vice Chair

The LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair shall assume the powers and duties of the Chair in his/her absence. The Vice Chair may serve more than one term.

Article 5: LCB Meetings

Section A: Access to Meetings

The Sunshine Law prohibits the LCB from holding meetings at any facility or location that discriminates on the basis of sex, age, race, creed, color, origin, or economic status or that operates in such a manner as to unreasonably restrict public access to such a facility.

Section 286.26, F.S., directly addresses accessibility to public meetings for the physically disabled.

Section B: Americans with Disabilities Act

The LCB must adhere to the Americans with Disabilities Act (ADA) that prohibits the discrimination of disabled citizens in employment, public services, transportation, public accommodations and telecommunications.

Title II of the ADA prohibits qualified individuals with a disability from being excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity. The LCB must ensure that communications with participants and members of the public with disabilities are as effective as communications with others.

Section C: Government in the Sunshine

LCB's must follow the Government-In-The-Sunshine Law (Chapter 286, F.S.). The law provides a right of access to governmental proceedings at both the state and local levels. It applies to elected and appointed boards and to any gathering of two or more members of the same board to discuss some matter which will foreseeably come before that board for action.

The basic elements of the Sunshine law that the LCB must follow include:

- Meetings of boards must be open to the public;
- Reasonable notice of such meetings must be given; and
- Minutes of the meeting must be taken.

Section D: Regular Meetings

The LCB shall meet as often as necessary in order to meet its responsibilities. However, as required by Chapter 427.0157 F.S., the Board shall meet at least quarterly.

Section E: Emergency/Special Meetings

The Chair may convene emergency/special meetings of the LCB as deemed necessary provided that proper notice is given to all members of the LCB, and other interested parties within a reasonable amount of time prior to the special meeting.

Section F: Notice and Recording of Meetings

The DOPA shall give one week notice of the proposed agenda for the LCB meetings to the LCB members, the appropriate Commission Regional Manager, mailing lists/Committee Members list and on the Palm Beach TPA's website (www.PalmBeachTPA.org/LCB). Specific meeting dates will be advertised in The Palm Beach Post, El Latino Semenal, Palm Tran's website and the mailing list. The CTC shall have the agenda materials available and delivered to the LCB members no less than one week in advance of the LCB meetings. The LCB should give special consideration to the advanced delivery time of certain technical or detailed documents, such as the TDSP. The agenda shall include a public participation opportunity. Meeting notices will include at a minimum, the following items:

- Name of LCB
- Address of meeting place
- Type of meeting
- Time of meeting
- Who to contact for special needs

For Emergency Special Meeting Notices and Committee Meeting Notices the DOPA shall give LCB members and others one-week notice, if possible, of the date, time location and proposed agenda for the LCB committee meetings and emergency meetings. Meeting materials shall be provided as early as possible.

If an agenda is not available with the notice of the meeting, then a summary of the subject matter of what will be discussed might be used, particularly if the item is controversial or one of critical public concern. The LCB should postpone taking action on any issue until it has been adequately noticed.

Section G: Quorum

At all meetings of the Board, the presence in person of at least one-third (1/3) of the voting members, or their alternates, shall be necessary and sufficient to constitute a quorum for the transaction of business, unless the TPA is operating under Article 10: Emergency Powers. A minimum of three (3) voting members must be present to hold a meeting. Positions on the Board, as specified in Article 3, Section A, which are temporarily vacant, shall not be included in the number of persons required to be present in order to constitute a quorum. In the absence of a quorum, the Chair or Vice Chair may, without notice other than by announcement at the meeting, recess the meeting until a quorum shall be present. Any such recessed meeting shall be then conducted as a "workshop". At any such workshop, items on the agenda which were scheduled for Board action shall be deferred until either a quorum of voting members or their alternates arrives at the meeting, or until the next scheduled meeting of the Board. Board members present at a workshop may discuss agenda items for informational purposes only and may receive comments from any members of the general public in attendance, however no formal Board action can be taken on any such topics until such time as the Board meets with a full quorum.

Section H: Voting

At all meetings of the Board at which a quorum is present, all matters, except as otherwise expressly required by law or these by-laws, shall be decided by the vote of a majority of the members of the Board present. All members must vote.

Section I: Parliamentary Procedures

The Board will conduct business using parliamentary procedures according to Robert's Rules of Order.

Article 6: Staff

Section A: General

~~The Palm Beach County Board of County Commissioners through the~~The Palm Beach Transportation Planning Agency (TPA), the Designated Official Planning Agency, provides staff for the LCB.

Section B: Responsibilities of the Staff

The TPA shall provide the LCB with sufficient staff support and resources to manage and oversee the responsibilities of the LCB as set forth in Chapter 427, F.S., Rule 41-2, FAC, Commission policies, and the Program Manual for Transportation Disadvantaged Planning Related Services as revised August, 2017. This includes, but is not limited to, assistance in the scheduling of meetings; training board members; evaluating cost effectiveness; reviewing the local TDSP; preparing, duplicating and distributing meeting packets; and, other necessary administrative duties as required by the Board within the limits of available resources.

Article 7: Board Duties

Section A: LCB Duties

The Board shall perform the following duties as specified in the Local Coordinating Board and Planning Agency Operating Guidelines (August, 2017):

1. Review and make recommendations regarding the approval of the Memorandum of Agreement between the newly recommended CTC and the Commission;
2. Annually review, make recommendations and approve the TDSP. The LCB shall ensure that the TDSP has been developed by involving all appropriate parties in the process, to include, but not be limited to, the public, planning agency staff, and CTC;
3. Annually, provide the TPA/planning Agency with an evaluation of the CTC's performance in general and relative to Insurance, Safety Requirements and Standards as referenced in Rule 41-2.006, FAC, and the performance results of the most recent TDSP (41-2.012(5)(b) FAC). As part of the CTC's performance, the LCB shall also set an annual percentage goal increase (or establish a percentage) for the number of trips provided within the system to be on public transit where such services are available. The LCB shall utilize the Commission's Quality Assurance Performance Evaluation Tool to evaluate the performance of the CTC. This evaluation Tool and Summary will be submitted to the Commission upon approval by the LCB. In areas where a planning agency serves as the

CTC, the planning agency shall abstain from any official actions that represent a conflict of interest, especially in the evaluation process of the CTC;

4. In cooperation with the CTC, review and provide recommendations to the Commission and the TPA or Designated Official Planning Agency, on all applications for local government, state or federal funds relating to transportation of the transportation disadvantaged in the designated service area to ensure that any expenditures within the designated service area are provided in the most cost effective and efficient manner (427.0157(3), F.S.). The accomplishment of this requirement shall include the development and implementation of a process by which the Coordinating Board and CTC have an opportunity to become aware of any federal, state or local government funding requests and provide recommendations regarding the expenditure of such funds. Such funds may include expenditures for operating, capital or administrative needs. Such a process should include at least:
    a. Review of applications to ensure that they are consistent with the TDSP. This review shall consider:
        i. The need for the requested funds or services;
        ii. Consistency with local government comprehensive plans;
        iii. Coordination with local transit agencies, including the CTC;
        iv. Consistency with the TDSP;
        v. Whether such funds are adequately budgeted amounts for the services expected; and,
        vi. Whether such funds will be spent in a manner consistent with the requirements of coordinated transportation laws and requirements.
    b. Notify the Commission of any unresolved funding requests without delays in the application process.
5. When requested, assist the CTC in establishing eligibility guidelines and trip priorities.
6. Review coordination strategies or service provision to the transportation disadvantaged in the designated service area to seek innovative ways to improve cost effectiveness, efficiency, safety, operating hours and types of service in an effort to increase ridership to a broader population (427.0157(5) F.S.). Such strategies should include:
    a. Supporting inter- and intra-county agreements to improve coordination as a way to reduce costs for service delivery, maintenance, insurance, or other identified strategies; and
    b. Seeking the involvement of the private and public sector, volunteers, public transit, school districts, elected officials and others in any plan for improved service delivery.
7. Appoint a Grievance Committee to serve as a mediator to hear and investigate grievances, from agencies, users, transportation operators, potential users of the system, and the CTCs in the designated service area, and make recommendations for the Local Coordinating Board or to the Commission, when local resolution cannot be found, for improvement of service. The LCB shall establish a process and procedure to provide regular opportunities for issues to be brought before such committee and to address them in a timely manner in accordance with the Commission's Local Grievance Guidelines. Rider brochures or other documents provided to users or potential users of the system

shall provide information about the complaint and grievance process including the publishing of the Commission's TD Helpline service when local resolution has not occurred. All materials shall be made available in accessible format, upon request by the citizen. Members appointed to the committee shall be voting members of the LCB. (41-2.012(5)(c), FAC).

8. Annually review coordination contracts to advise the CTC whether the continuation of said contract provides the most cost effective and efficient transportation available (41-2.008(3) FAC).
9. Annually hold at a minimum, one Public Meeting/Workshop for the purpose of receiving input regarding unmet needs or any other areas that relate to the local transportation services. The public meeting/workshop will be help at a place and time that is convenient and accessible to the general public. In order that additional funding is not used or needed to accommodate this requirement, it is recommended that the public meeting/workshop be held in conjunction with a regular business meeting of the coordinating Board (immediately following or prior to the LCB meeting).

   NOTE: This must be completely separate meeting not simply an opportunity to provide public comment during the quarterly LCB meeting. The public meeting/workshop must be noticed as a separate meeting, have its own agenda and minutes. A public meeting/workshop held jointly with the Commission will satisfy this annual requirement.
10. All coordinating board members should be trained on and comply with the requirements of Section 112.3143, F.S., concerning voting conflicts of interest (41-2.012(5)(d) FAC).
11. Work cooperatively with regional workforce development boards established in chapter 445 to provide assistance in the development of innovative transportation services for participants in the welfare transition program (427.0157(7), F.S.); and
12. Evaluate multi county or regional transportation opportunities (427.0157(6), F.S.).

Article 8: Committees

Section A: Grievance Committee

Rule 41-2, FAC, requires the LCB to appoint a Grievance Committee to process and investigate complaints from agencies, users, potential users of the system and the CTC in the designated service area. The Chair shall appoint LCB voting members to this committee.

Section B: Committees

Committees shall be designated by the Chair as necessary to investigate and report on specific subject areas of interest to the LCB. All committees can be assembled and dissolved as deemed necessary, with the exception of the Grievance. The Chair shall serve as an ex-officio member of all committees. Each committee shall elect a Chair from its membership.

Article 9: Communication with Other Agencies and Entities

Section A: General

The LCB may communicate directly with other agencies and entities as necessary to carry out its duties and responsibilities in accordance with Rule 41-2, FAC.

Article 10: Emergency Powers

Section A: Applicability

In the event that an emergency prevents the TPA from conducting an LCB meeting consistent with these by-laws, the following emergency powers are established.

Section B: Virtual Meetings

If the TPA is permitted by law, executive order, or similar action to conduct a meeting with a quorum of the LCB established virtually, the TPA shall conduct these meetings utilizing Communications Media Technology.

Public notice of these meetings shall be provided consistent with Article 5, Section F and with state law, shall include instructions to access the public meeting via communications media technology and shall name locations, if any, where Communications Media Technology shall be available for use by the public.

The public meeting shall provide the opportunity for public comment, and all comments, evidence, testimony, or written submissions shall be afforded equal consideration. The notice of the public meeting shall include instructions regarding how members of the public may submit written documents, written comments, written questions before the meeting or verbal comments or questions to be presented during the public meeting.

Section C: Emergency Approvals

In the event that the TPA is not able to conduct a board meeting consistent with these Operating Procedures or using Communications Media Technology, and the LCB is required to take an immediate action approving or amending one of its essential documents (TDSP, CTC Evaluation, By-laws, Grievance Procedures, Annual Operating Report (AOR), etc.) or executing an implementing agreement or application for one of its essential documents, the TPA Chair (or Vice Chair in the absence of the Chair), upon consultation with the Executive Director and TPA General Counsel, is hereby authorized to approve or amend the essential document and/or execute the implementing agreement or application on behalf of the LCB.

The TPA Executive Director is authorized to submit any documents approved under this emergency authority to the Commission as necessary along with documentation of the TPA's inability to conduct an LCB meeting consistent with these by-laws or using Communications Media Technology.

Any documents approved under this emergency authority shall be presented to the LCB at its next meeting for endorsement or modification, provided that the action taken using the emergency authority is able to be modified.

Article 1~~0~~1: Amendments

Section A: General

The by-laws may be amended by a majority vote of members present, if a quorum exists, providing the proposed change(s) is/are mailed to all members at least seven (7) days in advance of the meeting.

Article 112: Certification

The undersigned hereby certifies that he is the Chair of the Local Coordinating Board and that the foregoing is a full, true and correct copy of the by-laws of this LCB as adopted on the 13th day of May, 2020.

Approved: _____

Steven Grant, Chair
Palm Beach County Local Coordinating Board

DRAFT

2.C

Palm Beach County
Transportation Disadvantaged Service Plan
FY 2018-2022

FY20 Annual Update

Prepared by the
Palm Beach Transportation Planning Agency
and Palm Tran

PALM BEACH Transportation Planning Agency

Updated October 30, 2019

PalmTran

Table of Contents

FOREWORD **4**

LOCAL COORDINATING BOARD MEMBERSHIP CERTIFICATION **5**

ROLL CALL VOTING SHEET **6**

DEVELOPMENT PLAN **7**

A. Introduction to the Service Area 8

1. Background of the TD Program 8
2. CTC Designation Date / History 8
3. Organization Charts 10
4. Consistency Review of Other Plans 10
5. Public Participation 10

B. Service Area Profile / Demographics 12

1. Service Area Description 12
2. Demographics 13

C. Service Analysis 16

1. TD Forecasts 17
2. Needs Assessment 17
3. Barriers to Coordination 17

D. Goals, Objectives, Strategies 22

E. Implementation Schedule 23

SERVICE PLAN **24**

A. Operations Element 25

1. Types, Hours and Days of Service 25
2. Accessing Services 28
3. Transportation Operators and Coordination Contractors 37
4. Public Transit Utilization 38
5. School Bus Utilization 39
6. Vehicle Inventory 40
7. System Safety Program Plan Certification (SSPP) 40
8. Inter-County Services 40

9. Emergency Preparedness and Response 40
10. Educational Efforts / Marketing 41
11. Acceptable Alternatives 41
12. Service Standards 42
13. Local Complaint & Grievance Procedure / Process 42
14. CTC Monitoring Procedures 42
15. Coordination Contracts 42
B. Cost, Revenue Allocation and Fare Structure Justification 49

QUALITY ASSURANCE 50

APPENDICES 56

Appendix A – Governmental Regulations and Programs 57
Appendix B – Memorandum of Agreement 57
Appendix C – Organizational Charts 65
Appendix D – Inventory of Available Transportation Services 69
Appendix E – Map One - Seniors by Census Block 82
Appendix F – Map Two – Persons below Poverty Level and Transit Routes 83
Appendix G – Map Three – Distribution of Minority Population by Census Block 84
Appendix H – Goals, Objectives, Strategies, and Implementation Schedule 85
Appendix I – Bus Pass Program Guidelines 89
Appendix J – Vehicle Inventory 93
Appendix K – System Safety and Security Certification 105
Appendix L – Rate Model Worksheet 109
Appendix M – Local Grievance Procedure 105
Appendix N – Rate Model Worksheet 109

FOREWORD

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

In 1979, Florida's TD Program was created and reenacted in 1989. The Florida Commission for Transportation Disadvantaged (CTD) requires that a Transportation Disadvantaged Service Plan (TDSP) be developed and maintained for each service area recognized by the CTD. A new full TDSP is due within 120 calendar days after the execution of the initial Memorandum of Agreement (MOA) designating a Community Transportation Coordinator (CTC). The CTD created the TD Local Coordinating Board (LCB) to enhance local participation in the planning and delivery of coordinated transportation services.

A MOA between the CTD and the Palm Beach County Board of County Commissioners (BCC) went into effect on July 1, 2017 designating Palm Tran as the Palm Beach County CTC for fiscal years 2018 through 2022. Palm Tran provides both the fixed-route bus service and door-to-door paratransit service to eligible riders within Palm Beach County through Palm Tran Connection under the direction of the BCC in conjunction with the Palm Beach Transportation Planning Agency (TPA) and the LCB, with input from the user community. Palm Tran Connection provides client registration, eligibility verification, trip reservation, in-house dispatch, monitoring of complaints and commendations, trip scheduling and carrier contract management responsibilities.

The Palm Beach TPA serves as the Designated Official Planning Agency (DOPA) for Palm Beach County and is responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

The following document was developed by the Palm Beach TPA and Palm Tran per the CTD TDSP Instruction Manual and covers the MOA five year period. The TDSP will undergo annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the CTC, Planning Agency, and the LCB. This TDSP serves as a comprehensive operational guidebook outlining the services and service parameters that govern public transportation for the TD service in Palm Beach County, Florida.

LOCAL COORDINATING BOARD MEMBERSHIP

PALM BEACH COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION

Name (TPA/DOPA): Palm Beach Transportation Planning Agency
Address: 2300 N. Jog Road, 4th Floor
West Palm Beach, Florida 33411-2749

The Transportation Planning Agency/Designated Official Planning Agency named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

SIGNATURE: Alyssa Frank DATE: 10/3/19

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
1. CHAIR	Steven Grant*	N/A	
2. ELDERLY	Angie Morlok	Vacant	Sep 18 – Sep 21
3. DISABLED	Robert Goodman	Vacant	May 18 – May 21
4. CITIZEN ADVOCATE	Tomas Boiton	Vacant	Apr 17 – Apr 22
5. CITIZEN ADVOCATE/USER	Tekesha Saffold	Vacant	Dec 17 – Dec 20
6. FL DEPT. OF VETERAN'S AFFAIR	Angela Choice	Vacant	Dec 18 – Dec 21
7. PALM BEACH COUNTY COMMUNITY ACTION	David Rafaidus**	Vacant	Apr 17 – Apr 22
8. PUBLIC EDUCATION (PBC School District)	Laura Schultze	Vacant	Feb 18 – Feb 21
9. FLORIDA DEPT. OF TRANSPORTATION	Marie Dorismond	Wibet Hay	Feb 17 – Feb 20
10. DEPT. OF CHILDREN & FAMILY SERVICES	Elisa Cramer	Vacant	Feb 19 – Feb 22
11. FL DEPT. EDUCATION/DIV. OF VOCATION REHAB.	Robyn Manuel	Vacant	Feb 19 – Feb 22
12. AGENCY FOR PERSONS WITH DISABILITIES	Milory Senat	Mary Edwards	May 17 – May 22
13. PRIVATE TRANSPORTATION INDUSTRY	Jeanie Chrisman	Vacant	May 19 – May 22
14. FL AGENCY FOR HEALTH CARE ADMINISTRATION	Maria Hernandez	Marielisa Amador	Dec 15 – Dec 21
15. AREA AGENCY ON AGING	Tessie Watts	Vacant	May 17 – May 22
16. WORKFORCE DEVELOPMENT BOARD	Elsa DeGoias	Vacant	Feb 18 – Feb 21
17. LOCAL MEDICAL COMMUNITY	Merlene Ramnon	Vacant	Jul 19 – July 22

\\pbcgov.org\ENG\MPOFS\SYS1\COMMON\ADMIN\Financials\Grant Management\TD Planning Grant\FY 20_G1877\Working Folder\Quarter 1\FY 20 LCB Membership Certification.doc Rev. 08-14-2019

ROLL CALL VOTING SHEET

TRANSPORTATION DISADVANTAGED SERVICE PLAN

LOCAL COORDINATING BOARD

ROLL CALL VOTE

REPRESENTATION	MEMBER	VOTED FOR	VOTED AGAINST	ABSENT FROM VOTING
1. Chair	Mayor Steven Grant*	X		
2. Elderly	Angie Morlok	X		
3. Disabled	Robert Goodman	X		
4. Citizen Advocate	Tomas Boiton			X
5. Citizen Advocate/User	Tekesha Saffold			X
6. FL Dept. of Veteran's Affairs	Angela Choice	X		
7. PBC Community Action	David Rafaidus**	X		
8. Public Education (PBC School District)	Laura Schultze			X
9. FL Dept. of Transportation	Marie Dorismond	X		
10. Dept. of Children and Family Services	Elisa Cramer			X
11. FL Dept. of Education	Robyn Manuel	X		
12. Agency for Persons with Disabilities	Milory Senat	X		
13. Private Transportation Industry	Jeanie Chrisman	X		
14. FL Agency for Health Care Admin.	Maria Hernandez	X		
15. Area Agency on Aging	Tessie Watts			X
16. Workforce Development Board	Elsa DeGoias	X		
17. Local Medical Community	Merlene Ramnon	X		

*Chair **Vice Chair

The Coordinating Board hereby certifies that an annual evaluation of this Community Transportation Coordinator was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all the recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This Transportation Disadvantaged Service Plan was reviewed in its entirety and approved by this Board at an official meeting held on

Date 10/30/19 Coordinating Board Chair _____

Approved by the Commission for the Transportation Disadvantaged.

Date _____ Executive Director _____

Development Plan

A. Introduction to the Service Area

1. Background of the Transportation Disadvantaged Program

"Transportation Disadvantaged" (TD) describes those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities or are children who are handicapped, high-risk, or at-risk as defined in F.S. 411.202.

In 1979 Chapter 427, Florida Statutes (F.S.), created a Coordinating Council to foster the coordination of TD transportation services. In 1989, the Coordination Statue was amended to create the Commission for Transportation Disadvantaged (CTD) and a first-time dedicated TD Trust Fund. The CTD was created as an independent agency located within the Florida Department of Transportation (FDOT) for administrative and fiscal purposes. In all respects, the CTD operates independently with rule-making as well as budget authority and administers the TD Trust Fund. These rules and regulations were later amended and adopted again in 1992 and 1993 as per Rule 41-2, Florida Administrative Code (F.A.C.). This code details the day-to-day requirements and responsibilities for activities mandated under Chapter 427, F.S. For additional information regarding governmental rules, regulations and programs related to TD transportation see Appendix B.

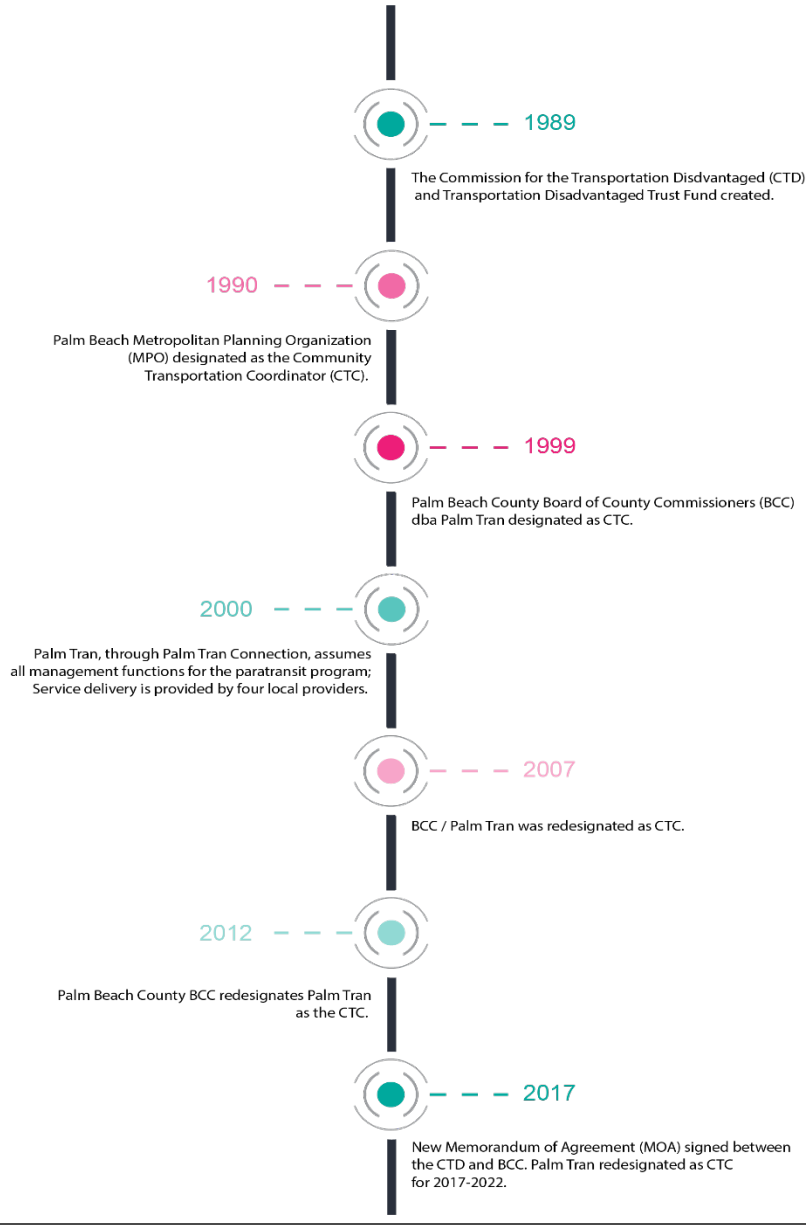
2. Community Transportation Coordinator Designation Date / History

The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) in each county is involved in the planning activities of their county TD programs. In 1990 the Palm Beach MPO was designated as the Community Transportation Coordinator (CTC). In 1999 the Palm Beach County Board of County Commissioners (BCC) was designated as the CTC with Palm Tran, through Palm Tran Connection, as the TD service provider. Since then, Palm Tran has served as the CTC for Palm Beach County, designated by the Palm Beach Transportation Planning Agency (TPA), previously named the MPO, through review and recommendation by the Local Coordinating Board (LCB). On July 1, 2017 a new Memorandum of Agreement (MOA) between the BCC and the CTD went into effect designating Palm Tran as the CTC for fiscal years 2018-2022. This MOA can be found in Appendix A.

Local Coordinating Board

LCB membership is established pursuant to State of Florida Rules 41-2.012 (3) F.A.C. Voting membership of the LCB consists of an elected official serving as the Chair, advocates representing citizens, elderly, persons with disabilities, and local and state representatives of agencies. A primary responsibility of the LCB is to annually perform an evaluation of the CTC, which the CTD must then approve. Each LCB acts as an advisory body to the CTC. Other responsibilities of the LCB are to identify local service needs and provide information, advice and direction to the CTC. Yearly, or as often as needed due to membership changes, the TPA Board signs and provides the CTC a certification of current membership representation. The current LCB Certification is provided on Page 4 of this document.

Palm Beach County Community Transportation Coordinator Timeline



3. Organization Charts

An organization chart outlining the provision of TD services in Palm Beach County as well as Palm Tran's organization chart are included in Appendix C.

4. Consistency Review of Other Plans

As required for the TDSP, the following documents have been reviewed:

- Palm Beach County Comprehensive Plan
- Regional Long Range Transportation Plan
- Palm Tran Transit Development Plan
- Tri-Rail Transit Development Plan
- CTD 5 Year/20 Year Plan
- Palm Beach TPA Long Range Transportation Plan
- Transit Improvement Program

Consistency with these plans was assured through the efforts of Palm Beach TPA and Palm Tran staff.

a. Palm Beach County Comprehensive Plan

It is the goal of Palm Beach County to provide an interconnected multimodal transportation system which moves people, goods, and services in a safe, efficient, convenient and economical manner with minimal adverse impact to the environment.

b. Regional Long Range Transportation Plan

The 2040 Southeast Florida Regional Transportation Plan (RTP) identifies the most significant transportation investments needed to meet growing travel demands throughout the Southeast Florida region (Broward, Miami-Dade, and Palm Beach Counties).

c. Palm Tran Transit Development Plan

The 2017-2026 Palm Tran Transit Development Plan (TDP) includes a description of the transit agency's vision for public transportation; a clearly defined set of goals, objectives, strategies, and measures of effectiveness; a detailed assessment of transit needs; and a staged implementation plan that prioritizes improvements. The TDP also includes a review of existing operations, organizational structure, as well as the development of a 10-year funding plan. The TDP is a policy document that integrates transit agency goals with those of adopted plans, including the TPA's Long Range Transportation Plan and the County's Comprehensive Plan.

d. South Florida Regional Transportation Authority Transit Development Plan

The FY 2017-2026 South Florida Regional Transportation Authority (SFRTA) Transit Development Plan (TDP) covers the Tri-Rail and shuttle service provided from Palm Beach County to Miami-Dade County. The TDP includes a history of the agency, existing transportation services, operating budget and forecast, as well as a 10-year capital plan.

e. Commission for the Transportation Disadvantaged 5 Year/20 Year Plan

- The Commission for the Transportation Disadvantaged 5 Year/20 Year Plan vision calls for public outreach strategies to encourage participation by stakeholders in the community, individuals from the public, private and non-profit sectors in the development and continuation of coordinated planning:
- A coordinated, cost-effective, multi-modal system utilizing public-private partnerships;
- A uniform funding system with a single eligibility process; and
- Regional design and implementation of service.

f. TPA Long Range Transportation Plan

The 2040 Directions Palm Beach TPA Long Range Transportation Plan (LRTP) addresses several transit and alternative transportation issues, taking into consideration the expansion of Tri-Rail and Palm Tran Fixed Route bus service. The LRTP identifies transportation improvements which lead to the development of an integrated inter-modal transportation system. The plan looks at the need for major investment studies, the recommendation of the bicycle and pedestrian plans, any transportation enhancement activities, and identifies financing strategies to bring about the implementation of the plan.

g. Transportation Improvement Program

The Transportation Improvement Program (TIP) is a five-year planning program prepared by the TPA in coordination with FDOT that identifies transportation improvements funded by Federal, State and local sources in order to assist local governments within Palm Beach County with their transportation planning efforts.

5. Public Participation

Representatives of the public, private, and non-profit transportation and human service providers, as well as members of the public are provided the opportunity to participate in the development and update of the TDSP through public comment and discussion at the quarterly LCB meetings. Information regarding these meetings and reports are disseminated through various means of communication such as US-mail, E-mail, newspaper articles and announcements, as well as through the TPA and Palm Tran websites. Public outreach activities coordinated by Palm Tran, Palm Tran Connection and the Palm Beach TPA are documented and maintained by each agency.

B. Service Area Profile/Demographics

1. Service Area Description

Palm Beach County comprises a total area of approximately 2,386 square miles, measuring approximately 45 miles from North to South and 53 miles from East to West. There are a total of 39 municipalities in the county which accounts for 55% of where the population resides. The five largest cities are West Palm Beach, Boca Raton, Boynton Beach, Delray Beach and Wellington. Residents of the unincorporated areas of the County account for 45% of the total population. Public Transportation mostly services the more densely populated eastern portion of the county. Paratransit is available county-wide for eligible riders. Tri-Rail provides transit service along the eastern coast of south Florida from Palm Beach County south to Miami-Dade County. In February 2018, Brightline, a new high speed train, began operations with service from West Palm Beach to Fort Lauderdale and Miami.

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

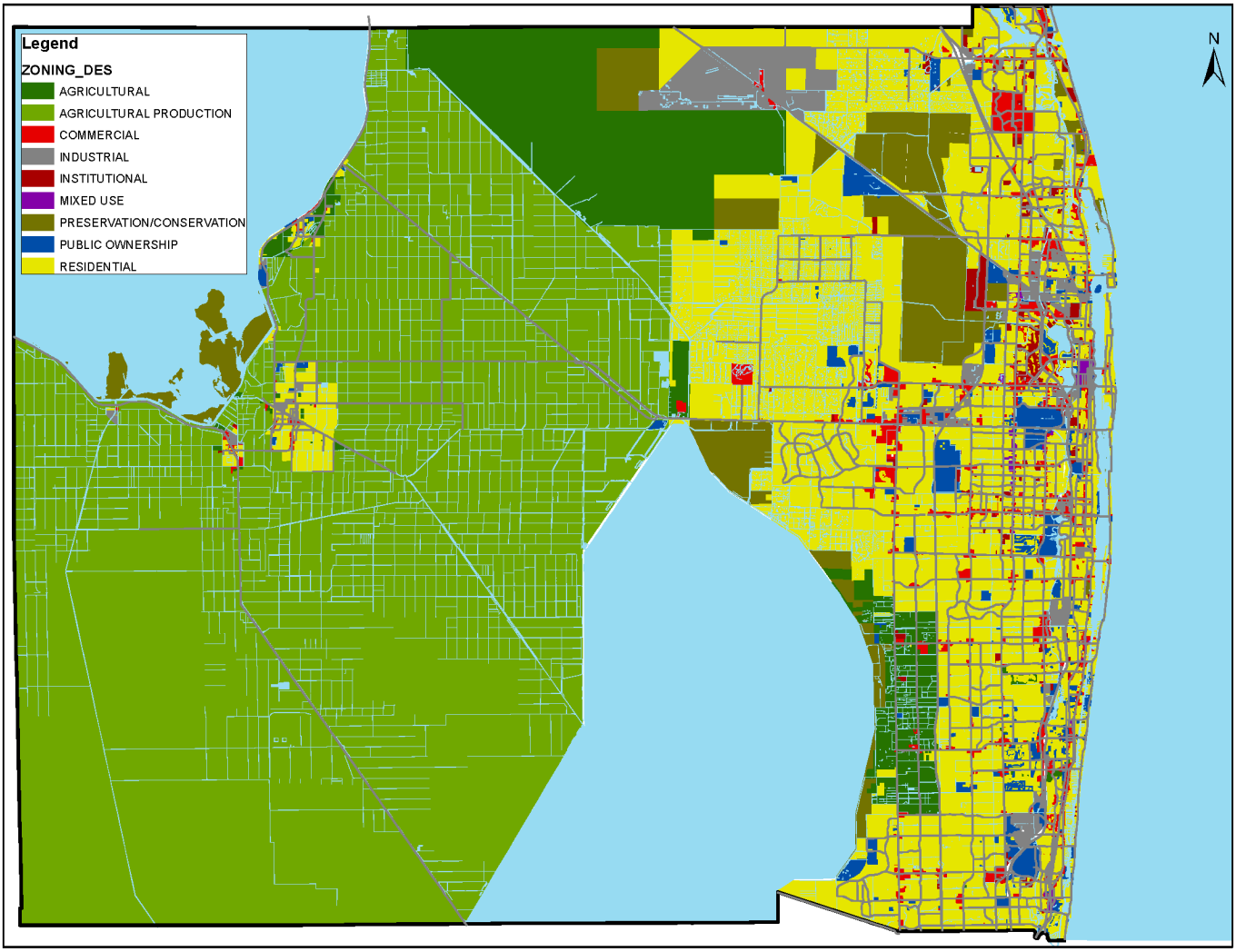
*Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Municipality	Population Per Sq. Mile
Boca Raton	3,132.9
Boynton Beach	4,694.7
Delray Beach	4,174.7
Wellington	1,422.4
West Palm Beach	1,899.2

2. Demographics

a. Land Use

Palm Beach County's urbanized area is concentrated along the eastern side of the county with a variety of mixed uses that are mainly low density with activity centers scattered throughout. Many of the residential communities in the county's urban area are gated, which creates challenges to access fixed route transit service. The central and western areas of the county consist of primarily farmlands and wetlands, with the Glades rural communities located in the westernmost portion of the county along the southeast border of Lake Okeechobee.



b. Population/Composition

According to the 2017 US. Census estimates, the population of Palm Beach County is ranked third in the state of Florida, at 1,471,150. The expansion west has created a barrier to transportation due to the popularity of gated communities. The only form of public transit for TD residents in these communities is paratransit. Palm Beach County encourages the usage of the Palm Tran fixed route system, to all residents, before they apply for the Connection Services, and those are primarily for the Transportation Disadvantaged.

The rate of population increase in the leading indicator of Florida's growth. Since 1950, Palm Beach County's population has increased by 1,282% from 114,700 to 1,471,150 in the year 2017. Due to the size of the county, the western cities are more than 45 miles away from downtown West Palm Beach. Palm Tran is the only public transportation system connecting the western communities to the east.

Table 2 - Distribution of Age Groups
Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Under 5	5.1%
5 to 14	3.5%
15 to 17	3.5%
18 to 24	7.8%
25 to 29	6.0%
30 to 34	5.7%
35 to 39	5.7%
40 to 44	5.9%
45 to 49	6.5%
50 to 54	7.0%
55 to 59	6.7%
60 to 64	6.1%
65 and older	23.0%

Table 3 – Annual Household Income Distribution
Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Total Households	**543,591**
Less than $10,000	6.0%
$10,000 to $14,999	4.3%
$15,000 to $24,999	10.3%
$25,000 to $34,999	10.1%
$35,000 to $49,999	13.3%
$50,000 to $74,999	17.4%
$75,000 to $99,999	11.5%
$100,000 to $149,000	13.3%
$150,000 to $199,999	5.9%
$200,000 or more	8.0%

Table 4 – Educational Attainment
Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Population 25 years and over	**1,037,150**
Less than 9th grade	5.9%
9th to 12th grade, no diploma	6.0%
High school graduate	24.9%
Some college, no degree	19.6%
Associate's degree	8.8%
Bachelor's degree	21.8%
Graduate or professional degree	13.0%

c. Employment

Population and employment trends form a dependent relationship. The growth of population in unincorporated areas led to a larger number of work trips made within lower density areas creating a greater demand for single-occupant vehicle travel. Additionally, the increase of jobs in suburban areas has made providing transit services difficult because of low densities. Table 5 depicts the labor force and employment distribution for Palm Beach County.

Table 5 – Labor Force
Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Population 16 and older	**1,181,503**
Labor Force	59.9%
Employed	55.5%
Unemployed	4.4%

d. Major Trip Generators/Attractors

Attractors such as employment, medical appointments and shopping make the use of transit a viable alternative to paratransit when they are conveniently located along bus routes. Schools, shopping and employment centers, hospitals, etc. have been identified and are depicted along with the transit service area. Palm Tran utilizes major attractors, i.e., Wellington Green Mall, as timed transfer points for their system. Palm Tran schedules the routes to arrive and depart with limited layover time at transfer points. A significant issue in a rapidly developing county such as Palm Beach is that jobs and services follow the new residential construction, usually away from the traditional, established transit corridors.

The following represents the ten (10) largest trip generators, in descending order, in Palm Beach County; Palm Beach Habilitation Center, Mid County Senior Center, Boca Habilitation Center, North County Senior Center, the VA Medical Center, JARC Living and Learning Center, the ARC CTP, Goodwill Mangonia Park, Palm Beach School for Autism, and Gulfstream Goodwill Life Academy. In addition, the four major malls in the county are another major attractor (Palm Beach Gardens, Boynton Beach, Wellington and Town Center malls). Mizner Park in Boca Raton, Atlantic Avenue in Delray Beach, Rosemary Square and Clematis Street in West Palm Beach, Legacy Place and Downtown at the Gardens in Palm Beach Gardens, and

Abacoa in Jupiter are all major upscale entertainment/shopping areas that equate to heavy ridership.

Routes 1, 2 and 3 are the heaviest traveled fixed routes. They cover the major North/South corridors of the county and have the most convenient headways of as little as 20 minutes. Route 1 runs on Federal Highway/Dixie/Broadway (US 1). Route 2 runs on Congress Avenue and Route 3 runs on Military trail.

Table 6 – Vehicle Availability
Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Occupied housing units	543,591
No vehicles available	6.4%
1 vehicle available	42.1%
2 vehicles available	38.4%
3 or more vehicles available	13.1%

e. Inventory of Available Transportation Services

See Appendix D.

C. Service Analysis

This section presents a needs assessment and demand estimates for transportation services among the TD population in Palm Beach County. In 2013, the National Center for Transit Research (NCTR) at the Center of Urban Transportation Research (CUTR) developed a new paratransit service demand model. This tool replaced the 20 year old, May 1993 CUTR developed Methodology Guidelines for Forecasting TD at the county level, which the CTD used to refer transit planners to for forecasting purposes. The new demand model accounts for the following impacts:

- Americans with Disabilities Act of 1990
- Florida Medicaid
- Census Data Availability
- Trip Rate Assumptions
- TD Trip Definitions

1. TD Forecasts

The NCTR CUTR model was used to forecast the TD Population calculations displayed in Table 7 below for Palm Beach County.

2. Needs Assessment

Table 7 – Forecast of TD Population Calculations in Palm Beach County

Source: CUTR 2013 Model, US Census Bureau, 2017 Census SF1

General TD Population	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
A - Estimate elderly/non-disabled/not low income	228,398	231,345	234,330	237,353	240,415	243,517	246,659	249.841	253,065	256,330	259,637
B - Estimate non-elderly/disabled/not low income	61,048	61,836	62,633	63,442	64,260	65,089	65,929	66,780	67,641	68,514	69,398
C - Estimate low income/not elderly/not disabled	99,517	100,801	102,102	103,419	104,756	106,105	107,474	108,860	110,265	111,687	113,128
D - Estimate elderly/disabled/not low income	93,132	94,334	95,551	96,783	98,032	99,297	100,578	101,876	103,190	104,522	105,870
E - Estimate non-elderly/disabled/low income	19,525	19,777	20,032	20,291	20,552	20,817	21,086	21,358	21,634	21,913	22,196
F - Estimate elderly/non-disabled/low income	9,198	9,317	9,437	9,559	9,682	9,807	9,933	10,062	10,191	10,323	10,456
G - Estimate elderly/disabled/low income	10,903	11,044	11,186	11,330	11,477	11,625	11,775	11,927	12,081	12,236	12,394
TD POPULATION	**521,721**	**528,452**	**535,270**	**542,176**	**549,172**	**556,257**	**563,434**	**570,703**	**578,067**	**585,525**	**593,079**
TOTAL POPULATION	**1,450,756**	**1,469,474**	**1,488,433**	**1,507,637**	**1/527,088**	**1,546,791**	**1,566,748**	**1,586,962**	**1,607,437**	**1,628,176**	**1,649,183**

Palm Tran Connection has over 38,725 eligible riders in their data base with more than 15,400 active riders. This number includes TD and ADA riders as some riders qualify for more than one program. Statistics have indicated that each TD Rider averages 65 trips per year.

Three (3) block group analyses shown in Appendices E, F, and G provide a visual representation of the current conditions that exist for the transit dependent populations in Palm Beach County. Appendix E depicts the 2017 American Community Survey (ACS) block groups with high proportions of seniors. Appendix F shows 2017 ACS Survey block groups with percentage of residents below the poverty level. Appendix G shows the distribution of minorities in the County.

3. Barriers to Coordination

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 partnerships 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.

The use of a modified grid route system, timed transfer points, better access to Tri-Rail, new equipment, and new operations and administrative centers have improved Palm Tran service across the county. The greatest cost savings has been achieved by multi-loading passengers. This efficiency factor is defined by the amount of passengers per hour on each respective paratransit vehicle. The Schedulers must go through over 200 routes a day to group trips manually. To help savings in the cost, Palm Tran encourages customers whom are able to access the fixed route service, to utilize it.

Productivity is achieved while following the TD standard for adequate seating. Adequate seating is to be provided to each rider and escort, child, or Personal Care Attendant (PCA) and no more passengers than the registered passenger seating capacity is scheduled or transported in a vehicle at any time.

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

- Inviting the drivers to review their routes and use that dialogue to improve routing;
- Visiting agencies such as the VA Medical Center, Habilitation Centers and other highly traveled agencies to insure effective routing for their customers;
- One scheduler is dedicated to the 39 Dialysis Centers to ensure the customers going to life-sustaining treatments are transported in the most expedient manner;
- Routinely riding the routes to note the performance and make any necessary changes;
- Continuously monitoring the total number of vehicles required for group trips by maximizing the vehicle capabilities to match that of the demand and standardizing the drop off and return times for the group trips; and
- Diligently maintaining an anchored level of 95% or better for all subscription trips, where the trips are assigned to the same route thus enabling the service to have increased efficiencies for demand trips and providing for a high level of consistency for the subscription trips.

a. TD Population Calculations

Figure 1 identifies groups of individuals who create the "General TD" population and "Critical Need" populations. Critical Need populations are those that fall into more than one TD category.

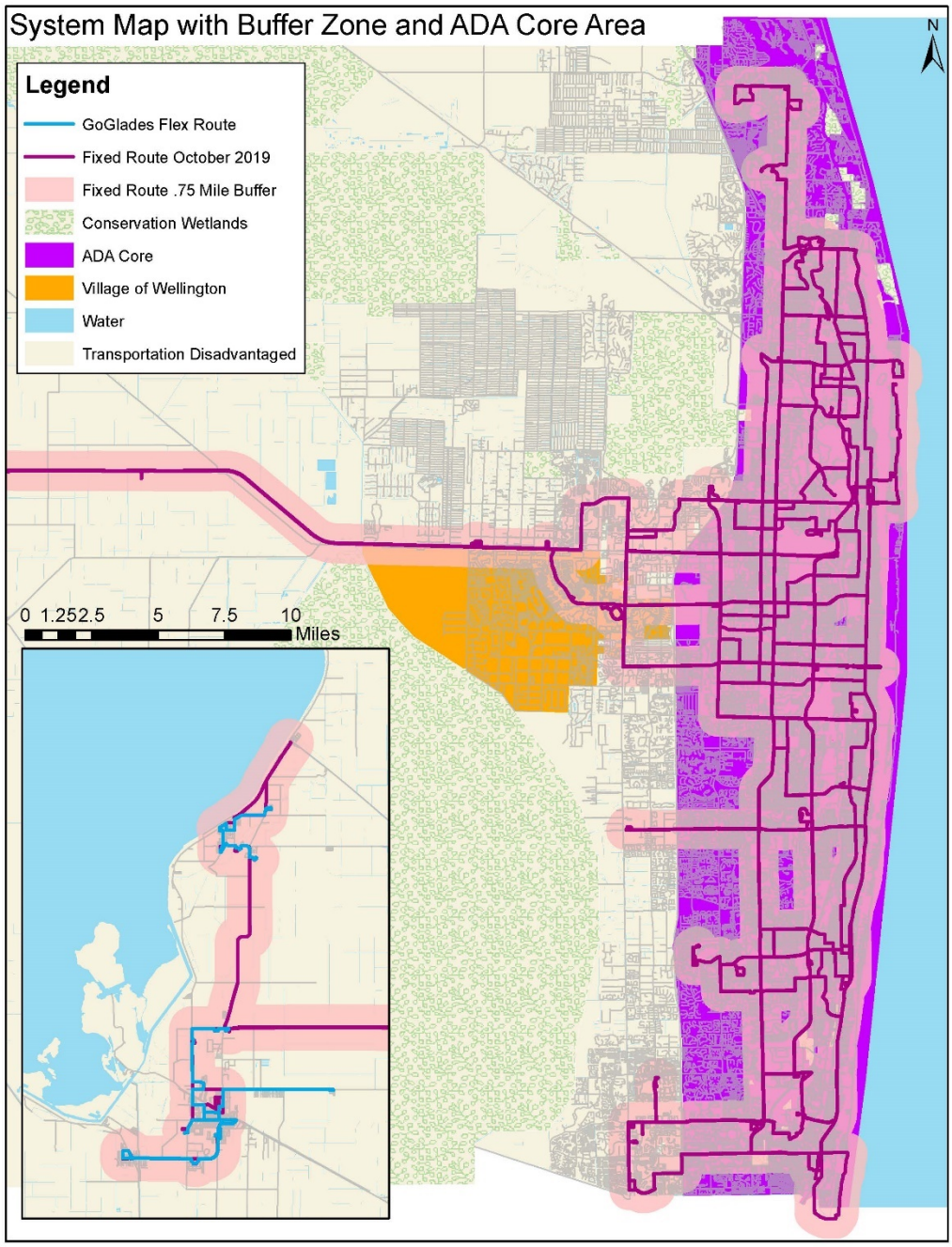


Figure 1 - Transportation Disadvantaged Population Concept

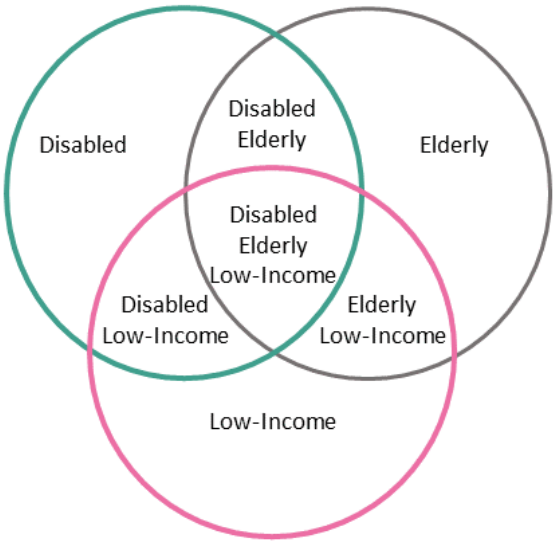


Table 8 is a non-duplicated breakdown of the TD population as it relates to Figure 1 (above). The Non-Duplicated General TD Population estimate 38% of the population of Palm Beach County.

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

Source: Report by CUTR; CTD, Florida Department of Transportation

Double Counts Calculations	
A - Estimate Elderly/Non-Disabled/Not Low Income	**228,398**
B - Estimate Non-Elderly/Disabled/Not Low Income	**61,048**
C - Estimate Low Income/Not Elderly/Not Disabled	**99,517**
D - Estimate Elderly/Disabled/Not Low Income	**93,132**
E - Estimate Non-Elderly/Disabled/low Income	**19,525**
F - Estimate Elderly/Non-Disabled/Not Low Income	**9,198**
G - Estimate Elderly/Disabled/Low Income	**10,903**
Total - Non-Duplicated	**521,721**

Critical Need Population

The TD population with critical need includes individuals who, due to severe physical limitations or low incomes, are unable to transport themselves or purchase transportation and are dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities. Table 9 provides a critical need population summary to supplement Figure 1, while Table 10 depicts the age distributions of the critical need populations.

Table 9 – Critical Need TD Calculations

Source: CUTR 2013 Model, US Census Bureau, 2017 Census SF1

County Pop. By Age	Total Population with a Disability by Age	% with a Severe Disability by Age	Total Population with a Severe Disability by Age	% of Total Pop. with Severe Disability by Age		% of Severe Disability Below Poverty Level	Total Severe Disability Below Poverty Level
< 5 Years of Age	507	4.20%	21	0.03%			
5-17	7,356	4.20%	309	0.15%			
18-34	17,183	6.30%	1,083	0.39%			
35-64	55,527	13.84%	7,685	1.40%			
Total Non-Elderly	**80,573**		**9,098**	**0.82%**		**28.60%**	**2,602**
65-74	29,925	27.12%	8,116	4.80%			
75+	74,110	46.55%	34,498	19.99%			
Total Elderly	**104,035**		**42,614**	**12.47%**		**11.70%**	**4,986**
Total	**184,608**		**51,712**	**3.56%**			**7,588**

Elderly / Seniors

Making up twenty-three (23) percent of the total population, more than 328,000 seniors are living in Palm Beach County as of 2017. More than half of all Palm Tran Connection riders are seniors. Appendix E depicts the 2017 American Community Survey census block groups with high proportions of seniors.

Persons with Disabilities

The American Community Survey and the 2014 Survey of Income and Program Participation (SIPP) are used to create "critical need" estimates and forecasts. Responses to SIPP questions result in two overall measures of disability used by the CUTR tool: any disability and severe disability.

Table 10 – Critical Need – Severely Disabled TD

Source: Palm Beach County, US Census Bureau, 2017 Census SF1

Critical Need - Severely Disabled TD Population			
	Not Low Income	**Low Income**	**Total**
Non-Elderly	6,496	2,602	9,098
Elderly	37,628	4,986	42,614
TOTAL	**44,124**	**7,588**	**51,712**

Low-income

In 2017, it is estimated that nearly 13% of the population was living in poverty. If a family's total income is less than the Office of Management and Budget's appropriated money threshold determined by family size and composition, that family and every individual are considered to be in poverty.

Pockets of low-income housing are scattered through the County. The Map depicting 2017 American Community Survey shows people living below the poverty level, with the transit route network overlaid, shows how much of the population had access to the transit system (Appendix F).

D. Goals, Objectives, Strategies

Palm Tran's mission is "to provide access to opportunity for everyone; safely, efficiently and courteously." This mission extends to all individuals traveling within Palm Beach County including the transportation disadvantaged. In fact, one of Palm Tran's published guiding principles is to promote accessibility to all citizens of Palm Beach County, including people with disabilities, senior citizens and the disadvantaged, through discounted fares, accessible buses and door-to-door paratransit service in accordance with state and federal requirements.

Palm Tran works towards ensuring that accessible and cost-effective transportation solutions are available to the transportation disadvantaged in Palm Beach County. To reach their goals, Palm Tran is exploring Mobility on Demand (MOD) options, in addition to diversifying their fleet. To this end, Palm Tran strives to meet the following goals and objectives through the execution of the strategies outlined in this section:

Goal 1	•Provide the highest level of accessible and available fixed route bus service for the Transportation Disadvantaged
Goal 2	•Increase the utilization of the fixed route system by those who are Transportation Disadvantaged or ADA
Goal 3	•Provide cost-effective door-to-door services for those transportation disadvantaged individuals who are unable to access the fixed route transit system
Goal 4	•Create relationships with agencies providing transportation services to the transportation disadvantaged that enhance and maximize coordination and cost effectiveness
Goal 5	•Ensure that transportation services provided to the transportation disadvantaged are provided in the most appropriate and cost-effective manner possible, given the guidelines of Chapter 427, Florida Statues and Section 41-2, Florida Administrative Code
Goal 6	•Establish policies and procedures that ensure program effectiveness and integrity
Goal 7	•Ensure Human Services Transportation Plan is developed in compliance with all Federal regulations

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

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

E. Implementation Schedule

Goals, objectives, strategies and implementation schedule are included in Appendix H.

Service Plan

A. Operations Element

The Service Plan is a description of the operational components for the County's fixed route and paratransit system and coordinated contracts.

The Palm Tran Connection Rider's Handbook, which provides detailed information on the paratransit program, is included available for download at: http://discover.pbcgov.org/palmtran/Pages/Connection.aspx. Paper copies of the Rider's Handbook are also available at Palm Tran Connection. Free route maps and schedules are available at all Palm Tran facilities, County Governmental Centers and Public Libraries. Customer Service is available to answer trip-planning questions by calling (561) 841-4BUS (4287) or 1-877-930-4287 (toll-free).

1. Types, Hours and Days of Service

a. Fixed Route

Palm Tran runs seven days a week, excluding the 7 major holidays (New Year's Day, Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving Day and Christmas Day), serving more than 3,000 bus stops with 150 buses. Generally speaking, weekday peak service runs every 30 minutes and off-peak every 60 minutes. Weekend service runs hourly on most routes. Timed-Transfer points allow for easy movement from the north/south routes to the east/west routes. Palm Tran also serves several park-and-ride lots throughout Palm Beach County. All Palm Tran buses are equipped with wheelchair ramps, automatic stop announcement systems, surveillance cameras, and bike racks.

Palm Tran offers riders with bus routes and real-time schedules at their fingertips. A "MyStop Mobile" app is available for iPhone users and a website www.palmtran.org/igo for Android mobile devices or computers to use. Features include a built-in trip planner, on-demand bus stop alert texts or emails sent to your phone/computer indicating your

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

b. Paratransit

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

- Americans with Disabilities Act (ADA) Program
- Division of Senior Services (DOSS) Program
- Transportation Disadvantaged (TD) Program

Palm Tran Connection travels in Palm Beach County from Boca Raton to Jupiter and from Palm Beach to South Bay. The ADA core service area covers the following: East of the Florida Turnpike in Palm Beach County from the South County Line to the North County Line. ADA Service continues to the 3/4-mile buffer around fixed routes located outside the ADA core service area. Palm Tran Connection schedules all trips, prepares vehicle route, handles customer concerns & commendations, determines eligibility, and monitors the performance of the Transportation Providers.

Reservation hours are Sunday through Saturday from 8:00 a.m. to 5:00 p.m. Where's My Ride Call hours are Monday through Friday 4:50 a.m. to 10:30 p.m., Saturday 6:00 a.m. to 10:45 p.m. and Sunday 7:15 a.m. to 8:15 p.m. Riders can reserve a trip up to seven (7) days before they wish to travel. Next day trip reservations must be made by 5:00 p.m., the day before they wish to travel. Drivers will meet the rider at the ground floor entrance or front door of any private residence or public building. Fares must be paid with exact change or a pre-purchased Connection "Ticket to Ride". The fare is $3.50 each one-way trip. Drivers are prohibited from making change. ADA eligible customers ride Palm Tran fixed-route buses free with a photo ID card issued from Palm Tran Connection. Palm Tran Connection does not operate on the 7 major holidays (New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day).

Riders can book a trip and obtain more information by calling (561) 649-9838, 1-877-870-9849 (toll-free). Paratransit applications may also be downloaded from www.PalmTran.org.

c. Subscription Service

Standing order service is a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers that are picked up at the same location and time are transported to the same location, and then returned to the same point of origin. Palm Tran Connection is required to provide Standing Order service in accordance with the following policies:

- Once standing orders are arranged, riders do not have to continually call to arrange transportation. Standing Order trips may be held indefinitely as long as the guidelines herein are met.
- Excessive cancellations and "no-shows" will not be permitted on Standing Order service. Upon the third "no-show," the Standing Order trip will be forfeited. This requirement does not apply in cases where the late cancellation or "no-show" is due to factors beyond the control of the rider such as an unforeseen illness.
- Standing order trips may not be changed more than one time per month. A change is defined as a temporary change to the days of travel, pickup time and/or address and/or the drop-off time and/or address.
- In general, standing order trips may not be modified, i.e., a permanent change in, the travel days, the pickup time and/or address or the drop-off time and/or address. Changes of this nature will result in the cancellation of the old standing order trip and an initiation of new standing order service. The request is subject to the policies outlined herein.
- Notwithstanding, modifications will be accommodated which result from factors which are beyond the control of the rider and/or because of changes in employment.

Standing order service may be put on hold for a specified amount of time (e.g., vacation, hospitalization).

d. Go Glades Flex Route

Palm Tran is currently piloting a new flex-deviated service called "Go Glades" in the Belle Glade, Pahokee, and South Bay area. Go Glades operates four (4) different routes throughout the region, allowing individuals to board and alight at fixed-route stops or at any location, predetermined upon time of scheduling the ride. Similar to Palm Tran Connection, rides must be scheduled in advance, giving Go Glades users a 2-hour timeframe to do so before their trip.

2. Accessing Services

a. Eligibility

Palm Tran Connection determines eligibility for paratransit programs and enters eligibility information for each applicant (e.g. conditions, eligibility dates) 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. Temporary service can be for up to 21 days. For life-sustaining appointments a quick eligibility form may be processed until the full application is received.

Once 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 or 1-877-870-9849 (toll-free); downloading an application from online at the Palm Tran website: www.PalmTran.org; or requesting an application in person at the Palm Tran Connection Administrative offices Monday through Friday between 8:00 a.m. and 4:30 p.m. at 50 South Military Trail, Suite 101, West Palm Beach, FL 33415.

The following rules will be utilized to correctly assign trips to the appropriate funding sources:

- If a rider is only eligible to travel under one funding source, Palm Tran Connection will only provide trips to that rider under the funding source for which the rider is eligible.
- If the rider is eligible under multiple funding sources, then Palm Tran Connection will try to determine if the trip can be provided by the most cost-effective program first.
- ADA trips must begin and end within the designated core ADA service area and must fall within fixed route service hours.
- TD trips are limited to available funding and must be provided in accordance with the service area and hours of operation.
- DOSS trips are reserved for customers north of Hypoluxo Road for nutrition trips only.

b. ADA

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

Certification will remain in effect for 3 years. Medical verification is required to become certified. ADA Transportation is provided within the core area and ¾ of a mile of a Palm Tran bus route during the same hours and days as Palm Tran fixed route bus service. To become eligible for ADA service, an individual must have a disability for which medical verification is required and prevents them from riding the fixed route bus. An individual must first complete an ADA application to be determined eligible for service.

Even though an ADA customer may reside outside of the core service area, a trip is eligible as long as the origin and destination are within the core service area or within ¾ miles of a fixed bus route. If either the origin or destination is outside of ¾ miles of a fixed bus route, then the trip is not eligible under ADA.

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

- State Licensed Physician (M.D.)
- State Licensed Osteopathic Physician (D.O.)
- State Licensed Chiropractor Physician (C.D.)
- Podiatric Physician (P.O.D.)
- Licensed Physician's Assistant (LPA)
- Advanced Registered Nurse Practitioner (A.R.N.P.)
- Licensed Clinical Psychologist (L.C.P.)
- Licensed Physician Assistant (P.A.)
- Area of Critical Needs Licensed Physician (ACN)
- Audiologist (Au.D)

c. Transportation Disadvantaged

The TD program is funded by the State of Florida under Chapter 427 of the F.S. To become eligible for TD service, an individual must either meet the economic requirements of the TD program or have a disability which prevents them from riding the fixed route bus as defined by the ADA Program. The applicant must submit either proof of income or the medical verification form completed by a licensed physician with their completed application. Based on the information supplied, the application will be evaluated and their eligibility to use the TD program will be determined. Certification will remain in effect for 1 year.

Federal Poverty Level Guidelines will be used to determine if the applicant is eligible for TD services. The applicant will be considered TD if under 150% of the Federal Poverty Level Guidelines Eligible TD riders fall under the following transportation options:

- Low Income: - TD riders who only meet the economic disadvantaged requirements and do NOT have a disability that prevents them from using the fixed route bus, and whose origin and destination are within the core area or 3/4 of a mile from a fixed route bus route must use the fixed route system and are eligible to purchase a 31 day unlimited bus pass for $15.00 or $20.00 ($70.00 normal price) or a 1 day unlimited bus pass for $1.50 ($5.00 normal price).

Riders who meet the income criteria of the TD program – regardless of disability - and whose trip origin and/or destination are outside the core fixed route service area will be eligible for paratransit service under the TD program.

- Disability Only/Low Income and Disabled - Riders that cannot access the fixed route due to a disability will be provided a paratransit trip.

d. Division of Senior Services (DOSS)

Division of Senior Services (DOSS) is funded by Older American Act funds through the Department of Elder Affairs and the Area Agency on Aging and through BCC funds for customers traveling to DOSS meal sites.

Registration for individuals 60 years of age or older is completed via an application that verifies the applicants age and that they are traveling to a DOSS meal site. Service is provided north of Hypoluxo Road for Nutrition Site trips only. The Mae Volen Senior Center provides a similar service south of Hypoluxo Road in Palm Beach County.

e. Confidentiality

No Transportation Operator contracting with the TD Program may disclose any information concerning a rider for any purpose not in conformity with local, state or federal regulations (45 CFR, Part 205.50). Information will be disclosed only under a court order or written consent of recipient or his/her responsible parent or guardian. Confidentiality applied to all in the PTC program, not singularly the vendors.

f. Fares

- The current ADA and TD fare for Palm Tran Connection is $3.50 per one-way trip. The fare may be paid either in cash (exact change only) or with pre-purchased tickets. Palm Tran Tickets are available at Palm Tran Connection's office.
- All Palm Tran and Palm Tran Connection eligible riders over 8 years of age, excluding PCAs, are required to pay the full fare or as otherwise indicated on the manifest. Companions and escorts shall be required to pay the $3.50 fare for a one-way trip.

- There is no fare for DOSS riders. However, the DOSS riders are offered the opportunity to contribute to their transportation through the DOSS Donation Process. In the first quarter of every year, Palm Tran Connection sends a letter to all eligible DOSS riders explaining how they can contribute to the cost of their transportation.
- The fare amount and accepted method(s) of payment for transportation are defined by the CTC and are subject to change.
- The manifests and schedules provide complete instructions to drivers concerning the amount of fares to be collected.
- Transportation Operators are required to collect the fare specified on the manifest/schedule at the time of the vehicle's arrival to transport the rider.
- The driver is not permitted to make change.
- If a rider does not provide the appropriate fare, the driver is required to notify their dispatcher, who is responsible for determining whether or not the rider is to be transported. Connection has a strict no strand policy.
- Unless otherwise instructed, the Transportation Operators are prohibited from transporting riders who fail to present the appropriate fare unless failure to transport the rider would result in the rider being stranded away from home. In such instances, the Transportation Operator is required to transport the rider and then report the incident as a matter of rider misconduct which is subject to the rider misconduct provisions of the existing contract.
- Drivers are absolutely prohibited from accepting gifts or gratuities of any kind, either as payment of a fare or in addition to the payment of a fare.

g. Appeals

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

Palm Tran will accept, hear and resolve appeals made by applicants of Palm Tran's ADA Paratransit services. Appeals must be filed within 60 days of Palm Tran's initial eligibility determination and/or from the date upon which Connection services are suspended. A copy of the appeals process is available by calling Palm Tran Connection.

Appeals must be filed in writing and sent to the following address:

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

h. Cancellations and "No-Shows"

Excessive cancellations and "no-shows" will not be permitted on Standing Order service. Upon the third "no-show", the Standing Order trip will be forfeited. This requirement does not apply in cases where the late cancellation or "no-show" is due to factors beyond the control of the rider such as an unforeseen illness.

Additional information regarding Palm Tran's Cancellation and "No-Show" policy is included in Appendix L.

i. Multi-Lingual Programs

Palm Tran Connection's Customer Service department is multi-lingual; accepting reservations in Spanish and Creole. Palm Tran Connection also produces a Riders Guide which is available in Spanish and English. There is no creole Riders Guide. In accordance with the provisions of the ADA, the guide is also available in alternate formats upon request.

j. Telephone System

Palm Tran Connection shall provide a telephone system which meets the following requirements:

- Palm Tran Connection is available toll-free from anywhere in Palm Beach County.
- Palm Tran Connection must answer reservation calls daily, except on the 7 major holidays. Service calls will be answered during all hours when riders are being transported. During other times, Palm Tran Connection shall provide an automated message informing callers of normal business hours.
- Palm Tran Connection utilizes the 711 Relay Service, where persons can dial 711 to be automatically connected with a Telecommunications Relay Service operator for free.

Palm Tran Connection shall electronically record all incoming telephone calls on any telephone lines used for accepting reservations and service related calls. Palm Tran Connection will store these recordings for a period of 60 calendar days. Palm Tran Connection shall provide access to designated County and TDC staff and for the purpose of monitoring live calls and reviewing previously recorded calls to assist in the resolution of complaints and commendations. Calls shall be recorded in compliance with state and federal laws.

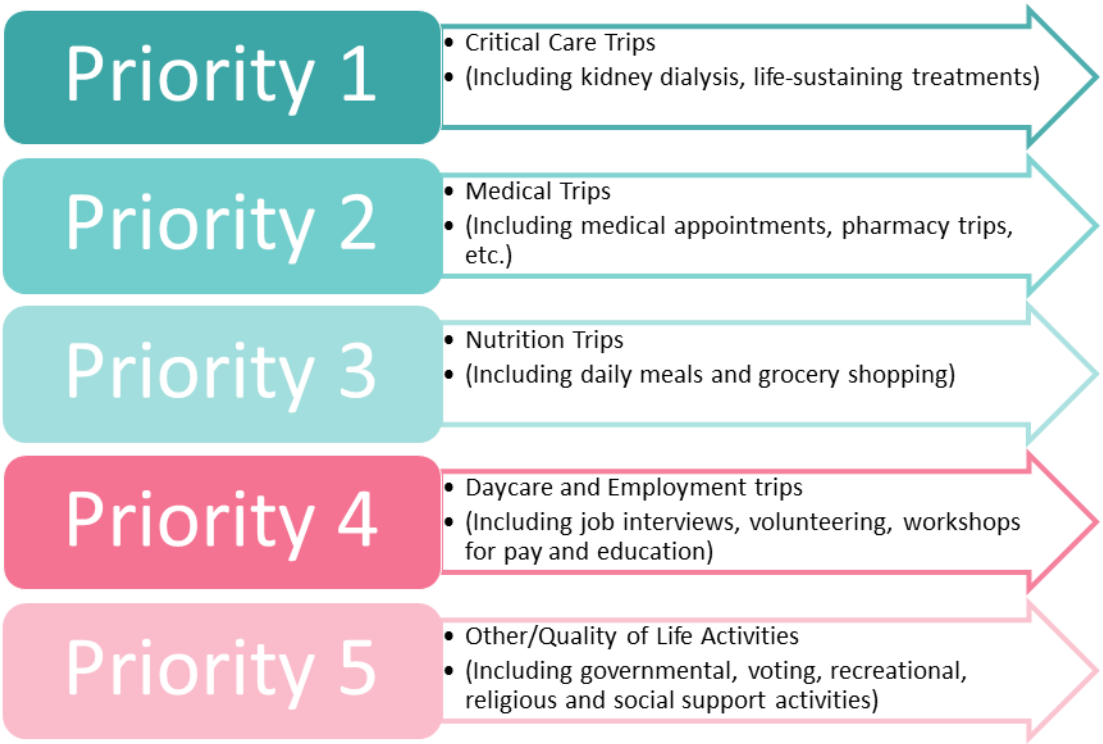
k. Service Denials

Palm Tran Connection's goal is not to deny any eligible rider a trip. However, Palm Tran Connection has the right to not schedule a TD paratransit trip on the date and time requested if scheduling attempts reveal that no vehicles are available or if a trip within 1 hour before or after the time requested is refused by the rider.

l. Prioritization

Due to insufficient TD funding, trips shall be prioritized as listed below. This will remain in effect until there are sufficient additional program funds. To satisfy the demand for this service, trip prioritization is required. Weekday, Saturday and Sunday financial budget caps will be imposed on TD service. If a financial budget cap is exceeded, then prioritization for Medical Trips only will be imposed.

TD Trip Priorities:



m. Scheduling

Palm Tran Connection shall schedule trips based on the following guidelines:

- If the rider has requested a specific pickup time for an ADA trip, Palm Tran Connection may offer a negotiated scheduled pickup time up to 1 hour before or after the time requested by the rider.
- If the rider requests a specific appointment time for an ADA trip, Palm Tran Connection will schedule the rider to be picked up in sufficient time to reach their appointment. This schedule will contain sufficient travel time, based on the same travel time required as on a trip by Palm Tran fixed route, including transfer time.
- If the rider is requesting a TD trip, Palm Tran Connection will negotiate a pickup time with the rider based on vehicle availability. Once a pickup time is established, Palm Tran Connection will schedule the trip in accordance with the travel time standards associated with an ADA trip.
- Scheduling of a one-way trip shall not include more than one transfer to another vehicle or mode of transportation within Palm Beach County.
- ADA paratransit service may include requiring riders to transfer from one paratransit vehicle to another as part of the trip.
- Trips scheduled under the DOSS program will be grouped in order to accommodate meal site schedules and to maximize multi-loading opportunities.

n. Windows

Pickup Window

The scheduled vehicle is required to arrive at the rider's origin within a thirty 30 minute pickup window as shown on the vehicle manifest. Riders must be ready and waiting to board the vehicle at all times during the 30 minute pickup window. The pickup window occurs 15 minutes before to 15 minutes after the given pickup time.

Boarding Window

When the scheduled vehicle arrives with the scheduled pickup window, the rider has 5 minutes to board the vehicle and to be seat-belted and/or properly secured. If the rider is unable to board within this "boarding window," the provider will be instructed to proceed with the route, and the rider will be charged with a "No Show." Riders who need additional time to board as a result of their disabilities may have additional time, based on prior approval from Palm Tran Connection on a case-by-case basis.

o. Customer Assistant

Paratransit service is door-to-door unless curb-to-curb transportation is specifically requested at the time of the reservation and indicated on the driver's manifest. Both ambulatory and non-ambulatory paratransit service is provided according to ADA rules and guidelines. ADA paratransit services may include requiring 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. This assistance may include:

- Lending a supporting arm, guiding and assisting up or down steps.
- Drivers may not assist riders in wheelchairs up or down more than one step.
- Drivers are required to carry packages weighing not more than 35 pounds in total.
- Drivers are prohibited from lifting or carrying passengers and/or their children.

p. Service Complaints

- Palm Tran Connection records all complaints to and determines to whom the complaint should be directed to for research and resolution.
- When a Transportation Operator receives a complaint from Palm Tran Connection, the Operator is required to research the complaint with their personnel and take corrective action if necessary.
- Transportation Operators are required to provide a written response to Palm Tran Connection as to how the complaint has been addressed as well as what corrective actions, if any, have been taken to avoid future complaints of the same nature. The Transportation Operator must provide the driver's name and copy of the manifest with each complaint addressed.
- Transportation Operators are required to respond to service complaints within 2 business days.
- If the complaint involves safety or serious misconduct, Transportation Operators are required to respond within 24 hours or less.
- Palm Tran Connection will review responses to complaints, and if it deems the response to be inadequate, will redirect the complaint to the Transportation Operator for further action.
- In all cases, Palm Tran Connection is the final arbiter as to whether or not complaints have been adequately resolved by the Transportation Operator.

- Palm Tran Connection will also record commendations; however, the Transportation Operator may also accept commendations directly. Operators are requested to notify Palm Tran Connection of all commendations received.

- At the direction of Palm Tran Connection, designated Transportation Operator personnel may discuss specific complaints with the riders or their representatives. All Transportation Operator personnel are prohibited from taking any actions against any individuals who have made complaints in connection with this program.

q. "Where's My Ride?" Calls

"Where's My Ride?" calls will be accepted from riders whose vehicles have not arrived within the scheduled pickup window. When Palm Tran Connection receives "Where's My Ride?" calls, they use the Trapeze Software system to determine the estimated time of arrival and inform the rider when it is expected to arrive at the rider's location. The Mobile Data Terminals in the vehicles can give the rider up-to-the-minute information as to where their vehicle is located and accurate estimated times of arrival from the information transmitted from the scheduling software.

r. Cancellation Process

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

s. No Show Policy

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

t. On-time Performance

- Transportation Operators will be considered "on-time" when its vehicle transports the rider to their destination at the requested appointment time. If an appointment time is not requested, the Transportation Operator is considered on-time when the driver arrives to the rider's pickup location within the scheduled pick-up window as shown on the vehicle manifest/schedule.

- On-time performance will be measured from data received on completed driver manifests/schedules and may be supplemented with data from any form of monitoring, "Where Is My Ride?" calls, and customer satisfaction surveys.

- Transportation Operators will be charged with a valid early vehicle complaint when its vehicle arrives to transport a rider more than 15 minutes before the scheduled pick-up window as shown on the vehicle manifest/schedule and requires the customer to travel early.

- In these instances, Transportation Operators are required to wait until 15 minutes before the scheduled pick-up time as shown on the vehicle manifest/schedule before going to the rider's door; however, the rider is free to travel early if they are aware of the driver's presence and chooses to travel early.

- Transportation Operators will be charged with a valid late vehicle complaint when their vehicle arrives to transport a rider more than 15 minutes after the scheduled pick-up window as shown on the vehicle manifest/schedule. In such instances, the rider will not be charged with a "Customer No-Show" if he/she chooses not to travel with the Transportation Operator.
- The rider will not be charged with a "Customer No-Show" if he/she chooses not to ride with the Transportation Operator when the vehicle arrives more than 15 minutes after the scheduled pick-up window as shown on the manifest.
- If the rider fails to board during this 5 minute "boarding window", the driver shall notify the dispatcher who is responsible for charging the rider with a "No-show" into the computerized system (within 5 minutes of the occurrence) and then directing the driver to continue with the route.

u. Connection Efficiency Project (CEP)

The Connection Efficiency Project is a thorough review of all aspects of Palm Tran Connection to determine how to best improve the service, control costs, and provide the best paratransit service in Florida. Palm Tran is working with a consultant to review eligibility criteria, the scheduling and reservation process, the ADA and TD policies and procedures, and recommend any changes that would make the service more efficient.

3. Transportation Operators and Coordination Contractors

In 2014 Palm Beach County issued a Request for Proposals, seeking qualified Contractor(s) to provide door to door paratransit transportation services to Palm Beach County residents and visitors, including all resources necessary to provide such services as may be required by the CTC to meet the needs of the County's paratransit program. The following items were incorporated in the review and selection of the new transportation operators:

- Capabilities and Qualifications of Operator
- Scope of Work
- Price and Financial Strength
- Safety and Training Program
- Previous experience
- Capacity and Quality
- Management
- Insurance and Performance Bond
- Resources

- Accident History
- Contract Monitoring
- Responsiveness to Solicitation

The request for proposals was distributed locally, statewide and nationally. Palm Beach County awarded the contracts to multiple providers. MV Transportation, Inc. was awarded with Run Package "A", First Transit, Inc. was awarded with Run Package "B", and Maruti Fleet & Management, LLC was awarded with Run Package "C" of the contract. Each provider utilizes DBE providers. These contracts commenced February 1, 2015 and run through January 31, 2022. As of FY 2020, Maruti Fleet & Management, LLC is no longer providing Palm Tran Connection service.

In addition, Palm Tran Connection reimburses two agencies, Federation Transportation and Seagull Industries, for the trips they provide to their clients through financial assistance agreements.

A Coordination Contract is defined as: A written contract between the CTC (Palm Tran) and a non-profit or faith based agency that, on most occasions, receives a vehicle from the FDOT 5310 Program and performs its own transportation services for its clients. The Commission for Transportation Disadvantaged's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation services, as well as joint utilization and cost provisions for transportation services to and from the Coordinator.

Palm Tran Connection has service coordinators (road supervisors) that perform annual inspections, spot inspections, and monitor random trips daily to make sure the Operators are in compliance with County, State, and Federal regulations. In addition to the service coordinators, Palm Tran has a Drug and Alcohol Coordinator that ensures the Transportation Operators as well as Palm Tran employees are following the Federal Drug and Alcohol Guidelines.

4. Public Transit Utilization

The use of public transit is a cornerstone built into Palm Tran Connection's Coordination Plan. Once it is determined that friends or family members cannot transport a TD rider for a specific non-sponsored trip request and the rider is functionally able to use the fixed route bus for a requested trip he or she will be offered a fixed route bus pass. ADA eligible riders can ride the Palm Tran fixed route bus for free by showing their ADA identification card.

In addition, Palm Tran Connection and the LCB have instituted the following programs, policies, and procedures to maximize the use of public transportation:

The CTC will:

- Allocate a portion of the Trip/Equipment grant fund to be spent annually for Palm Tran bus passes. Trip prioritization by destination will not be considered for bus pass allocation.
- Ensure that Palm Beach County takes full advantage of the Commission for Transportation Disadvantaged funding for bus passes.
- Establish procedures and guidelines for the bus pass program.
- Determine eligibility for entry into the bus pass program and process completed original applications.

Agencies will:

- Prior to participating in the program, submit a written request on Agency Stationary to Palm Tran Connection. The request must outline the Agency's target population and type of services performed. The letter must include the names of individuals responsible for the Agency bus pass program and be signed by the Agency's Executive Director or equivalent.
- Adhere to (and ensure that their Riders adhere to) the Bus Pass Policy and Guidelines. Failure to comply will result in suspension until appropriate documentation is received.
- Ensure Riders meet the established eligibility criteria while in the program.
- Ensure that Agency Riders continuing in the TD bus pass program re-register every year and that all new Riders are registered within 5 business days.
- Complete and accurately maintain the Distribution Log form for all passes issued ensuring that the Rider signs for each bus pass received.
- As part of the pass ordering process, submit a Bus Pass Order Form and Distribution Log for each pass distributed.

Riders sponsored by Palm Tran Connection or the Agency Outreach Program will:

- Complete a Rider Eligibility and Registration Form.
- Lose eligibility for Demand Responsive or Standing Order paratransit services, except for emergency situations, while part of the bus pass program.

5. School Bus Utilization

At this time there is no specific utilization of school buses by Palm Tran Connection. There have been discussions with the School Board of school bus usage, but with the size of Palm Beach County and the average one-way trip length being over 15 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses are currently not a viable cost-effective alternative.

The LCB has a designated seat for a School Board Representative. For the school year, an Inter-local Agreement between Palm Tran and Palm Beach County School District resulted in providing over 1,000 students on either annual or 31-day bus passes with Palm Tran fixed bus route transportation. In addition, there are another 1,200 students using Tri-Rail passes. The Palm Beach County School District is one of the largest purchasers of Public Transit Passes for transporting students in Florida.

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

6. Vehicle Inventory

See Appendix J.

7. System Safety Program Plan Certification (SSPP)

State of Florida Department of Transportation Certification of Compliance. See Appendix K.

8. Inter-County Services

Periodic meetings with Martin, St. Lucie, Indian River, Okeechobee, Broward and Miami-Dade Counties occur to discuss needs and service arrangements. Whenever an individual needs transportation into another county, Palm Tran Connection tries to make arrangements with other appropriate county CTCs. Palm Tran Connection informs the individual who is requesting the trip of the trip arrangements. Whenever an individual needs to go to Broward or Miami-Dade County, Palm Tran Connection tries to provide the individual with a trip to the nearest Tri-Rail station from the trip origin and also make arrangements for the pickup from the same Tri-Rail station on return.

The two established transfer points for individuals traveling between Broward and Palm Beach County is Mizner Park and Sandalfoot Plaza. Individuals traveling into Broward County transfer onto a Broward County vehicle.

9. Emergency Preparedness and Response

Palm Tran Connection and the Transportation Operators are expected to provide transportation during periods of heavy rain and/or other adverse weather conditions unless County Emergency Management pulls all vehicles off the road. Transportation Operators are contractually obligated to make available to Palm Tran all requested vehicles and operators to respond to a public evacuation. The staging area is located at the Palm Tran Connection's facility located at 50 South Military Trail, Suite 101, West Palm Beach, FL 33415. Palm Tran Connection is included in countywide Comprehensive Emergency Management Planning. All services provided are in accordance to Palm Tran Connection's Emergency Management Plan.

10.Educational Efforts / Marketing

Palm Tran Connection's mission is to create an effective partnership with the Palm Beach County community and maintain this partnership through the creation and maintenance of an open dialogue. This allows for the free exchange of information and ideas on the best means for providing effective transportation services to the residents, visitors, businesses and organizations of Palm Beach County.

Palm Tran, conducts ongoing marketing and public outreach through:

- Public relations, advertising and press relations;
- Speeches and presentations to local groups or organizations;
- System brochures and service guides;
- Countywide promotions and publicity;
- Rider hotline updates;
- Public information meetings; and
- The "Transit Works" television show on county television station and television commercials.

Note: Palm Tran Connection promotes the voluntary dollar donation to the TD Trust Fund in the Rider's guide, program updates, and other mailings.

11. Acceptable Alternatives

TD-eligible children who must be immediately removed from their residence and TD-eligible individuals who require Baker Act transportation are not accommodated within the coordinated system due to the special circumstances and lack of predictability surrounding these types of transports.

Mobility Management Facilitation Program (MMFP)

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

12. Service Standards

Palm Tran Connection will monitor the quality of service. Performance measures include:

- Utilization: how well the resources are being used.
- Efficiency: the ability to provide service to users despite any constraints.
- Effectiveness: the ability to meet service demand with existing resources.
- Administration: management performance.

a. Drug and Alcohol Policy

Each Transportation Operator is required to certify that, with respect to the performance of the TD Program, that they have implemented a CTC approved program that complies with the provisions of 49 CFR Parts 40 and 655.

- The Transportation Operator shall be responsible for providing Palm Tran with personnel information.
- The Transportation Operator is responsible for all costs of drug and alcohol testing.
- The Transportation Operator shall permit any authorized representative of the Federal Transit Administration (FTA), the Florida Department of Transportation, Palm Tran, or Palm Beach County to inspect the facilities and records associated with the implementation of the drug and alcohol testing program and review the testing process.
- The Operator agrees further to certify annually its compliance with Part 40 and 655 before February first of each year and to submit to Palm Tran the Management Information System (MIS) reports before March 1st of each year.

b. Escorts and Children

Palm Tran Connection allows riders to travel with a PCA, service animal, children, and one companion (or escort). Additional individuals beyond the first companion (up to three) are carried only on a space available basis. You must reserve a space for the companion(s) when you reserve your trip. PCA's and anyone else approved to accompany the 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 and children up to 5 years of age must ride in a federally approved child restraint provided by the parent.

All Palm Tran and Palm Tran Connection eligible riders over 8 years of age, excluding PCA's, are required to pay the full fare or as otherwise indicated on the manifest. Companions and escorts shall be required to pay the $3.50 fare for a one-way trip.

c. Child Restraint Devices

Children who are between the ages of birth and 5 years old inclusive and/or children who weigh less than 40 pounds must travel with a responsible guardian (Escort) and must ride in a child safety seat which complies with Section 316.613, Florida Statutes. It is Palm Tran Connection's policy that it is the individual customer's responsibility to provide the child safety seat.

d. Rider Property

Transportation operators are required to transport packages belonging to the riders, as long as the rider is on board with his/her package and the package fits on the rider's lap or beneath his/her seat. Packaged must be no larger than 2 large paper grocery bags or 4 smaller plastic handle bags and weigh no more than 25 pounds combined.

Transportation Operators are prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, fire arms or explosive devices.

e. Vehicle Transfer Points

Transfer points shall provide shelter, security, and safety for customers.

f. Local Toll Free Phone Numbers for Consumer Comment

The Transportation Operator must be available toll-free from anywhere in Palm Beach County for complaints and grievances and shall be posted inside each vehicle. This may be accomplished through either of the following means:

- A toll-free (800/888) number,
- Multiple local phone numbers which provide local coverage throughout Palm Beach County,
- The Commission for the Transportation Disadvantaged Helpline (1-800-983-2435).

g. Out of Service Area Trips

No service is provided beyond the County's borders. Those seeking service south of Palm Beach County into Broward and Miami-Dade counties may use Tri-Rail.

h. Vehicle Condition and Air Conditioning Equipment

- All vehicles shall have exteriors free from broken mirrors, windows, accumulated grime, rust, chipped paint or major dents or body damage which detracts from the overall appearance of the vehicle.
- Passenger compartments shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, excessively worn floor coverings or anything else that might cause discomfort to a passenger.
- Seats shall not be broken, damaged or have protruding sharp edges.

- Each vehicle shall have air conditioning and heating systems in compliance with manufacturer's specifications. Vehicles found to not have a working air conditioning or heater will be taken out of service and not allowed to be in service without proper authorization from Palm Tran Connection.

i. Billing Requirements to Contracted Operators

"If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within 7 working days after the receipt by the CTC of full or partial payment, the CTC shall pay a penalty in the amount of half of the amount due, per day, from the expiration of the period allowed herein for payment".

j. Rider / Trip Data

Transportation Operators are required to provide data to assist Palm Tran Connection in compiling and completing required daily, weekly, quarterly and annual reports. Passenger/trip data is accessible to Palm Tran Connection on each rider being transported in the system. Palm Tran Connection shall furnish all required reports to the Commission for the Transportation Disadvantaged (CTD) and any other State or Federal department, as required. All reports are accessible through the Records Request process.

k. Adequate Seating

Adequate seating shall be provided to each 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.

l. Smoking and Eating on Vehicles

Drivers are prohibited from smoking and using cell phones at all times, while on board the vehicle and/or while assisting riders. In addition, drivers are prohibited from eating or drinking when a Palm Tran Connection rider is on board the vehicle.

m. Trip Denials, Cancellations, Late Cancellations and "No-Show" Policy

A "No-Show" is defined as: when the rider fails to board the vehicle when it arrives to transport him/her within the pick-up window or fails to contact Palm Tran Connection to inform them of a cancellation at least 90 minutes prior to the rider's scheduled pick-up time. This requirement does not apply in cases where the no-show is due to factors beyond the control of the rider such as unforeseen illness.

Drivers must leave a "No-Show" tag on any customer's door that is "No-Show". If a driver departs a pickup location without waiting the full 5 minutes, fails to leave a "no-show" tag or does not make a good faith effort to locate the customer, a driver will be sent back to pick up the customer. Prior to the driver departing, the location of the driver is verified using GPS and each number on the client's file is called.

Any rider who is charged with valid No-Shows which exceed 1 occurrence for every 10 scheduled trips per thirty 30 day period, with a minimum of 3 occurrences, shall be considered

as violation the No-Show policy. Any customer who has been determined to be in violation of the Palm Tran Connection No-Show Policy will have the right to appeal the decision through the Director of Palm Tran Connection and/or the locally approved Grievance Board whose decision is binding and final. More information regarding the appeal process, visit www.PalmTran.org.

n. Communication Equipment

Palm Tran Connection supplies the two-way communication system for communications between the driver and dispatch. This is currently a "push-to-talk" (PTT) system through AT&T. This system allows both single driver and group communications to all parts of Palm Beach County as well as a GPS component that displays the driver's actual location.

Federal law prohibits any unauthorized individuals from communicating on this system.

o. First Aid/CPR

Palm Tran Connection does not require the drivers to be trained in CPR/First Aid. Drivers are directed to notify their dispatcher of any incident involving either the safety of a passenger or the injury of a passenger. The Dispatcher is required to contact 911 for the usage of CPR or First Aid.

p. Picking up Customers

- When drivers meet riders, the drivers are required to identify themselves as Palm Tran Connection drivers employed by their Transportation Operators.
- Drivers are expected to be professional and courteous at all times.
- While on duty, drivers are required to wear an informal uniform and wear a photo I.D. badge, specified by their employer and approved by Palm Tran Connection. All drivers must appear clean, neat and present a professional image.
- Drivers are required to provide general assistance to passengers between the door/entrance of their origin address and the vehicle and then from the vehicle to the door/entrance of the rider's destination.
- This assistance may include but is not limited to: pushing the rider's wheelchair, lending the rider a supporting arm, guiding the rider by the hand or arm, assisting the rider on/off the vehicle, and/or carrying packages of up to 35 pounds.
- Drivers may not assist passengers using wheelchairs up or down more than one step and are prohibited from entering private residences and from lifting or carrying passengers and/or their children.

q. CTC Monitoring Procedures of Operators and Coordination Contractors

Monitoring of Performance Standards as set forth in the solicitation, and included in each transportation operator contract, includes the following:

- On-time Performance: Arrival within 1 minute of the manifest/scheduled time. Arrival time no later than 1 minute after the scheduled end of window.
- Missed Trips: Arrival time more than 60 minutes after the scheduled end of window time.
- Unclean or Unsafe Vehicle: Complaints from, excessive road calls, or excessive at-fault accidents.
- Impolite Personnel: Regarding rudeness, improper securement, unsafe driving, music or food, etc.
- Telephone System: Excessive ring time, on hold or unanswered phones.
- Complaint Ratio: The ratio of valid complaints for the vendors shall not exceed three per 1000 trips performed.
- Contract Compliance: Driver and vehicle compliance.
- Service Delivery: Dwell (Waiting) Time, Client Assistance, and Improper Drop-off.
- Reports: Untimely and incomplete reports.

r. Local Grievance Procedure and Process

The State of Florida Commission on the Transportation Disadvantaged oversees through contractual arrangements, a coordinated system of CTCs. At the local level, CTCs are responsible for the provision of transportation service.

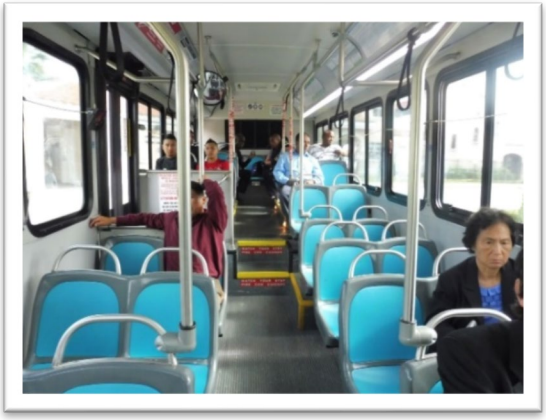
s. Annual Inspections

Each year Palm Tran Connection will perform a comprehensive inspection of all the operations of the Transportation Operators. The primary goal at Palm Tran Connection is to ensure the safe operation of the Operator fleet and protecting the wellbeing of the employees as well as the riders of Palm Tran Connection.

It is Palm Tran Connection's intention to assist the Transportation Operators in becoming and maintaining 100% compliance. Follow up reviews will be scheduled until compliance is reached. The following records and/or items will be reviewed during the Annual Inspection/Review:

- General Information of the Company,
- System Safety Program Plan,
- Security Program Plan,
- Proof of Valid Driver's License Records,
- Driver Training Records,
- Operational and Safety Procedures,

- Driving Hours and Work Periods,
- Records of a DOT Medical Examination,
- Records of a valid Motor Vehicle Record,
- Records of a FDLE Background Check,
- Records of the Palm Beach County Driver ID Badge,
- Annual Vehicle Safety Inspection Records,
- Vehicle Maintenance Records,
- Records of Vehicle Accidents,
- Driver's Daily Vehicle Inspection Files,
- Vehicle Emergency & Safety Equipment Inspection,
- Drug and Alcohol Policy,
- Insurance.



t. Coordination Contract Evaluation Criteria

Palm Tran Connection staff visits each potential coordination contract agency to examine their special needs, facilities, equipment, and cost of providing service. If their costs are lower or they have special needs, the staff recommends and prepares a coordinated contract. Every year or when needed, the LCB is brought up-to-date on coordination contracts at the quarterly meetings. Service Coordinators perform spot checks on the service and a thorough Annual Inspection.

Palm Tran Connection currently does not have any Coordination Contracts.

13. Local Complaint and Grievance Procedure / Process

The Local Complaint and Grievance Procedures can be found in Appendix M.

14. CTC Monitoring Procedures of Operators and Coordination Contractors

Monitoring of Performance Standards as set forth in the solicitation, and included in each transportation operator contract, includes the following:

- On-time Performance: Arrival within 1 minute of the manifest/scheduled time.
- Missed Trips: Arrived after the manifest/scheduled time.
- Unclean or Unsafe Vehicle: Complaints from s, excessive road calls, or excessive at-fault accidents.

- Impolite Personnel: Regarding rudeness, improper securement, unsafe driving, music or food, etc.
- Telephone System: Excessive ring time, on hold or unanswered phones.
- Complaint Ratio: The ratio of valid complaints shall not exceed 3 per 1000 trips performed.
- Contract Compliance: Driver and vehicle compliance.
- Service Delivery: Dwell (Waiting) Time, Client Assistance, and Improper Drop-off.
- Reports: Untimely and incomplete reports.

15. Coordination Contract Evaluation Criteria

Palm Tran Connection staff visits each potential coordination contract agency to examine their special needs, facilities, equipment, and cost of providing service. If their costs are lower or they have special needs, the staff recommends and prepares a coordinated contract. Every year or when needed, the LCB is brought up-to-date on coordination contracts at the quarterly meetings. Service Coordinators perform spot checks on the service and a thorough Annual Inspection. Palm Tran connection currently does not have any Coordination Contracts.

B. Cost, Revenue Allocation and Fare Structure Justification

The needs and abilities of the Transportation Disadvantaged in Palm Beach County are extremely varied. Likewise, the costs of the different transportation services provided to meet their needs vary. The fares for public fixed route transit service offered by Palm Tran are set by the Palm Beach County Board of County Commissioners. They are as follows:

Fixed Route and Paratransit Fare Structure:

	Full Fare	Reduced Fare
Fixed Route Cash Fares	$ 2.00	$ 1.00
Connection ADA or TD	$ 3.50	
One Day Pass	$ 5.00	$ 3.50
31 Day Pass	$70.00	$ 50.00
One Day TD Pass		$ 1.50
31 Day TD Pass (annual income of 75% or less of FPL.)		$ 15.00
31 Day TD Pass (annual income between 76% and 150% of FPL.)		$ 20.00
Tri-Rail Transfer	$.50	

Riders 8 years of age and under and police (in uniform or with ID badge) ride free. Reduced fares apply to: Seniors (65 years of age or older) with an ID issued by Palm Tran, a Medicare Card, valid driver's license, or Florida State ID Card; Students (21 years of age or younger) with a valid school or Palm Tran-issued ID; and Disabled individuals with a reduced-fare ID issued by Palm Tran, based on documented disability.

TD Trip Rates

To receive the funds from the TD Trust fund Palm Beach County must apply for the Trip and Equipment Grant. A requirement of this grant is to submit TD Trip Rates. Rates must be submitted utilizing the TD Commission's Rate Calculation Model and must be approved by the LCB. The purpose of the Rate Model is to capture the actual costs of the TD trips by factoring all the costs associated with the TD program. The following TD Trip Rates are the most current available for 2016-2017 derived from the TD Rate Model. The rate model worksheet is included as Appendix N.

TYPE OF SEVICE TO BE PROVIDED	**UNIT** (Vehicle Mile, Trip or Boarding Fee, etc.)	**COST PER UNIT $**
TD – Ambulatory	Per Trip	$33.11
TD – Wheelchair	Per Trip	$56.79
TD 31 – Day	Per Pass	$50.00
TD 1 – Day	Per Pass	$3.50

Quality Assurance

CTC Evaluation

In Palm Beach County, the Palm Beach Transportation Planning Agency (TPA) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427.0155, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- Americans with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

There was no CTC Evaluation in FY 2019.Below are the key findings and recommendations from the 2018 CTC Evaluation that was conducted February-May 2018:

Section	Key Findings	Recommendation
General Questions	The CTC's complaint process is thorough—those filing a complaint are notified when it is received, as well as again when it is resolved. Clients are able to communicate with the CTD if they are still not satisfied.	While a summary of complaints is currently provided to the LCB in a bar chart format, it is recommended that a brief written summary of the complaints received accompanies the chart. These can be provided as an item in the agenda backup.
	The CTC is interested in coordinating with Palm Tran and Tr-Rail to transfer riders from paratransit services, and increase	The CTC should hold a training to encourage a better understanding of how eligible riders can easily transfer

	the ridership of Palm Tran Public Transportation.	to the fixed route service from paratransit and to Tri-Rail.
	Paratransit riders are often unsure of how to use fixed-route services. The CTC offers a fixed-route guide for ADA-eligible riders and is trying to transition TD riders who are capable to ride fixed-route to do so.	The CTC should develop a video education program to inform riders on how to use fixed-route bus service. The program should be present on social media, on the website, and can play in the Connection waiting room.
Chapter 427.0155, F.S.	School buses are not currently being utilized in the coordinated system. Charter and private school students oftentimes rely on paratransit services to get to and from school.	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.
	The CTC uses IVR (Interactive Voice Recognition System) after hours to confirm or cancel trips that night prior to what is scheduled. This automated software helps the CTC keep track of whether trips for the next day are still on schedule as planned.	The CTC should continue utilizing IVR technology to confirm scheduled trips, and should use the technology to call the client when the ride is 15 minutes out from the pick-up locations.
	TD Service is not available on seven holidays throughout the year.	The TD holiday schedule follows the fixed-route schedule. The CTC should consider offering limited paratransit service on the seven holidays that fixed-route does not run.
	There is not currently an arrangement with the local WAGES coalition, CareerSource Palm Beach County.	The CTC should work cooperatively with Career Source Palm Beach County to provide clients with transportation services.
Local Standards	The CTC is currently meeting the following goals:	The CTC's Office of Performance Management should continue to evaluate current measurable goals and

	• Passenger no-show goal of ≤5% • Average age of entire fleet is 3 years, 2 months • At-fault accident goal of ≤1 per 100,000 miles traveled • Call hold time is less than three (3) minutes per call. The CTC is currently <u>not meeting</u> the following goals: • Increasing public transit ridership goal of 25% • On-time performance goal of 90% • Complaint ratio goal of ≤3 per 10,000 trips performed	develop a strategic plan to achieve their goals (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.
Passenger Surveys	During the months of March and April, staff of the LCB and TPA made 385 random telephone calls to riders who have used Palm Tran Connection since the first of 2018. A total of 95 survey responses were recorded. The average service rating by riders was 9.64 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied). This is an increase of .91 from the FY17 evaluation.	• Improve trip optimization • Improve/update GPS systems in vehicles • Provide a way that clients can know their driver's estimated time of arrival • Implement Fate Boxes so riders aren't required to carry exact change • Improve transfers between counties

Planning Agency Evaluation Process

In Palm Beach County, the Designated Official Planning Agency (DOPA) is the Palm Beach TPA. The TPA Board is made up of 21 members: 5 County Commissioners, 15 elected officials from 11 municipalities and 1 commissioner from the Port of Palm Beach. The TPA board appoints the TD LCB. While the LCB does not review the performance of the TPA, its input, suggestions, and requests are transmitted directly to the TPA Board for discussion and action.

APPENDICES

Appendix A – Memorandum of Agreement 56
Appendix B – Government Regulation and Funding Programs.....64
Appendix C – Organizational Charts 66
Appendix D – Inventory of Available Transportation Services 68
Appendix E – Map One – Seniors by Census Block 81
Appendix F – Map Two – Persons below Poverty Level and Transit Routes.....82
Appendix G – Map Three – Distribution of Minority Population by Census Block.....83
Appendix H – Goals, Objectives, Strategies, and Implementation Schedule 84
Appendix I – Bus Pass Program Guidelines.....88
Appendix J – Vehicle Inventory 92
Appendix K – System Safety and Security Procedure 104
Appendix L – No-Show and Late Cancellation Policy Review 108
Appendix M – Local Grievance Procedure 111
Appendix N – Rate Model Worksheet 118

Appendix A – Memorandum of Agreement

The July 1, 2017 through June 2022 Memorandum of Agreement is included below:

Contract # TD-1793

Effective: 7/1/17 to 6/30/2022

STATE OF FLORIDA
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED
MEMORANDUM OF AGREEMENT

R2017 0824

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Palm Beach County Board of County Commissioners, 50 South Military Trail, Suite 101, West Palm Beach, FL 33415 the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Palm Beach county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

I. The Coordinator Shall:

A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.

B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.

C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.

D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amounts(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

Rev. 04/02/2012

1

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.

2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.

3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.

4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.

5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.

3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.

4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.

G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.

H. Comply with Safety Requirements by:

1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and

2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.

I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of $200,000 for any one person and $300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of $I million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.

K. Protect Civil Rights by:

1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.

2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.

L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.

N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.

O. Comply with the following requirements concerning drivers and vehicles:

1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.

2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.

3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.

4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

P. Comply with other requirements as follows:

1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.

2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.

3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.

4. Provide shelter, security, and safety of passengers at vehicle transfer points.

5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.

6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.

7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.

8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.

9. Maintain or have access to a passenger/trip database on each rider being transported within the system.

10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.

11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.

B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.

B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.

C. Termination Conditions:

1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.

2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.

D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.

E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:
Mr. Chad Hockman,
50 South Military Trail, Suite 101, West Palm Beach, FL 33415

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on June 14, 2017.

_____
Coordinating Board Chairperson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

R2017 0824
JUN 20 2017

Community Transportation Coordinator:
Palm Beach County, by and through its
Board of County Commissioners, is the CTC

By: Paulette Burdick
Paulette Burdick, Mayor

Sharon R. Bock, Clerk & Comptroller
Palm Beach County

Deputy Clerk

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

Palm Beach County Attorney

STATE OF FLORIDA, COMMISSION FOR THE
TRANSPORTATION DISADVANTAGED:

Steven E Holmes
Printed Name of Authorized Individual

Steven E Holmes
Signature Executive Director

APPROVED AS TO TERMS AND CONDITIONS

Executive Director, PALM TRAN

Rev. 04/02/2012

8

Appendix B – Government Regulation and Funding Programs

Chapter 427, Florida Statutes

From 1974 through 1979, two agencies, the Department of Transportation (DOT) and the Department of Health and Rehabilitative Services (HRS), created an interagency agreement to begin coordination of transportation activities. By 1978, the Legislature was very much supportive of the concept of coordinated transportation. The Legislature created Chapter 427, Florida Statutes, in 1979. Created within the Florida Department of Transportation (FDOT) was a Coordinating Council who oversaw and reviewed what every state agency was doing and the TD funds expended in the area.

The CTD was created by the Florida Legislature in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. It was created as an independent agency located in the Department of Transportation for administrative and fiscal purposes. In all respects, the CTD operates independently with rule-making as well as budget authority and administers the Transportation Disadvantaged Trust Fund.

Florida Administrative Code 41-2

To implement the provisions of Chapter 427, Florida Statutes, a series of rules and regulations were developed and adopted in 1989. They were later amended and adopted again in 1992 and 1993 as per Rule 41-2, Florida Administrative Code. This code details the day-to-day requirements and responsibilities for activities mandated under Chapter 427, F.S.

Americans with Disabilities Act (ADA)

On July 26, 1990, Federal Civil Rights Legislation was signed into law. The Americans with Disabilities Act (ADA) of 1990 mandated equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. The ADA had a significant impact on the services transit offers, the way it conducts business and the equipment it uses. The requirements for transportation within the ADA are similar to the provisions of Chapter 427 and implement a proposed rule including requirements for providing paratransit services for disabled individuals.

Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities Program

Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310) is a Federal Program administered by FDOT. The purpose of the grant program is to assist non-profit agencies and Community Transportation Coordinators to purchase small buses or vans to transport their elderly and/or disabled clients. This grant program does not cover operating expenses. Capital costs associated with the purchase of vehicles are funded at 80% of costs by the 5310 Program, 10% by FDOT and the remaining 10% by the applicants that receive an award. This grant program is offered annually. Application deadlines are usually early in the calendar year. Activities previously eligible under the 5317 New Freedom program are now eligible under the 5310 program.

Section 5307: Urbanized Area Formula Program

The Urbanized Area Formula Funding program (Section 5307) is a Federal Program administered by FDOT. This program provides grants to Urbanized Areas (areas greater than 50,000 in population) for public transportation capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances. These funds constitute a core investment in the enhancement and revitalization of public transportation systems in the nation's urbanized areas, which depend on public transportation to improve mobility and reduce congestion.

Eligible Recipients

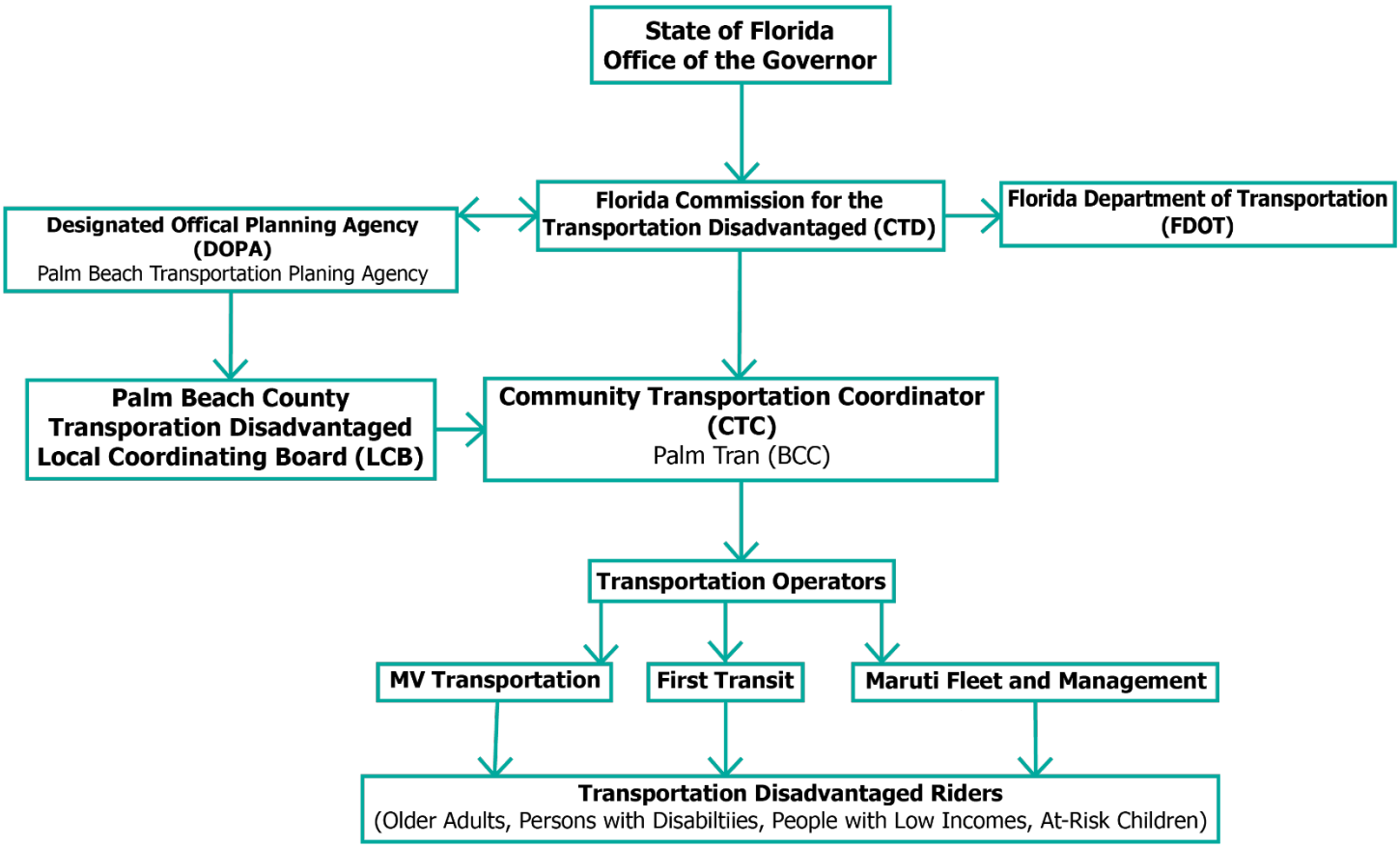
FTA apportions funds to designated recipients, which then sub-allocate funds to state and local governmental authorities, including public transportation providers.

Eligible Activities

- Capital projects
- Planning
- Operating costs in areas with fewer than 200,000 in population
- Operating costs, up to certain limits, for grantees in areas with populations greater than 200,000, and which operate a maximum of 100 buses in fixed-route service during peak hours (rail fixed guideway excluded)

The 5310 program will match up to 80% for capital assistance and 50% for operating assistance. The 5310 program will match 80% for Americans with Disabilities Act (ADA) non-fixed paratransit service using up to 10% of a recipient's apportionment.

Appendix C – Organizational Charts



Organizational Chart
Clinton B. Forbes
4/13/18
Mission: To provide access to opportunity for everyone; safely, efficiently and courteously.
Page1 - Revised 4/13/2018
PalmTran
Public Transportation
Cathy Lewis
Senior Manager of Human Resources
Organizational Development
Human Resources
Clinton B. Forbes
Executive Director
Palm Tran Service Board
(Vacant)
Administrative Secretary III
Christian Londono
Interim Manager of Performance Management
Performance Metrics
Quality Assurance
Christian Londono
Special Projects Coordinator
Sherrie Sharps
Fiscal Specialist III
Joseph Zito
Financial Analyst I
Operations Division
Sean K. Smith
Director of Operations
Fixed Route
Maintenance
Paratransit
Safety/Training/Compliance
Administrative Services Division
Michael Williams
Director of Administrative Services
Finance
Revenue
Procurement
Grants/DBE
Support Services Division
Charles D. Frazier
Director of Support Services / EEO Officer
Information Technology
Public Relations
Security
Facilities
Planning Division
Khaled Shammout
Director of Transit Planning
Planning
Scheduling
Bus Stops/Shelters
Strategic Planning
Data Analytics

Appendix D – Inventory of Available Transportation Services

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

Adventure Limousine Service Inc. 3301 NE 5 Ave Suite 720Miami, FL 33137 Mark E. Hirt, President (305) 944-5466 *www/adventurelimousine.com* **# of Vehicles -** 11	ATM Transportation Corporation 360 E Lake RoadPalm Springs, FL 33461 Molly Alfonso, President (561) 967-7590 **# of Vehicles -** 2	Advanced Luxury Limo, Inc. 20423 State Road 7 Suite F6-280Boca Raton, FL 33434 Betty Thompson, President (561) 451-2908 **# of Vehicles -** 5
Affordable Shuttle, LLC. 1517 NW Lake PointStuart, FL 34994 Kenneth Shamon, President (772) 692-3772 **# of Vehicles -** 2	Abe's Limousine Service Corp. 1707 Pierce DriveLake Worth, FL 33460 Ibrahim Zekry Boutros, President (561) 547-7773 *www.abeslimousineservice.com* **# of Vehicles -** 10	Airport Sedan & Limo Service, Inc. 2377 Caroma LaneWest Palm Beach, FL 33415 Taha Gharnit, President (561) 630-9996 *www.airportsedanandlimo.com* **# of Vehicles -** 2
Airport & Limo Service of The Palm Beaches, Inc. 312 SW 11th AveBoynton Beach, FL 33435 John Van De Warker, President (561) 243-8824 **# of Vehicles -** 6	Act One Limousine Inc. 18560 Ocean Mist DriveBoca Raton, FL 33498 Ofer Vered, President (561) 272-7027 **# of Vehicles -** 4	Ajay Transportation, Inc. 2440 SE Federal Hwy Suite 115Stuart, FL 34994 A. John Bettencourt, President (772) 286-2637 *www.cobblestonelimo.com* **# of Vehicles -** 7
Airport Executive Towncar Service, Inc. 2621 Exuma RoadWest Palm Beach, FL 33406 Dan Tischler, President (561) 966-6920 **# of Vehicles -** 2	Advantage Airport Limousine Service, Inc. 2925 NE 190th St Apt 304Aventura, FL 33179 Jorge O. Valencia, President (786) 493-5489 **# of Vehicles -** 2	All Points Transport Service , Inc. 5329 NW 107th AveCoral Springs, FL 33076 Stewart Goldberg, President (954) 698-0233 **# of Vehicles -** 2
Airport Sedan & Limo Service, Inc. 2377 Caroma LaneWest Palm Beach, FL 33415 Taha Gharnit, President (561) 630-9996 *www.airportsedanandlimo.com* **# of Vehicles -** 2	All Boca Car Service, Inc. 7431-34 W Atlantic Ave Suite 128Delray Beach, FL 33446 Harold Glen Mathews, Jr., President (561) 496-0248 **# of Vehicles -** 2	All Transport Service, Inc. 11101 Mandarin StreetBoca Raton, FL 33428 Munzad Alli Khan, President (561) 702-0373 **# of Vehicles -** 5
Ajay Transportation, Inc. 2440 SE Federal Hwy Suite 115Stuart, FL 34994 A. John Bettencourt, President (772) 286-2637 *www.cobblestonelimo.com* **# of Vehicles -** 7	All County Yellow Cab, L.L.C. 3700 Georgia Ave Suite 18West Palm Beach, FL 33405 Peter John, Manager (561) 721-9555 **# of Vehicles -** 4	Allenby Enterprises, Inc. 3155 N Palm Aire Drive #105Pompano Beach, FL 33436 Hazel A. Allenby, Vice President (877) 900-5787 **# of Vehicles -** 2
All Points Transport Service , Inc. 5329 NW 107th AveCoral Springs, FL 33076 Stewart Goldberg, President (954) 698-0233 **# of Vehicles -** 2	Andrew Limousine Service, Inc. 9110 Palomino DriveLake Worth, FL 33467 Jaime Toro, President (561) 433-8349 *www.andrewlimo.com* **# of Vehicles -** 2	Alpine Limousine, Inc. 205 N Dixie HwyHallandale, FL 33009 Lukasz Sadowski, President (954) 455-7300 **# of Vehicles -** 3

Aloha Limousines, Inc. 2725 Willow LaneLauderdale Lakes, FL 33311 Cynthia Sewell, President (954) 535-0999 **# of Vehicles -** 3	Aristy Enterprises, Inc. 10743 Lake Oak WayBoca Raton, FL 33498 1512 Charles Aristy, President (561) 218-1887 **# of Vehicles -** 18	Always Available Service, Inc. 4737 N Ocean Blvd #215 Lauderdale-By-The-Sea, FL 33308 Richard Weimer, President (954) 815-1093 **# of Vehicles -** 2
Always on Time Car Service, Inc. 9353-A Boca Gardens PkwyBoca Raton, FL 33496 Theodore Hecht, President (561) 218-0420 **# of Vehicles -** 3	At Your Service Transportation Inc. 11212 180th Court SBoca Raton, FL 33498 Melvin Posner, Owner (561) 488-9963 *www.aystransport.com* **# of Vehicles -** 5	An Ultimate Limousine & Transportation Inc. P. O. Box 7765Jupiter, FL 33458 Donald White, Jr., President (561) 575-7353 **# of Vehicles -** 8
American Cab/Limo/ Airport Services Corp. P.O. Box 7163West Palm Beach, FL 33405 Joseph Yves Cius, President (561) 721-2222 **# of Vehicles -** 4	Avanti Limousine Service, LLC 5425 N Dixie Hwy #ABoca Raton, FL 33436 Marguerite Sibley, Managing Member (561) 241-9955 *www.avantilimousine.com* **# of Vehicles -** 6	Angel's Inc. W.P.B 6049 Country Estate DriveLake Worth, FL 33467 Joanne Berchielli, President (561) 704-9893 **# of Vehicles -** 3
Around the Clock Airport & Seaport Shuttle Inc. 6719 SE Yorktown DriveHobe Sound, FL 33455 Walter A. Braider, President (772) 336-2266 **# of Vehicles -** 3	Bernie's Car Service 21648 Cypress Road No 13DBoca Raton, FL 33433 Bernard Packman, Owner (561) 470-5310 # of Vehicles - 2	Around Town Limousine Service, Inc. 13086 86 Road NWest Palm Beach, FL 33412 David Spring, President (561) 422-3966 **# of Vehicles -** 2
At Your Service Town Cars, Inc. 9844A Boca Gardens Circle NBoca Raton, FL 33496 Kenneth Baumgarten, President (561) 756-0714 **# of Vehicles -** 2	Best Shuttle Service 512 SE Tanner AvePort St. Lucie, FL 34984 Robert Levine, Owner (772) 240-9748 # of Vehicles - 2	Aventura Limousine & Transporation Service, Inc. 20251 NE 15th CourtNorth Miami Beach, FL 33179 Neil M. Goodman, President (305) 770-5466 *www.aventuralimo.com* **# of Vehicles -** 31
Athens Limousine Services, L.C. 7531 High Ridge RoadBoynton Beach, FL 33426 Kelton H. Cuevas, President (561) 585-8014 **# of Vehicles -** 3	Big Apple Limousine Service, Inc. 2691 S Course Drive Apt 202Pompano Beach, FL 33069 William Wheeler, President (954) 956-8157 # of Vehicles - 2	B & B Limo Services, Inc. 3553 Wiles Road #303Coconut Creek, FL 33442 Djalma Boechat, Jr., President (754) 264-2185 **# of Vehicles -** 3
Atlantic/Palm Beach Ambulance Inc. 1105 Barnett Drive Suite DLake Worth, FL 33461 William A. Sanger, President (561) 533-5633 **# of Vehicles -** 20	Black Diamond Transportation Services, Inc. P. O. Box 23471Fort Lauderdale, FL 33444 Scott Middleman, President (800) 685-4789 *WWW.BLACKDIAMOND.ORG* # of Vehicles - 10	Beacon Transportation 2604 Wabash DriveNorth Palm Beach, FL 33410 Christine Black, President (561) 248-5241 *beaconairporttransportation.com* **# of Vehicles -** 3

Avanti Limousine Service, Inc. 5425 N Dixie HwyBoca Raton, FL 33487 John Sibley, President (561) 241-9955 *www.avantilimousine.com* **# of Vehicles -** 5	Black and White Cab/Transportation, Inc. P. O. Box 2061West Palm Beach, FL 33407 Joe JR Desilien, Vice-President () - **# of Vehicles -** 2	Bellwood LLC 38 S Federal Hwy Suite 10Dania Beach, FL 33004 Fabian Beltran, Limited Partner (954) 391-8277 *www.bellwoodlimos.com* **# of Vehicles -** 3
BGD Miami, Inc. 3085 NE 183rd LaneAventura, FL 33009 Srdjan Kostic, President (954) 536-5522 *www.Limofino.com* **# of Vehicles -** 3	Blue Chip Corporate Transportation, Inc. 2107 Bellcrest CourtRoyal Palm Beach, FL 33411 John Donovan, President (561) 575-1450 **# of Vehicles -** 2	Big Apple Airport Car Service 4136 Gulfstream RoadLake Worth, FL 33461 Timothy Wielonski, Owner (561) 866-8434 **# of Vehicles -** 6
Beauty of the Creation Taxi 5094 NW 6th CourtDelray Beach, FL 33445 Gheteau Charles, Owner (561) 396-3734 **# of Vehicles -** 2	Boca Raton Transportation, Inc. 1450 NW 1st AveBoca Raton, FL 33432 P. Rodney Cunningham, Owner (561) 368-8333 *www.bocatrans.com* **# of Vehicles -** 44	Black Cab Express Inc. 4272 S Landar DriveLake Worth, FL 33405 Youssef Lotfi, President (561) 317-1000 **# of Vehicles -** 2
Benevento Enterprise, Inc. 2480 Little Rock CourtWellington, FL 33414 Ernesto Benevento, President (561) 792-3500 *www.flalimo4u.com* **# of Vehicles -** 2	Bomar Enterprises, Inc. 10097 Cleary Blvd No 233Fort Lauderdale, FL 33324 Robert J. Boroday, President (954) 771-5466 **# of Vehicles -** 32	Black Jack Limousine Service Inc. 11476 Seagrass CircleBoca Raton, FL 33498 Antonio Giannoccoli, President (561) 852-2345 **# of Vehicles -** 4
Blair Limousine Service, Inc. 1730 S Federal Hwy Suite 257Delray Beach, FL 33433 Gary W. Blair, President (561) 391-9740 *www.blairlimo.com* **# of Vehicles -** 5	Brazilian Limousine Service 114 Lismore LaneJupiter, FL 33458 Ron Tabibian, Owner (561) 684-1512 **# of Vehicles -** 3	Car Service Plus Inc. 529 NW 87th TerrCoral Springs, FL 33071 Stephen Fein, President (954) 346-7515 **# of Vehicles -** 2
Blue Star Taxi Service, Inc. 1538 Avenue ERiviera Beach, FL 33407 Provert Pierre, President (561) 844-7366 *www.bluestartaxiservice.com* **# of Vehicles -** 3	Classic VIP Limousine, Inc. 10 Starfish DriveVero Beach, FL 32960 Ray VanWagenen, President (772) 778-7590 *classicvip.com* **# of Vehicles -** 12	Carey Limousine Florida, Inc. 4595 Oakes RoadDavie, FL 33314 Gary Kessler, President (305) 892-5829 *www.ecarey.com* **# of Vehicles -** 36
Boyce Trans, Inc. 102 NW Spanish River BlvdBoca Raton, FL 33431 Rick Versace, President (561) 391-4762 *www.A1ALimo.com* **# of Vehicles -** 21	Coastline Transportation, Inc. P. O. Box 814087Hollywood, FL 33021 Daniel Richardson, President (954) 981-9010 *www.coastlinetransport.com* **# of Vehicles -** 3	Champion Airport Transportation, Inc. 20894 Springs TerrBoca Raton, FL 33428 John C. Vareles, President (561) 451-1248 **# of Vehicles -** 2

Broward Limousine & Airport Service, Inc. 7342 NW 5th StPlantation, FL 33317 Abilio Pimenta, President (954) 791-3000 *www.browardlimo.com* **# of Vehicles -** 13	Coral Limousine 169 NW 44th St #44Fort Lauderdale, FL 33309 Timothy Reilly, Owner (954) 261-0017 *www.corallimousine.net* **# of Vehicles -** 2	Clif's Limousine & Sedan Service 188 Bilbao StRoyal Palm Beach, FL 33411 Clifton Sabar, Owner (561) 506-3104 **# of Vehicles -** 2
CK Transportation Services, Inc 1400 SW 27th Ave No A1Boynton Beach, FL 33426 Georges Bassil, President (561) 543-2878 **# of Vehicles -** 3	Courteous Car Service 3520 Avenue FRiviera Beach, FL 33404 Otis Jones, Owner (877) 888-9736 **# of Vehicles -** 3	Condo Limousines & Airport Services 1331 S Dixie Hwy W Unit 1A Pompano Beach, FL 33060 Eli Sofro, President (561) 391-1213 *www.broadwaylimos.net* **# of Vehicles -** 4
Choice Cab Service, Inc. 3700 Georgia Ave #8West Palm Beach, FL 33405 Al Jones, President (561) 201-7726 *www.choicecabwpb.com* **# of Vehicles -** 3	Cris Transportation Services, LLC 5370 State Road 84 Bay #1Davie, FL 33314 Maria Rodriguez, Manager (954) 791-8077 *www.cristransport.com* **# of Vehicles -** 14	Corporate Coaches, Inc. P.O. Box 17825Plantation, FL 33028 Andrew Bardar, President (305) 371-6088 *www.corporatecoachesfla.com* **# of Vehicles -** 20
Classic Cab and Limo Service 5447 Edgerton AveLake Worth, FL 33405 Milien Similien, Owner (561) 650-1188 **# of Vehicles -** 7	D & H Limousine, Inc. 19411 Gulfstream DriveTequesta, FL 33469 Deborah Neuhaus, President (561) 741-1122 **# of Vehicles -** 2	Davcar, LLC 528 N Palm WayLake Worth, FL 33463 David Jampel, Owner (561) 385-0861 **# of Vehicles -** 3
County Limousine Service, Inc. 1375 S Military TrailWest Palm Beach, FL 33415 Robert C. Fair, President (561) 968-6300 **# of Vehicles -** 5	Deja Vu Limousines, Inc. 632 Las Palmas ParkBoynton Beach, FL 33435 Marilyn Cain, President (561) 737-7777 **# of Vehicles -** 3	Delbert W. Blan 4616 Palm Beach Canal Road West Palm Beach, FL 33415 Delbert Blan, Owner (561) 662-9401 **# of Vehicles -** 2
Crown Transportation and Limousine, Inc. 2127 SW 176th TerrMiramar, FL 33029 Saed Mattar, President (954) 347-5504 **# of Vehicles -** 3	Diamond Limousine of Vero Beach, Inc. 636 20th AveVero Beach, FL 32962 Bonnie Mintzer, President (772) 569-8896 **# of Vehicles -** 12	Deluxe Limousine & Transportation, Inc. 13380 83rd Lane NRiviera Beach, FL 33412 Raymond Hernandez, President (561) 340-9487 *www.deluxelimousineonline.com* **# of Vehicles -** 4
D & J Transportation, Inc. 4748 NW 6th AvenuePompano Beach, FL 33064 Michael Shendell, President (954) 783-9739 *www.dj-transportation.com* **# of Vehicles -** 4	Dignitary Services LLC 3395 Pony RunWellington, FL 33467 Donald E. McCuaig, General Partner (561) 422-8880 *www.dignitaryservices.net* **# of Vehicles -** 4	Diamond Car Services 2530 Havenwood RoadWest Palm Beach, FL 33415 Carlos Padron, Owner (561) 574-7149 **# of Vehicles -** 4

DAV EL of Palm Beach, Inc. 1650 N Military TrailWest Palm Beach, FL 33462 Scott Solombrino, President (561) 687-9454 *www.davel.com* **# of Vehicles -** 30	E & G Limousine, Inc. 3960 NW 1st PlaceDeerfield Beach, FL 33442 George Buono, President (954) 428-9151 **# of Vehicles -** 4	Eagle Marsh Luxury Limousine L.L.C. 3869 NW Royal Oak DriveJensen Beach, FL 34957 Paul Howley, President (772) 692-3322 *www.eaglemarshluxurylimousine.com* **# of Vehicles -** 4
David's Limousine Service P. O. Box 4333Tequesta, FL 33477 David R. Schott, Owner (561) 747-0900 *www.davidslimo.com* **# of Vehicles -** 2	EGI, L.L.C. 185 Citrus Trail CircleBoynton Beach, FL 33410 Reijo Palo, President (561) 368-0721 *www.callmydriver.com* **# of Vehicles -** 4	East Coast Taxi LLC 1616 N Florida Mango Road A-3West Palm Beach, FL 33405 Alan Valencia, Manager (561) 687-5454 **# of Vehicles -** 12
Discover Taxi, LLC 207 SE 4th AveDelray Beach, FL 33405 Fenol St. Louis, President (561) 441-5086 **# of Vehicles -** 3	Encore Travel/Transportation Corp. 9260 Cove Point CircleBoynton Beach, FL 33437 Dennis C. Leahy, President (561) 733-7755 **# of Vehicles -** 2	Elegant Airport Shuttle and Private Services, LLC 243 SW Marathon AvePort St. Lucie, FL 34953 Patricia Russo, President (772) 785-6395 **# of Vehicles -** 2
E & R Transportation, Inc. 327 Sandtree DrivePalm Beach Gardens, FL 33410 Rezwanul Ahmed, President (561) 584-4128 **# of Vehicles -** 11	Executive Express Limousines, Inc. 1223 SW 5th CourtFort Lauderdale, FL 33312 David A. Marshall, President (954) 410-6946 **# of Vehicles -** 5	Elite Transport Services, Inc. 1639 New Haven Point LaneWest Palm Beach, FL 33411 Joseph Avella, Owner (561) 856-6177 **# of Vehicles -** 5
East Coast Limousine Service Inc. 3255 SE 6th AveFort Lauderdale, FL 33316 Mehdi Pourpaki, President (954) 524-2555 *www.eastcoastlimo.com* **# of Vehicles -** 3	Express Taxi & Limousine, Inc. 964 Service StWest Palm Beach, FL 33407 David Odias, President (561) 689-9999 **# of Vehicles -** 10	Enock Fednas No No Taxi 9280 SW 61st Way #BBoca Raton, FL 33428 Enock Fednas, Owner (561) 477-5954 **# of Vehicles -** 3
First Choice Limousine 137 Burgundy CDelray Beach, FL 33484 Harold Hechtman, Owner (561) 573-8138 **# of Vehicles -** 2	Finesse Limousine, Inc. 2684 NW 69th AvenueMargate, FL 33063 Richard Luiz, President (954) 341-1400 *www.finesselimousine.com* **# of Vehicles -** 3	FAB Services, Inc. 116 Bellezza TerrRoyal Palm Beach, FL 33411 Jennifer Broglio, President (561) 790-8899 **# of Vehicles -** 3
Flag Star Taxi 245 NE 6th AveBoynton Beach, FL 33405 Marcelin Augustin, Owner (561) 436-0207 **# of Vehicles -** 2	Finest Transportation Inc. 22252 Ensenada WayBoca Raton, FL 33433 Thomas Megale, President (561) 477-6222 **# of Vehicles -** 4	G.T.C. & Associates of Boca, Inc. 9232 Pecky Cypress Lane Apt 2-JBoca Raton, FL 33428 Gary C. Corpas, President (561) 715-2241 *www.myspace.com/royalcoachman01* **# of Vehicles -** 2
Florida Mentor 1285 Flamingo DriveLantana, FL 33460 Walter Kuethman, Director (561) 533-0555 *www.thementornetwork.com* **# of Vehicles -** 3	Gluck Enterprises LLC 804 S Military TrailDeerfield Beach, FL 33442 Robert Gluck, President (954) 227-6666 *www.absolute-limousines.com* **# of Vehicles -** 7	Gayle's Transportation, Inc. 1795 Pierce DriveLake Worth, FL 33407 Hazel Gayle, President (561) 540-5483 **# of Vehicles -** 4

Ft Lauderdale VIP Limo, Co 1965 S Ocean Drive #6Hallandale, FL 33009 Aldo Zambrano, President (954) 462-8245 *www.fortlauderdaleviplimo.com* **# of Vehicles -** 12	Gold Coast Limousines, Inc. P. O. Box 0995Hobe Sound, FL 33455 Elizabeth A. Frederick, President (561) 689-7117 *www.gclimos.com* **# of Vehicles -** 2	Ghatit Enterprise, Inc. 1220 Tangelo Terr Bay 13/14Delray Beach, FL 33444 Ramze Ghatit, President (954) 821-5098 *www.rctlimo.com* **# of Vehicles -** 9
Gardens Transportation, Inc. P.O. Box 30932Palm Beach Gardens, FL 33410 Rosnel Cenord, President (561) 346-2010 **# of Vehicles -** 15	Golden Cab Corporation 2525 Old Okeechobee Road Suite #1West Palm Beach, FL 33405 Jose J. Hernandez, President (561) 588-8988 *www.GoldenCabtaxi.com* **# of Vehicles -** 33	God's Chariots Transportation Service, Inc. 282 SE Grove AvePort St. Lucie, FL 34983 Robert J. Gramm, Sr., Owner (772) 344-1298 **# of Vehicles -** 5
Gasolinera Inc. 7251 W Palmetto Park Road Suite 303Boca Raton, FL 33433 Rebekah Urbina, President (561) 278-8000 *www.apollo transportation.com* **# of Vehicles -** 7	Guatemex Taxi 4050 Vicliff RoadWest Palm Beach, FL 33406 Izabel Francisco, Owner (561) 633-0549 **# of Vehicles -** 5	Horizon Medical Services, Inc. 160 Congress Park Drive Suite 111Delray Beach, FL 33445 Araceli K. Boutia, President (561) 750-6620 *www.horizontransportservices.com* **# of Vehicles -** 6
Gorge Cab Transportation 2682 Oklahoma StWest Palm Beach, FL 33406 Jorge C. Carmenate, Owner (561) 856-4451 **# of Vehicles -** 2	H & S Personal Car Service, Inc. 6336 Shinnecock LaneLake Worth, FL 33463 Sheryl Berkowitz, President (561) 432-3000 *handspcs.com* **# of Vehicles -** 6	J & J Car & Taxi, Inc. 6744 Duval AveWest Palm Beach, FL 33411 John Johnston, President (561) 641-2424 **# of Vehicles -** 16
Hobart Limousine Service 2110 Everglades DriveMiramar, FL 33023 Errol Robinson, President (954) 964-7555 *www.hobartlimo.com* **# of Vehicles -** 2	Hillman Limousine Inc. P.O.Box 970513Miami, FL 33177 Hillman Brown, President (305) 251-1413 *www.hillmanlimousine.com* **# of Vehicles -** 3	Jose's Taxi Service LLC 4321 Viola DriveLake Worth, FL 33463 Jose A. Arroyo, Manager (561) 503-9894 **# of Vehicles -** 4
Hop Palm LLC 222 Clematis St #204West Palm Beach, FL 33401 Michelle Drysdale, President (561) 512-6376 *www.hopcities.com* **# of Vehicles -** 2	Infinity Transportation, Inc. 1625 SW 1st Way C1Deerfield Beach, FL 33331 David Hine, President (954) 252-5466 *www.infinity-transportation.com* **# of Vehicles -** 7	I nternational Limo of South Florida Inc. 2300 SW 56 TerrHollywood, FL 33023 Jean A. DiManche, President (954) 983-1292 *www.intlimoofsouthfla.com* **# of Vehicles -** 7
JFC Corporation P. O. Box 15331West Palm Beach, FL 33417 5331 Kevin W. Costanzo, President (561) 478-2282 **# of Vehicles -** 7	Imperial Transportation P.B.C., Inc. 3114 45th St Suite #10West Palm Beach, FL 33407 Lucius Smith, President (561) 689-3663 *www.imperialtaxi.com* **# of Vehicles -** 28	KMC Executive Sedan Service 17060-8 Emile StreetBoca Raton, FL 33487 Kenneth Cohen, Owner (561) 994-6121 **# of Vehicles -** 2

JPA Airport & Limousine Service Inc. 700 SW 1st CourtBoynton Beach, FL 33426 Patrick Juste, President (561) 572-5466 **# of Vehicles -** 3	JBS Limousine Inc. 10690 Santa Laguna DriveBoca Raton, FL 33428 Richard Apfelbaum, President (561) 470-3300 *www.jbslimousine.com* **# of Vehicles -** 4	LaCoquille Villas, Inc. 100 Evans LaneManalapan, FL 33462 John Morgan, Vice-President (561) 586-4811 **# of Vehicles -** 2
Jessy's Limousines, Corp. 5495 NW 79th AveDoral, FL 33166 Kirenia Lopez, President (305) 640-9696 *www.jessyslimo.com* **# of Vehicles -** 2	Jazz Limousine Service 305 Berenger WalkRoyal Palm Beach, FL 33414 Gaynor Runcie, Owner (561) 795-3411 **# of Vehicles -** 3	Lago-Mar Motel 317 N Federal HwyLake Worth, FL 33460 Marivsz Baran, Owner (561) 722-0890 **# of Vehicles -** 7
Jim Diamond, Inc. P. O. Box 694Hobe Sound, FL 33455 Suzanne Diamond Martin, President (772) 546-3471 **# of Vehicles -** 5	Jesus Taxi 2551 Sundown LaneLantana, FL 33462 Jesus Gaitan, Owner (561) 667-2815 **# of Vehicles -** 3	Limoway.com, Inc. 300 S Pine Island Road #254Plantation, FL 33324 Karl Jones, President (954) 475-1590 *http://www.limoway.com* **# of Vehicles -** 5
John's Car Service, LLC 8608 SE 17th StDavie, FL 33324 5104 John M. Steele, President (954) 303-8747 *www.johnscarservice.com* **# of Vehicles -** 3	Joseph's Luxury Transportation Services 2419 NE 10th StHallandale, FL 33009 Yousuf Alsuwaidi, President (954) 647-8172 **# of Vehicles -** 2	Mat Gar's Four Seasons Limo, Inc. 3797 NW 79th AveCoral Springs, FL 33445 Manuel A. Recart, President (954) 344-9111 **# of Vehicles -** 5
King Cab Inc. 3700 Georgia Ave #3West Palm Beach, FL 33405 Adolphe Ridore, President () - **# of Vehicles -** 10	Jupiter Town Car, Inc. 13833 Wellington TraceWellington, FL 33414 Dennis Reilly, Director (561) 748-2100 **# of Vehicles -** 3	Med Aide Services Inc. 835 37th StWest Palm Beach, FL 33407 4001 Merlyn P. Roberts, President (561) 845-6006 **# of Vehicles -** 6
Koby's Transpotours, Inc. 5937 Ravenswood Road H-17Dania, FL 33312 Koby Berger, President (954) 445-6601 **# of Vehicles -** 2	K.T.'S Car Service 1104 Pine Tree DriveLantana, FL 33462 Kevin Thompson, Owner (561) 324-0619 **# of Vehicles -** 2	Mike's Transportation 5191 Casa Real DriveDelray Beach, FL 33484 4918 Michael Fischel, Owner (561) 498-1048 **# of Vehicles -** 2
L.M.C.A., Inc. 4416 Areca Palm DriveFort Pierce, FL 34982 Lois J Duncan, President (800) 386-5622 **# of Vehicles -** 4	Key Transportation Service Corp. 199 NW 79th StreetMiami, FL 33150 Orlie Jedwab, President (305) 751-5005 *www.key-transportation.com* **# of Vehicles -** 6	Mizner Limousine Inc. 254 NW 6th AveBoca Raton, FL 33433 Marcelo Tonetti, President (561) 391-0917 **# of Vehicles -** 3
LX Transportation & Home Care, Inc. 5345 NW 93rd TerrSunrise, FL 33433 Patrick Gabbidon, President (800) 427-0419 **# of Vehicles -** 2	Klassy Koach Limousine, Inc. 11767 W Rambling DriveWest Palm Beach, FL 33409 Steve M. Hall, President (561) 688-1111 *WWW.KlassyKoach.com* **# of Vehicles -** 7	Palm Beach Limo 1 P. O. Box 7287West Palm Beach, FL 33409 Robert Simeon, Owner (561) 429-8868 **# of Vehicles -** 2

Lanny Levin 15216 Lakes of Delray Blvd Apt 126Delray Beach, FL 33484 Lanny Levin, Owner (561) 498-1035 **# of Vehicles -** 2	L & W Limousine, Inc. 5074 Marina CircleBoca Raton, FL 33446 Lisa Ann Sayles, President (866) 647-5466 **# of Vehicles -** 4	Palm Beach Transportation Group, LLC 1700 N Florida Mango RoadWest Palm Beach, FL 33409 Cullan F. Meathe, President (561) 689-4222 **# of Vehicles -** 221
Luxury Limousine of Palm Beach, Inc. 4113 Cedar AvePalm Beach Gardens, FL 33410 Paul Antonelli, Jr., President (561) 622-5566 *WWW.LUXURYLIMO.NET* **# of Vehicles -** 3	LCI Limo Services, LLC 7132 Mariana CourtBoca Raton, FL 33433 Carolina Salgado, General Partner (305) 577-8866 *www.lci-limoservices.com* **# of Vehicles -** 2	Palm Beach Tours & Transportation, Inc. 5900 Georgia AveWest Palm Beach, FL 33405 John Critchett, President (561) 655-5515 *www.pbtt.com* **# of Vehicles -** 17
M & M Airport & Car Svc. 11499 Orange Blossom Lane Boca Raton, FL 33428 Barbara Proctor, President (561) 488-6014 **# of Vehicles -** 4	La Limousines Chauffered Service, Inc. 11415 E Golf DriveMiami, FL 33167 Lee Morgan, President (305) 685-5006 *www.lalimomiami.com* **# of Vehicles -** 2	Preferred Limousine 635 32nd TerrVero Beach, FL 32968 Robert Glennon, Owner (772) 778-2000 **# of Vehicles -** 3
MGSJ, Inc. P.O. Box 2158Palm Beach, FL 33401 William Groth, President (561) 832-1858 **# of Vehicles -** 6	Liberty Limousine Service Inc P O Box 4334Vero Beach, FL 32962 Helen Siguenza, President (772) 473-1555 *www.verobeachlimo.com* **# of Vehicles -** 3	Prestige Transportation of Palm Beach 11284 Edgewater CircleWellington, FL 33414 Heriberto Espinetti, Owner (561) 667-9120 *www.prestigetransprotationonline.com* **# of Vehicles -** 8
Manalapan Trust Group 211 E Sunrise Ave #1Lantana, FL 33462 4116 Paul Beauchamp, President (561) 547-1904 *www.limocall.net* **# of Vehicles -** 4	Limo 1 of Weston, Inc. P. O. Box 266528Weston, FL 33326 Alicia Matthes, President (954) 384-0966 **# of Vehicles -** 8	ProMed Transportation Corporation 3900 Woodlake Blvd #211Greenacres, FL 33463 Lucy Modric, President (561) 649-1611 **# of Vehicles -** 11
McKinlay Enterprise, Inc. 3900 SW 186th TerrMiramar, FL 33029 Andrew D. Wilkinson, President (954) 756-5401 *www.mckinlay.us.com* **# of Vehicles -** 2	Lisa Leblanc Enterprises Inc. 14193 83rd Lane NLoxahatchee, FL 33470 Lisa Tobener, President (561) 790-7321 *www.leblanclimo.com* **# of Vehicles -** 5	R T Funding Corp. 5341 W Atlantic Ave #303Delray Beach, FL 33484 Neil Tygar, President (561) 455-0260 **# of Vehicles -** 2
Medics Transport Services Inc. 2620 Forest Hill BlvdPalm Springs, FL 33406 Andrew Cohen, President (561) 964-0098 *www.medicsambulance.com* **# of Vehicles -** 3	Luxamar, Inc. 2571 Aragon Blvd Apt 412Sunrise, FL 33322 Luis Marin, President (754) 264-2215 **# of Vehicles -** 2	Sea-Air Limo Service, Inc. 4613 N University Drive #168Coral Springs, FL 33067 Linda Toemmes, President (954) 755-7751 *www.familycarservice.com* **# of Vehicles -** 3
My Chauffeur, Inc. 1302 N K StLake Worth, FL 33460 Gary Searles, President (561) 588-8989 **# of Vehicles -** 3	Luxury Transportation Services, Inc. 104 Rosewood LaneGreenacres, FL 33463 Juan C. Cordoba, President (561) 577-4547 **# of Vehicles -** 3	Skylar II Company P. O. Box 1275Lake Worth, FL 33460 Barbara Boutros, President (561) 547-1011 *www.skylarlimo.com* **# of Vehicles -** 4

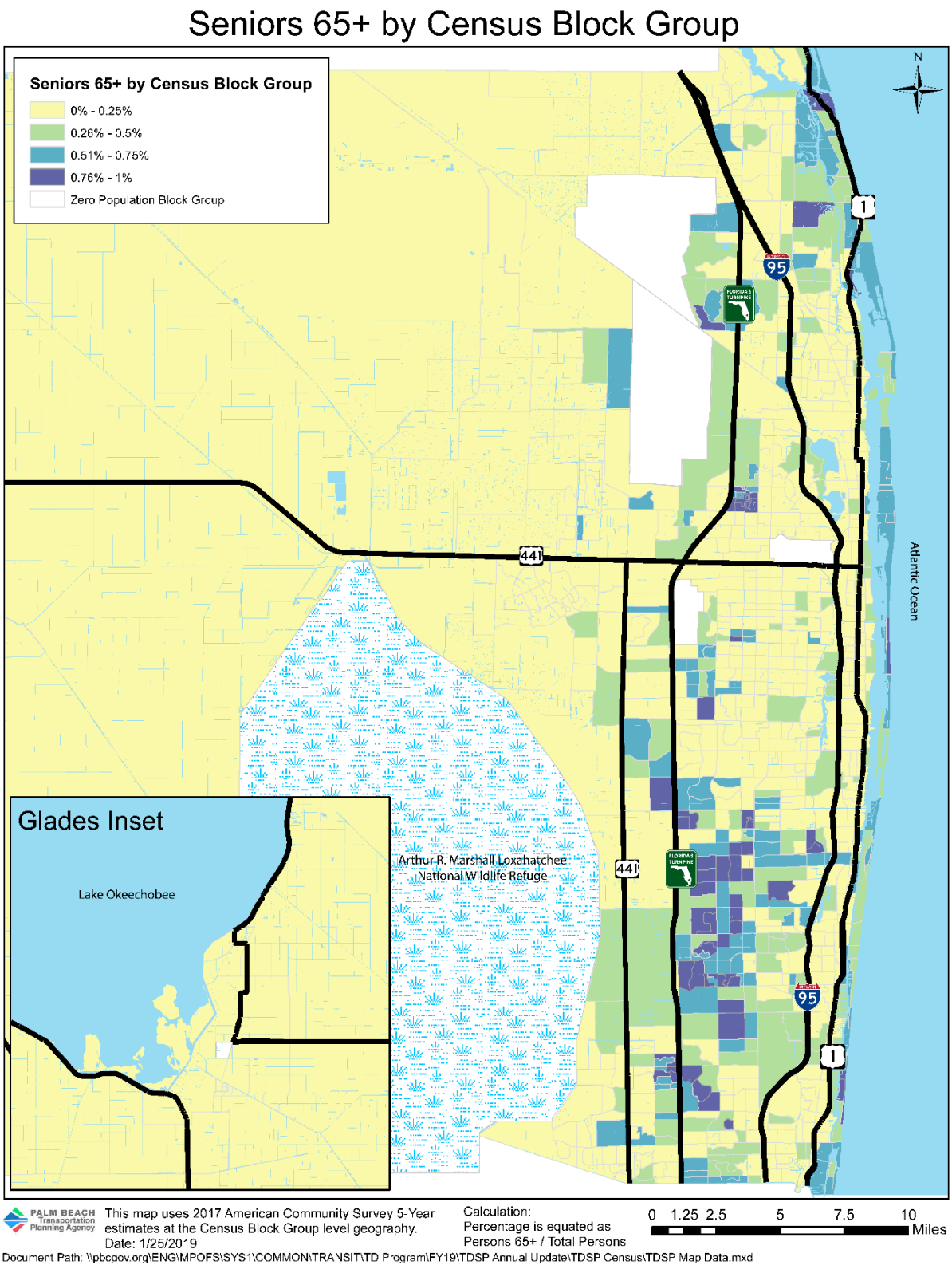
N-MET, INC. 3700 Georgia Ave # 9West Palm Beach, FL 33405 James B. Keith, President (561) 791-7390 **# of Vehicles -** 7	M&R Limousine 22186 Clock Tower WayBoca Raton, FL 33428 Mark Tetelboim, Owner (561) 756-3303 **# of Vehicles -** 5	Sarria Airport Services, Inc 5716 NW 46th DriveCoral Springs, FL 33067 Alejandro Sarria, President (954) 383-6552 *www.limo-florida.com* **# of Vehicles -** 6
NMB Enterprises, Inc. 18431 44th Place NLoxahatchee, FL 33470 Nazir Mohammed, President (561) 383-6158 **# of Vehicles -** 3	Michael's Car Service, Inc. 1846 Ramsey DriveLake Worth, FL 33463 Michael Mastroppolito, Owner (561) 582-3680 **# of Vehicles -** 4	Signature Limousine Services of the Palm Beaches 3361 Belvedere Road Suite 00West Palm Beach, FL 33406 Salvatore M. Ruggiero, President (561) 683-1114 **# of Vehicles -** 3
NYC Limousine & Transportation LLC 19403 SW 68th StPembroke Pines, FL 33332 Nilo Villamar, President (954) 434-7003 *www.nyclimousinellc.com* **# of Vehicles -** 3	Millenium Limo, Inc. 4231 Derby DriveDavie, FL 33330 Arnaldo Ricciulli, President (800) 808-2062 *www.milleniumlimo.com* **# of Vehicles -** 10	Smooth Ride Inc. 818 SE 10 AveDeerfield Beach, FL 33442 Peter Califano, President (954) 596-2344 *www.letsgolimo.com* **# of Vehicles -** 3
New World Taxi Service LLC P.O. Box 8611West Palm Beach, FL 33407 Artil Merilien, President (561) 833-5515 **# of Vehicles -** 3	My Chauffeur.Biz, Inc. 8038 Stirrup Cay CourtBoynton Beach, FL 33436 John D'Ambrosio, President (561) 441-7252 *www.mychauffeur.biz* **# of Vehicles -** 2	Sol Greenberg Transportation & Travel 8076 Sweetbriar WayBoca Raton, FL 33496 Sol Greenberg, Owner (561) 482-2955 **# of Vehicles -** 2
Niclimo 730 Malibu Bay Drive #306West Palm Beach, FL 33406 Abida Abdelhak, Owner (561) 853-4679 **# of Vehicles -** 2	My Starlite Limousine Corp. 6551 Chasewood N Drive #CJupiter, FL 33458 Haci Kaygun, Owner (561) 744-7562 *www.mystarlitelimo.com* **# of Vehicles -** 2	Statewide Dispatch, Inc. 6001 Georgia Ave Unit B West Palm Beach, FL 33405 Rodolfo Gonzalez, President (561) 588-8888 **# of Vehicles -** 23
Palm Tree Limo Service, Inc. 151-54 SW 37th StDavie, FL 33331 Keith White, President (954) 217-4009 **# of Vehicles -** 4	N & T Shuttle Service, LLC 1561 Roy DriveWest Palm Beach, FL 33415 Chaivat Mata, President (561) 641-6285 **# of Vehicles -** 4	Super Flag Taxi Company 924 26th StWest Palm Beach, FL 33407 Rosemond Elcine, Owner (561) 838-5515 **# of Vehicles -** 6
Paul Transportation Cab Taxi 757 Venetian Circle #304Lake Park, FL 33407 Rosette Rosmer, Owner (561) 689-9999 **# of Vehicles -** 2	NP Yellow Cab 1860 Old Okeechobee Road Suite 511West Palm Beach, FL 33409 Nathalien Narcisse, President (561) 514-0206 **# of Vehicles -** 4	Superior Transportation 622 SW 78th AvenueMiami, FL 33144 Rodrigo Santana, President (305) 267-3822 **# of Vehicles -** 3
Personal Limousine Service of Boca Raton, Inc. 199 NW 28th St Bay 12Boca Raton, FL 33431 Jerry Goldman, President (561) 392-8868 *www.personallimo.com* **# of Vehicles -** 22	Nelson Cab 2964 Kirk RoadLake Worth, FL 33461 Nelson Acevedo, Owner (561) 432-1111 **# of Vehicles -** 4	TCT Services Inc. 9007 Gardens Glen Circle Palm Beach Gardens, FL 33410 Ernest Ganz, President (561) 776-0076 *www.northcountytransprotation.net* **# of Vehicles -** 9

Peter Deutsch Car Service 3310 S Ocean Blvd #527Highland Beach, FL 33487 Peter Deutsch, Owner (561) 445-7178 **# of Vehicles -** 2	Nice Guys Limousine and Transportation Company, In 9045 La Fontana Blvd Suite 209Boca Raton, FL 33428 Larry Stachnik, President (561) 852-0636 *www.niceguyslimo.com* **# of Vehicles -** 6	Taxi Cab USA Corp. P. O. Box 970185Boca Raton, FL 33428 Hector Mendieta, President (561) 470-1122 **# of Vehicles -** 6
Premier Limousine of the Palm Beaches Inc. 918 Pottawatomie StJupiter, FL 33458 Jeffrey Gibbons, President (561) 747-0220 **# of Vehicles -** 6	Omnicar Transportation Services, LLC 917 W Broome StLantana, FL 33462 Newton Pierre, Limited Partner (561) 442-4444 **# of Vehicles -** 2	Trading Solutions, Inc. 4111 NW 10th Ter. Fort Lauderdale, FL 33309 Oscar Alfonso, President (954) 868-7297 *www.aqualitylimo.com* **# of Vehicles** - 2
Premier Transportation of Boca Raton, Inc. 22178 Majestic Woods WayBoca Raton, FL 33428 Alan Nicholas, President (954) 234-5503 *premierofboca.com* **# of Vehicles -** 1	Park Taxi, Inc. 139 N County Road Suite 23Palm Beach, FL 33480 John Campagnuolo, Sr., President (561) 832-2222 *www.parklimo.net* **# of Vehicles -** 54	Trans Comfort Corp 6660 Somerset Drive Apt 107Boca Raton, FL 33433 Elsa Mogollon, President (561) 767-5300 **# of Vehicles** - 2
Prestige Limousines, Inc. 21346 St. Andrews Blvd Suite 126Boca Raton, FL 33428 Staci Garcia, President (561) 451-2100 *Ray@Prestigelimousines.com* **# of Vehicles -** 6	Personal Touch Transportation LLC 22696 SW 9th StBoca Raton, FL 33433 John Marra, President (561) 305-6880 **# of Vehicles -** 2	Triple E Transportation Inc 5408 Barbados Square Vero Beach, FL 32967 Elden E. Earlywine, Jr., President (772) 562-8488 **# of Vehicles** - 7
Red Lion Cab and Coach Inc. 5810 Georgia AveWest Palm Beach, FL 33405 James A. Chappell, President (561) 533-9499 **# of Vehicles -** 8	Priority Transportation 1112 Weston Road PMB 266Weston, FL 33325 Eddy Moise, President (954) 473-6444 *www.prioritylimo.com* **# of Vehicles -** 3	Tropical Non-Medical Transportation, LLC 2200 N Florida Mango Road S-402 West Palm Beach, FL 33409 Danny Hester, President (561) 615-7255 *www.tropicalnonmedicaltransprotation.com* **# of Vehicles -** 13
SMT Transportation 11230 Alligator TrailLake Worth, FL 33449 Susan Thomas, President (561) 798-2180 *www.captainsairport.com* **# of Vehicles -** 10	Professional Chauffeur Transportation Services, In 1504 Bay Road #3311Miami Beach, FL 33139 Christopher N. Davis, President (305) 490-0046 **# of Vehicles -** 2	Trust Taxi Services 5500 Haverford WayLake Worth, FL 33463 Roges Estica, Owner (561) 853-4097 **# of Vehicles -** 3
South Florida Transportation Inc P. O. Box 3761Lantana, FL 33023 Matthew Fino, President (561) 244-7002 *SouthFloridaTransportation.com* **# of Vehicles -** 17	RIR Transportation Services 55 Tropic Isle Drive #37Delray Beach, FL 33483 Ralph I. Rothenback, Owner (561) 278-2890 **# of Vehicles -** 2	Two Wheels, Inc. 6911 Garden RoadRiviera Beach, FL 33404 Bettye Jones, President (561) 863-5035 **# of Vehicles -** 5

Southern Shuttle Services, Inc. 2595 NW 38th StMiami, FL 33409 Mark Levitt, President (305) 871-2000 **# of Vehicles -** 11	Rose Taxi 5184 Woodland DriveDelray Beach, FL 33484 Jean P. Estabine, Owner (561) 455-2577 **# of Vehicles -** 2	V.B. Kamen Studios, Inc. 1415 NE 25th StPompano Beach, FL 33064 Vladimir Kamenarovic, President (954) 588-1414 *www.bookacar.net* **# of Vehicles -** 8
St. George of Palm Beach, Inc. 2735 Starwood CircleWest Palm Beach, FL 33406 Ashraf Kamel, President (561) 369-2814 **# of Vehicles -** 6	South County Mental Health Center 16158 S Military TrailDelray Beach, FL 33484 Joseph Speicher, CEO (561) 637-1004 **# of Vehicles -** 2	VRC Limousines, Inc. 501 S Royal Poinciana Blvd #1Miami Springs, FL 33166 Rafael Cardet, President (305) 345-4267 *www.vrclimo.com* **# of Vehicles -** 3
State Taxi 10602 NW 5th AveMiami, FL 33407 Delva Manus, Owner (561) 838-8899 **# of Vehicles -** 3	South Florida Airport Service, Inc. 16754 Golfview DriveWeston, FL 33326 Elbio Ricardo Perez, President (954) 385-1515 **# of Vehicles -** 5	Vamp Enterprise, LLC 621 SW 71st AvePembroke Pines, FL 33023 James Vamper, President (954) 894-3238 *www.vampsupremelimo.com* **# of Vehicles -** 3
Super Yellow Cab Corporation P.O. Box 8736West Palm Beach, FL 33405 Ernst Gay, General Partner (561) 838-8888 **# of Vehicles -** 10	Southampton Limousine, Ltd. 35 Montauk HwySouthampton, NY 33411 Mollie Scruggs, President (561) 792-5959 *www.southamptonlimo.com* **# of Vehicles -** 2	World Class Transportation Inc. 4332 Holly DrivePalm Beach Gardens, FL 33410 Thomas Mike Albritton II, President (561) 758-7377 *www.ladanez.com* **# of Vehicles -** 2
Sylsteff, Inc. 1859 Scott StHollywood, FL 33020 Stephane Desjardins, President (954) 923-9330 **# of Vehicles -** 5	Special Care Transportation, Inc. 100 E Linton Blvd Suite 207BDelray Beach, FL 33483 Michael S. Gordon, President (561) 278-1133 *www.specialcaretrans.com* **# of Vehicles -** 5	Yellow Airport Limousine Service P. O. Box 950Fort Lauderdale, FL 33311 Lorraine Wilde, General Partner (954) 565-8900 *www.floridalimo.com* **# of Vehicles -** 52
Taxi USA of Palm Beach, LLC 1330 SE 4th AveFort Lauderdale, FL 33409 William Bodenhamer, Jr., President (954) 237-2961 *www.greencabwpb.com* **# of Vehicles -** 3	Stewart Limousine Services, Inc. 21 N Hepburn Ave Suite 25Jupiter, FL 33469 James P. Stewart, Owner (561) 743-6162 *www.stewart-limo.com* **# of Vehicles -** 7	Wall Street Transportation & Limousine, LLC 4902 NW 119th TerrCoral Springs, FL 33076 J. Vito Geraci, President (954) 946-3878 *www.wallstllimo.com* **# of Vehicles -** 7
The Barron Group of the Treasure Coast, Inc. P.O. Box 8146Port St. Lucie, FL 34982 Anderson Lee Barron, President (772) 489-0900 *www.letusdrive4u.com* **# of Vehicles -** 10	Sunshine Express Car Service 1044 Park Hill DriveHaverhill, FL 33417 Austin Jones, Owner (561) 689-5838 **# of Vehicles -** 2	West Boca Limousine Service, Inc. P. O. Box 810861Boca Raton, FL 33437 Henry J. Petrassi, Vice-President (561) 482-5868 **# of Vehicles -** 4

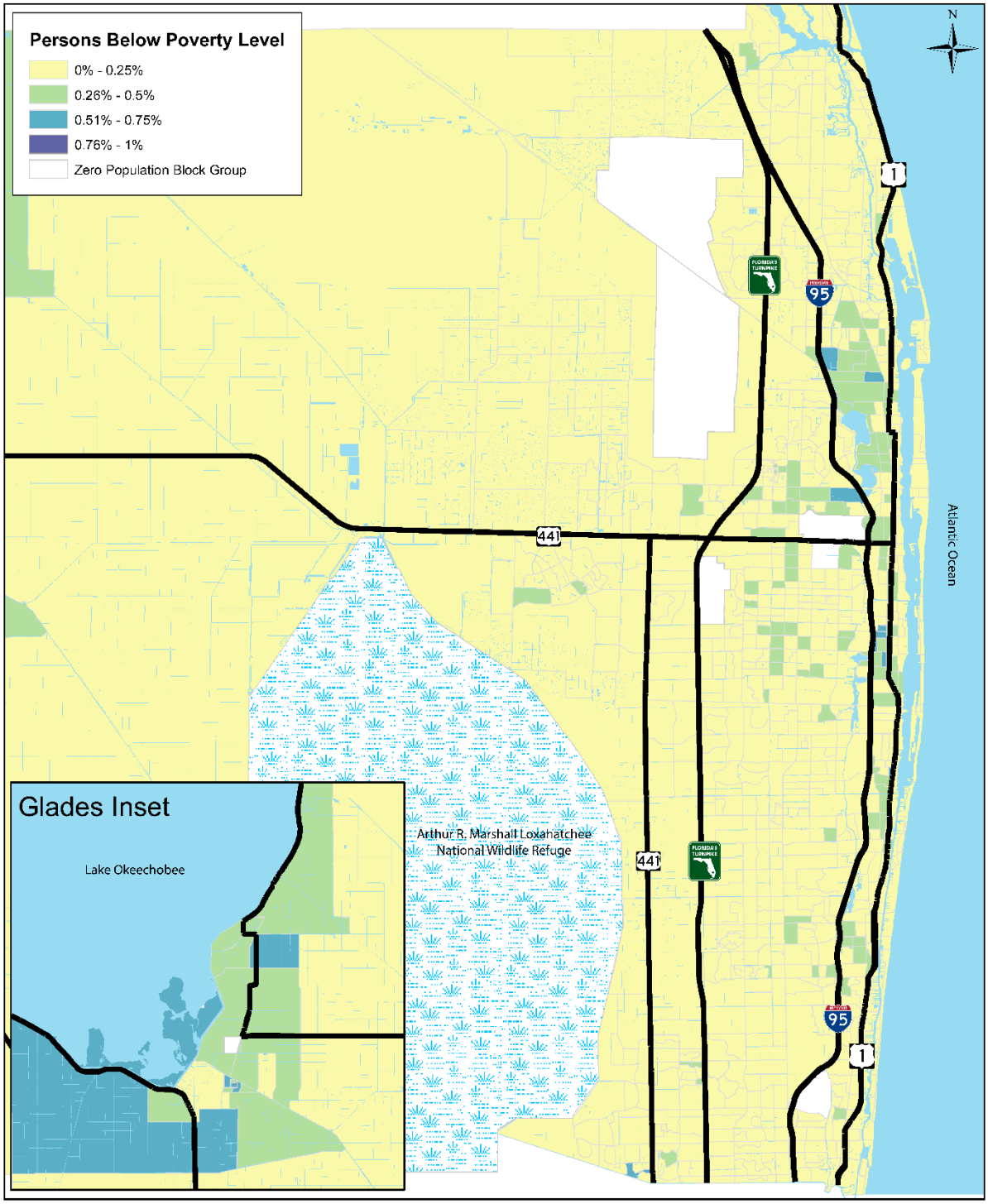
The London Cab Co. 320 W Pine St 5Lantana, FL 33405 Morgan Cadle, President (561) 541-9072 **# of Vehicles -** 3	The Great Transportation Company of Stuart, LLC 5413 SE Miles Grant Road G-107Stuart, FL 34997 Roger Reese, President (772) 219-8267 **# of Vehicles -** 3	West Palm Beach Taxi 2779 10 th Ave N Apt #301Palm Springs, FL 33405 Armando Martinez, Owner (561) 644-9808 **# of Vehicles -** 3
Town Taxi & Limo Services Inc. 2071 E Carol CircleWest Palm Beach, FL 33415 KM H. Rashid, President (561) 215-3646 **# of Vehicles -** 2	Town Car Airport Service 8900 Sandy Crest LnBoynton Beach, FL 33437 Stevan Runjaic, President (561) 306-3388 **# of Vehicles -** 2	Palm Tran 3201 Electronics Way West Palm Beach Chuck Cohen (561) 841-4200 **# of Buses -** 130
Unique Limousine Service Inc. 2501 Bristol DriveWest Palm Beach, FL 33409 Dimitrios Nikolos, President (561) 686-7817 **# of Vehicles -** 2	Tradition Airport Service 11457 SW Kingslake CirclePort St. Lucie, FL 34987 Franklin Meyer, Owner (772) 807-2126 **# of Vehicles** - 2	World Wide Applied Solutions, Inc. 7507 La Paz Blvd No 106Boca Raton, FL 33433 Adam Goodman, President (561) 338-7802 **# of Vehicles -** 2
Unlimited Multi Transport Inc. 1506 Quail Drive #7 West Palm Beach, FL 33409 Andre Laguerre, President (561) 337-6877 *www.thelosho5.com* **# of Vehicles -** 2	Transcierge International Inc. 1200 Anastasia Ave Suite 215Coral Gables, FL 33401 Sonia Lopez, President (305) 774-0117 *www.majesticlimousines.com* **# of Vehicles -** 2	Ziboren, Inc. 1198 SW 4th St 206Boca Raton, FL 33060 John Nero, President (561) 391-9443 *ChariotLimo.net* **# of Vehicles -** 5
Vitalcare Connection, Inc. 5986 Orange RoadWest Palm Beach, FL 33413 Dora Cova, President (954) 482-0119 **# of Vehicles -** 15	Transportation Service Systems, Inc. 402 SE 6th AveDelray Beach, FL 33487 Brock Rosayn, President (561) 276-2230 **# of Vehicles -** 17	**Business Name –** MV Transportation 3301 Electronics Way West Palm Beach **Contact –** Jeanie Chrisman (561) 840-1740 **# of Vehicles -** 103
Walter Transport Corporation 3301 Electronics Way Suite DWest Palm Beach, FL 33415 Norma Carmona, President (561) 439-9900 **# of Vehicles -** 7	Uptown Limousine Service, Inc. 1531 NW 3rd St Suite 10Deerfield Beach, FL 33442 Carol See Tai, President (954) 755-5515 *www.uptownlimousineserviceinc.com* **# of Vehicles -** 6	Van Go! Transportation, Inc. P.O. Box 22335Fort Lauderdale, FL 33316 Charles P. Feldman, President (954) 557-7772 **# of Vehicles -** 2
West Coast Taxi, Inc. 608 52nd StWest Palm Beach, FL 33407 Anesson Joseph, President (561) 502-8729 **# of Vehicles -** 3	V.I.P. Transprotation 4720 Orleans Court Apt CWest Palm Beach, FL 33415 Gerardo A. Vargas, Owner (561) 317-8765 **# of Vehicles -** 3	Vince's Car Service, Inc. 585 NW 2nd Ave No 6Delray Beach, FL 33435 Vincent G. Jelicks Jr., President (561) 358-5844 **# of Vehicles -** 2
Williams Palm Beach Transportation 2840 S Ocean Blvd Apt 302Palm Beach, FL 33467 William O'Loughlin, Owner (561) 371-9395 **# of Vehicles -** 2	Valentin Services Inc. 1820 N 17th Ave Apt 4Hollywood, FL 33020 Valentin D. Rotaru, President (954) 683-1375 **# of Vehicles -** 3	

Appendix E – Map One - Seniors by Census Block



Appendix F – Map Two – Persons below Poverty Level and Transit

Persons Below Poverty Level



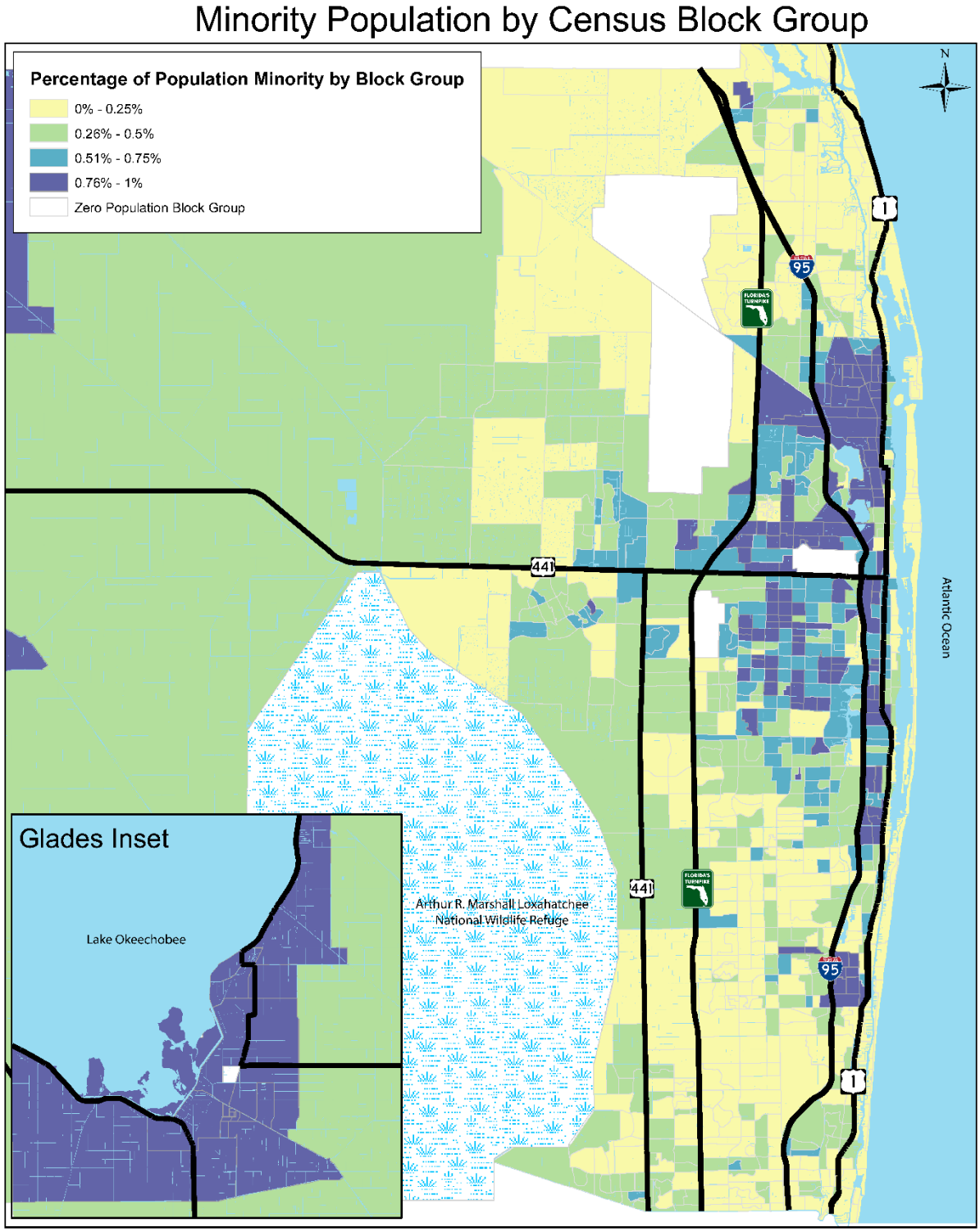
PALM BEACH Transportation Planning Agency

This map uses 2017 American Community Survey 5-Year estimates at the Census Block Group level geography.
Date: 1/25/2019

Calculation:
Percentage is equated as Persons Below Poverty / Persons for whom poverty status is determined

Document Path: \\pbcgov.org\ENG\MPOFS\SYS1\COMMON\TRANSIT\TD Program\FY19\TDSP Annual Update\TDSP Census\TDSP Map Data.mxd

Appendix G – Map Three – Distribution of Minority Population by



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

	Objective	Strategy	Measure	Responsible Party	Implementation Date
Goal 1:	**Provide the highest level of accessible and available fixed route bus service to the Transportation Disadvantaged.**				
1.1	Regularly monitor performance of all fixed route buses to ensure accessibility.	Assign staff to investigate and record performance measures and improvement	Report breakdowns and/or direct observation.	**CTC**	**Ongoing**
1.2	Provide ongoing training to all bus operators, dispatchers and road supervisors to ensure sensitivity for and awareness of the needs and challenges facing those who are TD.	Train drivers on accessibility, equipment operations and sensitivity to the needs of TD riders. Retrain if problems are reported.	Training logs, Customer Service reports and Customer satisfaction surveys.	**CTC**	**Ongoing**
Goal 2: Increase the utilization of the fixed route system by those who are Transportation Disadvantaged and ADA.					
2.1	Increase the number of estimated associated bus pass trips by 10%.	Promote and distribute bus passes through social service agencies and to individual riders.	Track the number of bus passes distributed and funds saved. Report findings in Monthly Operating Report.	**CTC**	**Ongoing**
2.2	Implement programs to educate our customers about the availability, accessibility and affordability of the fixed route system through our outreach efforts	Promote outreach through word of mouth, brochures and Program updates. Focus Outreach/Volunteer program on rider and agency education while promoting the use of fixed route.	Track the outreach through the Monthly Operating Report and Ridership numbers	**CTC, LCB**	**Ongoing**
2.3	Create effective means of communication whereby our customers can give input to Palm Tran staff about the system's performance through our Rider's Meetings and LCB Meetings.	Hold riders meetings and encourage riders to attend PTSB meetings. Get feedback from the riders.	Meeting minutes and public comments. Rider surveys.	**CTC**	**Ongoing**

2.4	Encourage eligible paratransit riders to use fixed route bus.	ADA eligible riders can use the fixed route for free by showing their ADA ID. TD riders can utilize the CTC's Bus Pass program.	Fixed route ridership numbers and bus pass totals. Compare the cost of a Fixed route trip with the cost of a paratransit trip to access cost savings.	**CTC**	**Ongoing**
Goal 3:	**Provide cost-effective door-to-door services for those transportation disadvantaged individuals who are unable to access the fixed route transit system.**				
3.1	Continue to develop an effective in-house quality assurance program which accurately assesses the program's service quality.	Incorporate in program design by utilizing Service Coordinators and other staff with trip checks and Inspections.	Complaints, commendations, TD input and public comment	**CTC, LCB**	**Ongoing**
3.2	Continue the financial projections of trip trends to prevent denying trips due to funding constraints.	Use Fiscal Analyst to continually monitor all moneys and run reports utilizing the Trapeze software and Crystal Reports.	Monthly Operating Report, fund allocation, amount of denials	**CTC**	**Ongoing**
Goal 4:	**Create relationships with agencies providing transportation services to the transportation disadvantaged that enhance and maximize coordination and cost effectiveness.**				
4.1	Assist agencies who provide their own transportation services to their TD Riders to continue their programs in a high quality and cost-effective manner.	Jointly assess needs and sources of funding and assistance. Encourage use of the FDOT 5310 program.	Ongoing success of agency programs.	**CTC, LCB**	**Ongoing**
Goal 5:	**Ensure that transportation services provided to the transportation disadvantaged are provided in the most appropriate and cost-effective manner possible, given the guidelines of Chapter 427, Florida Statutes and Section 41-2, Florida Administrative Code.**				
5.1	Continue Palm Tran's combined ADA/TD eligibility certification to determine the eligibility of individuals for paratransit.	Palm Tran staff evaluates and improve joint eligibility process.	Certifications, recertification's and appeals.	**CTC**	**Ongoing**
5.2	Advise agencies to identify the appropriate mode of transportation for individuals who are TD.	Service Coordinators will advise agencies during annual inspections and monitoring.	Annual Inspections and Annual Operating Report	**CTC, LCB**	**Ongoing**

5.3	Develop and maintain comprehensive Monthly reports to assess status of program.	Provide Monthly Operating Reports (MOR) on program activities to LCB and other interested parties.	Feedback from LCB meetings and public.	**CTC, LCB**	**Ongoing**
5.4	Continue meeting with Subcommittee of PTSB to discuss program.	Establish quarterly meetings and additional meetings when needed with Subcommittee.	Feedback from meetings will help with program.	**CTC**	**Ongoing**
5.5	Conduct marketing of TD services.	Create and distribute Riders Guide, Quick Facts & brochure.	Amount of materials distributed and response to printed materials.	**CTC**	**Ongoing**
Goal 6:	**Establish policies and procedures that ensure program effectiveness and integrity.**				
6.1	Ensure compliance of the transportation operators and all agencies with coordination contracts.	Inspections and daily monitoring of operators & Coordination contracts.	Monitoring reports & inspections.	**CTC**	**Ongoing**
6.2	Continue grievance procedure that promotes problems identification and resolution at the local level.	Monitor grievance procedure and improve where necessary.	Number of grievances which are not resolved locally.	**CTC, LCB**	**Ongoing**
6.3	Implement a comprehensive Training Program for all aspects of the Trapeze Software including Customer service and Sensitivity Training for all Connection employees.	Trainer and Software Specialist to develop and conduct the training program. Bring outside trainers to conduct various training such as the Sensitivity training.	Review call hold times, Customer Service surveys, complaint and commendation reports.	**CTC**	**Implemented in 2006 and Training is ongoing**
Goal 7:	**Ensure the Human Service Transportation Coordinated Plan is developed in compliance with all Federal regulations.**				
7.1	Establish planning process for coordinated plan.	Ensure TD Board/Task Force includes representation of all recommended entities.	Approved TD Board/Task Force representation at meetings.	**CTC/MPO**	**2008**

Goal 8: Ensure Vehicles are Replaced in a Timely Manner Before the Vehicle Life Expiration.					
8.1	Replace paratransit vehicle fleet according to FDOT recommendations.	Palm Tran Connection has developed a vehicle replacement plan to retire these vehicles and purchase new vehicles, with the goal of maintaining the Paratransit fleet in a state of good repair.	Follow the Palm Tran Connection replacement plan to adhere to the FDOT recommendations for vehicles to not exceed 200,000 miles	**CTC**	**Ongoing**
7.2	Coordinated Plan includes overview of all existing transportation services and identifies gaps in transportation services for persons with disabilities, older adults and low income populations.	Every three years complete a county-wide transportation survey of public, private, and non-profit transportation providers and analyze existing ridership statistics, and input from public and Task force. Every three years hold a Human Services Transportation Summit for input.	Completed Survey and Data analysis and input from public participation and Task Force. Every three years create updated program and prioritization list from the Human Services Transportation Summit.	**Task Force/ CTC/MPO**	**2008 & Every 3 Years**
7.3	Coordinated Plan identifies potential coordinated opportunities and prioritizes implementation strategies.	Input from public, Task Force, and Human Services Transportation Summit	Statistical review of coordinated opportunities as to their success in meetings needs. Outcome from Human Services Transportation Summit.	**Task Force/ CTC/MPO**	**2008**

Appendix I – Bus Pass Program Guidelines

Palm Tran Connection Bus Pass Guidelines

Agency Eligibility and Administrative Requirements

A. Prior to participating in the program, Agencies must submit a written request on Agency stationary to Palm Tran Connection. The request must outline the Agency's target population and type of services performed. The letter must contain the names of individuals responsible for the Agency bus pass program and be signed by the Agency's Executive Director or equivalent.

B. Agencies may only sell one 31 day bus pass to any individual in any one month period or two 31 day bus passes in any two month period.

C. In order to be eligible to receive bus passes, agencies will adhere to and ensure that their Customers follow Section 427 FL Statutes and the guidelines listed herein this document. Agencies must always comply with all of the requirements outlined in the Bus Pass Guidelines document.

D. Only fully completed, authorized original signature "Agency Bus Pass Registration and Eligibility Form" and "Agency Bus Pass Distribution Log" will be accepted by Palm Tran CONNECTION. Facsimile and photocopies will not be accepted for submission. However, "Agency Bus Pass Order" forms may be faxed. Failure to comply will result in a delay in processing bus pass orders. Clients and/or Agencies will be contacted to complete missing information and/or bring the documentation into compliance. Any Agency that is found to be non-compliant will be suspended. Agencies will be audited to ensure compliance.

Client Eligibility and Registration Requirements

A. Clients must complete and return their "Bus Pass Registration and Eligibility Form". If certified, the client's certification will remain in effect for one (1) year and may be adjusted depending on changes in need, income level or funds available.
B. Applicants must recertify every year (written application only).
C. Homeless riders should use their shelter or Agency address.
D. Clients must present unexpired verifiable proof that their annual household income is below 150% of the Federal Poverty Level Guidelines, a photo ID and proof of their legal status as outlined in the chart below:

New – Client Legal Status	Revised – Client Photo ID	Revised – Proof of Income
U.S. Drivers License	U.S. Drivers License	Social Security SEQY/TPQY
State ID Card	State ID Card	Retirement/Pension
Voter Registration Card	Passport	Income Tax
Social Security Card	Dept. Of Corrections ID	Unemployment
U.S. Birth Certificate	Veterans Affairs ID	Pay Stub (2)
U.S. Passport	Agency Letter	Agency Letter
Permanent Residency Card	Permanent Residency Card	
Employment Authorization Card	Employment Authorization Card	
I-9	Employment ID	
I-94	School ID	
EAD- Employment Authorization Document		
TPS- Temporary Protected Status		
ICE- Immigration and Customs Enforcement		

Bus Pass Orders

Palm Tran CONNECTION will disburse the following passes to qualifying clients/agencies:

A. 1-Day Regular, 31-Day Regular, 31-Day Reduced
Agency bus pass orders must be submitted on an "Agency Bus Pass Order form" and should include the following:

- Agency Bus Pass Distribution Log form for the previous month
- Returned 31 Day Bus Passes
- Any new "Agency Bus Pass Registration and Eligibility Forms"
- Payment for the Bus Pass order or Billed

Bus Passes are distributed to Agencies every Wednesday from 8:00AM to 12:00PM.

Palm Tran Connection client bus pass orders should include the following:

Palm Tran CONNECTION
50 South Military Trail
Suite - 101
West Palm Beach, FL 33415

Bus Pass Registration and Eligibility Form

Client Information				Check all appropriate boxes			
Name (Last, First, MI)				Client Legal Status			
FL Drivers Lic/FL ID					U.S. Drivers License		U.S. Passport
Address					State ID Card		Permanent Residency Card
City					Voter Registration		Employment Authorization Card
State					Social Security Card		I-9
Zip Code					U.S. Birth Certificate		I-94
Home Phone					TPS		EAD
Date of Birth					ICE		
Emergency Contact					Client Photo ID Forms		2014 Proof of Income
Relationship					U.S. Driver s License		Social Security SEQY/TPQY Form
Phone					State ID Card		Retirement/Pension
Facility					Passport		Income Tax
Disabled	Y ____	N ____			Dept of Correction ID		Unemployment
Employed	Y ____	N ____			Veterans Affairs ID		Pay Stubs (2)
Type of Disability:					Permanent Residency Card		
Current Form of Transportation:					Employment Authorization Card		
Are you of Spanish, Hispanic or Latino Origin	Yes ____	No ____			Employment ID		
Race : Caucasian ____	Asian /Pacific Islander ____	African American ____		Email Address (optional)			
Native American or Alaskan Native ____	Other ____						

1 Day Bus Pass ☐ 31 Day Bus Pass ☐ Members in Household ☐ Annual Income: ☐

* I am not receiving bus passes from any other agency.
* I agree that the bus passes I receive are for my use only.
* I will notify Palm Tran CONNECTION if the number of bus passes I need changes.
* The above information will be entered into a central data file base.
* The above information may be released to other agencies for auditing purposes.

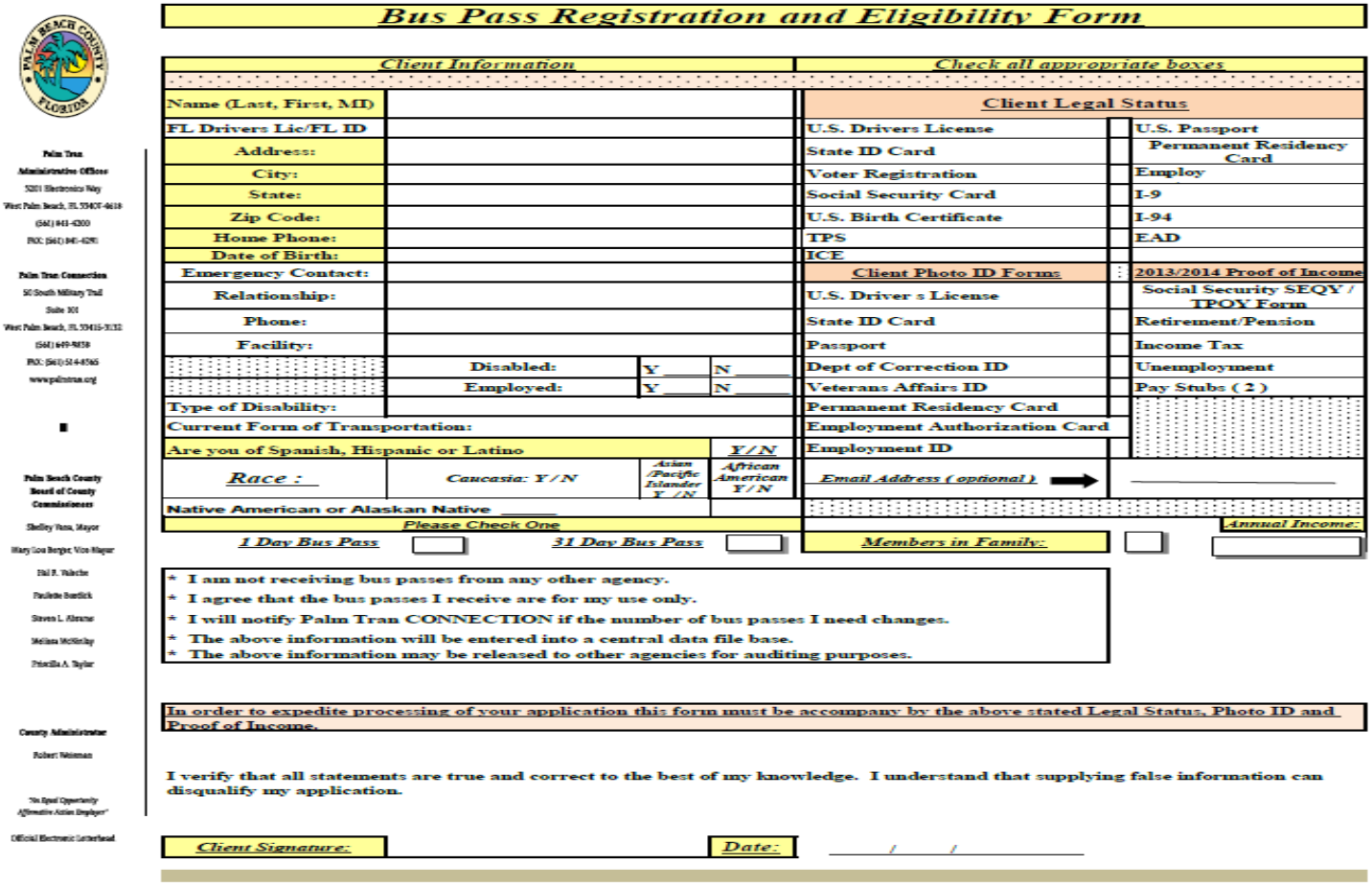
In order to expedite processing of your application this form must be accompany by the above stated Legal Status, Photo ID and Proof of Income.

I verify that all statements are true and correct to the best of my knowledge. I understand that supplying false information can disqualify my application.

Client Signature: _____ Date: _____

- Returned 31 Day Bus Pass
- Picture ID
- Payment for the Bus Pass

Bus pass registration and eligibility forms as well as bus passes are made available at the Palm Tran Connection Administrative Offices Monday to Friday from 8:00AM to 4:30PM.



Bus Pass Registration and Eligibility Form

Client Information				Check all appropriate boxes		
Name (Last, First, MI)				Client Legal Status		
FL Drivers Lic/FL ID				U.S. Drivers License		U.S. Passport
Address:				State ID Card		Permanent Residency Card
City:				Voter Registration		Employ
State:				Social Security Card		I-9
Zip Code:				U.S. Birth Certificate		I-94
Home Phone:				TPS		EAD
Date of Birth:				ICE		
Emergency Contact:				Client Photo ID Forms		2013/2014 Proof of Income
Relationship:				U.S. Driver s License		Social Security SEQY / TPQY Form
Phone:				State ID Card		Retirement/Pension
Facility:				Passport		Income Tax
	Disabled:	Y ____	N ____	Dept of Correction ID		Unemployment
	Employed:	Y ____	N ____	Veterans Affairs ID		Pay Stubs (2)
Type of Disability:				Permanent Residency Card		
Current Form of Transportation:				Employment Authorization Card		
Are you of Spanish, Hispanic or Latino			Y/N	Employment ID		
Race :	Caucasia: Y/N	Asian /Pacific Islander Y /N	African American Y/N	Email Address (optional) →		
Native American or Alaskan Native ____						
Please Check One						Annual Income:
1 Day Bus Pass ☐		31 Day Bus Pass ☐		Members in Family: ☐		

* I am not receiving bus passes from any other agency.
* I agree that the bus passes I receive are for my use only.
* I will notify Palm Tran CONNECTION if the number of bus passes I need changes.
* The above information will be entered into a central data file base.
* The above information may be released to other agencies for auditing purposes.

In order to expedite processing of your application this form must be accompany by the above stated Legal Status, Photo ID and Proof of Income.

I verify that all statements are true and correct to the best of my knowledge. I understand that supplying false information can disqualify my application.

Client Signature: _____ Date: ____/____/____

Appendix J – Vehicle Inventory

	Vehicle Vendor	Configuration	Lift Maker	VIN Number	Year of Chassis	Make	MFG	PTC Bus #	Provider Assigned To
1	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS8EDB17154	2014	Ford E450	23' Champion Challenger	4601 - P	FIRST TRANSIT
2	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FSXEDB17155	2014	Ford E450	23' Champion Challenger	4602 - P	FIRST TRANSIT
3	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS1EDB17156	2014	Ford E450	23' Champion Challenger	4603 - P	FIRST TRANSIT
4	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS3EDB17157	2014	Ford E450	23' Champion Challenger	4604 - P	FIRST TRANSIT
5	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS5EDB17158	2014	Ford E450	23' Champion Challenger	4605 - P	FIRST TRANSIT
6	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS7EDB17159	2014	Ford E450	23' Champion Challenger	4606 - P	FIRST TRANSIT
7	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS3EDB17160	2014	Ford E450	23' Champion Challenger	4607 - P	FIRST TRANSIT
8	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS5EDB17161	2014	Ford E450	23' Champion Challenger	4608 - P	FIRST TRANSIT
9	Champion-Creative Bus	12/2 Propane	BRAUN	1FDFE4FS7EDB17162	2014	Ford E450	23' Champion Challenger	4609 - P	FIRST TRANSIT
10	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS9EDB17163	2014	Ford E450	23' Champion Challenger	4501 - P	FIRST TRANSIT
11	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS0EDB17164	2014	Ford E450	23' Champion Challenger	4502 - P	FIRST TRANSIT
12	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS2EDB17165	2014	Ford E450	23' Champion Challenger	4503 - P	FIRST TRANSIT
13	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS4EDB17166	2014	Ford E450	23' Champion Challenger	4504 - P	FIRST TRANSIT
14	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS6EDB17167	2014	Ford E450	23' Champion Challenger	4505 - P	FIRST TRANSIT
15	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS8EDB17168	2014	Ford E450	23' Champion Challenger	4506 - P	FIRST TRANSIT
16	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FSXEDB17169	2014	Ford E450	23' Champion Challenger	4507 - P	FIRST TRANSIT
17	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS6EDB17170	2014	Ford E450	23' Champion Challenger	4508 - P	FIRST TRANSIT

18	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS8EDB17171	2014	Ford E450	23' Champion Challenger	4509 - P	FIRST TRANSIT
19	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FSXEDB17172	2014	Ford E450	23' Champion Challenger	4510 - P	FIRST TRANSIT
20	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS1EDB17173	2014	Ford E450	23' Champion Challenger	4511 - P	FIRST TRANSIT
21	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS3EDB17174	2014	Ford E450	23' Champion Challenger	4512 - P	FIRST TRANSIT
22	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS5EDB17175	2014	Ford E450	23' Champion Challenger	4513 - P	FIRST TRANSIT
23	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS7EDB17176	2014	Ford E450	23' Champion Challenger	4514 - P	FIRST TRANSIT
24	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS9EDB17177	2014	Ford E450	23' Champion Challenger	4515 - P	FIRST TRANSIT
25	Champion-Creative Bus	8/3 Propane	BRAUN	1FDFE4FS0EDB17178	2014	Ford E450	23' Champion Challenger	4516 - P	FIRST TRANSIT
26	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL5FDA02754	2015	Ford E350	22' Champion Crusader	5401	FIRST TRANSIT
27	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL4FDA02759	2015	Ford E350	22' Champion Crusader	5402	FIRST TRANSIT
28	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA02757	2015	Ford E350	22' Champion Crusader	5403	FIRST TRANSIT
29	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA02758	2015	Ford E350	22' Champion Crusader	5404	FIRST TRANSIT
30	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA02756	2015	Ford E350	22' Champion Crusader	5405	FIRST TRANSIT
31	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA02760	2015	Ford E350	22' Champion Crusader	5406	FIRST TRANSIT
32	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA04217	2015	Ford E350	22' Champion Crusader	5407	FIRST TRANSIT
33	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA04220	2015	Ford E350	22' Champion Crusader	5408	FIRST TRANSIT
34	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA04216	2015	Ford E350	22' Champion Crusader	5409	FIRST TRANSIT
35	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA04221	2015	Ford E350	22' Champion Crusader	5410	FIRST TRANSIT
36	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL7FDA04215	2015	Ford E350	22' Champion Crusader	5411	FIRST TRANSIT

37	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA06809	2015	Ford E350	22' Champion Crusader	5412	FIRST TRANSIT
38	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA06812	2015	Ford E350	22' Champion Crusader	5413	FIRST TRANSIT
39	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL5FDA06819	2015	Ford E350	22' Champion Crusader	5414	FIRST TRANSIT
40	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL4FDA06813	2015	Ford E350	22' Champion Crusader	5415	FIRST TRANSIT
41	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL3FDA06818	2015	Ford E350	22' Champion Crusader	5416	FIRST TRANSIT
42	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL7FDA06806	2015	Ford E350	22' Champion Crusader	5417	FIRST TRANSIT
43	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL6FDA06814	2015	Ford E350	22' Champion Crusader	5418	FIRST TRANSIT
44	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL5FDA06822	2015	Ford E350	22' Champion Crusader	5419	FIRST TRANSIT
45	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL3FDA06821	2015	Ford E350	22' Champion Crusader	5420	FIRST TRANSIT
46	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA06808	2015	Ford E350	22' Champion Crusader	5421	FIRST TRANSIT
47	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA06811	2015	Ford E350	22' Champion Crusader	5422	FIRST TRANSIT
48	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA06810	2015	Ford E350	22' Champion Crusader	5423	FIRST TRANSIT
49	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL1FDA06817	2015	Ford E350	22' Champion Crusader	5424	FIRST TRANSIT
50	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA06807	2015	Ford E350	22' Champion Crusader	5425	FIRST TRANSIT
51	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL4FDA04219	2015	Ford E350	22' Champion Crusader	5426	FIRST TRANSIT
52	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL1FDA06820	2015	Ford E350	22' Champion Crusader	5427	FIRST TRANSIT
53	Champion-Creative Bus	6/2	BRAUN	1FDEE3FLXFDA06816	2015	Ford E350	22' Champion Crusader	5428	FIRST TRANSIT
54	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA04218	2015	Ford E350	22' Champion Crusader	5429	FIRST TRANSIT
55	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL7FDA06823	2015	Ford E350	22' Champion Crusader	5430	FIRST TRANSIT

56	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL8FDA06815	2015	Ford E350	22' Champion Crusader	5431	FIRST TRANSIT
57	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL6FDA08398	2015	Ford E350	22' Champion Crusader	5432	FIRST TRANSIT
58	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL7FDA00620	2015	Ford E350	22' Champion Crusader	5433	FIRST TRANSIT
59	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA08395	2015	Ford E350	22' Champion Crusader	5434	FIRST TRANSIT
60	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA08396	2015	Ford E350	22' Champion Crusader	5435	FIRST TRANSIT
61	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL4FDA08397	2015	Ford E350	22' Champion Crusader	5436	FIRST TRANSIT
62	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA06825	2015	Ford E350	22' Champion Crusader	5437	FIRST TRANSIT
63	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL0FDA00622	2015	Ford E350	22' Champion Crusader	5438	FIRST TRANSIT
64	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL2FDA06826	2015	Ford E350	22' Champion Crusader	5439	FIRST TRANSIT
65	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL4FDA06827	2015	Ford E350	22' Champion Crusader	5440	FIRST TRANSIT
66	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA00621	2015	Ford E350	22' Champion Crusader	5441	FIRST TRANSIT
67	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA06824	2015	Ford E350	22' Champion Crusader	5442	FIRST TRANSIT
68	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL1FDA02749	2015	Ford E350	22' Champion Crusader	5443	FIRST TRANSIT
69	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL6FDA02746	2015	Ford E350	22' Champion Crusader	5444	FIRST TRANSIT
70	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL7FDA02755	2015	Ford E350	22' Champion Crusader	5445	FIRST TRANSIT
71	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL8FDA02747	2015	Ford E350	22' Champion Crusader	5446	FIRST TRANSIT
72	Champion-Creative Bus	6/2	BRAUN	1FDEE3FLXFDA02748	2015	Ford E350	22' Champion Crusader	5447	FIRST TRANSIT
73	Champion-Creative Bus	6/2	BRAUN	1FDEE3FLXFDA02751	2015	Ford E350	22' Champion Crusader	5448	FIRST TRANSIT
74	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL9FDA08394	2015	Ford E350	22' Champion Crusader	5449	FIRST TRANSIT

75	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL1FDA02752	2015	Ford E350	22' Champion Crusader	5450	FIRST TRANSIT
76	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL8FDA02750	2015	Ford E350	22' Champion Crusader	5451	FIRST TRANSIT
77	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL5FDA10529	2015	Ford E350	22' Champion Crusader	5452	FIRST TRANSIT
78	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL1FDA10530	2015	Ford E350	22' Champion Crusader	5453	FIRST TRANSIT
79	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL3FDA10531	2015	Ford E350	22' Champion Crusader	5454	FIRST TRANSIT
80	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL5FDA10532	2015	Ford E350	22' Champion Crusader	5455	FIRST TRANSIT
81	Champion-Creative Bus	6/2	BRAUN	1FDEE3FL7FDA10533	2015	Ford E350	22' Champion Crusader	5456	FIRST TRANSIT
82	Glaval-Getaway	12/2	RICON	1FDFE4FS9FDA01365	2015	Ford E450	Getaway Universal	5301 - P	MV TRANSP
83	Glaval-Getaway	12/2	RICON	1FDFE4FS0FDA01366	2015	Ford E450	Getaway Universal	5302 - P	MV TRANSP
84	Glaval-Getaway	12/2	RICON	1FDFE4FS2FDA01367	2015	Ford E450	Getaway Universal	5303 - P	MV TRANSP
85	Glaval-Getaway	12/2	RICON	1FDFE4FS4FDA01368	2015	Ford E450	Getaway Universal	5304 - P	MV TRANSP
86	Glaval-Getaway	12/2	RICON	1FDFE4FS6FDA01369	2015	Ford E450	Getaway Universal	5305 - P	MV TRANSP
87	Glaval-Getaway	12/2	RICON	1FDFE4FS2FDA01370	2015	Ford E450	Getaway Universal	5306 - P	MV TRANSP
88	Glaval-Getaway	12/2	RICON	1FDFE4FS4FDA01371	2015	Ford E450	Getaway Universal	5307 - P	MV TRANSP
89	Glaval-Getaway	12/2	RICON	1FDFE4FS6FDA01372	2015	Ford E450	Getaway Universal	5308 - P	MV TRANSP
90	Glaval-Getaway	12/2	RICON	1FDFE4FS8FDA01373	2015	Ford E450	Getaway Universal	5309 - P	MV TRANSP
91	Glaval-Getaway	8/3	RICON	1FDFE4FS7FDA00022	2015	Ford E450	Getaway Universal	5201 - P	MV TRANSP
92	Glaval-Getaway	8/3	RICON	1FDFE4FS9FDA00023	2015	Ford E450	Getaway Universal	5202 - P	MV TRANSP
93	Glaval-Getaway	8/3	RICON	1FDFE4FS9FDA00024	2015	Ford E450	Getaway Universal	5203 - P	MV TRANSP

94	Glaval-Getaway	8/3	RICON	1FDFE4FS9FDA00025	2015	Ford E450	Getaway Universal	5204 - P	MV TRANSP
95	Glaval-Getaway	8/3	RICON	1FDFE4FS9FDA00026	2015	Ford E450	Getaway Universal	5205 - P	MV TRANSP
96	Glaval-Getaway	8/3	RICON	1FDFE4FS9FDA00027	2015	Ford E450	Getaway Universal	5206 - P	MV TRANSP
97	Glaval-Getaway	8/3	RICON	1FDFE4FS6FDA01355	2015	Ford E450	Getaway Universal	5207 - P	MV TRANSP
98	Glaval-Getaway	8/3	RICON	1FDFE4FS8FDA01356	2015	Ford E450	Getaway Universal	5208 - P	MV TRANSP
99	Glaval-Getaway	8/3	RICON	1FDFE4FSXFDA01357	2015	Ford E450	Getaway Universal	5209 - P	MV TRANSP
100	Glaval-Getaway	8/3	RICON	1FDFE4FS1FDA01358	2015	Ford E450	Getaway Universal	5210 - P	MV TRANSP
101	Glaval-Getaway	8/3	RICON	1FDFE4FS3FDA01359	2015	Ford E450	Getaway Universal	5211 - P	MV TRANSP
102	Glaval-Getaway	8/3	RICON	1FDFE4FSXFDA01360	2015	Ford E450	Getaway Universal	5212 - P	MV TRANSP
103	Glaval-Getaway	8/3	RICON	1FDFE4FS1FDA01361	2015	Ford E450	Getaway Universal	5213 - P	MV TRANSP
104	Glaval-Getaway	8/3	RICON	1FDFE4FS3FDA01362	2015	Ford E450	Getaway Universal	5214 - P	MV TRANSP
105	Glaval-Getaway	8/3	RICON	1FDFE4FS5FDA01363	2015	Ford E450	Getaway Universal	5215 - P	MV TRANSP
106	Glaval-Getaway	8/3	RICON	1FDFE4FS7FDA01364	2015	Ford E450	Getaway Universal	5216 - P	MV TRANSP
107	Glaval-Getaway	6/2	RICON	1FDEE3FL1FDA00693	2015	Ford E350	Getaway Sports	5101	MV TRANSP
108	Glaval-Getaway	6/2	RICON	1FDEE3FL3FDA00694	2015	Ford E350	Getaway Sports	5102	MV TRANSP
109	Glaval-Getaway	6/2	RICON	1FDEE3FL5FDA00695	2015	Ford E350	Getaway Sports	5103	MV TRANSP
110	Glaval-Getaway	6/2	RICON	1FDEE3FL7FDA00696	2015	Ford E350	Getaway Sports	5104	MV TRANSP
111	Glaval-Getaway	6/2	RICON	1FDEE3FL9FDA00697	2015	Ford E350	Getaway Sports	5105	MV TRANSP
112	Glaval-Getaway	6/2	RICON	1FDEE3FL0FDA00698	2015	Ford E350	Getaway Sports	5106	MV TRANSP

113	Glaval-Getaway	6/2	RICON	1FDEE3FL2FDA00699	2015	Ford E350	Getaway Sports	5107	MV TRANSP
114	Glaval-Getaway	6/2	RICON	1FDEE3FL5FDA00700	2015	Ford E350	Getaway Sports	5108	MV TRANSP
115	Glaval-Getaway	6/2	RICON	1FDEE3FL7FDA00701	2015	Ford E350	Getaway Sports	5109	MV TRANSP
116	Glaval-Getaway	6/2	RICON	1FDEE3FL9FDA00702	2015	Ford E350	Getaway Sports	5110	MV TRANSP
117	Glaval-Getaway	6/2	RICON	1FDEE3FL0FDA00703	2015	Ford E350	Getaway Sports	5111	MV TRANSP
118	Glaval-Getaway	6/2	RICON	1FDEE3FL2FDA00704	2015	Ford E350	Getaway Sports	5112	MV TRANSP
119	Glaval-Getaway	6/2	RICON	1FDEE3FL4FDA00705	2015	Ford E350	Getaway Sports	5113	MV TRANSP
120	Glaval-Getaway	6/2	RICON	1FDEE3FL6FDA00706	2015	Ford E350	Getaway Sports	5114	MV TRANSP
121	Glaval-Getaway	6/2	RICON	1FDEE3FL8FDA00707	2015	Ford E350	Getaway Sports	5115	MV TRANSP
122	Glaval-Getaway	6/2	RICON	1FDEE3FLXFDA00708	2015	Ford E350	Getaway Sports	5116	MV TRANSP
123	Glaval-Getaway	6/2	RICON	1FDEE3FL1FDA00709	2015	Ford E350	Getaway Sports	5117	MV TRANSP
124	Glaval-Getaway	6/2	RICON	1FDEE3FL8FDA00710	2015	Ford E350	Getaway Sports	5118	MV TRANSP
125	Glaval-Getaway	6/2	RICON	1FDEE3FLXFDA00711	2015	Ford E350	Getaway Sports	5119	MV TRANSP
126	Glaval-Getaway	6/2	RICON	1FDEE3FL1FDA00712	2015	Ford E350	Getaway Sports	5120	MV TRANSP
127	Glaval-Getaway	6/2	RICON	1FDEE3FL2FDA02968	2015	Ford E350	Getaway Sports	5121	MV TRANSP
128	Glaval-Getaway	6/2	RICON	1FDEE3FL4FDA02969	2015	Ford E350	Getaway Sports	5122	MV TRANSP
129	Glaval-Getaway	6/2	RICON	1FDEE3FL0FDA02970	2015	Ford E350	Getaway Sports	5123	MV TRANSP
130	Glaval-Getaway	6/2	RICON	1FDEE3FL2FDA02971	2015	Ford E350	Getaway Sports	5124	MV TRANSP
131	Glaval-Getaway	6/2	RICON	1FDEE3FL4FDA02972	2015	Ford E350	Getaway Sports	5125	MV TRANSP

132	Glaval-Getaway	6/2	RICON	1FDEE3FL6FDA02973	2015	Ford E350	Getaway Sports	5126	MV TRANSP
133	Glaval-Getaway	6/2	RICON	1FDEE3FL8FDA02974	2015	Ford E350	Getaway Sports	5127	MV TRANSP
134	Glaval-Getaway	6/2	RICON	1FDEE3FLXFDA02975	2015	Ford E350	Getaway Sports	5128	MV TRANSP
136	Glaval-Getaway	6/2	RICON	1FDEE3FL3FDA02977	2015	Ford E350	Getaway Sports	5130	MV TRANSP
137	Glaval-Getaway	6/2	RICON	1FDEE3FL5FDA02978	2015	Ford E350	Getaway Sports	5131	MV TRANSP
138	Glaval-Getaway	6/2	RICON	1FDEE3FL7FDA02979	2015	Ford E350	Getaway Sports	5132	MV TRANSP
139	Glaval-Getaway	6/2	RICON	1FDEE3FL3FDA02980	2015	Ford E350	Getaway Sports	5133	MV TRANSP
140	Glaval-Getaway	6/2	RICON	1FDEE3FL5FDA02981	2015	Ford E350	Getaway Sports	5134	MV TRANSP
141	Glaval-Getaway	6/2	RICON	1FDEE3FL7FDA02982	2015	Ford E350	Getaway Sports	5135	MV TRANSP
142	Glaval-Getaway	6/2	RICON	1FDEE3FL9FDA02983	2015	Ford E350	Getaway Sports	5136	MV TRANSP
143	Glaval-Getaway	6/2	RICON	1FDEE3FL0FDA02984	2015	Ford E350	Getaway Sports	5137	MV TRANSP
144	Glaval-Getaway	6/2	RICON	1FDEE3FL2FDA02985	2015	Ford E350	Getaway Sports	5138	MV TRANSP
145	Glaval-Getaway	6/2	RICON	1FDEE3FL9FDA07102	2015	Ford E350	Getaway Sports	5139	MV TRANSP
146	Glaval-Getaway	6/2	RICON	1FDEE3FL0FDA07103	2015	Ford E350	Getaway Sports	5140	MV TRANSP
147	Glaval-Getaway	6/2	RICON	1FDEE3FL2FDA07104	2015	Ford E350	Getaway Sports	5141	MV TRANSP
148	Glaval-Getaway	6/2	RICON	1FDEE3FL4FDA07105	2015	Ford E350	Getaway Sports	5142	MV TRANSP
149	Glaval-Getaway	6/2	RICON	1FDEE3FL6FDA07106	2015	Ford E350	Getaway Sports	5143	MV TRANSP
150	Glaval-Getaway	6/2	RICON	1FDEE3FL8FDA07107	2015	Ford E350	Getaway Sports	5144	MV TRANSP

151	Glaval-Getaway	6/2	RICON	1FDEE3FLXFDA07108	2015	Ford E350	Getaway Sports	5145	MV TRANSP
152	Glaval-Getaway	6/2	RICON	1FDEE3FL1FDA07109	2015	Ford E350	Getaway Sports	5146	MV TRANSP
153	Glaval-Getaway	6/2	RICON	1FDEE3FL8FDA07110	2015	Ford E350	Getaway Sports	5147	MV TRANSP
154	Glaval-Getaway	6/2	RICON	1FDEE3FLXFDA07111	2015	Ford E350	Getaway Sports	5148	MV TRANSP
155	Glaval-Getaway	6/2	RICON	1FDEE3FL1FDA07112	2015	Ford E350	Getaway Sports	5149	MV TRANSP
156	Glaval-Getaway	6/2	RICON	1FDEE3FL3FDA07113	2015	Ford E350	Getaway Sports	5150	MV TRANSP
157	Glaval-Getaway	6/2	RICON	1FDEE3FL5FDA07114	2015	Ford E350	Getaway Sports	5151	MV TRANSP
158	Glaval-Getaway	6/2	RICON	1FDEE3FL7FDA07115	2015	Ford E350	Getaway Sports	5152	MV TRANSP
159	Turtle Top-Alliance	6/2	RICON	1FDWE3FL8EDB18114	2014	FORD E350	VANTERRA XL	4701	MARUTI
160	Turtle Top-Alliance	6/2	RICON	1FDWE3FLXEDB18115	2014	FORD E350	VANTERRA XL	4702	MARUTI
161	Turtle Top-Alliance	6/2	RICON	1FDWE3FL1FDA00830	2015	FORD E350	VANTERRA XL	5701	MARUTI
162	Turtle Top-Alliance	6/2	RICON	1FDWE3FL9FDA00834	2015	FORD E350	VANTERRA XL	5702	MARUTI
163	Turtle Top-Alliance	6/2	RICON	1FDWE3FL7FDA03389	2015	FORD E350	VANTERRA XL	5703	MARUTI
164	Turtle Top-Alliance	6/2	RICON	1FDWE3FL3FDA03390	2015	FORD E350	VANTERRA XL	5704	MARUTI
165	Turtle Top-Alliance	6/2	RICON	1FDWE3FL5FDA03391	2015	FORD E350	VANTERRA XL	5705	MARUTI
166	Turtle Top-Alliance	6/2	RICON	1FDWE3FL7FDA03392	2015	FORD E350	VANTERRA XL	5706	MARUTI
167	Turtle Top-Alliance	6/2	RICON	1FDWE3FL2FDA03395	2015	FORD E350	VANTERRA XL	5707	MARUTI
168	Turtle Top-Alliance	6/2	RICON	1FDWE3FL4FDA03396	2015	FORD E350	VANTERRA XL	5708	MARUTI
169	Turtle Top-Alliance	6/2	RICON	1FDWE3FL8FDA03398	2015	FORD E350	VANTERRA XL	5709	MARUTI

170	Turtle Top-Alliance	6/2	RICON	1FDWE3FLXFDA03399	2015	FORD E350	VANTERRA XL	5710	MARUTI
171	Turtle Top-Alliance	6/2	RICON	1FDWE3FL4FDA03401	2015	FORD E350	VANTERRA XL	5711	MARUTI
172	Turtle Top-Alliance	6/2	RICON	1FDWE3FL6FDA03402	2015	FORD E350	VANTERRA XL	5712	MARUTI
173	Turtle Top-Alliance	6/2	RICON	1FDWE3FL8FDA03403	2015	FORD E350	VANTERRA XL	5713	MARUTI
174	Turtle Top-Alliance	6/2	RICON	1FDWE3FLXFDA03404	2015	FORD E350	VANTERRA XL	5714	MARUTI
175	Turtle Top-Alliance	6/2	RICON	1FDWE3FL1FDA03405	2015	FORD E350	VANTERRA XL	5715	MARUTI
176	Turtle Top-Alliance	6/2	RICON	1FDWE3FL3FDA03406	2015	FORD E350	VANTERRA XL	5716	MARUTI
177	Turtle Top-Alliance	6/2	RICON	1FDWE3FL9FDA03409	2015	FORD E350	VANTERRA XL	5717	MARUTI
178	Turtle Top-Alliance	6/2	RICON	1FDWE3FL9FDA03393	2015	FORD E350	VANTERRA XL	5718	MARUTI
179	Turtle Top-Alliance	6/2	RICON	1FDWE3FL0FDA03394	2015	FORD E350	VANTERRA XL	5719	MARUTI
180	Turtle Top-Alliance	6/2	RICON	1FDWE3FL5FDA03407	2015	FORD E350	VANTERRA XL	5720	MARUTI
182	Turtle Top-Alliance	6/2	RICON	1FDWE3FL3FDA00831	2015	FORD E350	VANTERRA XL	5722	MARUTI
183	Turtle Top-Alliance	6/2	RICON	1FDWE3FL5FDA00832	2015	FORD E350	VANTERRA XL	5723	MARUTI
184	Turtle Top-Alliance	6/2	RICON	1FDWE3FL8FDA00825	2015	FORD E350	VANTERRA XL	5724	MARUTI
185	Turtle Top-Alliance	6/2	RICON	1FDWE3FLXFDA00826	2015	FORD E350	VANTERRA XL	5725	MARUTI
186	Turtle Top-Alliance	6/2	RICON	1FDWE3FL5FDA00829	2015	FORD E350	VANTERRA XL	5726	MARUTI
187	Turtle Top-Alliance	6/2	RICON	1FDWE3FL7FDA00833	2015	FORD E350	VANTERRA XL	5727	MARUTI
188	Turtle Top-Alliance	6/2	RICON	1FDWE3FL3FDA00828	2015	FORD E350	VANTERRA XL	5728	MARUTI

189	Turtle Top-Alliance	6/2	RICON	1FDWE3FL1FDA00827	2015	FORD E350	VANTERRA XL	5729	MARUTI
190	Turtle Top-Alliance	6/2	RICON	1FDWE3FL6FDA03397	2015	FORD E350	VANTERRA XL	5730	MARUTI
191	Turtle Top-Alliance	6/2	RICON	1FDWE3FL2FDA03400	2015	FORD E350	VANTERRA XL	5731	MARUTI
192	Braun-FTS	3/1	RAMP	2C7WDGBG3ER476535	2014	Dodge	Grand Caravan	4801	MV TRANSP
193	Braun-FTS	3/1	RAMP	2C7WDGBG5ER476536	2014	Dodge	Grand Caravan	4802	MV TRANSP
194	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476537	2014	Dodge	Grand Caravan	4803	MV TRANSP
195	Braun-FTS	3/1	RAMP	2C7WDGBG9ER476538	2014	Dodge	Grand Caravan	4804	MV TRANSP
196	Braun-FTS	3/1	RAMP	2C7WDGBG0ER476539	2014	Dodge	Grand Caravan	4805	MV TRANSP
197	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476540	2014	Dodge	Grand Caravan	4806	MV TRANSP
198	Braun-FTS	3/1	RAMP	2C7WDGBG9ER476541	2014	Dodge	Grand Caravan	4807	MV TRANSP
199	Braun-FTS	3/1	RAMP	2C7WDGBG0ER476542	2014	Dodge	Grand Caravan	4808	MV TRANSP
200	Braun-FTS	3/1	RAMP	2C7WDGBG2ER476543	2014	Dodge	Grand Caravan	4809	MV TRANSP
201	Braun-FTS	3/1	RAMP	2C7WDGBG4ER476544	2014	Dodge	Grand Caravan	4810	MV TRANSP
202	Braun-FTS	3/1	RAMP	2C7WDGBG6ER476545	2014	Dodge	Grand Caravan	4811	FIRST TRANSIT
203	Braun-FTS	3/1	RAMP	2C7WDGBG8ER476546	2014	Dodge	Grand Caravan	4812	FIRST TRANSIT
204	Braun-FTS	3/1	RAMP	2C7WDGBGXER476547	2014	Dodge	Grand Caravan	4813	FIRST TRANSIT
205	Braun-FTS	3/1	RAMP	2C7WDGBG1ER476548	2014	Dodge	Grand Caravan	4814	FIRST TRANSIT
206	Braun-FTS	3/1	RAMP	2C7WDGBG3ER476549	2014	Dodge	Grand Caravan	4815	FIRST TRANSIT
207	Braun-FTS	3/1	RAMP	2C7WDGBGXER476550	2014	Dodge	Grand Caravan	4816	FIRST TRANSIT
208	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476551	2014	Dodge	Grand Caravan	4817	FIRST TRANSIT
209	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476552	2014	Dodge	Grand Caravan	4818	FIRST TRANSIT
210	Braun-FTS	3/1	RAMP	2C7WDGBG5ER476553	2014	Dodge	Grand Caravan	4819	FIRST TRANSIT

211	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476554	2014	Dodge	Grand Caravan	4820	FIRST TRANSIT
212	Braun-FTS	3/1	RAMP	2C7WDGBG9ER476555	2014	Dodge	Grand Caravan	4821	MARUTI
213	Braun-FTS	3/1	RAMP	2C7WDGBG0ER476556	2014	Dodge	Grand Caravan	4822	MARUTI
214	Braun-FTS	3/1	RAMP	2C7WDGBG2ER476557	2014	Dodge	Grand Caravan	4823	MARUTI
215	Braun-FTS	3/1	RAMP	2C7WDGBG4ER476558	2014	Dodge	Grand Caravan	4824	MARUTI
216	Braun-FTS	3/1	RAMP	2C7WDGBG6ER476559	2014	Dodge	Grand Caravan	4825	MARUTI
217	Braun-FTS	3/1	RAMP	2C7WDGBG2ER476560	2014	Dodge	Grand Caravan	4826	MARUTI
218	Braun-FTS	3/1	RAMP	2C7WDGBG4ER476561	2014	Dodge	Grand Caravan	4827	MARUTI
219	Braun-FTS	3/1	RAMP	2C7WDGBG6ER476562	2014	Dodge	Grand Caravan	4828	MARUTI
220	Braun-FTS	3/1	RAMP	2C7WDGBG8ER476563	2014	Dodge	Grand Caravan	4829	MARUTI
221	Braun-FTS	3/1	RAMP	2C7WDGBGXER476564	2014	Dodge	Grand Caravan	4830	MARUTI
222	Braun-FTS	3/1	RAMP	2C7WDGBG1ER476565	2014	Dodge	Grand Caravan	4831	MARUTI
223	Braun-FTS	3/1	RAMP	2C7WDGBG3ER476566	2014	Dodge	Grand Caravan	4832	MARUTI
224	Braun-FTS	3/1	RAMP	2C7WDGBG5ER476567	2014	Dodge	Grand Caravan	4833	MARUTI
225	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476568	2014	Dodge	Grand Caravan	4834	MARUTI
226	Braun-FTS	3/1	RAMP	2C7WDGBG9ER476569	2014	Dodge	Grand Caravan	4835	MARUTI
227	Braun-FTS	3/1	RAMP	2C7WDGBG5ER476570	2014	Dodge	Grand Caravan	4836	MARUTI
228	Braun-FTS	3/1	RAMP	2C7WDGBG7ER476571	2014	Dodge	Grand Caravan	4837	MARUTI
229	Braun-FTS	3/1	RAMP	2C7WDGBG9ER476572	2014	Dodge	Grand Caravan	4838	MARUTI
230	Braun-FTS	3/1	RAMP	2C7WDGBG0ER476573	2014	Dodge	Grand Caravan	4839	MARUTI
231	Braun-FTS	3/1	RAMP	2C7WDGBG2ER476574	2014	Dodge	Grand Caravan	4840	MARUTI

Appendix K – System Safety and Security Certification

Palm Tran, Inc.

SYSTEM SAFETY PROGRAM PLAN

Includes

OPERATIONS AND MAINTENANCE RULES AND PROCEDURES

Date: February 20, 2014

SYSTEM SAFETY PROGRAM PLAN

DATE: February 20, 2014

Prepared by: Joanne Rougeau

Date: 2-20-14

Approved by:

Charles D. Cohen
Director, Palm Tran Fixed Route

Date: February 20, 2014

PALM BEACH COUNTY SURFACE TRANSPORTATION DEPARTMENT SYSTEM

SYSTEM SAFETY PROGRAM PLAN

TO: Palm Tran EMPLOYEES

FROM: MANAGEMENT

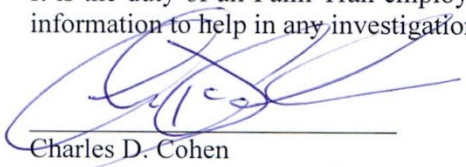
SUBJECT: SYSTEM SAFETY PROGRAM PLAN POLICY STATEMENT

Palm Beach County Surface Transportation Department was organized to provide safe, courteous, clean, reliable and effective on-time service to Palm Beach County residents within its operating area.

Palm Beach County shall strive to operate as safely as possible. All Palm Tran (hereinafter known as "Palm Tran") personnel and appropriate contractors are charged with the responsibility of ensuring the safety of employees, property, passengers and those who come in contact with the system.

Palm Tran Management, the Safety Committee and the Training Division are charged with the responsibility to implement, devise and coordinate a comprehensive System Safety Program Plan (SSPP) with specifics and activities to prevent, control and resolve unsafe conditions which may occur as a result of our operations. This authority includes the right to temporarily suspend any operation which may be determined to be hazardous or creating an unsafe condition.

It is the duty of all Palm Tran employees to cooperate with management and provide them with any requested information to help in any investigation or inspection they may undertake.



Charles D. Cohen
Director, Palm Tran Fixed Route

February 20, 2014
Date Signed

PalmTran
3201 Electronics Way • West Palm Beach, FL 33407-4618
Phone: (561) 841-4200 • Fax: (561) 841-4291

Palm Beach County
Board of County Commissioners
Priscilla A. Taylor, Mayor
Paulette Burdick, Vice Mayor
Hal R. Valeche
Shelley Vana
Steven L. Abrams
Mary Lou Berger
Jess R. Santamaria

County Administrator
Robert Weisman

February 20, 2014

Jaclyn N. Meli, Lead AP
Florida Department of Transportation
3400 West Commercial Blvd.
Ft. Lauderdale, Florida 33309-3421

Subject: System Safety and Security Certification

Dear Ms. Meli:

This is certification to FDOT verifying adoption and compliance of a System Safety Program Plan (SSPP) and a Security Program Plan (SSP) in accordance, at a minimum, with established standards set forth in Chapter 14-90.

Should you have any questions, please contact Jeanne Rougeau at 561-841-4215.

Sincerely,

Charles D. Cohen
Deputy Director, Fixed Route

An Equal Opportunity - Affirmative Action Employer
www.palmtran.org

Appendix L – No-Show and Late Cancellation Policy Review

The following represents Palm Tran Connection's No-Show policy. This policy was developed within the parameters of the American's with Disabilities Act using examples of the best practices from other transit agencies. The purpose of this process is to deter and/or address chronic no-shows in order to improve Palm Tran Connection's efficiencies and effectiveness.

The American's with Disabilities Act states:

> *"The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips."*

In developing this policy, Palm Tran Connection has attempted to present a policy which allows staff to reduce the current no-show and late cancellation rates, while balancing the needs of our customers. There were four (4) components to this review; defining no-shows, educating the customer, monitoring occurrences, and enforcing of the policy. Finally, this takes into account many factors, including:

- Setting realistic expectations of customers and drivers;
- Consistently applied operating procedures, particularly with respect to dispatch and drivers declaring an apparent passenger no-show;
- Providing a means for passengers to cancel trips as far in advance as possible, including during times when Connection may not be open for business;
- Thorough documentation based on a reliable, consistent method of recording no-shows and late cancellations;
- A system for sending letters to notify passengers about excessive no-shows;
- An effective process for determining excused no-shows based on consistently applied criteria;
- A way to monitor no-shows and late cancellations on an ongoing basis and to impose suspensions at the appropriate time; and
- A recognition that imposing sanctions on this population must be done with due process and concern for individuals who may rely on ADA paratransit as their only source of transportation.

Definitions:

Advance Cancel: When the customer notifies Connection that the service is no longer needed. The cancellation must be made before close of business the day before the scheduled service day.

Same Day Cancel: A cancellation which occurs after the close of business the day before the date of service and up to 90 minutes prior to the scheduled pickup window.

Late Cancel: A cancellation which occurs within 90 minutes before the start of the pickup window. For the purposes of enforcement, late cancels will count as one half of a no-show.

No-Show: When the customer fails to contact our office to inform us of a cancellation and fails to board the vehicle when it arrives to transport him/her within the pick-up window.

If the customer "no-shows" or cancels the first leg of a trip, the corresponding return trip is not automatically cancelled. The customer must call Palm Tran Connection's customer service line and cancel the trip. A demonstrated pattern of no-shows is a serious disruption of service. No-shows which exceed ten percent (10%) of scheduled trips within a rolling thirty-day (30) period will be grounds for service suspension.

Major Changes to Policy:

- Time allowed for the trip to be documented as a cancelation has been changed from 180 minutes to 90 minutes. This will allow for adequate time to notify the driver of the cancellation and additional time to attempt to schedule other trip(s) into that time slot.
- The policy ties the number of no-shows to the number of trips.

No-Show Policy:

Palm Tran Connection defines a valid no-show as occurring when all (or some) six (6) of the following circumstances have occurred:

1. The customer (or the customer's representative) has scheduled paratransit service.
2. There has been no call by the customer or his/her representative to cancel the scheduled Trip/Trips.
3. The paratransit vehicle has arrived at the scheduled pick-up point within the specified pick-up window.

4. The customer has failed to board the vehicle within five (5) full minutes after the driver's arrival. The five (5) minute wait time cannot start until the beginning of the agreed to and confirmed pick-up window.

5. The driver has waited and made a good faith effort to locate the customer. (The driver cannot lose sight of the vehicle nor enter the pickup location).

6. The driver has contacted their dispatcher who has made one last attempt to contact the customer through the phone number on file.

No-shows will not be charged when the no-show is beyond the control of the customer, such as medical reasons.

Valid No-Show 1 Occurrence

Late Cancel 0.5 Occurrence

Any customer charged with valid no-shows which exceed one (1) occurrence for every ten (10) scheduled trips per thirty (30) day period, with a minimum of three (3) occurrences, shall be considered as violating the No-Show policy.

First Occurrence: Warning Letter

Second Occurrence: 14-day Suspension and Loss of Subscription

All Subsequent Occurrences: 30-days Suspension

Customers will receive two (2) weeks' notice of any suspension. Notice of suspension will include the dates of all valid no-shows/late cancels. Service will continue to be provided while any appeal is pending.

If any customer no-shows the "going" trip on two (2) consecutive days, staff will automatically cancel all trips until contact is made with the customer to confirm service is still needed.

Appeals Process:

Any customer who has been determined to be in violation of the Palm Tran Connection No-Show Policy will have the right to appeal the decision through the Senior Manager of Palm Tran Connection and/or the locally approved Grievance board whose decision is binding and final.

Appendix M – Local Grievance Procedure

Palm Beach County Transportation Disadvantaged Local Coordinating Board

FY 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 many 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: for

Steven Grant, Chair
Palm Beach County Local Coordinating Board

Appendix N – Rate Model Worksheet

Worksheet for Multiple Service Rates

CTC: Palm Tran Version 1.4
County: Palm Beach County

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

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) No
	Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	(•) Yes ( ) No	(•) Yes ( ) No	( ) Yes (•) No	( ) Yes (•) No
	Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service
2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No	( ) Yes (•) No
	Leave Blank	Leave Blank	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?				
How many of the total projected Passenger Miles relate to the contracted service?				
How many of the total projected passenger trips relate to the contracted service?				
Effective Rate for Contracted Services:	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile =				
per Passenger Trip =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service
4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

SECTION III: Escort Service

1. Do you want to charge all escorts a fee? ..... (●) Yes ( ) No — Answer # 2, 3 & 4

2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... (●) Pass. Trip ( ) Pass. Mile
per passenger mile? .....

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

4. How much will you charge each escort? ..... $ 3.50 per Passenger Trip

SECTION IV: Group Service Loading

1. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank) ..... Do NOT Complete Section IV

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

SECTION V: Rate Calculations for Multiple Services:

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

RATES FOR FY: 2019 - 2020

		Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	11,896,761	10,231,214	1,665,547		0	
Rate per Passenger Mile =		$2.19	$3.76	$0.00	$0.00 per passenger	$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	1,003,316	862,852	140,464			
Rate per Passenger Trip =		$25.82	$44.44	$0.00	$0.00 per passenger	$0.00 per group

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

Combination Trip and Mile Rate

	Ambul	Wheel Chair	Stretcher (Leave Blank)	Group (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$2.19	$3.76	$0.00	$0.00 per passenger	$0.00 per group

Rates If No Revenue Funds Were Identified As Subsidy Funds

	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Mile =	$2.79	$4.79	$0.00	$0.00 per passenger	$0.00 per group
Rate per Passenger Trip =	$33.11	$58.77	$0.00	$0.00 per passenger	$0.00 per group

Program These Rates into Your Medicaid Encounter Data

Appendix O – Glossary of Terms

Actual Expenditure Report (AER): An annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

Agency for Healthcare Administration (AHCA): Their mission is Better Health Care for All Floridians, and together they are responsible for the administration of the Medicaid program, for the licensure and regulation of health facilities and for providing information to Floridians about the quality of the health care they receive in Florida.

Agency for Persons with Disabilities (APD): The Agency Supports Persons with Developmental Disabilities in Living, Learning and Working in their Community.

***Americans with Disabilities Act (ADA)*:** Prohibits the discrimination of disabled citizens in employment, public services, transportation, public accommodations and telecommunications.

Annual Operating Report (AOR): An annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

Annual Performance Report (APR): An annual report issued by the commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

Chapter 427, Florida Statutes (F.S.): The Florida Statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

Commission for the Transportation Disadvantaged (CTD): An independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population

Community Transportation Coordinator (CTC): A transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area. *In Palm Beach County, the CTC is Palm Tran Connection*.

Coordination: The arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

Coordination Contract: A contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, its own services, and services to others, when such service has been and proven to be a safer, more effective and more efficient service from a total system perspective.

The Department of Education (DOE): Assists with the following programs for those with disabilities: 1) The Division of Blind Services; 2) Exceptional Education & Student services administers programs for students with disabilities and for gifted students; 3) The Division of Vocational Rehabilitation serves as an employment resource for businesses and people with disabilities.

Department of Elder Affairs (DOEA): The Florida Department of Elder Affairs has been constitutionally designated by Florida voters to "serve as the primary state agency" responsible for administering human services programs for the elderly to help them keep their self-sufficiency and self-determination.

Department of Health (DOH): Their mission is to promote, protect and improve the health of all people in Florida.

Designated Official Planning Agency (DOPA): The official body or agency designated by the CTD to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations. *In Palm Beach County, the DOPA is the Palm Beach Transportation Planning Agency*.

Division of Senior Services (DOSS): Funded by Older American Act funds through the Department of Elder Affairs and the Area Agency on Aging and through Board of County Commissioner (BCC) funds for customers traveling to DOSS meal sites.

Elderly & Disabled Program (E&D): Provides funding, allocated by a formula, to states for capital projects to assist in meeting the transportation needs of older adults and persons with disabilities.

Florida Administrative Code (FAC): A set of administrative codes regulating the state of Florida.

Florida Coordinated Transportation System (FCTS): A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

Florida Department of Transportation (FDOT): A governmental entity; the CTD is housed under the Florida Department of Transportation for administrative purposes.

Local Coordinating Board (LCB): The LCB is an advisory board. It is established in section 427.0157, Florida Statutes, to advise the CTD and CTC about local concerns and issues. Florida Statutes define an advisory board as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives.

Memorandum of Agreement (MOA): The state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation disadvantaged services for a designated service area.

Metropolitan Planning Organization (MPO): The area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C.s. 134, as provided in 23 U.S.C.s. 104.

Non-Sponsored Trip: A trip in which is not subsidized in part or in whole by any local, state, or federal government funding source, other than the Transportation Disadvantaged Trust Fund.

Rule 41-2, F.A.C.: The rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

***Sponsored Trip*:** A passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including money provided by the TD Trust Fund)

System Safety Program Plan (SSPP): A documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

Transportation Disadvantaged (TD): Those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Disadvantaged Service Plan (TDSP): A three-year implementation plan, with annual updates developed by the CTC and the DOPA which contains the goals the CTC plans to achieve and the means by which they plan to achieve them. The plan shall be approved and used by the LCB to evaluate the coordinator.

Transportation Disadvantaged Trust Fund (TDTF): A fund administered by the CTD in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs which are not sponsored by an agency.

Transportation Operator: One of more public, private for profit, or private non-profit entities contracted by the CTC to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Will-Calls: These are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but cannot schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

PALM BEACH Transportation Planning Agency

2.D

2020 Palm Beach CTC Evaluation Executive Summary

In Palm Beach County, the Palm Beach Transportation Planning Agency (TPA) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427.0155, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- American with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

Below are the key findings and recommendations from the 2020 CTC Evaluation that was conducted during the months of February, March and April, 2020:

Section	Key Findings	Recommendation
General Questions	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 no satisfied.	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.
	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.	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.
	Section 5310 recipients are not adequately regulated for compliance and the contractual language is not updated to hold recipients accountable for key safety measures.	The current Memorandum of Agreement says the CTC is required to have Coordinated Contracts with 5310 recipients.

Chapter 427.0155, F.S.	School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and public school students oftentimes rely on paratransit services to get to and from school.	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 their students.
	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 keep track of whether trips for the next day are still on schedule as planned. Connection should confirm correct client contact information in the client file before scheduling a trip.	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 pick-up location. Additionally, the CTC should ensure that all clients have the correct contact information on their accounts.
	TD service is not available on seven holidays throughout the year.	The TD holiday schedule follows the fixed-route schedule. The CTC should consider providing paratransit and fixed-route service on holidays.
	There is not currently an arrangement with the local WAGES coalition of CareerSource PBC.	Work cooperatively with CareerSource PBC to provide clients with transportation services.
Local Standards	The CTC is currently <u>meeting</u> the following goals: • Passenger no shows of <5% • Average age of entire fleet is 4 years, 5 months • At-fault accident rate of ≤1 per 100,000 miles traveled • Increasing paratransit riders to public transit goal of 25% The CTC is currently <u>not meeting</u> the following goals: • Call hold time under three (3) minutes per call • On time performance goal of 90% • On time performance by appointment goal of 93% • Complaint ratio goal of ≤3 per 10,000 trips performed The CTC holds weekly meetings with the Operators and team members to discuss metrics and long-term goals. Meetings were previously bi-weekly, however with the onset of the CTC's PTSTAT program, meetings can decrease in frequency.	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).

Passenger 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 riders via SurveyMonkey, capturing 191 responses. There was a total of 233 surveys collected.	• Improve GPPS systems in vehicles and ensure addresses and contact numbers are filed correctly • Provide a way for clients to know their driver's estimated time of arrival o Drivers can call clients when 15 minutes out • Implement Fare Boxes so riders aren't required to carry exact change on trips

Florida Transportation Plan

Update

presented to
Transportation Disadvantaged Local Coordinating Board

presented by
FDOT District Four

Date: May 2020

FLORIDA Transportation Plan — Your Florida. Your vision. Your plan.

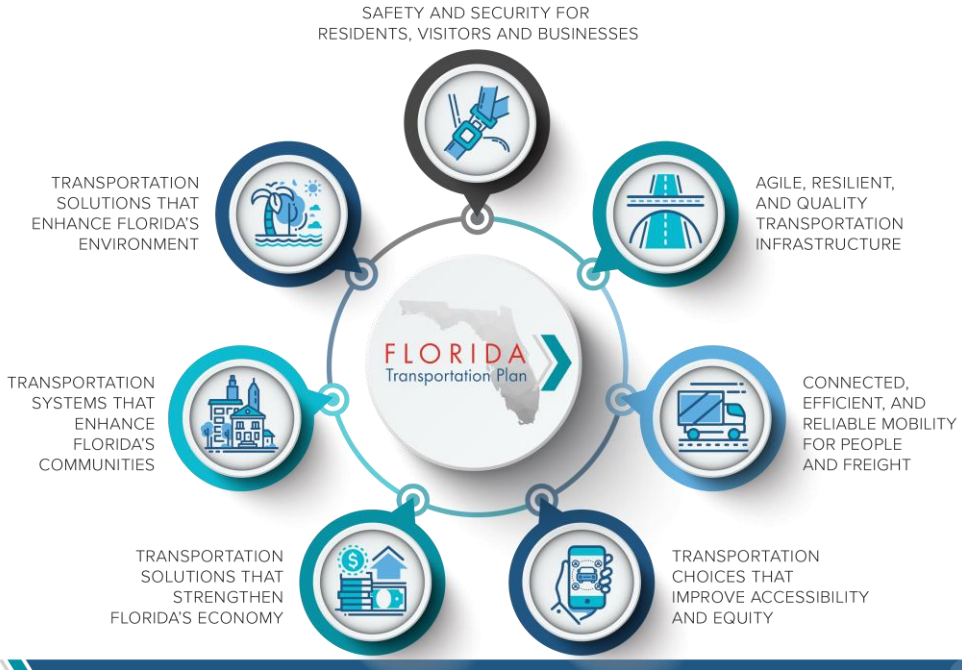
1

What is the Florida Transportation Plan and Why Does it Matter?

- Florida's long-range transportation plan
- A plan for all of Florida
- Provides framework for transportation decisions and investments
- Guides state, regional, and local transportation decisions and investments
- Draws on other statewide and related partner efforts

FLORIDA Transportation Plan — Your Florida. Your vision. Your plan. 2045

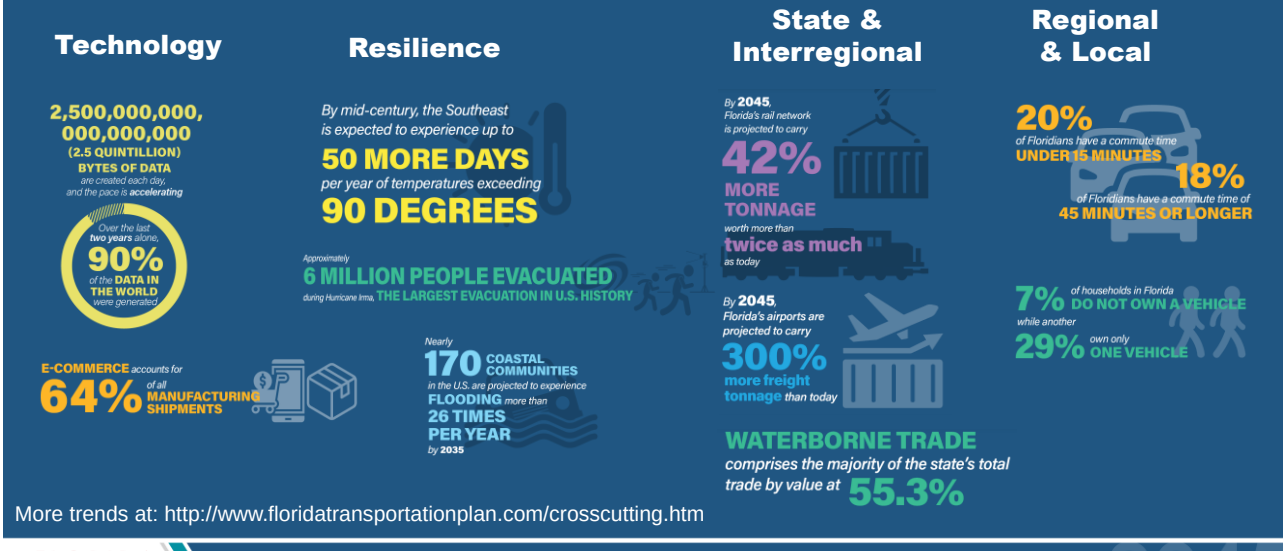
2



Cross-Cutting Topics

Technology	Resilience	State/Interregional	Regional/Local
• Automated, connected, electric, and shared vehicles • Transportation system management and operations • Big data • New materials and processes	• Extreme weather • Emergency evacuation and response • Sea level rise • Flooding • Economic and societal changes	• SIS, including modal facilities • Trade & logistics • Multi-use/multi-modal facilities • Global, statewide, and interregional connectivity • Florida's economic drivers and industries	• Urbanized, non-urbanized, and rural • Congestion relief • Land use and community planning • Regional visions • Environment • Economic development

Cross-Cutting Topics and Trends - Examples

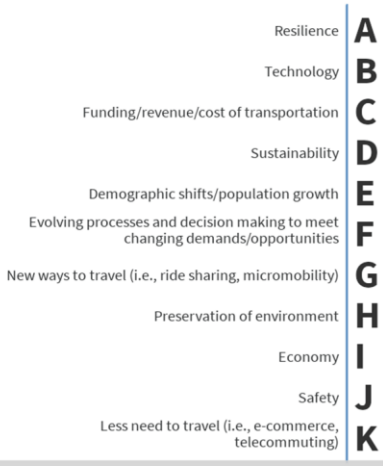


More trends at: http://www.floridatransportationplan.com/crosscutting.htm

Sharing our Ideas

- Poll Everywhere – multiple ways to access the polls:
  - Visit www.pollev.com/FTP2045 from your phone, tablet, or laptop to access the polling questions
  - Text "FTP2045" to 22333 to join the poll and respond to the polls via text message
  - Scan the QR code to the right to go directly to the website
  - Important note: A record of the poll responses will be kept for statutory records retention requirements

What trend is the most important to/will have the biggest impact on Florida's transportation future?



Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

7

In your opinion, what is the greatest challenge for Florida to overcome related to changing technology and our transportation system?

Regulatory barriers

Rapid rate of development and adoption of new technologies

Integrating old/existing and new/emerging technologies in the same system at the same time

Planning and design challenges

Data security and privacy

Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

8

What is the top trend or disruptor affecting Florida's transportation system?

Extreme Heat
Flooding
Hurricanes / Extreme Storms
Poor or Inoperable Infrastructure
Sea Level Rise
Storm Surge
Technology Interruption or Failure

Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

9

When poll is active, respond at **PollEv.com/ftp2045**
Text **FTP2045** to **22333** once to join

What regional or local needs should be considered as we update the FTP?

Start the presentation to see live content. Still no live content? Install the app or get help at **PollEv.com/app**

10

How can we best implement the FTP strategies across Florida's varied regions and localities to ensure maximum success in achieving the goals of the FTP?

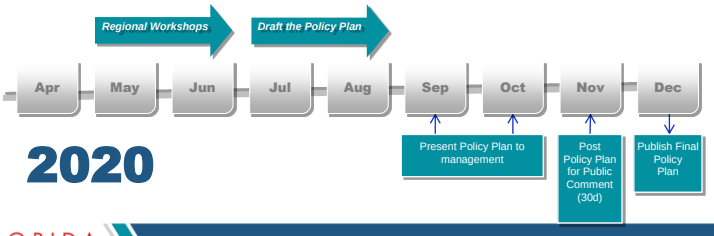
Start the presentation to see live content. Still no live content? Install the app or get help at PollEv.com/app

11

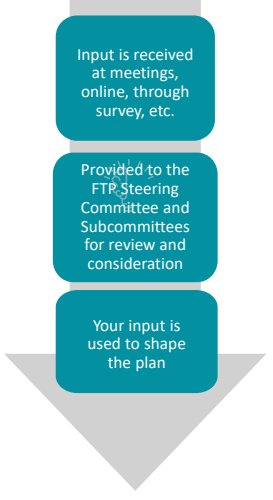
Get Involved!

www.floridatransportationplan.com

- ✓ *Share your ideas through our values and preferences survey.*
- ✓ *Respond to our resilience and technology surveys.*
- ✓ *Join us at an FTP event.*
- ✓ *Request a presentation from FDOT.*
- ✓ *Provide general feedback.*

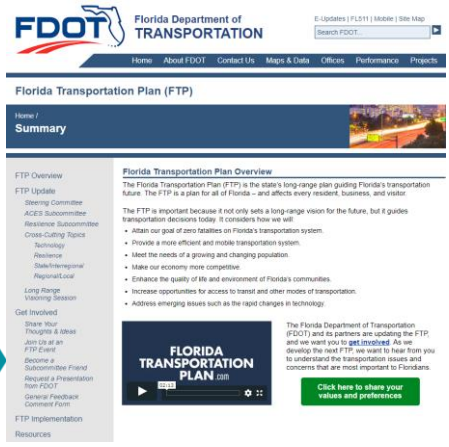


What Will We Do With Your Input?



FLORIDA Transportation Plan — Your Florida. Your vision. Your plan. 2045

12



www.floridatransportationplan.com

Questions?

CONTACT FOR MORE INFORMATION
LOIS BUSH
District Four
Florida Department of Transportation
lois.bush@dot.state.fl.us
954-777-4654

GET INVOLVED!

WHAT IS IT?

The **Florida Transportation Plan (FTP)** is the state's long-range plan guiding Florida's transportation future. The FTP is a plan for all of Florida—and affects every resident, business, and visitor. The FTP goals impact our quality of life and economic prosperity.

The Florida Department of Transportation (FDOT) and its partners are updating the FTP. Share your thoughts with us so we can ensure the FTP reflects the needs of Florida's communities.

GOALS

- **SAFETY** and **SECURITY** for residents, visitors, and businesses
- **AGILE, RESILIENT,** and **QUALITY** Transportation **INFRASTRUCTURE**
- **CONNECTED, EFFICIENT,** and **RELIABLE MOBILITY** for people and freight
- Transportation solutions that **ENHANCE FLORIDA'S ENVIRONMENT**
- Transportation solutions that **STRENGTHEN FLORIDA'S ECONOMY**
- Transportation systems that **ENHANCE FLORIDA'S COMMUNITIES**
- **TRANSPORTATION CHOICES** that improve accessibility and equity

CROSS-CUTTING TOPICS

TECHNOLOGY
Will technology change how and when we travel?

RESILIENCE
How do we prepare our transportation system for, and recover from, weather, environmental, economic, and operational disruptions?

STATE/ INTERREGIONAL
How do we improve the state's most strategic transportation systems?

REGIONAL/ LOCAL
What regional or local needs should we consider?

FLORIDA
Transportation Plan

2045

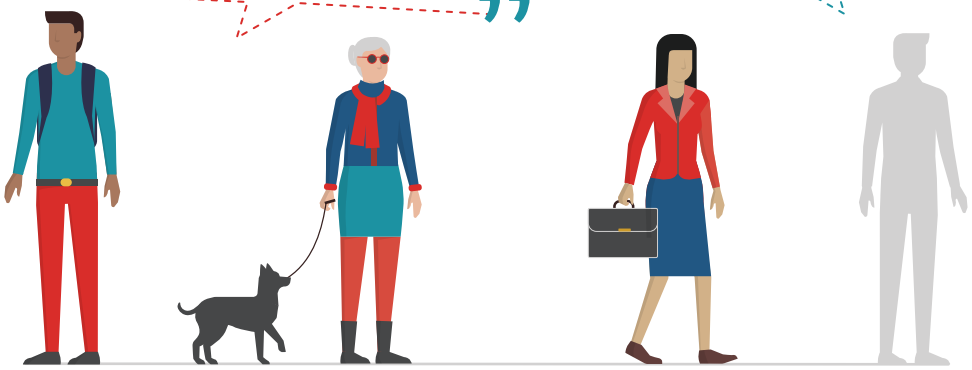
YOUR NEIGHBORS ARE SHARING THEIR TRANSPORTATION STORIES

> Every weekday I take the bus to school. It's important for me to have access to technology that provides real-time bus schedules so I can make it to class on time.

> As I age, I care about living where I choose to stay independent. I need more transportation choices so I can easily get to doctor appointments, community events and my friends. I like feeling in control.

> I own a small business. I depend on timely freight deliveries and a safe and accessible storefront to ensure customer satisfaction and my profitability.

> **Share your thoughts today!**



TELL US YOUR VISION FOR TRANSPORTATION IN FLORIDA.

Help FDOT and its partners update the **Florida Transportation Plan.** Go to:

http://www.floridatransportationplan.com/

- ☑ Take the **10-MINUTE** Values and Preference **SURVEY**
- ☑ **SIGN UP** for Mailing Lists
- ☑ **JOIN** a **SUBCOMMITTEE**
- ☑ **LEARN MORE** by listening to **PODCASTS,** watching **WEBINARS,** or **READING**
- ☑ Provide **YOUR IDEAS** online
- ☑ **REQUEST** a **PRESENTATION** to your organization or group
- ☑ Be on the lookout for **REGIONAL WORKSHOPS COMING IN 2020**

Office of Policy Planning
planning@dot.state.fl.us
850-414-4800

@FLDOT
@MyFDOT
@My_FDOT

3.B

Palm Beach County Transportation Disadvantaged Local Coordinating Board
May 13, 2020

CTC UPDATE

Palm Tran Service Update

- Fare Free since March 23rd.
- Fixed route limited to no more than 15 passengers.
- Fixed route rear door entrance and exit only.
- Service operates on a Saturday schedule
  - Routes 1, 2, 3, 43 and 62 which are on a regular weekday schedule.
  - Sundays continue to operate on a Sunday schedule.
- Ridership has declined 45% compared March 1.
- The Go Glades operating as a “Dial-a-Ride” system

Connection Service Overview

3

- Palm Tran Connection providing essential trips only.
- OTP has average over 98%, Passengers Per Hour is under 1.
- Average weekday ridership is less than 1/3 the regular ridership
- Much faster to move around with no school & less traffic.
- No multi-loading on the vehicles - goal of 1 passenger per trip.
- 75% of the regular daily routes on road.
  - High Productivity
  - Continuous Employment for Drivers

Other Activities

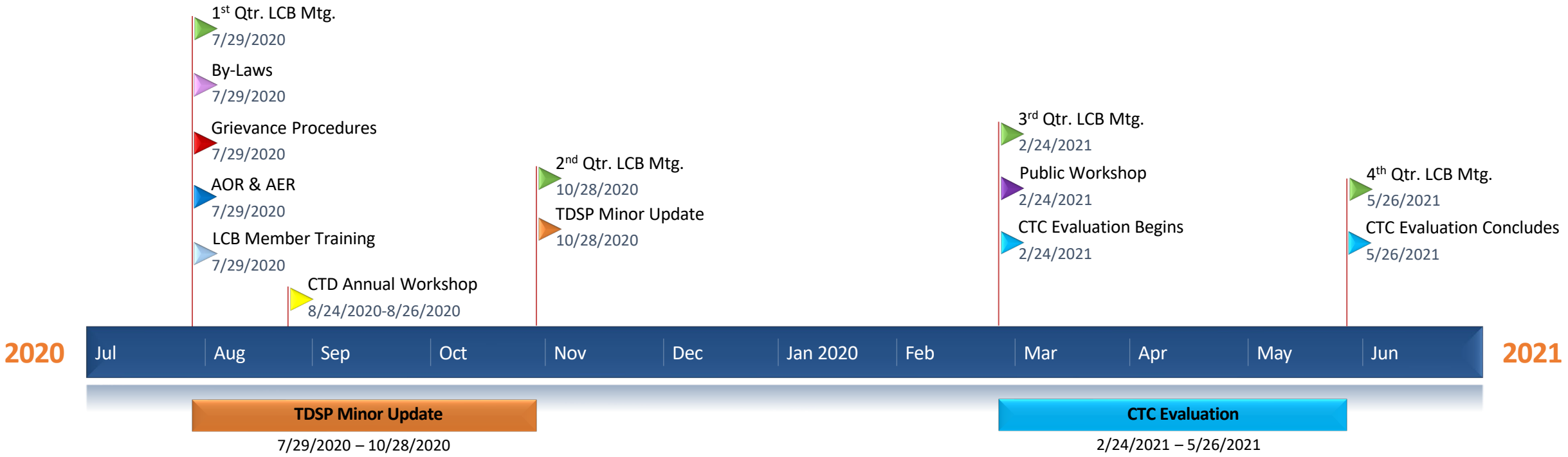
4

- Buses are thoroughly cleaned every night and periodically throughout the day.
- Masks, gloves, and hand sanitizer has been distributed to frontline workers.
- Social Distancing is practiced in office.
- Positive customer response → riders are happy and feel we are providing safe social distancing.

Other Activities

5

- Connection Efficiencies Project (CEP) – Eligibility component is progressing
- Bus route 91 (at Mr. Goodman's request) added 2 new stops at 13th Street and Meadows Road
- TD complaints:
  - February – 32 Raw – 12 Valid
  - March – 9 Raw – 2 Valid
  - Categories of complaints: Discourteous, late drop off or pickup

FY 21 Timeline

4.B