Public Workshop Overview

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

This year, the workshop was held on February 12, 2020, immediately following the scheduled quarterly TD Local Coordinating Board (LCB) meeting. The TPA organized the public workshop with the assistance of Palm Tran, the Community Transportation Coordinator (CTC) and provider of TD service in Palm Beach County (PBC).

The TD Public Workshop aimed to gather input on TD service in Palm Beach County and facilitate knowledge transfer and a thorough understanding of the paratransit system for all LCB members and attendees. The workshop consisted of five (5) interactive stations facilitated by TPA and Palm Tran staff to provide information and collect feedback. The handout for each station is provided in Appendix A.

Stations

1. CTD and TD Funding
   This station provided information about the CTD and how the TD program is funded in Palm Beach County.

2. CTC Services and TD Eligibility
   This station explained TD service eligibility requirements and the variety of services provided by Palm Tran, the CTC for Palm Beach County.

3. Transportation Disadvantaged Service Plan (TDSP)
   This station provided an overview of the TDSP and its role in the TD planning process.

4. LCB Overview & CTC Evaluation
   This station explained the purpose of the LCB and role of LCB members. Participants also learned about the CTC Evaluation process and signed up to participate in this year’s annual CTC Evaluation.

5. Public Comment
   Participants were encouraged to fill out a public comment card to provide additional input and feedback.
Attendees
The TD Workshop had a total of 23 participants. These included 10 LCB Members, 6 members from the public / other agencies, 4 TPA staff, and 3 Palm Tran staff as listed below. A copy of the workshop sign in sheet can be viewed in Appendix B.

Workshop Participants
1. Mayor Steven Grant - LCB Chair, City of Boynton Beach, Florida
2. David Rafaidus - LCB Vice Chair, PBC Department of Community Services
3. Angela Choice - Department of Veterans’ Affairs
4. Jeanie Chrisman - Private Transportation Industry
5. Elisa Cramer - Florida Department of Children and Families
6. Robert Goodman - Representative for the Disabled
7. Maria Hernandez - Agency for Healthcare Administration
8. Angela Morlok - Representative for the Elderly
9. Laura Schultze - School District of Palm Beach County
10. Milory Senat - Agency for Persons with Disabilities
11. Marielisa Amador - Agency for Healthcare Administration
12. Tricia Hallison Mischler - Representative Joe Casello’s Office
13. Nancy Yarnall - Area Agency on Aging
14. Valerie Courchesne - First Transit
15. Charlene Burke - Broward Metropolitan Planning Organization
16. Sadie Vega-Velasquez - Florida Alliance for Assistive Services and Technology (FAAST)
17. Alyssa Frank - TPA
18. Greg Gabriel - TPA
19. Malissa Booth - TPA
20. Valerie Neilson - TPA
21. Chad Hockman - Palm Tran
22. Lou Ferris - Palm Tran
23. Shawn Hall - Palm Tran
24. Yash Nagal - Palm Tran
Public Comments

The following comments were collected during the workshop via public comment cards:

- Consider initiating a “homeless” transportation plan affecting future facility that may be constructed in PBC and link to the services needed.
- For the future, provide video presentations with downloadable handouts for individuals and organizations who are unable to attend the public meeting
- Good Job.
- Good presentations!
- Great and informative presentations.
- Thank you for an informative annual workshop! The setting (multiple mini sessions) allowed for effective Q+A. Lots of useful details and good context.
- The workshop was very informative, and the presenters were very knowledgeable. Great session!
- This was good. I would like to dig a little deeper. Several issues can be gathered from other area. Will they all work - no- but if you can take away anything and grow from what is better.
- This workshop session and discussion was very information - I learned a lot about the TDSP and projections for TD/ADA population growth.
- Very informative workshop and the discussions were good.
- Very informative, thank you.

Additionally, there was a verbal request for Palm Tran to add a stop at 13th Street and Meadows Rd in Boca Raton. A pair of stops was added as a result.
Station 1: Palm Tran Services

Palm Tran Fixed-Route
- ~3,200 stops
- 32 bus routes
- Connections to all 6 PBC Tri-Rail stations

GoGlades
- Pilot program in Glades Area
- 4 Flex-deviated routes
- Service for Belle Glade, South Bay and Pahokee
- Schedule 2 hours in advance of ride

Palm Tran Connection
- Door-to-Door Paratransit Service
- Over 38,725 eligible riders
- More than 15,400 active riders
- Schedule ride a day prior to ride
- Can have subscription trips
- Requires eligibility process

You are eligible Transportation Disadvantaged (TD) if you identify with one of the following:
- Disabled (based on the ADA definition)
- Below federal poverty line (150%)

If you are TD eligible based on your income and live within ¾ of a Palm Tran bus route you are offered a discounted bus pass (through the TD Bus Pass program) and must use the fixed route for transport.
Connection TD Trip Priorities:

**Priority 1**
- Critical Care Trips
- (Including kidney dialysis, life-sustaining treatments)

**Priority 2**
- Medical Trips
- (Including medical appointments, pharmacy trips, etc.)

**Priority 3**
- Nutrition Trips
- (Including daily meals and grocery shopping)

**Priority 4**
- Daycare and Employment trips
- (Including job interviews, volunteering, workshops for pay and education)

**Priority 5**
- Other/Quality of Life Activities
- (Including governmental, voting, recreational, religious and social support activities)
Commission for the Transportation Disadvantaged (CTD) Mission: To insure the availability of efficient, cost-effective, and quality transportation services for transportation disadvantaged persons.

Commission created for the Transportation Disadvantaged in 1989 and is a state-wide effort to provide access to shared-ride service to those who are eligible and have no access to transportation.

COMMISSION DUTIES:

- Develops policies and procedures for the coordination of transportation services for the Transportation Disadvantaged
- Designates the planning agency in areas outside those with MPOs
- Approves the appointments of the Community Transportation Coordinators
- Contracts with the Community Transportation Coordinators

Chapter 427.013, Florida Statutes, Rule 41-2.003, Florida Administrative Code

PURPOSE: Accomplish the coordination of transportation services provided to the transportation disadvantaged

GOAL: To assure the cost-effective provision of transportation by qualified CTCs or transportation operators
## Palm Beach County Trip & Equipment Grant

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<th>Fiscal Year</th>
<th>Funding Amount</th>
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<td>2019-2020</td>
<td>$3,130,501</td>
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<td>2019-2020**</td>
<td>$617,276</td>
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<tr>
<td>2018-2019</td>
<td>$3,844,470</td>
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<tr>
<td>2017-2018</td>
<td>$3,492,821</td>
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<td>2016-2017</td>
<td>$2,942,044</td>
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<td>2015-2016</td>
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## Palm Beach County TD Funding Dilemma

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<td>TD Grant</td>
<td>$3,844,470</td>
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<td>10% Match</td>
<td>$427,163</td>
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<td>Reduction</td>
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<tr>
<td>Overmatch</td>
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<td>$3,254,476</td>
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The reduction comes from a return to an old funding model because the new funding mechanism was not reauthorized by state legislation.

The funding was restored by special session in late 2019.
FUNDING THE CTD:

**Commission Revenues**
**FY 2019-20**

Total Revenues $65,635,032

- $371,574
- $1,400,000
- $6,000,000
- $10,000,000
- $10,000,000
- $15,210,763
- $22,045,025
- $7,870

- HSMV - Registration Fees ($1.50)
- SB 7088 (M.CORES) - State Transportation Trust
- HSMV - Parking Permit ($5.00)
- FDOT Public Block Grant (15%)
- FDOT Trust Fund
- HSMV Voluntary
- SB 1096 - State Transportation Trust
- FDOT Trust Fund - Capital Equipment

**VOLUNTARY DOLLAR - TRANSPORTATION DISADVANTAGED TRUST FUND:**

- Funding for the program comes from revenues collected from the vehicle registrations
- Ability to check the box and donate additional money on vehicle registration forms
- 100% of the collected funds in each county goes toward additional trips in that county
**Station 3: Transportation Disadvantaged Service Plan (TDSP)**

- The TDSP is a Service Plan that is developed by the Designated Official Planning Agency (DOPA) and the Community Transportation Coordinator (CTC) under the guidance and the approval of the Local Coordinating Board (LCB)

- The LCB helps guide and support the CTC in implementing coordination efforts and local standards that are consistent with the needs of the community

- TDSP outlines all Transportation Disadvantaged services and service partners in Palm Beach County

- Major update every 5 years, with annual minor updates

- Notes that 40.8% of the Palm Beach County population may qualify as TD
The TDSP is a large document and contains sections covering the following:

**DEVELOPMENT PLAN**
- Service Area overview
- Profile/Demographics
- Service Analysis
- Goals, Objectives, Strategies
- Implementation Schedule

**SERVICE PLAN**
- Operations
- Costs, Revenue Allocation and Fare Structure Justification

**QUALITY ASSURANCE**

**APPENDICES**
- Governmental Regulations and Programs
- Memorandum of Agreement for the CTC
- Organizational Charts
- Inventory of Transportation Services
- Transportation Disadvantaged Population Maps by Block
- Bus Pass Program Guidelines
- Vehicle Inventory
- Systems Safety and Security Certification
- Rate Model Worksheet
- Local Grievance Procedures
Station 4: LCB Purpose, Roles, and Responsibilities

Local Coordinating Board (LCB): Advisory board to the Community Transportation Coordinator (CTC), as defined in section Coordinator, as defined in section 27.0157, Florida Statues; advises the Commission for the Transportation Disadvantaged (CTD) about local concerns and issues

The CTD created the LCB to enhance local participation in the planning and delivery of coordinated transportation services

Membership of the LCB is established pursuant to State of Florida Rules 41-2.012 (3) Florida Administrative Code.

Required Representation on the LCB:
- Chair (Elected Official)
- Rep. for Elderly
- Rep. for Disabled
- Citizen Advocate
- Citizen Advocate/User
- Florida Dept. of Veteran’s Affairs
- PBC Community Action
- School District of Palm Beach
- FL Dept. of Trans.
- Dept. of Children and Family Service
- Div. of Vocational Rehabilitation
- Agency for Persons with Disabilities
- Private Transportation Industry
- Florida Agency for Health Care Admin.
- Area Agency on Aging
- Workforce Development Board
- Local Medical Community

TD Service Plan
Update services that assist the County’s TD population

Discuss
Safety concerns, eligibility, and other pertinent issues

CTC Evaluation
Service provided by Palm Tran Connection

Review
Rate models and service levels
Responsibilities of the LCB include:
CTC Evaluation is performed every year (except for FY19). The process is prescribed by the CTD, and includes:

- General Questions
- Chapter 427.0155, Florida Statues, Rule 41-2.011 Florida Administrative Code
- Insurance
- Commission Standards & Local Standards
- ADA Compliance
- On-Side Observation of the System
- Surveys
- Level of Cost, Competition & Coordination

Results in overall findings of the system and recommendations to improve it.

After completion, CTC Evaluation is submitted to the CTD for final review.
### Appendix B

**Palm Beach Transportation Planning Agency**

**Meeting:** Palm Beach County Transportation Disadvantaged Local Coordinating Board Workshop  
**Date:** February 12, 2020  
**Location:** Palm Beach TPA Office  
301 Datura Street, West Palm Beach, FL 33401

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<thead>
<tr>
<th>Name</th>
<th>Representing</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Mayor Steven Grant</td>
<td>City of Boynton Beach / TPA Board</td>
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<td>Tomas Boiten</td>
<td>Citizens Advocate</td>
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<tr>
<td>Elsa DeGoias</td>
<td>FL Department of Children &amp; Families</td>
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<td>Marie Dorismond</td>
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<td>Merlene Rammon</td>
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