



# Palm Beach County, Florida Community Service Department

Transportation Disadvantaged Local Coordinating Board  
(LCB) Presentation

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# Community Service Department

## **Mission:**

*To promote independence and enhance the quality of life in Palm Beach County by providing effective and essential services to residents in need.*

## **Vision:**

*A community where all residents of Palm Beach County have the resources and opportunities to achieve their full potential.*



# Palm Beach County, Florida Community Service Department

- Community Action Program
- Division of Human Services
- Division of Senior and Veteran Services
- Farmworker Career Development
- Financially Assisted Agencies
- Ryan White Program- Part A
- Office of Behavioral Health & Substance Use

Palm Beach County  
**COMMUNITY  
SERVICES**  
Helping People Build Better Communities



# Community Service Department

## **Division of Senior Services**

### **SERVICES:**

Emergency Home Energy Assistance, Adult Protective Services, Nutrition: Home Delivered & Congregate Meals, *Transportation via Palm Tran*, Case Management, Adult Day Care, Volunteer & Volunteer Stipend Programs: Senior Companion & Respite for Elders Living in Everyday Families, Outreach, Information & Referral, and Caregiver Support

## **Farmworker Career Development Program**

### **SERVICES:**

Food Distribution, Food Vouchers, Clothing, Rent Assistance, Utility Assistance, Assistance with Completing Forms and Applications, *Transportation to Medical and Social Service Appointments*, Orientation of Community Resources, Translations and Interpretations, Housing Counseling, Life Skills, Case Management, Assistance with Unemployment Application, and Job Referrals.



# Community Service Department

## **Division of Human and Veteran Services**

### **SERVICES:**

Case management, Rental Assistance,  
Utility Assistance, *Transportation*, Information  
and Referral, Indigent Cremation, and FPL  
Care to Share.

## **Community Action Program**

### **SERVICES:**

Housing Relocation, Eviction  
Prevention, Water and Gas Assistance,  
LIHEAP (Electric Bill Assistance),  
Case Management, Vocational  
Training, Financial Management  
Training, *Transportation*, VITA Tax  
Services, Job Readiness, Skills  
Training and Referrals



# Community Service Department

## **Palm Beach County Comprehensive Plan Health & Human Services Element**

### **OBJECTIVE 2.3 *Transportation***

Palm Beach County will support initiatives that expand and improve service to persons who need public transportation. Such efforts will be consistent with the goals and objectives delineated in the Transportation Element.

**Policy 2.3-a:** The Department of Community Services will collect and analyze data from departmental information systems and other qualitative means with regard to transportation needs of clients.

**Policy 2.3-b:** The Department of Community Services will share data with Palm Tran regarding the needs of clients who are *transportation disadvantaged*.





# Community Service Department

## **Palm Beach County Comprehensive Plan Health & Human Services Element**

### **OBJECTIVE 4.2 Public Health & Community Design**

Palm Beach County will recognize and encourage community design principles that provide opportunities for physical activity, thereby, promoting public health.

**Policy 4.2-a:** Palm Beach County, in collaboration with the County Health Department, will seek, during the development review process, to advance the incorporation of community design principles that encourage physical activity through promotion of strategies, when appropriate, including, but not limited to:

1. Utilization of non-motorized transportation modes;
2. Location of public facilities accessible by multiple transportation modes;



# Community Service Department

## **Palm Beach County Comprehensive Plan Health & Human Services Element**

**Policy 4.2-a:** *(continued)* Palm Beach County, in collaboration with the County Health Department, will seek, during the development review process, to advance the incorporation of community design principles that encourage physical activity through promotion of strategies, when appropriate, including, but not limited to:

3. Availability and maintenance of quality pedestrian paths or sidewalks;
4. Provision of street furniture and lighting enhancements;
5. Provision of civic and recreational facilities;
6. Establishment of interconnectivity between like development projects through vehicular and/or pedestrian cross access; and
7. Provision of pedestrian and bicycle linkages between existing residential and non-residential land uses.





# Community Service Department

## **A Report of Health & Human Services in Palm Beach County – Based on Key Community Indicators (Public Transportation Section)**

- Highlights that Palm Tran Connection is a shared ride, door-to-door public transportation option for seniors, persons with disabilities and low-income residents and visitors in Palm Beach County.
- Explains Current and Future Planning Efforts
- Explains that because of escalating costs for door-to-door paratransit service, emphasis is being placed on greater use of fixed-route transit for Americans with Disabilities (ADA) customers. And that one of the ways Palm Tran is encouraging more fixed-route use is by offering existing Connection customers a free ADA pass. The ADA pass allows Connection customers access to the entire bus network free of charge. ADA pas usage has increased since the program was introduced.



# Community Service Department

## **Palm Beach County: Sociodemographic Barriers to Economic Mobility Report**

### **ECONOMIC MOBILITY AND *TRANSPORTATION* SECTION**

Palm Tran in partnership with the Palm Beach Transportation Planning Agency (TPA) is prioritizing connectivity to transit stops on major corridors with ADA compliance and identifying high-ridership stops. Additionally, the “transportation disadvantaged” (statewide term for those who are elderly, at-risk youth, under the poverty level, or disabled with no access to vehicles) have been identified and are being evaluated to develop new strategies to serve those areas.



# Community Service Department

## **Palm Beach County: Sociodemographic Barriers to Economic Mobility Report**

### **Transportation Need**

Youth, elderly, households below poverty, and households with no vehicles are transportation disadvantaged population segments that historically depend on public transportation.

- High public transportation areas are located in Boynton Beach, Delray Beach, Greenacres, the Lake Okeechobee area, Lake Worth, Boca Raton and West Palm Beach.
- A higher concentration of younger persons (under the age of 15) reside in Greenacres, Jupiter, Palm Beach Gardens, West Palm Beach, west of Boca Raton and west of Wellington.
- Higher concentration of older people (60+) reside in Delray Beach, Greenacres, Jupiter, Palm Beach Gardens, Riviera Beach, West Palm Beach, west of Delray Beach and in the Lake Okeechobee area.



# Community Service Department

## **Palm Beach County: Sociodemographic Barriers to Economic Mobility Report**

Palm Tran Connection (a shared ride, door-to-door public transportation option for seniors, persons with disabilities and low-income individuals) has over 42,000 eligible riders in their database with 16,000 active riders. This number includes Transportation Disadvantaged (TD), Division of Senior Services program, and American with Disabilities Act (ADA) riders.

In one year, Palm Tran issued over 95,000 discounted passes to partnering agencies and average 250 discounted bus pass clients every day. These are for all people who qualify (i.e., senior, students, Medicare, etc.) or are at or below the poverty level.



# Community Service Department

## **Palm Beach County: Sociodemographic Barriers to Economic Mobility Report**

### **SYSTEMS OF CARE** (Coalitions, Programs & Services available)

Some of the entities working to increase and improve ridership and develop new strategies to expand services for the transportation disadvantaged in Palm Beach County through coalitions, programs, or services are listed below:

- \* Palm Beach County Palm Tran
- \*The Volen Center in Boca Raton (seniors south of Hypoluxo)
- \*Federation Transportation in Boca Raton
- \*Seagull Industries (developmentally disabled)
- \*Gulfstream Goodwill
- \*SFRTA/Tri-Rail



# Community Service Department

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