

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan  
2011 – 2012

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Transportation Disadvantaged Service Plan  
and  
Human Service Transportation Coordinated Plan



PALM BEACH COUNTY, FLORIDA  
COMMUNITY TRANSPORTATION COORDINATOR

Prepared by Palm Tran Connection and  
Palm Beach Metropolitan Planning Organization

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## II. FOREWORD

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*Access to transportation for the disabled community is a basic civil right. ~ Ross Brereton, New Zealand's First Disabled Human Rights Commissioner ~*

The Transportation Disadvantaged Service Plan (TDSP) and Human Services Coordinated Transportation Plan (HSCTP) serves as a comprehensive operational guidebook outlining the services and service parameters that govern the public transportation in Palm Beach County, Florida. This document is continually refined and updated as new or enhanced policies, rules and procedures are adopted and implemented into daily operations.

Palm Tran provides the fixed-route bus service and Palm Tran Connection is responsible for meeting the paratransit needs for the citizens of Palm Beach County. Under the direction of the Board of County Commissioners in conjunction with the Palm Beach Metropolitan Planning Organization (MPO) and the Palm Beach County Transportation Disadvantaged Local Coordinating Board with input from the user community, service is provided to eligible riders within Palm Beach County.

Palm Tran Connection provides client registration, eligibility verification, trip reservation, monitoring of complaints and commendations, trip scheduling and carrier contract management responsibilities. This coordinated effort allows for increased across the board efficiencies. Most clients are able to call one phone number for all of their paratransit needs.

The MPO is 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(f)(3).

SAFETELU (Safe, Accountable, Flexible, Efficient Transportation Act – A Legacy for Users), a Federal Surface Transportation Law, requires that a plan for a unified comprehensive strategy for transportation service be prepared throughout the country. The State of Florida has been in the forefront of such efforts. In 1979, Florida's Transportation Disadvantaged Program was created and reenacted in 1989. The Florida

Transportation Disadvantaged Commission, now called the Florida Commission for the Transportation Disadvantaged, created local coordinating boards to enhance local participation in the planning and delivery of coordinated transportation services. While both the State and Federal Laws require coordination of human transportation services, the following document incorporates the specific requirements of both.

Appendix H includes a Glossary of Terms and Acronyms to help better understand the terms used by Palm Tran Connection.

## III. DEVELOPMENT PLAN

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*Transportation for the disabled is a method of empowerment. ~ Rhoades Browning, Disabled Advocacy Trainer ~*

### A. History and Overview

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#### 1. Background of the Transportation Disadvantaged (TD) Program

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

In 1989, Chapter 427, Florida Statutes, was amended and reenacted. A Commission for the Transportation Disadvantaged (CTD) was established to meet the Florida Statutes requirement of coordinated transportation services for the transportation disadvantaged throughout Florida. The Metropolitan Planning Organization (MPO) or Designated Official Planning Agency (DOPA) in each County was involved in the planning activities of their county programs. Each MPO would designate a county Community Transportation Coordinator (CTC) in charge of the county TD services. At that time, the MPO of Palm Beach County was designated the CTC.

Palm Tran’s Memorandum of Agreement with the Commission for the Transportation Disadvantage is included as Appendix J.

### **a) Chapter 427, Florida Statutes**

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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 in favor 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 Commission for the Transportation Disadvantaged 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 Commission operates independently with rule-making and budget authority. It also administers the Transportation Disadvantaged Trust Fund, which is currently generating approximately \$40,000,000 annually for the Commission’s operations and a statewide local grants program for the delivery of transportation services.

### **b) Florida Administrative Code 41-1**

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

### **c) Americans with Disabilities Act**

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On July 26, 1990, new Federal Civil Rights Legislature was signed into law. The Americans with Disabilities Act of 1990 (ADA) mandated equal opportunity in transportation for individuals with

disabilities. 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 implemented a proposed Rule including requirements for providing paratransit services for disabled individuals.

## **2. Background of the Human Services Transportation Cooredination Plan (HSTCP)**

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The importance of paratransit services can be measured in the fact that this is an area where supply drives demand. ~William S. Lind, Conservative Transit Advocate~

### **a) Safe, Accountable, Flexible, Efficient Transportation Act - A Legacy for Users (SAFETEA-LU)**

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SAFETEA-LU (Safe. Accountable, Flexible, Efficient Transportation Act-A Legacy for Users), is a Federal Surface Transportation Law. SAFETEA-LU requires a Human Service Transportation Coordinated Plan (HSTCP) be developed in all regions of the Country. The Plan is to include priorities and projects for three (3) Federal Transit Administration (FTA) programs if the regions are to receive funding from any of the three (3) programs. The programs are the following: 1) Elderly Persons and Persons with Disabilities (Section 5310); 2) Job Access and Reverse Commute (Section 5316); and 3) New Freedom Program (Section 5317). SAFETEA-LU requires a greater role by the metropolitan planning organizations in the coordination of specialized transportation services.

### **b) HSTCP Key Elements**

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The HSTCP is to be developed with the assistance of a Human Service Transportation Coordination Task Force. The HSTCP has five (5) key elements:

- (1) Provide overview of all existing transportation services;

- (2) Identify gaps in services for person with disabilities, older adults and low-income populations;
- (3) Identify strategies for addressing gaps;
- (4) Identify coordination opportunities; and
- (5) Prioritize implementation strategies.

### c) *Federal Transportation Administration Programs*

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**Do right. Do your best. Treat others as you want to be treated. ~ Lou Holtz ~**

#### **(1) Section 5310: Elderly and Persons with Disabilities Grant Program**

Elderly and Persons with Disabilities Grant Program (5310) is a Federal Program administered by the Florida Department of Transportation (FOOT). The purpose of the grant program is to assist Non-Profit Agencies and Community Transportation Coordinators 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% is funded by FOOT and the remaining 10% to be funded by the applicants that receive an award. In 2010, nine (9) Non-Profit Agencies in Palm Beach County were awarded grants, a total cost of \$885,917 with the 5310 Program share of \$708,733. The 5310 program contributed toward the purchase of fourteen (14) vehicles of varied passenger capacities with eight (8) of the vehicles having wheel chair positions.

This Grant Program is offered annually. Application deadlines are usually early in the calendar year.

#### **(2) Section 5316: Job Access & Reverse Commute (JARC)**

The Federal government allocates funds to the State of Florida for the Job Access & Reverse Commute (JARC) Program. Florida Department of Transportation (FOOT) Administers the Program. Two goals of this Program are to improve access to employment for low-

income individuals and also to improve access to suburban employment opportunities for residents of urbanized and non-urbanized areas. Eligible applicants are private nonprofit organizations, state or local governmental authorities, Community Transportation Coordinators, and operators of public transportation services, including private, for-profit operators of public transportation services. Examples of eligible operational related projects are extension of night and weekend transportation services, shuttle service, demand-responsive van service, and ridesharing activities. Examples of capital related projects are subsidies for purchase or lease of vehicles, local car loan programs, acquisition of Geographic Information System, and implementation of Intelligent Transportation Systems.

The South Florida Regional Transportation Authority's Planning Technical Advisory Committee (SFRTA) reviews the proposed project requests. SFRTA's endorses a ranking of the projects submitted to FOOT for final disposition.

In Fiscal Year 2008/09 two projects in Palm Beach County were approved for funding under the 5316 program. Palm Tran was awarded \$510,000 for an expansion of service hours for their Route 94. The City of West Palm Beach was awarded \$688,500 for trolley service.

The availability of JARC funds is on a bi-yearly basis. The next round of project selections is expected to be in 2012 with application deadline expected early in the year and final determination in late 2012.

#### **(3) Section 5317: New Freedom Grant Program**

The Federal Government has three different program funds it allocates to the State of Florida Department of Transportation (FOOT) to administer. One is called New Freedom. The goal of the program funding is to support operating and capital costs of new and expanded public transportation mobility options for people with disabilities that go beyond Americans with Disabilities Act (ADA) requirements. Eligible applicants are private non-profit organizations, State and Local Governmental authorities and public and for-profit transportation operators. Examples of eligible project costs are new public transportation services beyond ADA requirements, accessibility improvements to transit and stations, purchase vehicles to support new accessible taxi service, and support new mobility management and coordination programs.

Bi-yearly projects are submitted to the South Florida Regional Transportation Authority's Planning Technical Advisory Committee (SFRTA) for review. SFRTA endorses and ranks the projects and submits them to FDOT for final disposition.

In Fiscal Year 2008/09 two projects in Palm Beach County were approved for funding under the New Freedom Program. MaeVolen Senior Center was awarded \$507,097 to provide same day, 24 hour, on-demand service for elderly and disabled. Tropical Non-Medical was awarded \$778,018 to provide wheel-chair accessible, demand responsive service. The next application/selection process for funds from the New Freedom Program is planned for in 2012.

*Transportation is the one thing that a disabled person's life hinges on. ~Dave Evans, Advocate for the Disabled~*

### 3. Designation Date/History of the County's Program

The Palm Beach County Board of County Commissioners (BCC) was designated as the Coordinated Community Transportation Provider (CCTP) by the MPO in 1981. In 1985, the first Memorandum of Agreement (MOA) was signed with the State TD Coordinating Council. September 1, 1987, was the initial date for service by SpecTran, the County's non-sponsored, fare-based paratransit system. In October 1987, a contract with Health and Rehabilitative Services (HRS) was executed for transportation of Riders eligible for the Community Care for Disabled Adults Program (CCDA) and in January 1988, the Older Americans Act contract went into effect under the CCTP.

In March 1990, the MPO appointed representatives to a newly established County Coordinating Board as stipulated in Chapter 427, Florida Statutes. The Board decided that it would be in the best interests of the program if a Technical Advisory Committee (TAC) was formed. The County's program efforts would need to address rural as well as urban needs. A TAC was formed and held its first meeting in July 1990. Their responsibilities were to review ongoing operational, structural and contractual activities and provide recommendations to the Board.

The MPO was also charged with the appointment of the local Community Transportation Coordinator for Palm Beach County. The MPO appointed itself as the

CTC on August 16, 1990 and charged its Director with carrying out the responsibilities of the CTC. The operations would be brokered out and the County would do the administration/registration and scheduling of trips. The MPO's first MOA was approved by the CTD in March 1991. The first two sponsored contracts were signed in June 1991. Both contracts were with the Health and Rehabilitative Services programs. In January, 1992, the first non-sponsored contract was signed.

In order to combine Medicaid, TD, ADA, and Senior Transportation trips effectively, the BCC began a process in November 1997 to advertise for a new management company and service providers. During this changeover period, the CTC continued to operate the TD program and agreed to: Formalize the bus pass distribution system; and Revise the fare structure. In the spring of 1998, the Board of County Commissioners voted to charge a \$1.00 co-pay fare for ADA riders. The Palm Beach County Local Coordinating Board (LCB) similarly voted to have a \$1.00 fare for TD Riders; and the LCB implemented a subsidy plan for those at 100% poverty level or below that could not afford the fare.

In May of 1997, the BCC directed staff to prepare a Request for Proposals (RFP) to hire a firm to manage and provide services for ADA and TD. The RFP was released in August and in October staff recommended the award to ATC - Intelitran. Because of legal action by the operator and at the advice of the County Legal Department, the BCC canceled award and directed staff to develop a system that would include multiple operators. Staff recommended the County issue a new RFP for a management/scheduling firm and IFB'S for multiple providers. Because of this process, AHCA (Medicaid) determined it would be included in this coordinated system.

After a Selection Committee Review Process that was based on written proposals, in-person interviews and a cost analysis, staff recommended ATC - Intelitran. On June 26, 1999 the BCC accepted the designation as CTC (doing business as Palm Tran) and directed staff to begin planning for the transfer of CTC responsibilities from the MPO to Palm Tran.

The County executed contracts with new providers to go into effect October 1999. The BCC approved the Service Plan. ATC - Intelitran began accepting and scheduling Medicaid trip requests and Division of Senior Services (DOSS) trips on their existing vehicles.

Unfortunately, service deteriorated to the point that the management contract with ATC - Intelitran was terminated in January 2000 and Palm Tran staff recommended resumption of management responsibilities. By July 2000, Palm Tran assumed all management responsibilities for the paratransit program and has been the CTC ever since.

Prior to 2004, the Agency for Health Care Administration (AHCA) utilized providers, including Community Transportation Coordinators, who billed AHCA directly, to operate the Medicaid Non Emergency Transportation Program (NET) in the state. To contain costs the 2003 Legislature reduced funding for Medicaid transportation. AHCA therefore attempted to implement this reduction by capping the amount of funds available and entered into an Agreement with the Commission for the Transportation Disadvantaged to manage and administer the program.

On January 1, 2005 Palm Tran Connection became the gatekeeper for the NET program in the County. This required Palm Tran Connection to verify beneficiary's Medicaid eligibility, verify the trip purpose, and utilize the most appropriate and cost-effective mode of transportation (paratransit or fixed-route). In addition to maintaining the eligibility data, protecting the confidentiality of the records, making documentation available for auditing purposes and maintaining encounter data for each on-way trip Palm Tran must provide the required billing reports to the Commission for the Transportation Disadvantaged.

On February 13, 2005, Palm Beach County entered into a seven year paratransit contract with Palm Beach Metro Transportation, MV Transportation, and Two Wheels Transportation.

On January 1, 2006 Medicaid HMO transportation became the responsibility of the respective HMOs. Previously, all Medicaid Non-Emergency transportation was performed by Palm Tran Connection. On May 1, 2007, the BCC voted not to renew Palm Beach County's contract to provide the Non Emergency Transportation for the Medicaid program in Palm Beach County on July 1, 2007. On June 30, 2007, Palm Tran Connection performed the last of the Medicaid trips and entrusted the program to the new Palm Beach County provider. MV Transportation was assigned by the TD Commission to provide the Medicaid service in the county.

In July 2007, the BCC voted to discontinue two programs: the County Senior Transportation Services program and the Board of County Commissioners program. The BCC also voted to increase the ADA and TD fare to \$3.00, charge \$5.00 for a 31 Day TD bus pass and \$1.00 for a TD 1 Day bus pass and charge \$.75 for riders to use their ADA ID card to use the fixed route.

On October 1, 2008, there were two changes to the TD program. The TD Subsidy Program (TDS) Eligible Customers no longer ride for free; they are now required to pay a \$2.00 fare for each one-way trip. The second change effected the prioritization of trips. Limited daily trips were provided under the purposes of Visitation, Recreation, Religion, Community Service, Non-Food Shopping, Library, Leisure Travel and Other Non-Essential TD Trips. Trips were booked on a first come first serve basis. This change did not affect trips provided for Medical, Employment, Food Shopping, Nutritional, Adult Day Care, Educational and Training purposes.

Also, in October of 2008, Palm Tran Connection reduced its service hours to match the hours of operation for fixed route.

Effective October 1, 2009, the TD subsidy program was ended, requiring all customers to pay the \$3.00 fare per one-way trip. Also, the prioritization of TD trips was ended, removing any caps on TD service. Staff began working with the Division for Senior Services in order to schedule routes in a more effective manner based on new arrival and departure times. These increased efficiencies have reduced the number of vehicle providing DOSS service by fifteen.

During Palm Tran Connection time as Community Transportation Coordinator, we have 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 Award.

- ⇒ 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.

#### 4. Organizational Charts

Organizational charts outlining the provision of services in Palm Beach County are included within Appendix E. This has been broken out into two sections, the TD Program Concept Chart and Palm Tran Connection’s Organizational Chart, to give the broader scope of services.

#### 5. Transportation Disadvantaged Local Coordinating Board Certification

Every County in the State of Florida has a designated Local Transportation Disadvantaged Coordinating Board (LTDCB). Membership is established pursuant to State of Florida Rule 41-2.012 (3) F.A.C. Voting membership of the LTDCB consists of an elected official serving as the Chair, advocates representing citizens, elderly, and persons with disabilities, and local and state representatives of agencies. The LTDCB is staffed by the MPO and Planning Staff of Palm Tran CONNECTION in Palm Beach County.

A primary responsibility of the LTOCB is to annually evaluate the CTC which the Commission for Transportation Disadvantaged (CTD) may then approve. Each LTDCB is an advisory body to the CTC. Other responsibilities of the LTDCB 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 MPO Board signs and provides the CTO a Certification of current membership representation as stipulated by Rule. The most recent LTDLCB Certification is provided as Appendix P.

#### 6. Consistency Review of Other Plans

As required for the Transportation Disadvantaged Service Plan, Palm Tran has reviewed the following six documents. Consistency with these plans was assured through the efforts of and working with Palm Tran staff and staff of the Palm Beach Metropolitan Planning Organization (MPO).

The foundation stone of the whole scheme is service. Service to the people, a service that will lighten, brighten, and make more profitable the lives of the majority who do the necessary work of the world. ~ Source Unknown ~

##### 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 Policy Plan

The Treasure Coast Regional Planning Council (RPC) prepares and updates policies on all facets of development including transit. Regional Goal 7.1 calls for “a balanced and integrated transit system” and Goal 7.2 expands on that by specifying “adequate mobility for the transportation disadvantaged.”

Strategy 7.2.1 “Promote(s) patterns of development which provide better opportunities for the transportation disadvantaged” and expanded with Policy 7.2.1.1 to “encourage patterns and forms of development and redevelopment and street design that will improve mobility opportunities for transit dependent groups, especially the poor, the handicapped and the young.”

Strategy 7.2.2 calls for services, which improve the mobility opportunities for these groups, including

coordinated TD services (Policy 7.2.2.1), and Regional Planning Council membership on LCB's (Policy 7.2.2.2).

### c) Transit Development Plan

Palm Tran developed a Transportation Development Plan (TDP) in 2007. The TDP is now a 10 year plan containing an assessment of where we are, where we want to go, and how we can get there. The TDP presents our capital and operations improvement vision. Categorized strategies and actions are presented to guide the organization throughout the year. The current TDP for Palm Beach County was prepared by the Center for Urban Transportation Research (CUTR).

The basic purpose of the TDP is to provide the community and Palm Tran employees with a compelling vision of what Palm Tran is to achieve and to become. The plan provides direction, insight, creativity, objectives, actions and, above all, organizational values. Additionally, the TDP is required by the Florida Department of Transportation (FDOT) rules for all public transit providers within the state in order to be eligible for FDOT funding support.

The major recommendations of the TDP include:

- ⇒ Improving the core public fixed route services by increasing frequency, directness, span of services and connectivity.
- ⇒ Greater East-West service to feed into the Route 1.
- ⇒ Pursue innovative service approaches such as the flex route pilot project (The Link), Bus Rapid Transit, and ride-request to serve new markets or markets where fixed route services are not appropriate.
- ⇒ Identify local service/municipal partnership opportunities to promote the deployment of local circulators and shuttles that are more effective and efficient than traditional fixed route transit and paratransit under certain circumstances.
- ⇒ Review paratransit eligibility criteria and consider policy modifications that make a

distinction between non-sponsored medical trips and other non-sponsored trips.

- ⇒ Install more bus shelters and partner with the municipalities to allow the installation of the shelters.
- ⇒ Build a reputation as being the community's mobility expert and play a leadership role in the development of the future vision of mobility for Palm Beach County.

*I believe a community is judged by the services that are provided to their senior and disabled citizens... I urge the leaders to consider the needs of their own future as disability and aging is natural. ~ Roberta (Rusty) VanSickle, Advocate ~*

### d) CTC 5 Year/20 Year Plan

Palm Tran Connection believes statistics show the effectiveness of the Palm Beach County TD program as it relates to meeting the goals set forth in the Five Year Plan. Rising costs and increased ridership are two major indications of a properly developed program. The Strategic Vision calls for public outreach strategies for full 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 single, uniform funding system with a single eligibility process,
- ⇒ A sliding scale of fares based on the ability to pay,
- ⇒ Use of electronic fare data, and
- ⇒ Regional design and implementation of service.

### e) MPO Long-Range Transportation Plan

The Year 2030 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 routes.

In summary, the plan identifies the transportation improvements which lead to the development of an integrated inter-modal transportation system. The plan looks at the need for any 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. This report summarizes each element of the plan.

The update of the 2035 LRTP is underway. The update is expected to go the MPO Board for approval. Emphasis will be placed on the Public Involvement Process (PIP) encouraging early and continual participation in the development of the 2035 LRTP.

#### **f) *Transportation Improvement Program***

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The County's Transportation Improvement Program (TIP) is a staged program encompassing a five-year period consisting of all regionally significant transportation improvements to all modes of travel in Palm Beach County. The TIP contains transportation projects funded by Federal, State and local sources located primarily on the State Highway System. The MPO approved the timetable for funding all projects involving public financial involvement.

#### **g) *Public Participation***

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Public participation plays a significant role in the development and updates of the TDSP and Human Services Transportation Coordinated Plan (HSTCP). SAFETEA-LU requires that the HSTCP be developed with involvement of representatives of public, private, and non-profit transportation services providers, human service agencies, representatives from low-income populations, persons with disabilities, and older adults. Projects in the HSTCP need to be prioritized with regional input in order to receive funding from the Federal Transit Administration (FTA) programs such as the Program for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse Commute Program(5316), and New Freedom Program (Section 5317).

Public participation is encouraged in many ways. At the quarterly Palm Beach County Transportation Disadvantaged Coordinating Board meetings, there is always opportunity for public comments and issues discussed in this document are discussed at every meeting. The Board representation is created under Chapter 427, Florida Statutes, and includes representation similar to that required by SAFETEA-LU. The Board provides input and direction for coordinated services. The Palm Beach County Transportation Disadvantaged Local Coordinating Board acts as the "Task Force" regarding human transportation services.

There are other regular meetings that address human transportation needs and provide opportunity for citizen input. The Palm Beach County MPO has a Citizen Advisory Committee and the County has a Palm Tran Service Board that monthly addresses both fixed route and coordinated transportation disadvantaged services. There is also a Palm Tran Service Board Paratransit Subcommittee that affords the opportunity for paratransit users to talk about the paratransit in Palm Beach County.

Information regarding meetings and reports are disseminated via various means such as US-mail, E-mail, TV/Radio announcements, newspaper articles and newspaper announcements. Palm Tran Connection has a Monthly Program Update that lists all the transportation meetings each month.

A one-day Palm Beach County Human Services Transportation Summit was held on March 23, 2009. The Summit provided an opportunity for human service agencies, transit users, local and state government representatives, public and private transportation providers, workforce organizations, transportation advocates and planners to collaborate, communicate, and brainstorm about what needs and gaps exist in the overall transit community. The Summit also provided an opportunity for participants to prioritize a list of those needs and gaps. A better understanding of transportation needs of the transportation disadvantaged and residents of the County was reached at the Summit. A Program of Projects and a Prioritization of Needs was developed in compliance with the requirements outlined in SAFETEA-LU. A recommended Action Plan, included herein as Appendix L, with a list of prioritized needs, is provided. The list of needs and gaps are prioritized within three Federal funding programs: Elderly and Persons with Disabilities

Program; Job Access and Reverse Commute Program; and New Freedom Program. The existing plan was approved by the TDLCB on August 10, 2010 and by the MPO Board on September 16, 2010.

Public outreach activities coordinated by the Public Information Offices at Palm Tran, Palm Tran Connection and the Palm Beach Metropolitan Planning Organization (MPO) are documented and maintained by each agency. Areas addressed by the MPO include:

- (a) ADA Accommodations
- (b) Identify Stakeholders
- (c) Low-Income, Minority Populations
- (d) Outreach and Rider Education
- (e) Publicize MPO Activities
- (f) Partner with Outreach Professionals
- (g) Establish Speaker Bureau
- (h) Maintain Website
- (i) Produce & Distribute Newsletter
- (j) Conduct Information Workshops
- (k) Hold Open Houses
- (l) Maintain Citizens Advisory Committee
- (m) Outreach Services
- (n) Provide for Public Input at MPO Board Meetings
- (o) Allow Public Input at MPO Committee Meetings
- (p) Conduct Surveys
- (q) Conduct Focus Groups
- (r) Hold Public Meetings

A description outlining each area can be found in the 2008 MPO Public Involvement Plan and Strategy Guide at [www.pbcgov.com/mpo](http://www.pbcgov.com/mpo).

## B. Service Area Profile and Demographics

Because of the transportation services offered here in Palm Beach County, I am able to volunteer for different organizations and be a productive member of the community. ~ Bobby Valentine, Advocate for the Disabled ~

### 1. Service Area Description

The development of Palm Beach County began linearly along the Atlantic Ocean coastline with the building of the Florida East Coast Railroad by Henry Flagler in 1895. Growth expanded westward as population increased and the demand for land grew. With an approximate area of 2,386 square miles total, Palm Beach County's urbanized area population,

representing 96 percent of the total population of Palm Beach County, is concentrated along the Atlantic Ocean coastline. The County measures approximately 45 miles north to south and 53 miles East to West. Palm Beach County is considered the largest county east of the Mississippi River.

On the western border of the county the population is concentrated around the rural Belle Glade/Pahokee area along Lake Okeechobee providing a dramatic contrast to the urbanized areas along the coastline. Between the western edge of the urbanized area and the eastern limits of the county's western area lies an area of intense agricultural production.

### 2. Demographics

Because of the Palm Beach County paratransit program, I am able to be independent. The service has made it possible for me to remain active in my community and to advocate on behalf of others. ~ Richard Geombetti, Advocate for the Disabled ~

#### a) Land Use

In the 2000 U.S. Census of Population, the population of Palm Beach County was 1,131,184. Palm Beach County has 37 separately incorporated entities. The five (5) largest cities, West Palm Beach (8%), Boca Raton (7%), Boynton Beach (5%), Delray Beach (5%) and Palm Beach Gardens (3%) account for less than 29 % of the County's total area. Residents of the unincorporated areas of the County account for 45.5% of the total population.

The rate of population increase is a leading indicator of Florida's growth. Since 1950, Palm Beach County's population has increased an average of 57% each decade from 114,700 to 1,131,184 in the year 2000.

Due to the size of the county, the western cities are more than 45 miles from downtown West Palm Beach. Palm Tran is the only public transportation connecting the western communities to the east. Palm Beach County is experiencing rapid development in the North County area, Royal Palm Beach/Acreage area, and in the farmlands west of Boynton Beach and Delray Beach. This growth is primarily low density or enclosed residential communities. Retail commercial development follows the residential with activity

centers scattered throughout. 441/Route 7 has become a major thoroughfare and commercial hub. Redevelopment is occurring in the central county in Riviera Beach, downtown West Palm Beach, Lake Worth, Boynton Beach and Delray Beach.

Public Transportation (Palm Tran fixed-route and Tri-Rail) primarily services the heavily populated eastern part of the county. As the western population increases transit has slowly expanded west. Paratransit is available county-wide for eligible riders. Tri-Rail is the primary transportation option for North and South trips linking Palm Beach County with Broward County and Miami-Dade County.

The expansion west has created a barrier to transportation due to the popularity of gated communities. Along Jog Road and 441/Route 7 there are many gated communities, which are not accessible to fixed-route busses. Their only public transportation option is paratransit.

**b) Population/Composition**

Currently, citizens have a choice of lifestyles: they can live in town, in the suburbs or on a farm. Rapid population growth, expected to exceed 1.43 million by 2010, threatens the County's ability to sustain natural resources, its agriculture base and diverse lifestyle choices. Fifty years of suburban growth have threatened to diminish the quantity and quality of urban, rural and even suburban lifestyle choices.

The following tables illustrate the population composition and age, sex and race composition in Palm Beach County. The Tables 1, 2, and 3 data were drawn from STATS Indiana.

*Everything starts with the customer. ~ Jr. Gerstner ~*

Table 1 - Population Composition

People and Income Overview for Palm Beach County includes an estimated 2008 population of 1,265,293 which ranks 29<sup>th</sup> in the United States. The population of Palm Beach County has grown at a rate of 46.5% since 1990, which ranks 346 in the United States.

Table 2 - Age, Sex, and Race Composition

AGE GROUPS	%
Under 5	5.9%
Under 18	20.8 %
18 and older	51.2%
65 and older	22.1%
<b>Median Age 42.9</b>	
SEX	%
Male	49%
Female	51%
RACE	%
White	63.3%
African Amer.	16.5%
Hispanic Origin	17.8%
Asian	2.2%
Pacific Islander	0.1%
Other	8%
2 or More Races	1.2%
Amer. Indian	0 .6%

Table 3 – Population by Disability and Age

Palm Beach County, Florida	Year 2007 BEBR	Percent of Total Population
<b>Resident Population</b>	<b>1,295,033</b>	
<b>Age 16-64</b>	<b>749,851</b>	<b>57.90%</b>
<b>Seniors</b>		
<b>Ages 65-74</b>	<b>141,191</b>	<b>10.90%</b>
<b>Ages 75-84</b>	<b>119,021</b>	<b>9.19%</b>
<b>Ages 85+</b>	<b>40,281</b>	<b>3.11%</b>
<b>Total</b>	<b>300,493</b>	<b>23.20%</b>

Disability Status of the Civilian Non-institutionalized Population	Year 2007 BEBR	% of Total Population
<b>Age 16-64</b>	<b>145,812</b>	<b>11.26%</b>
<b>Seniors</b>		
<b>Low Income Below Poverty Level</b>	<b>19,438</b>	<b>1.50%</b>
<b>Disabled, Non-institutionalized</b>	<b>101,945</b>	<b>7.87%</b>
<b>16-64 Employed</b>		

<b>With Disability</b>	78,890	
<b>Percent Disabled</b>		
<b>16-64 working</b>	61.94%	

Health Care, Social Assist. - % all jobs in County	12.6%	733
Avg wage per job	\$45,305	144
Finance and Insurance - % all jobs in County	4.4%	351
Avg wage per job	\$86,056	49

**c) Employment**

The total Employment Growth Rate of Palm Beach County grew from 1.0% in 2002 to 4.1% in 2005. 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 4 depicts the labor force and employment for Palm Beach County.

Table 4 - Labor Force and Employment (Palm Beach County)

<b>People &amp; Income Overview (Palm Beach County)</b>	<b>Value</b>	<b>Rank in U.S.</b>
Households (2000)	474,175	26
Labor Force (persons) (2004)	639,916	28
Unemployment Rate (2004)	4.3	1809
Per Capita Personal Income (2003)	\$55,311	34
Median Household Income (2003)	\$53,500	407
Poverty Rate (2003)	10.2	2472
H.S. Diploma or More - % of Adults 25+ (2000)	83.6	839
Bachelor's Deg. or More - % of Adults 25+ (2000)	27.7	273
<b>Industry Overview (2004) (By Place of Work)</b>		
Covered Employment	560,215	42
Avg wage per job	\$43,777	195
Manufacturing - % all jobs in County	4.0%	2475
Avg wage per job	\$61,604	182
Transportation & Warehousing - % all jobs in County	2.0%	1669
Avg wage per job	\$42,906	697

**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., Palm Beach 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, Gulfstream Goodwill Life Academy, North County Senior Center, Mid-county Adult Daycare, the VA Medical Center, the ARC, Boca Habilitation Center, Alzheimer’s Community Care West Palm Beach, Schwartz Dialysis Center and Goodwill Industries. In addition, there five major malls in the county as another major attractor (Palm Beach Gardens, Palm Beach, Boynton Beach, Wellington and Town Center malls). Mizner Park in Boca Raton, Atlantic Avenue in Delray Beach, City Place 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 our 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 otherwise considered Route US 1. The route 2 runs on Congress Avenue and the Route 3 runs on Military trail.

**e) Inventory of Available Transportation Services**

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See Appendix U

**3. Service Analysis**

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*It is more important to be of service than successful.  
~ Robert Kennedy Jr. ~*

**a) Forecast of TD Population**

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Palm Beach County population is estimated by BEBR over 1,280,000. The TD population, as represented in Table 57, for 2011 is estimated to be near 119,000 being composed of the most vulnerable citizens: seniors, disabled, low-income, and children at risk. It is difficult to forecast this population. An individual could be classified as belonging in more than one of the category descriptions. Table 57 shows TD population forecasts thru 2014.

Table 5 - Palm Beach County Transportation Disadvantaged Population Projections, 2011 through 2014.

2011	118,936
2012	121,314
2013	123,740
2014	126,215

**(1) Seniors**

Palm Beach County has a large senior population. Over 8%, 230,000, senior individuals are estimated to be living in the County in 2011. More than half of the Palm Tran CONNECTION ridership are seniors. Appendix Q shows the residence of seniors. One can see that large segments of the senior population do not live within walking distance to Palm Tran's bus routes.

**(2) Persons with Disabilities**

The TD program is to be used as the last resort for mobility needs. For 2009, the US Census Bureau estimated 224,178 disabled individuals would live in the County this year. It is difficult to forecast how many disabled individuals will need door-to-door service in 2011. While many may be disabled, they are able to be self-sufficient in meeting their mobility needs.

**(3) Low-income**

Low income is defined as at or below the Federal Poverty Level. Unemployment in Palm Beach County is over 10%. It is estimated that over 14% of the population is living in poverty. Poverty is defined as being very poor, having low-income or no income. It is this population that represents the major users of the TO Bus Pass Program.

Pockets of low-income housing are scattered through the County. According to the 2000 Census, 7.6% of households in the county have an income less than \$10,000 a year. These areas are found in the older coastal cities of Riviera Beach, West Palm Beach, and the center of Belle Glade. The MPO estimates the demand for TD trips will escalate approximately 2% per year or at essentially the same rate as the expected increase in the general population.

The following Map depicting 2000 Census Tracts of people living below the poverty level, with the transit route network overlaid, shows how much of the population had access to the transit system. While awaiting the new Census Data, one assumes that the geographical areas of poverty concentration remained the same and have expanded. One can see that the Glades area has the highest concentration of poverty. This of course is due to the migratory workers. The second Map depicts minority population of the 2000 Census showing that the minority population closely resembles the location of individuals living below the poverty level.

**(4) Children who are disabled or high-risk**

US Census estimates 21% of the population is 18 and under. It is estimated that over 6,000 children, ages 5 to 15, can be defined as disabled in the County. There is no true forecast of how many children are without transportation as many are being accommodated by family members, friends, or special social service agencies addressing the disabled community.

**b) Needs Assessment**

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The fixed route bus system has made vast improvements in serving areas of greatest need. In the face of rapidly escalating costs for door-to-door paratransit service, the emphasis is being placed on greater use of fixed route transit for the disabled.

Increased usage of our Bus Pass Program is beginning to have a positive impact on fixed route usage. Palm Tran offers TD riders the option to take advantage of the Palm Tran fixed route bus system through our successful bus pass program. The FY 2010 Bus Pass summary is:

- ⇒ 20,355 TD 1 Day Passes equating to an estimated 40,710 trips with an estimated cost savings versus the cost of comparative paratransit trips of \$1,260,661.
- ⇒ 101,364 TD 31 Day Passes equating to an estimated 4,063,920 trips with an estimated cost savings versus the cost of comparative paratransit trips of \$108,205,380.
- ⇒ Total Estimated savings for TD Bus passes equate to \$109,466,041.

Current statistics indicate that for FY 2010 Palm Tran Connection processed 11,674 eligibility applications: 11,479 were eligible, 11,018 were new clients, 195 were denied/incomplete and 656 of them were recertifications. Palm Tran Connection is averaging over 918 new applicants a month during the last Fiscal year. There were no TD or ADA appeals.

Palm Tran Connection has over 35,000 eligible riders in their data base with 29,000 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 41 trips per year.

As shown in the Forecasting of the TD population, there may be more than 10% of Palm Beach County's population in need of transportation services. Either unable to use the fixed route system or afford the fixed route system, these individuals needs could possibly go unmet. The previous three maps provide a visual insight of the conditions that exist.

### (1) Seniors

Appendix Q shows where the clusters of the senior population live. The map shows that a large percentage of seniors do not have access to the fixed route bus system. As the senior population increases, lives longer, has more propensity to become disabled, the need for alternative transportation choices becomes more relevant. The map shows how the major clusters of

seniors living in Palm Beach County do not live on or near the fixed route system.

### (2) Poverty Level

Appendix R shows residents below the poverty level. Although the map shows that a large percentage of do live near a fixed bus route, one cannot assume everyone is able to use the bus system. The level of individual poverty could be so great that many individuals cannot even afford the bus fare. As addressed in this section, the County's Bus Pass Program is making great strides in assisting those in financial constraints.

### (3) Minority

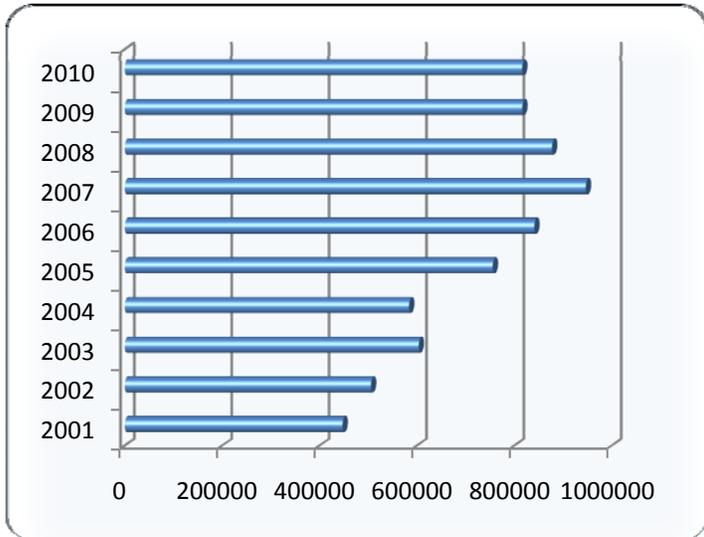
Appendix S shows the distribution of minorities in the County. The Federal Government requires Environment Justice be applied to planning and implementation of all public transit systems. Environmental Justice refers to an equitable spatial distribution of benefits to minority groups and the economically disadvantaged. There are still parts of the county where the fixed route system does not exist. In 2009 over 200 invitations were sent out inviting participation in planning transportation services. A one-day workshop was conducted by JoAnn Hutchinson, the United We Ride Ambassador for Federal Transit Administration, Region IV to assist in the development of an Action Plan that would address gaps, and identify strategies for coordination opportunities, and prioritize strategies for elimination of transportation gaps. Participants included transit users, local and state government representatives, public and private transportation providers, human service and workforce organizations, transportation advocates and planners, and members of the media. Yearly, the Action Plan is updated and included in this report.

### c) *Barriers to Coordination*

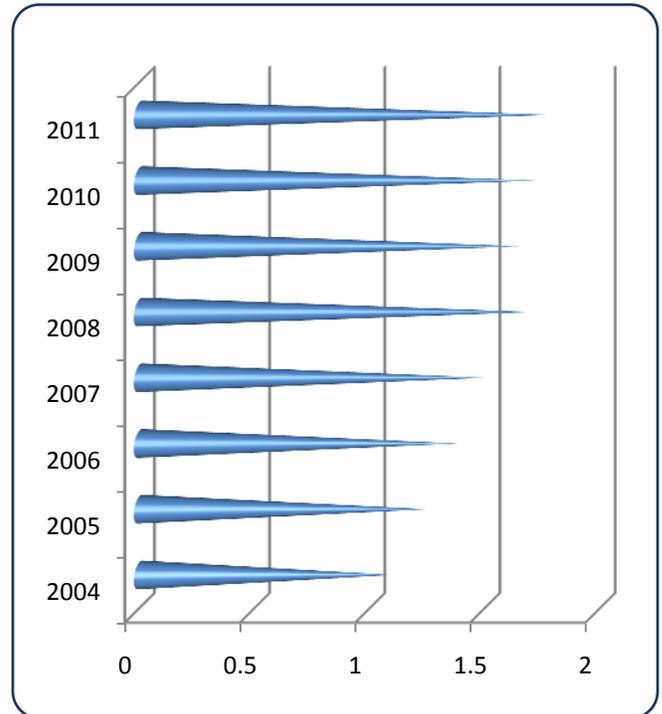
Most of the elements perceived as barriers to effective disadvantaged transportation in the past years have been moderated or eliminated. The use of a modified grid route system, timed transfer points, better access to Tri Rail, new equipment, and new operations and administrative centers have created a vastly better system.

Increased consumer confidence has resulted in unprecedented increases in paratransit ridership. Palm Tran Connection continues our goal of not denying any trips. Ridership during Fiscal Year 2010 was 1% less than the same period for Fiscal Year 2009, but has still increased 61% over the last 9 years. Connection is averaging over 3,100 completed weekday passenger trips. Our greatest challenge remains funding ridership needs.

The following chart shows the passenger growth from 2001 to 2010:



The greatest cost savings is 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 163 routes a day to group trips manually. Comparing our most recent monthly data; our efficiency factor for the month of February has gone up for 6 of the past 7 years:



This improvement in productivity from 2010 to 2011 has resulted in a savings of \$65,645 comparing 2010 to 2011. This would equate to a savings of \$787,737 over 12 months. This productivity is achieved while following the TD standard for adequate seating. Adequate seating is to be provided to each rider and escort, child, or PCA, and no more passengers than the registered passenger seating capacity is scheduled or transported in a vehicle at any time.

The Florida Commission for the Transportation Disadvantaged recognized Palm Tran Connection's Scheduling Department as the best schedulers in the state by awarding them the Scheduler of the Year award at their annual banquet in August of 2008. The award was well deserved for their hard work and dedication.

The Schedulers have created innovative practices in improving the communication between the schedulers and the service on the road. Some of these innovations include:

- ⇒ Inviting the drivers of the routes in to review their routes and use that dialogue to improve the routing.
- ⇒ The Schedulers visit agencies such as the VA Medical Center, Habilitation Centers and other

highly traveled agencies to insure effective routing for their customers.

- ⇒ Two schedulers are dedicated to the 26 Dialysis Centers we service to make sure the customers going to this life sustaining treatment are transported in the most expedient manner. They visit the centers and are in constant communication with the nurses and social workers.
- ⇒ The Schedulers routinely ride 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 capacities to match that of the demand and standardizing the drop off and return times for the group trips.
- ⇒ Diligently maintaining an anchored level of 95% or better for all subscription trips, whereby the trips are assigned to the same route. This methodology enables the service to have increased efficiencies for demand trips and provides for a high level of consistency for the subscription trips.

#### 4. Goals, Objectives, Strategies and Implementation Schedule

“Palm Tran’s mission is to provide convenient, efficient, courteous, safe and affordable transportation services to the citizens, businesses and community-based organizations of Palm Beach County.” 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.”

With this mission in mind, Palm Tran is committed, on behalf of Palm Beach County, to ensure that accessible and cost-effective transportation solutions are available to the transportation disadvantaged in Palm Beach County. To this end, Palm Tran will strive 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 to the Transportation Disadvantaged.

Goal 2: Increase the utilization of the fixed route system by those who are Transportation Disadvantaged and 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 Statutes and Section 41-2, Florida Administrative Code.

Goal 6: Establish policies and procedures that ensure program effectiveness and integrity.

Goal 7: Ensure Human Service Transportation Coordinated Plan is developed in compliance with all Federal regulations.

Objectives, strategies and implementation schedule have been included with Appendix N.

## IV. SERVICE PLAN

*Without transportation I would be a prisoner in my own home. ~ Norma Hermelin, Advocate for the Disabled ~*

### A. Operations Element

One of the requirements of SAFETEA-LU is to complete an overview of existing transit services, public, private, and non-profit. 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 as Attachment I.

## 1. Types, Hours and Days of Service

*There are at least four things you can do with your hands. You can wring them in despair; you can fold them in idleness; you can clench them in anger; or you can use them to help someone. We should all be masters at lifting them up and making them feel better. ~ Source Unknown ~*

### a) Types of Service

#### **(1) ADA**

American's with Disabilities Act (ADA) is a federal law which protects the civil rights of people with disabilities. The ADA mandates public and private entities covered under the law to provide equal access for people with disabilities to any employment, transportation, public accommodation and communication service being offered to the general public.

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

#### **(2) TD**

Transportation Disadvantaged (TD) is a State of Florida funded program authorized by Chapter 427 of the F.S. and is available for people who are transportation disadvantaged.

#### **(3) 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 BCC funds for customers traveling to DOSS meal sites.

### b) Hours and Days of Service

*It is easier to do a job right than to explain why you didn't. ~ Martin Van Buren ~*

## **(1) Fixed Route**

Palm Tran's bus fleet consists of 120 buses serving 36 routes. The system reaches most of Palm Beach County's urbanized areas with three routes serving the western communities. In most instances, the headway between buses is one hour. The system has 17 timed transfer locations, where three or more routes intersect. In many instances, the wait between transfers is ten minutes or less.

The current system operates seven (7) days a week, Monday through Saturday from approximately 5:30 a.m. to 11:00 p.m. and Sunday service operates from 9:00 a.m. to 5:00 p.m. Riders need to check each route for specific starting and ending times. Fixed route bus transportation is provided every day except on the following seven (7) holidays: New Year's Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Palm Tran has purchased 43 new fixed route buses for 2011! These buses will replace buses purchased in 1999 and 2000 that have over 500,000 miles. Staying to our commitment to "Go Green", 23 of these buses will be hybrid. The hybrid buses use a combination of diesel and battery power. The battery powers the bus from speeds up to 30 miles per hour. And if the battery runs low, the diesel engine and regenerative brakes help re-power the battery. Palm Tran was the first transit agency in Florida to use bio-diesel fuel.

All fixed route buses in the Palm Tran fleet are fully ADA accessible. Free route maps and schedules are available at Palm Tran facilities, County Governmental Centers and Public Libraries. For more information there is a customer service department and a website: [www.palmtran.org](http://www.palmtran.org).

## **(2) Paratransit**

ADA and TD service hours are defined as Monday through Friday from 5:00 a.m. to 10:45 p.m., with the first pick-up no earlier than 5:00 a.m. to 5:30 a.m. and the last pick-up no later than 9:30 p.m. to 10:00 p.m.

Saturday hours are 6:00 a.m. to 10:45 p.m., with the first pick-up no earlier than 6:00 a.m. to 6:30 a.m. and the last pick-up no later than 9:30 p.m. to 10:00 p.m.

Sunday hours are 8:00 a.m. to 6:50 p.m., with the first pick-up no earlier than 8:00 a.m. to 8:30 a.m. and the last pick-up no later than 5:30 p.m. to 6:00 p.m.

Service is not available on New Year’s Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

DOSS service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. with the last scheduled pickup of 4:30 p.m. DOSS service is not available on New Year’s Day, Easter Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas, and other official county holidays.

Palm Tran Connection will accept trip requests every day of the year (except major holidays) between the hours of 7:00 a.m. and 5:00 p.m. and other service calls during all hours when riders are being transported. During other times, Palm Tran Connection must provide an automated message which informs callers of the normal business hours.

Trip requests may be made up to five (5) days prior to travel. The local telephone number to reserve a trip is (561) 649-9838. The toll-free number is (877) 870-9849. Palm Tran Connection does not perform same-day service.

### 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 are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner. Palm Tran Connection is required to provide Standing Order service in accordance with the following BCC 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 between one to four weeks (e.g., vacation, hospitalization). If after four weeks, the rider wants to reactivate a standing order, the rider will reapply for the standing order service.

### d) Group and Special Service Trips

Special service is a request to transport a group of twenty-five (25) or more TD riders for a common purpose to a one-time event from a specified origin to a specified destination. Palm Tran Connection will accommodate the request only when both of the following conditions exist:

- ⇒ The requesting group provides written documentation that private providers cannot supply or do not desire to supply the Special Service request.
- ⇒ The trip does not interrupt or put undue pressure on TD coordinated program vehicles, or doesn’t interfere with or detract from intent of provision of service for transportation disadvantaged persons.

Requests to transport a group of less than twenty-five (25) TD riders are subject to CTC approval on a case by case basis. Palm Tran Connection will not accommodate group requests which would interfere with or detract from provision of service for other transportation disadvantaged persons.

## 2. Accessing Services

*Everyone needs to be valued. Everyone has the potential to give something back. ~ Princess Diana ~*

### a) Eligibility

Palm Tran Connection will determine eligibility for paratransit programs and will enter 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 twenty-one (21) days of receiving an application. Usually, applications are processed with one week of receipt.

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, download an application from our website (PalmTran.org) or request an application in person at 3044 South Military Trail, Suite D, Lake Worth, FL, 33467. Palm Tran Connection Administrative offices are open Monday through Friday between 8:00 a.m. and 5:00 p.m.

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.

### (2) ADA

Certification will remain in effect for three (3) years. Medical verification is required to become certified. ADA Transportation is provided within the core area and  $\frac{3}{4}$  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 that 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  $\frac{3}{4}$  miles of a fixed bus route. If either the origin or destination is outside of  $\frac{3}{4}$  miles of a fixed bus route, then the trip is not eligible.

Acceptable types of Health Care Professional 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
- ⇒ Licensed Physician Assistant (P.A.)

If a client is part of an Agency (for instance, Alzheimer’s Community Care) or Department (for example, DOSS), the medical portion of the eligibility application can be substituted by the client’s medical history report or medical diagnosis fact sheet signed and submitted by one of the above health care professionals.

### (3) TD

To become eligible for TD service, an individual must either meet the economic disadvantaged 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 one (1) year.

Federal Poverty Level Guidelines will be used for determine if the applicant is eligible for TD services. The applicant will be considered TD if under 150% of the Federal Poverty Level Guidelines. The fare is \$3.00 per one-way trip. For the income Guidelines please refer to Appendix B - Income 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 will be eligible to purchase a 31 day unlimited bus pass for \$10.00 (\$60.00 normal price) or a 1 day unlimited bus pass for \$1.00 (\$4.00 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.

### (4) DOSS

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

### (5) Confidentiality

No Transportation Operator contracting with the Transportation Disadvantaged 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.

### (6) Fares

- ⇒ The current ADA and TD fare for Palm Tran Connection is \$3.00 per one-way trip. The fare may be paid either in cash (exact change only) or with pre-purchased tickets. Palm Tran Tickets to Ride are available at Palm Tran Connection’s office.
- ⇒ All Palm Tran Palm Tran Connection eligible riders over 8 years of age, excluding Personal Care Attendants (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 full trip cost 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 shall send 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, and then the dispatcher will notify the CTC, who is responsible for determining whether or not the rider is to be transported.
- ⇒ Unless instructed otherwise, 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.

## (7) 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: Director of Palm Tran Connection  
 3044 South Military Trail, Suite D  
 Lake Worth, FL 33463

## (8) 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. In accordance with the provisions of the ADA, the guide is also available in alternate formats upon request.

## (9) 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 observed 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 shall provide a TDD (telecommunications device for the deaf) which may be accessed in the same manner and during the same hours as the rest of the phone system. In addition, this TDD must have the capability to record messages.

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 sixty (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.

### (10) Service Denials

Palm Tran Connection’s goal is not to deny any eligible rider a trip. However, Palm Tran Connection has the right not to 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 one hour before or after the time requested is refused by the rider.

At the beginning of each State of Florida fiscal year (July 1 through June 30), Palm Tran Connection will determine the Transportation Disadvantaged allocation for each of the twelve (12) months in the upcoming year. Palm Tran Connection may allocate each month’s funding in such a way as to ensure equity of service availability for each service day. Once this amount is established, Palm Tran Connection shall provide Transportation Disadvantaged service without issuing service denials. If a financial budget cap is exceeded, prioritization will be imposed.

### (11) 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:

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, training, volunteering, workshops for pay and education)

Priority 5: Other/Quality of Life Activities (including governmental, voting, recreational, religious and social support activities)

### (12) 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 one (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 Transportation Disadvantaged 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.

### (13) 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 thirty (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 five (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.

**(14) Customer Assistance**

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 thirty-five (35) pounds in total.
- ⇒ Drivers are prohibited from lifting or carrying passengers and/or their children.

**(15) Service Complaints**

- ⇒ Palm Tran Connection will record all complaints and will determine to whom the complaint should be directed 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 five (5) business days.
- ⇒ If the complaint involves safety or serious misconduct, Transportation Operators are required to respond within twenty-four (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.

### (16) 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 shall open up a ticket in the Remedy software to contact the appropriate provider and determine why the vehicle is late and tell the rider when it can be expected to arrive at the rider's location.

### (17) On-time Performance

- ⇒ Transportation Operators will be considered to be on-time when its vehicle arrives to transport the rider 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 fifteen (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 fifteen (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 he/she is aware of the driver's presence and chooses to travel early.
- ⇒ Transportation Operators will be charged with a valid late vehicle complaint when its vehicles arrives to transport a rider more than fifteen (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.

- ⇒ Transportation Operators will be charged with a missed trip when its vehicles arrive to transport riders more than sixty (60) minutes after the close of the pick-up window (which is 75 minutes after the pick-up time as shown on the manifest). 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 fifteen (15) minutes after the scheduled pick-up window as shown on the manifest.
- ⇒ If the rider fails to board during this five (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 five (5) minutes of the occurrence) and then directing the driver to continue with the route.
- ⇒ Drivers must leave a "No-Show" tag on any customer's door that is "No-Showed".
- ⇒ If a driver departs a pickup location without waiting the full five (5) minutes, fails to leave a "no-show" tag or does not make a good faith effort to locate the customer, a driver must be sent back within twenty minutes to pick up that customer. If another driver cannot be sent back within twenty minutes, a stand-by driver must be dispatched at no expense to Palm Tran Connection.

### 3. Transportation Operators and Coordination Contractors

In 2004 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

Fifteen (15) potential operators requested a copy of the RFP. Five (5) responded. The request for proposals was distributed locally, statewide and nationally. Palm Beach County awarded the contracts to three providers. Palm Beach Metro Transportation was awarded the North and West territory; MV Transportation was awarded the South territory; and Two Wheels Transportation was awarded a portion of the North and South zone. Service provided under these contracts began on February 13, 2005 and will terminate February 12, 2012.

A Coordination Contract is defined as: A written contract between the Community Transportation Coordinator (Palm Tran) and a non-profit or faith based agency who, on most occasions, receives a vehicle from the Florida Department of Transportation 5310 program and performs some, if not all of, its own transportation services for their clients. The TD Commission’s standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

There are two (2) agencies that Palm Tran CONNECTION reimburses for the trips they provide. Federation Transportation and Seagull Industries are reimbursed from TD funds for the trips they provide to their clients.

The total Coordinated Contractor trips reported in our latest Annual Operating Report is 373,559 and they traveled over 1,242,461 miles to provide these trips. The cost per trip is greatly reduced by utilizing the Coordinated Contractors.

Palm Tran CONNECTION currently has fifteen (15) Coordinated Contractors. See Appendix A for a detailed list and the contact information.

In order to satisfy the reporting requirements set forth by the TD Commission, Palm Tran Connection must rely on the timely and accurate submission of the contractors’ quarterly reports. Every three (3) months, they submit to the Coordinator a Quarterly Operating Report (from the Annual Operating Report) detailing demographic, operational and financial data regarding coordination activities in the designated service area. The reporting of our activities is a major component of grant administration. Our continued receipt of State grant money is predicated on fulfilling all grant requirements. Without State funding we would be unable to serve our clients.

Palm Tran Connection has not received signed contracts this fiscal year from seven (7) of the Coordinated Contractors. Numerous attempts were by Palm Tran Connection to notify these agencies of documentation needed in order to complete their contracts

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 Connection 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 \$.75 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:

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 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 five 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, our average one-way trip length is over 15 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses would not be a viable cost effective alternative.

A representative from the Palm Beach County School Board is on the LCB. The School Board has a contract with the CTC to purchase bus passes. 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.

In the past year the CTC focused on developing programs for special needs students, the Lake Region, and alternatives for after school activity buses. Included

in this focus is a “Train the Travel Trainer” program (paid for by a Service Development Grant from FDOT). This program partners with the PBC School District to train the teachers who are working with the developmentally disabled how to use public transportation, so the students can in turn utilize public transportation. The teachers assist riders with determining whether to use fixed-route or paratransit service, planning their trip, identifying transfer points, and suggesting solutions for any problems that might arise. This program will contribute to their needs for life skills training to facilitate their independence and mobility.

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

## 6. Vehicle Inventory

See Appendix T

## 7. System Safety Program Plan Certification (SSPP)

See Appendix D

## 8. Inter-County Services

Palm Tran, in conjunction with the MPO and Workforce Alliance Inc., created a shuttle bus that runs from the Wal-Mart in Clewiston to the Palm Beach Community College in Belle Glade that has the ability to deviate from its route to provide paratransit service to those eligible riders that call Palm Tran Connection. The funding for this project is 100% provided by the Department of Transportation. The “Lake Region Commuter Route” has been very successful in providing transportation for those that would otherwise not have access to employment and school.

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’s CTC. 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 will try 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. Once a year, Broward, Miami-Dade and Palm Beach County meet to discuss transportation issues regarding Americans with Disabilities.

The one (1) established transfer point for individuals traveling between Broward and Palm Beach County is Mizner Park. Individuals traveling into Broward County transfer onto a Broward County vehicle.

At the northeastern part of Palm Beach County there is a transfer point for individuals traveling into Martin County. Although transfers occur very infrequently, individuals traveling into Martin County would board a Martin County vehicle to complete their trip.

## 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 the Director of Palm Tran all requested vehicles and operators to respond to a public evacuation. The staging area shall be at the Palm Tran Connection’s facility located at 3044 S. Military Trail, Lake Worth, Florida. Palm Tran Connection is included in countywide Comprehensive Emergency Management Planning. All services provided will be in accordance to Palm Tran Connection’s Emergency Management Plan.

## 10. 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 will allow 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,
- ⇒ “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 our Rider’s guide, program updates and other mailings.

## 11. Acceptable Alternatives

TD eligible children at risk who must be removed from their residence at once 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.

## 12. Service Standards

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

### a) Length of Call

The average length of time it takes to schedule a trip request including registration, scheduling and confirmation should not exceed five (5) minutes.

### b) Hold Time

The average time a caller is on hold before speaking to a reservationist shall not exceed three (3) minutes.

### c) Complaint Rate

The number of complaints against Palm Tran Connection shall not exceed three (3) per thousand scheduled trips each month, including but not limited to:

- ⇒ Reservation service errors,
- ⇒ Staff courtesy, professionalism and follow-through,
- ⇒ Scheduling errors and conformance to standards,
- ⇒ Telephone system,
- ⇒ The number of complaints against a Transportation Operator shall not exceed three (3) per thousand performed (actual) trips, including but not limited to:
  - ⇒ Staff courtesy, professionalism and follow-through,
  - ⇒ Early and late vehicle operation,
  - ⇒ Vehicle didn’t arrive,
  - ⇒ Vehicle condition,
  - ⇒ Unsafe operation.

### d) 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.

### e) Billing Requirements

“If the CTC without reasonable cause fails to make payments to the subcontractors and suppliers within seven (7) working days after the receipt by the CTC of

full or partial payment, the CTC shall pay to the subcontractors and suppliers a penalty in the amount of one-half of one percent of the amount due, per day, from the expiration of the period allowed herein for payment”.

#### **f) *Drug-Free Workplace Program***

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- ⇒ Each Transportation Operator is required to certify that, with respect to be utilized in the performance of the TD Program, 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 actual 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.

#### **g) *Personal Care Attendants, Escorts, Children, Service Animals and Pets***

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Palm Tran Connection allows riders to travel with a Personal Care Attendant (PCA), service animal, children, and one (1) companion (or escort). Additional individuals beyond the first companion 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 to five year olds must ride in a federally approved child safety seat provided by the parent.

A PCA is a person traveling as a necessary aid to facilitate travel by a person with disabilities who cannot travel alone or children age eight (8) and under. Riders are limited to one (1) PCA. Activities performed by a PCA may include but not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). Palm Tran Connection will not provide a PCA for a rider.

A Service Animal shall mean any guide dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that a person with a disability cannot perform for him/herself. Service animals may assist blind individuals, alert persons with hearing impairments to sounds, pull wheelchairs or carry and pick up things, and assist with balance, etc.

#### **h) *Child Restraint Devices***

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Children who are between the ages of birth and four (4) years old inclusive and/or children who weigh less than forty (40) pounds must travel with a responsible guardian (PCA) and must ride in a child safety seat which complies with Section 316.613, Florida Statutes. It is Palm Tran Connection’s policy that it is the individual customer’s responsibility to provide the child safety seat.

#### **i) *Transporting Packages***

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Transportation Operators are required to transport packages belonging to 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. Packages must be no larger than two (2) large paper grocery bags or four (4) smaller plastic handle bags and weigh no more than twenty-five (25) pounds combined.

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

### **j) Vehicle Transfer Points**

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

### **k) Telephone System**

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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,
- ⇒ Include the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED Helpline phone number: 1-800-983-2435.

### **l) Out of Service Area Trips**

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No service is provided beyond the County’s borders without prior approval of Palm Tran Connection or LCB. No TD service is provided outside of the State of Florida. However, service is available to accessible Tri-Rail stations; therefore, it is possible to travel to any accessible stations in Broward and Dade Counties. Paratransit service connects with Broward County paratransit at a southern Palm Beach County transfer location.

### **m) Eating, Drinking and Smoking**

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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.

### **n) Vehicle Condition and Air Conditioning Equipment**

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- ⇒ All vehicles shall have exteriors free from broken mirrors, windows, accumulated grime,

rust, chipped paint or major dents or body damage which detracts from the overall appearance of the vehicle.

- ⇒ Passenger compartments shall be free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal, excessively worn floor coverings or anything else that might cause discomfort for a passenger.
- ⇒ Seats shall not be broken, damaged or have protruding sharp edges.
- ⇒ 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.

### **o) First Aid/CPR**

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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) Two-Way Communication System**

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The Transportation Operator is required to install a two-way communication system which allows for continuous voice communication between dispatchers and drivers.

Transportation Operators are required to provide Palm Tran Connection with the capability of live monitoring of all Palm Tran Connection related transmissions between dispatchers and drivers.

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

### **q) Cancellations, Late Cancellations and "No Shows"**

---

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 our office to inform us of a cancellation at least three (3) hours

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. Any client who is charged with valid No-Shows which exceed three (3) or more no-shows within a thirty (30) calendar day period, will result in a written warning of suspension for the first offense and a suspension of service for a period of fourteen (14) calendar days for all subsequent offenses. Any rider 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 locally approved Grievance Procedure and Process.

Palm Tran Connection’s No-Show Policy is included as Appendix K.

### r) Reports

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 and any other State or Federal department as required. All reports are accessible through the Records Request process.

### s) 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 not limited to: pushing the rider’s wheelchair, lending the rider a supporting arm, guiding the rider by the hand or arm, assisting rider on or off the vehicle, and/or carrying packages of up to thirty-five (35) pounds.
- ⇒ Drivers may not assist passengers using common 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.

### t) Local Grievance Procedure and Process

See Appendix F

### u) 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 ten (10) minutes of the manifest/scheduled time.
- ⇒ Missed Trips - Arrived sixty (60) minutes or more after the manifest/scheduled time.
- ⇒ Unclean or Unsafe Vehicle - Complaints from riders, 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 - including driver and vehicle compliance.

- ⇒ Service Delivery - including Dwell (Waiting) Time, Client Assistance, and Improper Drop-off.
- ⇒ Reports - Untimely and incomplete reports.

## **(2) Annual Inspections**

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

It is our intention to assist the Operators in becoming and maintaining 100% compliance. We will schedule subsequent follow up reviews 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.

## **v) 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 their service and a thorough Annual Inspection.

## **w) CTC Evaluation Process**

For its 2010 evaluation of the CTC, a subcommittee of the LCB used the format presented in the QAPE/LCB CTC Evaluation Handbook. (Also see Appendix G)

The CTC is evaluated annually by the LCB and review comments forwarded to the MPO. A selected LCB/CTC Review Subcommittee reviews the worksheets. A report was completed summarizing the findings and recommendations of the LCB/CTC Review Subcommittee. This report is presented to the LCB and MPO Board for acceptance on August 10, 2010, and September 16, 2010, respectfully.

## **x) Planning Agency Evaluation Process**

In Palm Beach County, the Designated Official Planning Agency (DOPA) is the Palm Beach Metropolitan Planning Organization (MPO). The MPO is made up of nineteen (19) persons, five (5) of the seven (7) County Commissioners, thirteen (13) elected officials from eleven (11) municipalities and a commissioner from the Port of Palm Beach. The MPO board appoints the TD Local Coordinating Board. While the LCB does not review the performance of the MPO, their input, suggestions, and requests are transmitted directly to the MPO for discussion and action.

**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 service 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	\$ 1.50	\$ .75
Connection ADA or TD	\$ 3.00	
Fixed Route ADA/Connection ID		\$ .75
One Day Pass	\$ 4.00	\$ 2.75
31 Day Pass	\$60.00	\$ 45.00
One Day TD Pass		\$ 1.00
31 Day TD Pass		\$ 10.00
31 Day TD Pass		\$ 15.00
Tri-Rail Transfer	\$.50	

Riders under eight (8) years of age 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 with a reduced-fare ID issued by Palm Tran, based on documented disability.

**13. 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 Local Coordinating Board (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 were derived by using the TD Rate Model and were accepted by the LCB.

TYPE OF SERVICE TO BE PROVIDED	UNIT (Vehicle Mile, Trip or Boarding Fee, etc)	COST PER UNIT \$
TD - Ambulatory	Per Trip	\$16.16
TD - Wheelchair	Per Trip	\$27.70
TD 31 – Day	Per Pass	\$55.00
TD 1 – Day	Per Pass	\$3.00

**V. QUALITY ASSURANCE**

The quality assurance information is already listed throughout the TDSP.

The TDSP Approval Letter from the Commission for the Transportation Disadvantaged is included as Appendix O.

*Palm Tran Connection is a great source of independents for me. I go everywhere with them. For example, work, super markets, doctor’s appointments and out to dinner with family and friends. The service is vital to the independents of people with disabilities. I don’t know what we would do without it. ~ Rick Troiano, Advocate for the Disabled ~*

## VI. APPENDIXES

*Dear Mr. President: The canal system of this country is being threatened by a new form of transportation known as 'railroads' ... As you may well know, Mr. President, 'railroad' carriages are pulled at the enormous speed of 15 miles per hour by 'engines' which, in addition to endangering life and limb of passengers, roar and snort their way through the countryside, setting fire to crops, scaring the livestock and frightening women and children. The Almighty certainly never intended that people should travel at such breakneck speed. ~ Martin Van Buren, Governor of New York, 1865 ~*

### A. Appendix A - Coordinated Contracts Contact Information

Organization	Address	Phone	Contact	Valid	Inspected	Vehicles to Inspect
Children's Home Society of Florida	West Palm Beach, FL 33406	(561)868-4355	Izzy Rosenzweig 561-868-4355	9/30/2011	Yes	3
Federation Transportation Services, Inc.	Dowd Station, FL 33428-1788	(561) 852-3353	Julie & Frank Keck (561)852-3353	9/30/2011	Yes	3
For the Children, Inc.	Lake Worth, FL 33460	(561)493-1190	Cynthia 561-493-1189	9/30/2011	Yes	2
Glades Area Association for Retarded Citizens Inc.	Belle Glade, Florida 33430	(561) 996-9583	Sharon Pace (561)996-9583	9/30/2011	Yes	6
Habilitation Center for the Handicapped, Inc.	Dowd Station, Florida 33433	(561)483-4200		9/30/2011	Yes	2
Housing Partnership, Inc	Riviera Beach, FL 33404	(561)841-3500	Laura Berry 561-841-3500	9/30/2011	Yes	1
Jewish Residential & Family Service, Inc.	West Palm Beach, FL 33417	(561)684-1991	Marion Beswick 561-684-1991	9/30/2011	Yes	3
Mae Vuleti Senior Center, Inc.	Dowd Station, Florida 33486	(561)395-8920	Elizabeth Lugo 561-395-8920	9/30/2011	Yes	12
Palm Beach Habilitation Center, Inc.	Lake Worth, Florida 33461	(561) 965-8500	Joanne Glider (561)965-8500	9/30/2011	Yes	4
Planned Parenthood of the Palm Beaches and the Treasure Coast Area, Inc.	West Palm Beach, FL 33409	(561)848-6402	Cory Neering 561-848-6402	9/30/2011	Yes	2
Seagull Industries for the Disabled	Riviera Beach, FL 33404	(561)842-5814 x 131	Linda Moore 561-842-5814	Not Renewed	Yes	2
South County Mental Health Center, Inc	Delray Beach, Florida 33484	(561) 637-1004	Carle Morgan (561)637-1015	9/30/2011	Yes	8
The ARC	Riviera Beach, FL 33404	(561) 835-7087 FAX (561) 863-4352	Billie Settle (561)835-7087	Not Renewed	Yes	2
United Cerebral Palsy	Lake Worth, FL 33461	(561)357-7779	Gerry Nicastro (561)357-7779	9/30/2011	Yes	4

**B. Appendix B - Income Guidelines**

## FY 2011 HHS Poverty Guidelines

For all states (except Alaska and Hawaii) and for the District of Columbia

Size of family unit	100 Percent of Poverty	110 Percent of Poverty	125 Percent of Poverty	150 Percent of Poverty	175 Percent of Poverty	185 Percent of Poverty	200 Percent of Poverty
1	\$10,890	\$11,979	\$13,613	\$16,335	\$19,058	\$20,147	\$21,780
2	\$14,710	\$16,181	\$18,388	\$22,065	\$25,743	\$27,214	\$29,420
3	\$18,530	\$20,383	\$23,163	\$27,795	\$32,428	\$34,281	\$37,060
4	\$22,350	\$24,585	\$27,938	\$33,525	\$39,113	\$41,348	\$44,700
5	\$26,170	\$28,787	\$32,713	\$39,255	\$45,798	\$48,415	\$52,340
6	\$29,990	\$32,989	\$37,488	\$44,985	\$52,483	\$55,482	\$59,980
7	\$33,810	\$37,191	\$42,263	\$50,715	\$59,168	\$62,549	\$67,620
8	\$37,630	\$41,393	\$47,038	\$56,445	\$65,853	\$69,616	\$75,260

For family units with more than 8 members, add \$3,820 for each additional person at 100% of poverty; \$4,202 at 110 %; \$4,775 at 125%; \$5,730 at 150%; \$6,685 at 175% \$7,067 at 185% and \$7,640 at 200% of poverty.

Note: For optional use in FFY 2011 and mandatory use in FFY 2012

Page Last Updated: February 4, 2011

## C. Appendix C - Bus Pass Program Policies

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### **Palm Tran CONNECTION Bus Pass Guidelines**

#### **Agency Eligibility and Administrative Requirements**

- 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.
- 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.
- In order to be eligible to receive bus passes, agencies will adhere to and ensure that their riders 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.
- 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**

- 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. Applicants must recertify every year (written application only). Income verification is required.
- Homeless riders should use their shelter or Agency address. Clients must present verifiable proof that their annual household income is below 150% of the Federal Poverty Level Guidelines.

## **Bus Pass Orders**

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

- 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:
  - I. “Agency Bus Pass Distribution Log” form for the previous month
  - II. Returned 31 Day Bus Passes
  - III. Any new “Agency Bus Pass Registration and Eligibility Form”
  - IV. 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:

- I. Returned 31 Day Bus Pass(s)
- II. Picture ID
- III. Payment for the Bus Pass(s)

Bus Passes are distributed to CONNECTION Clients from the CONNECTION office during business hours - Monday thru Friday from 8:00AM to 5:00PM. The “Bus Pass Registration and Eligibility Form” for CONNECTION Clients will be accepted at the CONNECTION office during business hours.

**Palm Tran CONNECTION**  
 3044 S. Military Trail Suite D  
 Lake Worth, FL 33463



**Agency Bus Pass Registration and Eligibility Form**

**Agency Information**

Agency Name	_____	Phone	_____
Exec Director	_____	Fax	_____
Address	_____	Contact Person	_____
City, State Zip Code	_____	Contact Phone	_____

Client Information		Check all appropriate boxes	
Name (Last, First, MI)		<u>Client Legal Status</u>	
FL Drivers Lic/FL ID		<input type="checkbox"/> U.S. Drivers License	<input type="checkbox"/> U.S Passport
Address		<input type="checkbox"/> State ID Card	<input type="checkbox"/> Permanent Residency Card
City		<input type="checkbox"/> Voter Registration	<input type="checkbox"/> Employment Authorization Card
State		<input type="checkbox"/> Social Security Card	<input type="checkbox"/> I-9
Zip Code		<input type="checkbox"/> U.S. Birth Certificate	<input type="checkbox"/> I-94
Home Phone			
Date of Birth		<u>Client Photo ID Forms</u>	<u>2011 Proof of Income</u>
Emergency Contact		<input type="checkbox"/> U.S. Driver's License	<input type="checkbox"/> Social Security SFQV/TPQV
Relationship		<input type="checkbox"/> State ID Card	<input type="checkbox"/> Retirement/Pension
Phone		<input type="checkbox"/> Passport	<input type="checkbox"/> Income Tax
Facility		<input type="checkbox"/> Dept of Correction ID	<input type="checkbox"/> Unemployment
Disabled	Y _____ N _____	<input type="checkbox"/> Veterans Affairs ID	<input type="checkbox"/> Pay Stubs ( 2 )
Employed	Y _____ N _____	<input type="checkbox"/> Agency Letter	<input type="checkbox"/> Agency Letter
Type of Disability:		<input type="checkbox"/> Permanent Residency Card	
Current Form of Transportation:		<input type="checkbox"/> Employment Authorization Card	
		<input type="checkbox"/> Employment ID	
		<input type="checkbox"/> School ID	

1 Day Bus Pass     31 Day Bus Pass     Members in Family:     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.

**This form must be sent to Palm Tran CONNECTION**

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: _____
Agency Staff Signature: _____	Date: _____

**D. Appendix D - System Safety Program Plan Certification**

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**STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
CERTIFICATION OF COMPLIANCE  
For  
PUBLIC-SECTOR BUS TRANSIT SYSTEMS  
(Certifying compliance with F.S. 341.061 & Rule 14-90 F.A.C)**

**DATE:** May 6, 2009

**TRANSIT SYSTEM:** Palm Tran Inc. in Palm Beach County

**ADDRESS:** 3201 Electronics Way, West Palm Beach, FL 33407

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit Systems (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted Safety Standards in the SSPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009 F.A.C.

**Signature:** \_\_\_\_\_  
**Name:** Chuck Cohen                      **Title:** Executive Director, Palm Tran

Name and address of entities which have performed safety inspections:

**CTC:**

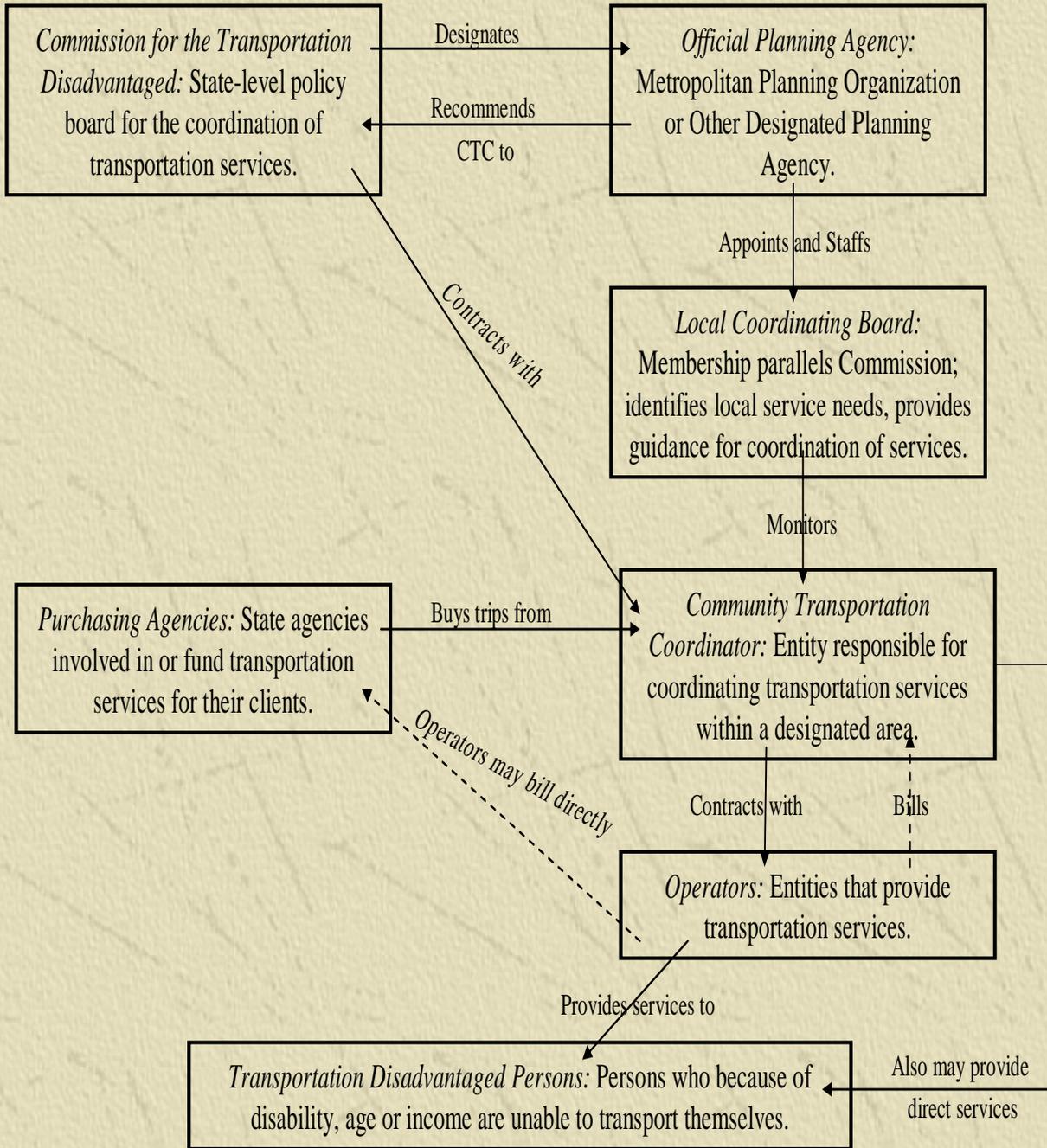
**Name:** Palm Tran Inc  
**Address:** 3201 Electronics Way, West Palm Beach, FL 33407  
**Contact:** Chuck Cohen

**Transportation Operators:**

K-1

**E. Appendix E - Organizational Charts**

# TD Program Concept Chart



**Palm Tran  
Palm Tran CONNECTION  
Organizational Chart  
FY2012 Budget Complement V3**

Modified on  
02/15/2011

**CONNECTION FY09 Eliminated Positions**

Assistant Director	1
Reservation Specialist	2
<b>Total Eliminated</b>	<b>3</b>

**CONNECTION FY10 Eliminated Positions**

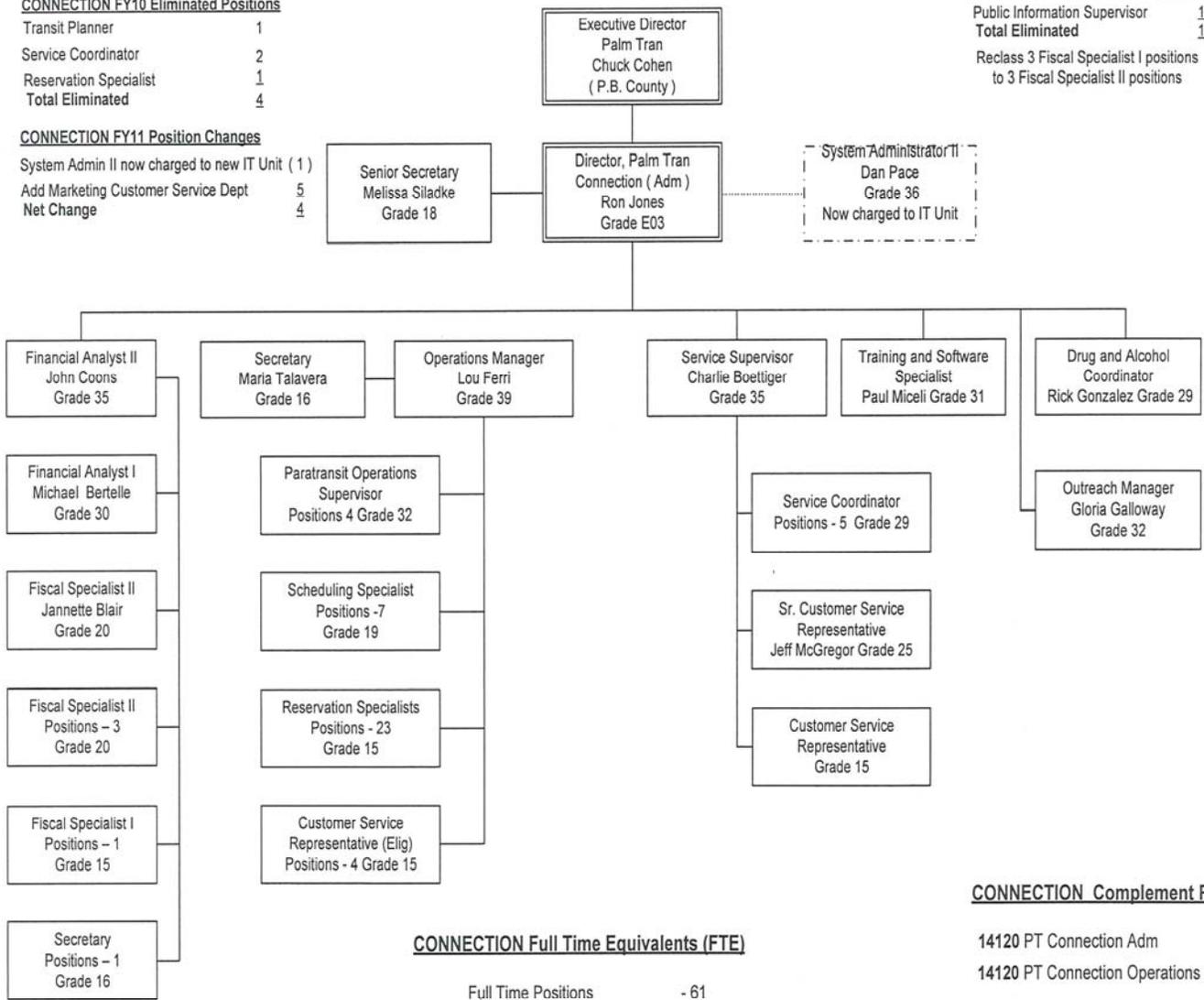
Transit Planner	1
Service Coordinator	2
Reservation Specialist	1
<b>Total Eliminated</b>	<b>4</b>

**CONNECTION FY11 Position Changes**

System Admin II now charged to new IT Unit ( 1 )	5
Add Marketing Customer Service Dept	5
Net Change	4

**CONNECTION FY12 Eliminated Positions**

Public Information Supervisor	1
<b>Total Eliminated</b>	<b>1</b>
Reclass 3 Fiscal Specialist I positions to 3 Fiscal Specialist II positions	



**CONNECTION Full Time Equivalents (FTE)**

Full Time Positions	- 61
Part Time Positions	- 0
<b>Total CONNECTION FTE's</b>	<b>- 61</b>

**CONNECTION Complement Recap**

14120 PT Connection Adm	- 7
14120 PT Connection Operations	- 52
<b>Total 14120 Adm/Operations</b>	<b>- 59</b>
<b>Total PT Grant Funded</b>	<b>- 2</b>
<b>Total PT CONNECTION</b>	<b>- 61</b>

## **F. Appendix F - Local Grievance Guidelines**

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### **The Transportation Disadvantaged Local Coordinating Board of Palm Beach County**

#### **2011 LOCAL GRIEVANCE GUIDELINES**

##### **I. INTRODUCTION**

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

Another key entity involved in the development, monitoring, support, and evaluation of the local service delivery system is the Local Coordinating Board (LCB). Each county or service area has a LCB to provide information, guidance and advice on the local coordinated system.

The purpose of these guidelines is to provide information and uniform guidance in regard to local grievance practices and procedures. It is to be applied by CTCs and LCBs in developing and implementing their local grievance procedures.

It is the intent of the Commission to encourage resolution of grievances at the local level and to educate the passengers, funding agencies, and any other interested parties about the grievance process.

##### **II. FORMAL GRIEVANCE vs. SERVICE COMPLAINTS**

As you develop your Grievance process(es), it is very important to define and delineate the differences between what a formal grievance is, pursuant to Chapter 427 FS and Rule 41-2 FAC, and what daily service complaints are.

###### **A. 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, and are resolved within the course of a reasonable time period. Local service complaints are motivated by the inability of the CTC or transportation operators, not local service standards established by the CTC and LCB. Local standards should be developed regarding the reporting and parameters of service complaints. Example (Service complaints may include but are not limited to):

- Late trips (late pickup and/or late drop-off)
- No-show by transportation operator
- No-show by client
- Client behavior
- Driver behavior
- Passenger discomfort
- Service denial (refused service to client without an explanation as to why, i.e. may not qualify, lack of TD funds, etc.)

## B. 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. The Grievant, in their formal complaint, should demonstrate or establish their concerns as clearly as possible.

Example (may include but are not limited to):

- Chronic or reoccurring or unresolved Service Complaints
- Violations of specific laws governing the provision of TD services i.e. Chapter 427, FS, Rule 41-2 FAC, and accompanying documents, Sunshine Law, or ADA
- Contract disputes (Agencies/Operators)
- Coordination disputes
- Bidding disputes
- Agency compliance
- Conflicts of interest
- Supplanting of funds
- Billing and/or accounting procedures

Again, these guidelines are to be used to focus on the minimum requirements in drafting and finalizing the formal grievances. This is a guide to assist in setting local standards for determining the process(es) to resolve formal grievances.

## III. HEARING AND DETERMINING A GRIEVANCE

There is a distinct difference between “hearing” a grievance, and “hearing and determining” a grievance. There is no restriction to a person, or an entity listening to or “hearing” a grievance. An entity may even investigate, from a purely fact-finding perspective, as long as it does not, in the course of its investigation, impose requirements on third parties that are not supported by statute or contractual agreement.

However, when an entity makes a determination of the rights, duties, privileges, benefits, or legal relationships of a specified person or persons, it is exercising “adjudicative” or “determinative” powers. Deciding a grievance between two independent parties may fall within these parameters, depending on the nature of the grievance.

It should be noted that Chapter 427, FS permits no adjudicative powers to anyone. However, Rule 41-2, FAC does provide for grievance processes at the local level.

## LOCAL COORDINATING BOARD GRIEVANCE PROCESS

Rule 41-2.012(5)(f), FAC, provides for the LCB to appoint a grievance committee to serve as a mediator to process and investigate complaints from the agencies, users, potential users of the system and the CTC in the designated service area and make recommendations to the LCB for improvement of service. Whereas the committee makes recommendations to the LCB and the LCB is also an advisory body, neither entity has the authority to “hear and determine” a grievance. They only have the

authority to “hear” and “advise”. It should be noted that even though the LCB does not have determinative powers, the recognition of problems by the various members of the LCB is a very useful mechanism to resolve many issues. In addition, it should be noted that since the LCB is involved in the development and approval of the TDSP and the annual evaluation of the CTC, there is considerable avenue for the LCB to influence changes where needed.

This authority to “hear and advise” is the grievance procedure that is currently in place by all LCBs and is part of the Commission planning grant deliverables. This procedure should not imply “determinative” powers, nor should the Commission be included in the process as a final arbiter. However, the Commission could be the recipient of a recommendation by the LCB in matters pertaining to “the system” or matters within the contractual control of the Commission. Further, the Commission may choose to listen to a grievance, with the understanding that the Commission is limited in its authority to rule on the grievance.

Apart from these grievance processes, aggrieved parties with proper standing may also have recourse through Chapter 120, FS, administrative hearings process or the judicial court system.

41-2.006(f), FAC states that a local toll free phone number for complaints or grievances shall be posted inside the vehicles. The TD Helpline Information phone number (1-800-983-2435) shall also be posted inside all vehicles of the coordinated system. The local complaint process shall be outlined as a section in the local TDSP including, advising the dissatisfied person about the Commission’s Ombudsman Program as a step within the process as approved by the LCB. All rider information/materials (brochures, user’s guides, etc.) will include the TD Helpline information. As a side note, all local complaint and/or grievance procedures shall include the Commission’s Ombudsman Program information and telephone number.

#### IV. REQUIREMENTS FOR FORMAL GRIEVANCE PROCEDURES BY THE LOCAL COORDINATING BOARD

The following paragraphs contain minimum requirements for the development of grievance procedures by the LCB as authorized by the Commission pursuant to Chapter 427, FS and Rule 41-2, FAC.

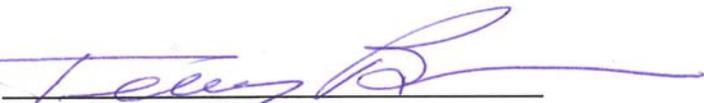
Formal grievance processes by the LCB shall be open to addressing concerns by any person or agency including but not limited to:

- Purchasing agencies
- Users
- Potential users
- Private-for-profit operators
- Private nonprofit operators
- Community Transportation Coordinators
- Designated Official Planning Agencies
- Elected Officials
- Drivers

- A. The minimum guidelines for the LCB formal grievance procedures are:
- The LCB formal grievance procedures should state that all grievances filed must be written and contain the following:
    - The Name and Address of the grievant.
    - A statement of the grounds for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
    - An explanation by the grievant of the improvements needed to address the complaint.
  - LCB must make a written copy of their grievance procedures available known to anyone, upon request.
  - LCB grievance procedures should make known to whom and where grievances are to be sent.
  - The LCB grievance procedures must specify a maximum amount of days (not to exceed 60) that the LCB has to respond to Grievant.
  - The LCB will render a response in writing providing explanation or recommendations regarding the grievance.
  - The LCB grievance subcommittee must review all grievances and report accordingly to the full LCB.
  - All documents pertaining to the grievance process will be made available, upon request, in a format accessible to persons with disabilities.
  - If the LCB receives a grievance pertaining to the operation of services under the CTC, that grievance should be passed onto the CTC for their response to be included in the LCB response.

Chapter 427, FS does not expressly confer the power or authority for the Commission to “hear and determine” a grievance between two third parties. The Commission can listen to a grievance and it can investigate it from a fact-finding perspective. It cannot be the “judge” or “arbiter” of the grievance in the sense of determining that one party’s version of the facts is right and the other is wrong, and order the wrong party to somehow compensate the right party. On the other hand, the grievance may bring to light a problem within “the system” that needs to be addressed. Similarly, if the grievance showed that one of the parties with whom the Commission contracts was acting to aberrantly as to not be in compliance with its contract, the Commission could exercise whatever contractual rights it has to correct the problem.

Accordingly, the Commission may take part in the grievance process, if it wants to, for purposes of listening to the grieving parties and gathering the information pertaining to the grievance. It may not rule on the grievance, where doing so would amount to an exercise of adjudicative powers.

Approved:   
Terry Brown, Chairman  
Palm Beach County Local Coordinating Board

Date: 02/8/2011

## G. Appendix G - CTC Evaluation

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Palm Beach County 2010 CTC Review

**Palm Beach County  
Transportation Disadvantaged Local Coordinating Board  
2010 Community Transportation Coordinator Review**

Counties served: Palm Beach

Dates of review: July 20 & August 10, 2010

PA Staff Assigned to Review: Angela Morlok

**I. Records and Areas of Review**

- A. General Information
- B. Chapter 427, F.S.
- C. Rule 41-2, F.A.C.
- D. Americans with Disabilities Act
- E. Bus/Van Ride
- F. Surveys
- G. Follow-up of previous QAPE Review
- H. Additional Observations
- I. Current Year Trip and Equipment Grant

**II. Findings and Recommendations**

**A. General Information**

The Commission for the Transportation Disadvantaged designated Palm Beach County Board of County Commissioners as the Community Transportation Coordinator (CTC) for Palm Beach County on October 1, 2007. Palm Beach County Board of County Commissioners operates through their Transportation Agency in both rural and urban areas as a partial brokerage system.

Palm Beach County 2010 CTC Review

**Area of Noncompliance:** None  
**Recommendation:** None  
**Timeline for Compliance:** None

**B. Chapter 427, F.S.**

Three members of the Local Coordinating Board (LCB) reviewed how the CTC was monitoring the operators, as well as the coordinated contractors. The CTC was not using school buses because the peak hours of service were the same for both entities and because the operators were able to meet demand. The School Board is represented on the LCB. The CTC has a strong and growing bus pass program, provides same hours of service as the fixed route, and takes next day trip reservations.

**Area of Noncompliance:** None  
**Recommendation:** None  
**Timeline for Compliance:** None

**C. Rule 41-2, F.A.C.**

Safety Compliance Review and Annual Inspections of the three operators was completed by the CTC on October 22 and 30, 2009 and January 6, 2010. On February 22, 2010, the Florida Transportation Administration approved the CTC's Drug and Alcohol Policies. All contracts are reviewed by the LCB. The CTC is in compliance with the Transportation Disadvantaged Commission (CTD) service standards and the Local Standards as addressed in the Transportation Disadvantaged Service Plan (TDSP).

**Area of Noncompliance:** None  
**Recommendation:** None  
**Timeline for Compliance:** None

Palm Beach County 2010 CTC Review

**D. Americans with Disabilities Act**

Accessible formats are available on demand. The CTC has a Braille Machine and TTY equipment on site. Operator manuals and rider information comply with ADA provision of service requirements. Inspection of an operator's vehicle was in compliance with ADA requirements for equipment and measurements.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None

**E. Bus/Van Ride (see attachment)**

**F. Surveys (see attachment)**

**G. Follow-up of previous QAPE Review**

**Previous Area of Noncompliance:** None

**Status:** None

**H. Additional Observations**

LCB encourages the CTC to continue to work with coordinated contractors to improve communications and reporting of data. The next Human Services Coordinated Transportation Summit would be a good opportunity for the CTC to provide a workshop for human service agencies to learn more about the importance of the Statewide Transportation Disadvantaged Program and the important role and responsibilities human service providers have through coordination with the CTC. The CTC continues to work closely with the LCB. The LCB was acknowledged as the Outstanding Coordinating Board of the Year at the TD Conference.

Palm Beach County 2010 CTC Review

**D. Americans with Disabilities Act**

Accessible formats are available on demand. The CTC has a Braille Machine and TTY equipment on site. Operator manuals and rider information comply with ADA provision of service requirements. Inspection of an operator's vehicle was in compliance with ADA requirements for equipment and measurements.

**Area of Noncompliance:** None

**Recommendation:** None

**Timeline for Compliance:** None

**E. Bus/Van Ride (see attachment)**

**F. Surveys (see attachment)**

**G. Follow-up of previous QAPE Review**

**Previous Area of Noncompliance:** None

**Status:** None

**H. Additional Observations**

LCB encourages the CTC to continue to work with coordinated contractors to improve communications and reporting of data. The next Human Services Coordinated Transportation Summit would be a good opportunity for the CTC to provide a workshop for human service agencies to learn more about the importance of the Statewide Transportation Disadvantaged Program and the important role and responsibilities human service providers have through coordination with the CTC. The CTC continues to work closely with the LCB. The LCB was acknowledged as the Outstanding Coordinating Board of the Year at the TD Conference.

**Palm Beach County 2010 CTC Review**

**I. Current Year Trip and Equipment Grant**

The Trip and Equipment Grant for Palm Beach County currently runs yearly from July 1 through June 30.

**III. Conclusion**

The LCB finds no issues for corrective action.

**Report compiled by:** Angela Morlok

**Title:** Principal Planner

**Date:** August 10, 2010

**Attachments**

**BUS/VAN RIDES**

Two LCB members offered to complete On-Site Observations on the following days: June 26, July 1, July 10, and July 14, 2010. Two of the trips included an additional passenger, one trip included two additional passengers, and the fourth trip included 4 additional passengers. Both LCB members observed that the drivers greeted them appropriately, wore proper identification, and was on time. Except for one vehicle having problems with the lift needing to be hand pumped, all vehicles were ranked positive regarding adherence to vehicle service standards.

Palm Beach County 2010 CTC Review

**RIDER SURVEYS**

From June 10 through June 15, 2010 three MPO staff made 234 random telephone calls to riders, being able to complete 89 surveys, who rode the transportation system on June 9, 2010.

Name of Program Funding Source	Percentage of Riders/Beneficiaries By Program	Number of Trips by Program	Number of Riders/Beneficiaries Called by Program	Number of Riders/Beneficiaries Experiencing a Problem	Number of Riders/Beneficiaries refused transportation within last 6 months	Rate the ride on a scale of 1 to 10 (10 being most satisfied)
CTD	13%	445	34	0	1	8
DOSS	8%	267	18	0	0	9
ADA	79%	2786	191	5	1	8
<b>TOTAL</b>	<b>100%</b>	<b>3498</b>	<b>243</b>	<b>5</b>	<b>2</b>	<b>8</b>
<b>Additional Comments:</b> The two riders denied service within the last six months. An ADA rider was denied service because they did not have the correct fare and the other was a TD rider who was denied service because space was not available.						

**CONTRACT OPERATOR SURVEYS**

The CTC has three contract operators. The Principal Planner surveyed the three operators. All three operators answered with the same response to the following questions:

- Do the riders contact your facility directly to cancel a trip? No
- Do you have a toll-free phone number for a rider to issue commendations/complaints posted on the interior of all vehicles used to transport TD riders? Yes
- Does the CTC/STP pay invoices in a timely manner? Yes
- Does the CTC/STP give your facility adequate time to report statistics? Yes

**Palm Beach County 2010 CTC Review**

- **Have you experienced problems with the CTC/STP? No**

## H. Appendix H - Glossary of Terms and Acronyms

	Accidents -When used in reference to the Annual Operating Report, the total number of portable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000 or more, or personal injury that required evacuation to a medical facility or a combination of both.
AER	Actual Expenditure Report - An annual report completed by each state member agency and 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.
	Advance reservation—A service request for a single trip to occur at a specified later time; same as a random request or demand request. For ADA complementary paratransit service, advance reservations must be accepted at least 1 day in advance of the trip.
	Advance Reservation Service - Shared or individual paratransit service that is readily delivered with at least the prior day’s notification, 7 days a week, 24 hours a day.
	Agency - An official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, other local governing body, or a private non-profit transportation service providing entity.
	Agency Outreach Program - Any non-profit social service agency participating in the CTC’s program for distribution of bus passes to Transportation Disadvantaged qualifying individuals.
ADA	Americans with Disabilities Act - A federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.
	ADA complementary paratransit or ADA paratransit—Paratransit service that is required as part of the Americans with Disabilities Act of 1990 (ADA), which complements, or is in addition to, already available fixed-route transit service. ADA complementary paratransit services must meet a series of criteria outlined in the U.S.DOT implementing regulations.
AOR	Annual Operating Report - An annual report prepared by the Community Transportation Coordinator detailing its designated service area operating statistics for the most recent operating year.
APR	Annual Performance Report - An annual report issued by the Commission for the Transportation Disadvantaged that combines all of the data submitted in the Annual Operating Reports and the Commission for the Transportation Disadvantaged Annual Report.
AVL	Automatic vehicle location - An electronic communications system for tracking and reporting the location of vehicles to a central dispatching center.
ASE	Automotive Service Excellence - A series of tests that certify the skills of automotive technicians in a variety of maintenance areas.
	Availability - A measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pickup and delivery time parameters.
	Batch scheduling—The practice of scheduling trips after some or all of the reservations have been received.
BCC/BOCC	Board of County Commissioners –Board of County Commissioners is a group of elected officials charged with administering the county government in local government in some states of the United States. County commissions are usually made up of three or more individuals.
BCT	Broward County Transit- is the public transit authority in Broward County, Florida. It is the second largest transit system in Florida
	Bus - Any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons for compensation.
	Bus Lane - A street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.
	Bus Stop - A waiting, boarding and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.
	Cancellation—An event where the customer who has previously requested service contacts the transit agency to cancel the request before vehicle arrival. Some systems also define and count late cancellations, defined in various ways.
	Capacity constraints—Defined by the U.S.DOT regulations implementing the ADA as being policies or practices that significantly limit or constrain the availability of ADA paratransit service. Examples include trip priorities, waiting lists, or an operational pattern or practice resulting in a substantial number of untimely pick-ups, excessively long trips, trip denials, or carrier missed trips.

CUTR	Center for Urban Transportation Research - A research group located at the University of South Florida's College of Engineering.
CMBE	Certified Minority Business Enterprise - Any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of Management Services.
427	Chapter 427, Florida Statutes - The Florida Statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.
CAC	Citizens Advisory Committee – Committee made up of advocates who discuss transportation and report to a larger Board.
	Commendation - Any written compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.
CDL	Commercial Driver's License - A license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver) or a vehicle weighing more than 26,000 pounds.
	Commission - The Commission for the Transportation Disadvantaged as authorized in Section 427.013, Florida Statutes.
CSTS	County Senior Transportation Services - The countywide transportation program created by Palm Tran CONNECTION to focus on the growing need for senior transportation in Palm Beach County.
CTD	Commission for the Transportation Disadvantaged (1) An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. (2) Replaced the Coordinating Council on the Transportation Disadvantaged.
CTC	Community Transportation Coordinator - Formerly referred to as "Coordinated Community Transportation Provider". A transportation entity competitively procured or recommended by the appropriate official planning agency and Local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost-effective and efficient manner to serve the transportation disadvantaged in a designated service area.
	Competitive Procurement - Obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.
	Complaint - Any written customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.
	Complete (or Full) Brokerage - A type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.
	Coordinated Transportation System - This system includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the planning agency, and the Local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.
	Coordinated Trips - Passenger trips provided by or arranged through a CTC.
	Coordinating Board - An entity in each designated service area composed of representatives who provide assistance to the Community Transportation Coordinator relative to the coordination of transportation disadvantaged services.
	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 written contract between the Community Transportation Coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.
	Curb-to-curb service—A common designation for paratransit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of the customer's home or destination.
	Deadhead - The miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pickup, and from last drop-off to home base or movements from home base to maintenance garage or fuel depot and return.
DRP	Demand Response - A paratransit service that is readily delivered with less than prior day's notification, 7 days a week, 24 hours a day. This service can be either an individual or shared ride.
	Denial—A trip that cannot be accommodated because of inadequate system capacity. (A denial does not include ineligible trip requests.) For ADA paratransit, a "capacity denial" is specifically defined as occurring if a trip cannot be accommodated within the negotiated pick-up window. Even if a trip is provided, if it is scheduled outside the 60/60-min window, it is considered a denial. If the passenger refuses to accept a trip offered within the 60/60-min pick-up window, it is considered a refusal not a capacity denial.
DOT	Department of Transportation – is the most common name for a government agency in North America devoted to transportation. The largest is the United States Department of Transportation, which oversees interstate travel.

	Designated Service Area - A geographical area subject to approval by the Commission that defines the community where coordinated transportation services will be provided to the transportation disadvantaged.
	Disabled Passenger - Anyone with a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).
DBE	Disadvantaged Business Enterprise – is a business entity so certified in the United States by the government of the State in which it is located. SAFETEA provides that the Secretary of Transportation will provide uniform criteria for certification, and that at least ten percent of the amounts made available for any Federal-aid highway, mass transit, and transportation research and technology program be expended with certified DBEs.
	Dispatcher - The person responsible for having every scheduled run leave the yard or garage on time and maintains a schedule matching the workforce with the workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customers to vehicles and notifies the appropriate drivers.
DOSS	Division of Senior Services –
	Door-to-door service—A form of paratransit service that includes passenger assistance between the vehicle and the door of his or her home or other destination.
	Driver Hour - The period of one hour that a person works whose main responsibility is to drive vehicles.
	Dynamic dispatch—The practice of transferring trips from one vehicle to another or inserting trips in vehicle manifests based on real-time information during the service day.
	Economies of Scale - Cost savings resulting from combined resources (e.g., joint purchasing agreements which result in a lower cost per gallon or quantity discount for fuel).
	Effectiveness Measure - A performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile are an example of an effectiveness measure.
	Efficiency Measure - A performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.
	Emergency - Any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of service to a designated service area for the transportation disadvantaged.
	Emergency Fund - Transportation Disadvantaged Trust Fund monies set aside to address emergency situations and which can be utilized by direct contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.
	Employees - The total number of persons employed in an organization.
FTA	Federal Transit Administration - is an agency within the United States Department of Transportation (DOT) that provides financial and technical assistance to local public transit systems. The FTA is one of ten modal administrations within the DOT
	Fixed Route - Also known as “Fixed Route/Fixed Schedule/Fixed Bus Route”. Service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the user's request (e.g., conventional city bus, fixed guide way).
FAC	Florida Administrative Code - A set of administrative codes regulating the State of Florida.
FCTS	Florida Coordinated Transportation System - A transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.
FCTD	Florida Commission for the Transportation Disadvantaged – An independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged.
FDOT	Florida Department of Transportation - A governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.
FPTA	Florida Public Transportation Association -
FS	Florida Statutes - The laws governing the State of Florida.
FTE	Full-time Equivalent - A measure used to determine the number of employees based on a 40-hour workweek. One FTE equals 40 work hours per week.
FAC	Fully Allocated Costs - The total cost, including the value of donations, contributions, grants or subsidies of providing coordinated transportation, including those services that are purchased through transportation operators or provided through coordination contracts.
	General Trips - Passenger trips by individuals to destinations of their choice not associated with any agency program.
	Goal - Broad conditions that define what the organization hopes to achieve.
	Grievance Process - A formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.
	In-Service - The time a vehicle begins the route to provide transportation service to the time the route is completed.
	Intake Clerk/Reservationist - An individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.
IVR	Interactive Voice Response - This is a telephone based technology in which someone uses a touch tone telephone to interact with a database to acquire or enter data into the database. IVR typically uses the keypad and menu-driven responses.

IFB	Invitation for Bid - A competitive procurement process.
	Latent Demand - Demand that is not active (i.e., the potential demand of persons who are not presently in the market for a good or service).
	Limited Access - The inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.
	Load Factor - The ratio of use to capacity of equipment or a facility during a specified time period.
LCB	Local Coordinating Board - An entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the Community Transportation Coordinator concerning the coordination of transportation disadvantaged services.
	Local Government - An elected and/or public body existing to coordinate, govern, plan, fund and administer public services within a designated, limited geographic area of the state.
	Local Government Comprehensive Plan - A plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.
MIS	Management Information System - The mechanism that collects and reports key operating and financial information for managers on a continual and regular basis.
MOA	Memorandum of Agreement - 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.
MPO	Metropolitan Planning Organization - 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(f)(3). Also serves as the official planning agency referred to in Chapter 427, Florida Statutes.
	Missed trip—Occurs when a carrier fails to pick up a passenger. A missed trip also may be declared when a vehicle arrives so late that the passenger will not arrive at his or her destination at a reasonable time (e.g., causing a passenger to miss a doctor’s appointment).
MDT	Mobile Data Terminal —An in-vehicle piece of equipment that receives and sends digital messages and displays messages on a screen. Sometimes called a mobile data computer or MDC.
MV	MV Transportation - One of Palm Tran Connection’s Transportation Operators.
NTD	National Transit Database Report
	Negotiated pick-up time—The agreed on or negotiated pick-up time that is offered by the call taker and agreed to by the customer after a request has been placed and availability checked. In ADA paratransit service, the regulations allow a 60-min negotiated pick-up time before and after the requested pick-up time, with consideration given for the applicant’s appointment or schedule.
	Network type - Describes how a Community Transportation Coordinator provides service, whether as a complete brokerage, partial brokerage or sole provider.
	Non-coordinated Trip - A trip provided by an agency, entity or operator who is in whole or in part subsidized by local, state or federal funds and who does not have a coordinator/operator contract with the Community Transportation Coordinator.
	Non-sponsored Trip - Transportation Disadvantaged service that are sponsored in whole by the Transportation Disadvantaged Trust Fund.
	No-show—A passenger scheduled for a demand-response trip does not appear at the designated pick-up point and time and does not cancel the trip in advance.
	Objective - Specific, measurable conditions that the organization established to achieve its goals.
	Off-Peak - A period of day or night during which travel activity is generally low and a minimum of transit service is operated.
OPA	Official Planning Agency - The official body or agency 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.
OTP	On-time pick-up window—The period (typically defined around the agreed on pick-up time) when customers are to be ready for pick-up and the period within which drivers can arrive and be considered on time. This window also will define the maximum change in time between the agreed on and scheduled pick-up times that can be made without notifying the customer.
	Operating Cost - The sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.
	Operating Cost Per Driver Hour - Operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.
	Operating Cost Per Passenger Trip - Operating Costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it

	reflects both the efficiency and the market demand for the service.
	Operating Cost Per Vehicle Mile - Operating costs divided by the number of miles, a measure of the cost efficiency of delivered service.
	Operating Environment - Describes whether the Community Transportation Coordinator provides service in an urban or rural service area.
	Operating Expenses - The sum of all expenses associated with the operation and maintenance of a transportation system.
	Operating Revenues - All revenues and subsidies utilized by the operator in the provision of transportation services.
	Operating Statistics - The data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents, and road calls.
	Operator Contract - A written contract between the Community Transportation Coordinator and a Transportation Operator to perform transportation services.
	Organization Type - Describes the structure of a Community Transportation Coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government or transit agency.
PBC	Palm Beach County – is the largest county in the state of Florida in area. As of 2008, the rapidly-growing county's estimated population was 1,294,654, making it the third most populous in the state and the twenty ninth most populous in the United States.
PBCHD	Palm Beach County Health Department - is a unit of the Florida Department of Health, charged with protecting the health and safety of visitors and residents of Palm Beach County, Florida.
PBCSD	Palm Beach County School District - is the eleventh largest public school district in the United States, and the fifth largest school district in Florida. The district encompasses all of Palm Beach County, Florida.
PBMT	Palm Beach Metro Transportation - One of Palm Tran Connection's Transportation Operators.
	Paratransit - Elements of public transit that provides service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.
	Partial Brokerage - A type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.
	Passenger Miles - A measure of service utilization which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. (For example: If 10 passengers ride together for 10 miles, there would be 100 passenger miles).
	Passenger Trip - A unit of service provided each time a passenger enters the vehicle, is transported, and then exits from the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.
	Passenger Trips Per Driver Hour - A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.
	Passenger Trips Per Vehicle Mile - A performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.
	Peer Group Analysis - A common technique used to evaluate the general performance of a single operator relative to the performance of a comparable group of operators of similar size, operating environments, and modal characteristics.
	Performance Measure - Statistical representation of how well an activity, task or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.
	Potential Transportation Disadvantaged Population – (1) Formerly referred to as A Transportation Disadvantaged Category I". (2) This includes persons with disabilities, senior citizens, low income persons, high risk or at-risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.
	Program Trip - A passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining and job training).
	Public Transit - The transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.
	Purchased Transportation - Transportation services provided for an entity by a public or private transportation provider based on a written contract.
	Real-time scheduling—The practice of scheduling a trip at the time the trip request/reservation is received.
	Refusal—this occurs when a passenger refuses a trip that is offered and is considered responsive to the original request (for ADA paratransit service, this would be within the allowed negotiated pick-up window).
RFB	Request for Bids - A competitive procurement process.
RFP	Request for Proposals - A competitive procurement process.

RFQ	Request for Qualifications - A competitive procurement process.
	Reserve Fund - Transportation Disadvantaged trust fund monies set aside each budget year to ensure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.
	Revenue Hours - The total vehicle hours used in providing passenger transportation excluding deadhead time.
	Revenue Miles - The total number of paratransit service miles driven while transportation disadvantaged passengers are actually riding on the vehicles. This figure should be calculated from first passenger pickup until the last passenger drop-off, excluding any breaks in actual passenger transport. (For example: If 10 passengers rode 10 miles together, there would be 10 revenue miles).
	Ride Sharing - The sharing of a vehicle by clients of two or more agencies thus allowing for greater cost efficiency and improved vehicle utilization.
	Road Call - Any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Road Calls exclude accidents.
41-2	Rule 41-2, Florida Administrative Code - The rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, Florida Statutes.
	Scheduled pick-up time—The pick-up time indicated by the scheduler; if scheduling changes are made after the customer has placed a request, the actual scheduled pickup time may vary slightly from the negotiated on pick-up time as long as it does not violate the on-time pick-up window.
	Scheduler - A person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service and other operating elements such as travel times or equipment availability.
	Search Window - The search window is the window of time which Palm Tran Connection’s scheduling software will look for viable options to schedule a trip request. This is currently 15 minutes before and 15 minutes after the requested pickup time.
	Shared ride—Multi-loading individual passengers on the same vehicle.
	Shuttle - A transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.
	Slack time—the available time in a vehicle schedule between a passenger drop-off and pick-up. Sometimes slack time is built into a schedule to accommodate anticipated additions or changes.
	Sole Provider – (1) Also referred to as A Sole Source”. (2) A network type in which the CTC provides all of the transportation disadvantaged services.
	Sponsored Trip - A passenger trip that is subsidized in part or in whole by a local, state or a federal government funding source (not including monies provided by the Transportation Disadvantaged Trust Fund).
	Standard - Something established by authority, custom or general consent as a model or example.
	Standing Order (or Subscription) Service - 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 are picked up at the same location and time and are transported to the same location and then returned to the point of origin in the same manner.
	Stretcher Service - A form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney or other device that does not meet the dimensions of a wheelchair as defined in the American with Disabilities Act.
SSPP	System Safety Program Plan - A documented organized approach and guide to accomplishing a System Safety Program set forth in Florida Rule 14-90.
	Total Fleet - This includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.
TQM	Total Quality Management - A management philosophy utilizing measurable goals and objectives to achieve quality management practices.
	Transportation Alternative - Those specific transportation services that are approved by rule to be acceptable transportation alternatives and defined in Section 427.018, Florida Statutes.
TDP	Transportation Development Plan (Developed by CUTR)
TD	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, high-risk or at-risk as defined in Section 411.202, Florida Statutes.
	Transportation Disadvantaged Funds - Any local government, state or available federal funds that are for the transportation of the transformation disadvantaged. Such funds may include, but are not limited to, funds for planning, Medicaid transportation, and transportation provided pursuant to ADA, Administration of Transportation Disadvantaged Services, operation, procurement and maintenance of vehicles or equipment and capital investments. Transportation disadvantaged funds do not include funds for the transportation of children to public schools or to receive service as part of their educational program.
	Transportation Disadvantaged Population – (1) Formerly referred to as ATD Category II”. (2) Persons who, because of disability, income, status or age are unable to transport themselves and children who are high-risk or at-risk.

TDSP	Transportation Disadvantaged Service Plan - A Three-Year Implementation Plan with annual updates developed by the CTC and the planning agency which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the Local Coordinating Board.
	Transportation Disadvantaged Trust Fund - 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 not sponsored by an agency.
	Transportation Operator - A public, private for profit, or private non-profit entity engaged by the Community Transportation Coordinator to provide service to the transportation disadvantaged pursuant to an approved Coordinated Transportation Disadvantaged Service Plan.
	Transportation Operator Contract - The Commission's standard coordination/operator contract between the Community Transportation Coordinator and the Transportation Operator which outlines the terms and conditions for any services to be performed.
	Trend Analysis - A common technique used to analyze the performance of an organization over a period of time.
TCRA	Tri-County Commuter Rail Authority (A/K/A as Tri-Rail) - is a regional rail line linking Miami, Fort Lauderdale, and West Palm Beach, Florida, United States. It is run by the South Florida Regional Transportation Authority.
	Trip—A one-way movement of a person or vehicle between two points.
	Trip Priorities - Various methods for restricting or rationing trips.
	Trip Sheet - Also known as a "Driver's Log", a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service.
TWS	Two Wheels Transportation - One of Palm Tran Connection's Transportation Operators.
UPHC	Unduplicated Passenger Head Count - The actual number of people that were provided with paratransit transportation services, not including Personal Care Attendants, non-paying escorts or persons provided fixed schedule/ fixed route service.
	Unmet Demand - The number of trips desired but not provided because of insufficient service supply.
	Urbanized Area - A city (or twin cities) that has/have a population of 50,000 or more (central city) and surrounding incorporated and incorporated areas that meet certain criteria of population size of density.
USDOT	United States Department of Transportation - A federal agency regulating the transportation field.
	Van Pool - A pre-arranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer drive.
	Vehicle Inventory - An inventory of vehicles used by the CTC, transportation operators and coordination contractors for the provision of transportation disadvantaged services.
	Vehicle Miles - The total distance traveled by revenue vehicles including both revenue and deadhead miles.
	Vehicle Miles Per Vehicle - A performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.
	Vehicles - The number of vehicles owned by the transit agency that are available for use in providing services.
	Vehicle wait time—The maximum time that drivers are required to wait for customers after they have arrived. Typically, the wait time does not start until the beginning of the on-time performance window.
	Volunteers - Individuals who do selected tasks for the Community Transportation Coordinator or its contracted operator for little or no compensation.
	Will Calls - These are trips that are requested on a demand-responsive basis usually for a return trip. The transportation provider generally knows to expect a request for a will call, 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.

## I. Appendix I - Rider's Guide

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### Palm Tran CONNECTION Rider's Handbook

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# Mission Statement



Palm Tran CONNECTION provides public transportation that gives our riders an opportunity to gain a feeling of self worth by getting out of the house and being a productive part of society. Public Transportation is a vital part of our lives; it gives people the choice of mobility, without it, we would be lost.

Palm Tran CONNECTION will provide reliable quality transportation to our customers. We do this by ensuring on-time services.

We will utilize our customers as a resource by providing opportunities for their input. We will create alliances with local agencies that service our customers.

Above all, Palm Tran CONNECTION is committed to treating its customers, employees, and providers with honesty, dignity and respect.

**At Palm Tran CONNECTION we are committed to providing  
"Independence through Mobility!"**

# Vision & Values

We are a caring entity that believes that our first responsibility is to our customers. In doing so, we will deliver our services with compassion and respect.

We understand that to provide high-quality service to our customers, we must continue to develop “innovative” ways of thinking that will allow us to respond to the dynamic, ever increasing demands for service.



# Welcome to



The information contained in this Rider's Handbook is designed to assist new riders in becoming familiar with the Paratransit programs offered. It also provides current riders with program guidelines to assist them to efficiently use the service.

Individuals who are unable to transport themselves or to purchase transportation are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities and seek CONNECTION for a ride. CONNECTION travels in Palm Beach County – from Jupiter to Boca Raton and from Palm Beach to South Bay.

Palm Tran CONNECTION is a shared-ride, door-to-door, Paratransit service that provides transportation to eligible residents and visitors in Palm Beach County in compliance with the complementary Paratransit service provisions of the Americans with Disabilities Act (ADA) of 1990.

Palm Tran CONNECTION schedules all trips, prepares vehicle manifests, handles customer complaints & commendations, determines eligibility, and monitors the performance of the transportation providers. Palm Tran CONNECTION contracts with several private companies to provide your transportation.

## Programs

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

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# Program Descriptions

## **Americans with Disabilities Act (ADA)**

The ADA is a federal law which protects the civil rights of people with disabilities. The ADA mandates public and private entities covered under the law to provide equal access for people with disabilities to any employment, transportation, public accommodation and communication service being offered to the general public.



## **ADA Core Service Area**

Service is provided to ADA eligible individuals in the area that covers East of the Florida Turnpike in Palm Beach County from the South County Line to Donald Ross Road. ADA service is available within ¼ mile of a Palm Tran fixed bus route covering those routes outside of the above service area. The core service area may change in the future due to budget restraints.

## **Division of Senior Services (DOSS) Program**

The DOSS program is funded by the Department of Elders Affairs, the Area Agency on Aging and the Palm Beach County Board of County Commissioners. Transportation is provided to individuals who are 60 years of age or older, as established by the Older Americans Act (OAA). Transportation will only be provided to approved meal sites north of Hypoluxo Rd.

## **Transportation Disadvantaged (TD)**

TD is a State of Florida funded program authorized by Chapter 427 of the F.S. and is available for people who are transportation disadvantaged. TD is defined as “individuals who, because of physical or mental disability, income status or age, are unable to transport themselves or to purchase transportation, and therefore, are dependent upon others to obtain access to healthcare, employment, education, shopping, social activities, or other life sustaining activities or children who are disabled or at high-risk or at risk.”

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# When can I ride?

<i>Program</i>	<i>Time of Service</i>	<i>Holiday Hours</i>
<p><b>Americans with Disabilities Act (ADA)</b></p> <p><b>Transportation Disadvantaged (TD)</b></p>	<p><b>Monday thru Friday</b>                      5:00 am to 10:45 pm                      First pick-up no earlier than 5:00 am to 5:30 am                      Last pick-up no later than 9:30 pm to 10:00 pm</p> <p><b>Saturday</b>                      6:00 a.m. to 10:45 p.m.                      First pick-up no earlier than 6:00 am to 6:30 am                      Last pick-up no later than 9:30 pm to 10:00 pm</p> <p><b>Sunday</b>                      8:00 a.m. to 6:50 p.m.                      First pick-up no earlier than 8:00 am to 8:30 am                      Last pick-up no later than 5:30 pm to 6:00 pm</p> <p><b>*PLEASE NOTE:</b> Pick-up times may vary based upon trip distance.</p>	<p><b>No Service on the Following Holidays:</b></p> <p><i>New Year's Day</i></p> <p><i>Easter Sunday</i></p> <p><i>Memorial Day</i></p> <p><i>Independence Day</i></p> <p><i>Labor Day</i></p> <p><i>Thanksgiving Day</i></p> <p><i>Christmas Day</i></p>
<p><b>Division of Senior Services (DOSS)</b></p>	<p><b>Monday thru Friday</b>                      8 a.m. to 5 p.m.</p> <p>No Service on Saturday &amp; Sunday</p>	

# Transportation Disadvantaged Trip Priorities



When trip demand exceeds available funds, trip prioritization may occur. Trip priorities that have been established and approved include:

## **Medical Trips**

dialysis, life-sustaining  
treatment, medical appointments, pharmacy trips, etc.

## **Nutrition Trips**

meal-site, food shopping purposes

## **Employment Trips**

work, job training, interviews and workshops for pay

# Fare Requirements



All fares are payable in cash (exact change only). Drivers are not permitted to make change or accept tips of any kind.

CONNECTION encourages our riders to take advantage of the more cost effective fixed route transportation by offering bus passes and allowing ADA Paratransit eligible customers with an ADA CONNECTION ID, to use the fixed route for \$.75.

Photo ID's are available to ADA Paratransit eligible customers Monday through Friday, 8am to 5 pm at the CONNECTION office or Palm Tran's Administrative Offices.

**Americans with Disabilities Act (ADA) Program**

**\$3.00 per one-way trip**

**Division of Senior Services (DOSS) Program**

**NO CHARGE**

**Transportation Disadvantaged (TD) Program**

**\$3.00 per one-way trip**

**Personal Care Attendant (PCA)**

**NO CHARGE**

**Escorts**

**\$3.00 per one-way trip**

**Children age 8 and under**

**NO CHARGE**

## Personal Care Attendant, Escorts, Children, Service Animals and Pets



CONNECTION allows riders to travel with a Personal Care Attendant (PCA), service animal, children, and one (1) companion (or escort). Additional individuals beyond the first companion 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 CONNECTION rider. Riders may transport pets in a commercially available pet carrier which must fit under the rider's seat or on their lap. Newborns to five year olds must ride in a federally approved child safety seat provided by the rider/pca.

A PCA is a person traveling as a necessary aid to facilitate travel by a person with disabilities who cannot travel alone or children 8 and under.

Riders are limited to one (1) PCA. Activities performed by a PCA may include but not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). CONNECTION will not provide a PCA for a rider.

A Service Animal shall mean any guide dog, or other animal individually trained to provide assistance to an individual with a disability. Service animals perform some of the functions and tasks that a person with a disability cannot perform for him or herself.

## Reserving Your Ride



**To reserve your ride, you will need to call the reservation line at (561) 649-9838 or 1-877-870-9849 (toll-free for south county residents). Press Option #2.**

**You can reserve a trip Sunday through Saturday from 7:00 a.m. to 5:00 p.m. You may also reserve a trip up to five days before you wish to travel. Next day reservations must be made by 5:00 p.m., the day before you wish to travel.**

### **When reserving your ride, you will need to provide the following information:**

- Your full name or telephone number
- The date you wish to travel
- The complete address with zip code and telephone number where you will begin your trip, plus building name, suite # and cross street
- The complete address with zip code and telephone number where you will end your trip, plus building name, suite # and cross street
  - Your appointment time and the time you wish to return (Allow sufficient time; we recommend at least one hour between scheduled drop-off and return time).
- Indicate if you are traveling with a PCA, escort or service animal, etc.
  - Other helpful information such as directions to a difficult address, specific entrance, one-way streets, etc.
- Indicate if you are traveling with a mobility device: Cane walker, wheelchair, etc.

## **No-Show and Late Cancellation 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 our office to inform us of a cancellation at least one (1) hour prior to the rider's scheduled pick-up time. 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 unforeseen illness. Any client who is charged with valid No-Shows which average one (1) or more No-Shows per ten (10) completed trips, within a thirty (30) calendar day period, with a minimum of three (3) No-Shows per month, will receive a written warning of suspension for the first offense and a suspension of service for a period of fourteen (14) calendar days for all subsequent offenses. Any rider 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 locally approved Grievance Procedure and Process.

## **Changing or Canceling a Reservation**

Office hours are 7:00 a.m. to 5:00 p.m. You may also call the after hours voicemail box to cancel your trip at (561) 649-9838, option #1. This option allows customers to cancel their trips even when the office is closed.

If you have made a reservation and need to change or cancel it, please call in as soon as possible. Changes must be made before 5:00 p.m. the day before your scheduled trip. **Cancellations must be made at least one-hour before your scheduled pick-up.** If you cancel your trip less than one hour before the start of your scheduled "pick-up window", you will be charged with a "no-show."

## **Standing Order Reservations**

A Standing Order Reservation is defined as a trip of a recurring nature to and from the same place, at the same time, on the same day (s) of the week, for at least a 30-day period. For example: employment, dialysis, or school trips. Subscription trips are subject to availability. **You are permitted to make one change per 30-day period.** For example, you can only change the day of the week, if necessary. You cannot change the day of the week and the time of a standing order reservation.

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***Standing Order Reservations Continued***

If you request a change or cancellation to a standing order, you must specify if the change is permanent or temporary. Permanent changes will be processed as a new standing order request.

## **Trip Negotiation**

The customer service representative may negotiate up to one hour before or after your desired travel time. Trip requests may be negotiated in order to accommodate all service requests. CONNECTION's peak weekday hours are from 7:00 a.m. to 9:00 a.m. and 2:00 p.m. to 5:00 p.m. It is recommended you allow additional travel time during peak service hours.

## **Riding Palm Tran CONNECTION**

Palm Tran CONNECTION is a shared-ride, Paratransit service. Riders under the age of 8 years old must be accompanied by a Person Care Attendant (PCA). Drivers will meet you at the front door of any private residence or at the ground floor entrance of any public building. Drivers are prohibited from entering any private residence. Please be ready and waiting to board a CONNECTION vehicle at the start of your scheduled "pick-up window." The driver will wait only five minutes for you to board. If you are not ready to board you may be charged with a "no-show."



Drivers are prohibited from entering any private residence. Please be ready and waiting to board a CONNECTION vehicle at the start of your scheduled "pick-up window." The driver will wait only five minutes for you to board. If you are not ready to board you may be charged with a "no-show."

If your disability makes it impossible for you to board the vehicle within five minutes, please notify CONNECTION so your five minute boarding requirement can be extended.

When the CONNECTION vehicle arrives, you will need to do the following:

**1. Sign the vehicle manifest.** If you are unable to sign, the driver will mark "UTS" indicating "unable to sign" on the manifest.

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**2. Pay the Fare.** Please refer to the Fare Requirement section of this handbook. Please remember to pay your fare in exact change prior to the vehicle departing the pick-up location. Drivers are not allowed to make change.

**3. Board the Vehicle.** Enter the vehicle by ramp, by climbing the steps, or by riding the lift. If you are unable to board the vehicle that arrives to transport you, please inform the driver so an appropriate vehicle can be dispatched to pick you up. Also, before your next trip please notify CONNECTION and tell us the problem with the vehicle and explain your special needs so that the correct vehicle may be sent in the future.

**4. Secure your safety belt.** When riding you must be seated and you must wear the provided safety belt. If you are riding in a wheelchair or using a mobility aid, your equipment must be secured to the floor of the vehicle by four securement straps. Drivers are trained to secure your mobility aids to the floor and can assist with securing your seat belt and verify that you are secure. Please let us know if you have any concerns with how the driver secures your mobility aid.

**5. Mobility Aids.** CONNECTION will accommodate walkers, canes and “Common Wheelchairs” whether operated manually or powered.

Palm Tran CONNECTION may not be able to accommodate you if your wheelchair/mobility aid is longer than 48 inches or wider than 30 inches or if your total weight when occupying your wheelchair is more than 600 pounds.

Per the Americans with Disabilities Act (ADA), complementary Paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities.

If you have any questions about the suitability of your particular device, contact Palm Tran CONNECTION.



# **Palm Tran CONNECTION (PTC) Orange I.D. Badges**



For your convenience, PTC orange ID badges are available. The badges help drivers to easily identify CONNECTION riders. Please call Palm Tran CONNECTION to request a badge.

## **Where's My Ride?**

If the CONNECTION vehicle has not arrived within your “pick-up window”, then your ride is considered late. If you need to take your ride, please call CONNECTION at 649-9838 option #1 and a representative will inform you of when you can expect a vehicle to arrive. If your vehicle is late and you choose not to travel, you will not be charged with a no-show. Report it to us immediately at 561-649-9838 option #1.

If you miss your pick-up from home, you will need to call CONNECTION. Please note that if you are a no-show from home, the carrier will not be able to return to your home to take you to your destination. If you miss your pick-up to return home, you will also need to call CONNECTION. If you miss your return trip pick-up, CONNECTION will send your trip to another transportation provider to transport you within the allowable three hour maximum timeframe.

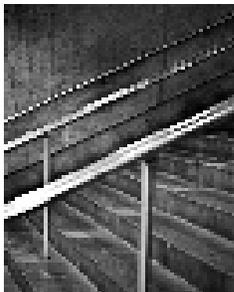
## Traveling With Packages

You may travel with one medium sized piece of luggage and one carry-on. Please note that packages or luggage cannot weigh more than 35 pounds combined. These packages must fit under your seat or on your lap.



You may travel with up to two large paper grocery bags or four standard plastic handled grocery bags. Drivers will assist in carrying packages to the ground floor entrance of your building, upon request. You may not carry oversized or heavy packages of any kind, or packages containing firearms, knives or explosive materials.

## Assistance with Stairs, Doors and Other Barriers



Drivers will provide assistance up or down one flight of stairs, as long as these stairs are between the vehicle and the front door or ground floor entrance, your origin or destination. Drivers may not assist riders using mobility devices up or down more than one step, or through grass or sand. Drivers are prohibited from entering a riders' residence.

## Emergency Evacuations

In the event of a mandatory evacuation order issued by Palm Beach County's Emergency Operations Center, Palm Tran provides transportation for pre-registered individuals who are without transportation. Buses and wheelchair equipped vans are used to evacuate those who are in "at-risk" areas of the county and to take them to special care shelters and local Red Cross shelters.

To be included in any upcoming evacuation transportation plan, you must pre-register with the Emergency Operations Center by calling (561) 712-6400.

# Rider's Rights and Responsibilities

## Rider's Courtesy Tips



Riders should refrain from engaging in disruptive, aggressive, threatening or illegal behavior. Such behavior may result in suspension of your service for at least 30 (thirty) days. Riders who engage in physical abuse or cause

physical injury to others may have their door to door service permanently suspended.

Disruptive, aggressive, threatening or illegal behavior is defined as:

**Foul, derogatory and/or inappropriate language directed to CONNECTION staff, drivers and other riders.**

**Behavior which is offensive (i.e. inappropriate touching) aggressive, threatening (i.e. verbal/physical) or incidents that pose a direct threat to the health, safety or welfare of CONNECTION personnel, drivers and other riders.**

**Possession, distribution or under the influence of alcohol, illegal drugs, or controlled substances on CONNECTION vehicles.**

**The committing of any crime on CONNECTION vehicles.**

**Three or more incidents of late cancellations and/or no-shows within a 30 (thirty) calendar day period.**

**Refusing to board the vehicle within the pick-up window or refusing to exit the vehicle upon reaching the destination.**

**Tampering with or operating vehicle equipment or two-way radio.**

# Rider's Rights

## Rider's Have the Right to Expect:

**Safe trips in air-conditioned or heated vehicles.**

**Safe, clean, properly equipped, smoke-free vehicles.**

**Properly fastened seat belts and/or mobility device tie-downs.**

**Drivers who are trained to provide public transportation services.**

**Professional, courteous treatment by drivers and other riders.**

**Safe service and the ability to file complaints without fear of retaliation for unacceptable service.**

**Prompt investigations and effective resolution to complaints.**

**Current and complete program information.**

**Assistance while getting into and out of the vehicle and to the seat or securement area of the vehicle.**

**Peace and quiet. Drivers and/or riders are not permitted to play loud music in the vehicle (two-way dispatch radio is necessary and therefore exempt).**

**The driver will wait 5 minutes for you, but no longer, as it will impact the schedule for other riders.**

**Adequate Seating.**

**Drivers with a photo ID, name patch, company logo, badge and uniform that is clearly visible.**

**Drivers who identify him/herself and announce the rider's name.**

# **Rider's Responsibilities**

## **Rider's Have the Responsibility to:**

**Be informed about program benefits and limitations.**

**Schedule trip requests five days in advance or by 5:00 p.m. the day before travel.**

**Be ready and waiting for the vehicle in the designated pick-up location. Meet the driver at the front door of any private residence or at the ground level entrance of a public building.**

**Remain in the pick-up location during the entire pick-up window.**

**Call CONNECTION to report late pick-ups if the vehicle has not arrived by the end of the pick-up window.**

**Call in trip cancellations as soon as possible, but no later than one hour before the start of the pick-up window.**

**Have appointment times, addresses (including zip code), telephone numbers and other needed information ready when making a reservation.**

**Present the correct fare in cash.  
Drivers are not permitted to make change.**

**Report anything you notice that constitutes a safety hazard to your driver.**

**Rider's Responsibilities Continued** 

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**Rider's Responsibilities Continued**

**Wear seatbelts and remain seated until the vehicle comes to a complete stop at your destination.**

**Keep track of personal belongings. CONNECTION is not responsible for items lost or stolen on vehicles.**

**No smoking, eating or drinking while in the vehicle. If your disability requires you to have a snack while on the vehicle, notify us so that this requirement can be modified to accommodate your needs.**

**Be courteous to the driver and others and avoid distracting the driver.**

**Keep wheelchairs or other mobility aids in good condition, including working wheelchair brake and ensure that your wheelchair is equipped with both foot rests.**

**Avoid littering in the vehicle.**

**Use headphones when playing radio, television, CD player, etc.**

**Do not tamper with or operate vehicle equipment or two-way radio.**

**Expect shared-ride public transportation service. Travel time should not exceed the comparable fixed route ride time.**

## **Driver's Responsibilities**

**Drivers are not responsible for assisting riders to get dressed.**

**Drivers are not responsible for providing wheelchairs, escorts or Personal Care Attendants (PCA's).**

**Drivers are prohibited from traveling beyond the lobby of any public building; drivers may not lose sight of their vehicle if it is occupied by other riders.**

**Drivers are not allowed to accept gratuities or gifts of any kind, at any time, in conjunction with the Palm Tran CONNECTION program.**

**Drivers are required to be in uniform, wear an ID badge and be professional and courteous at all times.**

**Upon arrival, drivers are required to identify themselves as CONNECTION drivers employed by their respective transportation provider.**

**Drivers are required to obtain the rider's full signature on the manifest and collect the applicable fare in cash.**

**Drivers are prohibited from playing loud music or talking on cell phones on the vehicle when a rider is onboard.**

**Drivers are required to provide door-to-door service for all riders, providing assistance to and from the vehicle.**

## Customer Relations



In an effort to provide safe, dependable and quality service, it is important that you report your service experience - whether it was a very good experience or not. It is important that you call us within seven days of the incident so we may respond to your concern.

Palm Tran CONNECTION Customer Relations records all commendations and concerns and attempts to resolve any problem which resulted in poor service. CONNECTION requires the following information to research and resolve complaints:

- **Your first and last name\***
- **Time and date when the incident occurred**
- **Description of the incident**
- **Any other information which will help CONNECTION research the incident (i.e., transportation provider, driver's name, etc.)**

\*While you are not required to provide your name in order to comment on our service, your name is necessary in filing and researching a complaint. Once you provide this information, CONNECTION will mail an acknowledgement card to you and immediately transmit the complaint to the responsible party. CONNECTION will take the necessary action towards resolution. Riders are encouraged to contact CONNECTION 5 business days after the complaint has been filed to obtain the response. The Customer Service Report will be mailed to the rider following the final resolution.

## **Formal ADA Appeals, Complaints & Transportation Disadvantaged Grievances**

Palm Tran's goal is to provide quality service to all CONNECTION riders. We are committed to answering all questions and resolving all service issues. However, if we are unable to answer questions to your satisfaction, you may contact the appropriate regulatory agency for further assistance.

Palm Tran will accept, hear and resolve appeals made by individuals applying for Palm Tran's ADA Paratransit services, provided by CONNECTION and from CONNECTION consumers who have been suspended from service for any reason. 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 CONNECTION.

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

Palm Tran CONNECTION  
Attn: Director of Palm Tran CONNECTION,  
ADA Appeals  
3044 South Military Trail, Suite D  
Lake Worth, FL 33463

Phone: 561-649-9838 or 1-877-870-9849 toll-free  
561-649-0683 (TDD) • Fax: 561-649-0685

For Transportation Disadvantaged related questions and concerns,  
you may file a grievance by calling the  
Transportation Disadvantaged Commission at  
**1-800-983-2435 (toll-free) or 1-800-648-6084 (TDD/TYY).**

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# Transportation Meetings & Program Updates

## **Palm Tran Service Board (PTSB) & Paratransit Subcommittee**

Members of the PTSB are appointed by the Palm Beach County Board of County Commissioners. The service board is responsible for holding public hearings for major fixed-route bus service adjustments, and serves as a forum for the development and assessment of public transit service to individuals with disabilities. The PTSB meets on the third Thursday of each month from 1:30 p.m. to 3:00 p.m. at the Clayton Hutcheson Agricultural Center. The PTSB-Paratransit Subcommittee meets at Palm Tran CONNECTION at 3040 South Military Trail, Suite J, Lake Worth, FL. Please contact us for exact meeting dates.

## **Transportation Disadvantaged Local Coordinating Board (TDLCB)**

Pursuant to Florida Statutes chapter 427, the Metropolitan Planning Organization (MPO) has appointed an advisory board called the Transportation Disadvantaged Local Coordinating Board. The TDLCB advises the MPO on matters pertaining to the administration of the Transportation Disadvantaged program.

The TDLCB meets quarterly at Palm Tran Connection at 3040 South Military Trail, Suite J, Lake Worth, FL. Please contact us for exact meeting dates.



*Please remember to donate \$1.00 to the Transportation Disadvantaged Trust Fund when you renew your license tag. Then tell a friend.*

## **CONNECTION Program Updates**

CONNECTION program updates and information related to transportation are available by calling the Paratransit Community Outreach hotline recording at (561) 841-4300 or in southern Palm Beach County at (561) 274-1475. You will hear a current recording of dates, times and locations of upcoming meetings. Information may also be obtained via Palm Tran's website: [www.palmtran.org](http://www.palmtran.org).

## **Community Outreach and Education**



Palm Tran CONNECTION's Outreach Program provides presentations, rider education forums and travel training to seniors, persons with disabilities and the Transportation Disadvantaged.

**To request a presentation or obtain more information, please contact the outreach department at: (561) 649-9848 ext. 3632.**

## **Palm Tran Fixed Route Bus Service**



Palm Tran's current system consists of 138 buses serving 3,400 bus stops. The system is a modified grid system with timed-transfer points which allow for extended coverage. Service operates seven days a week. Typically, weekday service runs from 5:30 a.m. to 10:00 p.m. Saturday and Sunday service operates from 9:00 a.m. to 5:00 p.m. Seniors and persons with disabilities who have proper identification, but are not eligible to ride Palm Tran CONNECTION can ride the bus at a reduced fare. The reduced fare is 75 cents per one-way trip. The regular

cash fare is \$1.50. Palm Tran offers the Unlimited QUIK Pass which allows you unlimited rides all day.

The daily Unlimited QUIK Pass can be purchased on the bus. The cost is:

**\$4.00 Regular Unlimited**

**\$2.75 Reduced Unlimited**

The 31-Day Unlimited QUIK Pass allows you unlimited rides for 31 days after activation. The cost is:

**\$60.00 Regular Unlimited**

**\$45.00 Reduced Unlimited.**

### **The 31-Day Unlimited QUIK Pass must be purchased in advance at the following locations:**

**Palm Tran Administrative Office**

3201 Electronics Way • West Palm Beach, FL 33407 • (561) 841-4BUS (4287)

**Palm Tran CONNECTION Office**

3044 South Military Trail, Suite D • Lake Worth, FL 33463 • (561) 649-9838

**All Palm Beach County Libraries**

**Palm Beach County Governmental Center**

**J. Appendix J - Memorandum of Agreement**



**Charlie Crist**  
Governor

**JR Harding Ed.D.**  
Chairperson

**Donna Loggie**  
Vice Chairperson

**Lisa M. Bacot**  
Executive Director

September 21, 2007

Mr. Lou Ferri  
Palm Beach County Board of County Commissioners  
3201 Electronic Way  
West Palm Beach, FL 33407

Dear Mr. Ferri:

RE: Memorandum of Agreement TD0793  
Palm Beach County

Enclosed, is an executed copy of the Memorandum of Agreement for Palm Beach County Board of County Commissioners. The effective date of the agreement is October 1, 2007 through June 30, 2012.

Thank you for your continued support of the Transportation Disadvantaged Coordinated System. Please contact Erin Schepers at (850) 410-5710 if you have any questions concerning this project.

Sincerely,

Lisa M. Bacot  
Executive Director

KS/es

Contract # TD0793  
 Effective: 10-01-07 to 6-30-12

STATE OF FLORIDA  
 COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
**MEMORANDUM OF AGREEMENT**

R2007 1404

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commissioner," and

Palm Beach County Board of County Commissioners, 3201 Electronics Way, West Palm Beach, Florida 33407

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.
- E. Accomplish this Project by:

Rev: 01/01/07

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.
  5. Reporting accidents involving a vehicle operated within the coordinated transportation system in the coordinator's designated service area. Accidents involving a fatality or fatalities must be reported to the Commission not more than 24 hours after the community transportation coordinator becomes aware of the fatal accident. Any other accident, those not involving a fatality or fatalities, with over \$1,000 in property damages, or personal injury that requires evacuation to a medical facility or a combination of both, must be reported to the Commission not more than 72 hours after the community transportation coordinator becomes aware of the accident. Copies of any accident report or reports prepared or received by the community transportation coordinator as a result of any accident must be sent to the Commission upon receipt or preparation of the report.
- 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 \$100,000 for any one person and \$200,000 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 \$1 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.

REV. 06/01/07

6

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 for the Transportation, 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:

Rev. 06/01/07

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:

Chuck Cohen, Director, Palm Tran  
3701 Electronics Way  
West Palm Beach, Florida 33407-4618

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 August 15, 2007

[Signature]  
Coordinating Board Chairperson

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

COMMUNITY TRANSPORTATION  
COORDINATOR: R2007 1A04  
AUG 21 2007

PALM BEACH COUNTY,  
BOARD OF COUNTY COMMISSIONERS  
Agency Name  
Addie L. Greene

Typed Name of Authorized Individual  
Signature Addie L. Greene  
Title: Addie L. Greene, Chairperson

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

[Signature]  
Typed Name of Authorized Individual

Signature: \_\_\_\_\_  
Title: Executive Director  
Erin K. Schepers  
Commission # DD542648  
Expires August 19, 2010  
Bonded by Pub. Service to: AG085300

Attest: [Signature]  
Notary Public

Sharon R. Bock, Clerk & Comptroller  
Palm Beach County COUNTY  
By Nancy Powell  
Deputy Clerk

ATTEST: [Signature] (SEAL)  
Corporate Officer or Notary Public  
Julie Burns  
Commission # DD508924  
Expires January 28, 2010  
Bonded by Pub. Service to: AG085300  
Approved as to Legal Sufficiency

By: [Signature]  
County Attorney's Office

Approved as to Terms and Conditions  
By: [Signature]  
Chuck Cohen, Director

## K. Appendix K - No-Show Policy

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### Palm Tran Connection No-Show and Cancellation Policy Review

The following represents Palm Tran Connection's No-Show policy. This policy was developed within the parameters of the American's 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 cancellation rates, while balancing the needs of our customers. There were four components to this review; defining no-shows, customer education, monitoring occurrences, and enforcement 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;
- Public outreach to solicit input and educate passengers and their caregivers about the negative effect of no-shows and late cancellations; 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 schedules transportation with Palm Tran Connection and either notifies Connection that the service is no longer needed or contacts Connection to change the trip. The cancellation must be made before close of business the day prior to the date of service.

**Late Cancellation:** A cancellation which occurs after the close of business the day before the date of service and up to three (3) hours prior to the scheduled pickup time.

**No-Show:** When the customer fails to board the vehicle when it arrives to transport him/her within the pick-up window or fails to contact our office to inform us of a cancellation at least three (3) hours prior to the customer’s scheduled pick-up time.

**Major Changes to Policy:**

- Time allowed for the trip to be documented as a no-show has been changed from one (1) hour to three (3) hours. 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 no longer ties the number of no-shows to the number of trips. This was done in order to simplify the policy.
- No cancellation policy has been proposed. The regulations permit service suspension only for customer no-shows and not for late cancellations. Also, the ADA does not consider cancellations after 5:00 PM on the day before the service day the functional equivalent of a no-show by a customer.

**No-Show Policy:**

Palm Tran Connection defines a valid no-show as occurring when all six 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 three (3) hours before the start of the pick-up window.
3. The paratransit vehicle has arrived at the scheduled pickup 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 pickup 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 location of your pick up).
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.

Any customer charged with valid no-shows which exceed three (3) no-shows per calendar month shall be considered as an “Occurrence” of violating the No-Show policy.

**First Occurrence:** Warning Letter

**Second Occurrence:** 14-day Suspension and Loss of Subscription

**All Subsequent Occurrences:** 14-day Suspension

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

If any customer no-shows the “going” trip on two 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 Director of Palm Tran Connection and/or the locally approved Grievance board whose decision is binding and final.

**L. Appendix L - Action Plan Report 2010 Update**

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**2010 Update**

**Action Plan Report**

**United We Ride  
Human Services Transportation Summit  
Clayton E. Hutcheson Agricultural Center  
559 N. Military Trail, Exhibit Halls A & B  
West Palm Beach, FL 33411**

*Palm Beach County Action Plan – Updated April 2010*

In March, 2009 there was a countywide effort to expand on the identification of gaps in transportation services that exist for persons with disabilities, older adults and low-income populations within Palm Beach County. In order to be in compliance with the SAFETEA-LU requirements, this endeavor sought to engage stakeholders for the purpose of identifying strategies that address transportation gaps, identify coordination opportunities, and prioritize strategies to eliminate those gaps. Specific activities were undertaken in order for agencies/private-for-profit, and private-non-profit entities to be eligible for specific Federal funding programs.

A Human Services Transportation Summit was undertaken in March 2009. Its intent was to bring a diverse group of stakeholders together to discuss how to improve transit services in Palm Beach County. Emphasis was placed on the Federal Transit Administration grants for Elderly and Persons with Disabilities (Program 5310), Job Access & Reverse Commute (JARC) (Program 5316), and New Freedom Program (NF) (Program 5317). The goal of the Summit was to develop a list of transportation needs and prioritize those needs.

Attendees included transit users, local and state government representatives, public and private transportation providers, human service and workforce organizations, transportation advocates and planners, and members of the media. Over 83 participants attended the all day summit.

#### **Federal, State, & Local Informational Session:**

The morning session of the Summit provided information on federal, state, and local transportation updates. Presenters included the Chairman of the Palm Beach County Board of County Commissioners, the Florida Department of Transportation (FDOT) District IV Secretary, Chairperson of the Florida Commission for the Transportation Disadvantaged, Director of the Palm Beach Metropolitan Planning Organization (MPO), Interim Director of the Area Agency on Aging, Assistant Director of Palm Tran, Director of Palm Tran CONNECTION, and Program Manager of the Workforce Alliance. Two transit users provided inspiring remarks on what transportation meant to them in their daily lives. The United We Ride Ambassador provided information on the National Resource Center for Human Service Transportation Coordination and provided instructions for the breakout sessions. At the conclusion of the morning session summit participants broke for lunch.

#### **Workshop Break Out Sessions:**

An hour and forty-five minutes was scheduled for the breakout sessions to cover the three primary Federal Transit Administration (FTA) programs - Elderly and Persons with Disabilities, Job Access & Reverse Commute, and the New Freedom Program. The Break-out sessions were focused on three specific areas: 1. Successful Transit Services being provided; 2. Where Can Transit be Improved; and 3. Consensus on Transit Priorities. Each Breakout session concluded with the selection of the top three priority projects. The results of each breakout session are included in this report.

**Breakout Session Reporting and Consensus for Action:**

At the conclusion of the Breakout session, the groups reconvened in order for each facilitator to present their group findings. An opportunity was given for questions and comments from the public. Summit participants then had the opportunity to select their top priorities from the entire priority list.

**Closing Remarks:**

Closing remarks were given by the Palm Beach MPO.

**Breakout for Elderly and Persons with Disabilities Program 5310**

***Purpose: To support transportation services when public transit services are unavailable, insufficient or inappropriate for the elderly and persons with disabilities.***

<b>Successful Transit Services</b>	<b>Where Can Transit Be Improved</b>	<b>Consensus on Transit Priorities</b>
Palm Tran and Palm Tran Connection services provide the ability to access social, religious, and volunteer destinations.  Collaborative strength of nonprofits, county and state working together  Multiple services available - Mae Volen Senior Transportation, Tri-Rail, The Link, We Care-volunteers, and 24 Coordinated contract agencies (i.e. ARC, UCP, Seagull Industries)  Transportation is ADA Accessible  Palm Tran staff well trained  Educating public how to ride-much more noticeable in west end of county  Tri-lingual pamphlets and schedules in	Stimulus funding for operation expenses  Increased bus frequency  Increased advocacy to sustain current levels of service  Community Partnerships - Small shuttle buses like the Link to serve more gated and western communities to allow residents to access mass transit  City/Community/County partnerships – - Coordinate Faith-Based organizations to use their parking lots - City participation in transit  Smart card technology like Miami-Dade  Increased unified coordination and communication between transit providers	<ul style="list-style-type: none"> <li>● Sustain current levels of service and funding</li> <li>● Expand city/community/county partnerships – work with League of Cities and coordination with faith based operations to use vans and parking lots</li> <li>● Embrace smart card technology and unify coordination between transit systems</li> <li>● Better use of volunteers including overcoming liability issues for volunteers</li> </ul>

<p>English, Spanish and Creole</p> <p>ADA/TD applications and process more accessible and streamlined.</p> <p>Palm Tran has a web presence</p> <p>Cross county bus connections to Broward County and plans for buses to Martin County</p> <p>Community and city transportation including City trolleys in West Palm Beach and Delray</p> <p>Cultural sensitivity training</p> <p>211, Senior Guide and ARC</p> <p>Strong advocacy - TD group that goes to Transportation Day in Tallahassee</p> <p>Special needs transportation for kids when school is not in session</p> <p>Every bus has bike racks</p>	<p>Travel training to take bus</p> <p>Better use of volunteers to:</p> <ul style="list-style-type: none"> <li>- Provide driver services – need to overcome issues of insurance and liability ex. neighbors helping neighbors</li> <li>- Provide door through door service assist in carrying packages</li> <li>- Train other volunteers</li> </ul> <p>Palm Tran Connection - <del>Eliminate fee for aid to travel</del>, provide ability to secure <del>bags</del> <b>personal carry-on items*</b></p> <p>Need community liaisons from profit, nonprofit, county and state agencies</p> <p>League of Cities accountability</p> <p>Sustain current levels of service</p>	
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**Breakout for Job Access & Reverse Commute (JARC) Program 5316**

***Purpose: To support the development and maintenance of transportation services designed to transport low-income individuals to and from jobs and activities related to their employment.***

Successful Transit Services	Where Can Transit Be Improved	Consensus on Transit Priorities
<p>Late night bus service in Belle Glade to connect with Routes 47 and 48</p> <p>Extend late night service with bus routes 1</p>	<p>24-hour/7-day service for work force clients</p> <p>Taxi vouchers for late night and weekends</p>	<p>Improve transit in the western communities of Belle Glade, Pahokee, South Bay and Canal Point</p>

<p>and 2</p>	<p>Increase peak service hours in Glades</p> <p>Agencies to purchase retired buses</p> <p>Use SFCS statistical findings in planning</p> <p>Mobility Manager working with Workforce Alliance</p> <p>Create city/community transit routes (shuttles) that will be connected to fixed route and rail services where feasible *</p> <p>Increase Vanpool service *</p> <p>Provide 24 hour Emergency Ride Home service *</p> <p>Accessible vehicles in taxi cab fleets*</p> <p>Create express services, especially from rail stations, to major origination/destinations*</p> <p>Increase headways in Belle Glade fixed-routes from 1 hour to 30 minutes*</p> <p>Park and Ride lots where people can access public transit, or meet to Vanpool/carpool*</p> <p>Increase headways from 1 hour to 30 minutes in fixed routes that are operating at-or-close to capacity*</p>	<p>Provide 24-hour and weekend transportation services for workforce individuals</p> <p>Mobility Manager for targeted North and South County cities</p> <p>City/community transit services*</p> <p>Taxi vouchers for late night and weekends*</p> <p>Provide 24 hour Emergency Ride Home service*</p> <p>Accessible vehicles in taxi cab fleets*</p> <p>Express services*</p> <p>Provide Fixed-Route service to the Acreage and Loxahatchee communities*</p> <p>Increase headways from 1 hour or 30 minutes to 20 minutes to fixed routes servicing Tri-Rail Stations in order to connect in a timely manner*</p>
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**Breakout for New Freedom Program (NF) 5317**

**Purpose: To support new public transportation services beyond those required by the Americans with Disabilities Act of 1990 (ADA).**

Successful Transit Services	Where Can Transit Be Improved	Consensus on Transit Priorities
<p>Palm Tran and Palm Tran Connection allows people with disabilities and low income to get out of their homes, access employment and improve their quality of life</p> <p>County allows for socialization and daycare trips in addition to medical and employment on the ADA service</p> <p>County has a good existing infrastructure with call-in dispatch centers, buses, and ADA vehicles.</p>	<p>Small feeder vehicles for gated communities</p> <p>Increase transit boundaries &amp; service hours</p> <p>Mobility manager needed to reduce transit barriers and outreach to the public</p> <p>Multi-loading vehicles inefficient with client's time. Example: A half hour appointment ten minutes away takes several hours to do.</p> <p>Travel trainer – educate public on transit services available and how to use systems.</p> <p>Subsidized Taxi for seniors, disabled, low income workers based on a sliding scale. Could be an on demand service</p> <p><b>24 hour Emergency Ride Home - Guaranteed ride home program when public transit/paratransit service not available*</b></p> <p>Problems crossing county line</p> <p>Inefficiencies in Palm Tran Connection – often several vehicles sent into the same community to take people to the same location when one vehicle could have picked up everyone.</p> <p>Door through Door service needed</p>	<p>Mobility Manager to:</p> <ul style="list-style-type: none"> <li>- Reduce transit barriers</li> <li>- Travel train riders</li> <li>- Outreach to the public</li> <li>- Develop public/private partnerships</li> </ul> <p>Subsidized Taxi service to support Transportation Disadvantaged - ADA, seniors, low income, children at risk.</p> <ul style="list-style-type: none"> <li>- Base fare on sliding scale</li> <li>- Provide guaranteed ride home</li> <li>- Increased service hours and boundaries</li> <li>- Go into gated communities</li> <li>- Provide on demand service</li> </ul> <p>Smaller feeder vehicles to:</p> <ul style="list-style-type: none"> <li>- go into gated communities</li> <li>- increase core boundary service area</li> </ul> <p><b>Increased city/community services*</b></p> <p><b>Taxi vouchers*</b></p> <p><b>Purchase/use variety of vehicles to meet service needs*</b></p> <p><b>Drivers trained to be community travel trainers*</b></p> <p><b>Purchase accessible vans for airport</b></p>

	<p>City/community services*</p> <p>Taxi vouchers*</p> <p>Purchase/operate variety of vehicles (large, small, with or without wheelchair lift) to meet service needs of paratransit service*</p> <p>Educate paratransit drivers to be travel trainers to educate riders about mobility options in the community*</p> <p>Include accessible vans in bus/van fleet that directly service the airport*</p> <p>Develop core areas of specialized service where operational efficiencies can be obtained*</p> <p>Provide subsidized taxi and feeder service*</p>	<p>services*</p> <p>24 Emergency Ride Home Service*</p> <p>Have core areas of specialized service*</p> <p>Provide subsidized taxi and feeder service*</p>
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**Next Steps**

The Palm Beach MPO is working with stakeholders to seek the appropriate funding mechanisms for the transportation needs that were prioritized at the Summit. According to the Transportation Disadvantaged Service Plan (TDSP) and the Human Services Coordinated Transportation Plan (HSCTP), the next Human Services Transportation Summit will be held in three (3) years. Annual updates are provided to stakeholders, agencies, private-for-profits, private-non-profits, transportation operators, and individuals through email blasts, presentations and scheduled meetings in order to obtain current changes/needs regarding mobility and review possible solutions.

*\*Update to list of needs and priorities*



The following list is the sponsors of the Summit in 2009 and those who set up information booths about their services.

- AAA Auto Club South – Information Booth & Two day cruise
- Adopt-A-Family – Snacks & Water
- Area Agency on Aging – Information Booth & Coffee Creamers
- Citizens for Improved Transit – Information Booth & Miniature Hydrogen Car Donation
- Jason's Deli – Discounted Boxed Lunches
- Mae Volen Senior Center - Information Booth & Snacks and Waters for conference
- Palm Beach Metropolitan Planning Organization – Event Organizer
- Palm Tran - Information Booth
- South Florida Commuter Service (SFCS) - Information Booth
- South Florida Regional Transit Authority (SFRTA) – Donations for give-away bags & shared Information Booth with SFCS
- South Florida Vanpool – Information Booth

*Palm Beach County Action Plan – Updated April 2010*

Without all of this support, there would not be the success that was realized!

**“Special Thank You”** to all the participants of this Summit for taking the time to attend and for bringing their expertise and frank suggestions for a brighter future for the area. As a result of their active participation in this consensus building effort they have taken the first important steps toward a truly coordinated planning process. Through this Action Plan, steps can now be taken by the local sponsors to create improved coordination among public and human service transportation systems, agencies and consumers. The results will be a better use of existing resources, improved service delivery and greater access for consumers through enhancements that were identified. This Plan holds exciting promise for the future of Palm Beach County and the agencies who participated.

The original Plan was Drafted By  
Jo Ann Hutchinson, United We Ride Ambassador,  
Based on outcomes at the March 23, 2009 Summit.  
For more information, please contact [hutchinson@ctaa.org](mailto:hutchinson@ctaa.org) or 1.800.891.0590, Extension 730.

***Thank You for Being a Partner in the  
Human Services Transportation Summit in West Palm Beach, Florida!***

M. Appendix M - Submittal Letter



3044 South Military Trail, Suite D  
Lake Worth, FL 33463  
Phone (561) 649-9838 or 1(877) 870-9849 (toll-free)

Ron Jones, Director, Palm Tran CONNECTION



**Palm Beach County**  
*Board of County Commissioners*  
Burt Aaronson, Chairman  
Karen T. Marcus, Vice Chair  
Jeff Koons,  
Shelly Vana  
Steven L. Abrams  
Jess R. Santamaria  
Priscilla A. Taylor  
*County Administrator*  
Robert Weisman

June 1, 2010

Mrs. Karen Somerset, Assistant Executive Director  
Commission for the Transportation Disadvantaged  
605 Suwannee Street, MS-49  
Tallahassee, FL 32399-0450

Re: 2010/2011 Transportation Disadvantaged Service Plan (TDSP)

Dear Mrs. Somerset:

By this Letter, Palm Tran is requesting an update to the above referenced TDSP. We request that the Commission accept this update effective 07/01/2010. The majority of changes consist of minor changes to the formatting and program update.

The Local Coordinating Board will meet August 10, 2010, to vote on the approval of this TDSP.

If this request is accepted, please signify by signing below, and returning a copy of the signed letter to us. Upon receipt, we will then consider the update accepted. If this update is not acceptable, or further information is needed before it can be accepted, please advise us in writing within ten (10) days.

If you have any questions or concerns, please contact me at (561)649-9848 ext. 3638.

Thank you for your consideration of this request.

Sincerely,

Ron Jones, Director, Palm Tran CONNECTION

\*\*\*\*\*

The Commission for the Transportation Disadvantaged hereby agrees and accepts this update to the above referenced TDSP, effective July 1, 2010.

Karen Somerset, Assistant Executive Director

Date

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

**N. Appendix N - Goals, Objectives, Strategies and Implementation Schedule**

	Objective	Strategy	Measure	Responsible Party	Implementation Date
<b>Goal 1: Provide the highest level of accessible and available fixed route bus service to the Transportation Disadvantaged.</b>					
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
<b>Goal 2: Increase the utilization of the fixed route system by those who are Transportation Disadvantaged and ADA.</b>					
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 \$.75 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
<b>Goal 3: Provide cost-effective door-to-door services for those transportation disadvantaged individuals who are unable to access the fixed route transit system.</b>					
3.1	Develop a comprehensive travel-training program to encourage paratransit users to utilize the fixed route.	With the help of Easter Seals Project Action develop a travel training program.	Amount of riders trained and using the fixed route.	CTC	January 26, 2009
3.2	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

<b>3.3</b>	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	<b>CTC</b>	<b>Ongoing</b>
<b>Goal 4: Create relationships with agencies providing transportation services to the transportation disadvantaged that enhance and maximize coordination and cost effectiveness.</b>					
<b>4.1</b>	Continue to develop coordination contracts with agencies serving the TD.	Identify appropriate agencies and encourage the advantages of coordination. Utilize FDOT 5310 program.	Amount of Coordination Contracts and savings compared to using CTC service.	<b>CTC</b>	<b>Ongoing</b>
<b>4.2</b>	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.	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>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.</b>					
<b>5.1</b>	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.	<b>CTC</b>	<b>Ongoing</b>
<b>5.2</b>	Advise agencies with coordination contracts 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	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>5.3</b>	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.	<b>CTC, LCB</b>	<b>Ongoing</b>
<b>5.4</b>	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.	<b>CTC</b>	<b>Ongoing</b>
<b>5.5</b>	Conduct marketing of TD services.	Create and distribute Riders Guide, Quick Facts & brochure.	Amount of materials distributed and response to printed materials.	<b>CTC</b>	<b>Ongoing</b>
<b>Goal 6: Establish policies and procedures that ensure program effectiveness and integrity.</b>					
<b>6.1</b>	Ensure compliance of the transportation operators and all agencies with coordination contracts.	Inspections and daily monitoring of operators & Coordination contracts.	Monitoring reports & inspections.	<b>CTC</b>	<b>Ongoing</b>
<b>6.2</b>	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.	<b>CTC, LCB</b>	<b>Ongoing</b>

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
<b>Goal 7: Ensure the Human Service Transportation Coordinated Plan is developed in compliance with all Federal regulations.</b>					
7.1	Ensure compliance with the Federal SAFETEA-LU requirements.	Assign staff to continually review all updated/new regulations.	Monitoring activities/reports.	CTC/ MPO	2008
7.2	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
7.3	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
7.4	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

***In accordance with the provisions ADA, this TDSP may be requested in an alternative format.***

## O. Appendix O - TDSP Approval Letter

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December 22, 2010

Charlie Crist  
Governor

JR Harding Ed.D.  
Chairperson

David Darm  
Vice Chairman

Bobby Jernigan  
Executive Director

Mr. Ron Jones  
PalmTran Connection  
3044 South Military Trail, Suite D  
Lake Worth, Florida 33463

Ms. Angie Morlok  
Palm Beach MPO  
2300 North Jog Road, 4th Floor  
West Palm Beach, FL 33411-2749  
(561) 684-4170

Dear Mr. Jones and Ms. Morlok:

Re: Palm Beach County 2010-2011 Transportation Disadvantaged  
Service Plan (TDSP) Review

Our office received the above Transportation Disadvantaged Service Plan and it has been reviewed and approved. Updates to the Transportation Disadvantaged Service Plan are due annually 30 days prior to the anniversary date of the Memorandum of Agreement's effective date.

Please contact John Irvine at (850) 410-5712 if you have any questions.

Sincerely,

John Irvine  
Area 6 Project Manager

**P. Appendix P - Local Transportation Disadvantaged Coordinating Board Certification**

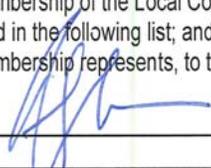
**PALM BEACH COUNTY COORDINATING BOARD MEMBERSHIP CERTIFICATION**

Name (MPO/DOPA): Palm Beach Metropolitan Planning Organization  
Address: 2300 N. Jog Road, 4<sup>th</sup> Floor  
West Palm Beach, Florida 33411-2749

The Metropolitan Planning Organization/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: \_\_\_\_\_



DATE: \_\_\_\_\_

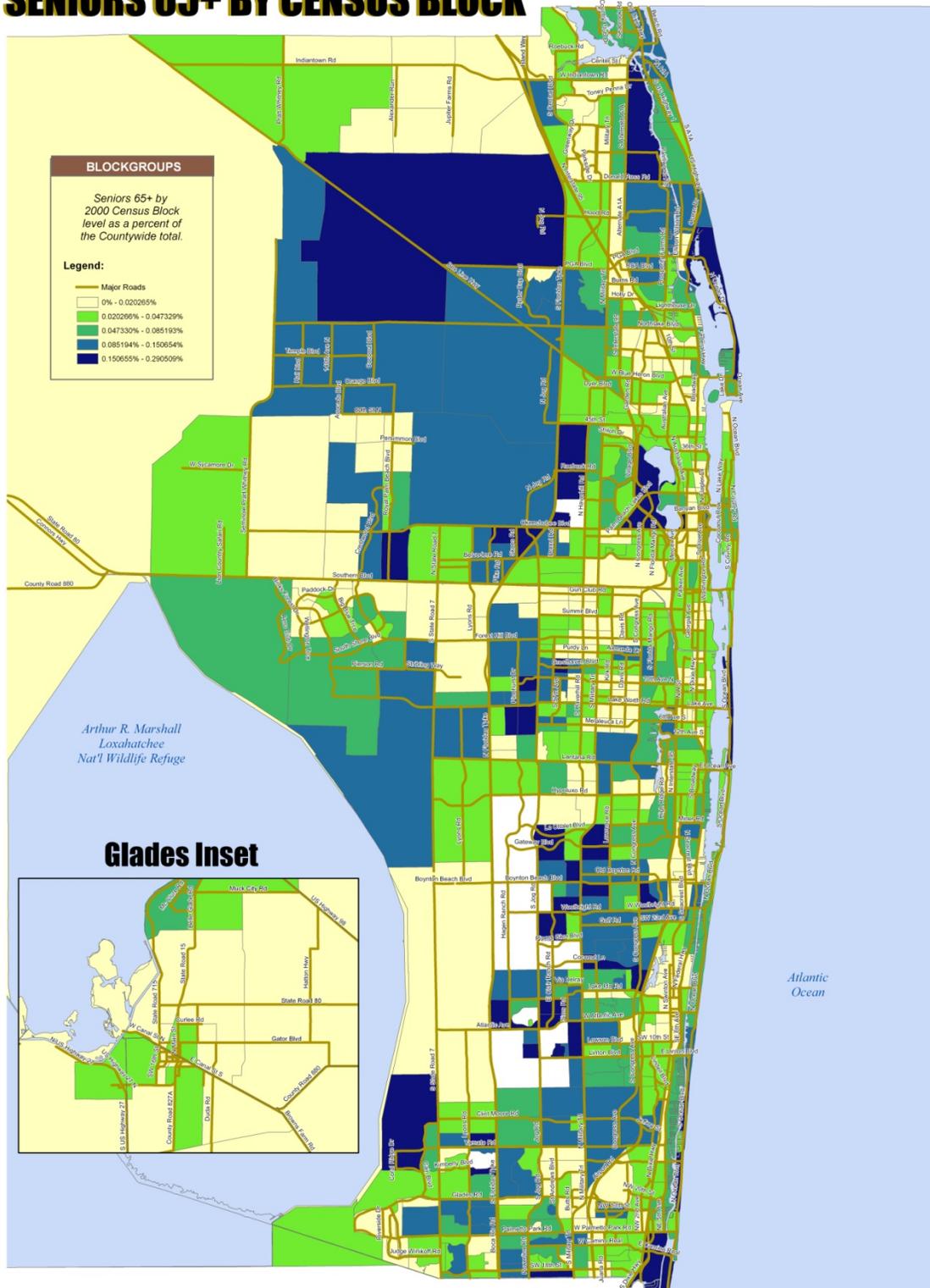
April 21, 2011

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
1. CHAIRMAN (An elected official)	Commissioner Paulette Burdick	Councilor Robert Friedman	04-21-11 – 04-20-13
2. ELDERLY	Bobbi Valentine	None	04-22-07 – 04-21-13
3. DISABLED	Laurence Osband	None	03-17-11 – 04-16-14
4. CITIZEN ADVOCATE	Tomas Boiton	None	03-17-11 – 04-16-14
5. CITIZEN ADVOCATE/USER	Marlene Mahanes	None	04-21-11 – 04-20-14
6. FL DEPT. OF VETERAN'S AFFAIR	Myron Nagelberg		Ongoing
7. PALM BEACH COUNTY COMMUNITY ACTION	Joyce Frank	Craig Carr	Ongoing
8. PUBLIC EDUCATION (PBC School District)	Yevola Falana		Ongoing
9. FLORIDA DEPT. OF TRANSPORTATION	Jayne Pietrowski	Jaclyn Meli	Ongoing
10. DEPT. OF CHILDREN & FAMILY SERVICES	Angenitta Ward	Andrea Woodard	Ongoing
11. FL DEPT. EDUCATION/DIV. OF VOCATION REHAB.	Lauren Veit		Ongoing
12. AGENCY FOR PERSONS WITH DISABILITIES	Subhash Vyas		Ongoing
13. PRIVATE TRANSPORTATION INDUSTRY	Bettye Jones		10-19-09 – 10-18-12
14. MASS/PUBLIC TRANSIT INDUSTRY	Chuck Cohen	Ron Jones	NON-VOTING MEMBER
15. MEDICAID PROGRAM	Cindy Barnes	William Albury	Ongoing
16. AREA AGENCY ON AGING	Deidra Gibson	Richard Hart	Ongoing
17. WORKFORCE DEVELOPMENT BOARD	Sharyn Hancock		Ongoing
18. LOCAL MEDICAL COMMUNITY	Janet Moreland		12-15-08 – 12-14-11

Rev. 04-21-11

Q. Appendix Q - Map One - Seniors by Census Block

# SENIORS 65+ BY CENSUS BLOCK



A product of the  
Palm Beach MPO

Seniors 65+  
By Census Blocks

This map uses Census 2000 data at the Census Block Group level of geography.

What Does This Map Show?

This map displays census tracts shaded by the portion of Seniors as a percent of the countywide total.

Printed: 19 January 2011

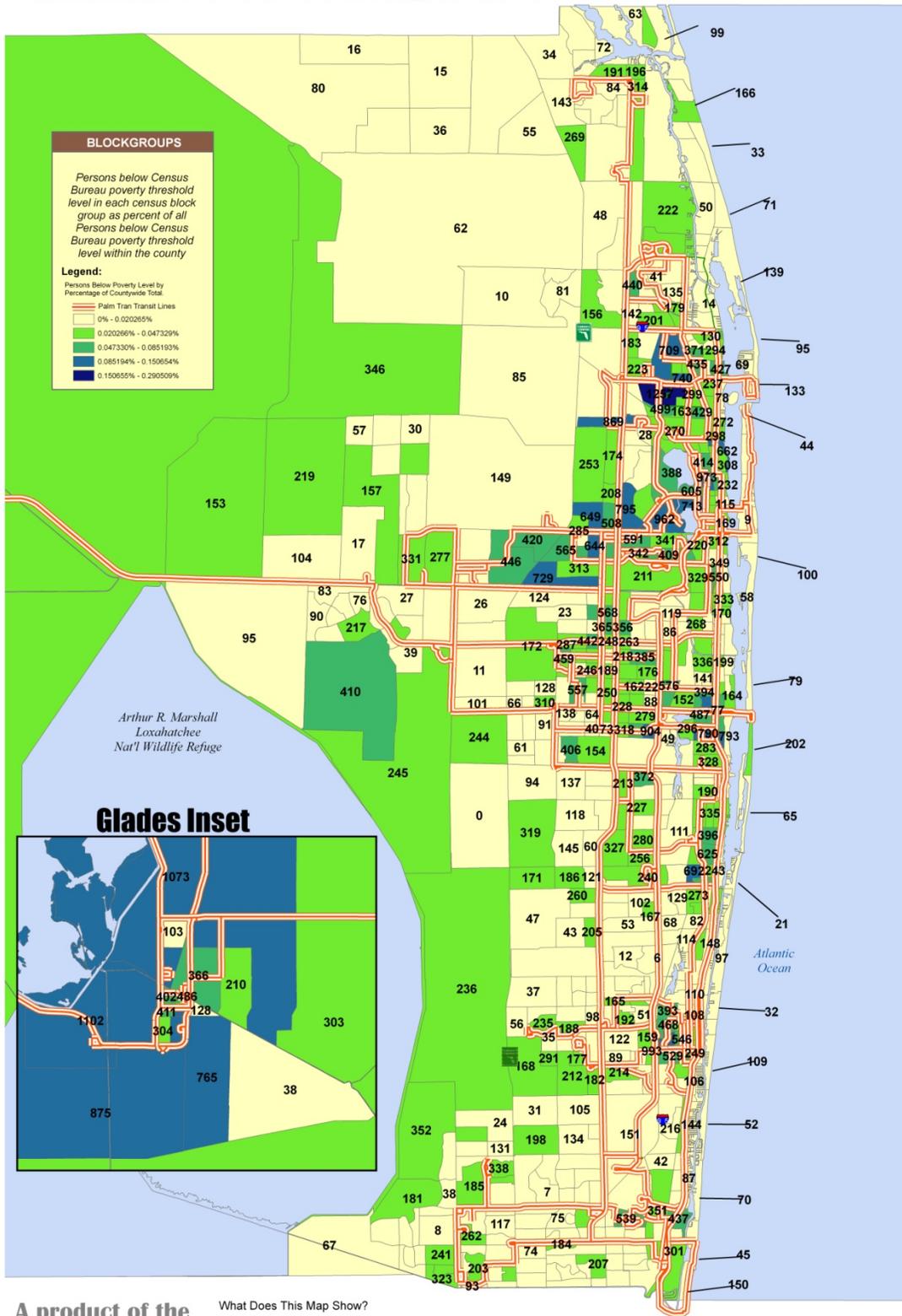
File: Seniors\_65+\_Portrait.mxd/pdf

Disclaimer: This map is for illustration purposes only. For specific determination, contact the Palm Beach MPO at 561.684.4170.



R. Appendix R - Map Two – Persons Below Poverty Level and Transit Routes

# Persons Below Poverty Level & Transit Routes



**A product of the Palm Beach MPO**

*Persons Below Census Poverty Threshold Level*

This map uses Census 2000 data at the Census Block Group level of geography.

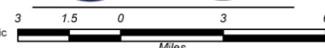
**What Does This Map Show?**

This map displays census tracts shaded by the portion of people living below poverty level as a percent of the countywide total. The transit route network is overlaid on the census tracts in order to determine if these transit dependent populations have access to the transit system.

Printed: 19 January 2011

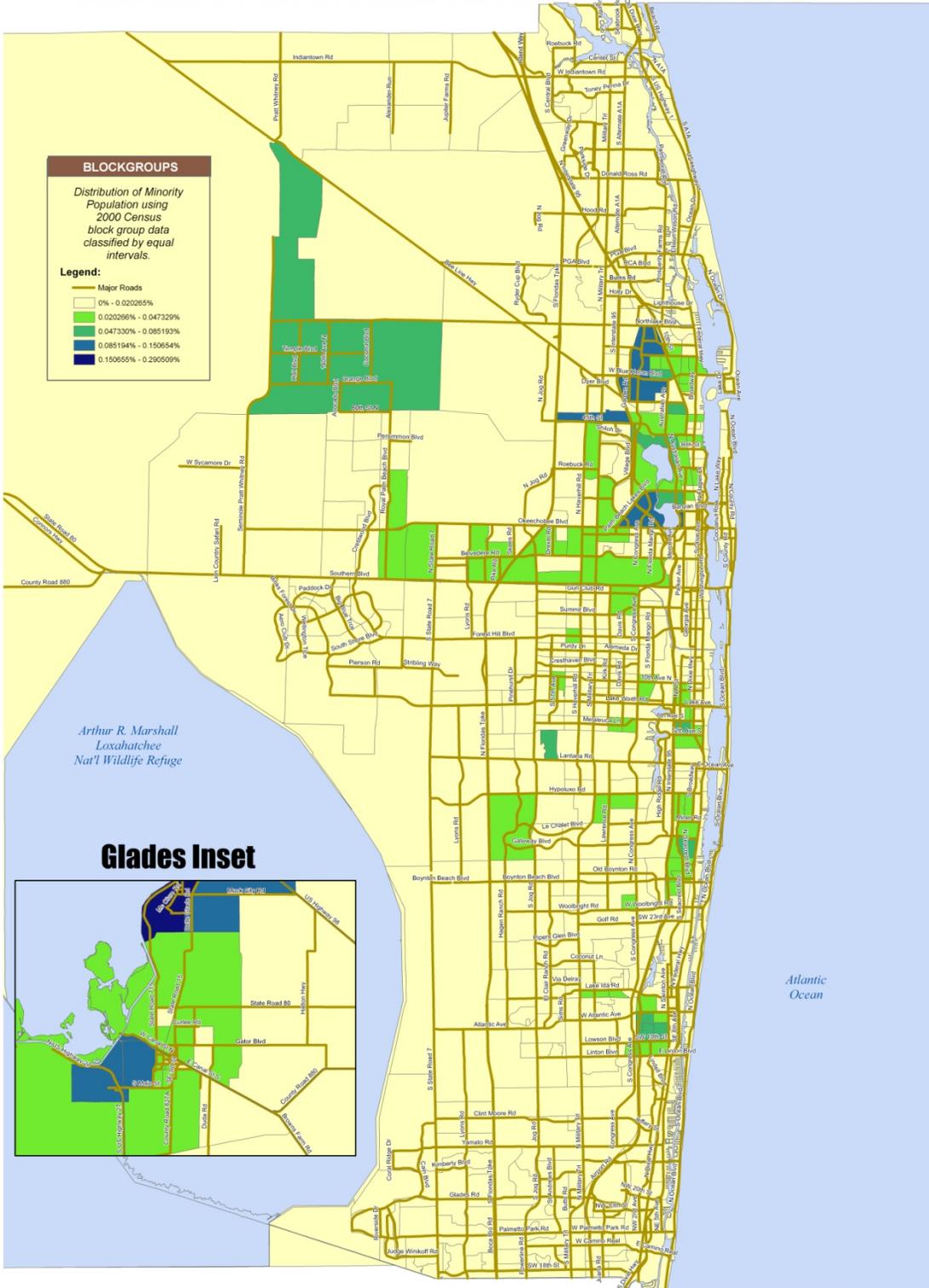
File: poverty&transit.mxd/pdf

Disclaimer: This map is for illustration purposes only. For specific determination, contact the Palm Beach MPO at 561.684.4170.



S. Appendix S - Map Three - Distribution of Minority Population by Census Block

# Distribution of Minority Population by Census Block



**A product of the Palm Beach MPO**

*Distribution of Minority Population by Census Block*

This map uses Census 2000 data at the Census Block Group level of geography.

What does this map show?  
This is a Population Density Map. It shows minority race population using 2000 Census block group data classified by equal intervals.

Minority is defined according to the Federal Office of Management and Budget's OMB Bulletin No. 00-02, "Guidance on Aggregation and Allocation of Data on Race for Use in Civil Rights Monitoring and Enforcement", published March 9, 2000.

Printed: 19 January 2011  
File: Minority\_Pop\_Density\_Map\_x.mxd/pdf  
Disclaimer: This map is for illustration purposes only. For specific determination, contact the Palm Beach MPO at 561.684.4170.

0 1 2 4 6 8  
Miles

**T. Appendix T - Vehicle Inventory**

**Fleet Inventory 2011**

Year	Type	Vin	Capacity	Carrier
2005	FORD E350	1FDSE35L35HB08065	6&2	TWS
2005	FORD E350	1FDSE35L55HB08066	6&2	TWS
2005	FORD E350	1FDSE35L75HB08067	6&2	TWS
2005	FORD E350	1FDSE35L95HB08068	6&2	TWS
2005	FORD E350	1FDSE35L05HB08069	6&2	TWS
2005	FORD E350	1FDSE35L75HB08070	6&2	TWS
2005	FORD E350	1FDSE35L95HB08071	6&2	TWS
2005	FORD E350	1FDSE35L05HB08072	6&2	TWS
2005	FORD E350	1FDSE35L25HB08073	6&2	TWS
2005	FORD E350	1FDSE35L45HB08074	6&2	TWS
2005	FORD E350	1FDSE35L65HB08075	6&2	TWS
2005	FORD E350	1FDSE35L85HB08076	6&2	TWS
2009	FORD E350	1FDWE35L29DA42106	6&2	TWS
2009	FORD E350	1FDWE35L49DA42107	6&2	TWS
2009	FORD E350	1FDWE35LX9DA49739	6&2	TWS
2004	Ford Freestar Van	2FMZA57654BB24888	3&1	MMMG, LLC
2004	Ford Freestar Van	2FMZA51644BB15348	3&1	MMMG, LLC
2005	Ford Freestar Van	2FMZA51685BA58430	3&1	MMMG, LLC
2005	Ford Freestar Van	2FMZA51615BA63534	3&1	MMMG, LLC
2005	Ford Freestar Van	2FMZA57635BA65163	3&1	MMMG, LLC
2007	Ford E350	1FDWE35S37DA12911	6&2	MMMG, LLC
2007	Ford E350	1FDWE35S37DA12908	6&2	MMMG, LLC
2007	Ford E350	1FDWE35S07DAO8315	6&2	MMMG, LLC
2007	Ford E350	1FDWE35S17DA12910	6&2	MMMG, LLC
2007	Ford E350	1FDWE35587DA20177	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L77DA56354	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L87DA61255	6&2	MMMG, LLC
2007	Ford E350	1FDWE35SX7DA51415	6&2	MMMG, LLC
2007	Ford E350	1FDWE35S17DA51416	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L97DB43768	6&2	MMMG, LLC
2007	Ford E350	1FDSE35SX7DA20079	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L57DA87862	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L97DB43771	6&2	MMMG, LLC
2007	Ford E350	1FDSE35S37DA05245	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L67DA87868	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L47DA87867	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L27DA87866	6&2	MMMG, LLC
2007	Ford E350	1FDWE35SX7DB13458	6&2	MMMG, LLC
2007	Ford E350	1FDSE35S67DA20080	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L77DB43767	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L67DB43775	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L97DA87864	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L87DB43762	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L67DB43761	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L27DB43773	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L37DA87861	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L17DB43778	6&2	MMMG, LLC
2007	Ford E350	1FDWE35LX7DB43763	6&2	MMMG, LLC

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2007	Ford E350	1FDWE35L47DB43774	6&2	MMMG, LLC
2007	Ford E350	1FDWE35S87DB26337	6&2	MMMG, LLC
2007	Ford E350	1FDWE35S17DB26339	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L87DB43776	6&2	MMMG, LLC
2007	Ford E350	1FDSE35S57DA05246	6&2	MMMG, LLC
2007	Ford E350	1FDWE35LX7DB43777	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L07DB43772	6&2	MMMG, LLC
2007	Ford E350	1FDWE35L77DB43770	6&2	MMMG, LLC
2007	Ford E350	1FDSE35S57DA12813	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L69DA03059	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L29DA03060	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L49DA03061	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L29DA16987	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L19DA16978	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L39DA16996	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L29DA16990	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L89DA16993	6&2	MMMG, LLC
2009	Ford E350	1FDEE356L09DA16986	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L99DA16985	6&2	MMMG, LLC
2009	Ford E350	1FDEE35LX9DA16980	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L69DA16989	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L19DA16995	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L39DA17002	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L49DA17008	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L99DA16999	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L39DA16982	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L59DA16997	6&2	MMMG, LLC
2009	Ford E350	1FDEE35LX9DA17014	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L39DA16979	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L39DA17016	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L69DA17009	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L29DA17010	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L69DA17012	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L89DA17013	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L19DA17001	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L49DA16988	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L49DA17011	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L79DA17018	6&2	MMMG, LLC
2009	Ford E350	1FDEE35LX9DA16994	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L59DA16983	6&2	MMMG, LLC
2009	Ford E350	1FDEE35LX9DA17000	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L19DA16981	6&2	MMMG, LLC
2009	Ford E350	1FDEE35LX9DA16977	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L79DA16998	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L79DA16984	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L59DA17017	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L59DA17003	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L49DA16991	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L69DA16992	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L79DA17004	6&2	MMMG, LLC
2009	Ford E350	1FDEE35L99DA17005	6&2	MMMG, LLC
2004	Ford E350	1FDXE45S54HA36416	8&2	MMMG, LLC
2008	Ford E450	1FD3E35L58DA15774	12&2	MMMG, LLC

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2008	Ford E450	1FD3E35L78DA15775	12&2	MMMG, LLC
2008	Ford E450	1FD3E35L98DB56380	12&2	MMMG, LLC
2008	Ford E450	1FD3E35L98DA15776	12&2	MMMG, LLC
2008	Ford E450	1FD3E35L08DB56381	12&2	MMMG, LLC
2009	Ford E450	1FDEE35L99DA17022	12&2	MMMG, LLC
2009	Ford E450	1FDEE35L59DA17020	12&2	MMMG, LLC
2009	Ford E450	1FDEE35L09DA17023	12&2	MMMG, LLC
2005	Venture	1GBDV13E65D151090	2&1	MV
2005	Venture	1GBDV13E75D151146	2&1	MV
2005	Venture	1GBDV13E25D151507	2&1	MV
2005	Venture	1GBDV13E45D151024	2&1	MV
2005	Venture	1GBDV13E45D151119	2&1	MV
2005	Venture	1GBDV13E85D151463	2&1	MV
2005	Venture	1GBDV13E05D151778	2&1	MV
2005	Venture	1GBDV13E05D151411	2&1	MV
2005	Venture	1GBDV13E75D151292	2&1	MV
2005	Venture	1GBDV13EX5D151156	2&1	MV
2005	Cutaway	1GBJG31U551143132	6&2	MV
2005	Cutaway	1GBJG31U951146390	6&2	MV
2005	Cutaway	1GBJG31U251143301	6&2	MV
2005	Cutaway	1GBJG31U951143005	6&2	MV
2005	Cutaway	1GBJG31UX51145488	6&2	MV
2005	Cutaway	1GBJG31U251145341	6&2	MV
2005	Cutaway	1GBJG31U651145729	6&2	MV
2005	Cutaway	1GBJG31U951146065	6&2	MV
2005	Cutaway	1GBJG31U251146585	6&2	MV
2005	Cutaway	1GBJG31U951175436	6&2	MV
2005	Cutaway	1GBJG31U851175945	6&2	MV
2005	Cutaway	1GBJG31U051174627	6&2	MV
2005	Cutaway	1GBJG31U851176996	6&2	MV
2005	Cutaway	1GBJG31U951174321	6&2	MV
2005	Cutaway	1GBJG31U551174283	6&2	MV
2005	Cutaway	1GBJG31U951176439	6&2	MV
2005	Cutaway	1GBJG31U351176596	6&2	MV
2005	Cutaway	1GBJG31U451176462	6&2	MV
2005	Cutaway	1GBJG31U051176359	6&2	MV
2005	Cutaway	1GBJG31U851174696	6&2	MV
2005	Cutaway	1GBJG31U051175230	6&2	MV
2005	Cutaway	1GBJG31U451176154	6&2	MV
2005	Cutaway	1GBJG31U651174132	6&2	MV
2005	Cutaway	1GBJG31UX51175509	6&2	MV
2005	Cutaway	1GBJG31U351176176	6&2	MV
2005	Cutaway	1GBJG31U751173619	6&2	MV
2005	Cutaway	1GBJG31UX51176871	6&2	MV
2005	Cutaway	1GBJG31U951176473	6&2	MV
2005	Cutaway	1GBJG31U351176033	6&2	MV
2005	E350	1FDWE35L65HA77833	6&2	MV
2005	E350	1FDWE35L85HA77834	6&2	MV
2005	E350	1FDWE35LX5HA77835	6&2	MV
2005	E350	1FDWE35L15HA77836	6&2	MV
2005	E350	1FDWE35L35HA77837	6&2	MV
2005	E350	1FDWE35L55HA77838	6&2	MV
2005	E350	1FDWE35L75HA77839	6&2	MV

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2005	E350	1FDWE35L35HA77840	6&2	MV
2005	E350	1FDWE35L55HA77841	6&2	MV
2005	E350	1FDWE35L85HA94486	6&2	MV
2005	E350	1FDWE35LX5HA94487	6&2	MV
2005	E350	1FDWE35L65HB01547	6&2	MV
2005	E350	1FDWE35L85HB01548	6&2	MV
2005	E350	1FDWE35LX5HB01549	6&2	MV
2005	E350	1FDWE35L65HB01550	6&2	MV
2005	E350	1FDWE35L85HB01551	6&2	MV
2005	E350	1FDWE35LX5HB01552	6&2	MV
2005	E350	1FDWE35L15HB08938	6&2	MV
2005	E350	1FDWE35L35HB08939	6&2	MV
2005	E350	1FDWE35L05HB08940	6&2	MV
2005	E350	1FDWE35L15HB08941	6&2	MV
2005	E350	1FDWE35L35HB08942	6&2	MV
2005	E350	1FDWE35L55HB08943	6&2	MV
2005	E350	1FDWE35L75HB08944	6&2	MV
2005	E350	1FDWE35L95HB08945	6&2	MV
2005	E350	1FDWE35L05HB08946	6&2	MV
2005	E350	1FDWE35L25HB08947	6&2	MV
2005	E350	1FDWE35L45HB08948	6&2	MV
2005	E350	1FDWE35L65HB08949	6&2	MV
2005	E350	1FDWE35L25HB08950	6&2	MV
2005	E350	1FDWE35L45HB08951	6&2	MV
2005	E350	1FDWE35L65HB08952	6&2	MV
2005	E350	1FDWE35L85HB08953	6&2	MV
2005	E350	1FDWE35LX5HB08954	6&2	MV
2005	E350	1FDWE35L15HB08955	6&2	MV
2005	E350	1FDWE35L35HB08956	6&2	MV
2005	E350	1FDWE35L55HB08957	6&2	MV
2005	E350	1FDWE35L75HB08958	6&2	MV
2005	E350	1FDWE35L95HB08959	6&2	MV
2005	E350	1FDWE35L55HB08960	6&2	MV
2005	E350	1FDWE35L75HB01556	12&2	MV
2005	E450	1FDWE45F83HB77610	12&2	MV
2005	E350	1FDWE35L95HB01557	12&2	MV
2005	E350	1FDWE45F13HB77643	12&2	MV
2003	E450	1FDWE45E83HB79776	12&2	MV
2005	E350	1FDWE35L35HA94489	12&2	MV
2005	E350	1FDWE35LX5HA94490	12&2	MV
2005	E350	1FDWE35L15HA94491	12&2	MV
2005	E350	1FDWE35L15HB01553	12&2	MV
2005	E350	1FDWE35L35HB01554	12&2	MV
2005	E350	1FDWE35L55HB01555	12&2	MV
2005	E450	1FDWE45F83HB77607	12&2	MV
2005	E450	1FDWE45F83HB77638	12&2	MV

**U. Appendix U - Inventory of Available Transportation Services**

<p>212, LLC  <u>17662 Circle Pond Court Boca Raton, FL 33496</u>                  Evan Michaels, President                  (561) 394-4104  <a href="http://www.coastalcar.com">www.coastalcar.com</a>  <b># of Vehicles - 22</b></p>	<p>A 2 Z Limousine Inc.  <u>3430 NW 16th St Suite #1Lauderhill, FL 33311</u>                  Edward A. Henriquez, Owner                  (954) 792-2005  <a href="http://www.a2z-limo.com">www.a2z-limo.com</a>  <b># of Vehicles - 7</b></p>	<p>1st Choice Medical                  Transit LLC  <u>1310 SW 1st AveFort Lauderdale, FL 33315</u>                  Francis Heron, President                  (954) 522-1617  <b># of Vehicles - 2</b></p>
<p>7 Star Transportation, Inc.  <u>P.O. Box 970445Miami, FL 33157</u>                  Norman DaCosta, President                  (305) 238-2400  <b># of Vehicles - 2</b></p>	<p>A B &amp; Z Services, Inc.  <u>P. O. Box 212186Royal Palm Beach, FL 33414</u>                  Richard Catanzaro, President                  (561) 772-1858  <a href="http://www.astarlimo.net">www.astarlimo.net</a>  <b># of Vehicles - 2</b></p>	<p>1st Yellow Taxi, Inc.  <u>2377 Caroma LaneWest Palm Beach, FL 33405</u>                  Abida Abdelahak, President                  (561) 640-0001  <b># of Vehicles - 3</b></p>
<p>A &amp; A Admiral Airport                  Limousine &amp; Taxi Service, Inc  <u>105 Chadwick DriveJupiter, FL 33458</u>                  Don Scornavacca, Owner                  (561) 747-7585  <b># of Vehicles - 3</b></p>	<p>A Corporate Rate Limo, Inc.  <u>2991 Center Port Circle Pompano Beach, FL 33064</u>                  Loretta Croken, President                  (954) 782-8636  <b># of Vehicles - 8</b></p>	<p>7E Limousine Service Corp.  <u>1013 SW 7 th TerrHallandale, FL 33009</u>                  Franklin R. Elvir Diaz, President                  (954) 516-5466  <b># of Vehicles - 2</b></p>
<p>A Family Limousine, Inc.  <u>1934 Tigertail Blvd Bldg #13 Dania Beach, FL 33004</u>                  George Asseraf, President                  (954) 522-7455  <a href="http://www.ofamilylimo.com">www.ofamilylimo.com</a>  <b># of Vehicles - 15</b></p>	<p>A Diamond Limousine  <u>15210 75th Lane NLoxahatchee, FL 33470</u>                  Miguel Medina, Owner                  (561) 383-8888  <b># of Vehicles - 2</b></p>	<p>A &amp; G Limousine Inc.  <u>475 NW Raymond LanePort St. Lucie, FL 34983</u>                  Adolph Silvestri, Jr., President                  (772) 871-0192  <b># of Vehicles - 2</b></p>
<p>A1A Airport Transportation  <u>8317 Maidencane PlacePort St. Lucie, FL 34952</u>                  Yvonne Fehr, Owner                  (772) 485-4710  <b># of Vehicles - 2</b></p>	<p>A.T.C. Limo, Inc.  <u>2336 SE Ocean BlvdStuart, FL 34996</u>                  Randall R. Tschannen, President                  (772) 221-0101  <b># of Vehicles - 3</b></p>	<p>A1 Luxury Limousine of                  South Florida Inc.  <u>6922 Houlton CircleLake Worth, FL 33426</u>                  Eric Salat, President                  (561) 964-7764  <a href="http://a1limobus.com">a1limobus.com</a>  <b># of Vehicles - 5</b></p>
<p>AAbove Executive                  Sedan Service LLC  <u>6257 Mullin StJupiter, FL 33458</u>                  Clarence Rainsburg, Limited Partner                  (561) 741-3435  <b># of Vehicles - 2</b></p>	<p>AA United Transportation LLC  <u>256 NE 14th StDelray Beach, FL 33405</u>                  Julien Jeune, Manager                  (561) 838-8884  <a href="http://www.aaunitedcab.com">www.aaunitedcab.com</a>  <b># of Vehicles - 7</b></p>	<p>Able Airport &amp; Transport Service, Inc.  <u>106 Commerce Way #A-9Jupiter, FL 33458</u>                  Karen Marotta, President                  (561) 575-1177  <a href="http://WWW.ABLELIMO-ONLINE.COM">WWW.ABLELIMO-ONLINE.COM</a>  <b># of Vehicles - 9</b></p>
<p>AMS Airport &amp;                  Seaport Service  <u>14410 65th Way N Palm Beach Gardens, FL 33418</u>                  Peter N. Szabo, President                  (561) 624-9330  <b># of Vehicles - 5</b></p>	<p>AAA Super Checker Cab, Inc.  <u>199 Dorothy DriveWest Palm Beach, FL 33407</u>                  Sauveur Atilus, President                  (561) 202-6161  <b># of Vehicles - 5</b></p>	<p>Admiral Limousine Service, Inc.  <u>13255 W Dixie HwyNorth Miami, FL 33161</u>                  Mohammad Shokripour, President                  (305) 899-9320  <a href="http://www.admirallimousine.com">www.admirallimousine.com</a>  <b># of Vehicles - 3</b></p>
<p>Adventure Limousine Service Inc.  <u>3301 NE 5 Ave Suite 720Miami, FL 33137</u>                  Mark E. Hirt, President                  (305) 944-5466  <a href="http://www.adventurelimousine.com">www.adventurelimousine.com</a>  <b># of Vehicles - 11</b></p>	<p>ATM Transportation                  Corporation  <u>360 E Lake RoadPalm Springs, FL 33461</u>                  Molly Alfonso, President                  (561) 967-7590  <b># of Vehicles - 2</b></p>	<p>Advanced Luxury Limo, Inc.  <u>20423 State Road 7 Suite F6-280Boca Raton, FL 33434</u>                  Betty Thompson, President                  (561) 451-2908  <b># of Vehicles - 5</b></p>

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<p>Affordable Shuttle, LLC.  <u>1517 NW Lake PointStuart, FL 34994</u>                  Kenneth Shamon, President                  (772) 692-3772  <b># of Vehicles - 2</b></p>	<p>Abe's Limousine Service Corp.  <u>1707 Pierce DriveLake Worth, FL 33460</u>                  Ibrahim Zekry Boutros, President                  (561) 547-7773  <a href="http://www.abeslimousineservice.com">www.abeslimousineservice.com</a>  <b># of Vehicles - 10</b></p>	<p>Airport Sedan &amp; Limo Service, Inc.  <u>2377 Caroma LaneWest Palm Beach, FL 33415</u>                  Taha Gharnit, President                  (561) 630-9996  <a href="http://www.airportsedanandlimo.com">www.airportsedanandlimo.com</a>  <b># of Vehicles - 2</b></p>
<p>Airport &amp; Limo Service of                  The Palm Beaches, Inc.  <u>312 SW 11th AveBoynton Beach, FL 33435</u>                  John Van De Warker, President                  (561) 243-8824  <b># of Vehicles - 6</b></p>	<p>Act One Limousine Inc.  <u>18560 Ocean Mist DriveBoca Raton, FL 33498</u>                  Ofer Vered, President                  (561) 272-7027  <b># of Vehicles - 4</b></p>	<p>Ajay Transportation, Inc.  <u>2440 SE Federal Hwy Suite 115Stuart, FL 34994</u>                  A. John Bettencourt, President                  (772) 286-2637  <a href="http://www.cobblestonelimo.com">www.cobblestonelimo.com</a>  <b># of Vehicles - 7</b></p>
<p>Airport Executive Towncar Service, Inc.  <u>2621 Exuma RoadWest Palm Beach, FL 33406</u>                  Dan Tischler, President                  (561) 966-6920  <b># of Vehicles - 2</b></p>	<p>Advantage Airport                  Limousine Service, Inc.  <u>2925 NE 190th St Apt 304Aventura, FL 33179</u>                  Jorge O. Valencia, President                  (786) 493-5489  <b># of Vehicles - 2</b></p>	<p>All Points Transport Service , Inc.  <u>5329 NW 107th AveCoral Springs, FL 33076</u>                  Stewart Goldberg, President                  (954) 698-0233  <b># of Vehicles - 2</b></p>
<p>Airport Sedan &amp; Limo Service, Inc.  <u>2377 Caroma LaneWest Palm Beach, FL 33415</u>                  Taha Gharnit, President                  (561) 630-9996  <a href="http://www.airportsedanandlimo.com">www.airportsedanandlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>All Boca Car Service, Inc.  <u>7431-34 W Atlantic Ave Suite 128Delray Beach, FL 33446</u>                  Harold Glen Mathews, Jr., President                  (561) 496-0248  <b># of Vehicles - 2</b></p>	<p>All Transport Service, Inc.  <u>11101 Mandarin StreetBoca Raton, FL 33428</u>                  Munzad Alli Khan, President                  (561) 702-0373  <b># of Vehicles - 5</b></p>
<p>Ajay Transportation, Inc.  <u>2440 SE Federal Hwy Suite 115Stuart, FL 34994</u>                  A. John Bettencourt, President                  (772) 286-2637  <a href="http://www.cobblestonelimo.com">www.cobblestonelimo.com</a>  <b># of Vehicles - 7</b></p>	<p>All County Yellow Cab, L.L.C.  <u>3700 Georgia Ave Suite 18West Palm Beach, FL 33405</u>                  Peter John, Manager                  (561) 721-9555  <b># of Vehicles - 4</b></p>	<p>Allenby Enterprises, Inc.  <u>3155 N Palm Aire Drive #105Pompano Beach, FL 33436</u>                  Hazel A. Allenby, Vice President                  (877) 900-5787  <b># of Vehicles - 2</b></p>
<p>All Points Transport Service , Inc.  <u>5329 NW 107th AveCoral Springs, FL 33076</u>                  Stewart Goldberg, President                  (954) 698-0233  <b># of Vehicles - 2</b></p>	<p>Andrew Limousine Service, Inc.  <u>9110 Palomino DriveLake Worth, FL 33467</u>                  Jaime Toro, President                  (561) 433-8349  <a href="http://www.andrewlimo.com">www.andrewlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Alpine Limousine, Inc.  <u>205 N Dixie HwyHallandale, FL 33009</u>                  Lukasz Sadowski, President                  (954) 455-7300  <b># of Vehicles - 3</b></p>
<p>Aloha Limousines, Inc.  <u>2725 Willow LaneLauderdale Lakes, FL 33311</u>                  Cynthia Sewell, President                  (954) 535-0999  <b># of Vehicles - 3</b></p>	<p>Aristy Enterprises, Inc.  <u>10743 Lake Oak WayBoca Raton, FL 33498 1512</u>                  Charles Aristy, President                  (561) 218-1887  <b># of Vehicles - 18</b></p>	<p>Always Available Service, Inc.  <u>4737 N Ocean Blvd #215</u>  <u>Lauderdale-By-The-Sea, FL 33308</u>                  Richard Weimer, President                  (954) 815-1093  <b># of Vehicles - 2</b></p>
<p>Always on Time Car Service, Inc.  <u>9353-A Boca Gardens PkwyBoca Raton, FL 33496</u>                  Theodore Hecht, President                  (561) 218-0420  <b># of Vehicles - 3</b></p>	<p>At Your Service Transportation Inc.  <u>11212 180th Court SBoca Raton, FL 33498</u>                  Melvin Posner, Owner                  (561) 488-9963  <a href="http://www.aysttransport.com">www.aysttransport.com</a>  <b># of Vehicles - 5</b></p>	<p>An Ultimate Limousine                  &amp; Transportation Inc.  <u>P. O. Box 7765Jupiter, FL 33458</u>                  Donald White, Jr., President                  (561) 575-7353  <b># of Vehicles - 8</b></p>
<p>American Cab/Limo/                  Airport Services Corp.  <u>P.O. Box 7163West Palm Beach, FL 33405</u>                  Joseph Yves Cius, President                  (561) 721-2222  <b># of Vehicles - 4</b></p>	<p>Avanti Limousine Service, LLC  <u>5425 N Dixie Hwy #ABoca Raton, FL 33436</u>                  Marguerite Sibley, Managing Member                  (561) 241-9955  <a href="http://www.avantilimousine.com">www.avantilimousine.com</a>  <b># of Vehicles - 6</b></p>	<p>Angel's Inc. W.P.B  <u>6049 Country Estate DriveLake Worth, FL 33467</u>                  Joanne Berchielli, President                  (561) 704-9893  <b># of Vehicles - 3</b></p>

<p>Around the Clock Airport &amp; Seaport Shuttle Inc.  <u>6719 SE Yorktown Drive</u>  <u>Hobe Sound, FL 33455</u>                  Walter A. Braider, President                  (772) 336-2266  <b># of Vehicles - 3</b></p>	<p>Bernie's Car Service  <u>21648 Cypress Road No 13D</u>  <u>Boca Raton, FL 33433</u>                  Bernard Packman, Owner                  (561) 470-5310  <b># of Vehicles - 2</b></p>	<p>Around Town Limousine Service, Inc.  <u>13086 86 Road NW</u>  <u>West Palm Beach, FL 33412</u>                  David Spring, President                  (561) 422-3966  <b># of Vehicles - 2</b></p>
<p>At Your Service Town Cars, Inc.  <u>9844A Boca Gardens Circle N</u>  <u>Boca Raton, FL 33496</u>                  Kenneth Baumgarten, President                  (561) 756-0714  <b># of Vehicles - 2</b></p>	<p>Best Shuttle Service  <u>512 SE Tanner Ave</u>  <u>Port St. Lucie, FL 34984</u>                  Robert Levine, Owner                  (772) 240-9748  <b># of Vehicles - 2</b></p>	<p>Aventura Limousine &amp; Transportation Service, Inc.  <u>20251 NE 15th Court</u>  <u>North Miami Beach, FL 33179</u>                  Neil M. Goodman, President                  (305) 770-5466  <a href="http://www.aventuralimo.com">www.aventuralimo.com</a>  <b># of Vehicles - 31</b></p>
<p>Athens Limousine Services, L.C.  <u>7531 High Ridge Road</u>  <u>Boynton Beach, FL 33426</u>                  Kelton H. Cuevas, President                  (561) 585-8014  <b># of Vehicles - 3</b></p>	<p>Big Apple Limousine Service, Inc.  <u>2691 S Course Drive Apt 202</u>  <u>Pompano Beach, FL 33069</u>                  William Wheeler, President                  (954) 956-8157  <b># of Vehicles - 2</b></p>	<p>B &amp; B Limo Services, Inc.  <u>3553 Wiles Road #303</u>  <u>Coconut Creek, FL 33442</u>                  Djalma Boechat, Jr., President                  (754) 264-2185  <b># of Vehicles - 3</b></p>
<p>Atlantic/Palm Beach Ambulance Inc.  <u>1105 Barnett Drive Suite D</u>  <u>Lake Worth, FL 33461</u>                  William A. Sanger, President                  (561) 533-5633  <b># of Vehicles - 20</b></p>	<p>Black Diamond Transportation Services, Inc.  <u>P. O. Box 23471</u>  <u>Fort Lauderdale, FL 33444</u>                  Scott Middleman, President                  (800) 685-4789  <a href="http://WWW.BLACKDIAMOND.ORG">WWW.BLACKDIAMOND.ORG</a>  <b># of Vehicles - 10</b></p>	<p>Beacon Transportation  <u>2604 Wabash Drive</u>  <u>North Palm Beach, FL 33410</u>                  Christine Black, President                  (561) 248-5241  <a href="http://beaconairporttransportation.com">beaconairporttransportation.com</a>  <b># of Vehicles - 3</b></p>
<p>Avanti Limousine Service, Inc.  <u>5425 N Dixie Hwy</u>  <u>Boca Raton, FL 33487</u>                  John Sibley, President                  (561) 241-9955  <a href="http://www.avantilimousine.com">www.avantilimousine.com</a>  <b># of Vehicles - 5</b></p>	<p>Black and White Cab/Transportation, Inc.  <u>P. O. Box 2061</u>  <u>West Palm Beach, FL 33407</u>                  Joe JR Desilien, Vice-President                  () -  <b># of Vehicles - 2</b></p>	<p>Bellwood LLC  <u>38 S Federal Hwy Suite 10</u>  <u>Dania Beach, FL 33004</u>                  Fabian Beltran, Limited Partner                  (954) 391-8277  <a href="http://www.bellwoodlimos.com">www.bellwoodlimos.com</a>  <b># of Vehicles - 3</b></p>
<p>BGD Miami, Inc.  <u>3085 NE 183rd Lane</u>  <u>Aventura, FL 33009</u>                  Srdjan Kostic, President                  (954) 536-5522  <a href="http://www.Limofino.com">www.Limofino.com</a>  <b># of Vehicles - 3</b></p>	<p>Blue Chip Corporate Transportation, Inc.  <u>2107 Bellcrest Court</u>  <u>Royal Palm Beach, FL 33411</u>                  John Donovan, President                  (561) 575-1450  <b># of Vehicles - 2</b></p>	<p>Big Apple Airport Car Service  <u>4136 Gulfstream Road</u>  <u>Lake Worth, FL 33461</u>                  Timothy Wielonski, Owner                  (561) 866-8434  <b># of Vehicles - 6</b></p>
<p>Beauty of the Creation Taxi  <u>5094 NW 6th Court</u>  <u>Delray Beach, FL 33445</u>                  Gheteau Charles, Owner                  (561) 396-3734  <b># of Vehicles - 2</b></p>	<p>Boca Raton Transportation, Inc.  <u>1450 NW 1st Ave</u>  <u>Boca Raton, FL 33432</u>                  P. Rodney Cunningham, Owner                  (561) 368-8333  <a href="http://www.bocatrans.com">www.bocatrans.com</a>  <b># of Vehicles - 44</b></p>	<p>Black Cab Express Inc.  <u>4272 S Landar Drive</u>  <u>Lake Worth, FL 33405</u>                  Youssef Lotfi, President                  (561) 317-1000  <b># of Vehicles - 2</b></p>
<p>Benevento Enterprise, Inc.  <u>2480 Little Rock Court</u>  <u>Wellington, FL 33414</u>                  Ernesto Benevento, President                  (561) 792-3500  <a href="http://www.flalimo4u.com">www.flalimo4u.com</a>  <b># of Vehicles - 2</b></p>	<p>Bomar Enterprises, Inc.  <u>10097 Cleary Blvd No 233</u>  <u>Fort Lauderdale, FL 33324</u>                  Robert J. Boroday, President                  (954) 771-5466  <b># of Vehicles - 32</b></p>	<p>Black Jack Limousine Service Inc.  <u>11476 Seagrass Circle</u>  <u>Boca Raton, FL 33498</u>                  Antonio Giannoccoli, President                  (561) 852-2345  <b># of Vehicles - 4</b></p>
<p>Blair Limousine Service, Inc.  <u>1730 S Federal Hwy Suite 257</u>  <u>Delray Beach, FL 33433</u>                  Gary W. Blair, President                  (561) 391-9740  <a href="http://www.blairlimo.com">www.blairlimo.com</a>  <b># of Vehicles - 5</b></p>	<p>Brazilian Limousine Service  <u>114 Lismore Lane</u>  <u>Jupiter, FL 33458</u>                  Ron Tabibian, Owner                  (561) 684-1512  <b># of Vehicles - 3</b></p>	<p>Car Service Plus Inc.  <u>529 NW 87th Terr</u>  <u>Coral Springs, FL 33071</u>                  Stephen Fein, President                  (954) 346-7515  <b># of Vehicles - 2</b></p>

<p>Blue Star Taxi Service, Inc.  <u>1538 Avenue ERiviera Beach, FL 33407</u>                  Provert Pierre, President                  (561) 844-7366  <a href="http://www.bluestartaxiservice.com">www.bluestartaxiservice.com</a>  <b># of Vehicles - 3</b></p>	<p>Classic VIP Limousine, Inc.  <u>10 Starfish DriveVero Beach, FL 32960</u>                  Ray VanWagenen, President                  (772) 778-7590  <a href="http://classicvip.com">classicvip.com</a>  <b># of Vehicles - 12</b></p>	<p>Carey Limousine Florida, Inc.  <u>4595 Oakes RoadDavie, FL 33314</u>                  Gary Kessler, President                  (305) 892-5829  <a href="http://www.ecarey.com">www.ecarey.com</a>  <b># of Vehicles - 36</b></p>
<p>Boyce Trans, Inc.  <u>102 NW Spanish River BlvdBoca Raton, FL 33431</u>                  Rick Versace, President                  (561) 391-4762  <a href="http://www.A1ALimo.com">www.A1ALimo.com</a>  <b># of Vehicles - 21</b></p>	<p>Coastline Transportation, Inc.  <u>P. O. Box 814087Hollywood, FL 33021</u>                  Daniel Richardson, President                  (954) 981-9010  <a href="http://www.coastlinetransport.com">www.coastlinetransport.com</a>  <b># of Vehicles - 3</b></p>	<p>Champion Airport Transportation, Inc.  <u>20894 Springs TerrBoca Raton, FL 33428</u>                  John C. Vareles, President                  (561) 451-1248  <b># of Vehicles - 2</b></p>
<p>Broward Limousine &amp; Airport Service, Inc.  <u>7342 NW 5th StPlantation, FL 33317</u>                  Abilio Pimenta, President                  (954) 791-3000  <a href="http://www.browardlimo.com">www.browardlimo.com</a>  <b># of Vehicles - 13</b></p>	<p>Coral Limousine  <u>169 NW 44th St #44Fort Lauderdale, FL 33309</u>                  Timothy Reilly, Owner                  (954) 261-0017  <a href="http://www.corallimousine.net">www.corallimousine.net</a>  <b># of Vehicles - 2</b></p>	<p>Clif's Limousine &amp; Sedan Service  <u>188 Bilbao StRoyal Palm Beach, FL 33411</u>                  Clifton Sabar, Owner                  (561) 506-3104  <b># of Vehicles - 2</b></p>
<p>CK Transportation Services, Inc  <u>1400 SW 27th Ave No A1Boynton Beach, FL 33426</u>                  Georges Bassil, President                  (561) 543-2878  <b># of Vehicles - 3</b></p>	<p>Courteous Car Service  <u>3520 Avenue FRiviera Beach, FL 33404</u>                  Otis Jones, Owner                  (877) 888-9736  <b># of Vehicles - 3</b></p>	<p>Condo Limousines &amp; Airport Services <u>1331 S Dixie Hwy W Unit 1A</u>  <u>Pompano Beach, FL 33060</u>                  Eli Sofro, President                  (561) 391-1213  <a href="http://www.broadwaylimos.net">www.broadwaylimos.net</a>  <b># of Vehicles - 4</b></p>
<p>Choice Cab Service, Inc.  <u>3700 Georgia Ave #8West Palm Beach, FL 33405</u>                  Al Jones, President                  (561) 201-7726  <a href="http://www.choicecabwpb.com">www.choicecabwpb.com</a>  <b># of Vehicles - 3</b></p>	<p>Cris Transportation Services, LLC  <u>5370 State Road 84 Bay #1Davie, FL 33314</u>                  Maria Rodriguez, Manager                  (954) 791-8077  <a href="http://www.cristransport.com">www.cristransport.com</a>  <b># of Vehicles - 14</b></p>	<p>Corporate Coaches, Inc.  <u>P.O. Box 17825Plantation, FL 33028</u>                  Andrew Bardar, President                  (305) 371-6088  <a href="http://www.corporatecoachesfla.com">www.corporatecoachesfla.com</a>  <b># of Vehicles - 20</b></p>
<p>Classic Cab and Limo Service  <u>5447 Edgerton AveLake Worth, FL 33405</u>                  Milien Similien, Owner                  (561) 650-1188  <b># of Vehicles - 7</b></p>	<p>D &amp; H Limousine, Inc.  <u>19411 Gulfstream DriveTequesta, FL 33469</u>                  Deborah Neuhaus, President                  (561) 741-1122  <b># of Vehicles - 2</b></p>	<p>Davcar, LLC  <u>528 N Palm WayLake Worth, FL 33463</u>                  David Jampel, Owner                  (561) 385-0861  <b># of Vehicles - 3</b></p>
<p>County Limousine Service, Inc.  <u>1375 S Military TrailWest Palm Beach, FL 33415</u>                  Robert C. Fair, President                  (561) 968-6300  <b># of Vehicles - 5</b></p>	<p>Deja Vu Limousines, Inc.  <u>632 Las Palmas ParkBoynton Beach, FL 33435</u>                  Marilyn Cain, President                  (561) 737-7777  <b># of Vehicles - 3</b></p>	<p>Delbert W. Blan  <u>4616 Palm Beach Canal Road West Palm Beach, FL 33415</u>                  Delbert Blan, Owner                  (561) 662-9401  <b># of Vehicles - 2</b></p>
<p>Crown Transportation and Limousine, Inc.  <u>2127 SW 176th TerrMiramar, FL 33029</u>                  Saed Mattar, President                  (954) 347-5504  <b># of Vehicles - 3</b></p>	<p>Diamond Limousine of Vero Beach, Inc.  <u>636 20th AveVero Beach, FL 32962</u>                  Bonnie Mintzer, President                  (772) 569-8896  <b># of Vehicles - 12</b></p>	<p>Deluxe Limousine &amp; Transportation, Inc.  <u>13380 83rd Lane NRiviera Beach, FL 33412</u>                  Raymond Hernandez, President                  (561) 340-9487  <a href="http://www.deluxelimousineonline.com">www.deluxelimousineonline.com</a>  <b># of Vehicles - 4</b></p>
<p>D &amp; J Transportation, Inc.  <u>4748 NW 6th AvenuePompano Beach, FL 33064</u>                  Michael Shendell, President                  (954) 783-9739  <a href="http://www.dj-transportation.com">www.dj-transportation.com</a>  <b># of Vehicles - 4</b></p>	<p>Dignitary Services LLC  <u>3395 Pony RunWellington, FL 33467</u>                  Donald E. McCuaig, General Partner                  (561) 422-8880  <a href="http://www.dignitaryservices.net">www.dignitaryservices.net</a>  <b># of Vehicles - 4</b></p>	<p>Diamond Car Services  <u>2530 Havenwood RoadWest Palm Beach, FL 33415</u>                  Carlos Padron, Owner                  (561) 574-7149  <b># of Vehicles - 4</b></p>

<p>DAV EL of Palm Beach, Inc.  <u>1650 N Military Trail West Palm Beach, FL 33462</u>                  Scott Solombrino, President                  (561) 687-9454  <a href="http://www.davel.com">www.davel.com</a>  <b># of Vehicles - 30</b></p>	<p>E &amp; G Limousine, Inc.  <u>3960 NW 1st Place Deerfield Beach, FL 33442</u>                  George Buono, President                  (954) 428-9151  <b># of Vehicles - 4</b></p>	<p>Eagle Marsh Luxury Limousine L.L.C.  <u>3869 NW Royal Oak Drive Jensen Beach, FL 34957</u>                  Paul Howley, President                  (772) 692-3322  <a href="http://www.eaglemarshluxurylimousine.com">www.eaglemarshluxurylimousine.com</a>  <b># of Vehicles - 4</b></p>
<p>David's Limousine Service  <u>P. O. Box 4333 Tequesta, FL 33477</u>                  David R. Schott, Owner                  (561) 747-0900  <a href="http://www.davidslimo.com">www.davidslimo.com</a>  <b># of Vehicles - 2</b></p>	<p>EGI, L.L.C.  <u>185 Citrus Trail Circle Boynton Beach, FL 33410</u>                  Reijo Palo, President                  (561) 368-0721  <a href="http://www.callmydriver.com">www.callmydriver.com</a>  <b># of Vehicles - 4</b></p>	<p>East Coast Taxi LLC  <u>1616 N Florida Mango Road A-3 West Palm Beach, FL 33405</u>                  Alan Valencia, Manager                  (561) 687-5454  <b># of Vehicles - 12</b></p>
<p>Discover Taxi, LLC  <u>207 SE 4th Ave Delray Beach, FL 33405</u>                  Fenol St. Louis, President                  (561) 441-5086  <b># of Vehicles - 3</b></p>	<p>Encore Travel/Transportation Corp.  <u>9260 Cove Point Circle Boynton Beach, FL 33437</u>                  Dennis C. Leahy, President                  (561) 733-7755  <b># of Vehicles - 2</b></p>	<p>Elegant Airport Shuttle and Private Services, LLC  <u>243 SW Marathon Ave Port St. Lucie, FL 34953</u>                  Patricia Russo, President                  (772) 785-6395  <b># of Vehicles - 2</b></p>
<p>E &amp; R Transportation, Inc.  <u>327 Sandtree Drive Palm Beach Gardens, FL 33410</u>                  Rezwanaul Ahmed, President                  (561) 584-4128  <b># of Vehicles - 11</b></p>	<p>Executive Express Limousines, Inc.  <u>1223 SW 5th Court Fort Lauderdale, FL 33312</u>                  David A. Marshall, President                  (954) 410-6946  <b># of Vehicles - 5</b></p>	<p>Elite Transport Services, Inc.  <u>1639 New Haven Point Lane West Palm Beach, FL 33411</u>                  Joseph Avella, Owner                  (561) 856-6177  <b># of Vehicles - 5</b></p>
<p>East Coast Limousine Service Inc.  <u>3255 SE 6th Ave Fort Lauderdale, FL 33316</u>                  Mehdi Pourpaki, President                  (954) 524-2555  <a href="http://www.eastcoastlimo.com">www.eastcoastlimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Express Taxi &amp; Limousine, Inc.  <u>964 Service St West Palm Beach, FL 33407</u>                  David Odias, President                  (561) 689-9999  <b># of Vehicles - 10</b></p>	<p>Enock Fednas No No Taxi  <u>9280 SW 61st Way #B Boca Raton, FL 33428</u>                  Enock Fednas, Owner                  (561) 477-5954  <b># of Vehicles - 3</b></p>
<p>First Choice Limousine  <u>137 Burgundy C Delray Beach, FL 33484</u>                  Harold Hechtman, Owner                  (561) 573-8138  <b># of Vehicles - 2</b></p>	<p>Finesse Limousine, Inc.  <u>2684 NW 69th Avenue Margate, FL 33063</u>                  Richard Luiz, President                  (954) 341-1400  <a href="http://www.finesselimosine.com">www.finesselimosine.com</a>  <b># of Vehicles - 3</b></p>	<p>FAB Services, Inc.  <u>116 Bellezza Terr Royal Palm Beach, FL 33411</u>                  Jennifer Broglio, President                  (561) 790-8899  <b># of Vehicles - 3</b></p>
<p>Flag Star Taxi  <u>245 NE 6th Ave Boynton Beach, FL 33405</u>                  Marcelin Augustin, Owner                  (561) 436-0207  <b># of Vehicles - 2</b></p>	<p>Finest Transportation Inc.  <u>22252 Ensenada Way Boca Raton, FL 33433</u>                  Thomas Megale, President                  (561) 477-6222  <b># of Vehicles - 4</b></p>	<p>G.T.C. &amp; Associates of Boca, Inc.  <u>9232 Pecky Cypress Lane Apt 2-J Boca Raton, FL 33428</u>                  Gary C. Corpas, President                  (561) 715-2241  <a href="http://www.myspace.com/royalcoachman01">www.myspace.com/royalcoachman01</a>  <b># of Vehicles - 2</b></p>
<p>Florida Mentor  <u>1285 Flamingo Drive Lantana, FL 33460</u>                  Walter Kuethman, Director                  (561) 533-0555  <a href="http://www.thementornetwork.com">www.thementornetwork.com</a>  <b># of Vehicles - 3</b></p>	<p>Gluck Enterprises LLC  <u>804 S Military Trail Deerfield Beach, FL 33442</u>                  Robert Gluck, President                  (954) 227-6666  <a href="http://www.absolute-limousines.com">www.absolute-limousines.com</a>  <b># of Vehicles - 7</b></p>	<p>Gayle's Transportation, Inc.  <u>1795 Pierce Drive Lake Worth, FL 33407</u>                  Hazel Gayle, President                  (561) 540-5483  <b># of Vehicles - 4</b></p>
<p>Ft Lauderdale VIP Limo, Co  <u>1965 S Ocean Drive #6 Hallandale, FL 33009</u>                  Aldo Zambrano, President                  (954) 462-8245  <a href="http://www.fortlauderdaleviplimo.com">www.fortlauderdaleviplimo.com</a>  <b># of Vehicles - 12</b></p>	<p>Gold Coast Limousines, Inc.  <u>P. O. Box 0995 Hobe Sound, FL 33455</u>                  Elizabeth A. Frederick, President                  (561) 689-7117  <a href="http://www.gclimos.com">www.gclimos.com</a>  <b># of Vehicles - 2</b></p>	<p>Ghatit Enterprise, Inc.  <u>1220 Tangelo Terr Bay 13/14 Delray Beach, FL 33444</u>                  Ramze Ghatit, President                  (954) 821-5098  <a href="http://www.rctlimo.com">www.rctlimo.com</a>  <b># of Vehicles - 9</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2011 – 2012

<p>Gardens Transportation, Inc.  <u>P.O. Box 30932 Palm Beach Gardens, FL 33410</u>                  Rosnel Cenord, President                  (561) 346-2010  <b># of Vehicles - 15</b></p>	<p>Golden Cab Corporation  <u>2525 Old Okeechobee Road Suite #1 West Palm Beach, FL 33405</u>                  Jose J. Hernandez, President                  (561) 588-8988  <a href="http://www.GoldenCabtaxi.com">www.GoldenCabtaxi.com</a>  <b># of Vehicles - 33</b></p>	<p>God's Chariots Transportation Service, Inc.  <u>282 SE Grove Ave Port St. Lucie, FL 34983</u>                  Robert J. Gramm, Sr., Owner                  (772) 344-1298  <b># of Vehicles - 5</b></p>
<p>Gasolinera Inc.  <u>7251 W Palmetto Park Road Suite 303 Boca Raton, FL 33433</u>                  Rebekah Urbina, President                  (561) 278-8000  <a href="http://www.apollotransportation.com">www.apollotransportation.com</a>  <b># of Vehicles - 7</b></p>	<p>Guatemex Taxi  <u>4050 Vicliff Road West Palm Beach, FL 33406</u>                  Izabel Francisco, Owner                  (561) 633-0549  <b># of Vehicles - 5</b></p>	<p>Horizon Medical Services, Inc.  <u>160 Congress Park Drive Suite 111 Delray Beach, FL 33445</u>                  Araceli K. Boutia, President                  (561) 750-6620  <a href="http://www.horizontransportservices.com">www.horizontransportservices.com</a>  <b># of Vehicles - 6</b></p>
<p>Gorge Cab Transportation  <u>2682 Oklahoma St West Palm Beach, FL 33406</u>                  Jorge C. Carmenate, Owner                  (561) 856-4451  <b># of Vehicles - 2</b></p>	<p>H &amp; S Personal Car Service, Inc.  <u>6336 Shinnecock Lane Lake Worth, FL 33463</u>                  Sheryl Berkowitz, President                  (561) 432-3000  <a href="http://handspcs.com">handspcs.com</a>  <b># of Vehicles - 6</b></p>	<p>J &amp; J Car &amp; Taxi, Inc.  <u>6744 Duval Ave West Palm Beach, FL 33411</u>                  John Johnston, President                  (561) 641-2424  <b># of Vehicles - 16</b></p>
<p>Hobart Limousine Service  <u>2110 Everglades Drive Miramar, FL 33023</u>                  Errol Robinson, President                  (954) 964-7555  <a href="http://www.hobartlimo.com">www.hobartlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Hillman Limousine Inc.  <u>P.O. Box 970513 Miami, FL 33177</u>                  Hillman Brown, President                  (305) 251-1413  <a href="http://www.hillmanlimousine.com">www.hillmanlimousine.com</a>  <b># of Vehicles - 3</b></p>	<p>Jose's Taxi Service LLC  <u>4321 Viola Drive Lake Worth, FL 33463</u>                  Jose A. Arroyo, Manager                  (561) 503-9894  <b># of Vehicles - 4</b></p>
<p>Hop Palm LLC  <u>222 Clematis St #204 West Palm Beach, FL 33401</u>                  Michelle Drysdale, President                  (561) 512-6376  <a href="http://www.hopcities.com">www.hopcities.com</a>  <b># of Vehicles - 2</b></p>	<p>Infinity Transportation, Inc.  <u>1625 SW 1st Way C1 Deerfield Beach, FL 33331</u>                  David Hine, President                  (954) 252-5466  <a href="http://www.infinity-transportation.com">www.infinity-transportation.com</a>  <b># of Vehicles - 7</b></p>	<p>International Limo of South Florida Inc.  <u>2300 SW 56 Terr Hollywood, FL 33023</u>                  Jean A. DiManche, President                  (954) 983-1292  <a href="http://www.intlimoofsouthfla.com">www.intlimoofsouthfla.com</a>  <b># of Vehicles - 7</b></p>
<p>JFC Corporation  <u>P. O. Box 15331 West Palm Beach, FL 33417 5331</u>                  Kevin W. Costanzo, President                  (561) 478-2282  <b># of Vehicles - 7</b></p>	<p>Imperial Transportation P.B.C., Inc.  <u>3114 45th St Suite #10 West Palm Beach, FL 33407</u>                  Lucius Smith, President                  (561) 689-3663  <a href="http://www.imperialtaxi.com">www.imperialtaxi.com</a>  <b># of Vehicles - 28</b></p>	<p>KMC Executive Sedan Service  <u>17060-8 Emile Street Boca Raton, FL 33487</u>                  Kenneth Cohen, Owner                  (561) 994-6121  <b># of Vehicles - 2</b></p>
<p>JPA Airport &amp; Limousine Service Inc.  <u>700 SW 1st Court Boynton Beach, FL 33426</u>                  Patrick Juste, President                  (561) 572-5466  <b># of Vehicles - 3</b></p>	<p>JBS Limousine Inc.  <u>10690 Santa Laguna Drive Boca Raton, FL 33428</u>                  Richard Apfelbaum, President                  (561) 470-3300  <a href="http://www.jbslimousine.com">www.jbslimousine.com</a>  <b># of Vehicles - 4</b></p>	<p>LaCoquille Villas, Inc.  <u>100 Evans Lane Manalapan, FL 33462</u>                  John Morgan, Vice-President                  (561) 586-4811  <b># of Vehicles - 2</b></p>
<p>Jessy's Limousines, Corp.  <u>5495 NW 79th Ave Doral, FL 33166</u>                  Kirenia Lopez, President                  (305) 640-9696  <a href="http://www.jessylimo.com">www.jessylimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Jazz Limousine Service  <u>305 Berenger Walk Royal Palm Beach, FL 33414</u>                  Gaynor Runcie, Owner                  (561) 795-3411  <b># of Vehicles - 3</b></p>	<p>Lago-Mar Motel  <u>317 N Federal Hwy Lake Worth, FL 33460</u>                  Marivsz Baran, Owner                  (561) 722-0890  <b># of Vehicles - 7</b></p>
<p>Jim Diamond, Inc.  <u>P. O. Box 694 Hobe Sound, FL 33455</u>                  Suzanne Diamond Martin, President                  (772) 546-3471  <b># of Vehicles - 5</b></p>	<p>Jesus Taxi  <u>2551 Sundown Lane Lantana, FL 33462</u>                  Jesus Gaitan, Owner                  (561) 667-2815  <b># of Vehicles - 3</b></p>	<p>Limoway.com, Inc.  <u>300 S Pine Island Road #254 Plantation, FL 33324</u>                  Karl Jones, President                  (954) 475-1590  <a href="http://www.limoway.com">http://www.limoway.com</a>  <b># of Vehicles - 5</b></p>

Transportation Disadvantaged Service Plan and Human Service Transportation Coordinated Plan

2011 – 2012

<p>John's Car Service, LLC  <u>8608 SE 17th StDavie, FL 33324 5104</u>                  John M. Steele, President                  (954) 303-8747  <a href="http://www.johnscarservice.com">www.johnscarservice.com</a>  <b># of Vehicles - 3</b></p>	<p>Joseph's Luxury Transportation Services  <u>2419 NE 10th StHallandale, FL 33009</u>                  Yousuf Alsuwaidi, President                  (954) 647-8172  <b># of Vehicles - 2</b></p>	<p>Mat Gar's Four Seasons Limo, Inc.  <u>3797 NW 79th AveCoral Springs, FL 33445</u>                  Manuel A. Recart, President                  (954) 344-9111  <b># of Vehicles - 5</b></p>
<p>King Cab Inc.  <u>3700 Georgia Ave #3West Palm Beach, FL 33405</u>                  Adolphe Ridore, President                  () -  <b># of Vehicles - 10</b></p>	<p>Jupiter Town Car, Inc.  <u>13833 Wellington TraceWellington, FL 33414</u>                  Dennis Reilly, Director                  (561) 748-2100  <b># of Vehicles - 3</b></p>	<p>Med Aide Services Inc.  <u>835 37th StWest Palm Beach, FL 33407 4001</u>                  Merlyn P. Roberts, President                  (561) 845-6006  <b># of Vehicles - 6</b></p>
<p>Koby's Transpotours, Inc.  <u>5937 Ravenswood Road H-17Dania, FL 33312</u>                  Koby Berger, President                  (954) 445-6601  <b># of Vehicles - 2</b></p>	<p>K.T.'S Car Service  <u>1104 Pine Tree DriveLantana, FL 33462</u>                  Kevin Thompson, Owner                  (561) 324-0619  <b># of Vehicles - 2</b></p>	<p>Mike's Transportation  <u>5191 Casa Real DriveDelray Beach, FL 33484 4918</u>                  Michael Fischel, Owner                  (561) 498-1048  <b># of Vehicles - 2</b></p>
<p>L.M.C.A., Inc.  <u>4416 Areca Palm DriveFort Pierce, FL 34982</u>                  Lois J Duncan, President                  (800) 386-5622  <b># of Vehicles - 4</b></p>	<p>Key Transportation Service Corp.  <u>199 NW 79th StreetMiami, FL 33150</u>                  Orlie Jedwab, President                  (305) 751-5005  <a href="http://www.key-transportation.com">www.key-transportation.com</a>  <b># of Vehicles - 6</b></p>	<p>Mizner Limousine Inc.  <u>254 NW 6th AveBoca Raton, FL 33433</u>                  Marcelo Tonetti, President                  (561) 391-0917  <b># of Vehicles - 3</b></p>
<p>LX Transportation &amp; Home Care, Inc.  <u>5345 NW 93rd TerrSunrise, FL 33433</u>                  Patrick Gabbidon, President                  (800) 427-0419  <b># of Vehicles - 2</b></p>	<p>Klassy Koach Limousine, Inc.  <u>11767 W Rambling DriveWest Palm Beach, FL 33409</u>                  Steve M. Hall, President                  (561) 688-1111  <a href="http://WWW.KlassyKoach.com">WWW.KlassyKoach.com</a>  <b># of Vehicles - 7</b></p>	<p>Palm Beach Limo 1  <u>P. O. Box 7287West Palm Beach, FL 33409</u>                  Robert Simeon, Owner                  (561) 429-8868  <b># of Vehicles - 2</b></p>
<p>Lanny Levin  <u>15216 Lakes of Delray Blvd Apt 126Delray Beach, FL 33484</u>                  Lanny Levin, Owner                  (561) 498-1035  <b># of Vehicles - 2</b></p>	<p>L &amp; W Limousine, Inc.  <u>5074 Marina CircleBoca Raton, FL 33446</u>                  Lisa Ann Sayles, President                  (866) 647-5466  <b># of Vehicles - 4</b></p>	<p>Palm Beach Transportation Group, LLC  <u>1700 N Florida Mango RoadWest Palm Beach, FL 33409</u>                  Cullan F. Meathe, President                  (561) 689-4222  <b># of Vehicles - 221</b></p>
<p>Luxury Limousine of Palm Beach, Inc.  <u>4113 Cedar AvePalm Beach Gardens, FL 33410</u>                  Paul Antonelli, Jr., President                  (561) 622-5566  <a href="http://WWW.LUXURYLIMO.NET">WWW.LUXURYLIMO.NET</a>  <b># of Vehicles - 3</b></p>	<p>LCI Limo Services, LLC  <u>7132 Mariana CourtBoca Raton, FL 33433</u>                  Carolina Salgado, General Partner                  (305) 577-8866  <a href="http://www.lci-limoservices.com">www.lci-limoservices.com</a>  <b># of Vehicles - 2</b></p>	<p>Palm Beach Tours &amp; Transportation, Inc.  <u>5900 Georgia AveWest Palm Beach, FL 33405</u>                  John Critchett, President                  (561) 655-5515  <a href="http://www.pbtt.com">www.pbtt.com</a>  <b># of Vehicles - 17</b></p>
<p>M &amp; M Airport &amp; Car Svc.  <u>11499 Orange Blossom Lane Boca Raton, FL 33428</u>                  Barbara Proctor, President                  (561) 488-6014  <b># of Vehicles - 4</b></p>	<p>La Limousines Chauffered Service, Inc.  <u>11415 E Golf DriveMiami, FL 33167</u>                  Lee Morgan, President                  (305) 685-5006  <a href="http://www.lalimomiami.com">www.lalimomiami.com</a>  <b># of Vehicles - 2</b></p>	<p>Preferred Limousine  <u>635 32nd TerrVero Beach, FL 32968</u>                  Robert Glennon, Owner                  (772) 778-2000  <b># of Vehicles - 3</b></p>
<p>MGSJ, Inc.  <u>P.O. Box 2158Palm Beach, FL 33401</u>                  William Groth, President                  (561) 832-1858  <b># of Vehicles - 6</b></p>	<p>Liberty Limousine Service Inc  <u>P O Box 4334Vero Beach, FL 32962</u>                  Helen Siguenza, President                  (772) 473-1555  <a href="http://www.verobeachlimo.com">www.verobeachlimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Prestige Transportation of Palm Beach  <u>11284 Edgewater CircleWellington, FL 33414</u>                  Heriberto Espinetti, Owner                  (561) 667-9120  <a href="http://www.prestigetransprotationonline.com">www.prestigetransprotationonline.com</a>  <b># of Vehicles - 8</b></p>

<p>Manalapan Trust Group  <u>211 E Sunrise Ave #1Lantana, FL 33462 4116</u>                  Paul Beauchamp, President                  (561) 547-1904  <a href="http://www.limocall.net">www.limocall.net</a>  <b># of Vehicles - 4</b></p>	<p>Limo 1 of Weston, Inc.  <u>P. O. Box 266528Weston, FL 33326</u>                  Alicia Matthes, President                  (954) 384-0966  <b># of Vehicles - 8</b></p>	<p>ProMed Transportation Corporation  <u>3900 Woodlake Blvd #211Greenacres, FL 33463</u>                  Lucy Modric, President                  (561) 649-1611  <b># of Vehicles - 11</b></p>
<p>McKinlay Enterprise, Inc.  <u>3900 SW 186th TerrMiramar, FL 33029</u>                  Andrew D. Wilkinson, President                  (954) 756-5401  <a href="http://www.mckinlay.us.com">www.mckinlay.us.com</a>  <b># of Vehicles - 2</b></p>	<p>Lisa Leblanc Enterprises Inc.  <u>14193 83rd Lane NLoxahatchee, FL 33470</u>                  Lisa Tobener, President                  (561) 790-7321  <a href="http://www.leblanclimo.com">www.leblanclimo.com</a>  <b># of Vehicles - 5</b></p>	<p>R T Funding Corp.  <u>5341 W Atlantic Ave #303Delray Beach, FL 33484</u>                  Neil Tygar, President                  (561) 455-0260  <b># of Vehicles - 2</b></p>
<p>Medics Transport Services Inc.  <u>2620 Forest Hill BlvdPalm Springs, FL 33406</u>                  Andrew Cohen, President                  (561) 964-0098  <a href="http://www.medicsambulance.com">www.medicsambulance.com</a>  <b># of Vehicles - 3</b></p>	<p>Luxamar, Inc.  <u>2571 Aragon Blvd Apt 412Sunrise, FL 33322</u>                  Luis Marin, President                  (754) 264-2215  <b># of Vehicles - 2</b></p>	<p>Sea-Air Limo Service, Inc.  <u>4613 N University Drive #168Coral Springs, FL 33067</u>                  Linda Toemmes, President                  (954) 755-7751  <a href="http://www.familycarservice.com">www.familycarservice.com</a>  <b># of Vehicles - 3</b></p>
<p>My Chauffeur, Inc.  <u>1302 N K StLake Worth, FL 33460</u>                  Gary Searles, President                  (561) 588-8989  <b># of Vehicles - 3</b></p>	<p>Luxury Transportation Services, Inc.  <u>104 Rosewood LaneGreenacres, FL 33463</u>                  Juan C. Cordoba, President                  (561) 577-4547  <b># of Vehicles - 3</b></p>	<p>Skylar II Company  <u>P. O. Box 1275Lake Worth, FL 33460</u>                  Barbara Boutros, President                  (561) 547-1011  <a href="http://www.skylarlimo.com">www.skylarlimo.com</a>  <b># of Vehicles - 4</b></p>
<p>N-MET, INC.  <u>3700 Georgia Ave # 9West Palm Beach, FL 33405</u>                  James B. Keith, President                  (561) 791-7390  <b># of Vehicles - 7</b></p>	<p>M&amp;R Limousine  <u>22186 Clock Tower WayBoca Raton, FL 33428</u>                  Mark Tetelboim, Owner                  (561) 756-3303  <b># of Vehicles - 5</b></p>	<p>Sarria Airport Services, Inc  <u>5716 NW 46th DriveCoral Springs, FL 33067</u>                  Alejandro Sarria, President                  (954) 383-6552  <a href="http://www.limo-florida.com">www.limo-florida.com</a>  <b># of Vehicles - 6</b></p>
<p>NMB Enterprises, Inc.  <u>18431 44th Place NLoxahatchee, FL 33470</u>                  Nazir Mohammed, President                  (561) 383-6158  <b># of Vehicles - 3</b></p>	<p>Michael's Car Service, Inc.  <u>1846 Ramsey DriveLake Worth, FL 33463</u>                  Michael Mastroppolito, Owner                  (561) 582-3680  <b># of Vehicles - 4</b></p>	<p>Signature Limousine Services of the Palm Beaches  <u>3361 Belvedere Road Suite 00West Palm Beach, FL 33406</u>                  Salvatore M. Ruggiero, President                  (561) 683-1114  <b># of Vehicles - 3</b></p>
<p>NYC Limousine &amp; Transportation LLC  <u>19403 SW 68th StPembroke Pines, FL 33332</u>                  Nilo Villamar, President                  (954) 434-7003  <a href="http://www.nyclimousinellc.com">www.nyclimousinellc.com</a>  <b># of Vehicles - 3</b></p>	<p>Millenium Limo, Inc.  <u>4231 Derby DriveDavie, FL 33330</u>                  Arnaldo Ricciulli, President                  (800) 808-2062  <a href="http://www.milleniumlimo.com">www.milleniumlimo.com</a>  <b># of Vehicles - 10</b></p>	<p>Smooth Ride Inc.  <u>818 SE 10 AveDeerfield Beach, FL 33442</u>                  Peter Califano, President                  (954) 596-2344  <a href="http://www.letsgolimo.com">www.letsgolimo.com</a>  <b># of Vehicles - 3</b></p>
<p>New World Taxi Service LLC  <u>P.O. Box 8611West Palm Beach, FL 33407</u>                  Artil Merilien, President                  (561) 833-5515  <b># of Vehicles - 3</b></p>	<p>My Chauffeur.Biz, Inc.  <u>8038 Stirrup Cay CourtBoynton Beach, FL 33436</u>                  John D'Ambrosio, President                  (561) 441-7252  <a href="http://www.mychauffeur.biz">www.mychauffeur.biz</a>  <b># of Vehicles - 2</b></p>	<p>Sol Greenberg Transportation &amp; Travel  <u>8076 Sweetbriar WayBoca Raton, FL 33496</u>                  Sol Greenberg, Owner                  (561) 482-2955  <b># of Vehicles - 2</b></p>
<p>Niclimo  <u>730 Malibu Bay Drive #306West Palm Beach, FL 33406</u>                  Abida Abdelhak, Owner                  (561) 853-4679  <b># of Vehicles - 2</b></p>	<p>My Starlite Limousine Corp.  <u>6551 Chasewood N Drive #CJupiter, FL 33458</u>                  Haci Kaygun, Owner                  (561) 744-7562  <a href="http://www.mystarlitelimo.com">www.mystarlitelimo.com</a>  <b># of Vehicles - 2</b></p>	<p>Statewide Dispatch, Inc.  <u>6001 Georgia Ave Unit B West Palm Beach, FL 33405</u>                  Rodolfo Gonzalez, President                  (561) 588-8888  <b># of Vehicles - 23</b></p>
<p>Palm Tree Limo Service, Inc.  <u>151-54 SW 37th StDavie, FL 33331</u>                  Keith White, President                  (954) 217-4009  <b># of Vehicles - 4</b></p>	<p>N &amp; T Shuttle Service, LLC  <u>1561 Roy DriveWest Palm Beach, FL 33415</u>                  Chaivat Mata, President                  (561) 641-6285  <b># of Vehicles - 4</b></p>	<p>Super Flag Taxi Company  <u>924 26th StWest Palm Beach, FL 33407</u>                  Rosemond Elcine, Owner                  (561) 838-5515  <b># of Vehicles - 6</b></p>

<p>Paul Transportation Cab Taxi  <u>757 Venetian Circle #304Lake Park, FL 33407</u>                  Rosette Rosmer, Owner                  (561) 689-9999  <b># of Vehicles - 2</b></p>	<p>NP Yellow Cab  <u>1860 Old Okeechobee Road Suite 511West Palm Beach, FL 33409</u>                  Nathalien Narcisse, President                  (561) 514-0206  <b># of Vehicles - 4</b></p>	<p>Superior Transportation  <u>622 SW 78th AvenueMiami, FL 33144</u>                  Rodrigo Santana, President                  (305) 267-3822  <b># of Vehicles - 3</b></p>
<p>Personal Limousine Service of Boca Raton, Inc.  <u>199 NW 28th St Bay 12Boca Raton, FL 33431</u>                  Jerry Goldman, President                  (561) 392-8868  <a href="http://www.personallimo.com">www.personallimo.com</a>  <b># of Vehicles - 22</b></p>	<p>Nelson Cab  <u>2964 Kirk RoadLake Worth, FL 33461</u>                  Nelson Acevedo, Owner                  (561) 432-1111  <b># of Vehicles - 4</b></p>	<p>TCT Services Inc.  <u>9007 Gardens Glen Circle Palm Beach Gardens, FL 33410</u>                  Ernest Ganz, President                  (561) 776-0076  <a href="http://www.northcountytransportation.net">www.northcountytransportation.net</a>  <b># of Vehicles - 9</b></p>
<p>Peter Deutsch Car Service  <u>3310 S Ocean Blvd #527Highland Beach, FL 33487</u>                  Peter Deutsch, Owner                  (561) 445-7178  <b># of Vehicles - 2</b></p>	<p>Nice Guys Limousine and Transportation Company, In  <u>9045 La Fontana Blvd Suite 209Boca Raton, FL 33428</u>                  Larry Stachnik, President                  (561) 852-0636  <a href="http://www.niceguyslimo.com">www.niceguyslimo.com</a>  <b># of Vehicles - 6</b></p>	<p>Taxi Cab USA Corp.  <u>P. O. Box 970185Boca Raton, FL 33428</u>                  Hector Mendieta, President                  (561) 470-1122  <b># of Vehicles - 6</b></p>
<p>Premier Limousine of the Palm Beaches Inc.  <u>918 Pottawatomie StJupiter, FL 33458</u>                  Jeffrey Gibbons, President                  (561) 747-0220  <b># of Vehicles - 6</b></p>	<p>Omnicar Transportation Services, LLC  <u>917 W Broome StLantana, FL 33462</u>                  Newton Pierre, Limited Partner                  (561) 442-4444  <b># of Vehicles - 2</b></p>	<p>Trading Solutions, Inc.  <u>4111 NW 10th TerrFort Lauderdale, FL 33309</u>                  Oscar Alfonso, President                  (954) 868-7297  <a href="http://www.aqualitylimo.com">www.aqualitylimo.com</a>  <b># of Vehicles - 2</b></p>
<p>Premier Transportation of Boca Raton, Inc.  <u>22178 Majestic Woods WayBoca Raton, FL 33428</u>                  Alan Nicholas, President                  (954) 234-5503  <a href="http://premierofboca.com">premierofboca.com</a>  <b># of Vehicles - 1</b></p>	<p>Park Taxi, Inc.  <u>139 N County Road Suite 23Palm Beach, FL 33480</u>                  John Campagnuolo, Sr., President                  (561) 832-2222  <a href="http://www.parklimo.net">www.parklimo.net</a>  <b># of Vehicles - 54</b></p>	<p>Trans Comfort Corp  <u>6660 Somerset Drive Apt 107Boca Raton, FL 33433</u>                  Elsa Mogollon, President                  (561) 767-5300  <b># of Vehicles - 2</b></p>
<p>Prestige Limousines, Inc.  <u>21346 St. Andrews Blvd Suite 126Boca Raton, FL 33428</u>                  Staci Garcia, President                  (561) 451-2100  <a href="mailto:Ray@Prestigelimousines.com">Ray@Prestigelimousines.com</a>  <b># of Vehicles - 6</b></p>	<p>Personal Touch Transportation LLC  <u>22696 SW 9th StBoca Raton, FL 33433</u>                  John Marra, President                  (561) 305-6880  <b># of Vehicles - 2</b></p>	<p>Triple E Transportation Inc  <u>5408 Barbados SquareVero Beach, FL 32967</u>                  Elden E. Earlywine, Jr., President                  (772) 562-8488  <b># of Vehicles - 7</b></p>
<p>Red Lion Cab and Coach Inc.  <u>5810 Georgia AveWest Palm Beach, FL 33405</u>                  James A. Chappell, President                  (561) 533-9499  <b># of Vehicles - 8</b></p>	<p>Priority Transportation  <u>1112 Weston Road PMB 266Weston, FL 33325</u>                  Eddy Moise, President                  (954) 473-6444  <a href="http://www.prioritylimo.com">www.prioritylimo.com</a>  <b># of Vehicles - 3</b></p>	<p>Tropical Non-Medical Transportation, LLC  <u>2200 N Florida Mango Road S-402 West Palm Beach, FL 33409</u>                  Danny Hester, President                  (561) 615-7255  <a href="http://www.tropicalnonmedicaltransportation.com">www.tropicalnonmedicaltransportation.com</a>  <b># of Vehicles - 13</b></p>
<p>SMT Transportation  <u>11230 Alligator TrailLake Worth, FL 33449</u>                  Susan Thomas, President                  (561) 798-2180  <a href="http://www.captainsairport.com">www.captainsairport.com</a>  <b># of Vehicles - 10</b></p>	<p>Professional Chauffeur Transportation Services, In  <u>1504 Bay Road #3311Miami Beach, FL 33139</u>                  Christopher N. Davis, President                  (305) 490-0046  <b># of Vehicles - 2</b></p>	<p>Trust Taxi Services  <u>5500 Haverford WayLake Worth, FL 33463</u>                  Roges Estica, Owner                  (561) 853-4097  <b># of Vehicles - 3</b></p>
<p>South Florida Transportation Inc  <u>P. O. Box 3761Lantana, FL 33023</u>                  Matthew Fino, President                  (561) 244-7002  <a href="http://SouthFloridaTransportation.com">SouthFloridaTransportation.com</a>  <b># of Vehicles - 17</b></p>	<p>RIR Transportation Services  <u>55 Tropic Isle Drive #37Delray Beach, FL 33483</u>                  Ralph I. Rothenback, Owner                  (561) 278-2890  <b># of Vehicles - 2</b></p>	<p>Two Wheels, Inc.  <u>6911 Garden RoadRiviera Beach, FL 33404</u>                  Bettye Jones, President                  (561) 863-5035  <b># of Vehicles - 5</b></p>

<p>Southern Shuttle Services, Inc.  <u>2595 NW 38th St</u><u>Miami, FL 33409</u>                  Mark Levitt, President                  (305) 871-2000  <b># of Vehicles - 11</b></p>	<p>Rose Taxi  <u>5184 Woodland Drive</u><u>Delray Beach, FL 33484</u>                  Jean P. Estabine, Owner                  (561) 455-2577  <b># of Vehicles - 2</b></p>	<p>V.B. Kamen Studios, Inc.  <u>1415 NE 25th St</u><u>Pompano Beach, FL 33064</u>                  Vladimir Kamenarovic, President                  (954) 588-1414  <a href="http://www.bookacar.net">www.bookacar.net</a>  <b># of Vehicles - 8</b></p>
<p>St. George of Palm Beach, Inc.  <u>2735 Starwood Circle</u><u>West Palm Beach, FL 33406</u>                  Ashraf Kamel, President                  (561) 369-2814  <b># of Vehicles - 6</b></p>	<p>South County Mental Health Center  <u>16158 S Military Trail</u><u>Delray Beach, FL 33484</u>                  Joseph Speicher, CEO                  (561) 637-1004  <b># of Vehicles - 2</b></p>	<p>VRC Limousines, Inc.  <u>501 S Royal Poinciana Blvd #1</u><u>Miami Springs, FL 33166</u>                  Rafael Cardet, President                  (305) 345-4267  <a href="http://www.vrclimo.com">www.vrclimo.com</a>  <b># of Vehicles - 3</b></p>
<p>State Taxi  <u>10602 NW 5th Ave</u><u>Miami, FL 33407</u>                  Delva Manus, Owner                  (561) 838-8899  <b># of Vehicles - 3</b></p>	<p>South Florida Airport Service, Inc.  <u>16754 Golfview Drive</u><u>Weston, FL 33326</u>                  Elbio Ricardo Perez, President                  (954) 385-1515  <b># of Vehicles - 5</b></p>	<p>Vamp Enterprise, LLC  <u>621 SW 71st Ave</u><u>Pembroke Pines, FL 33023</u>                  James Vamper, President                  (954) 894-3238  <a href="http://www.vampsupremelimo.com">www.vampsupremelimo.com</a>  <b># of Vehicles - 3</b></p>
<p>Super Yellow Cab Corporation  <u>P.O. Box 8736</u><u>West Palm Beach, FL 33405</u>                  Ernst Gay, General Partner                  (561) 838-8888  <b># of Vehicles - 10</b></p>	<p>Southampton Limousine, Ltd.  <u>35 Montauk Hwy</u><u>Southampton, NY 33411</u>                  Mollie Scruggs, President                  (561) 792-5959  <a href="http://www.southamptonlimo.com">www.southamptonlimo.com</a>  <b># of Vehicles - 2</b></p>	<p>World Class Transportation Inc.  <u>4332 Holly Drive</u><u>Palm Beach Gardens, FL 33410</u>                  Thomas Mike Albritton II, President                  (561) 758-7377  <a href="http://www.ladanez.com">www.ladanez.com</a>  <b># of Vehicles - 2</b></p>
<p>Sylsteff, Inc.  <u>1859 Scott St</u><u>Hollywood, FL 33020</u>                  Stephane Desjardins, President                  (954) 923-9330  <b># of Vehicles - 5</b></p>	<p>Special Care Transportation, Inc.  <u>100 E Linton Blvd Suite 207B</u><u>Delray Beach, FL 33483</u>                  Michael S. Gordon, President                  (561) 278-1133  <a href="http://www.specialcaretrans.com">www.specialcaretrans.com</a>  <b># of Vehicles - 5</b></p>	<p>Yellow Airport Limousine Service  <u>P. O. Box 950</u><u>Fort Lauderdale, FL 33311</u>                  Lorraine Wilde, General Partner                  (954) 565-8900  <a href="http://www.floridalimo.com">www.floridalimo.com</a>  <b># of Vehicles - 52</b></p>
<p>Taxi USA of Palm Beach, LLC  <u>1330 SE 4th Ave</u><u>Fort Lauderdale, FL 33409</u>                  William Bodenhamer, Jr., President                  (954) 237-2961  <a href="http://www.greencabwpb.com">www.greencabwpb.com</a>  <b># of Vehicles - 3</b></p>	<p>Stewart Limousine Services, Inc.  <u>21 N Hepburn Ave Suite 25</u><u>Jupiter, FL 33469</u>                  James P. Stewart, Owner                  (561) 743-6162  <a href="http://www.stewart-limo.com">www.stewart-limo.com</a>  <b># of Vehicles - 7</b></p>	<p>Wall Street Transportation &amp; Limousine, LLC  <u>4902 NW 119th Terr</u><u>Coral Springs, FL 33076</u>                  J. Vito Geraci, President                  (954) 946-3878  <a href="http://www.wallstllimo.com">www.wallstllimo.com</a>  <b># of Vehicles - 7</b></p>
<p>The Barron Group of the Treasure Coast, Inc.  <u>P.O. Box 8146</u><u>Port St. Lucie, FL 34982</u>                  Anderson Lee Barron, President                  (772) 489-0900  <a href="http://www.letusdrive4u.com">www.letusdrive4u.com</a>  <b># of Vehicles - 10</b></p>	<p>Sunshine Express Car Service  <u>1044 Park Hill Drive</u><u>Haverhill, FL 33417</u>                  Austin Jones, Owner                  (561) 689-5838  <b># of Vehicles - 2</b></p>	<p>West Boca Limousine Service, Inc.  <u>P. O. Box 810861</u><u>Boca Raton, FL 33437</u>                  Henry J. Petrassi, Vice-President                  (561) 482-5868  <b># of Vehicles - 4</b></p>
<p>The London Cab Co.  <u>320 W Pine St 5</u><u>Lantana, FL 33405</u>                  Morgan Cadle, President                  (561) 541-9072  <b># of Vehicles - 3</b></p>	<p>The Great Transportation Company of Stuart, LLC  <u>5413 SE Miles Grant Road G-107</u><u>Stuart, FL 34997</u>                  Roger Reese, President                  (772) 219-8267  <b># of Vehicles - 3</b></p>	<p>West Palm Beach Taxi  <u>2779 10 th Ave N Apt #301</u><u>Palm Springs, FL 33405</u>                  Armando Martinez, Owner                  (561) 644-9808  <b># of Vehicles - 3</b></p>
<p>Town Taxi &amp; Limo Services Inc.  <u>2071 E Carol Circle</u><u>West Palm Beach, FL 33415</u>                  KM H. Rashid, President                  (561) 215-3646  <b># of Vehicles - 2</b></p>	<p>Town Car Airport Service  <u>8900 Sandy Crest Ln</u><u>Boynton Beach, FL 33437</u>                  Stevan Runjaic, President                  (561) 306-3388  <b># of Vehicles - 2</b></p>	<p><b>Business Name:</b> Palm Tran  <u>3201 Electronics Way</u><u>West Palm Beach</u>  <b>Contact –</b> Chuck Cohen                  (561) 841-4200  <b># of Buses - 130</b></p>
<p>Unique Limousine Service Inc.  <u>2501 Bristol Drive</u><u>West Palm Beach, FL 33409</u>                  Dimitrios Nikolos, President                  (561) 686-7817  <b># of Vehicles - 2</b></p>	<p><b>Tradition Airport Service</b>  <u>11457 SW Kingslake Circle</u><u>Port St. Lucie, FL 34987</u>  <b>Franklin Meyer, Owner</b>                  (772) 807-2126  <b># of Vehicles - 2</b></p>	<p>World Wide Applied Solutions, Inc.  <u>7507 La Paz Blvd No 106</u><u>Boca Raton, FL 33433</u>                  Adam Goodman, President                  (561) 338-7802  <b># of Vehicles - 2</b></p>

<p>Unlimited Multi Transport Inc. <u>1506 Quail Drive #7</u> <u>West Palm Beach, FL 33409</u> Andre Laguerre, President (561) 337-6877 <a href="http://www.thelosh5.com">www.thelosh5.com</a> <b># of Vehicles - 2</b></p>	<p>Transcierge International Inc. <u>1200 Anastasia Ave Suite 215Coral Gables, FL</u> <u>33401</u> Sonia Lopez, President (305) 774-0117 <a href="http://www.majesticlimousines.com">www.majesticlimousines.com</a> <b># of Vehicles - 2</b></p>	<p>Ziboren, Inc. <u>1198 SW 4th St 206Boca Raton, FL 33060</u> John Nero, President (561) 391-9443 <a href="http://ChariotLimo.net">ChariotLimo.net</a> <b># of Vehicles - 5</b></p>
<p>Vitalcare Connection, Inc. <u>5986 Orange RoadWest Palm Beach, FL</u> <u>33413</u> Dora Cova, President (954) 482-0119 <b># of Vehicles - 15</b></p>	<p>Transportation Service Systems, Inc. <u>402 SE 6th AveDelray Beach, FL 33487</u> Brock Rosayn, President (561) 276-2230 <b># of Vehicles - 17</b></p>	<p><b>Business Name – MV Transportation</b> <u>3301 Electronics Way West Palm Beach</u> <b>Contact – Jeanie Chrisman</b> (561) 840-1740 <b># of Vehicles - 103</b></p>
<p>Walter Transport Corporation <u>3301 Electronics Way Suite DWest Palm</u> <u>Beach, FL 33415</u> Norma Carmona, President (561) 439-9900 <b># of Vehicles - 7</b></p>	<p>Uptown Limousine Service, Inc. <u>1531 NW 3rd St Suite 10Deerfield Beach, FL 33442</u> Carol See Tai, President (954) 755-5515 <a href="http://www.uptownlimousineserviceinc.com">www.uptownlimousineserviceinc.com</a> <b># of Vehicles - 6</b></p>	<p>Van Go! Transportation, Inc. <u>P.O. Box 22335Fort Lauderdale, FL 33316</u> Charles P. Feldman, President (954) 557-7772 <b># of Vehicles - 2</b></p>
<p>West Coast Taxi, Inc. <u>608 52nd StWest Palm Beach, FL 33407</u> Anesson Joseph, President (561) 502-8729 <b># of Vehicles - 3</b></p>	<p>V.I.P. Transprotation <u>4720 Orleans Court Apt CWest Palm Beach, FL</u> <u>33415</u> Gerardo A. Vargas, Owner (561) 317-8765 <b># of Vehicles - 3</b></p>	<p>Vince's Car Service, Inc. <u>585 NW 2nd Ave No 6Delray Beach, FL 33435</u> Vincent G. Jelicks Jr., President (561) 358-5844 <b># of Vehicles - 2</b></p>
<p>Williams Palm Beach Transportation <u>2840 S Ocean Blvd Apt 302Palm Beach, FL</u> <u>33467</u> William O'Loughlin, Owner (561) 371-9395 <b># of Vehicles - 2</b></p>	<p>Valentin Services Inc. <u>1820 N 17th Ave Apt 4Hollywood, FL 33020</u> Valentin D. Rotaru, President (954) 683-1375 <b># of Vehicles - 3</b></p>	

