

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

WORKSHOP SUMMARY

Meeting Date: February 13, 2007

Department: Palm Tran

I. EXECUTIVE BRIEF

- Title:** A) Presentation of annual report from the Chairman, Palm Tran Service Board
- B) Palm Tran CONNECTION Program Growth Issues

Summary:

A) Palm Tran's fixed route service continued to grow and improve in 2006. Fixed Route ridership increased by over 12% with only a 2% increase in service hours. The work of the Palm Tran Service Board (PTSB) has been instrumental in improving fixed route bus service throughout Palm Beach County. The PTSB is required to make an annual report to the BCC and requests the BCC receive and file the attached Annual Report.

B) Palm Tran CONNECTION continues to experience extraordinary growth. On January 17, 2007, CONNECTION scheduled nearly 4,900 passenger trips. This represents the highest one day total of scheduled trips since the County took over the paratransit program in 2000. Within the current Fiscal Year, staff expects to exceed 5,000 scheduled trips on weekdays. Year to Date ridership for FY 2007 has increased by 27.5% as compared to the same period as last year. Staff is concerned about our ability to continue to meet demand with this growth rate and is looking at ways to efficiently meet the growing demand while continuing to provide a high level of paratransit service. Staff plans to discuss its ideas for better managing this growth and specifically seeks Board direction regarding four (4) service options: (A) increase the age of eligibility for the County Senior Transportation Services program from 70 to 75 for new applicants; (B) modify, eliminate or place restrictions on the existing paratransit fare subsidy program; (C) prioritize or restrict trip eligibility made under the Florida Transportation Disadvantaged program; and, (D) as an alternative transportation method, permit utilization of cabs on selected/appropriate trips. Countywide (DR)

Background and Policy Issues:

Palm Tran CONNECTION, our paratransit service program, has experienced unprecedented growth since 2004. In 2006, the number of eligible users increased by over 10,000. An average of over 900 new County residents a month were approved as eligible for one or more of CONNECTION's programs. As of January 1, 2007 there are over 28,000 active CONNECTION eligible County residents. We see no reason to expect this growth to ease unless we take some actions to further manage it. We are concerned about the impact to the County budget that this growth will have and our ability to provide good service. Currently, there are days which strain the capacity of our existing vendors to meet our demand. This requires bringing in more vehicles and hiring additional drivers.

- Attachments:** 1. Palm Tran Service Board Annual Report
2. Palm Tran CONNECTION Growth power Point Presentation

Recommended by:


Department Director

Date

February 5, 2007

Approved By:


Assistant County Administrator

Date

2/8/07

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2007	2008	2009	200-	200-
Capital Expenditures					
Operating Costs					
External Revenues					
Program Income (County)					
In-Kind Match (County)					
NET FISCAL IMPACT					
# ADDITIONAL FTE POSITIONS (Cumulative)					

Is Item Included In Current Budget? Yes X No
 Budget Account No.: Fund Dep't. Unit Object
 Program

B. Recommended Sources of Funds/Summary of Fiscal Impact:

C. Departmental Fiscal Review:

John Murphy
 John Murphy, Palm Tron Finance Manager
 FUNDS ARE IN BUDGET, Seeking Board Direction

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

John D... 2-5-07
 OFMB
 2-5-07

John J. Jones 2/6/07
 Contract Dev. and Control

B. Legal Sufficiency:

[Signature] 2/7/07
 Assistant County Attorney

C. Other Department Review:

 Department Director

(THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.)

Among other things, staff has been focusing on improving productivity through better scheduling and more multi-loading but this has led to longer travel times for our customers. We also provide free Palm Tran fixed route bus passes to TD eligible customers that are not ADA eligible, as another means of reducing this demand. Staff is looking at several other measures such as: (1) securing additional grants to enable our coordinated contractors to provide additional trips for their own clients; and (2) modifying the reservation time periods (ending reservations for next day morning trips at 1pm), so staff can better schedule and further improve the productivity of the scheduling process; and (3) the implementation of "the Link" (route deviation system) program this year should serve to provide current CONNECTION riders with another service alternative.

Staff recommends the following changes to help deal with this growing demand:

- A. Increase the minimum age requirement of the County Senior Transportation Services (CSTS) program from 70 to 75 for new applicants. If the minimum age is increased to 75, staff anticipates an annual decrease of 2,400 trips, compounded over 5 years could result in reducing demand by approximately 12,000 trips annually.
- B. Eliminate or modify the existing fare Subsidy program offered by Palm Tran Connection. Approximately 30% of all current non-Medicaid trips are subsidized, due to the fact that the eligible individual qualifies for the State TD Program. If we eliminate the subsidy in its entirety we estimate the additional revenues generated for FY 2007 would be approximately \$650,000 and should reduce the number of trips under the TD program by approximately 10,000.
- C. The County has recognized the importance of the State Transportation Disadvantaged program. The Board has directed staff to provide unconstrained transportation to all County residents who qualify for the program. Staff recommends modifying this direction to allow staff to prioritize trips for medical, employment, nutrition and education/training/daycare. All other trips would be provided only on a space available basis as may be permitted under the program. This would enable us to provide these trips during days/periods when it would not impact other trips and be less costly.
- D. As an alternative transportation method, permit utilization of cabs on selected and appropriate trips. There are times when it would better serve both the County and the CONNECTION customer if we could utilize taxi cabs to provide CONNECTION trips. Staff seeks Board approval to add taxi cabs to our existing service with our providers. An RFP would be initiated if this recommendation is approved.

Palm Tran Service Board (PTSB) Actions – 2006

- Jan 2006 Route 92 - A public hearing was held in Boca Raton where the PTSB voted to modify Route 92. This saved one bus by eliminating the poorly performing western route segment as well as the hospital segment.
- Apr 2006 Route 1 & Route 40 - The PTSB concurred with staff's recommendations to improve service on:
- Route 1 by increasing service in the morning and evening peak service times and in the peak direction to a fifteen (15) minute frequency;
 - Route 40 by adding one additional morning and one afternoon peak direction trip.
- PTSB also endorsed limiting TD program eligibility for para-transit service.
- Jul 2006 The Service Board voted to have the planning sub-committee look at poor performing weekend service.
- Oct 2006 Route 20 - The Service Board voted to improve service by making a service modification which would change two different route segments. The first segment change modified service to the industrial park west of Gardens Hospital and the second to the route segment from 10th Street in Lake Park to Prosperity Farms Road to allow for a new transfer point at Northlake Boulevard and Prosperity Farms for Route 1.
- Route 33 - Staff recommended and the PTSB voted to make a Route 33 service modification to serve Congress from Silver Beach to Northlake. Service now travels north of Silver Beach Road on Dixie Highway. The modification provided service west on Silver Beach Road to Congress Avenue serving the new shopping area (Target and Walmart stores), while still ending service on Northlake Boulevard.
- Route 41 - Acting on a request from the Town of Palm Beach, the PTSB voted to modify service on Route 41 modifying the route and the number of trips to the inlet each day.
- Sunday Service – The PTSB voted to eliminate the Sunday Service on Routes 5 and 21 because of poor performance.

Highlights of 2006



Mall at Wellington Green
Timed Transfer Location

Riverbridge
Timed Transfer Location

PBCC
Timed Transfer Location

Palm Tran Year End Review



Palm Tran
Public Transportation

Boynton Beach Mall
Timed Transfer Location

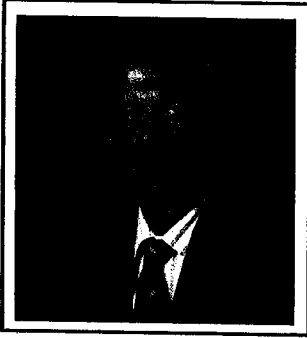
Palm Tran
CONNECTION
Independence through mobility.

Delray Square
Timed Transfer Location



www.palmtran.com

Highlights of 2006



Fiscal year 2006 has been a year of growth and endless opportunities for Palm Tran and Palm Tran CONNECTION. Palm Tran's "Highlights of 2006" is an impressive example of how public transportation has met the needs of our communities.

Palm Tran continues to grow in order to meet the demand of the County's residents. Ridership on the fixed route system increased 12% in 2006, while Palm Tran CONNECTION increased its ridership by 11%. Clearly Palm Tran has demonstrated that County residents will use mass transit for both work and personal trips. The growth and performance of the County's transit system has not gone unnoticed. Palm Tran during 2006 received numerous awards and national recognition for the safety, service and performance of our operations.

Palm Tran played an integral role in the deployment of emergency services throughout Palm Beach County in responding to Hurricane Wilma in October of 2006. Our employees stepped up and met the challenges head on in order to insure that the needs of Palm Beach County citizens were met. This included providing transportation services to and/or from hurricane shelters and following the storm providing food to sustain many of our seniors who after the storm could not get out to a grocery store.

I applaud the efforts and the achievements of Palm Tran and Palm Tran CONNECTION employees in successfully delivering quality service to our community over the past year.

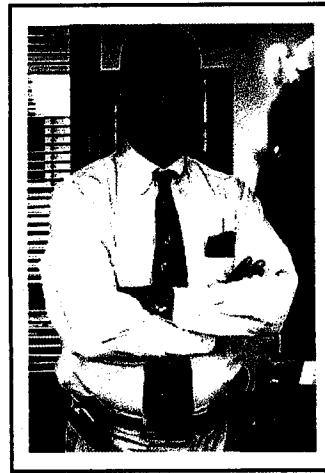
Sincerely,

A handwritten signature in black ink that reads "Robert Weisman". The signature is fluid and cursive.

Robert Weisman
Palm Beach County Administrator

Palm Tran's Year End Review

Chuck Cohen, Executive Director



It is my pleasure to provide Palm Tran's highlights from 2006. Now that the County Fiscal Year 2006 (October 1, 2005 through September 30, 2006) has ended, it is nice for all of us on the Palm Tran team (County Commissioners, County Staff, Palm Tran Employees and members of the Palm Tran Service Board) to sit back and reflect on the year that was—but only for a short time, because as you will see from this report, our plate for the immediate future is quite full!

When we reflect on FY 2006, several things immediately come to mind:

- **Hurricane Wilma**
- **Improvements in our performance and service**
- **Increases in our ridership**
- **The recognition received in 2006**

Palm Tran, like all County services, was impacted by Hurricane Wilma and the fall 2005 storm season. Our mission during these storms was to get people to and from shelters, and also to aid in the recovery operations. Following Hurricane Wilma, which made landfall in October 2005, Palm Tran was back in operation within 36 hours of the storm's passage. Hurricane Wilma had a negative effect on our normal ridership, but despite that, we set new ridership records on both our fixed route and CONNECTION services. Our fixed route

ridership grew by more than 12 percent—far exceeding the national transit average of three percent annual growth—and carried one million more customers in FY 2006. Paratransit ridership on Palm Tran CONNECTION increased by 11%, and operating performance in terms of passengers per hour also witnessed improvement.

FY 2006 was also the year that Palm Tran was recognized by the Community Transportation Association of America and the Florida Commission for the Transportation Disadvantaged for being the best in the country and in the state. This was a very big honor for all members of the Palm Tran team. Our hard work throughout the year made this happen.

The future is quite bright for Palm Tran and the residents of Palm Beach County when it comes to public transportation. Besides extolling our achievements in FY 2006, these highlights describe a number of items that we are working on for the future. Each item detailed here is planned for implementation over the next couple of years.

The agenda for the Palm Tran team is a very busy one as we work for the future and continue to make Palm Beach County the best place to live, work, and travel!

PALM BEACH COUNTY — Our Service Area

Palm Beach County is the largest of the 67 counties in Florida. The County's land area alone is approximately 1,974 square miles (2,578 square miles (including lakes) making it the largest county east of the Mississippi River. Palm Beach County is larger than two states: Rhode Island and Delaware. Palm Beach County borders Martin County to the North, the Atlantic Ocean to the East, Broward County to the South, Hendry County to the West, and Lake Okeechobee to the Northwest. According to the 2000 Census 1,131,184 people claimed Palm Beach County as home; however the 2005 census estimates the total population to be 1,268,548, an increase of over 137,000 people that now reside in Palm Beach County. The eastern half of the County is a mix of urban/suburban areas while the western section of the County is more rural with large agricultural areas producing sugarcane, vegetables and nursery products.

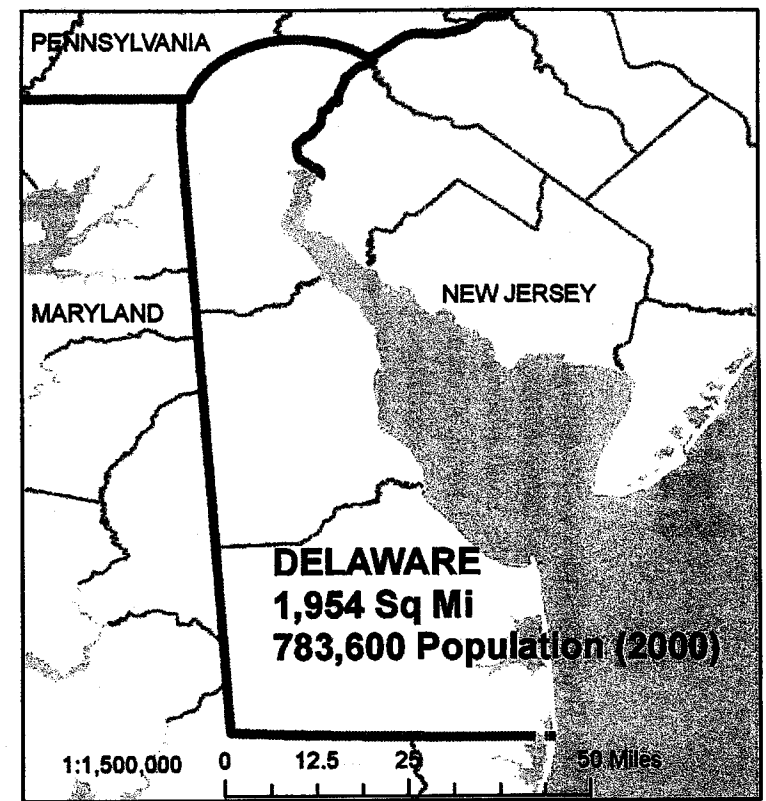
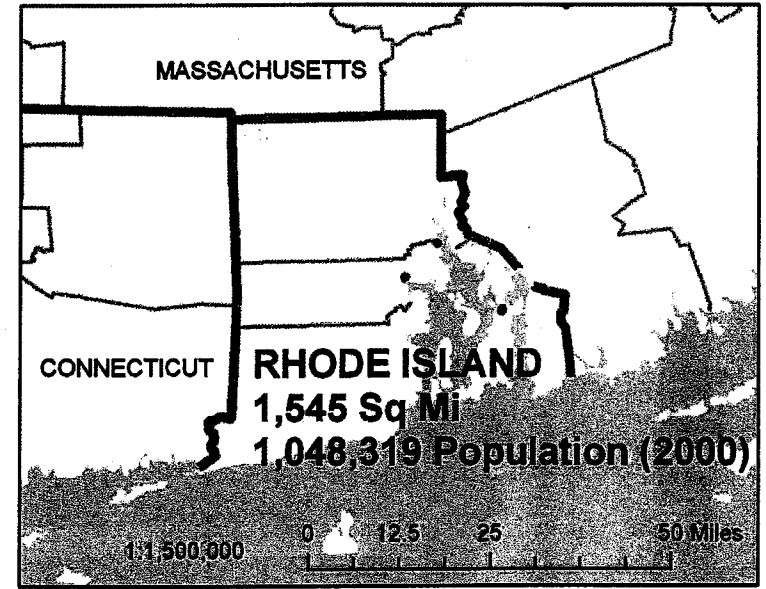
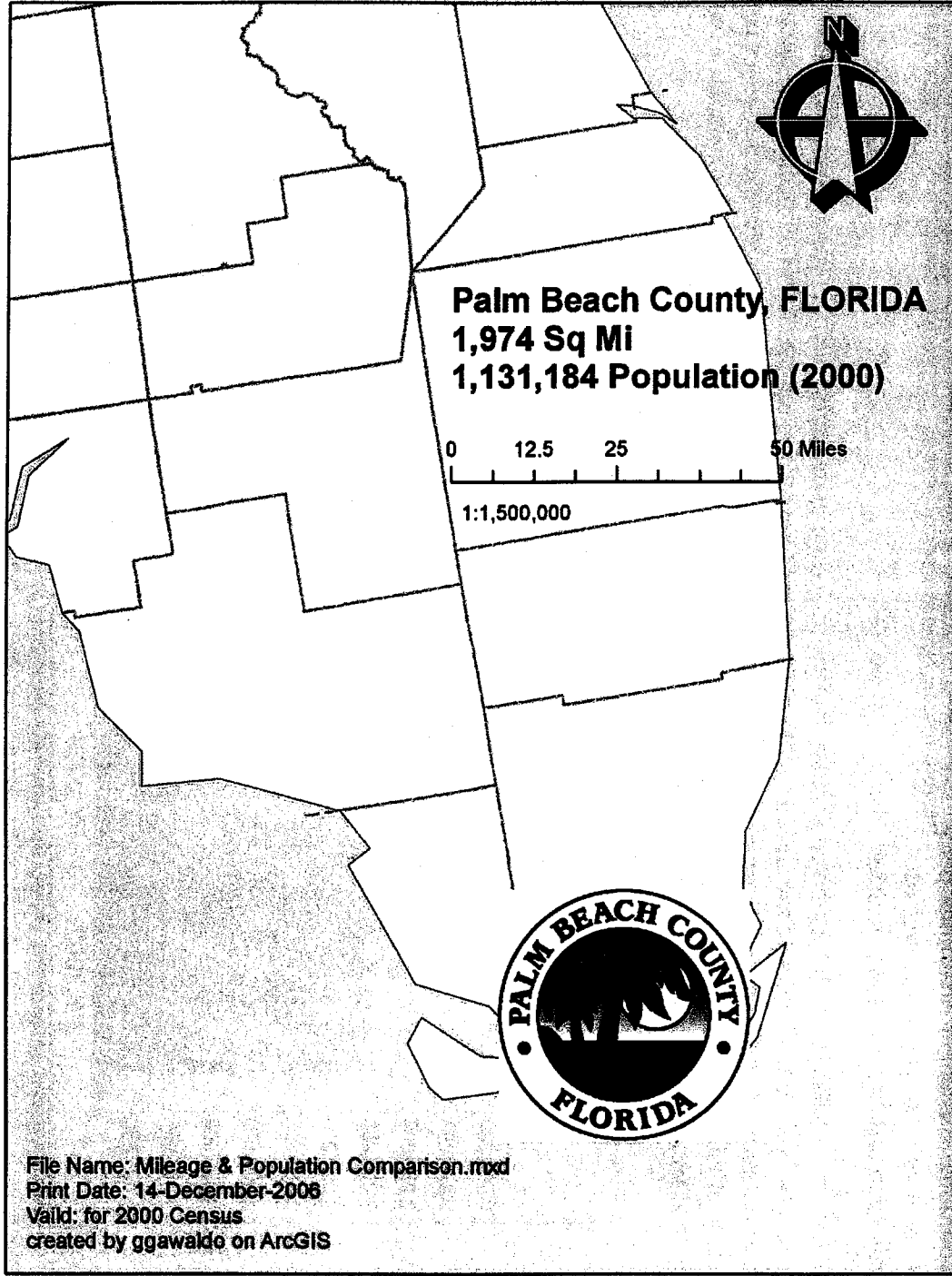
Palm Tran is the public transportation provider for Palm Beach County. Bus service is provided throughout the County by Palm Tran, operating 35 fixed routes and para-transit services. Service operates as far north as the Town of Jupiter and as far south as Boca Raton with one route crossing to Broward County where it connects with the Broward County Transit System. One bus route (Route 40) covers the entire east-west span of the County where in the western area it connects with circulator routes that serve the communities of Belle Glade, Canal Point and South Bay. Palm Tran is somewhat unique from most transit organizations in that it operates more para-transit service than it does fixed route service. In addition to the traditional ADA and Florida TD (Transportation Disadvantaged) programs, our para-transit service

(CONNECTION) offers special services for senior citizens. The number of peak fixed route vehicles in FY06 was 109 compared to 250 para-transit vehicles. Palm Tran's in FY06, due to the large size of County, operated 16 million miles of revenue service (6.6 million on the fixed route service and 9.4 million on our para-transit service). We have recently worked with the MPO (Metropolitan Planning Organization) to implement a trial service route that crosses to Clewiston in Hendry County.

The SFRTA (South Florida Regional Transportation Authority) provides commuter rail services in Dade, Broward and Palm Beach County. Palm Tran's fixed route and para-transit services provide for an intermodal linkage at all six of the SFRTA stations that serve Palm Beach County.

Rapid growth and development has expanded across city limits and county boundaries. Surveys conducted during 2003 in Palm Beach County provided data that indicated 37,685 workers commute from Broward County to Palm Beach County and 52,712 commute from Palm Beach County to Broward, which makes the US-1 corridor service a top priority.

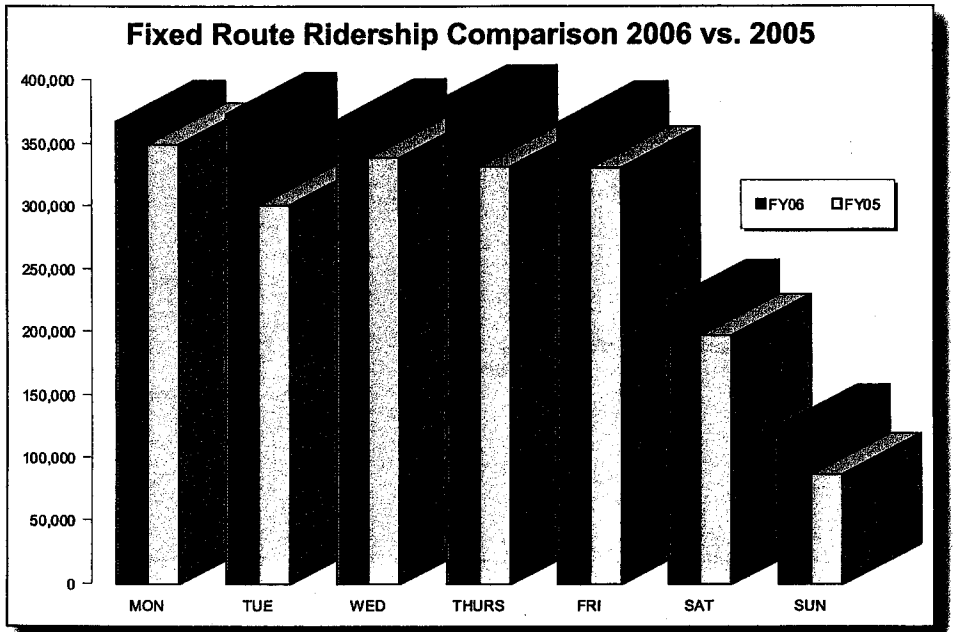




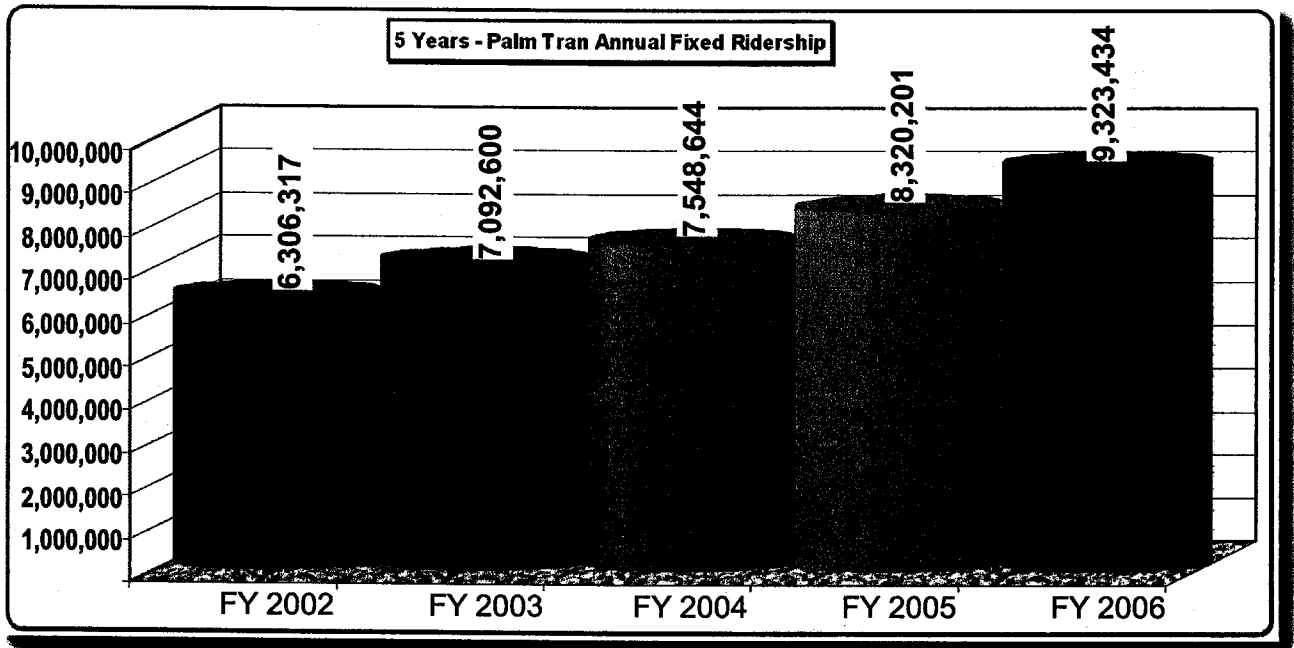
Better Service = More Riders!

Palm Tran continues to exceed ridership expectations and national trends. For fiscal year 2006, total ridership on Palm Tran's fixed route system was more than 9.3 million boardings. This represents a 12.06 percent increase over last year's total and far exceeds the national average increase of 3 percent for fixed route services.

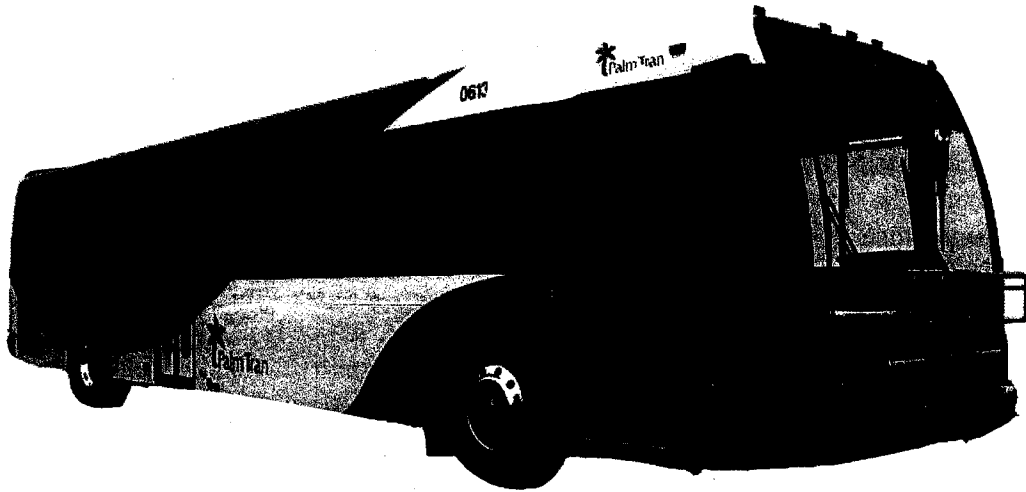
The increase in Palm Tran's ridership is best explained by the increase in weekday ridership, which, in 2006, averaged more than 31,000 passengers per weekday. This represents a 23 percent increase—almost 6,000 additional passenger boardings per day—over our average weekday ridership just two years ago, in 2004.



Palm Tran's success can be attributed to many factors, including increased service frequency on several routes and new buses being added to the fleet. In 2006, Palm Tran increased the number of routes offering 30-minute service frequencies, modified routes to provide better transfer connections, and restructured routes to serve new areas of Palm Beach County. The addition of 20 new buses allowed for the retirement of older vehicles which helped increase service reliability.



Introducing Newly Styled Buses



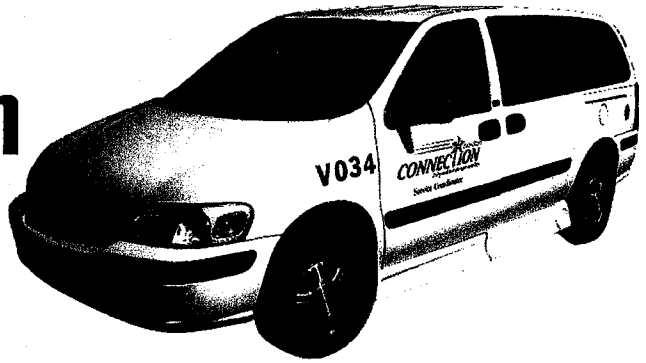
Palm Tran's acquisition of eight Bus Rapid Transit (BRT) style buses has certainly made an impression on the community. These new buses represent a departure from the traditional look and paint scheme that Palm Tran has maintained since 1996.

With a new "rolling wave" design and sleek exterior styling, the BRT buses have been turning heads and calling more attention to the public transit system in Palm Beach County. Along with the new styling package and paint scheme, all buses include improved customer features such as interior and exterior digital signage, next stop announcement systems and improved seating. Several safety and security features, such as exterior reflecting striping and logos for improved visibility and on-board video surveillance, have also been added.

The operator's compartment now features improvements such as adjustable foot pedals and remote controlled high mount mirrors. The layout of the controls has also been reorganized as a result of feedback from our drivers and the Operations department. Interior and exterior security cameras, an improved voice announcement system and all-LED destination signs are included as a result of requests from our Security and Risk Management Departments.

A total of 20 new buses were added to Palm Tran's fleet in 2006. Adding these new vehicles shows our riders that we are committed to continuing to provide quality service and a comfortable trip.

Palm Tran's Paratransit Division



In the past year, Palm Tran CONNECTION completed over 840,000 passenger trips and our total ridership increased more than 11%. In 2006, the number of scheduled trips came close to 4,000 on many days. These passengers were transported with an on-time performance rate of 92% and less than 2 complaints per 1,000 trips. We improved the efficiency of our program with an 8% increase in productivity to 1.37 passenger trips per hour. This resulted in a cost savings and a reduction in the number of vehicles needed for service.

Additional cost savings have been seen in the growth of our bus pass program. The bus pass program has distributed 157,088 bus passes which provided the capability for an estimated 2,426,886 fixed route bus trips.

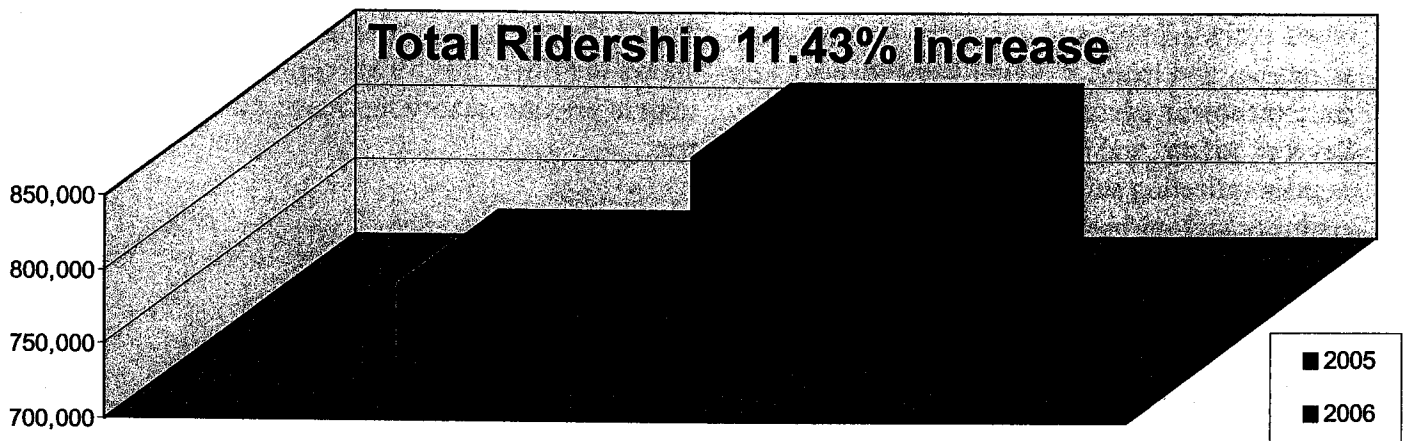
Palm Tran CONNECTION service generated over 463,000 phone calls last year, a 63% increase. With a database of over 30,000 customers, Palm Tran CONNECTION processed over 15,000 new applications for service and renewals of service, a 24% increase over the previous year. 86% of the almost 10,000 new applications received in 2006 came from

county residents aged 70 and above.

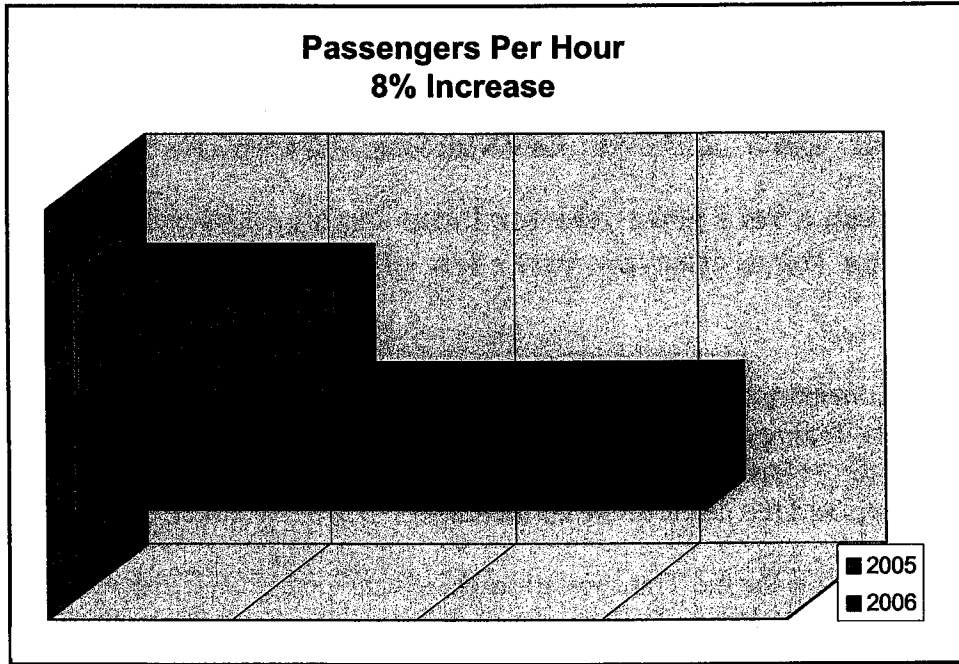
Our Outreach program has held over sixty-four presentations promoting rider education. In addition, they have successfully held quarterly Customer Forums to promote awareness for seniors and persons with disabilities, developed and designed rider newsletters and publications and provided travel training to seniors and persons with disabilities.

In order to assure safe, reliable service to our customers, Palm Tran CONNECTION provided 22 safety inspections of our carriers and local coordinated agencies.

Palm Tran CONNECTION implemented a new automated system to track and more easily respond to customer inquires and developed a filing system for the tracking of incidents, accidents and customer complaints. Staff revised our customer relations process to be more responsive to customer concerns, provide greater detail and thoroughness in our investigation and provide feedback to our customers.

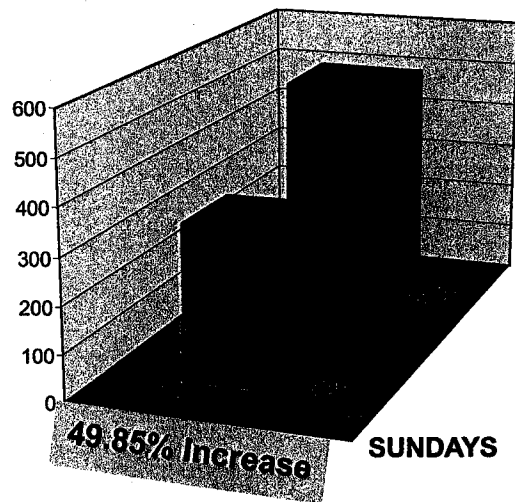
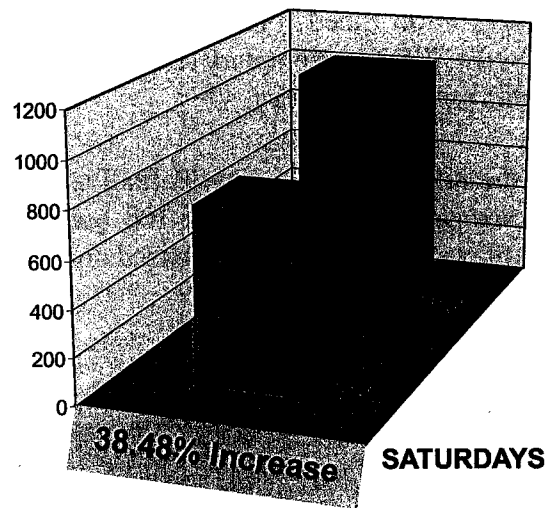
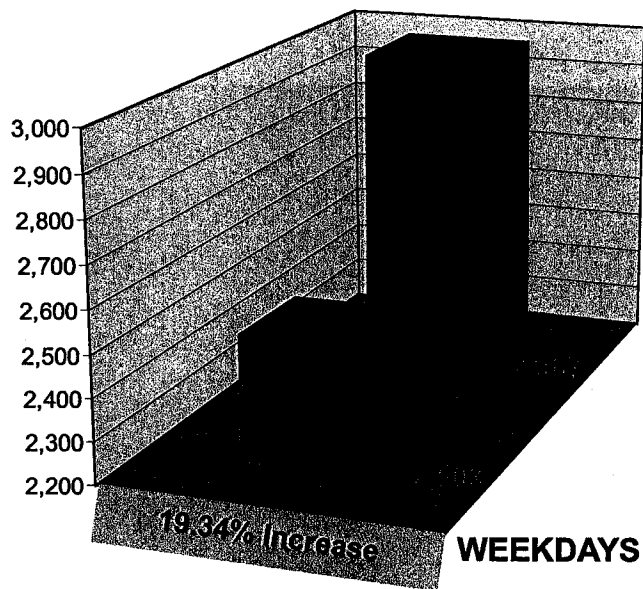


Highlights of 2006



Average Riders by Day

■ 2005
■ 2006



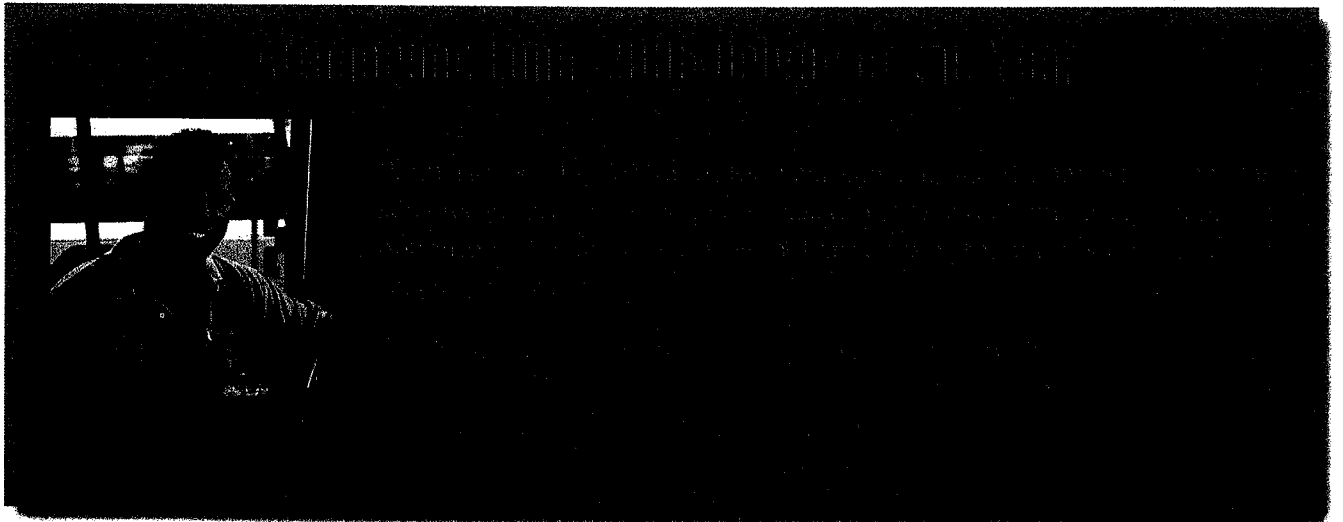
Awards and Commendations

2006 has been a very good year for Palm Tran and members of the Palm Tran Team. Here are just a few of our accomplishments:

The Community Transportation Association of America (CTAA) presented Palm Tran with its **Urban Community Transportation System of the Year Award**. This Award is given each year to a transit system for its innovative and creative service to the community along with its responsiveness to customers and the needs of the community.

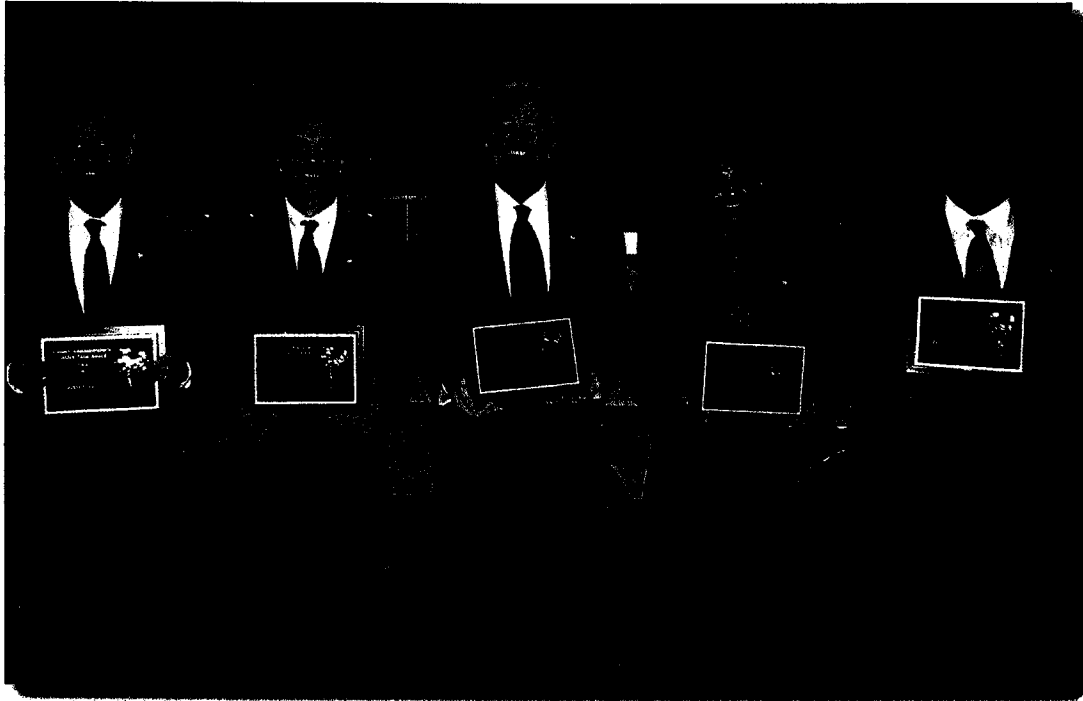
The Florida Commission for the Transportation Disadvantaged (FCTD) recognized Palm Tran CONNECTION as the **2006 Urban Community Transportation Coordinator (CTC) of the year**. This Award is the commission's highest honor. Palm Tran CONNECTION has always provided the opportunity for people to gain the feeling of self worth by filling the transportation need that allows them to be a productive part of society. Palm Tran CONNECTION's exemplary service and commitment are just part of the reason why it was chosen for this prestigious honor.

For the ninth year in a row, Palm Tran received the first-place **Unit Safety Award** for transit systems operating more than 100 buses from the Florida Public Transportation Association. Transit systems are evaluated based on criteria such as total accidents and miles of service.



2006 Golden Palm Recipients

Each year, Palm Beach County Administrator Robert Weisman chooses Palm Beach County employees to receive the prestigious Golden Palm award for their contributions within their departments and the community. This year, five Palm Tran employees received the honor.



Palm Tran's Golden Palm recipients at the Golden Palm Awards ceremony held in the Commission Chambers of the Palm Beach County Governmental Center on November 15.

From left: Palm Tran CONNECTION's John Coons, Lou Ferri and Jeff McGregor; Palm Tran Bus Operator John Salazar and Palm Tran Maintenance Supervisor Peter Skeete.

What's in Store for 2007...

2007 promises to be every bit as exciting as last year. Here are a few projects Palm Tran will plan and implement during the year.

"The Link"

Flexible Route Deviation

Planned to launch in May of 2007, Palm Tran will be implementing a route deviation program. This is a pilot program that will run for approximately two years and is fully funded by a grant from the Florida Department of Transportation. The program will consist of establishing individual routes operating once or twice a week. The program is designed to offer greater mobility to people living in residential neighborhoods where fixed route service is not readily accessible. The basic routes would be designed to provide public transportation to shopping locations and health centers in areas where public transportation is not currently provided.

A key element of the service is the connection and convenient transfers to other Palm Tran services, especially those serving Tri Rail. The target audience for this service is the County's Senior citizen population.

Belle Glade Facility

Design and engineering work is currently being planned for a Palm Tran garage that will be located in the City of Belle Glade. Construction on the site is being funded by a grant from the US Department of Transportation. The garage is slated to be a light-maintenance/bus storage facility that will help Palm Tran improve both operational and performance efficiency in the western portions of Palm Beach County. The plan is to have this garage operational in 2009.

Downtown West Palm Beach Intermodal Facility

Plans for the Downtown West Palm Beach Intermodal Transfer Facility are progressing. This facility will be the new transfer site for all routes that connect through the existing Quadrille Station. Located on the west side of the FEC railroad tracks, design features for the new facility include:

- 18 bus bays with access from Clearwater Drive
- Space for minimum six supervisory Palm Tran vehicles.

We hope that this facility will be operational in late 2007 or early 2008.

Bus Service and Expansion

In an effort to continuously meet and exceed customer expectations, the following improvements are planned for 2007:

- 31 new buses will be added to the fleet
- Increased service frequency to Tri-Rail stations with 30-minute headways on Routes 33 and 44
- Planned expansion of service to the Glades on Routes 47 and 48
- Planned service improvements on Routes 1 and 3.

Automatic Vehicle Location System

In 2007, Palm Tran expects to begin the process of outfitting its buses with an Automatic Vehicle Location (AVL) System. An AVL system provides an automated means of tracking a vehicle's location. Benefits of adding an AVL system include:

- Providing real-time schedule information to the public
- Improving customer service
- Reducing emergency response times
- Improving service reliability and performance.

Highlights of 2006

Palm Tran Year End Review

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County Administrator

Robert Weisman



Palm Tran
Public Transportation



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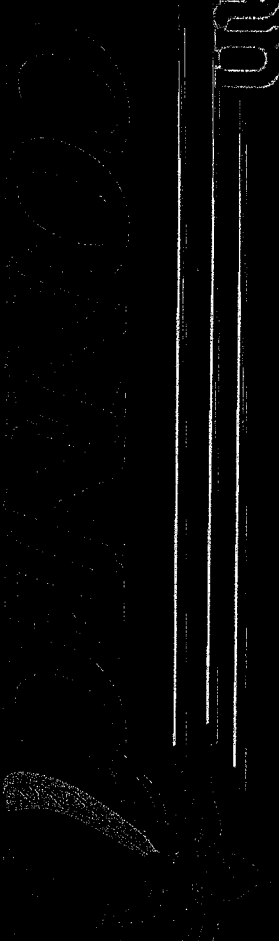
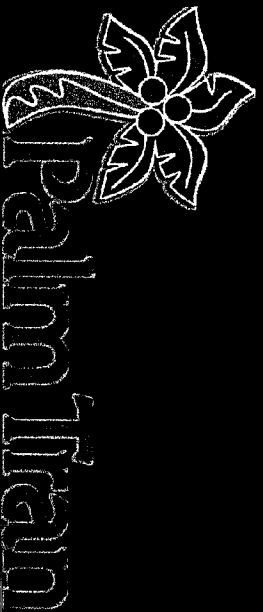
Palm Tran Presentation

- I. Palm Tran Service Board Annual Report
presented by Chairman Sid Dinerstien

- II. Palm Tran Connection Growth Management
presented by Chuck Cohen

Overview of Presentation

- What We Do
- Ridership Growth
- Managing the Demand



Six Programs

- ▶ Americans with Disability Act (ADA) –
 - Individuals unable to access fixed route service
- ▶ Board of County Commissioners –
 - ADA Customers whose trips falls outside ADA boundaries
- ▶ *Transportation Disadvantaged –
 - Individuals without access to transportation
- ▶ *County Senior Transportation Service –
 - Countywide Transportation for seniors
- ▶ Division of Senior Services –
 - Transportation for seniors to Meal-sites
- ▶ Medicaid –
 - State Medicaid program

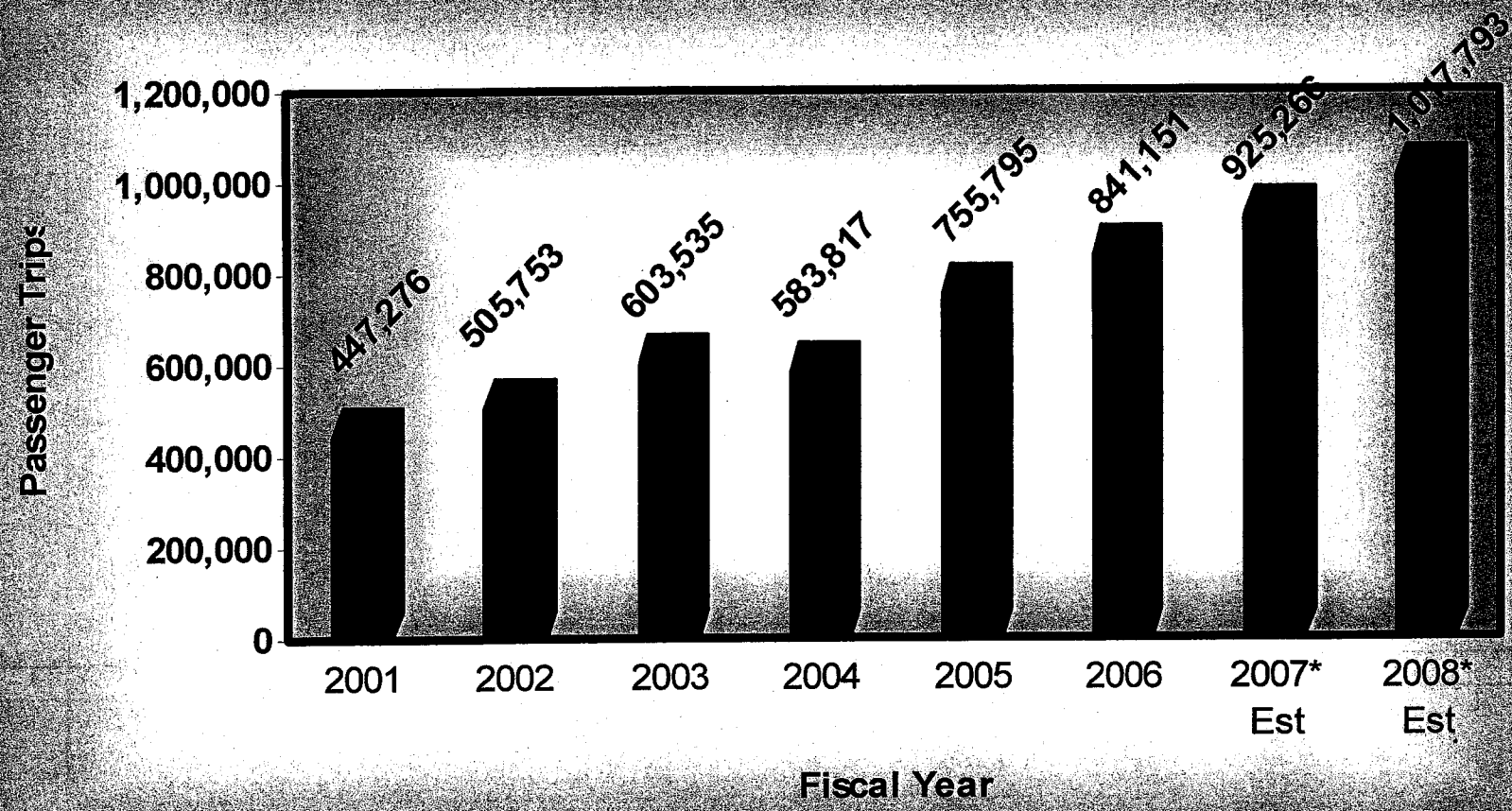
* Offers a Fare Subsidy

Connection Growth

- ▶ Averaging over 900 new applicants a month during the last 12 months
- ▶ Ridership has increased by 11% in the last fiscal year. 66% over the last 4 years
- ▶ Continued growth straining provider resources: need more vehicles and drivers
- ▶ We have achieved an increase in productivity as a result of more multi-loading to address capacity issues. Thus resulting in increased trip length and time

CONFIDENTIAL

Annual Passenger Trip Growth



Connection Annual Summary

	Avg Monthly Rev Hours	Avg Wkday Pass	Avg Sat Pass	Avg Sunday Pass	Avg Monthly Ridership	Pass/Rev Hour
2002	35,087	1,644	465	129	42,146	1.2
2003	39,079	1,814	517	160	50,295	1.29
2004	37,989	1,905	597	201	48,651	1.28
2005	50,014	2,503	764	339	62,907	1.27
2006	51,185	2,987	1,058	508	70,096	1.37
November-06	53,596	3,524	1,248	613	78,999	1.47
% Change 02 vs. 06	46%	82%	127%	293%	66%	14%
% of Change Nov 06 vs FY05	7%	41%	63%	81%	26%	16%

What are we currently doing to handle the demand?

▲ Medicaid and Transportation Disadvantaged Bus Pass

Program

▲ ADA ID card

▲ Trip negotiations

▲ Multi-loading / Increased productivity

▲ Cross-training employees

▲ Created non-profit Vehicle Grant

▲ Changed the eligibility process for Transportation

Disadvantaged program

Ideas Under Review

- ▶ Expand the non-profit Vehicle Grant program
- ▶ Require 24 hour advance notice for next day reservations
- ▶ Implement the *Link* (route deviation service)

Introduction to the *LINK*

Route deviation project would serve:

- ▲ Individuals living in residential areas where fixed route service is not available (to include gated communities)
- ▲ Linking the convenience of transfers to existing Palm Tran fixed routes and Tri-Rail station

To launch in the summer of 2007

Defined Objectives

Program fully funded by FDOT

- ▶ Funded for the first year at \$212,500 with a two-year option
- ▶ Target audience are seniors

Goals

- ▲ Offer an alternative to seniors and ADA certified individuals to move from CONNECTION to the deviation service
- ▲ To test different route concepts for our pilot program
- ▲ To eventually secure funding to expand service beyond it's piloted time frame

Service Design

▲ Service Areas

▲ Service Hours and Days

- Operating 1 to 2 routes per day over a 4 day span of service from Monday through Thursday

- Service operating an hourly schedule for a twelve hour day

The Link Route Map





THE LINK

Connecting communities through transit
Palm Tran
CONNECTION

Palm Beach Gardens

Royal Palm Beach

West Palm Beach

Wellington

Greenwich

Loyton Beach

Delray Beach

Boca Raton

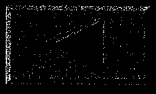
Legend

- Palm Tran Route
- Palm Tran Station
- BCC and Lake Region Routes
- Subway Stop
- Subway Station
- Toll Road
- Major Highway
- Other Roadways
- Hazard Locations
- Hospitals & Medical Centers
- Malls & Shopping Centers
- Colleges & Universities
- Palm Beach International Airport
- Downtown Landmarks
- County Parks & Facilities



Intracoastal Waterway

Atlantic Ocean



The Link Routes

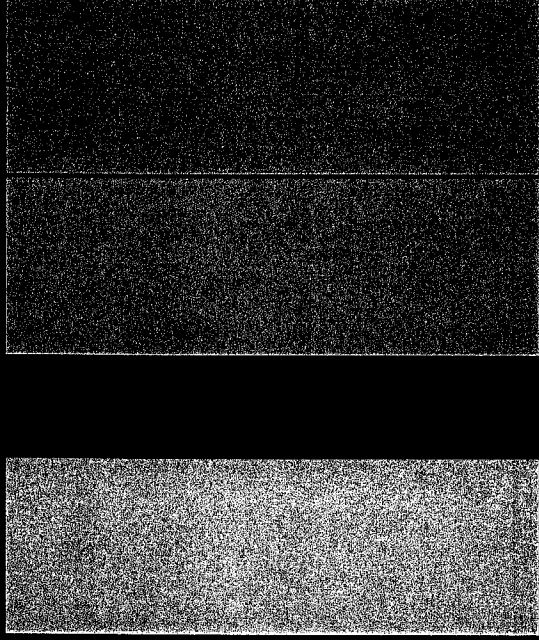
- ▲ - Serving Haverhill between Okeechobee and Northlake
- ▲ **Line Link** - Serving Lyons Road between Lake Worth and Boynton Beach Blvd to Caridad Center
- ▲ **Orange Link** - Serving Westgate and Congress Avenue to Village from Palm Beach Lakes Blvd to 45th Street
- ▲ - Serving Hagen Ranch Road and Jog between Boynton and Delray
- ▲ **Gold Link** - Serving Crestwood between Okeechobee and Southern in Royal Palm Beach
- ▲ - Serving Yamato Road between Boca Raton Tri-Rail and 441
- ▲ - Serving Tequesta from County Line to Indian Town in Jupiter

Draft Schedule

Monday Van 1 Van 2
Tuesday Van 1 Van 2
Wednesday Van 1 Van 2
Thursday Van 1 Van 2

Morning

Afternoon



Items for Board Direction

- ▶ Eliminate or Restrict Fare Subsidies
- ▶ Raise County Senior Transportation Service Age to 75
- ▶ Transportation Disadvantaged Prioritization
- ▶ Amend Provider contract to allow use of cabs when appropriate

The Subsidy Program

▶ 50% of all trips are subsidized

85% of TD trips are subsidized trips

50% of CSTS trips are subsidized trips

Eliminate or Restrict Subsidy

Eliminate Subsidies

- ▶ Estimated annual additional fare recovery is \$600,000 if Subsidies are eliminated.
- ▶ An annual reduction of 10,000 trips due to customers taking less trips is anticipated

Eliminate or Restrict Subsidy

- ▷ No Subsidies

- ▷ Restrict Subsidies

 - Allow Subsidies on one round trip a day

 - Allow Subsidies to one trip a day

 - Allow Subsidy trips during "Off-Peak" hours

 - Allow Subsidy trips during "Off-Peak" days

Increase the Minimum Age for CSTS

Increase Age to 75

- ▲ Program demand would be reduced (new applicants)
- ▲ Anticipate a 5% decrease in Applications and Trips
- ▲ This equates to an approximate decrease of 2,412 trips a year

TD Trip Prioritization

Option 1: Limit Service to Life-Sustaining Trips
(These trips include: medical appointments, pharmacy and grocery shopping, employment and education trips.)

Option 2: Prioritize service to only employment and Life Sustaining trips. All other trips would be performed on a trip available basis. A savings of 2 routes a week would be achieved by moving the trips to “Off-Peak” times.

Incorporate Cabs in service when demand outweighs capacity

Use Taxi Cab services to perform designated paratransit trips.

Taxi Cab services to be utilized for better accessibility.

Allows for greater flexibility.

Questions.....

