

**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS**

WORKSHOP SUMMARY

Meeting Date: September 24, 2013

Department: Palm Tran

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to adopt: a Resolution of the Board of County Commissioners of Palm Beach County, Florida, approving the 2013 update to the Title VI Program for Palm Tran public transportation services; establishing an effective date.

Summary: Palm Beach County is a recipient of Federal Transit Administration (FTA) grants to operate the County's public transportation services, and is obligated to demonstrate compliance with the requirements outlined in Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin. As such, the County submits a formal Title VI Program to the FTA every three (3) years incorporating necessary updates to fulfill all Federal obligations. The last update was submitted in 2010. The 2013 update includes all of the requirements outlined in FTA Circular 4702.1B, which was published on October 12, 2012, and identifies the policies and procedures that will be taken to ensure that Palm Tran provides services without excluding or discriminating on the grounds of race, color or national origin, or without creating additional barriers to accessing services and activities. New requirements for specific policies, standards and monitoring were developed with public participation and must be approved by the Board of County Commissioners prior to submittal to FTA. The County's current Title VI Program expires on November 30, 2013 and the update is required to be submitted to the FTA by October 1, 2013. Countywide (DR)

Background and Justification: New guidelines require grant recipients to submit not only updated information, but also the entire program, and to transition the existing guidelines into quantitative standards. There is also the requirement to perform monitoring of the established standards, gather public input for the adoption of newly required Title VI policies, and obtain final approval of the entire updated program from the governing Board responsible for policy decisions.

Attachments:

1. Resolution
 2. Presentation
 3. 2013 Title VI Program Update
-

Recommended by: Chad Thi FOR CHUCK COHEN 9/10/13
Executive Director Date

Approved By: Sharon G. By 9/12/13
Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

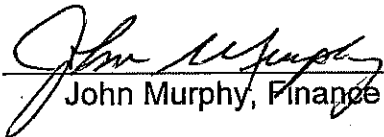
Fiscal Years	2013	2014	2015	2016	2017
Capital					
Expenditures					
Operating Costs					
External Revenues					
Program Income (County)					
In-Kind Match (County)					
NET FISCAL IMPACT					
# ADDITIONAL FTE POSITIONS (Cumulative)		0			

Is Item Included In Current Budget? Yes ____ No X

Budget Account No.: Fund ____ Dept. ____ Unit ____ Object ____
Reporting Category ____


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


C. Departmental Fiscal Review:


John Murphy, Finance Manager

III. REVIEW COMMENTS

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


OFMB 9/11/13
9/11/13


Contract Dev. and Control
9-11-13

B. Legal Sufficiency:


Assistant County Attorney 9/12/13

C. Other Department Review:

Department Director

RESOLUTION NO. R -

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, APPROVING THE 2013 UPDATE TO THE TITLE VI PROGRAM FOR PALM TRAN PUBLIC TRANSPORTATION SERVICES; ESTABLISHING AN EFFECTIVE DATE.

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d *et seq.* and 23 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, Palm Beach County has an agreement with Palm Tran, Inc., a not-for-profit corporation created as an instrumentality of the County, for the purpose of operating and managing the County's public transportation system under the oversight of Palm Beach County's Board of County Commissioners; and

WHEREAS, Palm Beach County receives FTA grants to operate public transportation services and is, therefore, required to demonstrate compliance with federal laws and regulations by submitting a Title VI program update once every three years; and

WHEREAS, Palm Beach County and Palm Tran seek to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; and

WHEREAS, Palm Beach County seeks to promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

WHEREAS, Palm Beach County seeks to ensure meaningful access to transit-related programs and activities by persons with limited English proficiency; and

WHEREAS, pursuant to federal laws and regulations, Palm Beach County's Title VI Program must be considered and approved by the Palm Beach County Board of County Commissioners (Board); and

WHEREAS, an inclusive public participation process, consistent with federal requirements and Palm Beach County policies, was undertaken prior to the Board's consideration of the Title VI Program policies; and

WHEREAS, revisions have been made to Palm Beach County's Title VI Program to reflect recent changes in federal laws and regulations, and to reflect changes in Palm

Tran's operations since the last update, all of which are detailed in the *2013 Title VI Program Update*, dated September, 2013.

NOW, THEREFORE, BE IT RESOLVED, that the Board approves the *2013 Title VI Program Update*, the results of the service/fare equity analysis, the results of the monitoring report, Palm Tran's service policies and the major service change, and its disparate and disproportionate burden policies.

This Resolution shall take effect immediately upon its adoption.

The foregoing Resolution was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____, and upon being put to a vote, the vote was as follows:

Commissioner Steven L. Abrams, Mayor	_____
Commissioner Priscilla A. Taylor, Vice Mayor	_____
Commissioner Hal R. Valeche	_____
Commissioner Paulette Burdick	_____
Commissioner Shelley Vana	_____
Commissioner Mary Lou Berger	_____
Commissioner Jess R. Santamaria	_____

The Mayor thereupon declared the Resolution duly passed and adopted this _____ day of _____, 2013.

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

PALM BEACH COUNTY, FLORIDA
BY ITS BOARD OF COMMISSIONERS
Sharon R. Bock, Clerk and Comptroller

By: _____
County Attorney

By: _____
Deputy Clerk

Palm Beach County Board of County Commissioners

September 2013

Title VI Program Update



Title VI Program Overview

- Authority – Civil Rights Act of 1964
- Objectives for Public Transportation Service
 - Provide in a Nondiscriminatory Manner
 - Provide without Regard to Race, Color, or National Origin
 - Provide Access to Those with Limited English Proficiency
- Update Required Every 3 Years
- Last Update - 2010

Program Requirements

- **Basic Program Requirements**
- **New Program Requirements**



Basic Program Requirements

- Demographic Data
- Title VI Assurances & Complaint Procedure
- Public Participation Plan (PPP)
- Limited English Proficiency (LEP) Plan
- Palm Tran Service Board Representation

Each updated – no further action required

New Program Requirements

- Equity Analysis
- Service Standards
- Service Policies
- Service Monitoring

All Previously Guidelines – Now Requirements

Fare Equity Analysis

- Disparate Impact Analysis
 - Minority Average Share = **-\$0.25**
 - No Disparate Impact
- Disproportionate Burden Analysis
 - Low-income Average Share = **-\$0.10**
 - No Disproportionate Burden

Service Standards & Policies

- **Standards:**
 - On-Time Performance
 - Headway
 - Vehicle Loading
 - Service Availability
- **Policies:**
 - Vehicle Assignment
 - Distribution of Amenities

Service Monitoring

- **Monitor standards and policies**
 - Identify Minority and Non-minority Routes
 - Sample and Analyze Data
 - Test for Disparate Impact to Minority Routes
 - Make Changes as Needed
- **Report outcomes**
 - Report Results to Governing Board and FTA
 - Continue to Monitor and Report

Service Monitoring Outcomes

- On-Time Performance
- Headway
- Vehicle Loading
- Service Availability
- Vehicle Assignment
- Distribution of Amenities

No Disparate Impact – No Further Action Required

Conclusion & Next Steps

- **Title VI Program update complete**
 - Basic Program Requirements Updated
 - New Program Requirements Implemented
 - Monitoring Results Reported to the Governing Board
- **Title VI Program Submission – October 1st FTA**

PALM BEACH COUNTY, FLORIDA

PUBLIC TRANSIT SYSTEM

Provider: PALM TRAN

2013 TITLE VI PROGRAM UPDATE

SUBMISSION TO THE FEDERAL TRANSIT
ADMINISTRATION (FTA)

IN FULFILLMENT OF
REPORTING REQUIREMENTS OUTLINED IN FTA
CIRCULAR 4702.1B (10-1-2012)

and

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

SEPTEMBER 2013

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INTRODUCTION

Palm Beach County, as a designated recipient of the Federal Transit Administration (FTA), submits this Title VI Program in compliance with Title VI of the Civil Rights Act of 1964, and the implementation guidelines found in FTA Circular 4702.1B, published October 1, 2012.

Palm Beach County is the designated recipient of FTA funds for the County's public transit system. In January 1996 the County determined that the interests of the County and the residents were best served if bus transportation and paratransit services in the County were operated and managed by Palm Tran, a not-for-profit corporation created as an instrumentality of the County.

Palm Tran operates fixed-route bus service directly. Thirty-three fixed routes serve areas throughout the County. Service is provided weekdays from 5 a.m. to 10 p.m., on Saturdays from 6 a.m. to 10 p.m., and on Sundays from 8 a.m. to 5 p.m. There is no service on six major holidays. Palm Tran contracts with one private operator for the Palm Tran CONNECTION paratransit service. CONNECTION service is available for ADA-certified customers, and for customers eligible under the County's Division of Senior Services (DOSS) and Transportation Disadvantaged (TD) programs. CONNECTION operates during the same days and hours of service as the fixed routes. The population of the service area is approximately 1.3 million people. The service area is the entire County with Palm Beach County being the largest of the 67 counties in Florida. 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.

The Title VI Program incorporates Chapters III and IV from the FTA Circular 4702.1B published on October 12, 2012; Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The purpose of the program is to describe how Palm Tran, in conjunction with Palm Beach County, will develop and implement Title VI requirements. Its intent is to identify both the steps already taken and any additional steps that will be taken to ensure that, for all programs and activities supported by federal financial assistance, Palm Tran provides services without excluding or discriminating on the grounds of race, color or national origin, or creating additional barriers to accessing services and activities.

Consistent with its commitment to meet FTA regulatory requirements, this plan was prepared in accordance with:

- Title VI of the Civil Rights Act of 1964 and related statutes
- 49 CFR 21
- FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"
- U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 FR 74087 (December 14, 2005)

- DOT Guidance of 2001: To Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries
- Executive Order 13166 of August 11, 2000: Limited English Proficiency (LEP)
- Executive Order 12898 of February 1994: Environmental Justice Executive Order

TITLE VI PROGRAM POLICIES

PURPOSE:

To define the policies and procedures required to effectively comply with the Federal Title VI regulations to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner without regard to race, color or national origin.

POLICIES:

1. **Major Service Change** – It shall be the policy of Palm Beach County to minimize adverse effects of major service changes. Major Service changes are defined as either a 25% change in system-wide service hours or a 25% change in route-level mileage. Major Service changes must undergo an Equity Analysis and be approved by the Palm Tran Service Board.
2. **Equity Analysis (Service and Fare)** – It shall be the policy of Palm Beach County to complete an equity analysis to review the potential adverse effects of proposed changes that could result in an unequal distribution of burdens or benefits to Palm Tran customers. The analysis must be completed for: 1) major service changes, and 2) any fare change. The analysis will look specifically for Disparate Impact to minority populations and Disproportionate Burden to low-income populations. Results of the analysis must be approved by the governing board (Palm Tran Service Board – (PTSB) for Service / Board of County Commissioners – (BCC) for Fare) prior to implementing any fare or major service change.
3. **Disparate Impact** – It shall be the policy of Palm Beach County to minimize adverse effects of fare and major service changes so that they are not borne disproportionately by minority populations. The threshold to determine adverse disparate impact is established at 20% based on the cumulative impact of the proposed fare and/or service change. If disparate impact is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.
4. **Disproportionate Burden** – It shall be the policy of Palm Beach County to minimize adverse effects of fare and major service changes so that they are not borne disproportionately by low-income populations. The threshold to determine disproportionate burden is established at 20% based on the cumulative impact of the proposed fare and/or service change. If disproportionate burden is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.

5. **Service Monitoring**– It shall be the policy of Palm Beach County to ensure that negative impacts on the basis of race, color or national origin do not exist. The Disparate Impact thresholds for Service Standards are as follow:

- a. On-Time Performance: +/- 10% of the average performance of the sampled routes.
- b. Headway: +/- 5 minutes of the average performance of the sampled routes.
- c. Vehicle Load: + 5% of the maximum vehicle load.
- d. Service Availability: +/- 5% of the general measure of route distribution.

Palm Tran will monitor and test the application of the following items at least every three years: Vehicle Assignments, Distribution of Transit Amenities and Service Standards. Palm Tran will analyze the monitoring results and develop corrective action plans as needed. The results of the analysis must be approved by the Palm Tran Service Board.

6. **Vehicle Assignment** - It shall be the policy of Palm Beach County to ensure that the average vehicle age for minority routes are similar to that for Palm Tran's system-wide average vehicle age. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age. If disparate impact is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.

7. **Distribution of Transit Amenities** - It shall be the policy of Palm Beach County to provide bus stop amenities based on ridership, location and connectivity to other bus routes where there is sufficient right-of-way and/or dedicated transit easement.

PROCEDURES:

1. **Major Service Change** – All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Palm Tran Service Board (PTSB) for its consideration and included in Palm Tran's Title VI Program with a record of the action taken by the Board.

Major Service change is defined as either a 25% change in system-wide service hours or a 25% change in route-level mileage.

Prior to Board approval, all major service changes will be subject to an equity analysis that will include an analysis of potential adverse effects to identify whether proposed changes would result in an unequal distribution of burdens or benefits.

EXCEPTIONS: Exceptions to the definition of "Major Service Change"

- I. The introduction or discontinuation of short or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- II. Reassignment of existing route numbers, including splitting or combining two or more routes, will not constitute a new transit route. However, if the reassignment will impact the number of transit revenue hours or the route path, the criteria listed below will be considered. Transit revenue hours refers to the amount of time that a bus is available to carry passengers.

Any aggregate change of 30 percent or less of the number of transit revenue hours of the reassigned routes over a three-year period for the day(s) of the week for which the change is proposed.
- III. The addition of a new transit route. New service on streets not previously used by any route (excluding major arterial streets and streets designated as a trunk route).
- IV. Changes to service on a route with fewer than 10 total trips in a typical service day, unless service on that route is eliminated completely on any such day.
- V. Changes to a "modified" route due to a Major Service change, unless service on that route is eliminated completely.

2. Equity Analysis (Service and Fare)

1) Service Equity Analysis

a. Service Equity Analysis for Minority Populations

- i. Use the major service change policy definition and describe the dataset(s) that will be used in the analysis.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Evaluate the impacts of proposed service changes on minority populations. Specifically, compare the proportion of persons in the protected class who are adversely affected by the service change and the proportion of the persons not in the protected class who are adversely affected.
- iv. Compare existing service to proposed changes and calculate the absolute change as well as the percent change.

- v. Use the **disparate impact threshold** to determine whether the proposed major service change will result in adverse effects that are disproportionately borne by minority populations.
- vi. If a disparate impact is found, alternatives must be reviewed to mitigate the potential impact.
- vii. If a disparate impact is found and the service change is modified, the change must be re-analyzed.
- viii. Service changes that show disparate impact may only be implemented if:
 - A substantial legitimate justification exists: **and**
 - There are no alternatives that would have a less disparate impact on minority riders but would still accomplish legitimate program goals.
- ix. Brief and obtain approval from the Palm Tran Service Board.

b. Service Equity Analysis for Low-Income Populations

Note: Low income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate whether low-income populations will bear a disproportionate burden of the changes.

- i. Use the major service change policy definition and describe the dataset(s) that will be used in the analysis.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Evaluate the impacts of proposed service changes on low-income populations. Specifically, compare the proportion of persons in the protected class who are adversely affected by the service change and the proportion of the persons not in the protected class who are adversely affected.
- iv. Compare existing service to proposed changes and calculate the absolute change as well as the percent change.
- v. Use the **disproportionate burden threshold** to determine whether the proposed major service change will result in adverse effects that are disproportionately borne by low-income populations.

- vi. If a disproportionate burden is found, alternatives must be reviewed to mitigate the potential impact.
- vii. Brief and obtain approval from the Palm Tran Service Board.

2) Fare Equity Analysis

c. Fare Equity Analysis for Minority Populations

- i. Use the fare change definition and describe the dataset(s) that will be used in the analysis.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Determine the number and percent of users of each fare media being changed.
- iv. Review fares before the change and after the change.
- v. Compare the differences for each particular fare media between minority users and overall users.
- vi. Evaluate the impacts on minority populations.
- vii. Use the **disparate impact threshold** to determine whether the proposed fare change (for each media type) will result in adverse effects that are disproportionately borne by minority populations.
- viii. If a disparate impact is found, alternatives must be reviewed to mitigate the potential impact.
- ix. If a disparate impact is found and the fare change is modified, the change must be re-analyzed.
- x. Fare changes that show disparate impact may only be implemented if:
 - A substantial legitimate justification exists; **and**
 - There are no alternatives that would have a less disparate impact on minority riders but would still accomplish legitimate program goals.
- xi. Brief and obtain approval from the Board of County Commissioners.

d. Fare Equity Analysis for Low-Income Populations

Note: Low income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate whether low-income populations will bear a disproportionate burden of the changes.

- i. Use the fare change definition and describe the dataset(s) that will be used in the analysis.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Determine the number and percent of users of each fare media being changed.
- iv. Review fares before the change and after the change.
- v. Compare the differences for each particular fare media between low-income users and overall users.
- vi. Evaluate the impacts on low-income populations.
- vii. Use the **disproportionate burden threshold** to determine whether the proposed major service change will result in adverse effects that are disproportionately borne by low-income populations.
- viii. If a disproportionate burden is found, alternatives must be reviewed to mitigate the potential impact.
- ix. If a disproportionate burden is found and the fare change is modified, the change must be re-analyzed.
- x. Fare Changes that show disproportionate burden may only be implemented if:
 - A substantial legitimate justification exists; **and**
 - There are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish legitimate program goals.
- xi. Brief and obtain approval from the Board of County Commissioners.

3. Service Monitoring – Will be completed once every three years using the following methodology:

1. Use the minority transit route definition and select a sample of minority and non-minority routes.
 2. Assess the performance of each minority and non-minority route in the sample for each service standard and service policy.
 3. Compare transit service observed to the established standards and policies.
 4. Mitigate as needed to ensure service standards and service policies are being met.
 5. Brief and obtain approval from the Palm Tran Service Board.
 6. Submit results of the monitoring program, board approval and backup documentation to the FTA every three years as part of the Title VI Program update.
- 4. Vehicle Assignment** - Bus operators have three periods during the year when they sign-up for their assigned work. This distribution of duties is called a BID. Prior to each operator BID assignment, a baseline vehicle schedule is prepared for the upcoming BID period. Low-mileage vehicles are usually assigned to the Belle Glade Area located 43.4 miles from the main maintenance facility and higher-mileage blocks, to minimize the risk of breakdowns. High Capacity (Articulated) buses are assigned based on ridership needs. Vehicle assignment is based on the size of the vehicle (some routes have size restrictions due to turn radius and barrier restrictions) and the passenger loads on each particular route. New vehicles replace those buses that have met their useful life, and new buses are distributed to the locations where replacements are needed.

On a daily basis, the Maintenance Department makes adjustments to the baseline vehicle schedule according to maintenance needs. For the purposes of Title VI service monitoring, Palm Tran calculates the average vehicle age for each route, and aggregates this data into an average vehicle age for all minority routes. Palm Tran's Title VI goal is for the average vehicle age for minority routes to be similar to that for Palm Tran's overall system. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age.

All vehicles on the fleet are low floor buses equipped with air conditioning.

- 5. Distribution of Transit Amenities** - Installation of transit infrastructure/amenities along bus routes is based on the number of average daily passenger boardings derived from Automatic Passenger Counters, and location and connectivity to other bus routes. Placement is dependent on sufficient right-of-way and/or dedicated transit easement to ensure the Bus Stop infrastructure is ADA accessible and in adherence to Federal ADA Standards and applicable Florida Statutes.

Shelters and Benches

Locations for advertisement-supported shelters and benches are suggested by a contractor(s) and follow the guidelines established in the current Florida Accessing Transit Design Handbook for Florida Bus Passenger Facilities. Municipalities with a non-advertising ordinance(s) provide bus shelters within their boundaries and are encouraged to follow the above guidelines.

Provision of Information

Bus Stop Signage includes:

1. Standard 12 x 24 inch bus stop sign containing:
 - a. Palm Tran logo
 - b. Customer Service Telephone Number
 - c. Unique Bus Stop Number for each specific bus stop
 - d. Palm Tran Routes served at this specific bus stop
2. Standard reflector
3. Braille/Tactile Bus Stop identifier
4. System maps are placed in all Palm Tran provided bus shelters
5. Waste receptacles are placed adjacent to all Palm Tran provided bus benches and shelters
6. Route Specific schedules and maps are initially provided on the bus stop channel at all designated time points/nodes

Palm Tran maintains a WGS 1984 database of all bus stops and associated infrastructure.

TITLE VI NOTICE TO THE PUBLIC

This notice is posted in English, Spanish and Creole

Title VI Civil Rights Assurance

Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (Title VI). If you want more information on Palm Tran's nondiscrimination policy you may request additional information by submitting a written request to Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407-4618.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint and submit it to Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407-4618.

How to File a Title VI Complaint:

Your complaint should be made in writing and submitted to Palm Tran within 180 days from the date of the alleged discrimination. You should also include the following information with your complaint:

1. Your name.
2. Your address and information as to how Palm Tran should contact you (e.g., your telephone number, e-mail address, home address, etc.).
3. A description of the discriminatory act or incident(s). You should describe how, why, when and where you believe you were discriminated against and provide the location, names and contact information of any witnesses.
4. You must sign your complaint. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please identify any other individuals who were involved or observed the incident. Be sure to explain how other persons were treated differently from you.

If you are unable to submit a written complaint, you may request assistance from Palm Tran. Please contact Palm Tran's Title VI Office at (561) 841-4200.

Palm Tran strives to promptly investigate complaints. Palm Tran will address any complaint indicating a failure on Palm Tran's part to comply with Title VI, and will endeavor to notify the complainant of the action it proposes or will take to resolve the complaint. Complaints which do not suggest a failure to comply with Title VI or which lack sufficient information to address may be closed by Palm Tran.

The Public Notification is posted in all buses, and Palm Tran's Rider's Guide, which includes the bus routes and schedules.

<http://www.palmtran.org> Located in the Directory under Palm Tran Information.

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This is the format used for display in all the buses.

Title VI Civil Rights Assurance

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Titulo VI Garantía Derechos Civiles

Palm Tran esta comprometido a asegurar que ninguna persona sea excluida de la participación dentro, o negado los beneficios de sus servicios en base a raza, color u origen nacional como protegido por el Título VI del Acto de Derechos Civiles del 1964, como enmienda (Titulo VI). Si usted quiere mas información en la póliza no discriminatoria de Palm Tran usted puede pedir información adicional al someter un pedidio por escrito a Palm Tran, Titulo VI, 3201 Electronics Way, West Palm Beach, FL 33407.

Si usted cree que ha sido objeto de discrimin bajo el Titulo VI, usted puede archivar una queja escrita y someterla a Palm Tran, Titulo VI, 3201 Electronics Way, West Palm Beach, FL 33407.

Como Archivar una Queja de Título VI:

Su queja debe ser hecha por escrito y sometida a Palm Tran dentro de 180 días de la fecha del discrimin alegado. Usted debe incluir también la siguiente información con su queja:

- 1. Su nombre
- 2. Su dirección e información de como Palm Tran debe contactarle (e.g., su numero de teléfono, correo electrónico, dirección de casa, etc.).
- 3. Una descripción del incidente o acto(s) discriminatorio. Usted debe describir como, por que, cuando y donde usted cree que fue discriminado en contra y proveer localidad, nombres e información de contacto de algunos testigos.
- 4. Usted debe firmar su queja. Por favor explique lo más claro posible que paso, por que usted cree que paso, y como usted fue discriminado en contra. Por favor identifique a cualquier otro individuo quien estuvo envuelto u observo el incidente. Asegúrese de explicar como otras personas fueron tratadas diferentes a usted.

Si usted no puede someter una queja escrita, usted puede pedir asistencia de parte de Palm Tran. Por favor contacto a la Oficina de Palm Tran Titulo VI al 841-4200.

Palm Tran se esfuerza en investigar quejas puntualmente. Palm Tran tratara a cualquier queja que indique un fallo de parte de Palm Tran para cumplir con el Título VI, y se esforzara a notificar la queja de la acción propuesta o que tome para resolver la queja. Quejas que no sugieran una falla a cumplir con el Título VI o que les falte suficiente información para ser tratadas pueden ser cerradas por Palm Tran.

Tit VI Asirans pou Dwa Sivil

Palm Tran pwan anejeyman pou li asire ke tout moun patisipe a ke yo pa realize benefis sèvis Palm Tran sou baz de koulè, ras, nasyonalite kòm Title VI of the Civil Rights Act of 1964, chènge kòm (Title VI) pwoteje. Si ou te bezwen enfòmasyon sou lwa Palm Tran kont diskriminasyon ou kapab mande plis enfòmasyon si ou soumèt a lekri yon deman a Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407.

Si ou kwè ke yo te diskriminen kont ou selon Title VI, ou kapab pote yon plant a lekri e soumèt li a Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407.

Kòman pou ou ranpli yon plant anba Title VI:

Ou dwe bay plant ou an a lekri bay Palm Tran ant 180 jou de dat ke ou pense ke yo te diskriminen kont ou a. Ou dwe mete enfòmasyon sa yo tou ak plant ou an:

- 1. Non ou,
- 2. Adrès ou ak enfòmasyon kòman Palm Tran dwe kontakte ou (tankou, nimewo telefòn ou, adrès e-mail ou, adrès lakay ou, èksètera).
- 3. Yon deskripsyon de sa yo te fè ki te diskriminen kont ou a. Ou dwe deklè kòman, pou ki sa, ki fè e kote ou kwè ke yo te diskriminen kont ou e bay ki kote, non moun-yo, e enfòmasyon pou kontakte nenpòt temwen ki te wè sa ki te pase yo.
- 4. Ou dwe siyen plant ou an. Tanpwi esplike kòman koman sa te pase, pou kisa ou kwè ke li te pase, e kòman yo te diskriminen kont ou. Tanpwi idantifye nenpòt lòt individ ki te enplike ou byon ki te wè ensidan an. Fè si ke ou esplike kòman yo te trata lòt moun-n yo ke yo pat trata ou menm jan an.

Si ou pa kapab pote plant ou a lekri, ou kapab mande ed nan men Palm Tran. Tanpwi kontakte Biwo Palm Tran's Title VI nan 841-4200.

Palm Tran fè tout sa yo kapab pou yo men-non envestigasyon sou plant yo to swil. Palm Tran ap adrese nenpòt plant ki montre ke Palm Tran pa opere selon Title VI, e eseye notifye moun-n ki pote plant nan ak aksyon ke yo pwopoze ou byon ke yo pwat pwan pou rezoud pwoblèm nan. Plant sa yo ki pa montre ke Palm Tran te vyole Title VI ou byan ki pa genyen asa enfòmasyon pou yo adrese, Palm Trans ap fèmen yo.

This is the format used for the Rider's Guide.

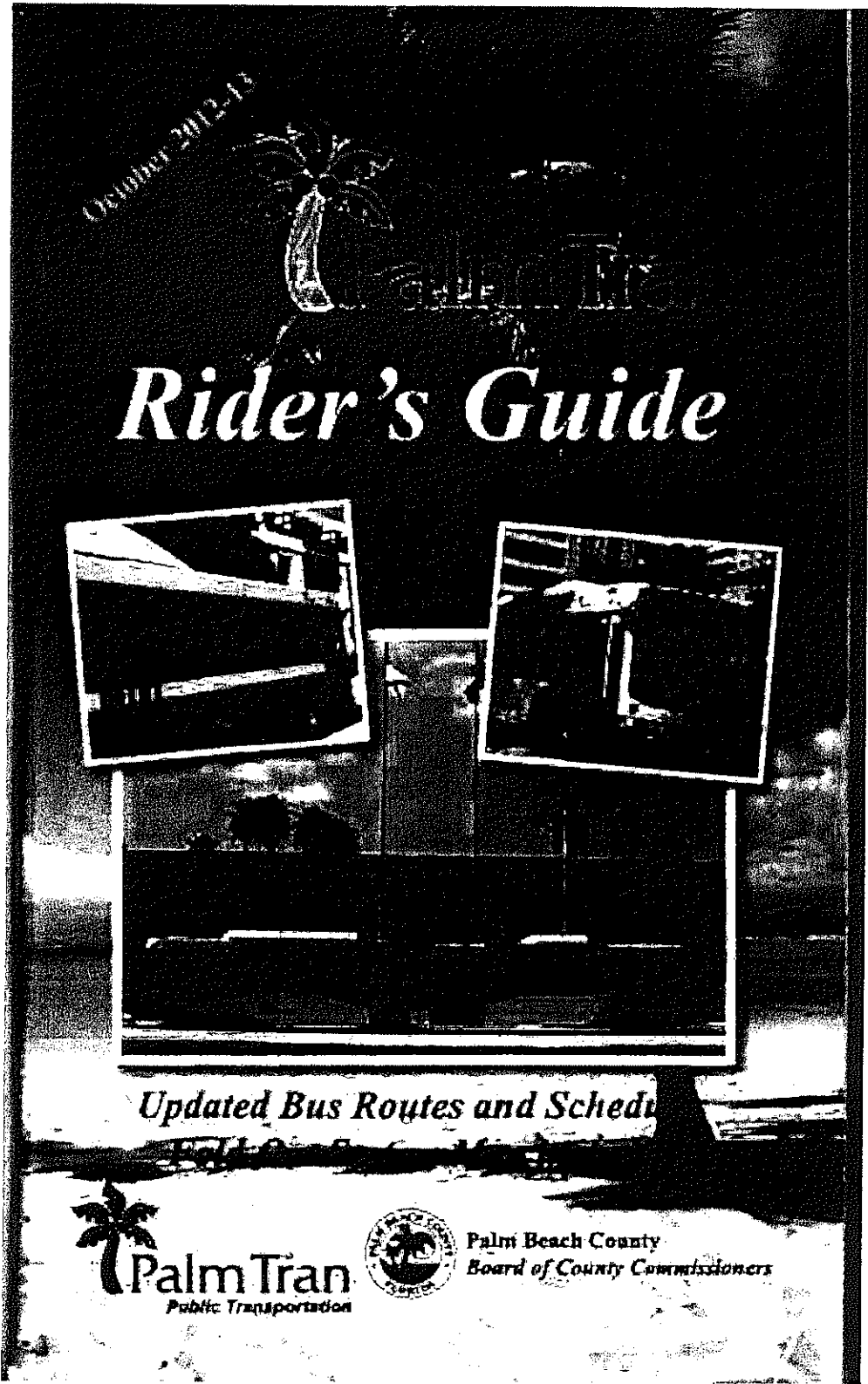


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Title VI Civil Rights Assurance

Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (Title VI).

If you want more information on Palm Tran's nondiscrimination policy you may request additional information by submitting a written request to Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint and submit it to: Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407.

How to File a Title VI Complaint:

Your complaint should be made in writing and submitted to Palm Tran within 180 days from the date of the alleged discrimination. You should also include the following information with your complaint:

1. Your name.
2. Your address and information as to how Palm Tran should contact you (e.g., your telephone number, e-mail address, home address, etc.).
3. A description of the discriminatory act or incident(s).

You should describe how, why, when and where you believe you were discriminated against and provide the location, names and contact information of any witnesses.

4. You must sign your complaint.

Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please identify if possible, any other individuals who were involved or observed the incident. Be sure to explain how other persons were treated differently from you.

If you are unable to submit a written complaint, you may request assistance from Palm Tran.

Please contact Palm Tran's Title VI Office at 841-4200.

Palm Tran strives to promptly investigate complaints. Palm Tran will address any complaint indicating a failure on Palm Tran's part to comply with Title VI, and will endeavor to notify the complainant of the action it proposes or will take to resolve the complaint. Complaints which do not suggest a failure to comply with Title VI or which lack sufficient information to address may be closed by Palm Tran.

English

Route 60 Weekday Ruta 60 Semana Rout 60 Lasemén

EASTBOUND ESTE / LÉS

① Greenacres WIC Center Bus Stop #4581	② Purdy & Haverhill Bus Stop #5310	③ Purdy & Military Bus Stop #5313	④ Lillian & Congress Bus Stop #643	⑤ Congress & Greenbriar Bus Stop #644
530	535	537	540	547
630	635	637	640	647
730	735	737	740	747
830	835	837	840	847
930	935	937	940	947
1030	1035	1037	1040	1047
1130	1135	1137	1140	1147
1230	1235	1237	1240	1247
130	135	137	140	147
230	235	237	240	247
330	335	337	340	347
430	435	437	440	447
530	535	537	540	547
630	635	637	640	647

WESTBOUND OESTE / LOUÉS

⑤ Congress & Greenbriar Bus Stop #837	④ Lillian & Congress Bus Stop #5393	③ Purdy & Military Bus Stop #5405	② Purdy & Haverhill Bus Stop #5408	① Greenacres WIC Center Bus Stop #4581
547	550	555	557	620
647	650	655	657	720
747	750	755	757	820
847	850	855	857	920
947	950	955	957	1020
1047	1050	1055	1057	1120
1147	1150	1155	1157	1220
1247	1250	1255	1257	1320
147	150	155	157	220
247	250	255	257	320
347	350	355	357	420
447	450	455	457	520
547	550	555	557	620

Route 73 Weekday Route 73 Sembrar Route 73 Llanero

EASTBOUND ESTE / LÈS

① Boynton Beach & Military Bus Stop #6749	② Boynton Beach Mall Bus Stop # 687	③ Boynton Beach & Federal Bus Stop #1040
605	655	705
715	755	805
830	855	905
930	955	1005
1035	1055	1105
1135	1155	1205
1230	1255	1305
130	150	205
215	255	305
335	355	405
435	455	505
535	555	605
635	655	705

WESTBOUND OESTE / LOUÈS

① Boynton Beach & Federal Bus Stop #6749	② Boynton Beach Mall Bus Stop # 687	③ Boynton Beach & Military Bus Stop #1170
605	625	635
715	725	735
830	825	835
930	925	935
1035	1025	1035
1135	1125	1135
1230	1225	1235
130	125	135
205	225	235
305	325	335
435	425	435
535	525	535
635	625	635
735	715	725

Titulo VI Garantía Derechos Civiles

Palmer Transit está comprometido a asegurar que ninguna persona sea excluida de la participación dentro, o negando los beneficios de sus servicios en base a raza, color u origen nacional como protegido por el Título VI del Acto de Derechos Civiles del 1964, (como enmendado) (Título VI). Si usted quiere más información en la política no discriminación de Palmer Transit, usted puede pedir información adicional al presentar un pedido por escrito a Palmer Transit, Título VI, 3201 Electronic Way, West Palm Beach, FL 33407.

Si usted cree que ha sido sujeto de discriminación bajo el Título VI, usted puede escribir una queja escrita y presentarla a Palmer Transit, Título VI, 3201 Electronic Way, West Palm Beach, FL 33407.

Como Asignar una Queja al Título VI

Se puede hacer un escrito por escrito y enviarlo a Palmer Transit dentro de los 180 días de la fecha del discriminación alegada. Usted debe incluir también la siguiente información con su queja:

1. Su nombre.
2. Su dirección e información de contacto Palmer Transit donde contestarle.
(e.g., en términos de teléfono, correo electrónico, dirección de casa, etc.).
3. Una descripción del incidente o su(s) discriminación(es). Usted debe describir cómo, por qué, cuándo y dónde usted cree que fue discriminado en contra y proveer localización, nombres e información de contacto de algunas testigos.
4. Usted debe describir su queja. Por favor explique lo más claro posible qué pasó, por qué usted cree que pasó, y cómo usted fue discriminado en contra. Por favor identifique a cualquier otra individuo quien estuvo involucrado o observó el incidente. Asignar un número de caso para su queja.

Si usted no puede presentar una queja escrita, usted puede pedir asistencia de parte de Palmer Transit. Por favor contactar a la Oficina de Palmer Transit Título VI al 347-4300.

Palmer Transit se esfuerza en investigar quejas personalmente. Palmer Transit responde a cualquier queja que indique un acto de parte de Palmer Transit para cumplir con el Título VI y se esfuerza a resolver la queja de la acción apropiada a que tome para resolver la queja. Quejas que no sugieren una falta a cumplir con el Título VI o que son falta información para ser resueltas pueden ser cerradas por Palmer Transit.

Spanish

Tit VI Asirans pou Dwa Sivil

Palm Tran pwan angajman pou li asire ke tout moun patisipe e ke yo pa rete benefis sèvis Palm Tran sou baz de koulè, ras, nasyonaltite kòm Title VI of the Civil Rights Act of 1964, change kòm (Title VI) pwoteje. Si ou te bezwen enfòmasyon sou lwa Palm Trans kont diskriminasyon ou kapab mande plis enfòmasyon si ou soumèt a lekri yon deman a Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407.

Si ou kwè ke yo te diskriminen kont ou selon Title VI, ou kapab pote yon plent a lekri e soumèt li a Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407.

Kòman pou ou ranpli yon plent anba Title VI:

Ou dwe bay plent ou an a lekri bay Palm Tran ant 180 jou de dat ke ou panse ke yo te diskriminen kont ou a. Ou dwe mete enfòmasyon sa yo tou ak plent ou an:

1. Non ou.

2. Adrès ou ak enfòmasyon kòman Palm Tran dwe kontakte ou (tankou, nimewo telefòn ou, adrès e-mail ou, adrès lakay ou, eksetera).

3. Yon deskripsyon de sa yo te fè ki te diskriminen kont ou a. Ou dwe deklè kòman, pou ki sa, ki lè e kote ou kwè ke yo te diskriminen kont ou e bay ki kote, non moun yo, e enfòmasyon pou kontakte nenpòt tèmwen ki te wè sa ki te pase ya.

4. Ou dwe siyen plent ou an. Tanpri espèke kièman kòman sa te pase, pou kisa ou kwè ke li te pase, e kòman yo te diskriminen kont ou. Tanpri idantifye nenpòt lòt individi ke te enplike ou byen ki te wè ensidan an. Fè si ka ou espèke kòman yo te trete lòt moun-n yo ke yo pat trete ou menm jan an.

Si ou pa kapab pote plent ou a lekri, ou kapab mande ed nan man Palm Tran. Tanpri kontakte Bhwa Palm Tran's Title VI nan 841-4200.

Palm Tran fè tou sa yo kapab pou yo men-nen anvestigasyon sou plent yo to swit. Palm Tran ap adrese nenpòt plent ki montre ke Palm Tran pa opere selon Title VI, e eseye notifiye moun-n ki pote plent nan ak aksyon ke yo pwopoze ou byen ke yo pral pwan pou rezoud pwoblèm nan. Plent sa yo ki pa montre ke Palm Tran te vyole Title VI ou byen ki pa genyen ase enfòmasyon pou yo adrese, Palm Trans ap fèmen yo.

Creole

Route 80 Sunday Ruta 80 Domingo - Rout 80 Dimanch

SOUTHBOUND SUR / SID

① Delray Square Bus Stop #1111	② Lake Ida & Congress Bus Stop #7316	③ Atlantic & 5th Bus Stop #7324	④ Plaza at Delray Bus Stop #6367	⑤ Lake Delray Apartments Bus Stop #7405	⑥ Linton & Congress Bus Stop #711	⑦ Delray Medical Center Bus Stop #6425
A.M.						P.M.
930	940	945	955	905	913	925
1030	1040	1045	1055	1005	1013	1025
1130	1140	1145	1155	1105	1113	1125
1230	1240	1245	1255	1205	1213	1225
130	140	145	155	105	113	125
230	240	245	255	205	213	225
325	335	340	350	305	313	325
				400	408	420

NORTHBOUND NORTE / NO

⑦ Delray Medical Center Bus Stop #6425	⑥ Linton & Congress Bus Stop #782	⑤ Lake Delray Apartments Bus Stop #7405	④ Plaza at Delray Bus Stop #6367	③ Atlantic & 5th Bus Stop #7381	② Lake Ida & Congress Bus Stop #7369	① Delray Square Bus Stop #1111
A.M.						P.M.
930	942	950	900	910	915	925
1030	1042	1050	1000	1010	1015	1025
1130	1142	1150	1100	1110	1115	1125
1230	1242	1250	1200	1210	1215	1225
130	142	150	100	110	115	125
230	242	250	200	210	215	225
325	337	345	355	305	315	325
				405	410	420

TITLE VI COMPLAINT PROCEDURES - for the Public

The notice to the public reads:

How to File a Title VI Complaint:

Your complaint should be made in writing and submitted to Palm Tran within 180 days from the date of the alleged discrimination. You should also include the following information with your complaint:

1. Your name.
2. Your address and information as to how Palm Tran should contact you (e.g., your telephone number, e-mail address, home address, etc.).
3. A description of the discriminatory act or incident(s). You should describe how, why, when and where you believe you were discriminated against and provide the location, names and contact information of any witnesses.
4. You must sign your complaint. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please identify any other individuals who were involved or observed the incident. Be sure to explain how other persons were treated differently from you.

If you are unable to submit a written complaint, you may request assistance from Palm Tran. Please contact Palm Tran's Title VI Office at (561) 841-4200.

TITLE VI COMPLAINT PROCEDURES – Palm Tran

POLICY:

It is the policy of Palm Tran to ensure compliance with Title VI requirements and guidelines for Federal Transit Administration (FTA) recipients. The policies and procedures defined here are in accordance with the requirements established by the October 1, 2012 FTA Circular 4702.1B, based on 49 CFR Part 21, Title VI regulations.

PROCEDURES:

I. Investigating Fixed Route Title VI Complaints

It is the policy of Palm Tran to ensure that no customer is denied service based on any one of the protected classifications identified under Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Palm Tran may file a Title VI complaint by contacting our Customer Service Center or by mailing in our Title VI Complaint Form

Palm Tran will investigate complaints received no more than 180 days after the alleged incident. The Complaining Party (CP) will receive an acknowledgement letter confirming that the complaint will be investigated. Palm Tran has 30 days to investigate the complaint. If more information is needed to resolve the case, Palm Tran may contact the CP. The CP has 14 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the CP or does not receive the additional information within 14 business days, Palm Tran can administratively close the case. A case can be administratively closed also if the CP no longer wishes to pursue their case.

At the conclusion of the investigation, the CP will receive one of two letters: a Closure Letter (CL) or a Letter of Finding (LOF). A CL will summarize the allegations and state that there was not a Title VI violation and that the case will be closed. An LOF will summarize the allegations and the interviews, explain whether any disciplinary action was taken, detail any follow-up training required for the staff member(s) and any other action that will occur.

1. It shall be the responsibility of the Outreach Manager to classify Title VI customer complaints as 'priority' and forward them to the Marketing Manager and Assistant Operations Manager for processing and investigation, respectively.
2. It shall be the responsibility of the Marketing Manager to coordinate all correspondence with the Complaining Party (CP), including, but not limited to the Notification of Investigation and Closure Letter if no finding is made. The Marketing Manager shall also be responsible for coordinating delivery of the Title VI Complaint form if it has not already been obtained by the CP.
 - a. The Notification of Investigation will be sent within five days of initial contact from the Complaining Party.
 - b. The Closure Letter will be sent to the Complaining Party within five days of the completion of the investigation.
3. It shall be the responsibility of the Assistant Operations Manager to coordinate all aspects of the investigation, including but not limited to interviews with staff members and review of audio/video or other evidence.
 - a. Investigations will be completed within ten days of initial contact from the Complaining Party.
 - b. Request for time extensions will be directed to the Marketing Manager as needed.
4. It shall be the responsibility of the EEO Officer to coordinate delivery of a Letter of Finding (LOF) to the CP when discrimination complaints are substantiated. The LOF will be sent to the CP within five days of the completion of the investigation.

II. Tracking Fixed Route Title VI Complaints

It is the policy of Palm Tran to ensure compliance with tracking requirements for Title VI investigations, complaints and lawsuits.

1. It shall be the responsibility of the Outreach Manager to track Title VI complaints in the COM system. Quarterly reports shall be sent to the Marketing Manager for reconciliation.
2. It shall be the responsibility of the Marketing Manager to track Title VI investigations and lawsuits. The list shall include the date the investigation or lawsuit was filed, summary of the allegation and status of the investigation or lawsuit. This list shall be included in the Title VI Program submitted to FTA every three (3) years.

III. Public Access to Fixed Route Title VI Procedures

It is the policy of Palm Tran to ensure that the Title VI complaint form and procedure for filing a complaint are available to the public through our website.

1. It shall be the responsibility of the Information Technology Manager to publish the Title VI complaint form procedure for filing a complaint to Palm Tran's Internet website (www.palmtran.org)
2. It shall be the responsibility of the Marketing Manager to publish the Title VI Assurance in the Rider's Guide.
3. It shall be the responsibility of the Maintenance Manager to post the Title VI Assurance is all new buses.

TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The following pages have the complaint form forwarded to anyone who contacts Palm Tran by phone with a complaint of discrimination because of their race, color, or national origin.

Palm Tran customers can also access this form on our website at:
<http://www.palmtran.org>



Title VI Complaint Form
(Telephone number varies from Department to Department)

Case Number _____

Note: We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please let us know. If you are not able to complete the form personally, the Title VI Coordinator will assist you to do so at a mutually convenient time. Simply call _____ to make your request. If the Title VI Coordinator assists you in completing the form, you will still need to sign it to validate the information provided.

Are you filing this complaint on your own behalf? **YES** ☐ **NO** ☐
(If you answered YES to this question, go to item 2. If you answered NO to this question, go to item 1.)

1. Please provide the name of the person for whom you are complaining:

Name of complainant _____
Street Address _____
City, State and Zip Code _____
Telephone Number – home (____) _____ business (____) _____

2. Information about the Person discriminated against

Name _____
Street Address _____
City, State, and Zip Code _____
Telephone Number (____) _____

3. What is the name and location of the person/department that you believe discriminated against you?

Name _____
Street Address _____
City, State, and Zip Code _____
Telephone Number (____) _____

4. Which of the following best describes the reason you believe discrimination took place? Was it because of your:

a. Race ☐ b. Color ☐ c. National Origin ☐

5. What date did the alleged discrimination take place?

(Must be within the past 180 days)

6. In your own words, describe the alleged discrimination. Explain what happened, and whom you believe was responsible. Be sure to include how other persons were treated differently than you.

(Use more sheets or the back of this page, if needed)

7. (For internal complaints only) Have you tried to resolve this complaint through internal grievance procedures at Palm Tran? YES ☐ NO ☐
(If you answered NO to this question, go to item 8.)

If yes, what is the status of the grievance?

Name and title of the person who is handling the grievance procedure.

Name _____ Title _____

8. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? (If NO please go to item 10) YES ☐ NO ☐

If yes, check all that apply: Federal agency _____ Federal court _____ State court _____
State agency _____ Local agency _____



9. Please provide information about a contact person at the other agency/court where the complaint was filed.

Name _____

Street Address _____

City, State, and Zip Code: _____

Telephone Number (____) _____

10. Has the Title VI complaint been filed with the Palm Tran before?

YES ☐ NO ☐

If yes, when? Date _____

11. Have you filed any other discrimination complaints with the Palm Tran?

YES ☐ NO ☐

If yes, when and against whom were they filed?

Date _____

Agency _____

Street Address _____

City, State, and Zip Code _____

Telephone Number (____) _____

12. Please sign and date this form below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

If this form was completed by someone other than the complainant, please provide information about who assisted the citizen with this document and why.

*Please submit this form to: Palm Tran – Title VI Complaints,
3201 Electronics Way, West Palm Beach, FL 33407*

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Palm Tran closely monitors the customer service phone line; and has detailed procedures to follow up on all complaints.

All calls are classified and sent to the appropriate department for immediate action and follow up. While there are calls that are classified as Title VI complaints (calls alleging discrimination), after proper investigation none of the complaints have been validated as a Title VI violation.

Palm Beach County has no records of lawsuits alleging Title VI violations in years 2011, 2012 and 2013.

The following pages list the complaints classified as Title VI at the time the caller contacted Palm Tran, the follow-up information and the outcome of the investigation.

TITLE VI COMPLAINT TRACKING LOG

TRACKING #	DATE RCVD	COMPLAINT	UPDATE
62286	10/17/12	Race discrimination	Sent correspondence, follow up letters. No response after 10 days. Complaint closed. Letter sent 1/7/13 Administratively CLOSED
63859	11/12/12	Age discrimination	Sent correspondence, follow up letter past 10 days. Complaint was investigated and was found invalid; letter sent registered letter came back as unclaimed. Administratively CLOSED 1/7/13.
64371	11/19/12	Race	Sent correspondence. Not valid after investigation, letter sent driver spoken to ref. the scooter. Close out letter sent 1/7/13. Administratively CLOSED
65096	11/20/12	Student re ID	Sent correspondence. Not valid after investigation. Administratively CLOSED letter sent 1/7/13
65775	12/10/12	Race	Taken off the bus by a security officer. Her packets keep coming back due to insufficient address. We emailed the info along with a photo showing the wrong address on 1/29/13. Complaint found invalid after investigation, however policies were not adhered to. Driver was counseled. Emailed close out letter 1/29/13. Administratively CLOSED
66357	12/17/12	Race discrimination	Packet letter sent on 1/9/13 certified mail. Send back as not claimed, however, After investigation the letter of no finding was also sent certified and signed for on 2/9/13. Administratively CLOSED
73048	1/4/13	Race discrimination	Packet sent out on 2/7/13 certified mail. Complaint form received on 2/19/13. Gave copy of complaint form to Jeannie Rougeau on 2/19/13. After investigation, letter of no findings sent on 2/22/13 certified. Administratively CLOSED
72689	2/7/12	Discrimination	Packet sent certified mail on 2/8/13. After investigation, Letter of no findings was sent certified on 2/19/13. Administratively CLOSED
73174	2/7/13	Race discrimination	Packet sent certified mail on 2/11/13. Investigation completed, no finding letter sent 2/25/13. Certified letter came back unclaimed on 3/13 Administratively CLOSED

TRACKING #	DATE RCVD	COMPLAINT	UPDATE
74841	3/2/13	Race discrimination	Packet sent on 3/12/13. Investigation completed, no finding letter sent on 3/26/13 certified mail. Administratively CLOSED
75632/75635	3/21/13	Race discrimination	Packet sent certified mail on 3/26/13. No response from the passenger. Investigated, no findings. Letter of no findings sent on 4/15/13. Administratively CLOSED
76113	3/29/13	Race discrimination	Packet sent on 3/29/13. Investigation still being conducted. Passenger was taken off the bus by police officer, altercation with driver over a fare not being paid. Complaint form not returned within 14 days. Letter was returned to Palm Tran "unclaimed". No finding, however driver was counseled with a written reprimand re getting out of his seat Administratively CLOSED
77800	4/23/13	Race discrimination	Initial packet sent on 4/25/13 certified mail. Customer sent back the completed complaint form on 5/89/13. Complaint was investigated and no findings of race discrimination was not found. However the driver was spoken to ref. the Title VI policy. Letter of no findings sent to the passenger certified mail. Administratively CLOSED
80189	6/12/13	Race discrimination	Packet sent on 6/12 was returned to my attention on 7/3 as unclaimed. Resent regular mail. No response. Letter of no finding sent certified as well as regular mail on 7/25/13. Administratively CLOSED
80326	6/17/13	Race discrimination	Packet sent on 6/18/13 certified mail. Complaint form received via fax on 6/21 from passenger, hard copy via mail received on 6/24. Investigation had already started on 6/18. Video pulled and investigated by Ed Cox and there is no validity that the operator was letting Caucasian passengers on the bus before people of color. Operator was interviewed operator also filed an incident report. Letter of no finding sent on 6/25/13. Administratively CLOSED
80720	6/28/13	Race discrimination	Received complaint form on June 30 from Claudia Pereira Connection CS. No contact information on the form, requested contact information on 7/1 and called the passenger at 10:08 am on 7/3. Have not received a returned call. Cannot process due to no mailing address. As of 7/9 J.R. will investigate regardless. Complaint investigated revealed no findings,

			however non related title VI issues were violated driver spoken to. Passenger never returned my call pertaining to an address or email, therefore no additional letters were sent Administratively CLOSED CLOSED.
TRACKING #	DATE RCVD	COMPLAINT	UPDATE
80899	7/13/13	Race discrimination	Passenger left numerous complaints centering on the same complaint. All were investigated by JR. No findings, however many infractions on the driver. Driver counseled. Letter of no finding sent registered on 7/25.13. Administratively CLOSED.
81116	7/17/13	Race discrimination	Invalid due to the wrong information given to the CSR by the passenger. LF called customer to obtain further info and it was not clear. Passenger confused, there was a complaint but not about discrimination. No finding. Administratively CLOSED.

PUBLIC PARTICIPATION PLAN

INTRODUCTION

This Public Participation Plan (PPP) was developed to ensure that prior to implementing adjustments to fares, services and routes of the Palm Tran System, appropriate public comment is solicited and considered in accordance with applicable federal, state and local law. This PPP also identifies strategies and processes to ensure effective public and stakeholder notice and participation, as appropriate, in Palm Tran transportation planning activities.

Sound policy and service delivery decisions need to take into consideration community sentiment and public opinion based on well-executed outreach efforts. The public outreach strategies described herein are designed to provide the public with effective access to information about Palm Tran's fixed route bus and paratransit service and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to service or fares.

Palm Tran also recognizes the importance of many types of stakeholders in decision-making processes, including other units of government, the Metropolitan Planning Organization (MPO), Community Based Organizations (CBOs), major employers, passengers and the general public, including its low income, minority and Limited English Proficiency (LEP) members.

Public Participation Program Principles

Palm Tran's Public Participation Program will be governed by a set of principles. While the guidelines may be adjusted or revised to respond to external influences or needs, the principles will remain sound. They are:

Public involvement shall:

- Be early and continuous
- Provide for full public involvement and access to key decisions
- Provide a process for seeking out and considering the needs of traditionally underserved groups
- Provide for periodic evaluation for effectiveness
- Be requested with the publication of legal notices and public hearings (as required) to obtain public input regarding transportation projects
- Be accessible, every effort will be made to enhance the accessibility of the public's participation - physically, geographically, temporally, linguistically and culturally
- Be clear, focused, understandable and relevant
- Ensure reasonable public access with the use alternative tools to allow for public participation, these can range from telephone hotlines, websites, printed material, and providing addresses for public comment on proposed plans of action, as well as distributing multi-lingual publications.

- Make use of Smaller Information Group Meetings and Discussions –People feel more comfortable asking questions and expressing their concerns in a smaller, informal meeting than a large public forum.

Palm Tran Service Board (PTSB)
PTSB - Paratransit Subcommittee
PTSB - Planning Subcommittee

The PPP endeavors to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low income, minority and LEP groups, to comment, as appropriate and as required by applicable law, on proposed adjustments to fares, services and routes of the Palm Tran System.

METHODS FOR ACHIEVING PUBLIC PARTICIPATION AND PROVIDING NOTICE AND GENERATING AWARENESS ABOUT COMMUNITY MEETINGS AND PUBLIC HEARINGS

The methods of public participation included in this PPP were developed based on best practices employed by other leading public transportation systems in the country and guidance provide by publication from the Federal Transit Administration (FTA).

Palm Tran intends to achieve meaningful public participation by a variety of methods with respect to changes to Palm Tran service, and/or fare changes. These include Public Hearings, Public Notices, and alternative methods to gather public comment from those unable to participate in the public hearings.

Palm Tran in developing the Transportation Development Plan (TDP) has already and will in the future also conduct other types of Community Meetings and Listening Sessions as appropriate with passengers, employers, CBOs, and Advisory Committees to gather public input and distribute information about service quality, proposed changes or new service options.

In addition, the public will be invited at all times to provide feedback via Palm Tran's Facebook Page, and during operating hours at the Customer Service Line, all feedback collected is recorded and passed on to the Palm Tran management team, and responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment to service, routes or fares. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comment before implementing proposed adjustments to fares, route eliminations and major changes to service. In each case, an agenda for each meeting will be created that works to achieve the stated goals but is relevant to and not overwhelming for the public.

For all public meetings and hearings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For Community Meetings and Public Hearings, Palm Tran will use a variety of means to make riders and Palm Beach County residents aware that the meetings/hearings are taking place, including some or all of the following methods:

- In-bus Advertisements
- Postings and information on Palm Tran's Website
- Notices on major media outlets
- Flyers and Information distribution through various libraries, universities and civic organizations that currently help distribute our timetables and information
- Postings on the County website

All major printed and website information and materials that communicate proposed and actual service adjustments will be provided in English, Spanish and Creole. Spanish is by far the most predominant non-English language in Palm Beach County, and Creole has been identified as the second predominant non-English language in Palm Tran riders.

PUBLIC HEARINGS

Under this PPP a formal public hearing will be conducted in the following circumstances:

1. When a fare increase for Palm Tran services is proposed
2. When a Major Service Change is proposed

Such Public Hearings will be noticed and conducted in accordance with the following procedures and practices:

1. **Notice of Public Hearing** – Public notice of the Hearing date, time and location will be provided at least ten (10) days before the scheduled date for the hearing. Notice shall be advertised using a variety of the methods provided above including, at a minimum, on Palm Tran's website and in newspapers with countywide distribution including Spanish and Creole Language publications.
2. **Location of Public Hearings** – Hearings will be conducted in a location that is accessible to persons with disabilities and adequate in size and venue to accommodate the anticipated public attendance.

3. **Receipt of Public Comments** – meetings will be formatted to accommodate written and verbal comment by the public with respect to the proposed fare, service and route adjustments. Specific rules and procedures regarding the timing and manner of providing comments will be as established and noticed by Palm Tran in advance of each Hearing. Comments provided by the public at the hearing will be recorded. The public will have the opportunity to comment via phone, email or letter, as well as at the hearing.

LANGUAGE ASSISTANCE PLAN FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY (LEP) FOR PALM TRAN

INTRODUCTION

Palm Tran fixed-route network has grown to a 33 route network serving Palm Beach County, the paratransit service is operated within three-quarters of a mile from the fixed route service, within Palm Beach County. Palm Tran service is available in the eastern portion of the county as far north as the Town of Jupiter and as far south as the City of Boca Raton with one route crossing to Broward County connecting with Broward Service. One route travels to the western boundary of the County where it connects with two circulator routes that serve the rural communities of Belle Glade, Pahokee, Canal Point and South Bay.

In providing fixed-route service within a service area of 1,320,134 residents, Palm Tran understandably has interactions with individuals with varying degrees of ability to speak and/or understand English. For this reason, Palm Tran has developed this Limited English Proficiency (LEP) plan. Additionally, the LEP plan has been prepared to address Palm Beach County's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills.

Individuals, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP". In the Palm Tran service area, there are 161,467 residents or 12.23% that describe themselves as not able to communicate in English very well (Source: U.S. Census). Palm Beach County is federally mandated (executive order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Palm Tran has utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a four factor analysis to develop its LEP plan.

The U.S. Department of Transportation handbook, titled *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007)"* (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (*Handbook, page 5*).

The *Handbook* further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (*Handbook, page 5*).

Executive Order 13166 of August 16, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (*Handbook, page 6*). Additionally recipients should use the DOT

LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP. (*Handbook, page 6*) These provisions are included in *FTA Circular C 4702.1B* in Section 9 of Chapter III (pages III-6 -- III-9).

For many LEP individuals, public transit is the principal transportation mode used. It is important that Palm Tran be able to communicate effectively with all of its riders, both LEP and non-LEP individuals alike. When Palm Tran is able to communicate effectively with all of its customers, the service provided is a safer, more reliable, convenient and accessible service for all of the agency's customers. For these reasons, Palm Tran is committed to taking those reasonable steps to ensure meaningful access for LEP individuals to this agency's services.

This Plan will demonstrate the efforts that Palm Tran has undertaken to make its service as accessible as possible to all persons irrespective of their ability to communicate using the English language. More specifically, the plan addresses how services will be provided through general guidelines and procedures:

- **Identification:** Identifying LEP populations and LEP services in County departments
- **Interpretation:** Offering free and timely interpretation to LEP individuals upon request
- **Translation:** Providing free and timely translation of vital Palm Tran documents
- **Staffing:** Identifying Palm Tran employees to meet LEP customer service needs
- **Training:** Delivering training on LEP service mandates to all responsible employees

Additionally, Palm Tran does welcome any comments or suggestions that would further improve the effectiveness of this Plan and/or our ability to communicate more effectively with our customers.

Four Factor Analysis

In determining "reasonable steps" there are four factors to be considered:

1. The number and proportion of LEP persons in the eligible service area;
2. The frequency with which LEP persons come in contact with the program;
3. The importance of the service provided by the program; and
4. The resources available to the recipient.

The US DOT Policy Guidance gives recipients substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following is an assessment of need in Palm Tran's service area in relation to the transportation planning process.

1. The Number And Proportion Of LEP Persons In The Eligible Service Area. For Palm Tran the first step towards understanding the profile of individuals that compose our service area in Palm Beach County is a review of Census data.

The table below displays the primary language and number of individuals 18 and over that speak English “not well” or “not very well” at home. Only the top four language groups for Palm Beach County are displayed.

At this time, Spanish represents a significant percentage of the region’s population.

	Population	Percentage
Palm Beach County, Florida	1,320,134	100%
Population Speak English less than “very well”		
Primary Language at Home		
Spanish	101,034	7.65%
French Creole	32,139	2.43%
Portuguese	4,542	0.34%
French (incl. Patois, Cajun)	3,980	0.30%

2. The Frequency With Which LEP Persons Come In Contact With The Program. The growing size of the LEP population in Palm Beach County increases the probability of its contact with Palm Tran. Palm Tran assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying riders and drivers. Palm Tran has assessed the need of LEP individuals since October 2005, as of that date, Palm Tran has not had requests for interpreters for any public meetings. Prior to 2005, Palm Tran already included a Spanish translation of the informative facts provided in the system wide guide: “Riders Digest”. Since 2005 there has been no request for translated Palm Tran documents.

Palm Tran’s prior experience with limited English proficient persons has been primarily with Spanish speakers. A review of the call center data determined that 5.86% of the calls for Paratransit reservations chose the option for Spanish, compared to 1.26% of the calls for Fixed Route customer service. A survey of the call center personnel determined that calls from speakers other than English/Spanish are sporadic, with the prevailing additional language being Creole. However, a survey of walk-in traffic at Palm Tran Connection, in the area that processes the Transportation Disadvantaged (TD) passes (discounted monthly passes for Fixed Route), it was noted that 26% of the customers needed assistance in Creole while 18% needed assistance in Spanish.

Palm Tran also conducted customer surveys in all 33 bus routes. The survey was designed by Kittelson & Associates, Inc. The survey included multiple choice answers and also

allowed for open-ended responses, the document was available in English, Spanish and Creole. Surveyors did not report any encounters with customers that spoke any other language. Out of the 2,973 surveys completed, 10% of the riders requested the Spanish version of the survey and 5% requested the Creole version. Overall 8% of those surveyed reported to speak English "less than very well".

3. The Importance Of The Service Provided By The Program. The survey conducted also asked the riders questions to determine how important Public Transportation is to them. Most surveyed riders had lower annual incomes and ride Palm Tran because they do not have a car available (44%). Most indicated that they ride Palm Tran to get to work (46%), and are dependent on Palm Tran fixed-route service for transportation.

Examining the trip purpose distribution further confirmed the importance of transit services to the community. Palm Tran bears in mind that transportation is considered an essential service to participation in modern society. While the surveys did not identify a considerable number of LEP riders, Palm Tran must consider general observation made by others (State of California and New Jersey), that the LEP population tends to be truly captive transit riders because they can't drive, don't have a driver's license, or simply can't afford a car. The California and New Jersey reports also indicate that the transit services are not only important to the LEP group, but in some cases, it may be absolutely critical, that is, without the bus services or whatever the current transit mode he or she is using, the LEP person may not have access to basic employment or the necessities of life.

4. The Resources Available To The Recipient. Palm Tran already uses its staff as the primary resource for LEP assistance. Route schedule materials available to the public are provided in Spanish and Creole, translations are completed by Palm Tran's staff. The call center already provides an option to select Spanish from the menu. Front desk staff has the option to contact a staff member should an LEP individual require assistance at the front desk. The Paratransit reservation center now has a staff person that is fluent in Creole.

Not all communications are translated, Palm Tran has targeted vital documents that will allow LEP individuals full participation in the benefits provided by the public transportation system.

Meeting the Requirements: Palm Tran Limited English Proficiency Plan

Based on the current levels of residents with Limited English Proficiency in Palm Beach County and their interaction with Palm Tran as the provider of Public Transportation in the County, Palm Tran is committed to providing meaningful access to its services to LEP persons.

All language access activities detailed below will be coordinated by the Marketing Department.

Providing Notice to LEP Persons

Based on Palm Tran self-assessment of LEP persons that come in contact to its services, languages other than English should be used in all notices and publications that refer to public transportation services. This information should be provided in a notice in a language LEP persons will understand.

Some notification ideas include:

- Posting signs in areas where the public is likely to read them.
- Stating in outreach documents (Public Hearing Notices) that language services are available.
- Working with community-based organizations to inform LEP persons of the language assistance available.
- Using a telephone voice mail menu in the most common languages encountered.
- Including notices in local newspapers in languages other than English.
- Providing notices in non-English language radio and television stations about the availability of language assistance services for important events.
- Presentations and/or notices at schools and religious organizations for important events or where community involvement is critical.

Palm Tran will continue this assessment alongside the demographic analysis for Title VI, and this information will be revised if needed every three years.

Language Assistance Measures. Language assistance will be provided for some LEP individuals through the translation of some vital materials, as well as through oral language interpretation when necessary and possible.

Translation of written materials. Palm Tran currently provides publications with translations in Spanish and Creole, the continue self-assessment of LEP population will determine if additional languages will need to be added.

Staff training. In order to establish meaningful access to information and services for LEP individuals, employees in public contact positions and those who will serve as translators or interpreters will be properly trained. Such training will be developed to ensure that staff are fully aware of LEP policies and procedures and are effectively able to work in person and/or by telephone with LEP individuals. Palm Tran management staff will be included in this training, even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand the plan so they can reinforce its importance and ensure its implementation by staff. Training of management will also include flexibility in allowing those employees who are fluent in other languages to assist the customer service staff when they encounter a customer who is LEP.

TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY THE RECIPIENT (GENERAL REQUIREMENT)

Palm Tran Service Board

Members: 13 total (all are PBC residents and appointed by the BCC): two transportation representatives, an environmental advocate, a disability advocate, a business person, a senior citizen, a fixed-route bus user, a fixed-route bus operator, a certified paratransit user, a paratransit representative, a locally elected municipal official, a representative with multicultural experience, a representative of the Glades/Lake Region, and a citizen appointed at-large.

Purpose: To advise the BCC regarding Palm Tran’s fixed-route and paratransit programs and provide an ongoing mechanism for the participation of individuals with and without disabilities in the development, implementation and assessment of all Palm Tran services.

Meetings: Forth Thursday of the month, 1:30 p.m., Clayton Hutcheson Center, 559 N. Military Trail, WPB

Liaison: Palm Tran, 841-4342

	Caucasian	Hispanic Latino	African American	Asian American	American Indian Native Hawaiian	Other Race
Palm Beach County Population	74%	19%	17%	2.00%	0.60%	4.00%
Palm Tran Service Board June 2013 11 of 13 seats are assigned	82%	0%	9%	9%	0%	0%

MONITORING PROCESS OF PALM BEACH COUNTY'S SUBRECIPIENTS FOR TITLE VI COMPLIANCE

Palm Beach County does not have any subrecipients for FTA grant funds.

SERVICE STANDARDS

Palm Tran strives to meet the needs of Palm Beach County transit dependant residents by providing efficient and economic public transportation services in keeping with our commitment to safety, quality and effectiveness.

Managing a public transit operation is a serious undertaking; therefore having an outline of our standards and expectations, will guide our company in the right direction to achieve our goals as a transit provider. This document does not only outline how our system runs, but also assists us in staying consistent in providing quality and service to all the different areas we operate in.

Palm Tran has used service guidelines to develop optimal fixed route service configuration, to assess particular services, and to institute a foundation for evaluating service alternatives consistently and equitably. Palm Tran reports performance indicators, to the Service Board monthly to evaluate fixed route and paratransit service delivery.

Service standards guide the design and operation of a public transit organization. Service standards provide the rationale for making decisions on transit services and associated allocation of resources.

Four key measures that have the utmost influence on service design are: on-time performance, vehicle headway, vehicle loadings, and service availability,

1. **On-Time Performance:** On time performance refers to the number of runs completed on time. Routes are monitored using the Automatic Vehicle Locator (AVL) data to identify routes that need improvement.

On-time is defined as arriving at a route time-point from one minute early up to five minutes late. The goal for on-time performance is 80 percent.

2. **Headway:** The amount of time between two vehicles traveling in the same direction on a given route.

Comparisons of performance between routes must take into considerations the characteristics of the routes as summarized below.

- a) **Trunk Routes:** Collect and distribute high-turnover ridership along developed corridors radiating to and from the area commonly referred to as the urban core. This service is characterized by frequent stops, and relatively slow average bus speed.
- b) **Cross-town Routes:** Are mainly used to link trunk routes serving the urban core, though many cross-town also serve high density corridors with internal travel markets.
- c) **Limited Stop:** Is service that has fewer stops and operates at a higher speed than

trunk and cross-town service. Limited routes tend to serve outlying areas and this service is characterized by less frequent stops.

Frequency of fixed route service. Peak period weekday schedules should have a minimum of 30-minute headways on trunk routes and 60-minute headways on cross-town and limited-stop routes. Off-peak weekday and weekend schedules should have a minimum of 60-minute headways.

The table that follows indicates the frequency of service for each route throughout the day on Weekdays, and weekends.

PALM TRAN ROUTE SERVICE GUIDE								
Route	Weekday		Base	Saturday		Sunday		
	Peak	Headway		Headway	Headway	Headway	Headway	
1	19	10	16	20	11	30	11	30
2			11	30	11	30	5	60
3	11	20	8	30	8	30	4	60
4			1	60	1	60		
10			2	60	2	60		
20			2	60	2	60		
21			2	60	2	60		
30	2	30	1	60	1	60	1	60
31			4	30	2	60	2	60
33	4	30	2	60	2	60	2	60
40	6	30	2	60	3	60	2	60
41	1	60	Peak Only		Peak Only			
43			4	30	2	60	2	60
44	4	30	2	60	2	60	2	60
45			1	60	1	60		
46	4	30	2	60	2	60	2	60
47			4	30	2	60	2	60
48	4	30	2	60	2	60	2	60
49			1	60	1	60	1	60
52			1	60	1	60		
60			1	60				
61			2	60	2	60	2	60
62			4	30	2	60	2	60
63			1	60	1	60	1	60
64			1	60	1	60		
70	6	30	3	60	3	60	3	60
71			1	60	1	60		
73			1	60	1	60		
80			2	60	2	60	2	60
81			2	60	2	60		
91			5	*30/60	3	60	3	60
92			2	60	2	60		
94	3	15	2	20				
* Route 91 operates 30 min headway on the east side and 60 min on westside								
Note: All data reflects service as of May 2013								

Routes Category	Routes	Weekday Peak	Weekday Base	Weekend Base
Trunk Routes	1 - 2 - 3 - 31 - 43 - 46 - 62 - 70	30	60	60
Cross-Town Routes	4 - 10 - 20 - 21 - 30 - 32 - 41 - 42 - 44 - 45 - 47 - 48 - 52 - 53 - 54 - 55 - 60 - 61 - 63 - 71 - 72 - 79 - 80 - 81			
	91 - 92 - 94	60	60	60
Limited Stop	40	60	60	60

3. Vehicle Loadings: Vehicle load is a ratio of the number of seats on a vehicle to the number of passengers. Load factor is an indicator of the extent of possible overcrowding or the need for supplementary vehicles. It is also a means to determine whether the level of service on a route at a particular time is adequate to guarantee a level of service demand appropriate for the transit system. Each bus is evaluated in terms of passenger flow, which is the number of passengers on buses at the busiest location along a route. This is known as the maximum load point.

Load factor is generally defined as how crowded a public transit vehicle must be before additional service is added. It is usually written as a decimal point to two places which represents the percentage of the seats that are filled. For example, a 1.00 load factor means that every seat on the bus is full, 1.25 means that every seat on the bus is full and the number of standees equals 25% of the number of seats on the bus, and so on. In terms of evaluating required service levels transit systems usually determine the average load factor at the peak load point.

The maximum passenger loads per bus should not exceed 150% of the seating capacity.

In other words, in a low floor 40 foot bus that has 38 seats the bus will be described as crowded if more than 57 people are on board (38 seats + 19 (50% of 38) = 57).

Palm Tran will monitor peak loads on lines that are at or above ratios. When loads at the peak lead point exceed vehicle load standards, service should be evaluated for adjustment. System-wide evaluations will be conducted annually.

Vehicle Load for Palm Tran Buses

Vehicle Type	Seated Capacity	Standing Capacity	Maximum Load	Vehicle Load Ratio
29' Gillig	23	11	35	1.5
35' Gillig	32	16	48	1.5
40' Gillig	37	18	56	1.5
60' New Flyer	58	29	87	1.5

4. **Service Availability:** Service availability is a general measure of the distribution of routes within a transit provider's service area.

In Palm Beach County, the goal for service availability is defined as having public transit available within a ¾ mile walk to 80% of all County residents.

The standards covering this area relate to existing services as well as proposed changes in levels of service.

Service availability and coverage are based on density of development. Currently, the maximum distance 84% of the county population must walk to obtain access to Fixed Route is ¾ of mile. This distance has been determined by the Americans with Disabilities Act (ADA). The ADA regulations require transit providers to offer complementary paratransit service to eligible individuals in an area defined by corridors 3/4 of a mile to each side of fixed routes.

When asking about maximum distances that can be traveled, the paratransit eligibility manual explains: A measure that will be most easily understood by applicants in the area is the number of blocks that can be traveled. In general, nine city blocks are approximately 3/4 of a mile in length. Those located within ¾ of a mile from Fixed Route service, who have a disability which prevents them from accessing the service may contact Palm Tran CONNECTION and request Paratransit service.

The foremost objective of the service standards is to provide a structure for a consistent and fair assessment of both existing and projected services. Because markets, customer expectations and Palm Tran's resources vary over time, service standards are evolutionary by nature.

The link between our service standards and our funds are dynamic. The level of service Palm Tran provides has a direct result on our operating and capital budgets. In turn, our service standards have an effect on the amount of service that we offer. Moreover, the amount of service must be provided within the bounds of limited financial resources.

Balancing customer expectations and budget constraints is an arduous challenge. Palm Tran's current services must be managed carefully and modified frequently to match service labels to demand and respond to opportunities for new or enhanced services.

SERVICE CHANGE PROCESS

Palm Tran has a well thought-out method for evaluating services and anticipated changes that is tied to the annual budget, yet is responsive to small market changes all year long.

As part of the continuing evaluation of the performance of all routes and services and contemplation of service change proposals, moderate and major service changes are to be brought to the Palm Tran Service Board for approval.

The process comprises of the following attributes:

- Development of an Annual Service Budget Proposal
- A transparent procedure for evaluating service changes
- Accountability and flexibility in minor and major service change decisions
- An annual comparative assessment for major alterations

Annual Service Budget Proposal

In support of the annual budget process, Planning & Scheduling creates an Annual Service Budget Proposal that recognizes budget needs for each service change type for the following year's finances. This is derived from an evaluation of the performance of all routes and the service change proposals received.

Once approved, the Annual Service Change Budget guides the service changes that will be assessed and executed over the budget year. The Service Change Budget includes allotments for various classifications of service changes such as enhancements, reductions and major, moderate, and minor service alterations.

Service Change Process Overview

Requests for service alterations and new services can be proposed by anyone such as private citizens, elected officials, Palm Tran employees, employers, etc. It can also be an effect of ongoing monitoring and data compilation.

Minor and moderate service changes are assessed within Planning and Scheduling through the Route Review Committee and can be executed throughout the year, in agreement with Route BIDs, and PTSB approval. Major Service changes must undergo an annual review, public hearing process and may be executed only once a year. These changes affect the budget and vehicle requirements and necessitate approval from the Board of County Commissioners.

SERVICE MONITORING AND REPORTING

Service monitoring and data compilation are essential elements of the service evaluation process. All services and routes are regularly reviewed to evaluate their performance and efficiency.

Monitoring & Data Collection

The two broad classifications of service monitoring activities are ridership monitoring and route performance monitoring.

Through the monitoring of route performance, ridership and customer feedback, Palm Tran is able to ensure that service frequency is suitable to passenger demand. Data collection and analysis activities for this type of monitoring include time point checks, and analysis of AVL data. Monitoring ridership allows for an immediate response to demand changes.

Monitoring route performance confirms the efficiency of existing services with respect to their variable operating costs and usage.

PTSB Monthly Reporting

Planning and Scheduling reports bus ridership monthly and passenger entries at bus stops as needed. Bus routes are ranked using passengers per vehicle revenue hour to emphasize productivity. Passenger entries are used to rank the performance of different routes. It serves as an initial screening method for investigating service improvements and associated expenses.

DEMOGRAPHIC AND SERVICE PROFILE MAPS

Palm Tran has collected relevant demographic data for its service area to assess compliance with Title VI requirements that the benefits of federally supported programs be equitably distributed.

The population of Palm Beach County is heavily concentrated within 10 miles of the coast on the eastern side of the county. The central portion of Palm Beach County is primarily designated for agriculture and wilderness preserve. There are some small communities located near the western boundary of the county in the area of Lake Okeechobee. The distribution of population in Palm Beach County creates a very challenging environment for Palm Tran by requiring very long routes that often run through sparsely populated areas to connect different centers.

In 2010, the U.S. Census identified 1,320,134 residents in Palm Beach County. The minority population includes African Americans, Asians, American Indians, Pacific Islanders, people of Hispanic or Latino origin, other non-white races, and persons of two or more races. In Palm Beach County, 26.51% of the residents were members of minority groups in 2010. Following the census data identification of ethnicity for Hispanic residents in Palm Beach County, Palm Tran also identified the Hispanics as a separate group. In Palm Beach County, 19% of the residents identified themselves as of Hispanic origin, regardless of race.

Figure 1 is a base map of Palm Beach County which is Palm Tran's service area. The map overlays census tracts, population density by census tracts, transit facilities—including transit routes, transit stops and stations, depots, maintenance and garage facilities, and administrative buildings, as well as major streets and highways.

Figure 2 is a demographic map that plots the information listed in Figure 1 above (minus population density) and also shades those Census tracts, where the percentage of the total minority population residing in Palm Beach County exceeds the average (26.51%) percentage of minority populations for the service area as a whole.

Figure 3 is a demographic map that plots the information listed in Figure 2 above but only shades those Census tracts, where the percentage of the Hispanic population residing in Palm Beach County exceeds the average (19%) percentage of Hispanic population for the service area as a whole.

Figure 4 is a demographic map that plots the information listed in Figure 1 above (minus population density) and also shades those Census tracts, where the percentage of the total low-income population residing in Palm Beach County exceeds the average (12.2%) percentage of low-income populations for the service area as a whole.



Title VI Palm Beach County 2010 Census

Demographic
Profile Map
(1)

Map Data Table

City	West Palm Beach, FL
County	West Palm Beach, FL
State	FL
Year	2010
Map Date	11-14-2011
Map By	MapInfo, Inc.
Map Scale	1:100,000

Legend

Hatched

Palm Tran Facilities

Connection

Clocks

North County

South County

Intermediate County

Non-Sheffer Bus Stops

Sheltered Bus Stops

Non-Sheffer Bus Stops

Sheltered Bus Stops

May 2013 Floods

2010 Population Density Per Square Mile

PopDen

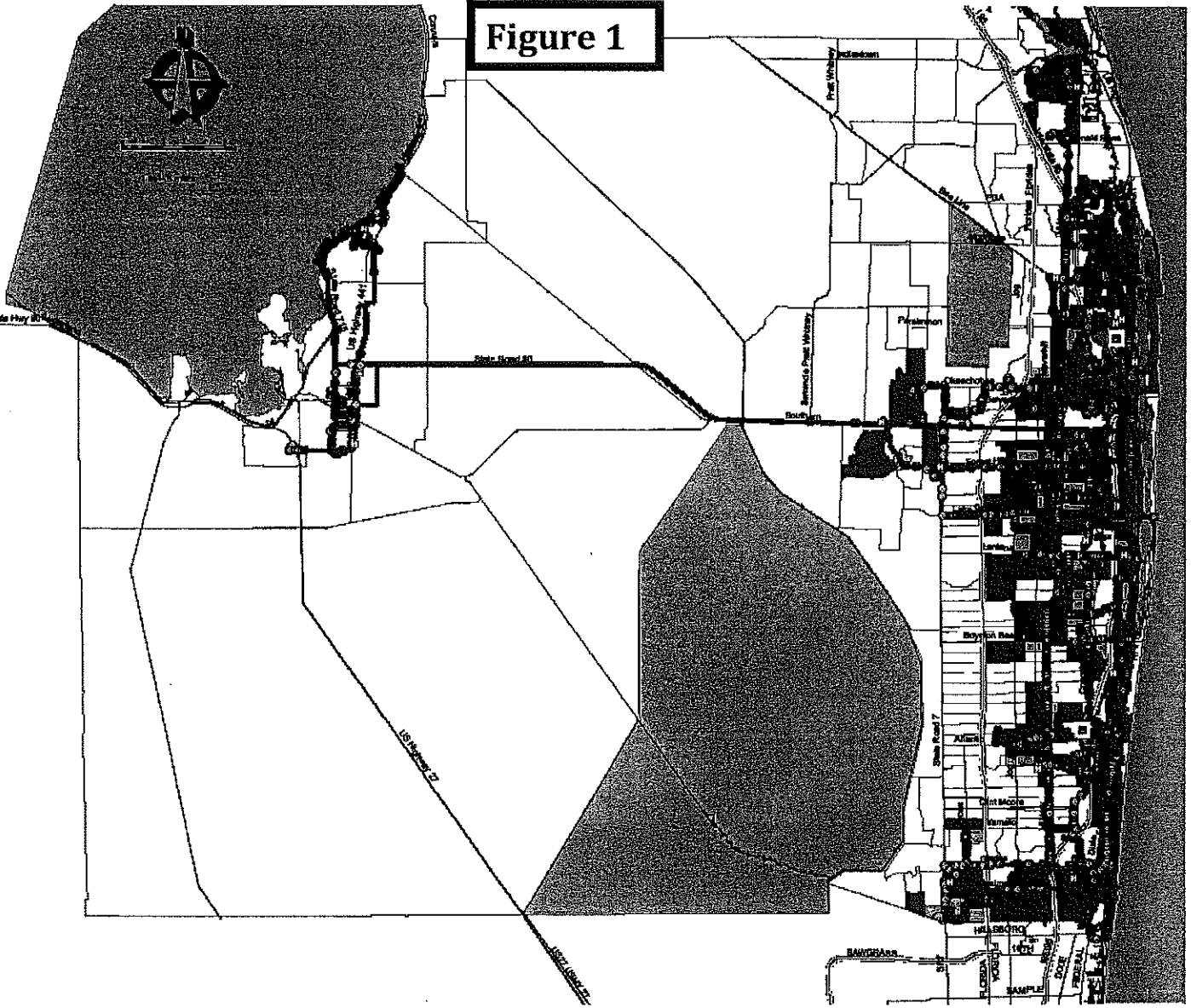
0,000 and under

1,000 - 4,999


5,000 - 9,999

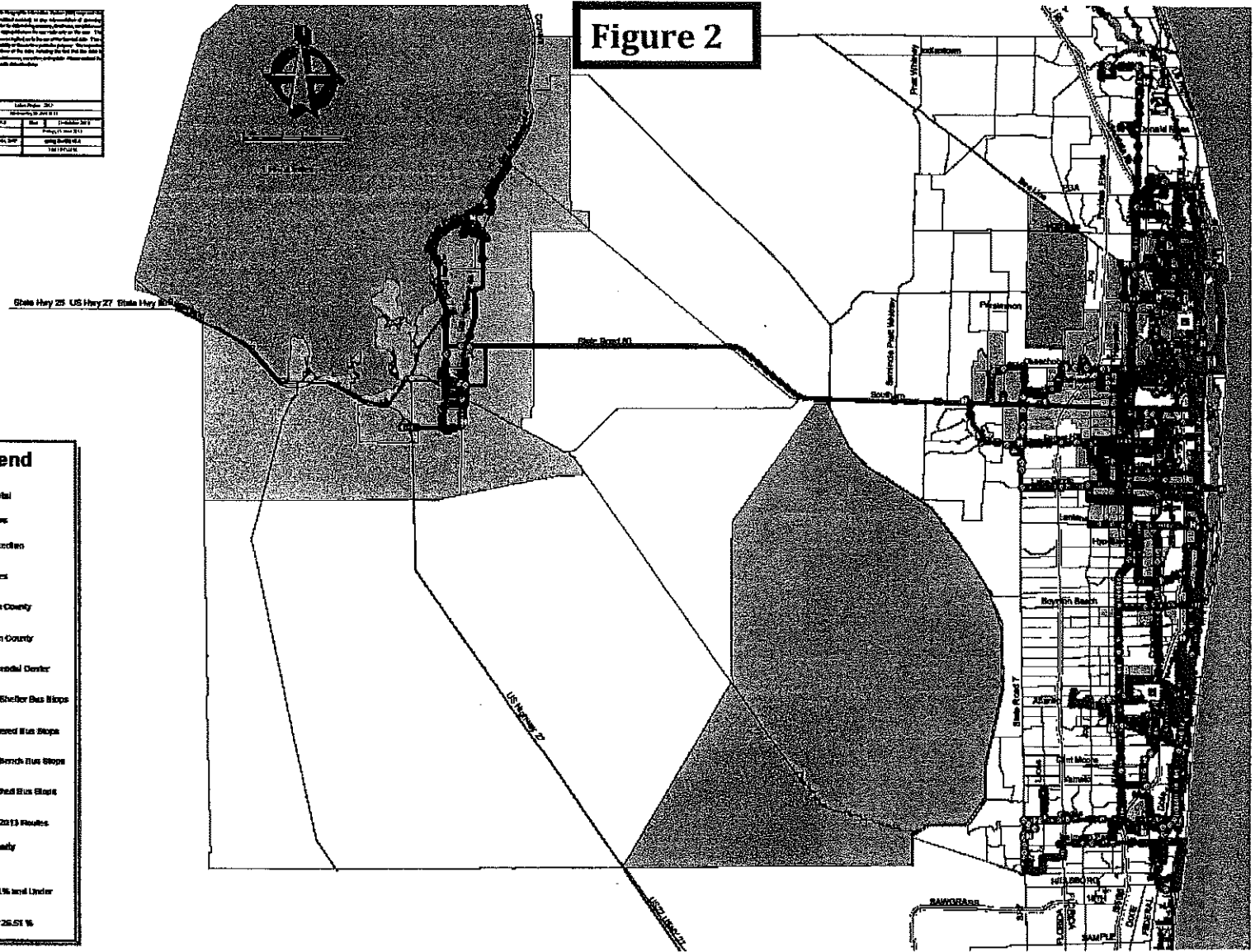
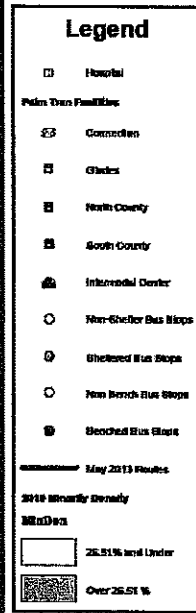
10,000 - 14,999

Figure 1















<p>  University of Illinois at Chicago 612 North Dearborn Street, Chicago, IL 60642-7143 Tel: 312/996-3000 Fax: 312/996-3001 Email: info@uic.edu </p>			
File Name	Urban Program 2007		
Created	10-February-07 09:48:11		
Version	02.06.07	Unit	1-Suburban Unit
Project	UIC	Priority	High (max 2)
Created By	Michael Johnson, Jody	Using Budget	0.0
Approved By			





**Demographic
Profile Map
(3)
Low Income
Population**

[illegible]

- | Icon | Location |
|-------------------------------------------------------------------------------------|-------------------------|
|  | Hospital |
| Main Train Stations | |
|  | Connexion |
|  | Glinches |
|  | North County |
|  | South County |
|  | Intermodal Center |
|  | New-Glinches Bus Stops |
|  | Sheltered Bus Stops |
|  | Non-Sheltered Bus Stops |
|  | Sheltered Bus Stops |

~~CONFIDENTIAL~~ May 22, 1964

-  Over 12.2%
-  12.2% and Under

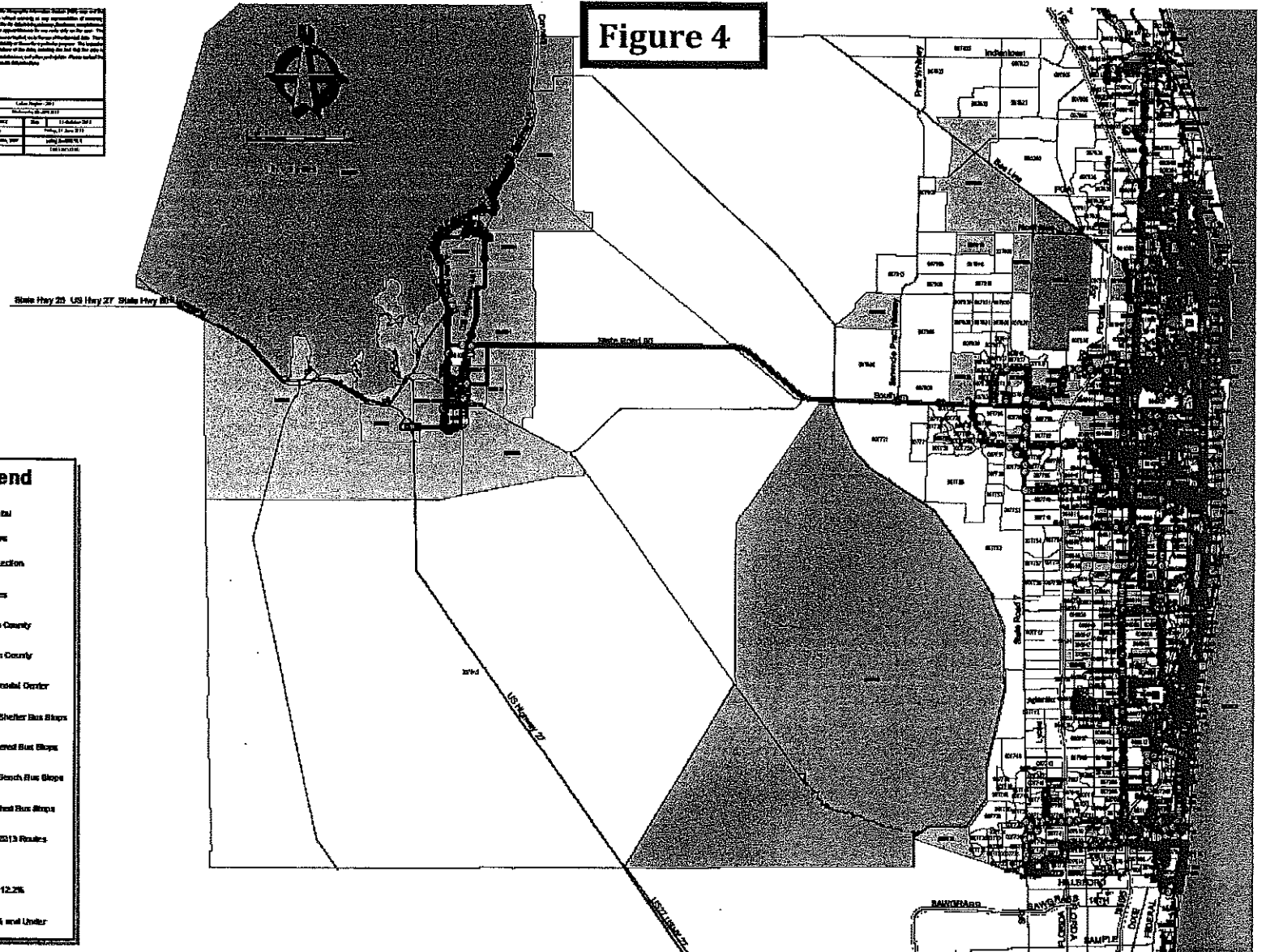


Figure 4

Demographic Ridership and Travel Patterns.

The population of Palm Beach County has increased nearly twice as fast as that of other South Florida counties over the last 10 years but at a similar rate to that of Florida as a whole. The table below compares Palm Beach County population growth to that of other local counties and Florida as a whole. Palm Beach County has a comparable per capita investment in transit operations to Broward County but falls behind other jurisdictions with larger populations.

Area	2000	2010	% Change
Palm Beach County	1,131,184	1,320,134	14.3
Broward County	1,623,018	1,748,066	7.2
Miami Dade County	2,253,362	2,496,435	9.7
Florida	15,982,378	18,801,310	15.0

Palm Beach County is home to people of many backgrounds and ethnicities. Per the 2010 Census, nearly 74% of Palm Beach County residents are white, 17% are African-American, 2% are Asian, 0.6% are American Indian or Native Hawaiian, and 4% are identified as another race. Of all county residents, 19% identified themselves as Hispanic.

The African-American population is concentrated in particular areas of the county like West Palm Beach north of Okeechobee Boulevard and east of I-95, Delray Beach and Boynton Beach east of I-95, Belle Glade, Pahokee, South Bay and Canal Point.

The population that identifies as Hispanic is more spread out but has the heaviest concentration in the unincorporated areas south of Southern Boulevard, Greenacres, Palm Springs, and Atlantis.

Survey Respondent Demographics

Palm Tran also conducts regular surveys of its transit users to understand the demographic and socioeconomic profiles of transit users; gauge customer satisfaction; and identify opportunities for service improvements.

Rider's Age: The majority of surveyed Palm Tran riders are between 18 and 54 years old.

Rider Gender: Palm Tran ridership has nearly an equal number of men and women represented in the fixed-route survey. Fifty-one percent of the surveyed riders indicated that they are male, while 49 percent of the surveyed riders indicated that they are female.

Driver's license: 53 percent of the riders responded that they do have a driver's license, while the other 47 percent responded that they do not have a driver's license.

Working vehicles available in their household: The answer that received the most responses was none, with 44 percent indicating that they do not have a working vehicle

available in their household. Only 21 percent of surveyed riders have more than one working vehicle available in their household.

Spanish, Hispanic, or Latino origin: Most riders are not of Spanish, Hispanic, or Latino origin, 23 percent responded that they are of Spanish, Hispanic, or Latino origin, while the other 77 percent of riders responded that they are not.

Riders Race: African-American is the race that was most represented, with 42 percent indicating that they are African-American. The other race that is highly represented in the Palm Tran ridership is Caucasian at 34 percent.

National Origin: Riders were asked if they were born in the United States. The majority of respondents, 71 percent, answered that they were born in the U.S. while the other 29 percent responded that they were not.

Rider's Language: Riders were asked to identify if English is their first language or second language or if they find it difficult to understand English. Most surveyed riders are fluent in English as indicated by 73 percent of the responses. Only eight percent of surveyed riders find it difficult to speak or understand English.

Survey Language: The fixed-route rider surveys were made available in three languages: English, Spanish, and Creole. 85 percent chose to complete the survey in English ten percent of riders completed the survey in Spanish, and five percent of riders completed the survey in Creole.

Rider Travel Patterns

The demographic information provided general knowledge about the type of people using Palm Tran fixed-route service, but it is also important to understand how riders typically use Palm Tran service.

Frequency of Palm Tran Use: The majority of surveyed riders (36 percent) indicated that they ride Palm Tran buses more than four days per week.

Reason for Riding Palm Tran: The majority of people (50 percent) answered that they ride Palm Tran because they do not have a car available.

Type of Fare: The fare category that received the most responses was regular cash fare (\$1.50), with 30 percent choosing that answer. The TD 31-Day Quik Pass (\$10/\$15) also received a large proportion of responses, with 20 percent indicating that they used that type of fare for their ride.

Primary Purpose of Trip: Most people (46 percent) ride Palm Tran to get to work. Riders indicated that the primary purpose of their trip was commuting to or from work, also identified going to school, shopping, medical appointments and business related issues as their purpose for their trip.

MONITORING PROGRAM AND REPORT

REQUIREMENT TO MONITOR TRANSIT SERVICE

Recipients are to adopt service standards describing the design and performance of transit routes and to then perform analyses of "Minority Transit Routes" versus non-minority routes comparing the degree to which the standards are met. Palm Tran's Service Board (PTSB) approved the service standards on June 27, 2013.

The Service Standards approved by the PTSB mirror Service Guidelines adopted by Palm Tran since June 1999.

There are 4 standards and 2 service policies that were monitored to fulfill the Title VI requirement to monitor transit service:

- 1. On-Time Performance**
- 2. Headway**
- 3. Vehicle Load**
- 4. Service Availability**
- 5. Vehicle Assignment**
- 6. Distribution of Transit Amenities**

The FTA Circular 4702.B provides the following definition for Minority transit route: A route that has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of minority population that exceeds the percentage of minority population in the transit service area.

Based on the Circular's definition of a minority route, Palm Tran's thirty-three route system only has 2 Non-Minority Routes. Planning Staff selected 4 more routes with a high percentage of miles servicing non-minority census tracts. Those routes will be designated non-minority routes to allow for a good sample of comparison for service monitoring.

The following routes were identified as Non-Minority: 41 and 81.

The following routes were designated by staff as Non-Minority: 10, 20, 21, and 30.

Comparable Minority routes were selected to Monitor Service Standards. The selected routes were: 33, 44, 52, 61, 64 and 80. Overall 12 routes were selected for monitoring, they represent 36% of the Palm Tran Fixed Route system.

None of the Trunk routes are Non-Minority routes.

The Table below highlights the identification of Non-Minority Routes

Minority transit route: A route that has at least 1/3 of its total revenue mileage in a Census block or block group, with a percentage of minority population that exceeds the percentage of minority population in the transit service area.

Route	Revenue Miles as of 4/12/2013	Non-Minority Revenue Miles as of 4/10/2013	1/3 of a Route in Miles	Minority Miles covered by Route	Minority Route YES or NO	Non- Minority %	33 Routes
1	42.37	18	14.12	24.37	YES	42.48%	With Designated
2	42.35	8	14.12	34.35	YES	18.89%	
3	37.75	14.1	12.58	23.65	YES	37.35%	
4	8.26	0	2.75	8.26	YES	0.00%	
					YES		
					YES		
					YES		
					YES		
31	13.43	0	4.48	13.43	YES	0.00%	
33	13.53	0	4.51	13.53	YES	0.00%	
40	51.17	22.5	17.06	28.67	YES	43.97%	
43	16.68	0	5.56	16.68	YES	0.00%	
44	14.05	0	4.68	14.05	YES	0.00%	
45	8.37	0	2.79	8.37	YES	0.00%	
46	10.78	3	3.59	7.78	YES	27.83%	
47	16.79	0	5.60	16.79	YES	0.00%	
48	20.83	0	6.94	20.83	YES	0.00%	
49	7.21	0	2.40	7.21	YES	0.00%	
52	18.28	0	6.09	18.28	YES	0.00%	
60	6.91	0	2.30	6.91	YES	0.00%	
61	10.47	0	3.49	10.47	YES	0.00%	
62	13.76	4	4.59	9.76	YES	29.07%	
63	7.28	0	2.43	7.28	YES	0.00%	
64	8.1	1.25	2.70	6.85	YES	15.43%	
70	21.9	8	7.30	13.90	YES	36.53%	
71	9.08	1	3.03	8.08	YES	11.01%	
73	6.61	1.25	2.20	5.36	YES	18.91%	
80	16.77	7.5	5.59	9.27	YES	44.72%	
91	23.15	7	7.72	16.15	YES	30.24%	
92	19.08	8.75	6.36	10.33	YES	45.86%	
94	7.04	1.5	2.35	5.54	YES	21.31%	

Analysis and Mitigation

1. **On-Time Performance:** Refers to the number of runs completed on time. Routes are monitored using the Automatic Vehicle Locator (AVL) data to identify routes that need improvement.

On-time is defined as arriving at a route time-point from one minute early up to five minutes late. The goal for on-time performance is 80 percent. The threshold for disparate impact is +/- 10% from the average performance of the sampled routes.

Overall, Minority routes performed better than Non-Minority routes. The average for the sample routes show that overall, the routes are performing with in the 10% threshold of the established standard and no adjustments are recommended at this time.

Palm Tran	On-Time Performance		
	Peak	Base	Weekend
Source	AVL System		
Routes			
10	28%	31%	46%
20	86%	64%	86%
21	62%	96%	78%
30	71%	83%	75%
33	74%	63%	76%
41	60%	na	89%
44	87%	84%	83%
52	87%	71%	84%
61	80%	76%	76%
64	75%	73%	74%
80	83%	51%	55%
81	95%	97%	84%
Minority Routes Average On-Time Performance			75%
Non-Minority Routes Average On-Time Performance			72%

2. **Headway:** The amount of time between two vehicles traveling in the same direction on a given route. The threshold for disparate impact is +/- 5 minutes from the average performance of the sampled routes.

The monitoring of the 12 routes for the Headway standard, revealed that on average the selected routes are providing service within 3 minutes of the established Headway. Minority routes performing within a minute form the established Headway.

Both Minority and Non-Minority routes are meeting the headway standard, and no adjustments are recommended at this time.

Palm Tran	Headway Standard			Headway AVL System		
	Peak	Base	Weekend	Peak	Base	Weekend
Routes						
10	60	60	60	59	60	58
20	60	60	60	59	61	59
21	60	60	60	52	53	56
30	30	60	60	30	62	68
33	60	60	60	61	60	60
41	60	na	60	60	na	60
44	30	60	60	55	58	57
52	60	60	60	70	69	69
61	60	60	60	52	52	51
64	60	60	60	56	60	54
80	60	60	60	61	62	62
81	60	60	60	60	59	58
Minority Routes Average Headway 59.39						
Non-Minority Routes Average Headway 57.44						

3. **Vehicle Load:** The maximum passenger loads per bus should not exceed 150% of the seating capacity. Vehicle load is a ratio of the number of seats on a vehicle to the number of passengers. When loads at the peak load point exceed vehicle load standards, service should be evaluated for adjustment.

None of the selected routes exceeded the vehicle load during peak time, or at any other time. No adjustments are recommended at this time.

Palm Tran	Vehicle Load		
	Peak	Base	Weekend
Routes			
10	0.69	0.72	0.75
20	0.66	0.88	0.75
21	0.58	0.65	0.60
30	0.40	0.53	0.27
33	0.70	0.96	0.63
41	0.64	na	0.32
44	0.55	0.75	0.63
52	0.48	0.93	0.55
61	0.78	1.28	0.73
64	0.55	0.50	0.48
80	0.66	0.94	0.71
81	0.88	1.03	0.49

4. **Service Availability:** Service availability is a general measure of the distribution of routes within a transit provider's service area.

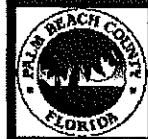
In Palm Beach County, the goal for service availability is defined as having public transit available within a 3/4 mile walk to 80% of all County residents.

The table below shows the percentages of minority, Hispanic and non-minority households served. The percentage of minority households within a 3/4 mile walk of stops was 94% of the minority population in the County and 90% of the Hispanic population.

Demographics	Caucasian	Minorities	Hispanics	Total
County Population	73%	27%	19%	100%
Population within 3/4 Mile of Service	81%	94%	90%	84%

Palm Beach County is meeting its service availability standard and no adjustments are recommended at this time.

Figure 5 is the base map used in Figure 1 above, identifying the Service Availability area. The map highlights the area defined by corridors 3/4 of a mile to each side of fixed routes. Staff used the census data for population density and counted the census tracts and population around this corridor. The data confirms that the current Palm Tran Fixed Route System has public transit service available within a 3/4 mile to 84% of Palm Beach County residents.



Title VI Palm Beach County 2010 Census

Demographic
Profile Map

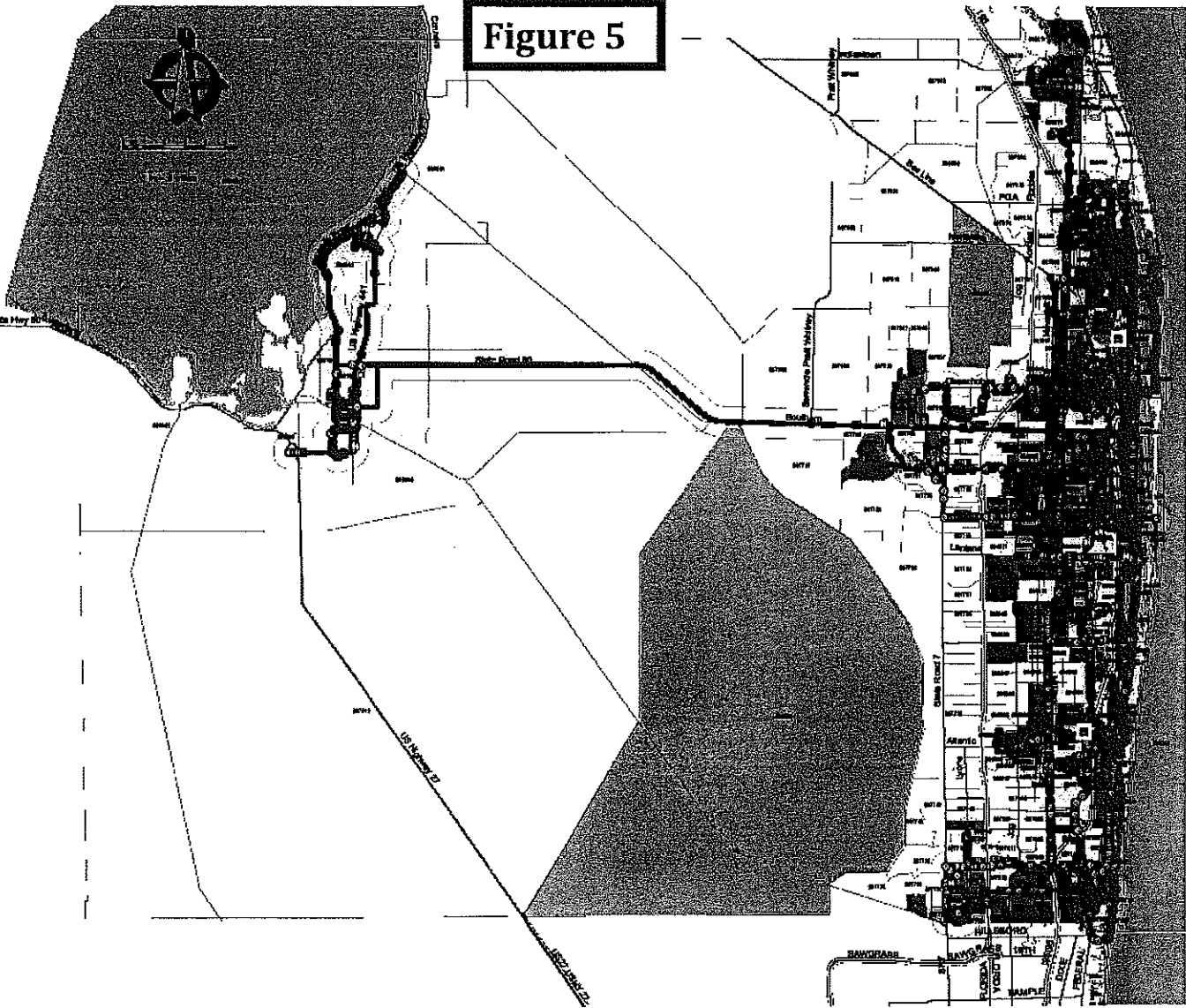
3/4 Mile
Service
Availability

Map of Palm Beach County, Florida, showing the 2010 Census results. The map displays the county's boundaries and major roads. A legend in the bottom left corner explains the symbols used on the map, including hospitals, connections, grades, and various bus stops. A scale bar indicates distances in miles. A north arrow is located in the top right corner. The map is titled 'Figure 5' in the top right corner.

Map of Palm Beach County, Florida, showing the 2010 Census results.	
Scale	1 inch = 1 mile
North Arrow	Point North
Legend	See legend for symbols and descriptions.

- ### Legend
- Hospital
 - Connection
 - Grades
 - North County
 - South County
 - Intermodal Center
 - Non-Shelter Bus Stops
 - Sheltered Bus Stops
 - New Beach Bus Stops
 - Beach Bus Stops
 - May 2013 Routes
 - 2013 MAY 8th Side LR Rider
 - Census Tracts
 - 2010 Population Density Per Square Mile
 - PopDen
 - 3,000 and under
 - 3,000 - 6,000
 - 6,001 - 9,000
 - 9,000-12,000

Figure 5



5. **Vehicle Assignment:** Palm Beach County's policy directs Palm Tran to ensure that the average vehicle age for minority routes are similar to that for Palm Tran's system-wide average vehicle age. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age. The selected routes are meeting the Vehicle Assignment policy. No adjustments are recommended at this time.

Palm Tran	Which Vehicles are serving this route?	Age of Vehicles
System Average Vehicle Age (2013) 4.4 years		
Routes		
10	903	4
	907	4
20	302	10
	714	6
	904	4
	908	4
21	712	6
	906	4
30	706	6
	806	5
33	302	10
	1011	3
	1107	2
	1118	2
	1208	1
41	301	10
44	616	7
	619	7
	707	6
	710	6
	807	5
52	609	7
61	617	7
	1016	3
64	809	5
80	900	4
81	801	5
	901	4
Minority Routes Average Vehicle Age		5.13
Non-Minority Routes Vehicle Age		5.83
150% Vehicle Age = 6.6 years		

6. **Distribution of Transit Amenities:** Palm Beach County’s policy directs Palm Tran to provide bus stop amenities based on ridership, location and connectivity to other bus routes where there is sufficient right-of-way and/or dedicated transit easement.

Palm Tran currently offers transit amenities in 1,091 of its stops, or 34.08% of the entire system. Palm Beach County has contracts with companies that provide shelters and benches for Palm Tran stops, at locations that allow for advertising. Palm Tran and the vendors must agree on the proposed locations for the amenities, the criteria for selection follows the guidance described above, ridership, location and connectivity to other bus routes.

Through this monitoring process, the review of the selected routes revealed the following about distribution of amenities in the Palm Tran system: Minority routes exceed the system average by 1% and non-minority routes by 6%.

	Palm Tran	Route 10	Route 80	Route 20	Route 44	Route 21	Route 61	Route 30	Route 64	Route 41	Route 52	Route 81	Route 33
Stops	3201	59	177	128	99	131	109	66	71	84	42	124	115
Amenities	1091	18	39	20	33	20	45	17	20	25	14	65	59
	34%	31%	22%	16%	33%	15%	41%	26%	28%	30%	33%	52%	51%
	35%	Minority Routes											
	28%	Non- Minority Routes											

PUBLIC ENGAGEMENT PROCESS FOR SETTING THE MAJOR SERVICE CHANGE, DISPARATE IMPACT, DISPROPORTIONATE BURDEN, VEHICLE ASSIGNMENT AND DISTRIBUTION OF TRANSIT AMENITIES POLICIES.

Palm Beach County and Palm Tran committed to engage the public in a meaningful way including receipt and consideration of the public's comments on the draft Title VI Program Policies prior to approval of the Program (that is, prior to the September 24, 2013 Board of County Commissioner's meeting, where final review of the Title VI Program and all its policies was considered for adoption).

Palm Tran followed the following process to engage the public in the review/comment of the Title VI Program Policies and all its elements.

Notices were posted on July 11 on all Palm Tran buses and Palm Tran's Website. Notices were published in English, Spanish and Creole on the Palm Beach Post, a newspaper with Countywide circulation, on July 14, 17 and 21; and on La Guia Gratuita a Spanish newspaper with Countywide circulation on the weekly issues of July 17, 24, and 31; advising the public of the following:

- That Palm Tran has developed a draft for Title VI policies that will be used when analyzing the effects of any major service change and/or fare changes
- That the draft Title VI Policies were available for public review at www.palmtran.org, on the right side of the main page under Alerts & Notifications
- That on July 25, 2013 at 1:30 pm at the Palm Tran Service Board (PTSB) Meeting there will be a presentation to explain these policies and how they will be used
- That The final Title VI Program, these policies and comments will be presented to the Board of County Commissioners for approval
- That the public was invited to file comments by phone, mail or e-mail until August 30, 2013

At the PTSB meeting of July 25th, the presentation of the Draft Title VI policies received great complements from the Board members and the public. The PTSB members emphasized that the standards and Major Service Change policy have been standing guidelines to which Palm Tran has previously adhered, and that they represented no changes in the guidelines, just the formalization and transition from guidelines to Standards as well as a chance for the public to provide their opinion on the Title VI policies.

Notice on all Buses:

PUBLIC COMMENT

We need your input!

Palm Tran is developing their Title VI Program update. Title VI prohibits discrimination based on race, color or national origin and other protected classes.

Palm Tran has developed a draft for Title VI policies that will be used when analyzing the effects of any major service change and/or fare changes. On July 25, 2013 at 1:30 pm at the Palm Tran Service Board (PTSB) Meeting there will be a presentation to explain these policies and how they will be used when considering these changes.

The PTSB meeting will be held at the Clayton Hutcheson Agricultural Center, Exhibit Hall A, 559 North Military Trail, West Palm Beach, FL 33415.

If you are unable to attend the presentation, you can view these policies at www.palmtran.org, located on the right side of the main page under Alerts & Notifications. After reviewing this information if you have any comments you may send them via email to rvoils@pbcgov.org or mail to Palm Tran, Public Comment 3201 Electronics Way, West Palm Beach, FL 33407 or leave a voice comment by dialing 561-841-4343. Please leave your complete name. Comments will be accepted from: July 11 to August 30, 2013.

The final Title VI Program, these policies and your comments will be presented to the Board of County Commissioners for approval on September 10, 2013.

COMENTARIO PÚBLICO

Necesitamos Su Opinión!

Palm Tran está desarrollando la actualización del Programa de Título VI. El Título VI prohíbe la discriminación basada en raza, color ó origen nacional y otras clases protegidas.

Palm Tran ha creado unas políticas para el Programa de Título VI que serán utilizadas para analizar los efectos de cualquier cambio mayor en el servicio y/o cambio de tarifas. El 25 de Julio del 2013, en la reunión de la Junta de Servicio de Palm Tran (PTSB), habrá una presentación explicando estas políticas y como serán usadas cuando se consideren estos cambios.

La presentación se hará a la 1:30pm, en el Clayton Hutcheson Agricultural Center, Exhibit Hall A, 559 North Military Trail, West Palm Beach, FL 33415

Si usted no puede asistir a la presentación, usted puede ver estas políticas en las siguiente página de internet www.palmtran.org vaya a la parte derecha de la pantalla y mire bajo Alerts & Notifications. Luego de revisar esta información si usted tiene algún comentario los puede mandar por e-mail aquí: rvoils@pbcgov.org o por correo a: Palm Tran, Public Comment 3201 Electronics Way, West Palm Beach, FL 33407. Puede dejar su comentario por teléfono en el 561-841-4343. Por favor deje su nombre completo. Todos los comentarios serán aceptados desde el 11 de Julio hasta el 30 de Agosto del 2013.

El Programa de Título VI, estas políticas y sus comentarios serán presentados a la Junta de Comisionados del Condado para aprobación final, el 10 de Septiembre del 2013.

KÒMANTÈ PIBLIK

Nou bezwen opinyon ou!

Palm Tran ap devlopé Tit VI Pwogram ajou yo a. Tit VI entèdi diskriminasyon ki bazé sou ras, koulè oubyen orijin nasyonal ak lòt klas ki pwotejé.

Palm Tran te devlopé yon bouyon pou Tit règleman VI ke yo pral itilize lè analizé efè yo nan nenpòt chanjman ki fèt sèvis pi gwo ak / oswa Palm Tran te devlope (on top of the e on the left) yon bouyon pou Tit règleman VI ke yo pral itilize lè analize (on top of the e on the left) efè yo nan nenpòt chanjman ki fèt sèvis pi gwo ak / oswa chanjman pri tikè. Nan 25 jiyè 2013 a 1:30 pm nan Palm Tran Komisyon Konsèy Sèvis ((Palm Tran Service Board)(PTSB)) Reyinyon pral gen yon prezantasyon pou eksplike (on top of the e on the left) règleman sa yo ak ki jan yo pral itilize (on top of the e on the left) lè w ap konsidere chanjman sa yo. lizé lè w ap konsidere chanjman sa yo.

Reyinyon PTSB a ap fèt nan Clayton Hutcheson Agricultural Center, Exhibit Hall A, 559 North Military Trail, West Palm Beach, FL 33415.

Si ou pa kapab patisipè ou pa kapab patisipè nan prezantasyon an, ou kapab wè règleman sa yo nan www.palmtran.org, ki chita sou bò dwat la nan paj prensipal la anba Avètisman yo & Notifikasyon. Apre nou fin revizé enfòmasyon sa a si ou gen nenpòt kòmantè ou ka voye yo atravè yon imel bay rvoils@pbcgov.org oswa poste l nan Palm Tran, Public Comment 3201 Electronics Way, West Palm Beach, FL 33407 oswa kite yon kòmantè nan bwat vokal pa konpoze 561-841 - 4343. Tanpri kite Non konplè ou. Kòmantè ap aksepté nan: Jiyè 11 a 30 out 2013.

Pou finalizé Tit VI Pwogram nan, règleman sa yo ak kòmantè ou yo ap pral prezanté bay Board of County Commissioners a pou apwobasyon 10 septanm 2013.

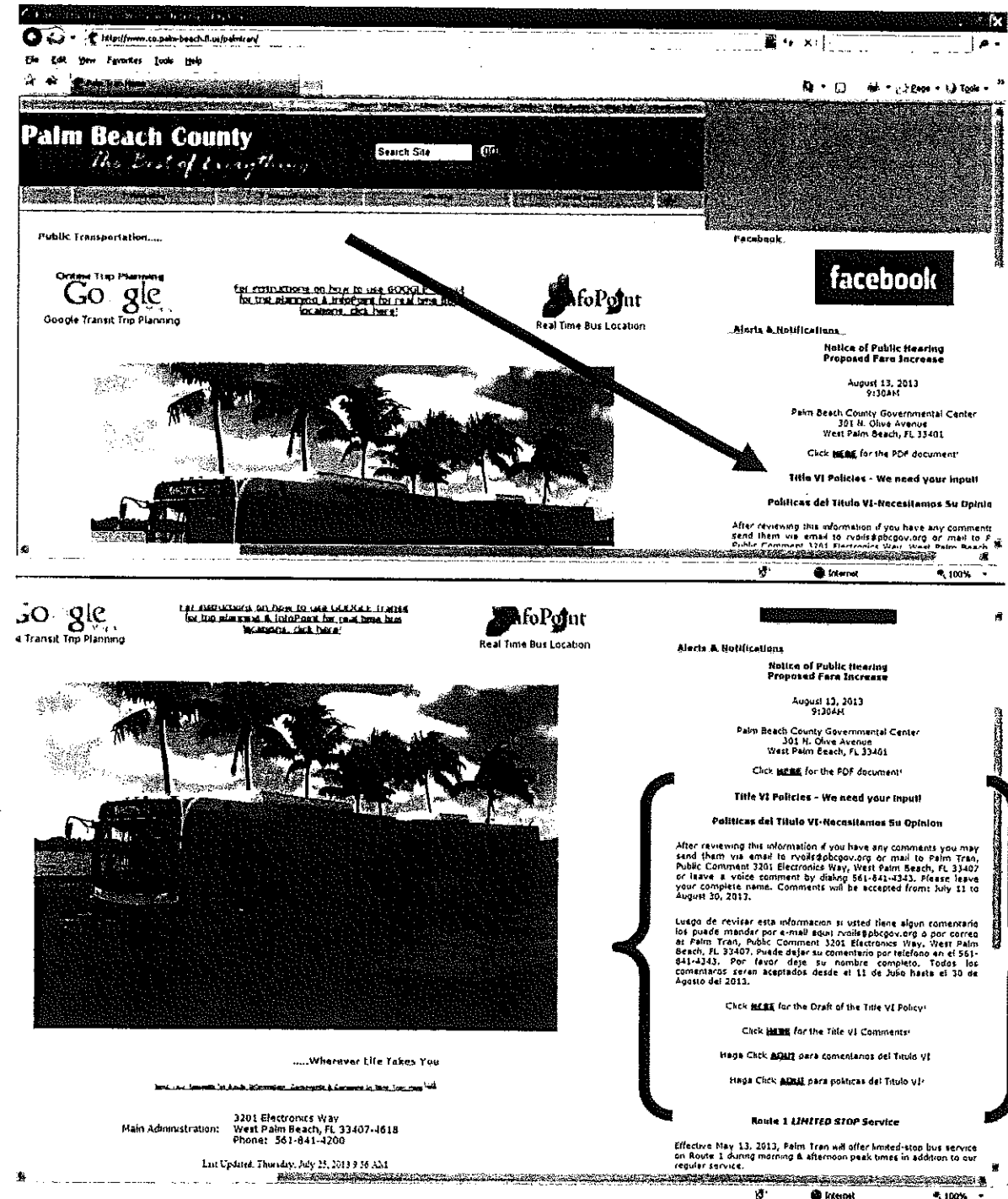


Palm Tran
Public Transportation



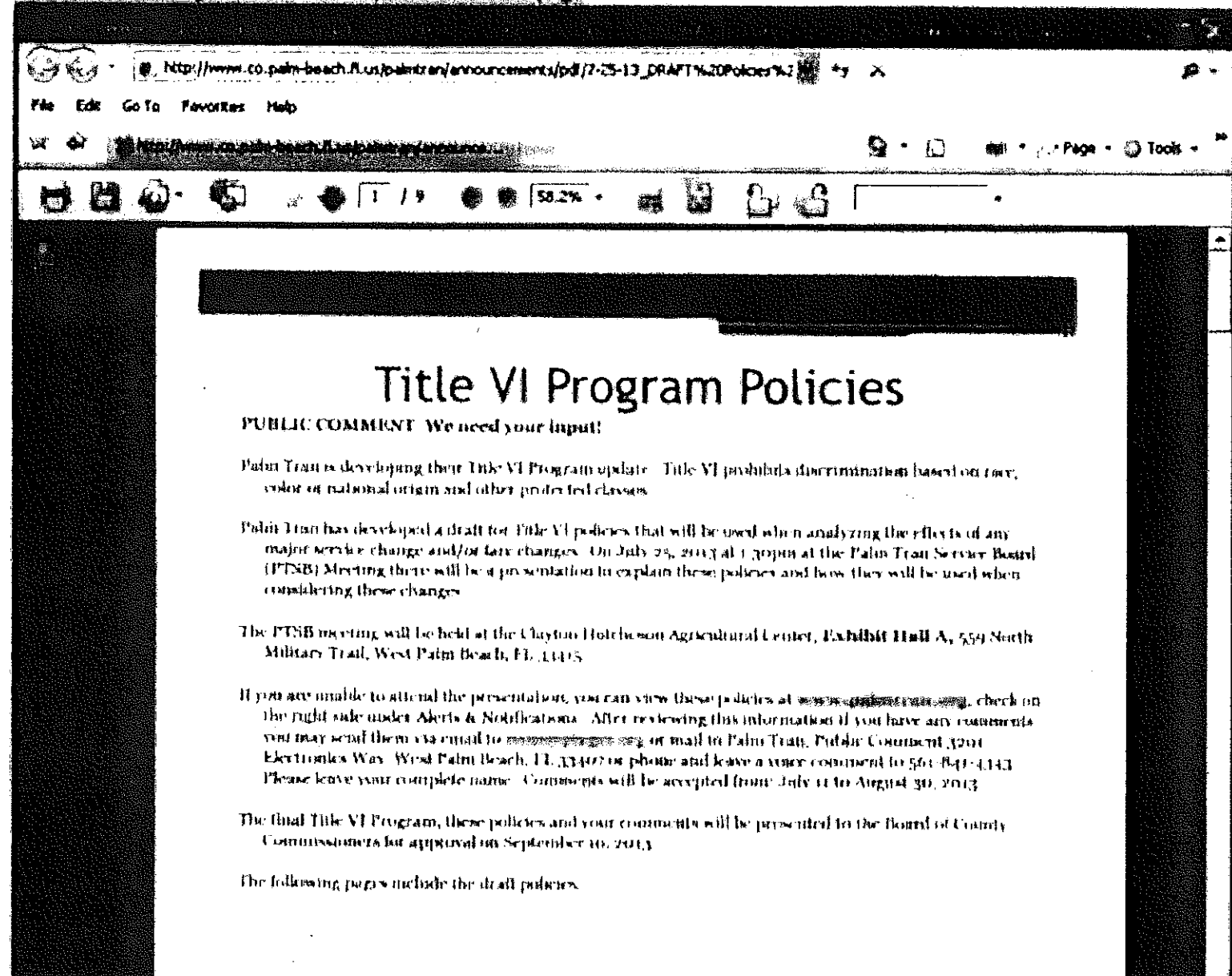
Remove August 30, 2013

Notice on Website



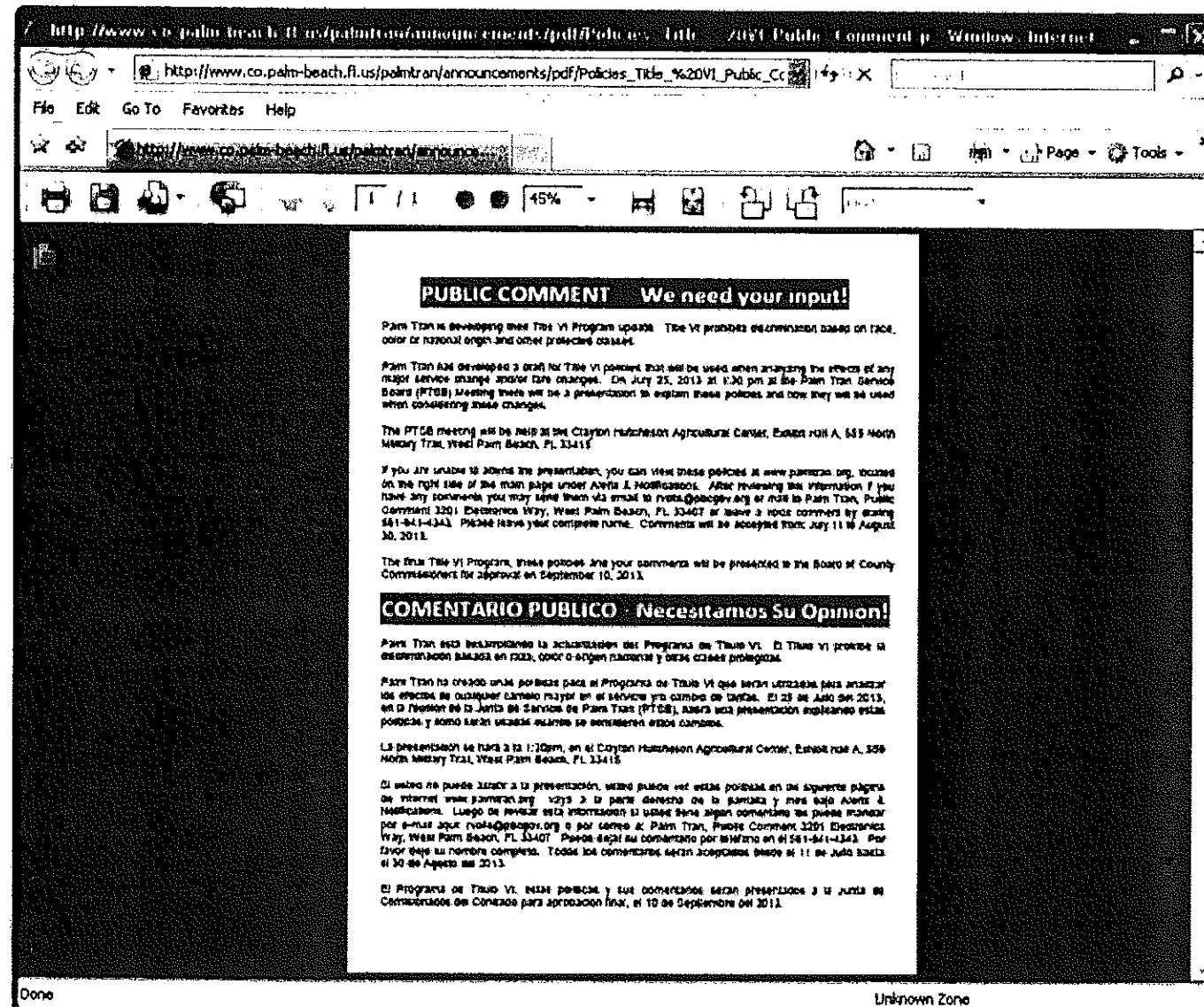
Click [HERE](#) for the Draft of the Title VI Policy!

You will see a 9 Page PDF document, this is the first page



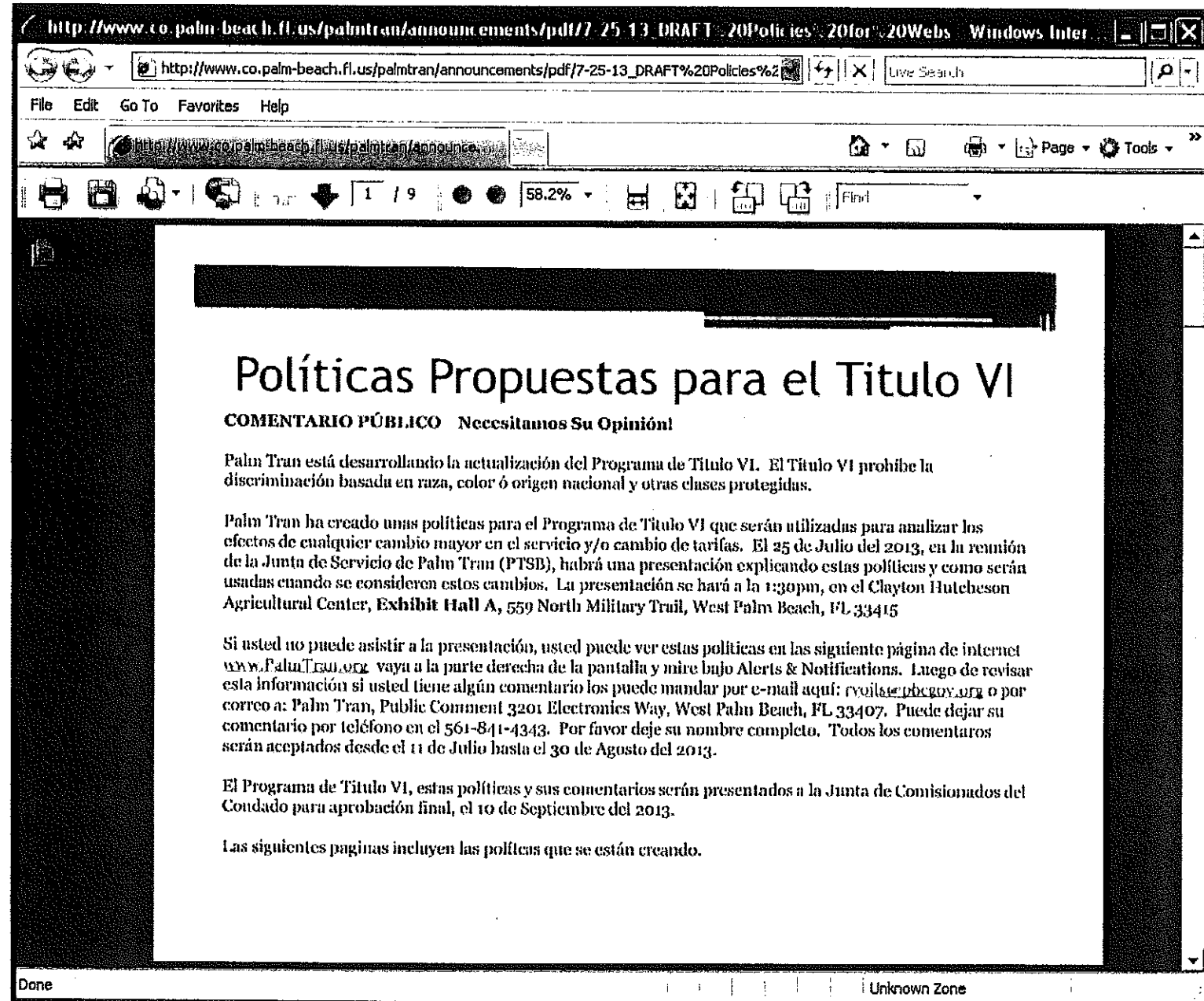
Haga Click [AQUI](#) para comentarios del Titulo VI (Spanish for Click [HERE](#) for the Title VI Comments!)

You will see a 1 Page PDF Document – Top Half in English – Bottom in Spanish



Haga Click [AQUI](#) para políticas del Título VII (Spanish for Click [HERE](#) for the Draft of the Title VI Policy!)

You will see a 9 Page PDF document, this is the first page



Notice on Newspapers

The Palm Beach Post
REAL NEWS STARTS HERE

Palm Beach Daily News
1944-1945

PUBLIC COMMENT

We need your input!

Palm Tran is developing their Title VI Program update. Title VI prohibits discrimination based on race, color or national origin and other protected classes.

Palm Tran has developed a draft for Title VI policies that will be used when analyzing the effects of any major service change and/or fare changes. On July 25, 2013 at 1:30pm at the Palm Tran Service Board (PTSB) Meeting there will be a presentation to explain these policies and how they will be used when considering these changes. The PTSB meeting will be held at the Clayton Hutcheson Agricultural Center, Exhibit Hall A, 559 North Military Trail, West Palm Beach, FL 33415.

If you are unable to attend the presentation, you can view these policies at www.palmtran.org, check on the right side under Alerts & Notifications. After reviewing this information if you have any comments you may send them via email to rvoils@pbcgov.org or mail to Palm Tran, Public Comment 3201 Electronics Way, West Palm Beach, FL 33407 or phone and leave a voice comment to 561-841-4343. Please leave your complete name. Comments will be accepted from: July 11 to August 30, 2013.

The final Title VI Program, these policies and your comments will be presented to the Board of County Commissioners for approval on September 10, 2013.

PUB: The Palm Beach Post

7-14, 7-17, 7-21/2013 # 104397

Signed

Rosemary Hindmarch
AK Thorton

Sworn to and subscribed before 08/06/2013.
Who is personally known to me.



KAREN M. MCLINTON
MY COMMISSION # EE 833558
EXPIRES: November 15, 2016
Bonded Thru Budget Notary Services

PBC BOCC PALM TRAN

PROOF OF PUBLICATION

STATE OF FLORIDA
COUNTY OF PALM BEACH

Before the undersigned authority personally appeared Rosemary Hindmarch, who on oath says that she is Call Center Legal Advertising Representative of The Palm Beach Post, a daily and Sunday newspaper, published at West Palm Beach in Palm Beach County, Florida; that the attached copy of advertising for a Notice

was published in said newspaper on
07/14/2013 and ended 07/21/2013

Affiant further says that the said The Post is a newspaper published at West Palm Beach, in said Palm Beach County, Florida, and that the said newspaper has heretofore been continuously published in said Palm Beach County, Florida, daily and Sunday and has been entered as second class mail matter at the post office in West Palm Beach, in said Palm Beach County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she/he has neither paid nor promised any person, firm or corporation any discount rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper. Also published in Martin and St. Lucie Counties.

PUBLIC COMMENT

Ad ID: 225487

Ad Cost: 443.76

PROOF OF PUBLICATION

LA GUIA GRATUITA

PUBLISHED WEEKLY

BOYNTON BEACH, PALM BEACH COUNTY, FLORIDA

STATE OF FLORIDA

COUNTY OF PALM BEACH

Before the undersigned authority, personally appeared Yetzenia Rojas, who on oath says that he or she is the representative of the La Guia Gratuita, a weekly newspaper published at Boynton Beach in Palm Beach County, Florida; that the attached copy of advertisement of Palm Tran, being a notice covering Title VI, was published in said newspaper in the two consecutive weeks of July 17 and July 24.

The affiant further says that the said La Guia Gratuita is a newspaper published at Boynton Beach, in said County, Florida, and that the said newspaper has heretofore been continuously published in said Palm Beach County, Florida, weekly, and has been entered as periodicals matter at the post office in Boynton Beach, in said Palm Beach County, Florida, for a period of 1 year next preceding the first publication of the attached copy of advertisement; and the affiant further says that she has neither paid nor promised any person, firm, or corporation any discount, rebate, commission, or refund for the purpose of securing this advertisement for publication in the said newspaper.

Yetzenia Rojas

Sworn to and subscribed before me on Aug 7, 2013

Date

Conni Alvaroe *Conni Alvaroe*

Notary public

My commission expires: _____



address: 2500 Quantum Lakes Dr,
Suite 203, Boynton Beach, FL 33426,
Tel: (561) 853-2128,
Fax: (561) 853-2258,
mail: info@laguiagratis.com
site: www.laguiagratis.com

RESULTS OF SERVICE AND/OR FARE EQUITY ANALYSES CONDUCTED SINCE THE LAST TITLE VI PROGRAM SUBMISSION

Palm Tran has not implemented a major service change since the last Title VI update in 2010; no Service Equity Analysis has been conducted.

Fare Equity Analysis - April 2013

Palm Tran is preparing its 2014 budget, and it is projecting a \$1.4 million dollar deficit. Palm Tran has also identified crucial service improvements needed to mitigate congestion, the cost of the improvements is estimated at \$1.1 million.

Palm Tran recuperates 14.5% of its operating cost from fare revenue, Palm Beach County funds the operating budget for Palm Tran. As ridership continues to increase, the need for congestion mitigation on overcrowded routes needs to be addressed. Palm Beach County has been able to spare Palm Tran any cuts during the most recent difficult years, however the County is unable to provide additional funding for the needed service improvements.

Palm Tran has not had a system wide fare increase since 2007 and while current economic circumstances are not much improved, the environment is more stable than in previous years. Staff has made the recommendation to consider a fare increase to fund Palm Tran's deficit for FY2014 and to fund the needed service improvements.

REGULATORY REQUIREMENTS

Palm Tran, in accordance with Title VI regulations, needs to assess whether fare changes are implemented in a non-discriminatory manner with respect to both the minority and income status of riders. The following methodology, table and analysis are presented to evaluate the effects of the system wide fare changes described within that are potentially to be implemented for Fiscal Year 2014.

An analysis was conducted by Palm Tran for all proposed fare changes. In order to comply with the mandates in the Title VI of the Civil Rights Act of 1964 as well as the Environmental Justice provisions in the Presidential Executive Order 12898, the fare equity analysis evaluated minority as well as low income populations to determine whether (1) the proposed increase will have a disparate impact on these groups or create a disproportionate burden on low income populations and (2) if the proposed fare increase creates a disparate impact or a disproportionate burden, what actions will Palm Tran take to minimize, mitigate or offset any such effects.

The proposed increase was brought to the public through Public Hearings held at the Palm Beach County Board of Commissioners meeting on August 13, 2013. A notice informing the public about the hearing was posted on all Palm Tran buses on July 22, and were published in various media outlets and languages in compliance with the Public Participation Plan. Public comments were collected via phone, mail and e-mail and were heard, documented and submitted to the Board of Commissioners.

METHODOLOGY

To properly evaluate the impacts of these changes on minority and low-income communities, Palm Tran utilized the following data sources:

- Passenger Survey Data sampling conducted at various diverse locations within the County, and on board Palm Tran buses.

The fixed-route rider surveys were distributed to riders as they boarded buses, and the surveys (3,356) were collected as riders alighted. Two-thousand nine-hundred seventy-three (2,973) completed surveys were returned, representing approximately 10 percent of all Palm Tran riders. A completed survey was defined as one that had at least 65 percent of the questions on the first page of the two- page survey answered. The survey results were weighted to adjust for non-response at the trip level and to expand the results to account for total ridership on each route.

For the purpose of the fare equity analysis, staff selected only the data for those riders that use the system more than three times a week. This group is denominated as transit dependant riders and would be the group most heavily impacted by a fare increase. Since the Goal of the analysis is to assess the overall effect of a fare increase, the number of riders and their cost per trip should be directly related to their usage of the system.

Palm Tran Bus customers were surveyed to analyze payment methods across economic classes and various ethnicities. The assessment was designed to determine whether fare changes will result in a disparate impact on Title VI protected populations throughout the region.

Methodology and survey sample:

The data sources used to evaluate the effects of the above described fare changes on minority or low income populations follow the procedures outlined in the FTA Circular 4702.1B. The processes of evaluating these effects are as follows;

1. Evaluate the effects of proposed fare changes on minority and low-income populations.
 - a. Determine fare medium breakdown across the entire system inclusive of all riders.
 - b. Compare the differences for each particular fare media between low income transit dependent users of the system and the non-low-income transit dependent users of the system.
 - c. Compare the differences for each particular fare media between minority transit dependent users of the system and the non-minority transit dependent users of the system.

2. Assess the impact of the fare change on transit dependent minority and low-income populations to minimize adverse effects of fare changes so that they are not borne disparately or disproportionately by minority populations and/or low-income populations.
 - a. **Disparate Impact** –The threshold to determine adverse disparate impact is established at 20% based on the cumulative impact of the proposed fare and/or service change. If disparate impact is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.
 - b. **Disproportionate Burden** –The threshold to determine disproportionate burden is established at 20% based on the cumulative impact of the proposed fare and/or service change. If disproportionate burden is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.
3. If a finding is made that the proposed fare increase would have an adverse effect on these groups, Palm Tran will analyze alternatives that would eliminate or minimize impact. Palm Tran will develop mitigation actions and propose these actions to the Board of County Commissioners for approval.

TITLE VI CATEGORIES

MINORITIES: According to the FTA Circular, “minority persons” include those classified as American Indian and Alaskan Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian and other Pacific Islander.

RACE/ETHNICITY – HOW DO YOU PAY?

For ethnic minorities (non-white), cash was the preferred method of payment, with 28.56% of minority respondents utilizing this payment method most often. The Transportation Disadvantaged (TD) Pass was second at 18.98%.

For whites, cash was also the method utilized most often for payment at 29.26%, and Transportation Disadvantaged (TD) Pass was a close second at 24.30%.

LOW INCOME: According to the FTA Circular, “low income” means a person whose median household income is at or below the Department of Health and Human Services poverty guidelines. Individuals who reported income categories that fell within these guidelines were reported as low-income.

TD PASS: Palm Beach County has an assistance program for Low-Income Palm Tran riders. The Transportation Disadvantaged (TD) Pass was created to assist those low-income individuals who are transit dependant. The program has been a great success, as detailed in the data above, this pass is the second most popular media of payment for minority and low income riders. The program allows those who qualify to purchase a monthly pass, for \$10 or \$15.

\$10.00 Pass: Customers may purchase a \$10.00 TD Bus Pass if their household income is 100% or less of the Federal Poverty Guidelines. Proof of Income, Legal Status and a Photo ID is required.

\$15.00 Pass: Customers may purchase a \$15.00 TD Bus Pass if their household income is between 101% and 150% of the Federal Poverty Guidelines. Proof of Income, Legal Status and a Photo ID is required.

CONCLUSION STATEMENT

According to the survey, Palm Tran riders greatly rely on cash, which was the preferred method of payment across the board. Among low income respondents, a group that includes both minorities and non-minorities, the TD Pass was second method most often used for bus fare.

Palm Tran, analyzed the survey data, and determined the number and percent of users of each fare media being changed; reviewed fares before the change and after the change; compared the differences for each particular fare media between minority users and overall users; and compared the differences for each particular fare media between low-income users and overall users.

This analysis has concluded that there is no disparate impact on minority riders or disproportionate burden to low income riders due to the fare increase.

Fare Equity Analysis -

Fare Type	Fare Information			Ridership Information				Average Share of Farebox Revenue			
	Current Fare	Proposed Fare	Fare Change	Low Income Population	NON Low Income Population	Minorities	NON Minorities	Low Income Population	NON Low Income Population	Minorities	NON Minorities
Cash Fare	\$1.50	\$2.00	\$0.50	362	274	459	177	\$181.00	\$137.00	\$229.50	\$88.50
Cash Half Fare	\$0.75	\$1.00	\$0.25	149	112	204	57	\$37.25	\$28.00	\$51.00	\$14.25
Quik Pass 1 Day	\$4.00	\$5.00	\$1.00	215	128	257	86	\$215.00	\$128.00	\$257.00	\$86.00
Quik Pass Reduced	\$2.75	\$3.50	\$0.75	60	38	76	22	\$45.00	\$28.50	\$57.00	\$16.50
TD Pass	\$10.00	\$15.00	\$5.00	361	0	305	147	\$1,805.00	\$0.00	\$1,525.00	\$735.00
TD Pass	\$15.00	\$20.00	\$5.00	361	0	305	147	* \$1,805.00	\$0.00	\$1,525.00	\$735.00
Quik Pass 31 Days	\$60.00	\$70.00	\$10.00	125	201	166	69	\$1,250.00	\$2,010.00	\$1,660.00	\$690.00
Quik Pass Reduced	\$45.00	\$55.00	\$10.00	133	54	140	47	\$1,330.00	\$540.00	\$1,400.00	\$470.00
Total				1405	807	1607	605	\$3.46	\$3.56	\$3.22	\$3.47
				63.52%	36.48%	72.65%	27.35%	Average Share of Farebox Revenue			
				* TD pass only 1 count				-\$0.10		-\$0.25	
								-2.80%		-7.16%	

Fare Increase – Notice on Buses

PROPOSED FARE INCREASE

Notice of Public Hearing

The Palm Beach County Board of County Commissioners will conduct a Public Hearing on August 13, 2013, 9:30 a.m. on the sixth floor of the Palm Beach County Governmental Center, located at 301 N. Olive Avenue, West Palm Beach, Florida 33401.

The purpose of this hearing:

- 1.) Proposed Palm Tran cash and QUIK Pass fare increase, and per-trip fare increase on Palm Tran CONNECTION (see chart below);
- 2.) Elimination of accepting pennies in the farebox.

If you are unable to attend the meeting and wish to have your comments noticed, written comments are welcome until August 9, 2013. Mail your comments to: PalmTran, 3201 Electronics Way, West Palm Beach, FL 33407. Or email to: palm-comments@pbcgov.org. Voice comments will be accepted at (561) 841-4360 until 5:00 p.m. August 9, 2013.

Cash Fare			QUIK Pass		
	Current	Proposed		Current	Proposed
Single Trip	\$1.50	\$2.00	1-Day	\$4.00	\$5.00
			1-Day Reduced	\$2.75	\$3.50
Single Trip			31-Day	\$60.00	\$70.00
Half Fare	\$0.75	\$1.00	31-Day Reduced	\$45.00	\$55.00
Transportation Disadvantaged (TD)			CONNECTION		
	Current	Proposed		Current	Proposed
1-Day	\$1.00	\$1.50		\$3.00	\$3.50
31-Day Reduced	\$10.00	\$15.00			
<small>TD customers with an annual income of 75% or less of the Federal Poverty Level would pay \$15.00 for a 31-day monthly bus pass.</small>					
31-Day	\$15.00	\$20.00			
<small>TD customers with an annual income between 76% and 150% of the Federal Poverty Level would pay \$20.00 for a 31-day monthly bus pass.</small>					

→ Español & Creole



Remove August 6, 2013

Fare Increase – Notice on Buses

PROPUESTA de AUMENTO a la TARIFA

Aviso de audiencia pública

La Junta de Comisionados del Condado de Palm Beach realizará una audiencia pública el 13 de agosto del 2013, 9:30 a.m. en el sexto piso del Palm Beach County Governmental Center, ubicado en 301 N. Olive Avenue, West Palm Beach, Florida 33401.

El propósito de esta audiencia:

1.) La propuesta de aumentar la tarifa de Palm Tran, aumento en el costo por viaje y el QUIK pass, y también aumento de tarifa por viaje del servicio Palm Tran CONNECTION (véase tabla abajo);

2.) Eliminación de aceptar monedas de un centavo en la caja de pago.

Si no puede asistir a la reunión y desea que sus comentarios sean anotados, puede enviar sus comentarios hasta el 9 de agosto de 2013. Envíe sus comentarios a: PalmTran, 3201 Electronics Way, West Palm Beach, FL 33407. O por correo electrónico a: palm-comments@pbcgov.org. Se aceptarán comentarios de voz en (561) 841-4360 hasta las 5:00pm del 9 de agosto del 2013.

TARIF TE PWOPAZE OGMANTASYON

Avi pou moun ki te tande piblik

Tablo eta Palm Beach County comisionè a pwal oganizè yon rakont piblik de 9 Aout 2013, 9:30 a.m.; nan sant plas gouvèman an kin an 301 N. Olive Ave, sizyèm etaj, West Palm Beach, Florida 33401

Men sak pwal pasè pou yo tande piblik la:

1.) Kom yo te mande pou Palm Tran monte pri lajan ak quik pas la, epi pri a ap monte chak wwayaj sou Palm Tran Connection dabò (gadè nan bwat anba a)

2.) Yo vle eliminè resevwa peny nan bwat lajan an

Siw pa kapab vini nan meeting è ou vle fè yo tandè vwaw, ou ka ekri yo jiska 9 Aout 2013. Voye saw vle di an nan: Palm Tran, 3201 Electronics Way, West Palm Beach, FL 33407. Oubyen ou ka voye email nan: palm-comments@pbcgov.org ya asepte ep vwa komantè nan 561-841-4360 ou ka fèl jiska 9 Aout 2013 a 5pm.

Cash Fare			QUIK Pass		
	Current	Proposed		Current	Proposed
Single Trip	\$1.50	\$2.00	1-Day	\$4.00	\$5.00
			1-Day Reduced	\$2.75	\$3.50
Single Trip			31-Day	\$60.00	\$70.00
Half Fare	\$0.75	\$1.00	31-Day Reduced	\$45.00	\$55.00
Transportation Disadvantaged (TD)			CONNECTION		
	Current	Proposed		Current	Proposed
1-Day	\$1.00	\$1.50		\$3.00	\$3.50
31-Day Reduced	\$10.00	\$15.00			
TD customers with an annual income of 75% or less of the Federal Poverty Level would pay \$15.00 for a TD monthly bus pass.					
31-Day	\$15.00	\$20.00			
TD customers with an annual income between 76% and 150% of the Federal Poverty Level would pay \$20.00 for a TD monthly bus pass.					

English

Palm Beach Daily News

100

PROPOSED FARE INCREASE
FOR PALM TRAN

Notice of Public Hearing
The Palm Beach County Board of
County Commissioners will conduct
a Public Hearing on August 13, 2013,
9:30 a.m. on the sixth floor of the Palm
Beach County Governmental Center,
located at 301 N. Olive Avenue, West
Palm Beach, Florida 33401.

The purpose of this hearing:

- 1.) Proposed Palm Tran cash and
QUIK Pass fare increase, and per-
trip fare increase on Palm Tran
CONNECTION (see chart below)
- 2.) Elimination of accepting pennies in
the farebox

If you are unable to attend the
meeting and wish to have your
comments noticed, written comments
are welcome until August 9, 2013. Mail
your comments to: PalmTran, 3201
Electronics Way, West Palm Beach, FL
33407. Or email to: palm-comments@
pbcgov.org. Voice comments will be
accepted at (561) 841-4360 until 5:00
p.m. August 9, 2013.

PROPUESTA de AUMENTO a la TARIFA

Aviso de audiencia publica
La Junta de Comisionados del Condado
de Palm Beach realizara una audiencia
publica el 13 de agosto del 2013, 9:30
a.m. en el sexto piso del Palm Beach
County Governmental Center, ubicado
en 301 N. Olive Avenue, West Palm
Beach, Florida 33401. El proposito de
esta audiencia:

- 1.) La propuesta de aumentar la tarifa
de Palm Tran, aumento en el costo
por viaje y el QUIK pass, y tambien
aumento de tarifa por viaje del servicio
Palm Tran CONNECTION (vease tabla
abajo);
- 2.) Eliminacion de aceptar monedas de
un centavo en la caja de pago.

Si no puede asistir a la reunion y desea
que sus comentarios sean anotados,
puede enviar sus comentarios hasta
el 9 de agosto de 2013. Envie sus
comentarios a: PalmTran, 3201
Electronics Way, West Palm Beach,
FL 33407. O por correo electronico
a: palm-comments@pbcgov.org. Se
aceptaran comentarios de voz en (561)
841-4360 hasta las 5:00pm del 9 de
agosto del 2013.

AVI POU KA OGMANTE PRI

Avi pou moun ki te tande piblik
Tablo eta Palm Beach County
comisyone a pwal oganize yon rakont
piblik de 9 Aout 2013, 9:30 a.m.; nan
sant plas gouvernman an kin an 301
N. Olive Ave, sizyem etaj, West Palm
Beach, Florida 33401
Men sak pwal pase pou yo tande piblik
la:

- 1.) Kom yo te mande pou Palm Tran
monte pri lajan ak quik pas la, epi
pri a ap monte chak vwayaj sou Palm
Tran Connection dabo (gade nan bwat
anba a)
- 2.) Yo vle elimine resevwa peny nan
bwat lajan an

Siw pa kapab vini nan meeting e ou vle
te yo tande vwaw, ou ka ekri yo jiska
9 Aout 2013. Voye saw vle di an nan:
Palm Tran, 3201 Electronics Way, West
Palm Beach, FL 33407. Oubyen ou ka
voye email nan: palm-comments@
pbcgov.org ya asepte ep vwa komante
nan 561-841-4360 ou ka fel jiska 9
Aout 2013 a 5pm.

Proposed fare increases:

Cash Fare

Single Trip: from \$1.50 to \$2.00
Single Trip Half Fare: from \$0.75 to
\$1.00

QUIK Pass 1-Day: from \$4.00 to \$5.00

1-Day Reduced: from \$2.75 to \$3.50

31-Day: from \$60.00 to \$70.00

31-Day Reduced: from \$45.00 to \$55.00

Transportation Disadvantaged (TD)

1-Day: from \$1.00 to \$1.50

31-Day Reduced: from \$10.00 to \$15.00

TD customers with an annual income

of 75% or less of the Federal Poverty

Level would pay \$15.00 for a TD

monthly bus pass.

31-Day: from \$15.00 to \$20.00

TD customers with an annual income

between 76% and 150% of the Federal

Poverty Level would pay \$20.00 for a

TD monthly bus pass.

Palm Tran CONNECTION

from \$3.00 to \$3.50

PUB: The Palm Beach Post

7-28, 8-4/ 2013 #105998

SUN-SENTINEL
PUBLISHED DAILY
FORT LAUDERDALE, BROWARD COUNTY, FLORIDA
BOCA RATON, PALM BEACH COUNTY, FLORIDA
MIAMI, MIAMI-DADE COUNTY, FLORIDA

STATE OF FLORIDA
COUNTY OF BROWARD/PALM BEACH/MIAMI-DADE

BEFORE THE UNDERSIGNED AUTHORITY, PERSONALLY APPEARED
BRITTANY N. BELLOMO, WHO, ON OATH, SAYS THAT SHE IS A DULY
AUTHORIZED REPRESENTATIVE OF THE CLASSIFIED DEPARTMENT
OF THE SUN-SENTINEL, DAILY NEWSPAPER PUBLISHED IN
BROWARD/PALM BEACH/MIAMI-DADE COUNTY, FLORIDA, THAT
THE ATTACHED COPY OF ADVERTISEMENT, BEING A:

PUBLIC HEARING NOTICE

THE MATTER OF

PALM BEACH COUNTY BOARD OF
COUNTY COMMISSIONERS
AUGUST 13, 2013, 9:30 AM

IN THE CIRCUIT COURT, WAS PUBLISHED IN SAID NEWSPAPER IN THE
ISSUES OF:

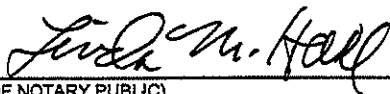
JULY 28 & AUGUST 4, 2013

14169492


AFFIANT FURTHER SAYS THAT THE SAID SUN-SENTINEL IS A NEWSPAPER
PUBLISHED IN SAID BROWARD/PALM BEACH/MIAMI-DADE COUNTY, FLORIDA,
AND THAT THE SAID NEWSPAPER HAS HERETOFORE BEEN CONTINUOUSLY
PUBLISHED IN SAID BROWARD/PALM BEACH/MIAMI-DADE COUNTY, FLORIDA,
EACH DAY, AND HAS BEEN ENTERED AS SECOND CLASS MATTER AT THE POST
OFFICE IN FORT LAUDERDALE, IN SAID BROWARD COUNTY, FLORIDA, FOR A
PERIOD OF ONE YEAR NEXT PRECEDING THE FIRST PUBLICATION OF ATTACHED
COPY OF ADVERTISEMENT: AND AFFIANT FURTHER SAYS THAT SHE HAS NEITHER
PAID, NOR PROMISED, ANY PERSON, FIRM, OR CORPORATION, ANY DISCOUNT,
REBATE, COMMISSION, OR REFUND, FOR THE PURPOSE OF SECURING THIS
ADVERTISEMENT FOR PUBLICATION IN SAID NEWSPAPER.


(SIGNATURE OF BRITTANY N. BELLOMO, AFFIANT)

SWORN TO AND SUBSCRIBED BEFORE ME
ON 5, AUGUST 2013 A.D.



(SIGNATURE OF NOTARY PUBLIC)

 **LINDA M HALL**
MY COMMISSION # EE182121
EXPIRES March 22, 2016

(NAME OF NOTARY, TYPED, PRINTED, OR STAMPED)

PERSONALLY KNOWN (X) OR PRODUCED IDENTIFICATION ()

**PROPOSED FARE INCREASE
FOR PALM TRAN**
The Palm Beach County Board of
County Commissioners will con-
duct a public hearing on August 13,
2013, 9:30 a.m. on the sixth floor of
the Palm Beach County Govern-
mental Center, located at 301 N.
Olive Avenue, West Palm Beach,
Florida 33401.
The purpose of this hearing is:
1.) Proposed Palm Tran cash and
QUICK Pass fare increase and per-
trip fare increase on Palm Tran
CONNECTION service, chart below:
2.) Elimination of accepting pen-
nies in farebox.
If you are unable to attend the
meeting and wish to have your
comments noticed, written com-
ments are welcome until August 9,
2013. Mail your comments to:
PalmTran, 3201 Electronics Way,
West Palm Beach, FL 33407. Or
email to: palm.comments@
pbcgov.org. Voice comments will
be accepted at (561) 841-4360 until
5:00 p.m. August 9, 2013.
Proposed fare increases:
Cash Fare:
Single Trip: from \$1.50 to \$2.00
Single Trip Half Fare: from \$0.75 to
\$1.00
QUICK Pass:
1-Day: from \$4.00 to \$5.00
1-Day Reduced: from \$2.75 to
\$3.50
31-Day: from \$60.00 to \$70.00
31-Day Reduced: from \$45.00 to
\$55.00
Transportation Disadvantaged (TD)
1-Day: from \$1.00 to \$1.50
31-Day Reduced: from \$10.00 to
\$15.00
TD customers with an annual in-
come of 75% or less of the Federal
Poverty Level would pay \$15.00 for
a TD monthly bus pass
31-Day: from \$15.00 to \$20.00
TD customers with an annual in-
come between 76% and 150% of
the Federal Poverty Level would
pay \$20.00 for a TD monthly bus
pass
Palm Tran CONNECTION
from \$3.00 to \$3.50
July 28/August 4, 2013

**EVIDENCE THAT THE BOARD OR OTHER GOVERNING ENTITY OR OFFICIAL(S)
CONSIDERED, WAS AWARE OF, AND APPROVED THE TITLE VI PROGRAM.**

**[MINUTES OF MEETING OR OTHER DOCUMENTATION TO BE INSERTED FOLLOWING
APPROVAL]**

[The approval document (board meeting minutes, resolution, etc.) must include language that specifies the government entity responsible for policy decisions reviewed and approved:

The Title VI Program

The results of the Monitoring Program and Report

The Major Service Change Policy

The Disparate Impact Policy

The disproportionate Burden Policy

The results of the Fare Equity Analysis]

Minutes from the August 13, 2013 public hearing

Minutes from the September 24 BCC Workshop