

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

AGENDA ITEM SUMMARY

Meeting Date: March 9, 2020 [] Consent [X] Regular
[] Ordinance [] Public Hearing

Department: Palm Tran

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve: revisions to Palm Tran's fare policy to become effective concurrently with the implementation of the new Fare Collection and Regional Interoperability Project.

Summary: As part of Palm Tran's new enhanced Fare Collection System (FCS), staff is recommending the following revisions to the current fare policy to optimize the customer experience and encourage more frequent trips. The recommendations include adding three (3) fare products and two (2) fare policies. Palm Tran is recommending adding three (3) new fare products; three (3) and seven (7) day passes as well as the cost to purchase an unloaded Paradise smart card. These new fare products will provide more options for the customer which also aligns with Broward County Transit (BCT) and Miami-Dade Transit's (MDT) fare offerings. The three (3) day, seven (7) day and unloaded Paradise smart card, will be sold for \$12, \$20 and \$2 respectively. However, several thousand complimentary unloaded Paradise smart cards will be distributed during initial roll-out. The first fare policy recommendation is to add fare capping. The fare capping policy will automatically give the customer the best fare value when they use a registered Paradise smart card, by converting their cash value into an unlimited one-, three-, seven- or thirty-one-day pass based on frequency of use. The second policy change would eliminate acceptance of pennies, which would provide efficiencies in cash counting tasks and boarding dwell times. Staff is currently targeting June 2021 for these fare policy revisions to go into effect concurrent with the official launch of the new FCS. Countywide (MM)

Background and Policy Issues: On March 17, 2020, the Board approved an agreement with Genfare (R2020-0329) for acquisition of the hardware and software to implement a new Fare Collection System (FCS). This contract totaled \$10,912,988 over a ten-year term and is funded through the Palm Beach County Transportation Planning Agency (TPA) and the Federal Transit Administration (FTA) Section 5307 Formula Grant. The total contract amount is \$10,912,988 which consists of a base cost of \$6,358,771 for the system equipment and installation. The contract includes on-going Operations and Maintenance support costs for ten (10) years, \$84,048 for the first year's cloud hosting, with two (2) optional three (3) year extensions, totaling \$4,466,804 if all sixteen (16) years are utilized. It provides Palm Tran with 165 new validating fareboxes, 22 ticket vending machines, 6 agency point of sale machines, testing/ maintenance/ training equipment and back office software that supports account-based sales, mobile applications, inventory management, revenue management and website purchases. Palm Tran provided the Board an update on the FCS implementation as well as sought Board direction on the proposed fare policy revisions at the January 26, 2021 BCC Workshop. In accordance with FTA policy (4702.1B) Palm Tran, through consultants Tindale Oliver, conducted an equity analysis on the proposed changes to ensure no groups would be disproportionately impacted.

Attachment(s): 1. Palm Tran Revised Fare Structure

Recommended By: [Signature] 2/22/21
Executive Director Date

Approved By: [Signature] 2/26/21
Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2021	2022	2023	2024	2025
Capital Expenditures					
Operating Costs					
External Revenues	-	-	-	-	-
Program Income(County)					
In-Kind Match(County)					
NET FISCAL IMPACT	-	-	-	-	-
#ADDITIONAL FTE POSITIONS (CUMULATIVE)					

Is Item Included in Current Budget? Yes No
 Does this item include the use of federal funds? Yes No

Budget Account No:

Fund Agency Organization Object

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

Fiscal impact is indeterminable at this time

C. Departmental Fiscal Review:

Jeremy Baker, Director Administrative Services

III. REVIEW COMMENTS:

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

Lore Monte 2/25/21
 OFMB
2/26/21

Dr. J. Jacobson 2/25/21
 Contract Dev. & Control
 2-25-21 TW

B. Legal Sufficiency

Anne Delgant 2-26-21
 Assistant County Attorney

C. Other Department Review

 Department Director

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

Attachment #1

Palm Tran Revised Fare Structure (Additions bolded below)

Service	Media	Description	Fare
Fixed Route	Pass	Paradise Smart Pass – Plastic Pass Only each (NEW) ¹	\$2.00
Fixed Route	Pass	7-Day Unlimited Fare (NEW)	\$20.00
Fixed Route	Pass	3-Day Unlimited Fare (NEW)	\$12.00
Fixed Route	Pass	31-Day Pass Full Fare	\$70.00
Fixed Route	Pass	31-Day Pass Reduced Fare ²	\$55.00
Fixed Route	Pass	31-Day Pass Transportation Disadvantaged ³	\$20.00
Fixed Route	Pass	31-Day Pass Transportation Disadvantaged ³	\$15.00
Fixed Route	Pass	1 Day Unlimited Pass Full Fare	\$5.00
Fixed Route	Pass	1 Day Unlimited Pass Reduced Fare ²	\$3.50
Fixed Route	Pass	1 Day Unlimited Pass Transportation Disadvantaged ³	\$1.50
Fixed Route	Cash	1 Trip Base	\$2.00
Fixed Route	Cash	1 Trip Reduced ²	\$1.00
Connection	Pass	10 Trip "Ticket to Ride" Paratransit	\$35.00
Connection	Cash	1 Trip Cash Fare	\$3.50
Dial-A-Ride ⁴	Cash	1 Trip	\$2.00
Dial-A-Ride ⁴	Cash	1 Trip Reduced.	\$1.00

1. As part of the new Fare Collection System rollout, Palm Tran will distribute thousands of complimentary of Paradise Pass cards to the public.

2. Palm Tran offers a Reduced 31-Day, 1-Day Unlimited and 1-Trip Pass for the following passengers:

- Seniors over the age of 65 with photo ID
- Disabled persons who have documented disabilities with Palm Tran Connection
- Medicare recipients with valid ID
- Veterans with a "Service Connected" Veteran's Administration (VA) Card

3. Qualifying Transportation Disadvantaged customers are eligible for a Reduced 31-Day and 1-Day Unlimited Pass dependent upon annual income:

- \$20 = annual income between 76% and 150% of the Federal Poverty Level
- \$15 = annual income of 75% or less of the Federal Poverty Level

4. On June 23, 2020, the Board approved continuation of the Dial-A-Ride model for Palm Tran's Go Glades Pilot Service, including fare rate, in response to COVID-19.

Free Fare Requirements

- Registered ADA Palm Tran Connection customers are eligible to ride Fixed Route fare free
- Children 8 and under ride free when accompanied by a fare paying passenger
- Police Officer in uniform or with badge