

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2024	2025	2026	2027	2028
Capital Expenditures					
Operating Costs					
External Revenues					
Program Income(County)					
In-Kind Match(County)					
NET FISCAL IMPACT					
#ADDITIONAL FTE POSITIONS (CUMULATIVE)					

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

Budget Account No:

Fund Department Unit Object RSRC

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

C. Departmental Fiscal Review: _____
Lyne Johnson, Director of Admin Services

III. REVIEW COMMENTS:

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

ASDUR 1/22/24
 OFMB 974102
 1/22

Sarajm. Amiri 1/26/24
 Contract Dev. & Control

B. Legal Sufficiency

JA 2/1/24
 Assistant County Attorney

C. Other Department Review

 Department Director

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

We provide access to opportunity for everyone; safely, efficiently and courteously

Palm Tran Service Recommendations (Attachment #1 Page 1 of 15) Item 6G1



Service Recommendations & Funding

BCC Regular Meeting

February 6, 2024



Respect



Integrity



Teamwork



Recognition



Communication



Safety





Progress to Date

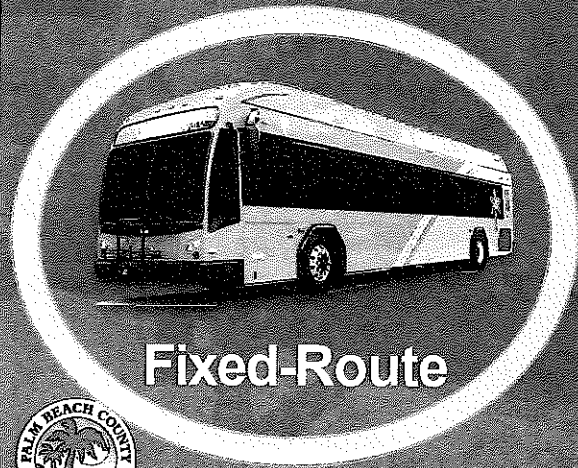
- 1** Held BCC Workshop on Service Recommendations and Funding **Sep. 26, 2023**
- 2** BCC directed Palm Tran Service Board (PTSB) to hold public hearing on recommendations **Oct. 26, 2023**
- 3** BCC directed staff to provide public presentations to affected municipalities and Transportation Planning Agency **Oct., 2023 to Jan., 2024**

 - TPA and Royal Palm Beach **Oct. 19, 2023**
 - Palm Beach Gardens and Riviera Beach **Nov. 2 & 29, 2023**
 - Village of Wellington **Jan. 16, 2024**
 - City of Boca Raton (discussion & correspondence)
- 4** BCC to ratify service plan **Feb. 6, 2024**



Service Recommendations & Funding

Modes of Service



Fixed-Route



Paratransit



Mobility-On-Demand

Fixed Route Service Efficiencies





Fixed Route Service Efficiencies

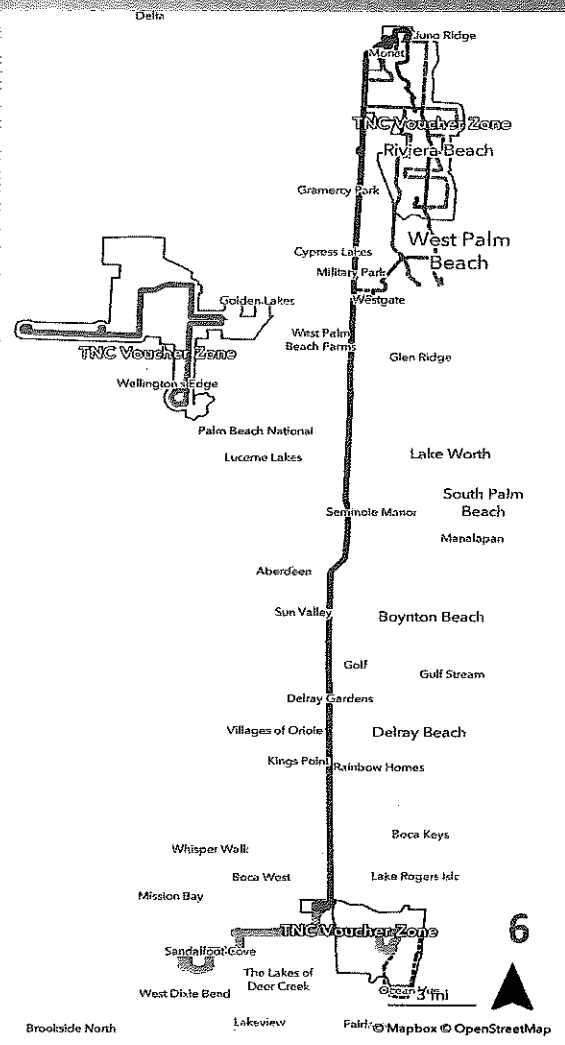
Route	Description of Service Cuts (Savings)
21	Eliminate Route 21 and modify routes 20 and 33 to provide coverage and add TNC/Voucher Pilot Program
52	Eliminate and replace with TNC/Voucher Pilot Program
20, 47, 92	Eliminate unproductive segments
64, 70	Reduce frequency to every 60 minutes from 45 minutes

Total Annual Fixed Route Cuts: \$2.4M (Est.)

Route	Description of Service Improvements (Reinvestment)
TNCs	Introduce three (3) Pilot TNC/Voucher programs to replace routes 21, 52 and segments of route 92
3	Increase peak weekday frequency 30 to 20 minutes and Sunday from 60 to 30 minutes
20	Improve weekday 60 to 45 minute frequency – provides coverage for Route 21
33	Provides cover for Route 21 and extends to Azure apts. (formerly Stoneybrook)
40	Serve SR7 and Okeechobee, 30 minutes mid-day frequency
41, 43	Reallocate service hours
92	Increase frequency from every 60 to every 45 minutes
10	Introduce service from the Gardens Mall to the Alton Community

Total Annual Fixed Route Reinvestments: \$2.4M (Est.)

- 3 PBG - BCR via MILITARY
- Existing Route 20
- Existing Route 21
- Existing Route 33
- Existing Route 52
- Existing Route 92
- Proposed Route 92
- TNC Voucher Zone (Route Replacement)
- TNC Voucher Zone (Route Modification)

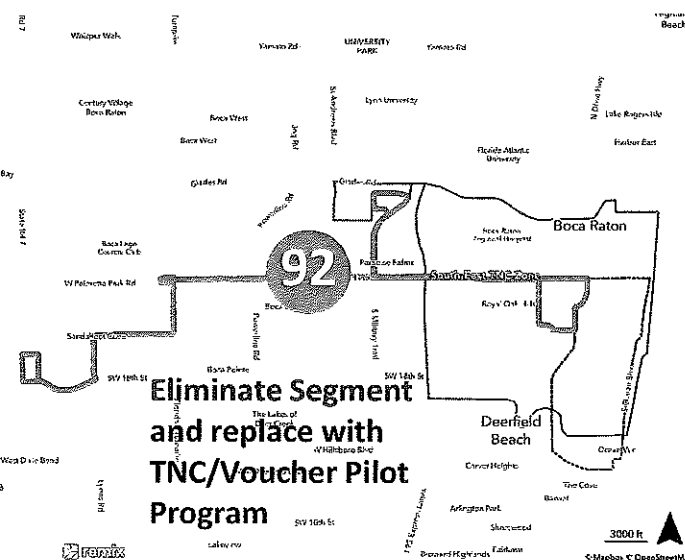
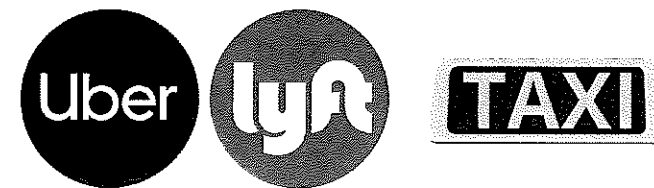
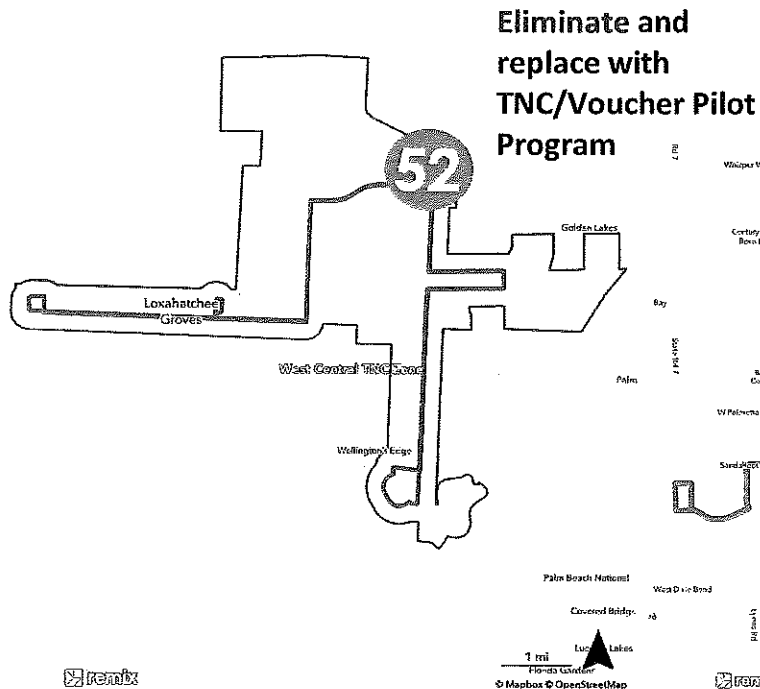
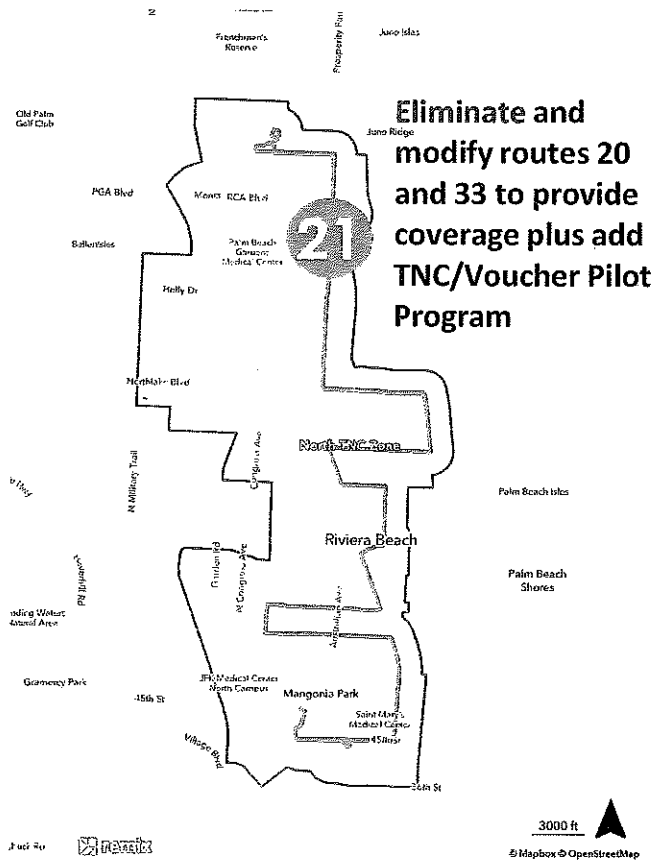


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TNC / Voucher Pilot Program





TNC / Voucher Pilot Program - How it Works



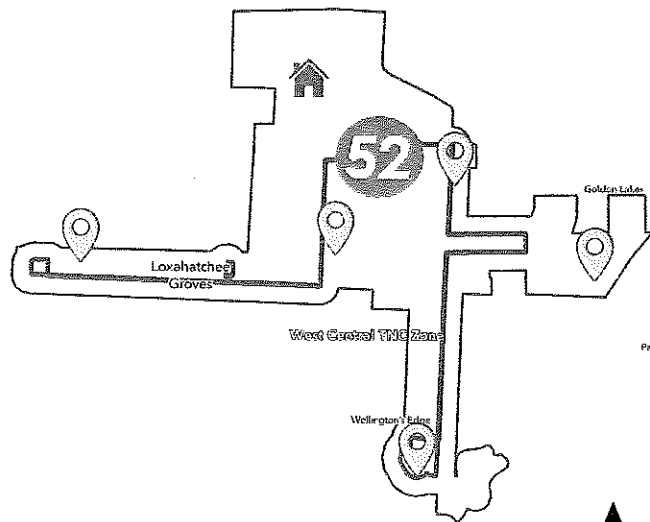
How it Works



1. Select origin “curb or predetermined point” within zone.
2. Select destination “curb or predetermined point” within the zone. **Customer’s trip cannot extend beyond the zone.**
3. If trip is within 2.5 miles, the customers \$2 co-pay and \$8 voucher will cover one-way trip.
4. If customer’s trip exceeds the subsidy within the zone, the customer will be responsible for the difference.
5. If customer does not have a smart phone or requires an ADA vehicle, ADA accessible Taxis will be deployed by telephone.

**Taxi operator shall have a drug and alcohol testing policy in place.*

Trips must originate or end at a predetermined point **on the former or existing fixed route within the zone.*



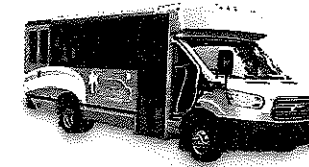
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Connection Efficiency Project (CEP) Implementation Plan



Paratransit





Recommendation 1: Align ADA Service Area with FTA Guidelines

- ADA paratransit service will be provided within $\frac{3}{4}$ of a mile of Fixed-Route System

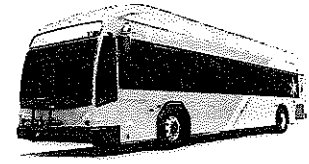
Recommendation 2: Launch Alternative Transportation Services Program

- To cover trips of new ADA coverage area using Uber, Lyft, Taxi, UZURV or less costly paratransit provider
- TD (Transportation Disadvantaged) trips outside of the ADA area will be covered by the alternative transportation services program

Recommendation 3: Adjust Fares to Federal Guidelines

- To no more than twice the conventional Fixed-Route Fare (\$3.50 to \$4.00 per trip)

PTSB Approved Unanimously

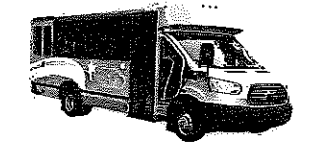


Fixed-Route

1. Motion to approve Executive Director’s recommendations on Fixed-Route Service Efficiency and Reinvestment as stated below:

- 1) Fixed-Route Service Efficiency and Reinvestment \$2.4M May 2024**
- Eliminate Route **52** and replace with TNC/Voucher Program
 - Eliminate Route **21** and:
 - ✓ Add TNC/Voucher Program
 - ✓ Restructure Routes Extend Routes **20** **33**
 - Service Cuts on Routes: **20** **47** **64** **73**
 - Increase frequency from 30 to 20 minutes **3**
 - Other reinvestments: **10** **40** **43** **52**

PTSB Approved Unanimously



Paratransit

2. Motion to approve Executive Director’s CEP plan as stated below:

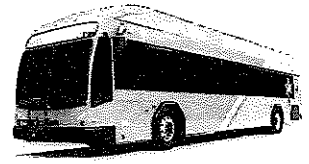
- 2) Continue Implementation of the CEP using a phased approach with each phase to be approved by the BCC FY2024 –FY2027**
- I. Adjust Fares to Federal Guidelines (*Separate Board Action Required*) Mid FY2024
 - II. Align ADA Service Area with FTA Guidelines (*Separate Board Action Required*) FY2024 –FY2027
 - III. Alternative Transportation Service Beyond ¾ Mile (*Separate Board Action Required*) FY2024 –FY2027

Public Outreach

- In-field outreach at high ridership locations
- Guidebooks, mailers, social media, news media, radio, website, Palm Tran app and SMS
- Onboard audio and video announcements
- Bus stop signs
- Municipal coordination and public meetings



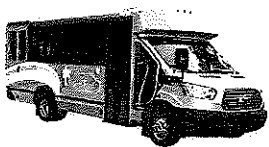
Motion to ratify Palm Tran Service Board’s approved plan on Fixed-Route Service Efficiency and Reinvestment as stated below:



Fixed-Route

- 1) Fixed-Route Service Efficiency and Reinvestment \$2.4M May 2024**
- Eliminate Route **52** and replace with TNC/Voucher Program
 - Eliminate Route **21** and:
 - ✓ Add TNC/Voucher Program
 - ✓ Restructure Routes Extend Routes **20** **33**
 - Service Cuts on Routes: **20** **47** **64** **70**
 - Increase frequency from 30 to 20 minutes **3**
 - Other reinvestments: **10** **40** **43** **71**

This plan was approved unanimously by Palm Tran Service Board on October 26th, 2023.



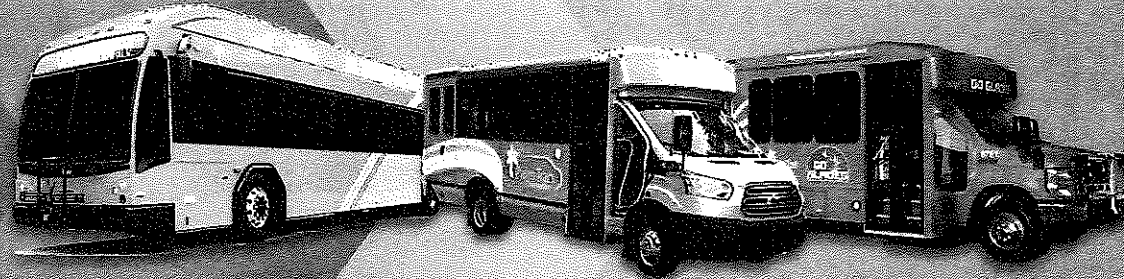
Motion to continue implementation of CEP using a phased approach with a separate board item:

Paratransit

2) Continue Implementation of the CEP using a phased approach with each phase to be approved by the BCC **FY2024 –FY2027**

- I. Adjust Fares to Federal Guidelines *(Separate Board Action Required)* **Mid FY2024**
- II. Align ADA Service Area with FTA Guidelines *(Separate Board Action Required)* **FY2024 –FY2027**
- III. Alternative Transportation Service Beyond ¾ Mile *(Separate Board Action Required)* **FY2024 –FY2027**

This plan was approved unanimously by Palm Tran Service Board on October 26th, 2023.



Thank you



PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, October 26, 2023
1:30 P.M. to 3:30 PM

1. Call to Order

Meeting called to order at 1:40 p.m. by Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Kerry Rawn, Seat 2, Disability Advocate
Selva Selvendran, Seat 3, Environmental Advocate
Frank Stanzione, Seat 7, Senior Citizen Representative
Brandon Williams, Seat 8, Certified Paratransit User
Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair
Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chairman
Tricia Hallison-Mischler, Seat 11, Citizen-at Large
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent

Kashamba Miller-Anderson, Seat 4, Elected Municipal Official
Jim Gibbs, Seat 5, Business Community Representative
Donté Mickens, Seat 6, Representative with Multicultural Experience
Tammy Jackson-Moore, Seat 13, Resident of the Glades/ Lake Region Area

4. Motion to Adopt the Agenda for October 26, 2023

Chair Mitchell requested a motion to adopt the agenda for October 26, 2023.
Motion made by Mr. Stanzione and seconded by Mr. Acevedo
The motion was approved unanimously.

5. Motion to Approve Minutes for September 21, 2023

Chair Mitchell requested a motion to approve the Minutes for September 21, 2023.

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Motion made by Mr. Stanzione and seconded by Mr. Martin. The motion was approved unanimously.

6. Safety Message/Briefing

The Safety Message was presented by Charles Hall, Interim Director of Operations.

The October Safety Message focused on “Rail Road Crossing Safety”

7. Comments from Palm Tran’s Service Board Chair

Chair Mitchell welcomed all and thanked everyone for their presence. Chair Mitchell acknowledged the robust crowd in attendance for the Public Hearing called by the Board of County Commissioners.

Chair Mitchell noted that it was Blindness Awareness Month. She asked each Board member and Executive team who was provided a mask to cover their eyes during her comments to experience with individuals who are visually impaired experience every day.

Chair Mitchell recognized Mr. Forbes for comments before the public hearing. Mr. Forbes acknowledged Chair Mitchell for her participation as a panelist on the Community of Minority Transit Officials (COMTO) Accessibility Advisory Council webinar, “A Seat at the Table: People with Disabilities Leading in Public Transit held October 24th.

Chair Mitchell officially opened the Public Hearing.

8. Action Items

Executive Director, Clinton Forbes gave an overview of Palm Tran’s Fixed Route Service Efficiencies, Operational Efficiencies, Connection Efficiency Program (CEP) and Recommendations – Palm Tran Service Board Direction.

a. Service Recommendation and Funding

I. Resolution Overview

Attorney Masimba Mutamba outlined the guidelines for conducting a Public Hearing

II. PTSB Discussion

- Chair Mitchell thanked Palm Tran staff for the presentation. How will the route 20 realignment and frequency, affect the Executive Center corridor? Staff

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advised it will not be affected but enhanced. When will Paratransit fare be increased? Staff responded with October FY2024 upon board approval.

- Vice Chair Acevedo, how will we go about showing proof we got off a TNC to ride fixed route? It would be the same as transferring from Tri-rail to fixed route. How will the complain process work for TNC to assure customers are treated fairly? Palm Tran will be monitoring metrics to assure continuity customer service is paramount.
- Mr. Stanzone, for route 92 does that fall under the 25% for service changes? Yes, the 92% has minimal changes.
- Ms. Rawn, On TNC partnership does Palm Tran peers utilize the service. Yes, PSTA has used TNC successfully since 2016.
- Mr. Selvendren, supports and agrees with the changes recommended.
- Mr. Martin, thanked staff for the presentation. How did the meeting go in Royal Palm Beach? Staff responded it was met well.
- Mr. Williams, how will my eligibility be affected if I have a bus stop nearby but I cannot ride. Due to your mobility devise you will not be affected and will remain eligibility. Is there a plan to increase the fare more than \$4.00 in the future? The recommendation is to cap it at \$4.00.

b. Public Comment on Action Items

- Anna Defeo (not present) wanted to extend her support to Paratransit.
- Ilene Jasper wishes not to speak but to offer her support to Paratransit.
- Daphne Kasic why is the wait two hours for paratransit? Staff will be reaching out.
- Ambassador Nicky Brown acknowledged Mr. Forbes for a great job done. Is interested in integrating the tri-counties.
- Carolyn Lapp, the changes sound good thank you for maintaining the transportation so needed by the disabled community.
- Mr. Bryan from the TPA is in total support of the service enhancement recommended.
- Nicole Sheehan, agrees with the recommended changes set forth and commended Palm Tran and Palm Tran Connection.
- Joan Scera representing Palm Beach Gardens Planning and zoning speaking in support of the changes to route 10 modification. Thanked Palm Tran Planning department specifically Yash Nagal.
- Jonathan Hopkins, Executive Director of the Mobility Coalition for West Palm Beach believes that transit agencies should have three components,

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congestion reduction, creating a reliable transit system, equal opportunity for low income users is in support of the recommended changes.

- Takesha Saffold, is hoping that fare increase does not happen in January 2024, October 2024 will be more reasonable.
- c. Motion to approve Executive Director's recommendations on Fixed-Route Service Efficiency and Reinvestment. Chair Mitchell requested a motion to approve recommendations. Motion made by Mr. Acevedo, seconded by Mr. Martin. The motion was approved unanimously.
- d. Motion to approve Executive Director's CEP Plan. Chair Mitchell requested a motion to approve CEP Plan. Motion was made by Mr. Acevedo, seconded by Mr. Stanzione. The motion was approved unanimously.

9. Public Comments (General)

- Dr. Rasheed, complained twice about rude driver and damaged walker. Staff will address.
- Jason Goldfield, in the rider's choice program riding Lyft and it has been a success, however some drivers have not let him ride because of service animal. Staff will address.
- Larry McDowell, just wanted to comment on what Palm Tran Connection means to him, it gave him his life back after his loss of sight is very grateful for the service.

10. Board Member Comments

Kerry Rawn, Thanked Palm Tran

Carmencita Mitchell, no schedule meeting for November, next meeting December 14th.

Joey Acevedo, thanked the Palm Tran team for all the collaboration

Tricia Hallison-Mischler, it was as wonderful meeting.

11. Adjournment

Meeting adjourned 3:38 PM

Palm Tran Service Recommendations (Attachment #2 Page 5 of 5) Item 6G1

PALM TRAN SERVICE BOARD
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Delray Beach, FL 33445-3436
Thursday, October 26, 2023
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If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.