

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS**

**AGENDA ITEM SUMMARY**

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<b>Meeting Date: August 19, 2025</b>	<b>[ ] Consent</b>	<b>[X] Regular</b>
<b>Department: Palm Tran</b>	<b>[ ] Ordinance</b>	<b>[ ] Public Hearing</b>

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**I. EXECUTIVE BRIEF**

**Motion and Title: Staff requests Board direction:** regarding the issuance of an Invitation to Negotiate (ITN) for Palm Tran Connection Paratransit Services Countywide for a contract term of five (5) years with two (2) one (1) year extensions.

**Summary:** On Tuesday, June 10, 2025, the Board of County Commissioners (BCC) directed staff that prior to advertising any solicitation involving a selection component, an email notification must be sent to the BCC. Following this notification, a 10-day period will be provided during which any County Commissioner may request a presentation on the solicitation. If such a request is made, staff will prepare an agenda item to provide an overview of the solicitation and seek direction from the BCC on how to proceed.

On Monday, July 7, 2025, an email was sent to the BCC regarding Palm Tran's intent to advertise an ITN for the Palm Tran Connection paratransit services. In accordance with the new process, two (2) Commissioners requested that a presentation be brought before the BCC. As a result, Palm Tran is bringing this agenda item to provide an overview of the ITN and to receive further direction.

On May 6, 2025, the BCC directed Palm Tran staff to enter into one (1) year emergency contracts with both MV Transportation, Inc. (MV Transportation) and First Transit, Inc (First Transit) while staff prepared the ITN for long-term paratransit services. In preparation for the ITN, Palm Tran hosted an Industry Day on March 13, 2025 to gather input from transit professionals, service providers, consultants, and other industry experts. The feedback and recommendations received during this session were instrumental in shaping the ITN and identifying best practices for service delivery and operational efficiencies.

In addition, on April 8, 2025, the BCC entered into an eight (8) year contract for a facility on Congress Avenue that will house the future paratransit service providers. That contract aligned with the one (1) year emergency contract and the five (5) years with two (2) one (1) year extensions contemplated in this ITN. Countywide (MM) **(Continued on page 3)**

**Attachments:** 1. Presentation

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<b>Recommended by:</b>		
	<b>Executive Director</b>	<b>Date</b>

**Approved By:** \_\_\_\_\_  
**Assistant County Administrator** **Date**

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2025	2026	2027	2028	2029
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

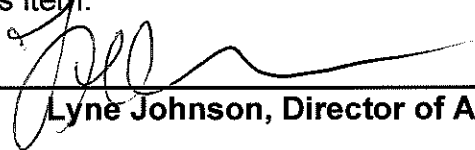
Budget Account No:

FundDepartmentUnitObject

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

There is no fiscal impact on this item.

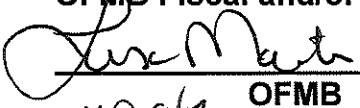
C. Departmental Fiscal Review:



Lyne Johnson, Director of Admin Services

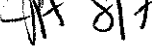
III. REVIEW COMMENTS


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



MD 8/7

OFMB


 8/7



8/7/25

Contract Dev. & Control

B. Legal Sufficiency



8/8/25

Assistant County Attorney

C. Other Department Review

Department Director

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

(Continued from page 1)

**Background and Policy Issues:** The Palm Tran Connection contract for the provision of paratransit services with MV Transportation and First Transit went into effect on October 7, 2014, with a seven (7)-year term set to expire on January 31, 2022. This contract received three (3) emergency extensions to continue providing service to the residents of Palm Beach County (County). On January 28, 2022, the Fourth Amendment to the contract was approved by County Purchasing to allow more time for solicitation and award. On April 5, 2022, the Fifth Amendment to the contract was approved by the BCC to increase driver wages as a result of the inflationary impacts of COVID-19. On April 18, 2023, the BCC approved one (1) year emergency contracts for the period of January 1, 2023, to December 31, 2023, with MV Transportation and First Transit and an emergency contract for Go Glades service with MV Transportation. On December 19, 2023, the BCC approved emergency contract extensions for the period of January 1, 2024, to April 30, 2024, with MV Transportation and First Transit, and for Go Glades services with MV Transportation. Additional emergency contracts were approved on August 20, 2024, for service from May 1, 2024, to April 30, 2025; and on May 6, 2025, for service from May 1, 2025, to April 30, 2026.



# Palm Tran Invitation to Negotiate (ITN) Overview



# ITN Solicitation

Proposals from qualified and experienced transportation companies to provide paratransit services countywide:

## **Vendor Responsibilities:**

- Operate, maintain, and repair fleet of paratransit vehicles
- Hire, train, and supervise paratransit vehicle operators, maintenance staff, and others
- Manage and expand current non-dedicated service delivery options

**Term:** Five (5) years, with two (2) one-year optional renewals

**Costs:** Not to exceed \$400,337,788 (First year est. \$67,653,265).



# Work Distributions

## **Two (2) or more dedicated service operators:**

- Dedicated door-to-door paratransit transportation
- Mobility-On-Demand services within Palm Beach County

## **Enhanced Mobility:**

- Innovative Paratransit/Mobility alternatives and or best practices in booking, scheduling or dispatching services to reduce costs over traditional paratransit services. The proposers are encouraged to promote innovative solutions, assistance, technical support, and service studies to complement and support the services.

# Qualifications and Requirements

- Demonstrated experience and safety record in Paratransit service delivery of at least five (5) years, with an annual value of at least ten (10) million dollars

Must Submit:

- **Certification:** showing/explaining the proposer's experience rating
- **System Safety Program Plan (SSPP):** Complying with FTA requirements (e.g., safety awareness procedures, safety campaigns, and communication methods)
- **Maintenance Plan:** Complying with FTA requirements (e.g., maintenance management systems, inspection and maintenance checklists, recordkeeping, parts inventory, and management process)

# Insurance Requirements

- **Commercial General Liability:** Not less than \$1,000,000 each occurrence (Palm Beach County BOCC and Palm Tran, Inc. as Additional Insured)
- **Sexual Assault and Molestation Coverage:** Not less than \$250,000 each claim
- **Business Automobile Liability and Physical Damage Insurance:** Limit of liability not less than \$3,000,000 each occurrence
- **Workers' Compensation Insurance & Employer's Liability**



# Performance Revenues and Compliance

Palm Tran will conduct a performance reviews in collaboration within the first six (6) months after the start of service and annually thereafter.

## **Service Performance Metrics Requirements:**

- 90% performance on time, by pickup window,
- A complaint ratio of less than 6.0 valid complaints per 10,000 completed trips.
- A Preventable Accident ratio of no more than one (1) per 100,000 vehicle miles.
- 0% uncovered routes and 0% late pullouts
- A productivity ratio of at least 1.5 passenger trips per revenue hour.
- No more than one (1) Road Call per 12,000 vehicle miles

# Project Approach and Start-Up Plan

Must submit a detailed description, including timelines of the project start-up plan for and commitment to providing paratransit transportation services as outlined in the Scope of Work/Services.

## Evaluation Criteria

Criteria	Weight	Points
Experience and Qualifications	15%	15
Project Approach and Start-Up Plan	15%	15
Key Personnel and Operations	15%	15
Maintenance Plan	10%	10
Price Proposal	30%	30
Innovative Cost-Reduction Proposal	15%	15
Total Possible Points	100	100





THANK YOU!

