

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

AGENDA ITEM SUMMARY

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Meeting Date: October 21, 2025	☐ Consent	☒ Regular
Department: Palm Tran	☐ Ordinance	☐ Public Hearing

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I. EXECUTIVE BRIEF

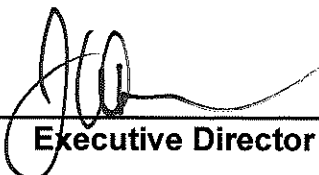
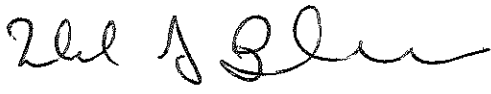
Motion and Title: Staff requests Board approval: to release an Invitation to Negotiate (ITN) for Palm Tran to contract with at least two (2) experienced transportation companies for the provision of Paratransit and Mobility on Demand services, including reservation booking, dispatching, and scheduling, and related software. The proposed contract term is five (5) years, with two (2) optional one (1) year extensions.

Summary: On Tuesday, August 19, 2025, Palm Tran presented the Board of County Commissioners (BCC) with an initial overview of the scope and scoring criteria for an Invitation to Negotiate (ITN) with experienced transportation companies for the provision of Paratransit and Mobility on Demand services.

At this meeting, based on feedback from the BCC, staff were directed to present a revised ITN, to include additional functions, at a future date. In addition to Paratransit and Mobility on Demand services, the revised ITN will include the operations of Palm Tran Connection’s scheduling and dispatching functions, as well as the provision of a Paratransit scheduling and dispatch software solution. Staff were also instructed to revise the ITN’s solicitation scoring criteria to ensure that vendors are selected based on a balanced scoring criterion, and not primarily on pricing. All selected vendors will provide services from Palm Tran’s new operating facility located at 1200 S Congress Ave. Palm Tran will continue to manage eligibility, customer service, and oversight of contract compliance. In addition to the operating facility, Palm Tran will supply Paratransit vehicles, two-way radio communication, and phone systems. Countywide (MM)

Attachments: 1. Presentation

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Recommended by:		10/2/25
	Executive Director	Date
Approved By:		10/15/25
	Chief Deputy . County Administrator	Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2026	2027	2028	2029	2030
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:

Barbara Hiller, Fiscal Manager II

III. REVIEW COMMENTS:

- A.

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

OFMB10/3/25

Contract Dev. & Control10/7/25
- B.

Legal Sufficiency

Assistant County Attorney10/15/2025
- 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.

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.

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.



Palm Tran Invitation to Negotiate (ITN)

Overview BCC Meeting

October 21, 2025



ITN Solicitation

Proposals from qualified and experienced transportation companies to provide paratransit and Mobility-On-Demand services countywide:

At least two (2) dedicated service delivery operators; responsibilities include:

- Operation and maintenance of paratransit vehicles
- Hire, train, and supervise paratransit vehicle operators, maintenance staff, and others
- Manage and expand current non-dedicated service delivery options
- 90-day start-up

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

Costs: Not to exceed est. \$400 million (First year est. \$68 million)

ITN Solicitation

Provision of call center operations:

- Reservations, trip planning, scheduling, and dispatch
- Provide paratransit reservation booking, dispatching and scheduling software
- Distribution of work to maximize productivity between modes of service and enhanced mobility
- Performance metrics based on ADA requirements
- Three-month start-up

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 Insureds)
- **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 performance reviews in collaboration within the first six (6) months after the start of service and biannually 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	20%	20
Project Approach and Start-Up Plan	15%	15
Key Personnel and Operations	15%	15
Maintenance Plan	15%	15
Price Proposal	20%	20
Innovative Cost-Reduction Proposal	15%	15
Total Possible Points	100%	100

Palm Tran/Connection Responsibilities

- Eligibility
 - Determine program and mode of service eligibility
 - Reasonable accommodations
- Customer Service
 - Customer Concerns
 - Where's My Ride
- Contract Oversight and Management of:
 - Service Delivery
 - Vehicle maintenance and driver certification
- Provision of Vehicles, phone system, radios, and operating facility
 - 1200 S Congress Ave



THANK YOU!

