



Title VI Program Update

August 2025



Due to the size of the Final Title VI Program Update, the document has been divided into two (2) parts.

This is Part One (1)

Part One (1) includes:

The Title VI Program Update narrative and Appendices **A to D**

Part Two (2) includes:

Appendices E to L



Title VI Program Update

August 2025

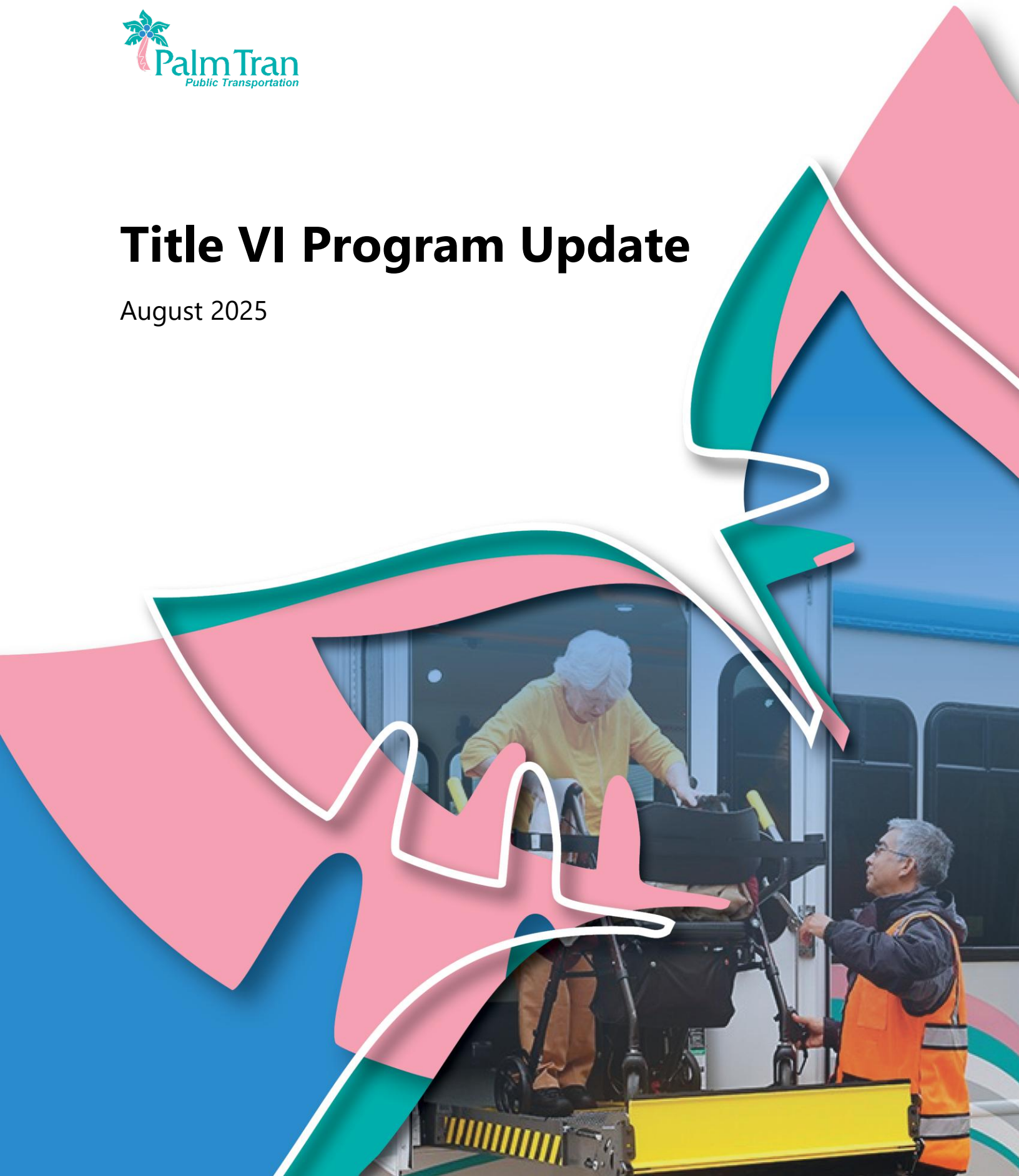


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1 INTRODUCTION

Palm Beach County, as a designated recipient of the Federal Transit Administration (FTA), submits this Title VI Program Update for FY2026-2028 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, known as Palm Tran. 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 Inc., a not-for-profit corporation created as an instrumentality of the County. Palm Tran Inc. is a public entity controlled and operated by Palm Beach County. Palm Tran is also a department of the County.

The purpose of the update is to describe how Palm Tran, Palm Beach County's Public Transit System, is complying with Title VI requirements. The intent is to identify both 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 meeting FTA regulatory requirements, this plan update 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"
- Executive Order 12898 of February 1994: Environmental Justice Executive Order
- Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency

The Title VI Program Update incorporates the relevant chapters (Chapters III and IV) from the FTA Circular 4702.1B published on October 1, 2012: Title VI Requirements and Guidelines for Federal Transit Administration Recipients. An updated Title VI Program Update is required every three years, with the next update due in 2028.

2 TITLE VI PROGRAM POLICIES

FTA Circular 4702.1B: If the recipient has constructed a facility, such as vehicle storage, maintenance facility, operation center, etc., the recipient shall include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility.

Title 49 CFR, requires that “the location of projects requiring land acquisition and the displacement of persons from their residences and business may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as they are considered transit amenities. It also does not include transit stations, power substations, or any other project evaluated by the National Environmental Policy Act (NEPA) process. Facilities included in the provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc. In order to comply with the regulations, Palm Tran will ensure the following:

1. Palm Tran will complete a Title VI equity analysis for any facility during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. Palm Tran will engage in outreach to persons potentially impacted by the siting of the facility. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.
2. When evaluating locations of facilities, Palm Tran will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis should be done at the Census tract or block group level where appropriate to ensure that proper perspective is given to localized impacts.
3. If Palm Tran determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, Palm Tran may only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race, color, or national origin. Palm Tran must demonstrate and document how both tests are met. Palm Tran will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

Palm Tran has not recently constructed any facilities, nor does it currently have any facilities in the planning stage. Therefore, Palm Tran does not have any Title VI Equity Analysis reports to submit with this Plan. Palm Tran will utilize the demographic maps included in this Title VI Program Update for future Title VI analysis. The following sections will describe in detail policies and procedures surrounding service and fares.

2.1 Policies

These Policies and Procedures were developed with public participation and approved by the Board of County Commissioners on September 24, 2013. The policies have not been modified since the Title VI Update approval in 2013.

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.

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 Impacts to minority populations and Disproportionate Burdens 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.
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 a 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.

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.

2.2 Procedures

Palm Tran's Title VI Program Procedures are defined as follows:

2.2.1 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 are required to complete an equity analysis that includes an analysis of potential adverse effects to identify whether proposed changes result in an unequal distribution of burdens or benefits.

Exceptions

1. 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.
2. 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.
3. 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.
4. 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).
5. 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.
6. Changes to a "modified" route due to a Major Service change, unless service on that route is eliminated completely

2.2.2 Service Monitoring

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 the 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 and/or the BCC as required.
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.

2.2.3 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 routes to minimize the risk of breakdowns. Vehicle assignments are based on the size of the vehicle (some routes have size restrictions due to turn radius and barrier restrictions) as well as the passenger loads on each particular route. New vehicles replace buses that have met their useful life, and new buses are distributed to locations where replacements are needed.

The Maintenance Department makes daily 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 states that the average vehicle age for minority routes should be similar to that of Palm Tran's overall system. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age.

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

2.2.4 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 (APC), 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/policy 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 bus stop
 - d. Palm Tran Routes served at the 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 GIS database of all bus stops and associated infrastructure.

2.3 Equity Analyses

There are two types of equity analyses: A service equity analysis for service changes and a fare equity analysis for fare changes.

2.3.1 Service Equity Analysis

1. Service Equity Analyses for minority populations are completed using the following guidelines:
 - a. Use the major service change policy definition and describe the dataset(s) that will be used in the analysis.
 - b. Describe the techniques and/or technologies used to collect the data
 - c. 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 persons not in the protected class who are adversely affected.
 - d. Compare existing service to proposed changes and calculate the absolute change as well as the percent change.
 - e. 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.
 - f. If a disparate impact is found, alternatives must be reviewed to mitigate the potential impact.
 - g. If a disparate impact is found and the service change is modified, the change must be reanalyzed.
 - h. Service changes that show disparate impact may only be implemented if:
 - i. A substantial legitimate justification exists; and

- ii. There are no alternatives that would have a less disparate impact on minority riders but would still accomplish legitimate program goals.
 - i. I. Brief and obtain approval from the Palm Tran Service Board and the BCC when required.
2. Service Equity Analyses for low-income populations:

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.

Service Equity Analysis for Low-Income Populations is completed using the following guidelines:

- a. Use the major service change policy definition and describe the dataset(s) that will be used in the analysis.
- b. Describe the techniques and/or technologies used to collect the data.
- c. 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 persons not in the protected class who are adversely affected.
- d. Compare existing service to proposed changes and calculate the absolute change as well as the percent change.
- e. 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.
- f. If a disproportionate burden is found, alternatives must be reviewed to mitigate the potential impact.
- g. Brief and obtain approval from the Palm Tran Service Board, and the BCC when required.

2.3.2 Fare Equity Analysis

1. Fare Equity Analysis for minority populations is completed using the following guidelines:
 - a. Describe the dataset(s) that will be used in the analysis of all fare changes
 - b. Describe the techniques and/or technologies used to collect the data.
 - c. Determine the number and percent of users of each fare media being changed.
 - d. Review fares before and after the change.
 - e. Compare the differences for each particular fare media between minority users and overall users.
 - f. Evaluate the impacts on minority populations.
 - g. 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.

- h. If a disparate impact is found, alternatives must be reviewed to mitigate the potential impact.
 - i. If a disparate impact is found and the fare change is modified, the change must be reanalyzed.
 - j. Fare changes that show disparate impact may only be implemented if:
 - i. A substantial legitimate justification exists; and
 - ii. There are no alternatives that would have a less disparate impact on minority riders but would still accomplish legitimate program goals.
 - k. Brief and obtain approval from the Board of County Commissioners.
2. Fare Equity Analysis for low-income populations

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.

Fare Equity Analysis for Low-Income Populations is completed using the following guidelines:

- a. Define and describe the dataset(s) that will be used in the analysis of all fare changes.
- b. Describe the techniques and/or technologies used to collect the data.
- c. Determine the number and percent of users of each method of payment, or fare media, being changed.
- d. Review fares before and after the change.
- e. Compare the differences for each particular fare media between low-income users and overall users.
- f. Evaluate the impacts on low-income populations.
- g. 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.
- h. If a disproportionate burden is found, alternatives must be reviewed to mitigate the potential impact.
- i. If a disproportionate burden is found and the fare change is modified, the change must be re-analyzed.
- j. Fare Changes that show disproportionate burdens may only be implemented if:
 - i. A substantial legitimate justification exists; and
 - ii. There are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish legitimate program goals. Brief and obtain approval from the Board of County Commissioners.

3 TITLE VI/NONDISCRIMINATION POLICY STATEMENT AND MANAGEMENT COMMITMENT TO TITLE VI PLAN

49 CFR Part 21.7(a): Every application for Federal financial assistance to which this part applies shall contain, or be accompanied by, an assurance that the program will be conducted or the facility operated in compliance with all requirements imposed or pursuant to [49 CFR Part 21].

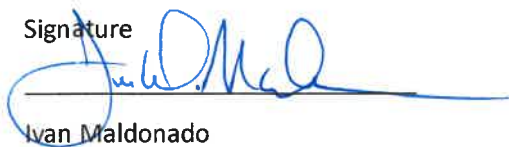
Palm Tran assures the Florida Department of Transportation and Federal Transit Administration that no person shall on the basis of race, color, national origin, age, disability, family or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

Palm Tran further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison who has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Executive Director or authorized representative, which expresses the agency's commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in languages other than English.
3. Insert nondiscrimination clauses into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against Palm Tran.
5. Participate in training offered on the Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA Circular 4702.1B to the primary recipients (refer to Appendix L of this plan)

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

Signature



Ivan Maldonado

Executive Director, Palm Tran, Date:

4 DESCRIPTION OF SERVICES

Palm Tran submits this Title VI Plan in compliance with Title VI of the Civil Rights Act of 1964, 49 CFR Part 21, and the guidelines of FTA Circular 4702.1B, published October 1, 2012.

Palm Tran is a sub-recipient of FTA funds and provides service in Palm Beach County. A description of the current Palm Tran system is included in section 4.3.

Title VI Liaison

Lina Aragon

Manager of Equal Employment Opportunity

561-812-5351

Laragon@pbc.gov

Palm Tran must designate a liaison for Title VI issues and complaints within the organization. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. Key responsibilities of the Title VI Liaison include:

- Maintain up-to-date knowledge of Title VI requirements.
- Attend training on Title VI and other nondiscrimination authorities when offered by FTA or any other regulatory agency.
- Disseminate Title VI information to the public, including in languages other than English, when necessary.
- Develop a process to collect data related to race, gender and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Implement procedures for the prompt processing of Title VI complaints.

4.1 Annual Certifications and Assurances

FTA Circular 4702.1B, Chapter III, Paragraph 2: Every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with the Title VI regulations.

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances. Primary recipients will collect Title VI assurances from sub-recipients prior to passing through FTA funds.

Palm Tran will remain in compliance with this requirement by annual submission of certifications and assurances as required by FTA.

4.2 Title VI Plan Concurrence and Adoption

This Title VI Plan was submitted to the Palm Beach County Board of County Commissioners on September 16, 2025. The Plan was approved and adopted by the BCC and submitted for FTA concurrence on September 29, 2026. A copy of the Board of County Commissioners resolution is included in Appendix J of this Plan.

4.3 Overview of Palm Tran Service Area

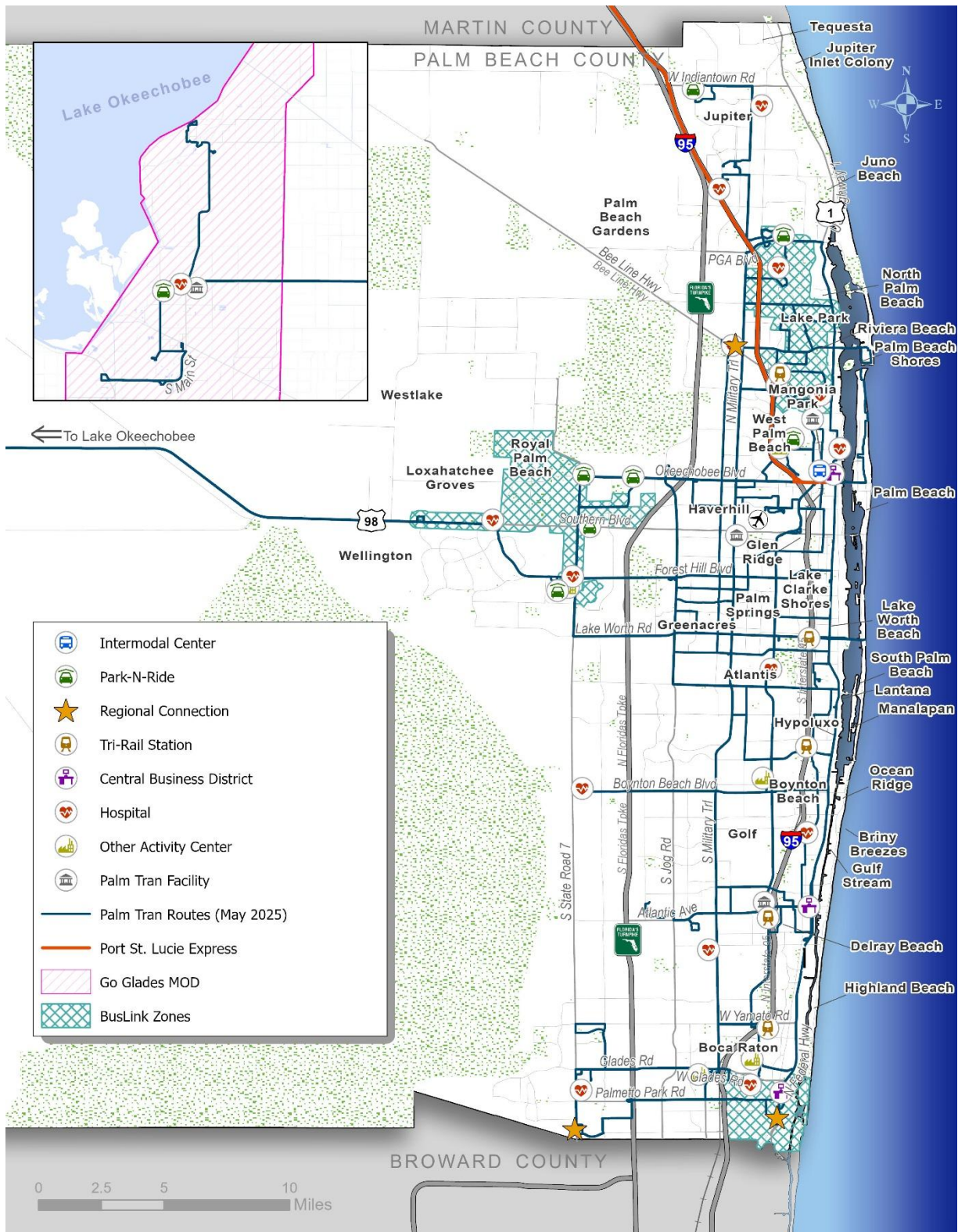
Palm Tran is the primary public transportation provider in Palm Beach County, operating fixed route, paratransit, and on-demand services.

Palm Tran's fixed route network, illustrated in Figure 4-1, includes 29 local routes and one commuter express route (Port St. Lucie Express) that serve 2,726 bus stops and 17 park-and-rides. Its main hub is the West Palm Beach Intermodal Transit Center, where riders can transfer between nine Palm Tran routes and other services, including Tri-Rail, Amtrak, Greyhound, Circuit electric shuttles, and the West Palm Beach Trolley. Other major transfer locations include Mall at Wellington Green, West Palm Beach VA Medical Center, Boca Town Center Mall, and Gardens Mall.

More details on the fixed route bus services are available on Palm Tran's website at:

<https://www.palmtran.org/>

FIGURE 4-1: PALM TRAN FIXED ROUTE SYSTEM



4.3.1 Palm Tran Connection

Palm Tran Connection is a shared-ride, door-to-door paratransit service provided within $\frac{3}{4}$ -mile of a Palm Tran bus route. Connection services are available to persons with disabilities or who are otherwise unable to use the fixed route system, transport themselves, or purchase other transportation and depend on public transportation for employment, medical, and other life-sustaining trips.

To access Connection services, potential users must inquire about eligibility. There are two categories of eligibility: temporary and permanent. Eligibility under temporary designation is attributed to any person with a physical, mental, or psychological disability or incapacity of fewer than six months' duration. The permanent designation is attributed to any person who experiences chronic conditions. Those who wish to access these services may inquire about eligibility and apply by following these instructions:

1. Call the Palm Tran Connection Eligibility Department at 561-649-9838, option 7. Ask to speak with an Eligibility Representative.
2. A four-question assessment will be completed with the applicant or their designated representative.
3. The applicant will then receive an application via USPS 2-3 days after the first call.
4. Complete the application and send it back to Palm Tran Connection. Call to schedule a phone interview with an Eligibility Customer Service representative
5. The completed application will be reviewed by the Palm Tran Connection Eligibility staff.
6. Eligibility will be determined based on the information provided when the phone assessment is conducted.

More details on the service application process are available on Palm Tran's website at:

<https://www.palmtran.org/wp-content/uploads/2021/08/Connection-Brochure-Flat-Sheet-ADACOMP.pdf>

or

<https://www.palmtran.org/wp-content/uploads/2021/10/2021-Palm-Tran-Connection-Rider-v11-YA-9.23.21.pdf>

Three types of services are provided by Connection:

- **Complementary paratransit service** is for persons with disabilities who are unable to use fixed route service due to the inability to access or ride the bus, access bus stops or other transit facilities, or independently navigate the fixed route system. As required under the Americans with Disabilities Act (ADA), Palm Tran must provide complementary paratransit service, also known as ADA service, during the same days and times as fixed-route service is provided. ADA service must be provided within $\frac{3}{4}$ -mile of each fixed route and rail station. To be eligible for this service, individuals must first complete an ADA application.
- **Transportation Disadvantaged (TD) service** is for customers who live more than $\frac{3}{4}$ -mile from a fixed route (i.e., beyond the ADA service area) and who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and have no other means of transportation. The TD Program is sponsored by the State of Florida

Transportation Disadvantaged Trust Fund. The Florida Commission for the Transportation Disadvantaged (CTD), which oversees the TD Trust Fund, has designated Palm Tran as the local Community Transportation Coordinator (CTC). As the CTC, Palm Tran is responsible for coordinating and providing transportation services to eligible TD individuals in the county. Through Connection, TD service is provided anywhere in Palm Beach County during the same hours and days as Palm Tran bus service. To become eligible for TD service, applicants must submit proof of income or a physician-completed medical verification form and their completed application.

- **Division of Senior Services (DOSS) service** is provided to transport adults aged 60 or older to senior centers and meal sites, Monday through Friday.

Connection paratransit service is provided within $\frac{3}{4}$ of a mile of a Palm Tran bus route. Connection accepts appointments for trips up to three days in advance or as late as the day prior to the trip from those who meet the eligibility criteria. Same-day trips are not permitted. Generally, scheduled pick-up times align with operating times for Palm Tran's fixed-route services, as required. Connection also allows for recurring trips to be scheduled, referred to as a subscription trip.

4.3.2 Other Palm Tran Services

Go Glades is an on-demand service operating in Belle Glade, Pahokee, and South Bay. It is a mobility-for-all service (no eligibility required). The service uses a smartphone app, or customers can call the call center to request a ride. In December 2018, this service started as a flex service pilot consisting of four point-deviation routes. In April 2020, the service transitioned to an on-demand service to better respond to the community's needs during the pandemic. In 2021, Palm Tran procured a software-as-a-service (SaaS) application to facilitate ride-hailing, fare payment, and service optimization. This advancement transformed Go Glades into a fully on-demand (real-time) service and established a new service model for Palm Tran when it began using the Via application in live service on February 8, 2022. Go Glades ridership has been reported to average over 10,000 riders per month. Since the last Title VI update, Palm Tran has introduced the following pilot services:

BusLink was introduced by Palm Tran on September 3, 2024 as a pilot. In partnership with Uber and local taxi services, Palm Tran offers an \$8 voucher for an Uber or Taxi ride to or from a Palm Tran bus stop within the designated Bus Link zone. There are currently three zones in operation, serving areas within Boca Raton, Riviera Beach, and Royal Palm Beach. Bus Link was developed as an affordable solution to resolve demand for first-mile and last-mile connections and inefficient fixed-route service in those areas.

Port St. Lucie Express (95X) is an express commuter route served by Palm Tran that connects Port St. Lucie to West Palm Beach along the I-95 corridor. This Florida Department of Transportation (FDOT) funded the pilot service is designed to offer a convenient commuter option between these two cities, with service operating on weekdays and featuring stops such as the SW Gatlin Boulevard Park-and-Ride and the West Palm Beach Intermodal Transit Center. The service prioritizes passenger convenience with facilities for bicycles, baggage, and mobility aids. The PSL Express provides weekday nonstop service between the Gatlin Boulevard Park and Ride in Port St. Lucie and the West Palm Beach Intermodal

Transit Center. Morning trips depart Port St. Lucie starting at 6:20 a.m., with return trips from West Palm Beach in the afternoon. The regular fare is \$3 each way and cannot be paid in cash.

5 TITLE VI NOTICE TO THE PUBLIC

FTA Circular 4702.1B: Title 49 CFR 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI.

5.1 Notice to Public

Recipients must notify the public of its rights under Title VI and include the notice and where it is posted in the Title VI Plan. The notice must include:

- A statement that the agency operates programs without regard to race, color, and national origin
- A description of the procedures members of the public should follow in order to request additional information on the grantee's nondiscrimination obligations
- A description of the procedure members of the public should follow in order to file a discrimination complaint against the grantee

Palm Tran's Title VI Notice to Public is as follows:

FEDERAL TITLE VI CIVIL RIGHTS ASSURANCE

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

Palm Tran hereby gives public notice that it is Palm Tran's policy to assure full compliance with Title VI of the Civil Rights Act of 1964 (Title VI), and the Americans with Disabilities Act (ADA). Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination on the basis of race, color, or national origin (Title VI) or because of an individual's disability (ADA).

Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. The ADA does not require Palm Tran to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden. Whenever feasible, requests for modifications should be made in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Palm Tran's services.

Should you have any questions, concerns or if you believe you have been subjected to discrimination under Title VI or ADA, you may contact us:

Call: 877-930-4287 Palm Tran

Attn: Customer Service Administrator

50 S Military Trail suite 101

email: PT-ADA@pbcgov.org West Palm Beach, FL 33415

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 or ADA, 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/ADA or which lack sufficient information to address, may be closed by Palm Tran.

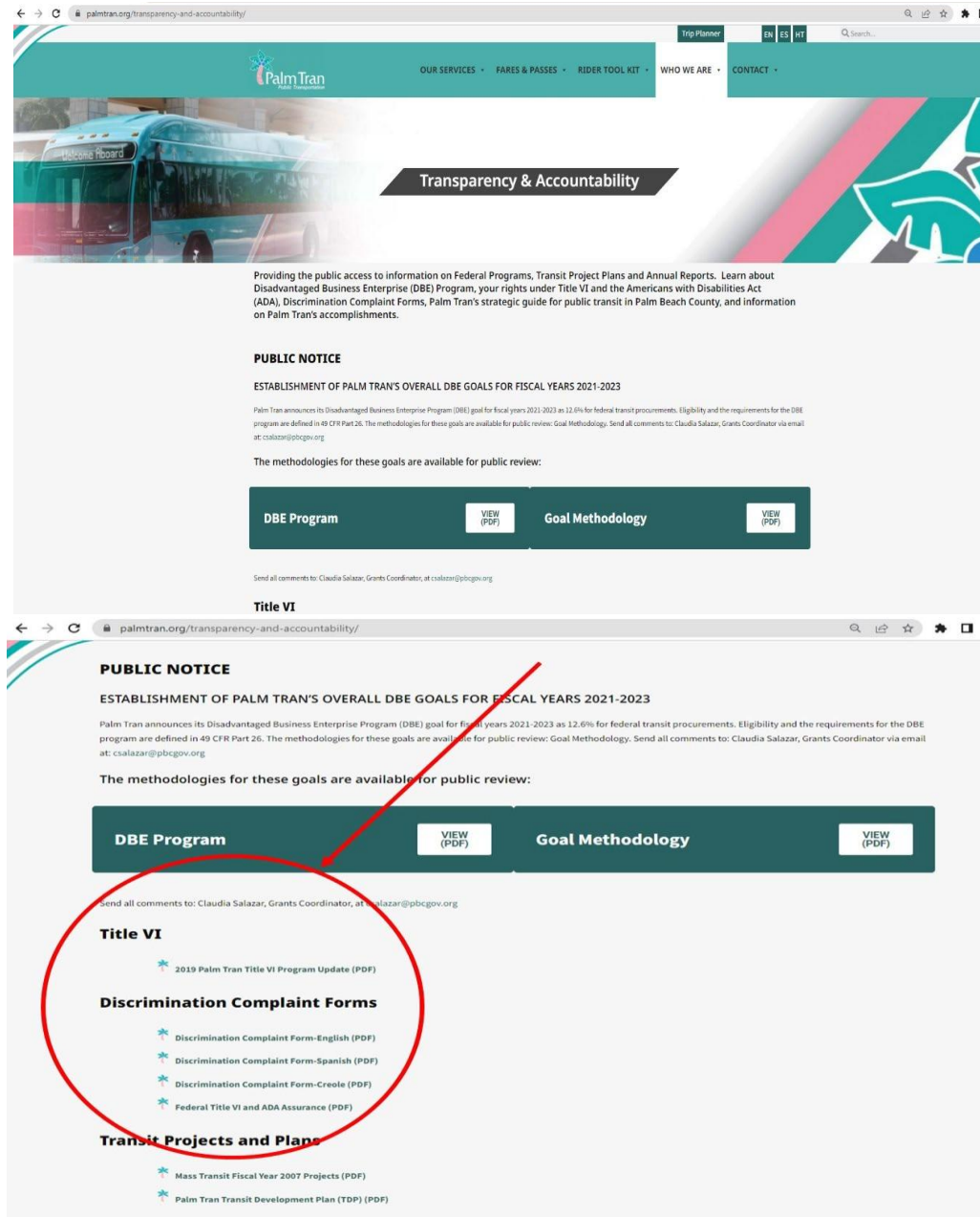
5.2 Notice Posting Locations

The Notice to Public will be posted at many locations to apprise the public of Palm Tran's obligations under Title VI and to inform them of the protections afforded them under Title VI.

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

The notice can be found in Appendix B and on Palm Tran's website as shown below in Figure 5-1, Figure 5-2, and Figure 5-3.

FIGURE 5-1: LOCATIONS OF DISCRIMINATION COMPLAINT FORMS



<https://www.palmtran.org/transparency-and-accountability/>

FIGURE 5-2: VEHICLE POSTING OF THE NON-DISCRIMINATION POLICY

PALM TRAN'S NON-DISCRIMINATION POLICY		
<p>FEDERAL TITLE VI CIVIL RIGHTS ASSURANCE NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT</p> <p>Palm Tran operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination because of an individual's disability in compliance with the Americans with Disabilities Act (ADA). Any person who believes she or he has been subjected to discrimination under Title VI or ADA, may file a Discrimination Complaint Form by contacting:</p> <p>Palm Tran, Attn: Customer Service Administrator 50 South Military Trail, Suite 101 • West Palm Beach, FL 33415 Call: 877-930-4287 • Email: PT-ADA@pbogov.org • www.palmtran.org</p> <p>A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590</p> <p>Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. The ADA does not require Palm Tran to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden. Whenever feasible, requests for modifications should be made in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Palm Tran's services.</p>	<p>TÍTULO VI GARANTÍA DE LOS DERECHOS CIVILES LEY PARA PERSONAS CON DISCAPACIDADES</p> <p>Palm Tran opera sus programas y servicios sin que importe su raza, color u origen nacional de acuerdo a el Título VI del Acta de los Derechos Civiles. Palm Tran está comprometida a asegurar que ninguna persona sea excluida de la participación en, o negado los beneficios de sus servicios, o sometida a discriminación debido a una discapacidad (Ley ADA). Cualquier persona que crea que ha sido sometida a discriminación bajo el Título VI o ADA, puede comenzar el proceso de queja comunicándose con:</p> <p>Palm Tran, Attn: Customer Service Administrator 50 South Military Trail, Suite 101 • West Palm Beach, FL 33415 Llamar: 877-930-4287 • Email: PT-ADA@pbogov.org • www.palmtran.org</p> <p>Una persona con una quejilla puede presentarla directamente con la Administración Federal de Tránsito sometiendo una queja a: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590</p> <p>Modificaciones a Regulaciones y Procedimientos: Palm Tran hará modificaciones razonables a sus regulaciones y programas para asegurarse que personas con discapacidades tengan igual oportunidad de disfrutar de todos sus programas, servicios y actividades. La Ley ADA no requiere que Palm Tran adopte ninguna acción que cambie fundamentalmente la naturaleza de sus programas o servicios, o que imponga un costo administrativo o financiero excesivo. Cuando sea posible, las peticiones para modificaciones deben hacerse por adelantado. La petición de una persona con discapacidades debe ser lo más específica posible y debe explicar por qué la modificación es necesaria para poder usar los servicios de Palm Tran.</p>	<p>TIT FEDERAL VI ASIRANS DWA SIVIL ANBA AMERIKEN YO AK LWA ANDIKAP</p> <p>Palm Tran opere pwogram li yo ak sevis yo san yo pa konsidere nan ras, koule, ak orijin nasyonal nan ako avek Tit VI nan lwa sou dwa sivil yo. Palm Tran angaje pou asire ke pa gen moun ki eskli nan patisipasyon nan, oswa refize benefis sevis li yo, oswa pou yo kapab sibi diskriminasyon akòz andikap yon moun nan konfòmite Ameriken ak lwa andikap (ADA). Nenpot moun ki kwe li sibi diskriminasyon anba Tit VI oswa ADA, kapab depoze yon fom plent diskriminasyon pa kontakte:</p> <p>Palm Tran, Attn: Customer Service Administrator 50 South Military Trail, Suite 101 • West Palm Beach, FL 33415 Rele: 877-930-4287 • Imel: PT-ADA@pbogov.org • www.palmtran.org</p> <p>Yon plentif kapab depoze yon plent dirèkteman avek administrasyon transpo federal la le ou ap depoze yon plent avek biwo dwa sivil la, atansyon: Koodonate pou pwogram VI a, nan les bilding, 5th etaj-TCR, 1200 New Jersey ave., SE, Washington, ak DC 20590</p> <p>Modifikasyon pou politik ak pwosed: Palm Tran pral fe chanjman rezonab nan politik ak pwogram yo asire ke moun ki gen andikap gen yon opòtinite egal yo jwi lout pwogram li yo, sevis ak aktivite. ADA a pa mande pou Palm Tran pran nenpot ki aksyon ki la fondamantalman chanje nati a nan pwogram li yo oswa sevis yo, oswa enpoze nenpot ki soufwans finansye oswa responsabite administratif. Chak fwa posib, demann pou modifikasyon ta dwe fet davans. Demann ki soti nan men moun ki gen yon andikap yo ta dwe kom espesifik ke posib epi ki gen ladan yo enfòmasyon sou Poukisa modifikasyon yo bezwen yo nan lod yo pemet moun nan sevi ak sevis tran Palm.</p>

This format is used for display in all the buses.

FIGURE 5-3: NON-DISCRIMINATION POLICY IN PALM TRAN'S RIDER GUIDE

Palm Tran's Non-Discrimination Policy

Federal Title VI Civil Rights Assurance Notice under the Americans with Disabilities Act

Palm Tran operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Palm Tran is committed to ensuring that no person is excluded from participation in,

or denied the benefits of its services, or be subjected to discrimination because of an individual's disability in compliance with the Americans with Disabilities Act (ADA).

Any person who believes she or he has been subjected to discrimination under Title VI or ADA may file a Discrimination Complaint Form by contacting:

Palm Tran, Attn: Customer Service Administrator
50 South Military Trail, Suite 101
West Palm Beach, FL 33415

• Call: 877-930-4287 • Email: PT-ADA@pbcgov.org • www.palmtran.org

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE, Washington, DC 20590

Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

The ADA does not require Palm Tran to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden. Whenever feasible, requests for modifications should be made

in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Palm Tran's services.

This policy is available in English, Spanish, and Creole in Appendix B of this plan. The Non-Discrimination Policy can also be found in Palm Tran's Rider Guide.

6 TITLE VI COMPLAINTS AND CONTRACT COMPLIANCE

FTA Circular 4702.1B: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public.

6.1 Complaint Procedure

Palm Tran's Title VI complaint policy and procedure is as follows:

6.1.1 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 Palm Tran's Customer Service Center or by mailing in a Discrimination Complaint Form.

Palm Tran will investigate complaints received no more than one hundred and eighty (180) calendar days after the alleged incident. The Complaining Party (CP) will receive an acknowledgement letter confirming that the complaint was received and will be investigated. Palm Tran has thirty (30) business days to investigate and validate 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 from Palm Tran requesting additional information to send the requested information to the Palm Tran 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. A 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 Customer Service Supervisor to classify Title VI customer complaints as 'priority' and forward them to the Customer Service Administrator and Operations Director for processing and investigation.
2. It shall be the responsibility of the Customer Service Administrator to coordinate all correspondence with the CP, including, but not limited to the Notification of Investigation and Closure Letter if no finding is made. The Customer Service Administrator 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 (5) business days of Palm Tran's receipt of the complaint from the CP, acknowledging receipt of the complaint and confirming that the complaint will be investigated.

- b. Investigations will typically be completed within ten (10) business days of Palm Tran's receipt of a validated complaint from the CP. A determination of the course of action, if any, should be completed within thirty (30) business days.
 - c. The Closure Letter will be sent to the Complaining Party within five (5) business days of the close-out or completion of the investigation.
 - d. Requests for time extensions to complete an investigation or reach a determination will be directed to the Customer Service Administrator and granted as needed.
3. It shall be the responsibility of the Customer Service Administrator and Operations Director to coordinate all aspects of the investigation, including but not limited to interviews with staff members and review of audio/video or other evidence.
4. It shall be the responsibility of the Equal Employment Opportunity (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 (5) business days of the completion of the investigation.

6.1.2 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 Customer Service Administrator to track Title VI complaints in their system. Quarterly reports shall be sent to the Director of Support Services for reconciliation.
2. It shall be the responsibility of the Customer Service Administrator to track Title VI investigations and lawsuits. The list shall include the date the investigation commenced, or lawsuit was filed, a summary of the allegation and the status of the investigation or lawsuit. This list shall be included in the Title VI Program Update submitted to FTA every three (3) years.

6.1.3 Public Access to Fixed Route Title VI Procedures

It is the policy of Palm Tran to ensure that the Discrimination 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 Discrimination 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 Palm Tran's Non-Discrimination Policy in the Rider's Guide.
3. It shall be the responsibility of the Maintenance Manager to post Palm Tran's Non-Discrimination Policy on all buses, and new buses as acquired.

6.2 Notice to Public for Filing Complaints

The notice to the public for complaint procedure reads:

Any person who believes she or he has been subjected to discrimination under Title VI or ADA, may file a Discrimination Complaint Form by contacting:

Palm Tran, Attn: Customer Service Administrator

50 South Military Trail, Suite 101 • West Palm Beach, FL 33415 Call: 877-930-4287 • Email: PT-ADA@pbcgov.org • www.palmtran.org

How to File a Complaint: Your complaint should be made within 180 days from the date of the alleged discrimination and submitted to Palm Tran.

Your written complaint should include the following information:

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.

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 or ADA, 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/ADA or which lack sufficient information to address, may be closed by Palm Tran.

6.3 Complaint Form

The complaint form is 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 Palm Tran's website at: <http://www.palmtran.org>

The form is available in English, Spanish, and Creole and can be found in Appendix D

6.4 Record Retention and Reporting Policy

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. Palm Tran will submit Title VI Plans to FTA for concurrence on an annual basis or any time a major change in the Plan occurs. The

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

6.5 Sub-recipient Assistance and Monitoring

FTA Circular 4702.1B, Chapter III, Paragraph 11: Primary recipients should assist their sub-recipients in complying with DOT's Title VI regulations, including the general reporting requirements.

Palm Tran does not have any sub-recipients to provide monitoring and assistance. As a sub-recipient to FDOT, Palm Tran utilizes the sub-recipient assistance and monitoring provided by FDOT, as needed. In the future, if Palm Tran has sub-recipients, it will provide assistance and monitoring as required by FTA Circular 4702.1B.

6.6 Contractors and Subcontractors

Palm Tran is responsible for ensuring that contractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors also may not discriminate in the selection and retention of any subcontractors. Palm Tran, contractors, and subcontractors may not discriminate in their employment practices in connection with federally assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

6.6.1 Nondiscrimination Clauses

1. **Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
2. **Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in the Code of Federal Regulations.
3. **Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.

4. **Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Federal Transit Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the Federal Transit Administration as appropriate and shall set forth what efforts it has made to obtain the information.
5. **Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, Palm Tran shall impose contract sanctions as appropriate, including, but not limited to:
 - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
 - b. cancellation, termination or suspension of the contract, in whole or in part.
6. **Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (6) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations, or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as Palm Tran may direct as a means of enforcing such provisions including sanctions for noncompliance.

7 TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

FTA Circular 4702.1B: In order to comply with the reporting requirements of 49 CFR 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations....; lawsuits, and complaints naming the recipient.

In accordance with 49 CFR 21.9(b), Palm Tran must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by Palm Tran in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to FTA.

From January 2022 through June 2025, Palm Tran did not have any Title VI-related lawsuits. During this timeframe, only 29 out of 8,519 total customer service complaints received were perceived as possible Title VI related issues, however, these were more related to operators' customer service.

7.1.1 2022

Palm Tran received 15 Title VI complaints in 2022, all of them related to perceived discriminatory behavior from bus operators. Of these complaints, eight were deemed "Not Valid," two were deemed "Valid," and five were "Documented." None of these were considered violations. Of the two "Valid" complaints, video documentation was unavailable to verify the complaints.

7.1.2 2023

Palm Tran logged 8 Title VI complaints in 2023. Investigations ruled five "Not Valid" and three "Documented" having insufficient evidence. No violations were confirmed. The bulk of reports again concerned perceived discriminatory driver behavior, this time clustering on Routes 62 and 1. Each incident underwent video review and customer follow-up; investigators found no evidence of widespread discrimination.

7.1.3 2025 (Jan – Jun)

In the first half of 2025, six complaints were filed. Results shifted slightly: one complaint was ruled "Valid," four "Documented," and one "Not Valid." The upheld case involved a Route 3 operator; corrective action and passenger notification followed. The remaining complaints, mostly on Route 3 and Route 2, were either unsubstantiated or lacked enough detail. Overall volume is trending lower year-to-date, with no emerging systemic issues.

8 PUBLIC PARTICIPATION PLAN

FTA Circular 4702.1B: Every Title VI Program shall include a public participation plan that includes an outreach plan to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission. A recipient's targeted public participation plan for minority populations may be part of efforts that extend more broadly to include other constituencies that are traditionally underserved, such as people with disabilities, low-income populations, and others.

The Public Participation Plan (PPP) for Palm Tran was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Palm Tran 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.

The Palm Tran Service Board (PTSB) is authorized to hold public hearings. After considering public comment and any service equity analysis performed, PTSB has the authority to approve Palm Tran fixed route service changes constituting 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. The PTSB is also authorized to approve changes to Palm Tran fixed routes that do not constitute major service changes after holding a public meeting and considering public comment. The PTSB does not have the authority to approve any service changes, including major service changes, for which there will be an increase in the cost of services. In all other respects, the PTSB is an advisory body to the Palm Beach Board of County Commissioners (BCC). The PTSB Paratransit Subcommittee and PTSB Planning Subcommittee are solely advisory bodies to the PTSB, which were established to assist the PTSB in the performance of its duties.

Notwithstanding anything contained in this Program Update, the BCC has the authority to conduct public hearings, consider public comments, review and approve service and fare equity analysis (for both minority and low-income populations), and make final decisions regarding fare and service changes. The BCC also has the authority to hold public meetings and consider public comments regarding service changes that are not major service changes, as it deems appropriate. A "formal" public hearing does not need to be held for service changes that do not constitute a major service change. The PTSB makes recommendations and provides advice when requested by the BCC, the Palm Beach County Administrator, or the Palm Tran Executive Director. While the PTSB makes recommendations and provides advice when requested, the authority to approve Palm Tran policies and procedures is vested in the BCC, excluding matters vested in the County Administrator or the Palm Tran Executive Director.

Sound policy and service delivery decisions must consider 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, fare media, or fares.

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

8.1 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. The principles are as follows:

- Be early and continuous.
- Provide 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, making every effort 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.

The PPP strives 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.

8.2 Methods For Achieving Public Participation

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 provided by publications 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.

While developing the Transportation Development Plan (TDP), Palm Tran conducts 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 to provide feedback via Palm Tran's social media platforms 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 achieve specific public participation goals that vary by project or by 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, customized for the specific audience is created to achieve the stated goals while 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.

8.2.1 Providing Notice to the Public

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
- PTSB - Planning Subcommittee
- Notices on major media outlets
- Flyers and Information distribution through various libraries, universities, and civic organizations that currently help distribute timetables and information
- Postings on the County website
- Palm Tran Connection Office Lobby

All major printed materials and website information that communicate proposed and actual service adjustments will be provided in three languages. 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-most predominant non-English language of Palm Tran riders.

The PPP strives to offer meaningful opportunities for all interested populations, 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, fare media, services and routes of the Palm Tran system.

8.3 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 change in fare media for Palm Tran services is proposed
3. When a major service change is proposed
4. When the Title VI Program is updated

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. The 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. Should no creole publications exist, Palm Tran will advertise on a Creole radio broadcasting station (if available) and will post the notice on the station's website.
2. **Location of public hearing:** 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 comments 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 established and announced 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.
4. **Consideration of public comments:** Comments received prior to the final public hearing will be consolidated and summarized by staff and presented to the Board (i.e., the Board of County Commissioners or the Palm Tran Service Board) along with staff recommendations, in writing or other form appropriate under the circumstances prior to final action. Following the conclusion of the final public hearing (i.e., the last opportunity afforded to the public to engage in the decision-making process and provide comments), the Board will give due consideration to the information and recommendations received from staff and the relevant comments and supporting information received from the public, attaching the weight and value it deems proper to such comments, information and recommendations. In doing so, it will take into account the knowledge and expertise of the commenter, to the extent it has information regarding such, supporting facts, research and data received, expert opinions provided, and the reasons provided from those in support of or in opposition to the proposed action. The Board's determination may not be based simply upon the number of comments in support of or in opposition to the proposed action but rather whether its decision will reasonably further a desired outcome or policy objective. The Board may consider alternatives to the proposed action or no action at all, as it deems appropriate.

8.4 Current Outreach Efforts

Palm Tran is required to submit a summary of public outreach efforts made over the last three years.

Since the 2022 Title VI Update, Palm Tran has continued to engage the public in accordance with procedures outlined in the PPP. In addition to the general outreach promoting Palm Tran as a whole, the agency conducted outreach specific for service changes including the introduction of BusLink and the Port St. Lucie Express.

When a new service change occurs—minor service changes occur every four months—Palm Tran conducts a range and outreach activities depending on the extent of the service improvements. For all service changes, Palm usually creates social media posts, sends out emails, updates its website, and updates graphics on the buses’ infotainment screens. For more drastic service changes, Palm Tran might add informative signage at its bus stops and facilities, send out text messages, engage with passengers in-person at its bus stops and facilities, or advertise via radio, television, billboards, and print.

Some of Palm Tran’s outreach materials and summaries are included in Appendix D.

8.4.1 Events

Table 8-1 below lists all in-person outreach events conducted over the past three years. Palm Tran engages with the community through pop-up events, by piggybacking off of other community events, through travel training, and by engaging with Palm Tran passengers to promote upcoming service changes.

TABLE 8-1: PALM TRAN OUTREACH EVENTS

Date	Activity	Location
May 2022	Travel training at Lake Shore Middle School	Belle Glade
June 2022	Juneteenth parade	Riviera Beach
July 2022	Second Chance	Riviera Beach
August 2022	Train-the-Trainer travel training	Greenacres
August 2022	Promoting Palm Tran at the Glades Family Fest	Belle Glade
September 2022	The Arc Community Fun Day	Riviera Beach
October 2022	Greenacres Branch Library Presentation	Greenacres
October 2022	Mobility Week Green Market outreach	West Palm Beach
November 2022	Community Services Expo & Health Fair	Boca Raton
January 2023	Travel training at Greenacres Library	Greenacres
February 2023	Get to Know Palm Beach County Expo	Delray Beach
February 2023	Veterans Health Fair	Delray Beach
February 2023	Senior Health Fair and Community Health Expo	Boca Raton
April 2023	Vehicle Career Day	Belle Glade
September 2023	Hispanic Heritage Month Celebration Tour	Palm Beach County
September 2023	Pop-Up event at Palm Beach State College	Lake Worth Beach
October 2023	Latin Quarter event at Belvedere Elementary School	West Palm Beach
October 2023	Hispanic Heritage Month celebration at Palm Beach State College	Palm Beach Gardens
January 2024	Pop-Up event at Palm Beach Gardens Library	Palm Beach Gardens
February 2024	Touch a Truck event	Palm Springs

February 2024	Caregiving Fair	West Palm Beach
March 2024 – May 2024	14 Move & Mingle events for the Get on the Bus Challenge	Palm Beach County
April 2024 – May 2024	Career Day events at elementary schools	Belle Glade, Boynton Beach, Lake Worth Beach, West Palm Beach
May 2024	Pop-Up event at Keiser University	West Palm Beach
June 2024	Community Resource Expo	Lake Worth Beach
September 2024	Multiple BusLink outreach events	Riviera Beach, Royal Palm Beach, Boca Raton

8.4.2 Public Hearings

When requires for service changes, fare changes, and funding decisions, Palm Tran holds public meetings for these initiatives. Notices of public meetings are posted at least 10 days in advance. Members of the public are able to directly contact the Title VI liaison to request information in a language other than English or to request assistance for individuals with disabilities. Table 8-2 below lists all of Palm Tran’s public meetings in the past three years.

TABLE 8-2: PALM TRAN PUBLIC HEARINGS

Date	Activity
February 2022	5310 funding
March 2022	5307, 5311, and 5339 funding
September 2022	Title VI Program Update
January 2023	5310 funding
June 2023	5307 funding
July 2023	5307 and 5339 funding
August 2023	5307 and 5339 funding
January 2024	5310 funding
August 2024	Establishment of fare for the Port St. Lucie Express
September 2024	5307 and 5339 funding
March 2025	5310 funding
April 2025	Redefining Palm Tran Connection services and fare increase

9 LANGUAGE ASSISTANCE PLAN

FTA Circular 4702.1B: Every Title VI Program shall include a copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.

9.1 Introduction

In providing fixed-route service within a service area of almost 1.5 million 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 a 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.

9.1.1 Limited English Proficiency (LEP) Plan Overview

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 110,123 residents or 7.68% that claim to speak English "not well" or "not at all," according to the 2023 American Community Survey. Palm Beach County is federally mandated, by 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 referred to as the "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. 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 issued on August 11, 2000, states that recipients of federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Additionally, recipients should use the US 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. These provisions are included in FTA Circular C 4702.1B.

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 welcomes any comments or suggestions that would further improve the effectiveness of the LEP Plan and/or its ability to communicate more effectively with its customers.

9.2 Four Factor Analysis

In order to ensure meaningful access to programs and activities, the information obtained in the Four Factor Analysis determines the specific language services that are appropriate to provide. The analysis helps Palm Tran determine if it communicates effectively with LEP persons and will inform language access planning. The Four Factor Analysis is an individualized assessment that balances the following four factors:

9.2.1 The Number/Proportion of LEP Persons Eligible to be Served

The first step towards understanding the profile of individuals that comprise Palm Tran's service area in Palm Beach County is a review of 2023 American Community Survey Data.

Table 9-1 below displays the primary language and number of individuals 5 years and over that speak English "not well" or "not very well" at home. The vast majority of the LEP population speaks Spanish, comprising over five percent of Palm Beach County's total population.

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

TABLE 9-1: PALM BEACH COUNTY LEP POPULATION

Language	LEP Population	Percent of Total Population 5 Years and Older
Spanish	76,388	5.33%
Other Indo-European languages	27,847	1.94%
Asian and Pacific Island languages	4,213	0.29%
Other languages	1,675	0.12%

9.2.2 The Frequency with which LEP Persons Come into Contact with the Program

The growing size of the LEP population in Palm Beach County increases the probability of 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 needs of LEP individuals since October 2005. Since 2005, Palm Tran has not had any requests for interpreters for public meetings. Prior to 2005, Palm Tran had included a Spanish translation of the informative facts provided in the Rider Guide and now includes a Creole translation. Since 2005, there has been no request for translated Palm Tran documents.

9.2.3 The Nature and Importance of the Program to People's Lives

Palm Tran bears in mind that transportation is considered an essential service for its service area population. Palm Tran must consider that the LEP population might be less likely to be able to drive, to have access to a personal vehicle, or to have a driver's licenses. Furthermore, in some cases, it may be absolutely critical, without the bus services or current transit mode they are using, the LEP population may not have access to basic employment or the necessities of life.

9.2.4 The Resources Available to the Recipient for LEP Outreach and the Associated Costs

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 and translations are executed by Palm Tran's staff. The call center provides an option to select Spanish and Creole from the menu. Front desk staff have the option to contact a staff member should an LEP individual require assistance at the front desk. Additionally, both the general customer service personnel and the Palm Tran Connection reservation staff has representatives who are fluent in Spanish and in Creole. Of the 10 general customer service personnel, two are fluent in Spanish and two are 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.

9.3 Palm Tran Limited English Proficiency Plan

Palm Tran is committed to providing meaningful access to its services to LEP persons. 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 will provide the following language assistance measures: notice to LEP persons, the translation of vital materials, as well as through oral language interpretation when necessary and possible, and staff training.

All language access activities detailed below will be coordinated by the Support Services Section.

9.3.1 Providing Notice to LEP Persons

Based on Palm Tran self-assessment of LEP persons that use 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.

Example 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.

9.3.2 Translation of Written Materials

Palm Tran currently provides vital publications, such as the Rider's Guide, with translations in Spanish and Creole. The continued self-assessment of LEP population will determine if additional languages need to be added.

9.3.3 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 leadership 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 staff 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.

10 TRANSIT PLANNING AND ADVISORY BODIES

FTA Circular 4702.1B: Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

The Palm Tran Service Board (PTSB) includes 13 members total (all are PBC residents and appointed by the Board of County Commissioners): two transportation representatives, an environmental advocate, a disability advocate, a businessperson, 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.

Palm Tran recruits PTSB members through advertisements on Palm Tran’s websites, buses, and email outreach. To support greater diversity and participation on the Palm Tran Service Board (PTSB), Palm Tran can take a proactive approach by regularly providing County Commissioners with the current composition of the board. This helps highlight representation gaps and guide more inclusive nominations. In addition, timely notifications—along with consistent follow-ups—on upcoming vacancies will give commissioners ample time to identify and appoint qualified, diverse candidates.

Palm Tran can also increase public engagement by promoting board vacancies and meeting information through multiple channels, including its website, onboard vehicle screens, mobile applications, and social media platforms. These efforts ensure passengers and community members are informed and encouraged to participate, especially individuals from underrepresented groups.

This participation will play a key role in making sure that Palm Tran’s services accurately reflect the needs, priorities, and experiences of the entire community. See Table 10-1.

In addition to these efforts, Palm Tran continues to stay engaged with community-based organizations (CBOs), including nonprofits, and cultural centers. These trusted partners can help share information about board openings and encourage community members to get involved.

TABLE 10-1: PALM TRAN SERVICE BOARD MINORITY REPRESENTATION COMPARED TO PALM BEACH COUNTY

	White	Hispanic/ Latino	Black/ African American	Asian	American Indian / Native Hawaiian	Other Race/ Two or More Races
Palm Beach County Population	52.3%	23.4%	17.1%	2.9%	0.1%	4.1%
Palm Tran Service Board	38.5%	38.5%	7.7%	7.7%	0%	7.7%

11 SYSTEM-WIDE SERVICE STANDARDS AND SERVICE POLICIES

FTA Circular 4702.1B: All fixed route transit providers shall set service standards and policies for each specific fixed route mode of service they provide.

FTA Circular 4702.1B requires that all fixed route service providers prepare and submit system-wide service standards and service policies as a part of their Title VI Program. These standards and policies must address how service is distributed across the transit system and must ensure that the manner of the distribution affords users access to these assets. Although Palm Tran provides paratransit and on-demand services, the FTA does not require the preparation and submittal of service standards and service policies for services other than fixed route, which is consistent with FTA guidance.

Palm Tran has adopted the following system-wide standards and policies to ensure service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

11.1 Service Standards

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

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.

Palm Tran's service standards for vehicle load, vehicle headway, on-time performance, and service availability are listed below in Table 11-1.

TABLE 11-1: PALM TRAN SERVICE STANDARDS

Characteristic	Service Standard
Vehicle Load	Maximum vehicle load ratio: 1.5
Vehicle Headway	Peak weekday service on trunk routes: 30 minutes
	Peak weekday service on crosstown and circulator routes: 60 minutes
	Off-peak weekday service and weekend service on all routes: 60 minutes
On-time Performance	78% on-time (0 to 5 minutes late)
Service Availability	Fixed route transit available within $\frac{1}{4}$ of a mile of 80% of the service area population

11.2 Monitoring Transit Service

In order to ensure compliance with DOT's Title VI regulations, FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service

policies not less than every three years. Transit providers shall assess the performance of each minority and nonminority route in the sample for each of the transit provider's service standards and service policies. Minority transit routes are defined by FTA Circular 4702.B as any route that has at least one third of its total revenue mileage in a Census block, block group, or traffic analysis zone with a percentage of minority population that exceeds the percentage of minority population in the transit service area. The FTA Circular defines minority persons as including American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Based on 2020 Decennial Census data, 47.74% of Palm Beach County residents are considered part of a minority.

11.2.1 Minority Transit Route Identification

Per Title VI regulations, a Palm Tran minority transit route is identified as having at least one third of its revenue miles in a Census block group with a percentage of minority population that exceeds the percentage of minority population in the transit service area (47.74%) and is supplemented by ridership data that does not reflect the characteristics of the Census block groups. In this case, Palm Tran's 2024 on-board survey serves as the supplemental data. See Appendix E for on-board survey results of each Palm Tran route.

In order to identify the percentage of revenue miles in Census block groups with a greater than 47.74% minority population, a GIS analysis was conducted. First, a feature layer was created that consisted of a single polygon of all Census block groups in Palm Beach County with a minority population greater than or equal to 47.74% of the total block group population. Using this polygon feature layer and the line feature layer of Palm Tran's fixed route, the tabulate intersection tool was executed. This tool calculated the percentage of each line feature intersected by the polygon feature. These percentages equal the percentage of mileage in minority block groups.

To supplement these percentages of mileage in minority block groups, the percentage of the 2024 on-board survey respondents for each route that identify as minority was tabulated. For the purpose of minority transit route identification, routes that have a percentage of surveys greater than 47.74% identifying as minority are considered minority. Finally, a route which has one third of its revenue mileage in block groups with a minority population greater than 47.74% or has 47.74% or more of its 2024 survey respondents identifying as minority is considered a minority transit route. A route where neither of these conditions applies is considered a nonminority transit route.

11.2.2 Minority Transit Route Analysis

Based on the minority transit route identification, 31 of Palm Tran's 33 routes operated between 2022 and 2024 are classified as minority transit routes, as shown below in Figure 11-1 and Table 11-2. Figure 11-1 shows the approximate location of these routes while Table 11-2 outlines the route number, location, and the percentage of revenue miles within classified block groups, breaking at above 33% to be classified as a minority route. Route 88 and Route 95 (Port St. Lucie Express) are the only nonminority transit routes in Palm Tran's fixed route system.

TABLE 11-2: PALM TRAN MINORITY TRANSIT ROUTES

Route	Percent of Mileage in Minority Block Groups	Percent Minority Survey Respondents	Minority Route Status
1 PBG - BCR via US-1	40.16%	70.38%	Minority
2 WPB - BCR via CONGRESS	38.16%	75.30%	Minority
3 PBG - BCR via MILITARY	52.13%	73.47%	Minority
4 WPB - GRN via HAVERHILL	93.99%	92.86%	Minority
10 N COUNTY X-TOWN via MILITARY	5.15%	90.00%	Minority
20 Pbg - Wpb Via Congress	80.90%	70.00%	Minority
21 PBG - MAGNONIA PARK TRS	65.21%	100.00%	Minority
30 RVB X-TOWN via BLUE HERON	53.05%	57.14%	Minority
31 WPB X-TOWN via 45TH	90.13%	77.55%	Minority
33 PBG -WPB via AUSTRALN / PBL	72.31%	86.67%	Minority
40 WPB - BLG via SR-80	70.78%	92.31%	Minority
41 Wpb - Palm Bch Inlet	9.22%	100.00%	Minority
43 WPB X-TOWN via OKEECHOBEE	78.70%	86.29%	Minority
44 WPB X-TOWN via BELVEDERE	71.58%	66.67%	Minority
46 WPB - WLN via FOREST HILL	79.33%	69.05%	Minority
47 PAHOKEE-S BAY via BELLE GLADE	93.97%	89.66%	Minority
49 WPB - EXEC CTR VIA PBL	69.69%	N/A	Minority
52 RPB X-TOWN	49.74%	50.00%	Minority
60 GRN - WPB via PURDY / PARKER	88.91%	94.74%	Minority
61 GRN - LKW via CRESTHAVEN / 10TH AVE N	85.91%	64.52%	Minority
62 WLN - LKW via LAKE WORTH	55.21%	78.79%	Minority
63 VISTA CTR-US1 via JOG / LANTANA	81.27%	81.48%	Minority
64 GRN - LNT via MELALEUCA / 6TH AVE S	86.84%	69.23%	Minority
70 LNT - DLB via SEACREST	67.49%	93.33%	Minority
71 BYB X-TOWN via LAWRENCE	64.83%	100.00%	Minority
73 BYB X-TOWN via BOYNTON BEACH	21.72%	87.50%	Minority
80 DLB X-TWN via LAKE IDA	65.36%	100.00%	Minority
81 DLB X-TWN via ATLANTIC	15.64%	89.47%	Minority
88 DLB X-TWN via LINTON	17.16%	46.15%	Non-Minority
91 BCR X-TOWN via GLADES	15.97%	84.21%	Minority
92 BCR X-TOWN via PALMETTO PARK	25.05%	67.57%	Minority
94 Boca Raton-Trs Via Fau	33.86%	70.38%	Minority
95 Port St Lucie Express	16.44%	N/A	Non-Minority

11.2.3 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 zero minutes early up to five minutes late. No early departures are allowed.

The Palm Tran goal for on-time performance is 78 percent. With the public outreach effort conducted during the Route Performance Maximization (RPM), this standard was modified in September 2018.

Palm Tran monitors on-time performance using Automatic Vehicle Locator (AVL) data transmitted from transit vehicles. Palm Tran's threshold for disparate impact is 10% above or below the systemwide average performance.

As shown in Table 11-3 below, system-wide average on-time performance for this reporting period is 76.99%, which is slightly below the 78% goal. Minority routes also do not meet this goal, performing about equal to the system-wide average at 76.95% on-time. At 0.04% below the system-wide average performance, on-time performance for Minority routes is well below the 10% threshold for disparate impact. Nonminority routes' on-time performance is 1.39% above that for system-wide routes, at 78.38% on-time average performance.

TABLE 11-3: AVERAGE ON-TIME PERFORMANCE (JANUARY 2022 – JUNE 2025)

	Average On-Time Performance
System-wide	76.99%
Minority	76.95%
Nonminority	78.38%

Fifteen current routes and two former routes had on-time performance below the 78% goal: Routes 1, 4, 10, 20, 21, 33, 40, 41, 44, 46, 49, 60, 61, 62, 63, 64, 71, and 73. These are all minority routes. Route 63 had the lowest average on-time performance at 63.67%.

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for on-time performance.

11.2.4 Headways

Vehicle headway is a measurement of the time interval or frequency between two vehicles traveling in the same direction on the same route. Frequency of service is expressed as an increment of time separating vehicles traveling in the same direction on the same route for peak and off-peak service. Routes with the most frequent service generally have the highest levels of service in terms of the number of vehicles assigned and the total number of daily revenue hours.

Comparisons of headways between routes must take into consideration the characteristics of the routes as summarized below:

- **Trunk Routes:** collect and distribute ridership along developed corridors connecting the urban core. This service is characterized by frequent stops, and relatively slow average bus speed.

- **Cross-town Routes:** are mainly used to link trunk routes serving the urban core, though many cross-town routes also serve high-density corridors with internal travel markets.
- **Circulator Routes:** are routes that circulate and provide services within a city or community.
- **Express Routes:** primarily connecting outlying areas with a central city. Characterized by a motor coach (aka over-the-road bus), peak hour service geared toward commuters, multiple stops in outlying areas, limited stops in the central city, and at least five miles of closed-door service.

Peak period weekday schedules target a minimum of 30-minute headways on trunk routes and 60-minute headways on cross-town and circulator routes. Off-peak weekday and weekend schedules target a minimum of 60-minute headways. This standard was updated when Palm Tran implemented major service changes on September 30, 2018, entitled the Route Performance Maximization (RPM). However, due to the COVID-19 pandemic and bus operator shortages, Palm Tran has had to adjust bus schedules. The minimum and maximum headways, in minutes, for the current schedule are shown below in Table 11-4.

TABLE 11-4: FIXED ROUTE HEADWAYS

Route Category	Minority Status	Routes	Weekday Peak	Weekday Off-Peak	Weekend
Trunk Routes	Minority	1, 2, 3	20-30	20-30	30-60
	Non-minority	N/A	N/A	N/A	N/A
Cross-town Routes	Minority	4, 20, 30, 31, 33, 40, 43, 44, 46, 47, 60, 61, 62, 63, 70	15-120	15-120	30-120 / No service
	Minority	10, 73, 81, 91, 92	60	60	60 / No service
Circulator Routes	Minority	41, 49, 71, 80, 94	30-60	30-60	60 / No service
	Non-minority	88	60-80	60 / No Service	60-95 / No service
Express Routes	Minority	N/A	N/A	N/A	N/A
	Non-minority	95	25	N/A	N/A

On weekdays, 12 routes operate with headways of 30 minutes or less, 11 of which are Minority routes. 18 Palm Tran routes operate at 60-minute or greater headways on weekdays, including 17 Minority routes and one nonminority route. Three routes operate at more than 60-minute headways on weekdays, including one route at a 120-minute headway (Route 44).

On Sundays, Routes 1, 3, 31, 43, and 62 operate at 30-minute intervals. All of these routes are Minority routes. Eight routes do not operate on Sundays, which includes six minority routes. All other routes operate at 60-minute headways, with the exception of routes that operate at 75-minute (Route 70), 90-minute (Route 88), and 120-minute (Route 44) headways.

System-wide, the majority of Palm Tran’s routes operate at 60-minute (50%) and 30-minute (20%) headways. All Palm Tran routes have the same headways during peak and off-peak hours with the exception of Route 41, which only operates during peak hours on weekdays and Saturdays and does not operate at all on Sundays. Furthermore, Route 95 (Port St. Lucie Express) only operates during peak hours. The average scheduled headway for Palm Tran routes is 51 minutes on weekdays and 58 minutes on weekends, as shown in Table 11-5. The average headways for Minority routes are nearly identical to the system-wide averages, at 52 minutes on weekdays, 58 minutes on Saturdays, and 57 minutes on Sundays. Minority route average headways are near the system-wide average headways and well-below the Nonminority route average headways, indicating no disparate impact in scheduled service frequency.

TABLE 11-5: AVERAGE SCHEDULED HEADWAYS

		Weekday	Saturday	Sunday
System-wide		51.31	57.97	57.83
Local	Minority	51.88	57.90	56.36
	Nonminority	60	60	90
Express	Minority	N/A	N/A	N/A
	Nonminority	25	N/A	N/A

Based on these findings, Palm Tran is in compliance with the agency’s Title VI goals for service frequency.

11.2.5 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 load per bus should not exceed 150% of the seating capacity for all Palm Tran fixed route services. In other words, in a low-floor 35-foot bus that has 30 seats the bus will be described as crowded if more than 45 people are on board (30 seats + 15 (50% of 30) = 45). Vehicle loads for Palm Tran buses are listed below in Table 11-6.

TABLE 11-6: VEHICLE LOAD FOR PALM TRAN BUSES

Vehicle Type	Vehicle Passenger Capacities			
	Seated	Standing	Total	Maximum Passenger Load
29' Gillig	23	12	35	1.5
35' Gillig	30	15	45	1.5
40' Gillig	37	19	56	1.5
60' New Flyer*	58	29	87	1.5
MCI Coach	56	0	56	1.5

*Not in active fleet

Palm Tran will monitor peak loads on lines that are at or above ratios. When loads at the peak load point exceed vehicle load standards, service should be evaluated for adjustment. Systemwide evaluations will be conducted annually. This standard has not been modified since September 2013.

When loads at the peak load point exceed this threshold, service should be evaluated for possible adjustment, including increased service frequency or assignment of larger vehicles during peak times.

The average vehicle load system-wide is 0.14, while the average maximum vehicle load systemwide (an average of the highest load of each route) is 0.53. Minority routes have a slightly higher average load (0.15), while Non-Minority routes are slightly lower (0.10). Minority routes have an average maximum load of 0.57 and Non-Minority routes have an average maximum load of 0.34. For Minority routes as well as for routes system-wide, the average maximum load ratio falls well below the 1.5 threshold.

The difference between the Minority route and System-wide maximum load ratio is about four percent, as evident in Table 11-1. This is below Palm Tran's 5% disparate impact threshold. Additionally, the maximum load ratio for minority routes is still far below the maximum load threshold of 1.5 and does not indicate any concerns for overcrowding. Therefore, there is no finding of disparate impact.

TABLE 11-7: VEHICLE LOAD RATIO

	Average Load Ratio	Maximum Load Ratio
System-wide	0.13	0.52
Minority	0.13	0.54
Nonminority	0.06	0.28

While all of Palm Tran's routes fall well below the threshold of 1.5 for maximum vehicle load, three routes have average maximum load ratios of one or higher: Routes 1, 3, and 62. These routes currently utilize 40-foot buses, therefore the maximum load for those routes is 56. Route 1 has the highest maximum load ratio at 1.29.

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for vehicle loadings.

11.2.6 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 $\frac{3}{4}$ 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 74% of the county population must walk to obtain access to Fixed Route is $\frac{3}{4}$ of one 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 $\frac{3}{4}$ of a mile to each side of fixed routes.

Those located within $\frac{3}{4}$ 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.

As presented in Table 11-8, 74.17% of Palm Beach County's population resides within three-quarters of a mile of fixed route transit service, which is below Palm Tran's service availability goal. In contrast, 85.45% of the County's minority population is within a $\frac{3}{4}$ -mile walk of service, indicating that Palm Tran meets its goal for service availability to minority residents.

TABLE 11-8: FIXED ROUTE SERVICE AVAILABILITY WITHIN $\frac{3}{4}$ OF A MILE

Area	Percent of Palm Beach County total population within $\frac{3}{4}$ mile of a route	Percent of Palm Beach County minority population within $\frac{3}{4}$ mile of a route	Percent difference between minority accessibility and total accessibility
Systemwide	74.17%	85.45%	15.20%
Minority routes	73.58%	84.77%	15.21%
Nonminority routes	2.10%	1.76%	-19.32%

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for service availability.

11.3 Service Policies

FTA requires fixed route transit providers to develop a policy for service indicators. Palm Tran has prepared the following policies for its transit system depicted in Table 11-9.

TABLE 11-9: PALM TRAN SERVICE POLICIES

Characteristic	Service Standard
Vehicle Assignment	Average vehicle age on minority transit routes must be less than 150% of the average vehicle age on nonminority transit routes
Distribution of Transit Amenities	Based on ridership, location, and network connectivity, bus stop amenities will be placed where there is sufficient right-of-way or easement

11.3.1 Vehicle Assignment

Palm Tran policy ensures that the average vehicle age for minority routes is 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. This policy has not been modified since September 2013.

As of July 2025, the average age of all Palm Tran vehicles is approximately 4 years and 11 months, which indicates a threshold for disparate impact at 7 years and 5 months. The current average age for Minority route vehicles is also 4 years and 11 months, which is nearly identical to the system average and 2 and a half years below the disparate impact threshold. Nonminority route vehicles are an average of 3 years and 10 months, below the average age of all Palm Tran vehicles.

TABLE 11-10: AVERAGE FIXED ROUTE FLEET AGE

	Average Fleet Age
Systemwide	4 years 11 months
Minority	4 years 11 months
Nonminority	3 years 10 months

Based on these findings, Palm Tran is in compliance with the agency's Title VI goals for vehicle assignments.

11.3.2 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. This policy has not been modified since September 2013.

Palm Beach County contracts with companies that provide shelters and benches for Palm Tran stops at locations that allow for advertising, and Palm Tran and the vendors must agree on the proposed locations for the amenities. Municipalities that do not allow advertising provide non-advertising shelters and benches within their communities.

There is no established threshold for the distribution of transit amenities along Minority routes compared to the overall system.

Documented in Table 11-11, there are 2,988 bus stops in the Palm Tran system, and over one-third of bus stops provide some seating. System-wide, about 36% of stops on minority routes provide some type seating, compared to 42.5% of nonminority stops. Bus stops on minority routes account for 98.5% of all Palm Tran bus stops.

TABLE 11-11: DISTRIBUTION OF PALM TRAN TRANSIT AMENITIES

	Stops with shelters	Stops with benches only	Stops with Simme-Seats	Stops with any seating	Stops with bike racks
Systemwide	19.5%	9.1%	7.5%	36.1%	2.8%
Minority	19.5%	8.7%	7.7%	35.9%	2.8%
Nonminority	17.8%	23.3%	1.4%	42.5%	1.4%

12 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 all service change proposals, including major service changes, are to be brought to the PTSB for approval and to the BCC as required.

The process comprises of the following attributes:

1. Development of an Annual Service Budget Proposal
2. A transparent procedure for evaluating service changes
3. Accountability and flexibility in all service change decisions
4. An annual comparative assessment for major alterations

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 all service alterations

12.1 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.

Palm Tran's service change process review consists of utilizing service planning scenarios with Remix software, staff review of proposed changes, financial/fleet projections, review with Palm Tran Operations Department, listening sessions with Palm Tran operators, Palm Tran Executive Leadership Team review, public hearings, implementation and oversight, and working with the Performance Management Office (PMO) to look at route productivity.

12.2 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

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:

1. On-Time Performance: +/- 10% of the average performance of the sampled routes.
2. Headway: +/- 5 minutes of the average performance of the sampled routes.

3. Vehicle Load: + 5% of the maximum vehicle load.
4. 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.

12.3 2025 Title VI Update General Review Conclusions

Considering most of Palm Tran's fixed routes are considered Minority routes (28 out of 30, or 93.3%) and nearly 48% of Palm Beach County's population is considered minority, the following general conclusions were drawn from the service analysis.

On-time Performance

- System wide, Palm Tran routes were on time 76.99% of the time, performing slightly below the agency's threshold for on-time performance (78%).
- Non-Minority routes were on time 1.39% more than average and Minority routes fell just 0.04% below average.

Service Frequency

- Scheduled service frequency on Minority routes is slightly better than system-wide averages on all days; nonminority local routes average longer headways on all days and have limited services on Sundays compared to the system-wide averages.

Vehicle Load

- Vehicle loads on minority routes are well below the established 150% threshold for vehicle loading.
- Of the top five routes with the highest maximum vehicle load, three are trunk routes, and all five routes are Minority routes.

Service Availability

- Approximately 74% of Palm Beach County's population resides within $\frac{3}{4}$ of a mile of transit service, falling below the agency's service availability goal of 80%. In comparison, about 85% of the County's minority population is within $\frac{3}{4}$ of a mile of service, meeting the agency's goal for service availability.

Vehicle Assignment

- Vehicles assigned to Minority routes average almost 5 years old, which is 2 and a half years below Palm Tran's threshold of 7 years and 5 months and is nearly identical to the system average. Nonminority routes have an average age of 3 years and 10 months.

Distribution of Transit Amenities

- The share of bus stops on Minority routes with any transit amenity (35.9%) is about equal to the share of all Palm Tran bus stops with amenities (36.1%). 98.5% of these stops are on minority routes.

Based on the findings of this assessment, Palm Tran is currently in compliance with the agency's Title VI goals for performance metrics. As a result, no equity-related adjustments are required at this time.

13 DEMOGRAPHIC AND SERVICE PROFILE MAPS

FTA Circular 4702.1B: In order to comply with the reporting requirements in 49 CFR Section 21.9(b), transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population shall collect and analyze racial and ethnic data as described below in order to determine the extent to which members of minority groups are beneficiaries of programs receiving Federal financial assistance from FTA.

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 preservation. There are some small communities located near the western boundary of the county around 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.

The 2020 Decennial Census data identified 1,492,191 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 2020, 47.74% of residents in Palm Beach County were members of a minority group.

13.1 Minority Population in Palm Beach County

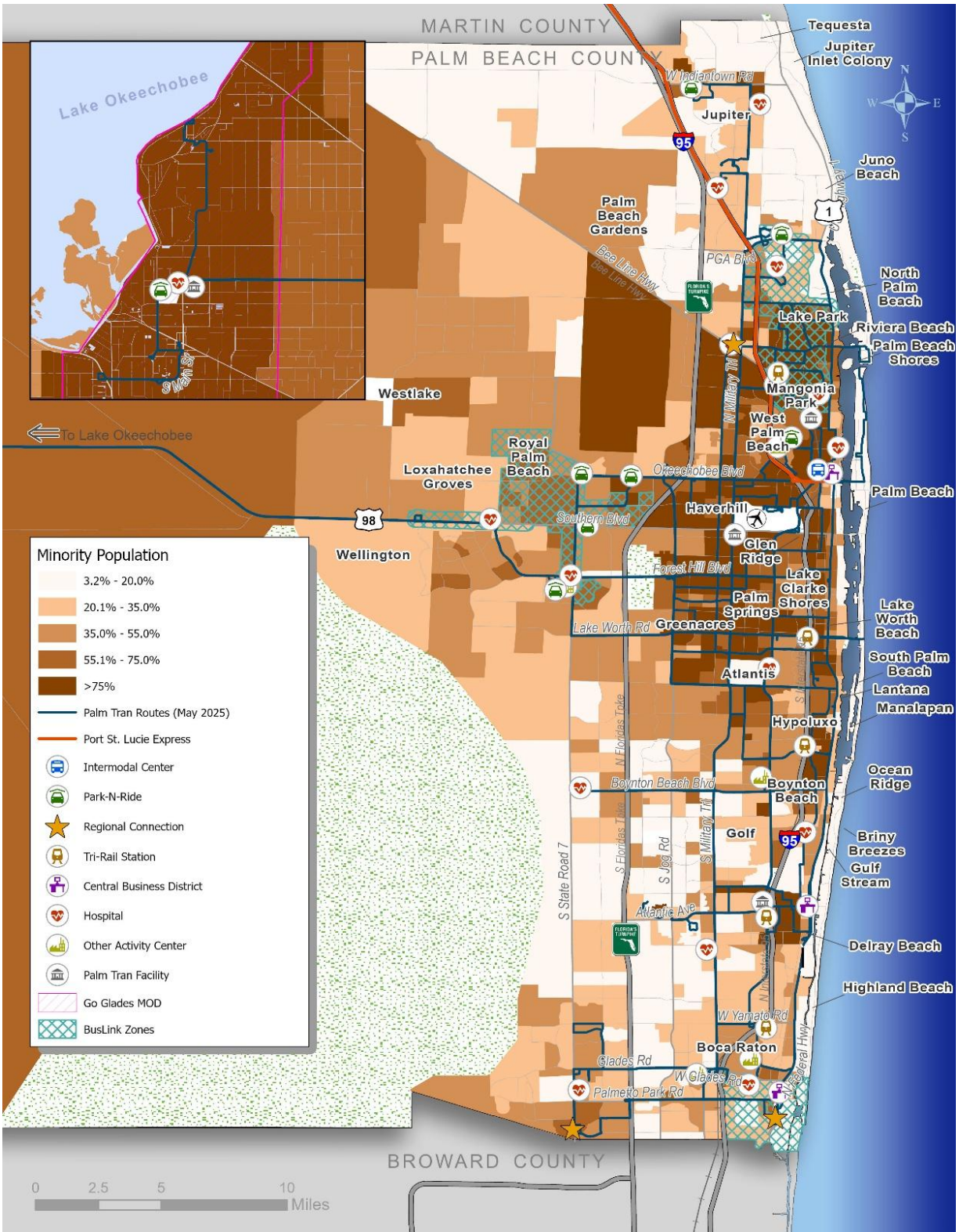
Table 13-1 below shows the population proportion of different racial and ethnic demographics within Palm Beach County in 2020. About 52% of residents identified as white alone, followed by 23% as Hispanic or Latino and 17% as Black or African American alone. Minority groups in Palm Beach County accounted for 47.74% of the total population in 2020.

TABLE 13-1: RACE AND ETHNICITY IN PALM BEACH COUNTY

Demographic	2020 Population	Percentage
Hispanic or Latino	349,933	23.45%
White Alone	779,759	52.26%
Black or African American Alone	255,724	17.14%
American Indian and Alaska Native Alone	1,536	0.10%
Asian Alone	43,356	2.91%
Native Hawaiian and Other Pacific Islander Alone	494	0.03%
Some Other Race Alone	10,766	0.72%

Figure 13-1 illustrates the concentration of minority populations by block groups. Many areas surrounding West Palm Beach such as Glen Ridge, Haverhill, Mangonia Park, and Lake Park have minority populations exceeding 75%. Furthermore, every community within Go Glades MOD zone had minority populations upwards of 75% and over 50% in surrounding blocks.

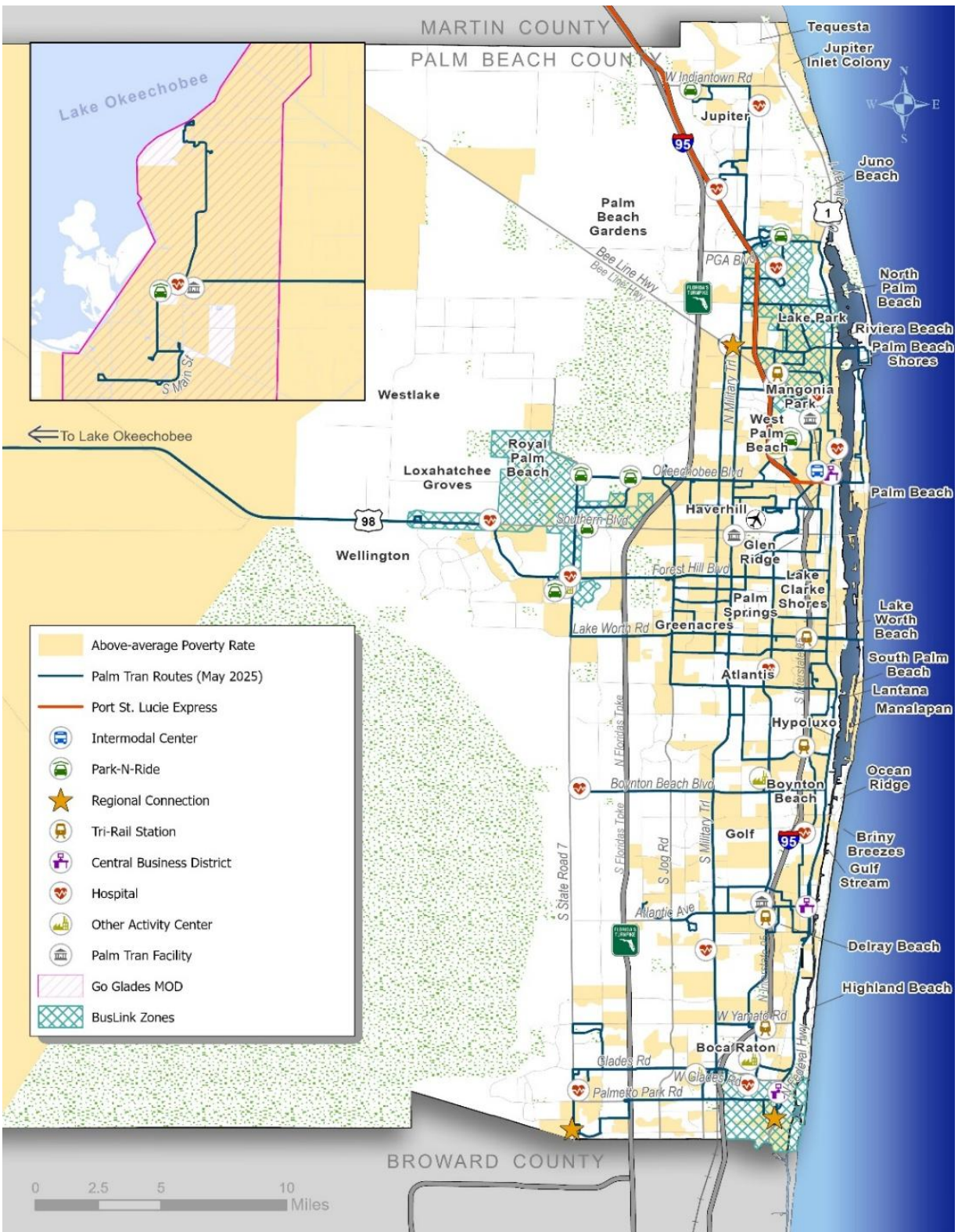
FIGURE 13-1: MINORITY POPULATION



13.2 Low Income Population in Palm Beach County

Figure 13-2 demonstrates the demographics of Palm Beach County's poverty rate. It depicts the location of block groups with poverty rates above the county average (11.08%) per 2023 ACS data. Similarly to Figure 13-1, concentrations are near Lake Park, Haverhill, Mangonia Park, East of West Palm, and near Lake Okeechobee. Many of these communities' poverty rates are above 35% and even more have ranges between 20-35%.

FIGURE 13-2: POVERTY RATE



13.3 Limited English Proficiency in Palm Beach County

Figure 13-3 depicts Palm Beach County's population with Limited English Proficiency (LEP). It depicts the rate of LEP population by block group per 2023 ACS data. The highest concentrations of LEP population can be found in Lake Worth Beach, Palm Springs, Greenacres, Haverhill, and West Palm Beach. LEP individuals can comprise over 30% of the total population in those communities.

14 RESULTS OF SERVICE AND/OR FARE EQUITY ANALYSES

FTA Circular 4702.1B: Transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population shall include the information in paragraph a(1) above, and will also include results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission.

The following sections detail results of equity analyses completed since the 2022 Title VI Update. Summaries of board actions for the service changes described below are included in Appendix K.

14.1 2022 Service Changes (Routes 20 and 49)

The September 2022 Service Equity Analysis for Palm Tran’s Route 20 and Route 49 found no disproportionate adverse impacts on low-income or minority populations. Although the changes included the elimination of Route 49, its service was fully absorbed into Route 20 with no loss of bus stops, span, or frequency. Using a ¼-mile walkshed buffer and GIS analysis, the evaluation confirmed that access to transit services remained consistent for Title VI protected populations. As a result, the proposed changes met federal equity requirements and did not require any mitigation measures. See Appendix F for the service equity analysis of Routes 20 & 49.

14.2 2023 Service Changes (Routes 20, 21, 33, and 52)

The 2023 Palm Tran Service Equity Analysis evaluated the proposed elimination of Routes 21 and 52 and major route changes to Routes 20 and 33. For each change, the analysis compared the affected populations—those within a quarter mile of the impacted routes—to Palm Beach County averages to determine if there were any disparate impacts on minority populations or disproportionate burdens on low-income populations. In all cases, the analysis found that the differences did not exceed Palm Tran’s 20% threshold. Therefore, none of the changes resulted in adverse equity impacts, and no mitigation was required. However, Palm Tran implemented “BusLink” TNC zones to maintain access in areas affected by discontinued route segments. Refer to Appendix G for further details.

14.3 Port St. Lucie Express (PSLX)

The Palm Tran Port St. Lucie Express (PSLX) Service Equity Analysis found that minority and low-income populations near the proposed commuter bus stops in Port St. Lucie and West Palm Beach would benefit from the new service. In Port St. Lucie, 46% of the population within the 5-mile catchment area are minorities, compared to 33% countywide, indicating a 39% higher concentration. In West Palm Beach, the catchment area has a 42% minority population versus 25% countywide, and a 17% low-income population versus 12% countywide, representing 68% and 42% higher concentrations, respectively. These variations exceed the federal 20% threshold used to assess disproportionate impacts, and since the PSLX is a new service, the impacts are considered positive, improving access to transit for underserved populations. See Appendix H for the 2023 Port St. Lucie Express Service Equity Analysis.

The fare equity analysis for the proposed PSL Express service evaluated potential impacts on minority and low-income populations across proposed park-and-ride locations. The analysis revealed disproportionate impacts in Port St. Lucie and West Palm Beach, where minority and low-income population percentages exceeded county averages by more than the 20% federal threshold. Specifically, Port St. Lucie had a 39% higher minority population than the St. Lucie County average, and West Palm Beach had a 68% higher minority population and a 42% higher low-income population than Palm Beach County averages. Despite these findings, the proposed fare of \$2.65, aligned with peer agencies in Florida, such as Broward County Transit (BCT) and Miami-Dade Transit (MDT), is considered reasonable and consistent with regional practices. Since this is a new service intended to expand affordable access to employment, the fare policy is seen as supportive of mobility equity, particularly benefiting communities with limited transportation options. Palm Tran ultimately decided to adopt a fare of \$3.00 per ride, aligning with other peer agencies such as PSTA and HART. This decision reflected the fact that the PSL Express route covers a much longer distance than the commuter services offered in Broward and Miami-Dade counties. See Appendix I for more information.



Appendix A

Federal Title VI Civil Rights
Assurance Notice to the
Public



FEDERAL TITLE VI CIVIL RIGHTS ASSURANCE

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

Palm Tran hereby gives public notice that it is Palm Tran's policy to assure full compliance with Title VI of the Civil Rights Act of 1964 (Title VI), and the Americans with Disabilities Act (ADA). Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination on the basis of race, color, or national origin (Title VI) or because of an individual's disability (ADA).

Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. The ADA does not require Palm Tran to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden. Whenever feasible, requests for modifications should be made in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Palm Tran's services.

Should you have any questions, concerns or if you believe you have been subjected to discrimination under Title VI or ADA, you may contact us:

Call: 877-930-4287

Palm Tran

**Attn: Customer Service
Administrator**

**50 S Military Trail suite 101
West Palm Beach, FL 33415**

email: PT-ADA@pbcgov.org

How to File a Complaint: Your complaint should be made within 180 days from the date of the alleged discrimination and submitted to Palm Tran.

Your written complaint should include the following information:

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. 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.
5. Please use the complaint form located in our web page under the Title VI section.

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 or ADA, 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/ADA or which lack sufficient information to address, may be closed by Palm Tran.

TÍTULO VI GARANTÍA DE LOS DERECHOS CIVILES LEY PARA PERSONAS CON DISCAPACIDADES (ADA)

Palm Tran le notifica al público que tiene regulaciones que aseguran pleno cumplimiento con el Título VI del Acta de los Derechos Civiles de 1964 (Título VI) y la Ley para Personas con Discapacidades (ADA). Palm Tran está comprometida a asegurar que ninguna persona sea excluida de la participación en, o negado los beneficios de sus servicios, o sometida a discriminación debido a su raza, color u origen nacional (Título VI), o debido a una discapacidad (Ley ADA).

Modificaciones a Regulaciones y Procedimientos: Palm Tran hará modificaciones razonables a sus regulaciones y programas para asegurarse que personas con discapacidades tengan igual oportunidad de disfrutar de todos sus programas, servicios y actividades. La Ley ADA no requiere que Palm Tran acoja ninguna acción que cambie fundamentalmente la naturaleza de sus programas o servicios, o que imponga un costo administrativo o financiero excesivo. Cuando sea posible, peticiones para modificaciones deben hacerse por adelantado. La petición de una persona con discapacidades debe ser lo más específica posible y debe explicar por qué la modificación es necesaria para poder usar los servicios de Palm Tran.

Si tiene alguna pregunta o si se siente víctima de discriminación bajo el Título VI o ADA, contáctenos:

Llámenos: 877-930-4287

Correo Electrónico: PT-ADA@pbcgov.org

Palm Tran

Attn: Customer Service Administrator

50 S Military Trail, suite 101

West Palm Beach, FL 33415

Como someter una Queja: Su queja debe ser hecha dentro de 180 días de la fecha del incidente donde se alega discriminación y debe someterla a Palm Tran.

Su queja por escrito debe incluir la siguiente información:

1. Su nombre.
2. Su dirección e información de cómo Palm Tran debe contactarle (ejemplo: su número 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 y proveer ubicación, nombres e información de contacto de testigos si los hay.
4. Por favor explique lo más claro posible que pasó, por qué usted cree que pasó, y como usted fue discriminado. Por favor identifique a cualquier otro individuo quien estuvo envuelto u observó el incidente. Asegúrese de explicar como otras personas fueron tratadas diferentes a usted.
5. Por favor use la forma para quejas. La encuentra en nuestra página web en la sección sobre Título VI.

Palm Tran se esfuerza en investigar quejas rápidamente. Palm Tran investigará cualquier queja que indique un fallo de parte de Palm Tran para cumplir con el Título VI o la Ley ADA, y se esforzará a notificar la acción tomada para resolver la queja. Quejas que no sugieran una falla en cumplir con el Título VI / ADA o que les falte suficiente información para ser investigadas pueden ser cerradas por Palm Tran.

**TIT FEDERAL VI DWA SIVIL ASIRANS
AVI SOU AMERIKEN KI ANDIKAPE ACT**

Palm Tran avèk pwal bay avi piblik ke li se politik Palm Tran a asire konfòmite plen ak Tit VI nan lwa sou dwa Sivil 1964, ak Amerik yo avèk Disabilities Act (ADA). Palm Tran se angaje nan asire ke pa gen okenn moun se eskli nan patisipasyon nan, oswa refize benefis ki genyen nan sèvis li yo, oswa yo kapab sibi diskriminasyon sou baz ras, koulè, oubyen orijin nasyonal oswa paske nan andikap yon moun.

Modifikasyon Règleman ak Pwosedi: Palm Tran pral fè tout modifikasyon rezonab sou politik yo ak pwogram nan pou asire ke moun ki gen andikap gen yon opòtinite egal a jwi tout nan pwogram li yo, sèvis ak aktivite. ADA a pa mande pou Palm Tran pran okenn aksyon ki ta fondamantalman chanje nati a nan pwogram li yo oswa sèvis, oswa enpoze okenn soufwans chay finansye oswa administratif. Chak fwa sa posib, demann pou modifikasyon ta dwe fè an davans. Demann lan soti nan moun nan ki gen yon andikap yo ta dwe detay espesifik otank posib epi yo genyen ladan enfòmasyon sou poukisa se modifikasyon yo mande a nesesè yo nan lòd yo ki pèmèt moun nan yo itilize sèvis Palm Tran la.

Si ou ta gen nenpòt kesyon, enkyetid oswa si ou kwè ou te viktim diskriminasyon anba Tit VI oswa ADA, ou kapab kontakte:

Rele noun an: 877-930-4287
Imèl: PT-ADA@pbcgov.org

Palm Tran
Attn: Customer Service
Administrator
50 S Military Trail, suite 101
West Palm Beach, FL 33415

Kouman Pou pote yon plent: plent ou ta dwe fè nan 180 jou sou dat ki sou diskriminasyon nan swadizan epi soumèt bay Palm Tran.

Plent ekri ou a ta dwe gen ladan enfòmasyon sa yo:

1. Non ou.
2. Adrès ou ak enfòmasyon; epi di kòman Palm Tran dwe kontakte ou (egzanp, nimewo telefòn, adrès imèl ou, adrès lakay ou, elatriye).
3. dekri teren diskriminatwa lwa a, ni incident(s). Ou ta dwe ka esplike ki jan, poukisa, ki lè ak ki kote ou kwè yo te fè diskriminasyon kont ak kote yo ye a, se non ak kontak enfòmasyon yon temwen.
4. Ou dwe siyen plent ou a. Tanpri eksplike byen klè ki posib sa ki te pase, poukisa ou kwè li te rive, ak ki jan yo te fè diskriminasyon kont ou. Tanpri idantifye nenpòt lòt moun ki te enplike oswa obsève ensidan an. Asire ou ke ou eksplike kouman lòt moun yo te trete yon fason diferan nan men ou.
5. Tanpri itilize plent ki nan paj wèb nou an anba seksyon Tit VI.

Palm Tran fè efò yo san pèdi tan mennen ankèt sou tout plent. Palm Tran pral adrese tout plent ki endike yon echèk sou pati Palm Tran a konfòme l avèk Tit VI oswa ADA, epi yo pral eseye pwoteje yo avize pote plent lan nan aksyon an li pwopoze oswa pral pran yo rezoud plent lan. Plent ki pa sijere yon echèk konfòme l avèk Tit VI / ADA oswa ki manke ase enfòmasyon nan adrès, yo ka fèmen pa Palm Tran.



Appendix B

Palm Tran's Non-Discrimination Policy



Palm Tran's Non-Discrimination Policy

Federal Title VI Civil Rights Assurance Notice under the Americans with Disabilities Act

Palm Tran operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Palm Tran is committed to ensuring that no person is excluded from participation in,

or denied the benefits of its services, or be subjected to discrimination because of an individual's disability in compliance with the Americans with Disabilities Act (ADA).

Any person who believes she or he has been subjected to discrimination under Title VI or ADA may file a Discrimination Complaint Form by contacting:

Palm Tran, Attn: Customer Service Administrator
50 South Military Trail, Suite 101
West Palm Beach, FL 33415

• Call: 877-930-4287 • Email: PT-ADA@pbcgov.org • www.palmtran.org

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE, Washington, DC 20590

Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

The ADA does not require Palm Tran to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden. Whenever feasible, requests for modifications should be made

in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Palm Tran's services.

Política de No Discriminación de Palm Tran

Título VI Garantía de los Derechos Civiles Ley para personas con discapacidades (ADA)

Palm Tran opera sus programas y servicios sin que importe su raza, color u origen nacional de acuerdo a el Título VI del Acta de los Derechos Civiles. Palm Tran está comprometida

a asegurar que ninguna persona sea excluida de la participación en, o negado los beneficios de sus servicios, o sometida a discriminación debido a una discapacidad (Ley ADA).

Cualquier persona que crea que ha sido sometida a discriminación bajo el Título VI o ADA, puede comenzar el proceso de queja comunicándose con:

Palm Tran, Attn: Customer Service Administrator
50 South Military Trail, Suite 101
West Palm Beach, FL 33415

Llamar: 877-930-4287 • Email: PT-ADA@pbcgov.org • www.palmtran.org

Una persona con una querella puede presentarla directamente con la Administración Federal de Transito sometiendo una queja a:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE, Washington, DC 20590

Modificaciones a Regulaciones y Procedimientos: Palm Tran hará modificaciones razonables a sus regulaciones y programas para asegurarse que personas con discapacidades tengan igual oportunidad de disfrutar de todos sus programas,

La Ley ADA no requiere que Palm Tran acoja ninguna acción que cambie fundamentalmente la naturaleza de sus programas o servicios, o que imponga un costo administrativo o financiero excesivo. Cuando sea posible, las peticiones para modificaciones deben

hacerse por adelantado. La petición de una persona con discapacidades debe ser lo más específica posible y debe explicar por qué la modificación es necesaria para poder usar los servicios de Palm Tran.

Palm Tran’s Pa fè diskriminasyon politik Tit Federal VI Dwa Sivil Asirians

Tit Federal Vi Asirans Dwa Sivil Anba Ameriken Yo Ak Lwa Andikap

Palm Tran opere pwogram li yo ak sevis yo san yo pa konsidere nan ras, koule, ak orijin nasyonal nan ako avek Tit VI nan lwa sou dwa sivil yo. Palm Tran angaje pou asire ke pa gen moun ki

eskli nan patisipasyon nan, oswa refize benefis sevis li yo, oswa pou yo kapab sibi diskriminasyon akòz andikap yon moun nan konfomite Ameriken ak lwa andikap (ADA).

Nenpot moun ki kwe li oswa li te sibi diskriminasyon anba Tit VI oswa ADA, kapab depoze yon fom plent diskriminasyon pa kontakte:

Palm Tran, Attn: Customer Service Administrator
50 South Military Trail, Suite 101
West Palm Beach, FL 33415
Rele: 877-930-4287 • Imel: PT-ADA@pbcbgov.org • www.palmtran.org

Yon plentif kapab depoze yon plent direkteman avek administrasyon transpo federal la le ou ap depoze yon plent avek biwo dwa sivil la, atansyon:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE, Washington, DC 20590

Modifikasyon pou politik ak pwosedi: Palm Tran pral fe chanjman rezonab nan politik ak pwogram yo asire ke moun ki gen andikap gen yon opotinite egal yo jwi tout pwogram li yo, sevis ak aktivite.

ADA a pa mande pou Palm Tran pran nenpot ki aksyon ki ta fondamantalman chanje nati a nan pwogram li yo oswa sevis yo, oswa enpoze nenpot ki soufwans finansye oswa responsabilite administratif. Chak fwa posib, demann pou modifikasyon ta dwe fet davans. Demann ki soti nan men moun ki gen

yon andikap yo ta dwe kom espesifik ke posib epi ki gen ladan yo enfomasyon sou Poukisa modifikasyon yo bezwen yo nan lod yo pemet moun nan sevi ak sevis tran Palm.



Appendix C

Discrimination Complaint Forms



**Discrimination Complaint Form**

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 cannot complete the form personally, Palm Tran's Customer Service Supervisor will assist you at a mutually convenient time. Call 561-841-4287 to make your request. If the Palm Tran's Customer Service Supervisor assists you in completing the form, you must still sign it to validate the information provided.

Are you filing this complaint on your 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 to 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 you believe discriminated against you?

Name _____

Street Address _____

City, State, and Zip Code _____

Telephone Number (____) _____

4. Which of the following best describes why you believe discrimination occurred?

Was it because of your:

- A. Race
- B. Religion
- C. National Origin
- D. Color
- E. Sex (including gender, pregnancy, and sexual orientation)
- F. Disability

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

If yes, circle all that apply:

- A. Federal agency
- B. Federal court
- C. State court
- D. State agency
- E. Local agency

8. 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 (_____) _____

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

YES _____ NO _____

If yes, when and against whom were they filed?

Date _____

Agency _____

Street Address _____

City, State, and Zip Code _____

Telephone Number (_____) _____



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

11. 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

Please submit this form to Palm Tran – Attention: Customer Service Administrator.

*Discrimination Complaint
50 S. Military Trail, Suite 101
West Palm Beach, FL 33415*





Formulario para Queja por Discriminación

Numero de caso _____

Nota: Solicitamos la siguiente información para ayudarnos a procesar su queja. Si necesita ayuda para completar este formulario, háganoslo saber. Si no puede completar el formulario personalmente, el supervisor de servicio al cliente de Palm Tran lo ayudará. Llame al 561-841-4287 para realizar tu solicitud. Si el supervisor de servicio al cliente de Palm Tran lo ayuda a completar el formulario, usted debe firmarlo para validar la información proporcionada.

¿Está presentando esta queja en su nombre? **SÍ** _____ **NO** _____
(Si respondió SÍ a esta pregunta, pase al numeral 2. Si respondió NO a esta pregunta, pase al numeral 1.)

1. Proporcione el nombre de la persona ante quien presenta la queja:

Nombre del Denunciante: _____

Dirección: _____

Ciudad, estado y código postal: _____

Número telefónico - domicilio (____) _____ Trabajo (____) _____

2. Información de la persona que fue discriminada

Nombre: _____

Dirección: _____

Ciudad, estado y código postal: _____

Número telefónico (____) _____

3. ¿Cuál es el nombre y la ubicación de la persona o departamento que cree que lo discrimino?

Nombre: _____

Dirección: _____

Ciudad, estado y código postal: _____

Número telefónico (____) _____

**4. ¿Cuál de las siguientes opciones describe mejor por qué cree que ocurrió la discriminación?
¿Fue por su:**

- A. Raza
- B. Religión
- C. Nacionalidad
- D. Color
- E. Sexo (incluyendo género, embarazo u orientación sexual)

5. ¿En qué fecha ocurrió la discriminación?

(Debe ser dentro de los últimos 180 días)

6. En sus propias palabras, describa la supuesta discriminación. Explique lo que pasó y quien cree usted que fue el responsable. Asegúrese de incluir cómo otras personas recibieron un trato diferente.

(Use más hojas o el revés de este papel. Si es necesario)

7. ¿Ha presentado esta queja ante cualquier otra agencia federal, estatal o local o tribunal federal o estatal? (Si su respuesta es No, vaya al punto 10)

Sí _____

No _____

Si su respuesta es sí. Circule todos los que aplican:

- A. Agencia Federal
- B. Corte Federal
- C. Corte Estatal
- D. Agencia Estatal
- E. Agencia Local

8. Proporcione la información de contacto de la persona en la otra agencia/tribunal donde se presentó la queja.

Nombre: _____

Dirección: _____

Ciudad, estado y código postal: _____

Número telefónico (____) _____

9. ¿Ha presentado alguna otra queja por discriminación ante Palm Tran?

Sí _____

No _____

Si su respuesta es sí, por favor díganos cuando y con quien sometió la queja

Fecha: _____

Agencia: _____

Dirección: _____

Ciudad, estado y código postal: _____

Número telefónico (____) _____



10. Si este formulario fue completado por alguien que no sea el denunciante, proporcione información sobre quién lo completo y por qué.

11. Por favor firme y ponga la fecha a continuación. Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja.

Firma del Denunciante

Fecha

*Envíe este formulario a Palm Tran - Atención: Administrador de servicio al cliente.
Discrimination Complaint
50 S. Military Trail. Suite 101
West Palm Beach, FL 33415*



Fòm Plent Diskriminasyon

Nimewo Ka a _____

Remak: Nou ap mande enfòmasyon sa yo pou ede nou nan trete plent ou a. Si w bezwen èd pou w ranpli fòm sa a, tanpri fè nou konnen. Si w pa ka ranpli fòm nan pèsònèlman, Sipèvizè Sèvis Kliyantèl Palm Tran ap ede w nan yon moman ki bon pou youn ak lòt. Rele 561-841-4287 pou fè demann ou an. Si Sipèvizè Sèvis Kliyantèl Palm Tran a ede w ranpli fòm nan, ou dwe toujou siyen li pou valide enfòmasyon yo bay la.

Èske w ap depoze plent sa a pou ou? WI _____ NON _____

(Si w te reponn WI pou kesyon sa a, ale nan atik 2. Si w te reponn NON pou kesyon sa a, ale nan atik 1..)

1. Tanpri bay non moun w ap pote plent lan:

Non moun k ap plenyen an _____

Adrès Ri a _____

Vil, Eta, ak Kòd Postal _____

Nimewo telefòn – kay (____) _____ travay (____) _____

2. Enfòmasyon sou Moun ki fè diskriminasyon kont la:

Non _____

Adrès Ri a _____

Vil, Eta, ak Kòd Postal _____

Nimewo telefòn (____) _____

3. Ki non ak kote moun/depatman ou kwè ki fè diskriminasyon kont ou a?

Non _____

Adrès Ri a _____

Vil, Eta, ak Kòd Postal _____

Nimewo telefòn (____) _____

4. Kiyès nan sa ki annapre yo ki pi byen dekri poukisa ou kwè diskriminasyon te fèt? Eske se poutèt ou:

- A. Ras
- B. Relijyon
- C. Orijin Nasyonal
- D. Koulè
- E. Sèks (ki gen ladan sèks, gwosès, ak oryantasyon seksyèl)
- F. Andikap

5. Ki dat swadizan diskriminasyon an te fèt?

(Dwe nan 180 jou ki sot pase yo)

6. Nan pwòp mo ou, dekri swadizan diskriminasyon an. Eksplike sa ki te pase ak ki moun ou kwè ki te responsab. Asire w ou genyen ladan yo ki jan yo te trete lòt moun yon fason diferan pase ou.

(Sèvi ak plis fèy oswa dèyè paj sa a, si sa nesesè)

7. Èske w te depoze plent sa a ak nenpòt lòt ajans federal, leta oswa lokal oswa tribinal federal oswa leta? (Si NON, tanpri ale nan atik 10) WI ____ NON ____

Si wi, sèke tout sa ki aplikab yo:

- A. Ajans federal
- B. Tribinal federal
- C. Tribinal leta
- D. Ajans leta
- E. Ajans lokal la

8. Tanpri bay enfòmasyon sou yon moun ki kontakte nan lòt ajans/tribinal kote yo te depoze plent lan.

Non _____

Adrès Ri a _____

Vil, Eta, ak Kòd Postal _____

Nimewo telefòn (____) _____

9. Èske w te depoze nenpòt lòt plent diskriminasyon ak Palm Tran?

WI ____ NON ____

Si wi, kilè ak kont ki moun yo te depoze yo?

Dat _____

Ajans _____

Adrès Ri a _____

Vil, Eta, ak Kòd Postal _____

Nimewo telefòn (____) _____

10. Si yon lòt moun te ranpli fòm sa a, tanpri bay enfòmasyon sou ki moun ki te ede sitwayen an ak poukisa.

11. Tanpri siyen epi mete dat fòm sa a anba a. Ou ka tache nenpòt materyèl ekri oswa lòt enfòmasyon ou panse ki gen rapò ak plent ou a.

Siyati Pleyan an

Dat

Tanpri voye fòm sa a bay Palm Tran-atansyon: Aministratè Sèvis Kliyan

*Discrimination Complaint
50 S. Military Trail, Suite 101
West Palm Beach, FL 33415*



Appendix D

Palm Tran Outreach
Materials





INTRODUCING

BUS LINK

Get an \$8 voucher for an Uber ride or Taxi with Palm Tran!

- 📍 Riviera Beach
- 📍 Royal Palm Beach
- 📍 Boca Raton

palmtran.org/BusLink



@palmbeachtpa



Presentamos



Recibe un cupón de Uber o Yellow Cab de \$8 en rutas seleccionadas.
Desde el 3 de septiembre.

¡Escanea el código QR para saber más!



Entwodwi



Jwenn yon bon \$8 sou Uber oswa Yellow Cab sou wout chwazi yo.
Apati 3 Septanm.

Eskane kòd QR la pou jwenn plis enfòmasyon!





Palm Tran

Posted on Wall of #buslink

Aug 22, 2024

Exciting news! 🎉 Starting September 3rd, Palm Tran's new BusLink program is here! We've partnered with Uber and Yellow Cab to make your transit experience even more convenient. Need a ride to or from our Bus Stops? BusLink has you covered with affordable, reliable options. Let's get moving! 🚗💛 **#buslink #PalmTran #uber #yellowcab #bettertogether**



Palm Tran

Sent Post

Tue, Sep 3, 2024 12:22 pm

Today marks the official launch of Palm Tran's BusLink program! As reported by the Palm Beach Post, starting this September, Palm Tran will cover Uber and taxi rides in Palm Beach Gardens, Riviera Beach, Boca Raton, and Royal Palm Beach. The BusLink program will replace parts of three bus routes with Uber and Yellow Cab services, covering up to \$8 each way.



Bus riders: You can get \$8 discounts on Uber, taxis in September in Palm Beach County
Palm Beach County's public transit agency, Palm Tran, will start paying for Uber and taxi rides
and expand its more popular bus routes.

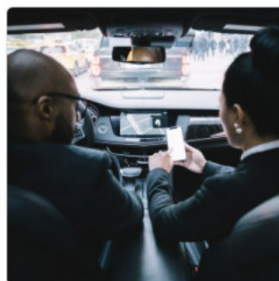


Palm Tran @palm_tran

Sent Post

Fri, Aug 9, 2024 6:21 am

🔥 Something exciting is on the way! 🔥
Palm Tran is about to revolutionize your travel experience with a brand-new service: BusLink. Get ready for smooth connections, more convenience, and even more ways to get where you need to go!



JC by Janessa C.

<https://www.youtube.com/watch?v=lgmrEay0hQ8> [youtube.com]



Activity



Service Changes

Regular Service Change Outreach Activities:

- Social Media posts.
- Email – To subscribers.
- Website update- including updating the service change pages, adding a service changes graphic to the homepage, and we may add a pop up to the site.
(<https://www.palmtran.org/service-changes-routes-and-schedules/>)
- Graphics on the infotainment screens on the buses.
- Service Improvement notice/signs at the bus stops/shelters that are affected by the change.
- Text- To subscribers.
- “Boots on the Ground” in person outreach at bus stops/shelters and major transit hubs.
- Outreach usually consists of two people standing at a location and handing out flyers informing the public and customers about the improvements and answering questions. It may include surveys. Riders guides and promo items are usually handed out at the outreach as well.
- Advertising- Radio and TV Commercials, Print advertising, Billboards, Digital Screens. (This is usually reserved for new services and/or major improvements similar to new services.)



The traditional tactics that were used included:

- Print
- Gatlin Blvd P&R
- Intermodal Transit Center
- Guidebook
- Flyers
- Posters / A-Frame
- Bus Stop signage + boxes
- Billboard
- TV
- Radio
- Newspaper
- Local outreach
- News pitches



The digital tactics that were used included:

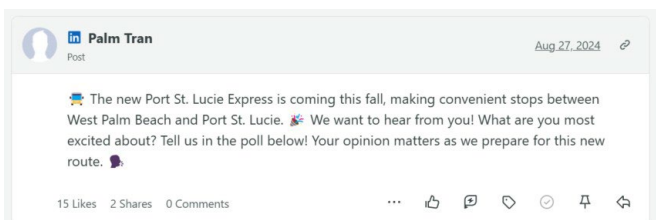
- Website
- Front page banner
- Landing page
- Google Ads
- Social Media
- Target ads in PSL / WPB
- Organic content
- Internal bus screens
- SMS + Email (survey list)
- Gas pumps
- Paradise Pass App notifications

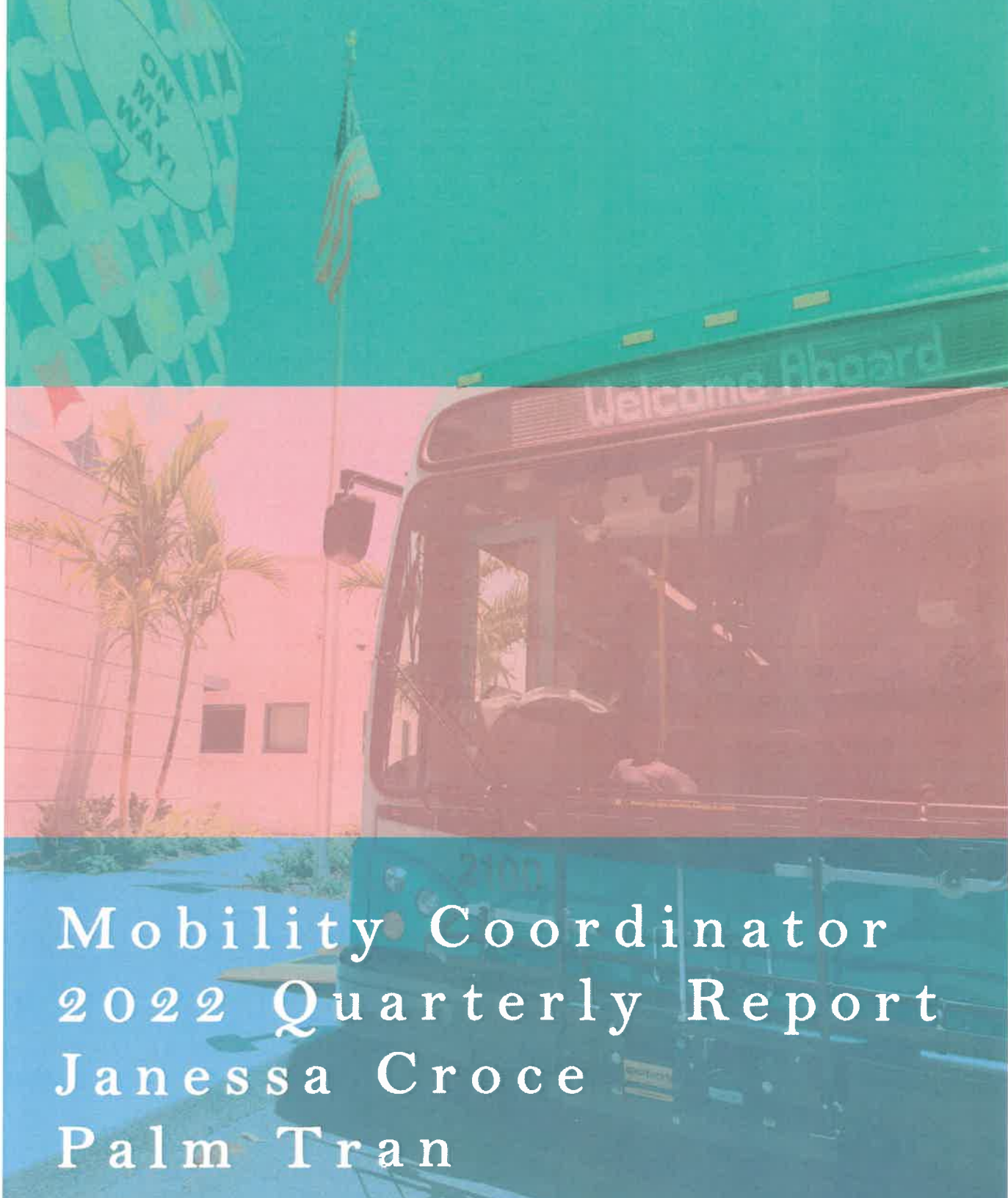


🚌 Ready to level up your commute? The new Port St. Lucie Express is your ticket to a smoother, hassle-free ride between Port St. Lucie and Palm Beach! 🌴. Learn more and hop on board at palmtran.org/psl-express 📄 #PSLExpress #UpgradeYourCommute #RelaxAndRide #PalmTran



by Janessa C.





Mobility Coordinator
2022 Quarterly Report
Janessa Croce
Palm Tran



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1. Janessa Croce Biography
2. Mobility Coordinator Work Description
3. Milestones 1 - 2
4. Milestones 3 - 6
6. Calendar
8. Lakeshore Middle School Outreach
10. Second Chance Outreach Event
11. Juneteenth Parade

Janessa Croce



Janessa Croce, a native Floridian, joined Palm Tran as the Mobility Coordinator in April 2022. Having come from the teaching profession, she brought with her more than 15 years of experience in public service. As an educator, Mrs. Croce specialized in teaching Multi-Media courses such as Mass Media, Visual Technology, and Television Production at high schools in both Broward and Palm Beach Counties. She holds a Bachelor's degree in English with a Communications Minor from Florida State University.

Upon being hired, Mrs. Croce quickly acclimated to the position by familiarizing herself with all of the expectations of being the Mobility Coordinator. This report will show how Mrs. Croce immersed herself into the role of being the Mobility Coordinator by conducting and participating in outreach events, creating digital promotion materials, and increasing Palm Tran's Social Media presence.

Mobility Coordinator Introduction

The Mobility Coordinator role is a FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders and potential riders via training, outreach, and other mass communication best practices.

Milestones

- Launch the Ambassador Program, an ongoing outreach program.
- Produce and conduct one fixed-route mobility travel training program quarterly. Conduct 12 outreach events or mobility travel training events a year.
- Conduct 12 monthly surveys annually.
- Increase online presence by ten percent as measured by likes, engagements and assistance provided to riders and potential riders. Increase social media presence and following by 10%.
- Attend Palm Tran Service Board (PTSB) and Planning Subcommittee meetings and produce minutes from each meeting.
- Maintain detailed log of progress on milestones.

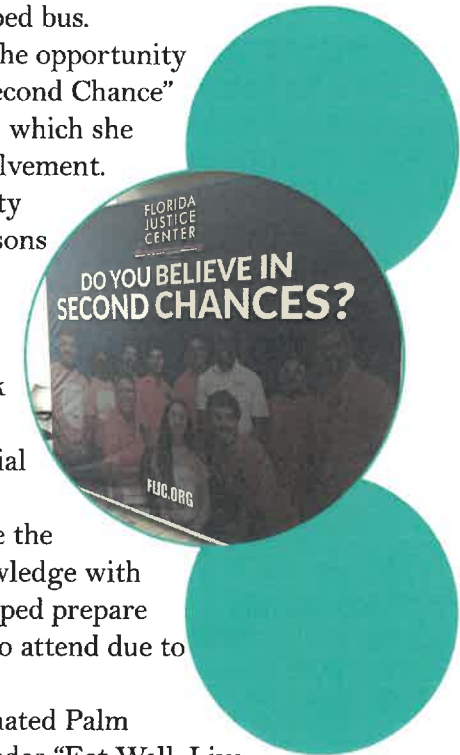
Milestones

1 Mrs. Croce began working as the Mobility Coordinator in April. Upon being hired she was introduced to an outreach initiative called the Ambassador Program. The goal of the Ambassador Program is to promote the fixed-route bus service by enrolling current riders to observe transit conditions and report those conditions to Palm Tran. With the guidance of the Manager of Digital Marketing and Communications, Mrs. Croce researched the needs of customers and created program materials for the program. The materials included: the standard operating guide, surveys, videos, social media posts, and orientation presentations. After the launch of the program, Mrs. Croce will proceed as the Ambassador Program Manager. It is anticipated that the program will be in effect by the end of 2022. As the Project Manager, Mrs. Croce will recruit Ambassadors, create and distribute surveys, and report the findings that were observed to the Executive Leadership Team. The information received from the surveys will be reviewed and analyzed to implement procedures that



2 From April through August, Mrs. Croce participated in several travel training and outreach events. Shortly after being hired, Mrs. Croce attended her first event at Lake Shore Middle School in Belle Glade, Florida. The event offered an opportunity to train special needs students on how to ride the fixed-route service offered by Palm Tran. The next month, Mrs. Croce participated in the Juneteenth Parade in Riviera Beach. She passed out bus passes and promoted ridership to the attendees while walking beside Palm Tran's Martin Luther King Jr. wrapped bus. On July 9th, Mrs. Croce had the opportunity to conduct outreach at the "Second Chance" event held in Riviera Beach in which she coordinated Palm Tran's involvement. The event provided community resources for low-income persons and those re-entering society from legal complications. On August 8th, the Train-the-Trainer Event took place. This unique event teaches local teachers of special needs students about public transit, the teachers then have the opportunity to share the knowledge with their students. Mrs. Croce helped prepare for the event but was unable to attend due to a personal conflict.

In August Mrs. Croce coordinated Palm Tran's involvement in the Glades "Eat Well, Live Well" Family Fest in Belle Glade. At the event attendees received riders guides, free daily bus passes, and information on how to use the fixed-route services.



Milestones

3

When Mrs. Croce began working at Palm Tran in April the post-pandemic recovery efforts were well underway. There had been a strong social media push to inform riders about current COVID-19 practices, new waves of COVID-19, and to restore ridership. In addition, the rise in gas prices created an opportunity to entice new ridership. Mrs. Croce has contributed to the marketing team's overall success in raising on-line presence through increased likes, engagements, and social media presence by creating posts, custom graphics, and custom videos. From April through August of 2022 Palm Tran's Facebook page had an increase in audience size of 12% and Facebook engagements increased 219%. Palm Tran's Twitter page increased engagement to 24% and Instagram engagement increased 35%.

Performance Summary
 Click to test key, scroll the statistics and switch if any the segment's active

Impressions	Page Conversions	Page Conversion Rate
663,102 <small>↑ 24.7%</small>	27,774 <small>↑ 24.7%</small>	6.226 <small>↑ 24.7%</small>

Percentage of Bots per Impressions: **4.19%** ↑ 25.19%

Audience Growth
 Last 30 days of the last 120 days about the content's exposure

in the last 30 days: **5.120**

in the last 30 days	in the last 120 days
5.120	6.444 <small>↑ 24.8%</small>

Total Active Audience
709 ↑ 1.8%

Total New Audience Growth
100 ↑ 2.1%

4

[illegible]

5

Mrs. Croce maintains a detailed log of outreach events and travel training as the Mobility Coordinator. All documents are stored both digitally and in a binder. She also maintains logs of contacts who help support outreach and training events as well as materials collected from all events.

6



2022 EVENTS CALENDAR

<p>January</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p>	<p>February</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28</p>	<p>March</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p>
<p>April</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30</p> <p>Launch Ambassador Program</p>	<p>May</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p> <p>Lakeshore Middle School Field Trip Outreach</p>	<p>June</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30</p> <p>Juneteenth Parade</p>
<p>July</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p> <p>Second Chance Outreach Event</p>	<p>August</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p> <p>Train the Trainer Glades Family Fest</p>	<p>September</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30</p> <p>The Arc Community Fun Day</p>
<p>October</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p> <p>Greenacre Branch Library Presentation</p> <p>Mobility Week</p> <p>Green Market Outreach</p>	<p>November</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30</p> <p>Community Services Expo & Health Fair</p>	<p>December</p> <p>1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31</p>



Lake Shore Middle School Outreach

Mrs. Croce, along with Palm Tran representatives Roderick Owens, and Delvon Meredith held a presentation for students with disabilities at Lake Shore Middle School on May 18, 2022.

The students were planning to go on a field trip to the Wellington Mall and they planned to take the bus to get there. Mrs. Croce gave a presentation that instructed the students on how to use the fixed-route bus system and how to pay for bus fares, including accessing and using the Paradise Pass.

Operations Manager Roderick Owens gave students detailed instructions on bus safety, bus boarding, and proper traveling etiquette. Operations Supervisor Delvon Meredith reached out to the students and gave an inspiring message on the importance of education and benefits of working in the transportation industry.

“

We greatly appreciate your donation of the tickets for the students and chaperones to access the bus for our Palm Tran Excursion field trip, and the time your administrators Roderick Owens, Janessa Croce, and Delvon Meredith sacrificed to present such valuable knowledge to the students. Your support helps to further our mission to teach students with disabilities how to access public transportation, and enjoy their community surroundings.

”

The Second Chance Event



“More than 229 people received help with 519 legal and social service needs in just under six hours in Riviera Beach on July 9, 2022.”

Mrs. Croce attended and The Second Chance Event held on July 9th, at the Richard and Annie Brooks Community Center in Riviera Beach. The event provided Palm Tran with a great opportunity to reach out to an under-served population. Attendees were offered free legal assistance and were educated about vital community services.

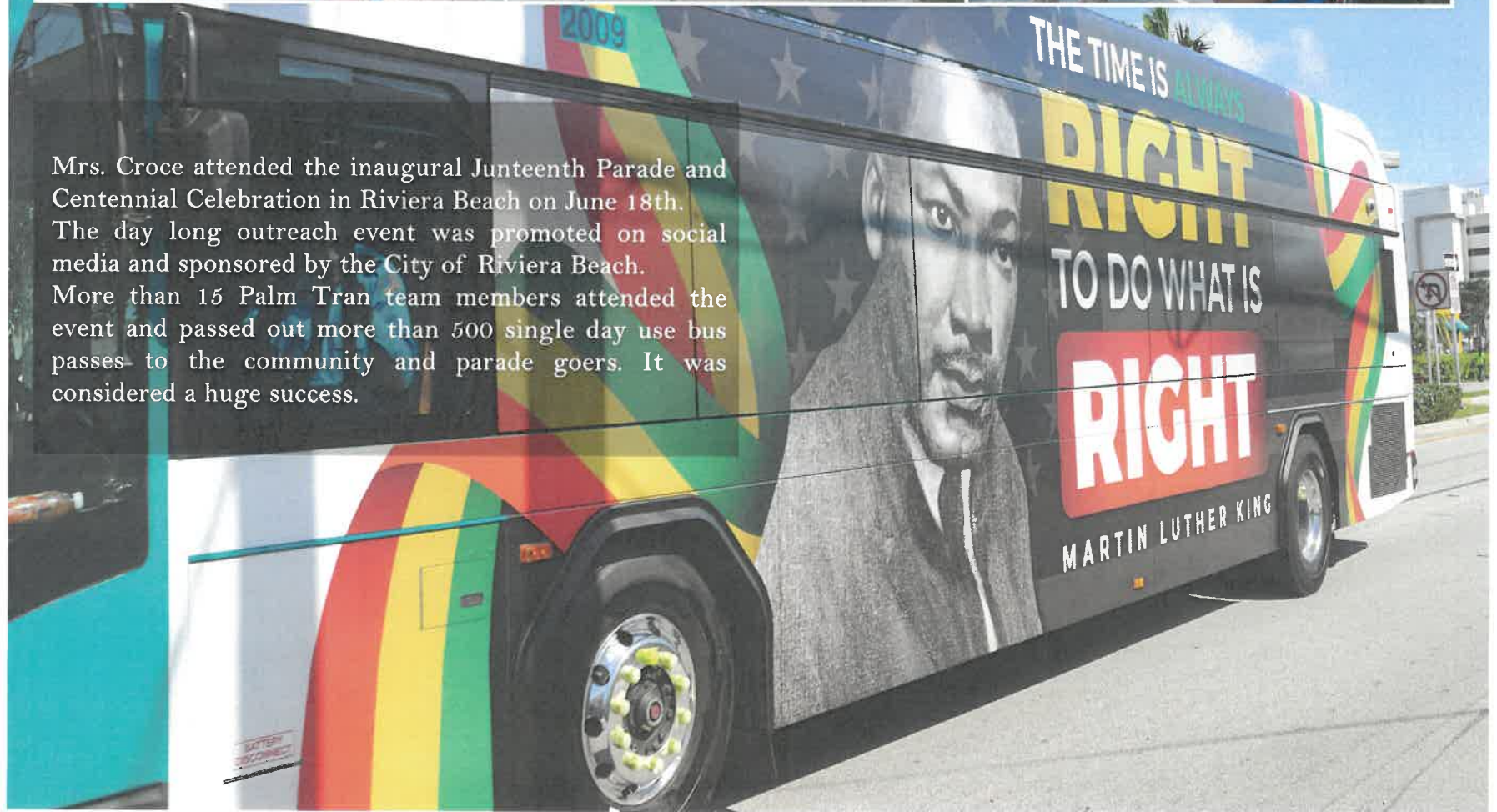
Palm Tran was very happy to have the chance to connect with these individuals. Mrs. Croce passed out free single day bus passes, guidebooks, reloadable Paradise Passes, and provide assistance on trip planning. Individuals also received instruction on how to receive reduced bus fares.

The event was sponsored by the Florida Justice Center, Cresco Labs, and Palm Beach Commissioner Mack Bernard.





Mrs. Croce attended the inaugural Junteenth Parade and Centennial Celebration in Riviera Beach on June 18th. The day long outreach event was promoted on social media and sponsored by the City of Riviera Beach. More than 15 Palm Tran team members attended the event and passed out more than 500 single day use bus passes to the community and parade goers. It was considered a huge success.



**Palm Beach County Board of County Commissioners
Service Development – Mobility Coordinator
TransCIP UPIN BCG0001598
Contract G1Q76**

Report for Invoice # 3: September 1, 2022 to January 31, 2023

Invoices

Have you submitted an invoice to FDOT in the last 90 days? NO. The last invoice was submitted November 8, 2022.

Introduction: The Mobility Coordinator role is an FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders through outreach and education.

The position's milestones for this reporting period include:

- Continuing outreach geared towards future Ambassador Program set to launch in 2023.
- Conducting and participating in four outreach events.
- Created, revised, and edited agency surveys.
- Continues to promote engagement through social media platforms.
- Attending Palm Tran Service Board (PTSB) and Planning Subcommittee meetings and producing minutes from each meeting.
- Maintaining detailed log of progress on milestones.

During this reporting period Ms. Croce has been responsible for continuing the engagement of Palm Beach County Riders and potential riders through training, outreach and other mass communication practices.

As reflected in this quarter's progress report, she has already participated in multiple outreach events and has been a vital piece in educating and informing the community of the different services that Palm Tran has to offer.

Palm Beach County Board of County Commissioners
Service Development – Mobility Coordinator
TransCIP UPIN BCG0001598
Contract G1Q76
Report for Invoice # 4: February 1, 2023 to March 31, 2023

Invoices

Have you submitted an invoice to FDOT in the last 90 days?
2023 which covered the period up to January 2023.

Yes. The last invoice was submitted April 17,

Introduction: The Mobility Coordinator role is an FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders and potential riders via training, outreach and other mass communication best practices.

The position's milestones for this reporting period include:

- Continuing outreach for Palm Tran's fixed- route service.
- Conducting and participating in four outreach events.
- Created and revised agency surveys.
- Increasing online presence by 10% as measured by likes, engagements and assistance provided to riders and potential riders.
- Increasing social media presence
- Attending Palm Tran Service Board (PTSB) and Planning Subcommittee meetings and producing minutes from each meeting.
- Maintaining detailed log of progress on milestones.

During this reporting period Ms. Croce has been responsible for an 18% increase across all of Palm Tran's social media platforms. As reflected in this quarter's progress report, she has already participated in multiple outreach events and has been a vital piece in educating and informing the community of the different services that Palm Tran has to offer.



MOBILITY COORDINATOR

F D O T R E P O R T
2 0 2 3



SUMMARY

The Mobility Coordinator role is an FDOT grant funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders and potential riders via training, outreach, and other mass communication best practices.

This report will demonstrate that Janessa Croce has met all milestones from January to March of 2023. During the first quarter of the year Mrs. Croce has attended several outreach events and has worked towards increasing ridership for Palm Tran's fixed-route service. Through her continued efforts Mrs. Croce has successfully engaged the public and has promoted ridership.

MILSTONES

One: Mrs. Croce continues to provide outreach for Palm Tran's fixed-route service. She has continued to progress the Ambassador Program and is working to launch the program this year.

Two: During the first quarter of 2023 Mrs. Croce held or attended four outreach events.

On January 11, Mrs. Croce held a travel training event at the Green Acres Library.

February was a busy month for Mrs. Croce as she attended three large outreach expo events. On February 1, she attended the "Get to Know Palm Beach County" expo. On February 3, she attended the Veterans Health Fair sponsored by Commissioner Maria Sachs. On February 8, Mrs. Croce attended the Senior Health Fair and Community Services Expo.

Three: Mrs. Croce has created and/or revised four surveys for the Ambassador Program.

Four & Five: Mrs. Croce is very active on Palm Tran's social media page by posting content for both outreach events and Palm Tran's fixed-route service.

Six: Mrs. Croce is an integral part of the planning and execution of the PTSB meetings.

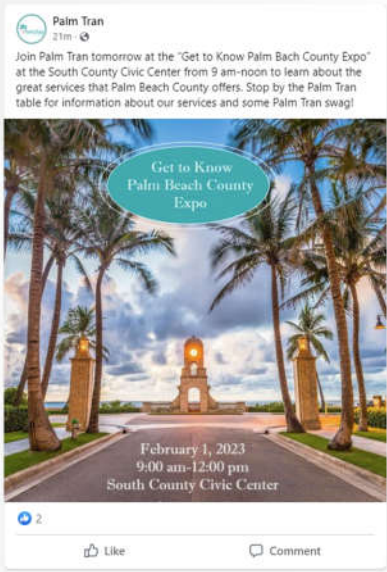
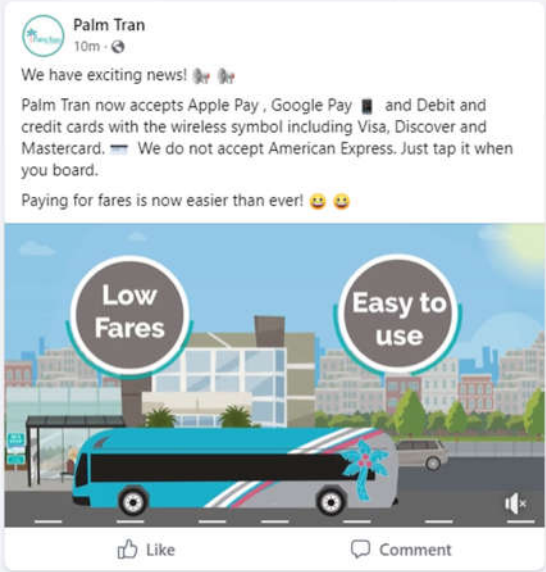
Seven: Mrs. Croce continues to create a detailed log of all outreach events and milestones, both in print and digitally.

Mrs. Croce contributes to Palm Tran's social media pages to promote outreach events and Palm Tran's fixed-route bus service by posting content on all platforms. Mrs. Croce usually designs graphics, creates videos, and writes the copy of each item she posts.

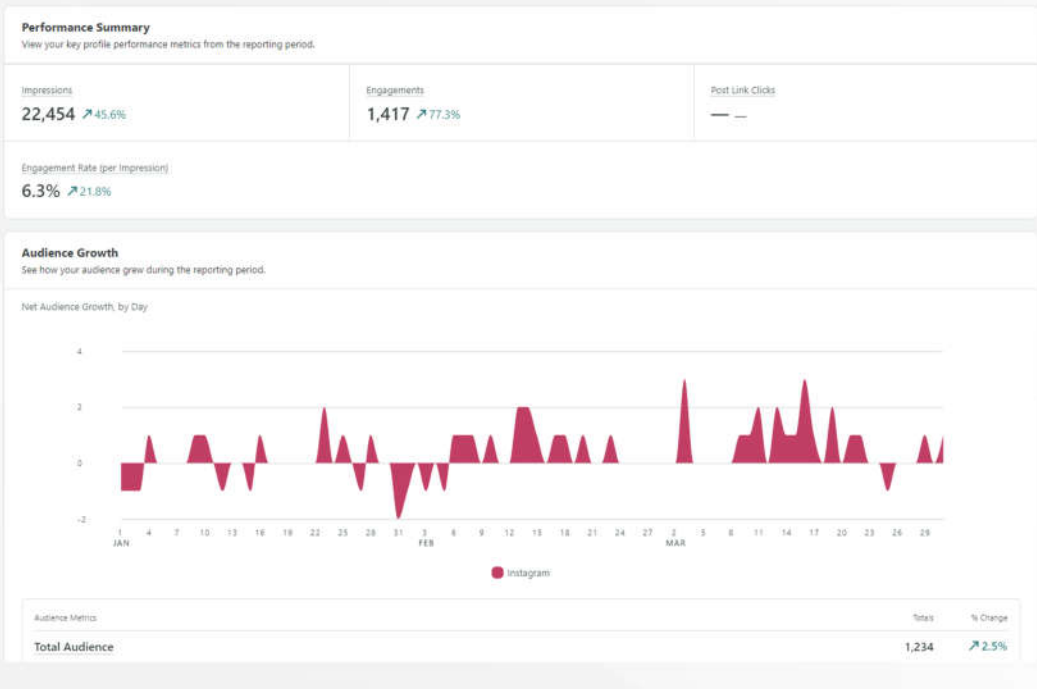
From January to March of this year Palm Tran's social media has preformed quite well marking increases in many areas.

Palm Tran's Twitter page saw a 18.9 % increase in engagements and a 69% increase in Twitter video views.

Palm Tran's Instagram page saw a 77% increase in engagements with a 45% increase in total impressions. Overall engagement increased 18% across all platforms.



social media impact





PTSB

Palm Tran Service Board
& Planning Subcommittee Meetings

During the first quarter of the year there was one PTSB meeting held on March 23.

Mrs. Croce was highly involved in the planning process by creating both the presentation and the talking points for the Executive Director.

During the meeting Mrs. Croce took notes, and managed the presentation from the boardroom control room.



green acres branch library

travel training

Mrs. Croce was invited back by the Green Acres Branch Library to give a travel training to library attendees on January 11, 2023. Mrs. Croce held a travel training session in the library presentation room.

The presentation detailed the fixed-route and paratransit services that Palm Tran offers. Attendees learned how to use both services, how to pay for a trip, and learned how to plan a trip using Palm Tran's websites and apps.

Mrs. Croce also reviewed the ADA accommodations and reduced rates fares offered on the fixed-route buses. After the presentation Mrs. Croce answered audience questions.

“On behalf of Greenacres Branch Library I would like to express our thanks to you for your program, Palm Tran & Palm Tran Connection on Wednesday, January, 11, 2023. This program provided the community with such an informative lecture. We hope to see you in near future and have more programs by you in our branch.”

- Masoomeh Cader
Research Librarian



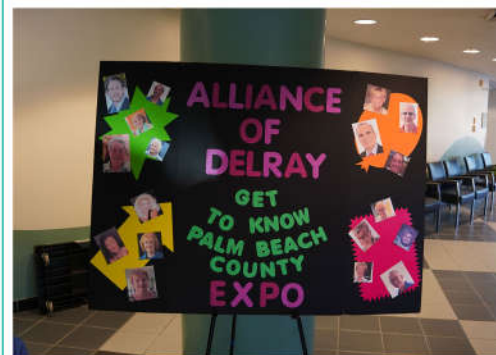
Welcome

Alliance of Delray
Residential Associations



From the Everglades
to the Ocean

get to know palm beach county expo



Mrs. Croce attended the “Get to Know Palm Beach County” Expo on February 1, at the South County Civic Center in Delray Beach.

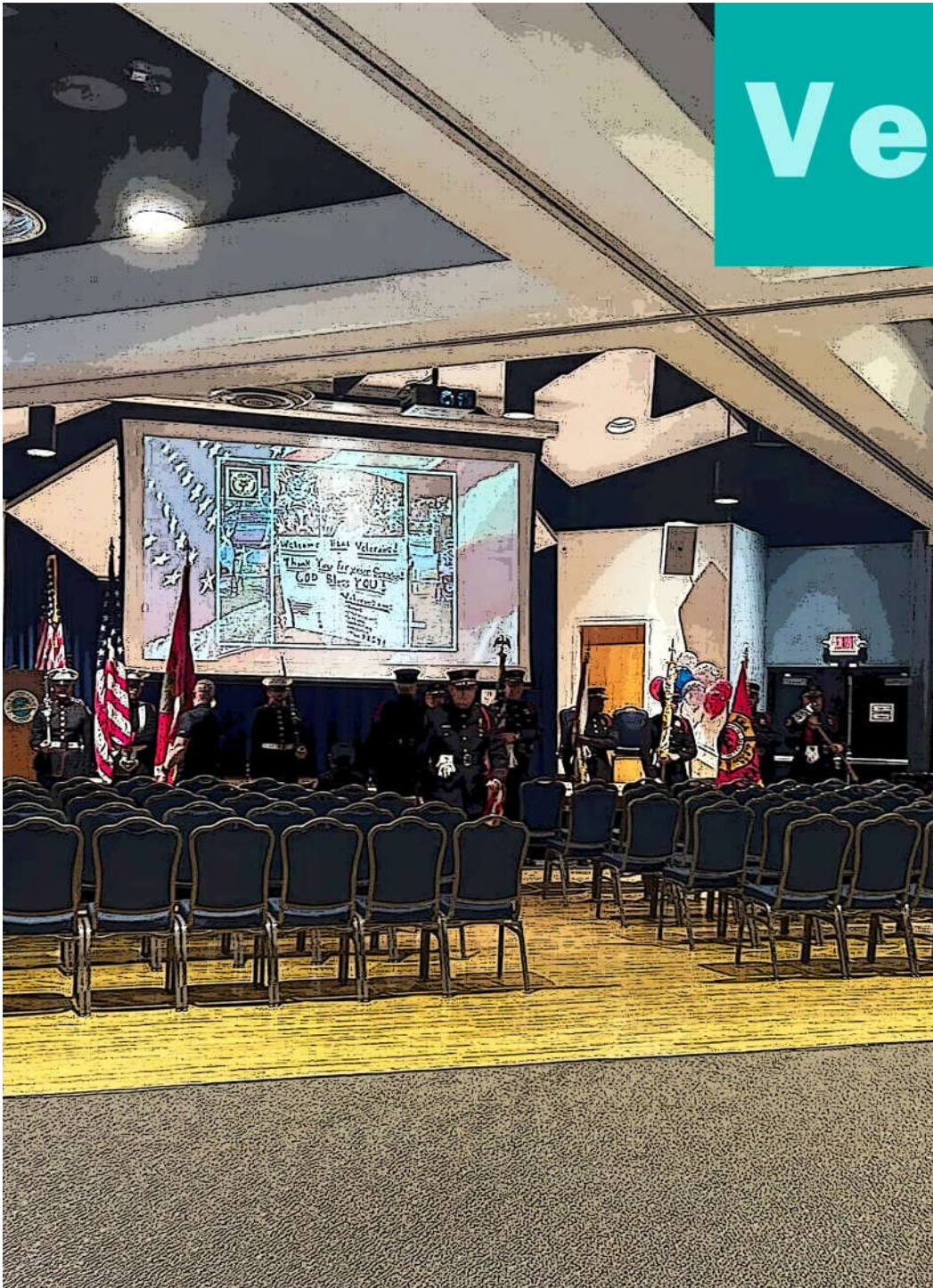
The expo provided residents of Palm Beach County the opportunity to learn about and connect with county agencies and services.

At the event Mrs. Croce promoted Palm Tran’s fixed-route service and handed out rider guides, Paradise Pass brochures, and free one day bus passes. She also had the opportunity to answer questions and address concerns about riding with transit.

This was a great event that afforded Palm Tran the chance to speak with residents and inform them about our services. Many County departments were present as well as elected officials including Assistant County Administrator Todd Bonlarron



Veterans fair



Mrs. Croce attended the Veterans Benefits Fair at the South County Civic Center on February 3. The event was sponsored by Palm Beach County Commissioner Maria Sachs and allowed veterans the opportunity to receive information from County departments about the services that they offer.

In addition to County departments, the event featured guest speakers that honored the sacrifice veterans have made for our country.

At the event Mrs. Croce promoted Palm Tran fixed-route bus service by handing out riders guides, Paradise Pass brochures, and free single day use bus passes. Mrs. Croce also informed veterans about the routes that service the Veterans Affairs Medical Center and the reduced rates that they are eligible for.

This was a great event that honored our veterans and gave Palm Tran the opportunity to reach out to this underserved community.



community services expo & health fair

The Community Services Expo and Health Fair was held on February 8, at the Temple Beth Shalom in Century Village in Boca Raton. Mrs. Croce attended the event along with Eligibility Supervisor J'son Deltoro from Palm Tran Connection. This event provided an excellent opportunity to gain exposure and provide information about our fixed-route and paratransit services to the senior community.

Mrs. Croce informed attendees about Palm Trans fixed-route bus service including ADA accommodations and provided maps to route 91 that stops outside of Century Village.

She also handed out free single use daily bus passes and promotional items. Mr. Deltoro had the opportunity to inform attendees about Palm Tran Connection's eligibility process.



Palm Beach County Board of County Commissioners
Service Development – Mobility Coordinator
TransCIP UPIN BCG0001598
Contract G1Q76
Report for Invoice # 5: July 1, 2023 to September 30, 2023

Invoices

Have you submitted an invoice to FDOT in the last 90 days?

NO. We had a transition in personnel. The Person fulfilling the duties of the Mobility Coordinator moved to another position effective May 8, 2023. Palm Tran hired a new Mobility Coordinator who started his duties on August 14, 2023. The Grant was set to expired on September 2023, an extension was granted to September 2024.

Introduction: The Mobility Coordinator role is an FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders and potential riders via training, outreach and other mass communication best practices.

The position's milestones for this reporting period include:

- Continuing outreach for Palm Tran's fixed- route service.
- Conducting and participating in four outreach events.
- Created and revised agency surveys.
- Increasing online presence by 10% as measured by likes, engagements and assistance provided to riders and potential riders.
- Increasing social media presence
- Attending Palm Tran Service Board (PTSB) and Planning Subcommittee meetings and producing minutes from each meeting.
- Maintaining detailed log of progress on milestones.

Mr. Fabian Morales is the new Mobility Coordinator, his report follows:

MOBILITY COORDINATOR

August 14 -October 15, 2023



Quarterly Report



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- 01** Presentation
- 02** Summary
- 03** Milestones
- 04** Mobility Travel Training
- 05** Outreach Events
- 06** Monthly Survey
- 07** Social Media Impact
- 08** Palm Tran Service Board

PRESENTATION

Fabian Morales is Palm Tran's new Mobility Coordinator, he joins the Public Relations Section with more than 20 years of experience in corporate communications. Mr. Morales has been a public relations professional and has served as a professor at various universities.

In his role as Mobility Coordinator, Fabian will play a crucial role in event coordination, travel training and general public outreach activities.



Fabian Morales
Mobility Coordinator
August, 2023



SUMMARY



The Mobility Coordinator role is an FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders via training, outreach, and other mass communication best practices.

Mr. Morales has met all milestones from August 14 to October 15. During this time Mr. Morales's significant contributions and their impact on Palm Tran's operations and community engagement.

Launch the Ambassador Program and the introducing new activities to community engagement approach.

MILESTONES

Mr. Morales' responsibilities include launching and managing the Ambassador Program, which involves conducting surveys, developing innovative outreach activities such as Pop Up events, maintaining social media, and supporting the PTSB.



No. 01 — Mobility Travel Training Program

The Ambassador Program is a significant initiative aiming to improve fixed-route mobility travel training.



No. 02 — Outreach Events

An innovative approach was introduced to enhance our event calendar. This initiative involves brief public presentations in strategic locations with a high concentration of potential new users, such as colleges, universities, shopping malls, and community areas.



No. 03 — Monthly Surveys

Evaluating the survey platform's effectiveness and highlighting the effective efforts of the coordinator in ensuring data quality through biweekly surveys.



No. 04, 05 — Social Media Impact

Efforts to create and share these posts have had a tangible impact on the goals of increasing the number of likes and followers on social media accounts, as well as expanding reach and visibility in the community.



No. 06 — Palm Tran Service Meeting

Support PTSB presentations by drafting talking points, creating power points and assisting with the visual display.

1. MOBILITY TRAVEL TRAINING

The Ambassador Program stands as one of the most significant projects within Mr. Morales's responsibilities. His role as project Manager began from the moment of his hiring. Since then, the following key steps have been taken:

Initial Orientation

Starting from his onboarding, Mr. Morales received comprehensive orientation regarding the program, including its features, objectives, and the processes. Responsibilities related to program management were outlined.

Info Meetings

Two informational and feedback meetings were held on his agenda. These meetings aimed to prepare for the program's launch in January 2024.

Process Review

During the four weeks of September and the first two weeks of October, reviewed the process for selecting and screening applicants, this included the necessary documentation for program Ambassador applicants, as well as the revision and content update of application forms and surveys in Spanish and Creole.

Project Timeline

A detailed schedule for the first year of project development was presented, encompassing stages from participant invitations to program's launch in early January 2024. This Process is essential for the ongoing success of the Ambassador Program.

2. OUTREACH EVENT

As a complement to Palm Tran's calendar of outreach events, Mr. Morales proposed an innovative activity called "Pop-Up!". "Pop-Up!" are short outreach event in public places such as colleges, universities, shopping centers, and community activity areas. During this period he carried out three outreach activities of this type.



The first "Pop-Up!" event took place on September 28 at the Lake Worth Campus of Palm Beach State College. During this event, students and staff had the opportunity to learn about the benefits and features of our fixed-route, as well as obtain information about available routes to the college.

On October 5, Mr. Morales attended Belvedere Elementary School in West Palm Beach to participate in an event organized by the non-profit organization Latin Quarter. He has the opportunity to promote the benefits, advantages, and features of public transportation. The Palm Tran stand table was the most visited by around 400 people, including young students and their families.



On October 12, Mr. Morales participated in the Hispanic Heritage Month celebration at Palm Beach State College's Palm Beach Garden Campus. This event served as a valuable opportunity to introduce bus services and foster connections with both students and staff.

2. OUTREACH EVENT

Mr. Morales participated, on September 15, in the inaugural Hispanic Heritage Month Celebration Tour, establishing key relationships with Hispanic community leaders in Palm Beach County.



Mr. Morales participated, on October 11, in an interview on Vision Latina Radio Show, a Spanish-language radio program, to provide relevant information about our public transportation services to their audience.

3.MONTHLY SURVEY

During this period, Mr. Morales received guidance and training in the knowledge of the Survey Monkey platform to guarantee the quality, effectiveness, and reliability of the data that will be collected through the biweekly surveys.



Mr. Morales also did a detailed review of the contents of the surveys and evaluated the functionality of the platform. This is to ensure adequate preparation for future data collection efforts.

These activities play a crucial role in enhancing our public transportation service and community outreach program.



Comprehensive review of the content

1. Validate the information that will be obtained from the surveys.
2. Review the data that will be collected during the program's development.











Assessing and Ensuring Tool









1. Assessing the platform's functionality for future data collection.
2. Ensuring the platform's effectiveness in organizing valuable insights.

4-5. SOCIAL MEDIA IMPACT

Mr. Morales in improving social media presence and achieving outreach goals over the specified period.

<p> Palm Tran Sat 9/30/2023 5:35 pm EDT</p> <p>This week the Palm Tran Outreach Team shared information about our bus system 🚌 with the Palm Beach State College student community...</p>  <p>Total Engagements 148</p> <p>Reactions 37</p> <p>Comments 5</p> <p>Shares 2</p> <p>Post Link Clicks —</p> <p>Other Post Clicks 104</p>	<p> Palm Tran Sat 10/7/2023 5:33 pm EDT</p> <p>On Thursday, October 5th, Palm Tran shared a wonderful moment with students of Belvedere Elementary School in West Palm Beach. ❤️ ...</p>  <p>Total Engagements 86</p> <p>Reactions 29</p> <p>Comments 0</p> <p>Shares 4</p> <p>Post Link Clicks —</p> <p>Other Post Clicks 53</p>	<p> Palm Tran Sat 10/7/2023 3:59 pm EDT</p> <p>On Thursday, October 5th, Palm Tran shared a wonderful moment with students of Belvedere Elementary School in West Palm Beach. ❤️ ...</p>  <p>Total Engagements 73</p> <p>Reactions 18</p> <p>Comments 0</p> <p>Shares 0</p> <p>Post Clicks (All) 55</p>	<p> Palm Tran Sat 9/30/2023 4:15 pm EDT</p> <p>This week the Palm Tran Outreach Team shared information about our bus system 🚌 with the Palm Beach State College student community...</p>  <p>Total Engagements 66</p> <p>Reactions 12</p> <p>Comments 0</p> <p>Shares 1</p> <p>Post Clicks (All) 53</p>
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Mr. Morales shared on social networks between September 30 and October 15, by creating and publishing 9 posts related to outreach. These posts have significantly contributed to progress towards goals, gaining likes and followers.

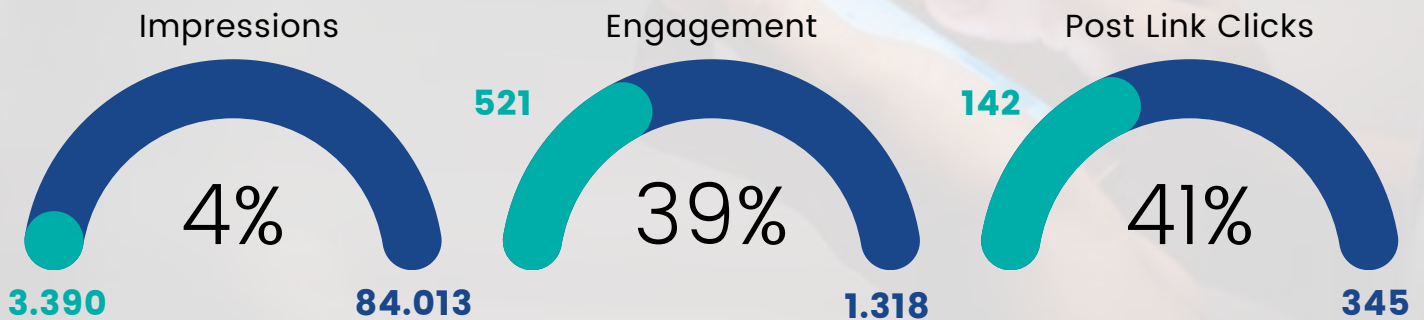
<p> Palm Tran Mon 10/16/2023 2:31 pm EDT</p> <p>On Thursday, October 12th, we had the pleasure of being at Palm Beach State College in Palm Beach Gardens, showcasing the remarkable...</p>  <p>Total Engagements 61</p> <p>Reactions 15</p> <p>Comments 1</p> <p>Shares 3</p> <p>Post Link Clicks —</p> <p>Other Post Clicks 42</p>	<p> Palm Tran Mon 10/16/2023 1:39 pm EDT</p> <p>On Thursday, October 12th, we had the pleasure of being at Palm Beach State College in Palm Beach Gardens, showcasing the remarkable...</p>  <p>Total Engagements 37</p> <p>Reactions 3</p> <p>Comments 0</p> <p>Shares 0</p> <p>Post Clicks (All) 34</p>	<p> palm_tran Sat 10/7/2023 5:52 pm EDT</p> <p>On Thursday, October 5th, Palm Tran shared a wonderful moment with students of Belvedere Elementary School in West Palm Beach. ❤️ ...</p>  <p>Total Engagements 20</p> <p>Likes 19</p> <p>Comments 1</p> <p>Saves 0</p>	<p> palm_tran Sat 9/30/2023 5:45 pm EDT</p> <p>This week the Palm Tran Outreach Team shared information about our bus system 🚌 with the Palm Beach State College student community...</p>  <p>Total Engagements 16</p> <p>Likes 16</p> <p>Comments 0</p> <p>Saves 0</p>
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4-5. SOCIAL MEDIA IMPACT

These posts contributed to increasing awareness and engagement on social media platforms and fostered a sense of community and connection among followers.

Efforts to create and share these posts have had a tangible impact on the goal of increasing the number of likes and followers on social media accounts.

Mobility Coordinator Contribution



General Metrics

6. PTSB

Between September to October, Mr. Morales drafted the talking points and designed the PowerPoint for the executive Director presentation in PTSB meetings. In these instances, he also provided assistance with the virtual display.



Mobility Coordinator Report



Prepared By:
Janessa Croce
FINAL EDITION
April 1- May 8, 2023

Summary

01

The Mobility Coordinator role is an FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders via training, outreach, and other mass communication best practices.

This report will demonstrate that Janessa Croce has met all milestones from April 1- May 8. During this time Mrs. Croce has successfully engaged the public and has promoted ridership.

Milestones

One: Mrs. Croce conducted a Travel Training event at the Green Acre's Branch Library in January and achieved the milestone for the quarter.

Two: On April 24, Mrs. Croce attended Vehicle Career day at Gove Elementary School in Belle Glade.

Three: During the month of April Mrs. Croce assisted in the design and marketing of the Port Saint Lucie Express Survey.

Four & Five: Mrs. Croce is very active in creating content on Palm Tran's social media pages. In April she took photographs at various events and created video content.

Six: Mrs. Croce is an integral part of the planning and execution of the PTSB meetings. There was not a meeting scheduled in April.

Seven: Mrs. Croce continues to create a detailed log of all outreach events and milestones, both in print and digitally.

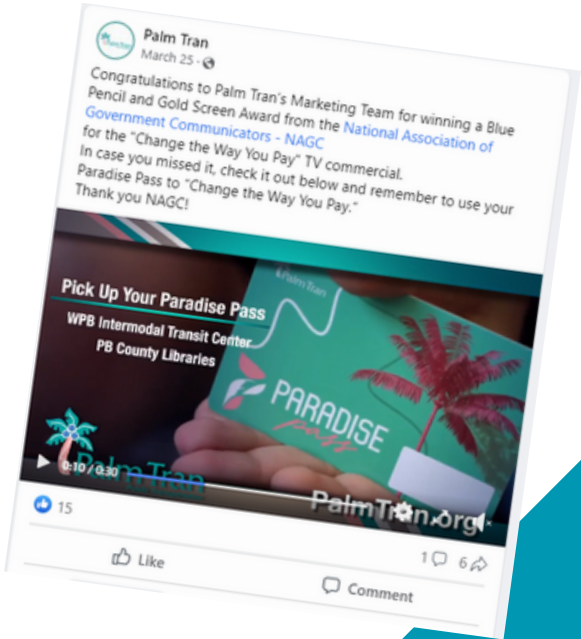
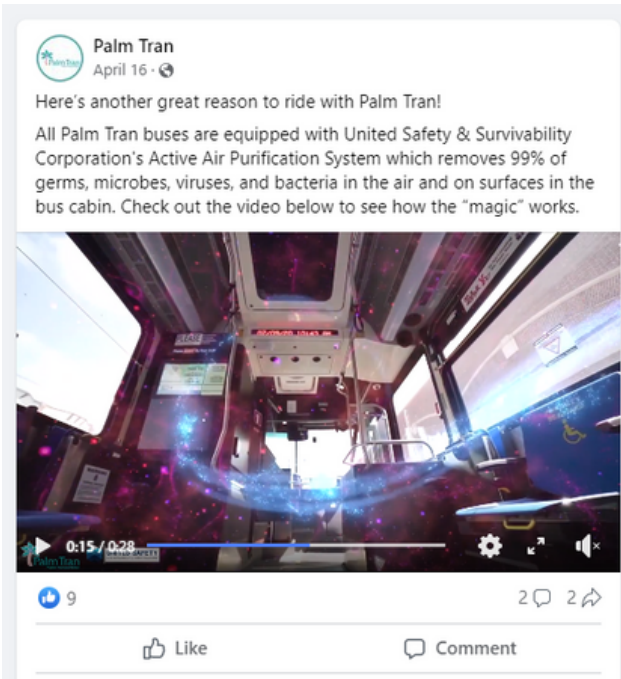
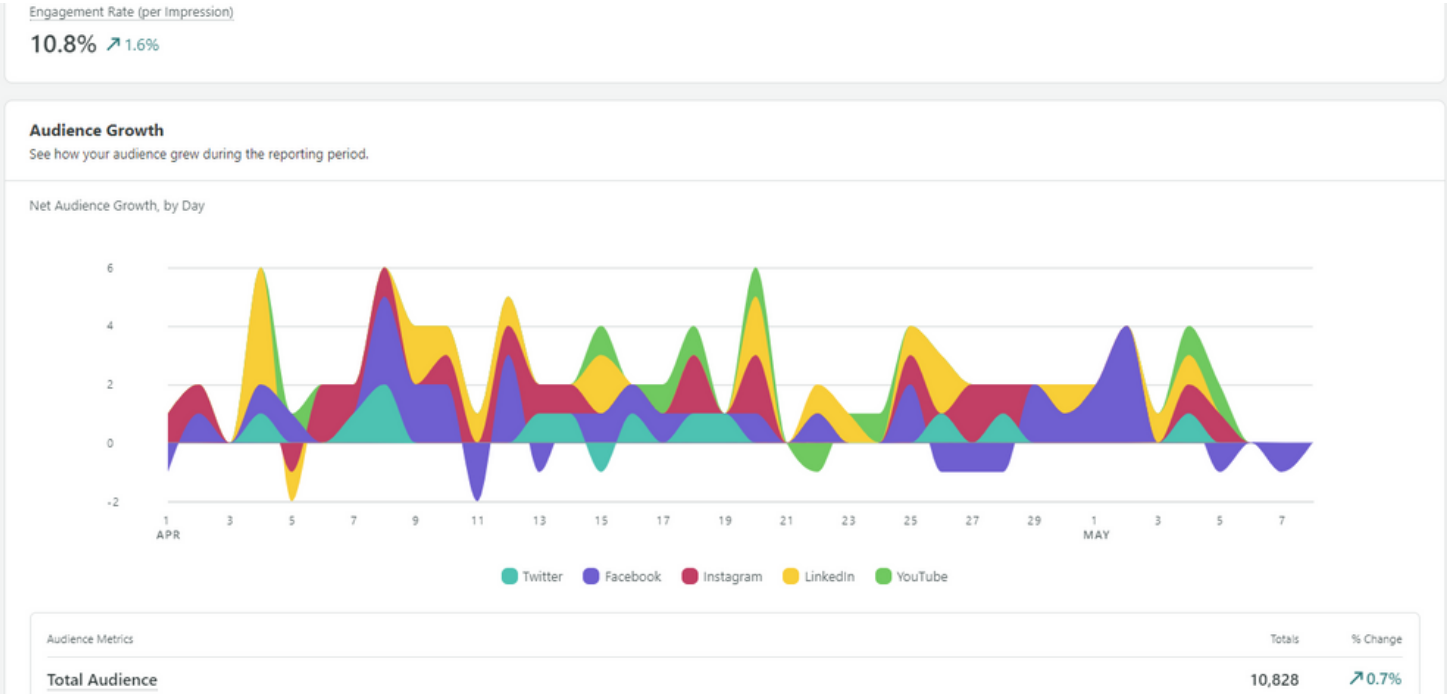
02

Social Media Impact

APRIL 2023

Mrs. Croce contributes to Palm Tran's social media pages to promote outreach events and Palm Tran's fixed-route bus service by posting content on all platforms. Mrs. Croce usually designs graphics, creates videos, and writes the copy of each item she posts.

During the month of April Palm Tran's social media saw a small increase in total audience growth with a large increase in Twitter net follower growth. We also received a 10.8 percent increase in total engagements per impression.



1000 GOVE ELEMENTARY SCHOOL 1

On April 24, Mrs. Croce attended Vehicle Career Day at Gove Elementary School in Belle Glade to promote the fixed-route service. Throughout the day students of all grade levels were invited to sit on a fixed-route bus and hear what it's like to be a Palm Tran Bus Operator. Students also had the opportunity to ask questions about Palm Tran and speak with the with operator.



MOBILITY COORDINATOR

August 14 -October 15, 2023



Quarterly Report



►► By Fabian Morales

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PRESENTATION

Fabian Morales is Palm Tran's new Mobility Coordinator, he joins the Public Relations Section with more than 20 years of experience in corporate communications. Mr. Morales has been a public relations professional and has served as a professor at various universities.

In his role as Mobility Coordinator, Fabian will play a crucial role in event coordination, travel training and general public outreach activities.



Fabian Morales
Mobility Coordinator
August, 2023



SUMMARY



The Mobility Coordinator role is an FDOT grant-funded position that is responsible for sustaining and increasing transit ridership through professional public education campaigns. The position is explicitly tasked with engaging Palm Beach County public transportation riders via training, outreach, and other mass communication best practices.

Mr. Morales has met all milestones from August 14 to October 15. During this time Mr. Morales's significant contributions and their impact on Palm Tran's operations and community engagement.

Launch the Ambassador Program and the introducing new activities to community engagement approach.

MILESTONES

Mr. Morales' responsibilities include launching and managing the Ambassador Program, which involves conducting surveys, developing innovative outreach activities such as Pop Up events, maintaining social media, and supporting the PTSB.



No. 01 — Mobility Travel Training Program

The Ambassador Program is a significant initiative aiming to improve fixed-route mobility travel training.



No. 02 — Outreach Events

An innovative approach was introduced to enhance our event calendar. This initiative involves brief public presentations in strategic locations with a high concentration of potential new users, such as colleges, universities, shopping malls, and community areas.



No. 03 — Monthly Surveys

Evaluating the survey platform's effectiveness and highlighting the effective efforts of the coordinator in ensuring data quality through biweekly surveys.



No. 04, 05 — Social Media Impact

Efforts to create and share these posts have had a tangible impact on the goals of increasing the number of likes and followers on social media accounts, as well as expanding reach and visibility in the community.



No. 06 — Palm Tran Service Meeting

Support PTSB presentations by drafting talking points, creating power points and assisting with the visual display.

1. MOBILITY TRAVEL TRAINING

The Ambassador Program stands as one of the most significant projects within Mr. Morales's responsibilities. His role as project Manager began from the moment of his hiring. Since then, the following key steps have been taken:

Initial Orientation

Starting from his onboarding, Mr. Morales received comprehensive orientation regarding the program, including its features, objectives, and the processes. Responsibilities related to program management were outlined.

Info Meetings

Two informational and feedback meetings were held on his agenda. These meetings aimed to prepare for the program's launch in January 2024.

Process Review

During the four weeks of September and the first two weeks of October, reviewed the process for selecting and screening applicants, this included the necessary documentation for program Ambassador applicants, as well as the revision and content update of application forms and surveys in Spanish and Creole.

Project Timeline

A detailed schedule for the first year of project development was presented, encompassing stages from participant invitations to program's launch in early January 2024. This Process is essential for the ongoing success of the Ambassador Program.

2. OUTREACH EVENT

As a complement to Palm Tran's calendar of outreach events, Mr. Morales proposed an innovative activity called "Pop-Up!". "Pop-Up!" are short outreach event in public places such as colleges, universities, shopping centers, and community activity areas. During this period he carried out three outreach activities of this type.



The first "Pop-Up!" event took place on September 28 at the Lake Worth Campus of Palm Beach State College. During this event, students and staff had the opportunity to learn about the benefits and features of our fixed-route, as well as obtain information about available routes to the college.

On October 5, Mr. Morales attended Belvedere Elementary School in West Palm Beach to participate in an event organized by the non-profit organization Latin Quarter. He has the opportunity to promote the benefits, advantages, and features of public transportation. The Palm Tran stand table was the most visited by around 400 people, including young students and their families.



On October 12, Mr. Morales participated in the Hispanic Heritage Month celebration at Palm Beach State College's Palm Beach Garden Campus. This event served as a valuable opportunity to introduce bus services and foster connections with both students and staff.

2. OUTREACH EVENT

Mr. Morales participated, on September 15, in the inaugural Hispanic Heritage Month Celebration Tour, establishing key relationships with Hispanic community leaders in Palm Beach County.



Mr. Morales participated, on October 11, in an interview on Vision Latina Radio Show, a Spanish-language radio program, to provide relevant information about our public transportation services to their audience.



Quarterly Report
October 15, 2023

3.MONTHLY SURVEY

During this period, Mr. Morales received guidance and training in the knowledge of the Survey Monkey platform to guarantee the quality, effectiveness, and reliability of the data that will be collected through the biweekly surveys.



Mr. Morales also did a detailed review of the contents of the surveys and evaluated the functionality of the platform. This is to ensure adequate preparation for future data collection efforts.

These activities play a crucial role in enhancing our public transportation service and community outreach program.



Comprehensive review of the content

1. Validate the information that will be obtained from the surveys.
2. Review the data that will be collected during the program's development.











Assessing and Ensuring Tool









1. Assessing the platform's functionality for future data collection.
2. Ensuring the platform's effectiveness in organizing valuable insights.

4-5. SOCIAL MEDIA IMPACT

Mr. Morales in improving social media presence and achieving outreach goals over the specified period.

<p> Palm Tran Sat 9/30/2023 5:35 pm EDT</p> <p>This week the Palm Tran Outreach Team shared information about our bus system 🚌 with the Palm Beach State College student community...</p>  <p>Total Engagements 148</p> <p>Reactions 37</p> <p>Comments 5</p> <p>Shares 2</p> <p>Post Link Clicks —</p> <p>Other Post Clicks 104</p>	<p> Palm Tran Sat 10/7/2023 5:33 pm EDT</p> <p>On Thursday, October 5th, Palm Tran shared a wonderful moment with students of Belvedere Elementary School in West Palm Beach. ❤️ ...</p>  <p>Total Engagements 86</p> <p>Reactions 29</p> <p>Comments 0</p> <p>Shares 4</p> <p>Post Link Clicks —</p> <p>Other Post Clicks 53</p>	<p> Palm Tran Sat 10/7/2023 3:59 pm EDT</p> <p>On Thursday, October 5th, Palm Tran shared a wonderful moment with students of Belvedere Elementary School in West Palm Beach. ❤️ ...</p>  <p>Total Engagements 73</p> <p>Reactions 18</p> <p>Comments 0</p> <p>Shares 0</p> <p>Post Clicks (All) 55</p>	<p> Palm Tran Sat 9/30/2023 4:15 pm EDT</p> <p>This week the Palm Tran Outreach Team shared information about our bus system 🚌 with the Palm Beach State College student community...</p>  <p>Total Engagements 66</p> <p>Reactions 12</p> <p>Comments 0</p> <p>Shares 1</p> <p>Post Clicks (All) 53</p>
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Mr. Morales shared on social networks between September 30 and October 15, by creating and publishing 9 posts related to outreach. These posts have significantly contributed to progress towards goals, gaining likes and followers.

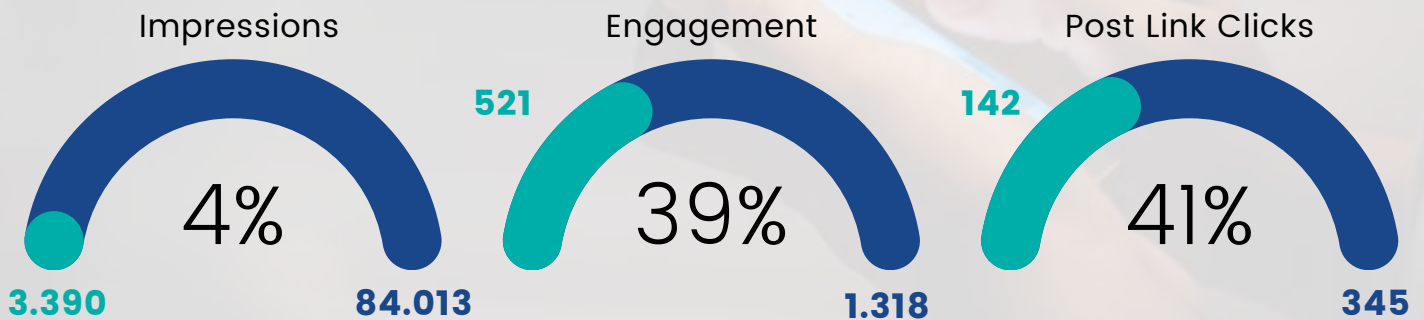
<p> Palm Tran Mon 10/16/2023 2:31 pm EDT</p> <p>On Thursday, October 12th, we had the pleasure of being at Palm Beach State College in Palm Beach Gardens, showcasing the remarkable...</p>  <p>Total Engagements 61</p> <p>Reactions 15</p> <p>Comments 1</p> <p>Shares 3</p> <p>Post Link Clicks —</p> <p>Other Post Clicks 42</p>	<p> Palm Tran Mon 10/16/2023 1:39 pm EDT</p> <p>On Thursday, October 12th, we had the pleasure of being at Palm Beach State College in Palm Beach Gardens, showcasing the remarkable...</p>  <p>Total Engagements 37</p> <p>Reactions 3</p> <p>Comments 0</p> <p>Shares 0</p> <p>Post Clicks (All) 34</p>	<p> palm_tran Sat 10/7/2023 5:52 pm EDT</p> <p>On Thursday, October 5th, Palm Tran shared a wonderful moment with students of Belvedere Elementary School in West Palm Beach. ❤️ ...</p>  <p>Total Engagements 20</p> <p>Likes 19</p> <p>Comments 1</p> <p>Saves 0</p>	<p> palm_tran Sat 9/30/2023 5:45 pm EDT</p> <p>This week the Palm Tran Outreach Team shared information about our bus system 🚌 with the Palm Beach State College student community...</p>  <p>Total Engagements 16</p> <p>Likes 16</p> <p>Comments 0</p> <p>Saves 0</p>
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4-5. SOCIAL MEDIA IMPACT

These posts contributed to increasing awareness and engagement on social media platforms and fostered a sense of community and connection among followers.

Efforts to create and share these posts have had a tangible impact on the goal of increasing the number of likes and followers on social media accounts.

Mobility Coordinator Contribution



General Metrics

6. PTSB

Between September to October, Mr. Morales drafted the talking points and designed the PowerPoint for the executive Director presentation in PTSB meetings. In these instances, he also provided assistance with the virtual display.





MOBILITY COORDINATOR QUARTERLY REPORT

A P R I L - J U N E 2 0 2 4



BY: FABIAN MORALES

MOBILITY COORDINATOR
QUARTERLY REPORT
A P R I L - J U N E 2 0 2 4

T A B L E O F C O N T E N T S

01 PRESENTATION

02 SUMMARY

03 MILESTONES

04 TRAVEL TRAINING

05 OUTREACH EVENTS

06 MONTHLY SURVEY

07 SOCIAL MEDIA IMPACT

08 PTSB



P R E S E N T A T I O N

Fabian Morales Palm Tran's Mobility Coordinator, joins the Public Relations Section with experience in corporate communications.

Mr. Morales has been a public relations professional for more than 20 years and has served as a professor at various universities.

As Mobility Coordinator, he conducts training events to promote the Fixed Route service and initiates outreach efforts to engage and inform the general public.



*From April to June, we executed the majority of our outreach activities for Palm Tran. Notably, our primary focus was on providing information and education to the riders of the **Let's Get on the Bus Challenge**.*



S U M M A R Y



The Mobility Coordinator, a position funded by an FDOT grant, is responsible for helping passengers understand and use the public transportation service on fixed routes through public education campaigns.

The focus lies on actively engaging Palm Beach County's public transportation riders through a combination of training programs, outreach initiatives, and the utilization of mass communication best practices. Within the time frame spanning from April to June 2024, Mr. Morales has demonstrated exemplary performance by successfully attaining all milestones outlined. His dedication has left a positive impact on Palm Tran's community engagement endeavors during this specific period.



Mr. Morales' achievements highlight the effectiveness of the Mobility Coordinator position in fulfilling its objectives, contributing positively to both the operational aspects of Palm Tran and its broader community engagement initiatives.

M I L E S T O N E S



1 TRAVEL TRAINING

During the Let's Get on the Bus Challenge campaign, Mr. Morales supported outreach at events while helping users use the Paradise Pass App and learn how to use the Fixed Route service.

In these personalized One2One training sessions, he provided instructions on App usage, routes, and how to use the Palm Tran website or App for travel planning.

He also informed riders about bus fare and the benefits of using daily, weekly, or monthly passes.

Mr. Morales participated in 12 'Move & Mingle' events held between April and June. These activities were organized as part of the Let's Get on The Bus Challenge and involved outreach, providing information, and supporting participants and their teams at physical locations equipped with tables, informative printed material, and promotional items.



One2One
32 riders
trained



2 OUTREACH EVENTS

The "Let's Get on the Bus Challenge" was the main initiative during this period, featuring activations at multiple county locations through Move & Mingle events. Mr. Morales provided support in all 12 scheduled activities, actively engaging with participants to provide thorough information and assistance.

04/12/24
Commissioner Greg Weiss
Move & Mingle



04/19/24
Donald Burgess
Move & Mingle



04/26/24
Michele Jacobs
Move & Mingle



04/29/24
PBSC
Move & Mingle



05/08/24
Steve Wilson
Move & Mingle



05/10/24
Raphael Clemente
Move & Mingle



05/15/24
Kristen Dolan
Move & Mingle



05/17/24
Valerie Neilson
Move & Mingle



05/20/24
Marci Woodward & Fran
Nachlas - Move & Mingle



05/24/24
Kim DeLaney
Move & Mingle



05/28/24
Commissioner Michael Bennett
Move & Mingle



05/29/24
Jonathan Hopkins
Move & Mingle



LET'S GET
ON THE BUS!
CHALLENGE

WELCOME TO
MOVE
MINGLE

2 OUTREACH EVENTS

Mr. Morales participated in four outreach events from April to June. He coordinated and actively participated in two of the events, while providing support and assisting his co-workers for the other two Career Day events.

Mr. Morales coordinated the Mosaic team participation in Black Gold Jubilee event in Belle Glades on April 13, providing support for the team's involvement during the event.



CAREER DAY

Gove Elementary School



On April 8th, Mr. Morales joined the Career Day event at Gove Elementary in Belle Glade. He helped the bus operator and supervisor with their presentation, giving an overview of Palm Tran services to more than 250 students and staff at the school.

Rolling Green Elementary



On May 17, Mr. Morales assisted in preparing informational and promotional materials to share with students, teachers, and staff during the school's career day. He coordinated with Palm Tran's HR department who presented at the event.

Highland Elementary



Mr. Morales participated in Career Day event at Highland Elementary in Lake Worth on May 22 alongside bus operators and supervisors. At the event, he helped distribute promotional items and organized student interactions to share insights into the roles of bus drivers and supervisors at Palm Tran in PBC.

Egret Lake Elementary



On May 24, Mr. Morales assisted in preparing informational and promotional materials to share with students, teachers, and staff during the school's career day at Egret Lake Elementary. Palm Tran's Training department presented at the event.

2 OUTREACH EVENTS

POP - UP!



Mr. Morales attended an outreach event at Keiser University on May 21. At the event he informed students, faculty, and staff about Palm Tran's Fixed Route Service and stops near the university facilities in West Palm Beach. More than 35 guests visited the Palm Tran table to learn about Palm Tran's services, they also received guidebooks, and promotional items.

2024 COMMUNITY RESOURCE EXPO

On June 26th, Mr. Morales attended the 2024 Community Resource Expo event in Mid County Center - Lake Worth. He shared information about Palm Tran Fixed Route Services to the community.



COMMUNITY TRANSPORTATION ASSOCIATION OF AMERICA

From June 9 to 13, Mr. Morales participated in the CTAA Expo 2024 with the Palm Tran Marketing and Public Relations team. On Sunday, June 9, Mr. Morales attended the CTAA National Rodeo Contest, assisting with photography, and also helped set up the Palm Tran information booth in the lobby of the Palm Beach Convention Center.

Between June 10 and 12, Mr. Morales shared information at the informational table during the Expo. Additionally, on June 13, provided support during the tour at the Palm Tran facility in South County for CTAA participants.



MOBILITY COORDINATOR
QUARTERLY REPORT
APRIL - JUNE 2024

3 MONTHLY SURVEY

The marketing team worked with Planning to execute on-board customer surveys.



4-5 SOCIAL MEDIA IMPACT

From April to June, Mr. Morales posted content about the outreach events he participated in through Palm Tran's social media channels. A review of platform metrics provided by SproutSocial revealed that these 14 posts had a significant impact, accumulating a total of **5075** impressions.

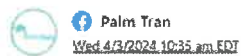


By sharing our passion, we ignite a spark of positivity in our community. Huge gratitude to Gove Elementary in...



Impressions

1,086



We had a wonderful time at the Restoration Bridge International benefit on March 30, which took place at the...



Impressions

1,086



A happy morning spent with Highland Elementary students in Lake Worth! They discovered today mo...



Impressions

819



Impressions

745

70

MOBILITY COORDINATOR
QUARTERLY REPORT
APRIL - JUNE 2024

6 ▶ **P T S B**

Mr. Morales was responsible for writing the talking points and preparing the PowerPoint presentation for PTSB on May 23 and June 28, 2024. He provided extra support at the May 23 by overseeing the presentation. Additionally, he set up the OBS Studio program for live streaming of meetings via the Palm Tran YouTube account.



Prepared For :
Fabian Morales



Mobility Coordinator

QUARTERLY REPORT

JANUARY - MARCH
2024





Mobility Coordinator

Quarterly Report

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Mobility Coordinator

Quarterly Report

Presentation

Fabian Morales is Palm Tran's Mobility Coordinator, joins the Public Relations Section with experience in corporate communications.

Mr. Morales has been a public relations professional for more than 20 years and has served as a professor at various universities.

In his role as Mobility Coordinator, Fabian plays a crucial role in event coordination, travel training, and general public outreach activities.



Outreach activities are a vital means of sharing valuable information with Palm Tran Riders, helping them to gain a better understanding of their mobility options. These activities foster greater community engagement and have proven to be an effective tool for educating the public about the benefits of utilizing Palm Tran's services. Overall, the experience of conducting outreach activities has been highly positive and has contributed significantly to the success of Palm Tran's mission.

FABIAN MORALES



Mobility Coordinator

Quarterly Report

Summary

The Mobility Coordinator, a position funded through an FDOT grant, assumes the crucial responsibility of enhancing and maintaining fixed-routes ridership through strategic public education campaigns.

The focus lies on actively engaging Palm Beach County's public transportation riders through a combination of training programs, outreach initiatives, and the utilization of mass communication best practices. Within the timeframe spanning from January to March 2024, Mr. Morales has demonstrated exemplary performance by successfully attaining all milestones outlined. His dedication has left a positive impact on Palm Tran's community engagement endeavors during this specific period.

Mr. Morales' achievements highlight the effectiveness of the Mobility Coordinator position in fulfilling its objectives, contributing positively to both the operational aspects of Palm Tran and its broader community engagement initiatives.





Mobility Coordinator

Quarterly Report

Milestones

Mobility Travel Training Program

Producing and conducting one fixed-route mobility travel training program quarterly.

1

Outreach Events

Conducting 12 outreach events or mobility travel training events a year.

2

Monthly Surveys

Conducting 12 monthly surveys annually.

3

Social Media Impact

Increasing online presence and following by 10% as measured by likes, engagements and assistance provided to riders and potential riders.

4-5

Palm Tran Services Meeting Board

Attending Palm Tran Service Board (PTSB) and Planning Subcommittee meetings and producing minutes from each meeting.

6



Mobility Coordinator

Quarterly Report

1 Mobility Travel Training

On February 8, travel training was held for the Castro family through the online platform Google Meets, to provide information and guidance on travel planning.

As a part of the travel training provided to the Castro family, Mr. Morales gave a detailed description of the fixed route service offered by Palm Tran in Palm Beach County. He identified and presented fixed routes that were conveniently located near the applicant's residence - Routes 1, 92, and 94. He also introduced and explained how to use the Palm Tran app, including step-by-step instructions on how to download and navigate it. Additionally, he covered route-finding capabilities, trip-planning features, and using the website for research and planning.

Furthermore, Mr. Morales explained the process of identifying nearby stops, understanding the signs, accessing stop information, and the steps necessary to board the bus. He also explained how to use text messages with bus stop identification numbers to know the bus itinerary. To help the family navigate the area, Mr. Morales conducted a comprehensive review and presentation of the Route 92 circuit to the beach area, highlighting landmarks and key stops along the route. Finally, he addressed any questions about planning and navigating the route from the residence to the train station in Boca Raton.

To ensure that the family has continued access to information, Mr. Morales sent a digital copy of the Ridersguide to the applicant's email address.





Mobility Coordinator

Quarterly Report

2

Outreach Events

The report covers the period during which Mr. Morales attended and participated in five outreach events. He also handled the coordination of Palm Tran's participation in a community event and the Black Gold Jubilee celebration with the assistance of the Mosaic team, an external agency that supports promotional and outreach events.



**Pop-Up! Palm Beach
Garden Library:
01/23/24**

On January 23, Mr. Morales activated the two-hour pop-up at the local Palm Beach Gardens library facility to inform the community about the public transportation service that serves routes that travel through the area.



**Touch a Truck:
02/10/24**

Mr. Morales coordinated with Mosaic Marketing for Palm Tran's Touch a Truck event, showcasing public transport. 60-75 attendees explored city tours, museums, and the zoo using transit. Riders' guides were shared for further outreach events.



**Caregiving Fair:
02/21/24**

At the 2024 Annual Caregiver Resource Fair, in collaboration with the Palm Tran Connection team, Mr. Morales presented using fixed-route transportation services. He highlighted the routes that cover the county and explained the benefits of taking advantage of these services.



Mobility Coordinator

Quarterly Report

2 Outreach Events



Let's Get On the Bus Challenge: 03/01/24

In March, the Mobility Coordinator collaborated to launch the "Get on the Bus Challenge." The first tour was attended by Commissioner Mack Bernard who, together with the Palm Tran team, made a round trip from ITC to the Zoo.



Let's Get On the Bus Challenge: 03/27/24

On March 27, the Move and Mingle event was hosted by Chelsea Reed, the mayor of Palm Beach Gardens. The event started at the Ronal Ferris Municipal Campus, and followed Route Three to reach the Mall and then returned to the starting point. At the event, Mr. Morales was present at a table, providing information about the challenge.

Quarterly Report

3 Monthly Survey



FY24 PT-Stat Team Building Event

The FY24 FY25 Year-Overlapping Event will take place on Friday, February 16, 2024 from 9:00 AM to 1:00 PM. The event will include an outdoor (weather-dependent) FAJ Luncheon and be preceded by an outdoor yoga session with complimentary parking.

- Full Name

☐ **Yes** ☐ **No**

• Will you be attending the P1-004a Tower Building Event Off-Site on Friday, February 12, 2021 (8:00 AM - 1:00 PM)?

Q 1.

In March, Mr. Morales designed **two** surveys for the PSTAT team. The first survey aimed to collect information on the level of participation in an activity organized to promote Palm Tran's organizational culture. The second survey was designed to collect feedback from attendees on the actual activity that took place at the FAU facilities. These surveys were intended to provide valuable information and feedback to the PSTAT team, which would help them identify areas for improvement and make necessary changes to improve the effectiveness of the activity.



Feedback

FY24 PT-032 Team Building Event

Please send your feedback regarding our annual state FYM PT-Start Team Building Event. Your honest
critique and suggestions are welcome, valuable to us as we plan for next Teams Building Event Training.
(In addition to our website link)

* What were your favorite parts of the challenge course?

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2. What are some areas of improvement?

3. What is one key takeaway from the Team-Building you can implement within your respective PT-Strt Team?

[illegible]

c. Any recommendations on Team Building Events for Next Year?

[illegible]

Year	Population	Population	Population
1990	100	100	100
2000	100	100	100
2010	100	100	100
2020	100	100	100
2030	100	100	100
2040	100	100	100
2050	100	100	100
2060	100	100	100
2070	100	100	100
2080	100	100	100
2090	100	100	100
2100	100	100	100

THE UNIVERSITY OF CHICAGO

1

For more information, visit www.pearsoncmg.com

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Mobility Coordinator

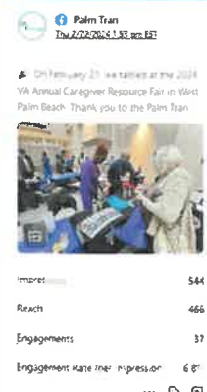
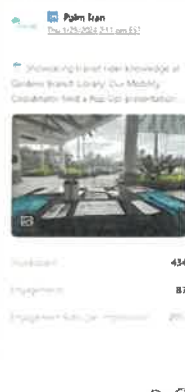
Quarterly Report

4-5 Social Media Impact



During February and March, reels promoting specific routes were shared through social media. Mr. Morales was featured in both a producer and image capacity for Route 94.

Mr. Morales posted 16 times on social media during the period.



General Metrics January 16 to March 30/2024

Impressions



172,428 Across all Palm Tram platforms
6,530 gained where the Mobility Coordinator was a contributor

Engagement



16,408 Across all Palm Tram platforms
528 gained where the Mobility Coordinator was a contributor



Mobility Coordinator

Quarterly Report

6 Palm Tran Service Board Meeting

Mr. Morales actively contributed to the creation of talking points and the development of presentation slides for the PTSB meetings held in January and March of this year. Additionally, he provided support in supervising the PowerPoint presentation screening and managing the live streaming of the meetings via Palm Tran's YouTube channel.





Mobility Coordinator

Quarterly Report

Upcoming events >>

APRIL 03

**Career Day
Freedom Shore
Elementary**

APRIL 06

**e4 Life Expo
Cox Science Center
and Aquarium**

APRIL 08

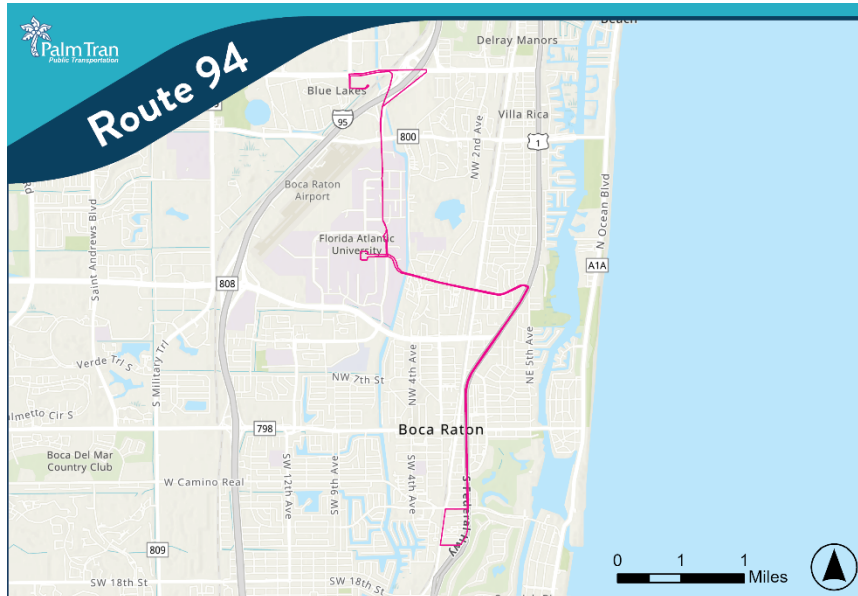
**Career Day
Gove Elementary
Belle Glades**

APRIL 13

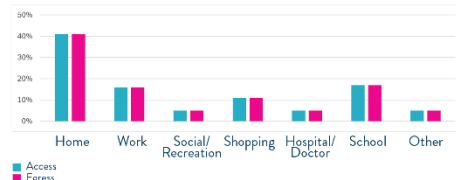
**Black Gold
Jubilee
Belle Glade**

JUNE 11

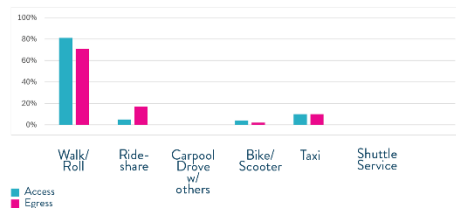
**Community
Transportation
Association
of America**



Trip Origin and Destination Characteristics

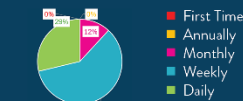


Access / Egress Modes



Ridership Frequency

Level of public transit usage



Transfer Frequency

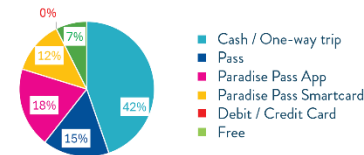


Top Transfer Zip Codes

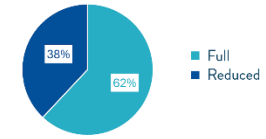
33432 33445
33431 33496
33404 33484

Fare Summary / Service Usage

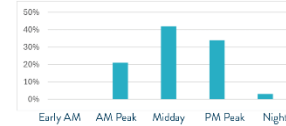
Fare Payment Method



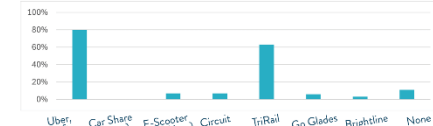
Fare Type



Boarding Times

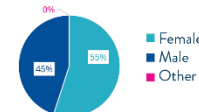


Other Palm Beach County Services Used

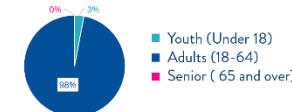


Rider Demographics

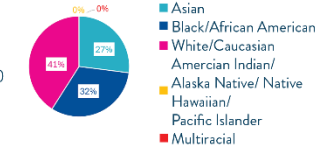
Gender



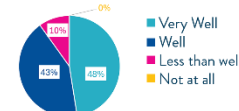
Age



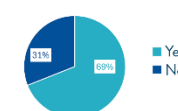
Race and Ethnicity



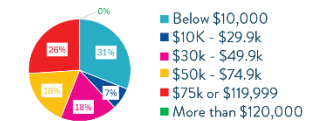
English Proficiency



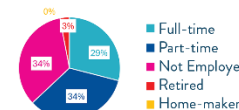
Valid Driver's License



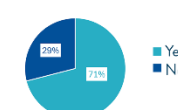
Household Income



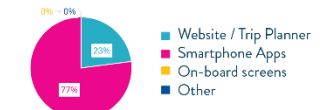
Employment Status



Household Access to Vehicles



Palm Tran Information Origin



Due to the size of the Final Title VI Program Update, the document has been divided into two (2) Parts.

This is the END of Part One (1)

Part One (1) includes:

The Title VI Program Update narrative and Appendices **A to D**

Part Two (2) includes:
Appendices E to L



Title VI Program Update

August 2025

