



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 Two (2)

Part One (1) includes:

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

Part Two (2) includes:

Appendices E to L



Appendix E

On Board Survey Results





Palm Tran Onboard Survey Results Summary



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1 EXECUTIVE SUMMARY

Palm Tran operates throughout Palm Beach County, Florida. The bus system serves a diverse and local customer base concentrated in the east of Palm Beach County, especially around Riviera Beach and Lake Worth Beach, and along the west coast of the county around Pahokee and Belle Glade. Palm Tran conducted an origin-destination survey on its local bus system between May 20, 2024, and June 26, 2024. The survey received a total of 1,415 responses.

The vast majority of riders (92 percent) are local residents of Palm Beach County, with eight percent being visitors. Demographically, Palm Tran's ridership differs notably from countywide averages, particularly with a higher proportion of Black/African American riders. The representation of Hispanic/Latino riders is more aligned with census data. Economically, the rider base skews lower-income, with a quarter of riders reporting household incomes under \$10,000 and over 94 percent falling below the county's median income of \$84,921. Households typically consist of one to three individuals, and more than half of all riders live in households without access to a car. Compared to census data, Palm Tran riders also tend to be younger, more likely to be male, and more likely to have limited English proficiency, with Spanish and Haitian Creole as the most common non-English languages spoken at home.

Riders most frequently use Palm Tran for trips to and from home, with the workplace being the next most common destination. Peak ridership occurs between 12:00 p.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m. Most riders are frequent public transit users, with the majority riding transit five or more days per week. When accessing or exiting the bus stop, 88 percent of riders rely on walking, indicating a heavy dependence on pedestrian connectivity for first-mile/last-mile. Outside of Palm Tran services, ride-hailing services are a popular service used in Palm Beach County. Among other public transit options, Tri-Rail is the most used system in the county.

The survey results indicate that a majority of riders (59 percent) complete their trips without the need to transfer, while 34 percent transfer once and six percent transit two or more times. Of the respondents who do transfer, they are most commonly transferring to north-south Routes 1, 2 and 3, with Route 62 being the most common among east-west routes. In terms of fare payment, single-trip cash tickets are the most commonly used method (48 percent), followed by the Paradise Pass App (17 percent) and the 30-Day Pass (15 percent). Fifteen percent of riders benefit from reduced fare programs, with senior discounts being the most widely used.

Customer satisfaction with Palm Tran service is generally high. Most riders express a positive experience with the service, and 59 percent report being extremely likely to recommend Palm Tran to others, underscoring a strong level of community trust and support for the local transit system. Some riders expressed concerns with specific service features, particularly the challenges involved in trip planning and obtaining real-time vehicle arrival information.



2 INTRODUCTION

Palm Tran conducted an origin-destination survey on its local bus system between May 20, 2024, and June 26, 2024. Riders that chose to answer the survey were asked questions regarding characteristics of their trip, demographic information, and overall satisfaction with Palm Tran service. The survey received a total of 1,415 responses that met the agency's quality standards. Survey data provides Palm Tran with data that can guide future bus service planning decisions and ensure that future decisions do not negatively impact rider populations protected under Title VI of the Civil Rights Act of 1964.

3 SUMMARY OF FINDINGS

3.1 Palm Tran Customer Base

During the on-board survey, riders were asked to provide their home address and whether they were residents of the county or visitors. From this information, the sections below detail the top ZIP codes where riders are located, the proportion of riders residing in each Palm Tran region, and the percentage of riders that stated they were County residents versus visitors.

3.1.1 Trips by Palm Beach Residents

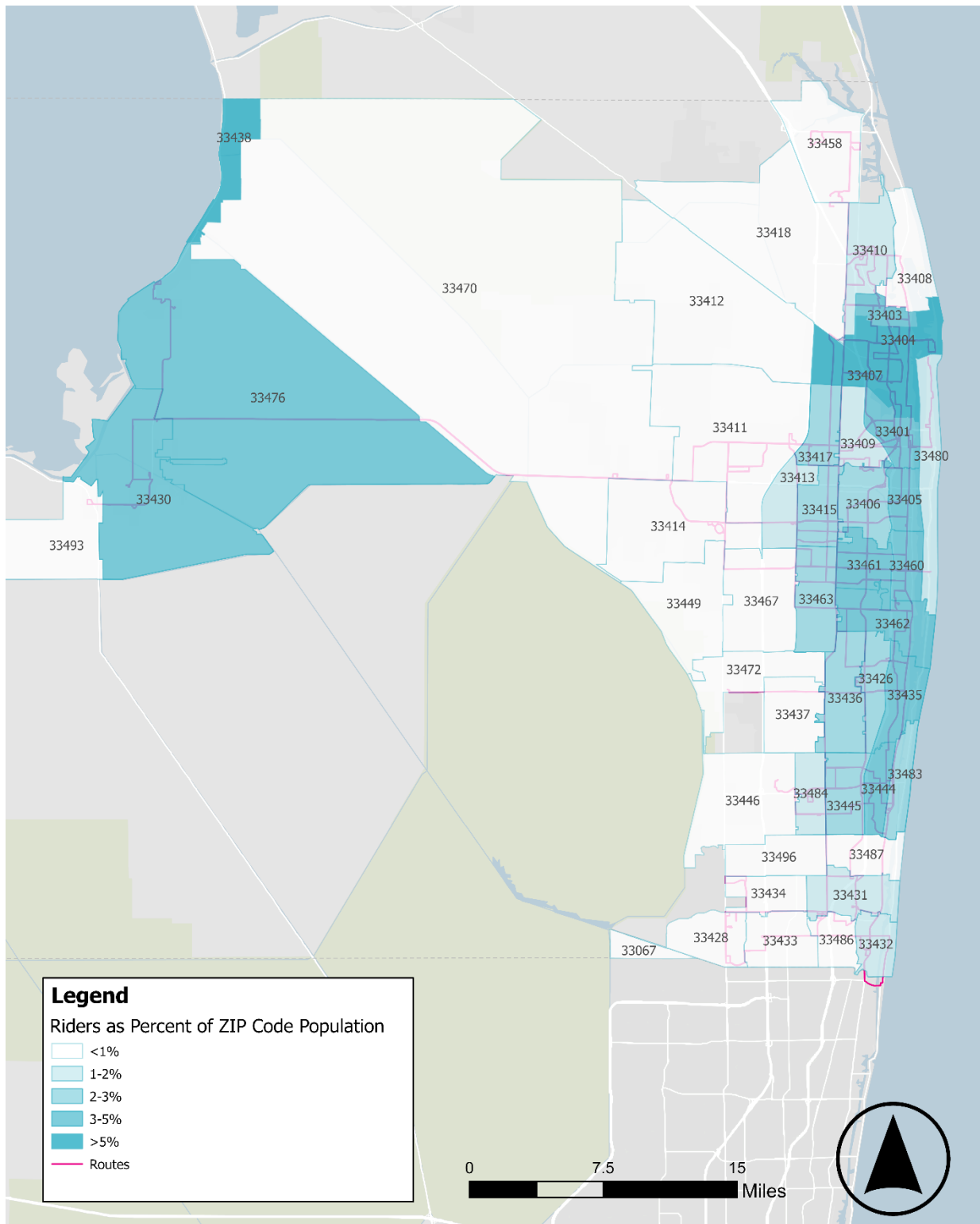
As a part of the survey, riders were asked to state their home address, including their home ZIP code. The number of riders is normalized by the population in each ZIP code based on the census data. The results of the five most commonly stated home ZIP codes, shown in **Table 1** and **Figure 1**, show that ZIP codes in the east of the county have the highest number of normalized riders, especially around Riviera Beach and Lake Worth Beach, and along the west coast of the county around Pahokee and Belle Glade.

TABLE 1: TOP ZIP CODES

ZIP Code Ranking	ZIP Code	Percentage of Riders	Percentage of Zip Code Population	Percentage of Palm Beach County Population
1	33404	7%	6%	2%
2	33407	6%	5%	2%
3	33460	6%	5%	3%
4	33461	6%	3%	3%
5	33401	6%	5%	2%



FIGURE 1: PERCENTAGE OF RIDERS BY TOTAL ZIP CODE POPULATION





Trips by Palm Tran Region

Table 2 shows the proportion of surveyed riders based on which Palm Tran region they live in. There are six regions in total, which include 96.4 percent of population in Palm Beach County. The distribution of Palm Tran Riders aligns well with the distribution of population in the study area. The greatest share of riders, 40 percent, live in the Lake Worth-Boynton Beach-Greenacres region. North County has the next greatest share of surveyed riders, with 28 percent residing in the region. Five percent of riders reside in the Boca Raton and Glades regions.



Figure 2 maps out the percentage of riders in each Palm Tran region.

TABLE 2: RIDERS BY PALM TRAN REGION

Region	Percentage of Palm Tran Riders	Percentage of County Residents
North County	28%	27%
Greater West Palm Beach	13%	13%
Lake Worth-Boynton Beach-Greenacres	40%	33%
Delray Beach	9%	9%
Boca Raton	5%	16%
Glades	5%	2%

3.1.2 Trips by Visitors

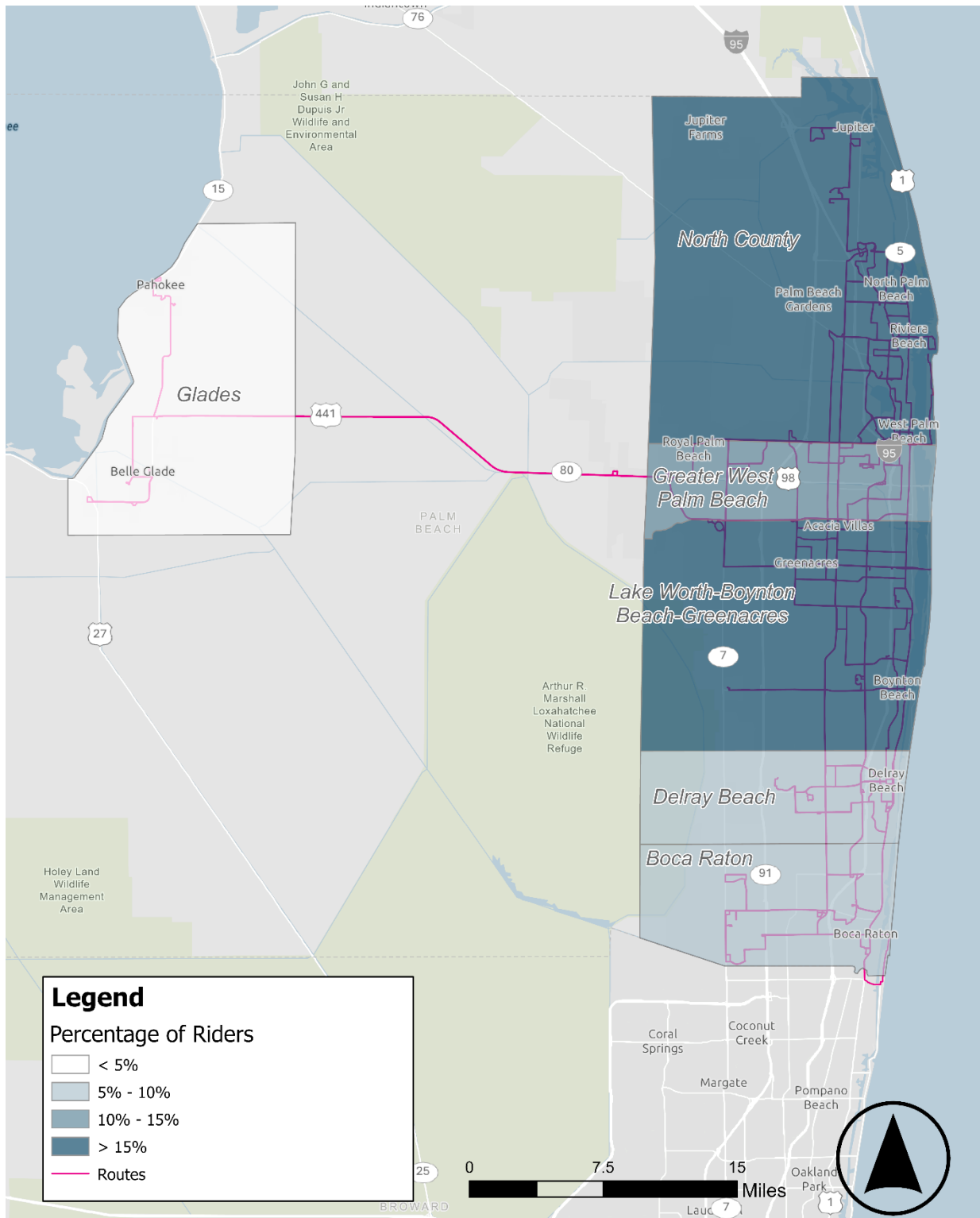
Riders were asked if they are residents in Palm Beach County or surrounding counties, or if they are visiting the area. The vast majority of Palm Tran riders are residents of the county and surrounding counties, shown in **Table 3**.

TABLE 3: RESIDENTIAL STATUS

Residential Status	Percentage of Palm Tran Riders
Resident	92%
Visitor	8%



FIGURE 2: PROPORTION OF RIDERS BY PALM TRAN REGION





3.2 Trip Demographics

Riders were asked for demographic information as a part of their answers for the survey. The demographics of riders were compared to county-level demographics. The following sections detail information of the race and ethnicity, age, gender, English proficiency, employment status, household information, student status, and vehicle access information for riders.

3.2.1 Race and Ethnicity

The majority of riders, 60 percent, reported their race as Black/African American. This is significantly higher than the countywide average of 20 percent of the population reporting as such. **Table 4** shows the distribution of riders by race.

Twenty-six percent of riders stated that they have Hispanic/Latino origins. Similarly, 24 percent of Palm Beach County residents have Hispanic/Latino origins, making the proportion of riders similar to the countywide average. **Table 5** shows the percentage of riders with Hispanic/Latino origins.

TABLE 4: RACE

Race	Percentage of Palm Tran Riders	Percentage of County Residents
American Indian / Alaska Native	<1%	<1%
Asian	4%	3%
Black / African American	60%	20%
White / Caucasian	34%	74%
Two or more Races	1%	2%

TABLE 5: ETHNICITY

Ethnicity	Percentage of Palm Tran Riders	Percentage of County Residents
Has Hispanic/Latino Origin	26%	25%
Does not have Hispanic/Latino Origin	74%	75%

3.2.2 Household Income

Riders were asked to choose a range that includes their household income. The results of this question are shown in **Table 6**. The most common income range for a Palm Tran rider was \$10,000-\$19,999, which 19 percent of riders reported. The second most common household income bracket reported was \$20,000-\$29,999, which 18 percent of riders reported to have. Palm Beach County reports a median income of \$84,921; most Palm Tran riders have a household income below the median income.

Table 7 shows the income distribution for Palm Beach County in comparison to Palm Tran. While the plurality of Palm Beach County residents has a household income above \$100,000, the plurality of Palm Tran riders has a household income below \$10,000.



The federal poverty level for one household in 2023 was \$14,580 and \$30,000 for a household of four. Florida's Transportation Disadvantaged Program provides subsidized transit passes to households making up to 150 percent of the Federal Poverty threshold (\$21,870 and \$45,000, respectively), which accounts for a majority of Palm Tran riders.

TABLE 6: HOUSEHOLD INCOME

Income Bracket	Percentage of Palm Tran Riders
Below \$5,000	12%
\$5,000 - \$9,999	11%
\$10,000 - \$19,999	19%
\$20,000 - \$29,999	18%
\$30,000 - \$39,999	12%
\$40,000 - \$49,999	11%
\$50,000 - \$59,999	5%
\$60,000 - \$74,999	6%
\$75,000 - \$99,999	3%
\$100,000 - \$119,999	2%
More than \$120,000	1%

TABLE 7: COUNTY-LEVEL HOUSEHOLD INCOME

Census Income Bucket	Percentage of County Residents*	Palm Tran Income Bucket	Percentage of Riders
Less than \$10,000	5%	Less than \$10,000	23%
\$10,000 - \$14,999	3%	\$10,000 - \$19,999	19%
\$15,000 - \$24,999	6%	\$20,000 - \$29,999	18%
\$25,000 - \$34,999	7%	\$30,000 - \$39,999	12%
\$35,000 - \$49,999	10%	\$40,000 - \$49,999	11%
\$50,000 - \$74,999	16%	\$50,000 - \$74,999	11%
\$75,000 - \$99,999	13%	\$75,000 - \$99,999	3%
Greater than \$100,000	41%	Greater than \$100,000	3%

*Percentages do not equal 100%, due to rounding.

3.2.3 Age

Riders were asked to select which range includes their age. The results, shown in **Table 8**, show that a plurality of riders is between the ages of 18 and 34. Twenty-three percent of riders stated they were 25 to 34 and 20 percent stated they were 18 to 24. Riders aged 55 to 64 represent the smallest share of adult riders. Riders under 18 are likely underrepresented due to limitations in their ability to be surveyed. The age distribution for the County, shown in

Table 9, skews older than Palm Tran riders.



TABLE 8: AGE

Age Range	Percentage of Palm Tran Riders
6-15	<1%
16-17	3%
18-24	20%
25-34	23%
35-44	18%
45-54	13%
55-64	11%
65 and older	12%

TABLE 9: COUNTY-LEVEL AGES

Age Range	Percentage of County Residents
5-14	12%
15-19	6%
20-24	6%
25-34	13%
35-44	13%
45-54	13%
55-64	14%
65 and older	24%

3.2.4 Gender

Table 10 shows the proportion of riders by their reported gender. Male riders represent a greater proportion of Palm Tran riders; of those reporting a gender, 59 percent of riders stated they were male, and 41 percent stated they were female. Compared to the countywide average, Palm Beach County has a slightly higher proportion of female residents, shown in **Table 10**.

TABLE 10: GENDER

Gender	Percentage of Palm Tran Riders	Percentage of County Residents
Female	41%	51%
Male	59%	49%

3.2.5 English Proficiency

Table 11 shows the distribution of riders based on their level of English proficiency. A majority of Palm Tran riders surveyed are native English speakers. Of those that are not native speakers, 27 percent reported they spoke English “very well” or “well”, meaning that 14 percent of Palm Tran riders understand English “less than well” or “not at all”.



According to census data, 86 percent of County residents speak English only or speak English “very well”, compared to 77 percent of Palm Tran riders.

TABLE 11: ENGLISH PROFICIENCY LEVEL

English Proficiency Level	Percentage of Palm Tran Riders
Native Speaker	59%
Very well	18%
Well	9%
Less than well	10%
Not at all	4%

3.2.6 Language Spoken at Home for Non-Native Speakers

Riders that answered that they were not native speakers were prompted to state what language they spoke at home, and results are shown in **Table 12**. Of riders that speak another language at home, 53 percent speak Spanish and 36 percent speak Haitian Creole. Twenty-two percent of total riders speak Spanish and 15 percent speak Haitian Creole. Based on census data, 58 percent of residents in Palm Beach County speak Spanish in the households that speak another language at home. Twenty percent of county residents speak French, Haitian Creole, or Cajun at home.

TABLE 12: LANGUAGES SPOKEN AT HOME OTHER THAN ENGLISH

Language	Percentage of Palm Tran Riders that Speak Another Language at Home	Percent of Total Palm Tran Riders
Spanish	53%	22%
Haitian Creole	36%	15%
Other ¹	11%	5%

3.2.7 Employment Status

Table 13 shows the distribution of Palm Tran riders by employment status. About half, 51 percent, of Palm Tran riders are employed full-time, while 22 percent work part-time. This distribution differs from countywide data, where 69 percent of residents are employed full-time. However, the American Community Survey omits residents younger than 16 and older than 64 from their employment status statistics, which represents 13 percent of survey respondents

¹ for brevity, 21 specified languages were consolidated into the category of ‘Other’, including American Sign Language (ASL), Standard Arabic, Bengali, Chinese, Mandarin Chinese, French, German, Hindi, Hungarian, Indonesian, Italian, Judeo-French, Louisiana Creole French, Nepali, Old Persian, Old Spanish, Polish, Portuguese, Tagalog, Telugu, and Thai.



TABLE 13: EMPLOYMENT STATUS

Employment Status	Percentage of Palm Tran Riders
Employed full-time	51%
Employed part-time	22%
Homemaker	1%
Not employed, and not seeking work	6%
Not employed, but seeking work	9%
Retired	11%

3.2.8 Household Size

Table 14 shows the percentage of riders for each household size. A plurality, 27 percent, of Palm Tran riders live in two-person households. Sixty-one percent of riders live in a household with three or less people, while 18 percent live in a household with five or more members in it. Most of the households with five or more members are located in Lake Worth Beach (33460), West Palm Beach southwest of the airport (33415), Hypoluxo (33462), and Riviera Beach (33407).

TABLE 14: HOUSEHOLD SIZE

Household Size	Percentage of Palm Tran Riders
1	20%
2	27%
3	21%
4	14%
5	10%
6	4%
7	2%
8	1%
9	<1%
10	<1%

3.2.9 Number of Employed Household Members

In addition to household size, riders were asked the number of members in their household, including those that are employed. **Table 15** shows the distribution of riders by the number of employed household members. Most riders have one to two members of their household employed.



TABLE 15: EMPLOYED HOUSEHOLD MEMBERS

Number of Employed Household Members	Percentage of Palm Tran Riders
0	13%
1	32%
2	31%
3	14%
4	7%
5	2%
6	1%
7	<1%
8	<1%
10	<1%

Riders were also asked to state the number of household members making the trip with them. **Table 16** shows the percentage of riders for each number of household members on the trip. Seventy-three percent of riders traveled with one household member on the trip.

TABLE 16: NUMBER OF HOUSEHOLD MEMBERS ON TRIP

Number of Household Members on Trip	Percentage of Palm Tran Riders
0	19%
1	73%
2	7%
3	1%
4	<1%
5	<1%

3.2.10 Student Status

Riders were asked to state their student status, shown in **Table 17**. A vast majority of riders stated they are not students. About 17 percent of riders are students of some kind, with 12 percent of riders being college or university students. About three percent of riders are K-12 students, though due to the limited number of respondents under 18, the percentage of riders that are K-12 students is likely undercounted.

As shown in **Table 18**, the route with the greatest share of students is Route 94, 50 percent of riders are students. Palm Tran serves Florida Atlantic University on Routes 91 and 94, 28 and 42 percent of riders, respectively, are college or university students. And Palm Beach State College is served on Route 61, where 27 percent of riders are college or university students.



TABLE 17: STUDENT STATUS

Student Status	Percentage of Palm Tran Riders
Not a student	83%
Yes - Full time College / University	7%
Yes - Part time College / University	5%
Yes - K-12th grade	3%
Yes - Other type of student	3%

TABLE 18: STUDENT STATUS BY ROUTE

Routes	Not a student	Full time College / University	Part time College / University	K-12th grade	Other types of student
1	85%	6%	5%	1%	3%
2	79%	10%	6%	2%	3%
3	80%	6%	4%	6%	4%
4	63%	8%	12%	0%	17%
10	80%	20%	0%	0%	0%
20	87%	9%	0%	2%	2%
21	100%	0%	0%	0%	0%
30	68%	0%	13%	0%	19%
31	89%	1%	3%	7%	0%
33	83%	15%	0%	0%	2%
40	70%	9%	15%	7%	0%
41	100%	0%	0%	0%	0%
43	81%	8%	5%	4%	1%
44	100%	0%	0%	0%	0%
46	94%	0%	1%	4%	0%
47	85%	4%	0%	11%	0%
52	78%	0%	22%	0%	0%
60	77%	0%	3%	20%	0%
61	57%	17%	10%	16%	0%
62	96%	2%	1%	0%	1%
63	82%	18%	0%	0%	0%
64	100%	0%	0%	0%	0%
70	76%	0%	5%	0%	18%
71	72%	0%	0%	0%	28%
73	91%	0%	3%	7%	0%
80	88%	0%	12%	0%	0%
81	86%	0%	6%	0%	8%



Routes	Not a student	Full time College / University	Part time College / University	K-12th grade	Other types of student
88	100%	0%	0%	0%	0%
91	72%	22%	6%	0%	0%
94	50%	25%	17%	6%	2%

3.2.11 Access to a Vehicle

Riders were asked the number of vehicles present in their household. **Table 19** shows the percentage of riders and county residents for number of vehicles with access. The majority of riders live in zero-vehicle households. This contrasts County demographics, where only eight percent of households are zero-vehicle households.

TABLE 19: HOUSEHOLD ACCESS TO VEHICLE

Number of Vehicle with Access	Percentage of Palm Tran Riders	Percentage of County Residents
0	51%	8%
1	24%	33%
2	16%	37%
3	7%	15%
4 or More	2%	7%

Riders were asked if they possessed a driver's license, with the results shown in **Table 20**. A slight majority of riders do not possess a driver's license, indicating that more than half of riders may be transit-dependent due to lack of driving access.

TABLE 20: POSSESSION OF A DRIVER'S LICENSE

Has Driver's License	Percentage of Palm Tran Riders
No	52%
Yes	48%

3.3 Trip-Making Characteristics

Riders were asked to answer questions regarding different aspects of their current transit trip. Riders stated their origins and destinations, trip boarding times, potential alternate forms of transportation, frequency of public transit use, and the other transportation services they use within the county.

3.3.1 Origin and Destination Types

Table 21 shows the percentage of riders that were traveling to and from each place type at the time of their survey response. Home-based trips made up the plurality of trips that riders reported. After trips to and from home, riders mostly use the service to access and egress from their usual workplace and store/retail centers.



TABLE 21: ORIGIN AND DESTINATION TYPES

Place Type	Percentage of Palm Tran Riders	
	Origins	Destinations
Your usual WORKPLACE	21%	23%
Your HOME	43%	46%
Your Hotel or Lodging	1%	<1%
Another home	3%	4%
Store / Retail Place	13%	10%
Restaurant	3%	2%
School (K-12) / Day Care (student only)	1%	<1%
College / University (student only)	2%	2%
Hospital / Doctor	5%	4%
Bank, or other office / Errands	4%	4%
Recreation Place	4%	4%
Airport (airline passenger only)	<1%	<1%
Place of Worship	1%	<1%
Other	<1%	<1%

3.3.2 Trip Boarding Time

Table 22 shows hour ranges for trip boarding times and the proportion of Palm Tran riders that board the buses during those times. The midday and afternoon peak period see the highest number of riders boarding, specifically during the 12:00 – 1:00 p.m. and 2:00 – 4:00 p.m. time frames.



TABLE 22: TRIP BOARDING TIME

Trip Boarding Time	Percentage of Palm Tran Riders
Before 5:00 am	<1%
5:00 am - 6:00 am	2%
6:00 am - 7:00 am	3%
7:00 am - 8:00 am	5%
8:00 am - 9:00 am	6%
9:00 am - 10:00 am	6%
10:00 am - 11:00 am	5%
11:00 am - 12:00 pm	6%
12:00 pm - 1:00 pm	10%
1:00 pm - 2:00 pm	8%
2:00 pm - 3:00 pm	10%
3:00 pm - 4:00 pm	10%
4:00 pm - 5:00 pm	9%
5:00 pm - 6:00 pm	8%
6:00 pm - 7:00 pm	4%
7:00 pm - 8:00 pm	4%
8:00 pm - 9:00 pm	4%
9:00 pm - 10:00 pm	1%
After 10:00 pm	<1%

3.3.3 Alternate Forms of Transportation

Riders were asked what other form of transportation they would use if they were unable to make their trip using transit. **Table 23** shows the results from this question. Thirty-two percent of riders said they would use Uber, Lyft, or similar ride-hailing apps if unable to make their trip with transit. A smaller number, 24 percent, said they would replace their transit trip with walking. Only 13 percent of respondents said they would not make the trip if transit was unavailable, indicating that many riders use Palm Tran services for essential trips.

TABLE 23: ALTERNATE FORMS OF TRANSPORTATION

Alternate Forms of Transportation	Percentage of Palm Tran Riders
Walk	24%
Drive alone	4%
Driven by someone else	19%
Carpool / Vanpool	1%
Uber, Lyft, etc.	32%
Taxi	1%
Bike share	<1%
Personal Bike	5%
Would not make trip	13%



3.3.4 Frequency of Public Transit Use

Riders were asked how often they use public transit services within Palm Beach County; results are shown in **Table 24**. More than 60 percent of riders use public transit five or more days a week, and 24 percent use it two to four days a week.

TABLE 24: FREQUENCY OF PUBLIC TRANSIT USE

Frequency of Public Transit Use	Percentage of Palm Tran Riders
5 or more days a week	63%
2 to 4 days a week	24%
About once a week	6%
2 to 3 times a month	3%
About once a month	2%
Several times a year	1%
Once a year	<1%
First time	<1%

3.3.5 Use of Other Transportation Services

Riders were asked which other transportation services they use. The majority of Palm Tran riders use Uber, Lyft, and similar ride-hailing services. A large percentage, 33 percent, also use Tri-Rail, which has multiple stops within the County. A little over a quarter of riders, 28 percent, only use Palm Tran and do not use any other transportation services in the County. Results are shown in **Table 25**. Since riders could choose multiple transportation service options, percentages in each column add up to more than 100 percent.

TABLE 25: OTHER TRANSPORTATION SERVICES

Other Services in Palm Beach County	Percentage of Palm Tran Riders	
	Yes	No
Uber, Lyft, etc.	58%	42%
Car Share (e.g. Zipcar, etc.)	2%	98%
E-Scooter (e.g. Bird, Lime, etc.)	2%	98%
Circuit	2%	98%
Tri-Rail	33%	67%
Go Glades	3%	97%
Brightline	3%	97%
None	28%	72%

3.4 Access and Egress to Transit

Riders were asked how they typically access transit and egress from their bus stop to their final destination; the response breakdown is detailed in below sections.



3.4.1 Mode of Access

Riders stated what mode of transportation they used to access the bus stop for their current trip. **Table 26** shows the results of riders' answers. The vast majority of riders walk to access Palm Tran services. Five percent of riders use their personal bike to access their bus, and four percent are dropped off by someone going elsewhere.

TABLE 26: MODE OF ACCESS TO BUS STOP

Mode of Access	Percentage of Palm Tran Riders
Walk	88%
Wheelchair / Mobility Aid	1%
Personal Bike	5%
Bike share (Jump, Relay, etc.)	<1%
Was dropped off by someone going someplace else	4%
Drove alone and parked	<1%
Drove or rode with others and parked	<1%
Uber, Lyft, etc.	1%
E-Scooter (Bird, Lime, etc.)	<1%
Shuttle	<1%
Palm Tran Connection (Paratransit)	<1%

3.4.2 Mode of Egress

In addition to stating their mode of access, riders stated what form of transportation they use to get from their bus stop to their destination. **Table 27** shows the results, which are similar to modes of access. The same percentage of riders, 88 percent, walk from their bus stop to their destination. The same share, five percent, use their personal bike both to access and egress, and a similar amount, four percent and three percent, are both dropped off and picked up by someone.

TABLE 27: MODE OF EGRESS TO DESTINATION

Mode of Egress	Percentage of Palm Tran Riders
Walk	88%
Wheelchair / Mobility Aid	1%
Personal Bike	5%
Bike share (Jump, Relay, etc.)	<1%
Be picked up by someone	3%
Get in a parked vehicle & drive alone	<1%
Get in a parked vehicle & drive/ride w/someone	<1%
Uber, Lyft, etc.	1%
E-Scooter (Bird, Lime, etc.)	<1%
Shuttle	<1%
Go Glades	<1%
Palm Tran Connection (Paratransit)	<1%



3.5 Transfers

Riders were asked to specify the number of bus transfers needed to complete their trip, as well as the next bus they would be transferring to. The sections below detail the number of transfers riders make and the most commonly reported transfer pairs for each route.

3.5.1 Number of Transfers

Table 28 shows the number of transfers riders needed to make to complete their trip. Most riders, 59 percent, did not have trips that included any transfers. Thirty-five percent of riders had a trip that included a transfer.

TABLE 28: NUMBER OF SYSTEM TRANSFERS

Number of Transfers	Percentage of Palm Tran Riders
0	59%
1	35%
2	6%
3+	<1%

3.5.2 Transfer Pairs

Table 29: Most Commonly Transferred to Routes shows each route's most common transfer route pairs. The most common transfers involve riders transferring to Routes 1, 2, and 3, which run north to south through much of the County. Route 62, which runs along Lake Worth Road and connects Lake Worth Beach Park, Tri-Rail Lake Worth Beach stop, and the Mall at Wellington Green, is also a commonly transferred to route that runs east to west.



TABLE 29: MOST COMMONLY TRANSFERRED TO ROUTES

Route	Most Transferred to Route
1	62
2	1, 31, 62
3	43, 62
4	3,60,62
10	3
20	1
21	31, 33
30	1, 3
31	33
33	43
40	47
41	43
43	1
44	20, 60
46	63
47	40
52	43
60	31, 44, Tri-Rail
61	Tri-Rail
62	2, 3
63	3
64	1
70	63, 71, 73
71	3
73	Tri-Rail
80	2
81	No Transfers Reported
88	3
91	3
94	2



3.6 Fares

Riders were asked a number of questions regarding fare payment methods and fare types used. Rider responses are detailed below.

3.6.1 Fare Payment Method

Riders were asked to specify how what method(s) they used to pay the fare for their current trip. Since riders could select multiple methods, the sum of percentage is over 100 percent. As shown in **Table 30**, Forty-eight percent of riders pay for trips using cash or buying one-way tickets. Seventeen percent of riders are Paradise Pass App users and 11 percent load their fare onto physical Paradise Pass Smartcards. 30 Day Passes are used by 15 percent of riders, though other day passes are less commonly used. Only four percent of riders used 1 Day Passes, and even fewer use 3 or 7 Day Passes which are only available to Paradise Pass App and Smartcard users.

Table 31 provides more detail on the fare programs that provide riders with free fares. For customers that ride the bus for free, 64 percent of riders get free fares from an ADA pass. Twenty-two percent get a discount from Veteran's Administration, and 15 percent from a different program. Riders in a free fare program represent a small percentage of total riders at two percent.

TABLE 30: FARE PAYMENT METHODS

Fare Payment Method	Percentage of Palm Tran Riders
Cash/One-Way Trip	48%
1 Day Pass	4%
3 Day Pass	<1%
7 Day Pass	1%
30 Day Pass	15%
Paradise Pass App	17%
Paradise Pass Smartcard	11%
Debit/Credit Card	8%
Free	2%

TABLE 31: FREE FARE PROGRAM TYPE

Free Fare Type	Percentage of Free Fare Riders	Percentage of Total Palm Tran Riders
ADA Pass	64%	1%
Veteran's Administration	22%	<1%
Other	15%	<1%

3.6.2 Reduced Fare Usage

Some riders receive reduced fares; **Table 32** shows the proportion of riders that pay regular, full fares versus those that pay a discounted fare. Eighty-five percent pay a regular fare and 15 percent pay a reduced fare. **Table 33** shows more detail regarding what type of reduced fare riders are using. Forty-six percent of riders receive reduced fare riders for being Seniors, while 23 percent and 22 percent receive



reduced fare for being a student and disabled/Medicare recipient, respectively. A smaller share, nine percent, receive reduced fares as a part of the Transportation Disadvantaged program.

TABLE 32: FARE TYPE

Fare Type	Percentage of Palm Tran Riders
Regular	85%
Reduced Fare	15%

TABLE 33: REDUCED FARE TYPE

Reduced Fare Type	Percentage of Reduced Fare Riders	Percentage of Total Palm Tran Riders
Disabled/Medicare	22%	3%
Senior	46%	7%
Student	23%	3%
Transportation Disadvantaged	9%	2%

3.7 Customer Experience

At the end of the survey, riders were asked questions regarding their experience navigating the Palm Tran system. Riders were asked how they received updates about the system, their satisfaction with trip planning, understanding of fares, vehicle arrival information, and the overall system, and whether they would recommend Palm Tran to others. The sections below show more details about how riders responded.

3.7.1 Receiving Information

Customers were prompted to answer a multiple answer question of how they receive information about Palm Tran updates. As shown in **Table 34**, of the options, the greatest number of riders, 14 percent, use smartphone applications such as Google Maps, Apple Maps, or Transit App. The next most used option is the Palm Tran app, which six percent of riders use.

The majority of riders did not select an option, potentially indicating that most riders do not seek information regarding Palm Tran service.



TABLE 34: HOW CUSTOMERS RECEIVE PALM TRAN INFORMATION

How Customers Receive Information	Percentage of Palm Tran Riders	
	Yes	No
Website / Trip Planner	3%	97%
Smartphone applications (Google Maps, Apple Maps, Transit App)	14%	86%
Palm Tran app	6%	94%
On-board screens	1%	99%
Social media	1%	99%
Email alerts	1%	99%
Text alerts	1%	99%
Customer Service phone line	1%	99%
Other	3%	97%

3.7.2 Satisfaction

Only 23 percent of customers responded with their satisfaction level, the rest left the answer blank. Of the riders who answered, 72 percent are very satisfied with Palm Tran service. No riders responded that they were very dissatisfied with service, but three percent stated they were somewhat dissatisfied.

Table 35 shows the results of customer's overall satisfaction with Palm Tran service.

TABLE 35: OVERALL SATISFACTION WITH PALM TRAN

Level of Satisfaction	Percentage of Palm Tran Riders who Responded
1 - Very Satisfied	72%
2 - Somewhat Satisfied	22%
3 - Neither Satisfied nor Dissatisfied	3%
4 - Somewhat Dissatisfied	3%
5 - Very Dissatisfied	0%

3.7.3 Trip Planning

Riders responded with their satisfaction level with how easy or difficult it was to plan their trip on the system. **Table 36** shows the distribution of results. Similar to the satisfaction level question, only 23 percent of riders answered the question. Of those riders, 78 percent were very satisfied with planning trips using Palm Tran and 16 percent were somewhat satisfied. A total of four percent were dissatisfied, with three percent being somewhat dissatisfied and one percent being very dissatisfied.

TABLE 36: EASE OF PLANNING TRIPS USING PALM TRAN

Ease of Trip Planning	Percentage of Palm Tran Riders who Responded
1 - Very Satisfied	78%
2 - Somewhat Satisfied	16%
3 - Neither Satisfied nor Dissatisfied	2%
4 - Somewhat Dissatisfied	3%
5 - Very Dissatisfied	1%



3.7.4 Understanding of Fares

Respondents were also asked how easy or difficult it was to understand the Palm Tran fare system. As shown in **Table 37**, of the 23 percent riders that responded, 78 percent said they were very satisfied with their understanding of the fare system. Two percent of these riders were neither satisfied nor dissatisfied, and no riders reported dissatisfaction.

TABLE 37: UNDERSTANDING OF FARE STRUCTURE

Ease in Understanding Fare System	Percentage of Palm Tran Riders who Responded
1 - Very Satisfied	78%
2 - Somewhat Satisfied	16%
3 - Neither Satisfied nor Dissatisfied	2%
4 - Somewhat Dissatisfied	0%
5 - Very Dissatisfied	0%

3.7.5 Information about Vehicle Arrivals

Riders were asked how satisfied they were about the ease of obtaining information about vehicle arrival times. As illustrated in **Table 38**, of the 23 percent of riders that responded to the question, 94 percent are satisfied with vehicle arrival time information, while four percent were dissatisfied with the difficulty in receiving vehicle arrival information.

TABLE 38: SATISFACTION WITH FINDING OF VEHICLE ARRIVAL TIMES

Ease in Finding Vehicle Arrival Times	Percentage of Palm Tran Riders who Responded
1 - Very Satisfied	77%
2 - Somewhat Satisfied	17%
3 - Neither Satisfied nor Dissatisfied	2%
4 - Somewhat Dissatisfied	2%
5 - Very Dissatisfied	2%

3.7.6 Recommendation of Service to Others

Riders were asked on a scale of one (extremely unlikely) to ten (extremely likely) how likely they were to recommend Palm Tran to others. Of the 30 percent of riders that answered this question, 59 percent said they were extremely likely to recommend Palm Tran service to others. Five percent of these riders answered on the lower end of the scale, with two percent answering that they were extremely unlikely to recommend Palm Tran service to others.



TABLE 39: LIKELIHOOD OF RECOMMENDING SERVICE

Likelihood of Recommending Service	Percentage of Palm Tran Riders
1 - Extremely Unlikely	2%
2	1%
4	2%
5	3%
6	2%
7	8%
8	14%
9	8%
10 - Extremely Likely	59%



APPENDIX A AREA PROFILES

Appendix A includes area profiles for each Palm Tran region. The area profiles include the racial and ethnic breakdown of riders that reside in each region, as well as highlighting demographic and travel characteristics for riders. The final area profile for “Visitor” shows the characteristics of riders that do not reside within Palm Beach County.

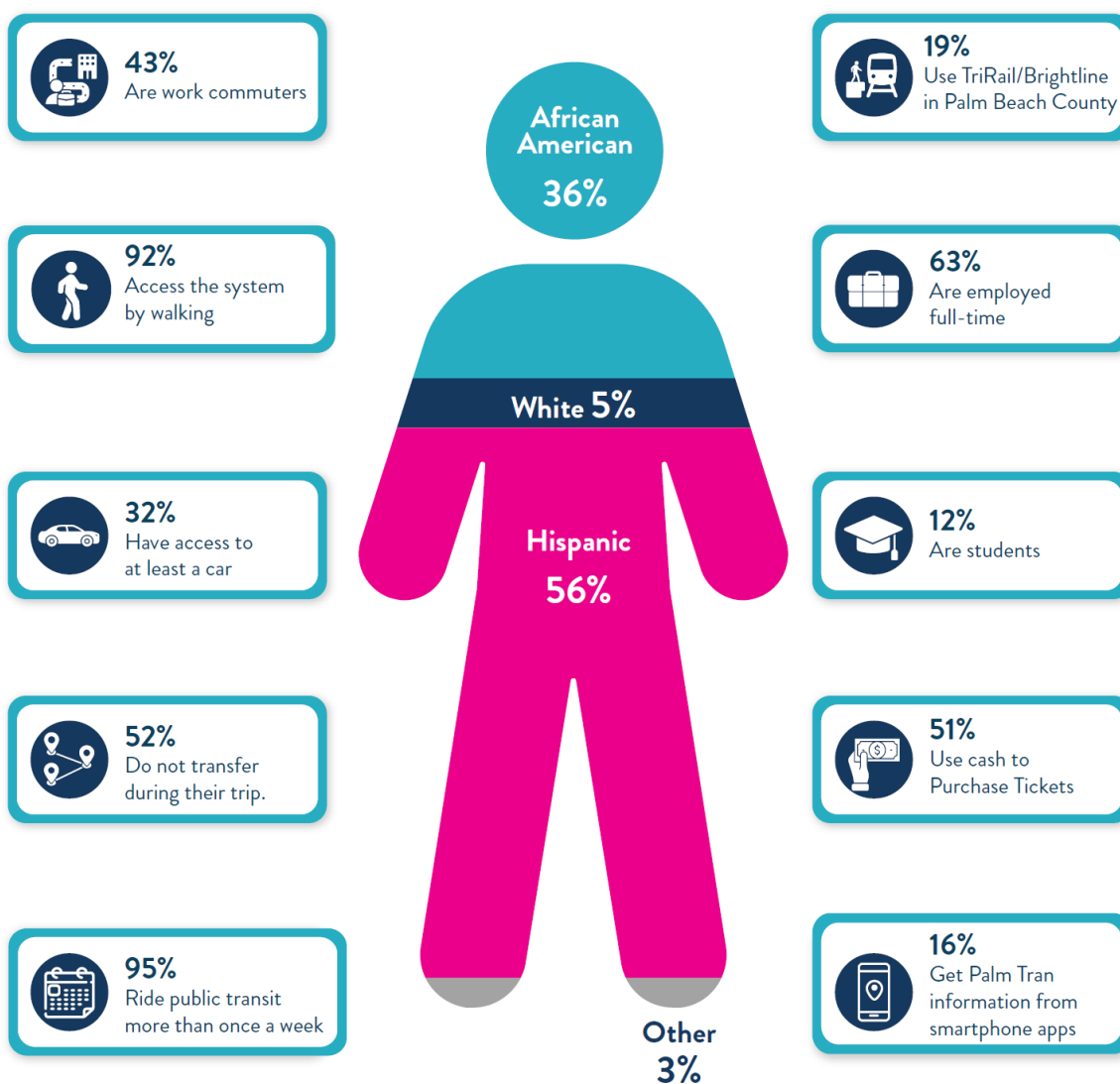


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

Boca Raton



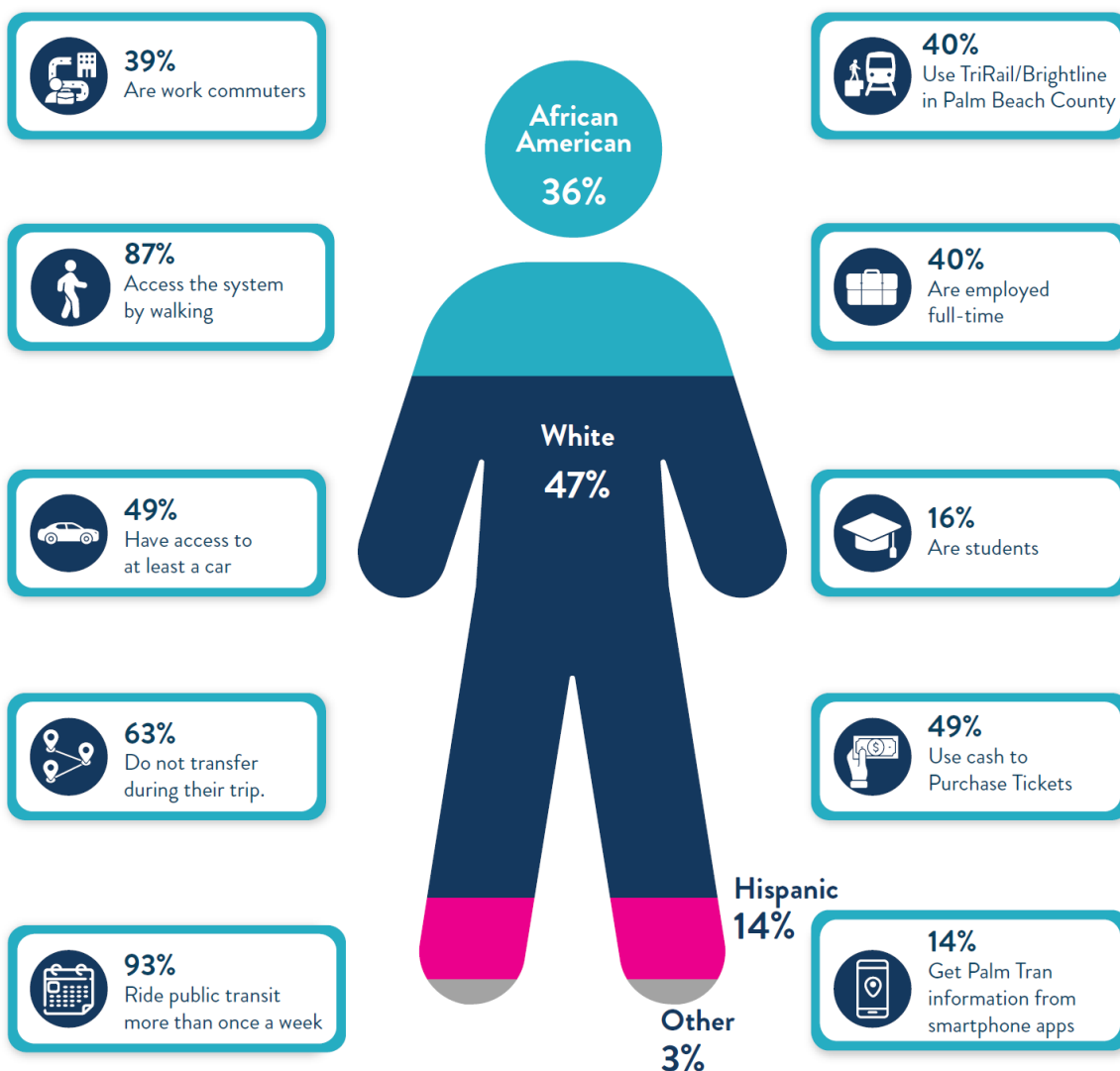


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

Greater West Palm Beach



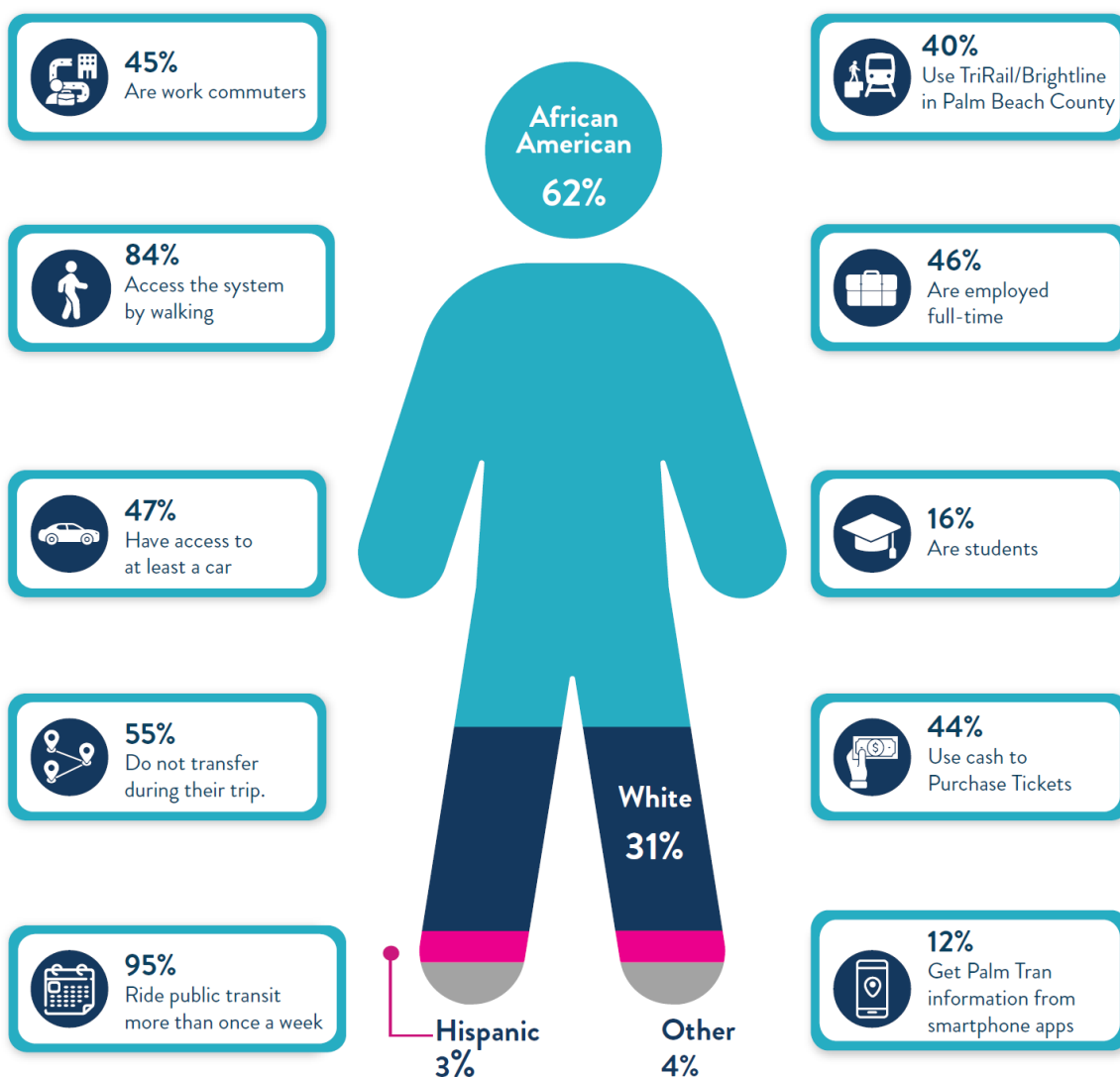


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

North County



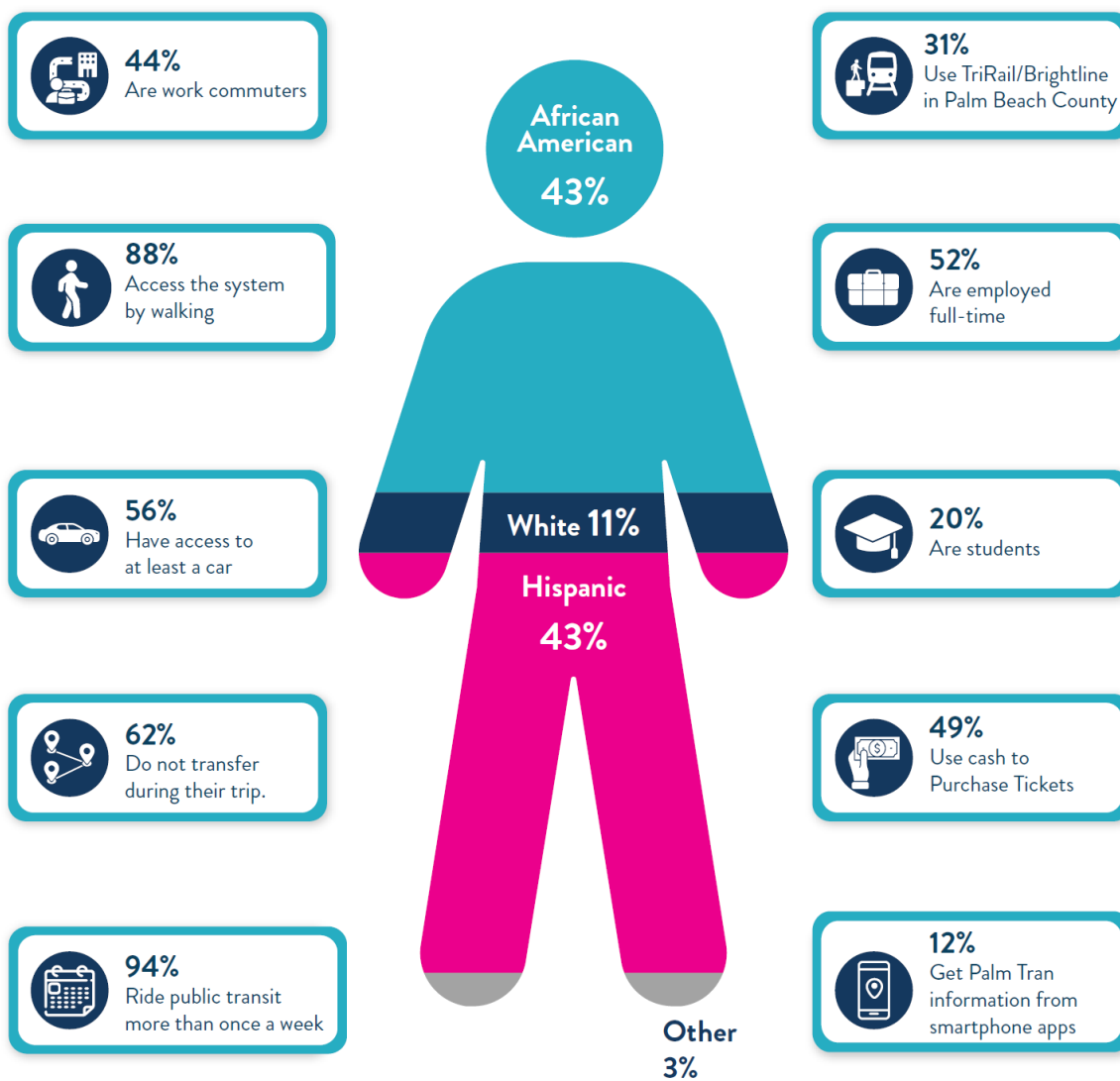


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

Lake Worth-Boynton Beach-Greenacres



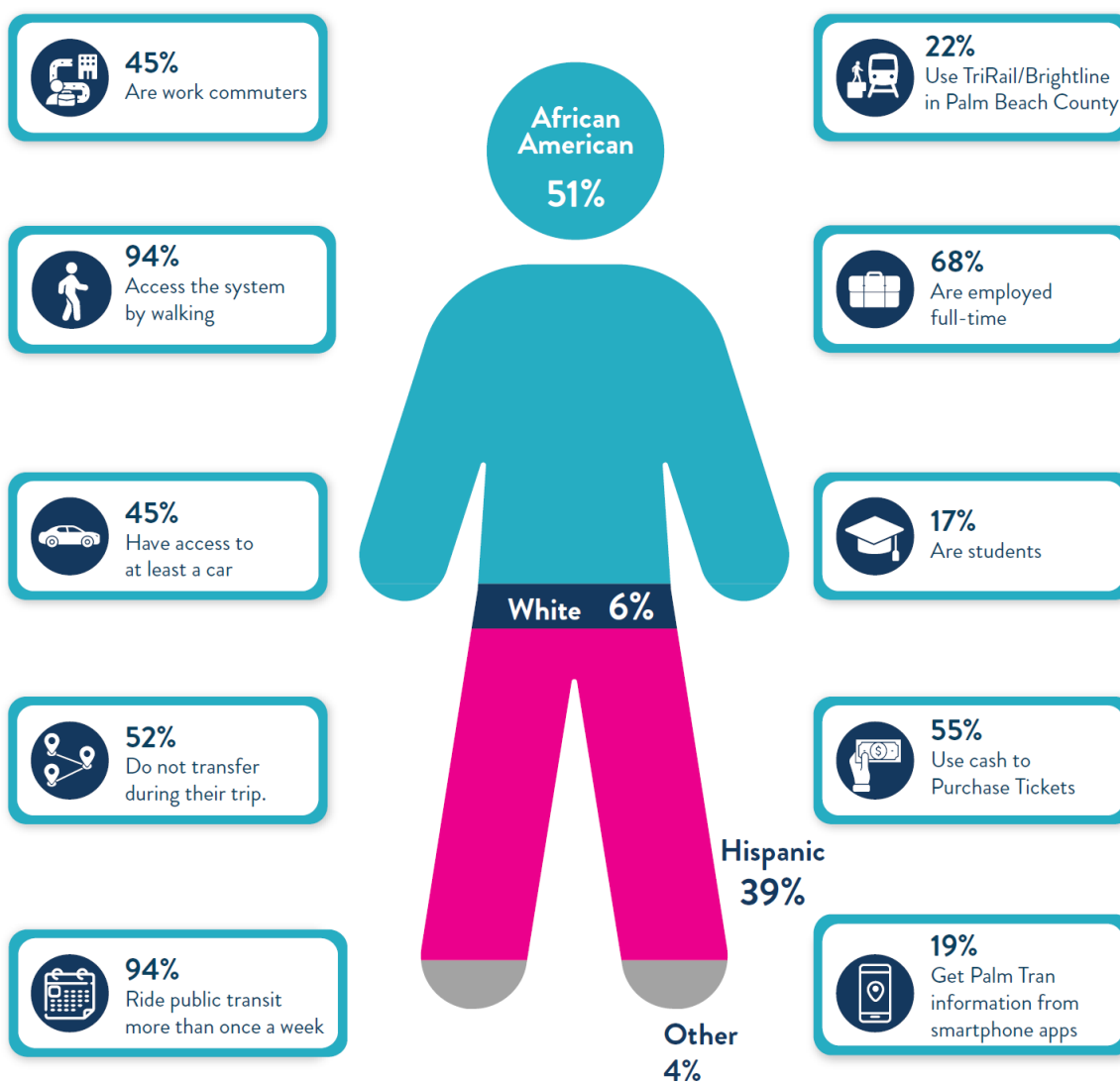


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

Delray Beach



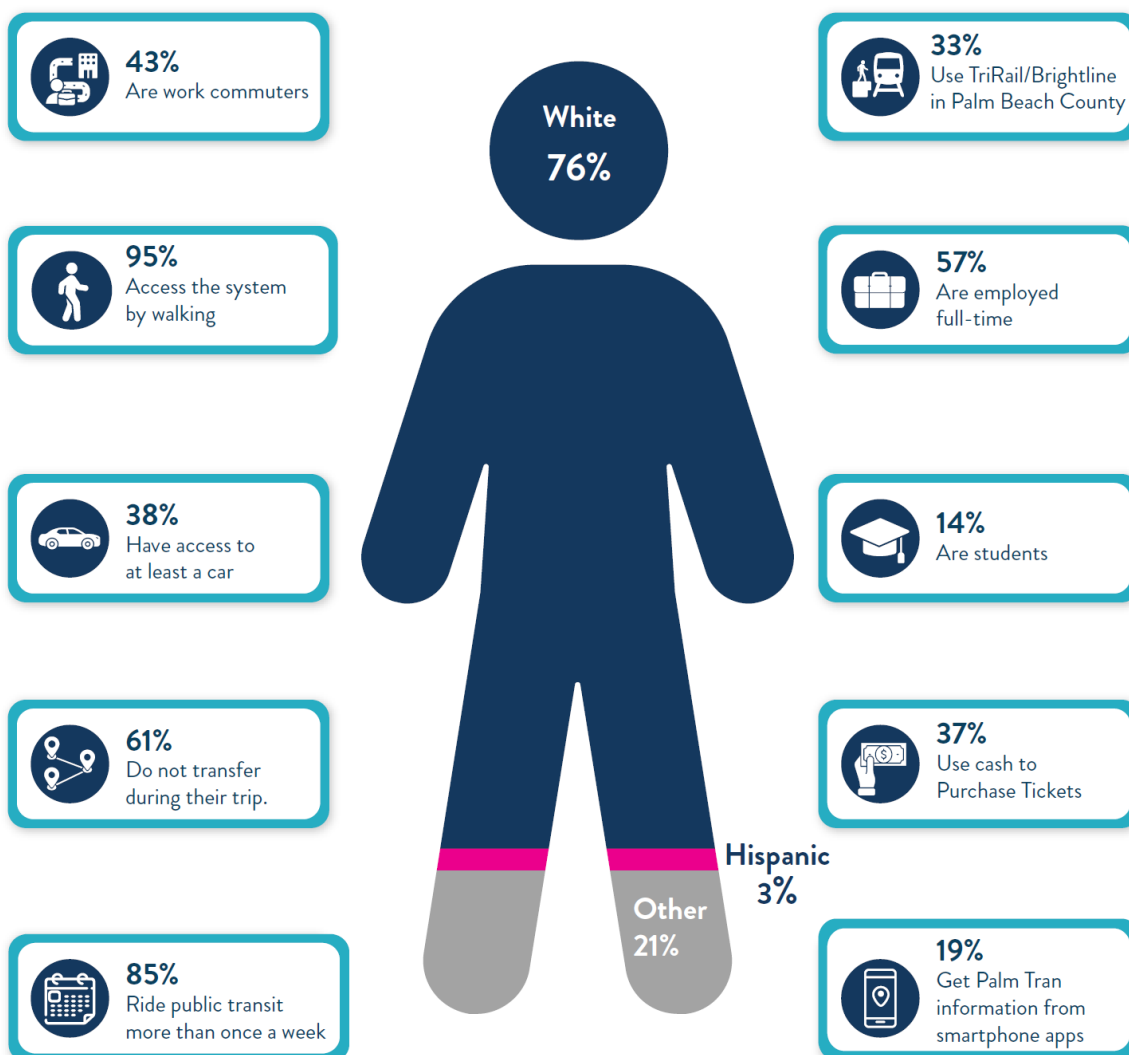


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

Glades



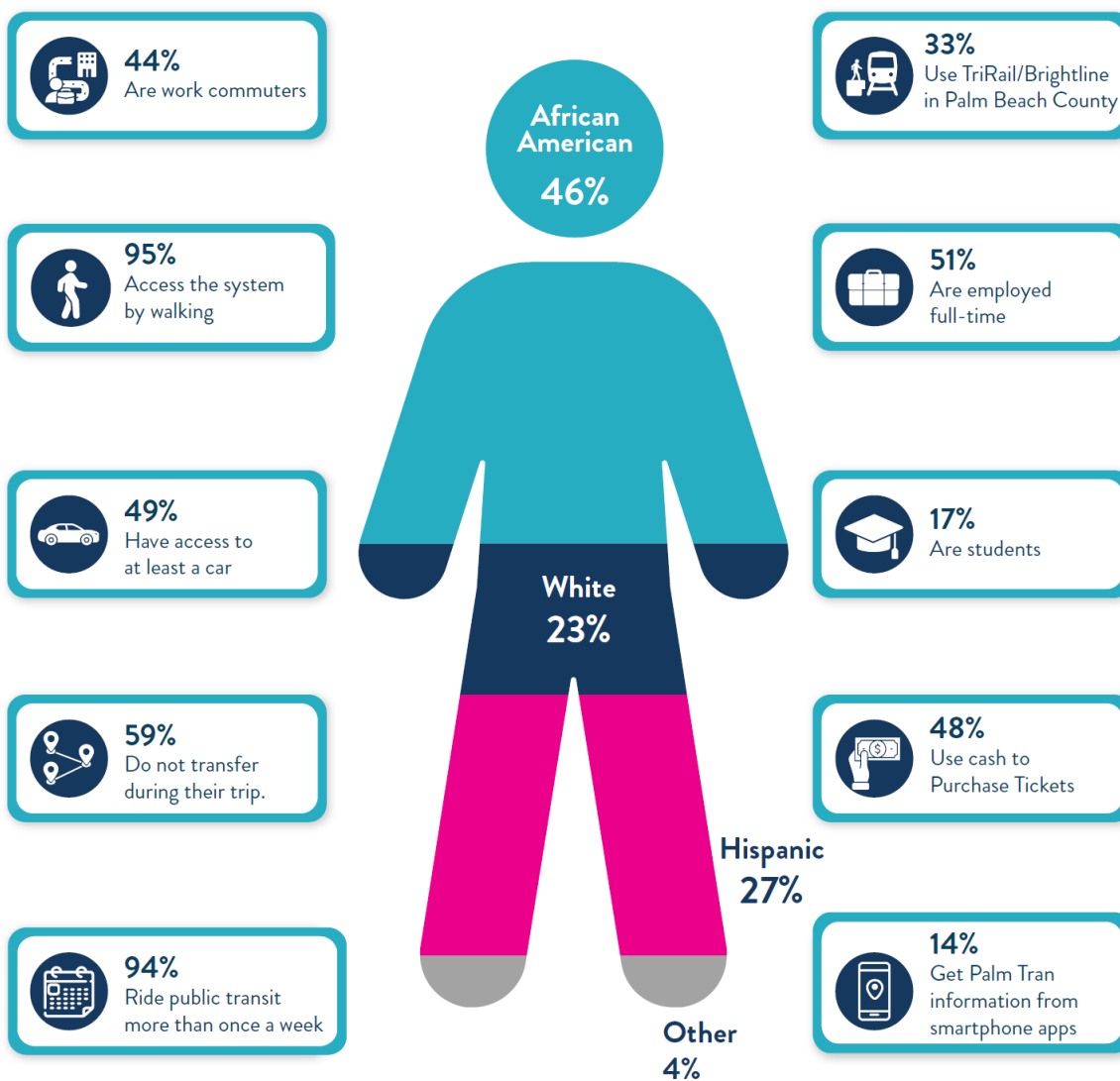


Palm Tran Public Transportation

2024 Origin and Destination Survey

Travel Characteristics | Demographics

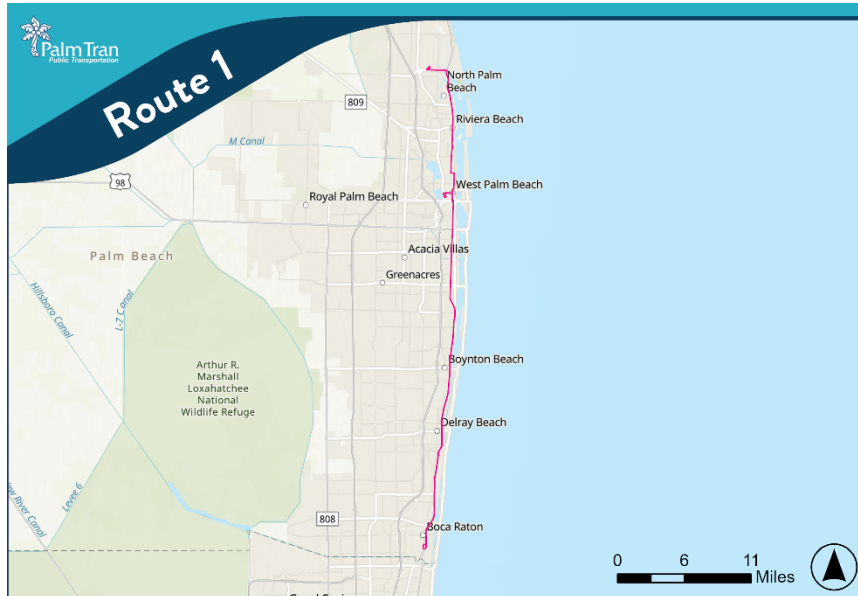
Visitor





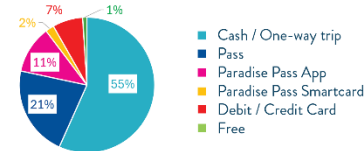
APPENDIX B ROUTE PROFILES

Appendix B presents detailed profiles for each route in the Palm Tran network. Each profile includes a route map and a comprehensive summary of rider data from the survey, covering key areas such as trip characteristics, fare summary, service usage, and rider demographics. These profiles offer valuable insights into how each route is used and who it serves, helping to inform future planning and service improvements.

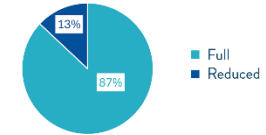


Fare Summary / Service Usage

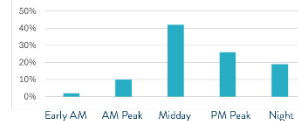
Fare Payment Method



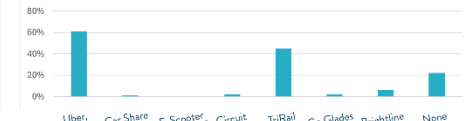
Fare Type



Boarding Times

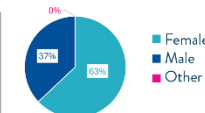


Other Palm Beach County Services Used

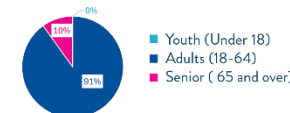


Rider Demographics

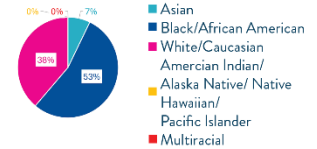
Gender



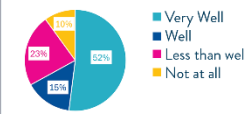
Age



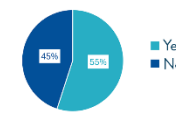
Race and Ethnicity



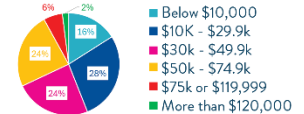
English Proficiency



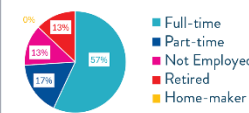
Valid Driver's License



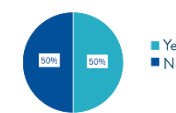
Household Income



Employment Status



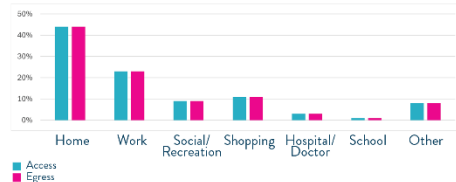
Household Access to Vehicles



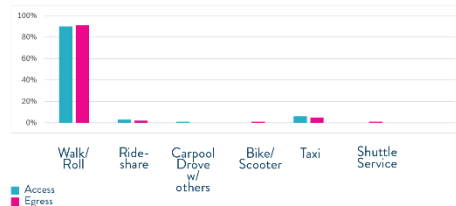
Palm Tran Information Origin



Trip Origin and Destination Characteristics

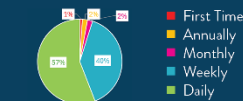


Access / Egress Modes

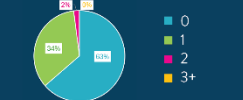


Ridership Frequency

Level of public transit usage



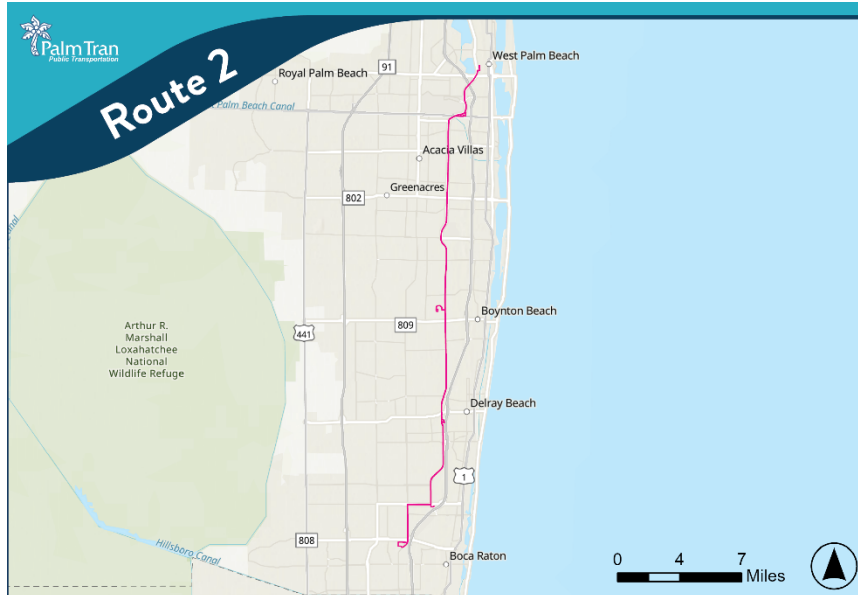
Transfer Frequency



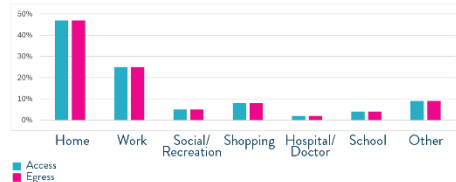
Top Transfer Zip Codes

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33460 33435
33401

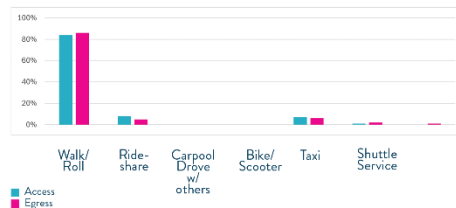




Trip Origin and Destination Characteristics

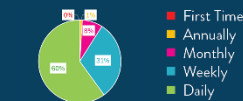


Access / Egress Modes

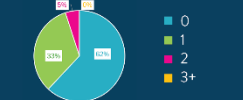


Ridership Frequency

Level of public transit usage



Transfer Frequency

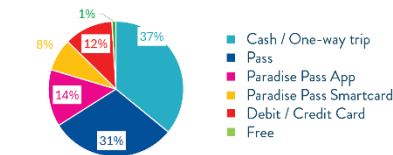


Top Transfer Zip Codes

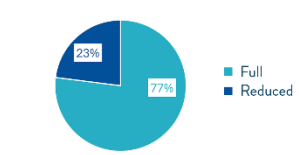
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Fare Summary / Service Usage

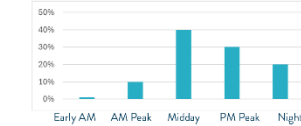
Fare Payment Method



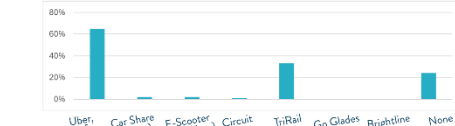
Fare Type



Boarding Times

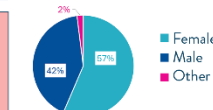


Other Palm Beach County Services Used

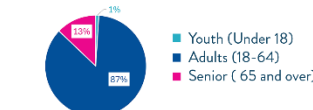


Rider Demographics

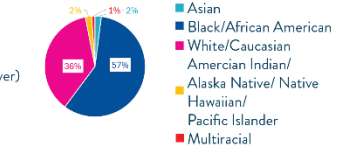
Gender



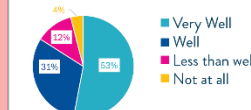
Age



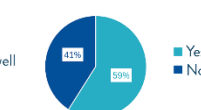
Race and Ethnicity



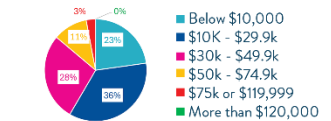
English Proficiency



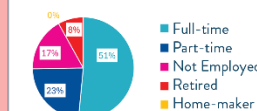
Valid Driver's License



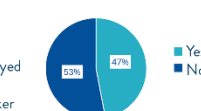
Household Income



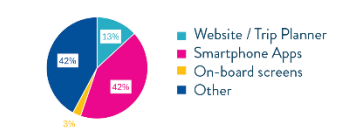
Employment Status

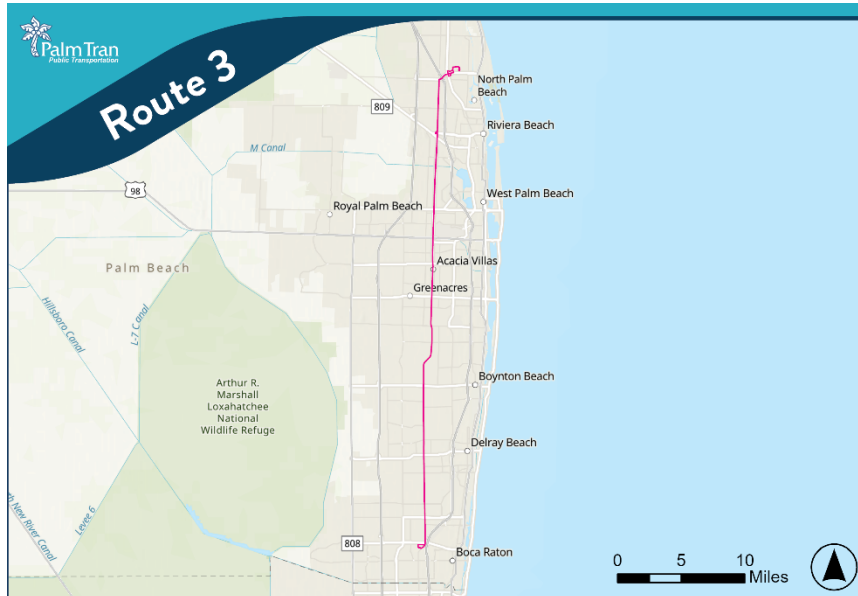


Household Access to Vehicles

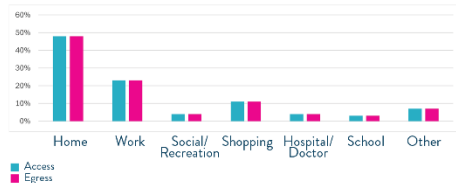


Palm Tran Information Origin

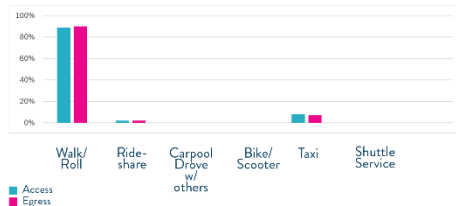




Trip Origin and Destination Characteristics

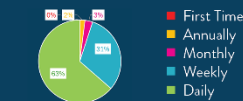


Access / Egress Modes

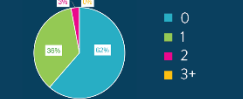


Ridership Frequency

Level of public transit usage



Transfer Frequency

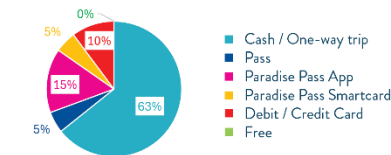


Top Transfer Zip Codes

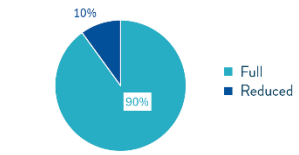
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Fare Summary / Service Usage

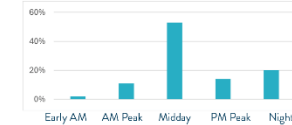
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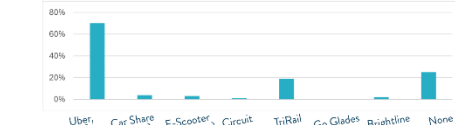
Fare Type



Boarding Times

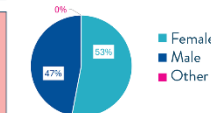


Other Palm Beach County Services Used

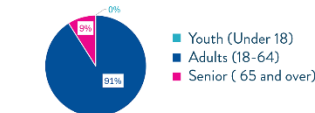


Rider Demographics

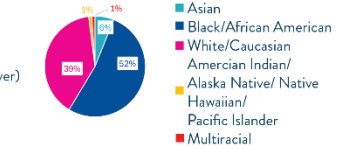
Gender



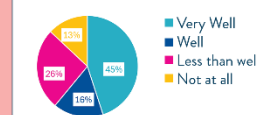
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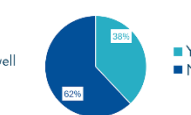
Race and Ethnicity



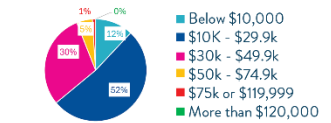
English Proficiency



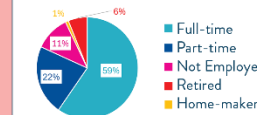
Valid Driver's License



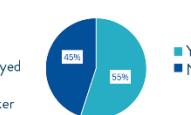
Household Income



Employment Status

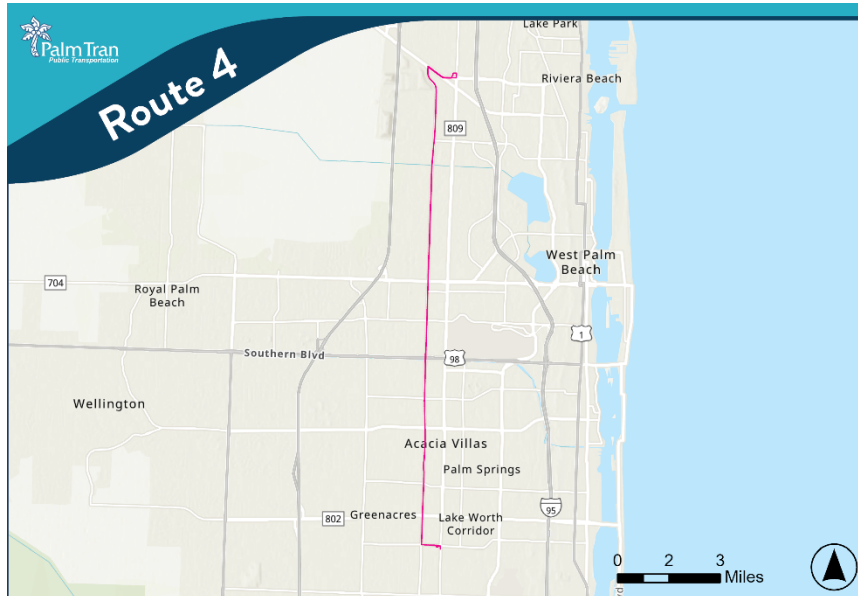


Household Access to Vehicles

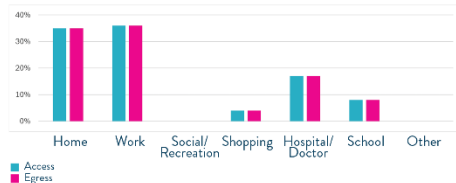


Palm Tran Information Origin

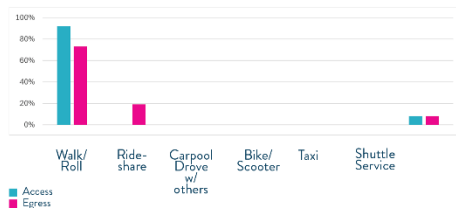




Trip Origin and Destination Characteristics

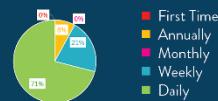


Access / Egress Modes

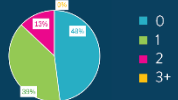


Ridership Frequency

Level of public transit usage



Transfer Frequency

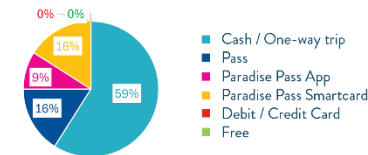


Top Transfer Zip Codes

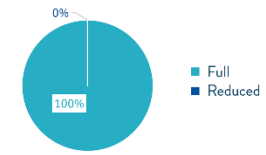
33415 33417
33463 33413

Fare Summary / Service Usage

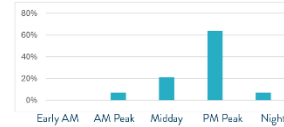
Fare Payment Method



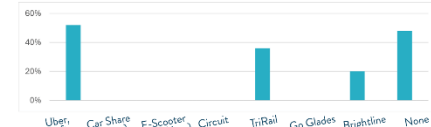
Fare Type



Boarding Times

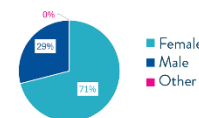


Other Palm Beach County Services Used

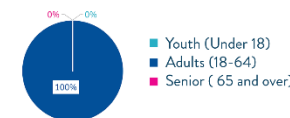


Rider Demographics

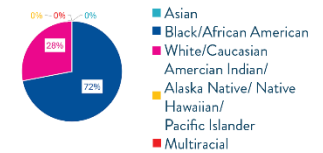
Gender



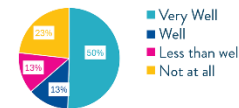
Age



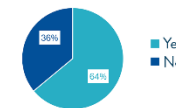
Race and Ethnicity



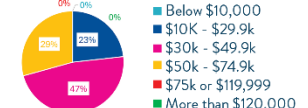
English Proficiency



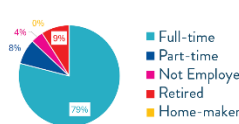
Valid Driver's License



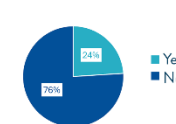
Household Income



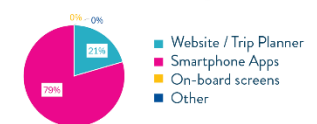
Employment Status

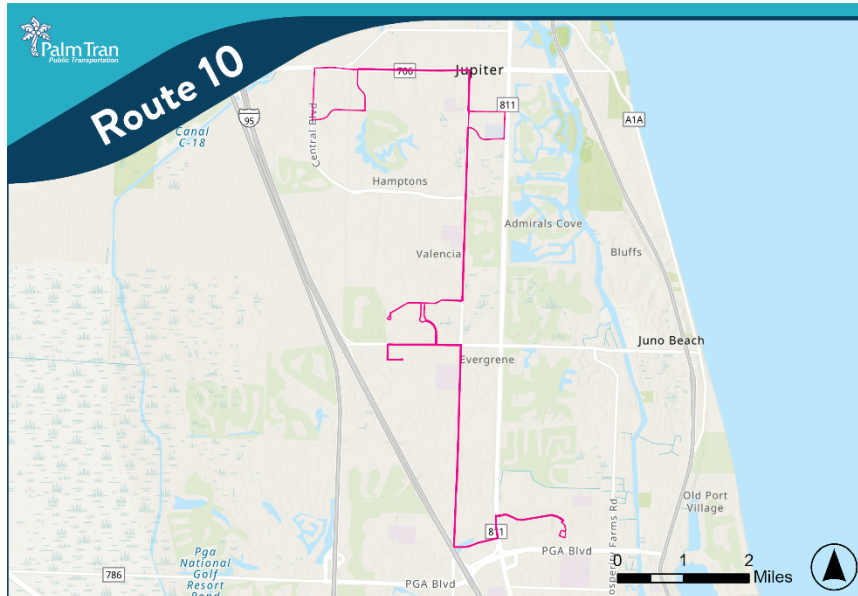


Household Access to Vehicles

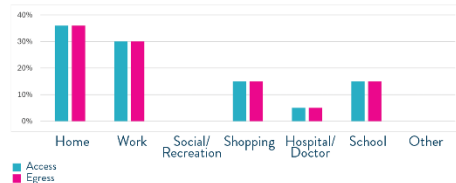


Palm Tran Information Origin

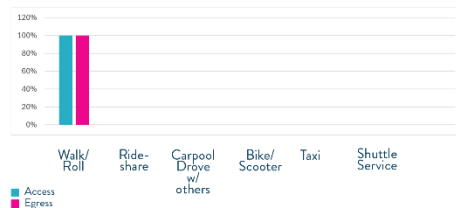




Trip Origin and Destination Characteristics

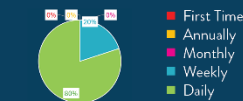


Access / Egress Modes



Ridership Frequency

Level of public transit usage



Transfer Frequency

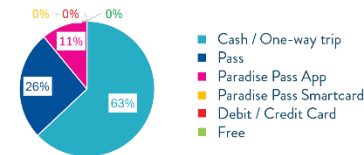


Top Transfer Zip Codes

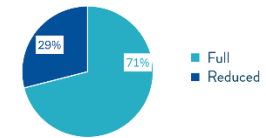
33458 33401
33410 33461
33404

Fare Summary / Service Usage

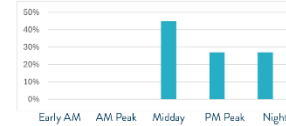
Fare Payment Method



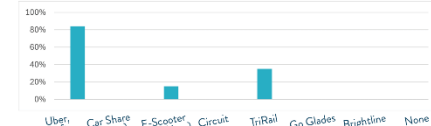
Fare Type



Boarding Times

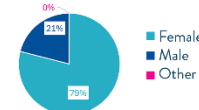


Other Palm Beach County Services Used

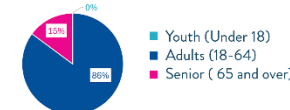


Rider Demographics

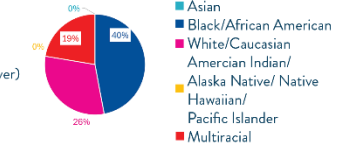
Gender



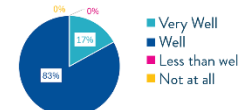
Age



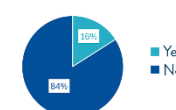
Race and Ethnicity



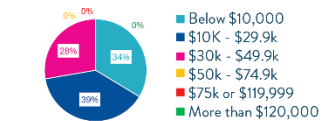
English Proficiency



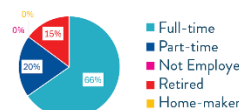
Valid Driver's License



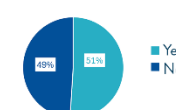
Household Income



Employment Status

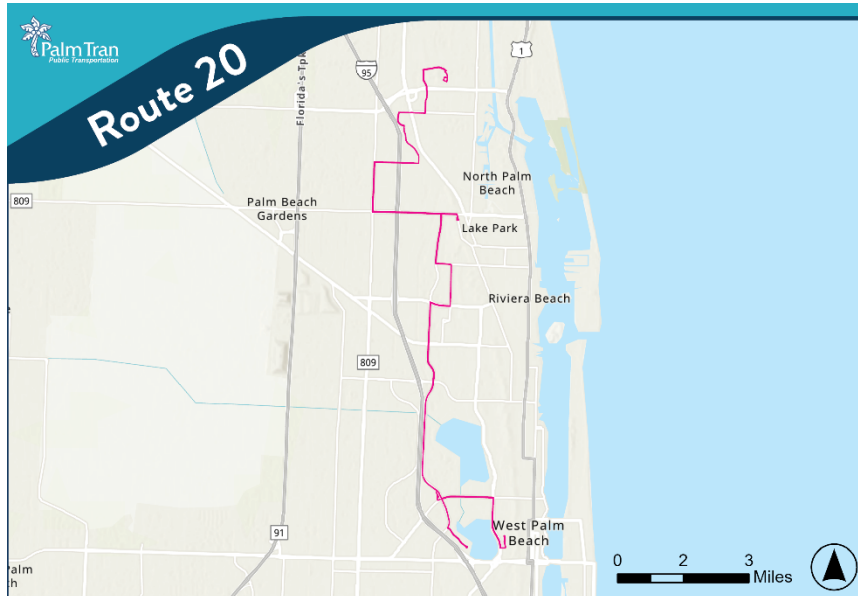


Household Access to Vehicles

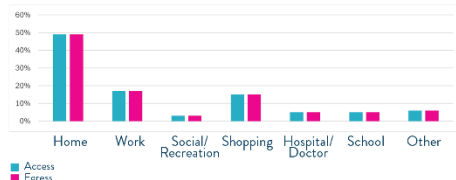


Palm Tran Information Origin

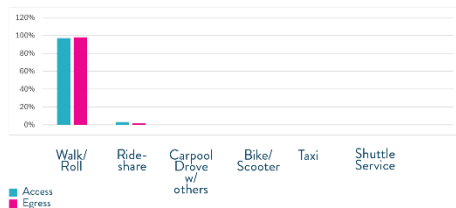




Trip Origin and Destination Characteristics

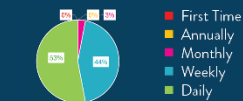


Access / Egress Modes

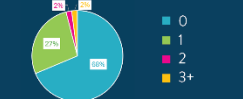


Ridership Frequency

Level of public transit usage



Transfer Frequency

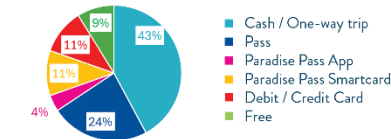


Top Transfer Zip Codes

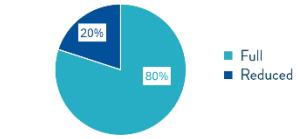
33401 33404
33403 33410
33462

Fare Summary / Service Usage

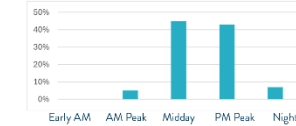
Fare Payment Method



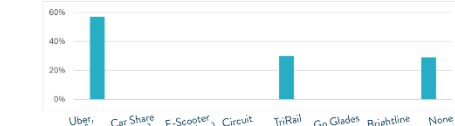
Fare Type



Boarding Times

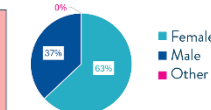


Other Palm Beach County Services Used

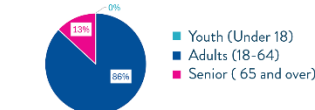


Rider Demographics

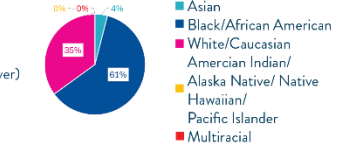
Gender



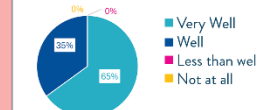
Age



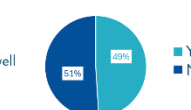
Race and Ethnicity



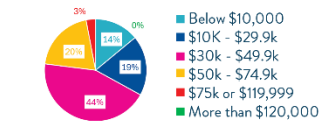
English Proficiency



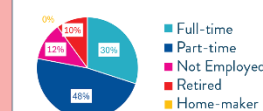
Valid Driver's License



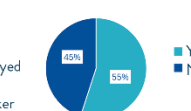
Household Income



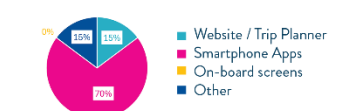
Employment Status

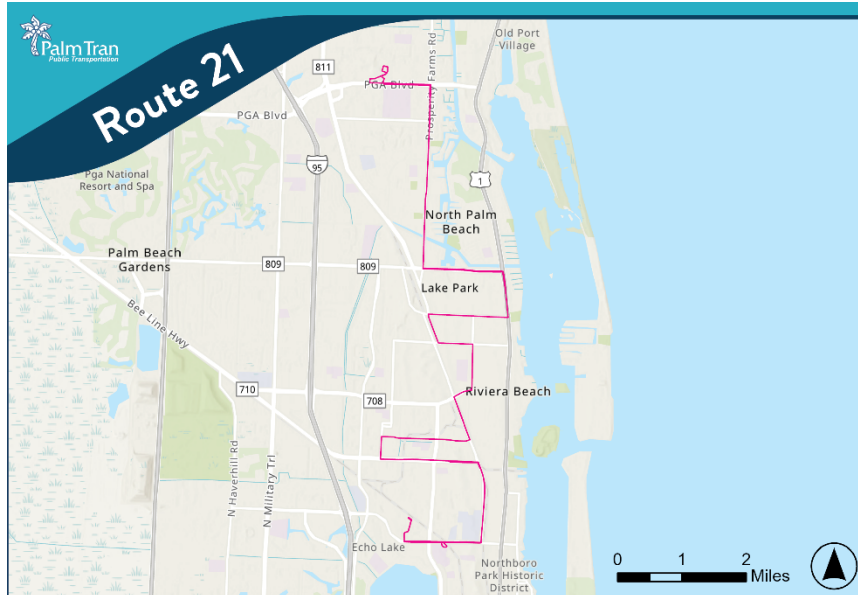


Household Access to Vehicles

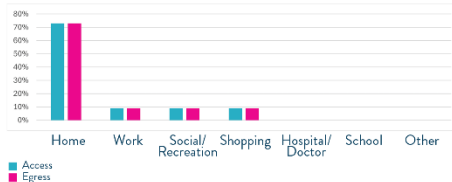


Palm Tran Information Origin

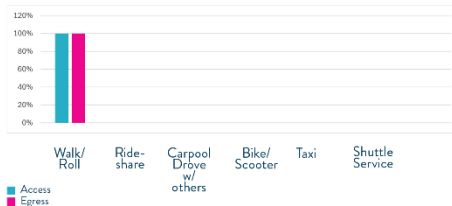




Trip Origin and Destination Characteristics



Access / Egress Modes

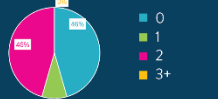


Ridership Frequency

Level of public transit usage



Transfer Frequency

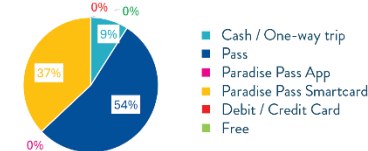


Top Transfer Zip Codes

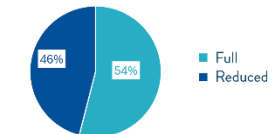
33404 33403
33407

Fare Summary / Service Usage

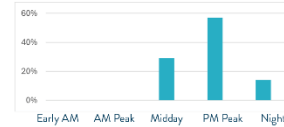
Fare Payment Method



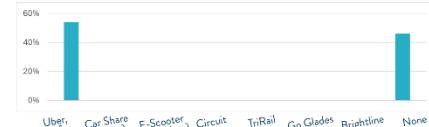
Fare Type



Boarding Times

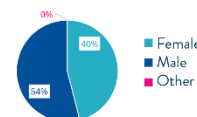


Other Palm Beach County Services Used

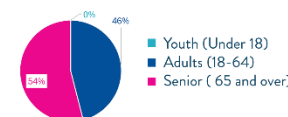


Rider Demographics

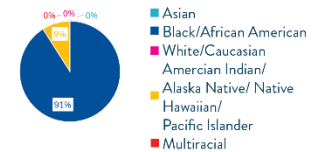
Gender



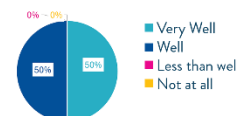
Age



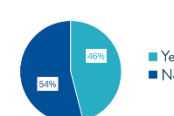
Race and Ethnicity



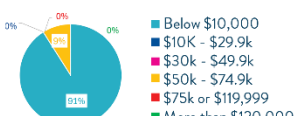
English Proficiency



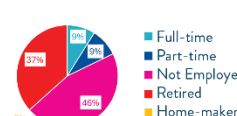
Valid Driver's License



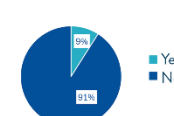
Household Income



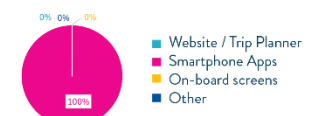
Employment Status

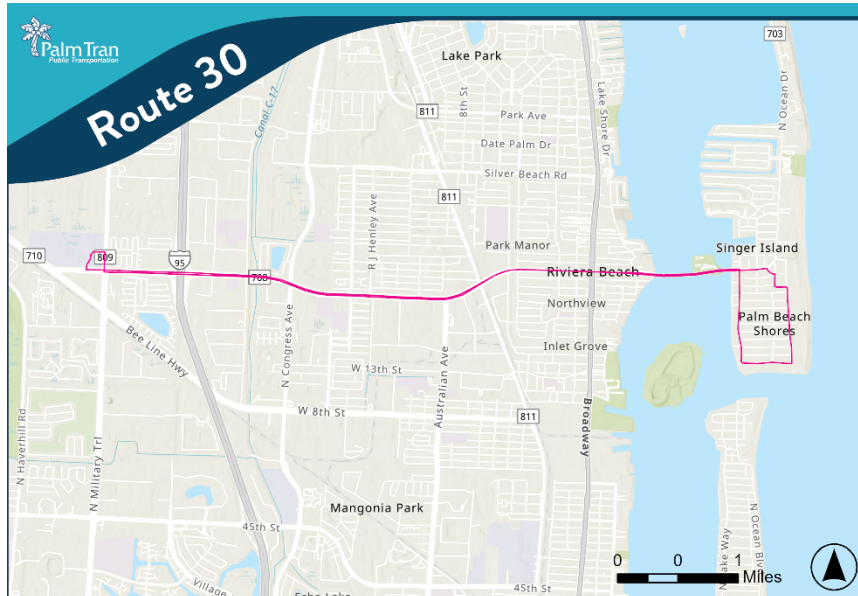


Household Access to Vehicles



Palm Tran Information Origin

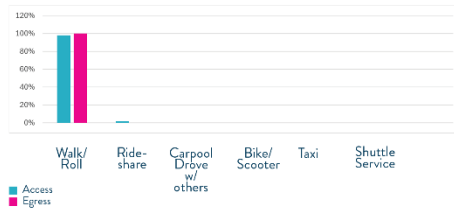




Trip Origin and Destination Characteristics

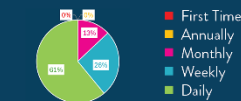


Access / Egress Modes

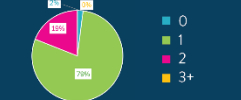


Ridership Frequency

Level of public transit usage



Transfer Frequency

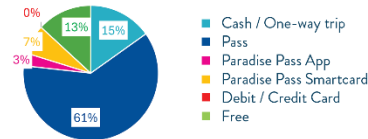


Top Transfer Zip Codes

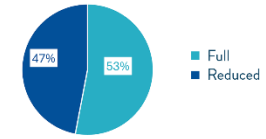
33404 33415
33407 33417
33410

Fare Summary / Service Usage

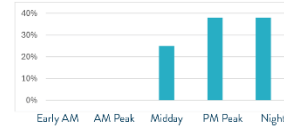
Fare Payment Method



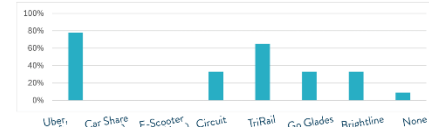
Fare Type



Boarding Times

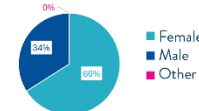


Other Palm Beach County Services Used

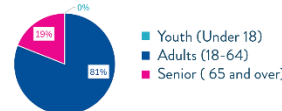


Rider Demographics

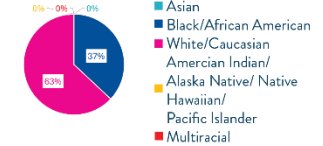
Gender



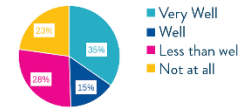
Age



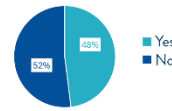
Race and Ethnicity



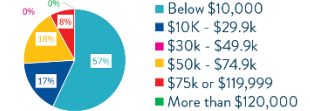
English Proficiency



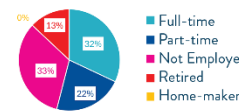
Valid Driver's License



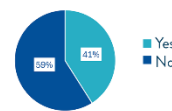
Household Income



Employment Status

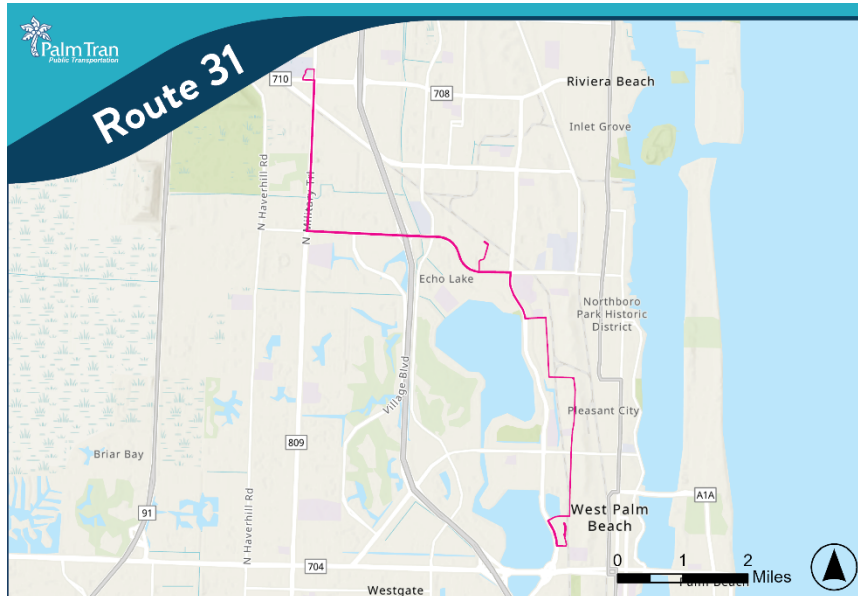


Household Access to Vehicles

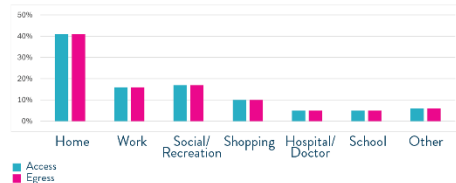


Palm Tran Information Origin

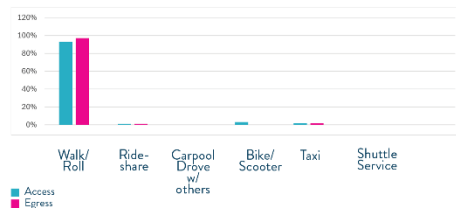




Trip Origin and Destination Characteristics

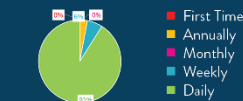


Access / Egress Modes

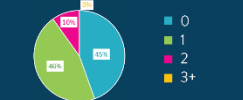


Ridership Frequency

Level of public transit usage



Transfer Frequency

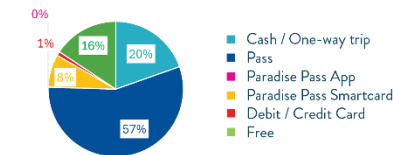


Top Transfer Zip Codes

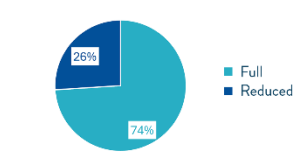
33407 33401
33404 33409
33446

Fare Summary / Service Usage

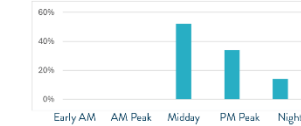
Fare Payment Method



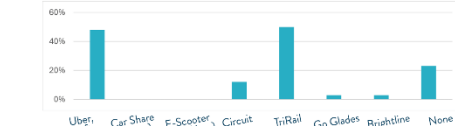
Fare Type



Boarding Times

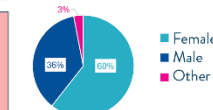


Other Palm Beach County Services Used

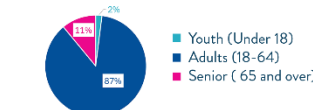


Rider Demographics

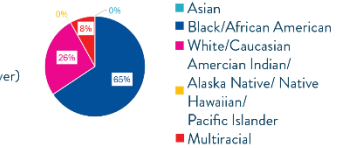
Gender



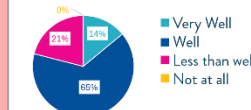
Age



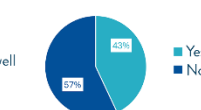
Race and Ethnicity



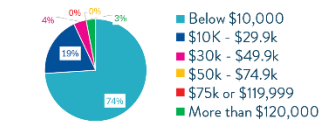
English Proficiency



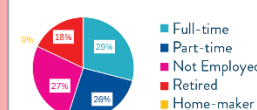
Valid Driver's License



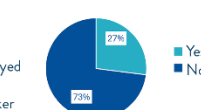
Household Income



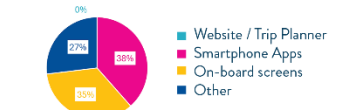
Employment Status

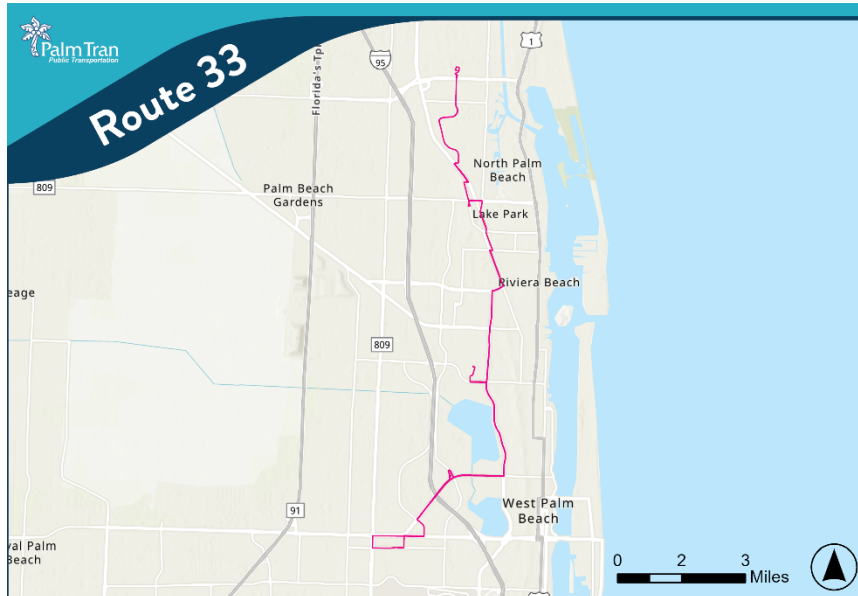


Household Access to Vehicles



Palm Tran Information Origin

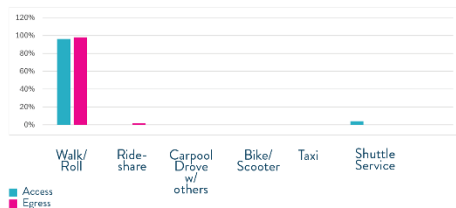




Trip Origin and Destination Characteristics

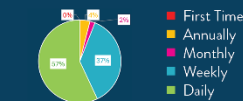


Access / Egress Modes

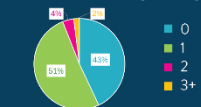


Ridership Frequency

Level of public transit usage



Transfer Frequency

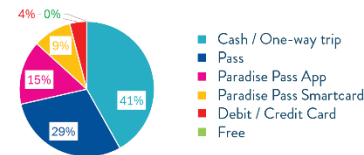


Top Transfer Zip Codes

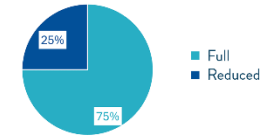
33404 33401
33407 33415
33460

Fare Summary / Service Usage

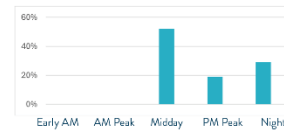
Fare Payment Method



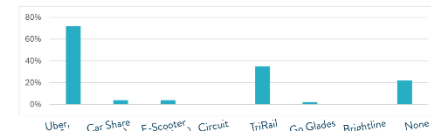
Fare Type



Boarding Times

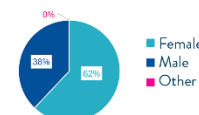


Other Palm Beach County Services Used

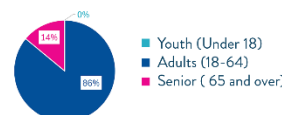


Rider Demographics

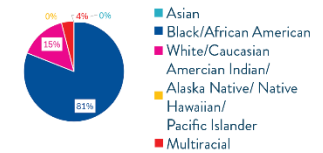
Gender



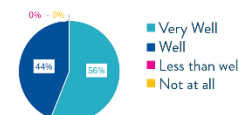
Age



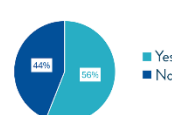
Race and Ethnicity



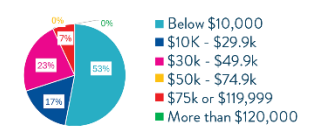
English Proficiency



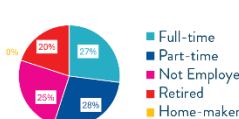
Valid Driver's License



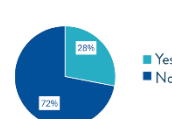
Household Income



Employment Status

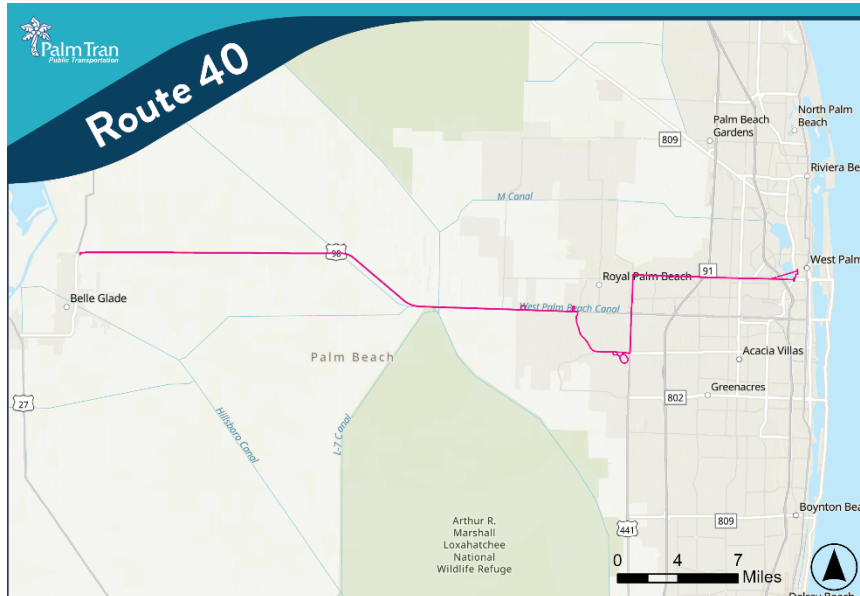


Household Access to Vehicles



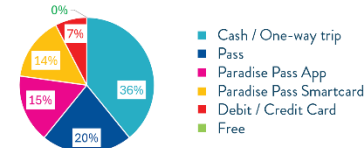
Palm Tran Information Origin



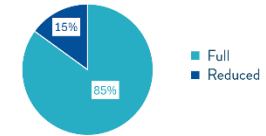


Fare Summary / Service Usage

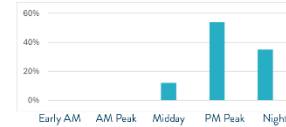
Fare Payment Method



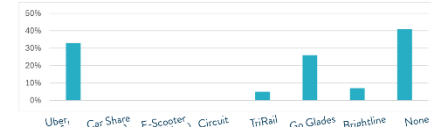
Fare Type



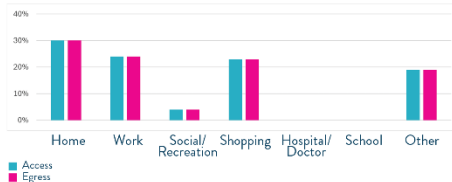
Boarding Times



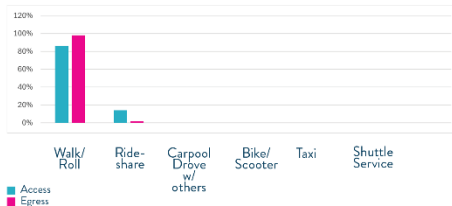
Other Palm Beach County Services Used



Trip Origin and Destination Characteristics

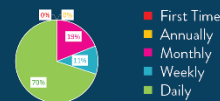


Access / Egress Modes

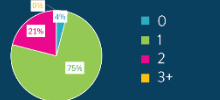


Ridership Frequency

Level of public transit usage



Transfer Frequency

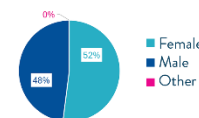


Top Transfer Zip Codes

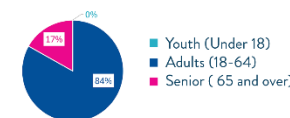
33430 33476
33411 33435
33438

Rider Demographics

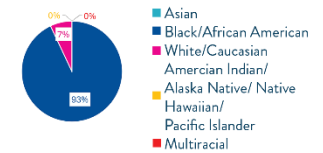
Gender



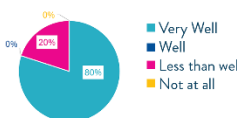
Age



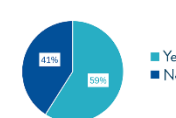
Race and Ethnicity



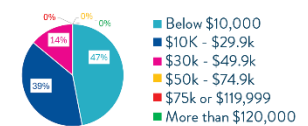
English Proficiency



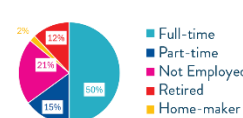
Valid Driver's License



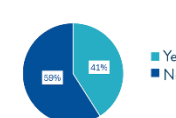
Household Income



Employment Status

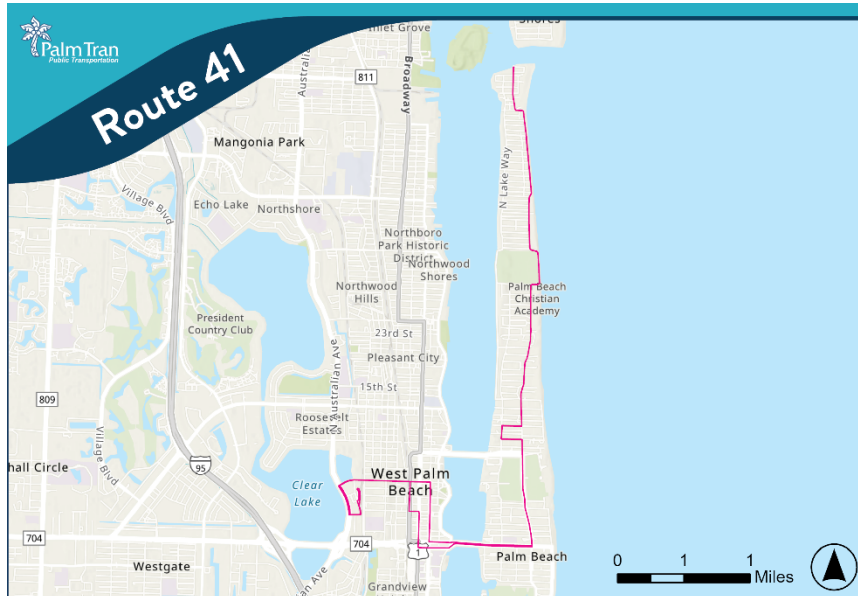


Household Access to Vehicles



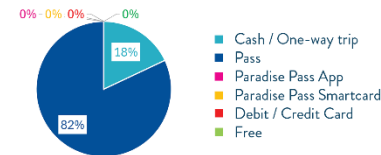
Palm Tran Information Origin



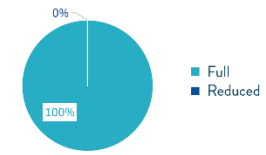


Fare Summary / Service Usage

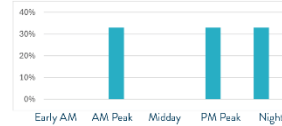
Fare Payment Method



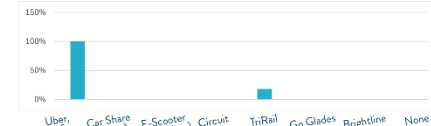
Fare Type



Boarding Times

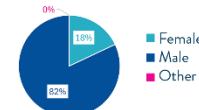


Other Palm Beach County Services Used

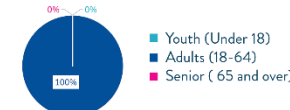


Rider Demographics

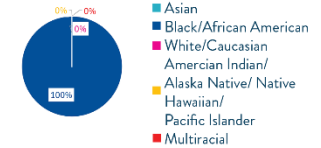
Gender



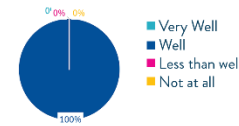
Age



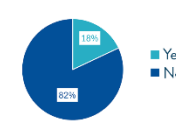
Race and Ethnicity



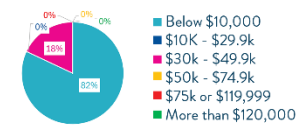
English Proficiency



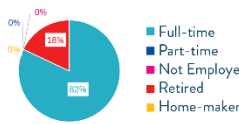
Valid Driver's License



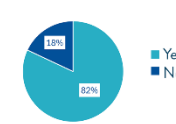
Household Income



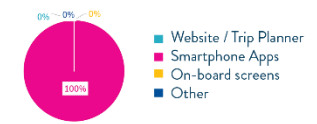
Employment Status



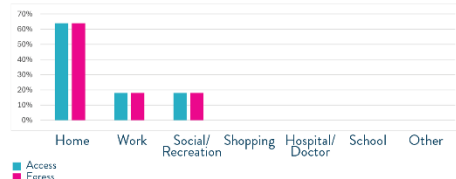
Household Access to Vehicles



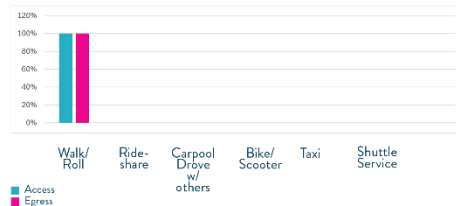
Palm Tran Information Origin



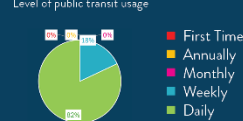
Trip Origin and Destination Characteristics



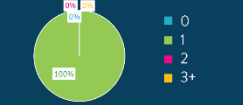
Access / Egress Modes



Ridership Frequency



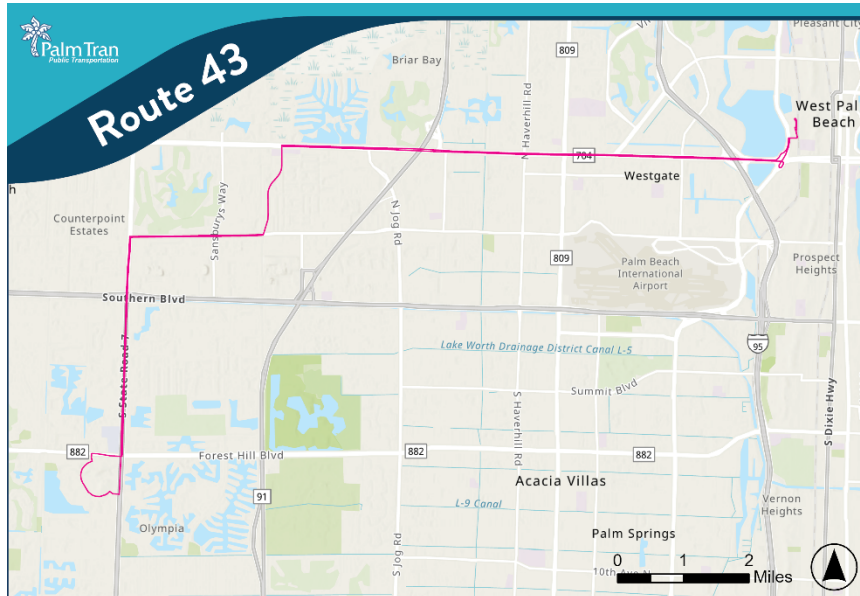
Transfer Frequency



Top Transfer Zip Codes

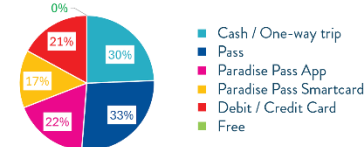
33417 33480



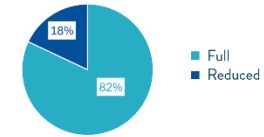


Fare Summary / Service Usage

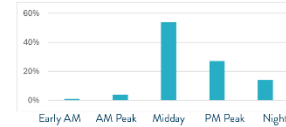
Fare Payment Method



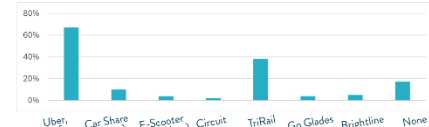
Fare Type



Boarding Times

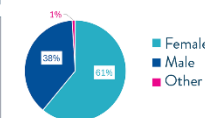


Other Palm Beach County Services Used

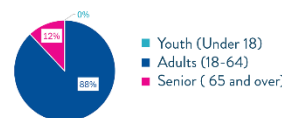


Rider Demographics

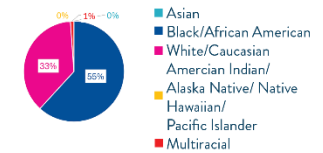
Gender



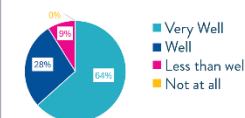
Age



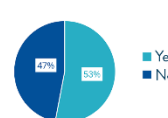
Race and Ethnicity



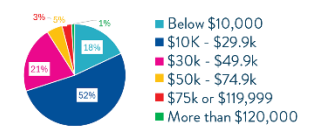
English Proficiency



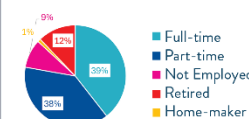
Valid Driver's License



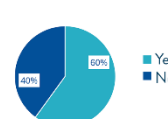
Household Income



Employment Status



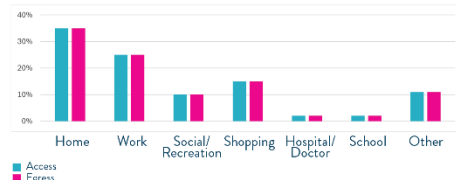
Household Access to Vehicles



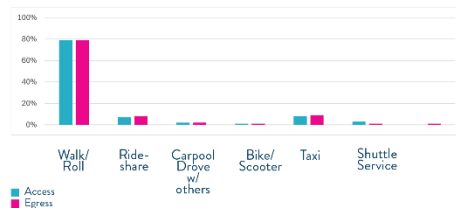
Palm Tran Information Origin



Trip Origin and Destination Characteristics

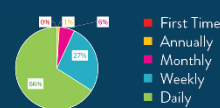


Access / Egress Modes

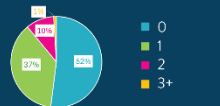


Ridership Frequency

Level of public transit usage



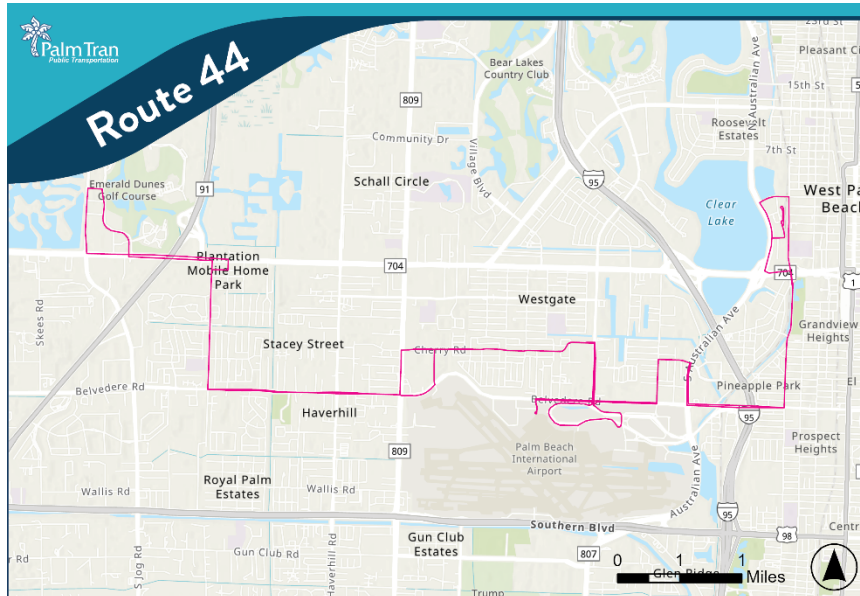
Transfer Frequency



Top Transfer Zip Codes

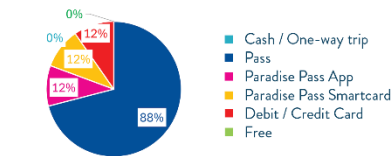
33411 33417
33401 33409
33414



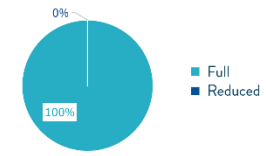


Fare Summary / Service Usage

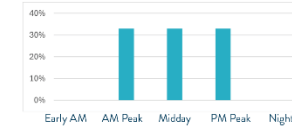
Fare Payment Method



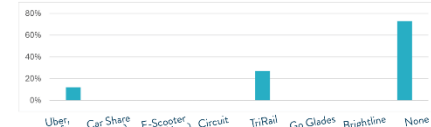
Fare Type



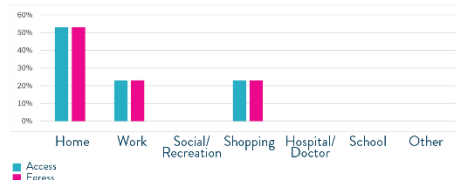
Boarding Times



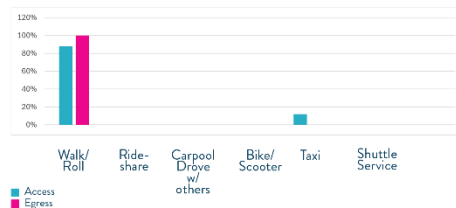
Other Palm Beach County Services Used



Trip Origin and Destination Characteristics



Access / Egress Modes

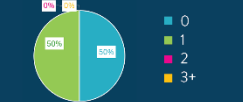


Ridership Frequency

Level of public transit usage



Transfer Frequency

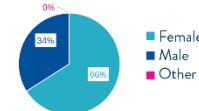


Top Transfer Zip Codes

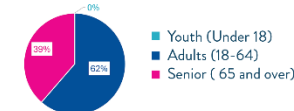
33409 33417
33426

Rider Demographics

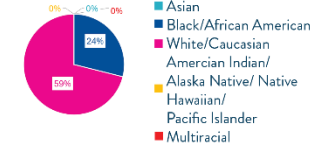
Gender



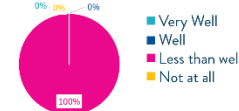
Age



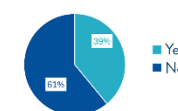
Race and Ethnicity



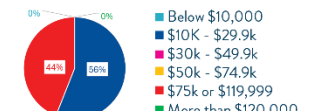
English Proficiency



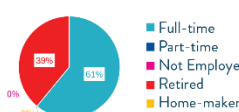
Valid Driver's License



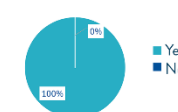
Household Income



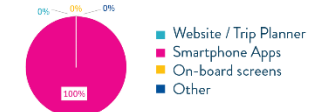
Employment Status

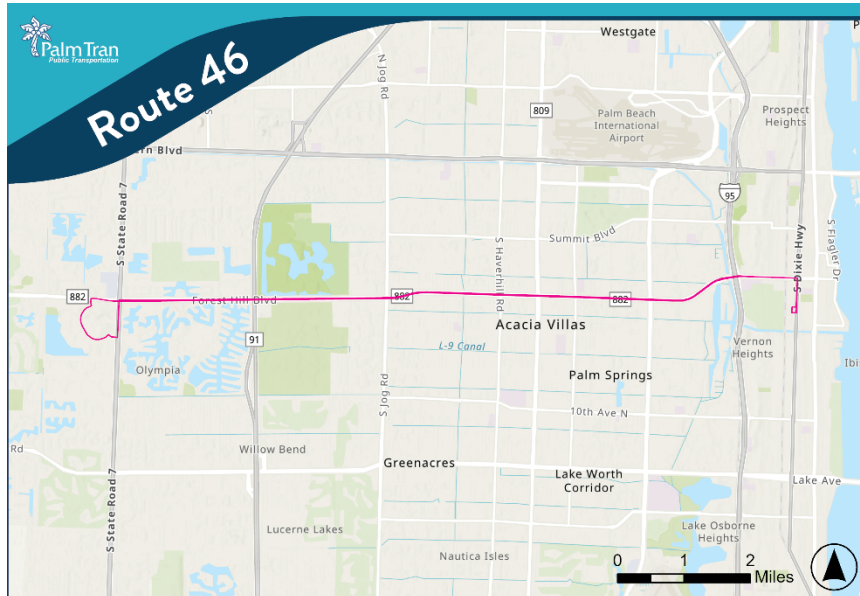


Household Access to Vehicles



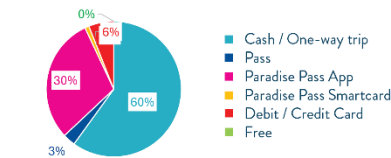
Palm Tran Information Origin



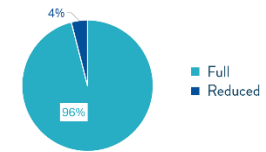


Fare Summary / Service Usage

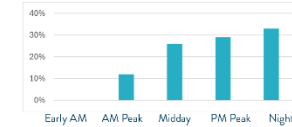
Fare Payment Method



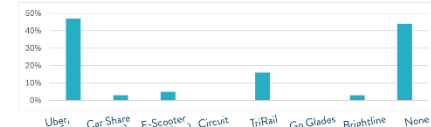
Fare Type



Boarding Times

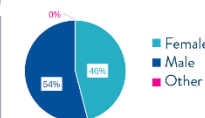


Other Palm Beach County Services Used

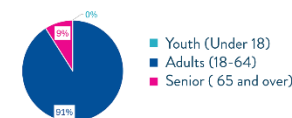


Rider Demographics

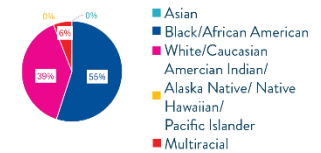
Gender



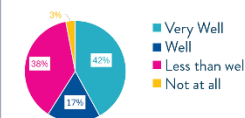
Age



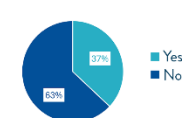
Race and Ethnicity



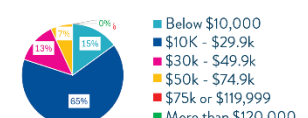
English Proficiency



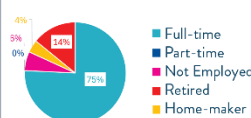
Valid Driver's License



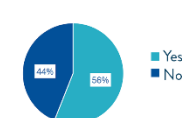
Household Income



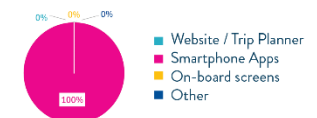
Employment Status



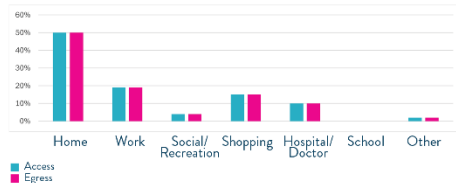
Household Access to Vehicles



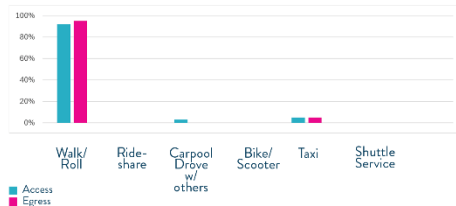
Palm Tran Information Origin



Trip Origin and Destination Characteristics

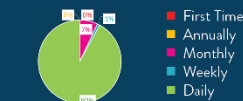


Access / Egress Modes

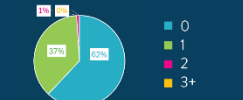


Ridership Frequency

Level of public transit usage



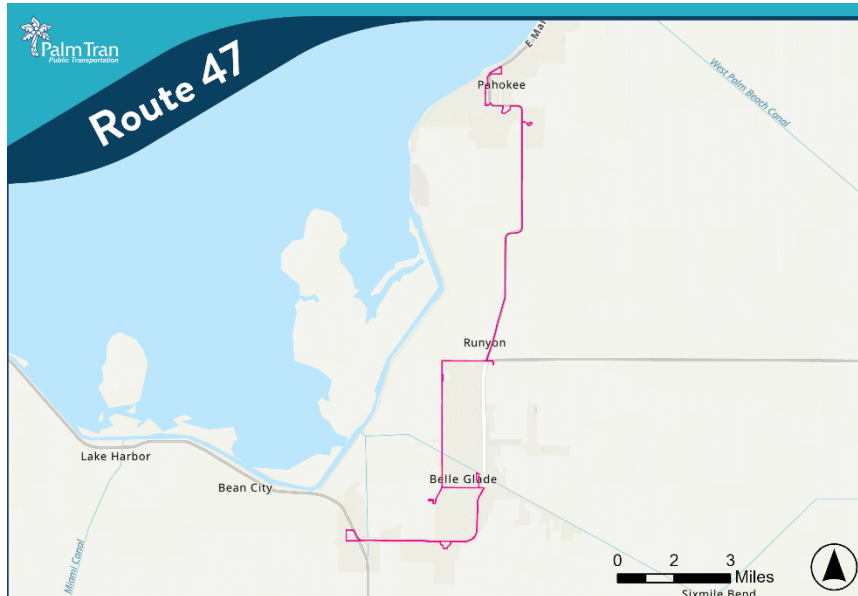
Transfer Frequency



Top Transfer Zip Codes

33415 33406
33413 33405
33463

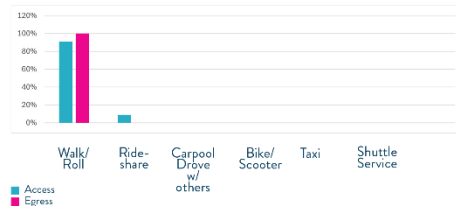




Trip Origin and Destination Characteristics

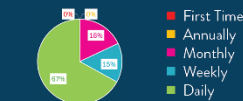


Access / Egress Modes

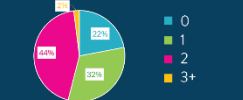


Ridership Frequency

Level of public transit usage



Transfer Frequency

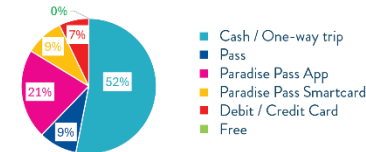


Top Transfer Zip Codes

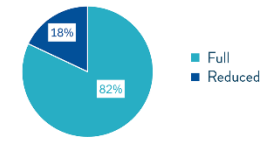
33430 33476
33404 33411
33438

Fare Summary / Service Usage

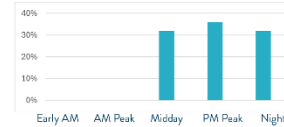
Fare Payment Method



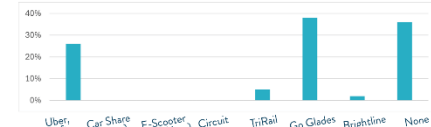
Fare Type



Boarding Times

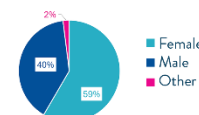


Other Palm Beach County Services Used

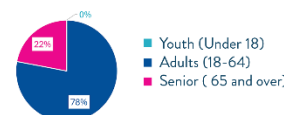


Rider Demographics

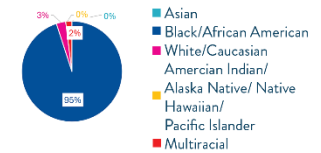
Gender



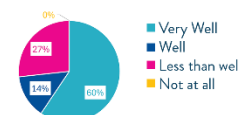
Age



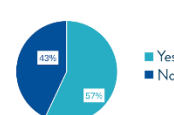
Race and Ethnicity



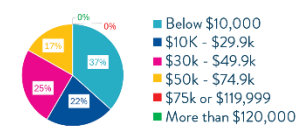
English Proficiency



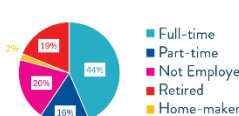
Valid Driver's License



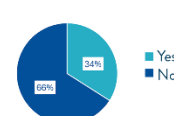
Household Income



Employment Status

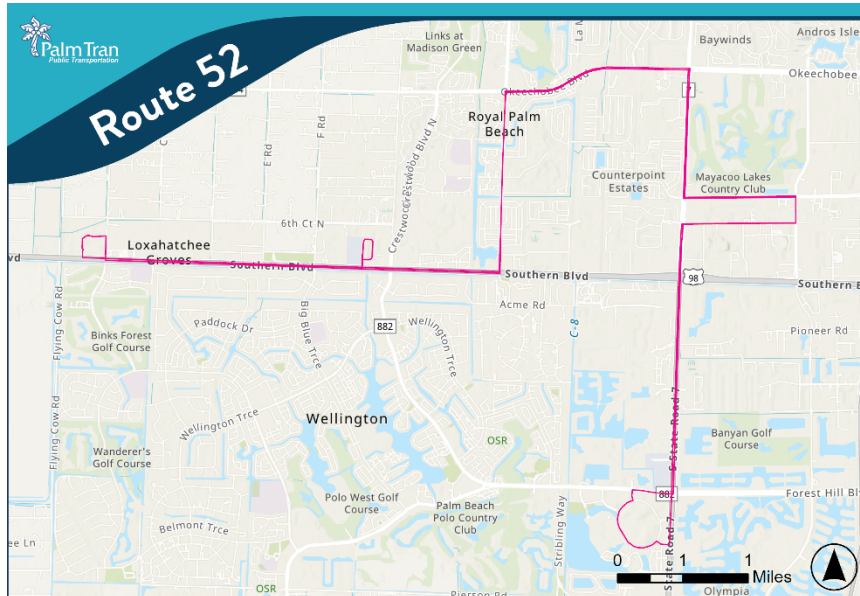


Household Access to Vehicles

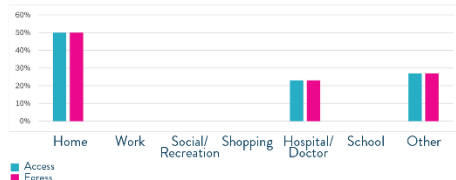


Palm Tran Information Origin

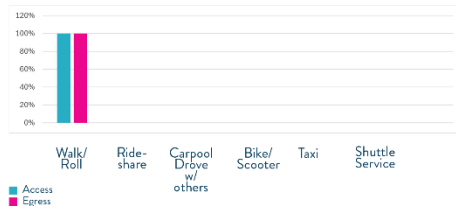




Trip Origin and Destination Characteristics

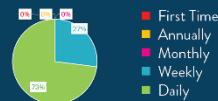


Access / Egress Modes

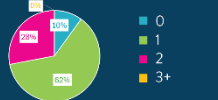


Ridership Frequency

Level of public transit usage



Transfer Frequency

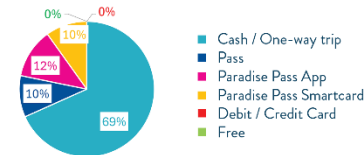


Top Transfer Zip Codes

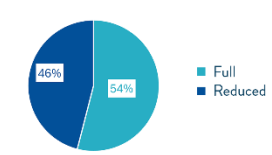
33411 33417
33476 33413
33461 33484

Fare Summary / Service Usage

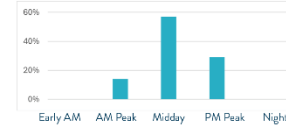
Fare Payment Method



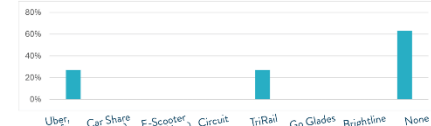
Fare Type



Boarding Times

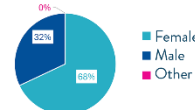


Other Palm Beach County Services Used

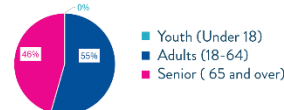


Rider Demographics

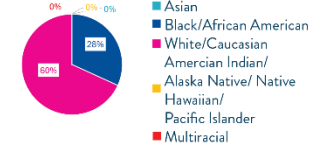
Gender



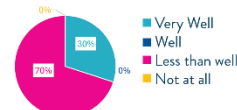
Age



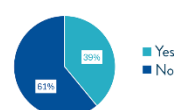
Race and Ethnicity



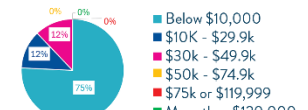
English Proficiency



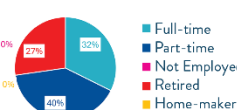
Valid Driver's License



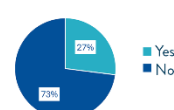
Household Income



Employment Status

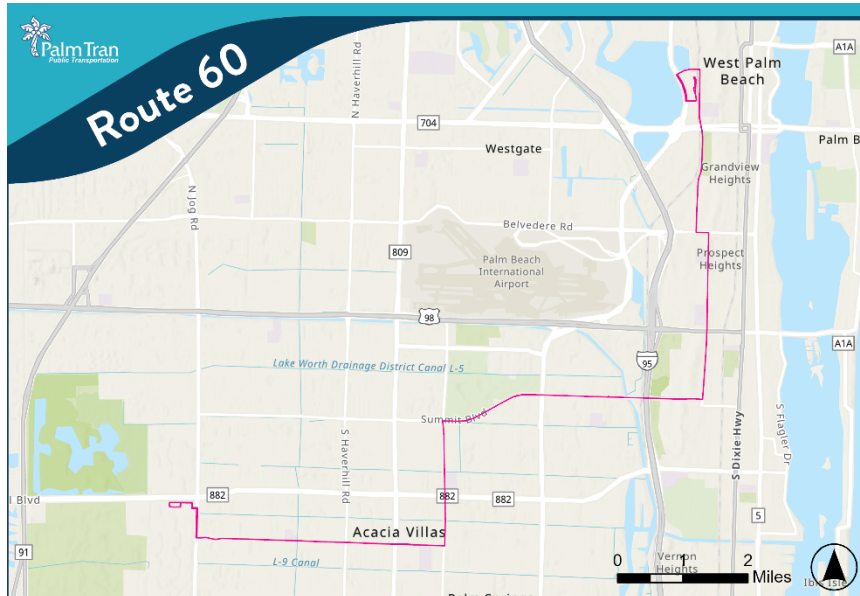


Household Access to Vehicles



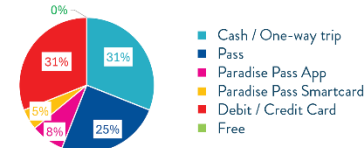
Palm Tran Information Origin



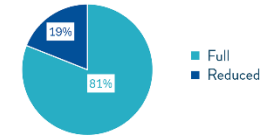


Fare Summary / Service Usage

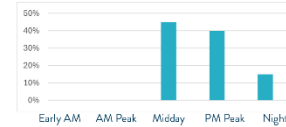
Fare Payment Method



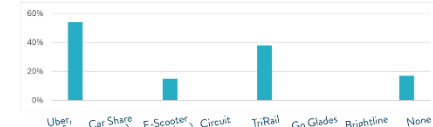
Fare Type



Boarding Times

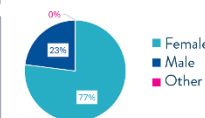


Other Palm Beach County Services Used

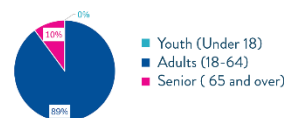


Rider Demographics

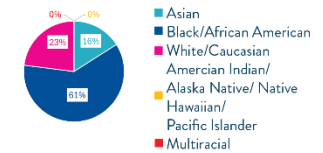
Gender



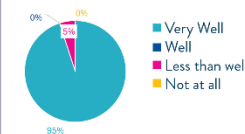
Age



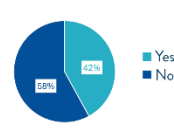
Race and Ethnicity



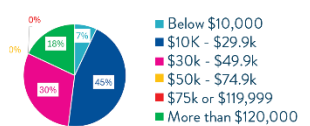
English Proficiency



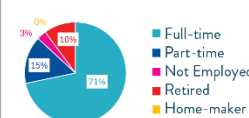
Valid Driver's License



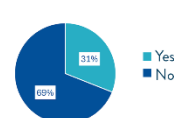
Household Income



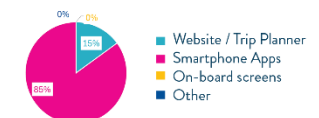
Employment Status



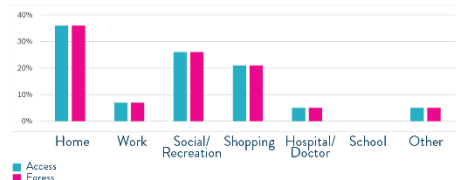
Household Access to Vehicles



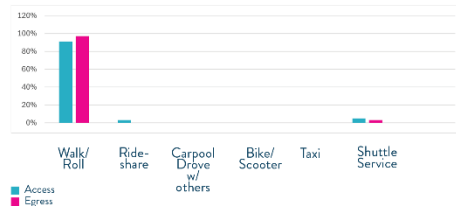
Palm Tran Information Origin



Trip Origin and Destination Characteristics

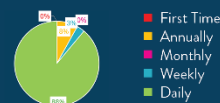


Access / Egress Modes

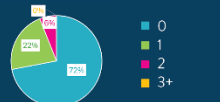


Ridership Frequency

Level of public transit usage



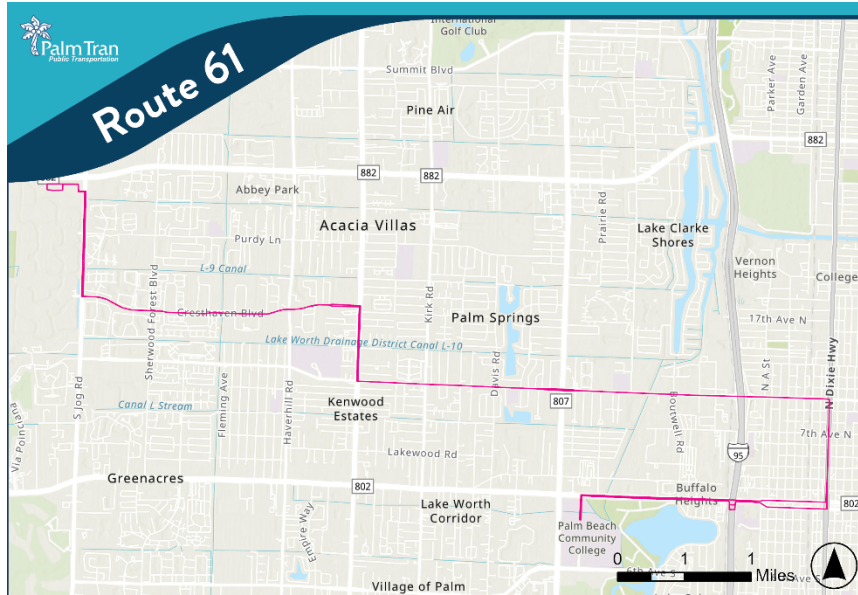
Transfer Frequency



Top Transfer Zip Codes

33406 33461
33409 33415
33313

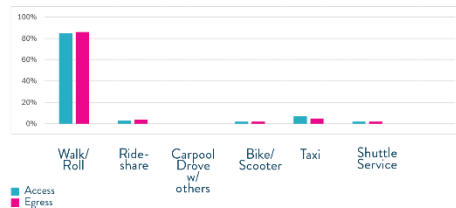




Trip Origin and Destination Characteristics

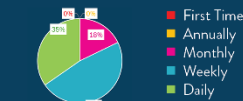


Access / Egress Modes

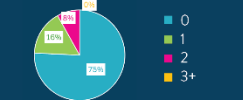


Ridership Frequency

Level of public transit usage



Transfer Frequency

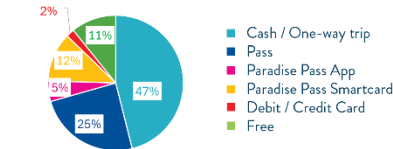


Top Transfer Zip Codes

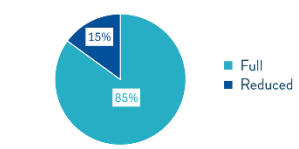
33460 33415
33406 33461
33463

Fare Summary / Service Usage

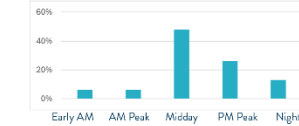
Fare Payment Method



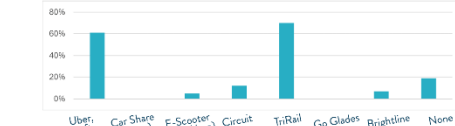
Fare Type



Boarding Times

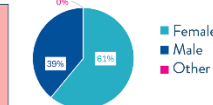


Other Palm Beach County Services Used

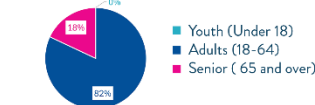


Rider Demographics

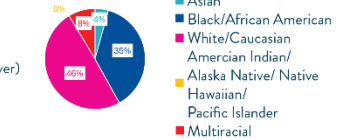
Gender



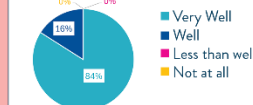
Age



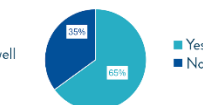
Race and Ethnicity



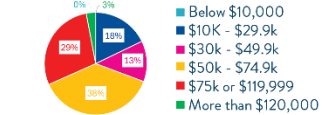
English Proficiency



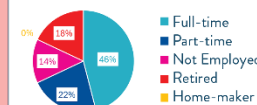
Valid Driver's License



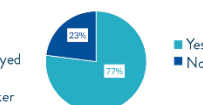
Household Income



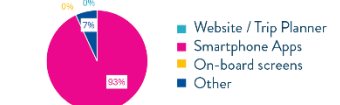
Employment Status

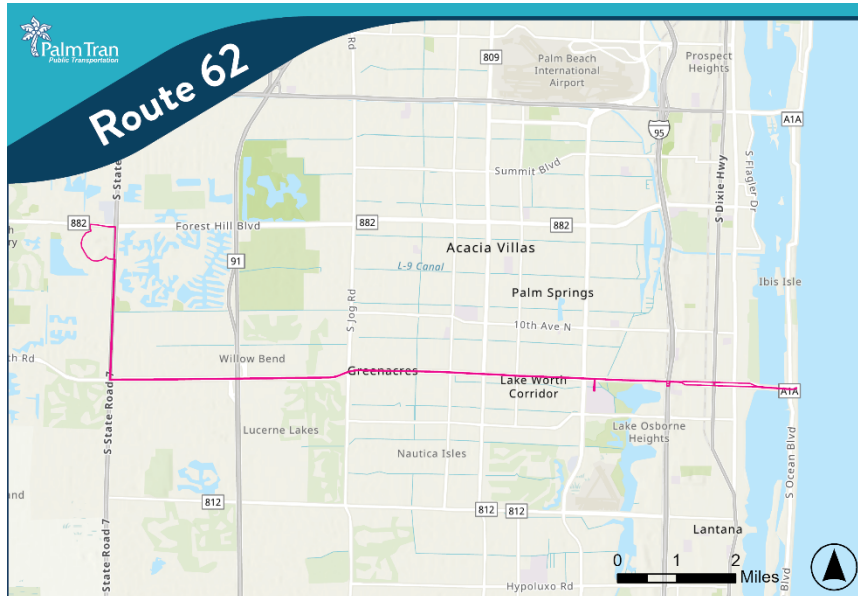


Household Access to Vehicles

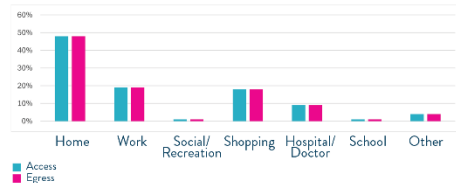


Palm Tran Information Origin

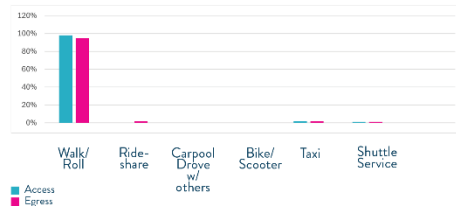




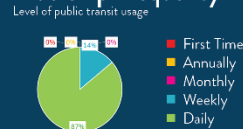
Trip Origin and Destination Characteristics



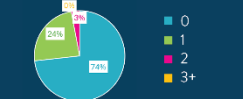
Access / Egress Modes



Ridership Frequency



Transfer Frequency

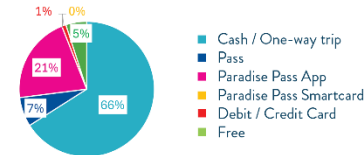


Top Transfer Zip Codes

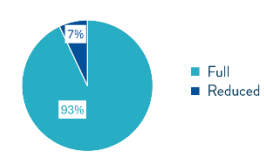
33461 33460
33463 33467
33415

Fare Summary / Service Usage

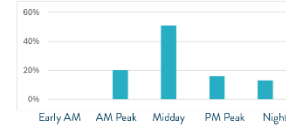
Fare Payment Method



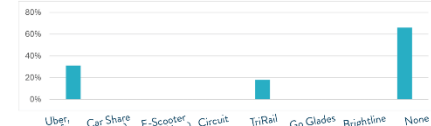
Fare Type



Boarding Times

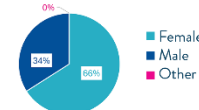


Other Palm Beach County Services Used

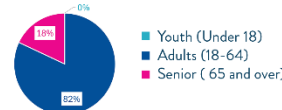


Rider Demographics

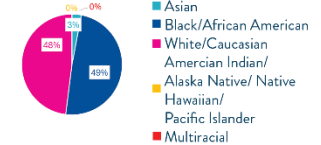
Gender



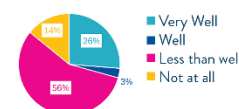
Age



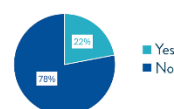
Race and Ethnicity



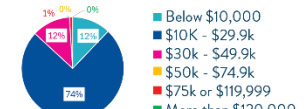
English Proficiency



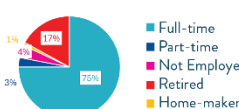
Valid Driver's License



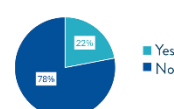
Household Income



Employment Status

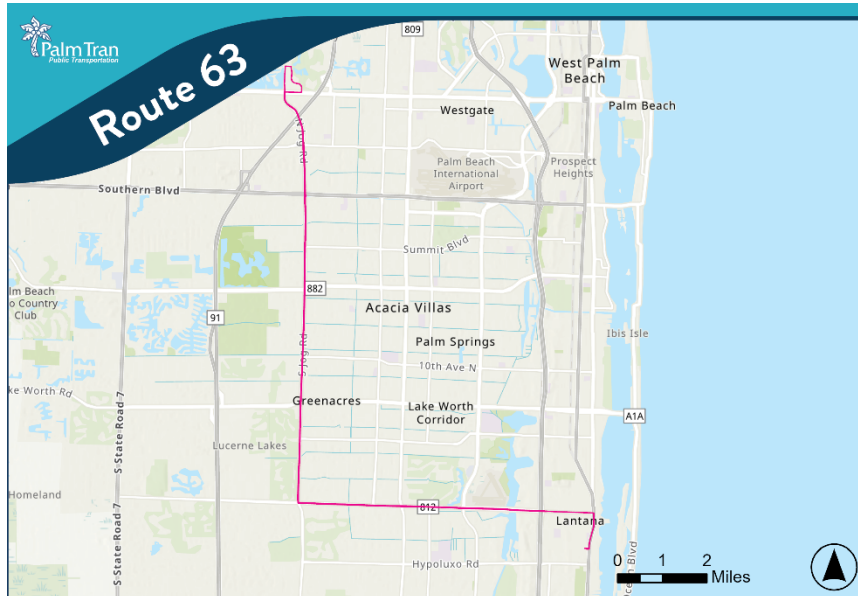


Household Access to Vehicles

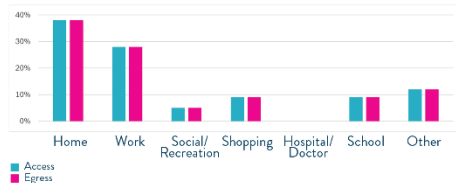


Palm Tran Information Origin

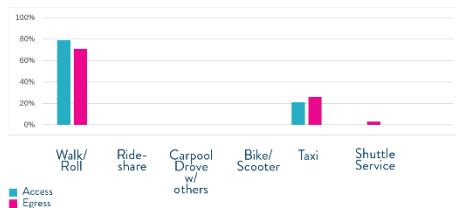




Trip Origin and Destination Characteristics

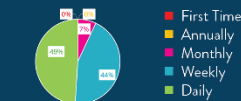


Access / Egress Modes

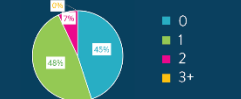


Ridership Frequency

Level of public transit usage



Transfer Frequency

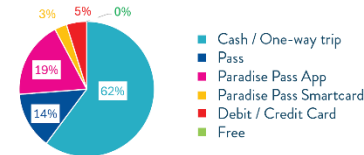


Top Transfer Zip Codes

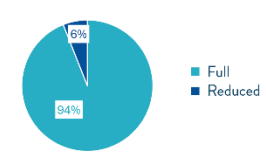
33462 33463
33411 33435
33461

Fare Summary / Service Usage

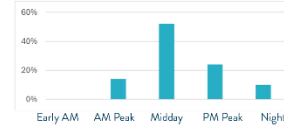
Fare Payment Method



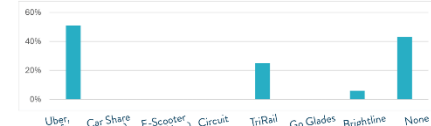
Fare Type



Boarding Times

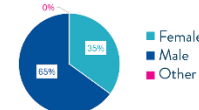


Other Palm Beach County Services Used

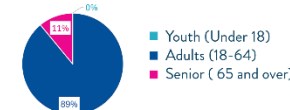


Rider Demographics

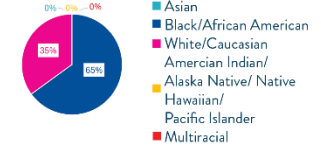
Gender



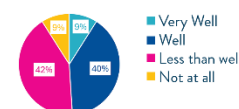
Age



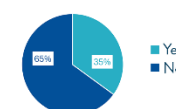
Race and Ethnicity



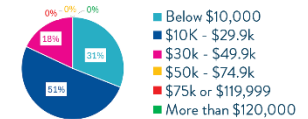
English Proficiency



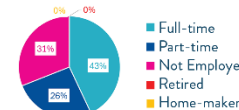
Valid Driver's License



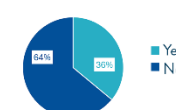
Household Income



Employment Status

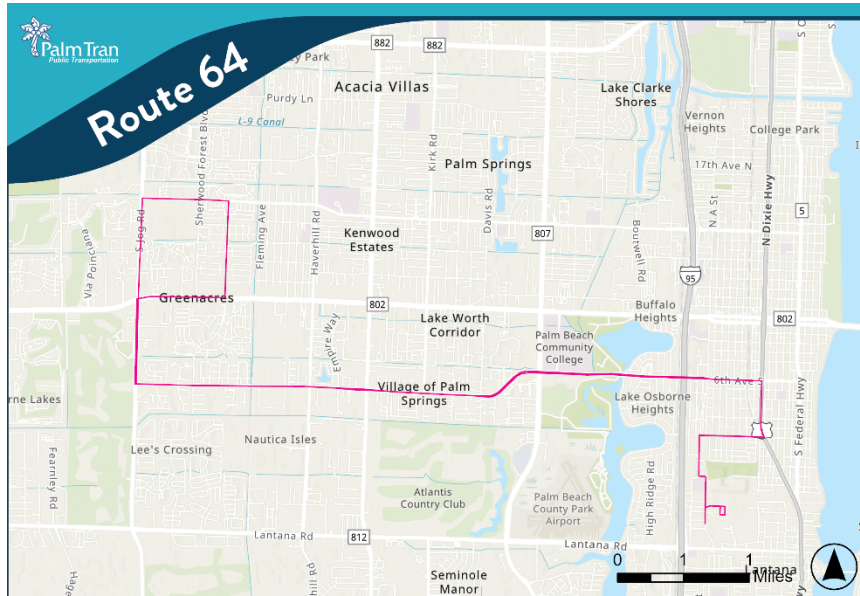


Household Access to Vehicles

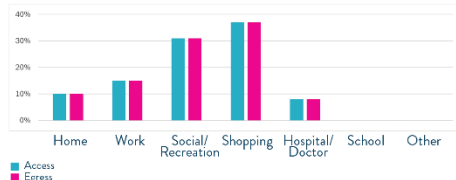


Palm Tran Information Origin

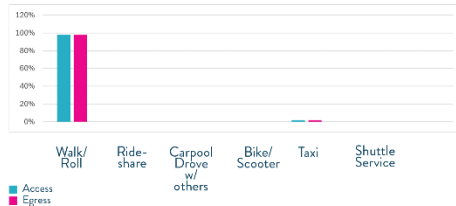




Trip Origin and Destination Characteristics

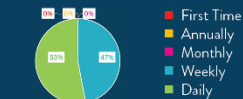


Access / Egress Modes

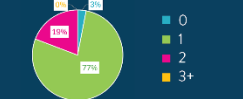


Ridership Frequency

Level of public transit usage



Transfer Frequency

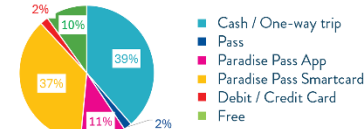


Top Transfer Zip Codes

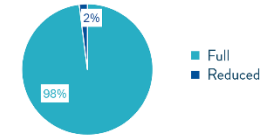
33461 33463
33462 33460
33435 33444

Fare Summary / Service Usage

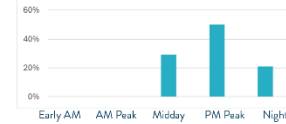
Fare Payment Method



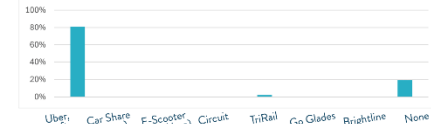
Fare Type



Boarding Times

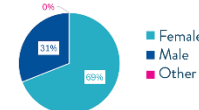


Other Palm Beach County Services Used

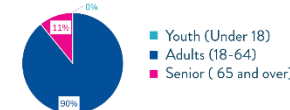


Rider Demographics

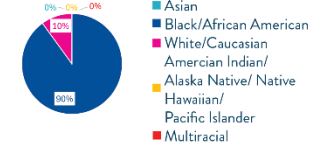
Gender



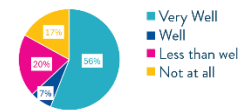
Age



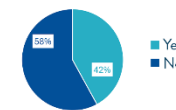
Race and Ethnicity



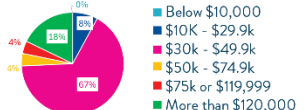
English Proficiency



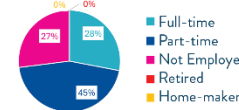
Valid Driver's License



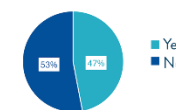
Household Income



Employment Status

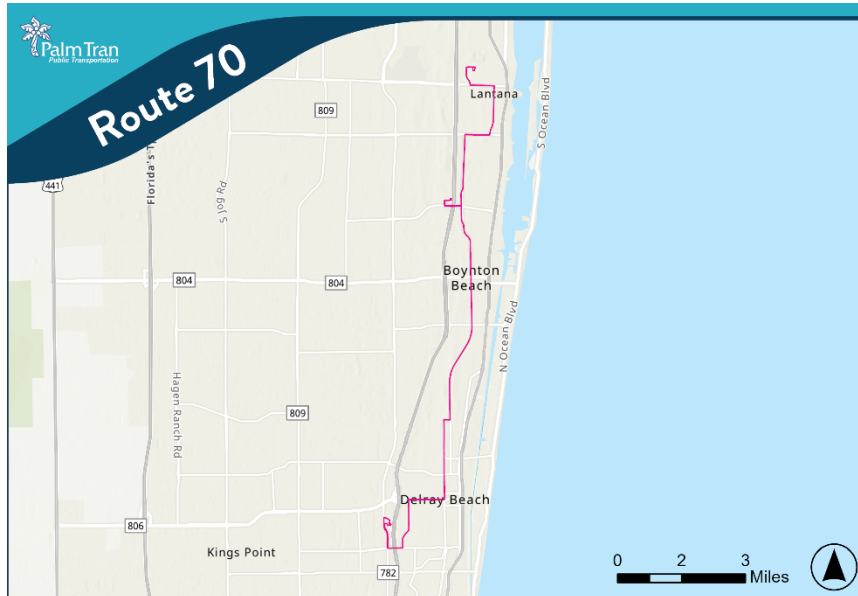


Household Access to Vehicles

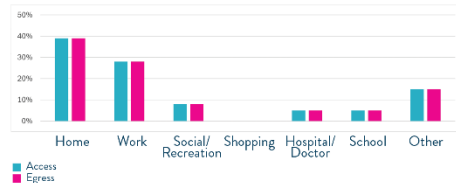


Palm Tran Information Origin

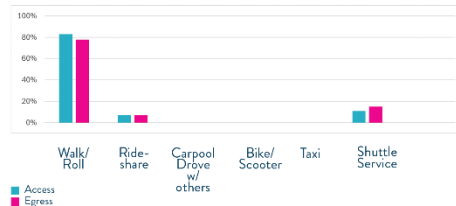




Trip Origin and Destination Characteristics

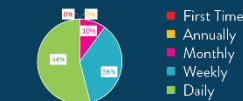


Access / Egress Modes

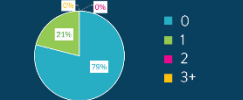


Ridership Frequency

Level of public transit usage



Transfer Frequency

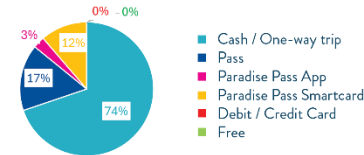


Top Transfer Zip Codes

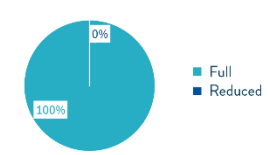
33435 33460
33434 33436
33444

Fare Summary / Service Usage

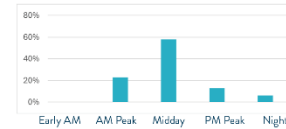
Fare Payment Method



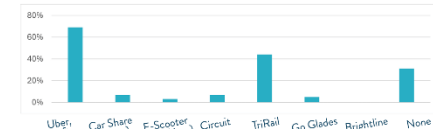
Fare Type



Boarding Times

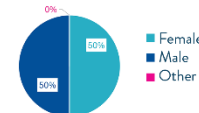


Other Palm Beach County Services Used

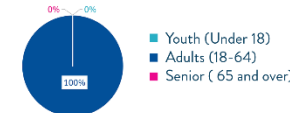


Rider Demographics

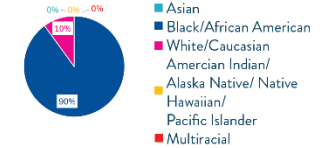
Gender



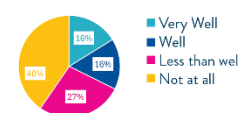
Age



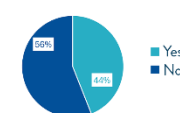
Race and Ethnicity



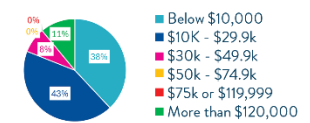
English Proficiency



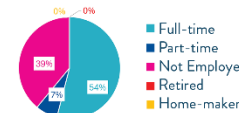
Valid Driver's License



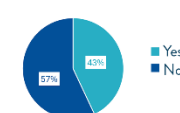
Household Income



Employment Status

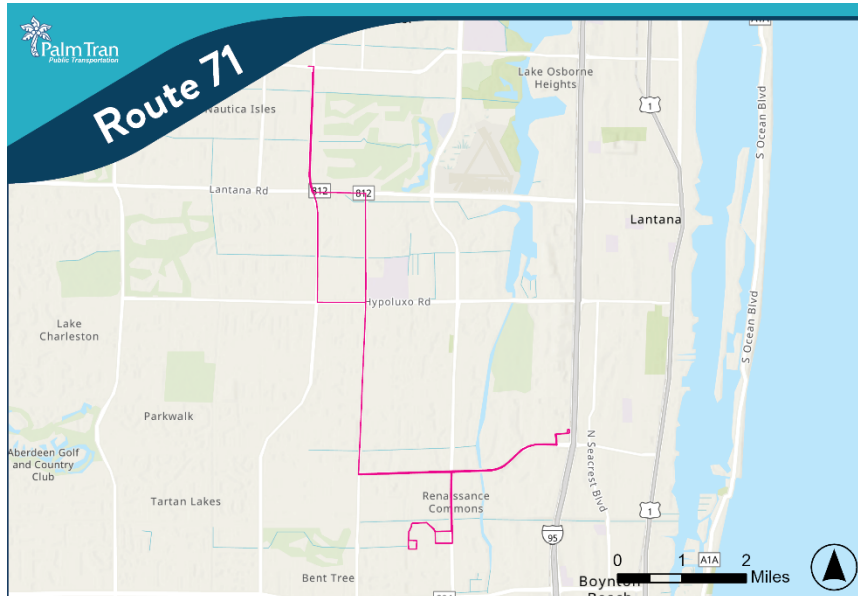


Household Access to Vehicles

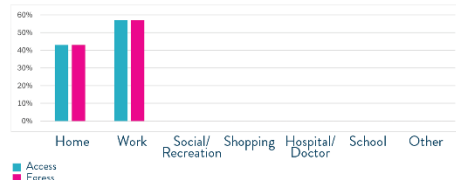


Palm Tran Information Origin

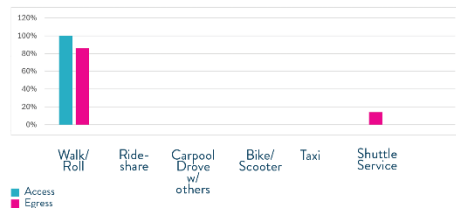




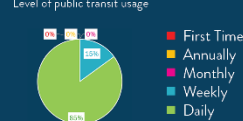
Trip Origin and Destination Characteristics



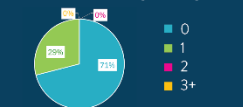
Access / Egress Modes



Ridership Frequency



Transfer Frequency

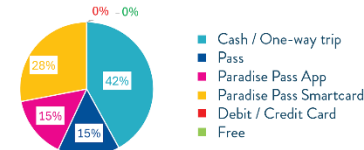


Top Transfer Zip Codes

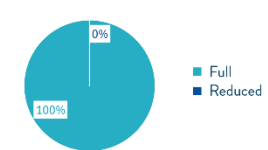
33462 33426
33436 33484
33313

Fare Summary / Service Usage

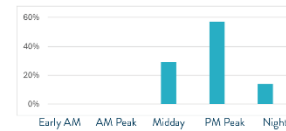
Fare Payment Method



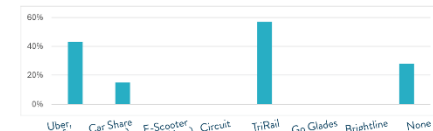
Fare Type



Boarding Times

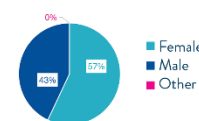


Other Palm Beach County Services Used

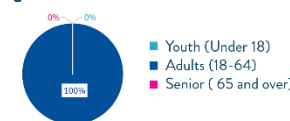


Rider Demographics

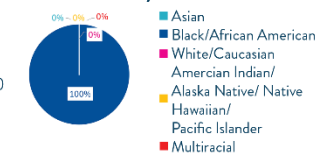
Gender



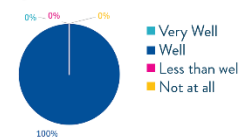
Age



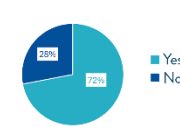
Race and Ethnicity



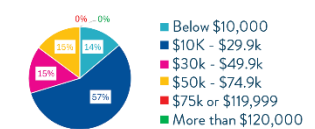
English Proficiency



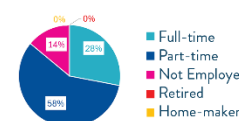
Valid Driver's License



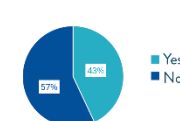
Household Income



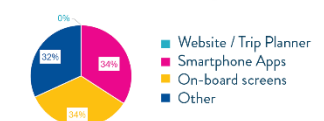
Employment Status

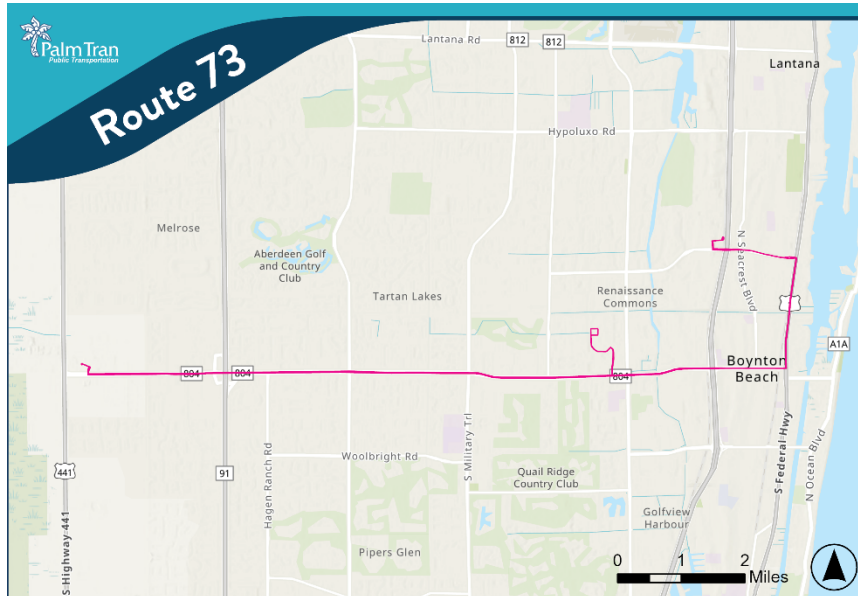


Household Access to Vehicles



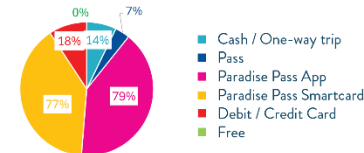
Palm Tran Information Origin



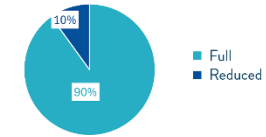


Fare Summary / Service Usage

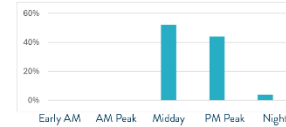
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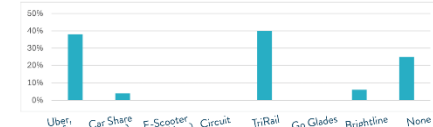
Fare Type



Boarding Times

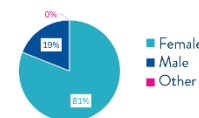


Other Palm Beach County Services Used

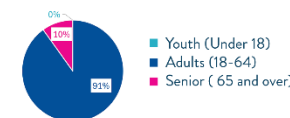


Rider Demographics

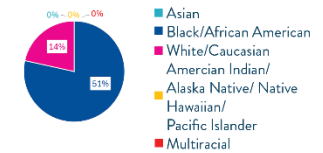
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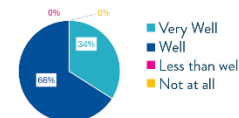
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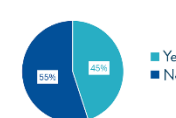
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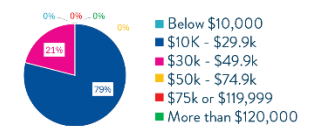
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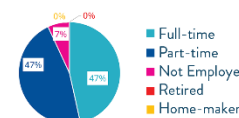
Valid Driver's License



Household Income



Employment Status



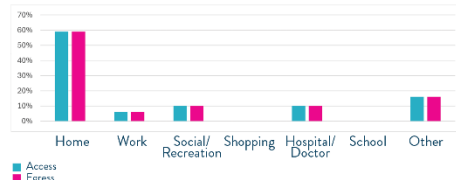
Household Access to Vehicles



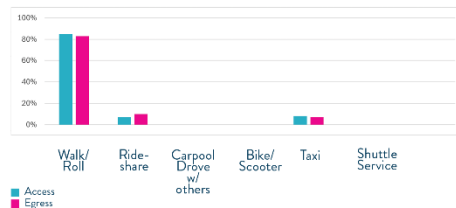
Palm Tran Information Origin



Trip Origin and Destination Characteristics

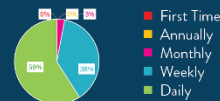


Access / Egress Modes

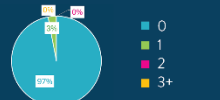


Ridership Frequency

Level of public transit usage



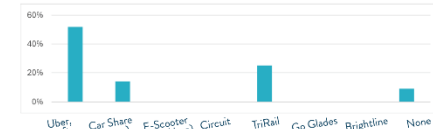
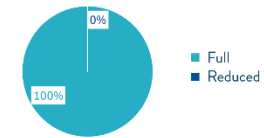
Transfer Frequency



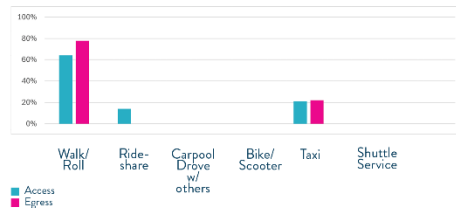
Top Transfer Zip Codes

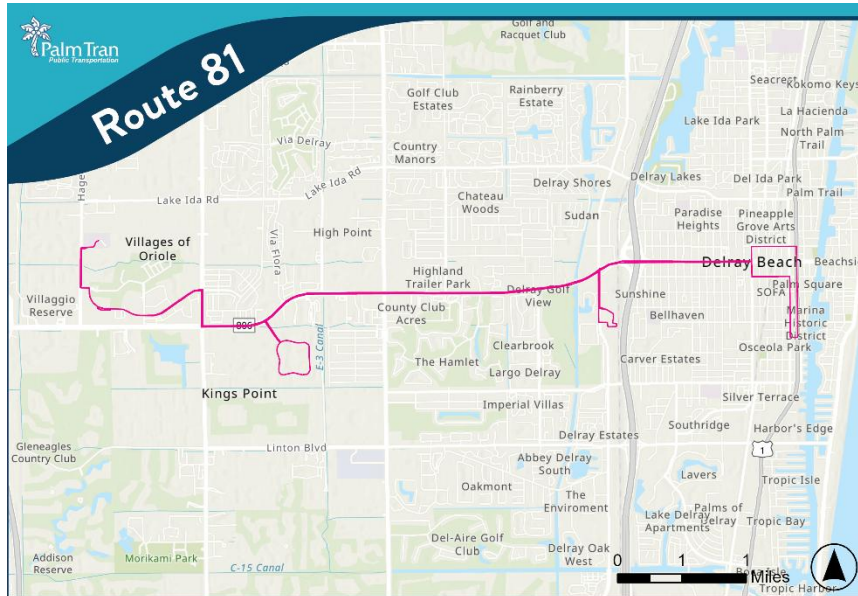
33436 33426
33435 33437



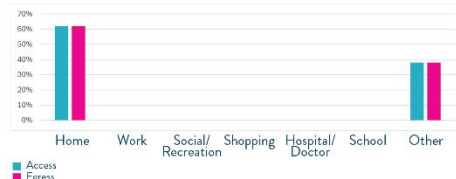


Digital Content Type	Percentage
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Website / Trip Planner	0%
On-board screens	0%
Other	0%

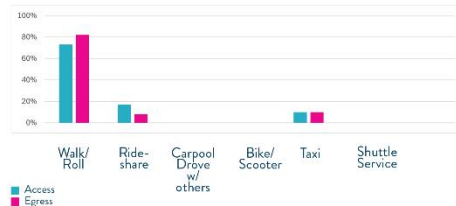




Trip Origin and Destination Characteristics



Access / Egress Modes



Ridership Frequency

Level of public transit usage



Transfer Frequency



Top Transfer Zip Codes

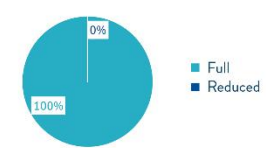
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Fare Summary / Service Usage

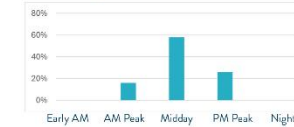
Fare Payment Method



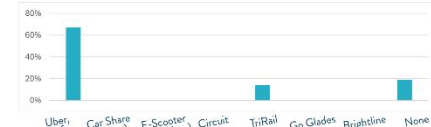
Fare Type



Boarding Times



Other Palm Beach County Services Used

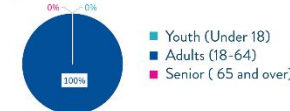


Rider Demographics

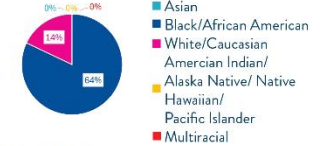
Gender



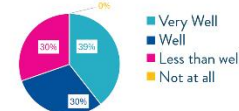
Age



Race and Ethnicity



English Proficiency



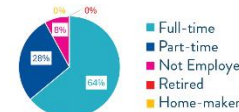
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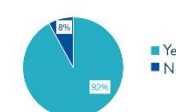
Household Income



Employment Status

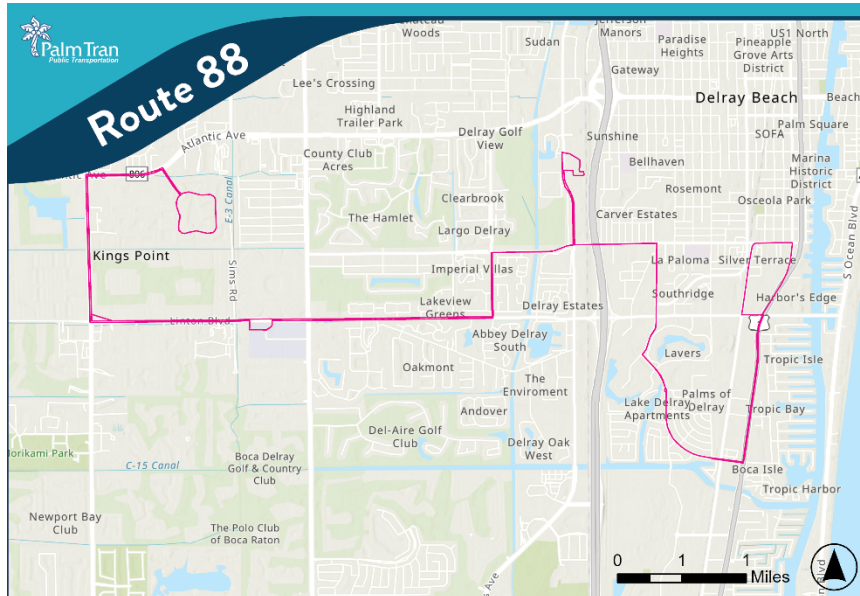


Household Access to Vehicles



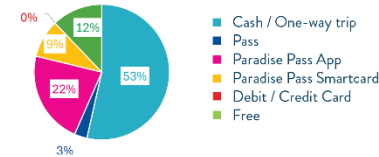
Palm Tran Information Origin



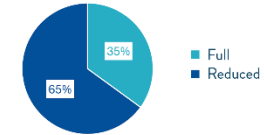


Fare Summary / Service Usage

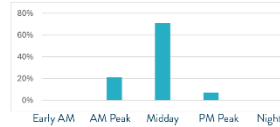
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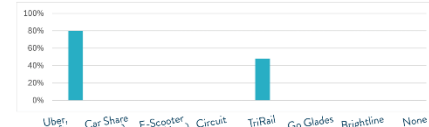
Fare Type



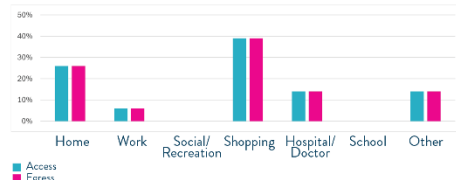
Boarding Times



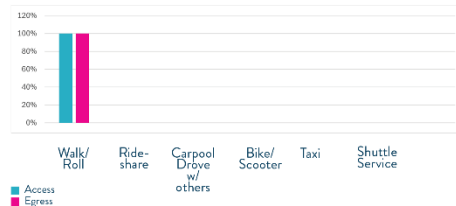
Other Palm Beach County Services Used



Trip Origin and Destination Characteristics

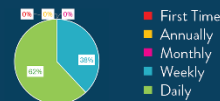


Access / Egress Modes



Ridership Frequency

Level of public transit usage



Transfer Frequency

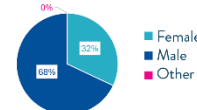


Top Transfer Zip Codes

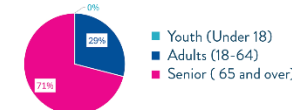
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Rider Demographics

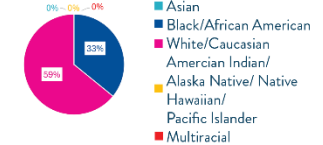
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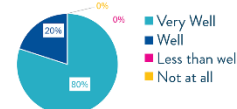
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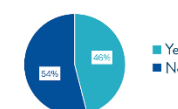
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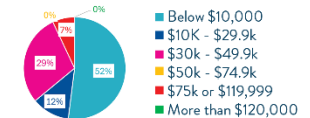
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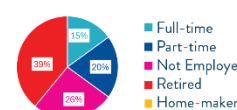
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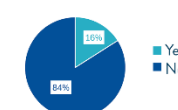
Household Income



Employment Status



Household Access to Vehicles

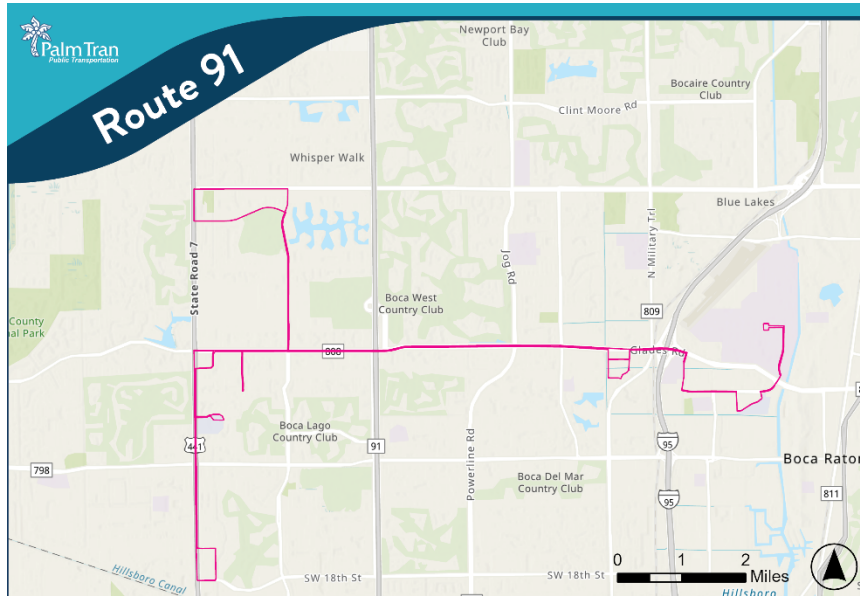


Palm Tran Information Origin

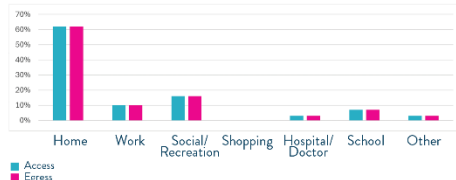


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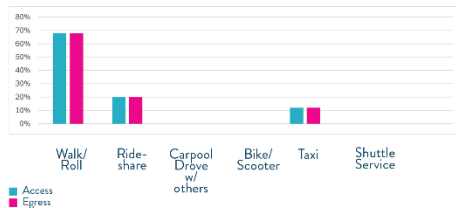




Trip Origin and Destination Characteristics

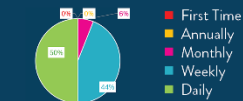


Access / Egress Modes

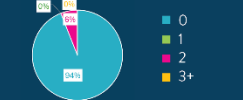


Ridership Frequency

Level of public transit usage



Transfer Frequency

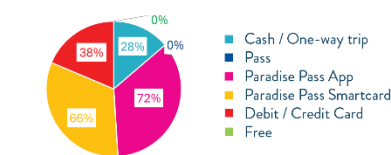


Top Transfer Zip Codes

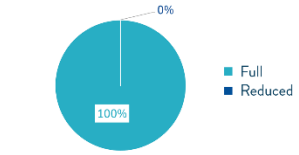
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Fare Summary / Service Usage

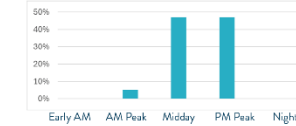
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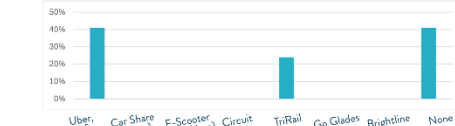
Fare Type



Boarding Times

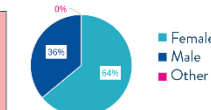


Other Palm Beach County Services Used

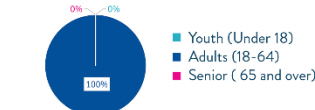


Rider Demographics

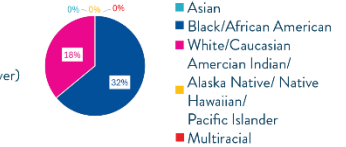
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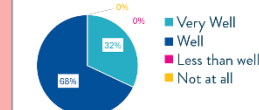
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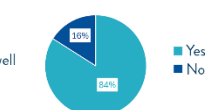
Race and Ethnicity



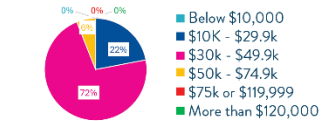
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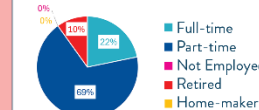
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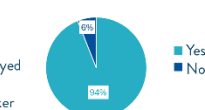
Household Income



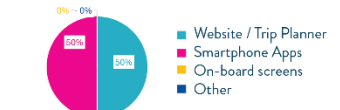
Employment Status



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 E**

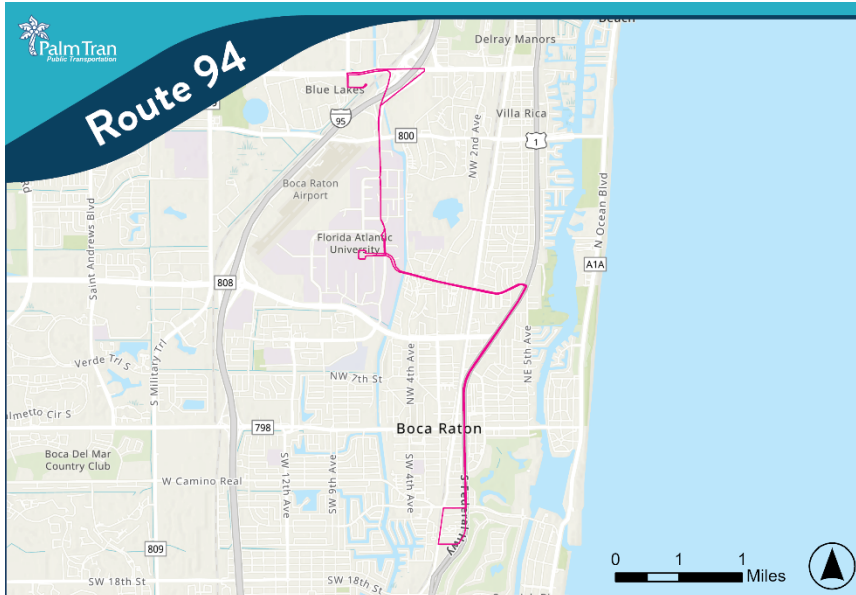
Part Two (2) includes:
Appendices F to L



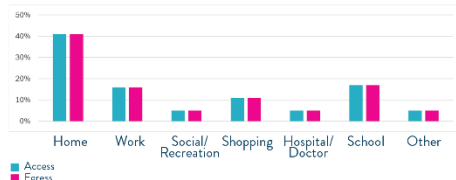
Title VI Program Update

August 2025

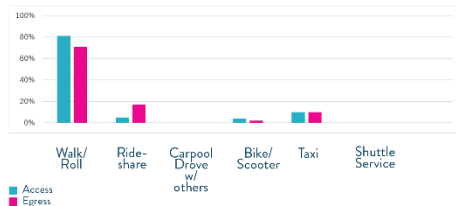




Trip Origin and Destination Characteristics

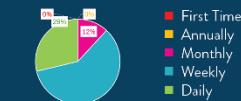


Access / Egress Modes



Ridership Frequency

Level of public transit usage



Transfer Frequency

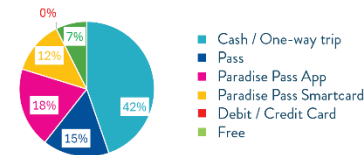


Top Transfer Zip Codes

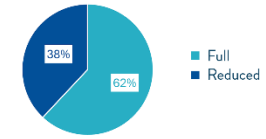
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Fare Summary / Service Usage

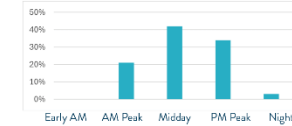
Fare Payment Method



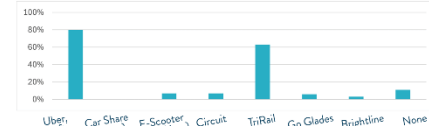
Fare Type



Boarding Times

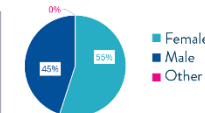


Other Palm Beach County Services Used

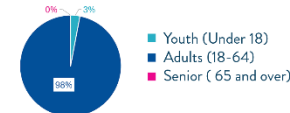


Rider Demographics

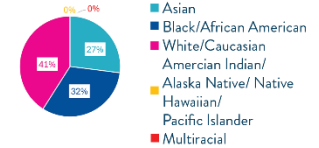
Gender



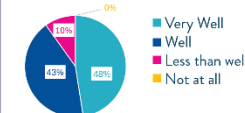
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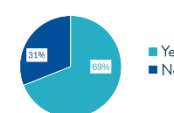
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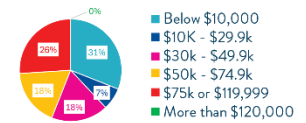
English Proficiency



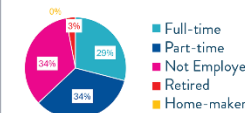
Valid Driver's License



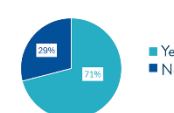
Household Income



Employment Status



Household Access to Vehicles



Palm Tran Information Origin





Appendix F

Service Equity Analysis
(Route 20 & 49)



Title VI Analysis & Findings

Table of Contents

Findings	3
Requirements	3
Methodology	4
Results.....	5
Supporting Maps.....	6

Findings

The results of the Title VI equity analysis performed to compare the proposed September 2022 service changes with the existing bus network found no disproportionate adverse impacts on low income or minority populations.

Requirements

Transit providers within service areas containing more than 200,000 residents are required under Title VI of the Civil Rights Act of 1964 to complete an equity analysis of any major service change or fare change. The analysis must be completed during the programming stages, regardless of the proposed amount of fare increase or in the case of service changes, a service equity analysis is required for any major service change. Requirements for major service changes differ based on the magnitude of changes and established thresholds. The purpose of an equity analysis is to ensure that any potential fare structures or service changes are consistent with Title VI of the Civil Rights Act of 1964 and are fair and equitable to all citizens, regardless of race, color, or national origin. The objectives of FTA's Title VI Program, as set forth in FTA Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," are:

- To ensure that FTA-assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin.
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin.
- To ensure that opportunities to participate in the transit planning and decision-making process are provided to persons without regard to race, color, or national origin.
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin.
- To ensure that corrective and remedial action is taken by all applicants and recipients of FTA assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

An equity analysis must be completed to determine whether planned changes will have a disproportionate impact on minority populations. Although low-income populations are not a protected class under Title VI, it is recognized through statistical analysis that there is an inherent overlap of environmental justice (EJ) principles with low-income populations.

Additionally, 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 proposed service and fare changes to determine if low-income populations will bear a disproportionate burden of the changes. Therefore, an equity analysis determines whether there is a disproportionate burden between the existing fare or service and the proposed fare or service change on low-income riders.

Methodology

The service equity analysis compares access to bus transit services for the proposed bus network changes in relation to the existing bus network. Access to transit services was determined based on changes in routes and related bus stops. The methodology used is as noted:

1. Identify existing Title VI areas within Palm Beach County comprised of Census block groups with: a) minority populations greater than the average countywide minority population, and b) low income populations greater than the average countywide low income population. Within the Palm Tran service area, low income population accounts for 13.9% of the general population and minority population accounts for 43.1% of the general population.
2. Determine if the service changes constitute a major service change. The proposed bus network change will result in the discontinuation of a route and therefore is considered a major service change.
3. Using service planning GIS analyses, calculate impacts of proposed service changes on ridership access within designated Title VI population areas, including:
 - a. Changes to and/or elimination of bus stops using walksheds of ¼-mile
 - b. Changes to service span impacting ridership within the time periods impacted
 - c. Changes to service frequency impacting ridership
 - d. Changes to routes alignments and eliminations impacting accessibility
4. Using service planning GIS analyses, calculate impacts of proposed service changes on ridership activity within the overall Palm Tran bus network, including:

-
- e. Changes to and/or elimination of bus stops using walksheds of ¼-mile
 - f. Changes to service span impacting ridership within the time periods impacted
 - g. Changes to service frequency impacting ridership
 - h. Changes to routes alignments and eliminations impacting accessibility
5. Compare impacts on Title VI protected groups to impacts on the general system
- i. If impacts to Title VI protected groups are greater than 20% of impacts on the general public, per Palm Tran policy, then an adverse disproportionate impact exists
 - j. If disproportionate impacts do not exist, then changes are in compliance with Title VI
6. For disproportionate impacts, identify reasonable means to mitigate the adverse impacts on low income and minority areas.

Results

The results of the Title VI analysis found no disproportionate adverse impacts on low income or minority populations within the Palm Tran service area using a ¼-mile buffer as a standard walkshed measure of access to service.

While the proposed service changes eliminate a route, no bus stops will be eliminated and the existing service span and frequency will be maintained at all bus stops. This is because Route 20 will be completely absorbing the present-day Route 49. The supporting maps in the next section display the changes in alignment for both Route 20 and Route 49. The proposed and future start and end times of the route will remain the same to maintain the current level of customer service. Therefore, no disproportionate adverse impacts accrue to Title VI protected populations and no additional mitigation is necessary.

Supporting Maps

Figure 1 – Proposed Route 20

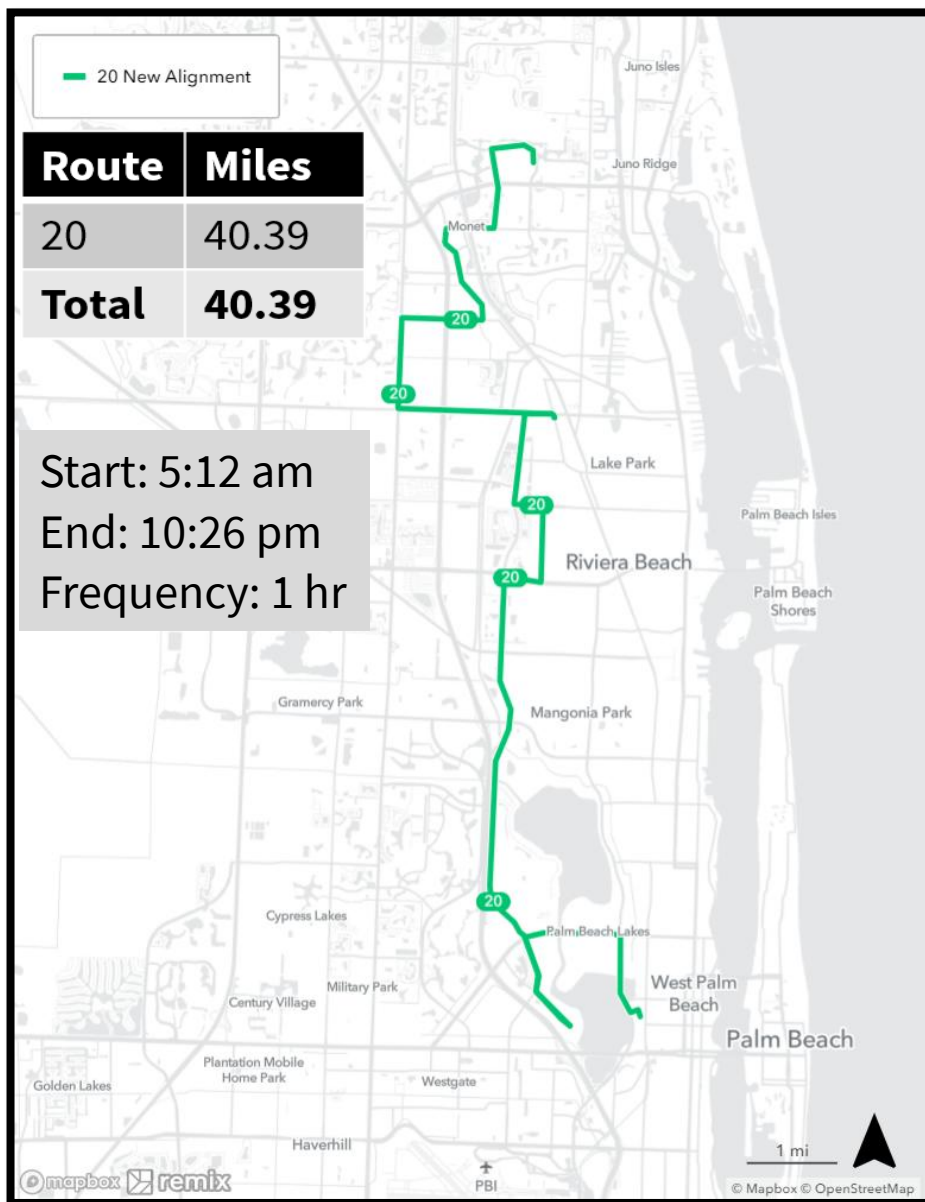
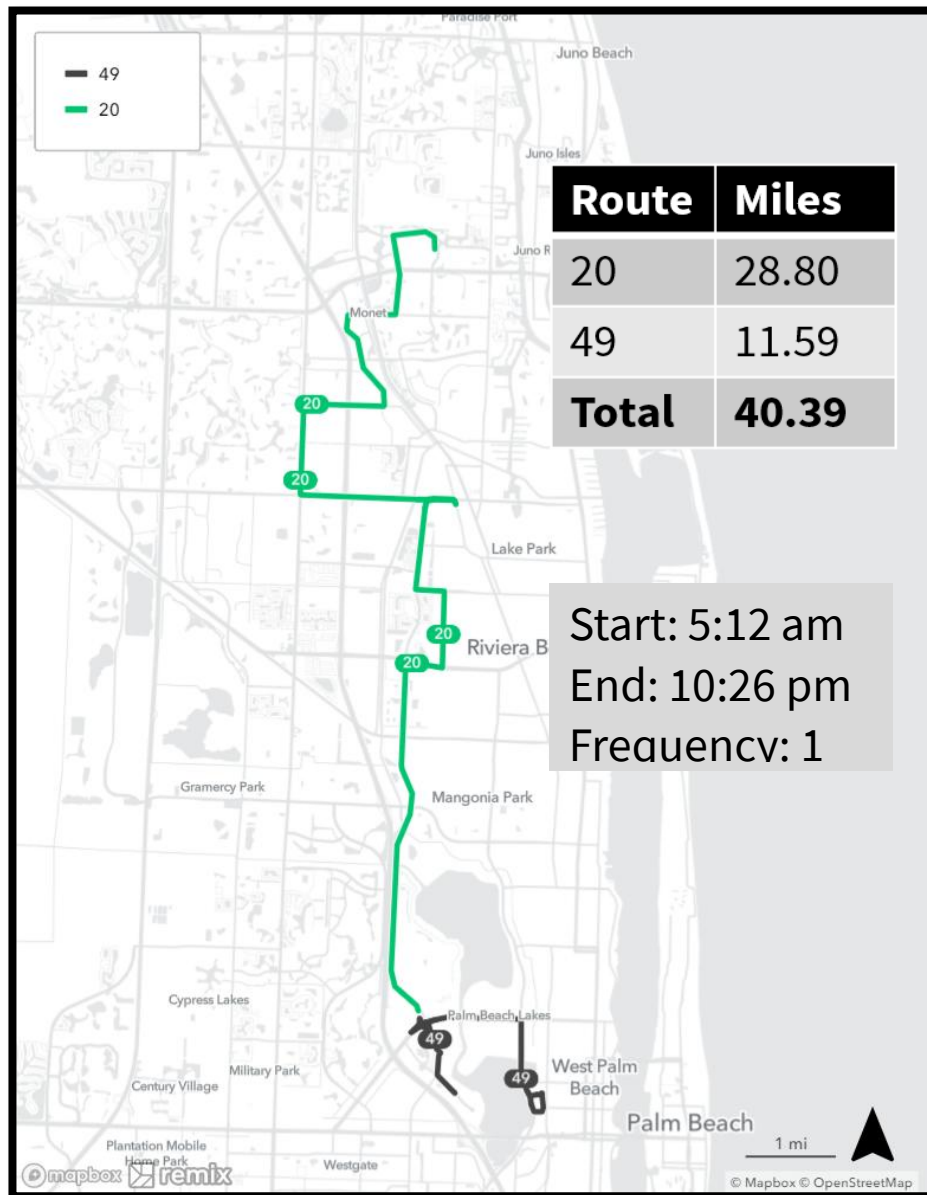


Figure 2 – Current Route 20 and 49





Appendix G

2023 Service Changes
(Route 20, 21, 33, 52)



Palm Tran 2023 Service Equity Analysis

1. Introduction

This memo describes the service equity analysis conducted in response to the following proposed service changes:

- Elimination of Route 52
- Elimination of Route 21
- Route Changes to Route 20
- Route Changes to Route 33

The service equity analysis was completed in accordance with Palm Tran's Title VI plan. The Title VI policies below are central to the service equity analysis.

1.1. Equity Analysis Policy

Palm Tran's Title VI plan states that "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."

1.2. Major Service Change Policy

Major service changes are defined as either a 25% change in system-wide service hours or a 25% change in route-level mileage, per the Palm Tran Title VI plan. The four aforementioned routes meet the threshold for a major service change based on the 25% change in route-level mileage, necessitating a service equity analysis.

1.3. Adverse Effects

As part of the Equity Analysis Policy, Palm Tran is charged with reviewing potential adverse effects of proposed major service changes or fare changes. Palm Tran's Title VI plan does not provide a specific definition for adverse effects. However, potential adverse effects could include reductions in service related to span of service, frequency of service, elimination of routes, or changes to routes that result in the elimination of route segments.

1.4. Disparate Impact Policy

The analysis must evaluate whether the proposed service changes result in any adverse effects that have a disparate impact on minority populations. Palm Tran's Disparate Impact Policy, established in the Title VI plan, is as follows:

"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."

Minority populations are defined here as including American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

1.5. Disproportionate Burden Policy

The analysis must also assess whether the proposed service changes create any adverse effects that disproportionately burden low-income populations. Per Palm Tran's Title VI plan, the Disproportionate Burden Policy is:

"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."

Low-income populations are defined here as the population at or below the poverty line.

2. Analysis of Proposed Service Changes

The sections below describe the results of the service equity analysis for each proposed service change.

2.1. Elimination of Route 52

2.1.1. Major Service Change

The elimination of a route exceeds the 25% threshold for change in route-level mileage according to Palm Tran's Major Service Change Policy. Therefore, a service equity analysis is required.

2.1.2. Adverse Effects

The elimination of a route constitutes an adverse effect.

2.1.3. Analysis Framework

This analysis uses 2017-2021 American Community Survey (ACS) data at the block group level.

2.1.4. Results

To determine whether or not the elimination of Route 52 would have a disparate impact on minority populations or a disproportionate burden on low-income populations, the analysis compared the minority and low-income populations who would be adversely impacted—populations in block groups within a quarter-mile of the existing route—to the county average for minority and low-income populations. The difference between the county average and the impacted populations was then compared to the 20% thresholds for disparate impact and disproportionate burden.

As shown below in Figure 2-1, four census block groups report high levels (more than 20%) of minority population in comparison to the county average (48.1%). However, on average all the block groups within a quarter-mile of Route 52 did not exceed the 20% threshold for disparate impact on minority populations (see Table 2-1). Therefore, minority populations will not experience disparate impacts, and no mitigation is required.

No block groups report high levels (more than 20%) of low-income population in comparison to the county average (11.6%), as shown below in Figure 2-2. On average all the block groups within a quarter mile of Route 52 did not exceed the 20% threshold for disproportionate burden to low-income populations (see Table 2-1). Therefore, low-income populations will not experience a disproportionate burden and no mitigation is required.

Table 2-1: Route 52 Equity Analysis Results

	Minority Population	Non- Minority Population	Low-Income Population	Non-Low- Income Population
County Average	48.1%	51.9%	11.6%	88.4%
Impacted Population	48.8%	51.2%	6.3%	93.7%
Threshold	68.1%	-	31.6%	-
Disparate Impact or Disproportionate Burden?	No	-	No	-

2.1.5. Mitigation

While no mitigation is required, Palm Tran intends to implement a TNC Zone that would serve the population being impacted by the route elimination (see Figure 2-1Figure 2-3Figure 2-7 and Figure 2-2). The TNC Zone would ensure that populations impacted by the route elimination do not lose access to Palm Tran services.

Figure 2-1: Route 52 Service Equity Analysis for Minority Populations

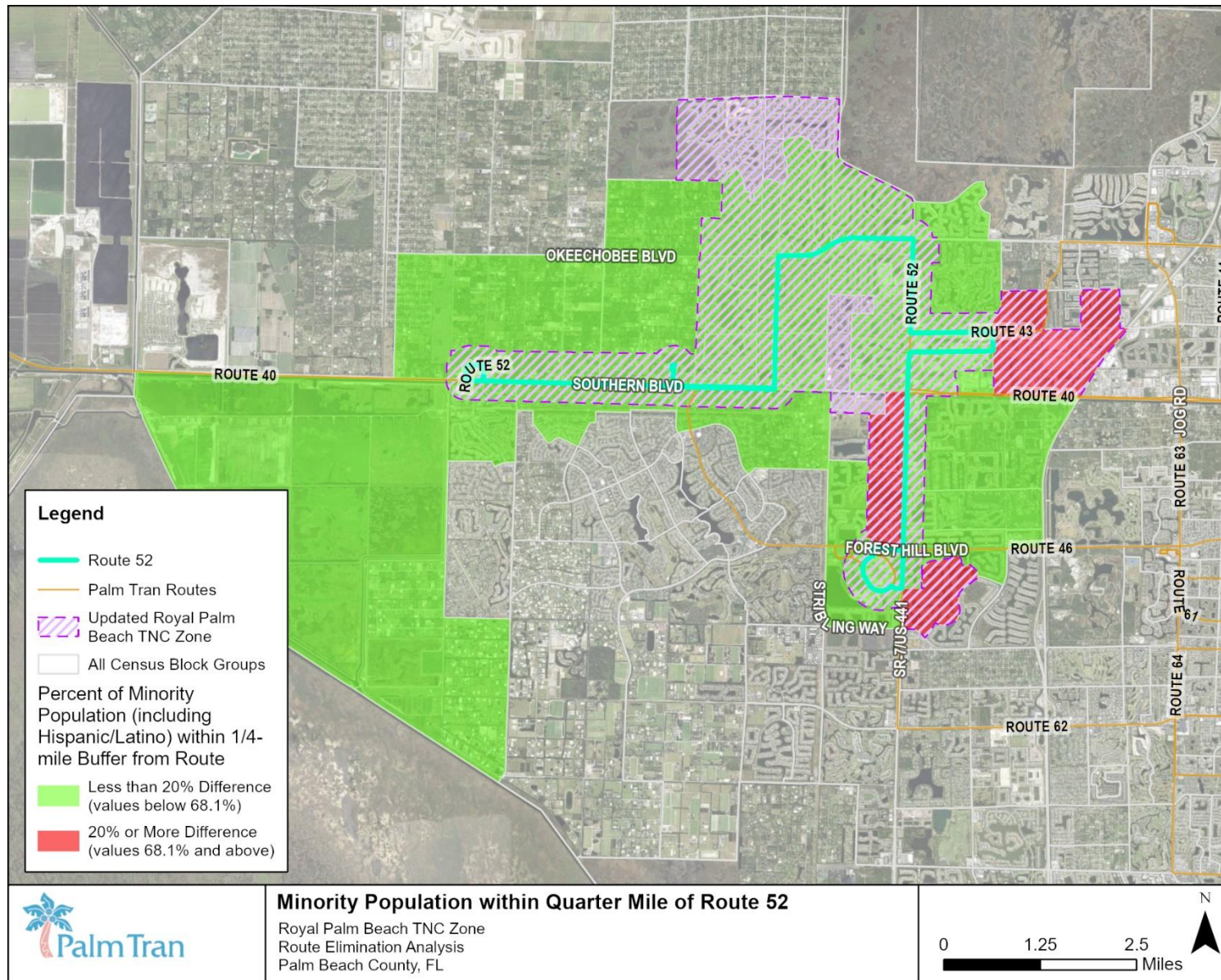
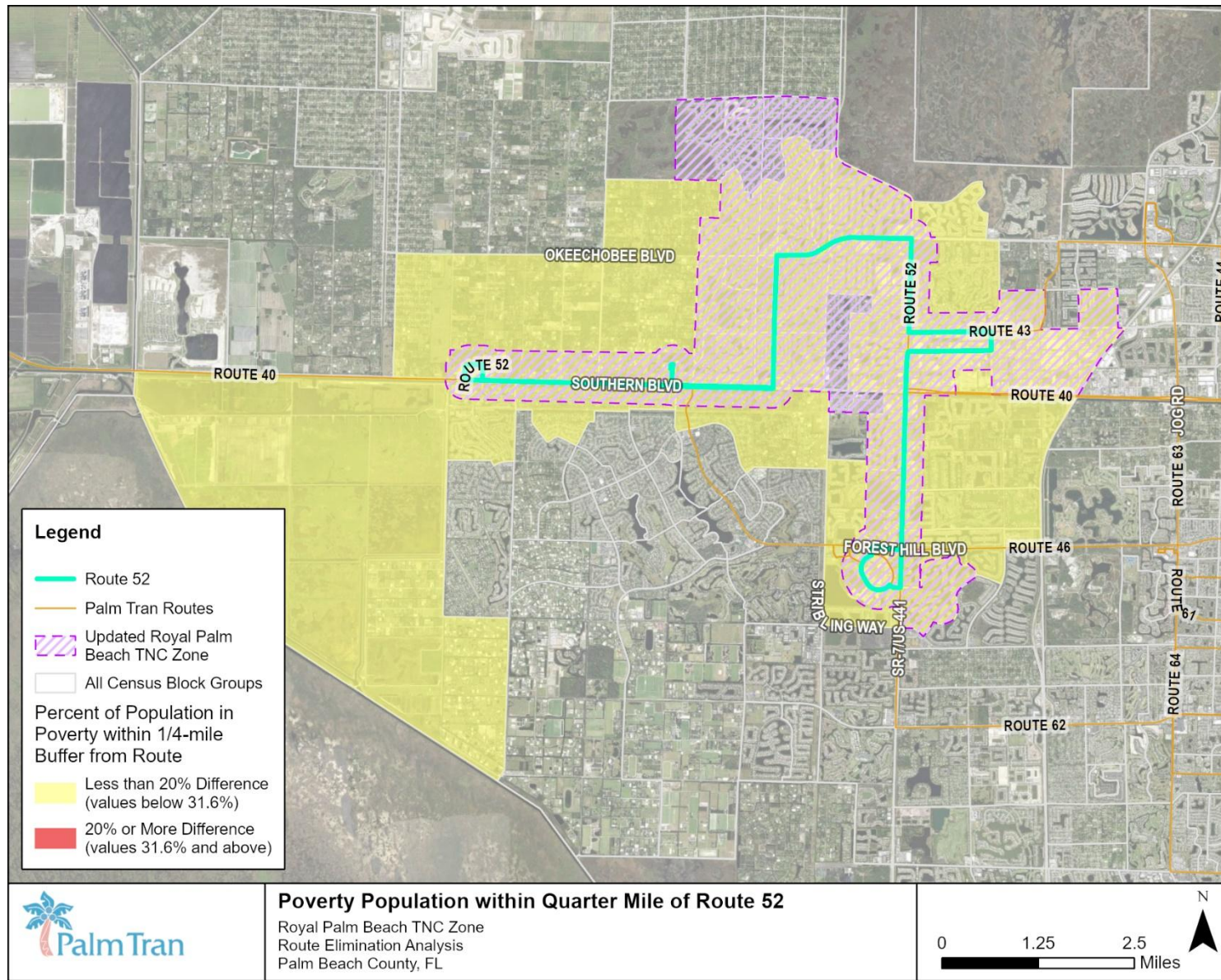


Figure 2-2: Route 52 Service Equity Analysis for Low-Income Populations



2.2. Elimination of Route 21

2.2.1. Major Service Change

The elimination of a route exceeds the 25% threshold for change in route-level mileage according to Palm Tran's Major Service Change Policy. Therefore, a service equity analysis is required.

2.2.2. Adverse Effects

The elimination of a route constitutes an adverse effect.

2.2.3. Analysis Framework

This analysis uses 2017-2021 American Community Survey (ACS) data at the block group level.

2.2.4. Results

To determine whether or not the elimination of Route 21 would have a disparate impact on minority populations or a disproportionate burden on low-income populations, the analysis compared the minority and low-income populations who would be adversely impacted—populations in block groups within a quarter-mile of the existing route—to the county average for minority and low-income populations. The difference between the county average and the impacted populations was then compared to the 20% thresholds for disparate impact and disproportionate burden.

As shown below in Figure 2-3, 24 block groups report high levels (more than 20%) of minority population in comparison to the county average (48.1%). However, on average all the block groups within a quarter mile of Route 21 did not exceed the 20% threshold for disparate impact on minority populations (see Table 2-2). Therefore, minority populations will not experience disparate impacts and no mitigation is required.

Seven block groups report high levels (more than 20%) of low-income populations in comparison to the County average (11.6%), as shown below in Figure 2-4. However, on average all the block groups within a quarter mile of Route 21 did not exceed the 20% threshold for disproportionate burden to low-income populations (see Table 2-2Table 2-1). Therefore, low-income populations will not experience a disproportionate burden and no mitigation is required.

Table 2-2: Route 21 Equity Analysis Results

	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income Population
County Average	48.1%	51.9%	11.6%	88.4%
Impacted Population	62.7%	37.3%	17.4%	82.6%
Threshold	68.1%	-	31.6%	-
Disparate Impact or Disproportionate Burden?	No	-	No	-

2.2.5. Mitigation

While no mitigation is required, Palm Tran intends to implement a TNC Zone that would serve the population being impacted by the route elimination (see Figure 2-3Figure 2-7 and Figure 2-4). The TNC Zone would ensure that populations impacted by the route elimination do not lose access to Palm Tran services. Additionally, certain segments of Route 21 will be served by proposed changes to Route 33 (see Figure 2-7 and Figure 2-8).

Figure 2-3: Route 21 Service Equity Analysis for Minority Populations

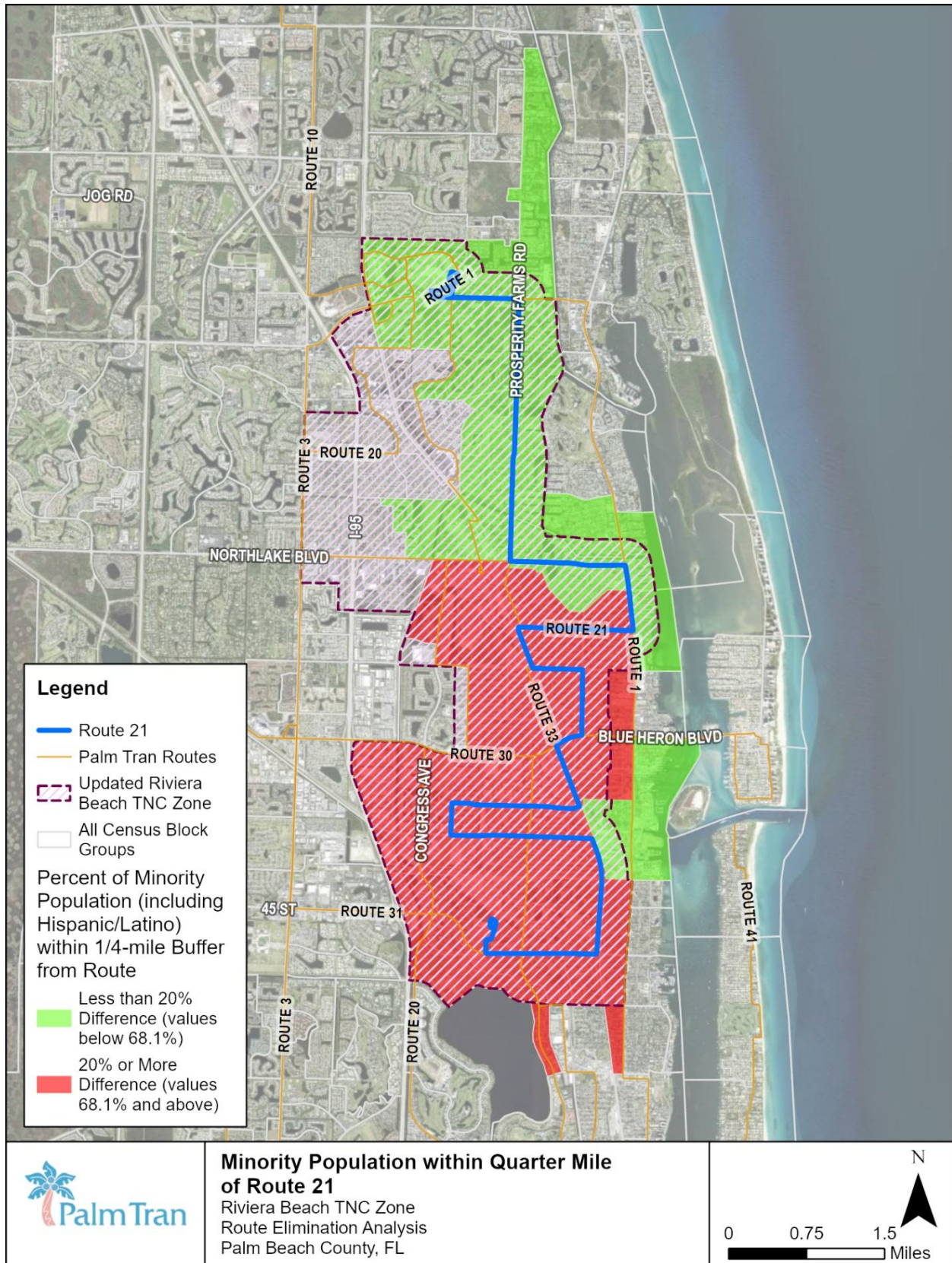
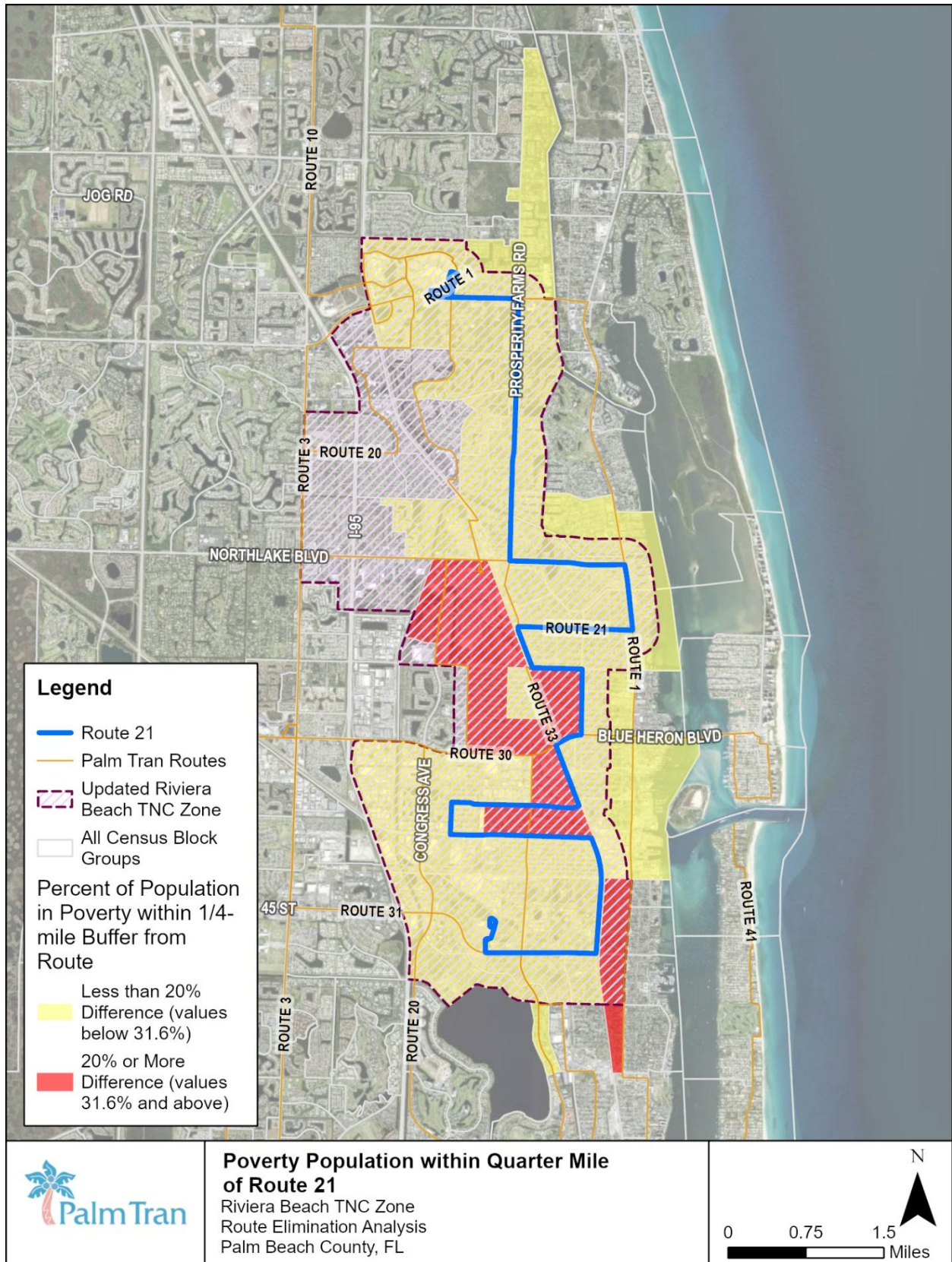


Figure 2-4: Route 21 Service Equity Analysis for Low-Income Populations



2.3. Route 20

2.3.1. Major Service Change

The changes to Route 20 exceed the 25% threshold for change in route-level mileage according to Palm Tran's Major Service Change Policy, as shown below in Table 2-3. Therefore, a service equity analysis is required.

Table 2-3: Route 20 Major Service Change Threshold

	Revenue Miles
Existing	39.26
Proposed	24.87
Percent Change	-36.65%
Major Service Change Threshold	25%
Major Service Change	Yes

2.3.2. Adverse Effects

The proposed service change would result in an overall reduction of revenue miles. While much of the proposed route will stay the same, some segments will be discontinued and are not served by the proposed route changes (see Figure 2-5 and Figure 2-6). This would have an adverse impact on populations along those discontinued route segments.

2.3.3. Analysis Framework

This analysis uses 2017-2021 American Community Survey (ACS) data at the block group level.

2.3.4. Results

To determine whether or not the changes to Route 20 would have a disparate impact on minority populations or a disproportionate burden on low-income populations, the analysis compared the minority and low-income populations who would be adversely impacted—populations in block groups within a quarter-mile of the discontinued route segments—to the county average for minority and low-income populations. The difference between the county average and the impacted populations were then compared to the 20% thresholds for disparate impact and disproportionate burden.

As shown below in Figure 2-5 and Figure 2-6, the majority of census block groups served by the discontinued route segments do not report high levels (more than 20%) of minority population or low-income population in comparison to the county average. The block groups adversely impacted by the route changes are 31.7% minority, compared to the countywide minority population of 48.1% (see Table 2-4). Therefore, minority populations are bearing less than their expected share of the burden, and there is no disparate impact. No mitigation is required.

The impacted block groups are 10.6% low-income, compared to the countywide low-income population of 11.6%. Therefore, low-income populations are bearing less than their expected share of the burden and are not disproportionately burdened by the route changes. No mitigation is required.

Table 2-4: Route 20 Equity Analysis Results

	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income Population
County Average	48.1%	51.9%	11.6%	88.4%

	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income Population
Discontinued Block Group Average	31.7%	68.3%	10.6%	89.4%
Threshold	68.1%	-	31.6%	-
Disparate Impact or Disproportionate Burden?	No	-	No	-

2.3.5. Mitigation

While no mitigation is required, Palm Tran intends to implement a TNC Zone that would serve the segments of the route that are being discontinued (see Figure 2-5 and Figure 2-6). The TNC Zone would ensure that populations impacted by the route discontinuation do not lose access to Palm Tran services.

Figure 2-5: Route 20 Service Equity Analysis for Minority Populations

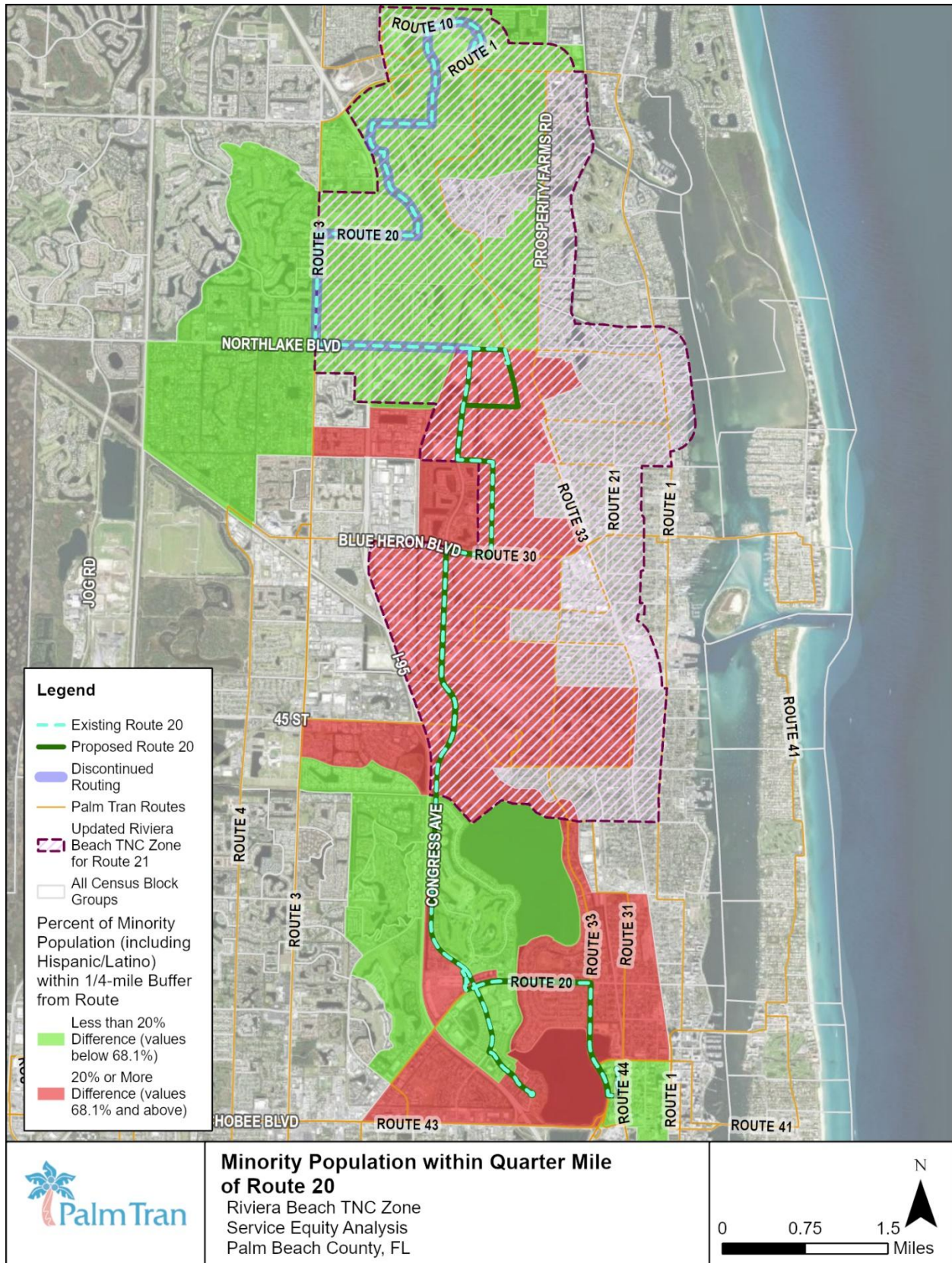
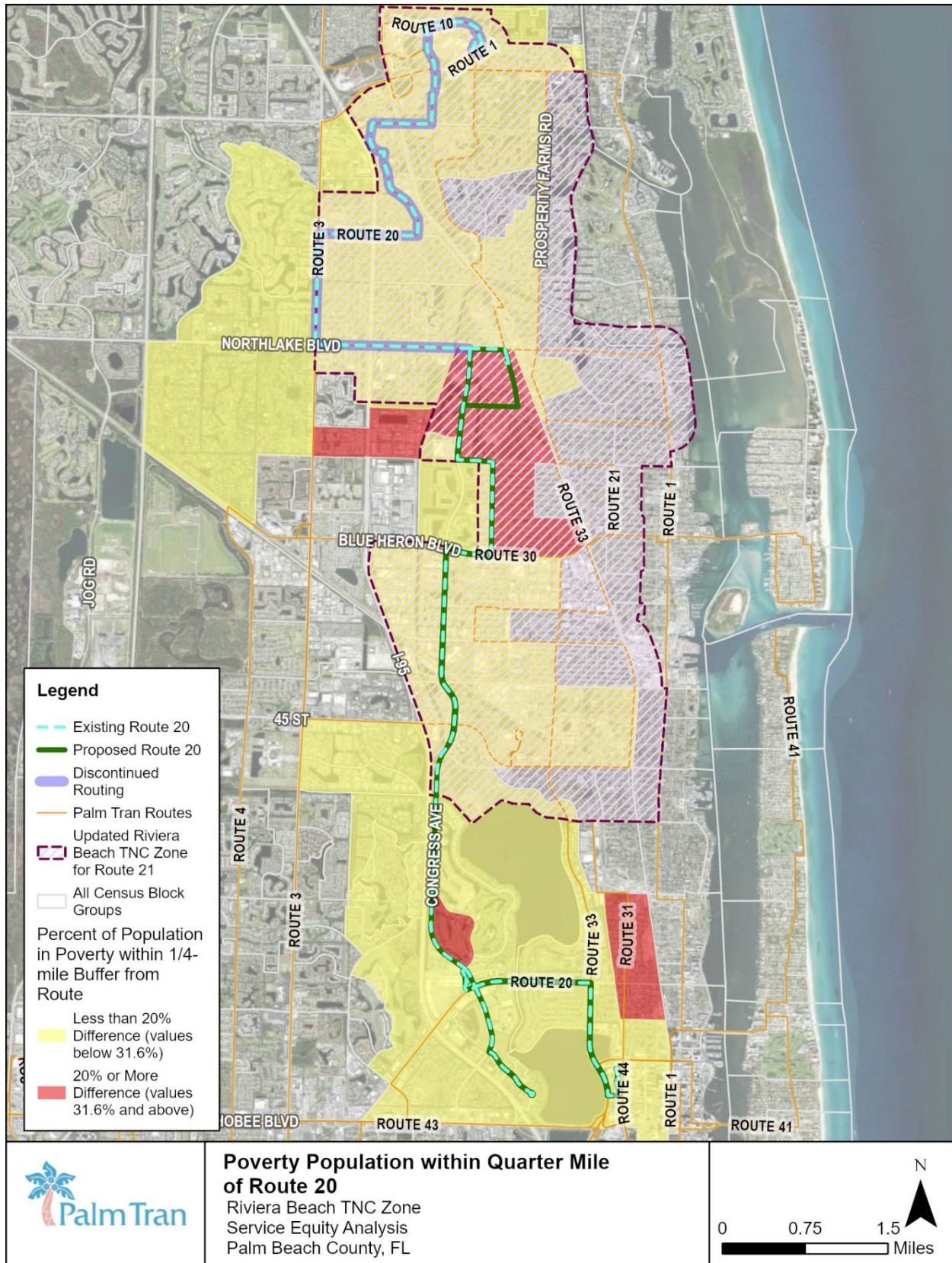


Figure 2-6: Route 20 Service Equity Analysis for Low-Income Populations



2.4. Route 33

2.4.1. Major Service Change

The changes to Route 33 exceed the 25% threshold for change in route-level mileage according to Palm Tran's Major Service Change Policy, as shown in Table 2-5. Therefore, a service equity analysis is required.

Table 2-5: Route 33 Major Service Change Threshold

	Revenue Miles
Existing	32.6
Proposed	48.7
Percent Change	49.3%
Major Service Change Threshold	25%
Major Service Change	Yes

2.4.2. Adverse Effects

The proposed service change would result in the discontinuation of route segments (see Figure 2-7 and Figure 2-8). This would result in an adverse effect on populations along those discontinued route segments. At the same time, the service change would result in an overall increase in revenue miles, allowing it to serve a wider population.

2.4.3. Analysis Framework

This analysis uses 2017-2021 American Community Survey (ACS) data at the block group level.

2.4.4. Results

To determine whether or not the changes to Route 33 would have a disparate impact on minority populations or a disproportionate burden on low-income populations, the analysis compared the minority and low-income populations who would be adversely impacted—populations in block groups within a quarter-mile of the discontinued route segments—to the county average for minority and low-income populations. The difference between the county average and the impacted populations were then compared to the 20% thresholds for disparate impact and disproportionate burden.

Ten of the census block groups served by discontinued route segments report high levels (more than 20%) of minority population in comparison to the county average (see Figure 2-7). The block groups adversely impacted by the route changes are 60.2% minority, compared to the countywide minority population of 48.1% (see Table 2-4). While minority populations are bearing more than their expected share of the burden, the impact does not exceed the 20% threshold for disparate impact. Therefore, there is no disparate impact, and no mitigation is required.

Two of the census block groups served by discontinued route segments report high levels (more than 20%) of minority population in comparison to the county average (see Figure 2-8). The impacted block groups are 18.2% low-income, compared to the countywide low-income population of 11.6%. Low-income populations are bearing more than their expected share of the burden; however, the impact does not exceed the 20% threshold for disproportionate burden. No mitigation is required.

	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income Population
County Average	48.1%	51.9%	11.6%	88.4%
Discontinued Block Group Average	60.2%	39.8%	18.2%	81.78%
Threshold	68.1%	-	31.6%	-
Disparate Impact or Disproportionate Burden?	No	-	No	-

2.4.5. Mitigation

While no mitigation is required, Palm Tran intends to implement a TNC Zone that would serve the segments of the route that are being discontinued (see Figure 2-7 and Figure 2-8). The TNC Zone would ensure that populations impacted by the route discontinuation do not lose access to Palm Tran services.

Figure 2-7: Route 33 Service Equity Analysis for Minority Populations

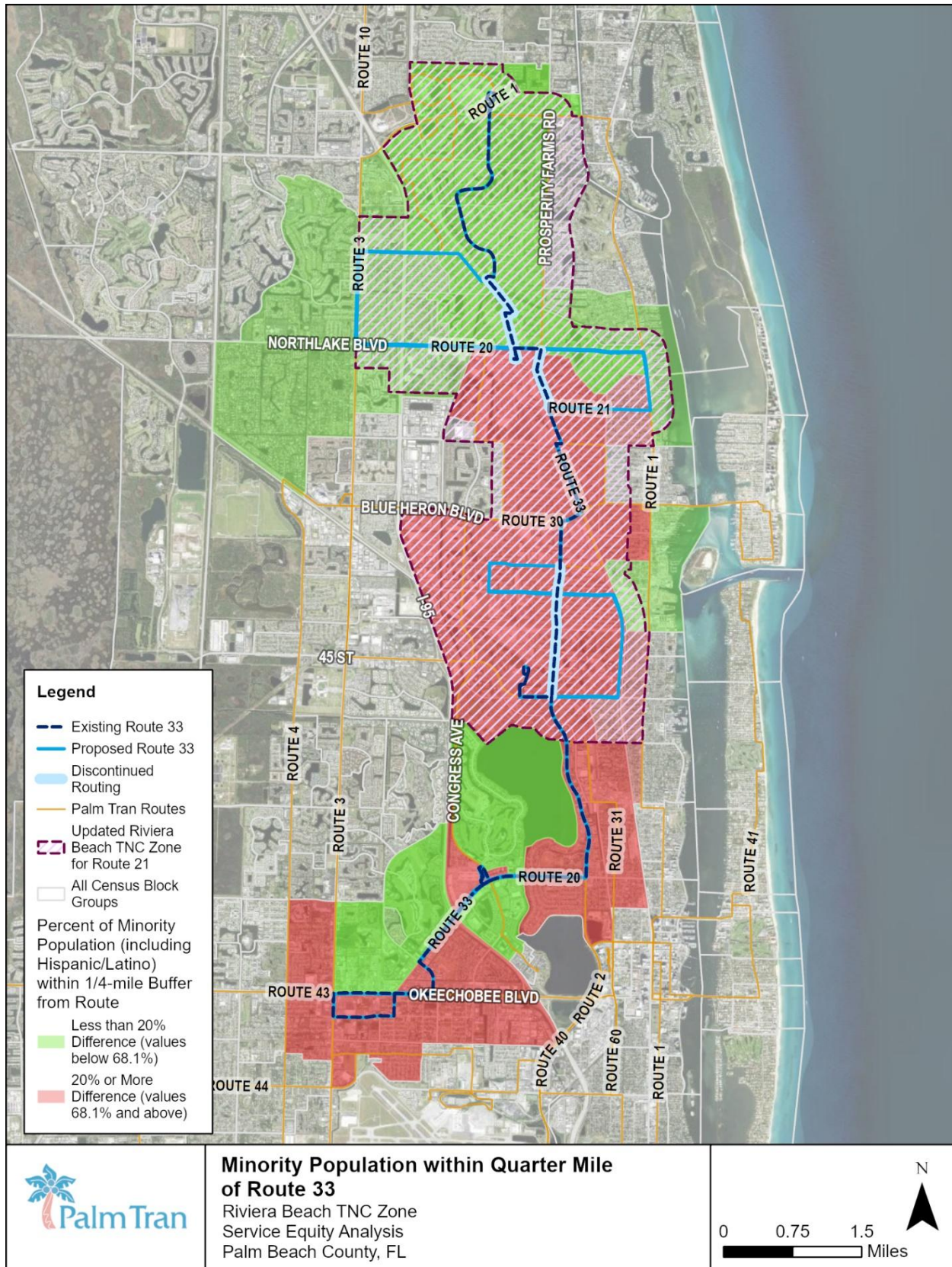
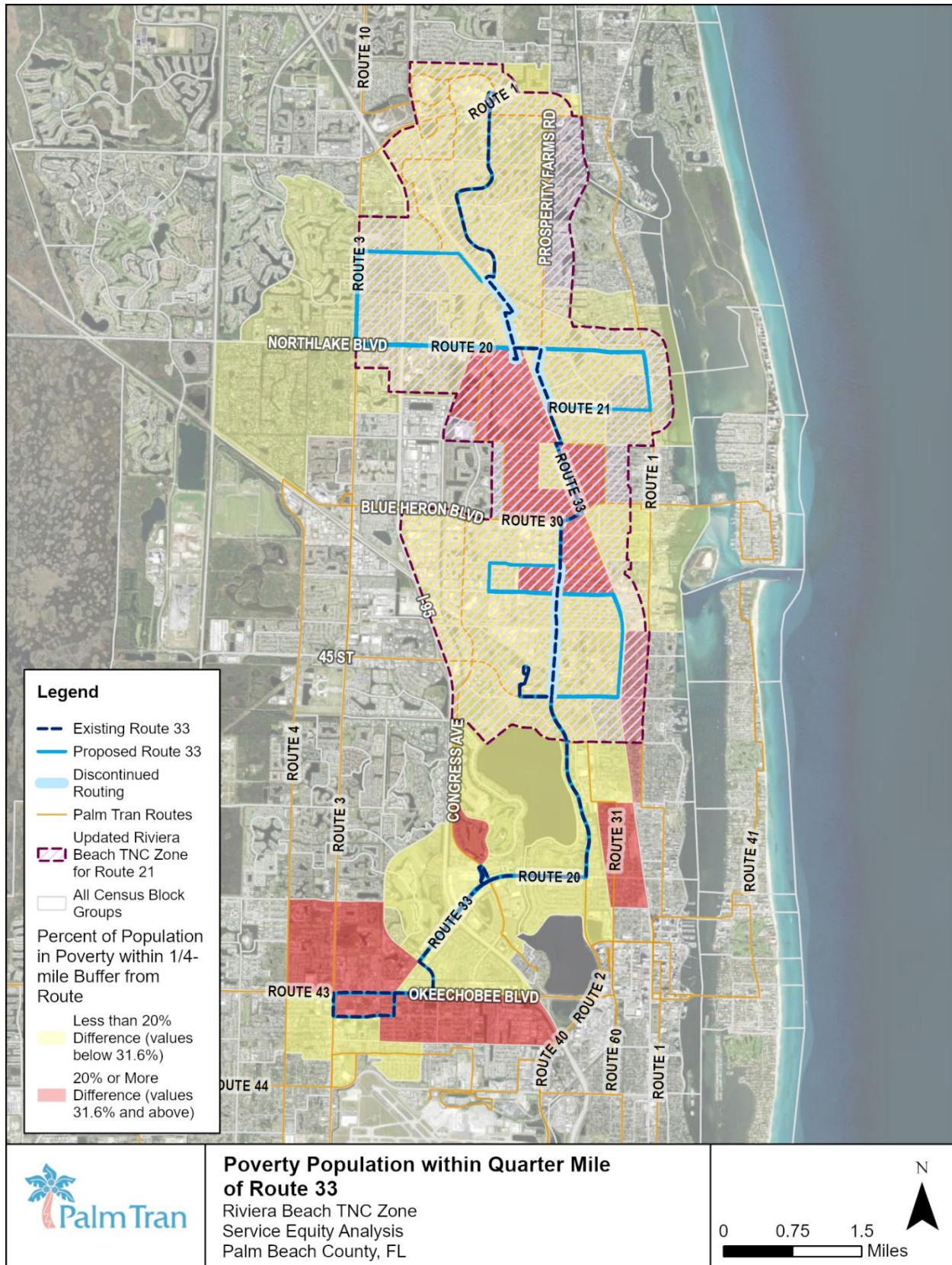


Figure 2-8: Route 33 Service Equity Analysis for Low-Income Populations





Appendix H

PSLX Service Equity Analysis



This document serves as an addendum to the Palm Tran Port St. Lucie Express Study completed for Palm Tran in January 2022. This addendum includes an analysis of the minority and low populations within a 5-mile catchment area around the two proposed termini of the start-up operations plan for the proposed Port St Lucie Express (PSLX) commuter bus service. The PSLX service plan reflects AM and PM peak commuter bus operations between the Jobs Express Terminal in Port St Lucie and the Intermodal Transfer Center (ITC) in downtown West Palm Beach. A five-mile ridership catchment area was used to examine service equity as this is the industry accepted catchment area for commuter services. The commuter bus operations will operate closed-door between these termini and therefore, these locations are the only places riders will be able to access service. There will not be any intervening stops between the termini in the initial service plan. Any additional stops will be determined in the future based on response to and demand for service once operating history has been established.

1 EQUITY ANALYSIS

A service equity analysis is prepared to determine the likely impact of service relative to minority and low-income populations in proximity to the PSL Express termini. Federal guidance suggests but does not require a review of limited English proficiency (LEP) populations, due to statistical correlations to minority and low-income populations. Federal regulations require an equity analysis when evaluating public transit service changes. In particular, the objective of the equity analysis is to determine if these populations are disproportionately impacted by service changes relative to the characteristics of the general population. Since the PSLX will be a new service, this service equity analysis is intended to determine if low-income and minority populations have equitable access to the service relative to the general population.

1.1 Minority and Low-Income Populations

Based on the 2020 Census, the minority and low-income characteristics of the population within a 5-mile service catchment area for proposed termini locations was developed and compared to the general population within the same area. Table 1 presents the results of the analysis for St Lucie and Palm Beach counties and for the five-mile area around the terminus in Port St Lucie and West Palm Beach.

In Palm Beach County, the terminus is in West Palm Beach at the ITC which provides connections to Palm Tran buses, Tri-Rail, and Brightline service. The terminus in Port St. Lucie is located along Gatlin Boulevard near I-95.

TABLE 1: PERCENT MINORITY AND LOW-INCOME POPULATIONS

Park-and-Ride	Percent Minority	Percent Not Minority	Percent Low-Income	Percent Not Low-income
St. Lucie County	33%	77%	14%	86%
Palm Beach County	25%	75%	12%	88%
Port St. Lucie	46%	54%	12%	88%
West Palm Beach	42%	58%	17%	83%

Source: 2020 Census

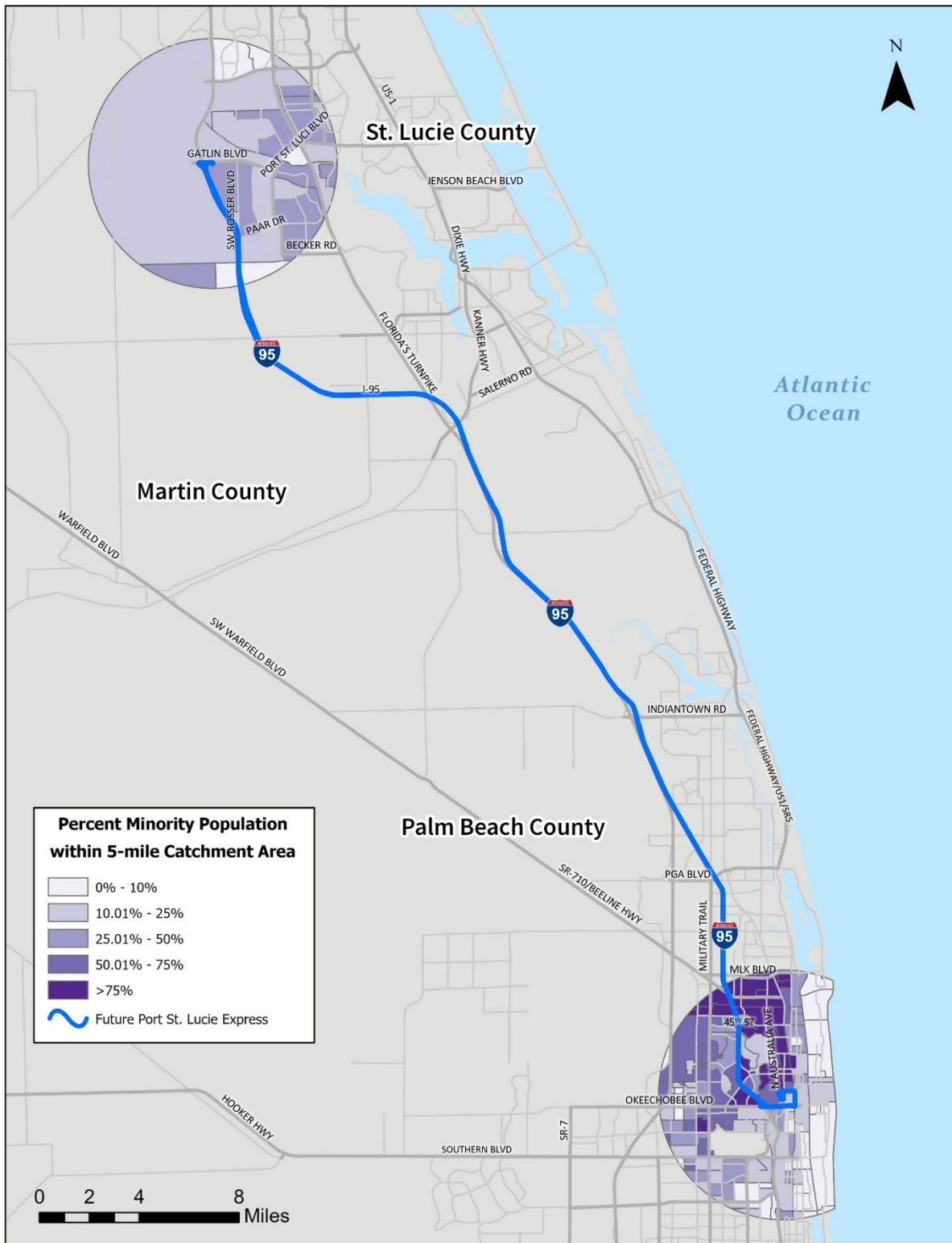
The federal guidance for equity analysis includes a 20% variation as a measure to determine whether there is a disproportionate impact when comparing low-income and minority populations to the general population. The locations with a higher incidence of minority or low-income populations relative to the general populations are:

- **Port St. Lucie** – minority population in proximity to the PSLX terminal is 46% compared to an average of 33% for St. Lucie County. In Port St. Lucie, the service would be accessible to a higher percent of minorities by 39% compared to the general population of St. Lucie County. Using the federal 20% variation metric, the minority population in proximity to the service is demonstrated to receive a disproportionate impact from the PSLX service. Given that greater access to mobility is a benefit, the impact on the population is positive.
- **West Palm Beach** – minority population in proximity to the PSLX terminal is 42% compared to 25% for Palm Beach County. Proximity for low-income population is 17% compared to 12% for Palm Beach County. In terms of percent minority population, West Palm Beach exceeds the percent of minority population of the county by 68%. This reflects a greater than 20% variation above the average for minority persons and demonstrates a disproportionate impact on minority populations in West Palm Beach. The low-income population in proximity to the PSLX terminal is 42% greater than the average for the county, therefore the variation above 20% demonstrates a disproportionate impact for low-income populations in West Palm Beach. Given that greater access to mobility is a benefit, the impact on these populations is positive.

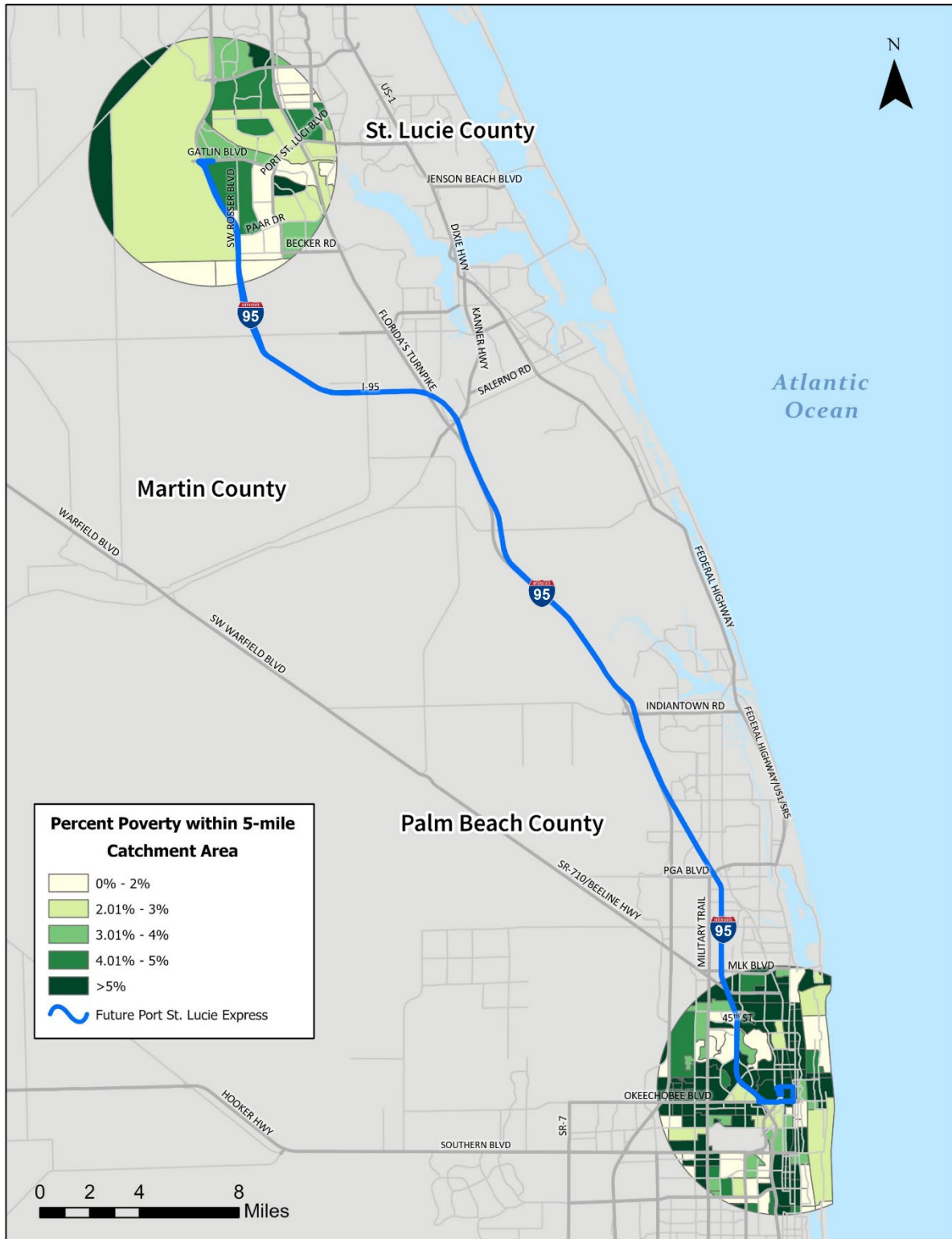
Map 1 below illustrates the percent minority population within the 5-mile catchment areas of the Port St. Lucie terminus and the West Palm Beach terminus. The proposed Port St. Lucie terminus shows the highest density of minority population along the Florida Turnpike in the eastern portion of the catchment area, as well as along Southwest Rosser Blvd around the Newport Isles neighborhood. As shown, there are higher concentrations of minority populations in the West Palm Beach 5-mile catchment area compared to Port St. Lucie. The northern part of the West Palm Beach catchment area around the Magnolia Park neighborhood, just south of Martin Luther King Boulevard, shows a minority population of 75% or greater. Additionally, neighborhoods adjacent to North Australia Avenue also displays a high percent minority population. Access to the PSLX commuter service is a benefit for these communities.

Map 2 shows the percent poverty by block group for the 5-mile catchment area around the PSLX termini. In Port St. Lucie, concentrations of poverty above 5% are located to the far west of the catchment area, just west of the Tradition neighborhood. There are also high concentrations of poverty located in the Gatlin Pines and Whispering Pines neighborhoods, along with areas toward the north adjacent to the Florida Turnpike. Like the minority population map, there is a much higher percent population in poverty in the West Palm Beach PSLX terminus catchment area compared to Port St. Lucie. In West Palm Beach, concentrations of population with higher than 5% poverty are prevalent throughout the 5-mile catchment area. Neighborhoods with high rates of poverty are located around Okeechobee Boulevard, North Australia Avenue, and South Dixie Highway. Access to the PSLX commuter service is a benefit for these communities.

MAP 1: PERCENT MINORITY WITHIN 5-MILE CATCHMENT AREA



MAP 2: PERCENT POVERTY WITHIN 5-MILE CATCHMENT AREA





Appendix I

PSLX Operational
Characteristics and Future
Service Potential



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1 Introduction

Palm Tran is preparing to operate the newly approved Port St. Lucie Express (PSL Express) service between Port St. Lucie and West Palm Beach. This service is programmed to commence in 2022 but a launch date is not certain. It will connect passengers to the major intermodal transfer center (ITC) in West Palm Beach where riders can access jobs in West Palm Beach, connect to the Palm Tran bus network, or transfer to Tri-Rail and Brightline. Combined, this new service connects riders to major employment destinations and activity centers in Palm Beach County, Broward County, and Miami-Dade County.

The PSL Express, as identified in the recently completed *Accelerate 2031: 10-Year Transit Development Plan (TDP)*, is funded by grants from Florida Department of Transportation which include the construction of the Jobs Express Terminal Park and Ride (P&R) Lot along Gatlin Parkway and operation of the PSL Express commuter service to be operated by Palm Tran.

The Jobs Express Terminal construction was completed, and the P&R facility opened September 9, 2021. Figure 1-1 shows the completed facility and its location along Gatlin Parkway. The facility includes 162 parking spaces carpools, vanpools, and persons who wish to use the new PSL Express. The facility also includes electric vehicle charging stations, six bus bays for drop-offs and pick-ups for private regional bus services such as Greyhound and FlixBus, the Treasure Coast Connector Route 5 and the Treasure Coast Connector On-demand microtransit service.

Figure 1-1: Jobs Express Terminal



This memorandum identifies the service plan for the initial PSL Express commuter bus service. It describes the future service expansion options, and it recommends fare policy and provides a fare equity analysis.

2 Service Plan

The initial PSL Express route will travel north-south via I-95 providing two morning and two evening peak trips between the West Palm Beach Intermodal Transit Center and the new Jobs Express Terminal park-and-ride (P&R) facility on Gatlin Boulevard in Port St. Lucie (see Map 2-1).

Map 2-1: Port St. Lucie Express Option



Downtown Routing

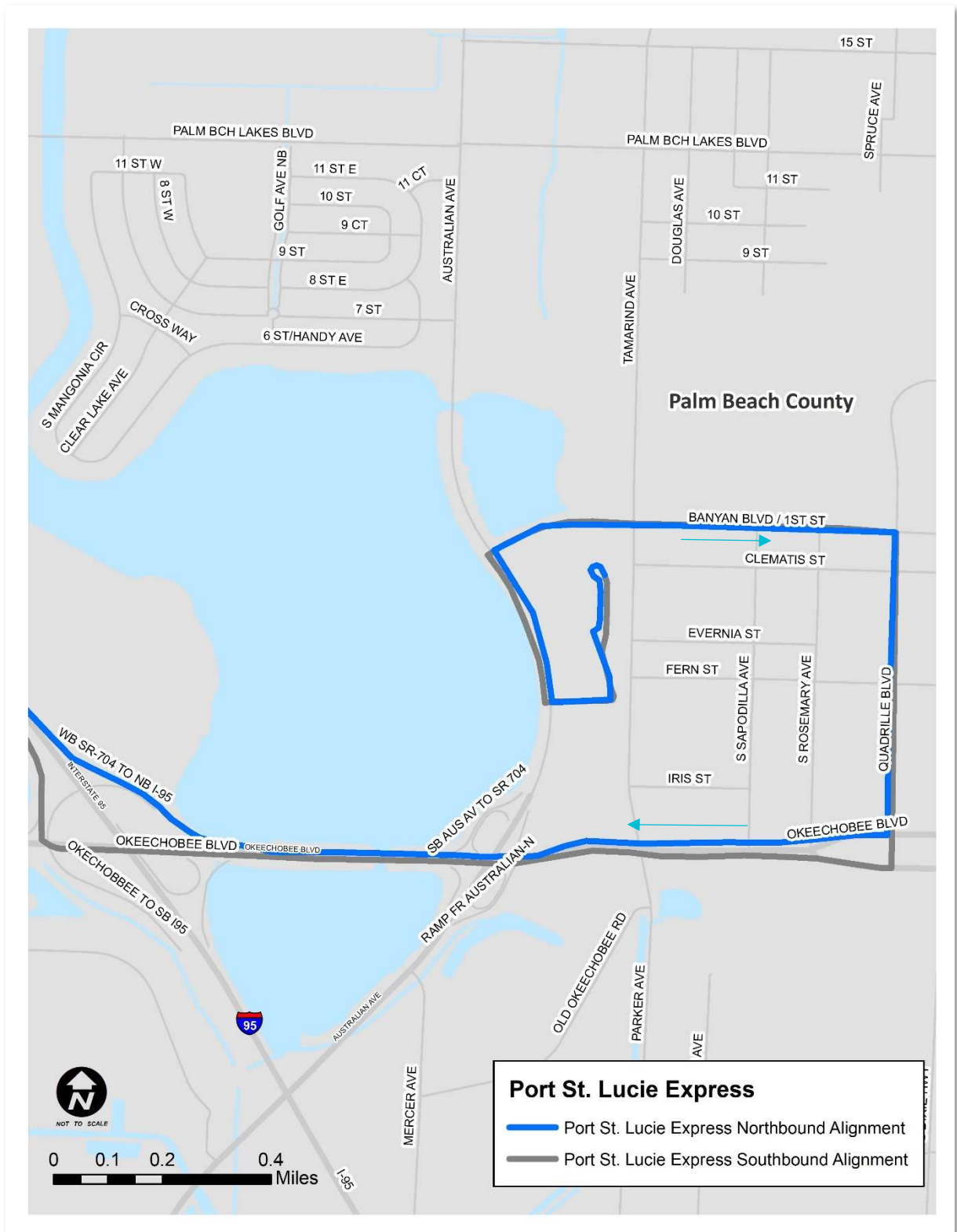
The routing alignments, northbound and southbound, within West Palm Beach are shown on Map 2-2 and Map 2-3.

The northbound alignment will operate from the ITC in West Palm Beach along Clearwater Drive south, west on Clearwater Place, north on Australian Avenue, and east on 1st Street/Banyan Boulevard. The express route will travel through downtown along Quadrille Boulevard south to Okeechobee Boulevard west to access I-95.

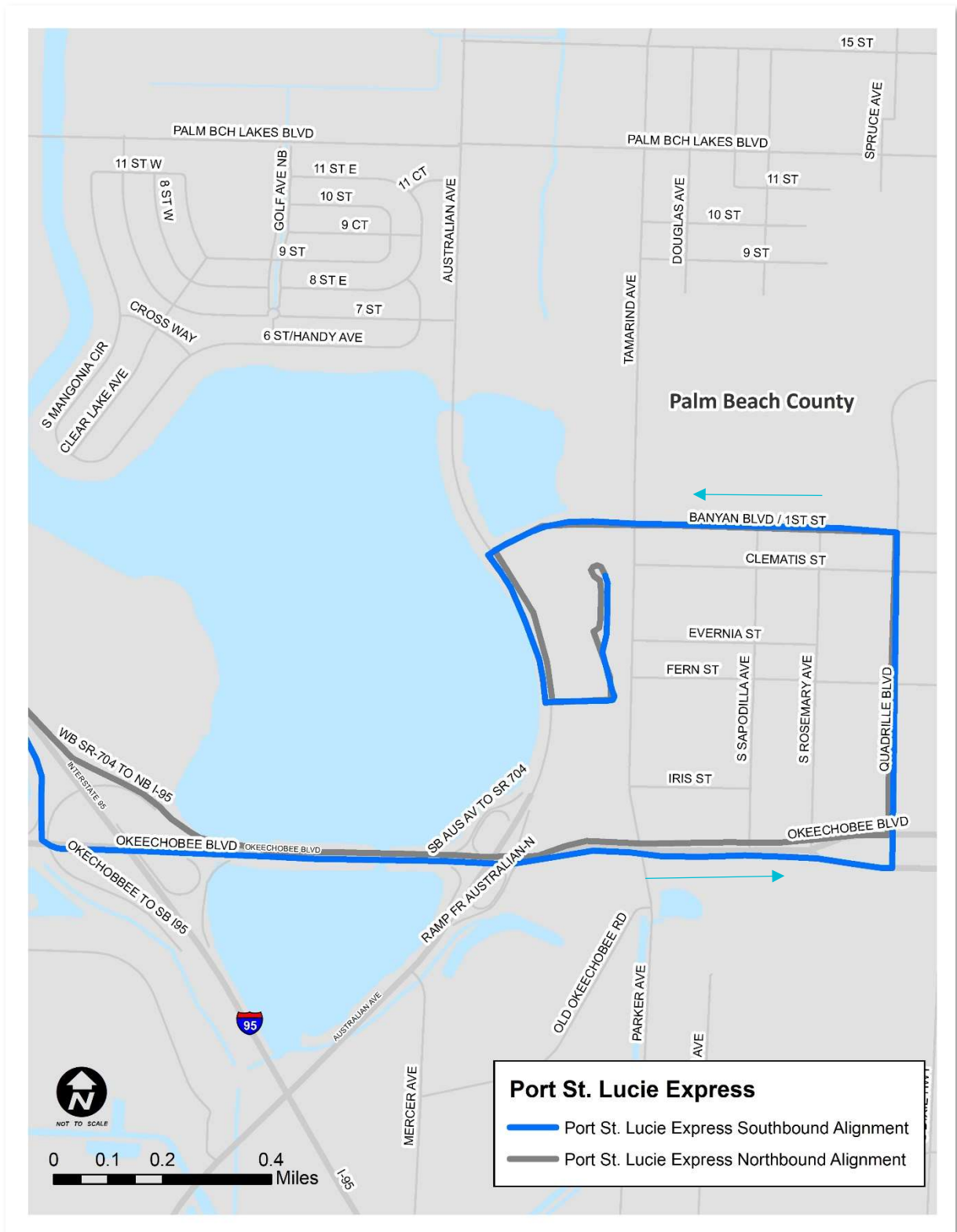
The southbound alignment will leave the Jobs Express Terminal along Gatlin Boulevard to I-95 southbound. The southbound circulation in downtown to the ITC follows a counterclockwise pattern. The express route will exit I-95 at Okeechobee Boulevard and travel east to Quadrille Boulevard, north to Banyan Boulevard, west to Australian Avenue, and east on Clearwater Drive to end at the ITC.

In the future, the PSL Express will also be extended to operate south along I-95 into Broward County. Connections and staging will need to be accommodated at the ITC and it is expected that the same routing through downtown West Palm Beach to and from I-95 will be followed.

Map 2-2: Port St. Lucie Express West Palm Beach Routing - Northbound



Map 2-3: Port St. Lucie Express West Palm Beach Routing - Southbound



Operating Characteristics

Table 2-1 presents the operating characteristics associated with the initial service plan. The service plan assumes two round trips in the morning and in the evening. The travel time is estimated at 55 minutes northbound and 60 minutes southbound. There is a 10-minute layover in Port St. Lucie and another 30 minutes of deadhead, 15 minutes from the garage to the ITC and 15 minutes from the ITC back to the garage. The total per vehicle operating time is 155 minutes. In addition, the bus operator is paid for pre-trip inspection. Given the four vehicle-trips, the operator platform time equates to approximately 10.3 hours per operating day.

Table 2-1: Port St. Lucie Express Operational Characteristics

Route Option	Route Miles	Speed	Run Time	RT Time	Layover Time	Deadhead Time	Total Time
PSL Express NB – ITC to Gatlin	51.4	56.1	55.0	115.0	10.0	30.0	155.0
PSL Express SB – Gatlin to ITC	52.0	52.0	60.0				

The service plan for the initial PSL Express operation involves two vehicle trips in the morning and two vehicle trips in the afternoon. Table 2-2 presents the proposed schedule for morning and afternoon trips. Based on the per service hour operating cost of \$109 as reflected in the TDP, the annual operating cost of the PSL Express will be \$287,215.

Table 2-2: Port St. Lucie Express Proposed Schedule

Scheduled Trips	Garage	ITC	Gatlin	Layover	Gatlin	ITC	Garage
AM Trip 1	04:45	05:00	05:55	00:10	06:05	07:00	07:15
AM Trip 2	05:10	05:25	06:20	00:10	06:30	07:30	07:45
PM Trip 1	17:35	17:50	18:50	00:10	19:00	20:00	20:15
PM Trip 2	18:35	18:50	19:50	00:10	20:00	21:00	21:15

The proposed schedule was developed to coincide with morning southbound connections to Tri-Rail and Brightline trains and to serve typical work start times between 7:30 and 9:00 in West Palm Beach and job locations within reach of another hour of travel via bus or train. The evening return trip schedules accommodate a typical 9-hour workday. For persons starting work at 7:30 and finishing at 16:30, the first trip back north leaves at 17:50. For persons starting work at 9:00 and finishing at 18:00, the second trip back north leaves at 18:50. See Table 2-3 for an illustration of how the service plan fits workday span in part St. Lucie and in West Palm Beach.

Table 2-3: Typical Workday Span Compared to Service Plan

Lve ITC	Arv Gatlin	Typical Workday Span		Lve Gatlin	Arv ITC
5:00 AM	5:55 AM	7:30 AM	4:30 PM	7:00 PM	8:00 PM
5:25 AM	6:20 AM	8:00 AM	5:00 PM	8:00 PM	9:00 PM
Lve Gatlin	Arv ITC	Typical Workday Span		Lve ITC	Arv Gatlin
6:05 AM	7:00 AM	7:30 AM	4:30 PM	5:50 PM	6:50 PM
6:30 AM	7:30 AM	8:00 AM	5:00 PM	6:50 PM	7:50 PM

For the market destined to employment opportunities in Port St. Lucie, the schedule is not as convenient. The morning arrival times of 5:55 and 6:20 are conducive to work start times of 6:30 to 7:30 but the return travel schedule options of 19:00 and 20:00 are too late to accommodate a typical 9-hour work schedule. A person starting work at 6:30 would typically be finished with work by 15:30 and looking to meet a return bus trip between 16:00 and 16:30. The current schedule creates a 3-hour gap in the return trip wait time. This is not realistically attractive for a typical commuter working a 9-hour day. However, this schedule would work for persons working a 10-hour to 12-hour shift if the start times are between 6:30 and 7:30.

In addition, a three-trip and a four-trip service plan were developed and considered. In both cases, these service plans would introduce a later trip northbound in the morning from the ITC to Port St. Lucie and an earlier trip back from Port St. Lucie to the ITC in the afternoon which would better accommodate more typical 8-5 work schedules and non-work travel demand.

In both cases, the expanded service plans would require one or both vehicles to make two round trips in the morning and in the afternoon. The three-trip service plan would equate to about 15.75 platform hours per day while the four-trip service plan would equate to 21.25 daily platform hours.

The case for expanded service should be made based on ridership and operational performance of the service following at least six (6) months of operations and including an assessment of the effectiveness of service marketing and public awareness efforts targeted at workers, employers, businesses, and residents in Port St. Lucie and West Palm Beach.

3 Future Service Options

Future service expansion decisions should be based on the ridership and service experience gained from the initial service. Consideration should be given to increasing the number of trips operated and the scheduled times of trips operated in the morning and the evening as well as expanding the area served by the PSL Express.

A review of the existing travel market to and from Palm Beach County, especially to and from Martin County and to and from St. Lucie County, should be explored before making future service option decisions for the PSL Express. There is already a market for daily travel between Palm Beach County and Martin and St. Lucie counties. Using cellphone-based data, in 2019, an average of 40,472 person-trips each weekday entered Palm Beach County from Martin County (25,963) and from St. Lucie County (14,509). In addition, an average of 39,149 person-trips travelled from Palm Beach County north to Martin County (25,998) and to St. Lucie County (13,151). These are total person-trips, they are not specific to transit trips. However, exploration of this market is warranted to better target potential to attract a portion of these trips to transit and to induce new travel by transit. Assuming a two percent mode share, based on these data, it may be possible to capture up to 783 weekday trips northbound and 809 weekday trips southbound if the origins and destinations are convenient to transit.

Therefore, the decisions for where to locate future park-and-ride service will have an impact on potential ridership and operating viability. The future stop locations examined as potential markets include Gardens Mall/PGA Boulevard, Blue Heron Boulevard, Northlake Boulevard,

Indiantown Road in Jupiter, and Kanner Highway in Martin County. The future expansion may include one, all, or a combination of these locations. Each potential service location is described below, and recommendations are provided for which locations should be included for further consideration as future park and ride facilities.

The recommendations include consideration of mobility need, operating requirements, running time, and likely impacts to ridership and demand. These considerations focused on operational performance objectives of minimizing travel time, connections with other transit services, and routing that is supported by signalized traffic intersections as well as signalized access/egress to/from proposed park-and-ride lot locations. Future option maps follow this discussion.

Note the current analysis, while it does consider, existing route and stop locations, as well as vacant parcels and locations within commercial centers, it does not assess the availability of parcels or the ability to purchase or obtain right of access for potential park-and-ride lots.

Palm Beach County – Northlake Boulevard Park-and-Ride

The project team was asked to examine the option of adding a park-and-ride lot at Northlake Boulevard and I-95. The proposed park-and-ride location is in the Northlake Commons shopping center. The specific site would need to be determined based on field work and discussions with the property owner.

The proposed routing northbound follows an exit from I-95 eastbound and turning right into the shopping center entrance along Northlake Boulevard (next to Starbucks) and route through the shopping center exiting with a left turn northbound on Sandtree Drive then returning to I-95 northbound via Northlake Boulevard. The southbound circulation follows the same on Northlake Boulevard, through the shopping center, back to I-95. A review of land use, street network, operational impacts, and socioeconomic characteristics identified a potential site (see Map 3-1).

The Northlake Boulevard location provides access (ingress and egress) along a route that includes signal-controlled intersections. For northbound travel, the additional travel distance is 0.7 miles and adds approximately 3.1 minutes to travel, including running and dwell time. In the southbound direction, this location adds 1.0 miles and approximately 3.6 minutes to travel time. Combined, the addition of the Northlake Boulevard stop would increase the operation time of each round trip by 6.8 minutes (see Table 3-1).

Compared to other options for future expansion of the service in Palm Beach County, the Northlake Boulevard location has the least adverse impact on running times and provides service access for an area with relatively high mobility need.

Palm Beach County – Blue Heron Boulevard Park-and-Ride

The project team was asked to examine the option of adding a park-and-ride lot at Blue Heron Boulevard and I-95 at an existing Palm Tran bus stop. The existing stop serves Palm Tran routes 3, 4, 30, 31.

The proposed routing northbound would follow an exit from I-95 westbound along Blue Heron Boulevard, turning left onto Military Trail southbound. The proposed park-and-ride location would

use an existing bus stop at Military Trail next to the Edward Healy Rehabilitation facility. From the stop, the route would make a right turn on SR710/Beeline Highway and another right turn back onto Blue Heron Boulevard and east to I-95. The southbound circulation follows the same routing from I-95 along Blue Heron Boulevard to the park-and-ride location and back. A review of the land use, street network, socioeconomic characteristics, and operational impacts identified a potential lot location (see Map 3-2).

The Blue Heron Boulevard location provides access (ingress and egress) along a route that includes signal-controlled intersections. For northbound travel, the additional travel distance is 2.0 miles and adds approximately 5.4 minutes to travel, including running and dwell time. In the southbound direction, this location adds 1.9 miles and approximately 5.2 minutes to travel time. Combined, the addition of the Blue Heron Boulevard stop would increase the operation time of each round trip by 10.6 minutes (see Table 3-1).

Compared to other options for future expansion of the service in Palm Beach County, the Blue Heron Boulevard location adds a moderate impact on running times and provides service access for an area with relatively high mobility need. Once service is operational, Palm Tran will need to assess if a park-and-ride at Blue Heron is likely to attract more riders than riders dissuaded from using the service due to the longer travel time between Port St. Lucie and West Palm Beach.

Palm Beach County - Gardens Mall/PGA Boulevard Park-and-Ride

The project team was asked to examine the option of adding a park-and-ride lot at The Gardens Mall/PGA Boulevard and I-95.

From I-95 northbound the routing exits eastbound along PGA Boulevard and turns left into the main mall entrance on PBA Boulevard, then turns right along the perimeter road to the main bus stop/transfer center. Leaving the bus stop the routing follows the same route as inbound to exit at the main mall entrance making a right on PGA Boulevard and back to I-95. The southbound routing follows the same circulation from and to I-95 (see Map 3-3).

The Gardens Mall location provides access (ingress and egress) along a route that includes signal-controlled intersections and serves a major transfer center. For northbound travel, the additional travel distance is 2.9 miles and adds approximately 7.0 minutes to travel, including running and dwell time. In the southbound direction, this location adds 3.4 miles and approximately 7.7 minutes to travel time. Combined, the addition of The Gardens Mall stop would increase the operation time of each round trip by 14.7 minutes (see Table 3-1).

Compared to other options for future expansion of the service in Palm Beach County, The Gardens Mall location adds the second most significant adverse impact on running times. The Gardens Mall is recommended as an additional park-and-ride location for the Port St. Lucie Express service. The Gardens Mall provides transfer opportunities to Palm Tran routes 1, 3, 10, 20, 21, 33, and the Marty 20X. This provides an attractive opportunity to expand travel destinations for riders via a transfer. However, additional stops added to the PSL Express should not incur significant additional travel

time for southbound or northbound trips to minimize adverse impact on ridership. In addition, The Gardens Mall may provide an opportunity for off-peak travel for retail employment and shopping.

Palm Beach County – Indiantown Park-and-Ride Option

The project team was asked to identify park-and-ride locations in the vicinity of the City of Jupiter along Indiantown Road in north Palm Beach County. A location was identified at an existing bus stop along Indiantown Road at the Walmart Superstore.

The northbound routing would run east on Indiantown Road, south on Maplewood Drive, west on Toney Penna Drive, north on Central Boulevard, and west to I-95, as shown in Map 3-4. The southbound routing from and to I-95 would be the same. This route would provide connections to Palm Tran Route 10, which also stops at this Walmart along Indiantown Road.

The location provides access (ingress and egress) along a route that includes signal-controlled intersections. For northbound travel, the additional travel distance is 4.2 miles and adds approximately 9.2 minutes to travel, including running and dwell time. In the southbound direction, this location adds 5.2 miles and approximately 10.8 minutes to travel time. Combined, the addition of the Indiantown Road stop would increase the operation time of each round trip by 20.0 minutes (see Table 3-1).

Compared to other options for future expansion of the service, the Indiantown Road location adds the most significant adverse impact on running times. It also serves a population with low mobility need. However, once service is operational, Palm Tran should assess if a park-and-ride at Indiantown Road will attract more riders than riders lost due to the longer travel time between Port St. Lucie and West Palm Beach.

Martin County – Kanner Highway Park-and-Ride

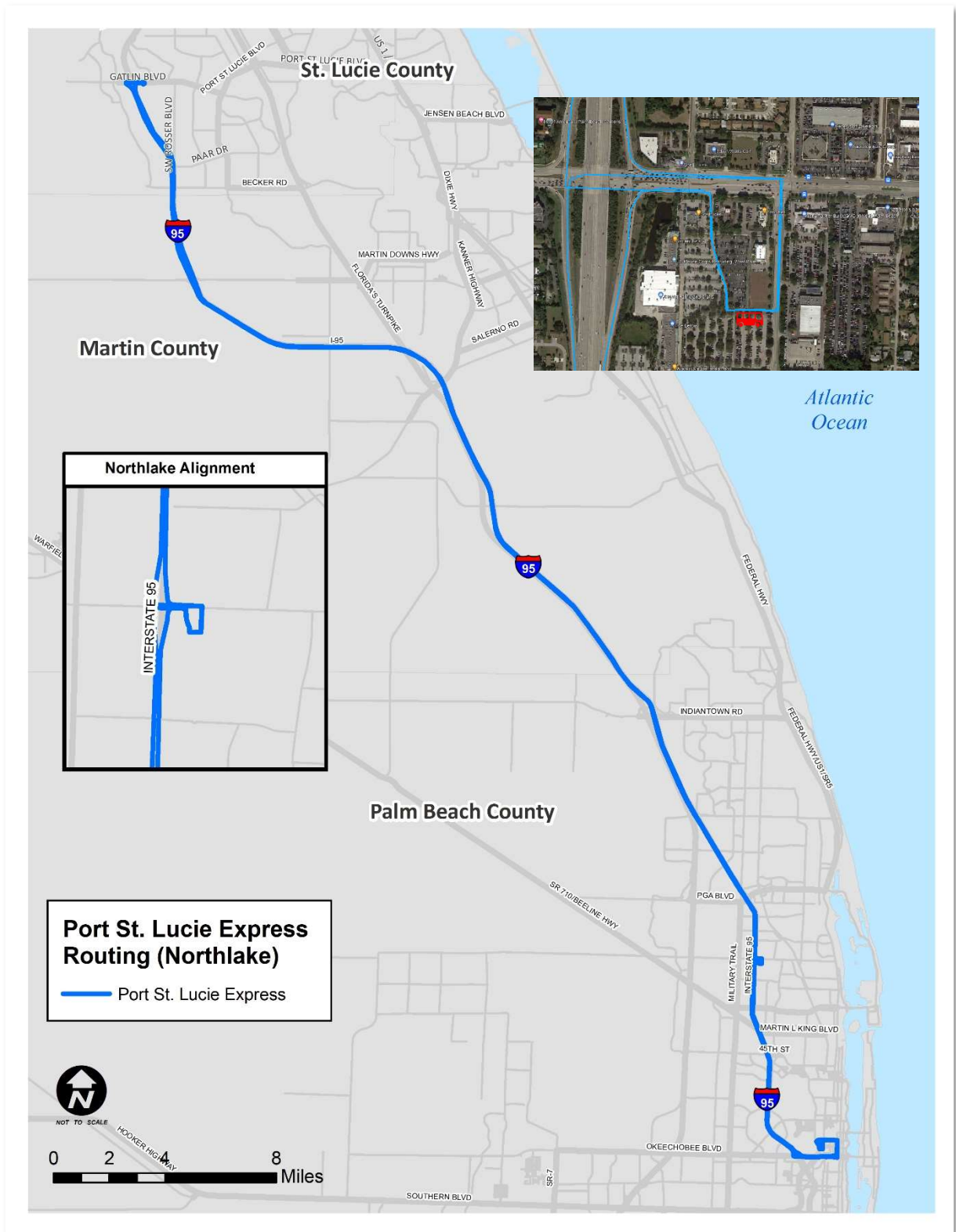
The project team examined areas between Gatlin Boulevard and Okeechobee Boulevard that would be suitable areas to serve with an express service, as well as could accommodate a park-and-ride facility. A major corridor, Kanner Highway in Martin County, is currently served by the MARTY Route 2. The MARTY Route 2 uses Kanner Highway to provide transit service to Indiantown. The project team identified a short turnaround option east of I-95 on Kanner Highway where the Port St. Lucie Express could serve a park-and-ride in the future.

The northbound and southbound express route would travel east of I-95 north on Lost River Road and use the frontage road adjacent to McDonald's and Chevron to access Kanner Highway. This particular area includes vacant parcels that may be suitable for a park-and-ride facility to connect riders north to Gatlin Boulevard or south to Palm Beach County. Map 3-5 displays the Kanner Highway express route option.

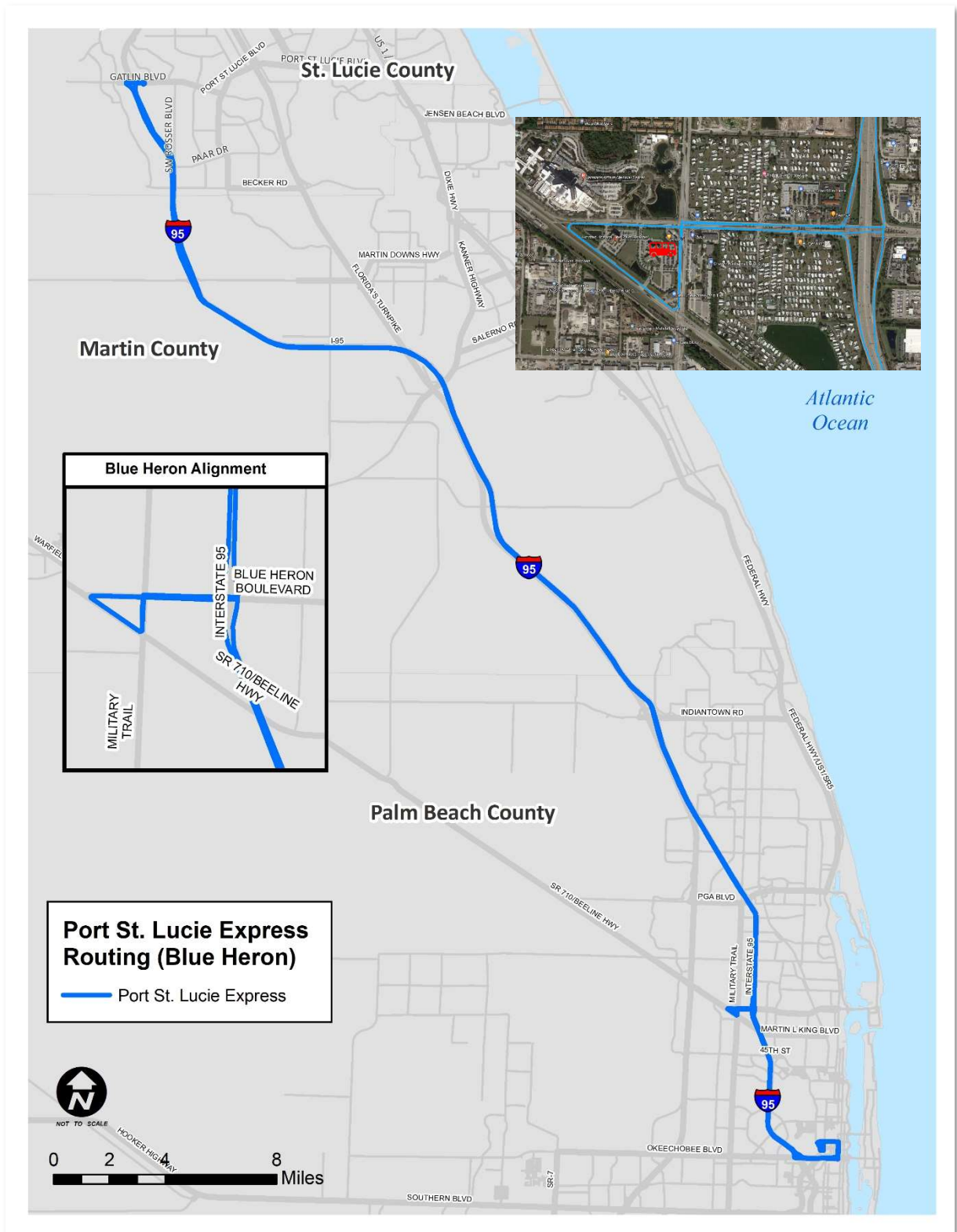
The Kanner Highway location provides access (ingress and egress) along a route that includes signal-controlled intersections. For northbound travel, the additional travel distance is 0.7 miles and adds approximately 3.2 minutes to travel, including running and dwell time. In the southbound direction, this location adds 1.6 miles and approximately 4.7 minutes to travel time. Combined, the addition of the Kanner Highway stop would increase the operation time of each round trip by 7.9 minutes (see Table 3-1).

Compared to other options for future expansion of the service, the Kanner Highway location adds a minimal impact on running times and provides service access for an area with relatively low mobility need but no other options for alternatives to driving for travel to destinations to the south or to opportunities in St. Lucie County.

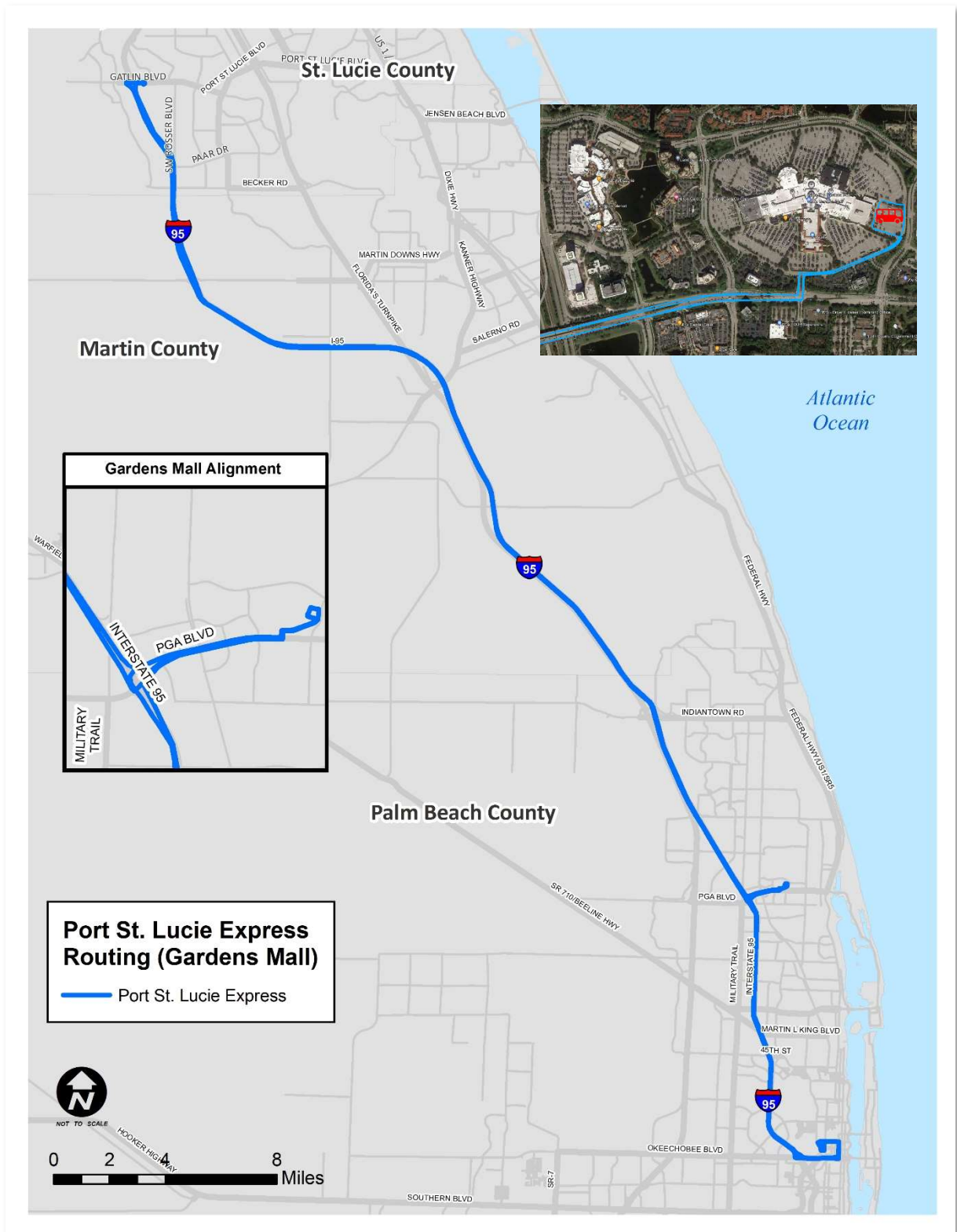
Map 3-1: Port St. Lucie Express (Northlake Blvd Option)



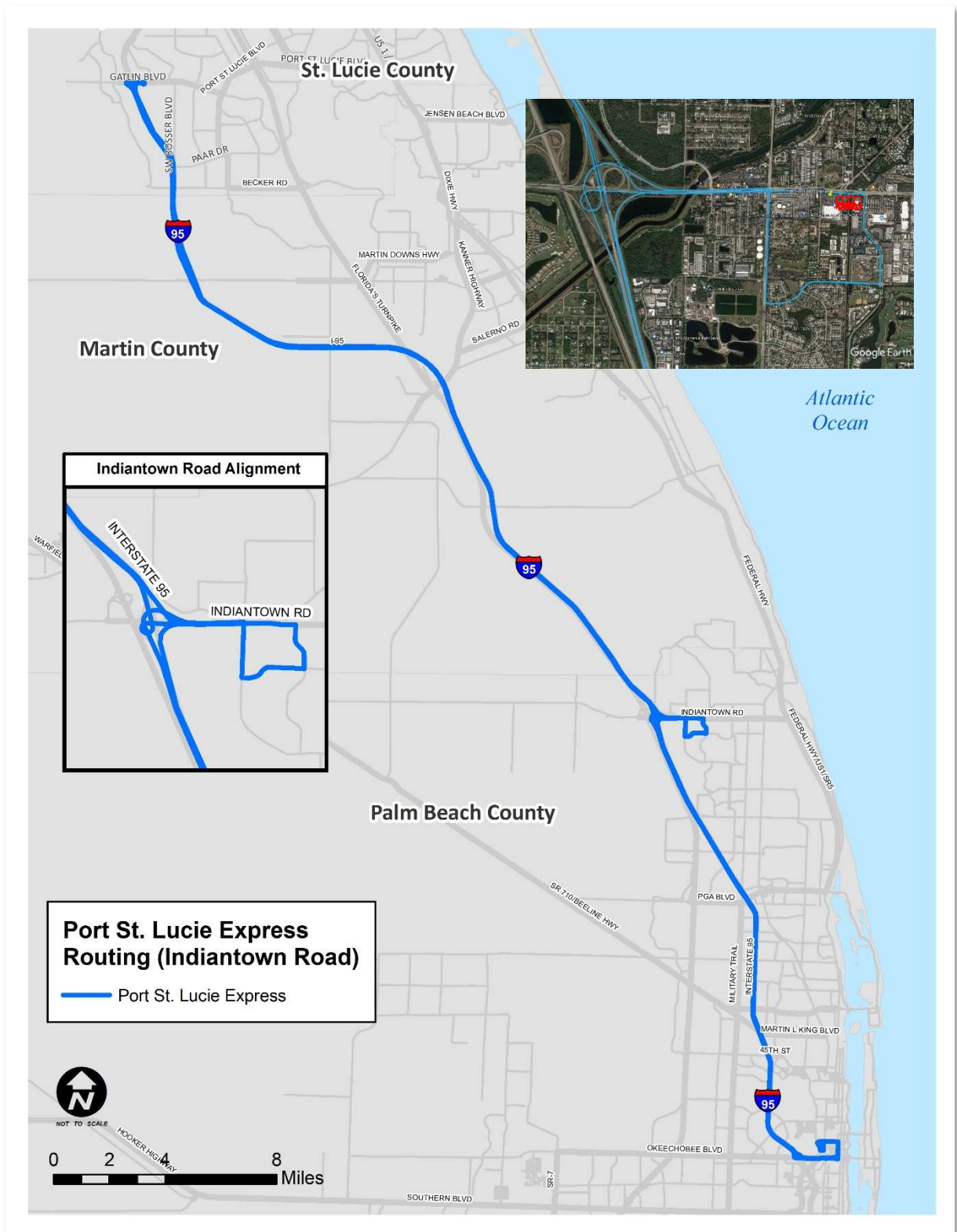
Map 3-2: Port St. Lucie Express (Blue Heron Blvd Option)



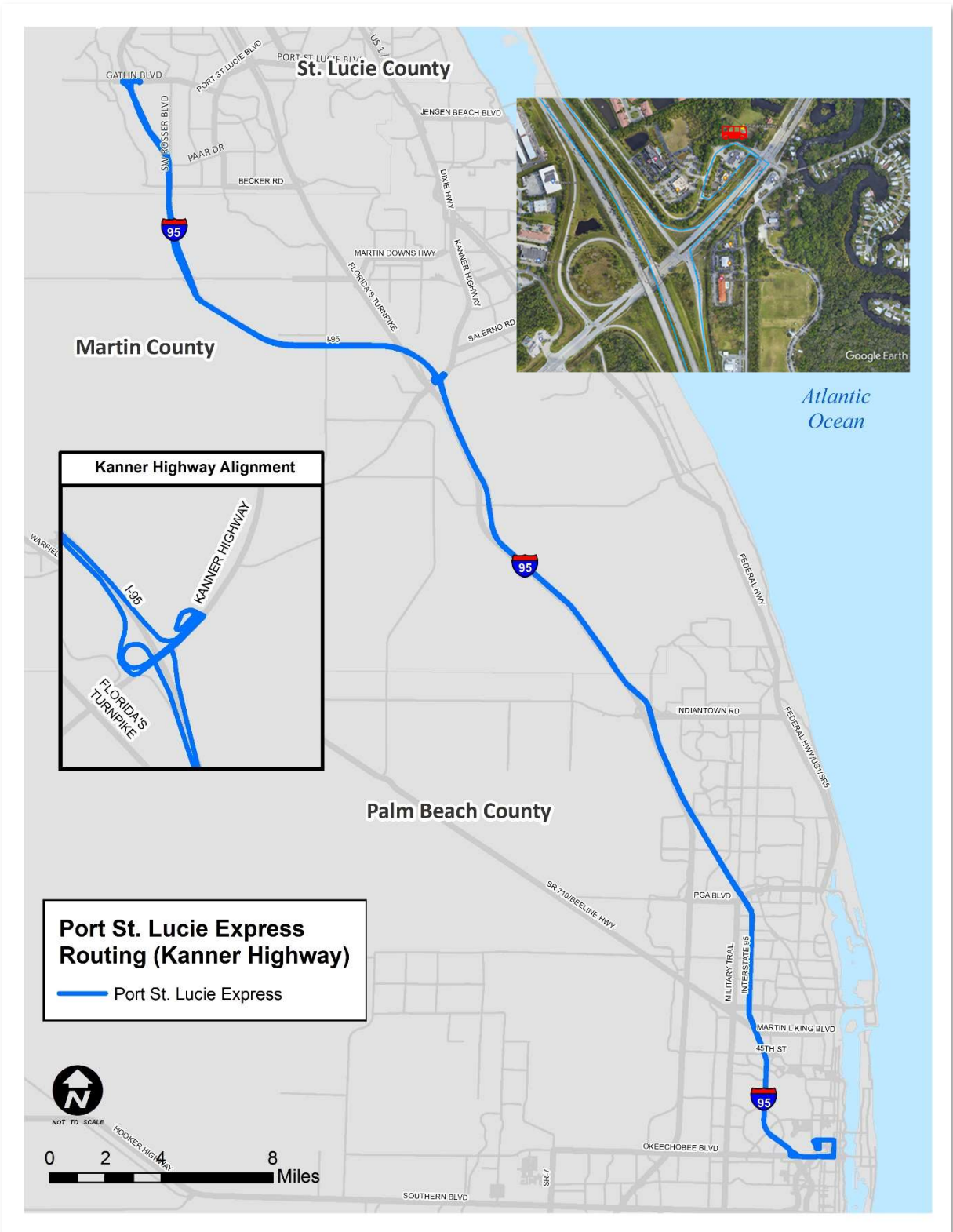
Map 3-3: Port St. Lucie Express (Gardens Mall/PGA Blvd Option)



Map 3-4: Port St. Lucie Express (Indiantown Option)



Map 3-5: Port St. Lucie Express (Kanner Highway Option)



Considerations of Future Options

The determination of which future stops are advanced involves considerations of demand, travel times, operating requirements and costs, and the ability to secure land.

The impact of increased travel times on the attractiveness of the service to riders is critical when considering adding stop locations, especially for a long-haul commuter (express) service. While serving additional locations may attract new riders, the resulting increase in travel time for riders (the additional time on board the vehicle) will detract from the attractiveness of the service. For example, a trip that takes an hour is attractive, especially if the comparable travel time by car is similar. If adding new stop locations causes the travel time to increase enough, say by 20 or 30 minutes, it will likely result in riders electing to drive rather than use the PSL Express.

In addition, and directly related to travel time, the ability to secure operationally attractive locations for future stops is critical. Stop locations should be close to I-95, be large enough to serve as a park-and-ride lot, be served by an efficient roadway network to facilitate quick bus access between I-95 and the park-and-ride facility.

While travel time associated with each potential location was described in the description of each park-and-ride option, the combined impact of these locations is discussed below and should have a meaningful impact on the consideration of which future park-and-ride locations are given serious consideration.

Table 3-1 compares and summarizes the combined impacts of the potential locations on one-way and roundtrip operating times. The one-way times equate to the time it would take a rider to make the trip from Port St. Lucie to West Palm Beach and as well as the reverse trip. The round trip times reflect differences in the basis for the associated operational costs to provide the service. This table also presents the annual additional cost of each option above the initial service cost estimate of \$287,215 based on the TDP operating cost rate of \$109 per service hour.

The initial PSL Express service involves a 55-minute travel time northbound (West Palm Beach ITC to the Jobs Express Terminal in Port St. Lucie) and a 60-minute travel time southbound. Including the 10-minute layover time in Port St. Lucie, the round trip operational time for the initial service is 125-minutes.

The Northlake park-and-ride location and the Kanner Highway park-and-ride location add the least amount of additional travel time. Northlake adds 3.1 minutes northbound and 3.6 minutes southbound, 6.8 minutes round trip. The Kanner Highway location adds 3.2 minutes travel time northbound and 4.7 minutes southbound, 7.9 minutes round trip. If the future PSL Express service were to include these park-and-ride locations, the northbound travel time (West Palm Beach to Port St. Lucie) would be 61.3 minutes, the southbound trip would take 68.3 minutes, and the round trip operating time would take 129.6 minutes, a difference of 14.6 minutes, or an 12.7% increase in operating hours.

While the Kanner location and the Northlake location add the least amount of travel time. They also provide relatively little additional potential for additional benefit in terms of ridership. By

comparison, serving Blue Heron instead of Northlake is slightly less attractive due to longer travel times, but the Blue Heron stop connects to Palm Tran routes 3, 4, 30, 31.

Table 3-1: Port St. Lucie Express Operational Characteristics by Route Option

Route Option	Route Miles	Speed	Added Miles	Added Running Time	Dwell (min)	Run Time	1-way Added Minutes	RT Time	Added Minutes	Added Annual Operating Cost ¹
PSL Express NB	51.4	56.1			10	55.0		125.0		\$287,215
PSL Express SB	52.0	52.0				60.0				
Kanner Hwy NB	52.1	55.6	0.7	1.2	2	58.2	3.2	132.9	7.9	\$14,559
Kanner Hwy SB	53.6	51.3	1.6	2.7	2	64.7	4.7			
Indiantown NB	55.6	53.6	4.2	7.2	2	64.2	9.2	145.0	20.0	\$37,113
Indiantown SB	57.2	49.8	5.2	8.8	2	70.8	10.8			
Gardens Mall NB	54.3	54.3	2.9	5.0	2	62.0	7.0	139.7	14.7	\$27,266
Gardens Mall SB	55.4	50.5	3.4	5.7	2	67.7	7.7			
Blue Heron NB	53.4	54.8	2.0	3.4	2	60.4	5.4	135.6	10.6	\$19,642
Blue Heron SB	53.9	51.1	1.9	3.2	2	65.2	5.2			
Northlake NB	52.1	55.6	0.7	1.1	2	58.1	3.1	131.8	6.8	\$12,558
Northlake SB	53.0	51.6	1.0	1.6	2	63.6	3.6			
All Options NB	61.9	50.9	10.5	17.9	10	82.9	27.9	185.0	60.0	\$111,138
All Options SB	64.9	47.4	12.9	22.0	10	92.0	32.0			

1. Operating cost service hour \$109 as per 2021 TDP Major Update.

The Indiantown location, largely due to an inefficient roadway network, would require significant additional travel. The travel time increase of adding this location alone is 9.2 minutes in the northbound direction and 10.8 minutes in the southbound direction, 20.0 minutes round trip. If the Indiantown location were to be included in the future, say with the Kanner Highway and Northlake locations, the northbound travel would increase by 15.5 minutes (to 70.5 minutes) and the southbound travel by 19.1 minutes (to 79.1 minutes). Combined this would increase round trip operating time by 34.7 minutes or 30.1%.

Given the potential for additional connections to transit routes, the combination of adding The Gardens Mall and Blue Heron as future locations deserves consideration. This combination would add 12.4 minutes to the northbound trip and 12.9 minutes to the southbound trip and increase in service hours of 22.0% over the based PSL Express service.

If all the park-and-ride locations were to be served by the PSL Express in the future, the northbound travel time would increase to 82.9 minutes, a 27.9-minute travel time increase. The southbound travel time would increase to 92.0 minutes, a 32.0-minute travel time increase. Combined, the round trip operating time would increase by 60.0 minutes, or 52.2% over the initial PSL Express service. Map 3-6 presents all options.

Given the analysis, the recommendation is to consider including future park-and-ride locations at Gardens Mall and Blue Heron Boulevard. The Gardens Mall location should also be considered for service in the non-peak to serve retail service jobs, shopping demand, and to provide connection with other Palm Tran routes if the demand is shown to be evident. The future option of serving Port St. Lucie, The Gardens Mall, Blue Heron, and the ITC in West Palm Beach would result in a travel time southbound of 72.9 minutes and a northbound travel time of 67.4 minutes.

Map 3-6: Port St. Lucie Express (All Options)



4 Fare Policy and Fare Equity Analysis

This section presents a fare equity analysis which involves developing a recommended fare for the PSL Express, as well as determining the likely impact on disadvantaged populations, such as minority and low-income persons. In addition, federal guidance suggests, but does not require a review of limited English proficiency (LEP) populations, due to statistical correlations to minority and low-income populations. Federal regulations require an equity analysis when evaluating public transit service changes and changes to fare policy. In particular, the objective of the equity analysis is to determine if these populations are disproportionately adversely impacted service changes or changes in fare policy relative to the characteristics of the general population.

Since neither Palm Beach County nor St. Lucie County have a commuter type service or fare option, any new fare will, by definition, have an impact on low-income and minority populations. However, this equity analysis is intended to determine if the impact is disproportionately a burden on these populations compared to the general population of the community. In addition, this section makes recommendations for fare policy for the new service that is consistent with fares for similar services in peer communities.

Minority and Low-Income Populations

Based on the 2020 Census, the minority, and low-income characteristics of the population within a 5-mile service catchment area for proposed park-and-ride locations, was developed and compared to the general population within the same area. Table 4-1 presents the results of the analysis for key park-and-ride locations analyzed.

In Palm Beach County, the terminus station in West Palm Beach ITC was included as well as The Gardens Mall and the location along Indiantown Road in Jupiter. The Blue Heron Boulevard and Northlake Boulevard locations fall within the 5-mile catchment areas between the ITC and The Gardens Mall. The other locations examined are the terminus in Port St. Lucie and the location along Kanner Highway in Martin County.

Table 4-1: Low-income and Minority Populations

Park-and-Ride	Percent Minority	Percent Not Minority	Percent Low-Income	Percent Not Low-income
St. Lucie County	33%	77%	14%	86%
Martin County	10%	90%	11%	89%
Palm Beach County	25%	75%	12%	88%
Port St. Lucie	46%	54%	12%	88%
Kanner Highway	12%	88%	9%	91%
Indiantown Road	14%	86%	9%	91%
The Gardens Mall	24%	76%	9%	91%
West Palm Beach	42%	58%	17%	83%

Source: Census 2020

Given the characteristics of the populations within the catchment areas of the proposed park-and-ride facilities compared to the county populations, the only locations that are shown to have a higher incidence of minority or low-income populations compared to the respective county population characteristics are:

- Port St. Lucie – minority population in proximity to the park-and-ride lot is 46% compared to an average of 33% for St. Lucie County. In terms of percent minority population, Port St. Lucie exceeds the percent of minority population of the county by 39%. The greater than 20% variation above the average for percent minority demonstrates a disproportionate impact on minority populations in Port St. Lucie.
- Kanner Highway – minority population in proximity to the park-and-ride lot is 12% compared to 10% for Martin County. However, the variation in minority population is not greater than 20% and therefore does not constitute a disproportionate impact.
- West Palm Beach – minority population in proximity to the park-and-ride lot is 42% compared to 25% for Palm Beach County and low-income population is 17% compared to 12% for Palm Beach County. In terms of percent minority population, West Palm Beach exceeds the percent of minority population of the county by 68%. The greater than 20% variation above the average for percent minority demonstrates a disproportionate impact on minority populations in West Palm Beach. Low-income population is 42% greater than the average for the county, therefore the variation above 20% demonstrates a disproportionate impact for low-income populations in West Palm Beach.

Fare Policy Recommendation

Based on the data provided, the project team and Palm Tran staff examined agencies in Florida of similar size that operate limited stop commuter services across county lines. The project team gathered this information and presented it to Palm Tran for review. The agencies examined in the peer review are Pinellas Suncoast Transit Authority (PSTA), Hillsborough Area Regional Transit (HART), Broward County Transit (BCT), Miami-Dade Transit (MDT)

Since this will be a new service provided by Palm Tran and it has been determined that a disproportionate impact will be felt in three of the target service areas, the intent is to recommend a fare that is comparable to similar services in peer communities. Based on the peer system commuter service fare information shown in Table 4-2, the project team recommends a fare of \$2.65 to be consistent with our adjacent peers and therefore is reasonable by comparison.

Table 4-2: Peer Fare Comparison

Agency	Express Fare	Local Fare
Pinellas Suncoast Transit Authority (PSTA)	\$3.00	\$2.25
Hillsborough Area Regional Transit (HART)	\$3.00	\$2.00
Broward County Transit (BCT)	\$2.65	\$2.00
Miami-Dade Transit (MDT)	\$2.65	\$2.25

In addition, although the equity analysis shows a greater impact on minority and low-income populations in three markets, it should be recognized that this service is designed and intended to help provide affordable and convenient transportation to employment markets. This service would benefit most the populations that may most be lacking access to transportation.



Appendix J

Resolution





Appendix K

Service Change Approval Record



PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, July 28, 2022
1:30 p.m. to 3:30 p.m.

1. Call to Order

Meeting called to order at 1:33 p.m. by Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair
Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chairman
Frank Stanzione, Seat 7, Senior Citizen Representative
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience
Tammy Jackson-Moore, Seat 13, Resident of the Glades/Lake Region Area

Members via Virtual Participation

Terry Brown, Seat 1, Representative with Transportation Experience
Selva Selvendran, Seat 3, Environmental Advocate
Donté Mickens, Seat 6, Representative with Multicultural Experience

Members Absent

Jim Gibbs, Seat 5, Business Community Representative

Chair Mitchell requested a motion to allow virtual participation by Messrs. Brown, Mickens and Selvendran because of the ongoing health crisis.

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

PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, July 28, 2022
1:30 p.m. to 3:30 p.m.

4. Motion to Adopt Agenda for July 28, 2022

Chair Mitchell requested a motion to approve the Agenda for July 28, 2022.

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

5. Motion to Approve Minutes for March 24, 2022

Chair Mitchell requested a motion to approve the Minutes for March 24, 2022.

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

6. Safety Message/Briefing

The Safety Message was presented by Ryan Soccio, Senior Manager of Safety, Training & Compliance.

The July Safety Message focused on the importance of Railroad Crossing Safety.

7. Comments from Palm Tran's Service Board Chair

Chair Mitchell welcomed the Board members who were participating virtually and thanked all members for their participation.

Chair Mitchell stated that she attended Palm Tran Stat Forum's 5 Year Anniversary celebration.

8. Comments from Palm Tran's Executive Director

Bus Operator Appreciation Day

Mr. Forbes stated on Friday, April 15, 2022, the Palm Tran's Executive Leadership Team, County Administrator Verdenia C. Baker and Assistant County Administrator Todd J. Bonlarron spent time at the West Palm Beach Intermodal Transit Center greeting and thanking Bus Operators for their service and dedication.

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National Association of Government Communicators (NAGC) Awards

Mr. Forbes stated that Palm Tran's Public Relations Team received two first-place Blue Pencil and Gold Screen Awards for the "Get Your Paradise Pass" Radio Ad and the Hispanic Heritage Month Bus Wrap.

Paradise Pass Public Service Announcement

Mr. Forbes presented a video promoting the Paradise Pass which encourages customers to "Change the Way You Pay".

New Ad: Save On Gas, Get The Paradise Pass

Mr. Forbes presented a video promoting the use of public transit to get around as gas prices continue to rise.

New Ad: Go Glades App

Mr. Forbes presented a video promoting the new Go Glades app.

Palm Beach County Board of County Commissioners held on June 7, 2022

Mr. Forbes stated that in an ongoing commitment to support the LGBTQ community, Palm Tran kicked off Pride Month by bringing the Pride Bus to the Palm Beach County Board of County Commissioners meeting held on June 7, 2022. The Commissioners took photos in front of the bus to show their support.

Mr. Forbes stated that the Commissioners proclaimed June 17, 2022, as "National Dump the Pump Day" to encourage residents to ride public transit and leave their cars at home.

Mr. Forbes stated that he, along with County Administrator Verdenia C. Baker and numerous county employees participated in the event.

Bus Operator Graduation

Mr. Forbes stated that a Bus Operator Graduation Ceremony was held on Thursday, June 16, 2022, at the Board of County Commissioner's Chambers to honor the seven (7) Operators who successfully completed their Bus Operator Training.

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Juneteenth Parade

Mr. Forbes stated that Palm Tran was proud to be a part of the first Juneteenth & Centennial Parade held in Riviera Beach, Florida on Saturday, June 18, 2022. Palm Tran employees, friends and family members walked alongside the wrapped bus which featured Martin Luther King, Jr. with the quote "The Time Is Always Right To Do What Is Right."

Palm Beach County Board of County Commissioners held on July 12, 2022

Mr. Forbes stated that a newly designed bus wrap celebrating the 50th Anniversary of the Palm Beach County Parks and Recreation Department was unveiled at the Palm Beach County Board of County Commissioners Meeting on Tuesday, July 12, 2022.

MV Transportation Transit Operator of the Year

Mr. Forbes stated that he is proud to announce that Palm Tran Connection Paratransit Operator Felicia Lane was awarded the Katie McClary Operator of the Year Award from MV Transportation. Ms. Lane began driving for MV Transportation in 2018.

Mr. Forbes stated that the award recognizes safety in driving and honors the memory of Katie McClary who was tragically killed in a bus accident in 2004. Ms. Lane was selected out of 10,000 Operators because of her perfect driving record with no preventable accidents and no passenger complaints.

"Connecting the Present to the Past" Black History Tour

Mr. Forbes stated on Wednesday, June 15, 2022, Palm Tran participated in the "Connecting the Past to the Present" Black History Culture Tour. Participants rode on the wrapped bus which featured Martin Luther King, Jr. with the quote "The Time Is Always Right To Do What Is Right". The tour included eight (8) culturally significant sites in Palm Beach County beginning at the Urban League of Palm Beach County and ending at the Old Court.

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Second Chance Event

Mr. Forbes stated on Saturday, July 9, 2022, two members of Palm Tran's Public Relations Team attended the *Second Chance Event* in Riviera Beach, Florida which was hosted by the Florida Justice Center, Cresco Labs and Palm Beach County Commissioner Mack Bernard. The event offered information on legal and community services to low-income individuals and individuals re-entering society. Palm Tran provided much-needed information on how to use the Public Transit Bus System and the Paradise Pass.

COMTO Innovation Award

Mr. Forbes stated that on Saturday, July 9, 2022, fifteen (15) Palm Tran employees attended the COMTO National Office Conference in Fort Lauderdale, Florida. The three-day event entitled "Navigating the Future" was an impactful conference featuring guest speakers, tours, informational workshops and a golf tournament.

Mr. Forbes stated that Palm Tram was honored with the COMTO Industry Innovation Award for its initiatives which focused on improving mobility, safety and integrating technology.

Palm Tran Welcomes New Hires

Mr. Forbes welcomed the following employees to the Palm Tran team:

- Andrew Johns, Facilities Project Manager
- Dwayne Grondin, Jr., Operations Manager
- Evan Henderson, Marketing Manager
- Json Deltoro, Paratransit Operations Supervisor
- Alan Spencer, Special Projects Coordinator

Palm Tran Welcomes New Executive Leadership Member

Mr. Forbes welcomed and introduced Tennille E. DeCoste, Executive Senior Manager of Human Resources, to Palm Tran and the newest member of the Executive Leadership Team.

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9. Committee Reports

a. PTSB Paratransit Subcommittee

Mr. Martin stated the Paratransit Subcommittee met on July 14, 2022.

Mr. Martin reported the following:

- Mr. Ferri presented the Monthly Operating Report for discussion. Reporting that there was an increase in trips and a decrease in customer complaints.
- Mr. Deltoro and Ms. Affonso gave an update on the Eligibility Process. Both reviewed the pre and post CEP and announced that the number of approvals has decreased due to the new process.
- Mr. Jones reported on the Service Infractions. No-shows and cancellations are followed up on and reviewed by staff.
- Ms. Aragon presented Driver Recruitment and Retention indicating that the applicants applying for the driver positions are not passing the required drug test. The total number of drivers is 446 and the shortage of drivers is 101.

Mr. Martin stated that there are challenges with recruitment. Praised staff for a great job with the new Eligibility process.

b. PTSB Planning Subcommittee

Mr. Acevedo stated the Planning Subcommittee was held on July 14 to discuss the September 11, 2022 Service Changes.

Mr. Acevedo reported the following:

- The Committee was happy to see the decline in trip cancellations as a result of the service changes that were implemented on May 8, 2022.
- Mr. Nagal presented the Proposed Service Changes for discussion.

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- Palm Tran staff ensured that significant public outreach will be performed before the implementation of the Service Change.
- Palm Tran staff recognize that the most significant service change was the combination of Route 20 and Route 49.
- The Members and staff also recognized the strong relationship between the Union and the Company for the key role they played in the recent improvements.

Mr. Acevedo stated that the proposed Service Changes were passed by the Palm Tran Planning Subcommittee.

10. Actions Items

a. Election of Vice Chairperson

Chair Mitchell requested a motion to nominate a Vice Chairman.

Mr. Stanzione nominated Mr. Acevedo. The motion was approved unanimously.

The votes are as follows:

Board Members	Seats Held	Votes
Chair Carmencita Mitchell	Seat 9	Yes
Terry Brown	Seat 1	Yes
Selva Selvendran	Seat 3	Yes
Donté Mickens	Seat 6	Yes
Frank Stanzione	Seat 7	Yes
Dennis Martin	Seat 12	Yes
Tammy Jackson-Moore	Seat 13	Yes

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b. September 11, 2022 Service Changes

Levi McCollum, Director of Transit Planning, provided an operational update on the interlined Routes 20 and 49. After a schedule adjustment in January 2022, On-Time performance has increased by 15 to 20 percent.

Chair Mitchell requested a motion to approve the September 11, 2022 Service Changes.

Motion made by Ms. Jackson-Moore and seconded by Mr. Stanzione. The motion was approved unanimously.

c. Public Comments on Action Items

There were no Public Comments.

11. Informational Items

a. Performance Report

Christian Londono, Manager of Performance Management, presented a short overview of the Performance Report for June 2022.

Mr. Londono thanked the Board members for attending Palm Tran Stat Forum's 5 Year Anniversary celebration.

b. Public Comments on Informational Items

There were no Public Comments.

12. Public Comments (General)

Palm Tran Ambassador, Nicky Brown, shared his concerns regarding the policy of Palm Tran allowing electric bikes & scooters on the buses. He stated he has noticed customers bringing bikes/scooters that do not fold down on the buses. He believes this is a major hazard. He asked that bikes/scooters no longer be allowed on buses.

Mr. Brown also stated his concern regarding Courtesy Rides. Indicated that this program needs to be evaluated and many people are misusing this service.

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Michael Watson

Mr. Watson's concern was regarding cell phones on buses. Customers are not muting their phones on the buses. Customers are having personal conversations on their speakers or playing music on buses. This is not respectful of other passengers.

Brandon Williams

Mr. Williams thank the Board for an outstanding meeting and wanted to thank the drivers (Connection) for their work. He indicated that we must compliment the staff/drivers when they do a good job. He wanted to say thank you to Palm Tran for their service.

13. Customer Service Follow-ups

Mr. Harrington stated there were no Customer Service Follow-ups.

14. Board Member Comments

Chair Mitchell thanked members of the Executive Leadership Team and PTSB Board who participated in the Planning Subcommittee Meetings.

Chair Mitchell encouraged Board members to participate.

Mr. Martin thanked Mr. Williams for his comments about appreciating others.

Mr. Martin stated that Thank You goes a long way...goodness is always a good thing.

15. Adjournment

The meeting was adjourned at 2:54 p.m. by Chair Mitchell.

Carmencita Mitchell, Chair

Date _____

Joey Acevedo, Vice Chair

Date _____

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

Palm Tran Bus Service is available to this location via Route 2

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1. Call to Order

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

2. Pledge of Allegiance

3. Roll Call

Members Present

Kerry Rawn, Seat 2, Disability Advocate

Selva Selvendran, Seat 3, Environmental Advocate

Frank Stanzione, Seat 7, Senior Citizen Representative

Brandon Williams, Seat 8, Certified Paratransit User

Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair

Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chairman

Tricia Hallison-Mischler, Seat 11, Citizen-at Large

Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent

Kashamba Miller-Anderson, Seat 4, Elected Municipal Official

Jim Gibbs, Seat 5, Business Community Representative

Donté Mickens, Seat 6, Representative with Multicultural Experience

Tammy Jackson-Moore, Seat 13, Resident of the Glades/ Lake Region Area

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

Chair Mitchell requested a motion to adopt the agenda for October 26, 2023.

Motion made by Mr. Stanzione and seconded by Mr. Acevedo

The motion was approved unanimously.

5. Motion to Approve Minutes for September 21, 2023

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

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

6. Safety Message/Briefing

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

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

7. Comments from Palm Tran’s Service Board Chair

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

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

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

Chair Mitchell officially opened the Public Hearing.

8. Action Items

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

a. Service Recommendation and Funding

I. Resolution Overview

Attorney Masimba Mutamba outlined the guidelines for conducting a Public Hearing

II. PTSB Discussion

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

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- advised it will not be affected but enhanced. When will Paratransit fare be increased? Staff responded with October FY2024 upon board approval.
- Vice Chair Acevedo, how will we go about showing proof we got off a TNC to ride fixed route? It would be the same as transferring from Tri-rail to fixed route. How will the complain process work for TNC to assure customers are treated fairly? Palm Tran will be monitoring metrics to assure continuity customer service is paramount.
 - Mr. Stanzione, for route 92 does that fall under the 25% for service changes? Yes, the 92% has minimal changes.
 - Ms. Rawn, On TNC partnership does Palm Tran peers utilize the service. Yes, PSTA has used TNC successfully since 2016.
 - Mr. Selvendren, supports and agrees with the changes recommended.
 - Mr. Martin, thanked staff for the presentation. How did the meeting go in Royal Palm Beach? Staff responded it was met well.
 - Mr. Williams, how will my eligibility be affected if I have a bus stop nearby but I cannot ride. Due to your mobility devise you will not be affected and will remain eligibility. Is there a plan to increase the fare more than \$4.00 in the future? The recommendation is to cap it at \$4.00.

b. Public Comment on Action Items

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

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

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

9. Public Comments (General)

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

10. Board Member Comments

Kerry Rawn, Thanked Palm Tran

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

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

Tricia Hallison-Mischler, it was as wonderful meeting.

11. Adjournment

Meeting adjourned 3:38 PM

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_____ **Date** _____ _____ **Date** _____
Carmencita Mitchell, Chair **Joey Acevedo, Vice Chair**

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

BCC Briefs for August 20, 2024



Posted On Friday, August 30, 2024

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At the August 20, 2024, Board of County Commissioners meeting, the board took the following action on the regular agenda:

ADMINISTRATION - Received a presentation and economic study from Vanderbilt University. The university is proposing building a campus in downtown West Palm Beach with plans to collaborate with the county and the city. The university seeks county and city owned land in downtown West Palm Beach. The board directed staff to draft an agreement and on 9/17 provide the BCC with an update on negotiations or bring an agreement for approval, but no later than 10/8, bring an agreement for approval.

Approved a resolution approving the CareerSource Palm Beach County FY 2024-2025 Budget for \$12,699,674 for its programs under the Workforce Innovation and Opportunity Act of 2014.

Approved a budget transfer of \$60,000 from General Fund Contingency Reserves to supplement the 2024 Value Adjustment Board budget due to an increase in filings and hearings resulting in a budgetary impact. The transfer is to meet operating cost projections for the remainder of the fiscal year.

AIRPORTS – Amended an agreement with Ranger Construction Industries, Inc. for the Central Airfield Improvement project provides for completion of the reconstruction of Taxiway F and H, to increase the project duration.

FACILITIES DEVELOPMENT & OPERATIONS – Voted 6-0 to continue rent abatement for the Historical Society of Palm Beach County for use of space in the historic 1916 courthouse for the period of November 1, 2023 through October 31, 2028. The area includes the Palm Beach County History Museum and administrative offices.

Agreed to purchase land on Bee Line Highway north of Indiantown Road located in an area known as Palm Beach Heights (part of the Pal-Mar Ecosite). The Pal-Mar Ecosite is part of a large ecological greenway that stretches from just west of the Atlantic Ocean to just east of Lake Okeechobee. The area provides habitat for a wide variety of native plants and animals and it is part of a hydrologically significant region that includes the headwaters of the federally designated Wild and Scenic Northwest Fork of the Loxahatchee River.

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Approved a First Amendment to Civic Site Dedication Agreement with Atlantic Commons Associates, LLLP to modify access and utility easement requirements by conveying three tracts of land to the county for vehicular and pedestrian ingress and egress and a utility access for water, sewer and reclaim utilities to the civic site parcel.

Directed staff to draft and issue a RFP to develop and operate the unimproved portion of the County-owned 20 Mile Bend property for an Off-Highway Vehicle Park/Racetrack Park. Any developer would be responsible for utility and site work on the property as part of any development proposed. The county would retain ownership of the land.

First Amendment with seller for the acquisition of three parcels that modifies the acreage, reduces the purchase price and adds a condition precedent to closing. The property, which abuts the Animal Care and Control (ACC) Facility located at 7100 Belvedere Road in unincorporated Palm Beach County, will provide operational flexibility and reduce the impact on ACC operations during the impending renovation project, as well as, allow for future operational growth.

Approved a Settlement Agreement with HW Spring Training Complex, LLC in regards to sports facility use agreement in regards to past payments, use disruptions and equipment costs. The settlement brings terms more in line with a recent agreement with Roger Dean Stadium.

Directed staff to continue design efforts with existing funding, in order to return to the BCC at a later time with fully developed construction drawings, an updated project estimate and a recommendation for closing the budget gap for a new Medical Examiner's Office facility. The new construction would ensure full compliance with National Association of Medical Examiner's accreditation requirements, which is a fundamental objective for all facility investments.

HOUSING AND ECONOMIC DEVELOPMENT - Approved a HOME Investment Partnerships (HOME) Program Community Housing Development Organization (CHDO) funding award of \$1,000,000 to Riviera Beach Community Development Corporation, Inc. (RBCDC) and directed staff to negotiate a loan agreement. This for-sale project will create 28 new townhomes. When complete, the project will consist of 14 two-story buildings with two units per structure, for a total of 28 units. 11 of the units will be 2-bedrooms and 17 of the units will be 3-bedrooms. The sale price for the County-assisted units will be \$325,000. All HOME-assisted housing units will remain affordable to households with incomes no greater than 80% of AMI for no less than 30 years.

Approved a Housing Initiative Fund Program (HIP) award for \$500,000 to Oikos Development Corporation and directed staff to negotiate the loan agreement and authorize the County Administrator, or designee, to execute the loan agreement. The project entails the construction of 30 two-bedroom units and 30 three-bedroom units located in five buildings on the site of the demolished Everglade

Memorial Hospital located at 200 S. Barfield Highway in Pahokee. The total project cost is \$19.6M and all units will be County assisted and serve individuals and families that are 60% or below of the Area Median Income (AMI) and the project will have an affordability period of no less than 50 years.

PALM TRAN - Held a Public Hearing for the establishment of fares for the Palm Tran Port Saint Lucie Express. The Port Saint Lucie Express will travel north and south via I-95, providing two morning and two evening trips between Gatlin Park in St. Lucie County and the Intermodal Transfer Center in West Palm Beach utilizing coach-style buses to transport riders. The board approved a fare of \$3.00 for each one-way trip with reduced fare for senior veterans. Transfers to Palm Tran's Fixed Route service will be the regular fare for fixed route.

Approved an emergency contract between the Palm Beach County Board of County Commissioners (BCC) and MV Contract Transportation, Inc. with a not-to-exceed amount of \$26,313,256 for the period of May 1, 2024 through April 30, 2025 to maintain critical paratransit services until a new contract can be awarded.

Approved an emergency contract between the BCC and First Transit, Inc. with a not-to-exceed amount of \$33,974,587.46 for the period of May 1, 2024 through April 30, 2025 to maintain critical paratransit services until a new contract can be awarded.

Approved an emergency contract between the BCC and MV Transportation, Inc. with a not-to-exceed amount of \$1,667,820 for the period of May 1, 2024 through April 30, 2025, for the provision of Dial-A-Ride/MOD – Go Glades service.

Approved a budget transfer of \$7,704,056 in the Palm Tran Operating Fund to decrease Operating Reserves and increase Contractual Services.

ENGINEERING & PUBLIC WORKS – Adopted a resolution with FPL to waive the advance payment clause of the Palm Beach County Administrative Code for the construction of streetlights in instances where construction entails unusual circumstances.

OFFICE OF RESILIENCE – Approved a budget transfer of \$500,000 from contingency reserves to account for costs incurred to Host the Southeast Florida Regional Climate Change Compact Southeast Florida Regional Climate Leadership Summit for December 2025. Expenses are estimated to range from \$400,000 to \$500,000 depending on number of registrants. The Office of Resilience (OOR) expects ticket and sponsorship revenues to cover a significant portion of hosting costs, though OOR cannot guarantee the revenue amount. OOR is contracting with an event planner, who will help finalize the budget and ensure a successful event.

Adopted resolutions of the Board of County Commissioners of Palm Beach County to approve the grant application for the Country Club Acres Subdivision Drainage Improvement Project; to approve the grant application for the Englewood Estates/Manor Subdivision Drainage Improvement Project; to approve the grant application for the Australian Avenue Project and to approve the grant application for the Ocean Inlet Park Resiliency Improvements project. OOR is collaborating with Engineering and Public Works and Parks and Recreation Departments on four FDEP Resilient Florida implementation grant applications. These resolutions will demonstrate support for providing 50% mandatory match of County funding totaling \$32,747,000 upon awards, which increases grant application scoring.

For further information on consent and regular items, please visit the Agenda section of [our website](#).



Appendix L

General Requirements by FTA Circular 4702.1B



CHAPTER III

GENERAL REQUIREMENTS AND GUIDELINES

1. **INTRODUCTION.** This chapter describes requirements that all FTA recipients must follow to ensure that their programs, policies, and activities comply with DOT's Title VI regulations.
2. **REQUIREMENT TO PROVIDE TITLE VI ASSURANCES.** 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 DOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA. Primary recipients shall collect Title VI assurances from subrecipients prior to passing through FTA funds. The text of FTA's annual certifications and assurances is available on FTA's website.
3. **REQUIREMENTS FOR FIRST-TIME APPLICANTS.** First-time applicants must submit a Title VI Program that is compliant with this Circular, and submit an assurance (as noted in Section 2 above) that it will comply with Title VI. In addition, and consistent with 28 CFR § 50.3, entities applying for FTA funding for the first time shall provide information regarding their Title VI compliance history if they have previously received funding from another Federal agency. This shall include a copy of any Title VI compliance review activities conducted in the previous three years. The summary shall include:
 - a. The purpose or reason for the review.
 - b. The name of the agency or organization that performed the review.
 - c. A summary of the findings and recommendations of the review.
 - d. A report on the status and/or disposition of such findings and recommendations. This information shall be relevant to the organizational entity actually submitting the application, not necessarily the larger agency or department of which the entity is a part.

In addition, first-time applicants shall submit a brief description of any pending applications to other Federal agencies for assistance, and whether any Federal agency has found the applicant to be in noncompliance with any civil rights requirement.

4. **REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM.** Title 49 CFR Section 21.9(b) requires recipients to "keep such records and submit to the Secretary timely, complete, and accurate compliance reports at such times, and in such form and containing such information, as the Secretary may determine to be necessary to enable him to ascertain whether the recipient has complied or is complying with this [rule]." FTA requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including subrecipients), the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. For State

DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. Recipients shall submit a copy of the board resolution, meeting minutes, or similar documentation with the Title VI Program as evidence that the board of directors or appropriate governing entity or official(s) has approved the Title VI Program. FTA will review and concur or request the recipient provide additional information.

Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts. Such Programs may be submitted and stored electronically at the option of the primary recipient. Subrecipients may choose to adopt the primary recipient's notice to beneficiaries, complaint procedures and complaint form, public participation plan, and language assistance plan where appropriate. Operational differences between the primary recipient and subrecipient may require, in some instances, that the subrecipient tailor its language assistance plan. Subrecipients shall develop and submit to the primary recipient a list of complaints, investigations, or lawsuits. Subrecipients that have transit-related non-elected planning boards, advisory councils, or committees, the membership of which is selected by the subrecipient, 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. Subrecipients must submit all the above information to the primary recipient on a schedule requested by the primary recipient. Collection and storage of subrecipient Title VI Programs may be electronic at the option of the primary recipient.

a. Contents. Every Title VI Program shall include the following information:

- (1) A copy of the recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted. A sample Title VI notice is in Appendix B.
- (2) A copy of the recipient's instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form. Sample complaint procedures are in Appendix C, and a sample Title VI complaint form is in Appendix D.
- (3) A list of any public transportation-related Title VI investigations, complaints, or lawsuits filed with the recipient since the time of the last submission. See Appendix E for an example of how to report this information. This list should include only those investigations, complaints, or lawsuits that pertain to allegations of discrimination on the basis of race, color, and/or national origin in transit-related activities and programs and that pertain to the recipient submitting the report, not necessarily the larger agency or department of which the recipient is a part.
- (4) 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.
- (5) A copy of the recipient's plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance.
 - (6) Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, 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 or councils.
 - (7) Primary recipients shall include a narrative or description of efforts the primary recipient uses to ensure subrecipients are complying with Title VI, as well as a schedule of subrecipient Title VI program submissions.
 - (8) If the recipient has constructed a facility, such as a vehicle storage facility, 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.
 - (9) Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a fixed route transit provider, a State, or an MPO.
- b. Upload Title VI Program to TEAM. Direct and primary recipients must upload their Title VI Program into FTA's Transportation Electronic Award Management (TEAM) system, or other tracking system as directed by FTA. The Title VI Program shall be attached via the paper clip function on the Civil Rights screen, and not attached to a particular grant. Recipients must also notify their FTA Regional Civil Rights Officer via email that they have uploaded their Title VI Program to TEAM. The Title VI Program must be uploaded to TEAM no fewer than sixty calendar days prior to the date of expiration of the Title VI Program.
- c. Determinations. The status of a direct or primary recipient's Title VI Program will be noted in TEAM. The three status determinations are:
- (1) Concur. This status indicates that the recipients' Title VI Program meets the requirements as set out in this Circular. The recipient may receive grant funds.
 - (2) In review. This status indicates that the recipient's Title VI Program is being reviewed by FTA staff and a determination as to sufficiency has not yet been made. "In review" status is only effective for sixty days and grants may be processed while a Title VI Program has an "in review" status.
 - (3) Expired/Expiration. This status indicates that the recipients' Title VI Program has expired and that an updated Title VI Program must be submitted. A recipient with an expired Title VI Program may have its draw-down privileges suspended and grants may not be processed.

- d. Reporting Requirement Exemptions. Recipients whose only FTA funding is through FTA's University Transportation Center Program, National Research and Technology Program, Transportation Cooperative Research Program, Over the Road Bus Accessibility program, or the Public Transportation on Indian Reservations program are exempt from submitting a Title VI Program to FTA. In addition, FTA may exempt a recipient, upon receipt of a request for a waiver submitted to the Director of the Office of Civil Rights, from the requirement to submit a Title VI Program, or from some elements of the Title VI Program. The absence of the requirement to submit a Title VI Program does not obviate the underlying obligations to comply with DOT's Title VI regulations. Furthermore, with the exception of the Public Transportation on Indian Reservation program, FTA may, at any time, request information from an exempt recipient in order to determine compliance with Title VI regulations and statutes.

CHAPTER IV

REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

1. **INTRODUCTION.** The requirements described in this chapter apply to all providers of fixed route public transportation (also referred to as transit providers) that receive Federal financial assistance, inclusive of States, local and regional entities, and public and private entities. Contractors are responsible for following the Title VI Program(s) of the transit provider(s) with whom they contract. Transit providers that are subrecipients will submit the information required in this chapter to their primary recipient (the entity from whom they directly receive transit funds) every three years on a schedule determined by the primary recipient. Direct and primary recipients will submit the information required in this chapter to FTA every three years. See Appendix L for clarification of reporting responsibilities by recipient category.

All transit providers—whether direct recipients, primary recipients or subrecipients—that receive financial assistance from FTA are also responsible for following the general requirements in Chapter III of this circular. The requirements in this chapter are scaled based on the size of the fixed route transit provider.

Providers of public transportation that only operate demand response service are responsible only for the requirements in Chapter III. Demand response includes general public paratransit, Americans with Disabilities Act complementary paratransit, vanpools, and Section 5310 non-profits that serve only their own clientele (closed door service). Providers of public transportation that operate fixed route and demand response service, or only fixed route service, are responsible for the reporting requirements in this chapter, but these requirements only apply to fixed route service.

Requirement	Transit Providers that operate fixed route service	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
Set system-wide standards and policies	Required	Required
Collect and report data	Not required	Required: <ul style="list-style-type: none"> • Demographic and service profile maps and charts • Survey data regarding customer demographic and travel patterns
Evaluate service and fare equity changes	Not required	Required
Monitor transit service	Not required	Required

a. If a transit provider:

- (1) Operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more in population; or
- (2) Has been placed in this category at the discretion of the Director of Civil Rights in consultation with the FTA Administrator,

Then the transit provider's Title VI Program must contain all of the elements described in this chapter.

- b. If a fixed route transit provider does not meet the threshold in paragraph a, then the transit provider is only required to set system-wide standards and policies, as further described below.
 - c. Threshold. FTA requires all transit providers to submit a Title VI Program to comply with DOT Title VI regulations; the threshold provides a distinction regarding the degree of evidence a fixed route transit provider must provide to demonstrate compliance with those regulations.
 - d. Determination. As of the effective date of this circular (4702.1B), those 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, are required to meet all requirements of this chapter (i.e., setting service standards and policies, collecting and reporting data, monitoring transit service, and evaluating fare and service changes).
2. IMPLEMENTATION. Fixed route transit providers with Title VI Programs due between October 1, 2012 and March 31, 2013 must submit a Title VI Program that is compliant with this Circular by March 31, 2013. On or about October 1, 2012, FTA will publish a list of recipients that are in this group, and FTA will also reach out to each recipient to ensure awareness of the requirement.
- a. All fixed route transit providers with Title VI Programs that do not expire between October 1, 2012, and March 31, 2013, are required to develop or update their system-wide standards and policies and submit them into TEAM by March 31, 2013.
 - b. Title VI Programs due to expire on or after April 1, 2013, must comply with the reporting requirements of this Circular, 4702.1B.
 - c. Service Equity Analyses. Transit providers with 50 or more vehicles in fixed route service that are located in large UZAs and have major service changes scheduled between October 1, 2012 and March 31, 2013, may follow the service equity analysis guidance provided in FTA Circular 4702.1A. A transit provider may conduct a service equity analysis consistent with the new Circular for major service changes occurring prior to April 1, 2013, but is not required to do so. All major service changes occurring on or after April 1, 2013 must be analyzed with the framework outlined in section 7 of this chapter.

- d. Surveys. Transit providers with 50 or more vehicles in fixed route service that are located in large UZAs and that have not conducted passenger surveys in the last five years will have until December 31, 2013, to conduct these surveys.
3. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM. As stated in Chapter III of this Circular, in order to ensure compliance with the reporting requirements of 49 CFR Section 21.9(b), FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all transit providers (including subrecipients), the Title VI Program must be approved by the transit provider's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. For State DOTs, the appropriate governing entity is the State's Secretary of Transportation or equivalent. Transit providers shall submit a copy of the board resolution, meeting minutes, or similar documentation with the Title VI Program as evidence that the board of directors or appropriate governing entity or official(s) has approved the Title VI Program. FTA will review and concur or request the recipient provide additional information. Subrecipients shall submit Title VI Programs to the primary recipient from whom they receive funding, on a schedule to be determined by the primary recipient, in order to assist the primary recipient in its compliance efforts. Collection and storage of subrecipient Title VI Programs may be electronic at the option of the primary recipient.
 - a. Contents of the Title VI Program. Providers of fixed route public transportation shall include the following information in their Title VI Program.
 - (1) All fixed route transit providers shall submit:
 - (a) All general requirements set out in Section 4 of Chapter III of this Circular; and
 - (b) System-wide service standards and system-wide service policies, whether existing or new (i.e., adopted by the transit provider since the last submission) as described in this chapter.
 - (2) 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:
 - (a) A demographic analysis of the transit provider's service area. This shall include demographic maps and charts completed since submission of the last Title VI Program that contains demographic information and service profiles;
 - (b) Data regarding customer demographics and travel patterns, collected from passenger surveys;
 - (c) Results of the monitoring program of service standards and policies and any action taken, including documentation (e.g., a resolution, copy of meeting minutes, or similar documentation) to verify the board's or governing entity or official(s)'s consideration, awareness, and approval of the monitoring results;

- (d) A description of the public engagement process for setting the “major service change policy” and disparate impact policy;
- (e) A copy of board meeting minutes or a resolution demonstrating the board’s or governing entity or official(s)’s consideration, awareness, and approval of the major service change policy and disparate impact policy.
- (f) Results of equity analyses for any major service changes and/or fare changes implemented since the last Title VI Program submission; and
- (g) A copy of board meeting minutes or a resolution demonstrating the board’s or governing entity or official(s)’s consideration, awareness, and approval of the equity analysis for any service or fare changes required by this circular.

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 Two (2)

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

