



The information contained in this Customer's Guidebook is designed to assist new customers in becoming familiar with the Paratransit program offered.

It also provides current customers with program guidelines to efficiently use the service.

Palm Tran Connection is a shared ride, door-to-door Paratransit service that provides transportation to eligible residents and visitors in Palm Beach County in compliance with the complementary Paratransit service provisions of the Americans with Disabilities Act (ADA) of 1990.

Individuals who are unable to transport themselves or to purchase transportation are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities and seek Connection for a ride.

Connection travels within Palm Beach County – from Jupiter to Boca Raton and from Palm Beach to South Bay.

Palm Tran Connection schedules all trips, prepares vehicle manifests, handles customer complaints & commendations, determines eligibility, and monitors the performance of the transportation providers. The transportation providers are responsible for the hiring and training of drivers and for the maintenance of the Paratransit vehicles.

For the most current versions of the "Customers Guidebook" visit our website at:

<http://discover.pbcgov.org/palmtran/Pages/Connection.aspx>



Contact Numbers

(561) 649-9838 or 1-877-870-9849 (toll-free)

Fax: (561) 649-0685

Service Type	Phone Option	Service Hours
Go Glades	0	Monday – Friday 5:00 a.m. to 9:00 p.m. Saturday 7:00 a.m. to 9:00 p.m. Sunday 8:00 a.m. to 8:00 p.m.
Confirm a Same Day Trip or Report a Late Vehicle	1	Monday – Friday 4:45 a.m. to 11:00 p.m. Saturday 6:00 a.m. to 10:45 p.m. Sunday 7:45 a.m. to 8:00 p.m.
Interactive Voice Response (IVR)	2	Confirm or Cancel trips 24 hours a day (ID # and Password are required)
Reservations	3	Monday – Saturday 8:00 a.m. to 5:00 p.m. Sunday 8:00 a.m. to 5:00 p.m.
Confirm a trip	4	Monday – Saturday 8:00 a.m. to 5:00 p.m. Sunday 8:00 a.m. to 5:00 p.m.
Cancel a trip	5	Monday – Saturday 8:00 a.m. to 5:00 p.m. Sunday 8:00 a.m. to 5:00 p.m.
Customer Relations	6	Monday – Friday 8:00 a.m. to 5:00 p.m. http://web.palmtran.org/marketing_comment_form/index.php
Eligibility	7	Monday – Friday 8:00 a.m. to 4:30 p.m. connpalmeligibility@pbcgov.org
Bus Pass	*	Monday – Friday 8:00 a.m. to 4:30 p.m.

Florida Relay Service	1-800-955-8771
Pass Web (Online Booking)	https://passweb.palmtran.org/#!/auth/signinregister



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MISSION

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



VISION

To be the premier transportation choice in Palm Beach County.

CORE VALUES



RESPECT



INTEGRITY



RECOGNITION



TEAMWORK



COMMUNICATION

Program Eligibility and Descriptions

Palm Tran Connection is designed to assist those individuals who cannot access Palm Tran regular fixed-route bus service because of either of the following:

- Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities, (ADA customers).
- Fixed route service is not available in your area, and you have no other means of transportation available (Transportation Disadvantaged customers).

In order to determine if you will be best served by Connection Service, an eligibility process has been established to assist you.

Application Process

1. Paratransit applications are available by mail, fax, and email or by calling 561-649-9838 option 7. You may also download the latest version from our website at <http://discover.pbcgov.org/palmtran/Pages/Connection.aspx>
2. The Eligibility Application must be FILLED OUT COMPLETELY to be considered for transportation services. If you need assistance in completing your application, Connection staff members are available to help.
3. The completed application will be reviewed, and a determination of eligibility will be made based on the information provided. An assessment may be required to complete the process.
4. The eligibility process can take up to twenty-one (21) days to be completed.

If you have questions regarding your Eligibility status or need help completing the application, contact our Eligibility Department.



Program Descriptions

The Americans with Disabilities Act (ADA) Program

The ADA is a federal law that protects the rights of people with disabilities and requires public transit systems to provide services that are accessible to people with disabilities. Palm Tran Connection service is provided to individuals, who because of a disability, cannot ride or access the regular fixed-route bus system. The service is provided to ADA eligible individuals in the area that covers east of the Florida Turnpike in Palm Beach County from the South County Line to North County line. ADA service is available within a ¾ mile of a Palm Tran fixed bus route covering those routes outside of the above service area. The core service area is subject to change.

Certification will remain in effect for a minimum of three (3) years.

Transportation Disadvantaged (TD) Program

TD is the State of Florida funded program, authorized by Chapter 427 of the Florida Statutes. To become eligible, an individual must either have a disability as defined by the ADA Program or meet the economically disadvantaged requirements of the TD program income status. Transportation Disadvantaged includes those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are handicapped or high-risk or at-risk as defined in s. 411.202.

TD service is provided anywhere in Palm Beach County. If you live within the ADA core area and are not disabled, you will be required to use the fixed-route bus.

Certification will remain in effect for one (1) year.

Division of Senior Services (DOSS) Program

"Sponsored by the Palm Beach County Board of County Commissioners, the 'State of Florida, Department of Elder Affairs and 'Area Agency on Aging of Palm Beach/Treasure Coast, Inc."

DOSS provides nutritional, well-balanced meals, fosters social interaction, and provides access to nutrition education and counseling to older adults. Congregate meals are served Monday to Friday at numerous Senior Meal Sites.

Division of Senior Services (DOSS) provides accessible services to help older adults and their caregivers attain optimal independence and promote quality of life.

This program is funded through the Older American's Act. Persons over 60 are eligible for this program. To qualify for DOSS trips, an individual must register through an approved County DOSS meal site. They will forward the application to the Palm Tran Connection eligibility department for processing.

Free Transportation service is provided to pre-approved senior center/nutrition sites at specific times.

For more information, visit the DOSS website at:

www.pbcgov.com/communityservices/programs/seniorservices/

When can I ride?

Program	Time of Service	Holiday Hours
<p>Americans with Disabilities Act (ADA)</p> <p>Transportation Disadvantaged (TD)</p>	<p>Monday thru Friday 4:45 a.m. to 11:00 p.m. First pick-up no earlier than 4:45 a.m. to 5:15 a.m. Last pick-up no later than 10:00 p.m. to 10:30 p.m.</p> <p>Saturday 6:00 a.m. to 10:35 p.m. First pick-up no earlier than 6:00 a.m. to 6:30 a.m. Last pick-up no later than 9:35 p.m. to 10:05 p.m.</p> <p>Sunday 7:45 a.m. to 8:15 p.m. First pick-up no earlier than 7:45 a.m. to 8:15 a.m. Last pick-up no later than 7:15 p.m. to 7:45 p.m.</p>	<p>No Service on the Following Holidays:</p> <p>New Year's Day</p> <p>Easter Sunday</p> <p>Memorial Day</p> <p>Independence Day</p> <p>Labor Day</p> <p>Thanksgiving Day</p> <p>Christmas Day</p>
<p>Division of Senior Services (DOSS)</p>	<p>Monday thru Friday 8:00 a.m. to 5:00 p.m.</p> <p>No Service on Saturday & Sunday</p>	<p>Subscriptions are automatically canceled on the above listed holidays</p>

Pick-up times may vary based upon trip distance and availability.

Fare Requirements

Program	Amount per one-way trip
Americans with Disabilities Act (ADA)	\$3.50
Transportation Disadvantaged (TD)	\$3.50
Division of Senior Services (DOSS)	NO CHARGE (Trips to County approved meal-sites with designated route times)
Personal Care Attendant (PCA)	NO CHARGE
Escorts/Companions	\$3.50
Children (Under the age of Nine - 9)	NO CHARGE (When accompanied by a fare-paying passenger)

- All fares are payable by cash (exact change) or with pre-paid "Tickets to Ride" vouchers.
- Tickets to Ride are available by calling our office at 561-649-9838, option *.
- We will not transport any customer who cannot provide the exact fare at the time of boarding.
- Failure to present the exact fare when boarding the vehicle violates Palm Tran's Fare Collection Policy.
- Operators do not carry or make change.
- A demonstrated pattern of fare non-payment is considered grounds for service suspension.
- If a passenger refuses to pay for their trip and refuses to disembark the vehicle upon the operator's request, authorities may be contacted.
- Connection encourages our customers to take advantage of the more cost-effective fixed-route transportation by offering the TD Bus Pass Program. Photo ID's are available to ADA Paratransit eligible customers Monday through Friday, 8:00 a.m. to 4:30 p.m. at the Palm Tran Connection office.
- Connection will not waive fares or reimburse customers for the use of alternate transportation providers; even when the customer chooses to use these services due to Connection service failures.

All Connection ADA customers are eligible to receive an ADA Photo ID card that allows them to utilize the Fixed Route service free of charge. There is a one-time no-cost replacement during the ADA eligibility period. Damaged or expired cards will be replaced at no cost.

Cards may be replaced a maximum of 3 times during the ADA eligibility period with a cost of \$15.00 per replacement. A one-time fee waiver will be applied if a police report is provided.

Children

Children under the age of nine travel must travel with an escort. Children under the age of nine travel free of charge when accompanied by a fare-paying passenger. According to state law newborns, up to five-year-olds must ride in a federally approved child safety seat. The customer must provide Child safety seats.

Escorts/Companions

An Escort/Companion is defined as another customer who travels with the eligible customer;

- You must reserve a space for the escort/companion(s) when you reserve your trip.
- The escort/companion(s) must board the vehicle at the customer's scheduled location and time of pick-up.
- Escorts/companion(s) are subject to the same rules and regulations as a Palm Tran Connection customer.
- You are allowed one escort/companion. Additional escort/companion(s) are allowed on a space-available basis.
- Each escort/companion is charged an additional fare.

Personal Care Attendant (PCA)

A PCA is someone designated or employed specifically to help the eligible individual meet his or her personal needs;

- You must note as part of the edibility process if you will be traveling with a PCA, but you are not required to travel with a PCA for every trip.
- PCAs ride free.
- PCA's are subject to the same rules and regulations as a Palm Tran Connection customer.
- PCAs must board the vehicle at the customer's scheduled location and time of pick-up.
- You are limited to one PCA per trip.
- Activities performed by a PCA may include but not limited to mobility assistance, personal care, or communication (translation, interpretation, reading, and assistance at the destination).
- Customers needing assistance with medical equipment, administering medication, needing help with other personal needs, or if unable to travel without this level of assistance are encouraged to travel with a PCA.
- Palm Tran Connection will not provide a PCA for a customer.
- PTC does not approve the use of a PCA.

Please note that if a customer cannot be left alone at a destination, or if the customer must be under constant care or supervision, Palm Tran Connection may require the customer to travel with a PCA.

Palm Tran Connection may refuse service to someone who engages in violent, seriously disruptive, or illegal conduct. If Connection refuses service to someone, it may reinstate service under conditions that would mitigate the problem(s). Connection may require a PCA as a condition of providing service we otherwise have the right to refuse.

Visitor Request

Palm Tran Connection provides complimentary visitor paratransit service to individuals who travel to Palm Beach County and are eligible for services under the ADA;

- Individuals who have been previously certified as "ADA Paratransit eligible" by the agency where they reside,
- Individuals who have not been previously certified as ADA Paratransit eligible where they reside, who provide proof of residency outside of Palm Beach County and proof of disability when not apparent,
- The service provided is the same as that provided to residents.
- Services will be provided for any combination of 21 days during a 365-day period beginning with the visitor's first use of the service. If service is needed beyond this period, individuals will be required to apply for eligibility in Palm Beach County.
- Conversely, once you are Palm Tran Connection eligible, you are also eligible to receive paratransit services in other cities and states. We suggest you contact the transit agency in the city to which you plan to travel before your trip. They will give you information about trip scheduling, fares, and operating times.
- Please Contact our Eligibility Department for more information.

Service Animal

Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Palm Tran Connection shall not transport animals that have not been individually trained to perform specific work or tasks.

Palm Tran Connection does not require customers to provide documentation for their service animal before boarding a vehicle, but personnel may ask customers two questions: (1) is the animal a service animal required because of a disability?; and (2) what work or task has the animal been trained to perform?

Palm Tran Connection may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other customers, create a seriously disruptive atmosphere, or are otherwise not under the customer's control. For example, a customer with a service dog is responsible for ensuring the dog does not bite the driver or other customers.

Other customers' or Palm Tran personnel's allergies due to dogs or other animals are not grounds for denying service to a person accompanied by a service animal. The regulations explicitly state that service animals must be allowed to accompany individuals on vehicles and in facilities. Encountering a service animal in the transit or other environment is an expected part of being on public transportation.

Emotional support animals are not included as service animals.

Non Service Animals (Pets)

Small non-service animals, are allowed on all paratransit vehicles but must be contained in a commercially available secure, clean, hand-held, and leak-proof carrier. The carrier must be small enough to fit under the customer's seat or lap.

Reserving Your Ride

You can reserve trips from 7:00 a.m. to 5:00 p.m. Monday through Saturday and Sunday you can reserve your trips from 8:00 a.m. to 5:00 p.m. Next day reservations must be made by 5:00 p.m., the day before you wish to travel. You may also reserve a trip up to seven days in advance. There are no same-day trips permitted.

Between the hours of 4:00 p.m. and 5:00 p.m., Palm Tran Connection only reserves next day trips.

To reserve your ride, call the reservation department at (561) 649-9838 or (877)870-9849.

WHEN RESERVING A RIDE, YOU WILL NEED TO PROVIDE THE FOLLOWING INFORMATION

1. Client ID,
2. Verify your full name and telephone number,
3. The date you wish to travel,
4. The complete address with zip code and telephone number where you will begin your trip, plus building name, suite #, cross street and gate code,
5. The complete address with zip code and telephone number where you will end your trip, plus building name, suite # and cross street,
6. Your appointment time and the time you wish to return. Please, allow yourself sufficient time at your destination,
7. Indicate if you are traveling with a PCA, escort or service animal, etc. Other helpful information such as directions to a difficult address, specific entrance, one-way streets, etc. will help the driver provide more timely service,
8. Indicate if you are traveling with or changed your mobility device: Cane walker, wheelchair, shopping cart, oversized scooter, etc.,
9. The purpose of your trip. This information is used for statistical and reference purposes only.

**Connection cannot schedule your ride without an address provided by the customer.
We must also have a valid phone number for each booked trip.**

Scheduling a Demand Trip

PROVIDE ALTERNATIVE TRAVEL TIMES

Connection's peak weekday hours are;

Weekdays 7:00 a.m. to 9:00 a.m.
 2:00 p.m. to 5:00 p.m.

Weekends 9:00 a.m. to 2:00 p.m.

It is recommended you allow additional travel time during peak service hours or avoid travel during those times.

If Palm Tran Connection cannot accommodate your exact request, we may offer a pickup time of up to **sixty minutes before or up to sixty minutes after** the requested pickup time.

If a passenger's building is located within a gated community and requires special entry, please notify the security office to arrange entry for the Palm Tran Connection vehicle before the pick-up time. This includes a gate code, if needed. If the passenger does not arrange entry, and the vehicle is unable to enter the pick-up area, the passenger will be considered a no-show. Drivers will not wait for more than five minutes to gain access to a community.

Palm Tran Connection will not transport wheelchairs or other mobility aids without the passenger onboard the vehicle.

Florida Relay Service

Dial 7-1-1 to reach a Relay Operator. Florida Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are Deaf, Deaf/Blind, Hard of Hearing, and Speech-Disabled using text telephones (TTYs) captioned telephone (CapTel), or personal computers.

For more information regarding the Florida Relay Service, visit their website at www.ftri.org/floridarelay.

Confirming or Canceling a Trip

By calling the reservations line at 561-649-9838 and selecting option 5, this allows you to confirm or cancel your trips 24 hours a day without speaking to a customer service representative. Enter your client ID # and password and follow the instructions.

You can also receive automated reminder calls for your next day trips every evening. The system dials your phone and lists the next day's trips. You must be registered for the automated reminder calls, ask one of our Reservation Specialist for more information.

E-mail Confirmation

Palm Tran Connection customers may initiate an automated email response. By sending their client ID # via an email, you receive an e-mail response listing your next day's trips. Just send an e-mail to palm-passweb@pbcgov.org. In the subject line, enter your ID# colon ID# example: 12345:12345. An email will be returned to you detailing trips for the following day.

Approaching Arrivals

On the day of your scheduled ride, you will receive an automated call 10-15 minutes before your scheduled pickup time. This will allow you time to proceed to the pickup area to board the vehicle.

No-Show and Late Cancellation Policy

A no-show occurs when the vehicle arrives during your scheduled pickup window time, and you fail to board the vehicle. If you “no-show” or cancel the first leg of a trip, the corresponding return trip WILL NOT be automatically canceled. You must call Palm Tran Connection customer service line, or use one of Palm Tran Connection’s automated systems, and cancel the trip yourself. If you do not cancel that trip and a no-show occurs, it will be coded as a valid no-show and count towards the accumulation of violations.

Palm Tran Connection defines a valid No-Show when all six (6) of the following circumstances have occurred:

- The eligible customer has scheduled a trip on Palm Tran Connection’s service.
- On the day of the trip, there has been no notice by the customer to cancel the scheduled trip 90 minutes before the start of the pick-up window time.
- The paratransit vehicle has arrived on time at the scheduled pickup point within the specified pick-up window time.
- The customer has failed to board the vehicle within five (5) full minutes after the driver’s arrival. The five (5) minute wait time begins when the vehicle arrives within the agreed pick up window time and location.
- The driver has waited and made a good faith effort to locate the customer. (The driver cannot lose sight of the vehicle, nor enter the location of your pick up).
- The driver has contacted a Palm Tran dispatcher who has made one last attempt to contact the customer through the phone number on file. At this point, the driver will attempt to place a No-Show tag on the door indicating the date and time of arrival and departure. An attempt to leave a No-Show tag will only be made at a private residence that is located on the ground level.

Please be ready and waiting to board a Connection vehicle at the start of your scheduled “pick-up window.” The driver will wait only five (5) minutes for you to board. If you are not ready to board, you may be charged with a “no-show.”

If your disability makes it impossible for you to board the vehicle within five (5) minutes, please notify Connection so your (5) minute boarding requirement can be reviewed and extended if necessary.

Cancellation Category

Advance Cancellation

An advance cancellation is a cancellation that occurs up to 1 hour 30 minutes (90 minutes) before the start of the customer’s scheduled pickup window time.

Late Cancellation

A late cancellation is any trip canceled less than 1 hour 30 minutes (90 minutes) before the start of the customer’s scheduled pickup window time.

Service Infraction

A Service Infraction is defined as a demonstrated pattern of service disruptions as a result of a customer missing scheduled trips. Late cancellations and no-shows are a serious disruption of service. Palm Tran Connection's overall no-show percentage is 3% of trips scheduled annually, and late cancellations account for 10% of Connection's scheduled trips annually.

Clients will receive a service infraction when 15% or more of their scheduled trips are no-shows or late cancellations within one month.

Circumstances beyond the control of the customer such as sickness, weather, etc. will be taken into consideration and may be considered an excused late cancellation or no-fault no show, and would not count towards a service infraction.

Example Demonstrated Pattern of Service Infraction

A client has 14 scheduled trips in one month. Out of those 14 scheduled trips, 1 trip is a no-show, and 4 trips are late cancellations. This client's infraction percentage would be calculated as 5 divided by 14, resulting in an infraction percentage of 35.71%. This client would receive a service infraction for exceeding the 15% standard.

Service Infraction Escalating Disciplinary Action

A continued pattern of service infractions within a 12-month rolling period will result in escalating disciplinary action. The first service infraction will result in a warning letter. The second service infraction will result in a 7-day suspension and a 14-day suspension of subscription service. The third service infraction will result in a 14-day suspension and a 30-day suspension of subscription service. All subsequent Service Infractions will result in a (30) thirty-day service suspension and a loss of subscription service.

Customers will receive (2) two weeks' notice of any suspension in writing. Initially, a warning letter will be issued in an attempt to modify the demonstrated pattern or practice of chronic No-Shows and Late Cancellations. Notice of suspension will include the dates of all valid no-shows.

Note:

For the safety of all of our passengers and operators, passengers who cause physical injury to another passenger or the operator will be immediately suspended for a maximum of fourteen (14) calendar days or until an appeal is completed. A second incident involving the injury of another passenger or operator will result in permanent service termination.

Appeal Process, Request and Decisions

A passenger who disputes the basis for a suspension of service, as outlined in this Customer's Handbook, will be afforded an opportunity to appeal the decision before their suspension.

Appeal Request

Customers must complete an Appeal Request Form and submit the completed form by (1) mail, (2) fax, or (3). E-mail. Appeal requests, written statements, and supporting documentation are NOT accepted by phone. The completed appeal form but be postmarked within 60 days of the date of the service suspension determination letter. Appeal requests and supporting documents must be mailed, faxed, or e-mailed to one of the following:

Palm Tran Connection
Attn: Operations Manager, Appeal Process
50 S Military Trail, Suite 101
West Palm Beach, Florida 33415

Fax: (561) 514-8365

Email: palm-ptcappeals@pbcgov.org

How Appeals Are Decided

The designated Operations Manager will review all Appeal Requests and documentation submitted and will decide the outcome. The decision of the Operations Manager is final.

Note: Paratransit service will continue to be provided throughout the appeal process.

Notification of Decision: Notification of the Operations Manager's decision will be mailed to the customer no later than seven (7) calendar days before the beginning of the scheduled suspension. Notification will be in writing, sent by mail return receipt, and will detail the Operations Manager's reason for the decision.

Customers who wish to file a complaint regarding the Operations Manager's decision may do so by completing an FTA Office of Civil Rights Complaint form at www.fta.dot.gov and mailing it to:

Director, FTA Office of Civil Rights
East Building – 5th Floor, TCR
1200 New Jersey Ave, SE
Washington, DC 20590

Subscription Reservations and Excessive Cancellations

Definitions

A Subscription is defined as a trip of a recurring nature to and from the same place, at the same time, on the same day(s) of the week, for at least 30 days.

Rules

Subscription requests must meet all of the following criteria (unless otherwise noted):

- Subscriptions will need to be on-going, greater than 30 days. (Example: Client cannot make a Subscription if they are only going to a program for only three weeks),
- Subscriptions may be limited based on availability,
- The request must be for at least two days per week (exceptions for medical, education or employment only),
- A Subscription is not guaranteed. The Scheduling Dept. will review each submission and determine whether it will be beneficial to both the client and our service to put one in place,
- Customers must have a history of 30-days of ridership to the same location, days of week, and times as the subscription request (Exception: dialysis trips).
- Connection reserves the right to negotiate travel times. You may pick an appointment time or pickup time, not both). School trips may have a no earlier than arrival time and not later than arrival time
- Any client who fails to complete 80% of their scheduled trips during any 30 days will have the subscription canceled.
- Anyone who misses six trips in a row will have the subscription canceled. (Holidays and health conditions are exceptions).
- Holiday trips are automatically canceled, and the customer must contact PTC if service is needed on these days.
- The only time a client can have an appointment time on a return time home is if they have a medical appointment at home. If so, you must note in the comment section: appointment time due to a medical appointment, that way the Subscription is not denied.
- Palm Tran Connection will not automatically cancel a return trip (second or third legs of trips). Each one-way trip is considered a separate request. Even if you no-show the going trip, you must still contact Connection and cancel any subsequent trips to avoid further no-shows.

Subscription Modifications

- Subscriptions are limited to one change per 30-day period. (Modifications will be accommodated on a case by case basis, which is a result of factors beyond the control of the customer and/or because of changes in employment/school, home address, medical treatment (such as dialysis, chemo, etc.).)
- To request a change in time in the pick-up or return, the change will need to be more than 30 minutes from the original Subscription.
- Cancellations, suspensions, or no-shows do not count as a subscription change; however, the customer is still subject to the no-show and cancellation policy. PTC reserves the right to remove a subscription due to excessive cancellations.
- When requesting/submitting a suspension of the client's Subscription, a restart date needs to be provided.
- If no date is provided at the time, the Subscription will be canceled rather than suspended; the client should call back to resubmit a new request (pick up times may change)
- If requesting to suspend the Subscription for more than 30 days, this will need to be a cancellation. Advise the client to call back when ready and request a new Subscription. (Exceptions will be made for school trips)
- A client that has a Subscription should not call to cancel their trip and rebook a demand trip for a different time. If a client does this too often (greater than 20 trips monthly) for each one-way trip, their Subscription will be removed from the system for a minimum of 90 days.

Changing or Canceling a Reservation

If you have made a reservation and need to change or cancel it, please call in as soon as possible. Changes must be made before 5:00 p.m. the day before your scheduled trip. Due to the high number of trips scheduled each day, we cannot change any same-day trips.

You may cancel your trip by calling before 10:10 p.m., Monday through Saturday, and up to 6:00 p.m. on Sunday by calling (561) 649-9838, option 2.

Riding Palm Tran Connection

Palm Tran Connection is a shared ride, door-to-door Paratransit service.

Drivers will meet you at the front door of any private residence or at the ground floor entrance of any residence or public building.

When the Connection vehicle arrives, you will need to do the following

- 1) Sign the vehicle manifest. If you are unable to sign, the driver will mark "UTS" indicating "unable to sign" on the manifest.
- 2) Pay the Fare. Please remember to pay your fare in exact change before the vehicle departing the pick-up location. Drivers are not allowed to make a change.
- 3) Board the Vehicle. Enter the vehicle by ramp, by climbing the steps, or by riding the lift.
- 4) Secure your safety belt and belongings. When riding, you must be seated and must wear the provided safety belt. If you are riding in a wheelchair or using a mobility aid, your equipment must be secured to the floor of the vehicle by four securement straps. Drivers are trained to secure your mobility aids to the floor and can assist with adjusting your safety belt and verifying that you are secure. Please let us know if you have any questions or concerns about how the driver secures your mobility aid.

Wheelchairs and Mobility Devices

The U.S. Department of Transportation Regulations 49 parts 37 and 38 governs "Transportation Services Individuals with Disabilities" and "ADA Specifications for Transportation Vehicles." Palm Tran Connection may not be able to accommodate passengers who exceed the limits listed below.

As defined by the U.S. Department of Transportation (USDOT) Regulation, a "wheelchair" is defined as: "Wheelchair means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, and fully operational whether operated manually or powered."

Wheelchair Size Specifications

Palm Tran Connection can accommodate various types of mobility devices (manual or power wheelchairs or scooters) that fit within size regulation of 30 inches wide by 48 inches long. Wheelchairs and attached items exceeding these dimensions' will be judged on a case-by-case basis and may be excluded if accommodating the mobility device is inconsistent with legitimate safety requirements.

Weight USDOT regulations require that vehicle lifts and ramps are capable of accommodating a capacity of a minimum of 600 lbs.

Safety Precautions When Traveling by Wheelchair. Please note that if you travel in a mobility device, it must be secured in a forward-facing position, and for your safety, it is strongly recommended that you travel with the supplied posey belt and footrests but it is not required. This safety measure is in place to prevent injury during transport.

- Connection will deny transportation to a wheelchair or its user on the ground that the device cannot be secured or restrained satisfactorily by the vehicle's securement system."
- Per the Americans with Disabilities Act (ADA), complementary paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities.
- If you have questions about the suitability of your particular mobility aid, contact Palm Tran Connection.
- Connection permits individuals with disabilities who do not use wheelchairs, to use a vehicle's lift or ramp to enter the vehicle upon request.
- In some cases, Connection may recommend, but not require, a user of a wheelchair or scooter that the individual transfer to a vehicle seat.

Boarding Separately from Wheelchair. A wheelchair user may board a paratransit vehicle separately from his or her device when the occupied weight of the device exceeds the design load of the vehicle lift.

RESPIRATORS and Portable Oxygen Equipment

Portable oxygen equipment and portable respirators are permitted on **Connection** vehicles. The operator will assist you in securing this equipment on the vehicle. Please note: **When calculating the amount of oxygen you need when using Connection services, plan to include several hours of travel time.**

Where's My Ride?

If the Connection vehicle has not arrived within your "pick-up window," then your ride may be considered as late. Call Connection at 561-649-9838 option 1 for "Where's my ride" information. Each vehicle is equipped with GPS that allows dispatch to determine the exact location of your vehicle and how long it will be before it arrives. Please keep in mind that this is an estimated time of arrival and is subject to change based on traffic, weather, and other factors that may delay the vehicle.

If you are marked No Show from home, the vehicle will not be able to return to your home and take you to your destination. If you miss your pick-up to return home, or if your appointment is running later than expected and there is a chance you may not be ready for your scheduled return trip, you will need to call Connection so they may schedule a new trip to transport you home. This request will be based on availability.

Reasonable Modification of Policy

Palm Tran Connection shall make reasonable accommodations in policies, practices, or procedures when such accommodations are necessary to avoid discrimination based on disability unless the accommodations would fundamentally alter the nature of the service, program, or activity or result in an undue financial and administrative burden.

Traveling with Packages

You may travel with one (1) medium-sized piece of luggage and one carry-on. You may bring home four (4) plastic supermarket bags or two (2) brown paper bags. Please note that packages or luggage cannot weigh more than 35 pounds combined. These packages must fit on your lap or under your seat. You may also travel with a two-wheeled folding shopping cart to help you carry items from the supermarket or department store. Please inform the reservation agent when scheduling your trip.

Drivers will assist in carrying packages to the ground floor entrance of your building, upon request. Drivers may not enter your residence.

You may not carry oversized or heavy packages of any kind or packages containing firearms, knives or explosive materials. **This includes all items that may cause fires, such as, but not limited to, car batteries, gas cans, paint thinner, or gas-powered tools.**

Assistance with Stairs, Doors and Other Barriers

Drivers will provide assistance up or down one flight of stairs without a mobility device, as long as these stairs are between the vehicle and the front door or ground floor entrance of your origin or destination. Drivers may not assist customers using mobility devices up or down more than one step, or through grass or sand. Drivers are prohibited from entering a customers' residence.

Emergency Evacuations

In the event of a mandatory evacuation order issued by Palm Beach County's Emergency Operations Center, Palm Tran and Palm Tran Connection provide transportation for **pre-registered** individuals who are without transportation. Buses and wheelchair equipped vehicles are used to evacuate those who are in "at-risk" areas of the county and to take them to special care shelters and/or local Red Cross shelters.

To be included in any upcoming evacuation transportation plan, you must pre-register with the Emergency Operations Center by calling (561) 712-6400.

Rights and Responsibilities

Customer's should dress appropriately. Shirts and shoes are required. Customer's should refrain from engaging in disruptive, aggressive, threatening, harassing, verbally abusive language, or illegal behavior. Such behavior may result in the suspension of your service for at least thirty (30) days. Customers who engage in physical abuse or cause physical injury to others will be required to travel with a PCA and/or have their door to door service permanently suspended.

Disruptive, aggressive, threatening or illegal behavior is defined as;

- Foul, derogatory, and/or inappropriate language directed to Connection staff, drivers, and other customers.
- Behavior which is offensive (i.e., inappropriate touching) aggressive, threatening (i.e., verbal/physical) or incidents that pose a direct threat to the health, safety, or welfare of Connection personnel, drivers and other customers.
- Possession, distribution, or under the influence of alcohol, illegal drugs, or controlled substances on Connection vehicles.
- No illegal weapons or controlled substances of any kind may be carried aboard Palm Tran buses or Palm Tran property. Exceptions to this policy are those persons duly authorized and/or licensed to carry a legal weapon or firearm.
- The committing of any crime on Connection vehicles.
- Refusing to board the vehicle within the pick-up window or Refusing to exit the vehicle upon reaching the destination.
- Tampering with any onboard equipment.

Customer Have the Right to Expect

- Safe trips in air-conditioned or heated vehicles.
- Safe, clean, properly equipped, smoke-free vehicles.
- Properly fastened seat belts and/or mobility device tie-downs. Drivers who are trained to provide public transportation services.
- Professional, courteous treatment by drivers and other customers.
- Safe service and the ability to file complaints without fear of retaliation for unacceptable service.
- Prompt investigations and effective resolution to complaints.
- Current and complete program information.
- Assistance while getting into and out of the vehicle and to the seat or securement area of the vehicle.
- Peace and quiet. Drivers and/or customers are not permitted to play loud music in the vehicle.
- The driver will wait 5 minutes for you, but no longer, as it will impact the schedule for other customers. You are not required to board the vehicle until your pick-up window opens.
- Adequate accommodations for the customer and their service animal.
- Drivers with a photo ID, company logo, badge, and uniform that is clearly visible.
- Drivers who identify him/herself and announce the customer's name.

Code of Conduct

- All passengers, including Personal Care Attendants and Escorts, are expected to follow these rules of conduct, to ensure the safety and comfort of all passengers and the operator:
- Smoking is not allowed. This includes tobacco and electronic odor-free cigarettes,
- No throwing of items,
- Passengers should dress appropriately. Shirt & shoes are required,
- No illegal weapons or controlled substances of any kind may be carried aboard the vehicle,. This includes firearms, knives, and machetes. Exceptions to this policy are those persons duly authorized and/or licensed to carry a legal weapon or firearm,
- Passengers who cause a disturbance on the bus or who interfere with the safe operation of the vehicle and/or who vandalize the bus will be subject to removal,
- Please be courteous to other passengers when using cell phones,
- No alcoholic beverages are allowed on the vehicle,
- When departing, be sure to take your belongings with you. Connection is not responsible for items left on the vehicle,
- Please do not talk to or distract the bus driver while the vehicle is in motion,
- No eating or drinking on board the vehicle unless required for health reasons,
- No abusive, threatening or obscene language or actions,
- No physical abuse towards another customer(s) or the operator,
- No operating or tampering with any equipment while onboard the vehicle,
- You may play your personal media devices, but only with headphones and at a low volume,
- Service animals must be controlled on the vehicle,
- Wear seat belts. You may provide a medical exemption from the use of the seat belt,
- Passengers who violate rules of conduct are subject to penalties, up to termination of service,
- Violation of the stated policies may result in the revocation of your Palm Tran Connection services.

You may not carry oversized or heavy packages of any kind or packages containing firearms, knives or explosive materials. This includes all items that may cause fires, such as but not limited to car batteries, gas cans, paint thinner, or gas-powered tools.

Title VI Civil Rights Assurance

Palm Tran is committed to ensuring that no person is excluded from participation in or denied the benefits of its services based on race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (Title VI). If you want more information on Palm Tran's nondiscrimination policy, you may request additional information by submitting a written request to; Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407-4618.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint and submit it to Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407

How to File a Title VI Complaint: Your complaint should be made in writing and submitted to Palm Tran within 180 days from the date of the alleged discrimination. You should also include the following information with your complaint:

- Your name
- Your address and information as to how Palm Tran should contact you (e.g., your telephone number, e-mail address, home address, etc.)
- A description of the discriminatory act or incident(s). You should describe how, why, when, and where you believe you were discriminated against and provide the location, names and contact information of any witnesses.
- You must sign your complaint. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please identify any other individuals who were involved or observed the incident. Be sure to explain how other persons were treated differently from you.

If you are unable to submit a written Title IV complaint, you may request assistance from Palm Tran. Please contact Palm Tran's Administrative office at 561-841-4200.

Palm Tran strives to investigate complaints promptly. Palm Tran will address any complaint indicating a failure on Palm Tran's part to comply with Title VI, and will endeavor to notify the complainant of the action it proposes or will take to resolve the complaint. Complaints that do not suggest a failure to comply with Title VI or which lack sufficient information to address may be closed by Palm Tran Administrative office.

Driver's Responsibilities

- Drivers are not responsible for providing wheelchairs, escorts, child seats, shopping carts, or PCA's.
- Drivers are prohibited from traveling beyond the lobby of any public building; drivers may not lose sight of their vehicle if it is occupied by other customers.
- Drivers are not allowed to accept gratuities or gifts of any kind, at any time, in conjunction with the Palm Tran Connection program.
- Drivers are not responsible for waiting for a family member or a caretaker to be present before a customer can be dropped off.
- Drivers are required to be in uniform, wear an ID badge, and be professional and courteous at all times.
- Upon arrival, drivers are required to identify themselves as Connection drivers employed by their respective transportation provider.
- Drivers are required to confirm the customer's name, obtain the customer's full signature on the manifest and collect the applicable fare in cash or Ticket-to-Ride
- Drivers are prohibited from playing loud music or talking on cell phones on the vehicle when a customer is on board.
- Drivers are required to provide door-to-door service for all customers, assisting to and from the vehicle.

Customer Relations

In an effort to provide safe, dependable, and quality service, it is important that you report your service experience - whether it was a very good experience or not. It is important that you call us within seven days of the incident so we may respond to your concern. Palm Tran Connection Customer Relations records all commendations and concerns and attempts to resolve any problem, which resulted in poor service. Connection requires the following information to research and resolve complaints:

- Your first and last name. While you are not required to provide your name in order to comment on our service, your name is necessary for filing and researching a complaint.
- Time and date when the incident occurred.
- Description of the incident.
- Any other information which will help Connection research the incident (i.e., transportation provider, driver's name, etc.).

The Customer Service department will make every effort to call you back. Every message is taken seriously and is recorded. If you get the voice mail, it is because they are on the other line helping

another customer. They will call you back. It could take up to one business day for them to catch up and call you back - so please be patient, they will call back the number left on the voice mail.

Once you provide this information, Connection will mail an acknowledgment card to you and immediately transmit the complaint to the responsible party. Connection will take the necessary action towards a resolution. Customers may contact Connection five business days after the complaint has been filed to obtain the response.

Formal ADA Appeals, Complaints, Transportation Disadvantaged & DOSS Grievances

Palm Tran's goal is to provide quality service to all Connection customers. We are committed to answering all questions resolving all service issues. However, if we are unable to answer questions to your satisfaction, you may contact the appropriate regulatory agency for further assistance.

Palm Tran will accept, hear and resolve appeals made by individuals applying for Palm Tran's ADA Paratransit services, provided by Connection and from Connection consumers who have been suspended from service for any reason. Appeals must be filed within 60 days of Palm Tran's initial eligibility determination and/or from the date upon which Connection services are suspended. A copy of the appeals process is available by calling Connection. Appeals must be filed in writing and sent to the following address:

Palm Tran Connection
Attn: Senior Manager Paratransit, ADA Appeals
50 South Military Trail, Suite 101
West Palm Beach, Florida 33415

For **Transportation Disadvantaged** related questions and concerns, you may file a grievance by calling the Transportation Disadvantaged Commission at 1-800-983-2435 (toll-free).

For **Division of Senior Services** complaints and grievance procedure go to <http://elderaffairs.state.fl.us/doea/nois.php>

"Sponsored by the Palm Beach County Board of County Commissioners, the 'State of Florida, Department of Elder Affairs and 'Area Agency on Aging of Palm Beach/Treasure Coast, Inc."

Transportation Meetings & Program Updates

Palm Tran Service Board (PTSB) & Paratransit Subcommittee

Members of the PTSB are appointed by the Palm Beach County Board of County Commissioners. The service board is responsible for major fixed-route bus service adjustments, including holding public hearings and serves as a forum for the development and assessment of public transit service for county residents, including those individuals with disabilities.

The PTSB meets on the fourth Thursday of each month at 1:30 pm, subject to change. The PTSB-Paratransit Subcommittee meets at Palm Tran Connection, 50 S Military Trail, Suite 2N-123, West Palm Beach, FL 33415.

Please visit our website at <http://discover.pbcgov.org/palmtran/PTSB/Paratransit-Subcommittee-Meetings.aspx> for location information and exact dates of these meetings.

Transportation Disadvantaged Local Coordinating Board (TDLCB)

Pursuant to Florida Statutes chapter 427, the Transportation Planning Agency (TPA) has appointed an advisory board called the TDLCB. The TDLCB advises the Community Transportation Coordinator on matters pertaining to the administration of the Transportation Disadvantaged program.

Please visit <http://www.palmbeachtpa.org/> for dates, times, and agenda information for the TDLCB.

**Please remember to donate \$1.00 to the Transportation Disadvantaged Trust
Fund when you renew your driver's license or tag.
Then tell a friend.**

Palm Tran Fixed Route Bus Service

Palm Tran's current system consists of 159 buses serving 3,200 bus stops. The system is a modified grid system with timed-transfer points that allow for extended coverage. Service operates seven days a week. Seniors 65 and older can ride the bus at a reduced fare. The reduced fare is \$1.00 per one-way trip. The regular cash fare is \$2.00.

ADA Eligible customers can ride Palm Tran fixed routed buses free of charge!

Existing Connection ADA customers will need to request an ADA ID card if they wish to use fixed-route service. This will require having your photo taken at the Palm Tran Connection office.

- Palm Tran offers the Unlimited QUIK Pass, which allows you unlimited rides all day.
- The daily Unlimited QUIK Pass can be purchased on the bus.
- \$5.00 Regular Unlimited • \$3.50 Reduced Unlimited
- 31-Day Unlimited QUIK Pass allows you unlimited rides for 31 days after activation.
- \$70.00 Regular Unlimited • \$55.00 Reduced Unlimited.

Those approved for the **Transportation Disadvantaged (TD)**

\$15.00 or \$20.00 31-Day Fare Pass program can purchase their passes at:

Palm Tran Connection: Monday - Friday • 8:00 a.m. to 4:30 p.m.

Fares are set by the Board of County Commissioners and may change at any time

QUIK Pass purchasing locations & reduced fare requirements

Palm Tran Connection

50 S Military Trail, Suite 101, West Palm Beach 33415
(561) 649-9838 or (877) 870-9849 (toll-free)

West Palm Beach Intermodal Transit Center

150 Clearwater Dr, West Palm Beach 33401

All Palm Beach County Library System Branches

For library locations visit www.pbclibrary.org

Florida Atlantic University OWL Card Center

777 Glades Rd., Boca Raton 33431 • (561) 297-2700

Village of North Palm Beach Library

303 Anchorage Dr., North Palm Beach 33408 • (561) 841-3383

Half/Reduced Fare Requirements

Palm Tran offers a half fare on our single-trip cash fare and a reduced price on all QUIK Passes for those who qualify. Passengers riding for a half fare or using a reduced fare QUIK Pass must be able to present identification when boarding the bus which can include:

Seniors	Any person 65 years or older with a photo ID issued by Palm Tran, a valid driver's license or Florida State ID card. A Florida State Identification card can be obtained from the Driver's License Bureau
Students	Age 21 or under. Must show valid school ID
Disabled	Any person who has an ID issued by Palm Tran or our paratransit division, Palm Tran Connection, based on documented disabilities, rides free of charge.
Medicare	The recipient must show their Medicare card to receive a half fare
Veteran's Administration	Must show their "Service Connected" VA card.
Medicaid	Does not receive a half fare.

Free Fare Requirements

The following may ride Palm Tran for free if one of these requirements is met

- Customers with an ADA ID card issued by Palm Tran Connection.
- Children under the age of nine (9) ride free when accompanied by a fare-paying customer.
- A police officer in uniform or with a badge.

Need a Palm Tran Connection eligibility application?

Call (561) 649-9838 or 1-(877) 870-9849 (toll-free)

Palm Tran Fixed Route Customer Service

(561) 841-4BUS (4287) or 1-877-930-4287 (toll-free)

Customer Service Hours

Monday-Friday: 6:00 a.m. to 7:00 p.m. Saturday: 8:00 a.m. to 6:00 p.m.

South Florida Public Transportation Providers

Broward County Transit

(954) 357-8400

If you will be transferring to BCT, ask the Palm Tran driver for a transfer which allows you to pay a discounted fare on BCT

Broward County Tops Paratransit

(954) 357-6794

Miami-Dade Transit

(305) 891-3131

SFRTA – Tri-Rail

1-800-TRI-RAIL (1-800-874-7245)



Please note:

The contents of this document may change at any time without notice. Fares, service area, service hours, and the scope of service are subject to change by the Palm Beach County Board of County Commissioners. Please contact Palm Tran Connection for any updates or changes. You may also, or visit our webpage at: www.palmtran.org

For the most current version of this Customer's Guidebook.

If you have questions about any of the information contained in this document or to request this document in an alternative format (i.e., Braille, cassette tape or computer diskette), please contact Palm Tran Connection's administrative office at 561-649-9848

