

2019 Palm Tran Title VI Program Update



SEPTEMBER 2019



PALM BEACH COUNTY, FLORIDA

PUBLIC TRANSIT SYSTEM

Provider: PALM TRAN

2019 TITLE VI PROGRAM UPDATE

**SUBMISSION TO THE FEDERAL TRANSIT
ADMINISTRATION (FTA)**

IN FULFILLMENT OF

**REPORTING REQUIREMENTS OUTLINED IN FTA
CIRCULAR 4702.1B (10-1-2012)**

and

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

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INTRODUCTION

Palm Beach County, as a designated recipient of the Federal Transit Administration (FTA), submits this Title VI Program Update in compliance with Title VI of the Civil Rights Act of 1964, and the implementation guidelines found in FTA Circular 4702.1B, published October 1, 2012.

Palm Beach County is the designated recipient of FTA funds for the County's public transit system, known as Palm Tran. In January 1996, the County determined that the interests of the County and the residents were best served if bus transportation and paratransit services in the County were operated and managed by Palm Tran Inc., a not-for-profit corporation created as an instrumentality of the County. Palm Tran Inc. is a public entity controlled and operated by Palm Beach County, Palm Tran is also a department of the County.

The purpose of the update is to describe how Palm Tran, Palm Beach County's Public Transit System, is complying with Title VI requirements. Its intent is to identify both the steps already taken and any additional steps that will be taken to ensure that, for all programs and activities supported by federal financial assistance, Palm Tran provides services without excluding or discriminating on the grounds of race, color or national origin, or creating additional barriers to accessing services and activities.

Consistent with its commitment to meet FTA regulatory requirements, this plan update was prepared in accordance with:

- Title VI of the Civil Rights Act of 1964 and related statutes
- 49 CFR 21
- FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"
- U.S. DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 FR 74087 (December 14, 2005)
- DOT Guidance of 2001: To Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries
- Executive Order 13166 of August 11, 2000: Limited English Proficiency (LEP)
- Executive Order 12898 of February 1994: Environmental Justice Executive Order

Palm Tran operates fixed-route bus service directly. Thirty-two fixed routes serve areas throughout the County. Service is provided weekdays from 5 a.m. to 11 p.m., on Saturdays from 6 a.m. to 10 p.m., and on Sundays from 8 a.m. to 7 p.m. There is no service on seven major holidays. Palm Tran contracts with two private operators for the Palm Tran CONNECTION paratransit service. CONNECTION service is available for ADA-certified customers, and for customers eligible under the County's Division of Senior Services (DOSS) and Transportation Disadvantaged (TD) programs. CONNECTION operates during the same days and hours of service as the fixed routes. The population of the service area is approximately 1.4 million people. The service area is the entire County with Palm Beach County being the largest of the 67 counties in Florida. The Title VI Program Update incorporates Chapters III and IV from the FTA Circular 4702.1B published on October 12, 2012; Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

TITLE VI PROGRAM POLICIES

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

PURPOSE:

To define the policies and procedures required to effectively comply with the Federal Title VI regulations to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner without regard to race, color or national origin.

POLICIES:

- 1. Major Service Change** – It shall be the policy of Palm Beach County to minimize adverse effects of major service changes. Major Service changes are defined as either a 25% change in system-wide service hours or a 25% change in route-level mileage. Major Service changes must undergo an Equity Analysis and be approved by the Palm Tran Service Board.
- 2. Equity Analysis (Service and Fare)** – It shall be the policy of Palm Beach County to complete an equity analysis to review the potential adverse effects of proposed changes that could result in an unequal distribution of burdens or benefits to Palm Tran customers. The analysis must be completed for: 1) major service changes, and 2) any fare change. The analysis will look specifically for Disparate Impact to minority populations and Disproportionate Burden to low-income populations. Results of the analysis must be approved by the governing board (Palm Tran Service Board – (PTSB) for Service / Board of County Commissioners – (BCC) for Fare) prior to implementing any fare or major service change.
- 3. Disparate Impact** – It shall be the policy of Palm Beach County to minimize adverse effects of fare and major service changes so that they are not borne disproportionately by minority populations. The threshold to determine adverse disparate impact is established at 20% based on the cumulative impact of the proposed fare and/or service change. If disparate impact is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.
- 4. Disproportionate Burden** – It shall be the policy of Palm Beach County to minimize adverse effects of fare and major service changes so that they are not borne disproportionately by low-income populations. The threshold to determine disproportionate burden is established at 20% based on the cumulative impact of the proposed fare and/or service change. If disproportionate burden is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.
- 5. Service Monitoring**– It shall be the policy of Palm Beach County to ensure that negative impacts on the basis of race, color or national origin do not exist. The Disparate Impact thresholds for Service Standards are as follow:

- a. On-Time Performance: +/- 10% of the average performance of the sampled routes.
- b. Headway: +/- 5 minutes of the average performance of the sampled routes.
- c. Vehicle Load: + 5% of the maximum vehicle load.
- d. Service Availability: +/- 5% of the general measure of route distribution.

Palm Tran will monitor and test the application of the following items at least every three years: Vehicle Assignments, Distribution of Transit Amenities and Service Standards. Palm Tran will analyze the monitoring results and develop corrective action plans as needed. The results of the analysis must be approved by the Palm Tran Service Board.

- 6. **Vehicle Assignment** - It shall be the policy of Palm Beach County to ensure that the average vehicle age for minority routes are similar to that for Palm Tran’s system-wide average vehicle age. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age. If disparate impact is identified, Palm Tran shall take actions to mitigate the situation, unless there is a substantial legitimate justification that prevents such actions.
- 7. **Distribution of Transit Amenities** - It shall be the policy of Palm Beach County to provide bus stop amenities based on ridership, location and connectivity to other bus routes where there is sufficient right-of-way and/or dedicated transit easement.

PROCEDURES:

- 1. **Major Service Change** – All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Palm Tran Service Board (PTSB) for its consideration and included in Palm Tran’s Title VI Program with a record of the action taken by the Board.

Major Service change is defined as either a 25% change in system-wide service hours or a 25% change in route-level mileage.

Prior to Board approval, all major service changes will be subject to an equity analysis that will include an analysis of potential adverse effects to identify whether proposed changes would result in an unequal distribution of burdens or benefits.

EXCEPTIONS: Exceptions to the definition of "Major Service Change"

- I. The introduction or discontinuation of short or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- II. Reassignment of existing route numbers, including splitting or combining two or more routes, will not constitute a new transit route. However, if the reassignment will impact the number of transit revenue hours or the route path, the criteria listed below will be considered. Transit revenue hours refers to the amount of time that a bus is available to carry passengers.

Any aggregate change of 30 percent or less of the number of transit revenue hours of the reassigned routes over a three-year period for the day(s) of the week for which the change is proposed.

- III. The addition of a new transit route. New service on streets not previously used by any route (excluding major arterial streets and streets designated as a trunk route).
- IV. Changes to service on a route with fewer than 10 total trips in a typical service day, unless service on that route is eliminated completely on any such day.
- V. Changes to a “modified” route due to a Major Service change, unless service on that route is eliminated completely.

2. Equity Analysis (Service and Fare)

1) Service Equity Analysis

a. Service Equity Analysis for Minority Populations

- i. Use the major service change policy definition and describe the dataset(s) that will be used in the analysis.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Evaluate the impacts of proposed service changes on minority populations. Specifically, compare the proportion of persons in the protected class who are adversely affected by the service change and the proportion of the persons not in the protected class who are adversely affected.
- iv. Compare existing service to proposed changes and calculate the absolute change as well as the percent change.
- v. Use the **disparate impact threshold** to determine whether the proposed major service change will result in adverse effects that are disproportionately borne by minority populations.
- vi. If a disparate impact is found, alternatives must be reviewed to mitigate the potential impact.
- vii. If a disparate impact is found and the service change is modified, the change must be re-analyzed.
- viii. Service changes that show disparate impact may only be implemented if:
 - A substantial legitimate justification exists: **and**
 - There are no alternatives that would have a less disparate impact on minority riders but would still accomplish legitimate program goals.
- ix. Brief and obtain approval from the Palm Tran Service Board, and the BCC when required.

b. Service Equity Analysis for Low-Income Populations

Note: Low income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate whether low-income populations will bear a disproportionate burden of the changes.

- i. Use the major service change policy definition and describe the dataset(s) that will be used in the analysis.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Evaluate the impacts of proposed service changes on low-income populations. Specifically, compare the proportion of persons in the protected class who are adversely affected by the service change and the proportion of the persons not in the protected class who are adversely affected.
- iv. Compare existing service to proposed changes and calculate the absolute change as well as the percent change.
- v. Use the **disproportionate burden threshold** to determine whether the proposed major service change will result in adverse effects that are disproportionately borne by low-income populations.
- vi. If a disproportionate burden is found, alternatives must be reviewed to mitigate the potential impact.
- vii. Brief and obtain approval from the Palm Tran Service Board, and the BCC when required.

2) Fare Equity Analysis

a. Fare Equity Analysis for Minority Populations

- i. Describe the dataset(s) that will be used in the analysis of all fare changes.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Determine the number and percent of users of each fare media being changed.
- iv. Review fares before the change and after the change.
- v. Compare the differences for each particular fare media between minority users and overall users.
- vi. Evaluate the impacts on minority populations.
- vii. Use the **disparate impact threshold** to determine whether the proposed fare change (for each media type) will result in adverse effects that are disproportionately borne by minority populations.
- viii. If a disparate impact is found, alternatives must be reviewed to mitigate the potential impact.

- ix. If a disparate impact is found and the fare change is modified, the change must be re-analyzed.
- x. Fare changes that show disparate impact may only be implemented if:
 - A substantial legitimate justification exists; **and**
 - There are no alternatives that would have a less disparate impact on minority riders but would still accomplish legitimate program goals.
- xi. Brief and obtain approval from the Board of County Commissioners.

b. Fare Equity Analysis for Low-Income Populations

Note: Low income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate whether low-income populations will bear a disproportionate burden of the changes.

- i. Define and describe the dataset(s) that will be used in the analysis of all fare changes.
- ii. Describe the techniques and/or technologies used to collect the data.
- iii. Determine the number and percent of users of each fare media being changed.
- iv. Review fares before the change and after the change.
- v. Compare the differences for each particular fare media between low-income users and overall users.
- vi. Evaluate the impacts on low-income populations.
- vii. Use the **disproportionate burden threshold** to determine whether the proposed major service change will result in adverse effects that are disproportionately borne by low-income populations.
- viii. If a disproportionate burden is found, alternatives must be reviewed to mitigate the potential impact.
- ix. If a disproportionate burden is found and the fare change is modified, the change must be re-analyzed.
- x. Fare Changes that show disproportionate burden may only be implemented if:
 - A substantial legitimate justification exists; **and**
 - There are no alternatives that would have a less disproportionate burden on low-income riders but would still accomplish legitimate program goals.
- xi. Brief and obtain approval from the Board of County Commissioners.

3. Service Monitoring – Will be completed once every three years using the following methodology:

- a. Use the minority transit route definition and select a sample of minority and non-minority routes.

- b. Assess the performance of each minority and non-minority route in the sample for each service standard and service policy.
 - c. Compare transit service observed to the established standards and policies.
 - d. Mitigate as needed to ensure service standards and service policies are being met.
 - e. Brief and obtain approval from the Palm Tran Service Board and/or the BCC as required.
 - f. Submit results of the monitoring program, board approval and backup documentation to the FTA every three years as part of the Title VI Program update.
4. **Vehicle Assignment** - Bus operators have three periods during the year when they sign-up for their assigned work. This distribution of duties is called a BID. Prior to each operator BID assignment, a baseline vehicle schedule is prepared for the upcoming BID period. Low-mileage vehicles are usually assigned to the Belle Glade Area located 43.4 miles from the main maintenance facility and higher-mileage blocks, to minimize the risk of breakdowns. High Capacity (Articulated) buses are assigned based on ridership needs. Vehicle assignment is based on the size of the vehicle (some routes have size restrictions due to turn radius and barrier restrictions) and the passenger loads on each particular route. New vehicles replace those buses that have met their useful life, and new buses are distributed to the locations where replacements are needed.

On a daily basis, the Maintenance Department makes adjustments to the baseline vehicle schedule according to maintenance needs. For the purposes of Title VI service monitoring, Palm Tran calculates the average vehicle age for each route, and aggregates this data into an average vehicle age for all minority routes. Palm Tran's Title VI goal is for the average vehicle age for minority routes to be similar to that for Palm Tran's overall system. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age.

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

5. **Distribution of Transit Amenities** - Installation of transit infrastructure/amenities along bus routes is based on the number of average daily passenger boardings derived from Automatic Passenger Counters, and location and connectivity to other bus routes. Placement is dependent on sufficient right-of-way and/or dedicated transit easement to ensure the Bus Stop infrastructure is ADA accessible and in adherence to Federal ADA Standards and applicable Florida Statutes.

Shelters and Benches

Locations for advertisement-supported shelters and benches are suggested by a contractor(s) and follow the guidelines established in the current Florida Accessing Transit Design Handbook for Florida Bus Passenger Facilities. Municipalities with a non-advertising ordinance(s) or policy, provide bus shelters within their boundaries and are encouraged to follow the above guidelines.

Provision of Information

Bus Stop Signage includes:

1. Standard 12 x 24 inch bus stop sign containing:
 - a. Palm Tran logo
 - b. Customer Service Telephone Number
 - c. Unique Bus Stop Number for each specific bus stop
 - d. Palm Tran Routes served at this specific bus stop
2. Standard reflector
3. Braille/Tactile Bus Stop identifier
4. System maps are placed in all Palm Tran provided bus shelters
5. Waste receptacles are placed adjacent to all Palm Tran provided bus benches and shelters
6. Route Specific schedules and maps are initially provided on the bus stop channel at all designated time points/nodes

Palm Tran maintains a GIS database of all bus stops and associated infrastructure.

TITLE VI NOTICE TO THE PUBLIC

This notice was revised on September 2019.

This notice is posted in English, Spanish and Creole

PALM TRAN'S NON-DISCRIMINATION POLICY

FEDERAL TITLE VI CIVIL RIGHTS ASSURANCE NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

Palm Tran operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination because of an individual's disability in compliance with the Americans with Disabilities Act (ADA). Any person who believes she or he has been subjected to discrimination under Title VI or ADA, may file a Discrimination Complaint Form by contacting :

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

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

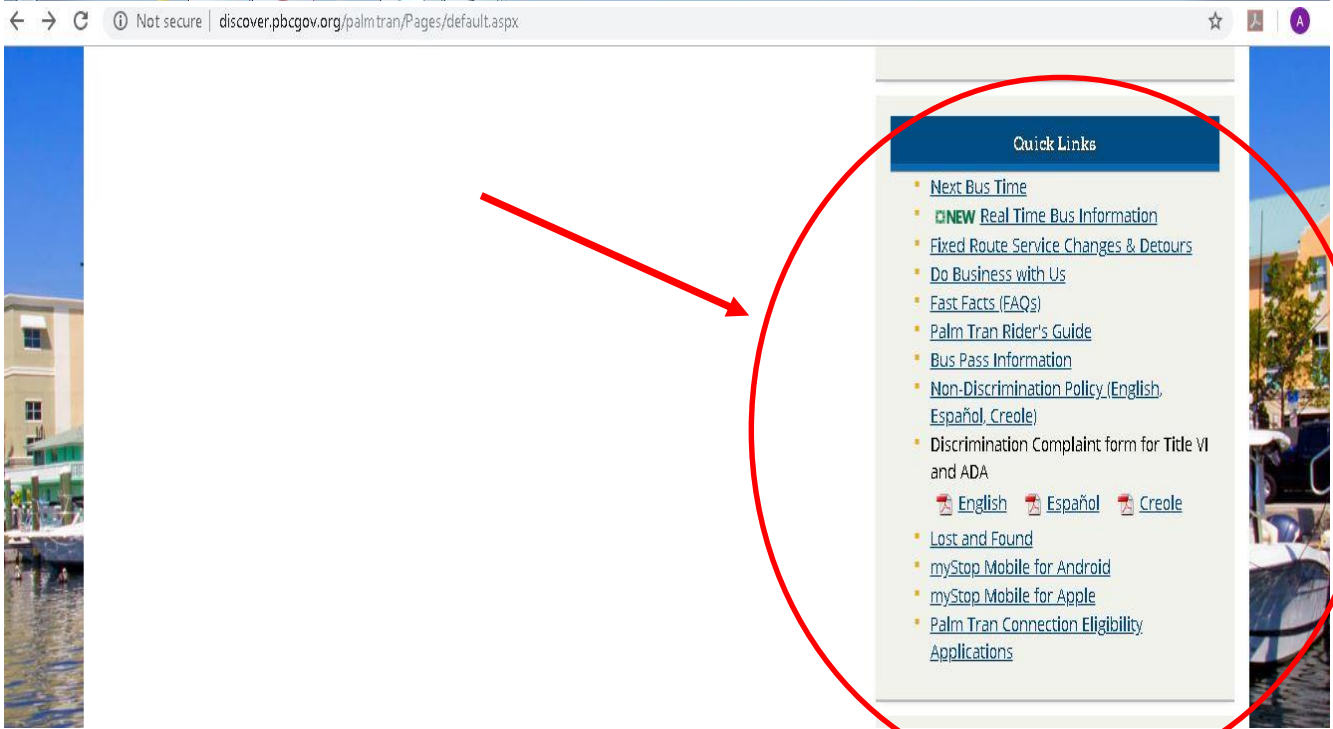
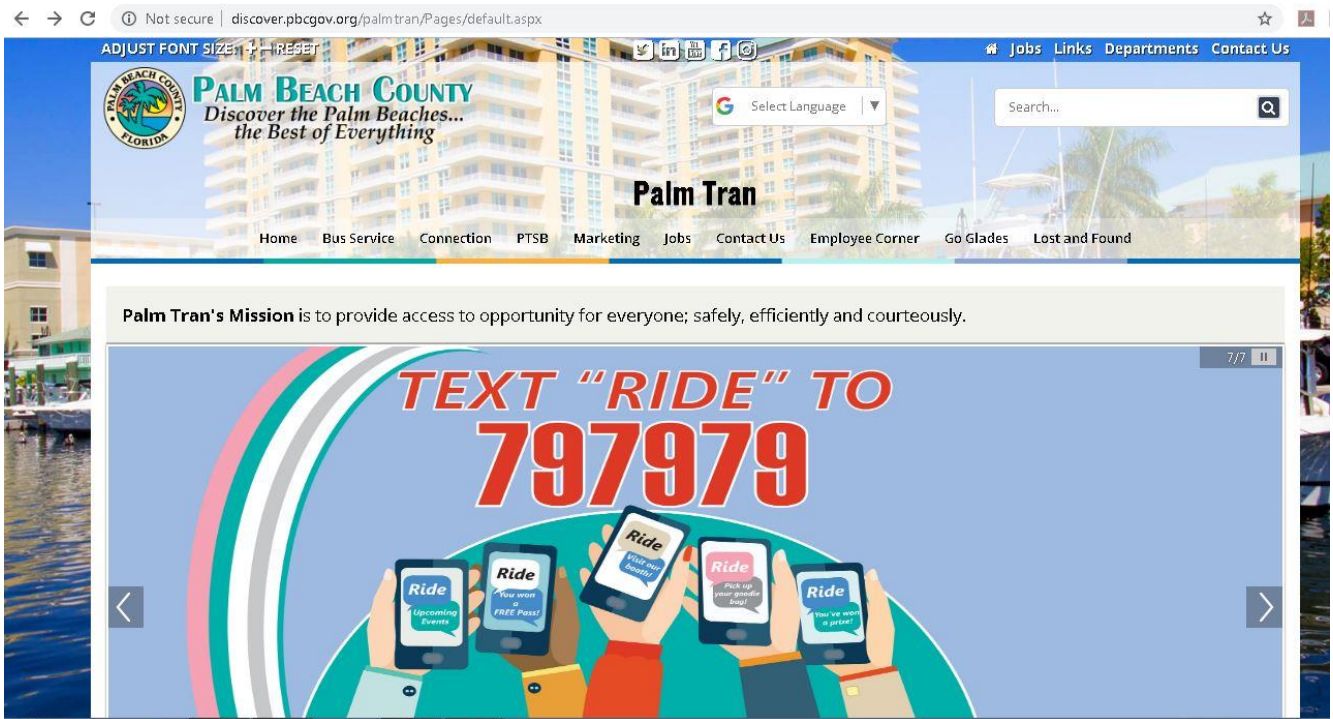
Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. The ADA does not require Palm Tran to take any action that would fundamentally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

LIST OF LOCATIONS WHERE THE NOTICE TO THE PUBLIC IS POSTED

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

The notice can also be found at **Palm Tran's website:** <http://www.palmtran.org>

Notice Posting on Palm Tran's Website



NON-DISCRIMINATION POLICY

**ENGLISH
(Español P. 2)
(Creole P. 3)**

**FEDERAL TITLE VI CIVIL RIGHTS ASSURANCE
NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT**

Palm Tran operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination because of an individual's disability in compliance with the Americans with Disabilities Act (ADA). Any person who believes she or he has been subjected to discrimination under Title VI or ADA, may file a Discrimination Complaint Form by contacting:

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

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

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

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

Your written complaint should include the following information:

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

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

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

Palm Tran opera sus programas y servicios sin que importe su raza, color u origen nacional de acuerdo a el Título VI del Acta de los Derechos Civiles. Palm Tran está comprometida a asegurar que ninguna persona sea excluida de la participación en, o negado los beneficios de sus servicios, o sometida a discriminación debido a una discapacidad (Ley ADA). Cualquier persona que crea que ha sido sometida a discriminación bajo el Título VI o ADA, puede comenzar el proceso de queja comunicándose con:

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

Una persona con una querrela puede presentarla directamente con la Administración Federal de Transito sometiendo una queja a: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

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

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

Su queja por escrito debe incluir la siguiente información:

1. Su nombre.
2. Su dirección e información de cómo Palm Tran debe contactarle (ejemplo: su número de teléfono, correo electrónico, dirección de casa, etc.).
3. Una descripción del incidente o acto(s) discriminatorio. Usted debe describir como, por que, cuando y donde usted cree que fue discriminado y proveer ubicación, nombres e información de contacto de testigos si los hay.
4. Usted debe firmar su queja. Por favor explique lo más claro posible que pasó, por qué usted cree que pasó, y como usted fue discriminado. Por favor identifique a cualquier otro individuo quien estuvo envuelto u observó el incidente. Asegúrese de explicar como otras personas fueron tratadas diferentes a usted.

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

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

Palm Tran opere pwogram li yo ak sevis yo san yo pa konsidere nan ras, koule, ak orijin nasyonal nan ako avek Tit VI nan lwa sou dwa sivil yo. Palm Tran angaje pou asire ke pa gen moun ki eskli nan patisipasyon nan, oswa refize benefis sevis li yo, oswa pou yo kapab sibi diskriminasyon akòz andikap yon moun nan konfòmite Ameriken ak lwa andikap (ADA). Nenpot moun ki kwe li oswa li te sibi diskriminasyon anba Tit VI oswa ADA, kapab depoze yon fom plent diskriminasyon pa kontakte:

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

Yon plentif kapab depoze yon plent direktman avek administrasyon transpo federal la le ou ap depoze yon plent avek biwo dwa sivil la, atansyon: Koodonate pou pwogram VI a, nan les bilding, 5th etaj-TCR, 1200 New Jersey ave., SE, Washington, ak DC 20590.

Modifikasyon pou politik ak pwosedi. Palm Tran pral fe chanjman rezonab nan politik ak pwogram yo asire ke moun ki gen andikap gen yon opotinite egal yo jwi tout pwogram li yo, sevis ak aktivite. ADA a pa mande pou Palm Tran pran nenpot ki aksyon ki ta fondamantalman chanje nati a nan pwogram li yo oswa sevis yo, oswa enpoze nenpot ki soufwans finansye oswa responsabilite administratif. Chak fwa posib, demann pou modifikasyon ta dwe fet davans. Demann ki soti nan men moun ki gen yon andikap yo ta dwe kom espesifik ke posib epi ki gen ladan yo enfòmasyon sou Poukisa modifikasyon yo bezwen yo nan lod yo pemet moun nan sevi ak sevis tran Palm.

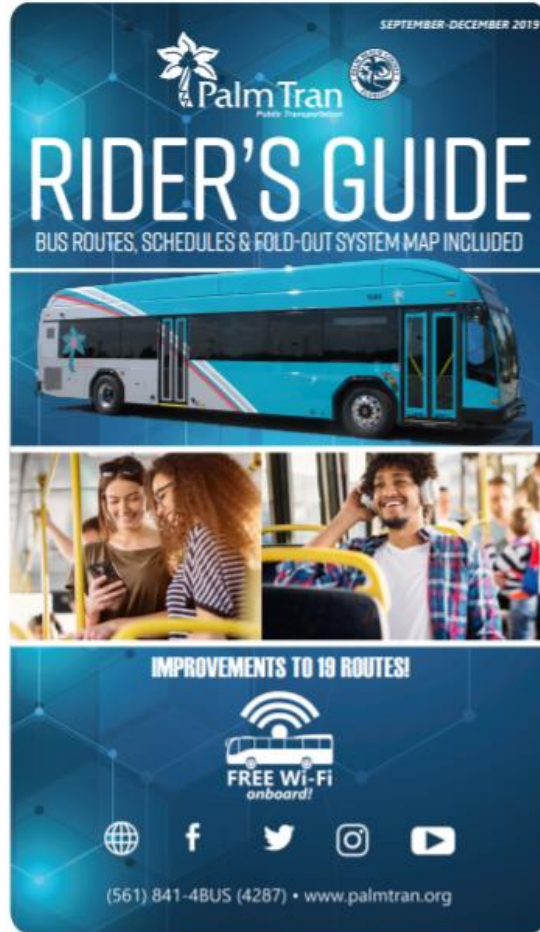
Kouman Pou pote yon plent: plent ou ta dwe fè nan 180 jou sou dat ki sou diskriminasyon nan swadizan epi soumèt bay Palm Tran.

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

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

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

This is the format used for the Rider's Guide.



Helpful Information

| | | | |
|--------------------------------------------------|----|------------------------------------------------|----|
| Bikes on Buses..... | 61 | Non-Discrimination Policy (Spanish)..... | 49 |
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TITLE VI COMPLAINT PROCEDURES - for the Public

The notice to the public reads:

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

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

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

Your written complaint should include the following information:

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

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

TITLE VI COMPLAINT PROCEDURES – Palm Tran

POLICY:

It is the policy of Palm Tran to ensure compliance with Title VI requirements and guidelines for Federal Transit Administration (FTA) recipients. The policies and procedures described here are in accordance with the requirements established by the October 1, 2012 FTA Circular 4702.1B, based on 49 CFR Part 21, Title VI regulations.

PROCEDURES:

I. Investigating Fixed Route Title VI Complaints

It is the policy of Palm Tran to ensure that no customer is denied service based on any one of the protected classifications identified under Title VI of the Civil Rights Act of 1964. Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Palm Tran may file a Title VI complaint by contacting our Customer Service Center or by mailing in our Discrimination Complaint Form.

Palm Tran will investigate complaints received no more than one hundred and eighty (180) calendar days after the alleged incident. The Complaining Party (CP) will receive an acknowledgement letter confirming that the complaint was received and will be investigated. Palm Tran has thirty (30) business days to investigate, and validate the complaint. If more information is needed to resolve the case, Palm Tran may contact the CP. The CP has 14 business days from the date of the letter from Palm Tran requesting additional information to send the requested information to the Palm Tran investigator assigned to the case. If the investigator is not contacted by the CP or does not receive the additional information within 14 business days, Palm Tran can administratively close the case. A case can be administratively closed also if the CP no longer wishes to pursue their case.

At the conclusion of the investigation, the CP will receive one of two letters: A Closure Letter (CL) or a Letter of Finding (LOF). A CL will summarize the allegations and state that there was not a Title VI violation and that the case will be closed. An LOF will summarize the allegations and the interviews, explain whether any disciplinary action was taken, detail any follow-up training required for the staff member(s) and any other action that will occur.

1. It shall be the responsibility of the Customer Service Supervisor to classify Title VI customer complaints as 'priority' and forward them to the Customer Service Administrator and Operations Director for processing and investigation.
2. It shall be the responsibility of the Customer Service Administrator to coordinate all correspondence with the CP, including, but not limited to the Notification of Investigation and Closure Letter if no finding is made. The Customer Service Administrator shall also be responsible for coordinating delivery of the Title VI Complaint form if it has not already been obtained by the CP.
 - a. The Notification of Investigation will be sent within five (5) business days of Palm Tran's receipt of the complaint from the CP, acknowledging receipt of the complaint and confirming that the complaint will be investigated.
 - b. Investigations will typically be completed within ten (10) business days of Palm Tran's receipt of a validated complaint from the CP. A determination of the course of action, if any, should be completed within thirty (30) business days.

c. The Closure Letter will be sent to the Complaining Party within five (5) business days of the close-out or completion of the investigation.

d. Requests for time extensions to complete an investigation or reach a determination will be directed to the Customer Service Administrator and granted as needed.

3. It shall be the responsibility of the Customer Service Administrator and Operations Director to coordinate all aspects of the investigation, including but not limited to interviews with staff members and review of audio/video or other evidence.

4. It shall be the responsibility of the EEO Officer to coordinate delivery of a Letter of Finding (LOF) to the CP when discrimination complaints are substantiated. The LOF will be sent to the CP within five (5) business days of the completion of the investigation.

II. Tracking Fixed Route Title VI Complaints

It is the policy of Palm Tran to ensure compliance with tracking requirements for Title VI investigations, complaints and lawsuits.

1. It shall be the responsibility of the Customer Service Administrator to track Title VI complaints in the COM system. Quarterly reports shall be sent to the Director of Support Services for reconciliation.

2. It shall be the responsibility of Customer Service Administrator to track Title VI investigations and lawsuits. The list shall include the date the investigation commenced or lawsuit was filed, a summary of the allegation and the status of the investigation or lawsuit. This list shall be included in the Title VI Program Update submitted to FTA every three (3) years.

III. Public Access to Fixed Route Title VI Procedures

It is the policy of Palm Tran to ensure that the Discrimination Complaint form and procedure for filing a complaint are available to the public through our website.

1. It shall be the responsibility of the Information Technology Manager to publish the Discrimination Complaint form procedure for filing a complaint to Palm Tran's Internet website (www.palmtran.org)
2. It shall be the responsibility of the Marketing Manager to publish Palm Tran's Non-Discrimination Policy in the Rider's Guide.
3. It shall be the responsibility of the Maintenance Manager to post Palm Tran's Non-Discrimination Policy in all buses, and new buses as acquired.

TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

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

Palm Tran customers can also access this form on our website at:

<http://www.palmtran.org>

The form is available in English, Spanish, and Creole.

(Appendix D)



Discrimination Complaint Form

Case Number _____

Note: We are asking for the following information to assist us in processing your complaint. If you need help in completing this form, please let us know. If you are not able to complete the form personally, Palm Tran's Public Information Supervisor will assist you to do so at a mutually convenient time. Simply call _____ to make your request. If the Public Information Supervisor assists you in completing the form, you will still need to sign it to validate the information provided.

Are you filing this complaint on your own behalf? **YES** **NO**

(If you answered YES to this question, go to item 2. If you answered NO to this question, go to item 1.)

1. Please provide the name of the person for whom you are complaining:

Name of complainant _____

Street Address _____

City, State and Zip Code _____

Telephone Number – home (____) _____ business (____) _____

2. Information about the Person discriminated against

Name _____

Street Address _____

City, State, and Zip Code _____

Telephone Number (____) _____

3. What is the name and location of the person/department that you believe discriminated against you?

Name _____

Street Address _____

City, State, and Zip Code _____

Telephone Number (____) _____

4. Which of the following best describes the reason you believe discrimination took place? Was it because of your:



- a. Race, Color, National Origin b. Disability c. Other

What date did the alleged discrimination take place?

(Must be within the past 180 days)

5. In your own words, describe the alleged discrimination. Explain what happened, and whom you believe was responsible. Be sure to include how other persons were treated differently than you.

(Use more sheets or the back of this page, if needed)

6. (For internal complaints only) Have you tried to resolve this complaint through internal grievance procedures at Palm Tran? YES NO

(If you answered NO to this question, go to item 8.)

If yes, what is the status of the grievance?

Name and title of the person who is handling the grievance procedure.

Name _____ Title _____



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

YES **NO**

If yes, check all that apply: Federal agency _____ Federal court _____ State court

_____ State agency _____ Local agency _____

8. Please provide information about a contact person at the other agency/court where the complaint was filed.

Name _____

Street Address _____

City, State, and Zip Code: _____

Telephone Number (_____) _____

9. Have you previously filed a discrimination complaint with Palm Tran before?

YES **NO**

If yes, when? Date _____

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

YES **NO**

If yes, when and against whom were they filed?

Date _____

Agency _____

Street Address _____

City, State, and Zip Code _____

Telephone Number (_____) _____

11. Please sign and date this form below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

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

Please submit this form to: Palm Tran – Attention: Customer Service Administrator Discrimination Complaint, 50 S Military Trail, Suite 101, West Palm Beach, FL 33415 (561) 812-5351

LIST OF TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

Palm Tran closely monitors the customer service phone line, and has detailed procedures to follow up on all complaints.

All calls are classified and sent to the appropriate department for immediate action and follow up. While there are calls that are classified as Title VI complaints (calls alleging discrimination), after proper investigation two complaints have been validated as a Title VI violation.

Palm Tran/Palm Beach County has no records of lawsuits alleging Title VI violations in years 2017, 2018 and 2019 (to date).

The following pages list the complaints classified as Title VI at the time the caller contacted Palm Tran, the follow-up information and the outcome of the investigation.

**TITLE VI
COMPLAINT TRACKING LOG**

| NAME | TRACKING # | DATE RCVD | COMPLAINT | UPDATE |
|---------------------|------------|-----------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| King, Marine | 123213 | 3/14/17 | Race discrimination | Title VI acknowledgement letter and forms mailed to passenger on 3/27/17. No completed forms received back from passenger. Complaint was investigated and deemed invalid. Finding letter sent on 3/20/17. CLOSED. |
| Adair, Cindianne | 124397 | 5/12/17 | Race discrimination | Title VI acknowledgement letter and forms mailed on 5/15/17. Complaint was investigated and deemed invalid. Finding letter was mailed on 6/05/17. CLOSED. |
| Verno, Anthony | 130793 | 2/14/18 | Race discrimination | Complaint was investigated and deemed invalid. CLOSED. |
| Vieira, Catarina | 132472 | 3/23/18 | Race discrimination | Complaint was investigated and deemed valid. Title VI valid feedback prepared if passenger calls back. Operator was sent to Title VI training. CLOSED. |
| Jacques-Nedd, Marie | 132471 | 3/23/18 | Race discrimination | Complaint was investigated and deemed valid. Title VI feedback prepared if passenger calls back. Operator was sent to Title VI training. CLOSED. |

| | | | | |
|--------------------------|---------------|----------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Lime, Ashley | 133220 | 4/25/18 | Race discrimination | Complaint was investigated and deemed invalid. Finding letter mailed on 5/3/18. CLOSED. |
| Iverson, Xavier | 133419 | 5/3/18 | Race discrimination | Complaint was investigated and deemed invalid. No finding letter sent because passenger did not provide his address. CLOSED. |
| Johnson, Willie | 134302 | 6/21/18 | Race discrimination | Complaint was investigated and deemed invalid. Title VI packet could not be mailed because passenger did not provide his address. Title VI feedback prepared if passenger calls back. CLOSED. |
| Concerned Citizen | 135454 | 8/24/18 | Race discrimination | Complaint was investigated and deemed not valid. No address was provided by passenger to send Title VI correspondence. CLOSED. |
| Kay, Mary | 135092 | 8/08/18 | Race discrimination | Title VI acknowledgement letter and forms mailed on 8/21/18. Complaint was investigated and deemed not valid. Passenger did not complete the Title VI forms. CLOSED. |

| | | | | |
|-----------------------------|---------------|-----------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elliott, Kenneth | 135136 | 8/10/18 | Race discrimination | Complaint was investigated and deemed not valid. Title VI forms were not mailed because the passenger did not provide an address. CLOSED. |
| Finnegan, Nynoshka | 136253 | 9/26/18 | Race discrimination | Title VI acknowledgement letter and forms were mailed on 9/28/18. Complaint was investigated and determined not valid. Letter of findings sent to passenger on 10/03/18. CLOSED. |
| Gail, Quero-Barragan | 138166 | 12/20/18 | Race discrimination | Title VI and forms were mailed on 1/03/19. Complaint was investigated and ruled not valid. Letter of findings was sent on 1/03/19. CLOSED. |

PUBLIC PARTICIPATION PLAN

INTRODUCTION

This Public Participation Plan (PPP) was developed to ensure that prior to implementing adjustments to fares, fare media, services and routes of the Palm Tran Transit System, appropriate public comment is solicited and considered in accordance with applicable federal, state and local law and Palm Beach County Resolution No. 2015-0893, as it may be amended. This PPP also identifies strategies and processes to ensure effective public and stakeholder notice and participation, as appropriate, in Palm Tran transportation planning activities.

The Palm Tran Service Board (PTSB) is authorized to hold public hearings and after considering public comment and any service equity analysis performed, approve Palm Tran fixed route service changes constituting major service changes. The PTSB is also authorized to approve changes to Palm Tran fixed routes that do not constitute major service changes after holding a public meeting and considering public comment, except that the PTSB does not have the authority to approve any service change(s), including major service changes, for which there will be an increase in the cost of services. In all other respects the PTSB is an advisory body to the Palm Beach County Board of County Commissioners (BCC).

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

Sound policy and service delivery decisions need to take into consideration community sentiment and public opinion based on well-executed outreach efforts. The public outreach strategies described herein are designed to provide the public with effective access to information about Palm Tran’s fixed route bus and paratransit service and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to service, fare media or fares.

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

Public Participation Program Principles

Palm Tran's Public Participation Program will be governed by a set of principles. While the guidelines may be adjusted or revised to respond to external influences or needs, the principles will remain sound. They are:

Public involvement shall:

- Be early and continuous
- Provide for full public involvement and access to key decisions
- Provide a process for seeking out and considering the needs of traditionally underserved groups
- Provide for periodic evaluation for effectiveness
- Be requested with the publication of legal notices and public hearings (as required) to obtain public input regarding transportation projects
- Be accessible, every effort will be made to enhance the accessibility of the public's participation - physically, geographically, temporally, linguistically and culturally
- Be clear, focused, understandable and relevant
- Ensure reasonable public access with the use alternative tools to allow for public participation, these can range from telephone hotlines, websites, printed material, and providing addresses for public comment on proposed plans of action, as well as distributing multi-lingual publications.
- Make use of Smaller Information Group Meetings and Discussions –People feel more comfortable asking questions and expressing their concerns in a smaller, informal meeting than a large public forum.

Palm Tran Service Board (PTSB)
PTSB - Paratransit Subcommittee
PTSB - Planning Subcommittee

The PPP endeavors to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low income, minority and LEP groups, to comment, as appropriate and as required by applicable law, on proposed adjustments to fares, services and routes of the Palm Tran System.

METHODS FOR ACHIEVING PUBLIC PARTICIPATION AND PROVIDING NOTICE AND GENERATING AWARENESS ABOUT COMMUNITY MEETINGS AND PUBLIC HEARINGS

The methods of public participation included in this PPP were developed based on best practices employed by other leading public transportation systems in the country and guidance provide by publication from the Federal Transit Administration (FTA).

Palm Tran intends to achieve meaningful public participation by a variety of methods with respect to changes to Palm Tran service, and/or fare changes. These include Public Hearings, Public Notices, and alternative methods to gather public comment from those unable to participate in the public hearings.

Palm Tran in developing the Transportation Development Plan (TDP) has already and will in the future also conduct other types of Community Meetings and Listening Sessions as appropriate with passengers, employers, CBOs, and Advisory Committees to gather public input and distribute information about service quality, proposed changes or new service options.

In addition, the public will be invited at all times to provide feedback via Palm Tran's Facebook Page, and during operating hours at the Customer Service Line, all feedback collected is recorded and passed on to the Palm Tran management team, and responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment to service, routes or fares. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comment before implementing proposed adjustments to fares, route eliminations and major changes to service. In each case, an agenda for each meeting will be created that works to achieve the stated goals but is relevant to and not overwhelming for the public.

For all public meetings and hearings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used, since no one location is usually convenient to all participants.

For Community Meetings and Public Hearings, Palm Tran will use a variety of means to make riders and Palm Beach County residents aware that the meetings/hearings are taking place, including some or all of the following methods:

- In-bus Advertisements
- Postings and information on Palm Tran's Website
- PTSB - Planning Subcommittee
- Notices on major media outlets
- Flyers and Information distribution through various libraries, universities and civic organizations that currently help distribute our timetables and information
- Postings on the County website

All major printed and website information and materials that communicate proposed and actual service adjustments will be provided in LEP Languages, currently Spanish and Creole. Spanish is by far the most predominant non-English language in Palm Beach County, and Creole has been identified as the second predominant non-English language in Palm Tran riders.

The PPP endeavors to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low income, minority and LEP groups, to comment, as appropriate and as required by applicable law, on proposed adjustments to fares, fare media, services and routes of the Palm Tran System.

PUBLIC HEARINGS

Under this PPP a formal public hearing will be conducted in the following circumstances:

1. When a fare increase for Palm Tran services is proposed

No Fare Increases have been proposed since September 2013

2. When a change in fare media for Palm Tran services is proposed

No change in fare media for Palm Tran services have been proposed since September 2013.

3. When a Major Service Change is proposed

Palm Tran implemented a Major Service Change, entitled the Route Performance Maximization (RPM), on September 30, 2018.

A public hearing was held at the August 14, 2018 Board of County Commissioners Meeting for the RPM and at the June 28, 2018 Palm Tran Service Board meeting.

All RPM public outreach efforts and public hearing notices are listed in Appendix A.

4. When the Title VI Program is updated

The 2019 Title VI update was presented and a public hearing was held at the July 25, 2019 Palm Tran Service Board (PTSB) Meeting. The Title VI update was submitted for approval to the Board of County Commissioners (BCC) on September 10, 2019. Title VI Update approval by the BBC and public hearing documents are attached in Appendix B.

Such Public Hearings will be noticed and conducted in accordance with the following procedures and practices:

- 1. Notice of Public Hearing** – Public notice of the Hearing date, time and location will be provided at least ten (10) days before the scheduled date for the hearing. Notice shall be advertised using a variety of the methods provided above including, at a minimum, on Palm Tran’s website and in newspapers with countywide distribution including Spanish and Creole Language publications, should no Creole publications exist, Palm Tran will advertise in Creole Radio Broadcasting Station if one is available for announcements to the Creole speaking and public, and posting of the notice in the station’s website.
- 2. Location of Public Hearings** – Hearings will be conducted in a location that is accessible to persons with disabilities and adequate in size and venue to accommodate the anticipated public attendance.
- 3. Receipt of Public Comments** – meetings will be formatted to accommodate written and verbal comment by the public with respect to the proposed fare, service and route adjustments. Specific rules and procedures regarding the timing and manner of providing comments will be as established and noticed by Palm Tran in advance of each Hearing. Comments provided by the public at the hearing will be recorded. The public will have the opportunity to comment via phone, email or letter, as well as at the hearing.

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

LANGUAGE ASSISTANCE PLAN FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY (LEP) FOR PALM TRAN

INTRODUCTION

Palm Tran's fixed-route network includes a 32 route network and provides connections to the County's multimodal transportation network; to its main hub, the West Palm Beach Intermodal Center, as well as its major transfer locations. Major transfer locations include Wellington Mall, West Palm Beach VA Medical Center, Boca Town Center Mall, and Gardens Mall as well as the six Tri-Rail stations in the County. Palm Tran Connection, Palm-Tran's shared-ride, door-to-door paratransit service, provides transportation for disabled residents and visitors in Palm Beach County. Service is provided under three programs-Americans with Disabilities (ADA) Program, Division of Senior Services (DOSS) and the Transportation Disadvantaged Program (TD). Palm Tran Connection travels in Palm Beach County from Jupiter to Boca Raton and from Palm Beach to South Bay. Palm Tran also provides connections to its partner agency to the south, Broward County (BCT) at Camino Real via routes 1, 92, and 94 as well as at Sandalfoot Plaza, which are both located in the Greater Boca area. Transfers to Palm Tran's northern neighbor system, Marty/Martin County Transit, are available at Gardens Mall in Palm Beach Gardens. Palm Tran also provides services in the Glades region through the Go Glades flex system, a circulator-style pilot program that started in December 2018. The flex service serves the communities of Belle Glade, South Bay, and Pahokee. In addition, the flex system will include the implementation of a Dial-a-Ride (DAR) available to the general public and ADA customers. The Glades region is also served by fixed-route 47. Palm Tran fixed-route 40 connects the Glades region with the rest of the County.

In providing fixed-route service within a service area of 1,471,150 residents, Palm Tran understandably has interactions with individuals with varying degrees of ability to speak and/or understand English. For this reason, Palm Tran has developed this Limited English Proficiency (LEP) plan. Additionally, the LEP plan has been prepared to address Palm Beach County's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English language skills.

Individuals, who have a limited ability to read, write, speak or understand English are Limited English Proficient or "LEP". In the Palm Tran service area, there are 172,848 residents or 12.23% that describe themselves as not able to communicate in English very well (Source: 2017 American Community Survey). Palm Beach County is federally mandated (executive order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Palm Tran has utilized the U.S. Department of Transportation's (DOT) LEP Guidance Handbook and performed a four factor analysis to develop its LEP plan.

The U.S. Department of Transportation handbook, titled *"Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers, (April 13, 2007)"* (hereinafter "Handbook"), states that Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d

et seq., and its implementing regulations provide that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives Federal financial assistance (*Handbook, page 5*).

The *Handbook* further adds that Title VI prohibits conduct that has a disproportionate effect on LEP persons because such conduct constitutes national origin discrimination (*Handbook, page 5*).

Executive Order 13166 of August 11, 2000 states that recipients of Federal financial assistance must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons (*Handbook, page 6*). Additionally, recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information and other important portions of their programs and activities for individuals who are LEP. (*Handbook, page 6*)

These provisions are included in *FTA Circular C 4702.1B* in Section 9 of Chapter III (pages III-6 -- III-9).

For many LEP individuals, public transit is the principal transportation mode used. It is important that Palm Tran be able to communicate effectively with all of its riders, both LEP and non-LEP individuals alike. When Palm Tran is able to communicate effectively with all of its customers, the service provided is a safer, more reliable, convenient and accessible service for all of the agency's customers. For these reasons, Palm Tran is committed to taking those reasonable steps to ensure meaningful access for LEP individuals to this agency's services.

This Plan will demonstrate the efforts that Palm Tran has undertaken to make its service as accessible as possible to all persons irrespective of their ability to communicate using the English language. More specifically, the plan addresses how services will be provided through general guidelines and procedures:

- **Identification:** Identifying LEP populations and LEP services in County departments
- **Interpretation:** Offering free and timely interpretation to LEP individuals upon request
- **Translation:** Providing free and timely translation of vital Palm Tran documents
- **Staffing:** Identifying Palm Tran employees to meet LEP customer service needs
- **Training:** Delivering training on LEP service mandates to all responsible employees

Additionally, Palm Tran does welcome any comments or suggestions that would further improve the effectiveness of this Plan and/or our ability to communicate more effectively with our customers.

Four Factor Analysis

In determining "reasonable steps" there are four factors to be considered:

1. The number and proportion of LEP persons in the eligible service area;
2. The frequency with which LEP persons come in contact with the program;

3. The importance of the service provided by the program; and
4. The resources available to the recipient.

The US DOT Policy Guidance gives recipients substantial flexibility in determining what language assistance is appropriate based on a local assessment of the four factors listed above. The following is an assessment of need in Palm Tran’s service area in relation to the transportation planning process.

1. The Number and Proportion of LEP Persons in the Eligible Service Area.

For Palm Tran the first step towards understanding the profile of individuals that compose our service area in Palm Beach County is a review of 2017 American Community Survey Data.

The table below displays the primary language and number of individuals 5 years and over that speak English “not well” or “not very well” at home. Only the top four language groups for Palm Beach County are displayed.

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

| | Population | Percentage |
|-------------------------------------------------------|-------------------|-------------------|
| Palm Beach County, Florida | 1,395,492 | 100% |
| Population Speak English less than “very well” | | |
| Primary Language at Home | | |
| Spanish | 119,369 | 8.55% |
| French Creole | 42,188 | 3.02% |
| Portuguese | 6,461 | 0.46% |
| French (incl. Patois, Cajun) | 4,830 | 0.34% |

2. The Frequency with which LEP Persons Come in Contact with The Program.

The growing size of the LEP population in Palm Beach County increases the probability of its contact with Palm Tran. Palm Tran assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and surveying riders and drivers. Palm Tran has assessed the need of LEP individuals since October 2005. As of that date, Palm Tran has not had requests for interpreters for any public meetings. Prior to 2005, Palm Tran already included a Spanish translation of the informative facts provided in the system wide guide: “Riders Digest” and now includes a Creole translation. Since 2005, there has been no request for translated Palm Tran documents.

Palm Tran’s prior experience with limited English proficient persons has been primarily with Spanish speakers. A review of the call center data determined that 4.02%% of the calls for Paratransit reservations chose the option for Spanish and 0.63% chose the option for Creole. A review of call

center data for customer-service related calls for both fixed-route and paratransit determined that 3.7% chose the option for Spanish and 0.9% chose the option for Creole. A survey of the call center personnel determined that calls from speakers other than English/Spanish are sporadic, with the prevailing additional language being Creole. However, a survey of walk-in traffic at Palm Tran Connection, in the area that processes the Transportation Disadvantaged (TD) passes (discounted monthly passes for Fixed Route), it was noted that 17% of the customers needed assistance in Creole while 23% needed assistance in Spanish.

3. *The Importance of the Service Provided by the Program.*

On-Board surveys conducted to develop the 2017-2026 Transportation Development Plan (TDP) asked the riders questions to determine how important Public Transportation is to them. Most surveyed riders had lower annual incomes and ride Palm Tran because they do not have a car available (41%). Most indicated that they ride Palm Tran to get to work (49%), and are dependent on Palm Tran fixed-route service for transportation.

Appendix F

Examining the trip purpose distribution further confirmed the importance of transit services to the community. Palm Tran bears in mind that transportation is considered an essential service to participation in modern society. While the surveys did not identify a considerable number of LEP riders, Palm Tran must consider general observation made by others (State of California and New Jersey), that the LEP population tends to be truly captive transit riders because they can't drive, don't have a driver's license, or simply can't afford a car. The California and New Jersey reports also indicate that the transit services are not only important to the LEP group, but in some cases, it may be absolutely critical, that is, without the bus services or whatever the current transit mode he or she is using, the LEP person may not have access to basic employment or the necessities of life.

4. *The Resources Available to the Recipient.*

Palm Tran already uses its staff as the primary resource for LEP assistance. Route schedule materials available to the public are provided in Spanish and Creole, translations are completed by Palm Tran's staff. The call center provides an option to select Spanish and Creole from the menu. Front desk staff have the option to contact a staff member should an LEP individual require assistance at the front desk. The Paratransit reservation center now has 3 members of staff that are fluent in Creole.

Not all communications are translated, Palm Tran has targeted vital documents that will allow LEP individuals full participation in the benefits provided by the public transportation system.

Meeting the Requirements: Palm Tran Limited English Proficiency Plan

Based on the current levels of residents with Limited English Proficiency in Palm Beach County and their interaction with Palm Tran as the provider of Public Transportation in the County, Palm Tran is committed to providing meaningful access to its services to LEP persons.

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

Providing Notice to LEP Persons

Based on Palm Tran self-assessment of LEP persons that come in contact **with** its services, languages other than English should be used in all notices and publications that refer to public transportation services. This information should be provided in a notice in a language LEP persons will understand.

Some notification ideas include:

- Posting signs in areas where the public is likely to read them.
- Stating in outreach documents (Public Hearing Notices) that language services are available.
- Working with community-based organizations to inform LEP persons of the language assistance available.
- Using a telephone voice mail menu in the most common languages encountered.
- Including notices in local newspapers in languages other than English.
- Providing notices in non-English language radio and television stations about the availability of language assistance services for important events.
- Presentations and/or notices at schools and religious organizations for important events or where community involvement is critical.

Palm Tran will continue this assessment alongside the demographic analysis for Title VI, and this information will be revised if needed every three years.

Language Assistance Measures. Language assistance will be provided for some LEP individuals through the translation of some vital materials, as well as through oral language interpretation when necessary and possible.

Translation of written materials. Palm Tran currently provides vital publications with translations in Spanish and Creole. The continued self-assessment of LEP population will determine if additional languages will need to be added.

Staff training. In order to establish meaningful access to information and services for LEP individuals, employees in public contact positions and those who will serve as translators or interpreters will be properly trained. Such training will be developed to ensure that staff are fully aware of LEP policies and procedures and are effectively able to work in person and/or by telephone with LEP individuals. Palm Tran management staff will be included in this training, even if they do not interact regularly with LEP persons, to ensure that they are fully aware of and understand the plan so they can reinforce its importance and ensure its implementation by staff. Training of management staff will also include flexibility in allowing those employees who are fluent in other languages to assist the customer service staff when they encounter a customer who is LEP.

TABLE DEPICTING MINORITY REPRESENTATION ON COMMITTEES AND COUNCILS SELECTED BY THE RECIPIENT (GENERAL REQUIREMENT)

Palm Tran Service Board

Members: 13 total (all are PBC residents and appointed by the BCC): two transportation representatives, an environmental advocate, a disability advocate, a business person, a senior citizen, a fixed-route bus user, a fixed-route bus operator, a certified paratransit user, a paratransit representative, a locally elected municipal official, a representative with multicultural experience, a representative of the Glades/Lake Region, and a citizen appointed at-large.

Purpose: To advise the BCC regarding Palm Tran’s fixed-route and paratransit programs, to conduct public meetings and hearings regarding service changes, and provide an ongoing mechanism for the participation of individuals with and without disabilities in the development, implementation and assessment of all Palm Tran services.

Meetings: Fourth Thursday of the month, 1:30 p.m., Palm Beach County Vista Center, 2300 North Jog Rd., WPB

Liaison:

RoseAnn LaBella Voils
Public Relations Specialist
Palm Tran
(561) 841-4343

| | Caucasian | Hispanic Latino | African American | Asian American | American Indian Native Hawaiian | Other Race |
|-----------------------------------------------------------------------------------|-----------|-----------------|------------------|----------------|---------------------------------|------------|
| Palm Beach County Population | 73.5% | 22.3% | 19.2% | 2.7% | 0.20% | 2.3% |
| Palm Tran Service Board September 2019 13 of 13 seats are assigned | 38% | 7% | 30% | 0% | 0% | 25% |

Appendix E

MONITORING PROCESS OF PALM BEACH COUNTY'S SUBRECIPIENTS FOR TITLE VI COMPLIANCE

Palm Beach County does not have any subrecipients for FTA grant funds.

SERVICE STANDARDS

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

Managing a public transit operation is a serious undertaking; therefore, having an outline of our standards and expectations, will guide our company in the right direction to achieve our goals as a transit provider. This document does not only outline how our system runs, but also assists us in staying consistent in providing quality and service to all the different areas we operate in.

Palm Tran has used service guidelines to develop optimal fixed route service configuration, to assess particular services, and to institute a foundation for evaluating service alternatives consistently and equitably. Palm Tran reports performance indicators, to the Service Board monthly to evaluate fixed route and paratransit service delivery.

Service standards guide the design and operation of a public transit organization. Service standards provide the rationale for making decisions on transit services and associated allocation of resources.

Four key measures that have the utmost influence on service design are: on-time performance, vehicle headway, vehicle loadings, and service availability.

MONITORING TRANSIT SERVICE

In order to ensure compliance with DOT's Title VI regulations, FTA requires transit providers to monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years.

Transit providers shall assess the performance of each minority and non-minority route in the sample for each of the transit provider's service standards and service policies.

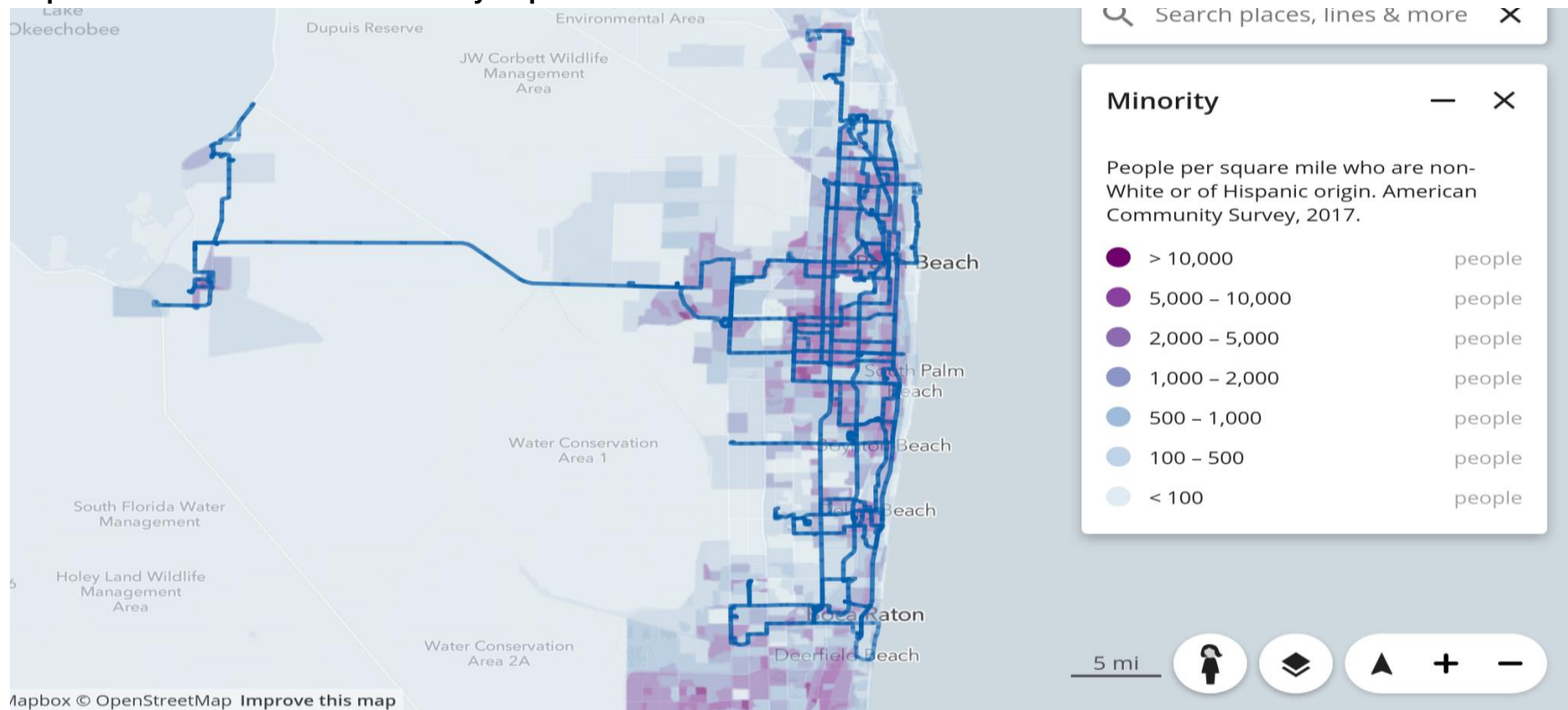
Minority transit routes are defined by FTA Circular 4702.B as any route that has at least one third of its total revenue mileage in a Census block, block group, or traffic analysis zone with a percentage of minority population that exceeds the percentage of minority population in the transit service area.

Based on Palm Beach County's population, 26.5% of county residents are considered minority. All census blocks were identified in Palm Beach County where the minority population exceeds 26.5%, as shown below.

Palm Beach County Minority Population by Census Block

After identifying the distribution of minority population in the service area, all Palm Tran routes that operate at least one third of their revenue mileage in blocks with over 26.5% minority population were classified as Minority routes, and the remaining Palm Tran routes are identified as Non-Minority routes. Based on this analysis, 30 of Palm Tran's 32 routes are classified as Minority routes.

Map 1: Palm Tran Routes and Minority Population



Map 2: Palm Tran Minority (Blue Routes) vs Non-Minority Routes (Gold Routes)

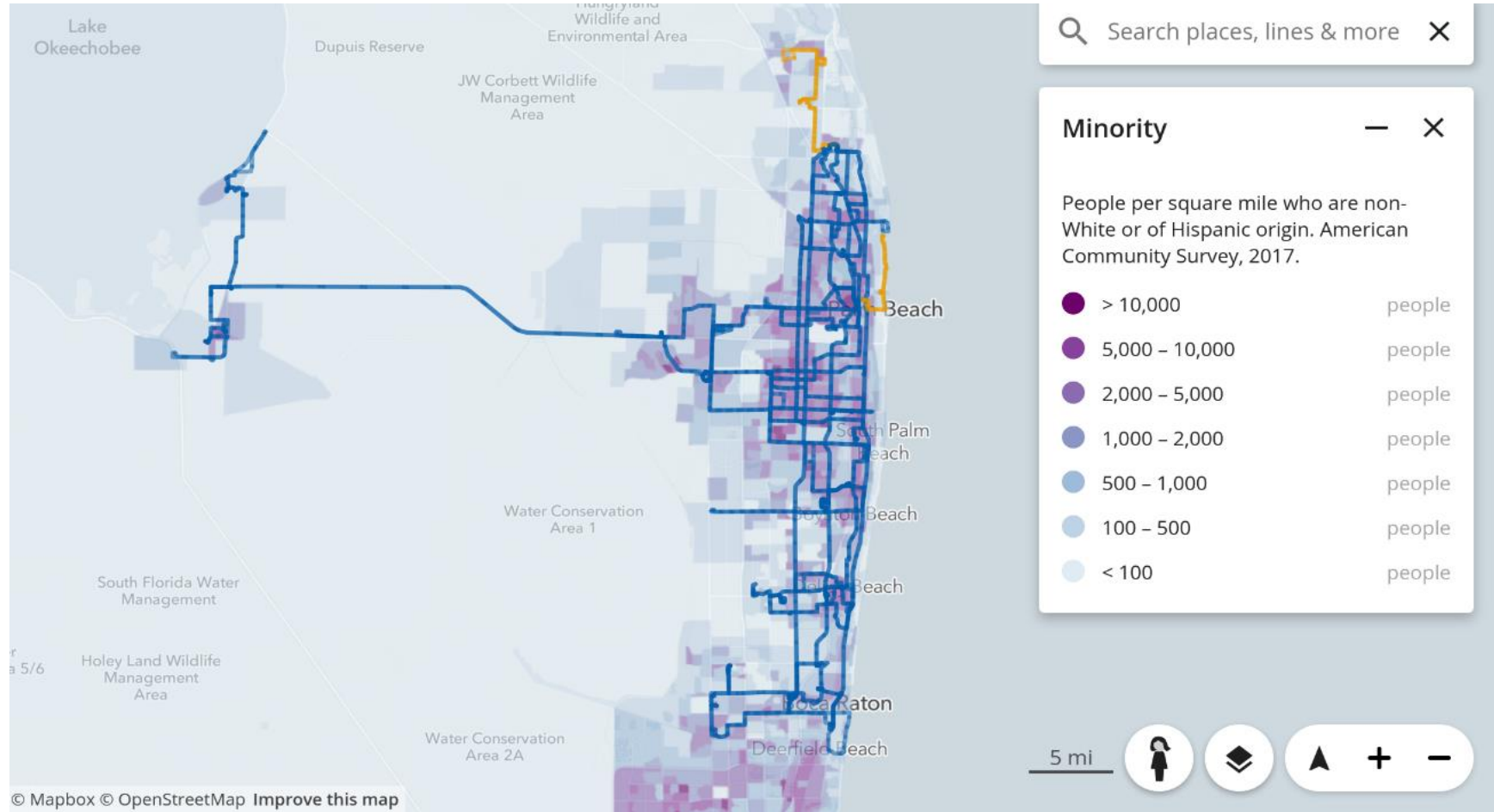


Table 1: Palm Tran Minority vs Non-Minority Routes

| Route | Name | % Mileage in Minority Blocks | Minority Route |
|-------|---------------------------------------------------------------------------------------------------------|------------------------------|----------------|
| 1 | Route 1 Via U.S. 1 - PBG to Boca Raton | 46.70% | Minority |
| 2 | Route 2 Via Congress Ave. - WPB to Boca Raton | 52.80% | Minority |
| 3 | Route 3 Via Military Trail - PBG to Boca Raton | 53.4%% | Minority |
| 4 | Route 4 Via Haverhill Rd. - WPB to VA Medical Center | 73.90% | Minority |
| 10 | Route 10 North County Crosstown | 23.60% | Non-Minority |
| 20 | Route 20 Via Northlake/Congress - Gardens Mall to WPB | 61.70% | Minority |
| 21 | Route 21 Via US-1/Barack Obama Hwy. - Gardens Mall to Mangonia Park Tri-Rail | 64.20% | Minority |
| 30 | Route 30 Via Blue Heron Blvd. - Riviera Beach Crosstown | 75% | Minority |
| 31 | Route 31 Via 45th St. and Tamarind Ave. - WPB Crosstown | 81.80% | Minority |
| 33 | Route 33 Via Gardens Dr., Australian Ave. & Palm Beach Lakes Blvd. - Gardens Mall to Cross County Plaza | 70.80% | Minority |
| 40 | Route 40 Via SR 80 - Wellington to Belle Glade (limited stop service) | 47.50% | Minority |
| 41 | Route 41 West Palm Beach to Palm Beach Inlet | 25.80% | Non-Minority |
| 43 | Route 43 Via Okeechobee Blvd. - West Palm Beach to Wellington | 67.80% | Minority |
| 44 | Route 44 Via Belvedere Rd. - WPB Crosstown | 71.40% | Minority |
| 46 | Route 46 Via Forest Hill Blvd - WPB to Wellington | 73.20% | Minority |
| 47 | Route 47 Via SR-15 - South Bay to Canal Point | 92.60% | Minority |
| 49 | Route 49 Via Palm Beach Lakes Blvd. - West Palm Beach - Palm Beach Outlet Mall | 71.70% | Minority |
| 52 | Route 52 Via Okeechobee Blvd./SR-7 Royal Palm Beach Crosstown | 50.70% | Minority |
| 60 | Route 60 Via Parker Ave., Summit Blvd., Kirk Rd. and Purdy Ln. - WPB to River Bridge Centre | 72.90% | Minority |
| 61 | Route 61 Via Cresthaven Blvd. and 10th Ave. N - Greenacres to Lake Worth | 67.60% | Minority |
| 62 | Route 62 Via Lake Worth Rd. - Wellington to Lake Worth | 62.70% | Minority |
| 63 | Route 63 Via Lantana Rd. and Jog Rd. - Lantana to River Bridge Centre | 59.60% | Minority |
| 64 | Route 64 Via Melaleuca Ln./6th Ave. S - Greenacres WIC to Lantana Public Health | 70% | Minority |
| 70 | Route 70 Via Seacrest Blvd. - Lantana Rd. to Delray Beach Tri-Rail | 66.20% | Minority |
| 71 | Route 71 Via Lawrence Rd. - Boynton Beach Crosstown | 54.90% | Minority |
| 73 | Route 73 Via Boynton Beach Blvd. - Boynton Beach Tri-Rail to Bethesda Hospital West | 49.70% | Minority |
| 80 | Route 80 Via Lake Ida Rd. & SW 4th Ave. - Delray Square to Plaza Delray | 66.40% | Minority |
| 81 | Route 81 Via Atlantic Ave. - Delray Beach Crosstown | 31.80% | Minority |
| 88 | Route 88 Via Jog Rd. and Linton Blvd. - Delray Beach Crosstown | 32.80% | Minority |
| 91 | Route 91 Via Glades Rd. - Sandalfoot Square to Florida Atlantic University | 32.60% | Minority |
| 92 | Route 92 Via Palmetto Park Rd. - Boca Raton Crosstown | 27.80% | Minority |
| 94 | Route 94 Via FAU/20th St. - Boca Raton Tri-Rail to Camino Real | 31.60% | Minority |

On-Time Performance: On time performance refers to the number of runs completed on time. Routes are monitored using the Automatic Vehicle Locator (AVL) data to identify routes that need improvement.

On-time is defined as arriving at a route time-point from 59 seconds early up to five minutes late. The goal for on-time performance is 78 percent.

With the public outreach effort conducted during the Route Performance Maximization (RPM), this standard was modified in September 2018.

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

System-wide average on-time performance is 81.1%, which is above the 78% goal. Minority routes also exceed this goal, performing equal to the system-wide average at 81.1% on-time. At 3.1% above the system-wide average performance, on-time performance for Minority routes is well below the threshold for disparate impact. Non-Minority routes on-time performance is 1.7% above that for Minority routes, at 82.8% on-time average performance.

Table 2: Average On-Time Performance

| | AVERAGE ON-TIME PERFORMANCE AT 78% OR ABOVE | AVERAGE ON-TIME PERFORMANCE NOT MEETING 78% STANDARD |
|---------------------|------------------------------------------------|------------------------------------------------------------|
| System-wide | 81.1% | 18.9% |
| Minority | 81.1% | 18.9% |
| Non-Minority | 82.8% | 17.7% |

Seven routes, of all Palm Tran routes, have on-time performance below the 78% goal. All Seven of these routes are Minority routes.

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

Headway: The amount of time between two vehicles traveling in the same direction on a given route.

Comparisons of performance between routes must take into considerations the characteristics of the routes as summarized below:

- a) Trunk Routes: Collect and distribute high-turnover ridership along developed corridors radiating to and from the area commonly referred to as the urban core. This service is characterized by frequent stops, and relatively slow average bus speed.
- b) Cross-town Routes: Are mainly used to link trunk routes serving the urban core, though many cross-town also serve high density corridors with internal travel markets.
- c) Circulator Routes: Are routes that circulate and provide services within a city or community.

Frequency of fixed route service. Peak period weekday schedules should have a minimum of 30-minute headways on trunk routes and 60-minute headways on cross-town and circulator routes. Off-peak weekday and weekend schedules should have a minimum of 60-minute headways.

Palm Tran implemented Major Service Changes on September 30, 2018, entitled the Route Performance Maximization (RPM).

Table 3: Routes by Category

| Routes Category | Routes | Weekday Peak | Weekday Base | Weekend Base |
|------------------------|---------------------------------------------------------------------------------------|---------------------|---------------------|---------------------|
| Trunk Routes | 1, 2, 3 | 30 | 30 | 60 |
| Cross-Town Routes | 4, 10, 20, 21, 30, 31, 33 40, 43, 44, 46, 47, 60, 61 62, 63, 70, 73, 81, 91, 92 | 50 | 50 | 60 |
| Circulators | 41, 49, 52, 71, 80, 88, 94 | 50 | 50 | 60 |

Average Headways

Trunk Routes: All 3 Trunk Routes are minority routes, and are performing at 80.1% on-time performance and above. The average scheduled headway for Palm Tran Trunk Routes is 27 minutes for peak time during the week.

System-Wide: The average scheduled headway for Palm Tran routes is 48 minutes on weekdays, 57 minutes on Saturdays, and 60 minutes on Sundays. The average headways for Minority routes are nearly identical to the system-wide averages, indicating no disparate impact in scheduled service frequency. Headways on Non-Minority routes average 68 minutes on weekdays, which is 20 minutes higher than the system-wide average. Service operates every 68 minutes on Saturdays, slightly higher than the system wide average; Non-Minority routes have no Sunday service.

Table 4: Average Headways

| | WEEKDAY | SATURDAY | SUNDAY |
|---------------------|---------|----------|--------|
| System-wide | 48 | 57 | 60 |
| Minority | 47 | 56 | 60 |
| Non-Minority | 68 | 68 | 0 |

Fifteen of Palm Tran routes operate every 60 minutes on weekdays, including one Non-Minority route and 14 Minority routes. 9 Palm Tran routes operate with frequencies of 30 minutes or less on weekdays, and all of these are Minority routes. One Non-Minority route (Route 10) operates every 60 minutes, while another (Route 41) operates only seven trips per day during peak hours. One Minority route (Route 71) operates every 75 minutes on weekdays.

Saturday service is more uniform, with most routes operating every 60 minutes and some operating at 45 minutes. The exceptions include one Minority route (Route 1) that operates every 30 minutes and one Non-Minority route that operates only five trips during the morning and afternoon hours (Route 41). On Sundays, routes operate every 60 minutes except for Route 1 (every 30 minutes), Route 62 (every 40 minutes) and Route 70 (every 75 minutes), and Route 88 (every 90 minutes); all of these are Minority routes.

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

Vehicle Loadings: Vehicle load is a ratio of the number of seats on a vehicle to the number of passengers. Load factor is an indicator of the extent of possible overcrowding or the need for supplementary vehicles. It is also a means to determine whether the level of service on a route at a particular time is adequate to guarantee a level of service demand appropriate for the transit system. Each bus is evaluated in terms of passenger flow, which is the number of passengers on buses at the busiest location along a route. This is known as the maximum load point.

Load factor is generally defined as how crowded a public transit vehicle must be before additional service is added. It is usually written as a decimal point to two places which represents the percentage of the seats that are filled. For example, a 1.00 load factor means that every seat on the bus is full, 1.25 means that every seat on the bus is full and the number of standees equals 25% of the number of seats on the bus, and so on. In terms of evaluating required service levels transit systems usually determine the average load factor at the peak load point.

The maximum passenger loads per bus should not exceed 150% of the seating capacity.

In other words, in a low floor 40-foot bus that has 38 seats the bus will be described as crowded if more than 57 people are on board (38 seats + 19 (50% of 38) = 57).

Palm Tran will monitor peak loads on lines that are at or above ratios. When loads at the peak lead point exceed vehicle load standards, service should be evaluated for adjustment. System-wide evaluations will be conducted annually.

Table 5: Vehicle Load for Palm Tran Buses

| Vehicle Type | Seating Capacity | Standing Load | Maximum Load | Vehicle Load Ratio |
|---------------|------------------|---------------|--------------|--------------------|
| 29' Gillig | 23 | 12 | 35 | 1.5 |
| 35' Gillig | 30 | 15 | 45 | 1.5 |
| 40' Gillig | 37 | 19 | 56 | 1.5 |
| 60' New Flyer | 58 | 29 | 87 | 1.5 |

This standard has not been modified since September 2013.

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

The average vehicle load system-wide is 0.37, while the average maximum vehicle load system-wide (an average of the highest load of each route) is 0.69. Minority routes have a slightly higher average load (0.38), while Non-Minority routes are slightly lower (0.22). Minority routes have an average maximum load of 0.71 and Non-Minority routes have an average maximum load of 0.42.

Table 6: Vehicle Load

| | AVERAGE LOAD | MAXIMUM LOAD |
|---------------------|--------------|--------------|
| System-wide | 0.37 | 0.69 |
| Minority | 0.38 | 0.71 |
| Non-Minority | 0.22 | 0.42 |

While most routes have average loads and maximum loads below 1.0, there are seven routes that are below the 1.5 threshold but have a maximum load over 1.0. Seven of these routes are Minority routes (Route 1, Route 2, Route 3, Route 61, Route 62, Route 73, and Route 94), accounting for 23% of all Minority routes.

One notable finding is that Route 1's maximum load is based on a vehicle capacity of 58 passenger seats, which is the largest vehicle operated on Route 1; a maximum load of 1.07 given an already high-capacity vehicle speaks to the potential issue of crowding that Route 1 passengers may face.

Route 3 has the highest maximum load among all Palm Tran routes, and is also the route with the highest average load (1.08). Route 3 currently operates a maximum vehicle capacity of 37 passenger seats.

Table 7: Maximum Vehicle Load over 1.0

| | AVERAGE LOAD | MAXIMUM LOAD |
|-----------------|--------------|--------------|
| Minority | | |
| Route 1 | 0.64 | 1.07 |
| Route 2 | 0.65 | 1.03 |
| Route 3 | 1.08 | 1.35 |
| Route 61 | 0.57 | 1.03 |
| Route 62 | 0.57 | 1.03 |
| Route 73 | 0.24 | 1.27 |
| Route 94 | 0.41 | 1.31 |

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

Service Availability: Service availability is a general measure of the distribution of routes within a transit provider's service area.

In Palm Beach County, the goal for service availability is defined as having public transit available within a ¾ mile walk to 80% of all County residents.

The standards covering this area relate to existing services as well as proposed changes in levels of service.

Service availability and coverage are based on density of development. Currently, the maximum distance 84% of the county population must walk to obtain access to Fixed Route is ¾ of mile. This distance has been determined by the Americans with Disabilities Act (ADA). The ADA regulations require transit providers to offer complementary paratransit service to eligible individuals in an area defined by corridors ¾ of a mile to each side of fixed routes.

When asking about maximum distances that can be traveled, the paratransit eligibility manual explains: A measure that will be most easily understood by applicants in the area is the number of blocks that can be traveled. In general, nine city blocks are approximately 3/4 of a mile in length. Those located within 3/4 of a mile from Fixed Route service, who have a disability which prevents them from accessing the service may contact Palm Tran CONNECTION and request Paratransit service.

The foremost objective of the service standards is to provide a structure for a consistent and fair assessment of both existing and projected services. Because markets, customer expectations and Palm Tran’s resources vary over time, service standards are evolutionary by nature.

Palm Tran’s current services must be managed carefully and modified frequently to match service labels to demand and respond to opportunities for new or enhanced services.

This standard has not been modified since September 2013.

Palm Tran’s goal for service availability is defined as having public transit available within a 3/4-mile walk to 80% of all Palm Beach County residents. Currently, 79.8% of Palm Beach County’s population resides within three quarters of a mile of transit service, which is approximately equal to Palm Tran’s service availability goal. In contrast, 90.6% of the County’s minority population is within a 3/4-mile walk of service, indicating that Palm Tran exceeds its goal for service availability to minority residents.

Table 8: Service Availability

| | All County Residents | Minority Residents Only |
|------------------------------------------------|----------------------|-------------------------|
| Share of population within 3/4-mile of service | 79.8% | 90.6% |

All Palm Tran routes operate on weekdays, with an average of 13.7 hours of service per route. Minority routes operate an average of 13.9 hours of service, slightly higher than the system average, while Non-Minority routes operate 11.4 hours of service per weekday.

On Saturday, all routes operate an average of 11.49 hours of service, with Minority routes operating slightly more (11.6 hours) and Non-Minority routes operating slightly less (11.4). After the implementation of Palm Tran’s Route Performance Maximization (RPM), all routes now have Saturday services.

Table 9: Average Daily Hours of Service

| | WEEKDAY | SATURDAY | SUNDAY |
|---------------------|---------|----------|--------|
| System-wide | 13.7 | 11.5 | 5.1 |
| Minority | 13.9 | 11.6 | 5.5 |
| Non-Minority | 11.4 | 10.5 | 0 |

Significantly less service is provided system-wide on Sundays. On average, Palm Tran routes provide only 5.1 hours of service on Sundays, with 5.5 hours on Minority routes and no Sunday service on Non-Minority routes. Only 22 of Palm Tran’s 32 routes operate on Sundays: 22 of these are Minority routes (accounting for 73% of all Minority routes). Palm Tran’s two non-minority routes do not operate on Sundays.

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

Vehicle Assignment: Palm Beach County’s policy directs Palm Tran to ensure that the average vehicle age for minority routes are similar to that for Palm Tran’s system-wide average vehicle age. The threshold to determine adverse disparate impact is established at 150% of the overall system average vehicle age.

This policy has not been modified since September 2013.

The average age of all Palm Tran vehicles is currently 6.8 years, which indicates a threshold for disparate impact at 10.2 years. The current average age for Minority route vehicles is 6.9 years, which is approximately the same as the system average and 3.3 years below the threshold. Non-Minority route vehicles are an average of 5.0 years, above the average age of all Palm Tran vehicles. Most Palm Tran routes are Minority routes.

Table 10: Age of Assigned Vehicles

| | Average Vehicle Age |
|------------------------|---------------------|
| Palm Tran Fleet | 6.8 |
| Minority | 6.9 |
| Non-Minority | 5.0 |

Currently, no Palm Tran routes exceed the 10.2 year threshold for disparate impact.

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

Distribution of Transit Amenities: Palm Beach County’s policy directs Palm Tran to provide bus stop amenities based on ridership, location and connectivity to other bus routes where there is sufficient right-of-way and/or dedicated transit easement.

This policy has not been modified since September 2013.

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

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

There are 2,986 bus stops in the Palm Tran system, and 1,093 stops (37%) have at least one type of amenity (a bench and/or shelter); 95.7% of these stops are located in Minority Routes. System-wide, stops on Minority routes, 37.5% of stops have an amenity, compared to 31.8% of Non-Minority stops. Minority Routes account for 93.8% of the system.

Table 11: Distribution of Transit Amenities

| | STOPS WITH ANY AMENITY | STOPS WITH BENCHES | STOPS WITH SHELTERS |
|---------------------|-------------------------------|---------------------------|----------------------------|
| Systemwide | 36.7% | 17.6% | 19.0% |
| Minority | 37.5% | 18.2% | 19.3% |
| Non-Minority | 31.8% | 17.1% | 14.7% |

- **Based on these findings, Palm Tran is in compliance with the agency’s Title VI goals for distribution of transit amenities.**

SERVICE CHANGE PROCESS

Palm Tran has a well thought-out method for evaluating services and anticipated changes that is tied to the annual budget, yet is responsive to small market changes all year long.

As part of the continuing evaluation of the performance of all routes and services all service change proposals, including major service changes, are to be brought to the PTSB for approval and to the BCC as required.

The process comprises of the following attributes:

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

In support of the annual budget process, Planning & Scheduling creates an Annual Service Budget Proposal that recognizes budget needs for each service change type for the following year's finances. This is derived from an evaluation of the performance of all routes and the service change proposals received.

Once approved, the Annual Service Change Budget guides the service changes that will be assessed and executed over the budget year. The Service Change Budget includes allotments for various classifications of service changes such as enhancements, reductions and all service alterations.

Service Change Process Overview

Requests for service alterations and new services can be proposed by anyone such as private citizens, elected officials, Palm Tran employees, employers, etc. It can also be an effect of ongoing monitoring and data compilation.

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

SERVICE MONITORING AND REPORTING

Service monitoring and data compilation are essential elements of the service evaluation process. All services and routes are regularly reviewed to evaluate their performance and efficiency.

2019 Title VI Update General Review Conclusions

- Most of Palm Tran's fixed routes are considered Minority routes (30 out of 32 routes, or 94%).
- Approximately 30% of Palm Beach County's population is considered minority.

ON-TIME PERFORMANCE

- 20 of the 30 Minority routes perform above the agency's threshold for on-time performance (78% on time).
- 22% of the Routes (7) are below the 78% goal.

SERVICE FREQUENCY (Headway)

- Scheduled service frequency on Minority routes is equal to or slightly better than system-wide averages on all days; Non-Minority routes average longer headways on weekdays, and on Saturdays and have no services on Sundays compared to the system-wide averages.

VEHICLE LOAD

- Vehicle loads on minority routes are well below the established threshold for vehicle loading and are close to the system-wide average for vehicle age.
- Although no Palm Tran route exceeds the established threshold for vehicle loads, seven Minority routes (14% of all Minority routes) exhibit maximum load ratios of greater than 1.0: Route 1, Route 2, Route 3, Route 61, Route 62, Route 73, and Route 94.

SERVICE AVAILABILITY

- Approximately 80% of Palm Beach County's population resides within $\frac{3}{4}$ of a mile of transit service, achieving the agency's service availability goal. In comparison, about 91% of the County's minority population is within $\frac{3}{4}$ of a mile of service, well above the agency's goal for service availability.
- All Palm Tran routes operate on weekdays and Saturdays. 22 Minority routes operate on Sundays, compared to no Sunday services on Non-Minority routes. Service hours provided on Minority routes equal or exceed the system-wide average service hours.

VEHICLE ASSIGNMENT

- Vehicles assigned to Minority routes average 6.9 years old, which is 3.3 years below Palm Tran's threshold of 10.2 years and approximately the same as the system average. No Palm Tran routes exceed the established threshold for disparate impact at 10.2 years.

DISTRIBUTION OF TRANSIT AMENITIES

- The share of bus stops on Minority routes with amenities (37.5%) is above the share of all Palm Tran bus stops with amenities (36.6%).
- 95.8% (1,093) of these stops are in minority routes.

RECOMMENDATIONS

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

DEMOGRAPHIC AND SERVICE PROFILE MAPS

Palm Tran has collected relevant demographic data for its service area to assess compliance with Title VI requirements that the benefits of federally supported programs be equitably distributed.

The population of Palm Beach County is heavily concentrated within 10 miles of the coast on the eastern side of the county. The central portion of Palm Beach County is primarily designated for agriculture and wilderness preserve. There are some small communities located near the western boundary of the county in the area of Lake Okeechobee. The distribution of population in Palm Beach County creates a very challenging environment for Palm Tran by requiring very long routes that often run through sparsely populated areas to connect different centers.

The 2017 American Community Survey (ACS) data identified 1,471,150 residents in Palm Beach County. The minority population includes African Americans, Asians, American Indians, Pacific Islanders, people of Hispanic or Latino origin, other non-white races, and persons of two or more races. In Palm Beach County, 26.5% of the residents were members of minority groups in 2017. Following the census data identification of ethnicity for Hispanic residents in Palm Beach County, Palm Tran also identified the Hispanics as a separate group. In Palm Beach County, 22.3% of the residents identified themselves as of Hispanic origin, regardless of race.

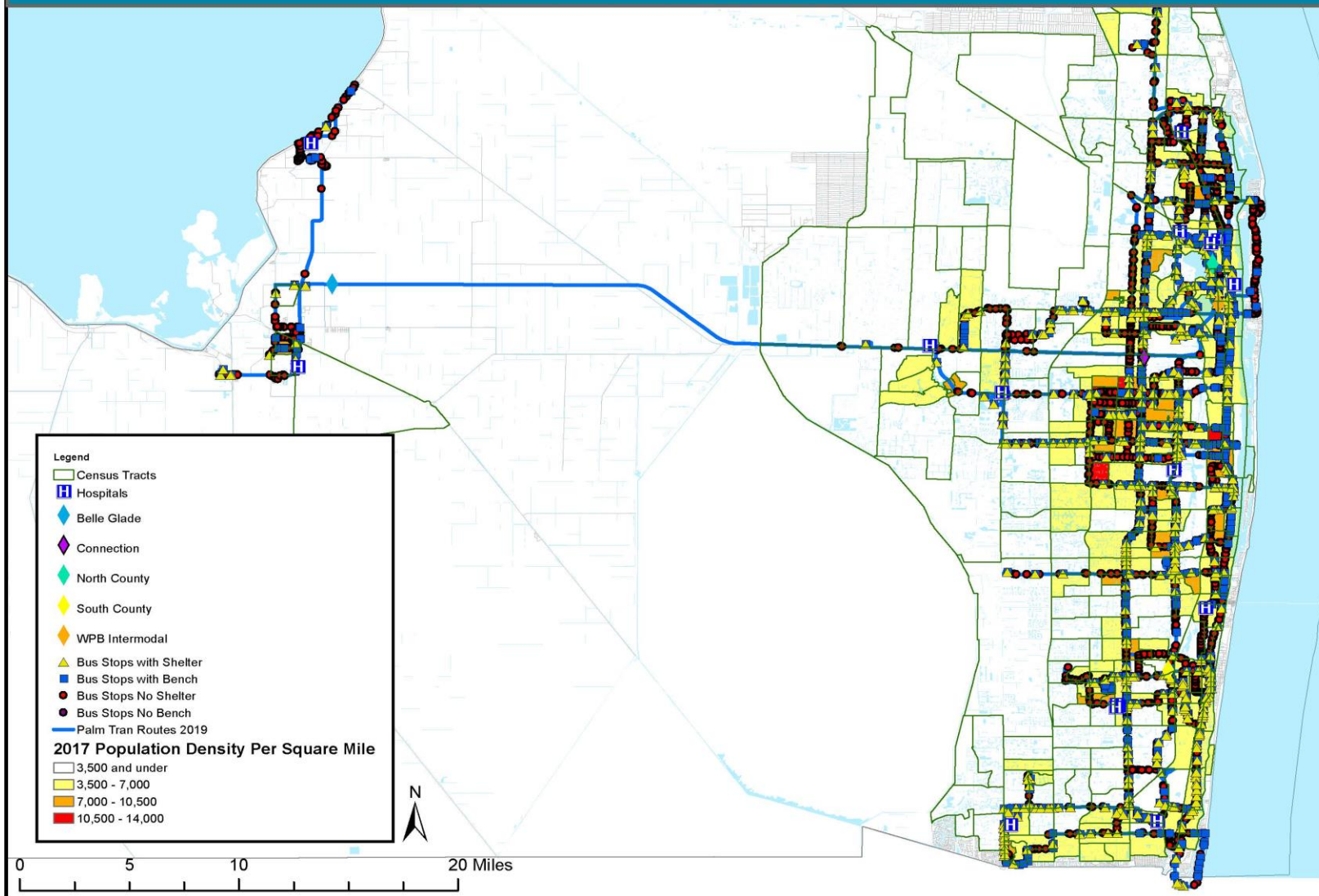
Figure 3 is a base map of Palm Beach County which is Palm Tran's service area. The map overlays census tracts, population density by census tracts, transit facilities—including transit routes, transit stops and stations, depots, maintenance and garage facilities, and administrative buildings, as well as Palm Beach county streets.

Figure 4 is a demographic map that plots the information listed in Figure 3 above (minus population density) and also shades those Census tracts, where the percentage of the total minority population residing in Palm Beach County exceeds the average (26.5%) percentage of minority populations for the service area as a whole.

Figure 5 is a demographic map that plots the information listed in Figure 3 above but only shades those Census tracts, where the percentage of the Hispanic population residing in Palm Beach County exceeds the average (22.3%) percentage of Hispanic population for the service area as a whole.

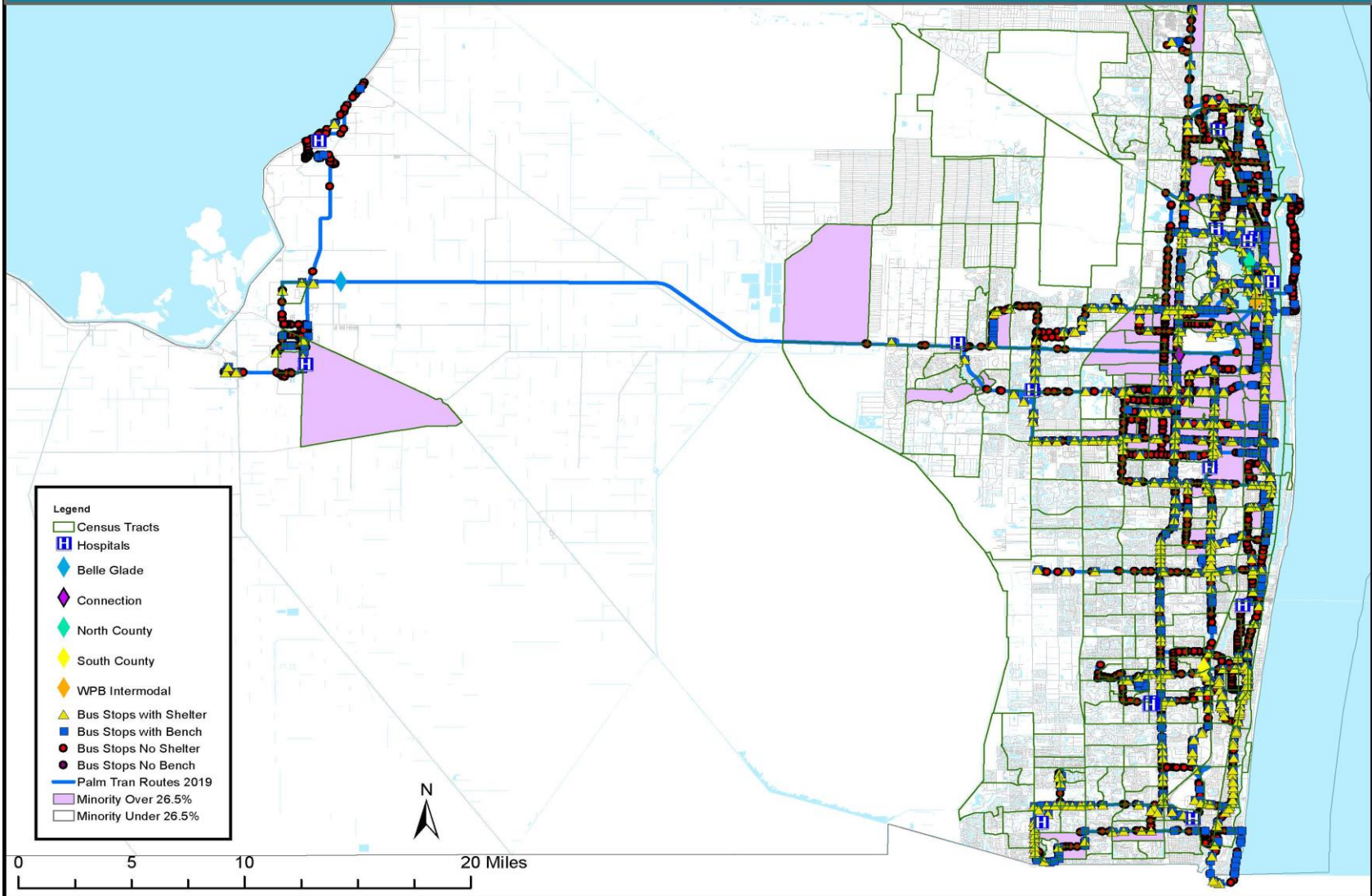
Figure 6 is a demographic map that plots the information listed in Figure 3 above (minus population density) and also shades those Census tracts, where the percentage of the total low-income population residing in Palm Beach County exceeds the average (11.8%) percentage of low-income populations for the service area as a whole.

Figure 3: Population Density (2017 American Community Survey Data)



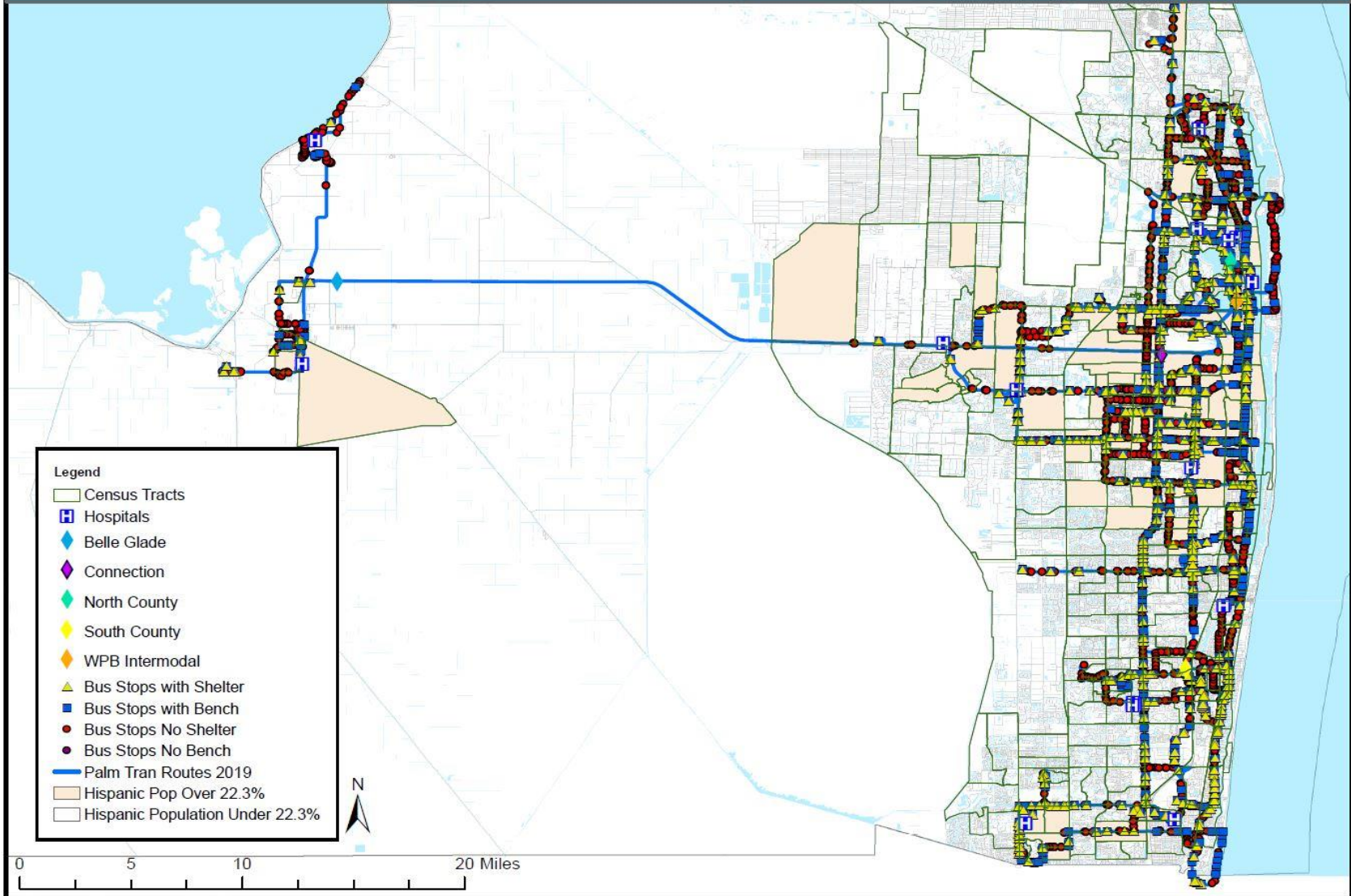
Source: Palm Tran and 2017 ACS Data

Figure 4: Minority Population (2017 American Community Survey Data)



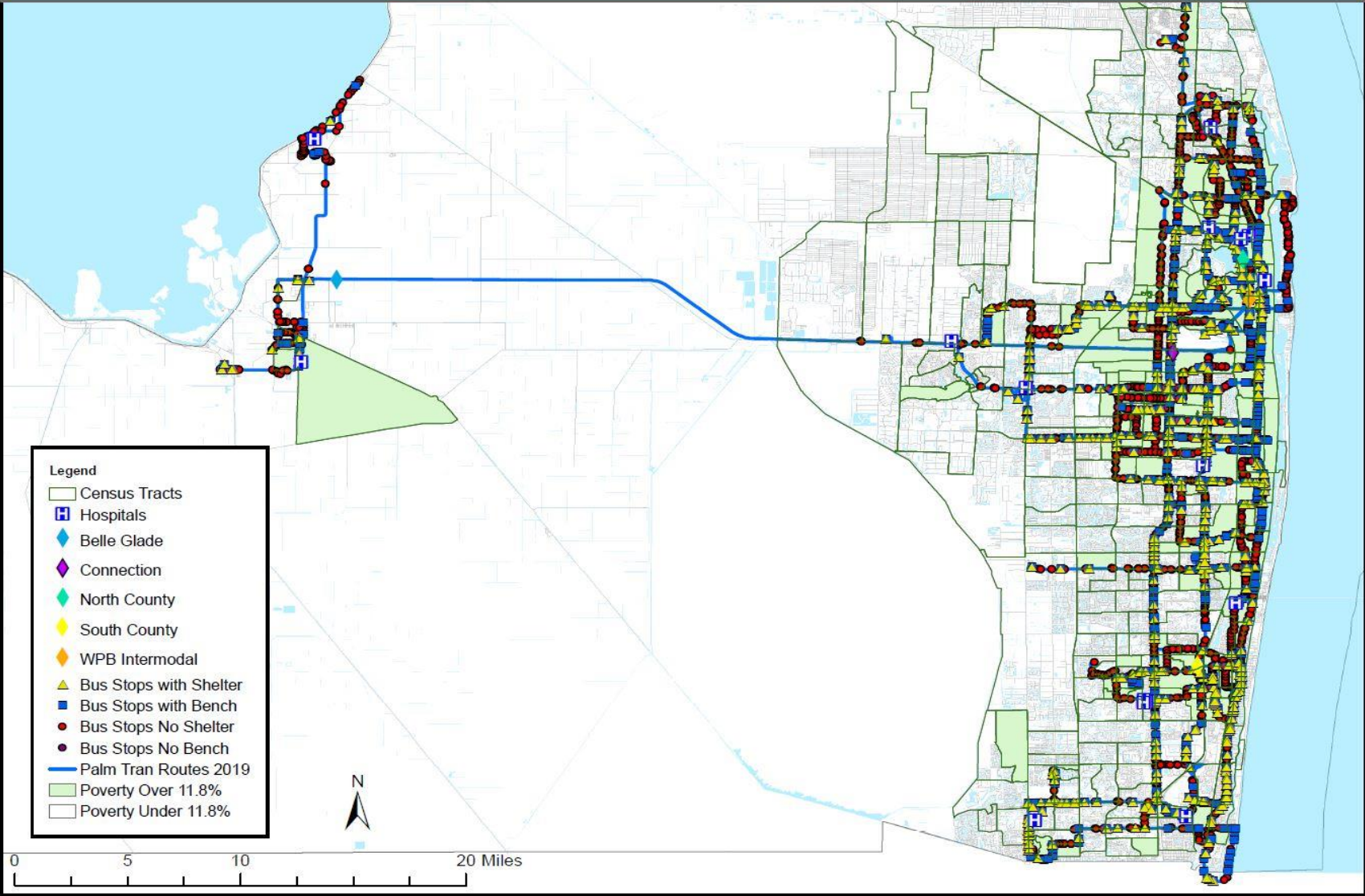
Source: Palm Tran and 2017 ACS Data

Figure 5: Hispanic Population (2017 American Community Survey Data)



Source: Palm Tran and 2017 ACS Data

Figure 6: Low-Income Population (2017 American Community Survey Data)



Source: Palm Tran and 2017 ACS Data

Demographic Ridership and Travel Patterns

The table below compares Palm Beach County population growth to that of other local counties and Florida as a whole. Palm Beach County has a comparable per capita investment in transit operations to Broward County but falls behind other jurisdictions with larger populations.

Table 14: Palm Beach County and South Florida Population

| Area | 2010 | 2017 | % Change |
|--------------------------|-------------------|-------------------|-----------------|
| Palm Beach County | 1,320,134 | 1,471,150 | 11.4% |
| Broward County | 1,748,066 | 1,935,878 | 10.7% |
| Miami Dade County | 2,496,435 | 2,751,796 | 9.27% |
| Florida | 18,801,310 | 20,984,400 | 11.6% |

Palm Beach County is home to people of many backgrounds and ethnicities. Per the 2017 American Community Survey (ACS), nearly 73.5% of Palm Beach County residents are white, 19.2% are African-American, 2.7% are Asian, 0.2% are American Indian or Native Hawaiian, and 2.3% are identified as another race. Of all county residents, 22.3% identified themselves as Hispanic.

The African-American population is concentrated in particular areas of the county like West Palm Beach north of Okeechobee Boulevard and east of I-95, Delray Beach and Boynton Beach east of I-95, and the Glades region.

The population that identifies as Hispanic is more spread out but has the heaviest concentration in the unincorporated areas south of Southern Boulevard, Greenacres, Palm Springs, and Atlantis.

The 2017-2026 Transit Development Plan (TDP) developed by the consultant Tindale Oliver and Associates reports data from the 2010-2014 American Community Survey (ACS).

Public transportation usage is slightly lower in Palm Beach County (1.9%) than the state average (2.1%). The 2010-2014 American Community Survey (ACS) indicated that 42% of Palm Beach County workers who use transit for commute purposes are adults between the ages of 25 to 44. At 17.3% of commuters using transit, the second largest group are older adults from 45 to 54 years of age. ACS data indicates that over 69% of Palm Beach County commuters who use transit as a means of getting to work are considered low-income as they make less than \$25,000 annually.

RESULTS OF SERVICE AND/OR FARE EQUITY ANALYSES CONDUCTED SINCE THE LAST TITLE VI PROGRAM SUBMISSION

Palm Tran implemented a Major Service Change on September 30, 2018. This project was entitled the Route Performance Maximization (RPM). Similar to other transit agency initiatives around the country, the RPM entailed an over-haul of the fixed-route network to maximize service efficiencies to current and future customers. A critical component of the network changes involved straightening out routes to provide more direct service and improve travel times. Some other improvements included Saturday service on all routes and an increase of 8% on routes that have Sunday services. **The RPM service equity analysis** results are as follows:

Findings: The results of the Title VI equity analysis performed to compare the proposed RPM bus network changes with the existing bus network *found no disproportionate adverse impacts* on low income or minority populations. The impacts of the proposed RPM bus network changes improve access to transit services for low income and minority populations in greater proportion than for the general public within the bus network service area.

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 changes will affect more than 25% of the existing route network and therefore are 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:
 - 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
5. Compare impacts on Title VI protected groups to impacts on the general system
 - a. 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
 - b. 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.
7. 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. The results reflect that the proposed bus network changes adversely affect access to Palm Tran fixed route services for non-low income and non-minority areas at a rate greater than the average for low income and minority areas.

The analysis examined net bus stop changes to service access between the existing and the proposed bus networks by focusing on areas in which service access will be eliminated (no access to service within ¼-mile of a bus stop). The proposed bus network changes would result in a net elimination of 89 bus stops where walkshed access is greater than ¼-mile. The existing bus network includes 3221 bus stops. The proposed bus network will include 3132 bus stops.

The impact of elimination of bus stops for low income and non-low income areas as well as for minority and non-minority areas is reflected in the tables below. For low income areas, 1.2% of existing stops are eliminated compared to 4.0% for non-low income areas. For minority areas, 1.2% of existing stops are eliminated compared to 3.4% for non-minority areas.

| Low Income | Non-Low Income | Total | |
|------------|----------------|--------|------------------------------------|
| 1441 | 1780 | 3221 | Existing stop total |
| 1424 | 1708 | 3132 | New stop total |
| 17 | 72 | 89 | Removed stops (beyond 1/4-mile) |
| 1.2% | 4.0% | 2.8% | % removed (total existing network) |
| 19.1% | 80.9% | 100.0% | % removed (removed stops) |

| Minority | Non-Minority | Total | |
|----------|--------------|--------|------------------------------------|
| 894 | 2327 | 3221 | Existing stop total |
| 883 | 2249 | 3132 | New stop total |
| 11 | 78 | 89 | Removed stops (beyond 1/4-mile) |
| 1.2% | 3.4% | 2.8% | % removed (total existing network) |
| 12.4% | 87.6% | 100.0% | % removed (removed stops) |

The direct impact on Title VI protected populations is lower than that for the general population within the service area. Further, the difference in impacts on Title VI populations compared to the general public is less than the 20% Palm Tran policy threshold. Therefore, no disproportionate adverse impacts accrue to Title VI protected populations and no additional mitigation is necessary.

PALMTRAN SOUTH COUNTY ADMINISTRATIVE FACILITY EXPANSION

By 2020, Palm Tran will expand and renovate its existing Palm Tran South County Facility. The City of Delray Commission meeting on January 16, 2018 opened up Agenda Item 7.B (CONDITIONAL USE REQUEST FOR EXPANSION OF THE PALM TRAN SOUTH COUNTY FACILITY) for a public comment meeting, complying with the 4703.1 FTA Environmental Justice Circular regarding community outreach for facilities expansion. Only one public comment was received regarding the facility expansion.

See **Appendix C** for Public Hearing meeting agenda and minutes.

On July 9, 2013, the FTA issued a letter of concurrence for the Documented Categorical Exclusion for the Palm Tran South Facility Expansion – Palm Beach County Florida. The documentation included a review for Environmental Justice.

COMMUNITY DISRUPTION AND ENVIRONMENTAL JUSTICE: Provide a socioeconomic profile (and socioeconomic census map) of the affected community. Describe the impacts of the proposed project on the community. Identify any community resources that would be affected and the nature of the effect. Identify if there would be any impact to minority and/or low-income communities and identify if there would be any disproportionate and adverse effect to these communities as a result of the proposed project (Executive Order 12898). If project is not located in a distressed socioeconomic area, provide narrative and census map documentation (<http://www.fhwa.dot.gov/environment/ej2.htm>).

This project will have no adverse effect on the community in general or to minority and/or low-income populations specifically. Expansion of the public transportation system will be a benefit to the community and to minority and/or low-income populations. No residents or businesses will be displaced as a result of this project.

The site is located in a prominently industrial area in the City of Delray Beach, just west of a major interstate, the I-95 corridor and to the east of a major equalizing canal that is a component of the regional drainage system, the Lake Worth Drainage District E-4 Canal. The sites are in the 2010 Census Tract 69.10. According to the 2010 census, the total population in this tract is 1,935 persons. All of the residential uses are to the west of the equalizing canal. The majority of the units are owner-occupied. 82% of the population is white, 13% is African-American, 2% is Asian and the balance are of another race. 90% are not Hispanic or Latino and 10% are Hispanic or Latino.

Census Tract Summary Data and Map were attached to the submittal to FTA.

Palm Tran Route Performance Maximization (RPM) Public Outreach Efforts and Public Hearings

In order to better serve Palm Beach County, Palm Tran undertook the Route Performance Maximization (RPM) initiative that resulted in a more direct, efficient and usable system in Palm Beach County. The new network proposal, using existing resources, provides Palm Beach County residents with more convenient and faster service to key employment, educational and economic centers throughout the county. The Palm Tran team worked diligently for more than two years to develop a new fixed route bus network based on feedback that was received through customer concerns over the years and outreach/input efforts that took place starting with April 2018. Palm Tran kicked off Phase 1 of RPM in May 2017 and completed it in November 2017. Phase 2 of RPM consisted of bus network modifications, schedule and bus stop location adjustments, and public outreach. Phase 2 public outreach incorporated the feedback as part of the new route network, including a public hearing at the Palm Tran Service Board (PTSB) on June 28, 2018 where the proposed changes were unanimously approved by the Board. Additional outreach and customer education of the bus route changes occurred from August 2018 through November 2018. A final public hearing for the RPM effort took place at the August 14, 2018 Board of County Commissioners meeting. All outreach efforts and public hearing notices are listed below:

Appendix A

Phase 1 Outreach Summary:

| Date (2018) | Location | Region | Routes | Impact Routes | Time of Day |
|-------------|---------------|--------|-----------------|---------------|-------------|
| Sep 24th | Intermodal | C | 45, others | Y | 3pm- 5pm |
| Sep 24th | DT Lake Worth | C | 1, 61, 62 | N | 4pm - 6pm |
| Sep 24th | Wellington | W | 40,43,46,52, 62 | Y | 4pm- 6pm |
| Sep 25th | Boca Tri-Rail | S | 2, 94 | Y | 10a - 12p |
| Sep 25th | Outlets | N | 2, 33, 49 | Y | 7a-9a |
| Sep 25th | Gardens Mall | N | | Y | 7a-9a |
| Sep 26th | Intermodal | C | 45, others | Y | 6a-9a |
| Sep 26th | VA Medical | N | 2, 3, 4, 30, 31 | Y | 4pm-6pm |
| Sep 26th | WestTech | W | 40, 47, 48 | Y | 530a-700a |
| Sep 27th | Camino | S | 1, 91, 92 | Y | 6a-8a |
| Sep 27th | Lant/Cong | S | 2, 63 | Y | 6a-8a |
| Sep 27th | Wellington | W | 40,43,46,52, 62 | Y | 7a-9a |
| Sep 28th | Boca Mall | S | 2, 3, 91,92 | Y | |
| Sep 28th | Mangonia | N | 20, 31, 33 | Y | |
| Sep 28th | CrossCty | C | 3, 33, 43, 49 | Y | |
| Sep 29th | Intermodal | C | 45, others | | |
| Sep 29th | VA Medical | N | 2, 3, 4, 30, 31 | Y | |
| Sep 29th | BocaMall | | 1,91,92 | Y | |
| Sept 30th | Intermodal | | | | |
| Sept 30th | Wellington | W | 40,43,46,52, 62 | Y | |
| Sept 30th | Outlets | N | 2, 33, 49 | Y | |
| Oct 1st | Intermodal | C | 45, others | Y | 6am- 10am |
| Oct 1st | Intermodal | C | 45, others | Y | 10am- 2pm |
| Oct 1st | Intermodal | C | 45, others | Y | 2pm - 6pm |
| Oct 1st | Outlets | N | 2, 33, 49 | Y | 7am - 10am |
| Oct 1st | VA Center | N | 2, 3, 4, 30, 31 | N | 6am- 10am |
| Oct 1st | VA Center | N | 2, 3, 4, 30, 31 | N | 3pm - 6pm |
| Oct 1st | Wellington | W | 40,43,46,52, 62 | Y | 6a-8a |
| Oct 1st | Wellington | W | 40,43,46,52, 62 | Y | 4p- 6p |
| Oct 1st | FAU | S | 91, 94 | Y | 6a-8a |
| Oct 1st | FAU | S | 91, 94 | Y | 6a-8a |
| Oct 1st | WestTech | W | 40, 47, 48 | Y | 430a-700a |
| Oct 1st | DT Belle Gl | W | 40, 47, 48 | Y | 600a-800a |
| Oct 1st | Boca Mall | S | 2, 3, 91,92 | Y | |
| Oct 1st | Mangonia | N | 20, 31, 33 | Y | |
| Oct 1st | WestTech | W | 40, 47, 48 | Y | 530a-700a |

Phase 2 Outreach Summary:

Boca Federation of HOAs
Presentation/Table
Tuesday, 6-5-2018 (830a-930a)

Boynton Beach City Hall
Presentation/Table
Thursday, 6-7-2018 (630p-830p)

Passenger Outreach
West Palm Beach Intermodal
150 N. Clearwater Drive
West Palm Beach, FL
SURVEY/1-on-1
Friday, 6-8-2018 (3p-6p)

Passenger Outreach
Lake Worth CVS Bus Stops #155/#5355
414 Lake Ave.,
Lake Worth, FL
Monday, 6-11-2018 (4p-6p)

Belle Glade SUMMIT
Dolly Hand Cultural Arts Center @ PBSC
1977 SW College Dr., Belle Glade, FL
Monday, 6-11-2018 (530p-730p)

West Palm Beach SUMMIT
Gaines Park
McDonald Wilson Center
1501 N Australian Ave
West Palm Beach, FL
Tuesday, 6-12-2018 (530p-730p)

Boca Raton SUMMIT
FAU Tech Runway
901 NW 35th St.
Boca Raton, FL
Wednesday, 6-13-2018 (500p-730p)

Riviera Beach SUMMIT
City Council Chambers
600 W. Blue Heron Blvd.
Riviera Beach, FL
Thursday, 6-14-2018 (530p-730p)

NOTICE OF MEETING

PALM TRAN SERVICE BOARD MEETING

JUNE 28, 2018 – 1:30 P.M.

**PALM BEACH COUNTY
VISTA CENTER COMPLEX
2300 NORTH JOG ROAD - ROOM 1W47/50
WEST PALM BEACH, FL 33411-2741**

Palm Tran Bus Service is available to Vista Center via Routes 43 or 44

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. A copy of this agenda may be requested in another format.



Palm Tran Administrative Offices
3201 Electronics Way
West Palm Beach, FL 33407-4618
(561) 841-4200
FAX: (561) 841-4291

Palm Tran Connection
50 S. Military Trail, Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838
FAX: (561) 514-8365
www.palmtran.org

Clinton B. Forbes
Executive Director

RoseAnn LaBella Voils
Service Board Liaison

Palm Tran Service Board Members

VACANT, Chairman

Myra Goldick, Vice Chair
Seat 2 - Disability Advocate

Terry Brown
Seat 1 - Rep. with Transportation Experience

Selva Selvendran
Seat 3 - Environment Advocate

Steven B. Grant
Seat 4 - Elected Municipal Official

VACANT
Seat 5 - Business Community Rep.

Danielle Jackson
Seat 6 - Rep. with Multicultural Experience

Frank Stanzione
Seat 7 - Senior Citizen Rep.

Martin Rothman
Seat 8 - Certified Paratransit User

Carmencita Mitchell
Seat 9 - Regular Fixed-Route Bus Rider

Dwight Mattingly
Seat 10 - Fixed-Route Bus Operator

Allen Boyd, II
Seat 11 - Citizen at Large

Dennis Martin
Seat 12 - Rep. with Extensive Paratransit Experience

VACANT
Seat 13 - Resident of Glades/Lake Region Area

PALM TRAN SERVICE BOARD

Palm Beach County Vista Center
2300 Jog Road, Room 47/50
West Palm Beach, Florida 33411

Thursday, June 28, 2018
MEETING AGENDA
1:30 P.M.

1. Call to order
2. Roll Call
3. MOTION TO ADOPT Agenda for June 28, 2018
4. MOTION TO APPROVE Minutes for May 24, 2018
5. Comments from the Palm Tran Service Board Vice Chair
 - a. New Board Member – Mayor Steven Grant
6. Safety Message
7. Comments from Palm Tran Executive Director
8. Committee Reports
 - a. Paratransit Subcommittee
 - b. Planning Subcommittee
9. Action Item - Public Hearing
 - a. Presentation on Route Performance Maximization – (RPM) Proposal
 - b. **Public Hearing on RPM Proposal**
 - c. Board Discussion
 - d. MOTION TO APPROVE – Executive Director’s RPM Recommendation
10. Public Comments (General)
 - a. Customer Follow-up from May 24, 2018 Meeting
 - b. Upcoming topics (Board Follow up)
11. Staff Updates
12. Board Member Comments

Palm Tran Bus Service is available to Vista Center via Route 43 & 44

NEXT MEETING: July 26, 2018 at 1:30PM

PUBLIC NOTICE: In compliance with Florida’s government-in-the-Sunshine Law, please be advised that multiple members of the Palm Tran Service Board (PTSB) and/or the PTSB Planning and Paratransit Subcommittees are anticipated to attend and may participate in the meeting. 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. A copy of this agenda may be requested in another format.

NOTICE OF PUBLIC HEARING

RE: PALM TRAN SYSTEM-WIDE CHANGES THROUGH THE ROUTE PERFORMANCE MAXIMIZATION PROJECT

Notice is hereby given that a Public Hearing has been scheduled for the purpose of presenting Palm Tran major system-wide changes through the Route Performance Maximization project (RPM). The Public Hearing will be held at the Board of County Commissioner meeting as follows:

DATE: Tuesday, August 14, 2018
 TIME: 9:30 a.m.
 LOCATION: Robert Weisman Governmental Center, 6th Floor
 301 N. Olive Avenue
 West Palm Beach, FL 33401
 Served by: Route 1

A. DESCRIPTION OF PROJECT

The Route Performance Maximization project (RPM) involves system-wide major service changes in schedules and service locations for fixed-route bus service. The project involves the addition or removal of routes and bus stops and modifications to existing route alignments. Proposals, concepts and FTA Title VI Equity Analysis are available for public inspection at: <http://www.palmtran.org> and at the Palm Tran offices located at: 3201 Electronics Way, West Palm Beach, FL 33407 and at Palm Beach County Libraries during regular business hours.

B. RELOCATION

No persons, families or businesses will be displaced by the project.

C. ENVIRONMENT

The project will allow Palm Tran to continue providing public transportation services within Palm Beach County that will continue to reduce exhaust emissions from automobiles and reduce air pollution traffic congestion and conserve energy.

D. COMPREHENSIVE PLANNING

The project is in conformance with comprehensive land use and transportation planning in the area.

E. ELDERLY AND HANDICAPPED

Reduced fares for the elderly and handicapped will continue to be in effect at all times of operation.

Written comments will be received at Palm Tran, 3201 Electronics Way, and at Palm-Comments@pbcgov.org and voice comments will be accepted at (561) 841-4319 until 5 p.m. August 10, 2018.

Proposals and concepts are available for public inspection at: <http://www.palmtran.org> and at the Palm Tran offices located at 3201 Electronics Way, West Palm Beach, FL 33407.

Public participation is solicited without regard to race, national origin, sex, religion, disability or family status. Persons with questions or concerns about nondiscrimination, or who require special accommodations under the Americans with Disabilities Act or who want this information in a language other than English, or who need translation services for the public hearing (free of charge), should contact Claudia Salazar, Title VI Coordinator at: (561) 841-4241, or csalazar@pbcgov.org

Para solicitar información en idiomas distintos al inglés, si requiere un intérprete en la audiencia pública, o para solicitar asistencia para una persona con discapacidades, por favor contactar a Claudia Salazar en el (561) 841-4241, o csalazar@pbcgov.org

Pou mande enfòmasyon sa a nan yon lang ki pa angle, oswa si ou bezwen sèvis tradiksyon pou odyans piblik la (gratis), oswa si ou bezwen akomodasyon espesyal anba Lwa sou Ameriken ak Andikap kontakte Claudia Salazar, Koòdonatè Tit VI nan (561) 841-4241 oubyen csalazar@pbcgov.org

AVISO DE AUDIENCIA PÚBLICA

RE: PROYECTO DE MAXIMIZACIÓN DE RENDIMIENTO DE RUTA (RPM) de PALM TRAN

Se le notifica al público que se llevará a cabo una Audiencia Pública con el propósito de presentar cambios importantes de Palm Tran en la red de rutas de autobús a través del proyecto de maximización de rendimiento de ruta (RPM). La Audiencia Pública se llevará a cabo en la reunión de la Junta de Comisionados del Condado de Palm Beach:

FECHA Y LUGAR DE LA AUDIENCIA:

FECHA: Martes 14 de Agosto del 2018
 HORA: 9:30 a.m.
 LUGAR: Sexto Piso, Palm Beach County Governmental Center
 301 North Olive Avenue
 West Palm Beach, FL 33401

La Ruta 1 de Palm Tran sirve esta localidad

A. DESCRIPCIÓN DE EL PROYECTO

El proyecto de maximización de rendimiento de ruta (RPM) consiste de cambios importantes en todo el sistema del servicio de transporte público, incluyendo cambios en los horarios y áreas de servicio. El proyecto incluye la adición o eliminación de rutas y paradas de autobús y modificaciones en la alineación de las rutas. La propuesta de cambios, y el Análisis de Equidad en conformidad del Título VI están disponibles para inspección del público en las oficinas de Palm Tran localizadas en 3201 Electronics Way, West Palm Beach, Florida 33407, en las Bibliotecas Públicas del Condado y en la página de internet <http://www.palmtran.org>

B. RELOCALIZACIÓN

Ninguna persona, familias o negocios serán desplazados por estos proyectos.

C. MEDIO AMBIENTE

Estos proyectos permitirán que Palm Tran continúe proveyendo servicio de transporte público en el condado de Palm Beach que continúa reduciendo las emisiones de los gases de combustión de los automóviles y reduce la polución en el aire, la congestión de tráfico y conserva energía.

D. PLANEACIÓN

Los proyectos están en conformidad con el uso de tierra y plan de transporte en el área.

E. DISCAPACITADOS Y PERSONAS DE LA TERCERA EDAD

Pasajes reducidos para los discapacitados y personas de la tercera edad continuarán en efecto durante todo el tiempo de operación.

Written comments will be received at Palm Tran, 3201 Electronics Way, and at Palm-Comments@pbcgov.org and voice comments will be accepted at (561) 841-4319 until 5 p.m. August 10, 2018.

Comentarios escritos serán aceptados en Palm Tran 3201 Electronics Way, West Palm Beach, FL 33407 y en el correo electrónico Palm-Comments@pbcgov.org y Comentarios verbales serán aceptados en el (561) 841-4319 las 5:00pm del 10 de Agosto del 2018.

Se solicita la participación del público sin importar raza, origen nacional, sexo, religión, discapacidad o estado familiar. Las personas que tengan preguntas o preocupaciones acerca de no-discriminación, o que requieren acomodaciones especiales bajo la Ley para personal con Discapacidades (ADA), o para los que requieran ésta información en otro lenguaje, o que necesiten servicio de traducción para la audiencia pública (sin costo), debe contactar a Claudia Salazar, Title VI Coordinator al (561) 841-4241 o csalazar@pbcgov.org

Pou mande enfòmasyon sa a nan yon lang ki pa angle, oswa si ou bezwen sèvis tradiksyon pou odyans piblik la (gratis), oswa si ou bezwen akomodasyon espesyal anba Lwa sou Ameriken ak Andikap kontakte Claudia Salazar, Koòdonatè Tit VI nan (561) 841-4241 oubyen csalazar@pbcgov.org

AVI SOU ODYANS PIBLIK

RE: SISTÈM PALM TRAN LAN PWAL FÉ GWO CHANJMAN NAN SÈVIS NAN WOUT PEFÒMASYON MAKIMIZASYON PWOJÈ

Avi a bay ke yon Odyans Piblik ki pwograme pou objektif pou resevwa kòmantè konsènan chanjman nan sèvis sistèm laj Palm Tran atravè pwojè pèfòmans wout maksimizasyon (RPM). Odyans piblik la ap fèt nan reyinyon Komisyonè Komisyonè Konte a jan sa a

DAT: Madi, 14 Out, 2018
 ORÈ: 9:30 a.m.
 KOTE: Robert Weisman Gouvènè Sant, 6yèm etaj
 301 N. Olive Avenue
 West Palm Beach, FL 33401
 Sèvi pa: Wout 1

A. DESKRIPSYON PWOJÈ A

Pwojè Maksimizasyon Pèfòmans Wout (RPM) enplike tout chanjman sèvis nan sistèm laj nan orè ak sèvis sèvis pou sèvis otobis fiks. Pwojè a enplike adisyon oswa retire wout ak arè otobis ak chanjman nan aliman ki egziste deja yo.. Pwopozisyon, konsèp ak Analiz Tit VI la disponib pou enspeksyon piblik nan: <http://www.palmtran.org> ak nan biwo yo Palm Tran ki chita nan: 3201 Electronics Way, West Palm Beach, FL 33407 ak nan rejyon Palm Beach Bibliyotèk pandan lè biznis regilye.

B. RELOCASYON

Pa gen moun, fanmi yo oswa biznis yo ap deplase pa pwojè yo.

C. ANVIWÒNMAN

Pwojè a pral pèmèt Palm Tran kontinye bay sèvis transpò piblik nan rejyon Palm Beach ki pral kontinye diminye emisyon echapman soti nan otomobil epi redwi polisyon nan lè a anbouteyaj nan sikilasyon ak konsève enèji.

D. PLANIFIKASYON KONPREYANS

Pwojè a se nan konfòmans avèk itilizasyon tèks konplè ak transpòtasyon nan zòn nan.

E. GRANMOUN AJE AK ANDIKAPE

pri tikè yo redwi pou granmoun aje a ak andikape yo pral kontinye nan efè nan tout tan de operasyon.

Kòmantè ekri yo pral resevwa nan Palm Tran, 3201 Elektwonik Way, ak nan Palm-Comments@pbcgov.org ak kòmantè vwa yo ap aksepte nan (561) 841-4319 jiska 5 p.m. 10 Août 2018.

Pwopozisyon ak konsèp yo disponib pou enspeksyon piblik nan: <http://www.palmtran.org> ak nan biwo yo Palm Tran ki sitiye nan 3201 Electronics Way, West Palm Beach, FL 33407.

Patisipasyon piblik la mande san konsiderasyon ras, orijin nasyonal, sèks, relijyon, enfimite oswa estati fanmi an. Moun ki gen kesyon oswa enkyetid konsènan diskriminasyon, oswa ki bezwen akomodasyon espesyal anba Ameriken Andikape yo oswa ki vle enfòmasyon sa a nan yon lòt lang ke angle, oswa ki bezwen sèvis tradiksyon pou odyans piblik la (yo gratis), ta dwe kontakte Claudia Salazar, Tit VI Koòdonatè nan: (561) 841-4241, oswa csalazar@pbcgov.org

Para solicitar información en idiomas distintos al inglés, si requiere un intérprete en la audiencia pública, o para solicitar asistencia para una persona con discapacidades, por favor contactar a Claudia Salazar en el (561) 841-4241, o csalazar@pbcgov.org

Pou mande enfòmasyon sa a nan yon lang ki pa angle, oswa si ou bezwen sèvis tradiksyon pou odyans piblik la (gratis), oswa si ou bezwen akomodasyon espesyal anba Lwa sou Ameriken ak Andikap kontakte Claudia Salazar, Koòdonatè Tit VI nan (561) 841-4241 oubyen csalazar@pbcgov.org



- **IMPROVED TRAVEL TIMES**
- **MORE DIRECT SERVICE**
- **BETTER CUSTOMER EXPERIENCE**

Palm Tran is striving to ensure that its network of bus routes is as efficient as possible through the Route Performance Maximization (RPM) project.

We invite you to share your comments and ideas to help improve Palm Tran's service. Come join us!

**Belle Glade Summit
Dolly Hand Cultural Arts Center
Palm Beach State College**
1977 SW College Drive
Belle Glade, FL 33430
Monday, June 11, 2018
5:30 p.m.-7:30 p.m.
Served by Route 48

**West Palm Beach Summit
Gaines Park
McDonald Wilson Center**
1501 N. Australian Ave.
West Palm Beach, FL 33401
Tuesday, June 12, 2018
5:30 p.m.-7:30 p.m.
Served by Routes: 2, 33 and 49

**Boca Raton Summit
FAU Tech Runway**
901 NW 35th Street
Boca Raton, FL 33431
Wednesday, June 13, 2018
5:00 p.m.-7:30 p.m.
Served by Route 94

**Riviera Beach Summit
City Council Chambers**
600 W. Blue Heron Blvd.
Riviera Beach, FL 33404
Thursday, June 14, 2018
5:30 p.m.-7:30 p.m.
Served by Routes: 20, 30 and 33

Share your comments:
(561) 841-4319 • palm-rpm@pbcgov.org
Learn more: www.palmtran.org



Palm Tran RPM Outreach Events x +

Not secure | discover.pbcgov.org/palmtran/Pages/RPM-Outreach-Event...

Apps Pandora Internet Ra... 100 books everyon... Work E-mail Hotmail Other bookmarks

ADJUST FONT SIZE: + - RESET Jobs Links Departments Contact Us

PALM BEACH COUNTY
Discover the Palm Beaches...
the Best of Everything

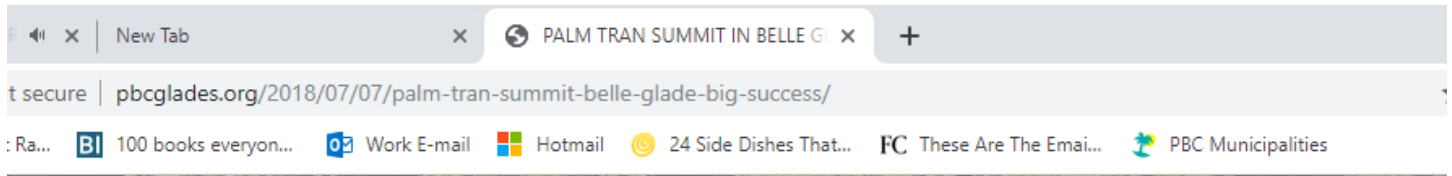
Select Language Search...

Home Bus Service Connection PTSB Marketing Jobs Contact Us Employee Corner Go Glades Lost and Found

RPM Outreach Events

Come visit the RPM Team at these locations!

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>May 30 National Senior Health Day Pompey Park 1101 NW 2nd St., Delray Beach 10:00 a.m. - 2:00 p.m.</p> | <p>June 8 West Palm Beach Intermodal Transit Center Clearwater Dr., West Palm Beach 3:00 p.m. - 6:00 p.m.</p> |
| <p>May 30 Food Truck Wednesday Samuel J. Ferrerri Park 2905 Jog Rd., Greenacres 5:00 p.m. - 7:00 p.m.</p> | <p>June 11 Lake Worth Bus Stop near CVS 414 Lake Ave., Lake Worth 4:00 p.m. - 6:00 p.m.</p> |
| <p>May 31 El Sol Day Worker Agency 106 Military Trail, Jupiter 6:00 a.m. - 8:00 a.m.</p> | <p>June 11 Belle Glade Palm Tran Summit Dolly Hand Cultural Arts Center 1977 SW College Dr., Belle Glade 5:30 p.m. - 7:30 p.m. <i>Route 48 serves this location</i></p> |
| <p>May 31 Wellington Mall Transfer Station Ring Rd., Wellington, FL 4:00 p.m. - 6:00 p.m.</p> | <p>June 12 West Palm Beach Palm Tran Summit Gaines Park McDonald Wilson Center 1501 N Australian Ave., West Palm Beach 5:30 p.m. - 7:30 p.m. <i>Routes 2, 33 and 49 serve this location</i></p> |
| <p>June 1 Boca Raton Town Center Mall Bus Hub 6000 Glades Rd., Boca Raton 4:00 p.m. - 6:00 p.m.</p> | <p>June 13 Boca Raton Palm Tran Summit FAU Tech Runway 901 NW 35th St., Boca Raton 5:00 p.m. - 7:30 p.m. <i>Route 94 serves this location</i></p> |
| <p>June 5 Boca Raton Federation of HOAs Boca Raton Monthly Meeting 150 Crawford Blvd., Boca Raton 8:30 a.m. - 9:30 a.m.</p> | <p>June 14 Riviera Beach Palm Tran Summit City Council Chambers 600 W Blue Heron Blvd., Riviera Beach 5:30 p.m. - 7:30 p.m. <i>Routes 20, 30 and 33 serve this location</i></p> |
| <p>June 7 West Palm Beach Neighborhood Association Meeting 345 Summa St., West Palm Beach 6:30 p.m. - 8:00 p.m.</p> | <p>June 18 Northwest Southwest Neighborhood Alliance Delray Full Service Board 301 SW 14th Ave., Delray Beach 6:00 p.m.</p> |
| | <p>June 19 Boynton Beach City Council Meeting City Commission Chambers 100 E Boynton Beach Blvd, Boynton Beach 6:30 p.m.</p> |



PALM TRAN SUMMIT IN BELLE GLADE WAS A BIG SUCCESS

BELLE GLADE — Palm Tran hosted the first of several “Route Performance Maximization (or RPM) summits” in Belle Glade, at the Dolly Hand Cultural Arts Center on June 11. The event was well-attended, drawing in a crowd of more than 45 participants.

The RPM summits serve as an immersive opportunity for the public to contribute feedback on specific proposed improvements. When the RPM launches, projected to be in fall 2018, Palm Tran riders can expect improved travel times, more direct service and an overall better customer service experience.

The Glades area poses a unique challenge due to its distance from the main developed areas of Palm Beach County. This results in routes that must traverse extensive areas of undeveloped land in order to reach destinations that generate travel demand.

At the Belle Glade RPM summit, Palm Tran presented a number of proposals to combat these challenges. Some of these include merging its Routes 47 and 48 into one single route that would improve frequency to every 30 minutes and result in more direct service. Implementing a dial-a-ride service was another initiative proposed to cater to lower-density areas.

Overall, public response at the Belle Glade summit was positive. Summit participants contributed their input and commended Palm Tran for the initiative to overhaul its system.

“The Belle Glade summit was a tremendous success,” said Palm Tran Executive Director Clinton B. Forbes. “We were able to have a robust conversation with the Belle Glade community and gather valuable feedback to further our efforts to launch an improved bus network.”

The RPM summits serve as the second phase of the outreach project. The initial outreach phase took place through May and involved collecting surveys from both riders and nonriders. In total, Palm Tran received more than 1,100 surveys during this phase. The data collected from the surveys helped generate data for the present RPM proposals.

For more information on the RPM initiative and to submit comments, visit: www.palmtran.org.

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

| Fiscal Years | 2019 | 2020 | 2021 | 2022 | 2023 |
|----------------------------------------|------|------|------|------|------|
| Capital Expenditures | | | | | |
| Operating Costs | | | | | |
| External Revenues | | | | | |
| Program Income(County) | | | | | |
| In-Kind Match(County) | | | | | |
| NET FISCAL IMPACT | * | | | | |
| #ADDITIONAL FTE POSITIONS (CUMULATIVE) | | | | | |

Is Item Included in Current Budget? Yes No
 Does this item include the use of federal funds? Yes No

Budget Account No:

Fund Agency Organization Object

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

*There is no fiscal impact associated with this item.

C. Departmental Fiscal Review: Carol Richmond 8/2/19
 Carol Richmond, Interim Director of Administrative Services

III. REVIEW COMMENTS:

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

[Signature] 8/24/19
 OFMB 8/24

[Signature] 8/30/19
 Contract Dev. & Control 8/30/19

B. Legal Sufficiency

[Signature] 8/30/19
 Assistant County Attorney

C. Other Department Review

 Department Director

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

RESOLUTION NO. R -2019-1400

A RESOLUTION OF THE BOARD OF COUNTY COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, APPROVING THE 2019 UPDATE TO THE TITLE VI PROGRAM FOR PALM TRAN PUBLIC TRANSPORTATION SERVICES; ESTABLISHING AN EFFECTIVE DATE.

WHEREAS, pursuant to Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq. and 49 CFR Part 21, the U.S. Department of Transportation and the Federal Transit Administration (FTA) prohibit discrimination on the basis of race, color or national origin; and

WHEREAS, Palm Beach County has an agreement with Palm Tran, Inc., a not-for profit corporation created as an instrumentality of the County, for the purpose of operating and managing the County's public transit system under the oversight of the Palm Beach County Board of County Commissioners (Board); and

WHEREAS, Palm Beach County receives FTA grants to operate public transportation services and is, therefore, required to demonstrate compliance with such federal laws and regulations by submitting a Title VI program update once every three years; and

WHEREAS, Palm Beach County seeks to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner; and

WHEREAS, Palm Beach County seeks to promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and

WHEREAS, Palm Beach County seeks to ensure meaningful access to transit related programs and activities by persons with limited English proficiency; and

WHEREAS, pursuant to federal laws and regulations, the Palm Beach County Title VI Program must be considered and approved by the Board; and

WHEREAS, revisions have been made to Title VI Program by Palm Tran to reflect recent changes in federal laws and regulations, and to reflect changes in Palm Tran's operations since the last update, all of which are detailed in the *2019 Title VI Program Update*, dated September 10, 2019; and

NOW THEREFORE BE RESOLVED, that the Board approves the *2019 Title VI Program Update*.

This Resolution shall take effect immediately upon its adoption.

The foregoing Resolution was offered by Commissioner McKinlay, who moved its adoption. The motion was seconded by Commissioner Kerner, and upon being put to a vote, the vote was as follows:

| | |
|--------------------------------------|------------|
| Commissioner Mack Bernard, Mayor | <u>Aye</u> |
| Commissioner Dave Kerner, Vice Mayor | <u>Aye</u> |
| Commissioner Hal R. Valeche | <u>Aye</u> |
| Commissioner Gregg K. Weiss | <u>Aye</u> |
| Commissioner Robert S. Weinroth | <u>Aye</u> |
| Commissioner Mary Lou Berger | <u>Aye</u> |
| Commissioner Melissa McKinlay | <u>Aye</u> |

The Mayor thereupon declared the resolution duly passed and adopted this 10th day of September, 2019.

APPROVED AS TO FORM AND LEGAL SUFFICIENCY

By: 
County Attorney

PALM BEACH COUNTY, FLORIDA
BY ITS BOARD OF COMMISSIONERS
Sharon R. Bock, Clerk and Comptroller

By: 
Deputy Clerk



PUBLIC COMMENT

We need your input!

Palm Tran is developing their 2019 Title VI Program update. Title VI prohibits discrimination based on race, color or national origin and other protected classes.

Palm Beach County is a recipient of Federal Transit Administration (FTA) grants to operate the County's public transportation services, and is obligated to demonstrate compliance with the requirements outlined in Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin. As such, the County submits a formal Title VI Program to the FTA every three (3) years incorporating necessary updates to fulfill all Federal obligations

On July 25, 2019 at 1:30 pm at the Palm Tran Service Board (PTSB) Meeting there will be a presentation to explain the Title VI update. A public hearing will be conducted for the purpose of receiving comments regarding this document.

The PTSB meeting will be held at the Vista Center, Room 1W-47, 2300 N. Jog Road, West Palm Beach, FL 33411

If you are unable to attend the presentation, you can view the Draft Title VI Update at www.palmtran.org, check on the right side under Alerts & Notifications. After reviewing this information if you have any comments you may send them via email to ABielawska@pbcgov.org or mail to Palm Tran, Public Comment 3201 Electronics Way, West Palm Beach, FL 33407 or phone and leave a voice comment to 561-841-4263. Please leave your complete name. Comments will be accepted from: July 25, 2019 to August 24, 2019.

The final Title VI Program Update and your comments will be presented to the Board of County Commissioners for approval on September 10, 2019.

To request information in a language other than English, or to request assistance for individuals with disabilities please contact the comment line at: 561-841-4263

Para solicitar información en idiomas distintos al inglés, si requiere un intérprete en la audiencia pública, o para solicitar asistencia para una persona con discapacidades, por favor déjenos un mensaje en el (561) 841-4263 o nos puede contactar en palm-comments@pbcgov.org

Pou mande enfòmasyon sa a nan yon lang ki pa angle, oswa si ou bezwen akomodasyon espesyal anba Lwa sou Ameriken ak Andikap tanpri kontakte liy kòmantè a nan: 561-841-4263 oswa palm-comments@pbcgov.org

Title VI Update – Draft Available for public review on the Website

The screenshot shows the Palm Tran website interface. At the top, there is a navigation bar with links for 'Jobs', 'Links', 'Departments', and 'Contact Us'. Below this is the Palm Beach County logo and the slogan 'Discover the Palm Beaches... the Best of Everything'. The main header area features the 'Palm Tran' logo and a search bar. A navigation menu includes 'Home', 'Bus Service', 'Connection', 'PTSB', 'Marketing', 'Jobs', 'Contact Us', 'Employee Corner', 'Go Glades', and 'Lost and Found'. The main content area starts with the mission statement: 'Palm Tran's Mission is to provide access to opportunity for everyone; safely, efficiently and courteously.' Below this is a large promotional banner for text messaging that says 'TEXT "RIDE" TO 797979' and 'Receive key information, offers and giveaways!'. A red arrow points from the '2019 Title VI Update' link in the 'Alerts & Notifications' sidebar to the 'Plan a Trip' section.

As stated in the Public Notice: If you are unable to attend the presentation, you can view the Draft Title VI Update at www.palmtran.org, check on the right side under Alerts & Notifications.

City of Delray Beach

100 NW 1st Avenue - Delray Beach, Florida 33444

Phone: (561) 243-7000 - Fax: (561) 243-3774

www.mydelraybeach.com



Regular Commission Meeting

Regular Meeting at 6:00 PM

Tuesday, January 16, 2018

Commission Chambers

Delray Beach City Hall

City Commission

Mayor Cary Glickstein

Vice Mayor Jim Chard

Deputy Vice Mayor Shirley Ervin Johnson

Commissioner Shelly Petrolia

Commissioner Mitchell Katz

RULES FOR PUBLIC PARTICIPATION

PUBLIC COMMENT: City Commission meetings are business meetings and the right to limit discussion rests with the Commission. **Generally, remarks by an individual will be limited to three minutes or less.** The Mayor, presiding officer or a consensus of the City Commission has discretion to adjust the amount of time allocated.

Public comment shall be allowed as follows:

- A.** Comments and Inquiries on Non-Agenda and Agenda Items (excluding public hearing or quasi-judicial hearing items) from the Public: Any citizen is entitled to be heard concerning any matter within the scope of jurisdiction of the Commission under this section. The Commission may withhold comment or direct the City Manager to take action on requests or comments.
- B.** Public Hearings/Quasi-Judicial Hearings: Any citizen is entitled to speak on items under these sections at the time these items are heard by the Commission.
- C.** All persons desiring to do a presentation on agenda or non-agenda items that are on a portable flash drive device or a CD/DVD, must provide their media to the City Clerk no later than 12:00 p.m. one day prior to the meeting where they wish to present.

SIGN IN SHEET: Prior to the start of the Commission Meeting, individuals wishing to address the Commission should sign in on the sheet located on the right side of the dais. If you are not able to do so prior to the start of the meeting, you may still address the Commission. The primary purpose of the sign-in sheet is to assist staff with record keeping. Therefore, when you come up to the to speak, please complete the sign-in sheet if you have not already done so.

ADDRESSING THE COMMISSION: At the appropriate time, please step up to the lectern and state your name and address for the record. All comments must be addressed to the Commission as a body and not to individuals. Any person making impertinent or slanderous remarks or who becomes boisterous while addressing the Commission shall be barred by the presiding officer from speaking further, unless permission to continue or again address the Commission is granted by a majority vote of the Commission members present.

APPELLATE PROCEDURES

Please be advised that if a person decides to appeal any decision made by the City Commission with respect to any matter considered at this meeting, such person will need to ensure that a verbatim record includes the testimony and evidence upon which the appeal is based. The City neither provides nor prepares such record.

Attachments: [Agenda Cover Memo](#)
[Board Order - New Monmouth](#)
[Delray Beach Parking Lift Demo](#)
[Parking Lot Spaces](#)
[Looking North #1](#)
[East Side Lift](#)
[View #1](#)
[ATL AVE #1](#)
[Ocean Ave View #1](#)

7.B. CONDITIONAL USE REQUEST FOR EXPANSION OF THE PALM TRAN SOUTH COUNTY FACILITY LOCATED AT 100 NORTH CONGRESS AVENUE, A BUS TERMINAL/GOVERNMENTAL FACILITY, WITHIN THE COMMUNITY FACILITIES (CF) ZONING DISTRICT. (QUASI-JUDICIAL)

Recommendation: Motion to approve the Conditional Use modification request to allow the expansion of **Palm Tran South County Facilities**, a transportation facility/bus terminal, based upon positive findings with respect to Chapter 3 (Performance Standards) and Section 2.4.5(E)(5) (Conditional Use Findings) of the Land Development Regulations, and the Goals, Objectives and Policies of the Comprehensive Plan.

Sponsors: Planning & Zoning Department

Attachments: [Agenda Cover Memo](#)
[CC - All Attachments](#)
[PZB Staff Report 11.27.17](#)
[CC Order](#)
[PZB Staff Report - Conditional Use 1994 CoTran Satellite Facility \(aka Palm Tr](#)

7.C. RATIFICATION OF EMERGENCY DISASTER PURCHASE OF 23 GENERATORS FOR THE CITY OF DELRAY BEACH UTILITIES DEPARTMENT DURING HURRICANE IRMA

Recommendation: Motion to ratify emergency purchase awards to Pantropic Power Products, Inc. in the amount of \$1,500,000 and to Americas Generators, Inc. in the amount of \$674,477 for the City of Delray Beach (City) Utilities Department (Utilities) during Hurricane Irma for use in maintaining the operational status of the wastewater collection and raw water production systems during power outages.

Sponsors: Utilities Department

Attachments: [Agenda Cover Memo](#)
[Signed Emergency PO E2017-001](#)
[Signed Emergency PO E2017-002](#)

8. PUBLIC HEARINGS:

City of Delray Beach

100 NW 1st Avenue - Delray Beach, Florida 33444

Phone: (561) 243-7000 - Fax: (561) 243-3774

www.mydelraybeach.com



Minutes - Final

Tuesday, January 16, 2018

6:00 PM

Regular Meeting at 6:00 PM

Delray Beach City Hall

City Commission

approved

- 7.B. [18-001](#) **CONDITIONAL USE REQUEST FOR EXPANSION OF THE PALM TRAN SOUTH COUNTY FACILITY LOCATED AT 100 NORTH CONGRESS AVENUE, A BUS TERMINAL/GOVERNMENTAL FACILITY, WITHIN THE COMMUNITY FACILITIES (CF) ZONING DISTRICT. (QUASI-JUDICIAL HEARING)**

Recommendation: Motion to approve the Conditional Use modification request to allow the expansion of **Palm Tran South County Facilities**, a transportation facility/bus terminal, based upon positive findings with respect to Chapter 3 (Performance Standards) and Section 2.4.5(E)(5) (Conditional Use Findings) of the Land Development Regulations, and the Goals, Objectives and Policies of the Comprehensive Plan.

Sponsors: Planning & Zoning Department

Attachments: [Agenda Cover Memo](#)
[CC - All Attachments](#)
[PZB Staff Report 11.27.17](#)
[CC Order](#)
[PZB Staff Report - Conditional Use 1994 CoTran Satellite Facility \(aka Palm Tran\)](#)

CONDITIONAL USE REQUEST FOR EXPANSION OF THE PALM TRAN SOUTH COUNTY.

Tim Stillings, Planning and Zoning Director, read File #2017-165 into the record.

Colleen Walter with Urban Design Studios in West Palm Beach gave a powerpoint presentation, with representatives from Palm Tran also present.

Mayor Glickstein opened the meeting up for public comment.

Christina Morrison of 2809 Florida Boulevard, former member of the Congress Avenue Task Force is in favor of this application. She stated that it would bring more employees, etc. and help beautify the area with no cost to taxpayers.

No Rebuttal.

Vice Mayor Chard had questions regarding the landscape plan.

Mr. Lohman read the Board Order into the record. The Commission voted all were in favor.

Commissioner Katz made a motion to approve the Board Order. Commissioner Petrolia seconded the motion. A roll call vote was taken and all were in favor. The motion carried 5-0.

approved

7.C. [18-011](#)

RATIFICATION OF EMERGENCY DISASTER PURCHASE OF 23 GENERATORS FOR THE CITY OF DELRAY BEACH UTILITIES DEPARTMENT DURING HURRICANE IRMA

Recommendation: Motion to ratify emergency purchase awards to Pantropic Power Products, Inc. in the amount of \$1,500,000 and to Americas Generators, Inc. in the amount of \$674,477 for the City of Delray Beach (City) Utilities Department (Utilities) during Hurricane Irma for use in maintaining the operational status of the wastewater collection and raw water production systems during power outages.

Sponsors: Utilities Department

Attachments: [Agenda Cover Memo](#)
[Signed Emergency PO E2017-001](#)
[Signed Emergency PO E2017-002](#)

Marjorie Craig, Utilities Director, is present to ask the Commission to ratify the Emergency Disaster purchase of 23 generators for the City of Delray Beach during Hurricane Irma.

Commissioner Petrolia stated that generators from Pan Tropic cost was \$674,000 for 12 of them and \$1.5 million for 11 other generators.

Mayor Glickstein mentioned the City submitted the purchase to FEMA for reimbursement. A discussion ensued.

Mr. Lauzier, City Manager, suggested that this be brought up at Goal Setting, to discuss the preparation of the next storm.

Deputy Vice Mayor Johnson had questions regarding the need to purchase plugs for the generators at an additional cost to the taxpayers.

Commissioner Petrolia made a motion to approve Item 7.C. It was seconded by Commissioner Katz. A roll call vote was taken. The motion carried 3-2 with Deputy Vice Mayor Johnson and Vice Mayor Chard dissenting.

8. PUBLIC HEARINGS:

8.A. [18-015](#) RESOLUTION NO. 01-18: ABANDONMENT OF A PORTION OF NW 1ST STREET ASSOCIATED WITH THE PALM TRAN SOUTH COUNTY FACILITY AND CONVEYANCE TO PALM BEACH COUNTY (PUBLIC HEARING)

Recommendation: Move to approve Resolution No. 01-18 for the abandonment of a portion of the road right-of-way for NW 1st Street, east of the E-4 Canal, by adopting the findings of fact and law contained in the staff report, and finding that the request and approval thereof is consistent with the Comprehensive Plan and meets criteria set forth in Section 2.4.6(M)(5) of the Land Development Regulations, and further providing for approval of the execution by the Mayor of a quit claim deed to convey to Palm Beach County portions of abandoned right-of-way owned by the City of Delray Beach.

Sponsors: Planning & Zoning Department

Attachments: [Agenda Cover Memo](#)
[Resolution 01-18 Palm Tran abandonment and conveyance.pdf](#)
[PZB Staff Report 11.27.17](#)
[Quit claim deed palm tran site.pdf](#)

Mayor Glickstein asked for a motion to move up Item No. 8.A. Commissioner Katz made a motion to move the Item. It was seconded by Commissioner Petrolia. A Roll Call vote was taken and all were in favor. The motion carried 5-0.

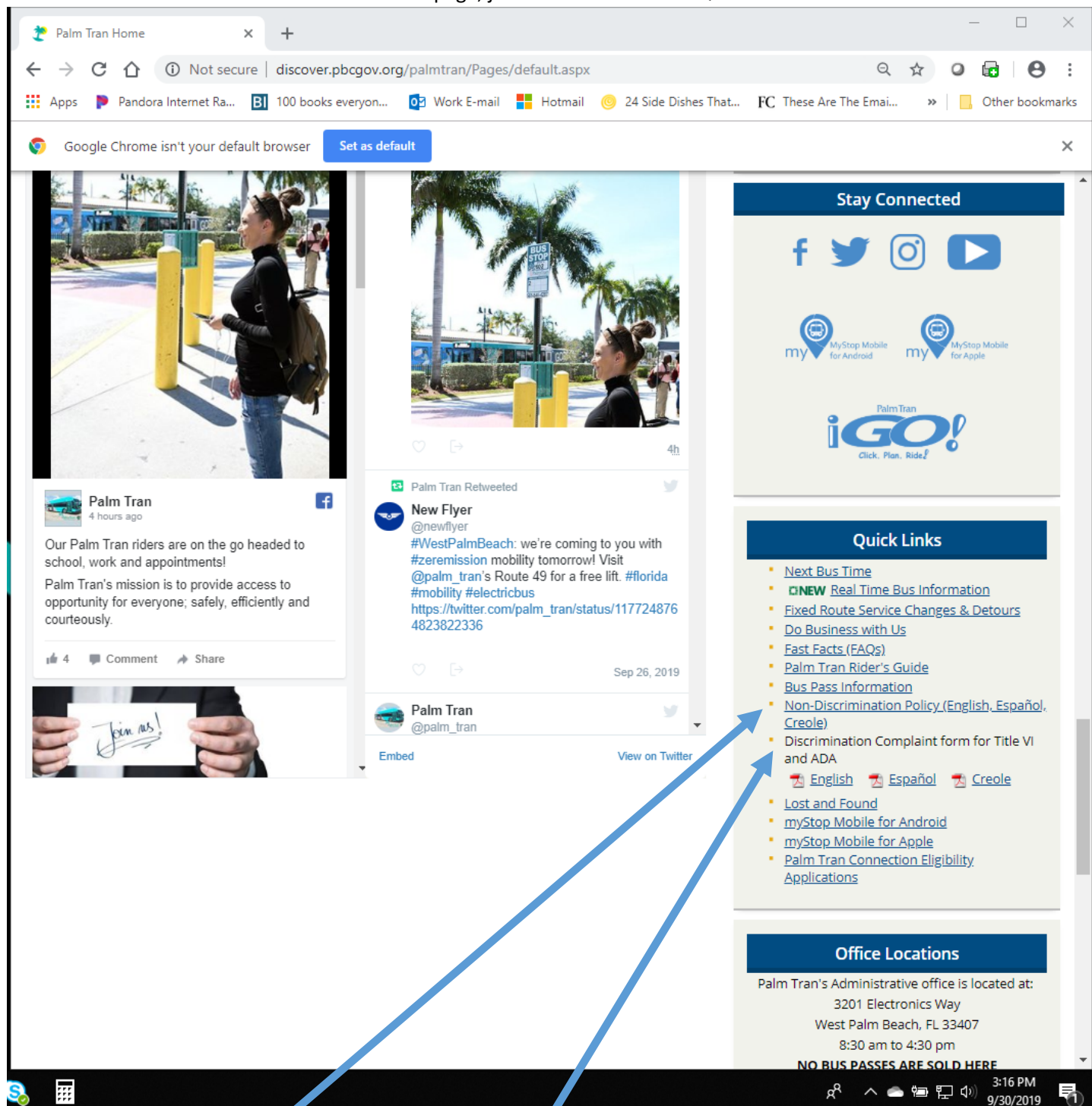
Colleen Walter with Urban Design of 610 Clematis Street, West Palm Beach on behalf of Palm Tran discussed the conditional use request for expansion of the Palm Tran South County facility located at 100 North Congress Avenue, a bus terminal/governmental facility, within the community facilities (CF) Zoning District. (Quasi-Judicial).

Mayor Glickstein opened the meeting up for public comment, hearing none he closed the public portion.

Commissioner Petrolia made a motion to approve. It was seconded by Deputy Vice Mayor Johnson. A roll call vote was taken and all were in favor. The motion carried 5-0.

Palm Tran Website 9/30/2019

Title VI notice to the public is posted under Quick Links under the Non-Discrimination Policy – The Complaint Form Follows - This information is located on the 1st page, just scroll down to see Quick Links



Non-Discrimination Policy

Discrimination Complaint Form for Title VI and ADA

Palm Tran Website 9/30/2019

Announcement to recruit members for the Palm Tran Service Board (PTSB) are posted on-line, on social media and the radio.

Palm Tran Service Board (PTSB)

The September 12, 2019 Planning Subcommittee meeting has been canceled

The Palm Tran Service Board (PTSB) is an advisory board to Palm Tran and the Board of County Commissioners regarding Palm Tran's fixed route and paratransit programs and services.

The mission of the PTSB is to make Palm Tran bus service more efficient and to serve as the ongoing mechanism for the participation of citizens in the continued development, implementation and assessment of all Palm Tran services.

The PTSB meets on the fourth Thursday of each month to review and discuss existing and proposed Palm Tran service. These meetings are designed to provide the public and interested parties with the opportunity to be heard in regard to existing or proposed services. Comments may also be submitted in writing in advance of these meetings.

2019 - Meeting Dates

| PTSB-Paratransit Subcommittee Meeting Time is 9:30AM - 10:30AM Palm Tran Connection Room 2N-123 50 So. Military Trail WPB, FL 33415 | Planning Subcommittee Meeting Time 1:30PM - 2:30PM Palm Tran Connection Room 2N-123 50 So. Military Trail WPB, FL 33415 | Palm Tran Service Board Meetings Meeting Time 1:30PM - 2:30PM Palm Beach County Vista Center 2300 Jog Rd WPB, FL 33411 |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Thursday, January 10, 2019 | Thursday, January 10, 2019 | Thursday, January 24, 2019 |
| No - February Meeting | No - February Meeting | Thursday, February 28, 2019 |
| Thursday, March 07, 2019 | Thursday, March 07, 2019 | Thursday, March 28, 2019 |
| No - April Meeting | No - April Meeting | No April Meeting |
| No - May Meeting | No - May Meeting | Thursday, May 23, 2019 |
| Thursday, June 20, 2019 | No - June Meeting | Thursday, June 27, 2019 |
| Thursday, July 11, 2019 | Thursday, July 11, 2019 | Thursday, July 25, 2019 |
| No - August Meeting | No - August Meeting | No August Meeting |
| Thursday, September 12, 2019 | Thursday, September 12, 2019 | Thursday, September 26, 2019 |
| Thursday, October 10, 2019 | AS NEEDED/HOLD | Thursday, October 24, 2019 |
| No - November Meeting | No - November Meeting | No - November Meeting |
| No - December Meeting | No - December Meeting | Thursday, December 12, 2019 |

Are you ready to make a difference?

The Palm Tran Service Board currently has openings:

- Seat #5, Business Community Representative
- Seat #6, Representative with Multicultural Experience
- Seat #13, Resident of the Glades/Lake Region

[Click here for more information on how you can become a PTSB Board Member](#)

[For questions, to voice your concerns or to apply for membership please call or contact](#)
[Joe Harrington • \(561\) 841-4236](#) or [RoseAnn Voils • \(561\) 841-4343](#)

Sample Announcement:

Are you ready to make a difference?

The Palm Tran Service Board currently has openings:

Seat #5, Business Community Representative

Seat #6, Representative with Multicultural Experience

Seat #13, Resident of the Glades/Lake Region

Announcements are sent to the Palm Beach County Hispanic Chamber of Commerce, Black Chamber of Commerce of Palm Beach County, Women's Chamber of Commerce, and the Belle Glade Chamber of Commerce.

Applications are reviewed by a committee and submitted to the Palm Beach County Board of County Commissioners for approval.

A memo is distributed to the Mayor and commissioners outlining the ethnic and gender composition of the PTSB Board.

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

BOARD APPOINTMENT SUMMARY

Meeting Date: September 10, 2019
 Department: Palm Tran
 Advisory Board: Palm Tran Service Board

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to approve: Four (4) New Appointments and Three (3) Reappointments as At-Large member to the Palm Tran Service Board (PTSB) for the following terms:

| <u>Nominee</u> | <u>Category, Seat Number</u> | <u>Term to Expire</u> | <u>Nominated By</u> |
|--------------------------------------|------------------------------------|-----------------------|---------------------------------------------------------------------------------------------------|
| Appointment Paula J. Ryan | Business Community Rep. Seat 5 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Weiss Comm. Kerner Comm. Weinroth Comm. McKinlay |
| Donte Mickens | Rep w/ Multicultural Exper. Seat 6 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Weiss Comm. Kerner Comm. McKinlay |
| Iran J Acevedo | Fixed Route Bus Driver, Seat 10 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Weiss Comm. Kerner Comm. McKinlay |
| Tammy Jackson-Moore | Resident of the Glades, Seat 13 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Kerner Comm. McKinlay |
| Reappointment Myra Goldick | Disability Advocate, Seat 2 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Weiss Comm. Kerner Comm. Weinroth Comm. McKinlay |
| Martin Rothman | Certified Paratransit User, Seat 8 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Weiss Comm. Kerner Comm. Weinroth Comm. McKinlay |
| Carmencita Mitchell | Reg. Fixed Route Bus Rider, Seat 9 | Sept. 30, 2022 | Mayor Bernard Comm. Valeche Comm. Weiss Comm. Kerner Comm. Weinroth Comm. McKinlay |

Summary: The Palm Tran Service Board is composed of 13 At-Large members with specific seat categories. There are currently four (4) vacancies on the Board. A memo dated August 6, 2019 was circulated to the Board of County Commissioners (BCC) requesting support of four (4) candidates who are requesting appointments and three (3) board members who are requesting reappointments. No additional nominations were received. Including the four (4) candidates the ethnic and gender composition of the existing 13 members include: Caucasian: 5 (38%), African-American: 4 (30%), Hispanic-American: 1 (7%), Multicultural: 3 (25%), Gender ratio (male: female) 9:4. Countywide (DR)

Background and Justification: Agenda Summary R2015-0893 delegated to the Palm Tran Service Board (PTSB) the authority to approve fixed route service adjustments and to serve only as an advisory board in all other aspects of the County's public transportation system.

Attachments:

1. Board Appointment Information Form and Resume
2. Resolution R2015-0893
3. Current Membership List

Recommended By: Jan K. Arnold For 8-26-19
 Executive Director Date
 Approved By: [Signature] 9/5/19
 Assistant County Attorney Date



MEMORANDUM
Palm Beach County

Appendix E

Date: August 6, 2019
To: Mayor Mack Bernard and
Members of the Board of County Commissioners
From: Clinton B. Forbes, Executive Director
RE: Palm Tran Service Board (PTSB) Appointment

Palm Tran
Administrative Offices
3201 Electronics Way
West Palm Beach, FL 33407-4618
(561) 841-4200
FAX: (561) 841-4291

Palm Tran Connection
50 South Military Trail
Suite 101
West Palm Beach, FL 33415-3132
(561) 649-9838
FAX: (561) 656-7156
www.palmtran.org



Palm Beach County
Board of County
Commissioners

- Mack Bernard, Mayor
- Dave Kerner, Vice Mayor
- Hal R. Valeche
- Gregg K. Weiss
- Robert S. Weinroth
- Mary Lou Berger
- Melissa McKinlay

County Administrator

Verdenia C. Baker

*"An Equal Opportunity
Affirmative Action Employer"*

Official Electronic Letterhead

Agenda Resolution R2015-0893 delegated to the Palm Tran Service Board (PTSB) the authority to approve fixed route service adjustments and to serve only as an advisory board in all other aspects of the County's public transportation system. The PTSB is comprised of 13 members and currently there are four (4) vacancies. Members serve three (3) year terms.

Four (4) individuals are requesting appointment to the PTSB Board.

- Paula J. Ryan, Seat 5, Business Community Representative
- Donte Mickens, Seat 6, Representative with Multicultural Experience
- Iran Joel Acevedo, Seat 10, Fixed-Route Bus Operator replacing Dwight Mattingly whose term will expire on September 30, 2019.
- Tammy Jackson-Moore, Seat 13, Resident of the Glades.

Three (3) current board members are seeking re-appointment.

- Myra Goldick, Seat 2, Disability Advocate
 - Martin Rothman, Seat 8, Certified Paratransit User
 - Carmencita Mitchell, Seat 9, Regular Fixed-Route Bus Rider
- These individuals' terms will be expired on September 30, 2019.
All (7) seven applications and resumes are attached.

The ethnic and gender composition would be:

- Caucasian: 5 (38%)
- African-American: 4 (30%)
- Hispanic-American: 1 (7%)
- Multicultural: 3 (25%)
- Gender ratio (male: female) 9:4

If you wish to support the new appointments of the above listed nominees and reappointments, please sign and return the enclosed Boards/Committees Applications. If you wish to have another nominee who meets the seat requirement considered for appointment, please provide the nominee's contact information. The requirement is that members be qualified for the seat description.

Staff intends to place the appointments on the September 10, 2019 BCC agenda. Please return signed forms no later than August 15, 2019. Applications should be returned to RoseAnn Voils at 3201 Electronics Way, West Palm Beach. Ms. Voils can be reached at 841-4343 for any questions.

Enclosures:

- Applications with Resumes (7)
- Current Membership Roster and Attendance
- cc: Todd J. Bonlarron, Assistant County Administrator

Palm Tran Transit Onboard Survey

Summary of Findings

Final Report

prepared for

Florida Department of Transportation, District 4

prepared by

Cambridge Systematics, Inc.

with

StreetSmarts, Inc.

Palm Tran Transit Onboard Survey

Summary of Findings

prepared for

Florida Department of Transportation, District 4

prepared by

Cambridge Systematics, Inc.
1566 Village Square Boulevard, Suite 2
Tallahassee, FL 32309

with

StreetSmarts, Inc.

date

December 15, 2015

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1.0 Overview

Palm Tran operates the transit system within Palm Beach County. The system includes 34 bus routes serving Palm Beach County and connecting to services in Broward County. Palm Tran provides service to about 38,900 riders per weekday day. The transit system connects with the South Florida Regional Transportation Authority (Tri Rail) system allowing Palm Beach residents modal alternatives to travel in South Florida. A map of the system is shown in **Figure 1.1**. The routes are operated in a grid system. Routes 1, 2 and 3 are the north-south spine, serving US 1, Military Trail and Congress Avenues. These roadways extend virtually the entire length of the county. The other routes generally provide east-west service or simply circulate around activity centers. Routes 1, 2 and 3 constitute about half of the system's daily boardings.

A transit onboard survey was administered on Palm Tran buses between February and May of 2015. The survey was administered to provide a detailed understanding of transit travel patterns in Palm Beach County to planners and to support the modeling efforts. Over 3,300 completed surveys were collected from Palm Tran riders.

There are also auxiliary purposes for the survey. Palm Beach County will be using a portion of the survey to help complete its Human Service Transportation Plan. Palm Tran can use the survey results to improve their understanding of how riders use the system. Previous survey efforts in 2009 and 2012 were focused on operational analyses and customer profiles rather than travel patterns.

The Southeast Florida Regional Travel Model (SERPM) is the travel demand model used for transportation planning in Palm Beach, Broward and Miami-Dade Counties. SERPM is the only model in Florida that applies time-of-day impedances to each trip purpose. Transit is modeled using peak/off-peak periods. The latest calibration of the SERPM does not include any detailed information on Palm Tran riders.

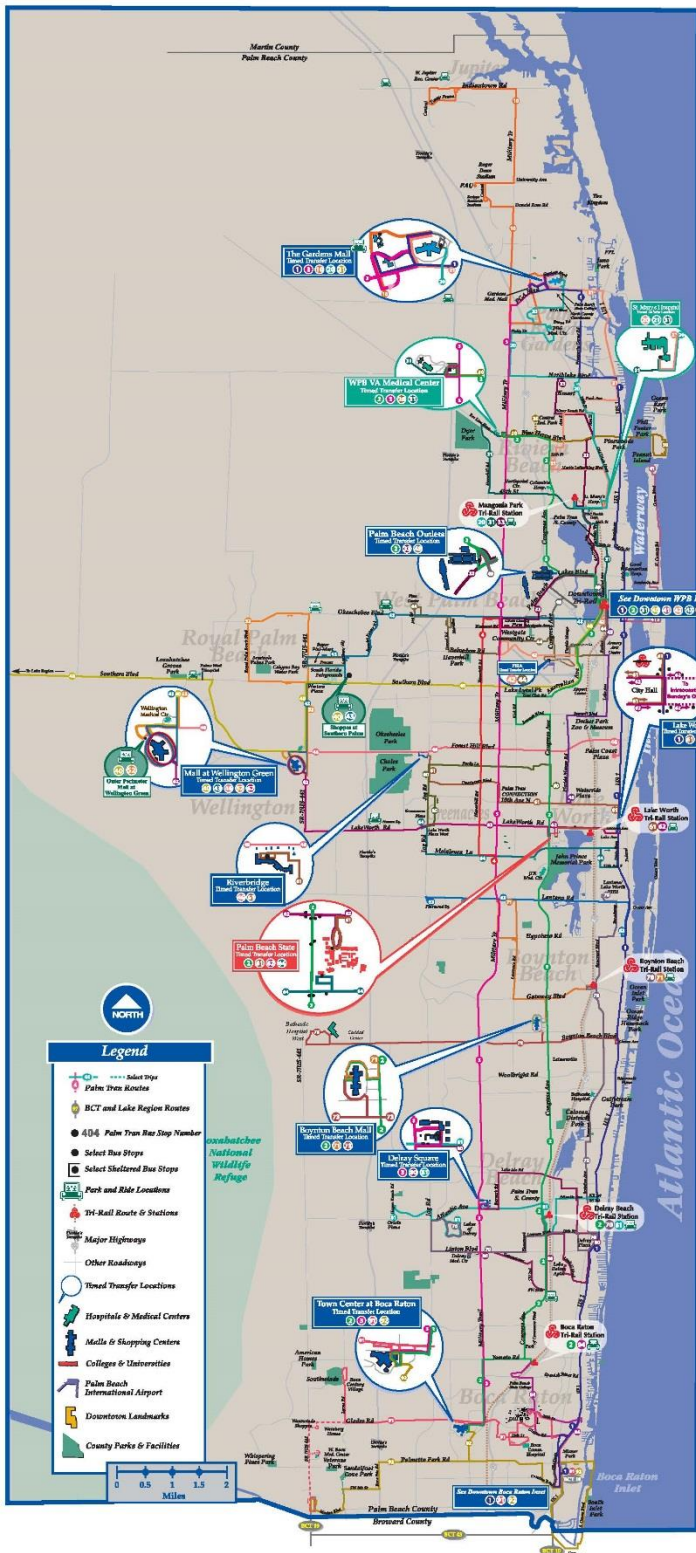
Cambridge Systematics, Inc. (CS) developed the questionnaire design, survey expansion methodology, and analyzed the results. Street Smarts, Inc. (now StanTec) developed the sampling plan with support from CS and AECOM and carried out the field implementation efforts.

The rest of the report is structured as follows. **Section 2** presents an outline of the survey design and field implementation. **Sections 3** and **4** describe the data checking and results from unweighted analysis. **Section 5** describes the expansion process.

1.1 ACKNOWLEDGEMENTS

This study was done under the support and guidance of Dr. Min-Tang Li, District Statistics Administrator, Office of Planning & Environmental Management, FDOT, District IV. The project team would also like to acknowledge Fred Stubbs, Palm Tran Operations Manager and the staff at Palm Tran who helped in making this data collection effort a success. Finally, thanks to David Schmitt, AECOM for his insights into transit data collection and using his experience to inform the survey design and plan.

Figure 1.1 Palm Tran System Map



- Major Connections & Transfers**
Palm Tran timed transfer locations where two or more routes intersect.
- Boynton Beach Mall
2, 71, 73
 - Camino Real
1, 91, 92, BCT 10
 - Delray Square
3, 80, 81
 - Downtown Lake Worth
1, 61, 62, 64
 - Gardens Mall
1, 3, 10, 20, 21
 - Intermodal Transit Center
1, 2, 31, 40, 41, 43, 44, 45, 49
 - Mall at Wellington Green
40, 43, 46, 52, 62
 - Okeechobee Blvd. & Military Trail
3, 4, 33, 43
 - Palm Beach Outlets
2, 33, 49
 - River Bridge Center
46, 61
 - St. Mary's Hospital
20, 21, 31
 - Town Center Mall
2, 3, 91, 92
 - Veterans Hospital
2, 3, 30, 31
 - Waterside Plaza
45, 61
 - West Tech, Belle Glade
40, 48
- Colleges & Universities**
- Barry University
Routes 3, 20
 - Bethune-Cookman College
Route 33
 - Florida Atlantic University
Boca Raton - Routes 91, 94
Jupiter - Route 10
 - Keiser University
Routes 43, 44
 - Lynn University
Routes 2, 3
 - Northwood University
Route 3
 - Nova Southeastern University
Route 10
 - Palm Beach Atlantic University
Routes 1, 41
 - Palm Beach State College
Belle Glade - Route 48
Boca Raton - Route 94
 - Lake Worth - Routes 2, 61, 62, 64
PBG - Routes 1, 20, 21
 - South University
Routes 43, 52
 - St. Vincent de Paul Seminary
Route 3



2.0 Survey Design and Field Implementation

Transit and planning agencies have used onboard surveys to collect data on customer trip characteristics, travel patterns, demographics, and riders' perception of service. Onboard surveys have been used to enhance the quality of travel demand models and provide data support to policy recommendations for long-range transportation plans. Onboard survey results are also used to inform route planning and operations decisions, support transit market research, and identify ways to target existing and potential transit riders. In some cases, onboard survey data have been used to supplement the findings from regional household surveys. This is true especially of mid-sized cities where transit usage incidence is often low.

Before administering any onboard survey, it is critical to identify the main objectives of the proposed survey and design an appropriate survey plan to meet these goals. The onboard survey in Palm Beach County was designed to meet the following objectives:

- Obtain a baseline understanding of Palm Beach County's transit ridership and their travel patterns.
- Test the robustness of the transit modules within the regional travel demand model.
 - The shape of the trip tables generated by the model will be compared against transit rider patterns reported in the survey by existing transit riders to evaluate model performance in replicating transit ridership.
 - Further, evaluation of the model along other variables such as ridership by time-of-day, transfer rates and peak period directionality against existing data is necessary prior to using the model in performing policy analyses.
 - The latest calibration of the SERPM does not include any detailed information on Palm Tran riders, since a detailed onboard survey has not been undertaken for some time
- Provide Palm Tran with a detailed understanding of current transit riders. Information pertaining to three key criteria were collected during the survey effort:
 - Socio-demographic data such as age, gender, household size, income, and vehicle ownership.

- Trip-related data such as trip origin, destination, routes used on the trip, and fare payment options selected.
- Information regarding usage of mobility device was also collected to help complete the Human Service Transportation Plan.

The Palm Tran on-board survey was conceived in November 2014 and final data collection happened between February and May 2015. The survey was conducted during this time frame to capture school and university riders who make a significant portion of Palm Tran ridership.

2.1 KNOWN SYSTEM AND RIDER CHARACTERISTICS

Palm Tran operates 34 routes within Palm Beach County. The routes are operated in a grid system. Routes 1, 2 and 3 are the north-south spine, serving US 1, Military Trail and Congress Avenues. These roadways extend virtually the entire length of the county. The other routes generally provide east-west service or simply circulate around activity centers. Routes 1, 2 and 3 constitute about half of the system's daily boardings.

Their current ridership is approximately 38,900 boardings per average weekday. It has been indicated by Palm Tran that some routes, such as Routes 1, 2 and 3, currently experience full or standing loads during peak periods. Ridership peaks in the October-November and February-March months.

Most of the routes operate on 30- or 60-minute frequencies in the peak period and at 60-minute frequencies at off-peak times. At three buses per hour, route 1 has the highest level of service in the system. **Table 2.1** shows each route's frequency by time of day and duration.

Palm Tran's one way fare is \$2.00. There are no reductions for transfers. A daily Quick-Pass is sold for \$5.00 and a 31-day Quick-Pass for \$70.00. Daily and monthly Quick-Pass are encouraged as many riders require at least one transfer to complete their trip. Reduced fares are available to eligible riders who meet the following requirements:

- » **Senior** - a person 65 years or older with an ID issued by Palm Tran, a valid driver's license, or Florida State ID card.
- » **Student** - a person age 21 or younger with an ID issued by a college, university, trade school or Palm Tran.
- » **Disabled** - any person who has received a reduced fare ID issued by Palm Tran CONNECTION, based on documented permanent disabilities.
- » **Medicare** - any recipient can show their Medicare card and receive a reduced fare.

Table 2.1 Route Information

| No. | Route Name | Frequency | |
|-----|-----------------------------------------------------------------------------|-----------|----------|
| | | Peak | Off Peak |
| 1 | Palm Beach Gardens to Boca Raton via US 1 | 20 | 20 |
| 2 | Palm Beach Gardens to Boca Raton via Congress | 30 | 30 |
| 3 | Palm Beach Gardens to Boca Raton via Military Trail | 30 | 30 |
| 4 | West Palm Beach to Greenacres via Haverhill | 90 | 90 |
| 10 | North County Cross-town via Military Trail | 60 | 60 |
| 20 | Palm Beach Gardens Cross-town to St. Mary's Hospital | 20 | 60 |
| 21 | Palm Beach Gardens Cross-town via US 1 | 60 | 60 |
| 30 | Riviera Beach Cross-town via Blue Heron | 30 | 60 |
| 31 | Riviera Beach to West Palm Beach via 45th Street | 30 | 60 |
| 33 | Lake Park to West Palm Beach via Australian & Palm Beach Lakes | 30 | 60 |
| 40 | West Palm Beach to Belle Glade via SR-80 with Limited Stops | 60 | 60 |
| 41 | West Palm Beach to Palm Beach Inlet via Royal Palm Way, N. County Rd | 60 | 60 |
| 42 | West Palm Beach Cross-town to Military Trail via Belvedere Rd. | 60 | 60 |
| 43 | West Palm Beach to Wellington via Okeechobee Blvd | 30 | 30 |
| 44 | West Palm Beach Cross-town via Belvedere Rd. | 30 | 60 |
| 45 | West Palm Beach to Lake Clark Shores via Parker, Lake and Fla. Mango Rd. | 80 | 60 |
| 46 | West Palm Beach to Wellington via Forest Hill Blvd | 30 | 60 |
| 47 | Pahokee to Belle Glade via S.R.- 15 | 30 | 30 |
| 48 | South Bay to Canal Point via S.R.- 715 | 30 | 60 |
| 49 | West Palm Beach to Westgate via Palm Beach Lakes Blvd and Congress Ave | 60 | 60 |
| 52 | Royal Palm Beach Cross-town | 60 | 60 |
| 60 | Greenacres to Palm Springs via Purdy Ln & 10th Ave North | 69 | 69 |
| 61 | Greenacres to Lake Worth via Cresthaven & 10th Ave North | 60 | 60 |
| 62 | Lake Worth to Wellington via Lake Worth Road | 30 | 30 |
| 63 | Lantana Cross-town | 60 | 60 |

| | | | |
|----|-----------------------------------------------|----|----|
| | Greenacres to Lake Worth via Melaleuca/6th | | |
| 64 | Ave South | 60 | 60 |
| 70 | Lantana to Delray Beach via Seacrest Blvd | 30 | 60 |
| 71 | Boynton Beach Cross-town via Lawrence Rd | 70 | 70 |
| | Boynton Beach Cross-town via Boynton Beach | | |
| 73 | Blvd | 60 | 60 |
| | Delray Beach Cross-town via Lake Ida & Linton | | |
| 80 | Blvd | 60 | 60 |
| 81 | Delray Beach Cross-town via Atlantic Ave | 60 | 60 |
| | | | |
| 91 | Boca Raton Cross-town via Glades Rd | 45 | 60 |
| 92 | Boca Raton Cross-town via Palmetto Park | 60 | 60 |
| 94 | FAU-Boca Raton Tri Rail Shuttle | 15 | 40 |

Source: <http://www.palmtran.org>

Reduced fares are \$1.00 for a single trip, \$3.5 for a daily Quick-Pass and \$55.00 for a 31-day Quick-Pass.

Based on an agreement between Palm Tran and Florida Atlantic University (FAU), beginning in January 2009 FAU students are able to use their student ID to ride Route 94.

Park and Ride Facility

With cooperation and support from the Village of Wellington and the Florida Department of Transportation (FDOT), Palm Tran began operating a new park and ride facility for commuters in Wellington, Florida on November 9, 2009. The park and ride lot is located near the Mall at Wellington Green, providing access for commuters to connect to several Palm Tran bus routes, including a newly modified limited-stop express Route 40. Route 40 Eastbound transports commuters from western communities in Palm Beach County to downtown West Palm Beach in 35 minutes during select peak travel times. The Wellington park and ride has 140 parking spaces with a covered shelter and bench for passenger convenience.

Rider Characteristics

Information was gathered on rider characteristics before developing the sampling plan. A meeting was held with the Palm Tran to obtain information about Palm Tran riders. Results from the onboard survey conducted in 2009 for the Transit Development Plan (TDP) were also reviewed. Although the 2009 survey was not intended for modeling, it provided helpful insights to existing travel markets. The following lists summarize the known rider characteristics.

Key travel markets

- Commuters – a large market, traveling during the peak periods of 6-9 AM and 3-6 PM;

- College and university students – their exact number is unknown as there is no formal pass program between the universities and Palm Tran;
- Middle and high school students – The Palm Beach County School District purchases about 1,500 passes to be used by middle and high school students; and
- Parents with young children – tend to be more frequent in the middle of the day.

Travel characteristics

- Hospitals are key attractions – Palm Tran serves at least a dozen hospitals and medical centers; and
- The average trip length is about 5.5 miles.

Access

- Virtually all riders walk to Palm Tran; Palm Tran does not have an official park-ride program

Transfers

- Most riders transfer due to the grid system employed by Palm Tran;
- Palm Tran has several timed transfer locations, where the drivers are instructed to wait 5-10 minutes for other routes before leaving;
- The largest transfer areas are Quadrille North and South in downtown West Palm Beach and the Mall at Wellington Green; and
- Some transfers take place to Tri-Rail and Broward County Transit.

Socio-Demographic Characteristics

- Riders spoken languages are divided between English (66%), Spanish (21%) and Creole (13%) -speakers;
- 40% of riders are 24 years old or younger;
- Over half have a household income of less than \$20,000; and
- 80 percent of riders use Palm Tran at least four days a week.

During January, February and March 2015 the average monthly ridership was approximately 83,109 boardings. **Table 2.2** shows the average monthly ridership over the three month period from January through March 2015.

Table 2.2 Average Daily Ridership

| Route | Daily Average | Route | Daily Average |
|-------|---------------|-------|---------------|
| 1 | 8,632 | 49 | 239 |
| 2 | 5,235 | 52 | 209 |
| 3 | 5,109 | 60 | 160 |
| 4 | 273 | 61 | 689 |
| 10 | 330 | 62 | 2,439 |
| 20 | 390 | 63 | 597 |
| 21 | 416 | 64 | 326 |
| 30 | 387 | 70 | 1,095 |
| 31 | 1,576 | 71 | 296 |
| 33 | 826 | 73 | 533 |
| 40 | 805 | 80 | 402 |
| 41 | 68 | 81 | 564 |
| 42 | 96 | 91 | 810 |
| 43 | 2235 | 92 | 351 |
| 44 | 508 | 94 | 896 |
| 45 | 218 | | |
| 46 | 988 | | |
| 47 | 737 | | |
| 48 | 469 | | |

2.2 SURVEY DESIGN

The survey was designed to address the following key points of interest:

- Provide information for updating the regional model and supporting New Starts applications;

- Understand travel patterns of current riders including origin-destination flows, transfer patterns and access and egress modes;
- Increase the survey participation of riders who use transit for short trips by reducing the burden on survey respondents;
- Maintain consistency of key terms throughout the survey;
- Ensure that the most important questions (origin and destination location, access and egress modes, origin and destination bus-stop location) are asked first; and
- Allow riders who face severe congestion on buses the choice of finishing the survey at a convenient time and returning it via postal mail.

The primary data collection methodology was via personal interviews. However, for instances where there were a number of short trips, trips with standing loads, and interviews that get interrupted a handout, self-administered data collection instrument was used.

The on-board survey was made available in English, Spanish and Creole to reflect the riders' common languages. Printed versions of the survey instrument were also available in all three languages for use when interviews could not be completed or were not feasible. For intercept interviews, data collectors were hired who spoke English or who were bilingual in either English and Spanish or English and Creole in order to provide opportunity for communication with respondents in all three languages. There were no data collectors who spoke all three languages. The project team worked with Palm Tran to identify routes that had concentrations of Spanish and Creole speakers in order to place bilingual data collectors on those routes. Data collectors were provided with a printed question in multiple languages (English, Spanish, and Creole) requesting boarder's participation in the paper version of the survey if the data collector and boarder did not share a common language. The on-board survey was also administered in the three different languages.

The data collection instrument consisted of the data items listed in **Table 2.3** and shown in **Figure 2.1**.

The ordering and wording of the questions and answers attempted to maximize quality and complete responses, minimize respondent confusion and burden, and minimize non-response bias. If the rider was not able complete the interview survey, he/she had the option of completing a printed form that corresponded to the partially completed interview record. The printed form could be completed on the bus and returned to the data collector or after his/her trip and mailed in. The instrument had postage pre-paid. A complete survey was one with Questions 1 through 13 answered, however a usable record was dependent on the logic of the responses.

Table 2.3 Data Items Collected During Survey

| Item | Question # | Data Field | Source | Notes |
|------|------------|---------------------------|----------------------------|-----------------------------------------------------------------------------------------------|
| 1 | | Record Number | Handheld | Automatically added to records on handheld, completed by data collector on handouts when used |
| 2 | | Route Surveyed | Data Collector | Selected during login on handheld, completed by data collector on handouts when used |
| 3 | | Date | Handheld or Data Collector | Automatically added to records on handheld, completed by data collector on handouts when used |
| 4 | | Time | Handheld or Data Collector | Automatically added to records on handheld, completed by data collector on handouts when used |
| 5 | | Previous Completion | Respondent | |
| 6 | | Origin Location Type | Respondent | |
| 7 | 1 | Origin Location | Respondent | City, Address, Intersection, Transfer Location, Tri-Rail Station, Institution/Landmark |
| 8 | 2 | Access Mode | Respondent | Includes walk time, Park –n-ride location, Kiss-n-ride location, Bicycle trip length |
| 9 | 3 | Boarding location | Respondent | City, Address, Intersection, Transfer Location, Tri-Rail Station, Institution/Landmark |
| 10 | 4 | Wait Time | Respondent | |
| 11 | 5 | All Routes Used | Respondent | |
| 12 | 6 | Alighting Location | Respondent | City, Address, Intersection, Transfer Location, Tri-Rail Station, Institution/Landmark |
| 13 | 7 | Egress Mode | Respondent | |
| 14 | | Destination Location Type | Respondent | |
| 15 | 8 | Destination Location | Respondent | City, Address, Intersection, Transfer Location, Tri-Rail Station, Institution/Landmark |

Table 2.3 Data Items Collected During Survey (Continued)

| Item | Question # | Data Field | Source | Notes |
|-------------|-------------------|------------------------|---------------|-----------------------------------------------------------------------------|
| 16 | 9 | Reverse Trip | Respondent | Question to estimate the number of daily round trips from one-way trip data |
| 17 | 10 | Fare Type | Respondent | |
| 18 | 11 | Group Size/Composition | Respondent | Total in group, children in group |
| 19 | 12 | Drivers License | Respondent | |
| 20 | 13 | Operational Vehicles | Respondent | |
| 21 | 14 | Respondent Type | Respondent | |
| 22 | 15 | Work Status | Respondent | |
| 23 | 16 | Age Category | Respondent | Visual prompt during interview |
| 24 | 17 | Mobility Assistance | Respondent | |
| 25 | 18 | Gender | Respondent | |
| 26 | 19 | Race/Ethnicity | Respondent | Visual prompt during interview |
| 27 | 20 | Household Income | Respondent | Visual prompt during interview |
| 28 | | Drawing Entry | Respondent | Home Address for Incentive Drawing |

Figure 2.1 Palm Tran Transit Onboard Survey Instrument (Continued)

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 574 DULUTH GA

POSTAGE WILL BE PAID BY ADDRESSEE

DATA SMARTS
3160 MAIN ST STE 100
DULUTH GA 30096-9885

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

10. What type of fare did you pay or use for this trip?

\$2.00 Cash Fare
 \$1.00 Half-Reduced Fare
 50 Cent Cash Transfer from Tri-Rail or BCT
 FAU Student ID (Route 94 Only)
 Free

Quick-Pass Unlimited 1-day
 Quick-Pass Unlimited 1-day Reduced
 Quick-Pass Unlimited 31-day
 Quick-Pass Unlimited 31-day Reduced

If using a reduced fare or riding free, did you qualify as:

Medicare ADA Connection User Other _____

11. How many people are traveling with you today?

None, I am traveling alone.
 I am traveling with _____ people (number of people you are traveling with excluding yourself).
 How many are under 16 years old? _____ persons (excluding yourself)

12. Do you have a valid Driver's License?

Yes No

13. How many working cars, vans, or trucks are available to people in your household?

None One Two Three or more (please specify _____)

14. Including yourself, how many people live in your household?

One Two Three Four Five or more (please specify _____)

Of the people in your household, how many are over 16 years old?

One Two Three Four Five or more (please specify _____)

Including yourself, how many people in your household work outside of the home?

One Two Three Four Five or more (please specify _____)

15. Are you a: (please select all that apply)

Full-time worker Part-time worker Homemaker Retired person
 Disabled person Unemployed person Full-time university/college student
 Part-time university/college student Other student

16. What is your age?

17 and under 18 to 24 25 to 49 50 to 64
 65 to 74 75 to 84 85 and over

17. Do you use a mobility assistance device (cane, walker, wheelchair)?

Yes No

18. Are you a

Male Female

19. Please provide your ethnicity and race information. Are you Hispanic, Latino, or Spanish origin? Yes No

What is your race?

American Indian or Alaska Native Asian Black or African American
 Native Hawaiian or Other Pacific Islander White Two or more races
 Some other race (Please specify _____)

20. Which category best describes the combined total income (before taxes) in 2008 for everyone who lives in your household?

Less than \$10,000 \$10,000 - \$24,999 \$25,000 - \$49,999
 \$50,000 - \$74,999 \$75,000 or more Don't know

Please provide your name and address for the chance to win 1 of 10 monthly Palm Tran passes.

Name: _____

Exact Address (Street): _____

City: _____ State: _____ Zip Code: _____

Thank you for your participation!

In order to improve response rates, respondents were offered an opportunity to be entered into a drawing to win a Palm Tran 31-day Pass. Ten passes were provided by Palm Tran for the purposes of this survey. Respondents who provided a complete survey and also their complete contact information were entered into a drawing to win one of the ten passes. A database of the qualified respondents was created and a random number generator was used to select ten entries to receive one of the 31-day passes. Passes will then be mailed to the addresses listed for the ten selected entries.

School Student Survey

Due to privacy concerns the survey team did not contact middle and high school students as part of the on-board survey. However, given the usage of Palm Tran by students, it is necessary to try and capture their travel behavior so that Palm Tran ridership can be accurately captured by the SERPM model. Therefore, the Palm Beach County school board was approached to try and determine if they are willing to circulate the survey instrument to transit riding students in their schools. The plan was to take the data captured via the school survey and incorporate it into the main survey with care taken to distinguish between the two. Palm Tran, however, was not keen on minors under 18 being interviewed in their buses and therefore this information was not captured.

The final dataset includes completed responses from all weekday routes during peak and off-peak periods. The peak periods are roughly defined as 6-9 AM and 3:30-6:30 PM; the off-peak periods are all other times. Routes near schools were avoided during school breaks.

2.3 SAMPLE SIZE

The survey sampling effort focused on including a representative sample of all Palm Tran routes. The sampling plan was developed to ensure that every route was surveyed and to maximize transit rider participation by giving riders on every route the opportunity to participate in the survey. The survey strived to obtain a ten percent sample from each route. In order to capture time of day variations, data collection was done during the A.M. (6 to 9 A.M.) and the P.M. (3:30 to 6:30 P.M.). Table 2.4 shows the sample size per route.

Table 2.4 Sample Size per Route

| Route | Daily Average | Sample Size | Route | Daily Average | Sample Size |
|-------|---------------|-------------|-------|---------------|-------------|
| 1 | 8,458 | 846 | 52 | 191 | 19 |
| 2 | 4,412 | 441 | 60 | 141 | 14 |
| 3 | 4,723 | 472 | 61 | 599 | 60 |
| 4 | 251 | 25 | 62 | 2,081 | 208 |
| 10 | 284 | 28 | 63 | 456 | 46 |
| 20 | 322 | 32 | 64 | 294 | 29 |
| 21 | 371 | 37 | 70 | 954 | 95 |
| 30 | 392 | 39 | 71 | 263 | 26 |
| 31 | 1,581 | 158 | 73 | 274 | 27 |
| 33 | 752 | 75 | 80 | 462 | 46 |
| 40 | 711 | 71 | 81 | 433 | 43 |
| 41 | 90 | 90 | 91 | 824 | 82 |
| 43 | 1,931 | 193 | 92 | 343 | 34 |
| 44 | 489 | 49 | 94 | 448 | 45 |
| 45 | 178 | 18 | | | |
| 46 | 869 | 87 | | | |
| 47 | 658 | 66 | | | |
| 48 | 489 | 49 | | | |
| 49 | 274 | 27 | | | |

2.4 PILOT SURVEY

The pilot survey was planned to gauge the viability of conducting an intercept survey under a variety of conditions including multi-lingual and standing load conditions. The survey instrument was revised based the pilot survey results. The initial pilot survey was conducted in early February 2015.

Training was conducted on Monday, February 2, 2015 for seven personnel, three of whom spoke only English, two spoke English and Spanish, and two spoke English and Creole. Everyone was given a training manual which included a project overview, the responsibilities and expectations of a data collector, step-by-step onboard survey interview procedures, and boarding survey procedures. All data collectors were given a handheld computer and directed through the survey program. An exercise for the boarding count procedure was also conducted to give the data collectors the knowledge needed to fill out the paper version of a boarding survey. Data Collection began on Tuesday, February 3, 2015 and all trained personnel participated in the data collection.

Field Data Checks were completed daily as the data collectors returned from their shifts. Their data was immediately uploaded and briefly scanned for the total number of surveys and number of seemingly complete surveys based on the Type Number given. Data was also checked with more detail daily for completeness and sensibility by determining whether the origin, boarding, alighting, and destination had acceptable answers and were being completed. It was also noted whether large amounts of time were missing or discrepancies of time within the data collector's shift. In the pilot field test we did not encounter these issues.

Field Adjustments were made after the data checks were completed to better the pilot field test. Adjustments that were made included updating the instructions regarding approaching respondents for completing an onboard survey and for taking a paper version of the survey upon their refusal of participating in the onboard survey.

During the pilot, a total of 1,101 riders were counted during the boarding count survey. A total of 97 surveys were complete and reliable, for approximately a 9% sample size.

First Boarder Analysis

In order to ensure that the data collectors were not targeting the first persons boarding the bus and skewing the sample, an analysis of the first boarder was conducted. The highlights of the first boarder analysis revealed that the data collectors were targeting male (49 percent) and female riders (51 percent) equally at random but it was skewed more towards older riders (59 percent). Discussions with the data collectors revealed that the age category bias was slightly misleading in cases where a mother and young (less than eight years old) child boarded the bus together. The data collectors mentioned that it was not possible to indicate this on the paper ridecheck used during the survey. There were nine instances where this could be the case with the first person either a young child or an adult.

Additional evaluations of the pilot data by Cambridge Systematics indicated that many of the records initially assumed to be useable were determined to have questionable trip characteristics based on locations, trips lengths and modes.

Based on the response rates and questions regarding the trip records, a second pilot effort was planned and executed.

Second Pilot Survey

The survey instrument was revised to include all areas of data that needed to be collected as well as to better communicate the questions being asked. The paper survey was also reformatted to fit on an 8.5"x11" piece of cardstock paper, so that the paper survey was easier to handle. The purpose of the paper survey (to serve as a method to collect data for short trips and standing loads only) was kept in mind while the final version of the paper survey was designed.

Part of the preparation included revising the training materials to better teach the data collectors how to conduct an onboard survey and how to complete the boarding count. The training manual outlining the purpose of the project and the process of the survey and boarding count was redesigned. A power point exercise was also put together to be used during training to improve the ability of the data collectors when conducting the boarding count.

Scheduling of the blocks and shifts were completed before the pilot. Through this it was concluded how many data collectors were needed on each day and what their shifts were going to be.

Updates were made to the handheld computer survey as well. This included the handheld computer containing the same interview as the paper survey in all three languages. When a data collector approached a passenger he/she could chose which language to administer the interview. This provided better data quality given that the questions could be read exactly how they were printed on the paper surveys. Once the surveys and programs were loaded to the handheld computers numerous test runs were conducted on the handheld survey and boarding count to ensure workability. After the final changes to the paper survey, the handheld computers were updated and a new test run was done. The test runs of the program included going through every potential scenario, labeled with a Type number, to verify that as many possibilities could be accounted for as achievable. When an error was discovered it was corrected and the test run was completed again.

Training was conducted on Monday, February 23, 2015 for four personnel, two who spoke English and Spanish, and two who spoke English and Creole. Everyone was given a training manual which included a project overview, the responsibilities and expectations of a data collector, step-by-step onboard survey interview procedures, and boarding survey procedures. All data collectors were given a handheld computer and directed through the survey program. The data collectors were then paired up and given a list of possible intercept interview answers and worked through them together. This exercise allowed the supervisors to observe how well the data collectors collected information and could intervene whenever there was a challenge. An exercise for the boarding count procedure was also conducted to give the data collectors the knowledge needed to conduct the boarding survey on the handheld computer.

Data Collection began on Tuesday, February 24, 2015 and all trained personnel participated in the data collection on that day. Two supervisors went into the field with the data collectors on Tuesday morning to aid in the data collection effort until the data collectors were comfortable on their own. This allowed the supervisors to make corrections on the spot while the data collection was being completed, ensuring more quality control.

A separate training was held on Tuesday, February 24, 2015 from 2:00pm – 6:00pm for two more personnel, who only spoke English, but could understand Spanish. They received the same training as the other personnel who were trained on

Monday. This training was conducted because two of the original data collectors indicated at the end of their shifts on Tuesday that they would not return for additional assignments.

Field Data Checks were completed daily as the data collectors returned from their shifts. Their data was immediately uploaded and briefly scanned for the total number of surveys and number of seemingly complete surveys based on the Type Number given. Data was also checked with more detail daily for completeness and sensibility by determining whether the origin, boarding, alighting, and destination had acceptable answers and were being completed. It was also noted whether large amounts of time were missing or discrepancies of time within the data collector's shift. In the second pilot field test we did not encounter these issues.

Field adjustments were made after the data checks were completed to improve the pilot field test. Adjustments that were made included training two new personnel who participated in the data collection for the remaining of the field test, reiterating the instructions regarding approaching respondents for completing an onboard survey and for taking a paper version of the survey and pencil upon their refusal of participating in the onboard survey.

There were a total of 1,032 riders counted from the boarding count survey (below is the summary of the boarding count). A total of 71 intercept interviews were complete and reliable (below is the summary of the onboard survey interview). Therefore, an approximate seven percent sample size was achieved. While this does not achieve the desired ten percent sample size, experience shows that the interview times tend to decrease as the data collectors gain more experience and the sample sizes will increase.

Appendix A has observations and notes from the two Pilot surveys.

2.5 SURVEY LOGISTICS

Staff from the Street Smarts managed the field administration of the onboard survey.

- Each data collector was handed enough survey forms for their route, pencils, clipboards, and envelopes to carry fresh and returned surveys to ensure that riders who refused the intercept survey were captured.
- Data collectors were also asked record the survey numbers that were handed out on each route of their bus block run.
- Information regarding refusals was also recorded to study for any systemic bias that may be present among certain rider demographics.
- Data collectors were instructed to try and complete the interview intercept survey but as backup had enough paper copies to help riders complete the survey in case they were unable to complete or were on short trips.

2.6 FIELD IMPLEMENTATION

The survey fieldwork was performed over a total of 24 typical weekdays (Tuesday through Thursday) between April 7 and May 21, 2015. The surveying process was halted during school and university spring break periods.

Survey data collectors boarded transit vehicles according to predetermined scheduled times to administer the surveys. Supervisors reviewed the progress made by each crew and addressed individual and group data collection performance issues as required.

Data collectors were instructed to approach transit riders at the time of boarding to request participation in the survey. Data collectors first requested participation in the intercept interview and if refused, asked if there was interest in filling out the paper survey. Data collectors handed participants a copy of the survey with instructions to complete and return surveys to crew members before alighting from the bus. Riders who refused to participate were given the option of filling out and mailing back the completed survey. Data collectors were asked to keep a track of survey numbers handed out for mail-back. **Table 2.5** summarizes the number of completed surveys by route along with the target required per route.

Data collectors worked in pairs when counts were being performed on trips where on-board surveys are scheduled so that counts would correspond to the on-board records. In order to capture the system-wide counts, counts were also performed by single data collectors for the remainder of trips where on-board surveys are not being conducted. The equivalent of one day of weekday service was counted for all routes.

2.7 ANCILLARY COUNTS

The ancillary counts consisted of system-wide on-board boarding counts. Boarding counts were needed for every weekday bus run since Palm Tran does not have APCs in their fleet when the survey was conducted. Palm Tran operations currently consisted of over 1500 hours of revenue and layover service. Boarding counts are needed in order to expand the on-board survey sample.

Separate boarding counts were recorded for children 8 years old or less, middle and high school students (use passes), university students (sight/best judgment), and all others. These counts were recorded by stop. Alighting counts were taken only at stops serving Tri-Rail stations due to logistical and resource issues. Because it was necessary for the boarding counts to be classified by the different age categories, including observation of fare payment type for students, the counters were located near the front entrance, and therefore were unable to be positioned to count both boardings and alightings.

Counts will attempt to classify different categories of riders. Children 8 and under are free and will likely be traveling with a parent or guardian. Some middle and high school students use passes purchased by the County School District. The

counter’s best judgment will be needed to accurately count university students, which do not have a unique pass program except that by the time this project is conducted, FAU students will be able to show their student ID in order to ride Route 94. For this route, data collectors will attempt to identify students based on this operation. School and university student counts will likely be needed on certain routes only. **Table 2.6** shows the routes covering schools, universities, and Tri Rail stations.

Table 2.5 Survey Responses (Targeted Vs. Actual)

| Route | Daily Average | Target | Actual | Route | Daily Average | Target | Actual |
|-------|---------------|--------|--------|-------|---------------|--------|--------|
| 1 | 8,458 | 846 | 798 | 52 | 191 | 19 | 15 |
| 2 | 4,412 | 441 | 447 | 60 | 141 | 14 | 25 |
| 3 | 4,723 | 472 | 438 | 61 | 599 | 60 | 63 |
| 4 | 251 | 25 | 29 | 62 | 2,081 | 208 | 132 |
| 10 | 284 | 28 | 31 | 63 | 456 | 46 | 24 |
| 20 | 322 | 32 | 39 | 64 | 294 | 29 | 36 |
| 21 | 371 | 37 | 42 | 70 | 954 | 95 | 86 |
| 30 | 392 | 39 | 23 | 71 | 263 | 26 | 37 |
| 31 | 1,581 | 158 | 140 | 73 | 274 | 27 | 38 |
| 33 | 752 | 75 | 68 | 80 | 462 | 46 | 41 |
| 40 | 711 | 71 | 61 | 81 | 433 | 43 | 40 |
| 41 | 90 | 90 | 11 | 91 | 824 | 82 | 86 |
| 43 | 1,931 | 193 | 192 | 92 | 343 | 34 | 42 |
| 44 | 489 | 49 | 62 | 94 | 448 | 45 | 50 |
| 45 | 178 | 18 | 25 | | | | |
| 46 | 869 | 87 | 78 | | | | |
| 47 | 658 | 66 | 76 | | | | |
| 48 | 489 | 49 | 42 | | | | |
| 49 | 274 | 27 | 32 | | | | |

Table 2.6 Routes Serving Schools, Universities, Tri Rail

| School | Route(s) |
|-----------------------------------------------|------------------------|
| Glades Central High School | 48 |
| Royal Palm Beach High School | 52 |
| Atlantic High School | 70 |
| Boca Middle School | 91,92 |
| Boca High School | 91 |
| University | |
| University | Route(s) |
| Barry University | 2,3,20 |
| Lynn University | 3 |
| Northwood University | 3 |
| Palm Beach Atlantic University | 1,41 |
| Palm Beach Community College (Belle Glade) | 48, L |
| Palm Beach Community College (Other Campuses) | 2,20,21,61,62,64,91,84 |
| Bethune Cookman College | 33 |
| Florida Atlantic University | 91,94 |
| Tri Rail Station | |
| Tri Rail Station | Route(s) |
| Magnolia Park | 20,31,33 |
| West Palm Beach | 1,2,31,40,44,50 |
| Lake Worth | 61,62 |
| Boynton Beach | 70,71 |
| Delray Beach | 2,70,81 |
| Boca Raton | 2,94 |

Counts were also conducted at the Wellington Park and Ride; boarding and alighting counts were performed at this lot for a typical weekday. All passengers boarding and alighting buses for the two routes serving this park and ride lot were counted for the equivalent of one weekday of service.

3.0 Data Checking and Quality Control

This section describes the data checking and quality control done during the survey. It also presents some statistics from data integrity checks done by CS.

After each data collection shift, records were reviewed from each collector in case any outside factors may have affected the collection efforts. When necessary, additional training was offered to ensure good data from the surveys. With the completion of each day's collection activities, the source files were transferred from the handheld computers to a laptop for an initial round of quality control.

Quality control reviews included verifying the number of records and the timestamps to ensure that records match the correct time period for the shift and are distributed appropriately throughout the shift. Initial reviews were made of record completion and logic such as trip purposes, locations, and demographic data. Demographic review included a review of factors such as race/ethnicity and age to assess the randomness of respondent selection.

The use of handheld devices helps ensure record completeness because the application is programmed such that questions that require responses cannot be skipped by data collectors.

3.1 DATA PROCESSING AND GEOCODING

A plan for data processing, cleaning and checking was produced prior to the main survey fieldwork and reflects the results of the pilot test. All surveys were processed, checked for completeness and geo-coded. A complete record will contain geocodable locations for origin, boarding, alighting and destination fields as well as information for trip purpose as indicated by completed origin and destination location types.

As described above, quality control began with the data collection methods such as the use of the handheld computers and quality assurance began in the field with initial review of records. These processes were followed by additional checking of records in the office. Records were checked for spelling errors in city and street names. Records were also checked for location logic to assess the validity of origin, boarding, alighting, and destination locations and route association. This checking was done by looking at the geocoded locations in the office in relation to the routes specified in the record.

Geo-coding was completed using a combination of desktop Geographic Information System (GIS) tools and web services to match addresses/intersections

to their latitude and longitude coordinates. This process was used to identify origin, boarding, alighting, and destinations as found in each record.

3.2 DATA INTEGRITY CHECKS

The Palm Tran transit onboard survey was conducted between February and May 2015 and a total of 3,356 riders were interviewed/surveyed. The interviews were conducted between 5 A.M. to 10 P.M. and included 1,579 female and 1,738 male riders (no records were collected for 89 riders).

Trip Data Checking

The distances between the origin and boarding bus stop were calculated using the latitude and longitude of the origin and boarding bus stop, as was the distance between the alighting bus stop and destination. There are a variety of calculations for distance between two latitude and longitude points. The formula used is the spherical law of cosines and is shown in **Equation 3.1**. The distance is straight line distance between two points. Therefore, it may be a little bit less than the distance on street. In order to check the distance calculated, the calculation was compared with the distance on Google map.

$$\text{Distance} = \text{ACOS}(\text{SIN}(\text{lat1}) * \text{SIN}(\text{lat2}) + \text{COS}(\text{lat1}) * \text{COS}(\text{lat2}) * \text{COS}(\text{lon2} - \text{lon1})) * 6371 / 1.6093 \text{ (mile)} \quad \text{Eq. 3.1}$$

In terms of data entry errors, the checks found longitude errors for two boarding bus stops. The analysis assumes that the maximum distance that riders would walk is two miles and rides a bicycle up to four miles. Based on these assumptions, 352 walking to bus stop surveys and six bicycle surveys did not follow any logical pattern. 427 walking from bus stop surveys and eleven bicycle surveys did not follow any logical pattern. There are 30 surveys whose both boarding and alighting distances do not follow a logical pattern.

12 percent of walk access and 14 percent of walk egress show a distance of over two miles, indicating one of the following a) data entry errors; or b) the question was not properly heard or understood by the respondent. **Tables 3.1** and **3.2** shows the frequency distribution of distance by access and egress modes respectively and **Figures 3.1** and **3.2** shows the frequency and cumulative distribution for the walk, drop off/pick up, and bicycle access and egress modes.

Household Checking

The survey data was checked to see if the household size, adults in household, and workers in household make sense. 28 surveys had more workers than persons in households. 32 surveys had more adults than the number of people in the household. These account for less than one percent of the total surveys.

Table 3.1 Access and Mode Distribution by Distance

| Distance (mile) | Access Mode | | | | | | | | | | | Total | Percent |
|-----------------|-------------|----------|-------|-------------|---------|---------|------------|------------|-------|-------|-------------|-------|---------|
| | Walk | Drop Off | Bus | Drive Along | Carpool | Bicycle | Skateboard | Wheelchair | Train | Other | No Response | | |
| 0 | 1,651 | 114 | 14 | 4 | 5 | 44 | 1 | 12 | 6 | 3 | 20 | 1,874 | 55.80% |
| Less 0.25 | 433 | 31 | - | - | 3 | 11 | 2 | 2 | 1 | 3 | 5 | 491 | 14.60% |
| 0.25 - 0.50 | 195 | 9 | 2 | - | 1 | 5 | - | - | - | - | - | 212 | 6.30% |
| 0.50 - 0.75 | 119 | 5 | - | 2 | - | 4 | - | - | 1 | - | - | 132 | 3.90% |
| 0.75 - 1.00 | 54 | 3 | - | - | - | 3 | - | - | - | - | 1 | 61 | 1.80% |
| 1.00 - 2.00 | 147 | 7 | 2 | - | - | 6 | 1 | - | - | - | - | 163 | 4.90% |
| 2.00 - 3.00 | 60 | 13 | - | 1 | - | 2 | - | - | - | - | 2 | 78 | 2.30% |
| 3.00 - 4.00 | 71 | 7 | 1 | 1 | - | 2 | - | - | - | 1 | - | 83 | 2.50% |
| 4.00 - 5.00 | 38 | 2 | 1 | - | 1 | - | 1 | - | - | - | - | 42 | 1.30% |
| 5.00 - 10.00 | 96 | 9 | 2 | 2 | - | 4 | - | 1 | - | 1 | 1 | 116 | 3.50% |
| Over 10 | 81 | 13 | 1 | 1 | 3 | 2 | - | 1 | - | - | 2 | 104 | 3.10% |
| Total | 2,945 | 213 | 22 | 12 | 13 | 83 | 5 | 16 | 8 | 8 | 31 | 3,356 | |
| Percent | 87.80% | 6.30% | 0.70% | 0.40% | 0.40% | 2.50% | 0.10% | 0.50% | 0.20% | 0.20% | 0.90% | | |

Table 3.2 Egress Mode Distribution by Distance

| Distance (mile) | Egress Mode | | | | | | | | | | | Total | Percent |
|-----------------|-------------|----------|-------|-------------|---------|---------|------------|------------|-------|-------|-------------|---------|---------|
| | Walk | Drop Off | Bus | Drive Along | Carpool | Bicycle | Skateboard | Wheelchair | Train | Other | No Response | | |
| 0 | 1,521 | 79 | 1 | 4 | 2 | 30 | 1 | 9 | 6 | 3 | 21 | 1,677 | 50.00% |
| Less 0.25 | 489 | 20 | - | 1 | - | 5 | 2 | 2 | 1 | - | - | 520 | 15.50% |
| 0.25 - 0.50 | 242 | 6 | - | - | - | 7 | - | 2 | - | - | - | 257 | 7.70% |
| 0.50 - 0.75 | 139 | 10 | 1 | - | 1 | 5 | - | - | 1 | - | - | 157 | 4.70% |
| 0.75 - 1.00 | 59 | 1 | - | - | - | 5 | 1 | - | - | - | - | 66 | 2.00% |
| 1.00 - 2.00 | 173 | 9 | - | 1 | 1 | 7 | - | 1 | 1 | - | 2 | 195 | 5.80% |
| 2.00 - 3.00 | 83 | 4 | 1 | - | 1 | 3 | - | 1 | - | - | - | 93 | 2.80% |
| 3.00 - 4.00 | 82 | 7 | 1 | 1 | 1 | - | 1 | - | - | - | 1 | 94 | 2.80% |
| 4.00 - 5.00 | 43 | 5 | - | - | - | 3 | - | - | - | 1 | - | 52 | 1.50% |
| 5.00 - 10.00 | 99 | 4 | - | 1 | 1 | 5 | - | 1 | 1 | - | - | 112 | 3.30% |
| Over 10 | 118 | 9 | 1 | - | - | 3 | - | - | 2 | - | - | 133 | 4.00% |
| Total | 3,048 | 154 | 5 | 8 | 7 | 73 | 5 | 16 | 12 | 4 | 24 | 3,356 | 100.00% |
| Percent | 90.80% | 4.60% | 0.10% | 0.20% | 0.20% | 2.20% | 0.10% | 0.50% | 0.40% | 0.10% | 0.70% | 100.00% | |

Figure 3.1 Access Distance (miles) Frequency by Mode

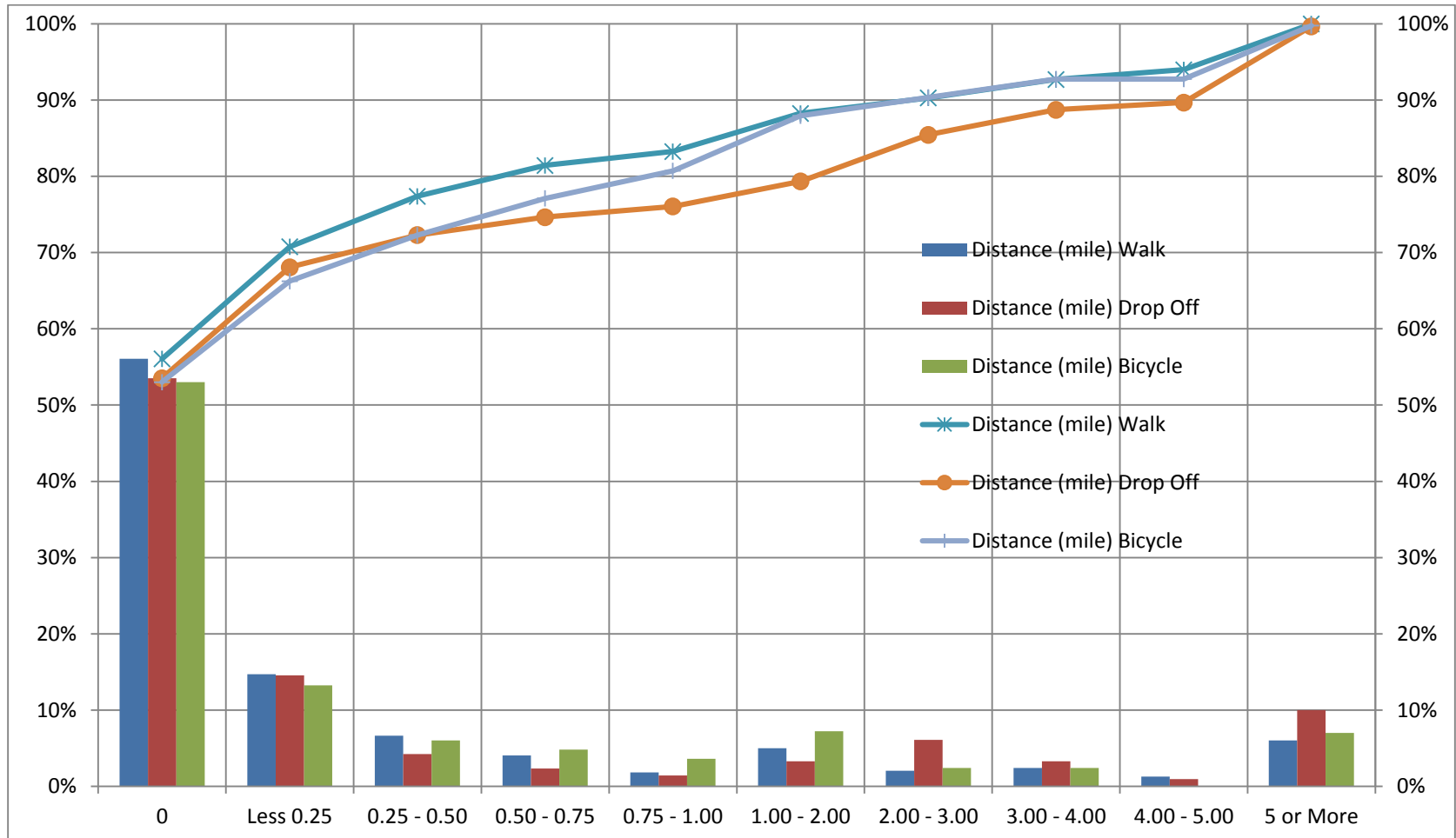
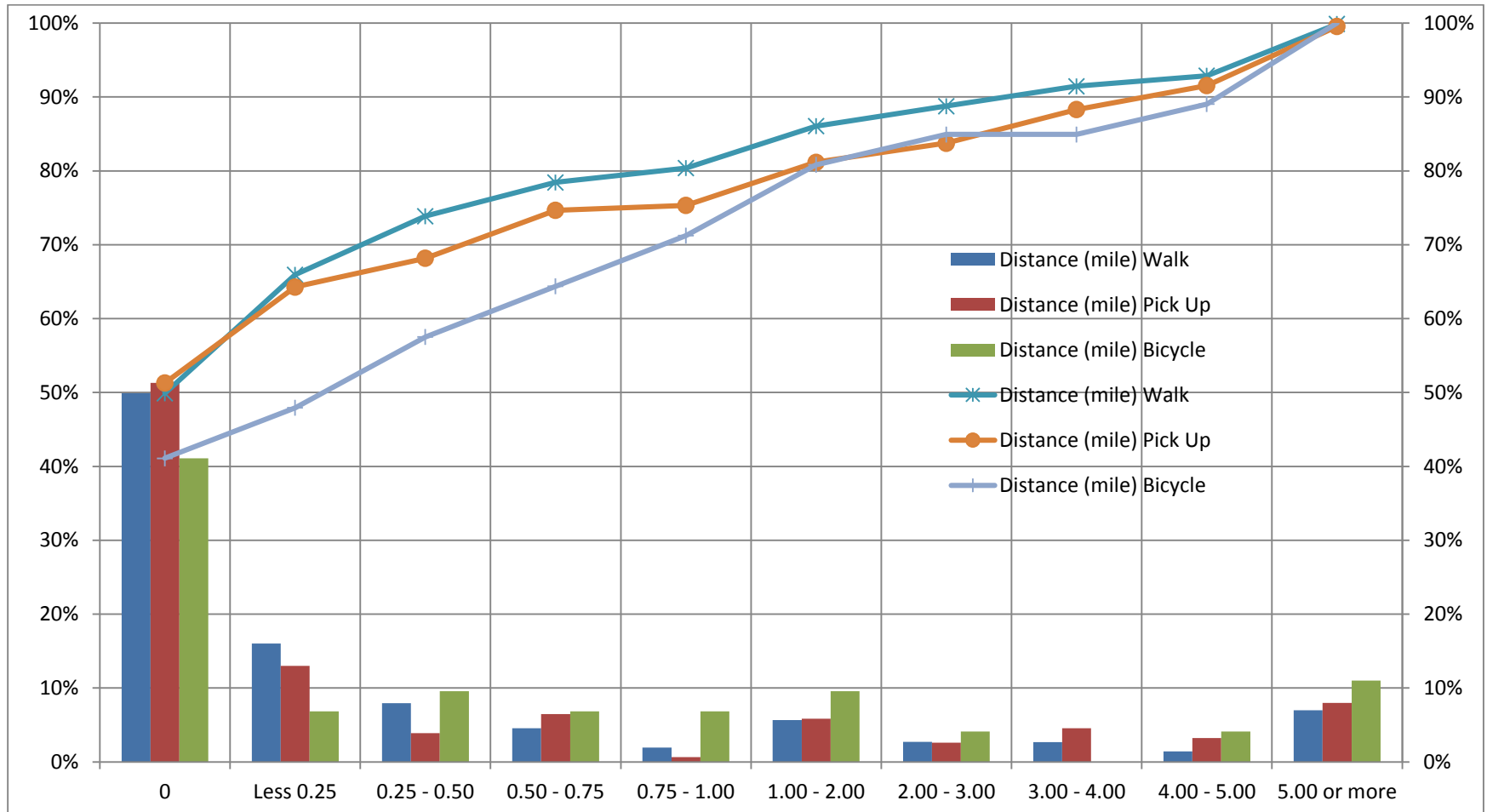


Figure 3.2 Egress Distance (miles) Frequency by Mode



4.0 Respondent Profiles

This section summarizes the results of the 2015 onboard survey on Palm Tran routes. Descriptions of the respondents' trip purpose, modes of access and egress to and from the bus stops, fare payment methods, transfers, transit usage frequency, and demographic information are all included. Additional descriptive tables not discussed in this chapter are included in Appendix A.

The survey responses are discussed in two sub-sections. The first sub-section summarizes trip information response while the second sub-section includes personal and socio-demographic questions.

4.1 TRIP CHARACTERISTICS

Information on trip purpose, modes of access and egress, origin and destination locations, bus stop locations, transfer patterns, and payment modes is summarized in this section.

Questions 1 and 8 of the survey (**Figure 2.1**) describe the trip ends of the one-way trip for the respondent intercepted during the survey. **Table 4.1** summarizes the activity at the origin and destination end.

- Just over 4 out of 10 respondents were surveyed on a trip that originated at or were destined to their place of residence (**Table 4.1**).
- This is followed by the workplace (20 to 30 percent) being either the origin or destination end of a trip.
- Personal business and shopping and restaurant visits round out the top four types of origin or destination places among Palm Tran riders.

Table 4.1 Origin and Destination of Palm Tran Riders

| Origin or Destination Type | Origin | | Destination | |
|------------------------------------------|--------|---------|-------------|---------|
| | Number | Percent | Number | Percent |
| Home | 1375 | 41% | 1397 | 42% |
| Work | 929 | 28% | 689 | 21% |
| Medical/Doctor Visit | 160 | 5% | 152 | 5% |
| Personal Business | 264 | 8% | 364 | 11% |
| Recreation/Entertainment | 59 | 2% | 101 | 3% |
| School(College / University / Technical) | 205 | 6% | 184 | 5% |
| School(K - 12) | 46 | 1% | 21 | 1% |
| Shopping/Restaurant | 229 | 7% | 317 | 9% |
| Social Visit | 40 | 1% | 74 | 2% |
| Other | 47 | 1% | 55 | 2% |

Data from responses to the first and eight questions were combined to describe the trip purpose (**Figure 4.1**). The trip purposes follow the same modeling convention as the regional travel demand model. In a modeling context, a trip is characterized as a Home-based Work trip if it is either a from home-to work trip or a from work-to home trip. **Figure 4.2** shows the distribution of origins and destinations in Palm Beach County.

Figure 4.1 Trip Purpose Distribution

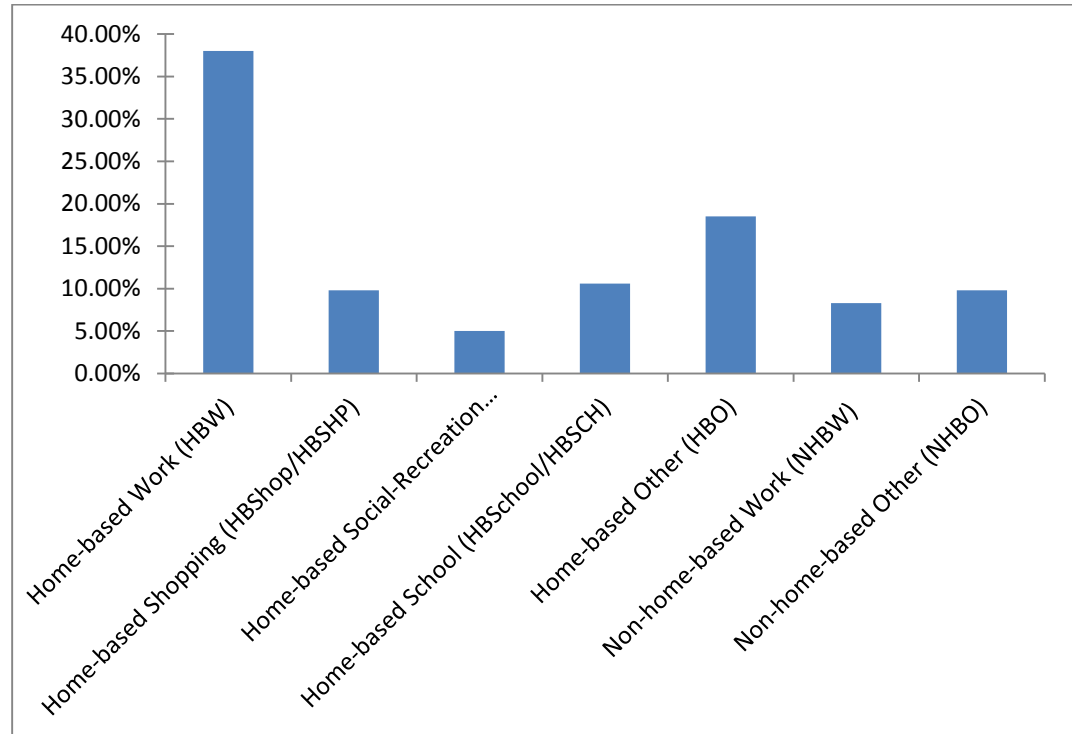


Table 4.1 depicts the frequencies by trip purpose. 38 percent trips are HBW trips. HBO trips come second with 18.5 percent. HBSchool trips are 10.6 percent as the third place. Other trips are less than 10 percent. As is the norm, 81.8 percent trips are home-based trips.

Access to the bus stop and egress from the bus stops are discussed in section 3.2 of this report and will not be repeated here. **Figure 4.3** shows the access and egress walk time distributions and the average walk access time is 5.5 minutes and the week egress time is 5.9 minutes.

Question 5 asked about the number of transfers to reach the destination from the origin. Based on the survey results very few people transfer routes to reach their final destination. Around 70 percent do not do any transfers (**Figure 4.4**).

Respondents were also asked about the method they used to pay for their fares (**Figure 4.5**). Nearly 80 percent of surveyed riders reported using either a

Figure 4.2 Origins and Destinations of Palm Tran Riders

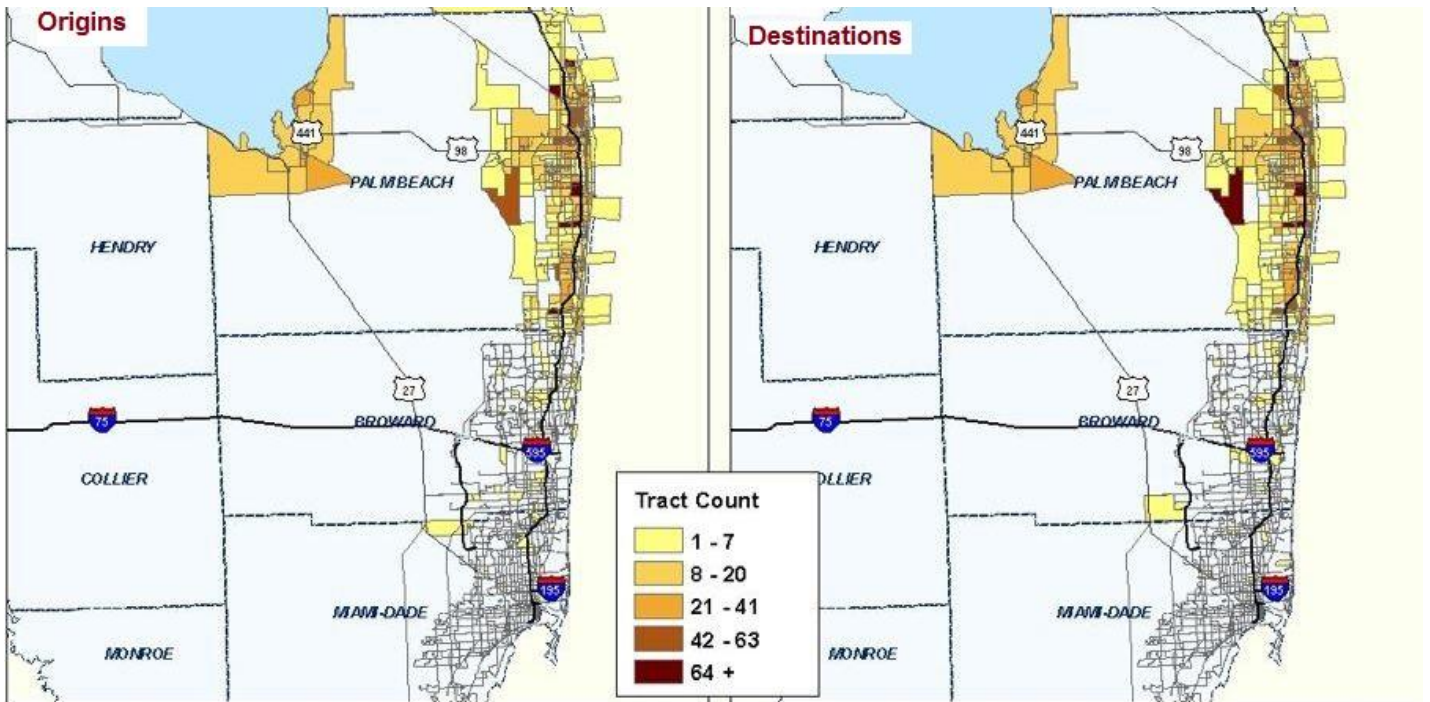


Figure 4.3 Walk Access and Egress Time Distribution (Distance Miles)

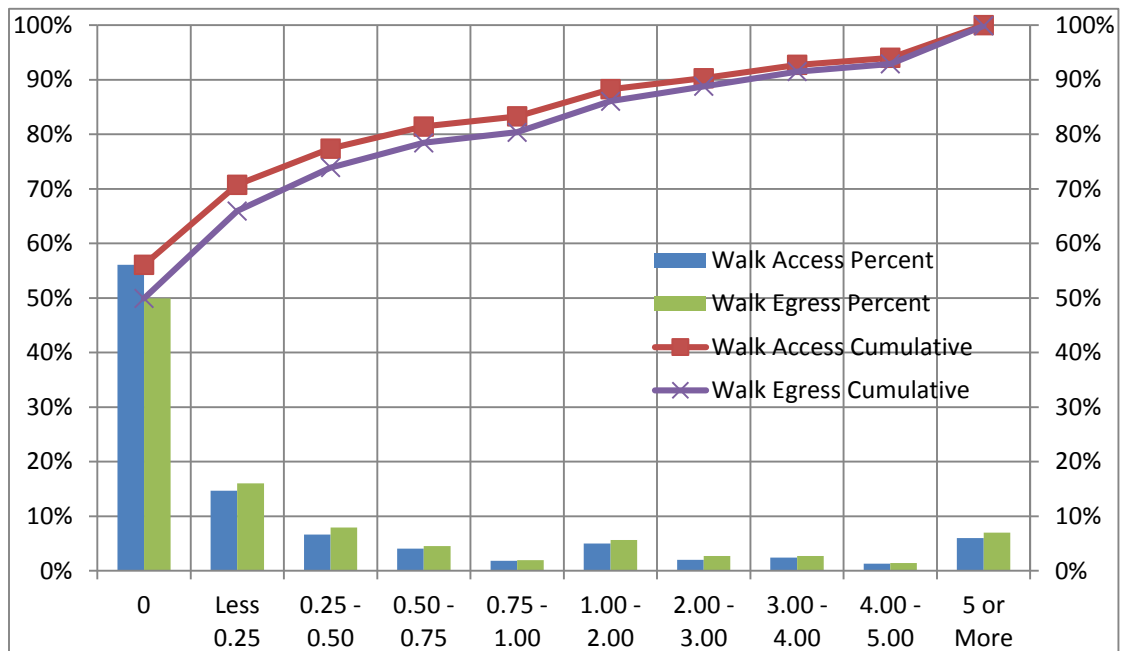


Figure 4.4 Number of Transfers

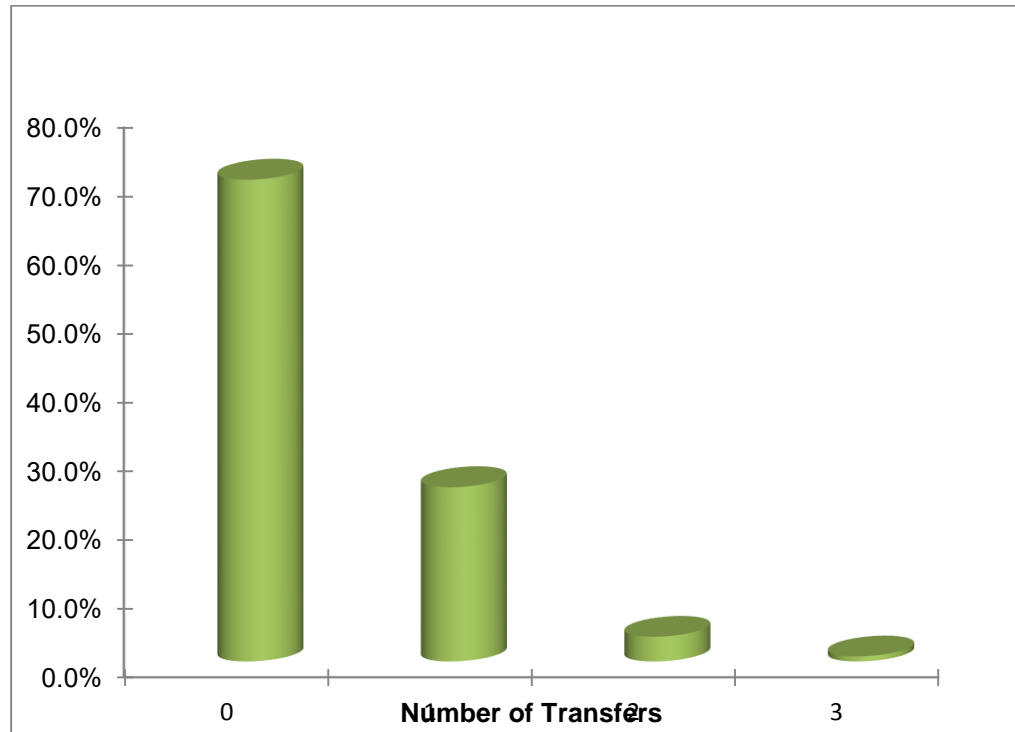
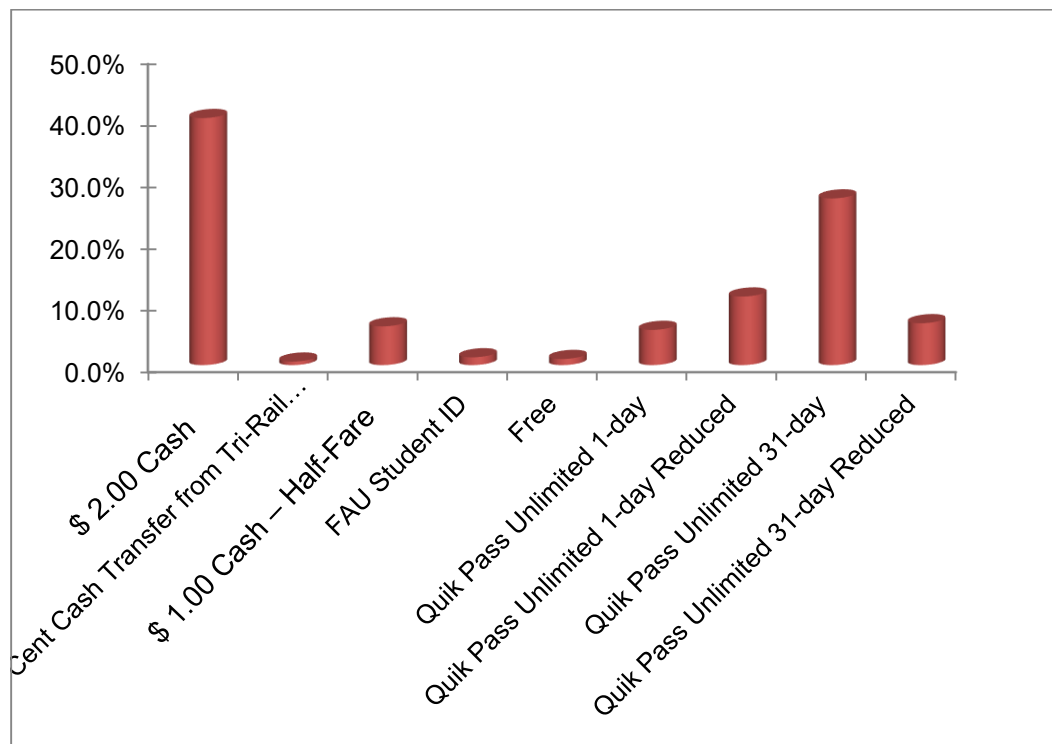


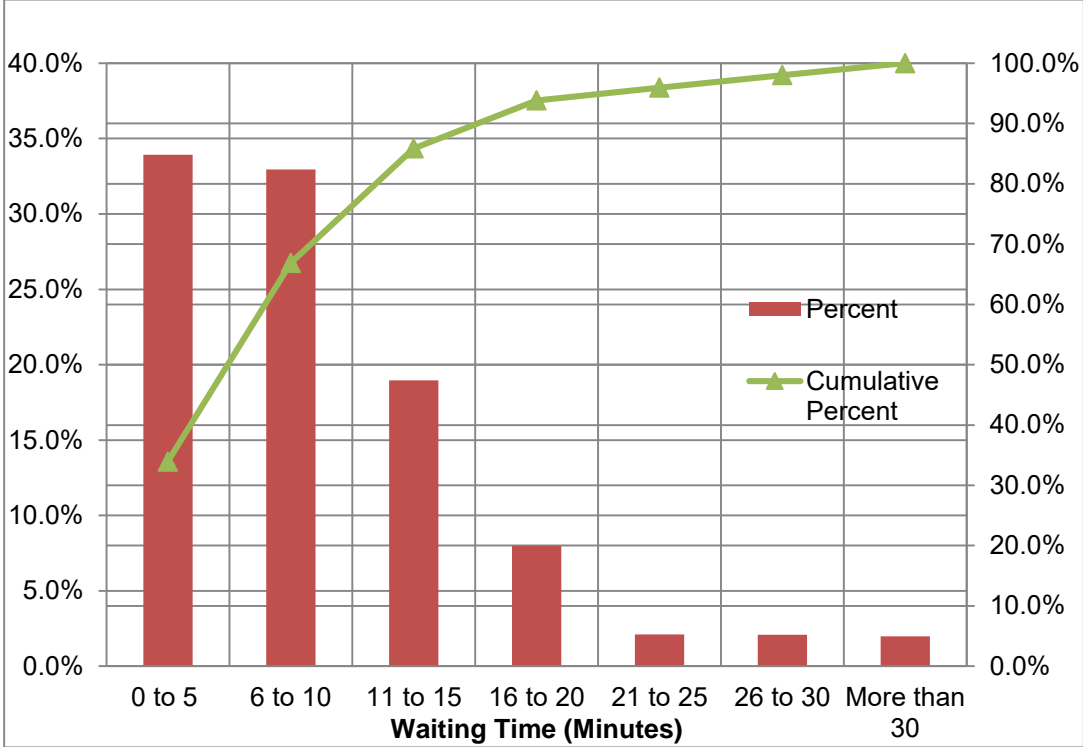
Figure 4.5 Method of Fare Payment



monthly pass to pay their transit fare or used to cash (the splits are even between the two). Nearly 1,600 riders (25 percent) reported paying their fares using cash or a Quick-Pass.

Respondents were also asked how long they waited to board the bus. Most of the respondents (close to 90 percent) indicated that they waited 15 minutes or less to get to their bus (Figure 4.6).

Figure 4.6 Bus Wait Time Distribution



4.2 PERSONAL AND HOUSEHOLD CHARACTERISTICS

Demographics of survey participants were recorded as part of the onboard survey. This information allows Palm Tran to obtain more information about their riders, indicates whether the survey responses are biased, and can be used in the model validation. Questions pertaining to age, gender, income, household size, vehicle ownership, racial background, and resident status were included.

Figure 4.7 shows the age distribution of the sample and ask can be seen from the sample, one-third of the respondents are between 25 and 49 years of age and one-third of respondents refused to state their age. In terms of household size distribution, 85 percent of respondent households have at least two members in the household (Figure 4.8) and 90 percent have at least one worker in the household (Figure 4.9).

Figure 4.7 Age Distribution in the Sample

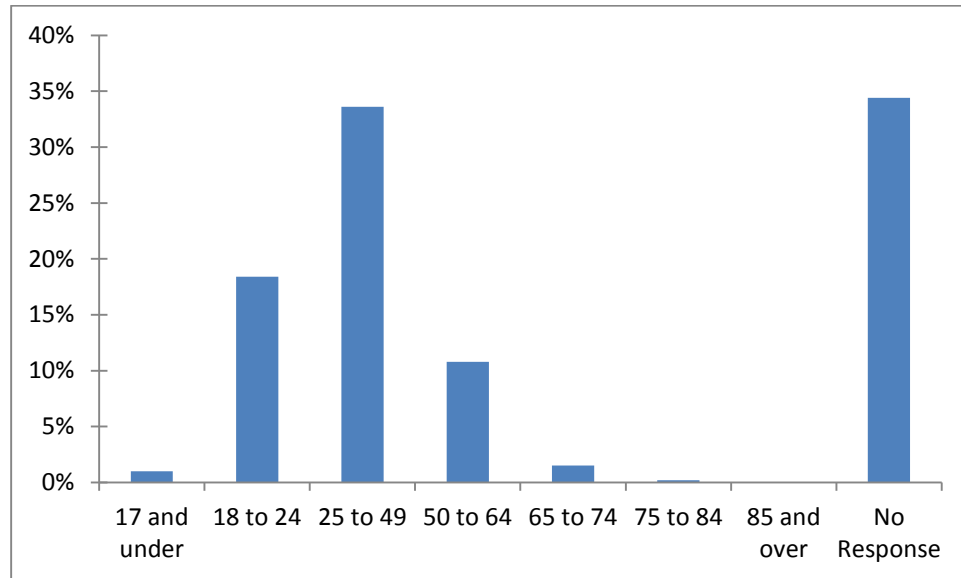


Figure 4.8 Household Size Distribution

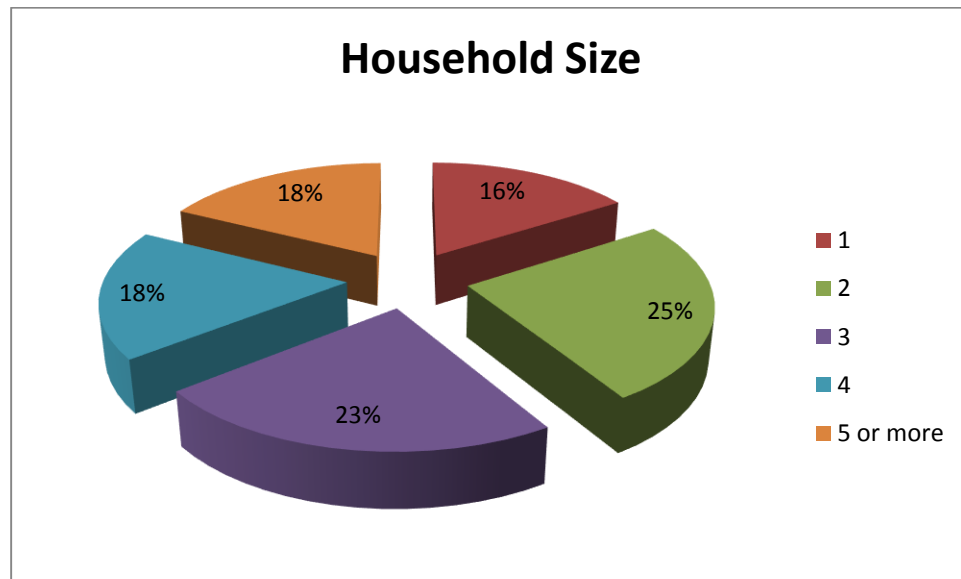
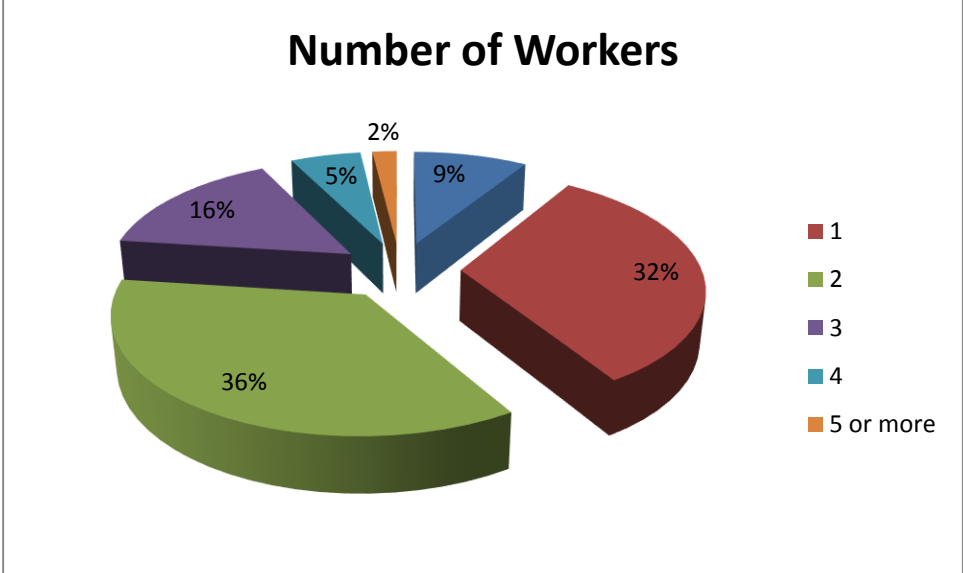


Figure 4.9 Number of Workers in the Palm Tran Rider Household



In terms of vehicles available in the household, just fewer than 50 percent have no vehicles indicating a very transit dependent population. **Figure 4.10** shows the distribution of vehicle availability in rider household. 63 percent are full time or part time workers and 11 percent are unemployed (**Figure 4.11**).

Figure 4.10 Number of Vehicles in Palm Tran Rider Household

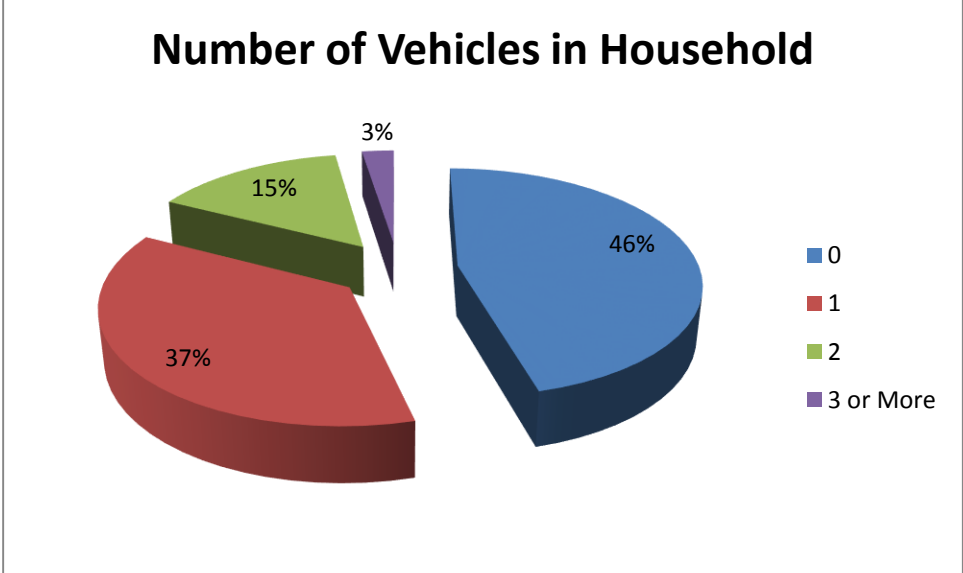
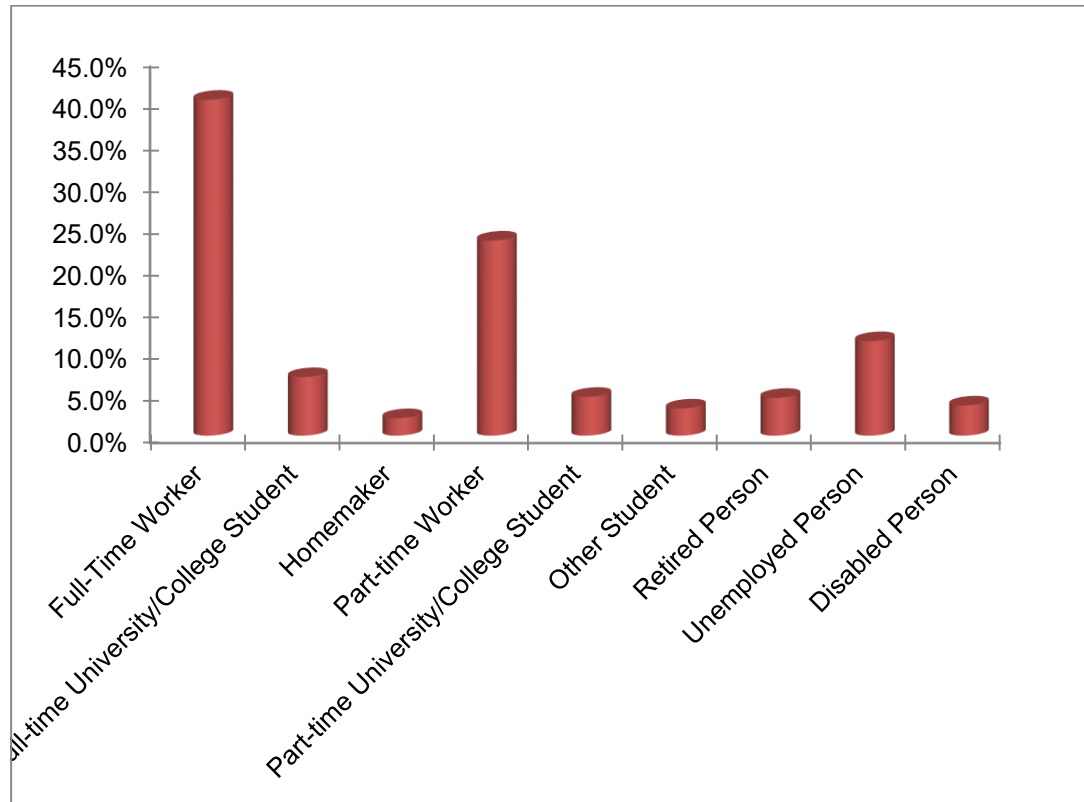


Figure 4.11 Rider Respondent Employment Status



The distribution of rider incomes in **Table 4.2** indicates that 16 percent of Palm Tran riders have an annual income of less than \$10,000 while a further 30 percent reported incomes between \$10,000 and \$25,000. Comparisons with the ACS indicate that only 25 percent of Palm Beach County residents have a household income less than \$25,000 (**Figure 4.12**) with a MOE of 1.1 percent. 27 percent of respondents refused to answer the income question. These findings, along with the findings on vehicle availability, indicate that Palm Tran riders are poorer and more transit dependent than the overall population.

Table 4.2 Household Income Distribution

| Household Income | Number | Percent |
|----------------------|--------|---------|
| less than \$10,000 | 506 | 47% |
| \$10,000 to \$24,999 | 989 | 93% |
| \$25,000 to \$49,999 | 689 | 65% |
| \$50,000 to \$74,999 | 147 | 14% |
| \$75,000 or more | 29 | 3% |
| Don't know | 892 | 84% |

In terms of racial distribution, the Palm Tran rider sample is more skewed towards minorities compared to the overall population (**Figure 4.13**).

Figure 4.12 Household Income Distribution

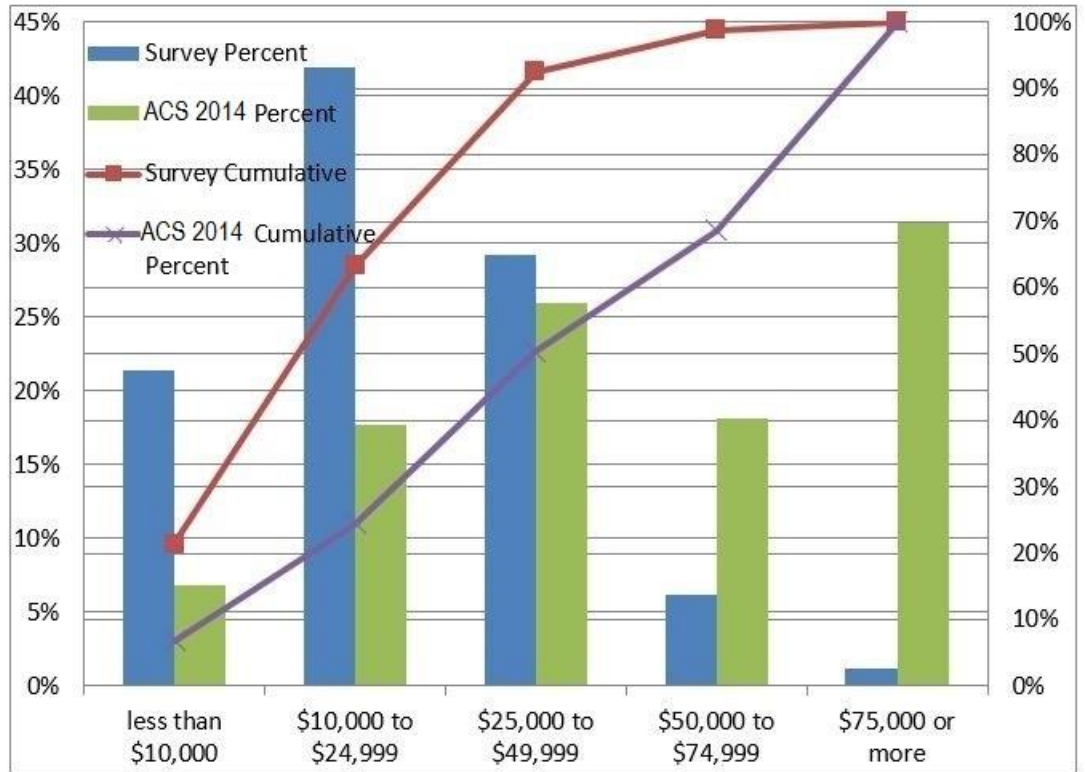
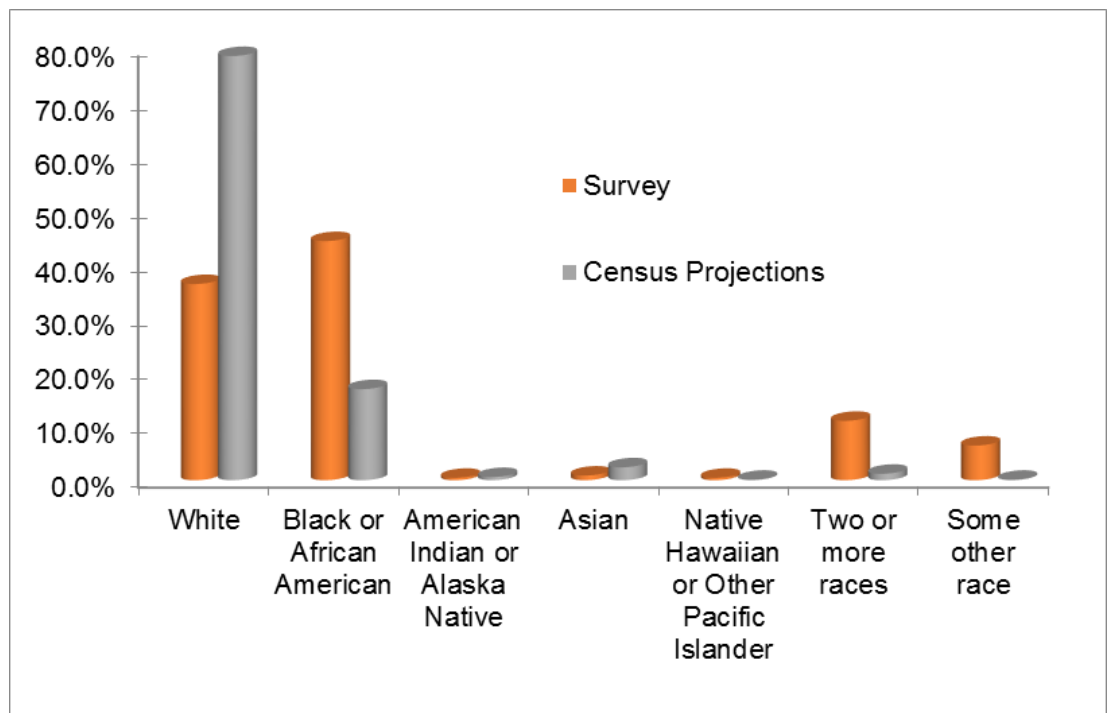


Figure 4.13 Racial Distribution of Palm Tran Riders



5.0 Survey Expansion

Traditionally, onboard surveys have been expanded at the system or route levels. Such aggregate expansion methods extend the same weight to all riders of a route and do not account for the effect of the temporal dimension and directionality of transit routes on ridership. Other disaggregate expansions account for these issues by controlling for boarding activity by route and direction, and time of day. Such expansions improve the quality of survey data and accurately represent transit boarding patterns.

In addition, such expansion techniques hypothesize that riders in key segments such as riders who board the bus for short periods or riders who board the bus in standing-room only conditions are well-represented in the survey retrievals. Surveys were expanded using boarding data to better represent transit activity patterns for every route. In addition, the expansion procedure was segmented by geography to adjust and correct for the potential misrepresentation of key transit rider segments (such as downtown boardings and short trips).

5.1 METHODOLOGY

An iterative proportional fitting (IPF) process was developed for the survey expansion. The IPF is a common mathematical application that is referred to as bi-proportional fitting in statistics, RAS algorithm in economics, matrix raking in market research, and cross-fratar in transportation engineering. It is a widely used algorithm for estimating cell values of a multi-dimensional table such that the marginal totals of a seed table remain fixed while the individual cells are decomposed to match the marginal total. The IPF works well with any non-zero seed matrix, but a more accurate seed will likely provide a more reasonable result. The detailed boarding and alighting data collected during the survey served as the seed matrix for this study.

IPF methods are most commonly used in two-dimensional expansions where marginal row and column totals are known and the redistribution of the seed table to match these totals is carried out using the IPF. Higher dimensional IPFs have been estimated with improvements in processing speed and computational ability. For this study, a two dimensional IPF process was designed. The two dimensions on which the survey data was expanded include:

- **Dimension 1.** Match survey boardings at route, time of day, direction (RTD) level; and
- **Dimension 2.** Match survey boardings at the superdistrict level.

Accurate boarding and alighting data were collected at a bus stop level for every surveyed block during the survey process. A lack of survey responses from every single bus stop prompted the authors to use these data at more aggregate

geographic level called superdistricts. **Figure 5.1** presents a map of the study region and the superdistricts..

Boarding data aggregated at a superdistrict level (**Figure 5.1**) served as additional control totals for two additional steps in the IPF expansion. The completion of these three steps constituted one iteration in the IPF expansion. The data were run through multiple iterations of these steps to allow convergence. Average monthly ridership by route was used as an additional expansion to control for any day-to-day ridership fluctuations..

Five different expansion factors were developed in each iteration. Multiplied together, they represent the expansion weight for each respondent. These factors are discussed below:

- **Expansion Factor (Prior to IPF).** These data were adjusted at a route, direction and time period basis to represent counts in the sampling frame and also take vehicle and person type into account.
 - Time of Day = Peak (6 to 9 AM or 3 to 6 PM) and Off Peak
 - Direction = NB, SB, EB, WB
 - VEHICLE FACTOR: Given that only a sample of all the total trips made by each RTD will be surveyed, a vehicle factor was used in the weighting and expansion calculations to account for the non-surveyed trips.
 - PERSON TYPE FACTOR: Given that the survey focused only on adults 18 years and older, the person type factor will be used to weight the sample by age and gender to account for students and children over 8 boarding the bus at different stops by RTD.
 - BOARDING WT = VEHICLE_FACTOR * PERSONTYPE_FACTOR
 - After developing the boarding weights using the above factors, the weights were normalized so that the ridership from the on-board survey matches the Palm Tran ridership counts for each route at the RTD level. $EXPANSION\ FACTOR = \frac{POPULATION\ RIDERSHIP\ @\ RTD}{RIDERSHIP\ WEIGHTED\ BY\ BOARDING\ FACTORS\ @\ RTD}$
 - For each survey record, the expansion factor is multiplied by the boarding weight to obtain the initial expansion weight. $EXPANSION\ WEIGHT = EXPANSION\ FACTOR \times BOARDING\ WEIGHT$
- **First Iteration Factor (IPF Step 1).** Matches boarding totals for every itinerary to control totals.
- **Second Iteration Factor (IPF Step 2).** Matches boardings at a superdistrict level to control totals.
- **Third Iteration Factor (IPF Step 3).** Matches alightings at a superdistrict level to control totals.

- **Ridership Expansion Factor (Post IPF).** Matches expansion results to average monthly route ridership to adjust for any day-to-day fluctuations in ridership.

The expansion factor, the first iteration factor and the ridership expansion factors account for sampling a portion of the entire Palm Tran bus system. The second and third iteration factors control for potential misrepresentation of ridership in the expansion over and above differences attributable to sampling. Table 5.1 gives the results after expansion.

Table 5.1 Survey Expansion Results

| Route | Boarding_Count | ROUND 1 | | ROUND 2 | | ROUND 3 | | ROUND 4 | |
|-----------|----------------|---------|------|---------|------|---------|------|---------|------|
| | | WT1 | DIFF | WT2 | DIFF | WT3 | DIFF | WT4 | DIFF |
| 1 | 7429 | 7237 | -3% | 7417 | 0% | 7437 | 0% | 7437 | 0% |
| 2 | 4783 | 4816 | 1% | 4824 | 1% | 4805 | 0% | 4793 | 0% |
| 3 | 4886 | 5005 | 2% | 4927 | 1% | 4900 | 0% | 4891 | 0% |
| 4 | 280 | 320 | 14% | 286 | 2% | 282 | 1% | 281 | 0% |
| 10 | 272 | 206 | -24% | 246 | -10% | 258 | -5% | 263 | -3% |
| 20 | 306 | 307 | 0% | 306 | 0% | 306 | 0% | 306 | 0% |
| 21 | 329 | 277 | -16% | 322 | -2% | 328 | 0% | 329 | 0% |
| 30 | 391 | 369 | -6% | 384 | -2% | 390 | 0% | 391 | 0% |
| 31 | 1675 | 1694 | 1% | 1673 | 0% | 1674 | 0% | 1675 | 0% |
| 33 | 835 | 850 | 2% | 833 | 0% | 834 | 0% | 835 | 0% |
| 40 | 724 | 582 | -20% | 659 | -9% | 694 | -4% | 710 | -2% |
| 41 | 82 | 82 | 0% | 79 | -4% | 78 | -4% | 78 | -5% |
| 43 | 1659 | 1656 | 0% | 1645 | -1% | 1651 | 0% | 1655 | 0% |
| 44 | 495 | 507 | 3% | 495 | 0% | 494 | 0% | 495 | 0% |
| 45 | 187 | 196 | 5% | 189 | 1% | 188 | 0% | 187 | 0% |
| 46 | 1108 | 1187 | 7% | 1130 | 2% | 1115 | 1% | 1110 | 0% |
| 47 | 406 | 335 | -18% | 381 | -6% | 395 | -3% | 401 | -1% |
| 48 | 268 | 223 | -17% | 252 | -6% | 262 | -2% | 265 | -1% |

Table 5.1 Survey Expansion Results (Continued)

| Route | Boarding_Count | ROUND 1 | | ROUND 2 | | ROUND 3 | | ROUND 4 | |
|-----------|----------------|---------|------|---------|------|---------|------|---------|------|
| | | WT1 | DIFF | WT2 | DIFF | WT3 | DIFF | WT4 | DIFF |
| 49 | 264 | 269 | 2% | 265 | 0% | 264 | 0% | 264 | 0% |
| 52 | 134 | 144 | 8% | 168 | 25% | 174 | 30% | 177 | 32% |
| 60 | 109 | 128 | 18% | 112 | 3% | 110 | 1% | 109 | 0% |
| 61 | 592 | 659 | 11% | 608 | 3% | 597 | 1% | 594 | 0% |
| 62 | 1818 | 1923 | 6% | 1843 | 1% | 1825 | 0% | 1820 | 0% |
| 63 | 573 | 610 | 6% | 584 | 2% | 577 | 1% | 575 | 0% |
| 64 | 304 | 336 | 10% | 311 | 2% | 306 | 1% | 305 | 0% |
| 70 | 1023 | 1050 | 3% | 1030 | 1% | 1026 | 0% | 1025 | 0% |
| 71 | 112 | 118 | 5% | 119 | 6% | 119 | 6% | 118 | 6% |
| 73 | 251 | 277 | 10% | 257 | 2% | 253 | 1% | 252 | 0% |
| 80 | 510 | 530 | 4% | 514 | 1% | 512 | 0% | 511 | 0% |
| 81 | 443 | 412 | -7% | 434 | -2% | 440 | -1% | 442 | 0% |
| 91 | 777 | 794 | 2% | 782 | 1% | 779 | 0% | 779 | 0% |
| 92 | 424 | 405 | -4% | 423 | 0% | 425 | 0% | 425 | 0% |
| 94 | 475 | 475 | 0% | 473 | 0% | 473 | 0% | 474 | 0% |
| 95 | 15 | 16 | 3% | 17 | 13% | 17 | 15% | 17 | 15% |
| Total | 49189 | 49873 | 1% | 49437 | 1% | 49347 | 0% | 49319 | 0% |

Figure 5.1 Superdistrict Geography

