



Clinton B. Forbes
Executive Director
Palm Tran

We are truly grateful to you for choosing Palm Tran Connection as your transportation provider. You are a highly valued customer, and it has been a sincere pleasure serving you this year.

At Palm Tran Connection, we work extraordinarily hard to maintain an open dialogue with our customers to ensure that we continue to deliver a service that you value. I am dedicated to treating our customers, employees, and providers with honesty, dignity and respect. It is an honor to serve the citizens of Palm Beach County with their mobility needs now and into the future.



Chad Hockman
Interim Director of
Operations
Palm Tran

PALM TRAN DELIVERS MEALS TO SENIORS



During the Coronavirus pandemic, the Division of Senior Services, which operates three of the largest Congregate Meal Program sites in Palm Beach County, was forced to discontinue services to help keep participants and staff safe and well during this difficult time. When the Centers closed in March to help combat the spread of Covid-19, seniors in the program were sent home with a two-week supply of non-perishable food items. As the pandemic continued, concerns for providing a long-term solution for getting meals to senior's was evident. Through careful planning and collaboration, Palm Beach County Department of Community Services and Palm Tran Connection devised a plan to ensure that all meals would be transported by Palm Tran from the Centers, to now home-bound seniors. Before the Covid-19 pandemic began, Palm Tran Connection transported low-income seniors each week from their homes to one of several Congregate Meal Sites in Palm Beach County to participate in the free nutritious meal program. Many seniors, who rely on these programs as their only source of nutritious food, can now rest assured that they can request in home-delivered meals each week.

On April 3rd 2020, Palm Tran Connection began picking up and delivering freshly prepared and perishable meals from Mid-County Senior Center and North County Senior Center to participants' homes. Meals are provided weekly on Tuesday and Thursday. Palm Tran has delivered upwards of 300 prepared meals in a single day. This meal-delivery program not only serves Palm Tran clients; but also extends to all senior citizens in the County needing a nutritious meal.

For more information regarding the Congregate Meal Program, please call
Palm Beach County Division of Senior Services @ 561-355-4750.

Did you know?

All ADA Eligible Customers ride Palm Tran's Fixed-Route buses **FREE** with the new Palm Tran Connection ADA ID card!





Palm Tran Connection Adds New Vehicles to the fleet!



Palm Tran Connection recently added 29 new Toyota Sienna vans to its paratransit fleet. Unlike most of the paratransit vehicles in the fleet, which are wheelchair accessible, the Siennas will serve ambulatory customers with other types of disabilities with the objective of improving service productivity based on the current growth patterns.

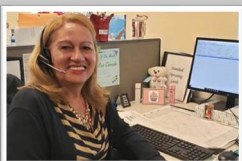
The new vehicles feature safety devices similar to those found on Connection's cutaway vehicles, such as fire extinguishers and first aid kits. However, they also now have a sleeker, more modern appearance as part of Palm Tran's rebranding initiative. Logos have been redesigned and the base paint color changed to silver.

The Palm Tran Connection Team has taken several steps to address COVID-19. Here are some of the things we have done:

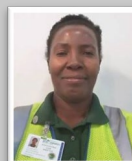
- All staff providing service have their temperature checked before beginning work.
- We have provided our bus operators with masks. It is required for riders and operators to wear a mask/face covering in an effort to mitigate any possible exposure.
- Palm Tran is making disposable face masks available to any passenger who boards one of our vehicles without a mask. We are asking all passengers to wear a face covering of some type while riding the bus. Exceptions are made for those that cannot wear a mask due to a health problem.
- Palm Tran has implemented a more aggressive cleaning of the interior of the vehicles. This is not only being done during the evening hours when the buses are parked but is also being done while the bus is in service during the work day (with no passengers on board).
- Palm Tran has implemented, to the best of our ability, social distancing on all modes of service. While service demands are down, we have reduced the capacity on our paratransit vehicles. This allows social distancing as we are not utilizing every seat on the bus. It has allowed us to, on average, provide our trips for a single passenger from beginning to end. Please note this is going to become more and more challenging as more businesses begin to open and ridership increases – at that time, we will have to multi-load and have more than one person on the vehicles.
- Currently, all fares have been waived on all modes of Palm Tran's service until August 16, 2020.
- Currently, Paratransit riders are not being asked to sign a manifest to acknowledge service.

As a transit agency, we continue to be mindful of the commitment and sacrifice our employees are making to the people who depend on public transportation for their day to day activities. We hope everyone is safe and staying well through this difficult time.

Employee Spotlight:



Elizabeth Ruiz Carrube began her employment with Palm Tran Connection in 2014 as a Customer Service Specialist. She is dedicated to providing excellent customer service and enjoys assisting our clients anyway she can. She received the Reservationist of the Month award in January for being an outstanding professional. Elizabeth enjoys spending time with her family and spoiling her grand kids.



Loucia Lynch has worked for First Transit for five years. Loucia received the January employee of the month award for her dedication and performance in transporting Connection riders. She has been a volunteer for the Delray Beach Police Department since 2013.