

**Cathy Lewis**

Executive Senior  
Manager of Human  
Resources

Public transportation is a core component of Palm Beach County's infrastructure. Providing access to opportunity for everyone is fundamental to Palm Tran's mission to provide safe and efficient Paratransit Operations. As a long-termed transit professional, I have been honored to devote my career to supporting the delivery of public

transportation services to all aspects of our community. This includes ensuring the safe and courteous mobility needs of our valued Paratransit customers.

Palm Tran is a caring entity that believes our first responsibility is to our customers. In doing so, we ensure the delivery of caring, compassionate, high-quality, and on-time services. In our effort to continue providing exceptional service, we value your input to help us explore innovative ways of thinking that will allow us to keep pace with the ever-increasing demand for our services. We will continue to create alliances with local agencies that serve our customers. We are committed to customer service excellence.

**Lou Ferri**

Interim Senior  
Manager of  
Paratransit



Photo provided by First Transit

## Relentless Efforts To Keep You Safe!

Palm Tran connection drivers are dedicated to ensuring our vehicles are sanitized and cleaned throughout the day. All drivers have disinfectant spray and cleaning cloths used to wipe down handrails, seats, securements, and steering wheel after transporting each customer. Our drivers are grateful to provide a safe and stress-free ride to our customers.

## Hurricane Evacuation Shelter's for Special Needs Customers

Palm Beach County currently operates two special needs hurricane evacuation shelters, one located at the South Florida Fairgrounds and the other at Palm Beach Central High School, which only service as an overflow shelter. Both provide refuge or a place to go if you cannot stay in your home or with a relative or friend during a weather emergency. Special Care Unit shelters are critical in assisting persons who require professional aid or depend upon electricity for oxygen or other medical devices. These Shelters are staffed with physicians and nurses. The shelter is not a medical facility and does not provide medication, dialysis, oxygen, or oxygen concentrators.



During Tropical Storm Isaias Palm Tran Connection transported more than 100 residences to local shelters, many going to a special needs shelter. Storm preparation is critical now more than ever. Hurricane Isaias marked the ninth earliest named storm on record in this busy hurricane season, which ends November 1st.

Space at a Special Care Shelter is limited and is based on need and established criteria.

You must apply in advance by completing the form online at:  
<http://discover.pbcgov.org/publicsafety/dem/Pages/Special-Needs.aspx>  
or mail it to the Special Needs Coordinator at:  
20 South Military Trail, West Palm Beach, FL 33415

## Connection Lobby Re-opens

The Palm Tran Connection Lobby is now open and operating at full service. Lobby hours are:  
Monday through Friday, 8:00 a.m. – 4:30 p.m.

Facial coverings are required, and the lobby will have restricted access in compliance with CDC guidelines due to the COVID-19 pandemic.

## Palm Tran Proposed Changes to the Eligibility and Reservation Process

The Palm Beach County Board of County Commissioners (BCC) through Palm Tran, proposes a change to the Palm Tran Connection Eligibility In-Take Process and a modification to the Reservation Trip Scheduling Process, beginning in November 2020. A brief description of some of the proposed changes includes all new applicants participating in a telephone interview to determine eligibility through a multi-step process. The Reservation changes proposed would reduce the number of days from seven (7) to three (3) days for all advanced bookings.

The BCC has scheduled a Public Hearing on Tuesday, October 20th, at 9:30 a.m., at the Robert Weisman Governmental Center located at 301 North Olive Avenue in Downtown WPB, in the Jane Thompson Memorial Chambers on the 6th floor. All interest parties are encouraged to attend.

All written comments will be received at [Palm-Comments@pbccgov.org](mailto:Palm-Comments@pbccgov.org) or Palm Tran, 3201 Electronics Way, until Friday, October 16<sup>th</sup>. Voice comments will be accepted at 561-841-4360 until 5:00 p.m. on Friday, October 16<sup>th</sup>. To request information in a language other than English, or to request assistance for individuals with disabilities, please contact the comment line at: 561-841-4360.

## Innovation on the Move! Introducing the “Paradise Pass”

To keep up with the ever-growing pace of technology, Palm Tran is modernizing how our riders pay their fares. We are taking Palm Tran fixed-route service to the next level with an upgraded fare technology system. The Paradise Pass will allow passengers to pay their bus fares using a card, similar to a credit card, that will debit their payment when placed in proximity to the new fare-boxes.



The Paradise Pass will create an entirely touchless payment system for safety and introduce fare payment methods that are easy and convenient. The upgraded payment system will allow passengers to link their cards to their bank account, Palm Tran app, and credit or debit cards.

## Employee Spotlight:



Susan Koester, RD , LDN, Nutrition Coordinator at the Palm Beach County, Division of Senior Services wishes to commend Ops Manager Ron Jones. Susan states: "You are blessed to have Ron Jones on your team. He is a pleasure to work with. I just told him he was like the best Shaqaroni pizza! Thank you all for working with us and making so much good happen for our seniors."

Mr. Jones has been with Palm Tran Connection for 17 years. He oversees our Dispatch Operations and is highly respected and truly appreciated by his entire staff.