



Dr. Lilian Finke
Organizational
Development
Manager

There is a saying in public transportation that once you become involved in the industry, it's hard to walk away. After twenty-five years of being a part of the Palm Tran family, I would have to agree. The Human Resources Organizational Development team plays a critical role in meeting our employees' professional needs through a variety of coaching and training modalities. In addition, we have the Palm Tran

Learning Academy Library which houses more than 300 books and research material fully stocked.

Palm Tran's Human Resources Department is responsible for assisting our most valued internal customer, our employees. The HR staff is trusted with overseeing various aspects of employment such as hiring and retaining the most qualified employees, coordinating employee benefits, organizational practices and policies, employee performance evaluations and ensuring effective labor management relations.



Betty Garrett
Manager, Human
Resources

Riding Public Transit During Pandemic

Since the pandemic started in late March, Palm Tran has enhanced our cleaning protocols and introduced additional safety measures to keep everyone safe and healthy. Recent studies have revealed that public transportation is safe and there is a low risk of spreading of COVID-19 when using transit services. The low-risk label is only possible when people are social distancing, wearing their face coverings and hand washing before and after using transit. It is important that we ensure our customers of our commitment to providing safe and clean transportation by showing the constant cleaning and disinfecting of our buses.

This is How We Clean: By Mr. Boucher

"Our crews remove trash, clean spills, spot-clean seats, floors, and other surfaces, and disinfect common touchpoints."

Mr. Don Boucher (right), joined MV in May 2019, as part of the MV Utility Wash Crew. Since joining our team, Mr. Boucher has always demonstrated a sincere passion for his work. As you can see, he loves to make sure his buses go out thoroughly clean and disinfected.



Palm Tran Welcomes New ADA Outreach Coordinator



Hello,

My Name is Nicole D. Fincham-Shehan, and I am the new ADA Outreach Coordinator. I look forward to working as the liaison between Palm Tran and the community, assisting and educating new clients on the services we provide and our eligibility process. I will enhance ADA accessibility for our riders and conduct sensitivity training for all Palm Tran employees and contractors. I am also a regular PTC rider; therefore, I can provide a perspective that relays our customers' views and concerns.

If I can be of assistance, please feel free to contact me at 561-812-5317 or email me nshehan@pbcgov.org.

**COMING
SOON!**

Palm Tran Connection Customer Service Rider Survey

In our continued effort to improve customer service and maintain a viable relationship with our clients', Palm Tran Connection will begin conducting a monthly Connection Rider Survey. The on-line survey will take approximately ten minutes to complete and we encourage your participation. Upon completion of the survey, all participants will be given an opportunity to enter into a sweepstake for the chance to win a round trip pass with Palm Tran Connection.

Stay tuned for more information and your chance to Win!!



Employee Team Spotlight Service Coordinating Department



Mr. Charlie Boettiger has been with Palm Tran Connection for more than 18 years and currently manages the Palm Tran Connection Service Coordinating Department. Charlie and his staff oversee and ensure that all contractual agreements with our paratransit providers are executed properly. The team is responsible for a wide range of duties, from purchasing new vehicles to testing and monitoring our paratransit drivers. They also conduct annual vehicle inspections, investigate all paratransit accidents and incidents, and follow up on customer complaints and concerns. During a weather emergency or disaster evacuation order, the Service Coordinating Team assists our residents by providing transportation to designated shelters.

Mr. Boettiger and his team are the organization's catalyst, dedicated to providing the best in customer service and the most reliable and safest transportation possible while maintaining a healthy working relationship with our vendors and outreach centers.



Patrick O'Shea
14 Years of Service



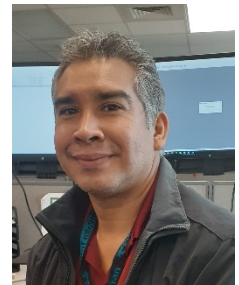
Stephanie Bedford
20 Years of Service



David Baldwin
3 Years of Service



Sherrie Brooks
17½ Years of Service



Israel Aray
9½ Years of Service

Kudos to Charlie and his Team for their commitment and dedication to Palm Tran and our Customers.



United Way of Palm Beach County Special Needs Resources



The United Way of Palm Beach County manages the Special Needs Equipment Fund on behalf of the Children's Services Council of Palm Beach County. The fund purchases durable medical equipment for children with special needs when no other funding is available. Special need resources are provided for children ages 0-17 who reside in Palm Beach County. Before applying to the Special Needs Equipment Fund, applicants are required to contact Clinics Can Help (www.clinicscanhelp.org) to learn whether free, appropriate equipment can be acquired through that agency (561-640-2995).

Palm Tran's Mission: *To provide access to opportunity for everyone; safely, efficiently, and courteously.*