



Palm Tran

FY 2022–2031

Transit Development Plan

November 2021

Prepared for



Prepared by





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1 Introduction

This study effort was initiated by the Palm Beach Board of County Commissioners (BCC) to update Palm Tran's Transit Development Plan (TDP) for the upcoming 10-year period. This TDP, branded *Accelerate 2031*, will provide a strategic guide for Palm Tran from 2022 through 2031.

TDP Background and Requirements

The State of Florida Public Transit Block Grant Program was enacted by the Florida Legislature to provide a stable source of funding for public transit. The Block Grant Program requires public transit service providers to develop, adopt, and annually update a 10-Year TDP. This process helps to ensure that the provision of public transit services is consistent with the current mobility needs of the local communities. Under State legislation effective February 20, 2007, the TDP must undergo a major update every five years.

According to Florida Administrative Code (F.A.C.) Rule 14-73.001 – Public Transportation (commonly referred to as “the TDP Rule”), “The TDP shall be the applicant’s planning, development and operational guidance document to be used in developing the Transportation Improvement Program (TIP) and the Department’s Five-Year Work Program.” In addition, projects identified in the TDP will be incorporated in the Metropolitan Planning Organization’s (MPO) Long Range Transportation Plan (LRTP). The Palm Beach Transportation Planning Agency (TPA) is the designated MPO for the Palm Beach County urbanized area.

Development of the TDP includes a review of related planning and policy documents, documentation of study area conditions and current transit services, incorporation of public input, development of potential transit improvements and vision, and creation of a 10-year financial and implementation plan. Major requirements of the TDP Rule include:

- A Public Involvement Plan (PIP) approved by the Florida Department of Transportation (FDOT) or consistent with the MPO’s approved public participation plan.
- An evaluation of factors, referred to as a situation appraisal, within and outside the public transit provider that affect the provision of transit services. This includes land use, state and local transportation plans, other governmental actions and policies, socioeconomic trends, organizational issues, and technology.
- The public transit provider’s vision, mission, goals, and objectives, taking into consideration the findings of the situation appraisal.
- Alternative services, projects, plans, and programs to achieve the provider’s goals and objectives, as well as the costs and benefits of each.



***Accelerate 2031 serves as
Palm Tran’s strategic guide for
public transit in Palm Beach County
during the next 10 years.***



- Estimation of the community’s demand for transit service over the 10-year period.
- A 10-year financial and implementation plan, including a detailed list of the projects or services needed to meet the goals and objectives in the TDP. This includes both funded services and projects, and those for which funding may not have been identified yet.

The Florida Legislature added an additional requirement for the TDP in 2007 with the adoption of House Bill 985. This legislation amended Florida Statute (F.S.) § 341.071, requiring transit agencies to “... specifically address potential enhancements to productivity and performance which would have the effect of increasing farebox recovery ratio.” FDOT subsequently issued guidance requiring the TDP major update and each annual progress report to include a summary report as an appendix that would report on the farebox recovery ratio and strategies implemented and planned to improve it.

Accelerate 2031 meets the requirements for a TDP major update in accordance with Rule Chapter 14-73, F.A.C. Table 1-1 is a list of TDP requirements from Rule 14-73.001 and indicates whether the item was accomplished, as well as its location within this document.

Table 1-1: TDP Checklist

Public Involvement Process		Report Section
✓	Public Involvement Plan (PIP) and approved by FDOT	Section 4, Appendix C
✓	TDP includes description of Public Involvement Process	Section 4, Appendices C, D
✓	Provided notification to FDOT, MPO, and Regional Workforce Board	Section 4, Appendix C
Situation Appraisal		
✓	Land use	Section 5
✓	State and local transportation plans	Section 5
✓	Other governmental actions and policies	Section 5
✓	Socioeconomic trends	Section 5
✓	Organizational issues	Section 5
✓	Technology	Section 5
✓	10-year annual projections of transit ridership using approved model TBEST	Section 8
✓	Assessment of land uses and urban design patterns	Section 5
✓	Calculation and assessment of farebox recovery	Appendix B
Mission and Goals		
✓	Provider's vision/mission	Section 6
✓	Provider's goals and objectives	Section 6
Alternative Courses of Action		
✓	Development and evaluation of alternative strategies and actions	Section 8
✓	Benefits and costs of each alternative	Section 8
✓	Examination of financial alternatives	Sections 8, 10
Implementation Program		
✓	Ten-year implementation program	Section 10
✓	Maps indicating areas to be served, service types, levels of service	Section 10
✓	Monitoring program to track performance measures	Appendix F
✓	10-year financial plan listing operating and capital expenses	Section 10
✓	Capital acquisition or construction schedule	Section 10
✓	Anticipated revenues by source	Section 10
Relationship to Other Plans		
✓	Consistency with Florida Transportation Plan	Section 5, Appendix E
✓	Consistency with local government comprehensive plan	Section 5, Appendix E
✓	Consistency with regional transportation goals and objectives	Section 5, Appendix E
Submission		
✓	Adopted by the Palm Beach Board of County Commissioners	December 21, 2021
✓	Submitted to FDOT District 4	By December 31, 2021



COVID-19 Impacts and Implications

The ongoing global COVID-19 pandemic that began in March 2020 has touched nearly every aspect of life. Public health and safety concerns driven by the pandemic have dramatically changed travel behavior. The most significant reduction in travel occurred in the early months of the pandemic due to the CDC guidelines and local stay-at-home orders. Eighteen months later, travel patterns have not yet fully returned to pre-pandemic levels as people generally continue to stay home more often and travel differently. In Palm Beach County, on average, 27% of people stayed at home per day in April 2020 while Florida's stay-at-home order was in effect and travel was mostly limited. Comparatively, 17% of people stayed at home per day in February 2020, one month prior to the pandemic officially affecting Florida. Over the past six months of available data (February-July 2021), the percentage of people that stay at home per day in Palm Beach has generally been around 20%.¹ While this indicates a more gradual return to pre-pandemic behavior, factors such as increased teleworking, distance learning, and online shopping, along with "new normal" behavioral changes, are collectively expected to have some permanent effect on where, how, and how often we travel.

Palm Tran COVID-19 Impacts

The sudden shift in daily travel precipitated immediate large and historic declines in public transit ridership. Mirroring general travel trends, the most significant ridership and corresponding revenue declines were in the earliest days of the pandemic; however, the effects for transit agencies have been profound. For Palm Tran, ridership has declined across all its services. In April 2020, ridership was at the lowest monthly total since the start of the pandemic; fixed route passenger trips declined 41.1% and Connection passenger trips declined 68.3% when compared to ridership from April 2019. The overall impact to Palm Tran's ridership systemwide between March and September 2020 was a reduction of 1.6 million passenger trips (-28%) when compared to the same period in 2019.

Palm Tran COVID-19 Response

During this unprecedented time, Palm Tran's response has been immediate to devise procedures, adjust services, and implement strategies to meet changing demand while also prioritizing the safety of passengers and Palm Tran employees. This includes:

- Implementing multiple service changes starting March 23, 2020, to balance changing passenger demand and available personnel needed to operate service amid the uptick of absences due to COVID-19 illnesses and exposure. Regular services were reinstated in May 2021.
- Suspending all fare collection on March 23, 2020. Fares were reinstated on August 16, 2020.
- Implementing various policies and procedures to provide social distancing between the operators and passengers, as well as among passengers, including:
 - Allowing passengers to board and exit the bus only through the rear doors.

¹ US Bureau of Transportation Statistics' Daily Travel during the COVID-19 Public Health Emergency: Average Percent of People Staying at Home per Day for Palm Beach County (April 2019, April 2020, April 2021, July 2021).



- Retrofitting fixed route buses with a heavy-duty safety glass shield known as an “operator office door.” A cooling fan was also installed for operator comfort.
- Dispatching a Palm Tran Connection vehicle to assist fixed route passengers with a mobility device. Palm Tran recently completed the installation of the “Q-Straint” wheelchair securement system. This will enable passengers using mobility devices to safely secure themselves on-board the bus in less than a minute without any operator assistance.
- Limiting the maximum capacity onboard a bus to 20 passengers.
- Implementing a “pass-up” management plan to dispatch Palm Tran Connection vehicles to transport fixed route customers passed up when the bus is already at the reduced capacity maximum for social distancing.
- Mounting signs inside the buses to encourage social distancing and to display the safest seating onboard for passengers.
- Enhancing cleaning and implementing health safety protocols by:
 - Requiring all passengers and operators to wear a face mask while onboard. Palm Tran continues to comply with Presidential Executive Order 13998, which requires face masks be worn on any form of public transit, effective February 1, 2021. The latest extension of this Executive Order maintains this requirement through January 18, 2022.
 - Providing hand sanitizer on all buses.
 - Installing a new UV light system in all vehicles to prevent viruses and bacteria from circulating in the air.
 - Establishing an enhanced wipe-down service to supplement Palm Tran’s normal cleaning routine and continually disinfect areas touched most frequently. Buses are also now cleaned at the start and end of each line, on top of the rigorous cleaning practice by staff overnight.
 - Implementing a screening process to check for signs and symptoms of COVID-19 infection daily upon every employee entering a Palm Tran facility.

Palm Tran COVID-19 Implications

For Palm Tran, the COVID-19 virus had a significant impact on ridership, administrative processes, and service delivery. There is every indication that the rebound from this pandemic will be gradual, rather than immediate. There are also long-term implications for public transit that must be considered. Many changes to policies, procedures, and services implemented during the pandemic are likely to be permanent. Enduring changes to daily travel behavior will influence how and where transit service is provided going forward. Additionally, historic levels of federal funding for public transit, both in terms of immediate relief to address COVID-19 impacts and longer-term funding programs, are being made available.

As Palm Tran’s 10-Year TDP is being prepared during this unprecedented time, to the extent possible, data, programs, and policies will be evaluated to consider the short-term impacts and potential



longer-term implications for this 10-year plan. In light of the ongoing COVID-19 pandemic, all of the outreach activities for the TDP were conducted virtually to ensure that participants were afforded a chance to provide input in a safe manner.

Report Overview

This report is organized into 11 major sections, including this **Introduction**.

Section 2 summarizes the **Baseline Conditions** (or operating environment) for transit services in Palm Beach County. This includes a physical description of the study area, population and employment profiles, and demographic and socioeconomic characteristics and trends that may impact transit services. Additionally, travel behavior and commuting trends also are reviewed, including vehicle ownership, modes of commuting, regional commute flows, and journey-to-work characteristics. Land use trends, major transit trip generators and attractors, existing roadway conditions, and tourist and visitor levels also are explored. The information compiled and presented provides the basis for more-detailed analysis in subsequent tasks of the *Accelerate 2031* plan.

Section 3 summarizes the **Existing Transit Services Evaluation** conducted for the TDP. The analysis uses data for the current fixed route services from Palm Tran and the National Transit Database (NTD), a national repository of validated transit data for all federally-subsidized transit agencies across the US, presenting a detailed examination of operating performance for Palm Tran. Furthermore, a performance trend analysis presents a detailed examination over time of operating data for Palm Tran's services. This is followed by a peer agency review to provide an opportunity for Palm Tran to compare its system-wide effectiveness and efficiency indicators with selected peer transit systems to evaluate how well transit service is performing locally compared to similar transit agencies elsewhere.

Section 4 presents the **Public Outreach Summary**, including a summary review of the outreach efforts completed and the associated findings. TDP outreach efforts were primarily virtual and include stakeholder interviews, surveys, discussion groups, public workshops, and presentations, as well as use of social media and other online platforms.

Section 5 presents the **Situation Appraisal**, which reviews the current overall planning and policy environment within the county to better understand transit needs. First, a review of local plans and documents is presented; assessment of these plans helps to identify and evaluate applicable federal and state policies, as well as local community goals and objectives, that relate to transit and mobility. Then, the appraisal examines the strengths and weaknesses of the system, as well as any existing threats to the provision of service in the county and key opportunities for addressing those threats and/or enhancing the transit-friendliness of the operating environment. Included in this section are detailed reviews of existing socioeconomic trends, travel behavior and trends, community feedback, land use and urban design efforts, organizational attributes, funding, and technology.

Section 6 identifies **Goals and Objectives** to serve as a policy guide for implementation of the *Accelerate 2031* plan. A review and update of the goals and objectives outlined in the previous TDP major update was completed to stay consistent with Palm Tran's mission and its local and regional community with respect to public transit.



Section 7 presents the **Transit Demand Assessment** summarizing the various demand and mobility needs assessments conducted for the TDP. Included is a market assessment that provides an examination of potential service gaps and latent demand using GIS-based analyses. A transit accessibility assessment also is conducted to provide Palm Tran with an understanding of the reach of its existing services within set time windows.

Section 8 discusses the **10-Year Transit Needs Development and Evaluation** process and results. The identified improvements for Palm Tran's services represent the public transit needs for the next 10 years that were developed without consideration for any funding constraints. The identified service improvements were prioritized using a criteria-based evaluation process developed to rank the transit service alternatives. The resulting ranking of alternatives was then used to develop the implementation recommendations and phasing for the 10-year plan.

Section 9 provides an **Economic Impact Analysis** highlighting the local and regional economic benefits in terms of employment, wages, and business income generated directly or subsequently from Palm Tran's annual spending on operations and capital improvements.

Section 10 summarizes the **10-Year Plan** developed for Palm Tran, demonstrating the recommended service and capital/technology/policy improvements, as well as the unfunded needs. It also includes a discussion of the revenue assumptions and capital and operating costs used, producing a phased implementation plan. This section also highlights the local and regional economic benefits realized from providing public transit service.

Section 11 summarizes the techniques and approaches to help facilitate **Plan Implementation and Coordination** after TDP adoption. This section identifies implementation strategies and ways to make use of the various relationships, tools, and outreach materials from the TDP process to continue to build support for the implementation of the 10-Year TDP over time.

2 Baseline Conditions

The baseline conditions assessment provides context and insight into Palm Tran's operating environment related to demographics, land use, and other factors that impact the provision of transit services in Palm Beach County.

Description of Palm Tran Services

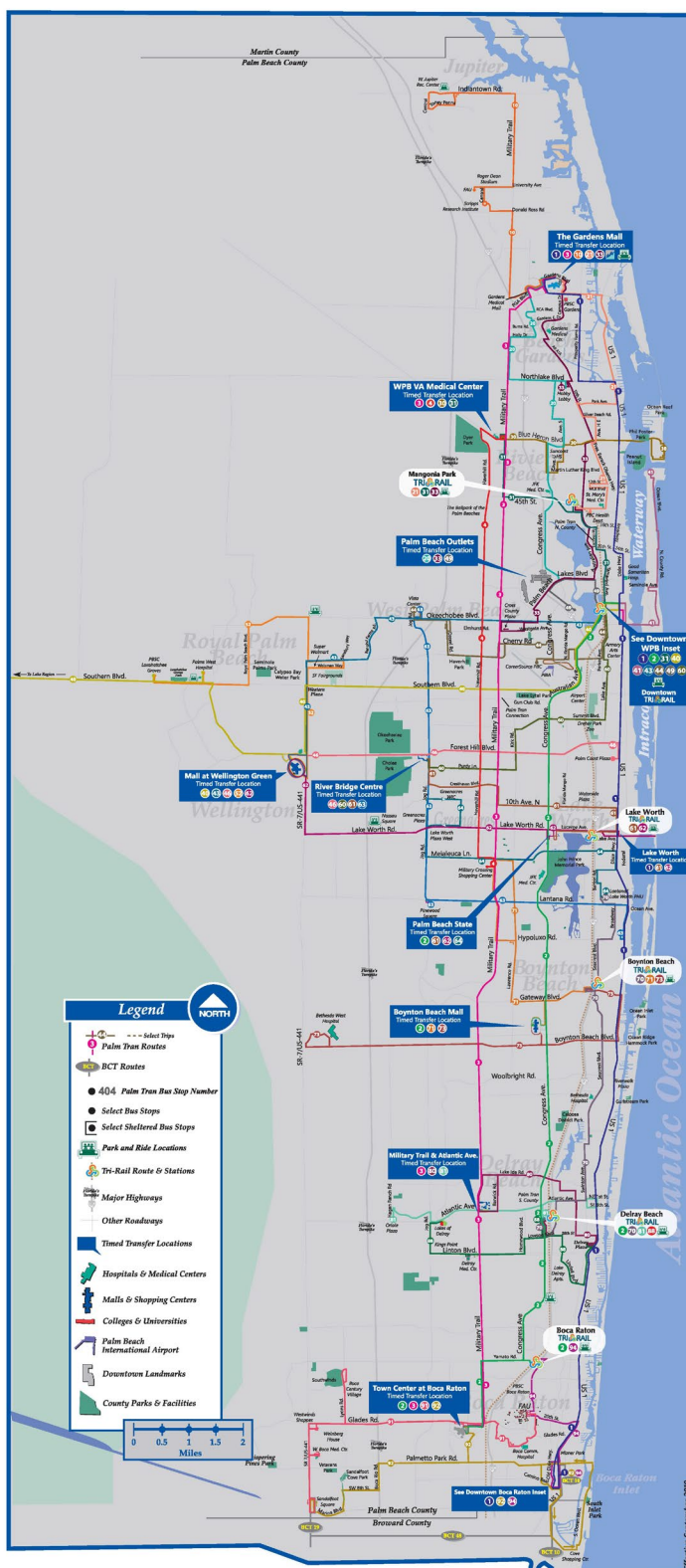
Palm Tran provides fixed route bus, paratransit, and localized dial-a-ride services.

The **fixed route network** includes 32 routes that serve nearly 3,000 bus stops and 17 park-and-rides (Figure 2-1). Its main hub is the West Palm Beach Intermodal Transit Center, at which riders can transfer between 9 Palm Tran routes and other services, including Tri-Rail, Amtrak, Greyhound, Circuit electric shuttles, and the West Palm Beach Trolley. Other major transfer locations include Mall at Wellington Gardens, West Palm Beach VA Medical Center, Boca Town Center Mall, and Gardens Mall.

Palm Tran Connection, Palm Tran's shared-ride, door-to-door paratransit service, provides transportation throughout the county for eligible residents or visitors with disabilities or who otherwise are unable to use the fixed route system and are unable to transport themselves or purchase transportation and are, therefore, dependent on public transit for employment, medical, and other life sustaining trips.

Go Glades is dial-a-ride service in the Belle Glade, Pahokee, and South Bay areas of the county available to the public with an advanced reservation. In December 2018, this pilot service started as a flex service consisting of four circulator-style routes. In April 2020, the service was changed to dial-a-ride to better respond to the community's needs.

Figure 2-1: Palm Tran System



Source: Palm Tran

Service Area

The study area for the TDP, as shown in Map 2-1, is the entirety of Palm Beach County. Located in Southeast Florida, it is bordered by 47 miles of Atlantic Ocean. Neighboring counties include Martin and Okeechobee to the north, Broward to the south, and Hendry and Glades to the west. Palm Beach is the third largest county in Florida, covering 2,383 square miles of land area and averaging approximately 600 people per square mile. Of its 39 municipalities, the most populous are West Palm Beach, Boca Raton, Boynton Beach, Delray Beach, and Jupiter. Most incorporated areas are concentrated east of Florida's Turnpike closer to the coastline. Much of the western county is dedicated to agricultural uses, conservation area, and Lake Okeechobee. Five major roadways intersect Palm Beach County—I-95, Florida's Turnpike, US-1, US-441/SR-7, US-27, and US-98 (Southern Blvd).

Population Profile

In 2020, Palm Beach was ranked the 4th most populated of Florida's 67 counties.² Florida and Palm Beach experienced a higher-than-expected population growth due to a migration sparked by the COVID-19 pandemic beginning in March 2020; the accelerated growth is expected to continue in part due to companies opening new offices and an increase in teleworking, which allows people to live and work in different states.³ Population growth in permanent residents is only one consideration; the county also attracts significant seasonal resident population and visitors.

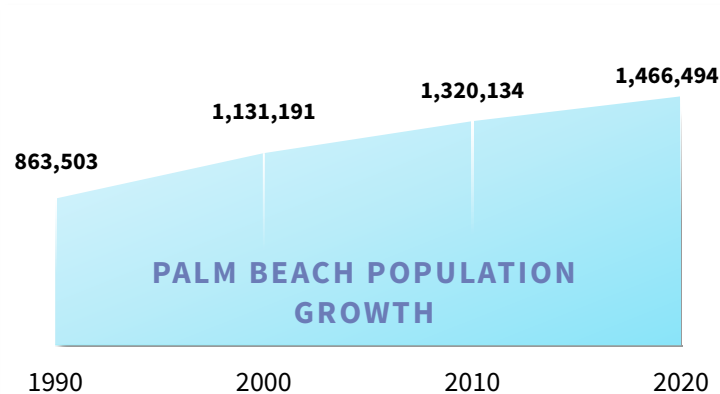
**Nearly 1.5 million
people live in
Palm Beach**



Source: BEBR Estimates of Population

Map 2-2 shows the projected population density (persons per square mile) for the TDP base year (2022). The areas with the highest density align with arterial roadways such as US-1, Military Trail, and Lake Worth Road. Transit generally serves the higher-density areas, with the exception of areas such as Jupiter and Wellington.

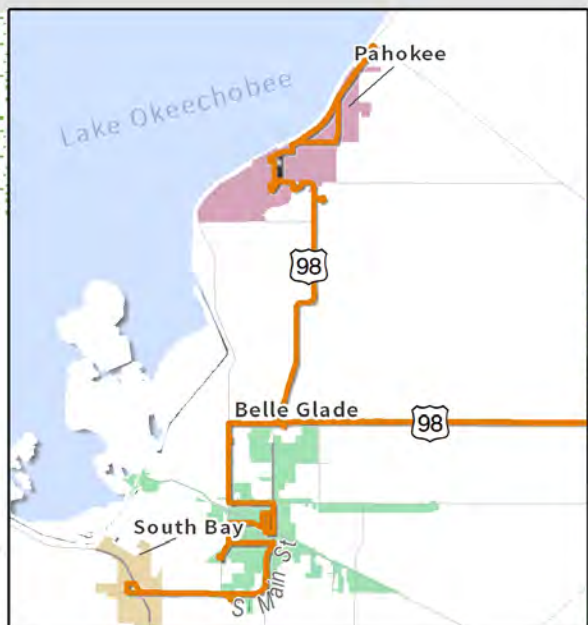
Map 2-3 shows similar densities forecasted for the TDP horizon year (2031), with densities increasing in and around West Palm Beach, Jupiter, and Boca Raton.



Source: BEBR Estimates of Population (2020)

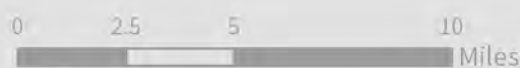
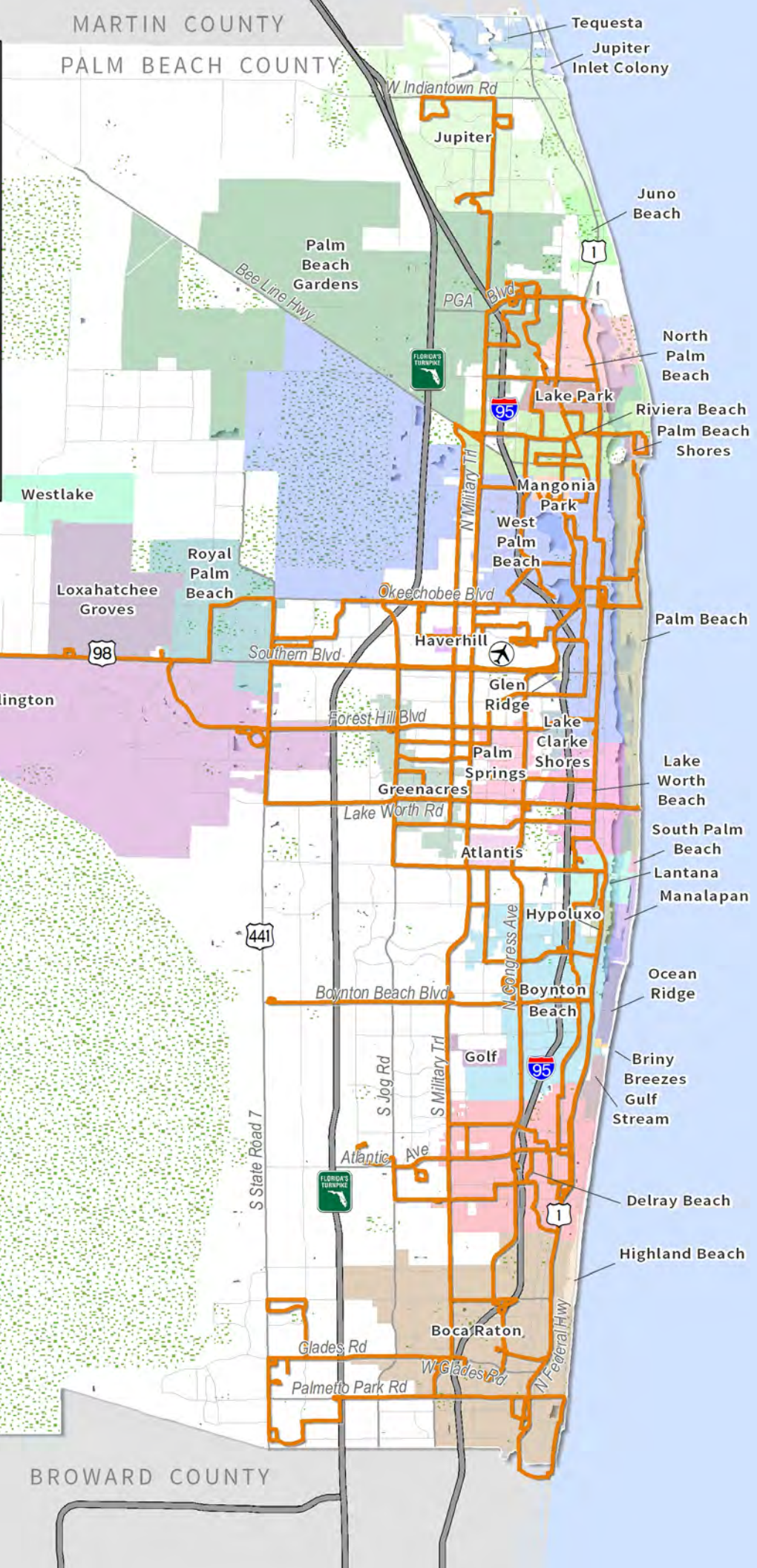
²University of Florida's Bureau of Economic & Business Research (BEBR) Estimates of Population (2020)

³Bank Rate (<https://www.bankrate.com/real-estate/states-growing-most-during-pandemic/>); Business Insider (<https://www.businessinsider.com/florida-growth-jobs-economy-population-new-york-pandemic-employment-miami-2021-4?web=1&wdLOR=cEF7EA7AE-0432-44EA-A547-F6E74E9B50B1>).



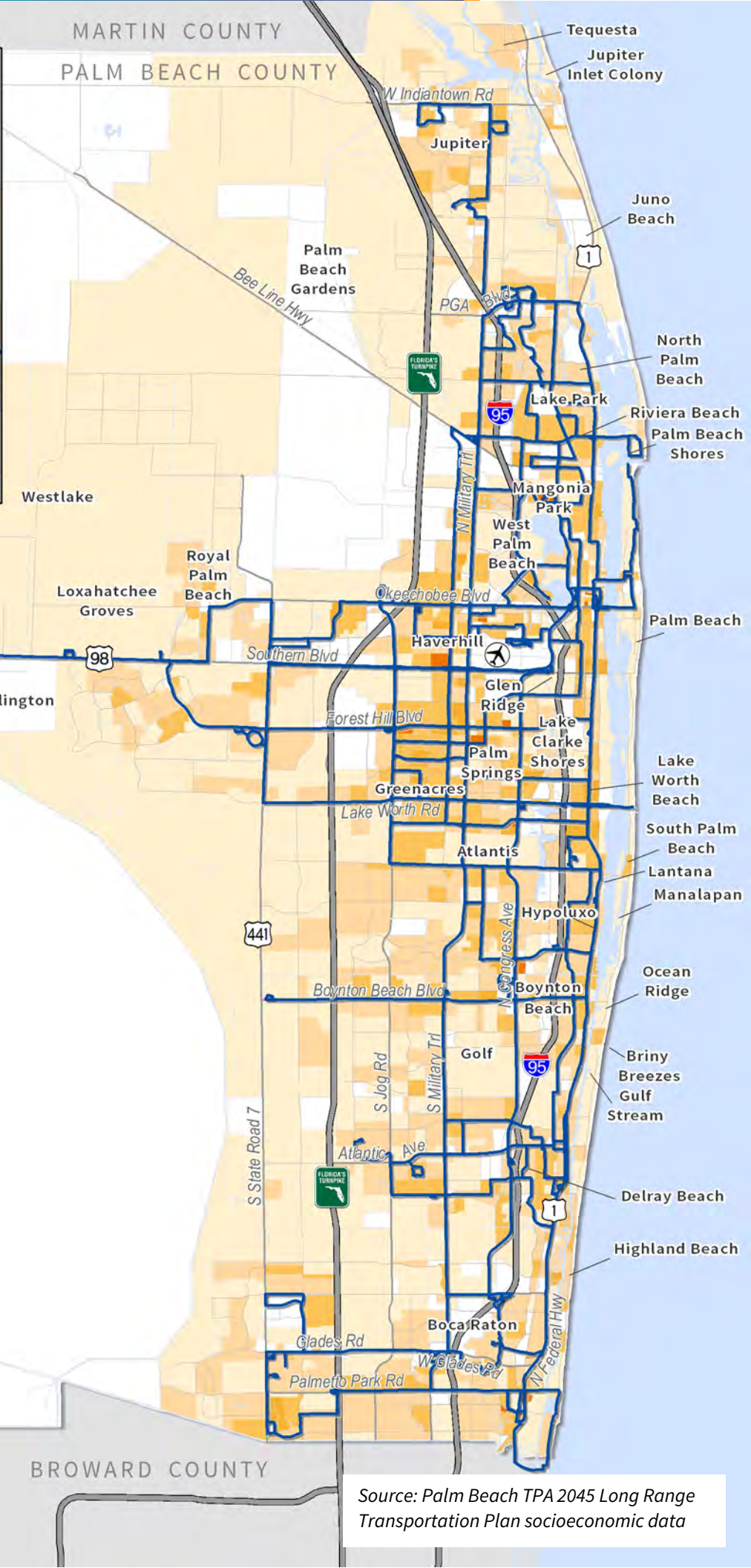
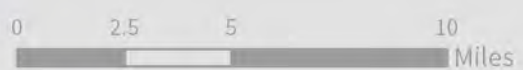
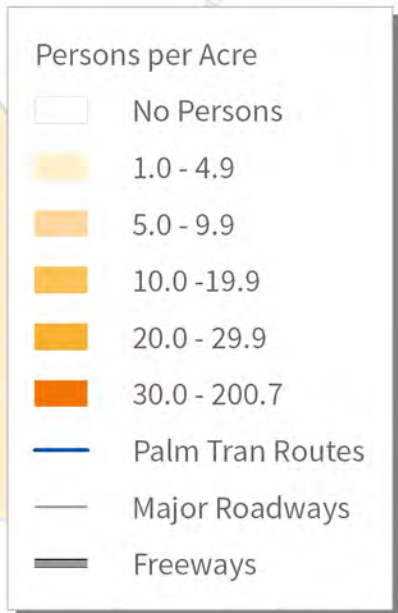
Map 2-1: Study Area

- Palm Tran Routes
- Major Roadways
- Freeways
- Green Space





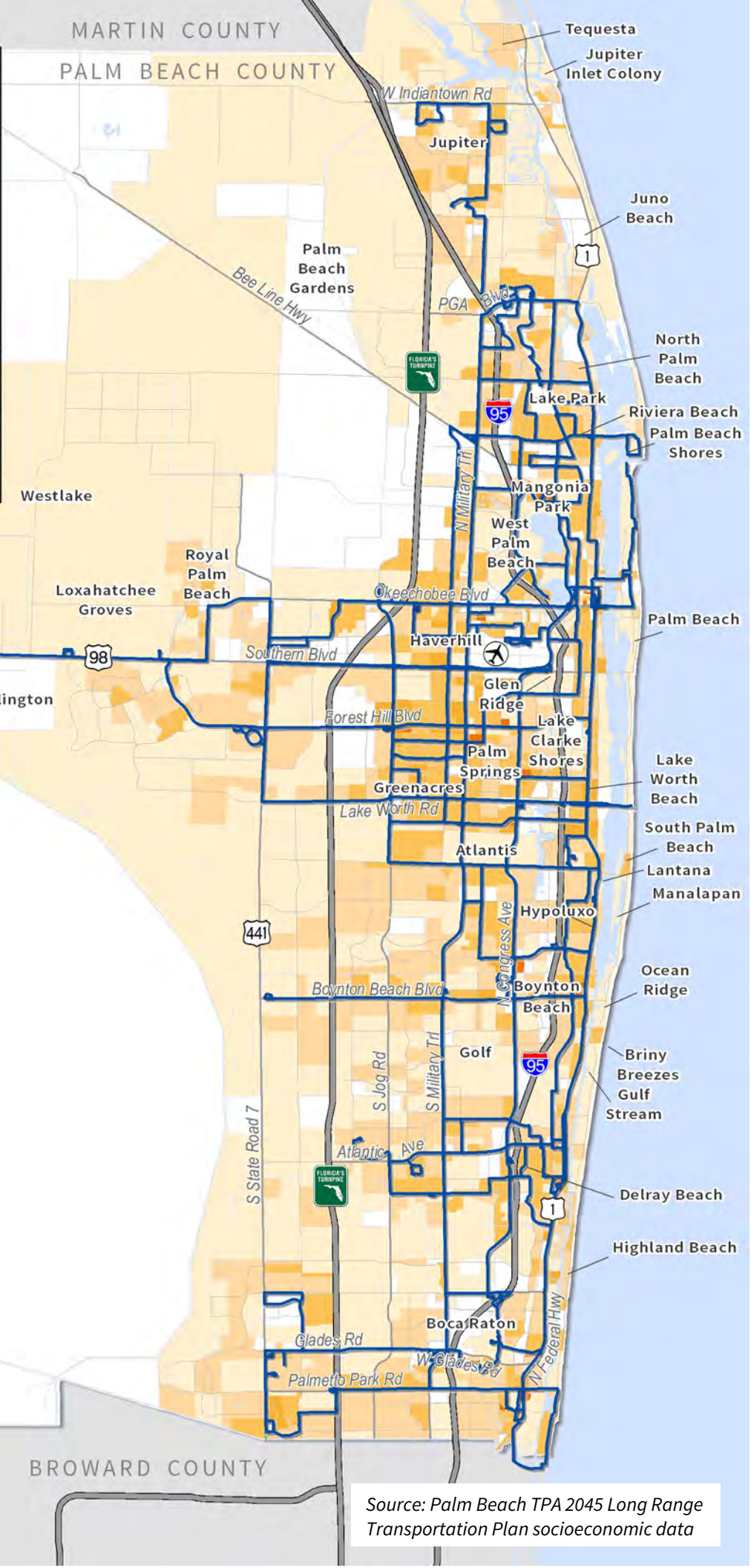
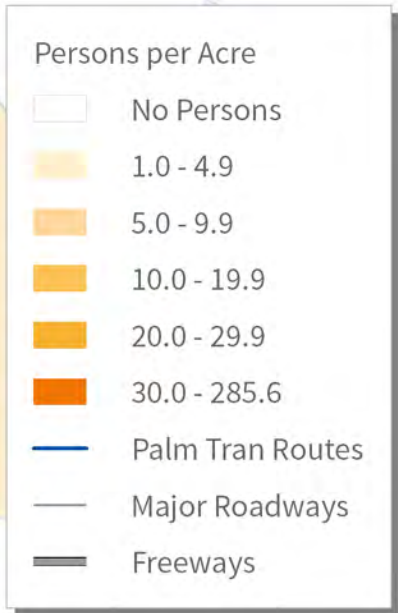
Map 2-2: Existing Population Density (2022)



Source: Palm Beach TPA 2045 Long Range Transportation Plan socioeconomic data



Map 2-3: Projected Population Density (2031)



Source: Palm Beach TPA 2045 Long Range Transportation Plan socioeconomic data

Demographics

Key demographics such as racial and ethnic origin, persons who have limited English proficiency, age, education attainment, and income were also reviewed to better understand the communities Palm Tran serves.

Race and Ethnicity

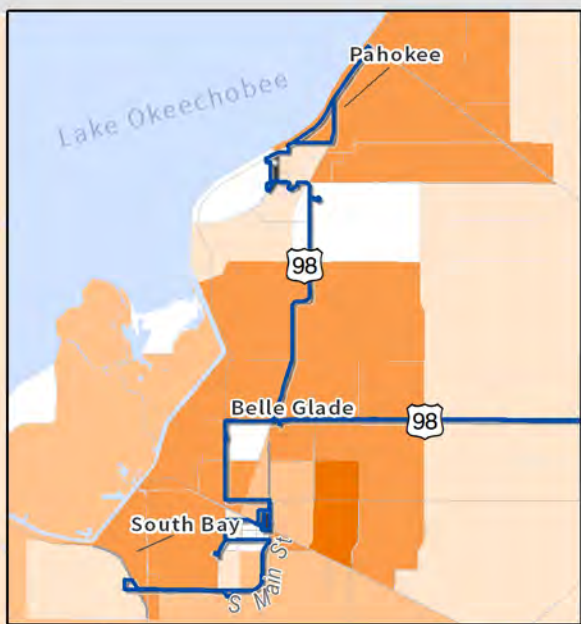
Palm Beach County's population is trending to be more ethnically and racially diverse. From 2010 to 2019, the number of residents identifying as Hispanic/Latino increased by 40.4%, representing a 4.4% net increase in this segment's proportion of the overall County distribution. Similarly, the distribution percentage of Black or African American residents rose 1.8%, and other races and White decreased by 1.9% and 1.2%, respectively (Table 2-1).

Maps 2-4 and 2-5 show the geographic distribution of persons who identify as an ethnic (Hispanic) or racial (non-White) minority in Palm Beach County, respectively. Hispanic individuals are heavily clustered in the central area along the eastern Atlantic Coast, nestled between Florida's Turnpike to the west and I-95 to the east. The non-White population is similarly concentrated toward the Atlantic coast, but more so in the north central area near West Palm Beach, Riviera Beach, and Lake Park. A higher percentage of non-White individuals also live along the I-95 corridor south toward Delray Beach. Additionally, a higher percentage of both Hispanic and non-White residents live along Lake Okeechobee in the western portion of the county.

Table 2-1: Race and Ethnicity

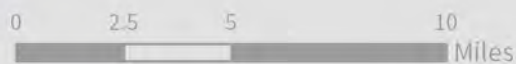
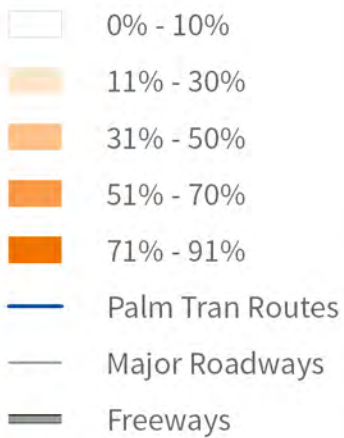
Race/Ethnicity	2010 Population	%	2019 Population	%	Change
Ethnicity					
Not Hispanic/Latino	1,065,799	82.0%	1,137,087	77.6%	-4.4%
Hispanic/Latino	233,557	18.0%	327,940	22.4%	4.4%
Race					
White	970,121	74.7%	1,077,422	73.5%	-1.2%
Black/African American	218,649	16.8%	273,384	18.7%	1.8%
American Indian/Alaska Native	2,772	0.2%	3,056	0.2%	0.0%
Asian	29,536	2.3%	39,423	2.7%	0.4%
Native Hawaiian/Other Pacific Islander	674	0.05%	527	0.04%	-0.01%
Some other race	57,740	4.4%	37,551	2.6%	-1.9%
Two or more races	18,837	1.4%	33,664	2.3%	0.8%

Source: Census 2010 and American Community Survey 2019 5-Year Estimates



**Map 2-4: Ethnic Minority
(Hispanic) Population**

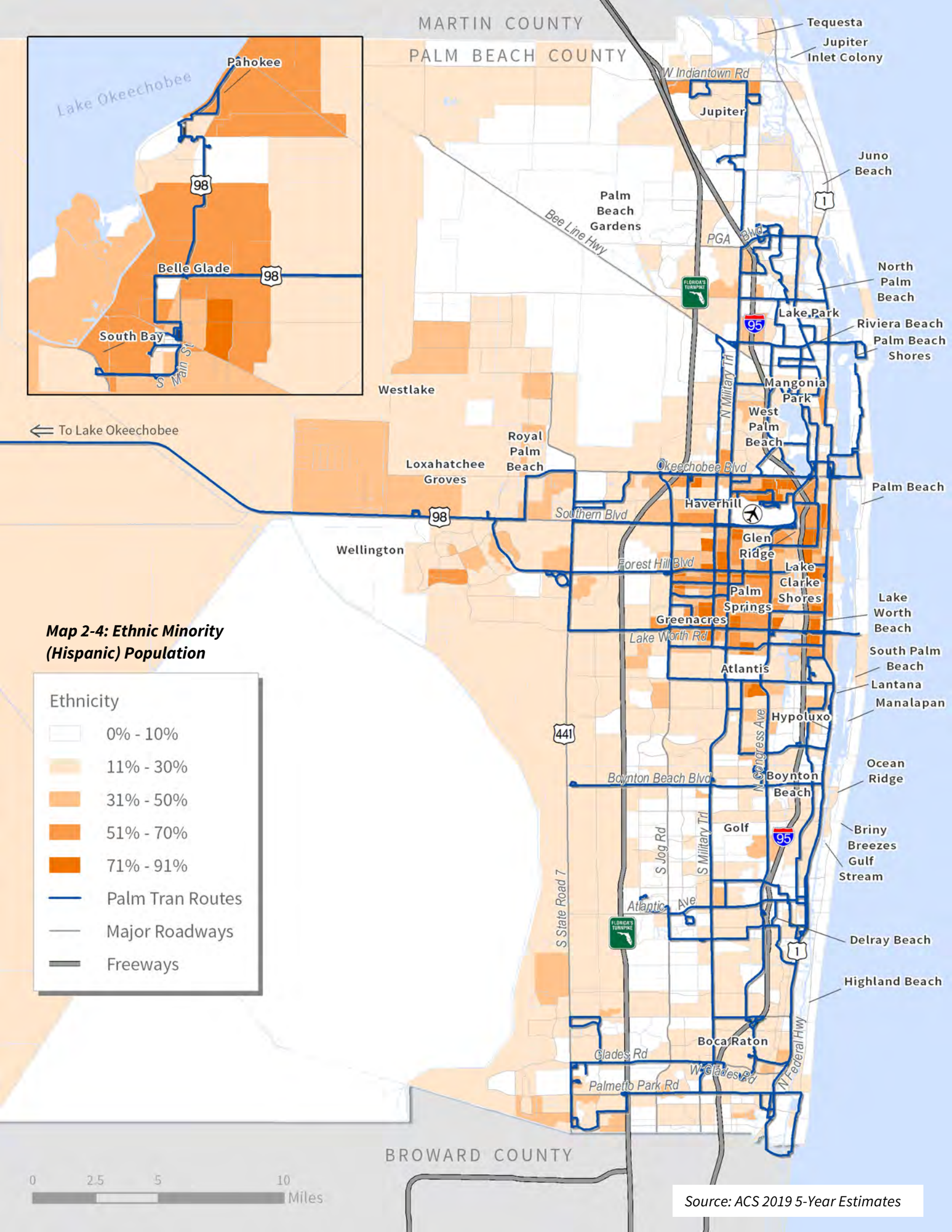
Ethnicity

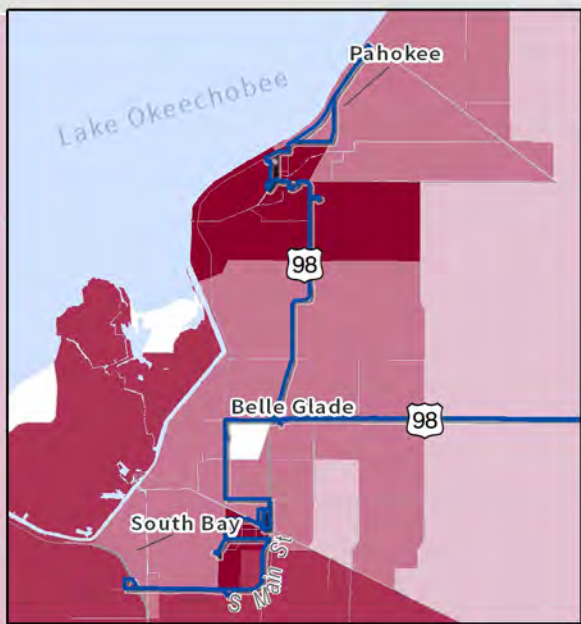


BROWARD COUNTY

MARTIN COUNTY
PALM BEACH COUNTY

Source: ACS 2019 5-Year Estimates





MARTIN COUNTY
PALM BEACH COUNTY

Tequesta
Jupiter
Inlet Colony

Juno Beach

North Palm Beach

Riviera Beach
Palm Beach Shores

Palm Beach

Lake Worth Beach

South Palm Beach

Manalapan

Ocean Ridge

Briny Breezes
Gulf Stream

Delray Beach

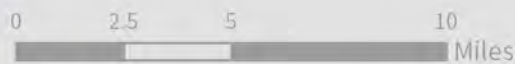
Highland Beach

BROWARD COUNTY

**Map 2-5: Racial Minority
(Non-White) Population**

Percent Non-White

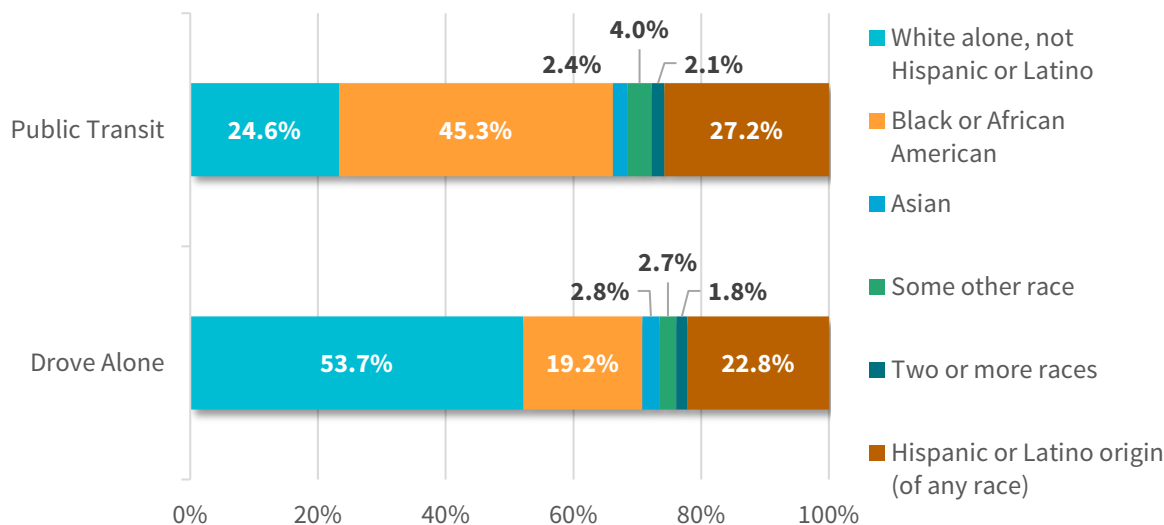
- 0% - 10%
- 11% - 30%
- 31% - 50%
- 51% - 75%
- 76% - 100%
- Palm Tran Routes
- Major Roadways
- Freeways



Source: ACS 2019 5-Year Estimates

Figure 2-2 compares the ethnic and racial makeup of workers who commute using public transit versus driving alone, and illustrates that minorities are more likely to use public transit to travel to and from work. The percentage of Black or African American workers who use public transit is more than twice that of those who drive alone; the percentage of Hispanic/Latino workers of any race is also higher (by 4.4%) compared to those who drive alone. Conversely, non-minority (White non-Hispanic) workers are more than twice as likely to drive alone on their commute than take transit.

Figure 2-2: Worker Race/Ethnicity (Public Transit vs. Drive Alone)



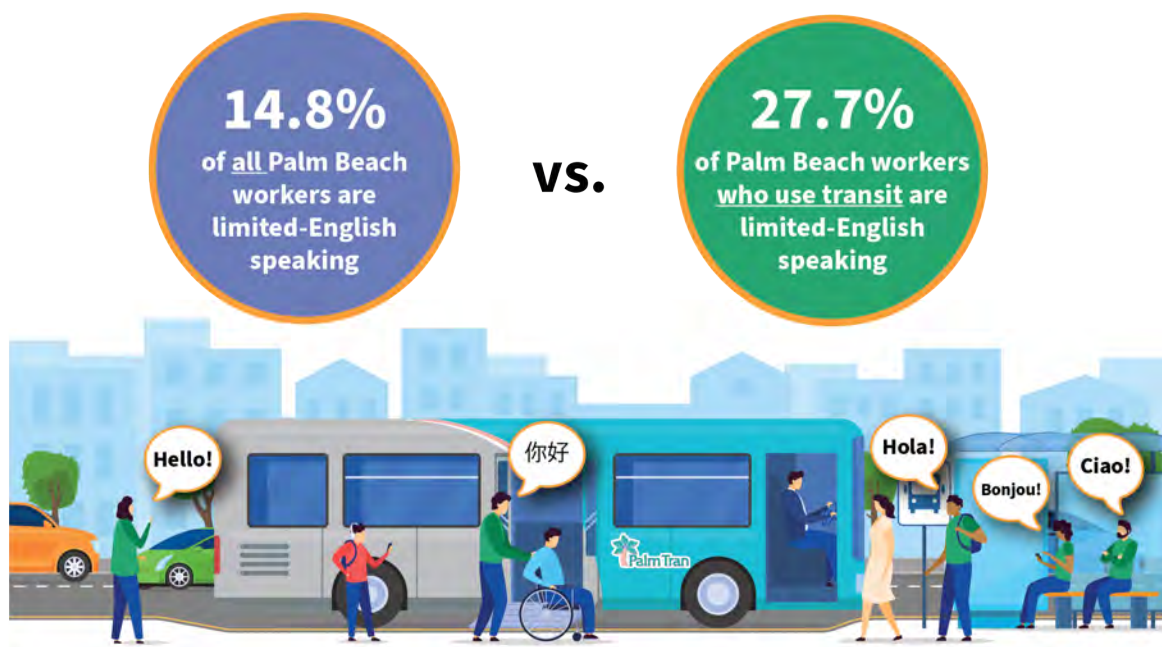
Source: ACS 2019 5-Year Estimates

Limited English Proficiency

Agencies such as Palm Tran that use federal dollars to fund public transit are required to ensure that minorities are not discriminated against in accordance with Title VI of the Civil Rights Act of 1964. Palm Tran also must take reasonable steps to ensure meaningful access to its programs and activities by persons with limited English proficiency (LEP), defined as persons who speak English “less than very well.” Understanding where minorities and LEP populations live helps to ensure that federal requirements in the planning process are met and that public outreach efforts are tailored to encourage participation of these population groups in the TDP process. Furthermore, understanding the overall minority profile of the community is important in identifying future transit needs, as minorities historically represent a higher percentage of transit riders than the overall population. As shown in Figure 2-3, 14.8% of all workers in Palm Beach County are LEP; however, when looking at the percentage of workers who use transit to travel to/from their job, that percentage nearly doubles. This indicates that transit is an important mode for many LEP persons to access jobs, and likely for other non-work-related travel.

11.9%
Limited-English Speaking Persons
Age 5+

Figure 2-3: All LEP Workers vs. LEP Workers Who Use Public Transit



Source: ACS 2019 5-Year Estimates

Age

Age is an important factor when planning for public transit. Teenagers and young adults, for example, may not have an automobile and may have a higher need for transit. Older adults are more likely to experience age- and health-related obstacles to driving and are more reliant on other ways to get around other than driving themselves, including using public transit.

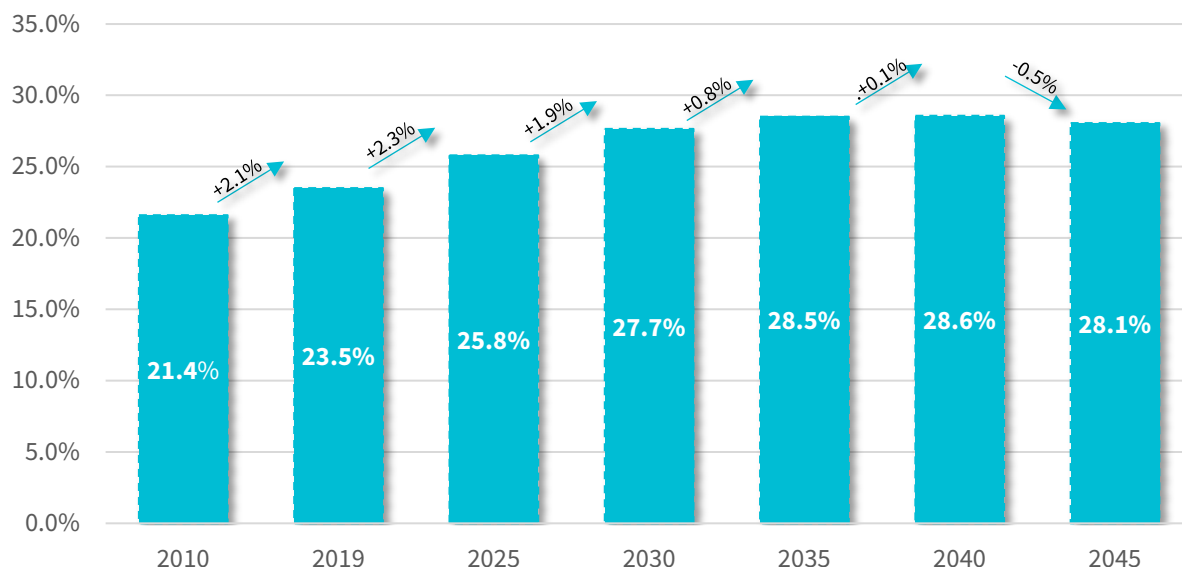
In Palm Beach County, the total number and percentage of residents age 65 and older increased the most, followed by those ages 45-64. This indicates that the proportion of Palm Beach County's population who are older adults will continue to increase (Table 2-2). This is further evidenced in Figure 2-4, which showcases the projected growth of the age 65 and older population over the next 20 years. In planning for public transit needs, those of the increasing aging adult population must be considered.

Table 2-2: Age Distribution

Age	2010 Population	2010 %	2019 Population	2019 %	Change in Population	Change %
Under 15	218,292	16.8%	231,474	15.8%	13,182	-1.0%
15–29	222,190	17.1%	250,520	17.1%	28,330	0.0%
30–44	241,680	18.6%	253,450	17.3%	11,770	-1.3%
45–64	336,533	25.9%	383,837	26.2%	47,304	0.3%
65+	278,062	21.4%	344,281	23.5%	66,219	2.1%

Source: Census 2010 and American Community Survey 2019 5-Year Estimates

Figure 2-4: Age 65+ Share of Population Projection

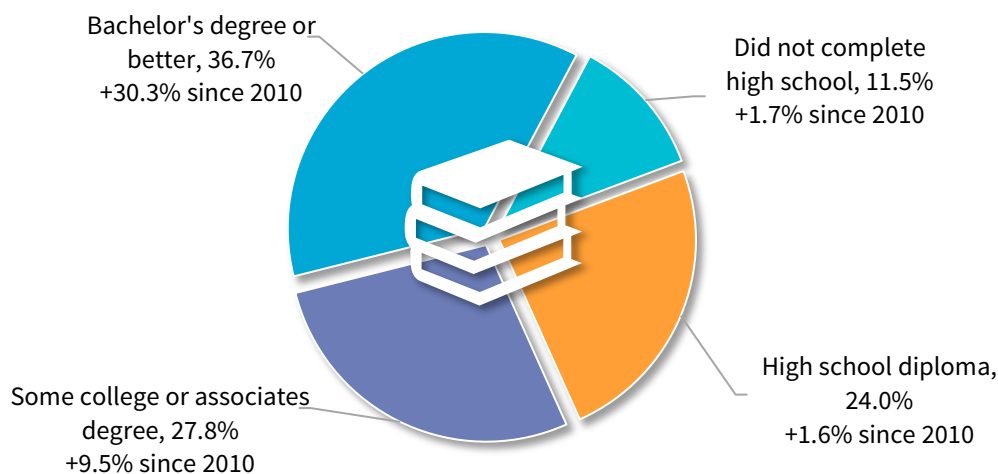


Source: BEBR Estimates of Population (2020)

Education

Education is an important factor in understanding an area's characteristics and transportation mode of choice. Level of education has been shown to correlate with income, which may influence the use of public transit. Palm Beach County's education attainment has increased in the last 10 years. Since 2010, the percentage of people who hold a bachelor's degree or higher has increased by over 90,000 people, a 30.3% increase. Figure 2-5 shows the level of educational attainment for Palm Beach County residents and the percent change since the 2010 Census.

Figure 2-5: Education Attainment Trends



Source: Census 2010 and American Community Survey 2019 5-Year Estimates

Income

Household Income

Income is an important aspect to consider when evaluating a community's public transit needs. Although dependent on several factors, including household size and expenses, households with lower incomes are more likely to have less discretionary income, making car ownership or non-essential travel by car more difficult and increasing reliance on public transit. Palm Beach is one of the wealthiest counties in Florida. In 2019, 16.5% of households in Palm Beach had an income of over \$150,000, compared to 11.3% in Florida. Despite this, 18.5% (102,299) of Palm Beach County households earn less than \$25,000 annually, and another 9.1% earn between \$25,000–\$34,999 (Table 2-3).

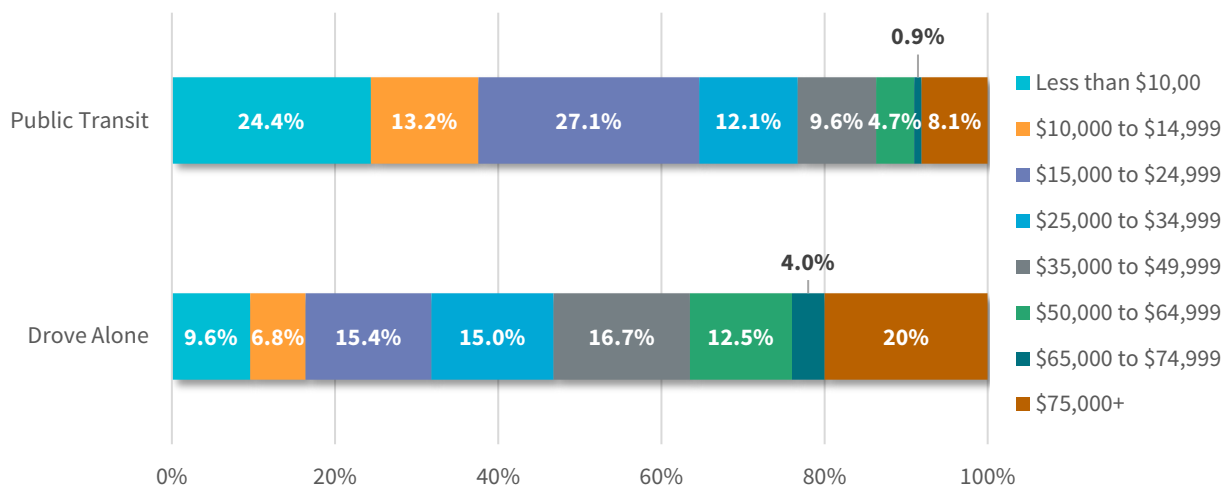
Table 2-3: Household Income

Annual Household Income	# of Households (Florida)	% of Households (Florida)	# of Households (Palm Beach)	% of Households (Palm Beach)
Less than \$10,000	501,668	6.5%	31,880	5.8%
\$10,000 to \$14,999	336,220	4.3%	21,123	3.8%
\$15,000 to \$19,999	373,897	4.8%	24,344	4.4%
\$20,000 to \$24,999	395,566	5.1%	24,952	4.5%
\$25,000 to \$29,999	389,849	5.0%	25,191	4.5%
\$30,000 to \$34,999	403,533	5.2%	25,410	4.6%
\$35,000 to \$39,999	374,840	4.8%	24,156	4.4%
\$40,000 to \$44,999	369,767	4.8%	23,759	4.3%
\$45,000 to \$49,999	333,959	4.3%	22,050	4.0%
\$50,000 to \$59,999	636,409	8.2%	41,965	7.6%
\$60,000 to \$74,999	780,637	10.1%	52,258	9.4%
\$75,000 to \$99,999	956,629	12.4%	65,593	11.8%
\$100,000 to \$124,999	630,460	8.1%	48,932	8.8%
\$125,000 to \$149,999	383,876	5.0%	31,203	5.6%
\$150,000 to \$199,999	406,699	5.3%	37,568	6.8%
\$200,000 or more	462,302	6.0%	53,711	9.7%

Source: American Community Survey 2019 5-Year Estimates

As Figure 2-6 shows, income among workers who commute using public transit skews lower compared to those who drive alone, indicating a high dependence on public transit to travel to work for those in the lowest annual household income brackets. Nearly two-thirds (64.7%) of commuters using public transit earn less than \$25,000 annually, and 24.4% earn less than \$10,000 annually. Comparatively, only 31.8% of workers who drive alone on their commute earn less than \$25,000 annually, while 36.5% earn \$50,000 or more.

Figure 2-6: Worker Annual Household Income (Public Transit vs Drive Alone)

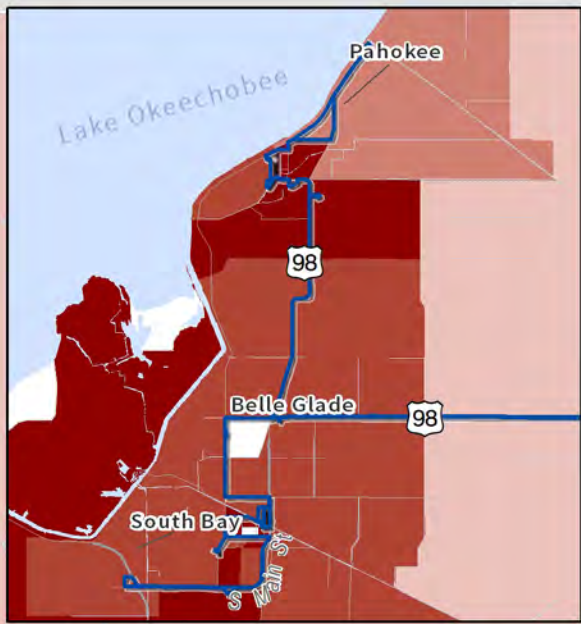


Source: American Community Survey 2019 5-Year Estimates

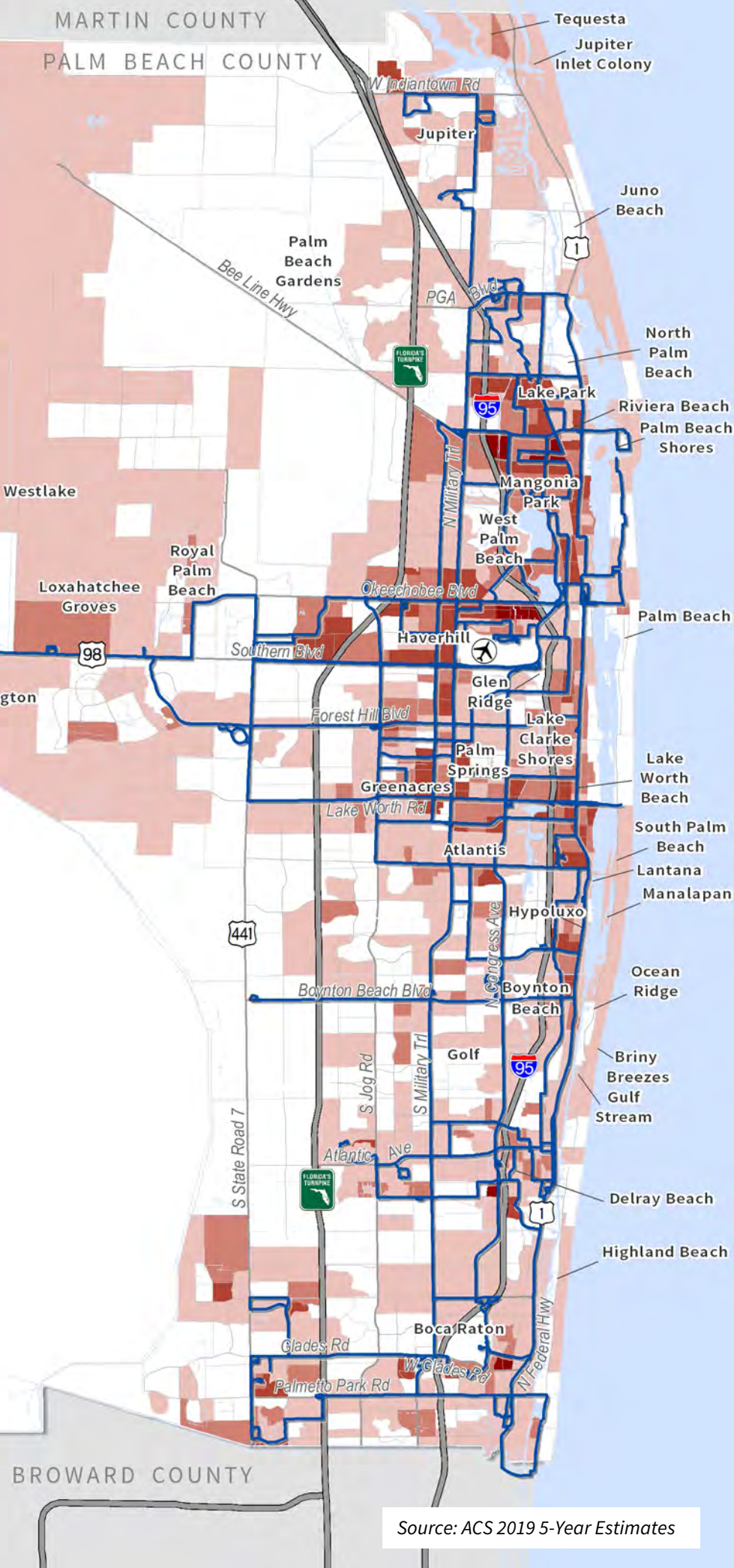
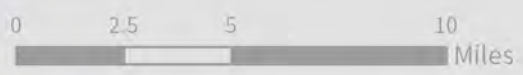
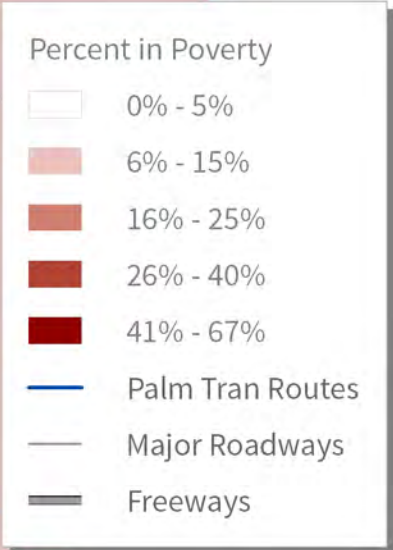
Poverty

Individuals living in poverty have a higher propensity to use transit because they may not have the means to own, fuel, and maintain a personal automobile. The US Census Bureau defines the poverty threshold as under \$25,000 annual income for a family of four with two children. Despite the wealth in Palm Beach County, its poverty rate of 12.7% is slightly higher than Florida’s rate of 11.4%.

Map 2-6 shows the distribution of households living under the federal poverty level by Block Group. There are notable concentrations of household living in poverty in the eastern central and western portions of the county, near West Palm Beach and Belle Glade, and in the western portion of the county along Lake Okeechobee.



Map 2-6: Percentage of Households Living in Poverty



Source: ACS 2019 5-Year Estimates

Travel Behavior and Commuting Trends

Automobile Ownership

The cost of owning a vehicle can be a high percentage of a person's household budget, particularly for those already near or below the poverty line. Households that do not own a vehicle are considered "zero-vehicle households" and are more likely to be dependent on public transit for work, health, shopping, education, and recreation purposes, either by choice or out of financial necessity. In Palm Beach County, 2.9% of all households are zero-vehicle (lower than the 6.6% for Florida), 22.5% of households have one vehicle available, and the remaining 74.6% have two or more vehicles available (2019 ACS 5-Year Estimates). This has stayed relatively stable since 2010, with the largest increase in the percentage of households with three or more vehicles (Table 2-4).

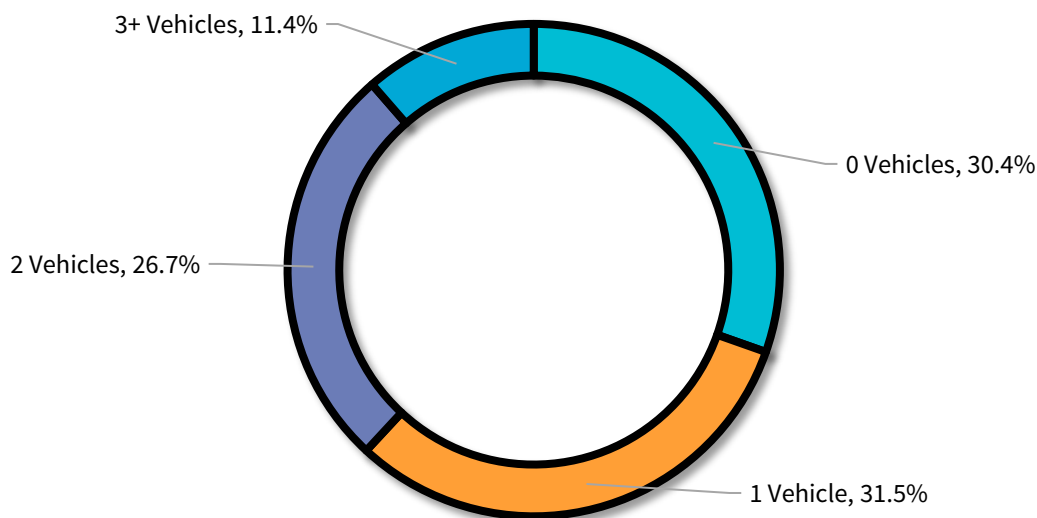
Table 2-4: Household Vehicle Availability

Vehicles Available	2010	2019	Change
No vehicle	2.8%	2.9%	0.1%
1 vehicle	24.5%	22.5%	-2.0%
2 vehicles	47.4%	45.9%	-1.5%
3+ vehicles	25.4%	28.8%	3.4%

Source: 2010 Census and American Community Survey 2019 5-Year Estimates

Figure 2-7 shows that, among workers who commute using public transit, the percentage of zero- or one-vehicle households is much higher compared to the county overall. This further indicates that workers using transit are more dependent on it to get to work and other places due to lack of vehicle availability.

Figure 2-7: Household Vehicle Availability (Workers Commute by Public Transit)



Source: American Community Survey 2019 5-Year Estimates

Commute Choices

Table 2-5 shows that the most popular commute choice in Palm Beach County is driving alone (77.9%). The proportion of commuters who drive alone and carpool decreased slightly between 2010 and 2019; those teleworking increased from 4.9% to 7.0%, and commuters using public transit increased slightly by 0.1%.

Table 2-5: Commuting Choice

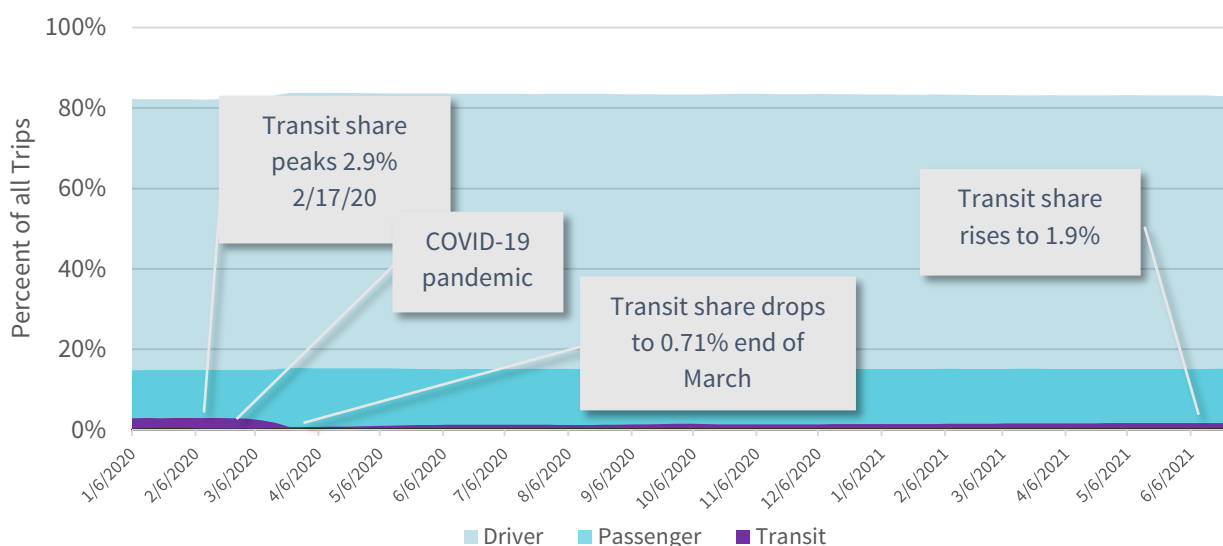
Mode	2010	2019	Change
Drive alone	78.7%	77.9%	-0.8%
Carpool	11.2%	10.0%	-1.2%
Use public transit	1.5%	1.6%	0.1%
Walk	1.7%	1.4%	-0.3%
Bike	0.6%	0.6%	0.0%
Use taxicab, motorcycle, or other means	1.4%	1.5%	0.1%
Work from home	4.9%	7.0%	2.1%

Source: 2010 Census and American Community Survey 2019 5-Year Estimates

COVID-19 Impacts on Mode Split

To understand the potential impacts of the COVID-19 pandemic on travel patterns, the weekly mode split of all trips originating in Palm Beach County on an average weekday were assessed using Replica, a data platform that estimates travel trends based on data sources, including but not limited to road traffic, cell phone data, and financial transactions. Data are compiled and estimated to determine the shift in mode splits. The impacts of the COVID-19 pandemic on transit ridership began in March 2020, when the share of transit trips starting in Palm Beach decreased from 2.9% to 0.71% by the end of March 2020 (Figure 2-8). Although this share has slowly increased, the long-term impacts of COVID-19 will take time to unfold. It should be noted that, although rideshare trips are included in these trip volumes, they are not tracked separately and, therefore, cannot be analyzed.

Figure 2-8: Mode Split During COVID-19

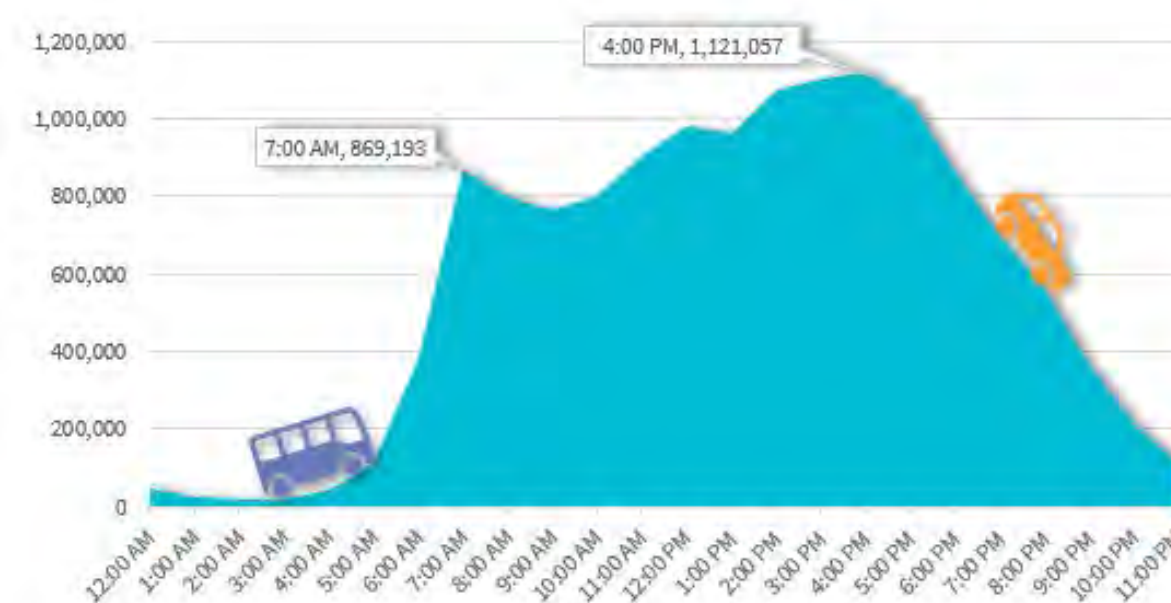


Source: Replica- Palm Beach Mode Split Data from 1/6/2020 to 6/28/2021

Trip Departure and Commute Times

Insight into trip departure times is essential for understanding the community's transportation needs and how Palm Tran may best serve it. Figure 2-9 illustrates the distribution of trip start times for an average weekday for all trips originating in Palm Beach County using May 2021 data from Replica. Although traditionally, peak travel periods occurred in the morning and evening peak commute periods, the data show that a high number of mid-day trips are sustained, with demand for travel remaining high.

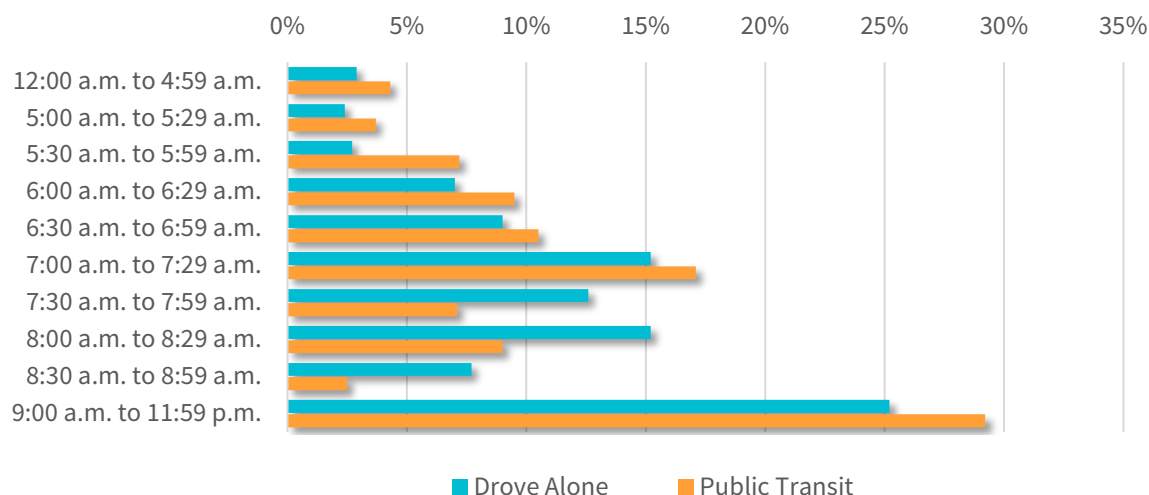
Figure 2-9: Trip Start Time for Average Weekday



Source: Replica (average weekday trip start time in May 2021)

Figure 2-10 shows the difference between the percentage of workers who commute by driving alone versus using public transit. Public transit users, who have longer travel times, as noted below, are much more likely to leave for work earlier, between 12:00 AM and 7:29 AM, whereas those who drive alone are more likely to leave between 7:30 AM and 8:59 AM. Both types of commuters frequently report leaving for work during the late morning into evening times, which is reflective of a high number of commuters working in industries such as hospitality and retail, which operate outside of typical daytime business hours.

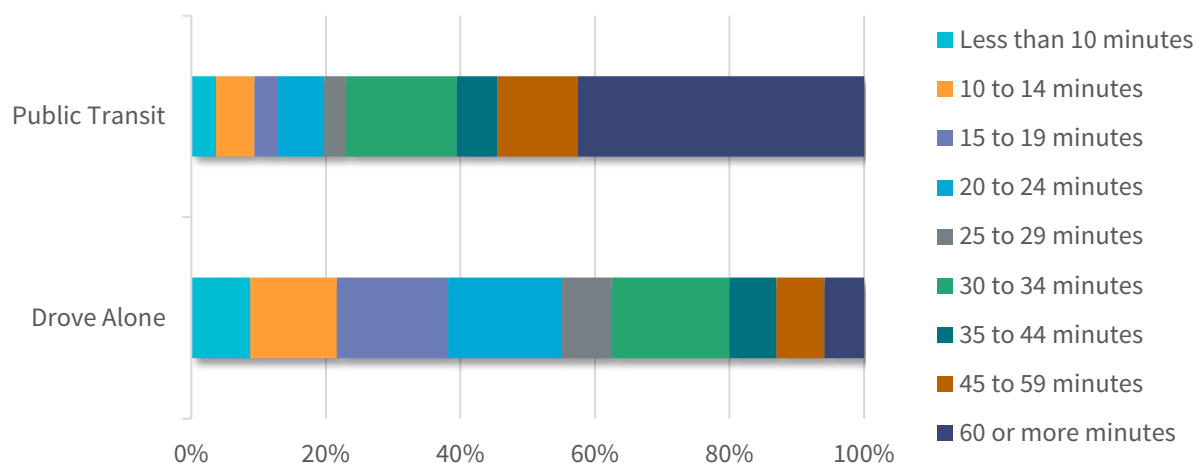
Figure 2-10: Worker Time of Departure (Public Transit vs. Drive Alone)



Source: American Community Survey 2019 5-Year Estimates

Commute times in Palm Beach County have increased slightly since 2010. The mean travel time to work increased from 24.7 to 26 minutes, or 1.3%. The largest decrease was for travel times under 10 minutes (-2%), and the largest increase was for 30–34 minutes (1.6%). Figure 2-11 compares the commute times of workers using public transit and driving alone. The data show that those who drive alone are more equally distributed across commute times; these commute times likely deal more with personal preference of distance from their workplace. Conversely, workers who take public transit are much more likely to have a longer commute time, with over 50% experiencing a 45 minute or longer commute. The average commute time is more than double for public transit users versus those who drive alone—53 minutes vs. 25 minutes, respectively.

Figure 2-11: Worker Travel Time (Public Transit vs Drove Alone)



Source: American Community Survey 2019 5-Year Estimates



Housing

Housing Density

The greater the housing density of an area, the greater likelihood that transit service can offer an attractive alternative to personal vehicle travel. This is due to factors such as limited parking supply, higher cost of living due to more limited land supply, and the number of potential transit users and trip generators in each geographic area. In turn, less density requires longer trips and more travel time per potential rider. Although indicators such as dwelling unit density can provide insight into a transit-supportive environment, other factors also play a role. For example, limited roadway connectivity due to land use such as gated subdivisions and housing built around geographical barriers such as lakes or canals can adversely affect the use of transit.

Map 2-7 illustrates the projected 2022 and 2031 dwelling unit densities in Palm Beach County. Housing densities are highest between I-95 and US-1, between Military Road and Haverhill Road, and in the area surrounding the intersection of Palmetto Park Road and Jog Road. Density decreases generally west of Florida's Turnpike, except for the area south of Yamato Road, Pahokee, and South Bay. As shown in Map 2-8, housing densities are expected to generally increase by 2031 in areas where housing already exists throughout the county, such as along the Atlantic coastline and in the eastern central area of the county.



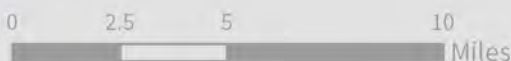
MARTIN COUNTY
PALM BEACH COUNTY

← To Lake Okeechobee

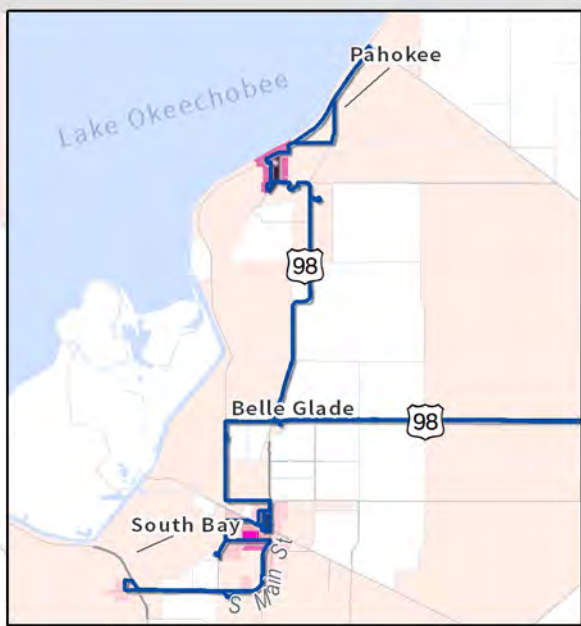
Map 2-7: Existing Housing Densities (2022)



BROWARD COUNTY



Source: Socioeconomic data developed for 2045
Palm Beach Long Range Transportation Plan



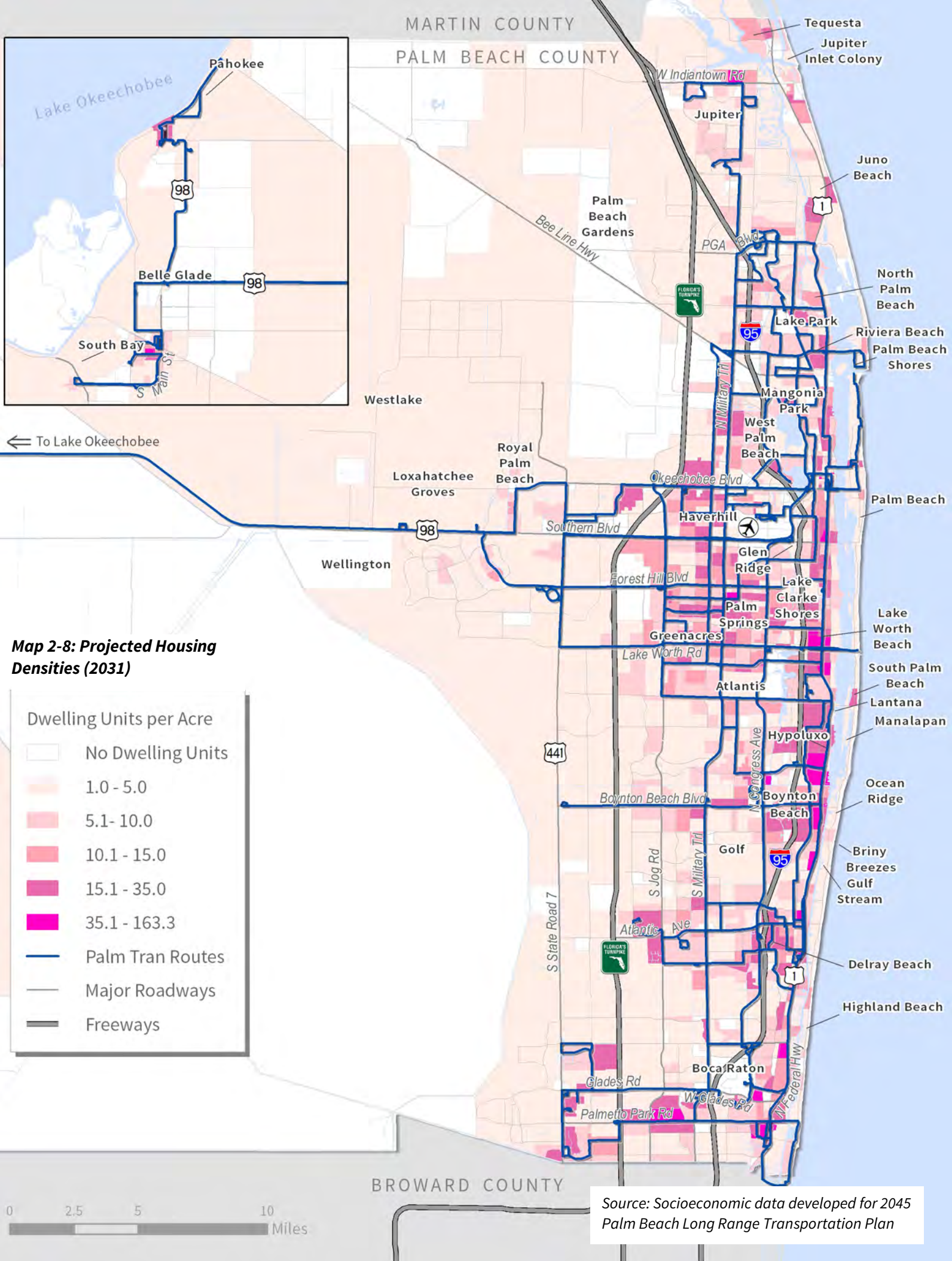
Map 2-8: Projected Housing Densities (2031)



BROWARD COUNTY

MARTIN COUNTY
PALM BEACH COUNTY

Source: Socioeconomic data developed for 2045
Palm Beach Long Range Transportation Plan





Affordable Housing

A combination of federal and local programs provide funding assistance for subsidized and affordable housing for populations including older adults, families, farmworkers, the homeless, and those who are low-income or have disabilities. Table 2-6 summarizes the 14,769 assisted units within 117 properties in Palm Beach County by program funding source as of August 2021, and the location of which are illustrated in Map 2-9.

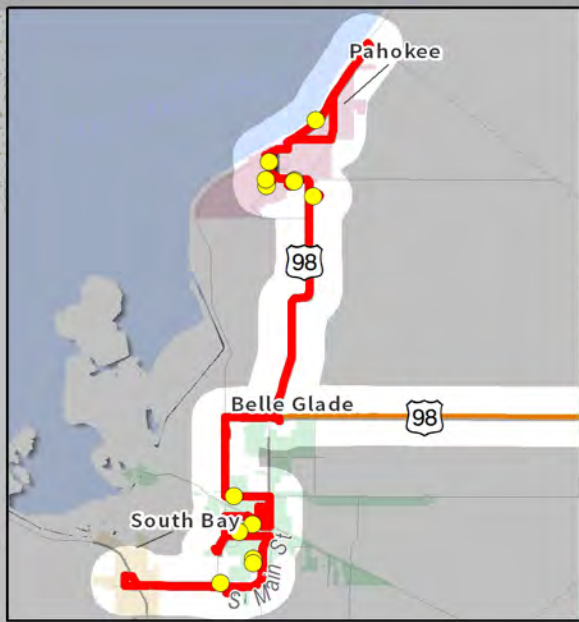
Affordable housing properties throughout Palm Beach County are well served by transit; all but two are within proximity to one or more Palm Tran bus routes. These properties, Pines South in Delray Beach (40 units) and Cypress Manor Apartments in Tequesta (62 units), represent less than 1% of the total units summarized in the table. Most units are also within $\frac{3}{4}$ -mile of Palm Tran's higher frequency routes (i.e., routes arriving every 30 minutes or less during the AM peak). Only 506 units are not within $\frac{3}{4}$ -mile of a high frequency route, indicating that 96.4% of affordable housing units have access to higher frequency transit service.

Table 2-6: Assisted Properties in Palm Beach by Funding Source

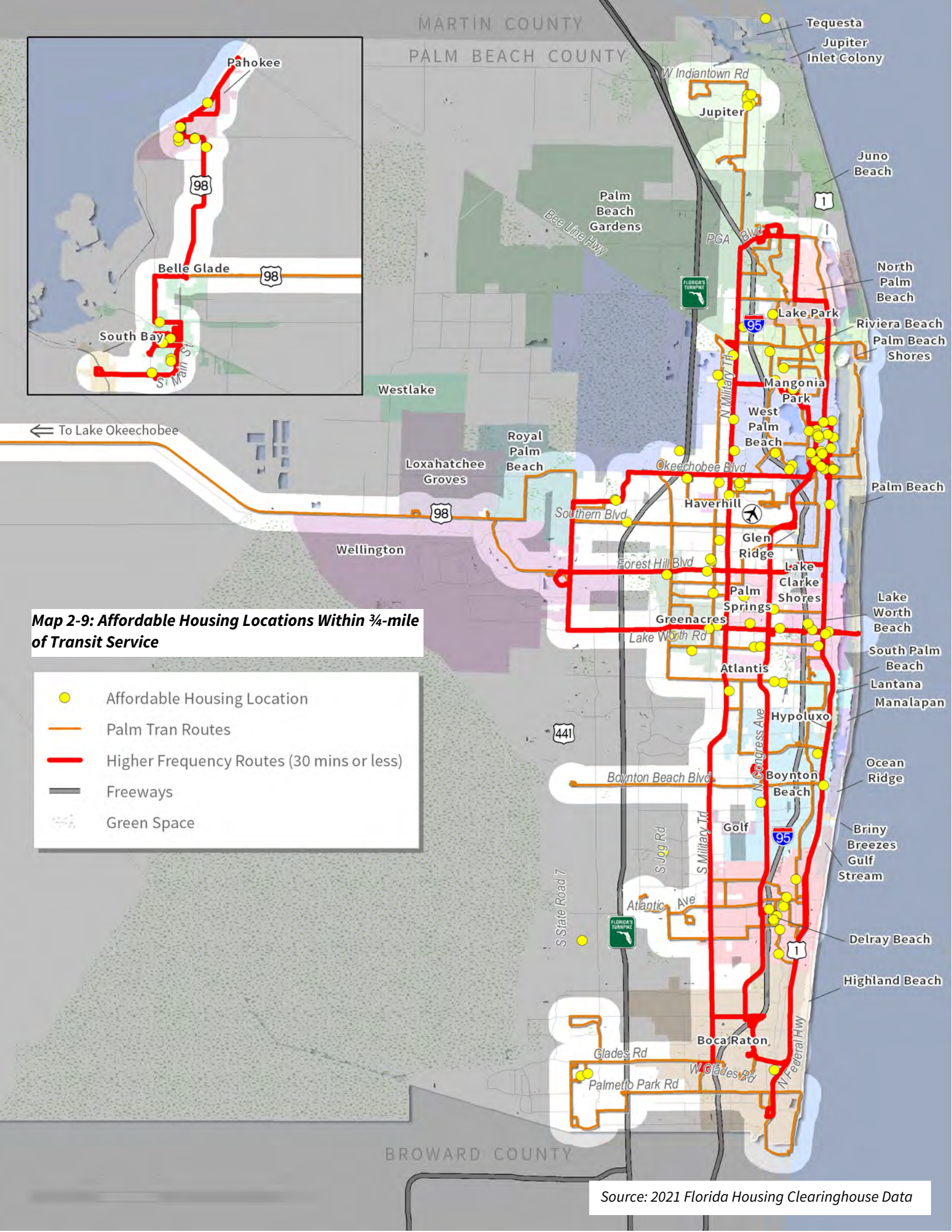
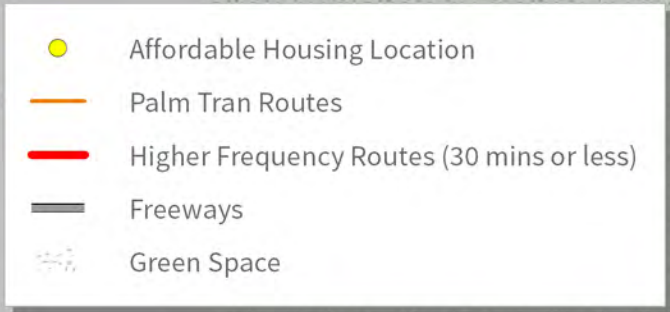
Funding Program	# of Properties	# of Assisted Housing Units	# of Total Housing Units
Florida Housing Finance Corporation	79	10,395	10,977
HUD Multifamily	29	3,872	3,954
USDA Rural Development	8	1,016	1,018
Local Housing Finance Authority	20	2,967	2,967
HUD Public Housing	15	1,397	1,403
Total*	117	14,171	14,769

USDA = US Department of Agriculture; HUD = US Department of Housing and Urban Development

Source: Florida Housing Data Clearinghouse. Many properties receive funding from more than one agency, so property and units may appear in more than one funding program in this table; therefore, the total number of properties and units is not a summation of those shown by funding program.



Map 2-9: Affordable Housing Locations Within ¾-mile of Transit Service



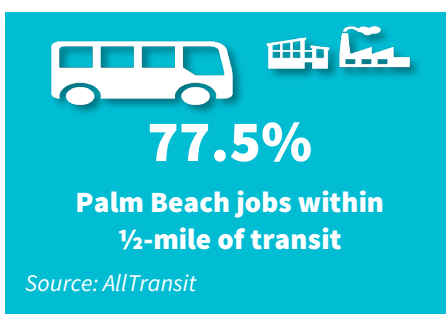
Employment

Job access via transit can ensure that workers get to their employment locations, thereby providing essential benefits to the economy.

Employment Density

Map 2-10 illustrates 2022 employment densities in Palm Beach County. It is also important to understand where the jobs in the county are most concentrated. Employment can be found generally along major roadways, with notable clusters at Florida Atlantic University, in and around The Gardens Mall, along 45th Street and North Australian Avenue, the area surrounding Boynton Beach Boulevard, along much of S Congress Avenue, the area along Yamato Road west of I-95, and the eastern portion of Glades Road.

Map 2-11 shows the projected 2031 employment densities in the county. Employment density is generally projected to increase where there is already employment or adjacent to it.



Major Employers

The top 10 employers by number of employees are shown in Table 2-7. Several of these employers coincide with the areas with a high employment density, such as Florida Atlantic University and Bethesda Hospital West. The Palm Beach County School District is the 10th largest school district in the nation and the 5th largest in Florida, serving more than 197,000 students; as the largest employer in Palm Beach County, it has 22,600 employees at schools and facilities throughout the county. Six of the top 10 employers are private--3 not-for-profit and 3 for-profit; the other 4 are public agencies. As with the School District, most of these large employers operate county- or city-wide, with employees traveling to multiple locations.

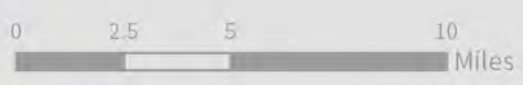
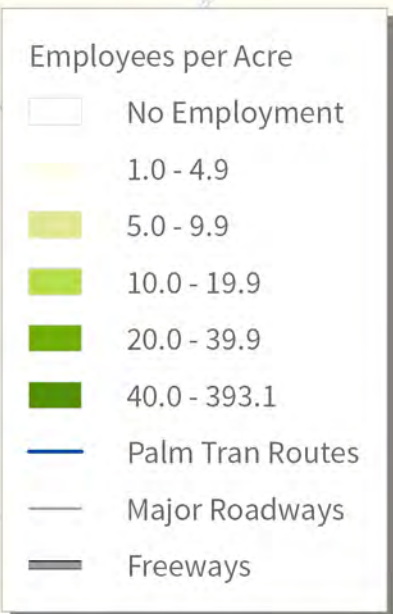
Table 2-7: Top 10 Employers

Rank	Employer	Employees
1	Palm Beach County School District	22,600
2	Tenet Healthcare	6,505
3	Palm Beach County Government	5,686
4	NextEra Energy, Inc. (FPL)	5,119
5	Florida Atlantic University	3,133
6	Boca Raton Regional Hospital	3,052
7	Veterans Health Administration	3,000
8	HCA Healthcare	2,806
9	The Breakers	2,300
10	Bethesda Hospital East/West	2,282

Source: Business Development Board Palm Beach County



Map 2-10: Existing Employment Densities (2022)

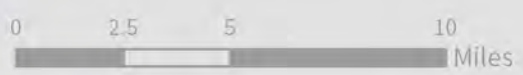


Source: Socioeconomic data developed for 2045 Palm Beach Long Range Transportation Plan



← To Lake Okeechobee

Map 2-11: Projected Employment Densities (2031)



Source: Socioeconomic data developed for 2045
Palm Beach Long Range Transportation Plan

Land Use

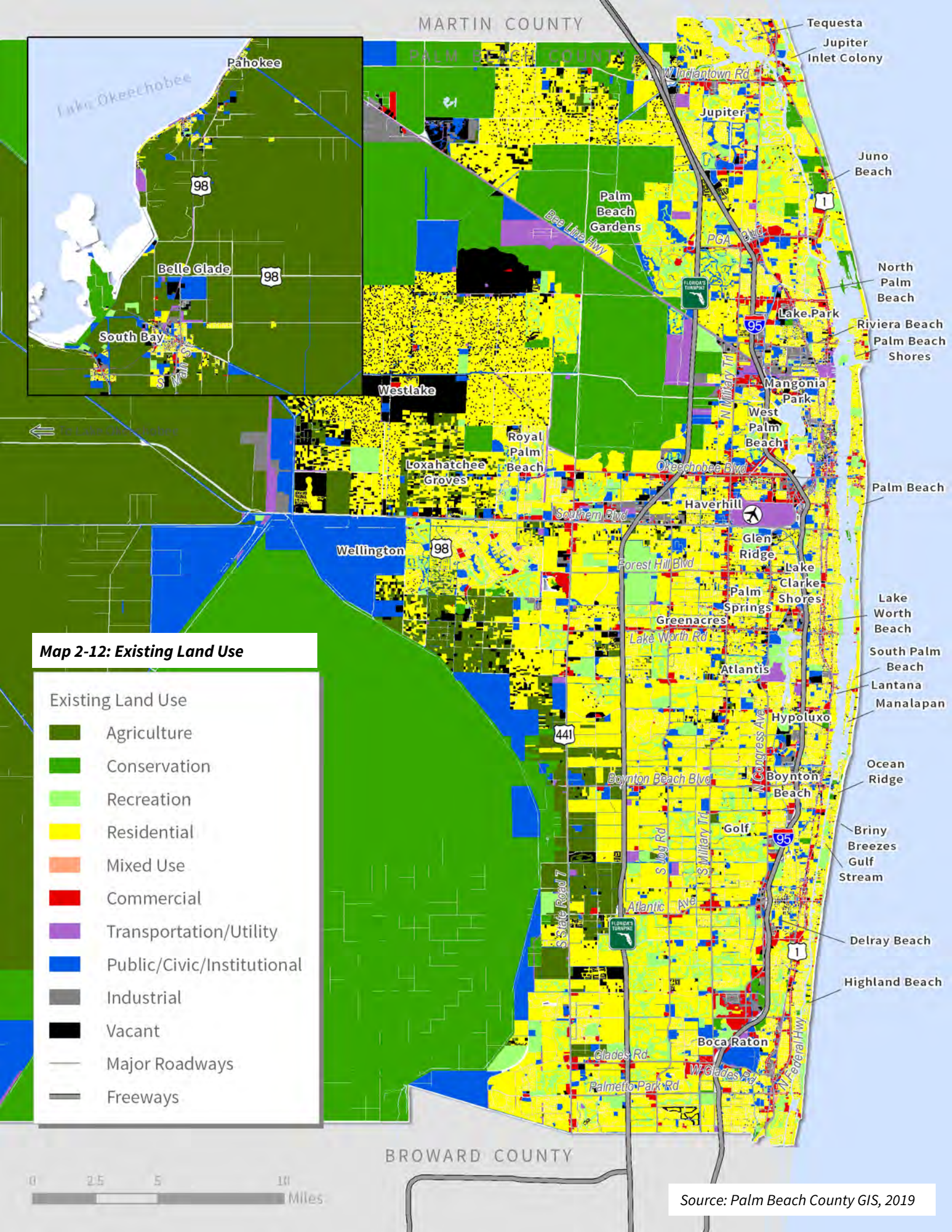
Transportation and land use have a very symbiotic relationship. The type and placement of transportation systems strongly affects land use patterns, and the types and mix of land uses affect travel patterns and how well various alternative modes to driving, including transit, can be supported. A review of existing and future land use can help determine where land uses that are conducive to transit use are located or will be located. Transit-supportive land uses include high-density/multi-family residential, mixed-use, high-density commercial, and certain community facilities.

In Palm Beach County, local governments are responsible for land use decisions, including establishing zoning regulations and setting future land use policies in their incorporated areas. Using existing and future land use and future dwelling unit, population, and employment densities previously reviewed provides valuable insight into where future development is planned and where projected population and employment growth is anticipated to occur as a result. Continued monitoring of growth and land use patterns is needed to better plan for service expansions into new areas or investments in more frequent service for existing service areas.

A review of existing land uses, as illustrated in Map 2-12, was conducted, and the following observed:

- Much of the western portion of the county is categorized as Agriculture or Conservation, except for the cities of South Bay, Belle Glade, and Pahokee located on or near Lake Okeechobee.
- There are no significant mixed-use districts.
- Industrial use is concentrated along highway corridors such as Southern Boulevard at Florida's Turnpike and Bee Line Highway at I-95.
- Residential use is concentrated along the eastern portion of the county.
- There is a clear pattern of commercial use along most major arterial roads in the county, with clusters of commercial use that coincide with areas containing higher employment densities.
- Vacant parcels are concentrated in the west—particularly northwest—part of the county.

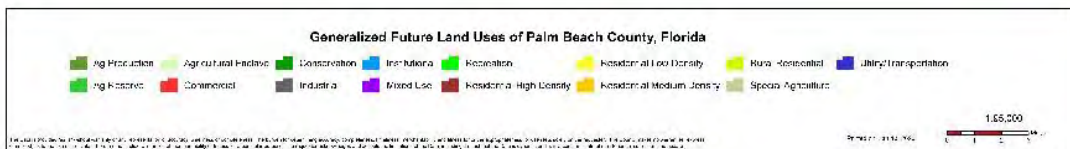
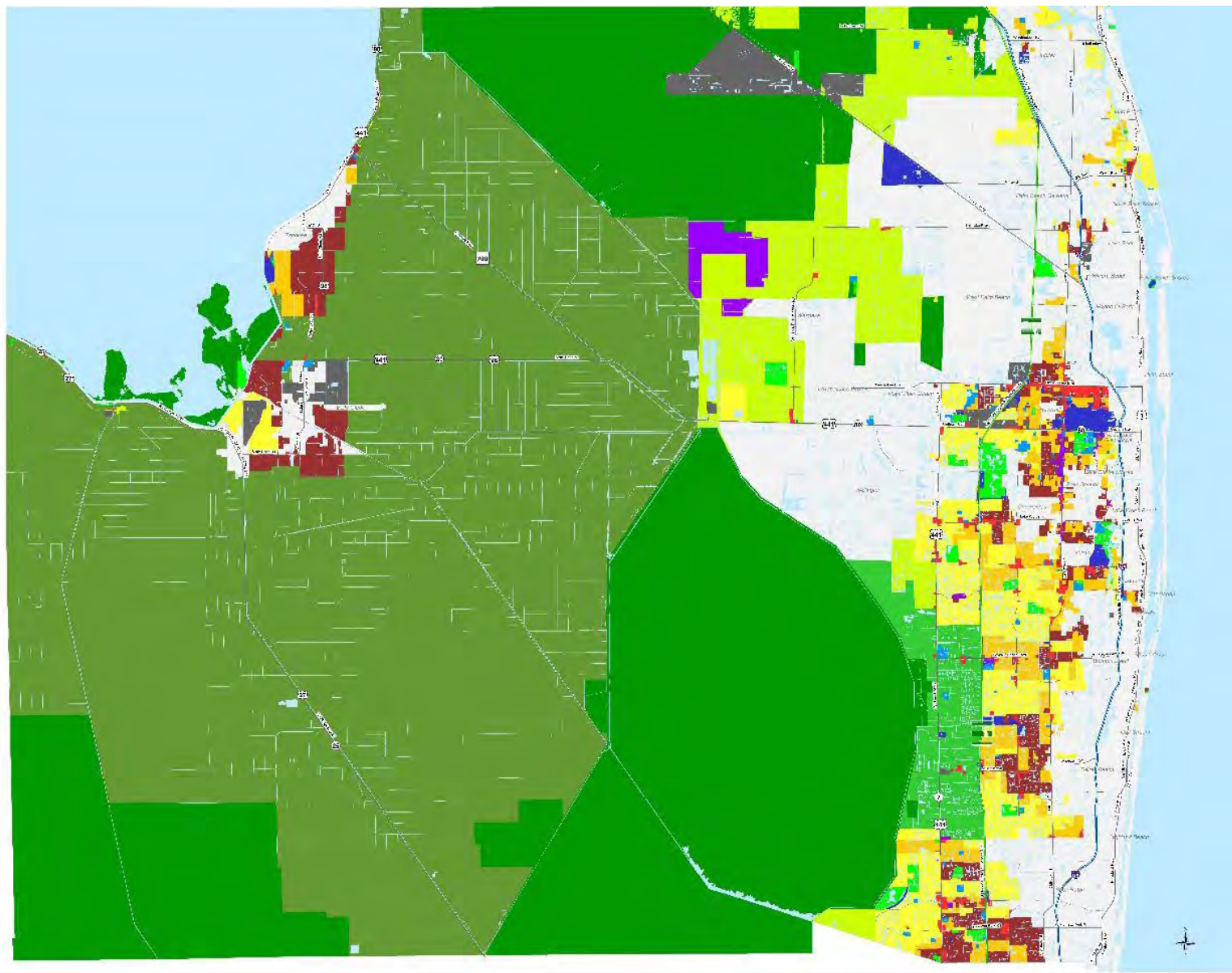
Figure 2-12 shows the future land use designations for unincorporated Palm Beach County, with various high-density residential uses designated near Boca Raton, Boynton Beach, and communities near Lake Okeechobee and around the Palm Beach International Airport. A notable cluster of mixed use is designated northeast of Westlake. Further review of land use policies with possible implications for public transit for the larger incorporated municipalities will be discussed in the plans and policy review conducted for this TDP.



Map 2-12: Existing Land Use

- Existing Land Use
- Agriculture
 - Conservation
 - Recreation
 - Residential
 - Mixed Use
 - Commercial
 - Transportation/Utility
 - Public/Civic/Institutional
 - Industrial
 - Vacant
 - Major Roadways
 - Freeways

Figure 2-12: Future Land Use Map (Unincorporated Palm Beach County)



Planning, Zoning and Building Department

2300 N. Jog Road
West Palm Beach, Florida 33411
(561) 233-5300
Email: pzb-nsp@pbco.gov
Website: <http://discovr.pbco.gov/pzb/>

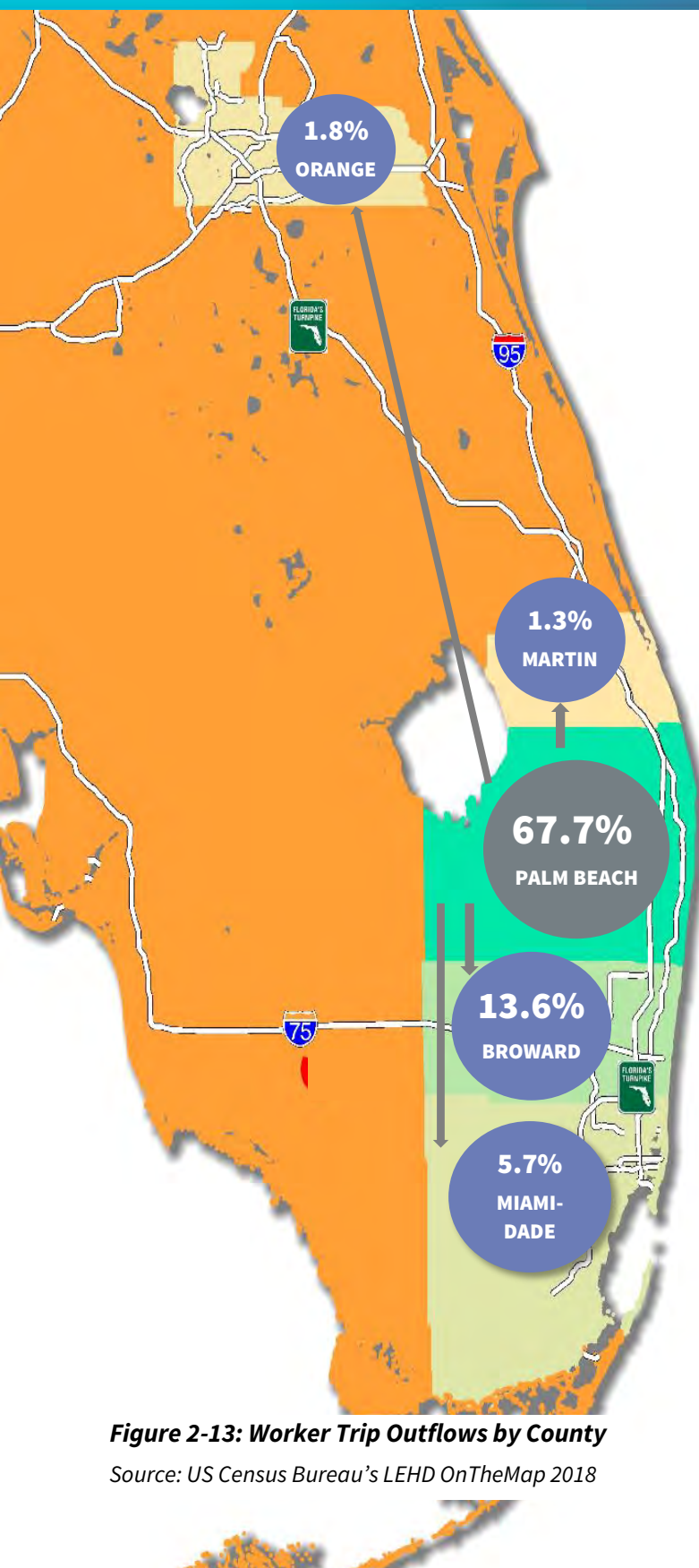


Figure 2-13: Worker Trip Outflows by County

Source: US Census Bureau's LEHD OnTheMap 2018

Travel Flow Analysis

Understanding travel patterns at the local and regional levels is critical to defining transit markets. This section examines several data sources to understand both local and regional work-related commute flows and more general weekday travel patterns.

Worker Travel Analysis

Travel data from the US Census Bureau were used to analyze general geographic patterns of worker residential and employment locations to understand the demand for both local and regional work-related travel. This data source quantifies job location in relation to residence and not daily commuting destinations; therefore, this analysis may reflect job-home trip patterns that occur infrequently or not at all due to telecommuting, for example. A separate travel flow analysis based on real trips using Replica data is discussed in the next section.

In 2018, of the 590,347 job-residence pairs starting in Palm Beach, the majority (399,941, or 67.7%) stayed within the county. The remaining 190,406 pairs were between a residence in Palm Beach and a job in Broward (13.6%), Miami-Dade (5.7%), Orange (1.8%), Martin (1.3%), or other places outside the region (collectively 9.9%), likely attributed to telecommuting or infrequent travel from Palm Beach for work. These flows, illustrated in Figure 2-13, reflect general trends of workers commuting from their residence in Palm Beach to their job location.

A higher number of job-residence pairs end in Palm Beach County (616,371), suggesting that more workers travel from nearby counties into Palm Beach. Of these, the 399,941 job-residence pairs internal to Palm Beach represent 64.9%. Nearly all remaining pairs are between a residence in a neighboring county and a job in Palm Beach, including Broward (12.9%), Miami-Dade (5.4%), St. Lucie (2.5%), and Martin (2.4%).

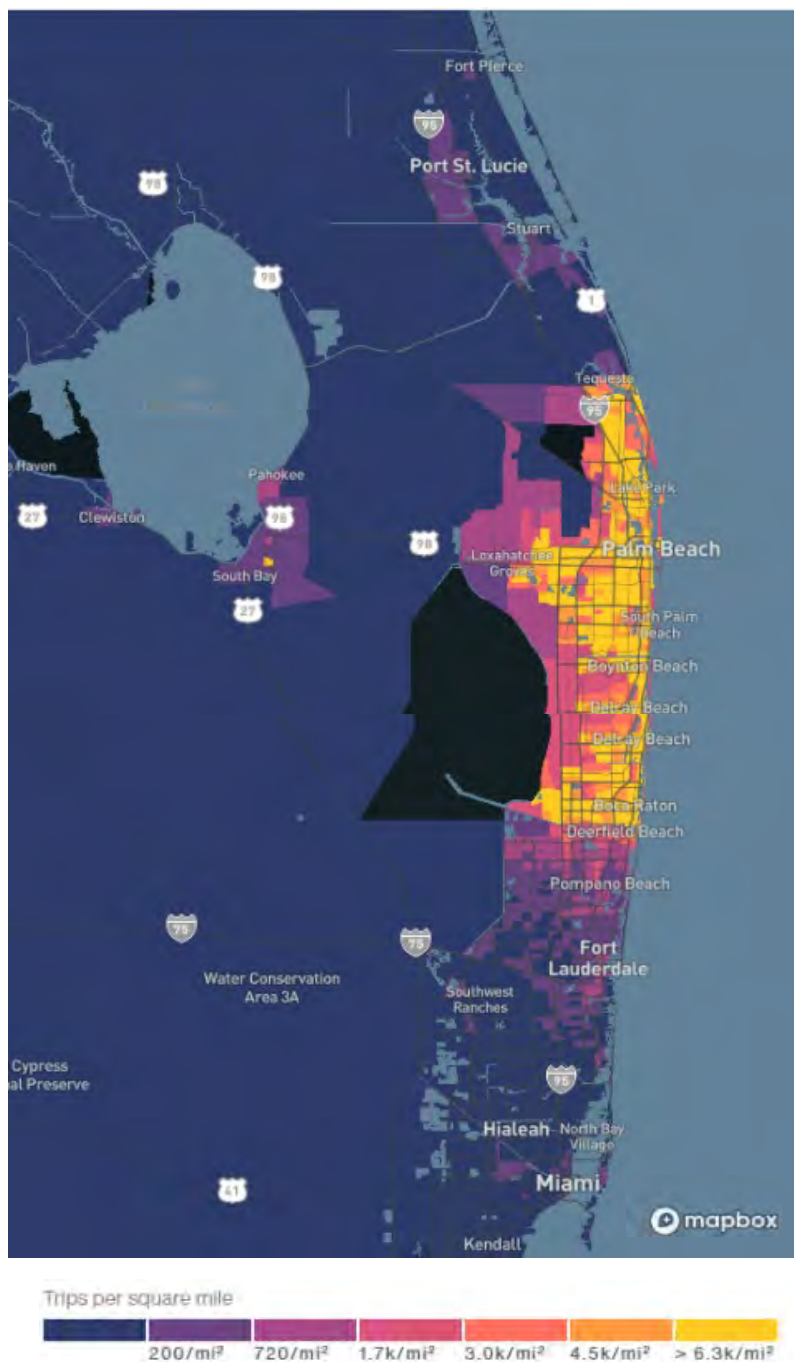
Origin-Destination Analysis (All Trips vs. Transit)

A more detailed origin-destination analysis was conducted using Replica Trends, a national model that uses data derived from road traffic, mobile phone data, and financial transactions to model mobility trends. The analysis provides an understanding of the magnitude of all average daily trips between surrounding areas that can be helpful in planning future transit services tailored to regional travel, such as express bus service.

Figure 2-14 shows the average weekday trips per square mile ending in Palm Beach in June 2021. Most trips originated within the urbanized area of the county, with smaller concentrations coming from as far south as the Fort Lauderdale area and as far north as Port St. Lucie and Stuart.

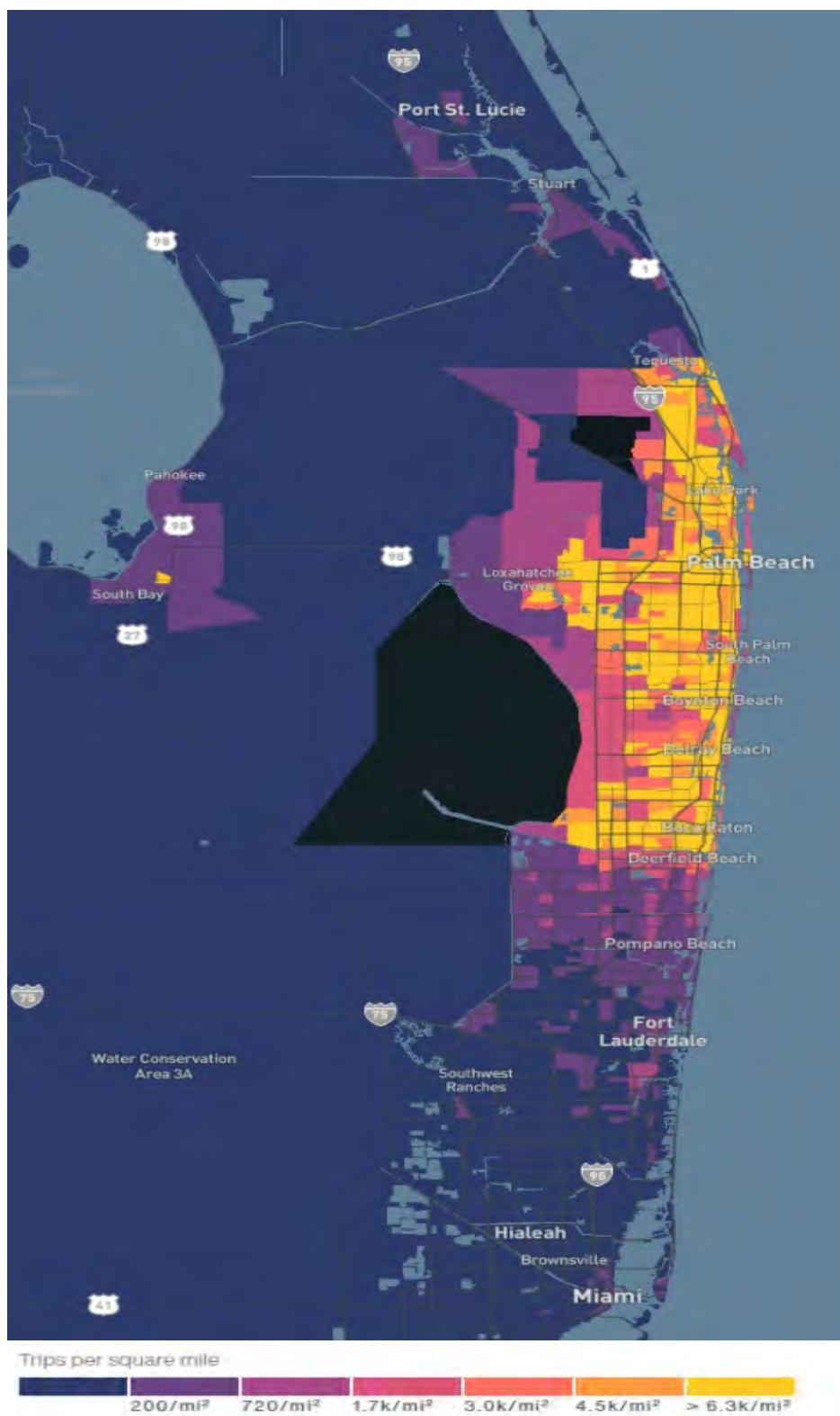
The regional destinations from Palm Beach County extend farther south compared to the inflow travel. Travel to downtown Fort Lauderdale, the Fort Lauderdale/Hollywood International Airport, and even downtown Miami are illustrated in Figure 2-15.

Figure 2-14: Trip Origins per Square Mile (All Trips)



Source: Replica June 2021

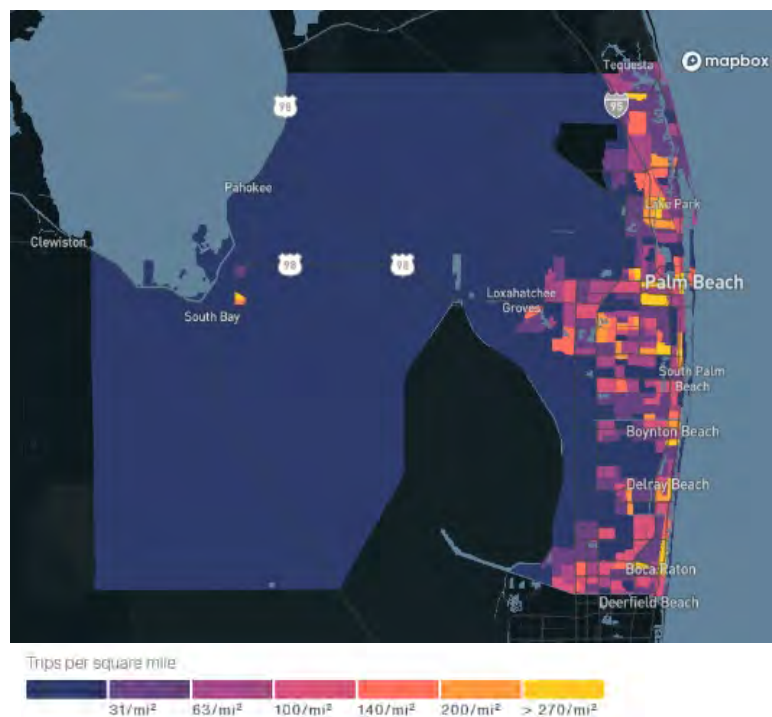
Figure 2-15: Trip Destinations per Square Mile (All Trips)



Source: Replica June 2021

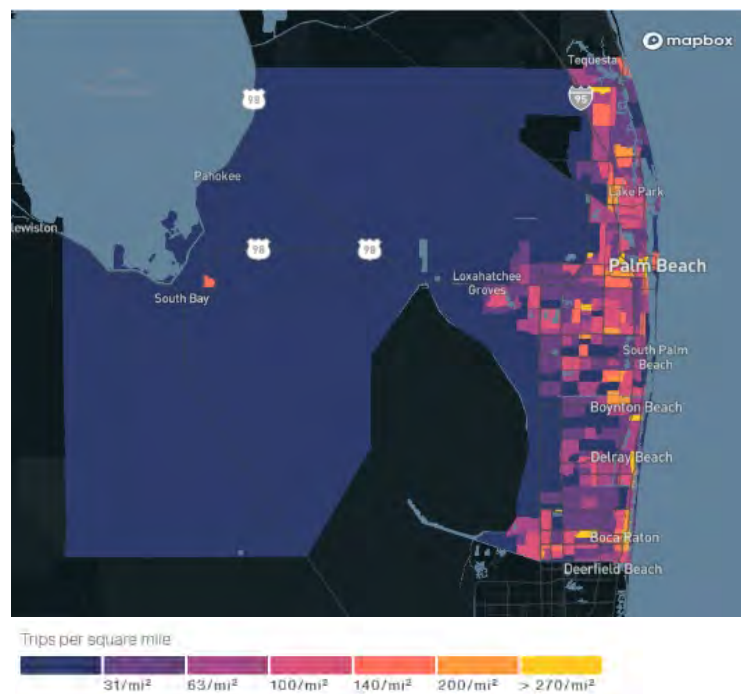
Figure 2-16 shows the average number of transit trip origins per square mile for an average July 2021 weekday in Palm Beach. A notable concentration of trips can be seen near the commercial areas on W Indiantown Road between Military Trail and Central Boulevard, the Palm Beach International Airport and north of the airport along Okeechobee Boulevard, the area surrounding US-1 and Okeechobee Boulevard, the north side of Lake Worth Road, the area east of I-95 between Woolbright Road and SW 23rd Avenue in Boynton Beach, and along US-1 in Delray Beach and Boca Raton. Figure 2-17 shows the average number of transit trip destinations per square mile for an average July 2021 weekday in Palm Beach with similar results to the origins, but with a higher concentration of trips towards the coast.

Figure 2-16: Trip Origins per Square Mile (Transit Trips)



Source: Replica June 2021

Figure 2-17: Trip Destinations per Square Mile (Transit)



Source: Replica June 2021

Tourism

Tourism is one of the top industries in Palm Beach, supporting more than 66,000 jobs in tourism-related businesses such as hotels, restaurants, stores, attractions, transportation services, and others. Destinations such as the beaches, downtown West Palm Beach, and PGA National golf courses bring more than 7.3 million people to Palm Beach County annually who spend approximately \$4.6 billion while there (Palm Beach County Economic Development).



Source: PBC Environmental Resource Management, 2016

Tourists are an important group of riders to consider when identifying local and regional transportation needs. For example, tourists flying into Palm Beach County will benefit if transit is a convenient way to get from the airport to where they are staying and to other destinations in the county as well as around the region, as transit costs less than renting a car or hiring a car service. Tourists making day trips around the region will also benefit if transit is a convenient option as opposed to driving, and residents will benefit if fewer cars are on the road. The influx of tourists to the county, particularly during peak season in winter months, places a high demand on county and south Florida region roadways and increases traffic congestion levels. Transit options that are safe and convenient will serve to further reduce peak season road congestion and strengthen the attractiveness of Palm Beach County as a place to visit.

A significant percentage of the jobs supported by tourism in Palm Beach County are hotels, restaurants, and stores along the coast where parking is limited and can be expensive. Safe and reliable transit for service industry workers, including those who work early morning/late evening (or the “third-shift”), is also an important consideration.

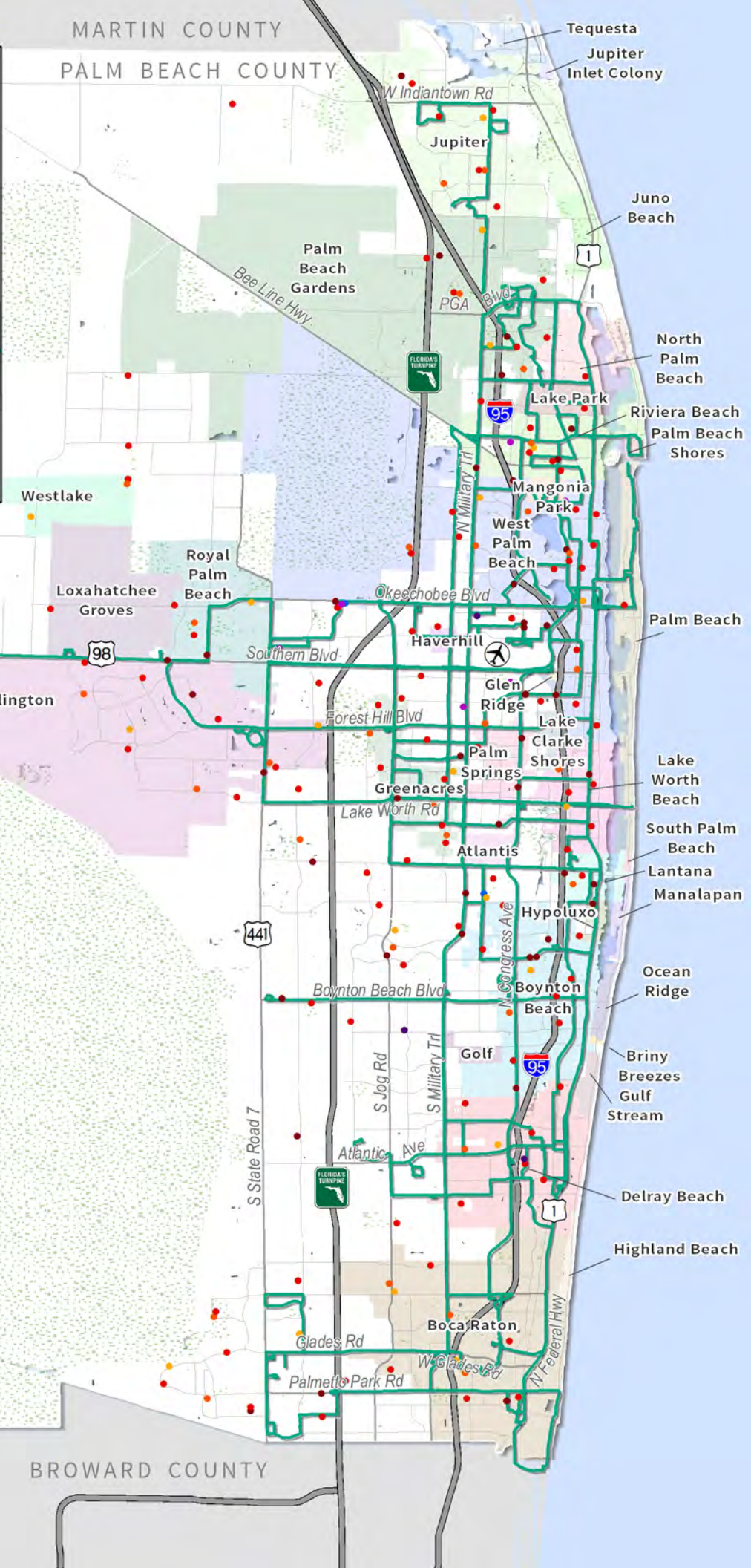
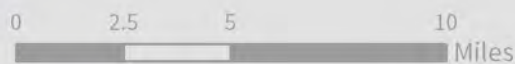
Public Schools

The School District of Palm Beach County is another significant transportation provider in the county, traveling over 13.2 million miles annually to transport students between home and school. Map 2-13 shows the locations of the public and charter schools relative to Palm Tran’s fixed route system. With many public schools located in proximity to one or more bus routes, the opportunity may exist, in specific instances, to coordinate student transportation and public transit services.



Map 2-13: Public Schools

- High School
- Middle School
- Elementary School
- Technical
- Adult & Community
- Alternative
- ESE
- Charter Schools
- Palm Tran Routes
- Major Roadways
- Freeways
- Green Space



3 Existing Transit Services Evaluation

This section provides an in-depth review of Palm Tran's services, ridership trends, fare policies, operating facilities, and other key characteristics to provide context into the performance of Palm Tran services.

Palm Tran Services

Palm Tran operates as a department of Palm Beach County overseen by the County Commission and has provided public transit services in the county since 1971. Palm Tran provides services daily through its fixed route bus system, Palm Tran Connection (paratransit), and Go Glades dial-a-ride service. Palm Tran directly operates its fixed route bus service; Connection and Go Glades services are operated by third-party contractors.

Fixed Route Bus

Palm Tran currently operates 32 bus routes that serve approximately 3,000 bus stops. The fixed route system serves all major destinations in Palm Beach County from the coastal beaches in the east to Belle Glade in the west and as far north as Jupiter. Service also extends south into Broward County. There are 17 park-and-ride facilities in Palm Beach County. Major transfer centers include the main hub at the West Palm Beach Intermodal Transit Center, Mall at Wellington Green, West Palm Beach VA Medical Center, Boca Town Center Mall, and Gardens Mall.

On average, routes operate from approximately 5:45 AM to 8:30 PM on weekdays and Saturdays with headways ranging from 15 to 75 minutes; reduced services are provided on Sundays and some holidays. The earliest weekday service begins at approximately 4:54 AM on Route 47, and the latest service ends at 10:55 PM on Route 2.

Most routes are in the eastern urbanized area of the county closer to the coastline. Route 1 is the longest north-south route, operating from Palm Beach Gardens to Boca Raton on 20-minute headways from around 5:26 AM to 11:02 PM. Route 40 is the longest east-west route connecting West Palm Beach to Belle Glade during peak hours and operates on 30-minute headways from 5:35 AM to 9:00 AM and 60-minute headways thereafter until 10:04 PM; however, during off-peak hours, the route only covers its western portion, from Belle Glade to Wellington.

Refer to Section 2, Figure 2-1, for a map of Palm Tran's fixed route system.

Palm Tran Connection (Paratransit)

Palm Tran Connection provides paratransit service for eligible individuals unable to ride the fixed route bus. Three types of services are provided by Connection:

- **Complementary paratransit service** is for persons with disabilities who are unable to use fixed route service due to the inability to access or ride the bus, access bus stops or other transit facilities, or independently navigate the fixed route system. As required under the Americans with Disabilities Act (ADA), Palm Tran must provide complementary paratransit service, also known as ADA service, during the same days and times as fixed route service is provided. ADA

service must be provided within $\frac{3}{4}$ -mile of each side of a fixed bus route as well as a $\frac{3}{4}$ -mile radius at the end of each fixed route and rail station. To be eligible for this service, individuals must first complete an ADA application.

- **Transportation disadvantaged (TD) service** is for customers who live more than $\frac{3}{4}$ -mile from a fixed route (i.e., beyond the ADA service area) and who, because of physical or mental disability, income status, or age, are unable to transport themselves or to purchase transportation and have no other means of transportation. The TD Program is sponsored by the State of Florida Transportation Disadvantaged Trust Fund. The Florida Commission for the Transportation Disadvantaged (CTD), which oversees the TD Trust Fund, has designated Palm Beach County/Palm Tran as the local Community Transportation Coordinator (CTC). As the CTC, Palm Tran is responsible for coordinating and providing transportation services to eligible TD individuals in the county. Through Connection, TD service is provided anywhere in Palm Beach County during the same hours and days as Palm Tran bus service. To become eligible for TD service, applicants must submit proof of income or a physician-completed medical verification form and their completed application.
- **Division of Senior Services (DOSS) service** is provided to transport adults age 60 or older to senior centers and meal sites, Monday through Friday.

As a long-standing policy, Palm Tran Connection services are provided throughout the county and exceed the $\frac{3}{4}$ -mile minimum requirement for ADA service. Connection accepts appointments for trips up to three days in advance or as late as the day prior to the trip from those who meet the eligibility criteria. Same-day trips are not permitted. Generally, scheduled pick-up times mirror operating times for Palm Tran's fixed route services, as required. Connection also allows for recurring trips to be scheduled, referred to as a subscription trip.



Source: Facebook/Palm Tran

The current Connection fare is \$3.50 per trip, cash only, for either ADA or TD trips; DOSS trips to senior centers during pre-assigned appointment times are free.

Go Glades Dial-a-Ride Service

Palm Tran began operating the Go Glades service in December 2018 as a pilot program in partnership with FDOT. The service was designed as an on-demand circulator-type service with smaller vehicles to respond to the specific needs of the more rural, low-density areas of the Belle Glade, South Bay, and Pahokee communities in western Palm Beach along Lake Okeechobee. Go Glades service is available to the public and requires no eligibility application process.

Initially, Go Glades was designed as flex-style service, with four routes that allowed for deviation based on a trip request while still following designated bus stops and schedules along the route. The initial four routes included two routes in Belle Glade, one in Pahokee, and one in South Bay. Go Glades flex

service operated seven days per week with an hourly headway from 5:30 AM to 9:00 PM on weekdays, 7:00 AM to 9:00 PM on Saturdays, and 9:30 AM to 7:00 PM on Sundays. Prior to the COVID 19 pandemic, fares were initially \$1.00 plus \$0.50 for deviations.

To better meet the needs of the areas served, Go Glades service was transformed into dial-a-ride service in April 2020, and now operates anywhere within the Belle Glade, Pahokee, and South Bay service areas based solely on demand from scheduled rider trips. Operating times are 5:00 AM to 9:00 PM on weekdays, 7:00 AM to 9:00 PM on Saturdays, and 8:00 AM to 8:00 PM on Sundays. Trips may be scheduled no earlier than 24 hours in advance and up to 1 hour prior. The current Go Glades fare is \$2.00, or free for riders with a Connection ADA ID card.

Palm Tran Ridership Trends and COVID-19 Impacts

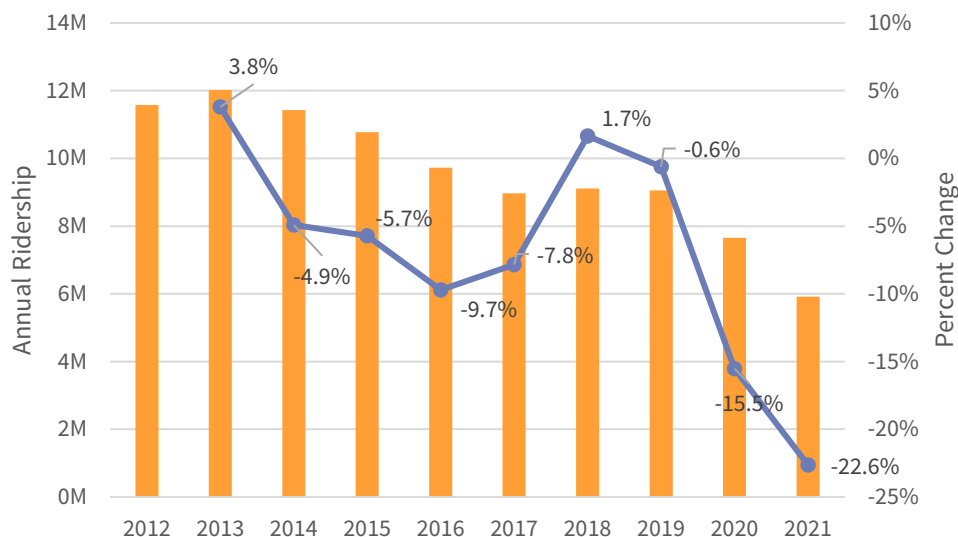
This section discusses ridership trends for Palm Tran’s services as well as recent impacts due to the COVID-19 global pandemic.

Fixed Route Ridership Trends

Figure 3-1 illustrates Palm Tran’s fixed route ridership over the last 10 years. During this period, ridership peaked in FY 2013, with 12 million passenger trips. Since the COVID-19 pandemic began in March 2020, ridership has been greatly impacted due to public health and safety concerns that have dramatically changed general travel behavior. Between March 23, 2020, and January 5, 2021, Palm Tran adjusted service schedules periodically in response to fluctuating service demand and resources as follows:

- March 23, 2020, Saturday Service – Due to COVID-19 impacts and business closures throughout the county, Palm Tran reduced service on all routes to operate on a Saturday schedule.
- March 30, 2020, Saturday Service Modified – Palm Tran began providing regular services on Routes 1, 2, 3, 43, and 62. Essential trips only were allowed on buses after a gubernatorial statewide-stay-at-home order was issued for April 1–30.
- May 18, 2020, Return to Full Schedule—Palm Tran resumed regular service on all routes as Palm Beach County entered the Phase 1 reopening on May 11.
- August 16, 2020, Saturday Plus Plan – Palm Tran implemented this plan that adjusted schedules from regular service to a modified Saturday service to ensure that it had enough personnel to operate service amid increased absences due to COVID-19 exposure or illness. All routes were adjusted to Saturday service except Routes 1, 2, 3, 40, 43, 44, and 62, which had earlier start times mirroring regular weekday service.
- September 14, 2020, Saturday Plus Plan Modified – Palm Tran implemented this plan to provide earlier service on 18 additional routes.
- May 9, 2021, Full Service Restored – Palm Tran returned to its regular service schedule.

Figure 3-1: Palm Tran Annual Fixed Route Ridership, 2012–2021

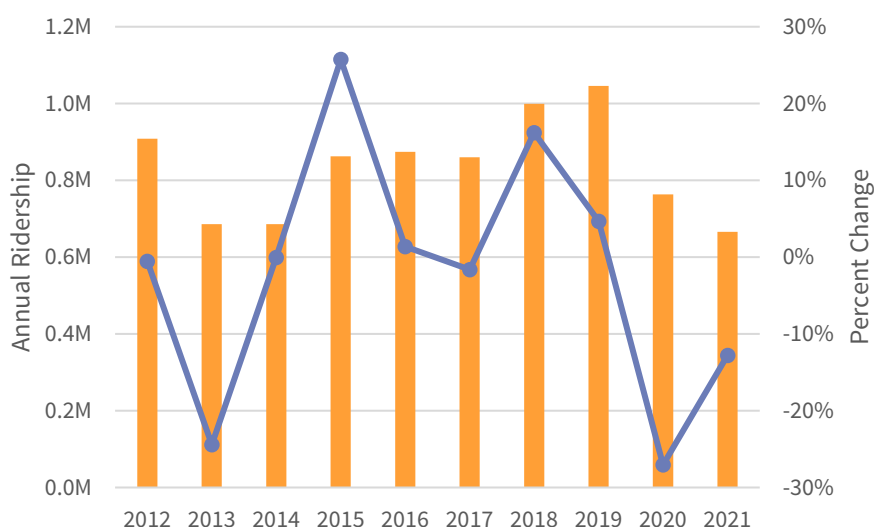


Source: Palm Tran

Palm Tran Connection Ridership Trends

Figure 3-2 illustrates Palm Tran Connection ridership trends over the last 10 years. It should be noted that the dip in 2013 follows a statewide pattern experienced by CTCs as Medicaid trips were shifted from under the TD program. Overall ridership was growing pre-pandemic to accommodate the increased demand, largely due to the growing aging population. Based on data reported to the NTD, ADA trips have consistently accounted for most Connection trips, ranging from 78% to 83% of all Connection riders annually during this 10-year period.

Figure 3-2: Palm Tran Connection Annual Ridership, 2012–2020



Sources: Palm Tran and the National Transit Database

Palm Tran Go Glades Ridership

As noted, Go Glades service initially began in late 2018 as deviated-flex service. On April 13, 2020, it began operating as dial-a-ride service. Figure 3-3 illustrates the current dial-a-ride service area.

Figure 3-4 illustrates the average daily ridership for Go Glades since this transition. In total, 84,110 Go Glades trips were provided (80% on weekdays), and the average daily ridership increased by 147% on weekdays, 164% on Saturdays, and 103% on Sundays during this period.

Figure 3-3: Go Glades Dial-a-Ride Service Area

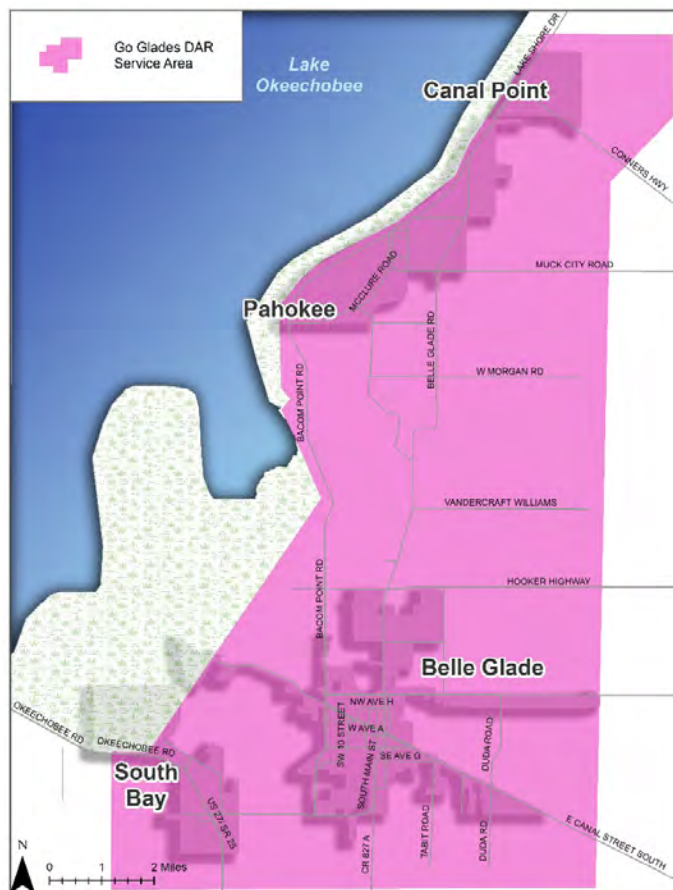
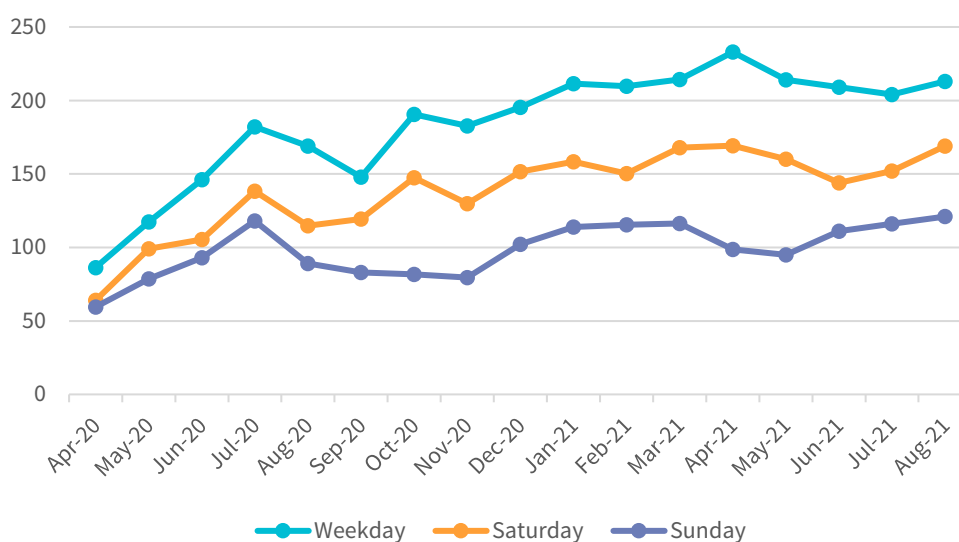


Figure 3-4: Go Glades Average Daily Ridership, April 2020–August 2021



Reflects ridership starting April 13, 2020.
Source: Palm Tran

Systemwide COVID-19 Ridership Impact

COVID-19 impacted ridership across all Palm Tran services. Ridership fell to its lowest level in April 2020, coinciding with the 30-day statewide stay-at-home order; fixed route passenger trips declined 41% and Connection passenger trips declined 68%.

Although the pandemic is still ongoing, the most significant ridership impacts were recorded from March to September 2020. As shown in Table 3-1, during this time, there was a 28% decline in ridership systemwide—including a 26% decline for fixed route and a 47% decline for Palm Tran Connection. Go Glades ridership, however, increased 15% after evolving from flex service to dial-a-ride service in April 2020.

Table 3-1: Systemwide COVID-19 Ridership Impacts, 2019 vs. 2020

Service	Mar–Sep 2019	Mar–Sep 2020	% Change
Fixed Route Bus	5,160,792	3,800,802	-26.4%
Palm Tran Connection	571,112	305,566	-47.4%
Go Glades*	25,968	29,920	+15.2%
Total	5,757,872	4,136,288	-28.2%

*Go Glades evolved from flex to dial-a-ride service in April 2020.

Fixed Route Operating Characteristics

Operating Characteristics by Route

Table 3-2 summarizes annual ridership by route for FYs 2019, 2020, and 2021, and operating headways and spans based on the full-service weekday schedule effective September 12, 2021. Route 1 has the highest ridership to date, providing over 1.3 million trips in 2021, nearly a quarter of Palm Tran’s total fixed route ridership. Route 3 has the second highest ridership, serving over 715,000 estimated trips during the same time. Route 41, which serves Palm Beach Island, has the lowest annual ridership, with approximately 8,000 passenger trips; however, this route operates only at a 75-minute headway (minutes between vehicles past a given point) during peak periods.

Table 3-3 illustrates the weekday service spans and headways by route. As shown, all current route headways are 15 minutes or longer, with 18 of the 32 (56%) routes having a 60-minute headway. Most routes (21 of 32) start service before 6:00 AM. During morning peak hours (6:00–9:00 AM), all routes in the system operate to provide riders with connections to work and other destinations. Route 94, which connects Florida Atlantic University (FAU) to the Boca Raton Tri-Rail Station, provides the most frequent service, at 4 trips per hour (15-minute headways). Routes 1, 31, 43, and 62 operate at 20-minute headways. Route 1, which is the highest-ridership route, has 20-minute headways and a 15-hour span. The only route whose headway exceeds 60 minutes is Route 41, which operates only during peak hours, with 75-minute headways between downtown West Palm Beach and Palm Beach Inlet. During mid-day service hours, all routes maintain the same frequencies as during the peak hours, except for Routes 40 and 41. Frequencies tend to decrease system-wide during evening hours, with the average overall evening headway being 50 minutes.



Table 3-2: Fixed Route Frequency, Service Days and Ridership, by Route

Route	Area/ Corridor	Weekday:			Service Days	Annual Ridership:			
		Start Time	End Time	Peak Headway*		FY 2019	FY 2020	FY 2021	Change 2020-2021
1	Federal / Dixie Hy.	5:25 AM	11:02 PM	20	Mon-Sun	2,158,233	1,847,047	1,401,478	-24.1%
2	Congress Av.	5:16 AM	10:54 PM	30	Mon-Sun	858,960	689,577	506,770	-26.5%
3	Military Tr.	5:06 AM	10:30 PM	30	Mon-Sun	1,082,647	874,179	715,885	-18.1%
4	Haverhill Rd.	6:10 AM	7:54 PM	60	Mon-Sat	106,577	90,390	74,515	-17.6%
10	Jupiter	6:02 AM	7:48 PM	60	Mon-Sat	75,684	62,590	54,152	-13.5%
20	Northlake / Dixie	5:45 AM	10:23 PM	60	Mon-Sun	262,871	221,967	163,558	-26.3%
21	PGA / US-1 / MLK	6:08 AM	7:52 PM	60	Mon-Sat	79,294	67,510	52,868	-21.7%
30	Blue Heron Blvd.	5:57 AM	7:35 PM	60	Mon-Sun	75,594	63,710	49,247	-22.7%
31	45th St. to VA Hosp.	5:39 AM	8:52 PM	20	Mon-Sun	346,976	305,593	198,128	-35.2%
33	Australian Av.	5:55 AM	10:10 PM	60	Mon-Sun	237,024	211,225	162,548	-23.0%
40	Southern / SR 80	4:35 AM	10:17 PM	40	Mon-Sun	161,412	132,856	103,905	-21.8%
41	Palm Beach Island	6:35 AM	5:18 PM	75	Mon-Sat	18,724	15,533	7,227	-53.5%
43	Okeechobee / SR-7	5:40 AM	10:05 PM	20	Mon-Sun	530,960	458,646	369,731	-19.4%
44	Belvedere Rd.	5:45 AM	7:28 PM	60	Mon-Sun	111,876	85,040	69,479	-18.3%
46	Forest Hill Blvd.	5:55 AM	9:58 PM	30	Mon-Sun	209,456	201,086	165,693	-17.6%
47	Pahokee - Belle Glade	4:42 AM	9:56 PM	30	Mon-Sun	264,682	231,263	153,269	-33.7%
49	Executive Center / Congress Av.	6:11 AM	9:57 PM	60	Mon-Sun	81,986	81,295	65,236	-19.8%
52	Royal PB Circulator	5:43 AM	7:22 PM	60	Mon-Sat	74,412	71,500	56,522	-20.9%
60	Purdy Ln.	6:10 AM	7:52 PM	60	Mon-Sat	66,428	62,998	51,476	-18.3%
61	10th St. / Cresthaven Blvd.	5:35 AM	8:31 PM	60	Mon-Sun	186,008	143,541	117,310	-18.3%
62	Lake Worth Rd.	5:40 AM	10:15 PM	20	Mon-Sun	606,103	553,616	464,754	-16.1%
63	Lantana Rd.	5:45 AM	8:32 PM	60	Mon-Sun	139,336	112,313	106,009	-5.6%
64	6th St. / Melaleuca Ln.	5:15 AM	8:25 PM	45	Mon-Sat	112,355	96,711	71,584	-26.0%
70	Seacrest Blvd. / Lakes of Delray	5:13 AM	8:01 PM	45	Mon-Sun	206,757	169,194	124,068	-26.7%
71	Gateway / BB Tri-Rail	5:55 AM	8:10 PM	60	Mon-Sat	49,242	38,430	31,647	-17.7%
73	Boynton Beach Blvd.	5:27 AM	8:50 PM	60	Mon-Sun	150,878	124,223	103,620	-16.6%
80	Delray Circulator	6:30 AM	7:25 PM	60	Mon-Sun	61,043	50,181	41,781	-16.7%
81	Atlantic Av.	6:05 AM	7:55 PM	60	Mon-Sat	87,217	79,175	75,082	-5.2%
88	Linton Blvd.	6:30 AM	8:20 PM	60	Mon-Sun	109,082	94,961	78,870	-16.9%
91	Glades Rd.	5:42 AM	8:54 PM	60	Mon-Sun	174,407	137,727	97,255	-29.4%
92	Palmetto Park Rd.	6:00 AM	6:07 PM	60	Mon-Sat	78,134	63,670	57,530	-9.6%
94	Tri-Rail - FAU	6:05 AM	9:33 PM	15	Mon-Sun	208,717	122,249	54,774	-55.2%

*Headways reflect 9/12/21 service changes.

Source: Palm Tran

Table 3-3: Palm Tran Fixed Route Weekday Spans and Headways*

Route	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM
1		20														30			
2		30													45				
3		30																	
4			60																
10			60																
20		60																	
21			60																
30		60																	
31		20														45			
33		60																	
40	40	30			60														
41			75																
43		30	20												30				
44		60																	
46		30																	
47	30															60			
49			60																
52		60																	
60			60																
61		60																	
62		20													30				
63		60																	
64		45																	
70		45																	
71		60																	
73		60																	
80			60																
81			60																
88			60																
91		60																	
92			60																
94			16																

*Headways reflect 9/12/21 service changes, Route 94 represents an average headway.

Source: Palm Tran



Bus Stop Activity

Map 3-1 illustrates average weekday bus stop activity in terms of passenger boardings and alightings using automatic passenger count (APC) data by bus stop. Data for October 2019 are illustrated to represent “normal” (pre-COVID) bus stop activity. Numerous stops appear to have high boarding volumes. US-1/Federal Highway and Military Trail are two high-volume north-south corridors. Okeechobee Boulevard and Lake Worth Road are high-boarding east-west corridors. The stop with the most boarding activity is the West Palm Beach Intermodal Transit Center, which provides transfer opportunities to numerous regional and local transportation options, including 10 Palm Tran routes and Tri-Rail.

Palm Tran is currently undertaking a bus stop consolidation study to evaluate the usage and placement of the nearly 3,000 bus stops currently throughout the system. From this study, recommendations for consolidating nearby stops, removing underutilized stops, and moving bus stop locations will be provided to improve both customer experience and service efficiency.

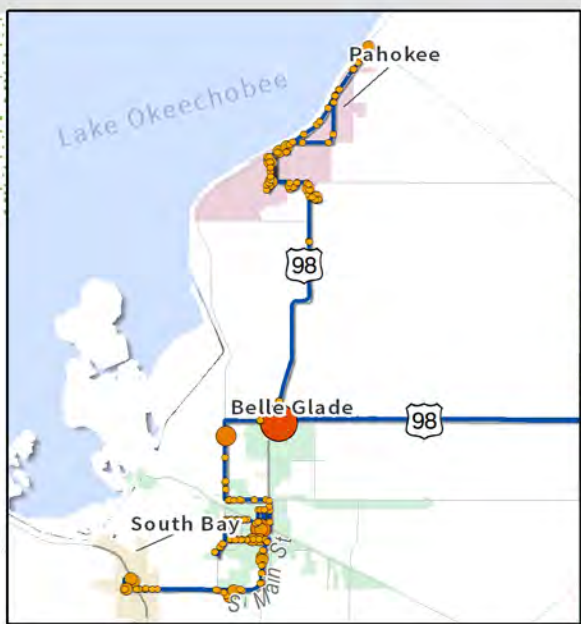
Fare Structure

Fare revenues are directly generated by Palm Tran riders. Although not a major source of revenue in relation to Palm Tran’s overall operating costs, fare revenue contributes to Palm Tran’s ability to provide its services to the community and offsets the amount of local, state, and federal operating assistance needed. In FY 2020, \$7.3 million in fare revenue was generated by Palm Tran riders. This amount is historically low due to ridership impacts from the COVID-19 pandemic. In the five years prior, annual fare revenue fluctuated between \$11.2 to \$14.1 million. This section discusses the current fare structure and upcoming changes with the introduction of the Paradise Pass.

Current Fares

The current regular one-way adult cash fare for fixed route bus service is \$2.00, purchased with cash or a one-trip QUIK Pass ticket. QUIK Passes are also available in Unlimited 1-Day Pass and Unlimited 31-Day Pass, both of which are available as a reduced-price version for qualifying riders. Reduced fares are available to students, adults age 65 and older, individuals on Medicare, veterans with a VA card, and individuals with disabilities with a half fare ID issued by Palm Tran. Free fares are issued to customers with a Connection ADA ID card. Police officers in uniform or with a badge are also permitted to ride for free, and children under age 8 ride free when accompanied by a fare-paying passenger.

All Palm Tran QUIK passes can be purchased at the West Palm Beach Intermodal Transit Center and reduced-cost passes can be acquired through Palm Tran Connection. The Unlimited 1-Day Pass (full-price and reduced) can be purchased on-board Palm Tran buses. The Unlimited 31-Day Pass (full-price and reduced) can be ordered by mail or purchased at the QUIK Pass Outlet. All Palm Beach County Public Library System Branches also carry 31-Day QUIK Passes for purchase. One-way fares can be purchased on-board buses using exact change at the farebox, as there is no refund function available; if a refund exceeds \$1.00, customers can request a fare card to be used on future trips.

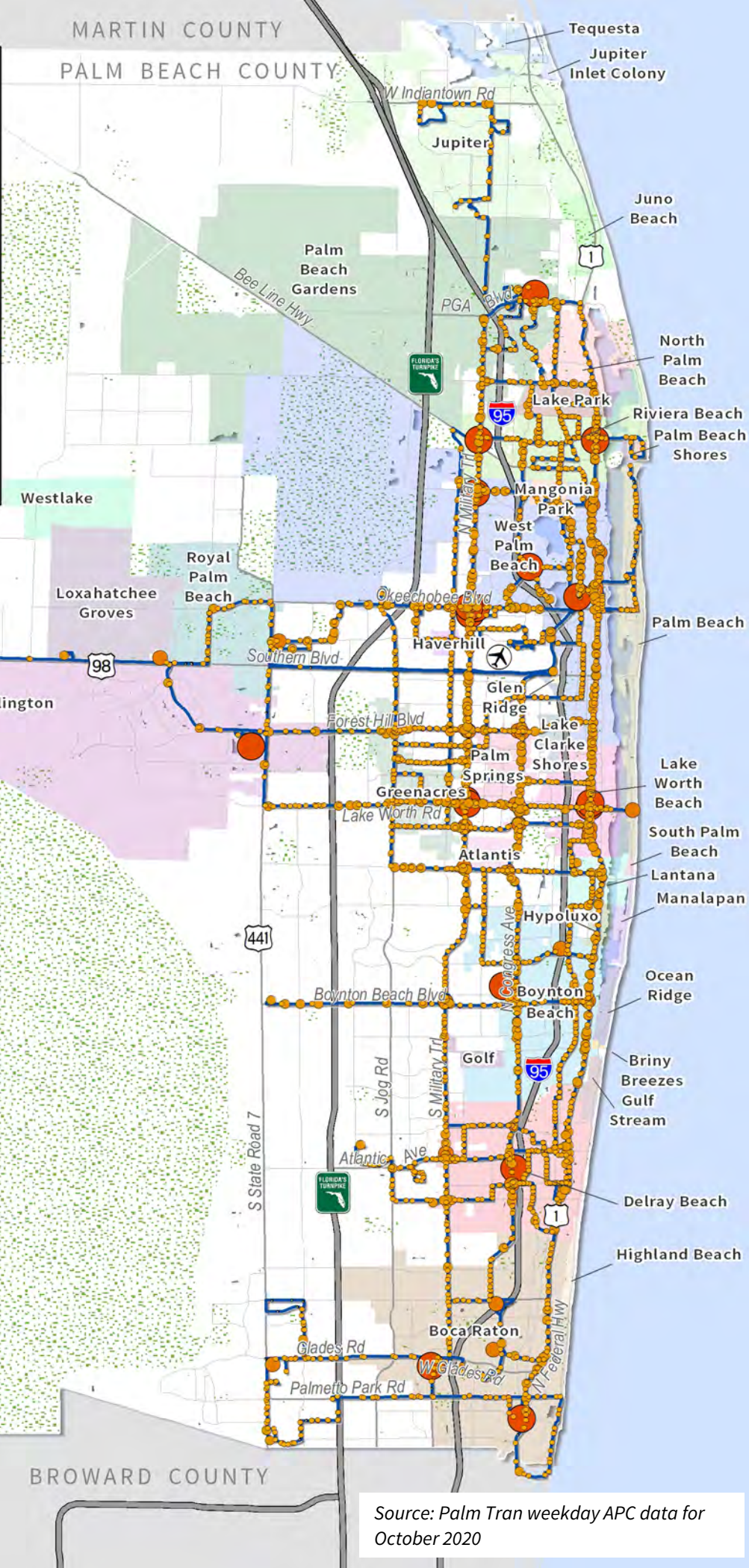
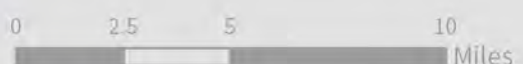


← To Lake Okeechobee

Map 3-1: Bus Stop Activity

Average Weekday Boardings

- 0
- 1 - 10
- 11 - 50
- 51 - 100
- 101 - 802
- Palm Tran Routes
- Major Roadways
- Freeways
- Green Space



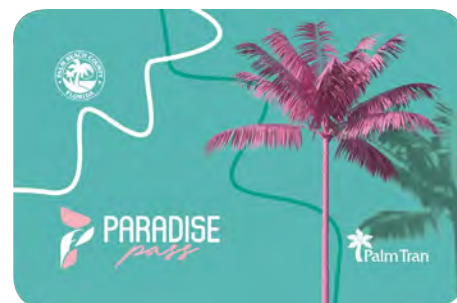
Source: Palm Tran weekday APC data for October 2020

Each trip on a Palm Tran vehicle requires fare payment; there are no free transfers. Transfers from Broward County Transit (BCT) or Tri-Rail to Palm Tran cost \$0.50; transferring from Palm Tran to BCT is free with a valid BCT transfer.

To reduce operator-rider interactions in response to COVID, Palm Tran suspended fare collection starting March 23, 2020, and required passengers to board and exit only through the rear doors. Fares were reinstated on August 16, 2021.

Planned Fare Changes (New Paradise Pass)

In March 2021, the BCC approved moving forward with implementing a new fare technology called the Paradise Pass, a reloadable smart card that allows riders to pay via Palm Tran’s mobile app, contactless credit cards, smart watches, and Google Pay or Apple Pay. Riders will still be able to pay for fares via cash and can buy passes through 22 new ticket vending machines or through retailers such as CVS or Walmart, in addition to online.



Source: palmtran.org/paradise-pass

The cost of one-way, 1-day and 31-day passes will remain the same, but two new fares options will be added for more flexibility, including a 3-day pass for \$12 and a 7-day pass for \$20. This technology will also allow Palm Tran to start capping fares when one-way travel meets the cost of an equivalent pass, incentivizing transit usage. The Paradise Pass will automatically cap the price you pay in a day, week, or month based on the most economic fare for trips taken.

The Paradise Pass will replace the outdated QUIK Pass technology introduced in 1999, which uses a magnetic strip. The QUIK Pass will be accepted during a specific period as Palm Tran transitions fare systems. However, the new fareboxes will not dispense paper tickets.

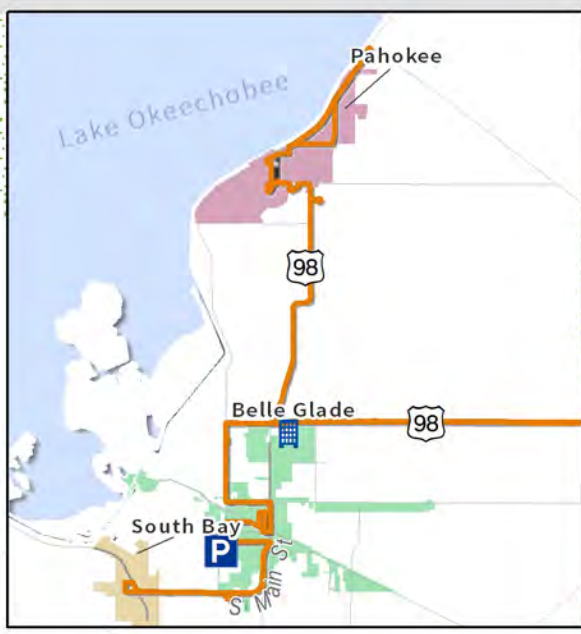
Although actual timing may be affected by the COVID-19 pandemic, Palm Tran is planning to launch the Paradise Pass on November 14, 2021, with a gradual roll out of its capabilities over time.

Palm Tran Facilities

Palm Tran has direct capital responsibility for four County-owned facilities: one passenger and three administrative/maintenance facilities. These facilities, along with park-and-ride facilities available throughout the county, are illustrated in Map 2-2.

North County Facility

Palm Tran’s North County Facility, located at 3201 Electronics Way in West Palm Beach, was built in 1998 and consists of five buildings—administration/ maintenance, fueling station, vehicle washing, guard shack, and marketing storage shed. The age of this facility, coupled with needed upgrades and improvements, indicates that a major renovation or replacement should be evaluated soon.



Map 3-2: Palm Tran Facilities and Park-and-Ride Locations

Facilities

- Administrative
- Connecting Point
- Intermodal Center
- Park-N-Ride
- Tri-Rail*

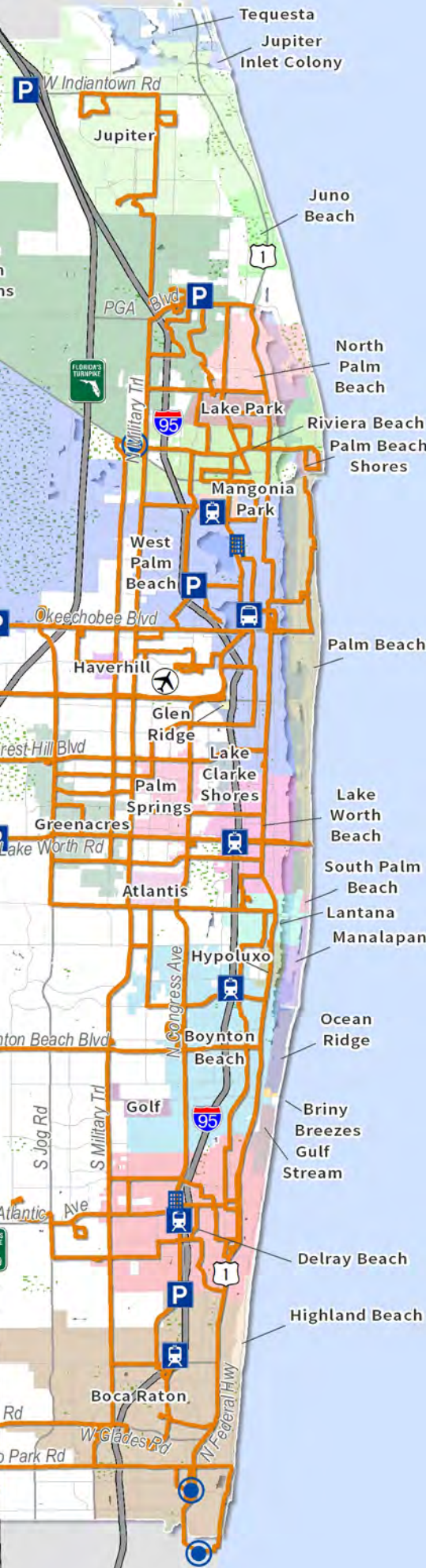
*Tri-Rail stations include park-n-rides

- Palm Tran Routes
- Major Roadways
- Freeways
- Green Space

0 2.5 5 10 Miles

BROWARD COUNTY

MARTIN COUNTY
PALM BEACH COUNTY



Sources: Palm Tran Transit Asset Management Plan (2018), FY 2020 TDP Annual Update, and palmtran.org.

West County Facility

Palm Tran's West County Facility, located at 38601 James Wheeler Way in Belle Glade, was constructed in 2010 and consists of two buildings for administration and maintenance.

South County Facility

Palm Tran recently completed renovation and expansion of its South County Facility at 100 N Congress Avenue in Delray Beach. The three-story building was unveiled in March 2021 and boasts a large mural by Palm Beach County's Art in Public Places program (Figure 3-5). The expanded facility, which also serves as Palm Tran's headquarters, provides multiple uses, including administrative offices, employee locker rooms, a bus operator training center, an auditorium for public meetings, and ancillary support space. An additional 20 buses can now be serviced at this location. Conduits were also included to support future fleet electrification. In case of a power interruption, the building is now outfitted with a standalone generator room to serve the entire administrative facility.



Figure 3-5: South County Facility

Source: Facebook/Palm Tran

West Palm Beach Intermodal Transit Center

Palm Tran's main transfer hub is the West Palm Beach Intermodal Transit Center located at 140 Clearwater Drive in downtown West Palm Beach. As shown in Figure 3-6, the Intermodal Transit Center allows for transfers to 9 Palm Tran routes and is adjacent to the West Palm Beach Tri-Rail Station, which also connects commuters to Amtrak trains, Greyhound buses, and West Palm Beach's free downtown trolley. Additionally, the intermodal center has a park-and-ride lot and kiss-and-ride drop-off area. There is also a ticket purchase window located there.

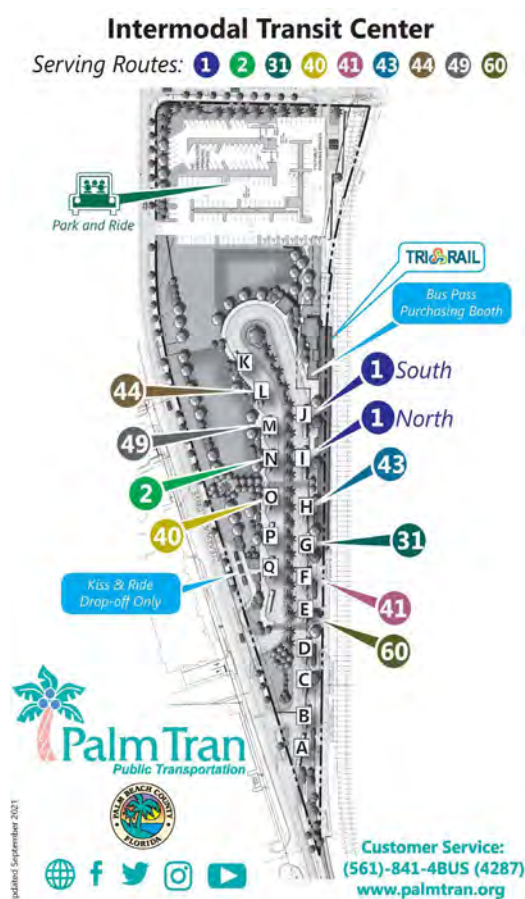


Figure 3-6: Intermodal Transit Facility

Source: Palm Tran

Park-and-Ride Facilities

There are 17 park-and-ride locations in the Palm Tran service area. Park-and-ride lots are free of charge and provide connections to Palm Tran fixed route buses as well as several other transportation agencies. Six park-and-ride locations are located at Tri-Rail stations.

Palm Tran Organizational/Management Structure

Palm Tran is a department of Palm Beach County Government and is structured into four primary divisions—Planning, Administration, Operations, and Support Services. Palm Tran’s Operations Division has the most employees of any Palm Tran division, with 500+ positions, including fixed route bus operators and staff that support third-party contracts for Connection and Go Glades services. The Palm Tran Service Board (PTSB) advises the BCC on public transit issues in the county to help make Palm Tran more efficient and to facilitate community participation in the development, implementation, and assessment of Palm Tran fixed route and paratransit services.

Regional Transit Services

This section identifies the notable public and private providers that operate transit service within, through, and adjacent to Palm Beach County.

Public Transit Providers

SFRTA/Tri-Rail

The South Florida Regional Transportation Authority (SFRTA) operates Tri-Rail commuter rail service to 18 stations in Miami-Dade, Broward, and Palm Beach counties. Six stations are located in Palm Beach County (from south to north)—Boca Raton, Delray Beach, Boynton Beach, Lake Worth, West Palm Beach, and Mangonia Park. In general, trains run on 30-minute headways during the weekday peak, with 60-minute headways during weekends and holidays. On average, there are 15,000 riders per weekday.



Tri-Rail fares are based on a six-zone system, with one-way trip costs ranging from \$2.50 to \$8.75. Free parking for customers is available at all Tri-Rail stations.

Tri-Rail recently discontinued its Commuter Connector buses to provide connections between Tri-Rail stations and nearby activity centers. Instead, SFRTA is partnering with several other shuttle and taxi providers and with Uber. Prior to Palm Tran operating 365 days per year, a free shuttle was available between the Intermodal Transit Center and Palm Beach International Airport (PBI) on holidays when Palm Tran service was unavailable. Currently, SFRTA is partnering with Uber and Metro Taxi to provide complimentary commuter connections to/from select Tri-Rail stations in Palm Beach County. This includes the areas surrounding the West Palm Beach Tri-Rail Station/Intermodal Transit Center (including PBI), the Lake Worth Tri-Rail Station (including Palm Beach State College), and the Boca Raton Tri-Rail Station (including the Town Center at Boca Raton). Tri-Rail shuttles operated by other agencies are still available at the Hialeah Market, Opa-Locka, and Fort Lauderdale Airport.



Source: SFRTA

Broward County Transit



BCT provides fixed route, express, and community bus services in Broward County. BCT Route 10 connects to Palm Tran Routes 1, 92, and 94 at Camino Real and BCT Route 19 connects to Palm Tran Routes 91 and 92 at Sandalfoot Plaza in Boca Raton. Palm Tran Route 92 travels into Broward County and connects to BCT Route 48 at Cove Shopping Center in Deerfield Beach.

Martin County Public Transit (“Marty”)

Martin County’s fixed route bus system, Marty, generally serves Stuart, Jensen Beach, Indiantown, Hobe Sound, and the US-1 corridor. Marty Route 20X provides an express bus connection into Palm Beach, stopping at the Palm Beach Gardens Mall and the VA Medical Center, where riders can transfer to Palm Tran. The Gardens Mall connects to Palm Tran Routes 1, 3, 10, 20, 21, and 33, and the VA Medical Center connects to Palm Tran Routes 3, 4, 30, and 31. Connections from Marty Route 20x to Tri-Rail can be made by transferring to Palm Tran Route 1 at the Gardens Mall or Route 31 at the VA Medical Center to the Intermodal Transit Center. Although it is unknown how many passengers ride Marty into Palm Beach County, about 9,000 trips were made on Route 20X in 2019.



Broward County Rail PD&E Study

FDOT District Four and Broward County are performing a Project Development and Environment (PD&E) Study for the Broward Commuter Rail (BCR) along the Florida East Coast (FEC) Railway from Aventura in Miami-Dade County to Deerfield Beach in Broward County. If implemented, BCR would share tracks with freight services and Brightline that currently operate within the FEC corridor. Six potential stations will be studied and evaluated within the study limits. The PD&E Study is anticipated to be done in early 2022. Miami-Dade County is also studying the implementation of commuter rail service in the FEC corridor for the segment from downtown Miami to Aventura, known as the Northeast Corridor in the Miami-Dade Transportation Planning Organization’s Smart Plan.

Private Rail Operators

Brightline

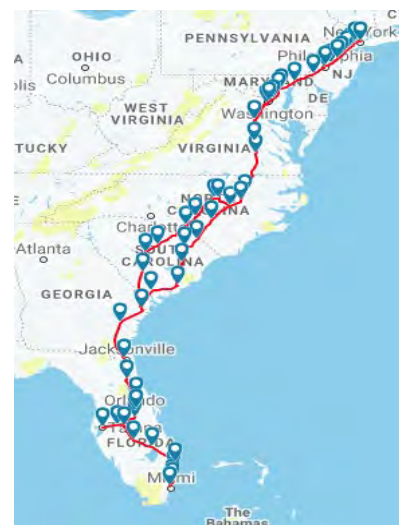
Brightline is a private, regional high-speed rail service between Miami and West Palm Beach. Service is currently suspended due to COVID-19, but is slated to resume in November 2021. The West Palm Beach Brightline station is located downtown near the Government Center, Clematis District, and other shopping/recreational activities. The station provides ample connection to Palm Tran bus routes, the West Palm Beach Trolley, and Tri-Rail. Expansion from West Palm Beach to the new intermodal center at the Orlando International Airport is underway. Brightline’s expansion plans include a new station in Palm Beach County (Boca Raton) and two new stations in Miami-Dade County (Aventura, construction for which is underway, and PortMiami). Brightline’s longer-term geographic expansion plan will connect service from the Orlando International Airport to Tampa.



Amtrak



Amtrak is a private passenger rail service providing regional-to-national level connectivity. It has two stops in the Palm Tran service area—the West Palm Beach Intermodal Transit Center and Delray Beach, both of which are shared locations with Tri-Rail. The Amtrak route serving West Palm Beach—Silver Service/Palmetto (sometimes referred to as Silver Meteor or Silver Star)—runs from Miami in the south to New York City in the north, with many stop opportunities in between. In 2020, Silver Star, Silver Meteor, and Palmetto Amtrak trains had a ridership of 617,898, down about 40% from 2019.



Source: Amtrak

Private Bus Companies

Greyhound



Greyhound is a national, over-the-road bus service that serves longer trips between communities and states. As such, it provides regional connections from Palm Beach County to other areas throughout Florida and in other areas throughout the US. Examples of direct destinations include Miami, Fort Myers, and Orlando, and longer-distance destinations such as California or New York are possible through transfers.

RedCoach

RedCoach is a private, Florida-based regional bus company that operates two main routes—from Miami to Tallahassee via Orlando and from Miami to Tallahassee via Tampa. Both routes have a stop in West Palm Beach at the Lake Worth/West Palm Beach Service Plaza on Florida's Turnpike; there are no transfer opportunities to Palm Tran's bus network at this stop. RedCoach's headquarters are in Orlando, with maintenance workshops around Florida. Since its launch in 2010, RedCoach has transported over 1 million passengers in Florida.



Jet Set Express



Jet Set Express is a privately-operated bus company in Florida with one route from Miami to Orlando. The only stop along this route in Palm Beach County is the Lake Worth/West Palm Beach Service Plaza on Florida's Turnpike, which does not provide transfer opportunities to Palm Tran routes.

FlixBus

FlixBus is a private, long-distance bus company founded in Germany in 2013 with the goal of providing convenient, affordable, and easy-to-use bus services. FlixBus reaches 190 destinations in the US, 21 of which are in Florida. Destinations that can be reached directly (i.e., without a transfer) from West Palm Beach include Key West, Marathon,



Islamorada, Miami, Hollywood, Fort Lauderdale, Port St. Lucie, Fort Pierce, and Orlando. FlixBus stops at the West Palm Beach Intermodal Transit Center. Destinations as far away as New York City can be reached through a series of FlixBus transfers. In 2017, FlixBus reported over 40 million trips company wide.

Local Circulators

Boca Raton Shuttles

Two shuttles operate in Boca Raton. The Park at Broken Sound Shuttles (TPABS), operated by the City of Boca Raton, start at the Boca Raton Tri-Rail Station and have eastern and western route variations that serve The Park live-work-play development project with office, commercial, residential, and leisure uses. The Boca Raton Innovation Campus Shuttle (TRES) is operated by Office Tech Property Management and connects the Boca Raton Tri-Rail Station to the Boca Raton Innovation Campus office park and surrounding areas west of the station. Both TPABS and TRES operate weekdays from 6:30 AM to 7:30 PM, are free to the public, and connect to Palm Tran Routes 2 and 94 via the Boca Raton Tri-Rail Station.

Delray Beach FreeBee

The Delray Beach Community Redevelopment Agency (CRA) provides a free on-demand transportation pilot service within the CRA district and near-downtown areas. The service is operated by FreeBee, a South Florida-based electric shuttle company through which riders request rides via its mobile application. The Freebee shuttle operates Sunday through Wednesday from 11:00 AM to 9:00 PM and Thursday through Saturday from 11:00 AM to 11:00 PM. The Freebee service area map currently does not include the Delray Beach Tri-Rail Station and, therefore, does not directly connect to Palm Tran's network.



West Palm Beach Trolleys



West Palm Beach has three free trolley routes operated by Molly's Trolleys. The Green and Yellow Lines pick up passengers every 15 minutes, 7 days per week, and the Blue Line has a 30-minute headway and operates Thursday through Saturday only. The Green Line is the only trolley route with a direct connection to Palm Tran services via the West Palm Beach Tri-Rail Station/Intermodal Transit Center, where it connects to 10 fixed routes in addition to Amtrak, Greyhound, FlixBus, and Tri-Rail. The Green Line continues travels to downtown West Palm Beach from the Intermodal Transit Center. Service is provided by West Palm Beach and the Downtown Development Authority.

Circuit



Circuit uses small electric vehicles to provide short rides between destinations within its service areas, including first/last mile connections to transit services. Circuit currently operates in South Florida, including West Palm Beach and Gardens Mall in Palm Beach County. In its West Palm/Palm Beach service area, Circuit operates 7 days a week with rides costing no more than \$5 to destinations like the West Palm Beach Intermodal Transit Center, West Palm Beach Brightline Station, City Place, downtown West Palm Beach, Worth Avenue, and Ocean Boulevard. At the Gardens Mall, free rides are provided around the mall to Atlantic Avenue, Thursday through Sunday.

Other On-Demand Mobility Options

Transportation Network Companies

Transportation Network Companies (TNCs) provide on-demand transportation options to customers via mobile apps. The two most popular TNC providers in Palm Beach County are Uber and Lyft, both of which provide trips without much limitation. Their services are available primarily in urban areas where demand (and driver supply) are higher than the more rural western county areas. Figure 3-7 illustrates the most popular areas in Palm Beach for Uber pick-ups according to alvia.com, which include:

- Clematis Street and City Place (downtown West Palm)
- Palm Beach International Airport
- Town Center at Boca Raton/FAU area
- Atlantic Avenue (Delray Beach)

Micro Mobility

Micro mobility technology includes a range of lower-speed transportation devices such as bikes or scooters that are often self-operated by the user. Micro mobility is regarded as a viable solution for short-distance trips and first/last mile connections, particularly in higher-density areas, although there often are safety and infrastructure challenges. Some cities in Palm Beach County, such as Delray Beach, have discussed banning micro mobility devices such as e-scooters entirely. Meanwhile, West Palm Beach passed an ordinance where micro mobility providers must be permitted to operate in the city and docking stations must be provided. Dockless devices provide great flexibility to users, but they also carry the potential to become sidewalk and ADA obstacles. West Palm Beach has numerous e-scooter rental shops and bike or e-bike rentals that require the devices to be returned to the shop location. The West Palm Beach SkyBike is a docked bike-share service with numerous docking stations throughout the city, which allows for some flexibility in the user's origin and destination while following the rules of the ordinance.

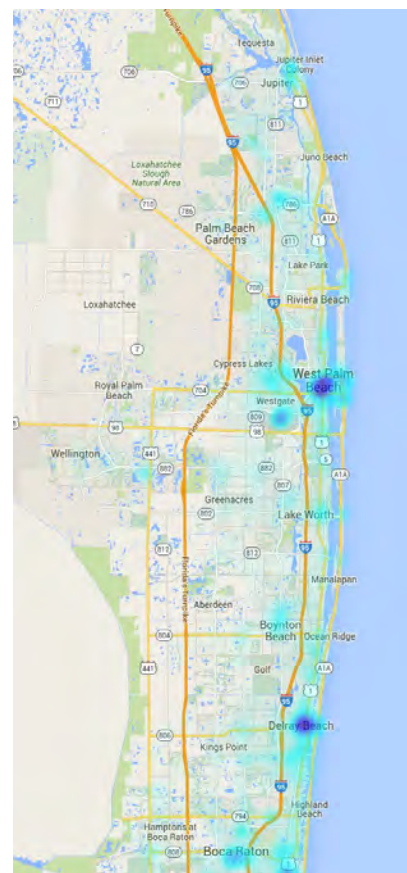


Figure 3-7: Uber Pickup Hotspots
Image Source: alvia.com



Regional Coordination

Long Range Transportation Planning

Palm Tran works closely with the Palm Beach TPA to generate long-range transportation planning efforts. Together, they strive for a safe, efficient, connected, and multimodal Palm Beach County. The TPA's 2045 LRTP establishes goals, policies, and strategies to serve the various transportation needs of all persons living in, working in, or visiting the county.

The Miami-Dade Transportation Planning Organization (TPO) and the Broward Metropolitan Planning Organization (MPO) are responsible for preparing LRTPs (also referred to as Metropolitan Transportation Plans, or MTPs) for Miami-Dade and Broward counties, respectively. The 2045 Regional Transportation Plan (RTP) combines the Miami-Dade TPO's 2045 LRTP, the Broward MPO's 2045 MTP, and the 2045 Palm Beach TPA's LRTP into one 25-year plan for regional transportation coordination. This plan is facilitated by the Southeast Florida Transportation Council. The transit corridors in the Palm Beach TPA's 2045 LRTP align with the 2045 RTP Regional Transit Scenario network.

Regional Fare Interoperability

As noted, Palm Tran is currently upgrading its fare collection system to mobile ticketing/fare collection. BCT and Miami-Dade Transit (MDT) began offering mobile fare payments through their respective phone apps in August 2019, followed by SFRTA in January 2020. Currently, MDT is the only other South Florida transit provider that accepts contactless credit cards, which Palm Tran will offer through the Paradise Pass. Modernizing its fare technology allows Palm Tran to participate in an improved regional fare interoperability program so riders can more easily transfer between public transit systems in South Florida. SFRTA and MDT already use the EASY pass, which acts like a debit card to pay fares across both systems. Palm Tran is considering the adoption of EASY pass technology to provide greater fare payment options, convenience, and flexibility for its transit riders.

Inter-Agency Scheduling Coordination

Palm Tran also works in conjunction with neighboring transit agencies to coordinate schedules, routes, and transfer points. The Marty system offers an express bus route (20X) that travels into Palm Beach County and stops at The Gardens Mall and the VA Medical Center. Between the two stops, Marty and Palm Tran riders can transfer from 20X to nine different Palm Tran fixed routes. All six SFRTA Tri-Rail stations in Palm Beach County are served by Palm Tran fixed route buses, with schedules that correspond with peak travel times. Palm Tran also cooperates with BCT to allow cross-county transfers at Sandalfoot Plaza, the Cove Shopping Center, and Camino Real in Broward County's Boca Raton and Deerfield Beach. Further details on inter-agency cooperation are provided in the Existing Transportation and Other Providers section.

Peer and Trend Analysis

This section includes a review of selected service performance trends for Palm Tran using validated NTD data. Various performance measures were used to review the overall system performance over

only data for services categorized as “motorbus” were pulled. For the paratransit peer analysis, data for services categorized as “demand response” modes were pulled. For Palm Tran, this analysis does not reflect Go Glades; as a pilot service, Palm Tran does not yet report it to the NTD.

To assess how efficiently Palm Tran supplies its fixed route and paratransit service and how effectively those services meet the needs of the community, the trend and peer review analyses used key performance indicators/measures categorized as follows:

- **General Indicators** to assess quantity of service supply, passenger and fare revenue generation, and resource input
- **Effectiveness Measures** to assess the extent to which the service is effectively provided
- **Efficiency Measures** to assess the extent to which cost efficiency is achieved

Fixed Route Peer and Trend Analysis

This section highlights findings from the fixed route peer and trend analysis. Results of the full analysis of are provided in Appendix A.

General Indicators

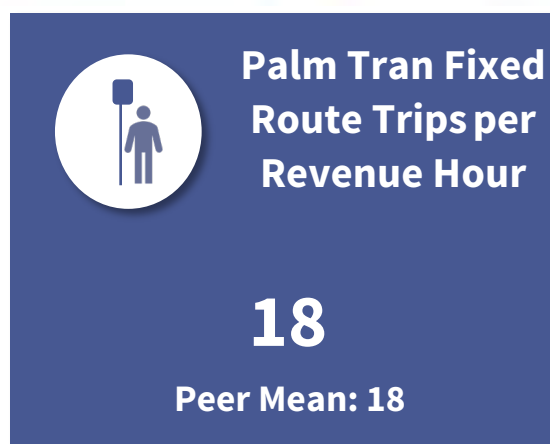
- Palm Tran experienced a 15.9% decrease in passenger trips between 2015 and 2019. This matches the national trend of decreasing ridership due to many factors including improved economy following the Great Recession, low unemployment rates, increased use of TNCs, and increased automobile ownership. Palm Tran ranks third among its peer group in passenger trips.
- Palm Tran is 16.5% below the peer mean for total operating expenses and has stayed relatively the same since 2016, when inflation is factored.
- Revenue miles, vehicle miles, route miles, and vehicles operating in maximum service have only slightly decreased in the five-year period. Palm Tran lies somewhat close to the peer mean for these indicators, apart from vehicles operating in maximum service, where Palm Tran was 29.4% below the peer mean.



Effectiveness Measures

- Regional and national trends for effectiveness measures have generally declined over the past five years, largely driven by the decrease in passenger trips. Palm Tran, however, lies close to the peer mean for passenger trips per revenue mile and passenger trips for revenue hour.
- The number of vehicle system failures and revenue miles between failures has improved in the five-year period, indicating an improved quality of service.

Palm Tran performed better in number of vehicle system failures compared to most of its peers and was close to the peer mean for revenue miles between failures.



Efficiency Measures

- When considering inflation, Palm Tran's cost efficiency has slightly improved with respect to operating expense per capita and operating expense per revenue hour, but has moderately declined with respect to operating expense per passenger trip, operating expense per passenger mile, and operating expense per revenue mile. The declines in the efficiency performance generally mirror national performance trends over last five years.
- Scoring below the peer mean in most metrics related to operating expenses suggests that Palm Tran is providing more service while spending less than its peers. When compared to its peers, Palm Tran performed well or near the peer mean on several cost efficiency measures including operating expense per capita, operating expense per passenger mile, and operating expense per revenue mile. This indicates that Palm Tran is more efficient at controlling its costs.
- Palm Tran's farebox recovery—the percent of fares paid by passengers contributing to the overall operating expenses—has declined 27.8%. This is directly linked to the decline in ridership. Also, the average fare has declined marginally, indicating that riders who are using the service are making better use of the multi-day pass options and/or paying reduced fares.

Table 3-4 summarizes the results of the fixed route trend and peer analysis.

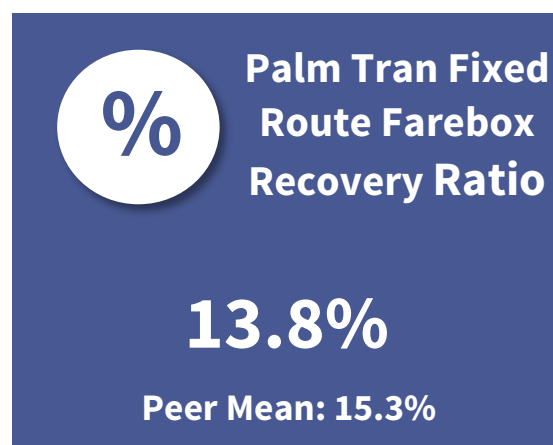


Table 3-4: Fixed Route Trend and Peer Analysis Summary, 2015–2019

	Indicators	Trend Change	Desired Trend*	Trend Status*	% from Peer Mean
General	Service Area Population	17.1%	--	--	35.2%
	Service Area Size (sq. mi.)	439.7%	--	--	190.5%
	Passenger Trips	-15.9%	--	--	-26.0%
	Passenger Miles	-23.5%	--	--	-15.9%
	Vehicle Miles	-0.9%	--	--	-18.0%
	Revenue Miles	-0.9%	--	--	-16.8%
	Vehicle Hours	4.8%	--	--	-24.6%
	Route Miles	-5.2%	--	--	3.5%
	Total Operating Expense	12.7%	--	--	-16.5%
	Revenue Hours	5.5%	--	--	-22.8%
	Vehicles Operated in Maximum Service	-9.9%	--	--	-29.4%
	Total Gallons Consumed	-8.7%	--	--	-31.5%
Effectiveness	Vehicle Miles per Capita	-15.4%	↗	Not Improving	-45.5%
	Passenger Trips per Capita	-28.3%	↗	Not Improving	-51.8%
	Passenger Trips per Revenue Mile	-14.9%	↗	Not Improving	-7.8%
	Passenger Trips per Revenue Hour	-20.3%	↗	Not Improving	-0.3%
	Number of Vehicle System Failures	-55.2%	↘	Improving	-51.9%
	Revenue Miles Between Failures	121.1%	↗	Improving	-3.6%
Efficiency	Operating Expense per Capita	-3.8%	↘	Improving	-48.7%
	Operating Expense per Passenger Trip	34.1%	↘	Not Improving	3.2%
	Operating Expense per Passenger Mile	47.4%	↘	Not Improving	-13.0%
	Operating Expense per Revenue Mile	13.7%	↘	Not Improving	-1.5%
	Farebox Recovery (%)	-27.8%	↗	Not Improving	-11.5%
	Revenue Miles per Total Vehicles	2.3%	↗	Improving	11.9%
	Vehicle Miles per Gallon	8.5%	↗	Improving	-9.1%
	Average Fare	-3.2%	↗	Not Improving	-6.1%

*Desired trends are noted to evaluate the effectiveness and efficiency measures, and not general indicators.

Paratransit Peer and Trend Analysis

This section highlights findings from the paratransit peer and trend analysis. Results of the full analysis are provided in Appendix A.

General Indicators

- Passenger trips between 2015 and 2019 have more than doubled (118%). Palm Tran had the highest number of passenger trips among the peers.



- Passenger miles increased at a higher rate than vehicle miles (156% and 99%, respectively).
- Revenue hours increased 359% from 2015 to 2019.
- Palm Tran had the highest total operating expense among its peer group (\$34.5 million).

Effectiveness Measures

- Palm Tran ranked the highest among peers for vehicle miles per capita and passenger trips per capita. These measures have also increased, indicating Palm Tran is responding to additional demand for these services.
- Palm Tran's passenger trips per revenue mile decreased slightly (-4.8%) and were slightly below the peer mean.
- Quality of service with respect to vehicle breakdowns needs improvement as the number of vehicle system failures increased from 40 to 249 in the five-year period. When accounting for increased fleet size, the vehicle system failures per peak vehicle increased from 0.58 to 2.1 during this period.
- Revenue miles between failures have also decreased 63.2% during that same period, indicating a need for improvement. Palm Tran ranked third in the peer group for that same measure.

Efficiency Measures

- Like fixed route, Palm Tran's paratransit service experienced significant improvements in several cost efficiency measures, namely operating expense per passenger trip, operating experience per passenger mile, and operating expense per revenue mile. Palm Tran also performed better than most of its peers in these measures.
- Farebox recovery fluctuated between 2015 and 2019, but improved overall by 6.9%. Among the peer group, Palm Tran ranked third in farebox recovery, preceded by PSTA and HART.

Table 3-5 summarizes the results of the paratransit trend and peer analysis.

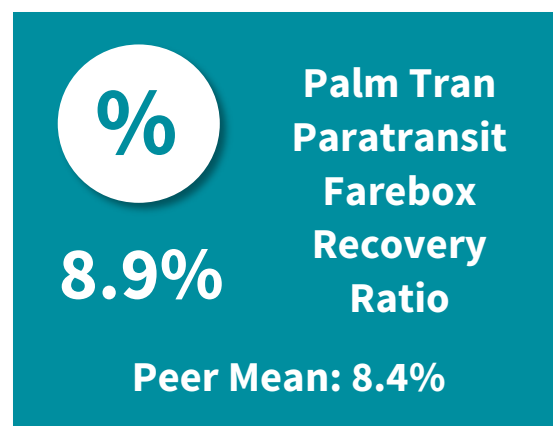


Table 3-5: Paratransit Trend and Peer Analysis Summary

	Indicators	Trend Change	Desired Trend	Trend Status	% from Peer Mean
General	Service Area Population	13.9%	--	--	35.2%
	Service Area Size (square miles)	-12.6%	--	--	190.5%
	Passenger Trips	117.9%	--	--	107.5%
	Passenger Miles	156.4%	--	--	144.3%
	Vehicle Miles	98.7%	--	--	103.9%
	Revenue Miles	128.8%	--	--	106.6%
	Vehicle Hours	300.7%	--	--	101.2%
	Total Operating Expense	71.6%	--	--	87.6%
	Revenue Hours	358.6%	--	--	93.3%
	Vehicles Operated in Maximum Service	73.9%	--	--	109.3%
	Total Gallons Consumed	57.4%	--	--	110.3%
Effectiveness	Vehicle Miles per Capita	74.4%	↗	Improving	68.2%
	Passenger Trips per Capita	91.3%	↗	Improving	56.4%
	Passenger Trips per Revenue Mile	-4.8%	↗	Not Improving	-9.8%
	Passenger Trips per Revenue Hour	-52.5%	↗	Not Improving	5.5%
	Number of Vehicle System Failures	522.5%	↘	Not Improving	184.8%
	Revenue Miles Between Failures	-63.2%	↗	Not Improving	-65.8%
Efficiency	Operating Expense per Capita	50.7%	↘	Not Improving	25.6%
	Operating Expense per Passenger Trip	-21.3%	↘	Improving	-16.3%
	Operating Expense per Passenger Mile	-33.1%	↘	Improving	-38.4%
	Operating Expense per Revenue Mile	-25.0%	↘	Improving	-30.2%
	Farebox Recovery (%)	58.2%	↗	Improving	6.9%
	Revenue Miles per Total Vehicles	31.3%	↗	Improving	7.5%
	Vehicle Miles per Gallon	26.3%	↗	Improving	-14.0%
	Average Fare	24.6%	↗	Improving	4.4%

4 Public Outreach Summary

This section documents the public involvement activities undertaken to guide and support the development of *Accelerate 2031*. As noted in the report introduction, public outreach activities conducted for this plan were primarily virtual due to the ongoing COVID-19 pandemic.

Public Outreach Summary

A variety of public involvement techniques were used during the TDP development process to ensure the active participation of Palm Beach County residents, both current Palm Tran riders and non-riders, and gather multiple perspectives. Table 4-1 shows the major public involvement activities conducted as part of the TDP process, including the number of people who participated or were reached by each type of activity.

Table 4-1: Public Involvement Summary Table

Outreach Activity	# Of Occurrences	Timeframe (2021)	Format / Location	People Engaged
Steering Committee & Stakeholder Agency Meetings				
TDP Steering Committee Mtgs	4	Aug 10-Oct 14	Virtual/Online	5
Agency Coordination Mtgs	6	Sep 23-Oct 21	Virtual/Online	90
Surveys & Public Opinion Polls				
Online Transit Needs Survey	1	Sep 1-Oct 10	Virtual/Online	754
Public Opinion Polling	1	Sep 16-Sep 21	Telephone	400
Operator Survey	1	Oct 13-20	Virtual/Online	11
Interviews & Discussion Groups				
Stakeholder Interviews	35	Aug 16-Sep 9	Virtual/Online	35
Connection Rider Disc. Group	1	Sep 10	Virtual/Online	5
Business Leader Disc. Groups	4	Sep 13-Sep 14	Virtual/Online	7
Operator Discussion Groups	3	Sep 8-Sep 10	Palm Tran Facilities	8
Public Workshops				
Public Workshops	6	Sep 15-Sep 16	Virtual/Online	13
Email, Web & Social Media Outreach				
<i>Accelerate 2031</i> Webpage	1	Aug 20-Oct 4	Virtual/Online	590
Social Media Posts	12	Aug 19-Sep 27	Virtual/Online	10,602
Email/Eblasts	2	Sep 1-Sep 8	Virtual/Online	128
Total:				12,648+

Public Involvement Plan (PIP)

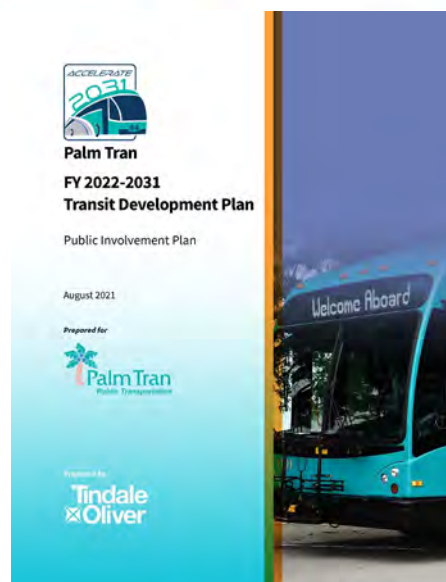
At the beginning of the TDP development process, a Public Involvement Plan (PIP) was created to guide and summarize the public outreach activities that would be undertaken. The PIP was designed to comply with all state statutory and administrative requirements and is consistent with Palm Tran's Public Participation Plan (PPP) documented in its Title VI Program (*September 2019*). The PIP document was developed in accordance with Florida Rule 14-73.001.

Rule 14-73.001 requires that the TDP preparation include the following activities:

- A PIP approved by FDOT. As an alternative, the local Metropolitan Planning Organization's (MPO) PPP, approved by both the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA), can be used to guide the TDP public involvement process. The Palm Beach TPA serves as the MPO for Palm Beach County. The PIP was developed to also align with the TPA's PPP.
- Description of the process used and the public involvement activities undertaken for the TDP.
- Solicitation of comments from FDOT, the TPA, and the local Workforce Development Board (i.e., CareerSource Palm Beach County) on the mission, goals, objectives, alternatives, and 10-year implementation program.
- Notification of outreach activities and effort to FDOT, the TPA, and the Workforce Development Board.

To ensure that Palm Tran meets these requirements, the PIP facilitates a public involvement process for the TDP effort that encompasses a range of activities that provide ample opportunity for participation by the required, and other interested, entities. In addition to producing a compliant TDP, the PIP also ensures that the resulting 10-year plan will provide meaningful outcomes to the community that Palm Tran serves by setting the following objectives for public involvement activities during the TDP development process:

- Providing a multi-faceted communication model that will keep the public, including both current Palm Tran riders and non-riders, and all stakeholder groups informed about the status of the project.
- Clearly defining the TDP purpose and objectives early in the process.
- Identifying and documenting the concerns, issues, and needs from the key stakeholders.
- Providing stakeholders with baseline information about the current state of Palm Tran and keeping them fully informed throughout the study.



- Encouraging participation of all stakeholder groups within the project area while paying special attention to underserved communities.
- Using established community infrastructure (i.e., farmer's markets, shopping centers, and sports arenas) as an opportunity to engage the community and get community input.
- Providing frequent opportunities and a consistent access point for community input.
- Identifying tools to gather information from stakeholders who cannot participate in meetings, such as via emails, questionnaires, online surveys, social media, etc.

It should be noted that the PIP was written to match the scope of services and to provide the greatest flexibility possible as the TDP was being developed. While the types of outreach activities were set in the approved PIP, the exact time frames, formats, or quantities were designed to be flexible, allowing Palm Tran to accomplish the best results with the resources made available for this aspect of the TDP update process.

The final PIP along with the FDOT approval letter can be found in Appendix C. The public outreach materials prepared for the activities included in the PIP are provided in Appendix D.

Public Awareness

A key first step in conducting an effective public involvement effort is making the public audience and TDP stakeholders aware of opportunities to participate. This includes receiving progress updates, reviewing materials, and learning about the various ways to provide feedback.

TDP Branding

The FY 2022-2031 Palm Tran TDP has been branded *Accelerate 2031* with the TDP-specific logo for this brand included in all public involvement materials. The TDP brand has been designed to complement the Palm Tran logo and color scheme and helps to make the study materials more easily recognizable.

Branding for the TDP is a crucial step toward making the planning and public involvement processes more recognizable to the public. The logo was utilized in all key TDP materials and documents, including public notices, flyers, presentations, reports, displays, websites, and social media, making the TDP process easily identifiable.

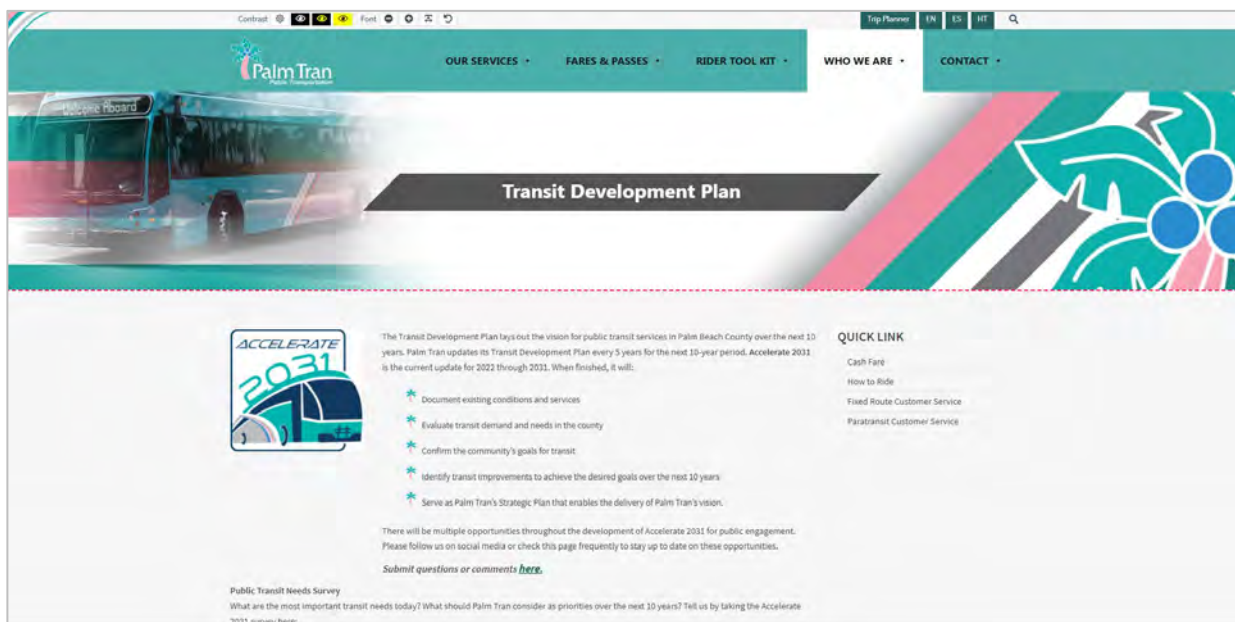


Webpage Development

Throughout the TDP public involvement process, the Palm Tran website included a webpage dedicated to providing information and keeping the public updated on TDP outreach events. The *Accelerate 2031* webpage, shown in Figure 4-1, was used as a central location for accessing TDP-related documents, submitting questions/comments, and providing links to online outreach

activities such as the survey and public workshop registration page. The webpage received nearly 600 unique visitors while active during the TDP development process.

Figure 4-1: Accelerate 2031 Webpage



Social Media Efforts

Palm Tran's social media presence was used to leverage the reach and exposure of public involvement activities, as well as provide updates on the progress of the TDP. Social media is an effective means of public communication for multiple reasons, including its interactive nature, cost effectiveness, and ability for partner agencies or community leaders to share content.

Accelerate 2031 used a combination of social media platforms, including Facebook, Twitter, Instagram, and LinkedIn, to increase public awareness of the TDP effort. This coordinated social media campaign also promoted and encouraged participation in other TDP public involvement activities, such as the online public surveys and public workshops. Between August and October 2021, a total of 12 social media posts reached 10,600+ people and resulted in 420 engagements (like, shares, clicks, comments, etc.). A breakdown of these numbers is included in Table 4-2, and examples of individual posts are shown in Figure 4-2.

Table 4-2: Social Media Posts Summary

Platform	# Of Posts	Impressions	Reactions
Facebook	3	5,806	296
Twitter	3	3,347	53
Instagram	2	Not Available	23
LinkedIn	4	1,449	48
Total	12	10,602+	420

As of October 5, 2021. Number of impressions from Instagram is not available.



Figure 4-2: Accelerate 2031 Social Media Posts



The social media influence of TDP stakeholder organizations was also leveraged for promoting key public involvement activities. Information and graphics about *Accelerate 2031* public workshops and survey were disseminated to governmental, non-profit, and business stakeholders. Each was asked to share the information through their communication channels, including social media platforms. Table 4-3 includes a list of these stakeholders along with the number of people following each social media account as of September 2021, when the promotional posts were shared.

Table 4-3: Stakeholder Social Media Support

Stakeholder	Facebook Followers	Twitter Followers	LinkedIn Followers
City of Boca Raton	48,286	17,100	-
City of Boynton Beach	-	9,049	-
City of Delray Beach	12,453	-	-
FHACC PR Hispanic Chamber	5,111	-	-
City of Greenacres	6,526	311	-
Town of Lantana	974	-	-
Palm Beach County	38,000	60,800	-
City of Palm Beach Gardens	6,417	5,984	-
Palm Beach TPA	542	-	-
SFRTA/Tri-Rail	20,733	5,540	-
City of West Palm Beach	36,580	67,700	6,487

Other Promotional Efforts

In addition to the *Accelerate 2031* webpage and social media presence, the TDP team used several other methods for increasing awareness and encouraging participation. These included:

- Eblasts or emails to contact lists, partner agencies, community-based organizations, and key stakeholders or community/business leaders

- Local media coverage, including an article from local news station WPTV on September 24, 2021, titled, [*What should Palm Beach County public transit service look like in 10 years?*](#)
- A TDP fact sheet in English, Spanish, and Haitian Creole
- Automatic prompts to take the online public survey for passengers using the onboard Wi-Fi login page and those who signed up to receive text alerts from Palm Tran



TDP Steering Committee and Stakeholder Presentations

Early in the TDP development process, a Steering Committee was established to ensure that the steps in the process would be carried out with necessary oversight, quality control, feedback, and transparency throughout. Based on guidance from Palm Tran, a project coordination schedule was developed that included establishing a committee of partner agency or stakeholder representatives to guide and set the parameters of the TDP process, as well as accommodating several meetings, updates, and discussion to facilitate project coordination. The established Steering Committee included representation from:

- Palm Tran Service Board (PTSB)
- FDOT District 4
- Palm Beach TPA
- Palm Beach County Traffic Engineering Division
- CareerSource Palm Beach County

The TDP Steering Committee met four times during development of *Accelerate 2031*. During each meeting, an update on recently completed or upcoming tasks was provided. Comments and questions were also addressed in discussions about the information presented. Table 4-4 includes the Steering Committee meeting dates and the topics discussed.

Table 4-4: Accelerate 2031 Steering Committee Meetings

Date	Meeting Topic
August 10, 2021	TDP Overview/Approach, Schedule, Existing Conditions
September 7, 2021	Project Prioritization & Implementation Workshop
September 28, 2021	Public Involvement, Goals & Objectives, Project Prioritization
October 14, 2021	Draft 10-Year Financial & Implementation Plan

In addition to working with the Steering Committee, the TDP team also provided update presentations to partner agencies during and after the development of *Accelerate 2031*. These include the PTSB, SFRTA's Planning Technical Advisory Committee, and the Palm Beach TPA



Governing Board, Citizen's Advisory Committee, Technical Advisory Committee, and Bicycle-Trailways-Pedestrian Advisory Committee.

Interviews and Discussion Groups

Evaluating and understanding the perceptions and attitudes of the community decision-makers and leaders towards public transit is an integral part of the TDP. It is equally important to consider the perception of transit operators who regularly interact with Palm Tran passengers and have a first-hand perspective on potential service needs. To accomplish this, multiple interview or discussion sessions were scheduled to capture this type of feedback and incorporate it along with other aspects of the TDP data analysis and development tasks.

Stakeholders and discussion group participants were informed that Palm Tran was in the process of updating its TDP, a 10-year planning document that guides future initiatives and investments and responds to community needs. Respondents shared their perspectives and insights from the lens of a stakeholder that is affected by public transit.

These discussions were divided into four major areas: the first dealt with public perceptions of Palm Tran and where transit stands today. The second area covered future planning and thoughts about what transit should look like in Palm Beach County. The third area focused on specific strategies and elements that would help Palm Tran meet the community's needs. The final area asked respondents to share the strengths and weaknesses of Palm Tran along with any additional comments they may have about existing Palm Tran service or future needs.

Stakeholder Interviews

A total of 35 stakeholders participated in interviews during this process. The interviews were conducted over a virtual meeting platform, and all followed a pre-developed script. The questions and discussion topics were developed to encourage an open dialogue about public transit's role in each of the stakeholder's unique communities.

Table 4-5 lists the stakeholders interviewed as part of this outreach effort.



Table 4-5: Stakeholder Interview Participants

Name	Entity	Title
Maria Marino	Palm Beach County BCC	District 1 Commissioner/TPA Board Member
Gregg Weiss	Palm Beach County BCC	District 2 Commissioner/TPA Board Member
Vice Mayor Robert Weinroth	Palm Beach County BCC	District 4 Commissioner/TPA Board Member
Maria Sachs	Palm Beach County BCC	District 5 Commissioner/ TPA Board Member
Melissa McKinlay	Palm Beach County BCC	District 6 Commissioner/ TPA Board Member
Verdenia Baker	Palm Beach County Administration	County Administrator
Todd Bonlarron	Palm Beach County Administration	Assistant County Administrator
Clinton Forbes	Palm Beach County / Palm Tran	Palm Tran Executive Director
Jim Bell	City of Boca Raton	Long Range Project Manager
Richard Pereira	City of Delray Beach	Principal Transportation Professional
Richard Radcliffe	Palm Beach County League of Cities	Executive Director
Michael O'Dell	Village of Wellington	Assistant Director
Christopher Marsh	Village of Royal Palm Beach	Village Engineer
Donald Burgess	Chamber of Commerce of the Palm Beaches	President/CEO
Dennis Martin	Area Agency on Aging Palm Beach/Treasure Coast	Program Compliance and Quality Assurance Monitor
Nicholas Sofoul	Broward County Transit	Transit Planning Administrator
Barbara Handrahan	South Florida Regional Transportation Authority/Tri-Rail	Manager of Planning and Capitol Development
Michele Jacobs	Economic Council of Palm Beach County	President/CEO
Kara Irwin-Ferris	City of Greenacres	Planning and Engineering Director
Alex Hansen	City of West Palm Beach	City Comprehensive Planner
Amanda Radigan	City of Boynton Beach	Principal Planner
Bryan M. Davis	Palm Beach County Planning Division	Urban Designer and Principal Planner
Natalie Crowley	City of Palm Beach Gardens	Director of Planning and Zoning
Clarence Sirmons	City of Riviera Beach	Director of Development Services
Dave Lawrence	Cultural Council Palm Beach	President/CEO
Kim Glas-Castro	Village of Palm Springs	Assistant Village Manager
Caroline Shamsi-Basha	Town of Lantana	Assistant Development Services Director
Patrick Franklin	Urban League of Palm Beach County	President
Stephanie A. Thoburn	Town of Jupiter	Assistant Director of Planning and Zoning
Alejandro Algarin	West Palm Beach VA Medical Center	Veteran Experience Officer
Jess Savidge	City of Lake Work Beach	Strategic Improvement Project Manager
Glenn Jergensen	Palm Beach County Tourist Development Council	Executive Director
Kim Delaney	Treasure Coast Regional Planning Council	Director of Strategic Development and Policy
Tammy Jackson-Moore	The Glades/Palm Tran Service Board	Glades Representative and PTSB member
Mary Allen	Executive Director	Lighthouse for the Blind

Discussion Groups

A series of discussion group workshops was held with the three groups listed below to encourage the same type of feedback as the stakeholder interviews. A discussion guide was developed for each of these smaller groups to ensure the topics and questions were relevant to the participants from each focus area. The smaller group framework with guided discussions increased participant interest and engagement on key topics important for Palm Beach County and the region. Due to COVID-19 restrictions, most of the discussion group sessions were held virtually with a presentation to start the proceedings and a guided discussion that followed.

Operator Discussions

Bus operators can offer route-level needs/issues and unmet transit needs based on their personal experience and what they hear from their frequent interactions with bus riders. This makes their feedback valuable for the short-term and mid-term TDP needs, as well as those related to safety and operational issues. To engage with Palm Tran operators, the TDP team visited three different County facilities where operators report to work, take breaks, and change shifts. These discussions were optional so that operators had an opportunity to participate and provide feedback if they wanted, but were not required to do so. The TDP team worked with supervisors at each facility and posted signage informing operators passing through the breakrooms of the chance to take part in the discussions. Table 4-6 shows the schedule and location of the operator discussions.

Table 4-6: Operator Discussion Sessions

Date	Time	Location
September 8, 2021	12:00 PM -1:30 PM	North County Facility (West Palm Beach)
September 9, 2021	10:00 AM -11:30 AM	West County Facility (Belle Glade)
September 10, 2021	11:15 AM-12:45 PM	South County Facility (Delray Beach)

Connection Riders Discussion Group

A virtual discussion group session was held on September 10, 2021, which focused exclusively on the needs and perspectives of those who use Palm Tran Connection paratransit services. This discussion provided valuable feedback on the existing and future ability of Palm Tran to better serve disabled or transit-dependent populations.

Business Leaders Discussion Groups

Another important perspective to capture in the TDP development process is that of the business community. Stakeholders in the private sector can provide feedback on how transit service affects employers and employees. This can help Palm Tran be more responsive to local commuting patterns, as well as areas of new growth and development. As such, four different virtual discussion group sessions with local business leaders were held September 13-14, 2021. The following agencies were represented by individuals who took part in these discussions. Additional business stakeholders were engaged during the one-on-one interviews

- Palm Beach Atlantic University
- Florida Hispanic American Chamber of Commerce
- Belle Glade Chamber of Commerce
- Discover The Palm Beaches
- Aramark at Palm Beach Atlantic University

Stakeholder Interviews and Discussion Groups Feedback

Feedback received during the multiple discussions with key stakeholders and targeted groups is categorized and summarized in the bullet points below. Additionally, key comments from participants during these discussions are shown in Figure 4-3.

Where Are We Today?

- **Awareness** – Stakeholders in Palm Beach County are aware of Palm Tran and found it visible to the community. Still, there is a common understanding that public transit needs to be a more desirable alternative to the car.

The public has a general awareness of Palm Tran’s services, but the support is not consistent. Support is seen as low because tourists and residents prefer driving their vehicles rather than riding buses.

There is good awareness of the fixed route service, but perhaps not as much awareness of the Connection service. One participant expressed concern that there is not enough transit information in assisted living and senior communities as there should be.

- **Perception** – The common perception of Palm Tran’s role in the community is that it mainly serves low-income workers. Many believe that tourists and “choice” (i.e., discretionary) riders do not use transit because the county is spread out, and the services are not frequent or reliable.

The discussion groups concurred that Palm Tran is mainly seen as serving workers, students, and low-income individuals. One participant mentioned that people do not use Palm Tran because they perceive it as unsafe.

Participants had mixed feelings about the impact of COVID-19 on people’s attitudes towards transit and venturing out into public, in general. One participant expressed concern about younger, unvaccinated passengers and unvaccinated drivers.

Figure 4-3: Stakeholder Interview and Discussion Participant Comments





- **Responsiveness** – A majority found Palm Tran responsive to community needs, but would like to have a point of contact at Palm Tran. Municipalities would like to have a better line of communication with Palm Tran administration to discuss the evolving needs of their communities on a regular basis.

Some participants would like more communication with Palm Tran to collaborate and share information about services with the public and their stakeholders.

- **Accessibility** – Transit information is readily available in most communities interviewed. Several stakeholders recommended having more language accessibility to serve non-English speaking residents. Others stated that many people do not have access to the internet, so there needs to be more information on display at popular locations in town.

Some participants suggested posting routes at more bus stops and online, making the rider handbook more accessible to new riders, expanding language options on this information to include more Spanish and Haitian Creole, and coordinating with other organizations to provide information to more Palm Beach County residents.

Several long-time riders are concerned that the County may cut service soon.

- **Brand Awareness** – All stakeholders believe Palm Tran has a clear and recognizable brand. Some suggested improving branding at bus stops/shelters by collaborating with local organizations or municipalities to increase brand visibility.
- **Service Today** – Most stakeholders found the fare policy affordable, but requiring exact change cash was seen as a barrier to entry. The preferred fare or pass amongst those interviewed would be a monthly pass or an electronic/digital ticketing system for all riders. Respondents found Palm Tran's service levels and frequency along major corridors to be good. One noted that there are not enough routes that serve the beaches. Others would like to see more transportation hubs, routes to tourist attractions, better coordination with rail services, and infrastructure improvements.

Where Are We Going?

- **Goals and Vision for Public Transit in the Community⁴** – Many stakeholders said transportation had been a big topic of conversation with upper management at their organizations and with local elected officials.

The vision for public transit in the County is to become a desirable option for people with and without a personal vehicle. People want to see a system that prioritizes the user experience, caters to younger generations, and provides more connections and routes, specifically from west to east.

⁴ Question 7 in the discussion guide was changed after conducting the first 16 stakeholder interviews. It was changed from "What goals have the community and elected officials voiced for transit? Are they consistent or different?" to "What is your vision for public transit in the community?"



- **Goals for Palm Tran** – Appropriate goals for Palm Tran over the next 5 to 10 years are to continue serving the core riders dependent on bus services. Palm Tran needs to explore ways to change the negative public perceptions surrounding the bus system.

Others recommended improving existing infrastructure and creating more bus shelters to make the rider experience more comfortable and prioritize safety. Specifically, driver training and limiting driver distractions are key considerations moving forward.

- **Growth Trends** – Palm Beach County is growing in population, especially in western communities (west of Turnpike), where transit is currently not a viable option. Several suggested creating more express routes during commuting periods, focusing on low-income areas, and creating routes to the new developments out west.

Affordable housing and congestion are issues seen in many areas of the county. Many suggested that Palm Tran can address these issues by providing more routes with higher frequencies so people can get where they want to go faster.

- **Regional Transportation Connections** – Many stakeholders felt there were not adequate regional transportation connections to Martin County. Stakeholders all agreed that the connections between Broward and Miami-Dade counties were sufficient using rail.

Several suggested that there needs to be more communication and coordination between all the transit authorities, as well as more marketing and information provided about transportation connections.

- **Attracting Younger Workers and Engaging Employers** – Transit will play a more critical role going forward in attracting talented young workers to Palm Beach County. Participants recommended marketing transit services on social media and improving the buses to make Palm Tran a more desirable alternative and amenity.

Palm Tran should focus on engaging major employers when planning new services or changes. Some recommended that Palm Tran better collaborate with tourism authorities, universities, and municipalities to promote its services to more potential riders.

How Do We Get There?

- **Categories of Improvement** – Respondents indicated that integrating alternative services that complement the fixed route network is a top priority. Following that, improvements to existing fixed routes (hours, frequency, etc.) were seen as a high priority. Technological and infrastructure improvements, as well as enhanced service along key corridors, were also important to stakeholders.

Common suggestions were to implement an electronic/digital ticketing and scanning system, partner with local convenience stores like Walgreens and CVS to provide more purchasing options (similar to SunPass), and improve bus stops so that they are clean and safe with benches and shelters.

- **Underserved Communities** – Most of the stakeholders said the western (referring to planned communities west of Turnpike – Westlake, Wellington, Royal Palm) and the northern parts of the community are underserved.

- **Obstacles** – The main obstacle found among the stakeholders was a lack of funding. Others said that the layout and sprawling patterns of Palm Beach County pose a challenge to Palm Tran and make it difficult to provide services to every area, and that negative public perceptions are also a significant obstacle for Palm Tran.

Some believe that it is not feasible to encourage Connection riders to use the fixed route service, even if they are able. The primary factors are the weather (too hot or rainy to stand and wait at a stop) and the benefit of the door-to-door service.

- **Funding Source** – All stakeholders believe there needs to be a dedicated funding source to meet the current and future needs of the county.

Some participants did not think there was public support for a sales tax to support Palm Tran. There was some agreement that if the sales tax covered more than transit services, it would gain public support. Some suggested running an educational campaign to show how public transit would be more beneficial to the community if more funding were available. If the current penny infrastructure tax were to sunset, there may be more support to use that funding for transit instead.

- **Operating as an Independent Authority** – According to the stakeholders interviewed, the public does not understand the difference between operating as an independent authority versus under the county government. The public's perception of Palm Tran would likely not change if it operated as an independent authority.

Final Thoughts?

- **Strengths** – A strength is how Palm Tran consistently serves its primary users (low-income, those with disabilities, and those without a vehicle). Cleanliness of the buses and the reasonable price are also a strength.
- **Weaknesses** – Stakeholders found the long wait times and commutes, low frequencies and schedule, communication with municipalities, limited coverage out west, and need for technological upgrades (ticketing and shelter signage) as the main areas of improvement.

One participant expressed concern that many of the challenges discussed have been known for some time and there seems to be little effort to address them.

Additional Feedback from Operator Discussions

In addition to the categories explored above, Palm Tran bus operators also provided their perspective on transit needs, as highlighted below:

- **Expanding Existing Services – Route 73** just started Sunday service to SR-7/US 441. It previously stopped at Military Trail on Sundays. Passengers have been appreciative of the extended coverage on the weekend.

Route 81 currently only goes as far west on Atlantic Ave as the Villages of Oriole Plaza/Hagan Ranch Library. Passengers have complained that the service needs to extend farther west (past Hagan Ranch Rd) in this part of the county. There is new development on the western end of Atlantic Avenue, which is creating a growing underserved market.



Operators in the Belle Glade and Pahokee area have been told by passengers that they would like to see more frequency from existing **Route 47**.

Service is needed along Seminole Pratt Whitney Road north of Southern Boulevard. There is new development, Seminole Ridge Community High School, and workers living there who could benefit from transit service. **Route 52** makes sense for that extension.

A new stop is needed for **Route 40** on Southern Boulevard at Lion Country Safari.

Palm Tran should consider earlier service in the AM period between Belle Glade/Pahokee and the eastern part of the county. Passengers, especially some who work at restaurants, have complained that they cannot get a bus to get to work early enough in places closer to the coast. This would be a potential market for a future limited-stop or express bus service with a west-east focus in the morning and east-west return in the afternoon.

- **Adding New Services** – Passengers ask why there is not service on SR-7/US 441 in the southern part of the county (between Glades Rd and Lake Worth Rd).

Airport Road and US 27 would likely produce ridership if service were extended there.

Some operators think that the Belle Glade/Pahokee area would be better served by two routes: one serving Belle Glade and one serving Pahokee, both operating in a loop. They see several benefits to this:

- More schedule consistency
 - Less pressure on operators, making bathroom breaks and scheduling easier
 - Better coverage of this part of the county to serve more passengers
 - More ability to increase frequencies where needed
- **Safety/Technology** – Palm Tran should use its Automatic Vehicle Location (AVL) technology or another GPS device to also provide route directions and time points for operators so that they can use it for turn-by-turn guidance. This would be helpful for new operators and improve safety conditions when compared to paper printouts.

The LED signage on the front of the vehicles should show Spanish and Creole translations. Speakers with audio announcements in multiple languages for approaching buses would also be helpful.

There are consistent problems with people paying fares, either passes that do not work, people unable to get cash in the machine, people not having exact change, or people simply not having enough for the fare. This creates recurring schedule issues.

- **Other Operational Issues or Opportunities** – **Route 46** needs to continue past the Mall at Wellington Green on Forest Hill Boulevard to the Palms West Hospital area on Southern Boulevard, which would allow **Route 40** to stay on Southern Boulevard and get more coverage. Additionally, the left turn to get into the Mall during peak hours is difficult and creating delays. **Route 40** should stay out of the roundabout at the Mall, if possible.

Service is mostly dead along SR-715 from West Tech south to Avenue L in Belle Glade.

Route 40 misses a lot of connections at the Mall when **Route 46** leaves a few minutes before it gets there. Operators should be told to wait for connections if the schedule cannot be met consistently.

The current layover location in Belle Glade (HRS) is difficult to circulate and maneuver with the full-size 40-foot vehicles. There are issues with other vehicles, and it is a difficult location for operators to use the restroom.

Route 47 has too many turns as currently configured. Palm Tran cannot expect operators to last if they drive routes with 104 turns. This could lead to long-term injuries.

Palm Tran should consider rewarding operators for on-time performance when goals are consistently met or exceeded, which would help them feel appreciated and improve Palm Tran service for its customers.

Public Surveys

Surveys are an important way of capturing public feedback on specific topics. These topics, ranging from existing transit needs to preferences for the future, can be explored using a variety of question types. Survey results in the form of quantitative data and open-ended comments are then used to inform other aspects of the TDP development and final plan.

The *Accelerate 2031* public involvement process included the following survey efforts:

- An online transit needs survey
- A telephone-based public opinion poll
- Interactive polling questions during public workshops

Maps 4-1 and 4-2 show the location of home and work ZIP codes provided by respondents from all survey/polling efforts in which this information was included. As shown in these maps, feedback was gathered from respondents who live and work in a variety of places throughout Palm Beach County as a part of the collective TDP survey effort.

Polling Instructions

PollEv.com/quickearth200

- You can see questions.
- You tap to select answers.

Texting QUICK EARTH200 to 22333

- You cannot see questions.
- You will have to type in answer options, such as A, B, or C.

Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Our Transit Today

Please take a few moments to answer some questions about transit in your community. Your input will be used to develop Accelerate 2031, Palm Tran's plan for transit over the next 10 years. For more information on this plan and to register for an upcoming public workshop, visit <https://www.palmtran.org/transit-development/>.

1. How important is providing transit services in Palm Beach County?

☐ It must be provided
☐ It might be useful
☐ It does not matter to me
☐ It is not needed

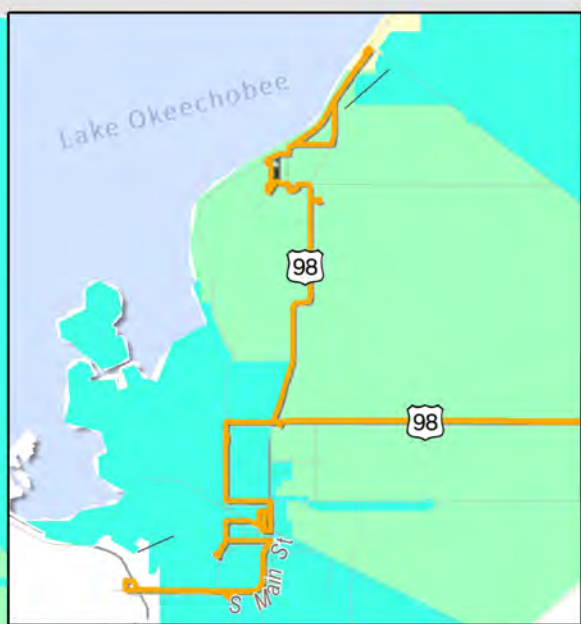
Accelerate 2031 10-Year Transit Development Plan (TDP) Bus Operator Survey

Please take a few moments to answer the following questions. This survey is part of an effort to improve transit through Accelerate 2031, Palm Tran's 10-Year TDP.

You may complete this paper survey and leave it in the designated collection box OR scan the QR code to the left using your cell phone's camera and take the same survey online.

1. How many years have you been an operator at Palm Tran?

☐ 0-3 ☐ 4-6 ☐ 7-9 ☐ 10-14 ☐ 15-19 ☐ 20+



MARTIN COUNTY
PALM BEACH COUNTY

**Map 4-1: Home ZIP Codes
Provided by Survey/Poll
Respondents**

Zip Code (Home)

- No responses
- 1 - 5
- 6 - 10
- 11 - 20
- 21 - 38
- Palm Tran Routes
- Major Roadways
- Freeways

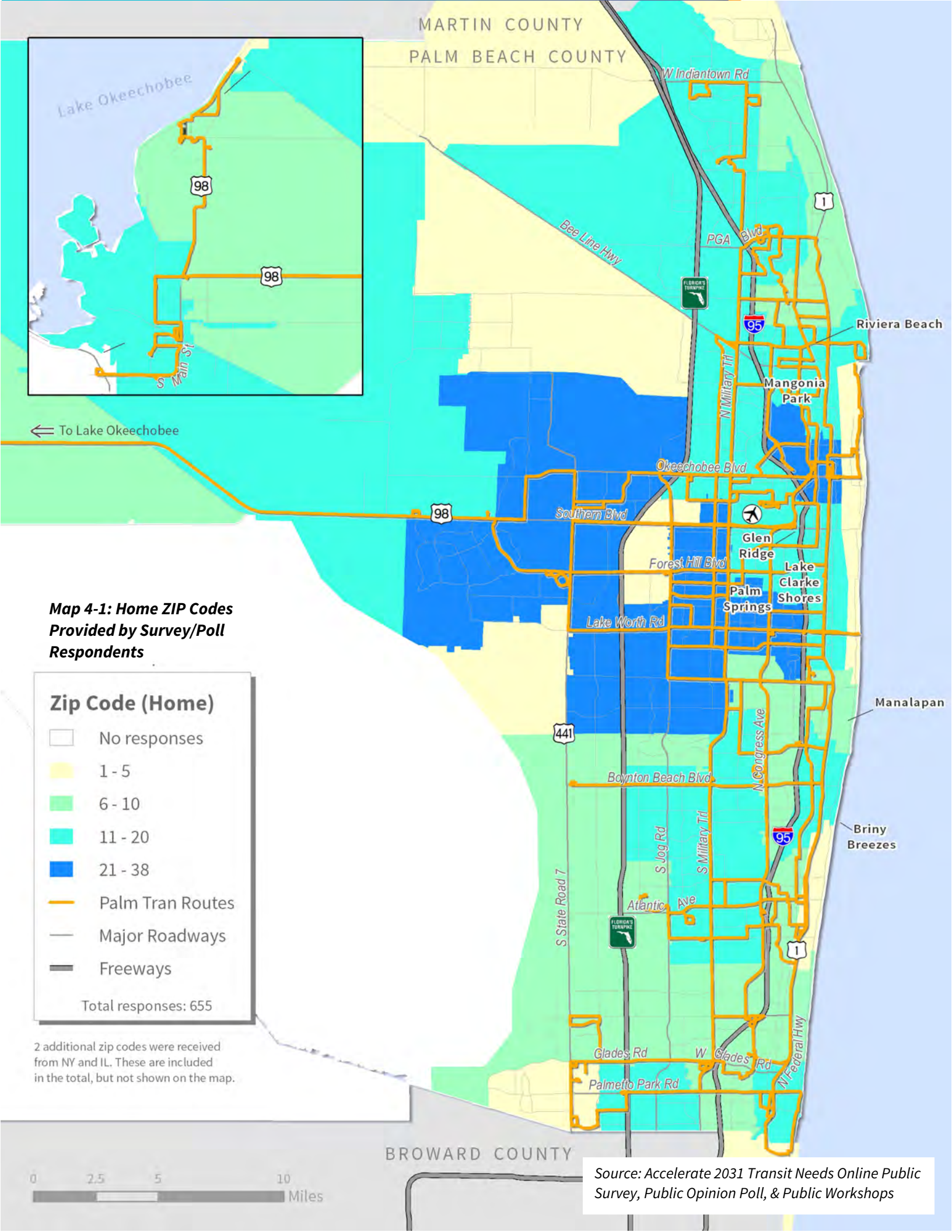
Total responses: 655

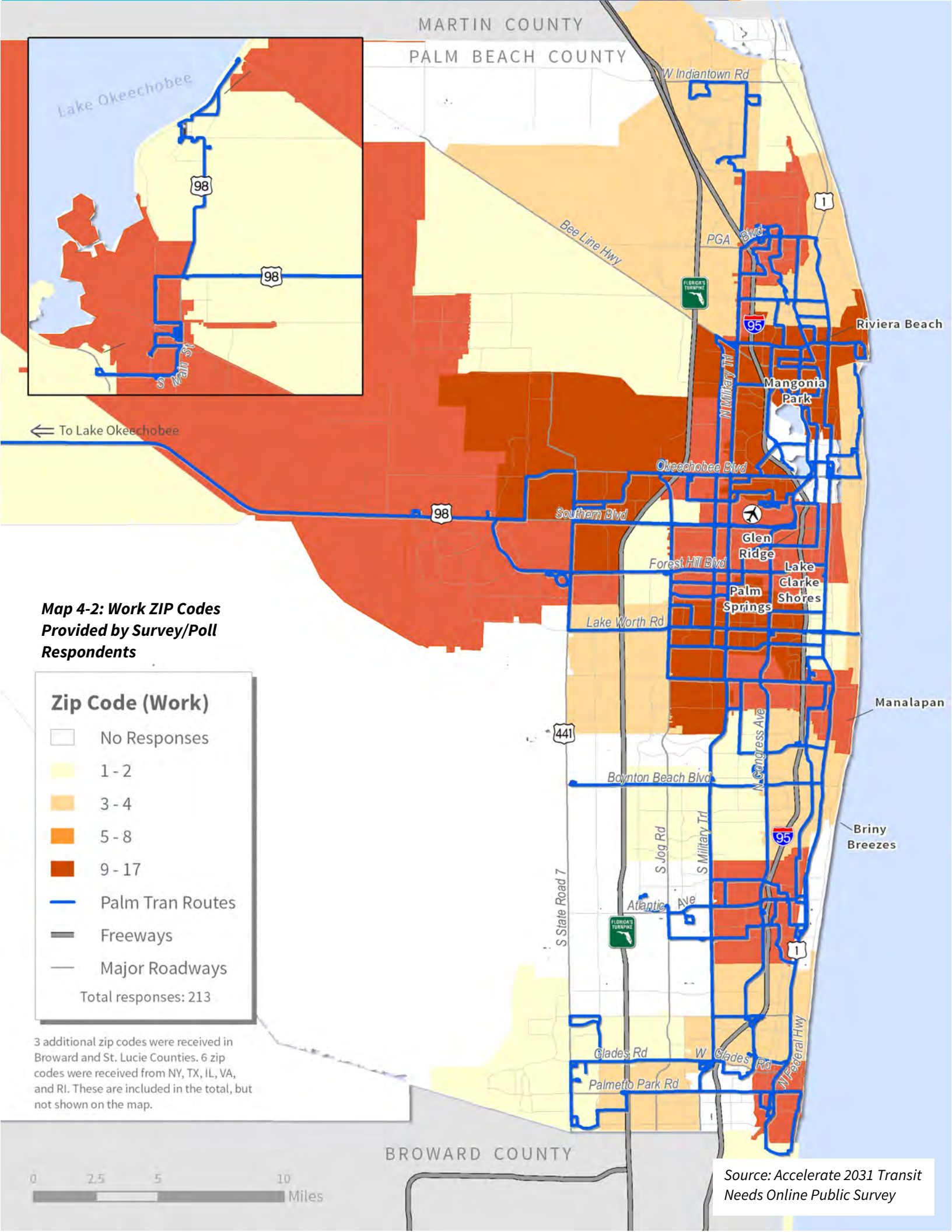
2 additional zip codes were received from NY and IL. These are included in the total, but not shown on the map.



BROWARD COUNTY

Source: Accelerate 2031 Transit Needs Online Public Survey, Public Opinion Poll, & Public Workshops





MARTIN COUNTY
PALM BEACH COUNTY

Lake Okeechobee

98

98

W. Palm St

← To Lake Okeechobee

Zip Code (Work)

- No Responses
- 1 - 2
- 3 - 4
- 5 - 8
- 9 - 17
- Palm Tran Routes
- Freeways
- Major Roadways

Total responses: 213

3 additional zip codes were received in Broward and St. Lucie Counties. 6 zip codes were received from NY, TX, IL, VA, and RI. These are included in the total, but not shown on the map.

BROWARD COUNTY

0 2.5 5 10 Miles

Source: Accelerate 2031 Transit Needs Online Public Survey

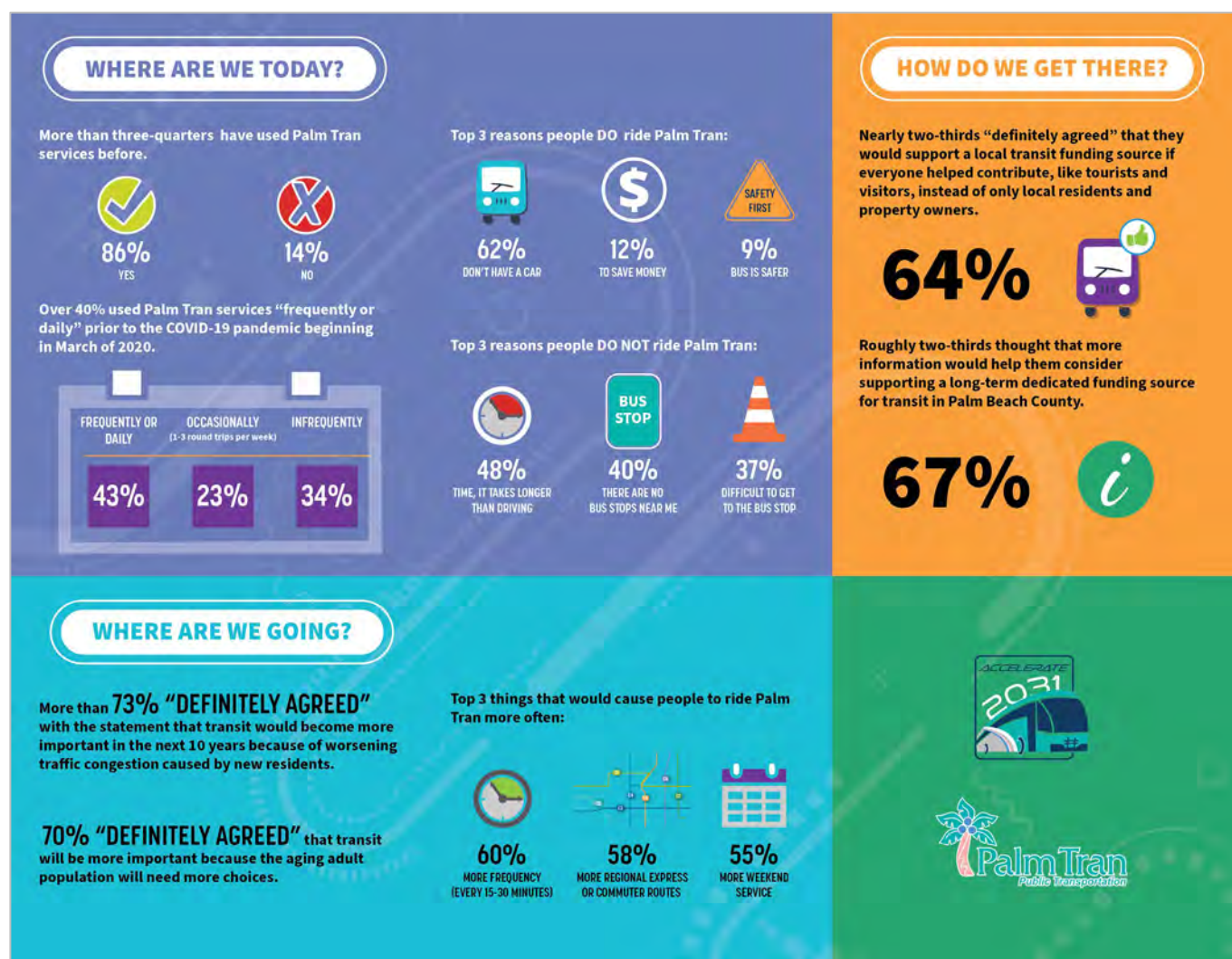
Online Transit Needs Survey

An online public survey was active from September 1 to October 10, 2021. It was made available on the *Accelerate 2031* webpage, and promoted via social media, email, partner agency websites, flyers on Palm Tran vehicles, and other public outreach activities.

A variety of questions were included in the survey to gather opinions on Palm Tran's role in providing transit services, transit usage patterns, and the community's transit needs. The survey instrument consisted of 23 questions, 7 of which were demographic in nature. It was made available in English, Spanish, and Haitian Creole, and resulted in a total of 754 completed surveys.

Key findings from the Transit Needs survey effort are summarized in Figure 4-4.

Figure 4-4: Summary of Key Findings from Transit Needs Survey



Public Opinion Polling

In addition to the online transit needs survey, a telephone public opinion poll was conducted during the development of the TDP. Between September 16 and 21, 2021, this opinion poll was conducted by specially-trained opinion research interviewers to gather feedback on various issues related to existing public transit service, future needs, and potential funding strategies. A total of 400 randomly-selected registered voters in Palm Beach County successfully completed the survey to provide an overall margin of error of +/- 4.9%. The survey instrument consisted of 27 questions, 4 of which were demographic in nature. The following section and Figure 4-5 provide a brief overview of the notable results from the telephone poll.

Summary of Public Opinion Polling Results

Overall, more than 80% of poll respondents are aware of Palm Tran. Of those who are aware of Palm Tran, nearly half (45%) have a favorable opinion of the agency and rated Palm Tran services positively.

According to respondents, the following items should be a top priority for Palm Beach County leaders over the next year (in order of preference):

- Public Health & COVID (33.8%)
- Jobs & The Economy (23.6%)
- Crime (12.0%)
- Taxes (8.8%)
- The Environment (6.8%)
- All/Combination (5.2%)
- Other (4.2%)
- Transportation & Mobility (3.8%)
- Unsure/No Answer (1.8%)

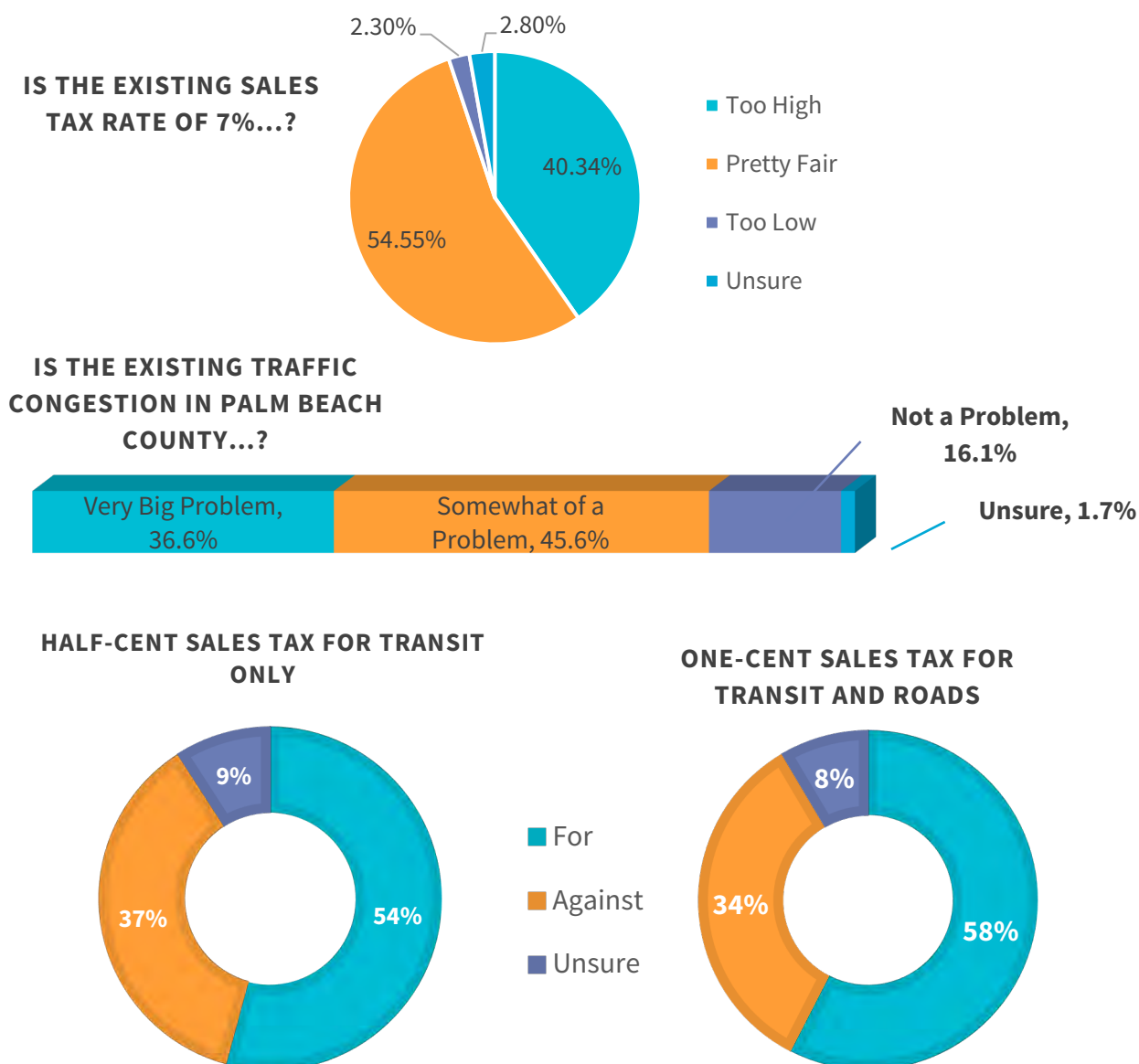
The following types of transportation improvements (in order of preference) were rated as being a “good idea” (%) by more than half of respondents:

- Improve total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time information, and shelter from the weather while they are waiting (85%)
- Increase frequency of service, so riders do not have to wait as long for the next train or bus (81%)
- Provide single payment platform that works seamlessly for all trains, buses, and transit systems with the County (80%)
- Expand hours of service, so they start earlier and end later each day (76%)

- Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment (69%)
- Add government-operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service (66%)
- Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, to move more people quickly and efficiently into and out of our economic hubs (65%)

The only improvement type not generally rated as being a “good idea” was to reduce the number of stops along a route to reduce travel times. This was seen as a “bad idea” by nearly half (46%) of respondents.

Figure 4-5: Select Polling Results Related to Sales Tax and Traffic Congestion





Public Workshops

Six virtual public workshop sessions were held on September 15-16, 2021, at various times to maximize participation. The events were promoted using social media, partner agency websites, and emails to contact lists and stakeholders.

Following best practices related to COVID-19 at the time they were conducted, each session used a virtual meeting platform and followed the same format. Participants were

introduced to the TDP effort and given information about existing transit services in Palm Beach County, recent Palm Tran technology investments, and ongoing planning efforts to improvement Palm Tran service. Interactive polling questions were used throughout each session to gather feedback about transit usage, as well as opinions on existing transit service, future needs, and ways to improve it. Participants were also given the opportunity to ask questions and provide comments either verbally or using the chat feature during the virtual workshop.



ACCELERATE 2031

Palm Tran Needs Your Input!

Register to Attend a Virtual Public Workshop Session!

Palm Tran is preparing **Accelerate 2031**, its Transit Development Plan that will guide the vision for public transit services in Palm Beach County over the next 10 years. Please join us for a virtual public workshop session to share your thoughts, whether you are a current Palm Tran rider or not. For your convenience, there are six virtual public workshop options to choose from.

For questions, please visit the website:
palmtran.org/transit-development-plan/
For information by phone, call (561) 841-4263.

Public Workshop Sessions

Wednesday, September 15th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 5:30 PM to 7:00 PM

Thursday, September 16th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 6:00 PM to 7:30 PM

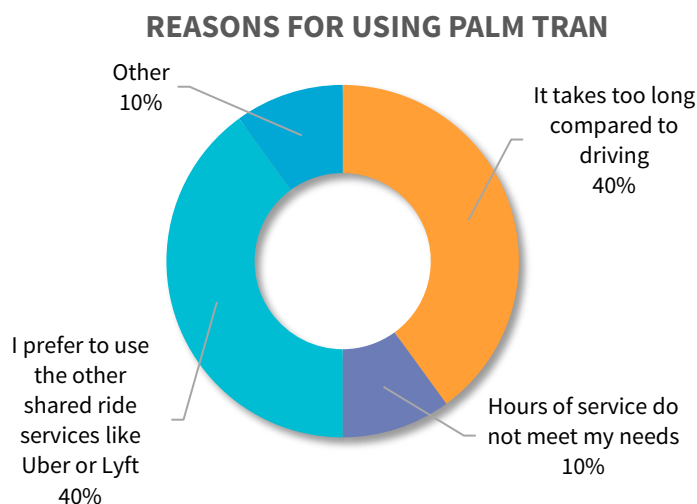
Summary of Feedback Received During Public Workshops

Feedback received during the public workshop sessions was similar to that received during the surveys with slight variations. Workshop participants who answered the interactive polling questions reached a consensus with complete agreement on the following topics:

- All respondents thought that public transit in Palm Beach County **MUST** be provided.
- All respondents reported to use Palm Tran services infrequently (not on a weekly basis).
- All respondents reported they would be for a **ONE-CENT** sales tax in Palm Beach County to expand the rail and bus network, improve roadways and traffic signals, and provide local on-demand mobility services.
- All respondents except one (who selected “I don’t know”) reported they would be for a **HALF-CENT** sales tax in Palm Beach County to expand the rail and bus network.

A summary of the results from the other polling questions is provided in Figure 4-7.

Figure 4-6: Summary of Public Workshop Polling Results



TOP REASON TRANSIT WILL BE MORE IMPORTANT IN 10 YEARS

More people are moving here, and traffic congestion will get much worse

TOP IDEA FOR IMPROVING PALM TRAN

Improve the total riding experience, such as adding more comfortable vehicles with Wi-Fi and enhanced transit stations with level-boarding platforms, off-board fare payment, real-time information, and shelter to shield riders from weather at stops

MOST IMPORTANT STEP PALM TRAN COULD TAKE TO INCREASE RIDERSHIP

Increase frequency of buses so they come every 15-30 minutes

Operator Survey

To further leverage the knowledge and insight of Palm Tran's operators, an online survey was administered from October 13-20, 2021. The results from this survey are documented in Appendix D.

5 Situation Appraisal

A TDP is a strategic planning document that includes an appraisal of factors within and outside a service area that affect the provision of public transit services. Conducting a situation appraisal is a key requirement under the current TDP Rule and helps a transit agency examine its strengths and weaknesses as well as any existing challenges and opportunities for the provision of its services. This assessment supports the examination of the existing Palm Tran system and the development of future public transit needs for the community.

Prior to this appraisal is a review of locally, regionally, and federally approved plans and studies to ensure consistency between the 10-year transit plan goals and initiatives with other government policies and planning efforts. The current planning initiatives/policy guidance from these plans were reviewed to better understand the policy context under which Palm Tran operates.

Plans Review

A review of existing plans, studies, and policy documents was conducted to align the *Accelerate 2031* plan to existing planning efforts and explore potential opportunities for interagency cooperation. The review includes local, regional, and state/federal plans, programs, and policies examined for significant considerations and implications for this TDP. Each document reviewed had some relation to public transit services or closely related subject matter. The list of plans reviewed is illustrated in Figure 5-1 and a detailed assessment of each plan can be found in Appendix E.

From the plans review, the following themes were identified:

- To a large degree, public transit is considered in and supported by the various transportation studies and planning activities going on around the region.
- Often, these plans focus transit improvements to serve a certain group (i.e., transportation disadvantaged) or geography (i.e., the Glades area or along a particular roadway).
- Bicycle and pedestrian connectivity are consistently noted as a need to complete first/last mile connections.
- Palm Beach County and its municipalities use urban planning principles to support transit such as concentrating growth and redevelopment in certain areas, incorporating complete street designs, promoting mixed-use development, incentivizing developers to invest in transit infrastructure, and transportation demand management strategies.
- There are a range of strategies being employed to create better connections between other regional transit operators and Palm Tran. These strategies include physical connections as well as technological.
- Most of the state and federal resources focus on funding availability for transit, which has been a focus at the federal level since the beginning of the COVID-19 pandemic.

Figure 5-1: Local, Regional, State, and Federal Plans Reviewed

<div>  Local </div>	
<ul style="list-style-type: none"> • FY 2020 TDP Annual Progress Report • Palm Tran Transportation Disadvantaged Service Plan (TDSP) FY 2018-2022 • Mobility on Demand Service Deployment • US-1 Multimodal Corridor Study • Okeechobee Blvd/SR-7 Multimodal Corridor Study • Palm Tran Connection Efficiency Project • 561 Plan/2045 Long Range Transportation Plan • Transit Access Plan • Bus Stop Consolidation/ADA Study • RPM 2.0 Study 	<p>Comprehensive Plan Future Land Use and Transportation Elements for:</p> <ul style="list-style-type: none"> • Palm Beach County • City of Boca Raton • City of Boynton Beach • City of Delray Beach • City of Jupiter • City of Palm Beach Gardens • City of Wellington • City of West Palm Beach
<div>  Regional </div>	
<ul style="list-style-type: none"> • FDOT FY 2022-2026 5-Year Work Program • Broward Connects 2028 TDP • SFRTA 2028 TDP • Martin County 2029 TDP • I-95 Managed Lanes Master Plan • Regional Express Bus Service • 2045 Regional Transportation Plan • Florida East Coast (FEC) Railway 	<div>  State/Federal </div>
	<ul style="list-style-type: none"> • State of Florida Transportation Disadvantaged 5-Year/20-Year Plan • FDOT Complete Streets Implementation Update: Handbook and Design Manual • Florida Transportation Plan (FTP) • Accessing Transit Design Handbook for Florida Bus Passenger Facilities, Version III • FTA Circular 4702.1B: Title VI Requirements and Guidelines for Federal Transit Administration Recipients • FTA Circular 4703.1: Environmental Justice Policy Guidance for Federal Transit Administration Recipients • Executive Order 13985: Advancing Racial Equity and Support for Underserved Communities Through the Federal Government • Infrastructure Investment and Jobs Act • Fixing America's Surface Transportation (FAST) Act • Implications to Public Transportation of Emerging Technologies

Situation Appraisal

Transit systems function best when the local and regional factors that impact the agency’s ability to provide service daily effectively and efficiently can be identified and understood. To help identify and quantify/qualify such factors, a “situation appraisal” is conducted of key elements as illustrated in Figure 5-2.

This section summarizes the situation appraisal conducted to document pertinent factors for Palm Tran so that its staff, stakeholders, and other constituents will better understand the system’s local operating environment elements and associated impacts on public transit.



Figure 5-2: Situation Appraisal Elements

Socioeconomic Trends

A review of socioeconomic factors helps identify key trends that may or may not be supportive of public transit services. The two main factors are population and employment, discussed below.

Florida and Palm Beach County experienced a higher-than-expected population growth due to a migration sparked by the COVID-19 pandemic beginning in March 2020. The accelerated growth is expected to continue, in part, due to companies opening new offices and an increase in telecommuting that allows people to live and work in different areas. Florida's lack of income tax makes it easier for employees to work remotely as it does not require a company's accounting department to determine out-of-state tax laws.

Palm Beach County also has a significant seasonal population, increasing significantly during the winter months. The population of older adults (65+) is growing, and this trend is expected to continue – from 23.5% of the total county population in 2019 to 28.1% in 2045. Racial and ethnic diversity have also increased over the last decade, a trend that is expected to continue, as well.

Implications for Transit

Increasing numbers of older adults may increase the need for transit services geared toward serving these populations, including higher demand for paratransit service.

Socioeconomic conditions in Palm Beach over the next 10 years are projected to remain generally aligned with recent trends, including an aging population and continued growth in existing population and employment centers. These trends will require Palm Tran to continue exploring strategies to improve the quality, efficiency, and effectiveness of service to its core service area and core riders.

Most areas with a transit-oriented population are served by Palm Tran. Notable gaps in transit service can be seen along Indiantown Road west of Florida's Turnpike, North Palm Beach Heights, north of Westlake, just south of Wellington Community High, south of the Mall at Wellington Green,

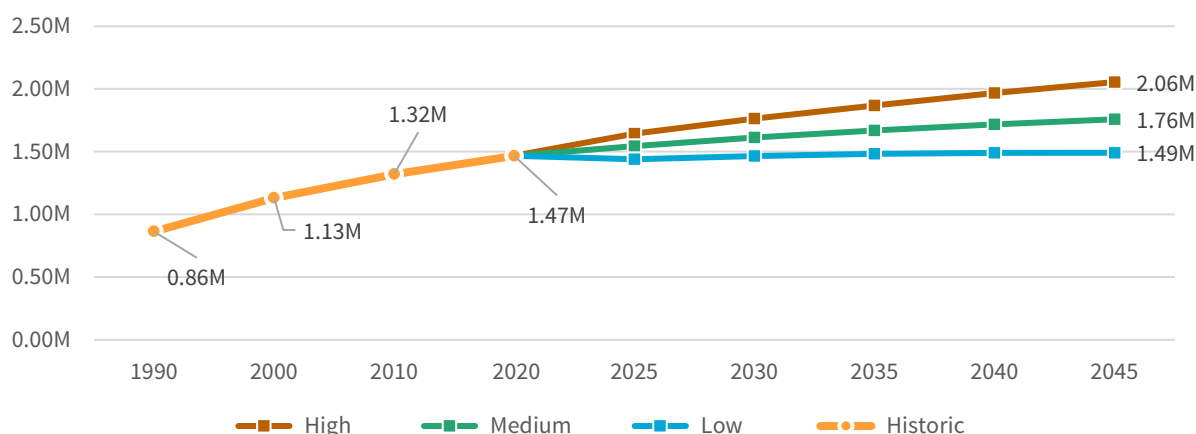
intermittent areas along S Jog Road, and the multifamily housing areas southeast of SW 18th Street and Powerline Road.

For the portion of individuals who are moving to Palm Beach but working remotely in other locations, commuter-focused transportation will not be needed.

Development and Growth Trends

Palm Beach County is expected to grow in population size over the next several decades. The University of Florida's BEBR projects that the County will see a population increase, ranging from an additional 25,000 to 588,000 residents, by 2045, with a middle projection of an increase of 292,000 residents (Figure 5-3). Depending on the projection, the total population is expected to be between approximately 1.5 and 2 million.

Figure 5-3: Palm Beach County Population Projections



Source: BEBR Projections of Florida Population by County, 2025–2045, with Estimates for 2020

In 2019, the average household size in Palm Beach County was 2.61 persons, according to the 2019 ACS 5-Year Estimates. Applying that average to the medium BEBR estimate would result in additional demand for 111,880 housing units through 2045.

Implications for Transit

Public transit is most effective in areas with high population and employment density. Service levels should be matched to transit demand to provide the greatest number of residents with quality transit service. Providing frequent service in areas with high demand can get more people to their destinations faster and more reliably. In contrast, areas with low residential and employment density present challenges in providing effective transit service.

Palm Beach County has a much higher residential and employment density level on the county's eastern side. Transit service is, therefore, focused primarily within this portion of the county. However, even in these areas, there is still difficulty connecting residential areas to employment



centers due to the automobile-centric development pattern. Much of the county's housing stock is single-family detached housing along a partial-grid roadway network. This pattern results in the need to emphasize transit along corridors and concentrations of multifamily housing along well-connected roadways. As municipalities create more mixed-use, walkable, and transit-supportive communities, transit levels may be adjusted to enhance these areas' services.

Land Use Policy

In Palm Beach County, local governments are responsible for land use policies in their respective incorporated areas. These regulations include the establishment of zoning districts and future land use designations. Palm Beach County oversees these decisions for unincorporated portions of the county only; land use decisions in incorporated areas are made by the respective jurisdiction.

A review of the existing land use policy is summarized in the baseline conditions assessment (Section 2). The primary findings of the review found the following:

- There is a clear commercial use pattern along most major arterial roads in the county, with clusters of commercial use that coincide with areas containing higher employment densities.
- There are no significant Mixed-use districts.
- Industrial use is concentrated along highway corridors
- Residential use is concentrated along the eastern portion of the county
- Much of the western portion of the county is categorized as Agriculture or Conservation, except for the cities on or near Lake Okeechobee.
- Vacant parcels are concentrated in the western portion of the county.

Managed Growth Tier System

To accommodate future growth while directing its location and protecting existing communities, Palm Beach County adopted a series of Managed Growth Tier System strategies. Its Comprehensive Plan categorizes all land within the county into tiers used to designate areas to accommodate future growth. The following five tiers are identified and displayed in Figure 5-4.

1. Urban/Suburban Tier
2. Exurban Tier
3. Rural Tier
4. Agricultural Reserve Tier
5. Glades Tier

Future land use designations and accompanying land development regulations are assigned to influence each area's growth intensity. This tier system is meant to protect viable existing neighborhoods and communities and direct future development locations and timing. The development required to accommodate projected growth will protect rural, agricultural, and



deterrent to ride transit, particularly in the summer. Although the many larger, gated communities provide densities that are transit-supportive, the distance from houses within to the bus stop on the adjacent arterial road is too far to be an attractive alternative to driving for discretionary riders. From a policy perspective, land use patterns between smaller incorporated communities are often inconsistent and not always transit friendly, creating challenges to operating efficient public transit services.

Within its operating environment, the County's limited ability to influence land use and development decisions is a significant challenge to Palm Tran being a viable transportation option for all, particularly for those who have choices in how they travel.

Travel Trends

Since March 2020, travel in Palm Beach County has mirrored much of the rest of the country in that overall travel has decreased but is slowly rebounding.

Typically, commute trips are the backbone of transit systems as work trips are more predictable and consistent than other types of trips. Even before the impacts of COVID-19 in 2020, the share of Palm Beach residents working from home had increased from 4.9% in 2010 to 7.0% in 2019. With the current increase in telecommuting, it is likely that decreased ridership will persist.

Travel patterns show that there are several popular trip destinations: points outside the county (mainly south), generally toward the coast, and inland along the US 97 corridor. Transit trips show notable concentrations near the commercial areas on W Indiantown Road between Military Trail and Central Boulevard, the Palm Beach International Airport and north of the airport along Okeechobee Boulevard, the area surrounding US-1 and Okeechobee Boulevard, the north side of Lake Worth Road, the area east of I-95 between Woolbright Road and SW 23rd Avenue in Boynton Beach, and along US-1 in Delray Beach and Boca Raton.

Implications for Transit

Palm Tran will monitor and respond to changes in commute patterns as they become apparent in the coming years. Enduring changes to daily travel behavior will influence how and where transit service is provided going forward.

Organizational Assessment

Palm Tran's organizational structure influences its ability to function effectively and serve the needs of its users. FDOT guidance suggests the organizational structure be reviewed as part of the TDP. This review assesses the overall structure and governance of Palm Tran, its primary responsibilities and roles in the community, and the distribution of its staffing and resource allocation levels.

Organizational Structure

Palm Tran operates as a department within Palm Beach County, which the Board of County Commissioners leads. In FY 2020, Palm Tran reported employing 533 persons for its fixed route bus operations and 71 employees to support the Connection service. The County Commission is also



advised by the Palm Tran Service Board, a committee of community volunteers that guides the agency on the operation of its fixed route and paratransit programs and services.

Palm Tran's Executive Director oversees five divisions: Operations, Administration Services, Support Services, Planning, and Executive. Each of these divisions is led by their respective Director, with some of the Divisions being further subdivided by functional areas led by a designated Manager or Senior Manager.

Operations Division

The Operations Division administers the core functions of the agency. These functions are divided by Fixed Route; Maintenance; Paratransit Services; and Safety & Training/Compliance. The tasks performed by this Division include most duties required for the day-to-day operation of Palm Tran's services.

Administrative Services Division

The Administrative Services Division oversees many of the internal administrative functions of the agency. It is subdivided into five functional areas: Procurement, Revenue, Payroll, Finance/Budget, and Grants/Disadvantaged Business Enterprise (DBE). Tasks performed by this Division include budgeting, payroll management, procurement procedures, grant management, inventory management, accounts payable, and accounts receivable.

Support Services Division

The Support Services Division manages most of the public-facing functions of the agency. It is divided into three functional areas: Public Relations, Facilities & Security, and Information Technology. Tasks performed under this Division include public outreach, communications, marketing, government relations, customer relations, facility security, enterprise technology, and applications for public use.

Planning Division

The Planning Division oversees Palm Tran's planning, scheduling, and bus stop infrastructure. It is divided into four functional areas: Strategic Planning, Service Planning, Bus Stop Infrastructure, and Equal Employment. Tasks performed under this Division include short- and long-range planning, implementation of new or revised service, preparing the transit development plan and other state/federal planning requirements, and coordinating with other planning agencies.

Executive Division

The Executive Division includes three functional areas: Human Resources, Performance Management, and Governmental Affairs.

- Human Resources is subdivided into two functional areas: organizational development and human resources. Organizational development includes tasks that enhance organizational productivity, effectiveness, and workplace culture. Human resources include functions such as hiring, benefits management, and various employee-related duties.

- Performance Management handles tasks related to quality assurance, performance metrics, and data analytics. This includes the operation of the agency's award-winning "PT-Stat" (i.e., Palm Tran Statistics) program, which includes regularly scheduled updates to facilitate discussions between upper management and staff.
- Governmental Affairs advocates for Palm Tran's priorities within the State Legislature.

Key Peer Organizational Experiences

A review of Palm Trans staffing metrics was conducted in which the agency was compared to a selection of similar transportation agencies. The staffing data for Palm Tran and its peer organizations was obtained from NTD, which contains the most recent comprehensive data compiled by FTA. NTD data were used as they allow for an apples-to-apples comparison among agencies. NTD data may differ slightly from the categorization of staff used by Palm Tran internally due to NTD reporting requirements.

Peer Organizations

Six transit agencies were identified as peer organizations to assess Palm Tran's governance, which are the same agencies identified in the peer review summarized in Section 3. These organizations are similar in community population size and/or the number of annual trips. Four of the six peer organizations are located within Florida, while the remaining two are located in urban communities within other southern states. An overview of the peer organizations is provided in Table 5-1.

Table 5-1: Peer Organizations

Name	Service Area	Area Population	Annual Trips
Palm Tran	Palm Beach County	1,485,941	9,056,770
Broward County Transit (BCT)	Broward County	1,951,260	26,202,712
Jacksonville Transportation Authority (JTA)	Duval County	1,121,744	9,968,311
Hillsborough Area Regional Transit (HART)	Hillsborough County, FL	807,015	12,032,360
Pinellas Suncoast Transit Authority (PSTA)	Pinellas County	1,075,854	12,792,939
Fort Worth Transportation Authority (FWTA)	Tarrant County, TX	879,939	4,983,261
New Orleans Regional Transit Authority (NORTA)	Orleans & portions of Jefferson Parish, LA	369,250	9,953,139

Staffing Level Peer Review

The following review compares the number of full-time equivalent operations, maintenance, and administrative employees staffed by each agency, in addition to transit service statistics, such as revenue hours, revenue miles, and peak vehicles. Because of the variability in system size among the transit agencies, full-time equivalent (FTE) data for each employee category was normalized by a corresponding transit service statistic: operations staff by revenue hours, maintenance staff by revenue miles, and administrative staff by peak vehicles. The metrics used to perform the peer review are displayed in Table 5-2.

These data reflect 2019 NTD data, the most recent available data. It should be noted that NORTA did not have available FTE data due to its bus service being operated by a private contractor at the time. NORTA is, therefore, excluded from the calculations. The table also includes the average and standard deviations for all agencies, with a total number of employees between 50 and 1,250, that reported data to the NTD.

Table 5-2: Staffing Level Peer Review

Transit Agency	Revenue Hours	Revenue Miles	Peak Vehicles***	Operations FTEs	Maintenance FTEs	Admin FTEs
Palm Tran	507,726	7,207,289	157	344.08	84.26	66.44
BCT	1,155,785	14,737,646	374	829.17	176.24	85.97
JTA	661,652	9,273,421	207	457.16	139.93	136.56
HART	662,200	8,199,395	185	452.26	129.66	66.09
PSTA	663,583	8,915,270	208	434.46	94.41	79.34
FWTA	399,499	5,318,812	157	293.87	107.09	59.52
NORTA	483,591	6,046,851	140	n/a	n/a	n/a
Peer Average*	647,719	8,748,566	226	493.38	129.47	85.50
Peer Org Std Dev	239,469	3,042,379	76.62	178.34	28.38	27.19
US Average **				170.56	42.44	25.37
US Std Dev				165.54	46.10	27.75

*Excluding NORTA and Palm Tran.

**Transit agencies with greater than 50 and fewer than 1,250 employees.

***Vehicles Operated in Maximum Service.

Further calculations are provided in Table 5-3 based on FTE per operational characteristic. These FTE metrics are classified as either operating, maintenance, or administrative for both the average of the peer organizations and Palm Tran in the prior table. The FTE metrics are also standardized in a base rate in the second to last column based on an operational characteristic.

Table 5-3 Palm Tran Staffing vs. Peer Organization Staffing

Employee Category	Employee FTEs	Operational Characteristic	FTE per Operational Characteristic
Operating			
Palm Tran	344.08	507,726 Rev Hrs	6.78 FTE/10K Revenue Hours
Peer System Average	468.50	671,052 Rev Hrs	7.35 FTE/10K Revenue Hours
Administrative			
Palm Tran	66.44	157 VOMS	4.23 FTE/10 Peak Vehicles
Peer System Average	82.323	212 VOMS	4.04 FTE/10 Peak Vehicles
Maintenance			
Palm Tran	84.26	7,207,289 Rev Miles	1.17 FTE/100K Revenue Miles
Peer System Average	121.93	8,748,566 Rev Miles	1.48 FTE/100K Revenue Miles

Source: 2019 NTD data.

As shown in Table 5-4, this peer review reveals that when compared to its peer organizations, Palm Tran has the following:

- Annual Operating FTE **shortfall** of 29.22

- Annual Administrative FTE **surplus** of 3.09
- Annual Maintenance FTE **shortfall** of 22.40

Table 5-4: Palm Tran Shortfall and Surplus

Employee Category	Palm Tran Current Employee FTEs	Projected FTEs Based on Peer System Average	Shortfall/Surplus vs. Peer System Average	Peer Organization Standard Deviation
Operating	344.08	354.47	(29.22) ↓	178.34
Administrative	66.44	63.35	3.09 ↑	27.19
Maintenance	84.26	103.04	(22.40) ↓	28.38

The differences indicate Palm Tran allocates fewer overall staffing resources for operating and maintenance functions and slightly more on administrative functions based on the rate calculated for the category's operational characteristics; however, all three of the differences are within less than one standard deviation of the sample group. Standard statistical conventions would deem these differences not statistically significant, and they should not be the sole basis for recommendations or decision-making.

Consideration of Palm Tran's Existing Roles

While the selected peer organizations serve the same overarching goal to provide quality transportation services to their respective communities and a large amount of effort is used to standardize NTD data, each community is unique. Palm Tran serves primarily as a fixed bus route and paratransit operator. The absence of other modes and major services may provide efficiencies in the provision of its existing services. The focus on these primary services could be partially responsible for the slight increase in efficiency in operating and maintenance staffing expenses.

Recommendations

The peer review findings indicate that Palm Tran's Operation, Maintenance, and Administrative staffing levels are generally in line with the average of its peer organizations. The findings of this review alone do not indicate any distinct need for adjustments to Palm Tran's staffing allocation. However, the slightly lower staffing level for operational and maintenance functions compared to peer organizations may be considered in staffing adjustments should they be altered based on efforts separate from this review.

Technology

Palm Tran continues to seek opportunities to use technological advancements to enhance the quality of its service delivery.

- The Palm Tran app offers service information to passengers, including real-time bus information. Additionally, it also provides an enhanced bus tracker tool on the Palm Tran website.



- Palm Tran route and bus stop information are also available on Google Trip Planner and other similar apps, where riders can input their preferred arrival or departure time and the application will advise them when to leave and what route to use.
- Palm Tran also offers bus stop information via text message by texting "561561" and the bus stop ID number to return the next time a bus will be at that location. In addition to more visible technological upgrades, Palm Tran updated its Avail system for more efficient dispatching and to better manage the system.
- Palm Tran is also working to implement real-time arrival signs at key high ridership bus stops as part of its "Bus Stop of the Future" design.
- Palm Tran is launching the Paradise Pass on November 14, 2021, to provide a new contactless way to pay fares, replacing the QUIK pass. This is a tap-and-go reloadable smart card that can be purchased at any county library, a Paradise Pass kiosk, the Palm Tran office, or on the Paradise Pass website. There is also an accompanying Paradise Pass app to manage account information. The Paradise Pass will automatically cap the fare paid in a day, week, or month based on the most economic option for trips taken. With social distancing behaviors introduced during the COVID-19 pandemic having a long-lasting impact going forward on how people interact, a touchless fare payment process is highly desired.
- *Wi-Fi* – While most phones now have data plans, Wi-Fi still can provide a convenience to riders and incentive to use transit when offered at major transfer locations or onboard transit vehicles. Palm Trans has outfitted its fixed route fleet with Wi-Fi and is planning to assess Wi-Fi options for its paratransit fleet and major transit centers.
- *On-Board Infotainment Systems* – Palm Tran is adding infotainment systems to the fixed route vehicles to provide real-time travel information and entertainment options for riders.
- *Electric Vehicles* – Currently, Palm Tran operates diesel fuel buses. Replacing those diesel buses with electric vehicles can help decrease carbon emissions and improve the image of Palm Tran in the community while also saving on fuel costs. The Palm Beach TPA has set aside funding for several electric vehicles and charging infrastructure at the North County Facility within the 10-year planning horizon. However, there are many considerations Palm Tran must evaluate when transitioning to an electric fleet. To better understand all issues, implications, and potential costs of this transition, Palm Tran is planning to solicit professional services for a electrification master plan in the next year.
- *Transit Signal Priority* – With potential implementation of premium transit such as Bus Rapid Transit (BRT) or BRT-lite, TSP along major corridors at congested intersections could help reduce bus run time delays. The Palm Beach TPA has identified funding for TSP along US-1 and Okeechobee Boulevard in FYs 2023 and 2024, respectively.
- *App-Based Public Transit Services* – Through its RPM 2.0 initiative, Palm Tran is currently studying areas where potential application of app-based Mobility on Demand (MOD) service could be expanded to other areas of the county. This study is also exploring the

viability of using TNCs like Uber and Lyft to provide third-party first/last mile connections to/from Palm Tran’s fixed-route system or during times when Palm Tran does not operate.

Implications

Palm Tran should continue to invest in new and emerging technologies to ensure the quality and accessibility of its services as it strives to expand its user base. This was a key interest that both current and potential riders indicated in the outreach efforts. Palm Tran has also continued to use technology as a tool to improve the rider experience and to streamline its processes, such as performance monitoring and fleet maintenance.

However, some technologies offered to riders may need more awareness on what is available. Table 5-5 summarizes responses received from the online public transit needs survey, which includes input from both current/past riders and non-riders.

Table 5-5: Public Awareness of Rider Technologies

Technology	% Aware	% Not Aware
Palm Tran Trip Planner	63%	37%
Real Time Bus Tracker	65%	35%
Real Time Bus Info via Text	57%	43%
Rider Alert Subscription	42%	58%
Free On-Board Wi-Fi	70%	30%

Source: Palm Tran TDP online survey; based on approximately 400 responses.

Government Policy

Governor Ron DeSantis confirmed the arrival of the coronavirus in Florida on March 1, 2020, following two positive cases. He officially declared a state of emergency eight days later. By March 11, Governor DeSantis put orders in place to limit visitations to nursing homes; bars and restaurants were first closed on March 17.

Palm Tran began modifying service on March 6, 2020, when the Veterans Administration Medical Center requested that Palm Tran re-route its services. By March 23, Palm Tran began operating Saturday service six days per week (Sunday service remained unchanged), went fare free, limited the number of passengers per vehicle, and required rear door entry and exiting for all riders. Palm Tran also had to postpone some of its larger initiatives such as providing increased service on holidays. From there, Palm Tran continued to adjust service levels and add safety measures as needed to keep passengers and operators safe and to deliver essential workers to and from work even while some private transportation providers were shutting down. Palm Tran also requested feedback regarding its COVID response in the form of a survey launched on May 1.

To ease the burden of added regulatory compliance (e.g., mask mandate) and loss of revenue from lower ridership, the Federal Government provided funding to assist transit agencies through the Coronavirus Aid, Relief, and Economic Security (CARES) Act. The emergency funding provided \$25 billion for transit agencies across the US and \$50.7M for Palm Tran. Another \$14 billion was allocated to transit agencies through the Coronavirus Response and Relief Supplemental



Appropriations Act of 2021 (CRRSAA) from December 2020, which included \$23.9 for Palm Tran. In March 2021, the American Rescue Plan Act of 2021 (ARPA) established additional emergency funding for public transit; Palm Beach County was allocated \$290.7 million, of which Palm Tran is anticipated to receive \$58M. ARPA funds will be allocated prior to the December 31, 2024, deadline and all ARPA projects must be complete by December 31, 2026, as required by federal law.

Palm Tran has used this funding to accommodate personal protective equipment (e.g., operator office doors), vehicle disinfection (e.g., ultraviolet light systems), temporary restrooms, and other COVID related expenditures. It also installed Q-Straint wheelchair securement systems that give individuals using wheelchairs more independence.

Implications for Transit

Locally and nationally, transit ridership was substantially affected by the pandemic. As workers shifted to working from home, non-essential trips were avoided, and unemployment spiked, transit ridership dropped precipitously. Comparing March to September, Palm Tran ridership in 2020 was down 28.2% across all modes from that same period in 2019. This loss in ridership affected Palm Tran's revenue, but the Federal government's COVID-related funds assisted in covering that shortfall.

By September 2021, the death toll in Florida was over 48,000 and the number of positive cases topped 3.39 million. In Palm Beach County, the death toll was approximately 2,880 with 205,000 infections over the first year and a half of the pandemic. As of the end of September 2021, approximately 65 percent of Floridians had received at least one vaccination dose. In September 2021, approximately 67 percent of Palm Beach County residents had received at least one vaccination dose. While the timeline to full vaccine adoption is unknown, the Federal government announced a six-step program to drive up vaccination rates on September 9, 2021.

Palm Tran has taken steps such as reinstating fares on August 16, 2021, and is preparing for the possibility of returning to pre-pandemic operating conditions. Like transit agencies across the country, the agency faces the daunting task of rebuilding ridership in a post-pandemic world.

Regional Coordination

The primary way that Palm Tran ensures regional coordination is by maintaining strong working relationships with its regional partners. Palm Tran has several current initiatives it is working on with its regional partners.

As part of its mission to connect passengers with other regional transit providers, Palm Tran is partnering with BCT, MDT, and SFRTA to ensure the interoperability of its recently purchased upgraded fare collection system. The intent is to allow the passenger to seamlessly move from one provider to the next.

Palm Tran staff are also participating in the planning of a new regional express bus service designed to connect St. Lucie and Martin counties to the West Palm Beach Intermodal Transit Center. Project



partners include the St. Lucie Transportation Planning Organization, City of Port St. Lucie, and FDOT District 4.

Palm Tran regularly coordinates with the Palm Beach TPA by participating on its Technical Advisory and Bicycle-Trainways-Pedestrian Advisory committees. Five Palm Beach County Commissioners, which oversee Palm Tran as a County Division, also serve on the TPA Governing Board.

Implications for Transit

As the traveling public is rarely concerned with geopolitical boundaries, it is imperative for Palm Tran to maintain strong regional partnerships to ensure easy movement between transportation systems. By staying actively engaged in these types of activities, Palm Tran will continue to provide services that meet the needs of the riding public.

Funding

Loss of farebox revenue has impacted transit agencies nationwide, and Palm Tran is no exception. Fare collection was initially suspended from March 23 to August 16, 2020. Between April and September 2020, Palm Tran saw a 79% reduction in revenue compared to 2019.⁵

Even as fares were reinstated, decreased ridership continued to impact fare collection. Federal funding in response to the pandemic through CARES, CRRSAA, and ARPA, as noted earlier, have helped to mitigate this decline. Palm Tran continues to monitor revenue levels and Federal funding acts to ensure the continued fiscal health of the system.

The pandemic also impacted county gas tax collection as vehicle miles traveled decreased. In 2020, the County collected \$8 million less in gas tax revenues than in 2019.

Palm Tran may also be facing higher labor costs as it works to attract and retain staff, particularly bus operators.

In 2021, the Palm Beach TPA began discussions around a new transportation surtax to take effect once the county's current one-cent infrastructure tax, approved in 2016, sunsets in 2025 or 2026. Neighboring Broward County successfully voted to implement a transportation sales tax in 2018. The next opportunity for a transportation tax to be placed on the ballot is at the general election in November 2024.⁶

Implications for Transit

While fare and gas tax revenues were significantly impacted by the pandemic, the federal government stepped in with significant levels of aid for transit systems and have helped keep the Palm Tran budget steady. However, if Palm Tran were to increase its current service levels or

⁵Source: WPTV, "Palm Tran sees steep drop in ridership, millions lost in revenue due to COVID-19 pandemic," 12/21/2020.

⁶Palm Beach Post, *Traffic sensitive red lights, bus lanes? Palm Beach County may float a transportation tax*, 3/23/21



expand to provide additional services, a long-term dedicated local funding source would be needed.

Community Feedback

The process for developing the TDP included a robust engagement process, as described in detail in Section 4. From this, several themes emerged.

- Improving frequency was a common theme among public workshop and survey participants.
- Many recommended improvements centered around the rider experience such as fare payment technology, bus stop infrastructure, frequency of service, or connectivity to other modes and transit providers.
- Many people believe that traffic congestion is a problem, and that transit can be part of the solution to congestion.
- The primary deterrents to using Palm Tran are longer travel times as compared to driving, difficulty getting to a bus stop, and a lack of bus stops/service near where people are coming from and/or want to go.
- Marketing was noted as an important piece of building ridership whether it is targeted toward certain groups (i.e., attracting seniors or students) or it helps overcome the negative perceptions attached to transit use.
- There appears to be local support for a 1% sales tax for transit and this support grows if the sales tax supports both transit and roadway improvements.

Implications for Transit

The outreach process very clearly demonstrates the public's perception of Palm Tran today is that it is a necessary public service and primarily used by those who need it. However, the community vision for public transit is a comprehensive network of public transit services that are convenient and attractive to all types of riders. Most outreach participants want to continue to improve transit services for both residents and visitors. Increased service supply like more frequent services, earlier/late hours, and weekend services may be needed to help current riders use Palm Tran more and attract potential new riders.

The input received through public and stakeholder input suggests that there is support for increased funding for transit. Palm Tran is also seen as part of the local transportation solution along with many other transportation options within the broader regional network. Palm Tran could build on these positive sentiments by creating a post-COVID marketing campaign to attract riders (new and returning) to transit.

6 Goals and Objectives

By providing the policy direction to achieve the community’s vision of making transit a truly viable option, its mission, goals, and objectives play an integral part of Palm Tran’s TDP. The goals, objectives, and the strategy initiatives presented in this section were prepared based on guidance/findings from several sources, as discussed below.

Palm Beach County Strategic Plan

As a county department, Palm Tran's goals and objectives need to fit into the context of the greater Palm Beach County. Figure 6-1 provides an overview of the vision, mission, core values, strategic priorities, and goals that Palm Beach County set in its Strategic Planning and Performance Management (FY 2020). The County has structured committees around the Strategic Priorities and Palm Tran participates on the Environmental Protection and Infrastructure committees.

Figure 6-1: Palm Beach County Vision, Mission, Core Values, Strategic Priorities, and Goals



Goals and Objectives Update Guidance

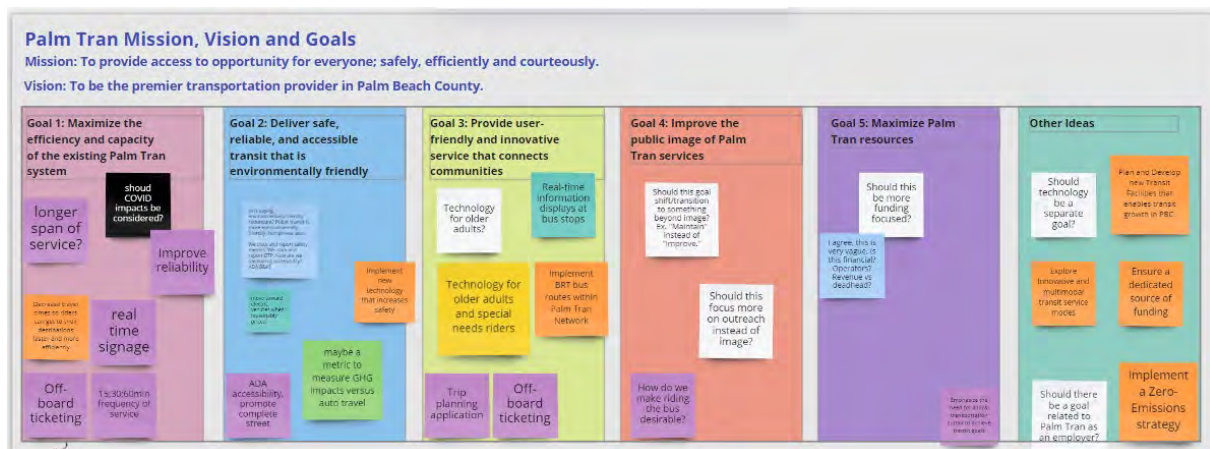
As part of the *Accelerate 2031* development process, Palm Tran undertook a substantive review of its goals, objectives, strategies, and targets to update them for the 2022-2031 timeframe, capturing the significant change since Palm Tran produced its last TDP in 2017.

The following sources were used to guide the update of Palm Tran’s goals and objectives for the next 10 years:

- Goals and objectives from the last TDP and progress on its 10-year implementation plan.

- Findings from the Situation Appraisal that identified key issues affecting Palm Tran today and over the next decade.
- Input received from the public, stakeholders, and Palm Beach County leaders on the needs and direction of public transit in the local community and the region.
- Findings from plan and policy reviews based on recommendations, goals, and objectives included in other agency plans to ensure consistency with other planning efforts at the local, regional, and national levels.
- Input from the TDP Steering Committee and Palm Tran Executive Leadership Team.

Figure 6-2: Steering Committee Input on Palm Tran's Current Goals



Following the statements of the transit agency's mission and vision, this section presents the updated goals, objectives, and policy initiatives to support the community's vision for transit services over the next 10 years.

SMARTER Goals

The updated Palm Tran goals provided in this section were developed using the technique commonly referred to as the "SMART" approach, defined as follows:

- Specific: Purpose is clearly defined and clearly stated
- Measurable: Criteria is available to gauge process
- Assignable: There is a party responsible for implementation
- Realistic: Proposal is achievable and possible
- Time-bound: A timeline or target dates are set

Monitoring and reporting on the progress of each strategy is required as part of the TDP's Annual Progress Reports. This supports the move from "SMART" goals to "SMARTER" goals by incorporating the following two elements:

- **Evaluated:** Action is taken to measure impact and results
- **Reviewed:** Time is taken to reflect and adjust approach if needed

Palm Tran Mission and Vision

The goals and objectives presented in the remainder of this section are guided by Palm Tran's mission for today and its vision for the future.



10-Year Goals and Objectives

The *Accelerate 2031* plan includes five overarching goals, supported by a series of objectives. For each objective, one or more targets to monitor progress of each, as well as the current value, is provided.

- 1 Provide a system of coordinated, customer-based services to maximize the efficiency, responsiveness, and reach of the Palm Tran system
- 2 Deliver safe, reliable, accessible, and environmentally friendly transit service
- 3 Provide user-friendly and innovative services that connect communities
- 4 Continue to promote the visibility and public image of Palm Tran and its services
- 5 Maximize Palm Tran resources

1

Provide a system of coordinated, customer-based services to maximize the efficiency, responsiveness, and reach of the Palm Tran system

Objective 1.1	Increase annual ridership by 2031
Strategy 1.1.1	Increase annual fixed-route ridership consistently from 2022 to 2031, recognizing ridership recovery due to impacts from the COVID-19 pandemic will be gradual, rather than immediate
Current Value	5.9 million annual boardings (FY 2021)
Target	Increase annual boardings to 11.8 million by 2031 (50% annual increase)
Strategy 1.1.2	Create post-COVID marketing campaign to build back to pre-COVID ridership levels
Current Value	5.9 million annual boardings (FY 2021)
Target	Increase annual boardings to 9 million by FY 2023 (pre-COVID ridership for FY 2019)
Objective 1.2	Improve service options and levels to better serve existing rider needs and attract new patrons
Strategy 1.2.1	Reduce percentage of Palm Tran routes with 60-minute or longer frequency
Current Value	20 of 32 (62.5%) Palm Tran routes have a 60-minute or longer frequency
Target	No greater than 25% of routes have frequencies of 60 minutes or longer by 2031
Strategy 1.2.2	Increase percentage of Palm Tran routes with 15-minute or shorter frequency
Current Value	1 of 32 routes (3%) have a 15-minute or shorter frequency
Target	No less than 20% of all Palm Tran routes with frequencies of 15 minutes or less by 2031
Strategy 1.2.3	Implement a TNC partnership program to provide alternative transportation services during designated hours when Palm Tran service does not operate and first/last mile connections to the fixed route network within designated areas
Current Value	N/A
Target	Implement a pilot TNC partnership program by 2023
Strategy 1.2.4	Expand on-demand services to complement the fixed route bus and Connection services
Current Value	On-demand public transit service is currently offered in 1 service area through Go Glades
Target	Expand the amount of on-demand public transit service to a total of 5 zones by 2031
Strategy 1.2.5	Establish a level of service policy to evaluate delivery of Palm Tran's services across all service types of the coordinated, customer-based system
Current Value	N/A (new strategy)
Target	By 2023, establish a transit level of service policy that considers fixed route, Connection, and on-demand service options



Objective 1.3	Monitor service and route level productivity to identify, evaluate, and address unproductive service
Strategy 1.3.1	Monitor system-level and route-level productivity against established annual goals; evaluate and modify routes that fall below the minimum system standard
Current Value	FY 2021 fixed-route systemwide productivity is 12.9 passengers per hour; paratransit productivity is 1.25 passengers per hour; Go Glades productivity is 2.45 passengers per hour
Target	Meet or exceed the fixed route annual productivity goal of 20.1 passengers per hour
Target	Meet or exceed the paratransit systemwide annual productivity goal of 1.8 passengers per hour
Target	Meet or exceed the Go Glades annual productivity goal of 2.0 passengers per hour while capacity limits due to COVID-19 are in place, 4.0 after capacity limits are lifted
Objective 1.4	Support implementation of high-capacity premium transit in the Enhanced Transit Corridors identified in the 561 Plan
Strategy 1.4.1	Conduct premium transit corridor studies including express bus, BRT strategies, and light rail/streetcar technologies
Current Value	As of FY 2022, studies to evaluate premium transit service for two (2) Enhanced Transit Corridors (US-1 and Okeechobee/SR-7) are underway
Target	Lead or assist premium transit corridor analyses for the remaining seven (7) Enhanced Transit Corridors (that Palm Tran operates fixed route service within) by 2031
Objective 1.5	Continue to seek service and operational improvements to help reduce travel time and make Palm Tran service more attractive
Strategy 1.5.1	Implement recommendations of the bus stop consolidation study to remove duplicative and/or underutilized bus stops
Current Value	Approximately 20% of Palm Tran bus stops have been identified for elimination
Target	Implement bus stop consolidation study recommendations by 2023
Strategy 1.5.2	Seek opportunities in near term to implement limited-stop overlay service on Enhanced Transit Corridors to help build demand for future high-capacity premium transit implementation
Current Value	N/A (new strategy)
Target	By 2025, implement limited-stop overlay service on Okeechobee/SR-7 as a pilot



2

Deliver safe, reliable, accessible, and environmentally friendly transit service

Objective 2.1	Provide safe service to Palm Tran customers
Strategy 2.1.1	Reduce fixed route collisions (preventable and non-preventable) through annual operator safety training and testing
Current Value	0.65 preventable collisions per 100,000 fixed route revenue miles; 1.76 non-preventable collisions per 100,000 fixed route revenue miles (FY 2021)
Target	Do not exceed the annual goal of 0.70 preventable collisions per 100,000 fixed route revenue miles
Target	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 fixed route revenue miles
Strategy 2.1.2	Reduce paratransit collisions (preventable and non-preventable) through oversight and annual operator safety training and testing
Current Value	1.05 preventable collisions per 100,000 paratransit revenue miles; 1.69 non-preventable collisions per 100,000 paratransit revenue miles (FY 2021)
Target	Do not exceed the annual goal of 0.7 preventable collisions per 100,000 paratransit revenue miles
Target	Do not exceed the annual goal of 2.0 non-preventable collisions per 100,000 paratransit revenue miles
Objective 2.2	Maintain all vehicles and facilities in a state of good repair
Strategy 2.2.1	Manage the average age of vehicles within state and federal guidelines and replace vehicles according to established life cycles
Current Value	Average age of fixed route rolling stock: 6.6 years; paratransit rolling stock: 2.8 years
Target	As an annual goal, maintain six (6) years average age of rolling stock for fixed route fleet and five (5) years average age of rolling stock for paratransit fleet
Strategy 2.2.2	Adhere to federal requirements regarding preventable maintenance inspections and ensure that critical inspection recommendations are completed in a timely manner
Current Value	100% of all inspections completed within required mileage (FY 2021)
Target	As an annual goal, 100% of all inspections completed within required mileage
Strategy 2.2.3	Improve mean distance between vehicle road failures/road calls
Current Value	Mean distance between fixed route vehicle road failures/road calls is 12,653 miles; mean distance between paratransit vehicle road failures/road calls is 11,283 (FY 2021)
Target	As an annual goal, a minimum of 16,000 miles between fixed route vehicle road calls/service interruptions
Target	As an annual goal, a minimum of 9,500 miles between paratransit vehicle road calls/service interruptions



Objective 2.3	Provide timely Palm Tran service to ensure reliability for patrons
Strategy 2.3.1	Conduct annual review of fixed route on-time performance and compare to prior years
Current Value	Fixed route on-time percentage is 77.4% (FY 2021)
Target	As an annual goal, Palm Tran's monthly fixed route systemwide on-time performance to be no lower than 77%
Strategy 2.3.2	Conduct annual review of paratransit on-time performance and compare to prior years
Current Value	Paratransit on-time percentage is 91.5% (FY 2021)
Target	As an annual goal, Palm Tran's monthly paratransit systemwide on-time performance to be no lower than 92%
Strategy 2.3.3	Implement real-time passenger information signage at high-ridership stops
Current Value	Zero high-ridership stops have real-time passenger information signage (FY 2021)
Target	Increase the number of stops with real-time signage to 5% by 2024
Objective 2.4	Implement improvements to ensure safety, ADA accessibility, and connectivity across all Palm Tran facilities, including vehicles, bus stops, and buildings
Strategy 2.4.1	Implement projects and leverage planned/existing construction projects to increase the number of ADA accessible bus stops
Current Value	40% (1,187 out of nearly 3,000 bus stops) are ADA-accessible
Target	60% of all Palm Tran bus stops to be ADA-accessible by 2023
Strategy 2.4.2	Work with partner agencies to implement crosswalks and/or connecting sidewalks to bus stops
Current Value	Zero crosswalks and/or connective sidewalks implemented in FY 2021
Target	Install 5' sidewalk connections and ADA bus stop enhancements at 110 stops by 2024
Objective 2.5	Promote environmental sustainability by minimizing Palm Tran's carbon footprint
Strategy 2.5.1	Construct all new Palm Tran facilities to green/ LEED building standards for energy efficiency and sustainable design
Current Value	Construction of Palm Tran's new South County facility in Delray Beach was completed in 2021 using strategies of the Florida Green Building Coalition, such as water use reduction with low flow faucets, LED motion-sensor lighting, improved indoor air quality, and installing Florida-friendly landscaping
Target	100% of all future Palm Tran facilities constructed to green/LEED building standards for energy efficiency and sustainable design
Strategy 2.5.2	Explore alternative energy sources for Palm Tran's fleet to minimize vehicle emissions
Current Value	Initial infrastructure to charge fully electric, zero-emissions buses was installed at the new South County Facility and funds to purchase initial electric buses are programmed in the Five-Year Transportation Improvement Program
Target	By 2023, prepare an Electrification Master Plan to understand and evaluate fully electric, zero-emissions vehicle technology, infrastructure, and operational needs from a fleet-wide planning approach

3

Provide user-friendly and innovative services that connect communities

Objective 3.1	Expand Wi-Fi on-board paratransit vehicles to support technology advancements
Strategy 3.1.1	Implement Wi-Fi or similar technology onboard all revenue vehicles
Current Value	100% of fixed route and 0% of Connection and Go Glades vehicles have fully operational onboard Wi-Fi
Target	100% of the revenue fleet with Wi-Fi or similar technology by 2026
Objective 3.2	Assess and continually improve Palm Tran's integration in a multimodal mobility system
Strategy 3.2.1	Integrate service with SFRTA, BCT, and other transit providers by reducing average scheduled transfer time for key routes
Current Value	Conducted as necessary to evaluate service coordination
Target	As an annual goal, reduce average scheduled transfer time by 25% for key routes when feasible
Strategy 3.2.2	Implement the Paradise Pass, a convenient electronic fare payment system that is interoperable with other regional providers with capabilities such as mobile ticketing via the Paradise Pass app and/or offboard fare payment, etc.
Current Value	In March 2018, the County Commission approved a 10-year contract to transition to an electronic and interoperable fare payment technology
Target	Phased implementation of the Paradise Pass starting November 14, 2021, with full interoperability by 2023
Strategy 3.2.3	Assess integration of Palm Tran services with other modal providers such as transportation networking companies (TNCs), scooter and bike share services, and other operators
Current Value	Currently, Palm Tran is evaluating partnership programs with first/last mile providers (such as TNCs) to improve connectivity challenges
Target	By 2022, conduct an evaluation of partnership with TNCs to determine feasibility for Palm Tran and the community with initial pilot program implemented by 2023
Objective 3.3	Implement regional coordination and public involvement components in all relevant aspects to the transportation planning process, including transit-oriented development (TOD)
Strategy 3.3.1	Participate in regional initiatives to promote mixed-use development and TOD
Current Value	Staff attends three meetings annually as part of TOD working group
Target	Attend four meetings annually and actively participate in thought process
Strategy 3.3.2	Develop criteria to identify transit stops and corridors with TOD potential
Current Value	No TOD criteria developed
Target	Criteria for Palm Tran stops with TOD potential developed by 2023
Strategy 3.3.3	Encourage transit-supportive infill development and redevelopment near Palm Tran bus stops
Current Value	One private-sector meeting attended in FY 2021
Target	As an annual goal, attend four (4) private-sector meetings related to infill development and/or redevelopment and/or provide at least three (3) prescriptive reviews of local comprehensive plans annually



Objective 3.4 Seek and introduce innovative technological improvements to enhance the experience for all users	
Strategy 3.4.1	Implement ITS (Intelligent Transportation Systems) technologies such as transit signal priority
Current Value	Zero routes with transit signal priority or queue jumping
Target	Two corridors with transit signal priority by 2025
Strategy 3.4.2	Implement amenities at high ridership locations such as automated ticket machines, USB charging stations, air-cooling technologies, and/or Wi-Fi at bus stops
Current Value	Zero stops with any of these amenities (FY 2021)
Target	22 bus stops with automated ticket vending machines by FY 2022
Strategy 3.4.3	Translate LED signs and annunciators on buses to announce routes in Spanish and Haitian Creole in areas where these languages are more predominant
Current Value	Zero LED signs or annunciators are translated into Spanish and Haitian Creole
Target	By FY 2022, all applicable LED signs and annunciators are translated into Spanish and Haitian Creole where needed

4

Continue to promote the visibility and public image of Palm Tran and its services

Objective 4.1 Use multiple forms of media to strengthen Palm Tran's visibility and image in the community	
Strategy 4.1.1	Conduct an annual on-board rider attitudinal survey
Current Value	Most recent onboard Palm Tran attitudinal survey conducted in 2015
Target	As an annual goal, conduct one rider survey sample per year
Strategy 4.1.2	Engage community directly through community events and other types of public outreach
Current Value	Five community events attended by Executive Director and/or Executive Leadership Team (FY 2021)
Target	As an annual goal, thirty (30) community events attended by Executive Director and/or Executive Leadership Team
Strategy 4.1.3	Engage regularly with the public via social media
Current Value	One daily social media post
Target	Increase public engagement on social media by 10% by FY 2022
Strategy 4.1.4	Conduct periodic public opinion surveys of Palm Beach County residents regarding Palm Tran and public transit services
Current Value	For FY 2021: a 400-person telephone opinion survey was conducted of registered voters
Target	Conduct a telephone opinion survey of Palm Beach County residents every five (5) years as part of the Transit Development Plan update process
Strategy 4.1.5	Partner with South Florida Commuter Services to promote transit commute options
Current Value	For FY 2021: information on South Florida Commuter Services is not provided on the Palm Tran website
Target	By 2022, add South Florida Commuter Services to the Rider Tool Kit to promote the Guaranteed Ride Home and other commuter programs that encourage alternative transportation to driving alone



Objective 4.2	Provide proactive and effective customer service to all Palm Tran customers
Strategy 4.2.1	Reduce total number of fixed route customer concerns
Current Value	3.79 concerns per 10,000 fixed route passenger boardings (FY 2021)
Target	As an annual goal, 2.5 concerns per 10,000 fixed route passenger boardings
Strategy 4.2.2	Reduce total number of paratransit customer concerns
Current Value	2.97 concerns per 1,000 paratransit passenger trips (FY 2021)
Target	As an annual goal, 1.5 concerns per 1,000 paratransit passenger trips
Strategy 4.2.3	Provide customer service anytime Palm Tran is in service
Current Value	Customer service is not provided after 6 pm on Monday-Saturday, Sundays, or the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas
Target	Customer service provided 7 days per week by 2023
Strategy 4.2.4	Provide travel training and outreach to break down barriers and promote fixed route ridership
Current Value	Outreach and travel training conducted per request (FY 2021)
Target	As an annual goal, conduct 100% of requested travel training/outreach community events
Strategy 4.2.5	Establish Palm Tran Municipal Liaison Program to better serve needs of the municipalities
Current Value	N/A (new strategy)
Target	By FY 2023, establish a Municipal Liaison Program and identify specific Palm Tran staff member(s) to serve as municipal liaisons
Objective 4.3	Enhance Palm Tran bus stop curbside infrastructure to enhance customer comfort and convenience
Strategy 4.3.1	Increase the percentage of Palm Tran bus stops with a bus shelter
Current Value	Approximately 20% bus stops have a bus shelter
Target	50% of bus stops with a bus shelter by 2026
Strategy 4.3.2	Increase the percentage of Palm Tran bus stops with a bench/designated seating
Current Value	Approximately 40% bus stops have a bench/designated seating
Target	75% of bus stops with a bench/designated seating area by 2031
Strategy 4.3.3	Conduct detailed reviews of private development projects and coordinate with County staff and/or other stakeholders to ensure that transit improvements are included
Current Value	Five bus shelter easements secured in FY 2021
Target	As an annual goal, secure at least 20 bus stop implementation/improvements supported by private development
Strategy 4.3.4	Enhance existing and provide new park-and-ride facilities to best meet customer demand
Current Value	Zero park-and-ride locations provided or enhanced in FY 2021
Target	By 2022, conduct a park-and-ride evaluation study to evaluate current park-and-ride facilities and understand the need for additional facilities to best meet customer demand

5

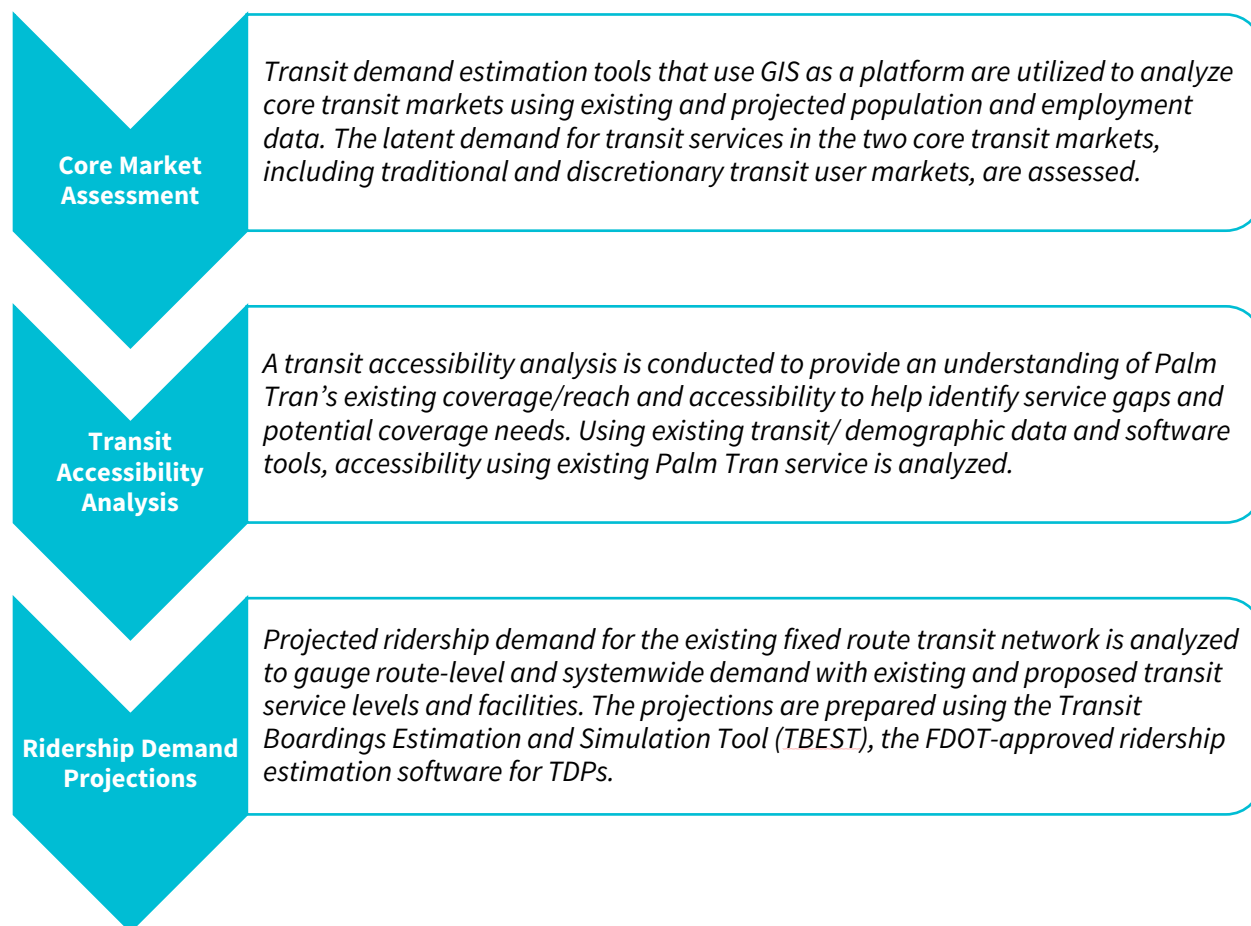
Maximize Palm Tran resources

Objective 5.1	Work with policy leaders and community stakeholders to pursue allocation of dedicated local option sales tax funding for Palm Tran
Strategy 5.1.1	Develop a plan to pursue allocation of local option sales tax to fund Palm Tran operations and capital projects
Current Value	No formal plan to pursue a transit sales tax has been established
Target	By 2023, prepare a formal plan to pursue a local option sales tax by 2026
Objective 5.2	Actively pursue additional and sustainable sources of funding
Strategy 5.2.1	Apply for and receive more competitive state and federal service and capital grants
Current Value	As of FY 2021, no competitive grant applications submitted
Target	50% success rate of competitive grant applications annually
Strategy 5.2.2	Pursue additional funding agreements (either public-private and/or public-public partnerships)
Current Value	Three funding agreements (Century Village, Lakes of Delray, Village of Wellington) under contract
Target	Eight (8) new agreements entered into by 2026
Objective 5.3	Effectively steward public resources
Strategy 5.3.1	Improve fixed route farebox recovery ratio by minimizing fare evasion and other operational improvements
Current Value	7.86% fixed route farebox recovery ratio (FY 2021)
Target	17% fixed route farebox ratio as an annual goal
Strategy 5.3.2	Develop an employer and/or college/university pass and/or discount program to attract new customers
Current Value	Through FY 2021: zero employer and/or college/university discount program implemented
Target	By 2023, evaluate the feasibility of a pilot college/university pass program
Target	By 2023, evaluate the feasibility of an employer pass program
Strategy 5.3.3	Evaluate opportunities to coordinate public transit and public school transportation services, including policy, regulatory, and financial implications
Current Value	N/A (new strategy)
Target	By 2024, conduct public transit and student transportation services evaluation study
Objective 5.4	Attract and retain qualified employees
Strategy 5.4.1	Host Employee Solution meetings with a sample of employees and attended by Executive Director and/or Executive Leadership Team to discuss matters related to employee satisfaction
Current Value	N/A (new strategy)
Target	Host one Employee Solution meeting per year
Strategy 5.4.2	Conduct an annual employee satisfaction survey
Current Value	N/A (new strategy)
Target	Conduct one employee satisfaction survey meeting per year

7 Transit Demand Assessment

A transit demand assessment was conducted using a set of tools and methodologies to gain an understanding of existing and potential travel needs relative to Palm Tran’s service area (Figure 7-1). These types of latent demand assessments are a key component of assessing public transit needs when combined with other efforts in the TDP, such as the baseline conditions assessment, public outreach, and relevant plan reviews.

Figure 7-1: Demand Assessment Methodologies/Tools



Core Market Assessment

For *Accelerate 2031*, a vital step to assess transit demand is examining the two predominant transit rider markets that comprise the core market: traditional versus discretionary riders. Analytical tools used to conduct these market analyses include a Density Threshold Assessment (DTA) to evaluate the discretionary rider market and a Transit Orientation Index (TOI) analysis to evaluate the traditional transit rider market. These tools are used to determine whether existing transit routes are serving appropriate areas that include locations with transit-supportive characteristics. These analyses will help identify gaps in the current service that will be used to propose transit improvements.

Traditional Transit Market

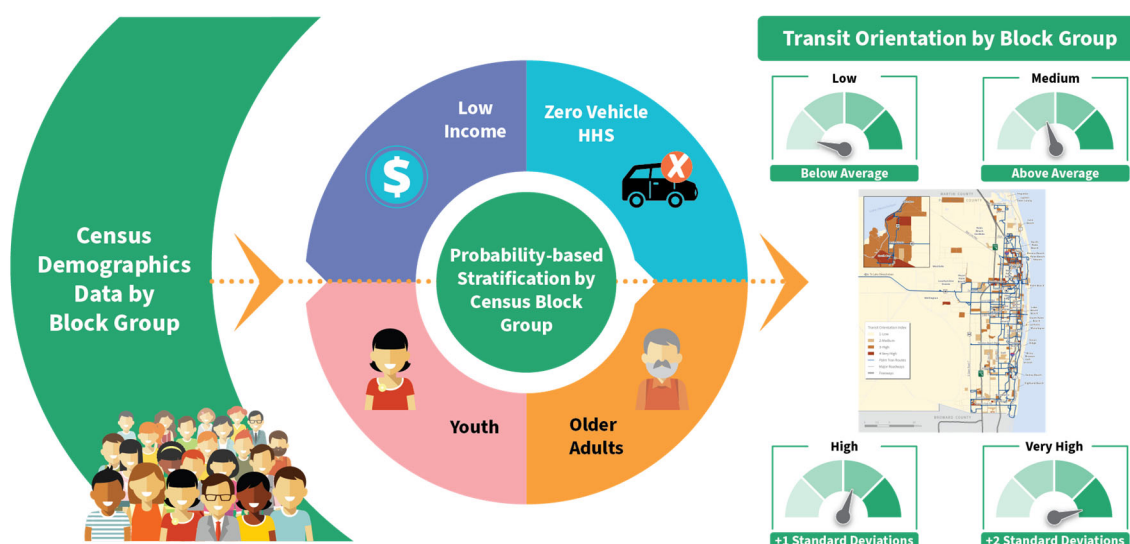
A traditional rider market refers to population segments that historically have had a higher propensity to use transit or are dependent on public transit for their transportation needs. Traditional transit users include the following:

- Older adults (65 years and older)
- Youth (10-15 years)
- Low-income households (annual household income of \$25,000 or less)
- Zero vehicle households

For some individuals, the ability to drive is greatly diminished with age and they must rely on others for their transportation needs. Likewise, younger persons not yet of driving age but who need to travel to school, to employment, or for leisure may rely more on public transportation until they reach driving age. For lower-income households, such as those with no private vehicle, transportation costs are particularly burdensome. These households tend to spend a greater portion of income on transportation-related expenses than higher-income households do; therefore, they typically have an increasing reliance on public transportation for their mobility needs.

The TOI was developed to assist in identifying areas of a specific geographic region where these traditional rider markets exist. To create the TOI for this analysis, demographic data from the 2019 ACS with 5-Year Estimates were analyzed at the block group level for the demographic and economic variables. Using data for these characteristics and developing a composite ranking for each census block group, each area was ranked as “Very High,” “High,” “Medium,” or “Low” in their respective levels of transit orientation. The methodology and benchmarks are shown in Figure 7-2.

Figure 7-2: Transit Orientation Index Methodology





Map 7-1 illustrates the TOI, reflecting areas throughout Palm Tran’s service area with varying traditional market potential. Also shown is the existing transit route network and a $\frac{3}{4}$ -mile buffer to exhibit how Palm Tran routes currently align with these areas.

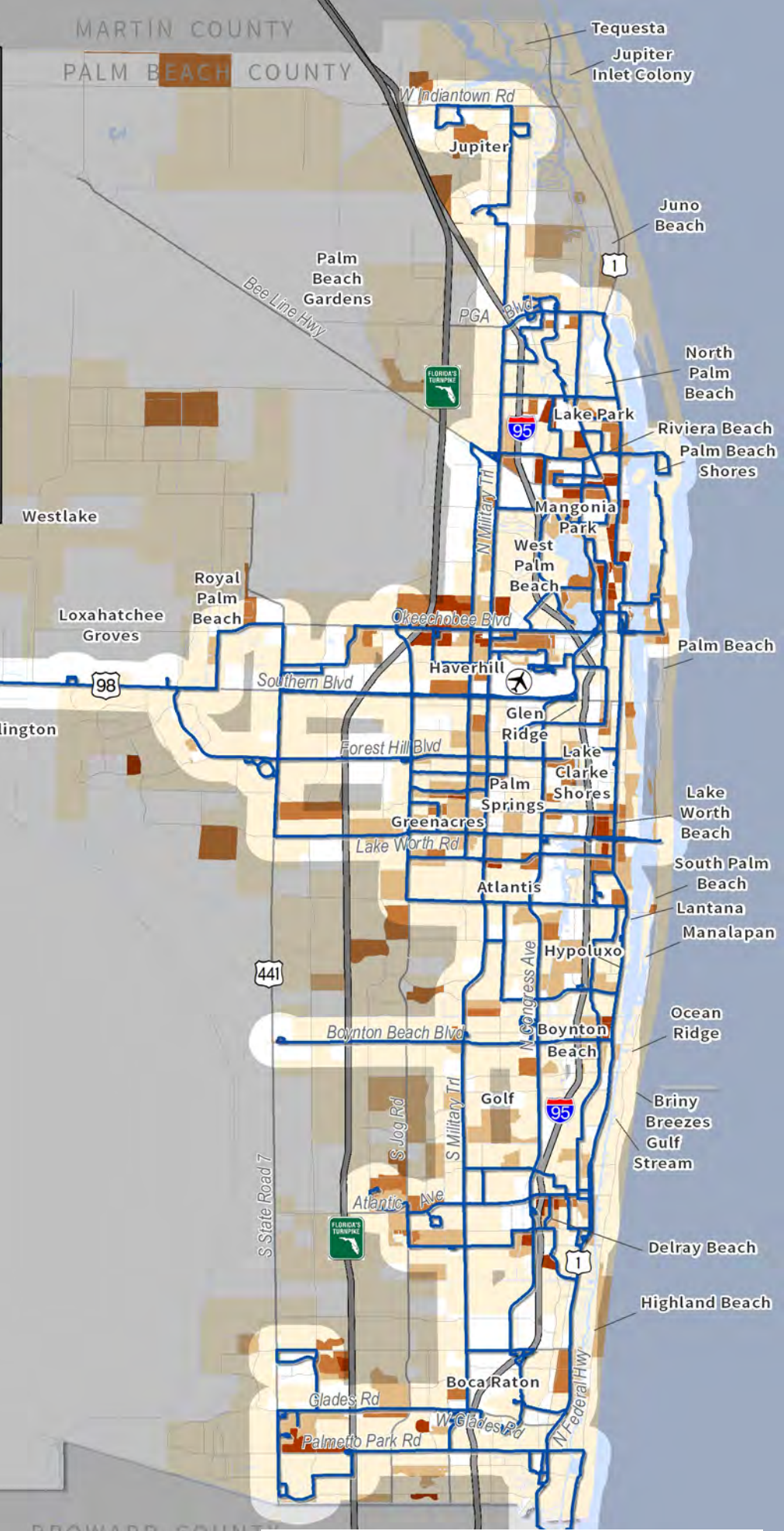
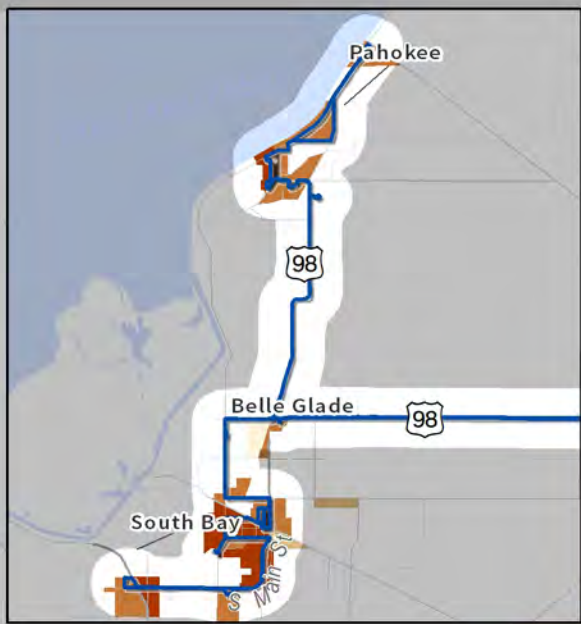
Most areas with “Medium” and “High” indexes are served by Palm Tran. Notable gaps in transit service can be seen along Indiantown Road west of Florida’s Turnpike, North Palm Beach Heights, north of Westlake, just south of Wellington Community High, south of the Mall at Wellington Green, intermittent areas along S Jog Road, and the multifamily housing areas southeast of SW 18th Street and Powerline Road.

Discretionary Transit Market

The discretionary market refers to potential transit riders living in higher-density areas who may choose to use transit to commute or for other trips, even if they have other options. The DTA conducted for Palm Tran used industry-standard thresholds to identify areas within Palm Tran’s service area that provide transit-supportive residential and employee density levels.

Three thresholds were developed to indicate sufficient densities to sustain fixed route transit operations. This analysis assesses an area’s ability to support transit service level investment with respect to dwelling unit and employment density:

- **Minimum Investment** – reflects minimum dwelling unit or employment densities to consider basic fixed route transit services (i.e., local fixed route bus service).
- **High Investment** – reflects increased dwelling unit or employment densities that may be able to support higher levels of transit investment (i.e., increased frequencies, express bus) than areas meeting only the minimum density threshold.
- **Very High Investment** – reflects very high dwelling unit or employment densities that may be able to support higher levels of transit investment (i.e., premium transit services) than areas meeting the minimum or high-density thresholds.



Map 7-1: Traditional (Transit-Oriented) Transit Market Assessment

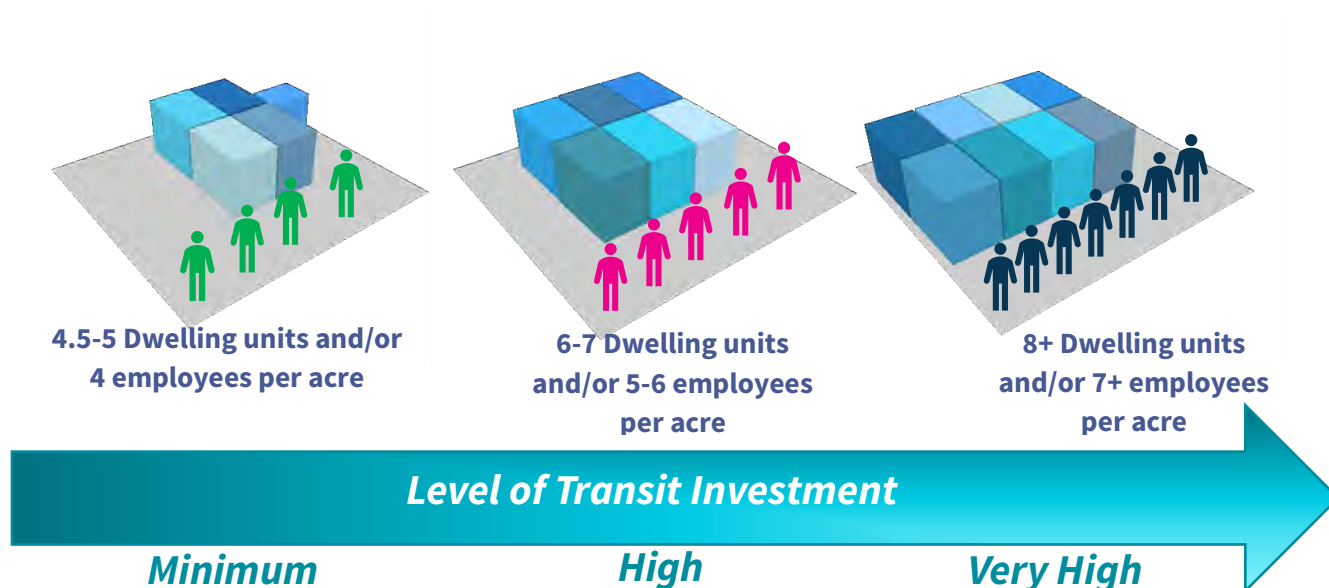
Transit Orientation Index

- 1-Low
- 2-Medium
- 3-High
- 4-Very High
- None (Rural)
- Palm Tran Routes
- Major Roadways
- Freeways

Source: ACS 2019 5-year Estimates and TOI tool analysis

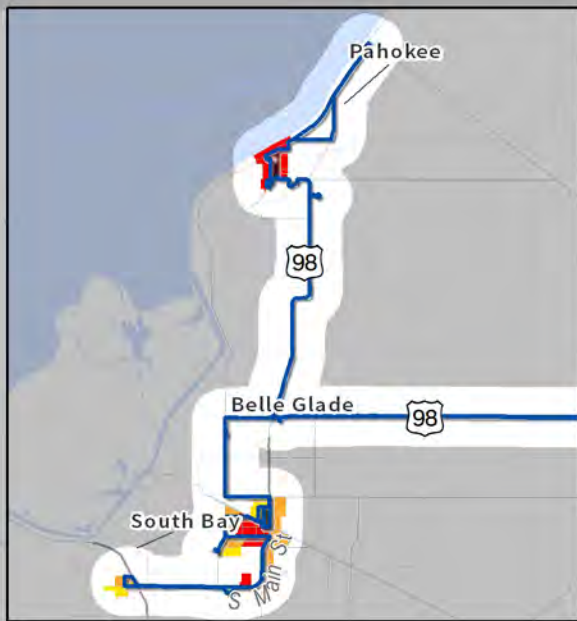
Figure 7-3 illustrates the dwelling unit and employment density thresholds associated with each threshold of transit investment.

Figure 7-3: Transit Service Density Thresholds



Source: Transportation Research Board National Research Council, TCRP Report 16, Volume 1 (1996), "Transit and Land Use Form"

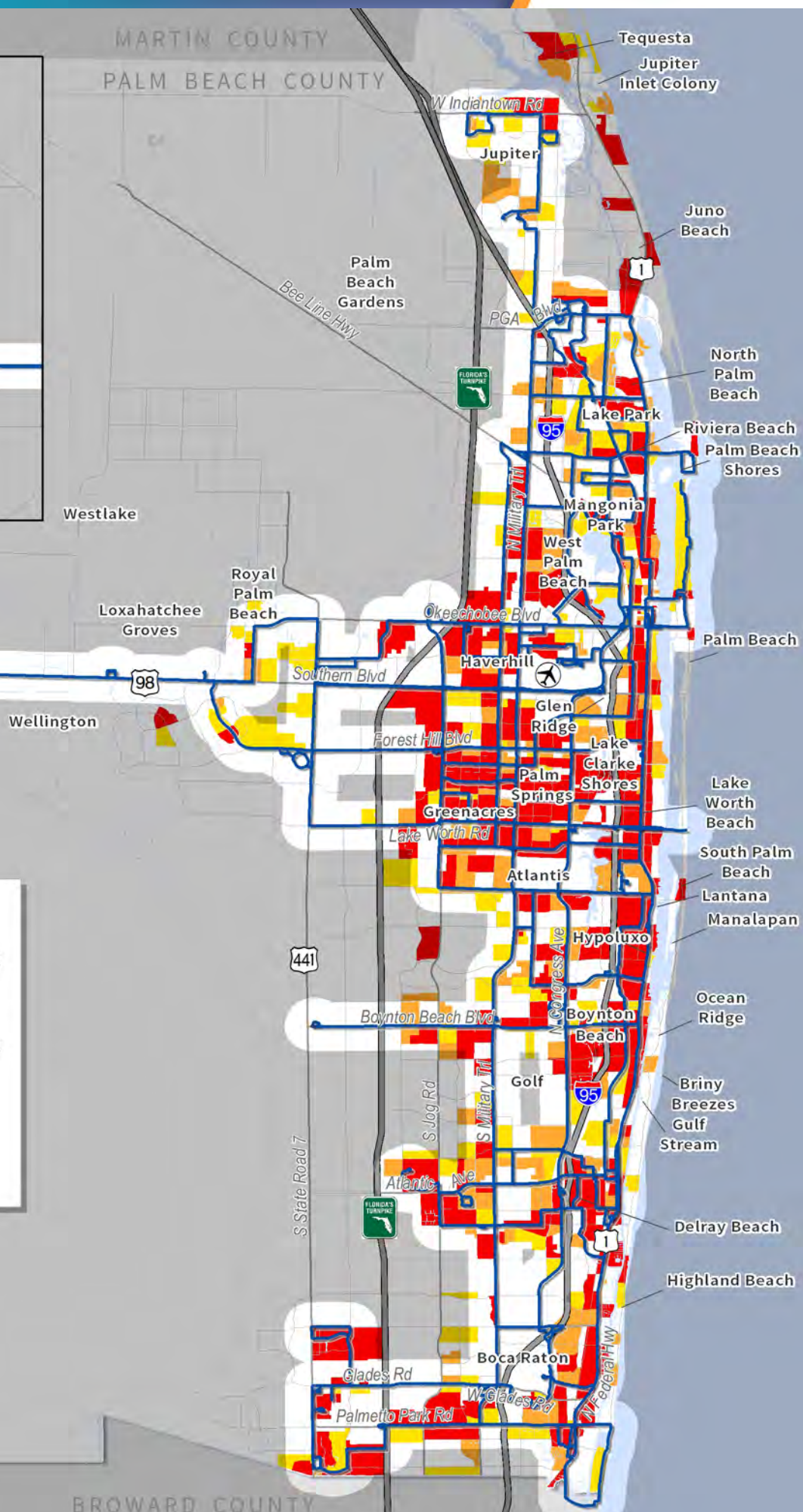
Maps 7-2 and 7-3 illustrate the results of the DTA for 2022 and identify areas that support different levels of transit investment based on existing household and employment densities, respectively. The dwelling unit DTA indicates that a very high transit level of investment can be supported east of Florida's Turnpike to the coastline. These areas are currently well-served by Palm Tran services, except for a concentration in the northeast portion of county that includes the municipalities of Tequesta, Jupiter Inlet Colony, and Juno Beach. Comparatively, there is less transit-supportive employment density but, similar to existing employment, it is currently well-served by transit outside of the most northeastern municipalities of the county. However, as previously shown in Map 7-1, these areas have a low rate of transit-oriented households that would traditionally use transit services due to age, income, or vehicle availability. A 2031 DTA analysis demonstrates similar results for both housing and employment.



Map 7-2: Discretionary Transit Market (Housing) Assessment (2022)

Dwelling Unit DTA

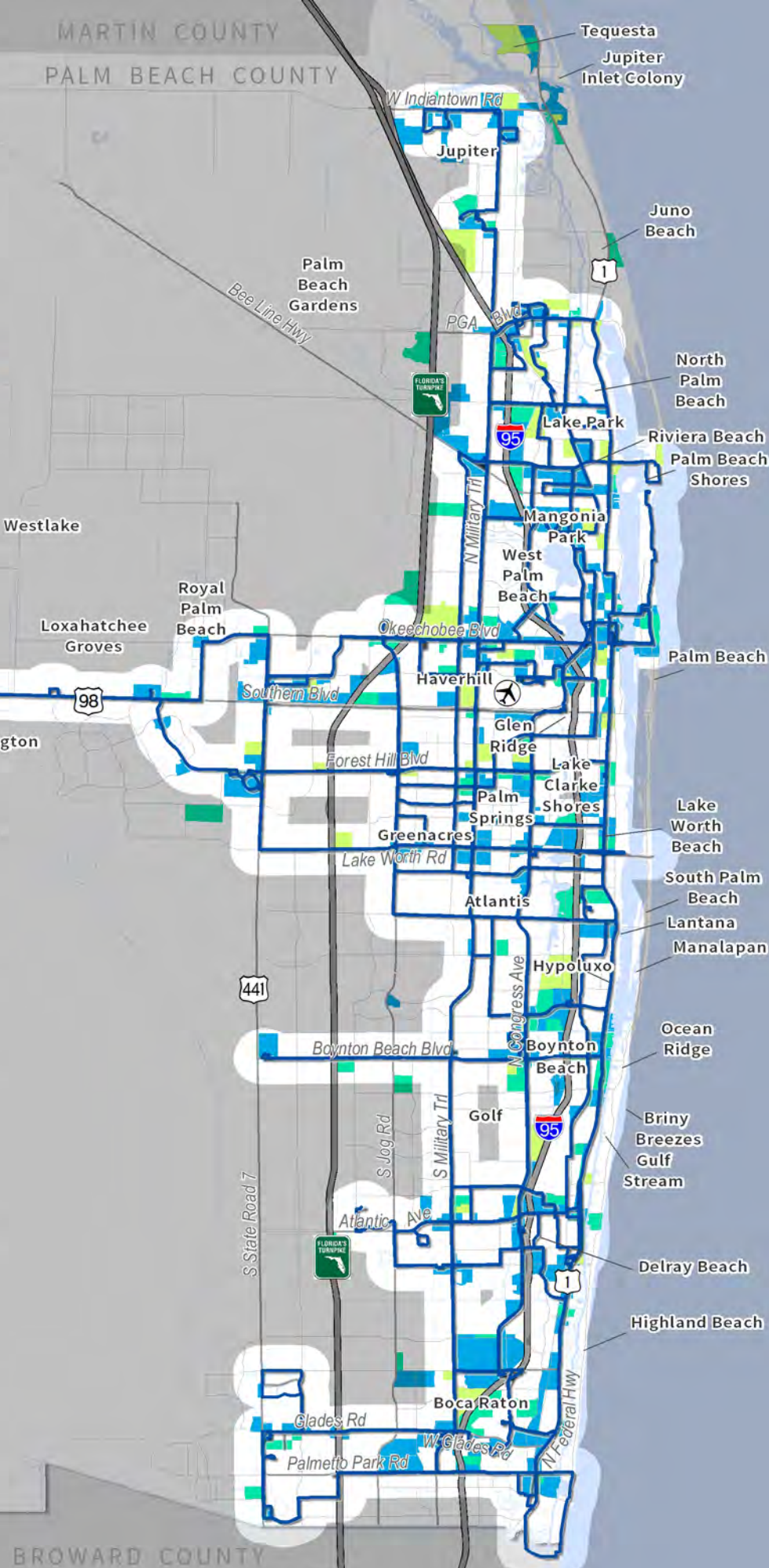
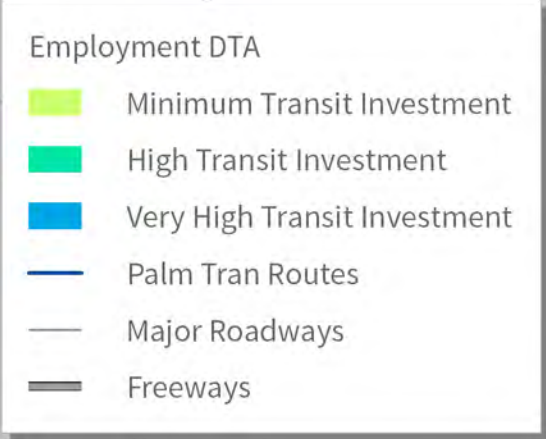
- Minimum Transit Investment
- High Transit Investment
- Very High Transit Investment
- Palm Tran Routes
- Major Roadways
- Freeways





← To Lake Okeechobee

**Map 7-3: Discretionary Transit Market
(Employment) Assessment (2022)**



Source: Socioeconomic data developed for 2045
Palm Beach Long Range Transportation Plan

Transit Accessibility Analysis

An analysis was conducted to identify the degree of accessibility from key transfer hubs via the current Palm Tran system. This can provide valuable information on how the current system may impact travel patterns of current and potential Palm Tran riders.

Existing Network Accessibility Methodology

Using the existing Palm Tran transit network and functionalities from FDOT's ridership demand estimation software, TBEST, a travel time analysis was conducted to visualize potential destinations that are accessible. The analysis examines the percent of the county's areas/population that is within a gradient of travel sheds to census blocks ranging from 0 to 90 minutes in travel time. Accessibility was measured for the weekday in the morning peak period with a ¼-mile walk access from transit stops.

The following transfer locations were selected as origins for this accessibility analysis:

- West Palm Beach Intermodal Transit Center
- Town Center at Boca Raton
- The Gardens Mall
- West Palm VA Beach Medical Center
- Mall at Wellington Green

Network Accessibility Analysis Summary

The total travel time for this accessibility analysis does not just reflect the travel time on-board the bus, but also the average wait time to board the first bus, for transferring (if and as necessary), and walking times to/from the bus stops. The accessibility analysis results for each location are illustrated in Maps 7-4 to 7-8 to include the Census Tracts containing bus stops that are within a 30-, 60-, and 90-minute access shed from each origin. For any areas not colored according to the legend, it can be inferred that they are beyond the travel time shed. Also included is the percentage of population and employment within the travel shed.

For each map:



= Travel time via Palm Tran



= % of residents that can access the analysis location within the noted travel time









= % of jobs accessible from the analysis location within the noted travel time

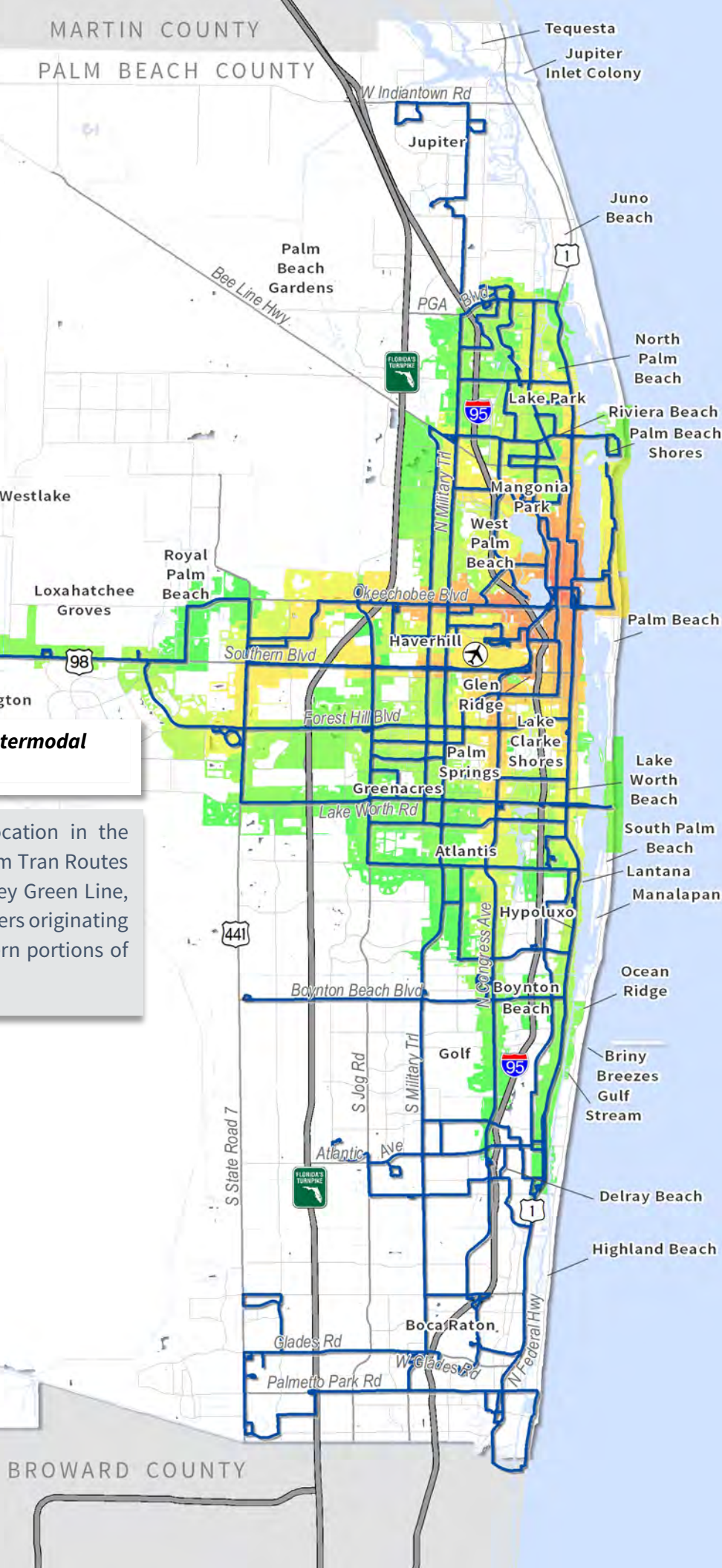


Map 7-4: Accessibility from West Palm Beach Intermodal Transit Center

The West Palm Beach ITC timed transfer location in the downtown area of West Palm Beach where Palm Tran Routes 1, 2, 31, 41, 43, 44, 49, 60, the Downtown Trolley Green Line, Tri-Rail, and Tri-Rail shuttle WPB-1 connect. Riders originating here can reach most of the central and northern portions of Palm Tran's service area within 90 minutes.

		
30 mins	3.1%	10.3%
60 mins	15.7%	29.5%
90 mins	33.0%	48.3%

-  Palm Tran Routes
-  Major Roadways
-  Freeways








MARTIN COUNTY
PALM BEACH COUNTY

Tequesta
Jupiter
Inlet Colony

← To Lake Okeechobee

Map 7-5: Accessibility from Town Center at Boca Raton

The Town Center at Boca Raton is a timed transfer location in the downtown area of Boca Raton where Palm Tran Routes 2, 3, 91, and 92 connect. Riders originating here can reach most of the southern portion of Palm Tran's service area within 90 minutes.

		
30 mins	0.7%	2.7%
60 mins	7.2%	14.3%
90 mins	13.6%	21.4%

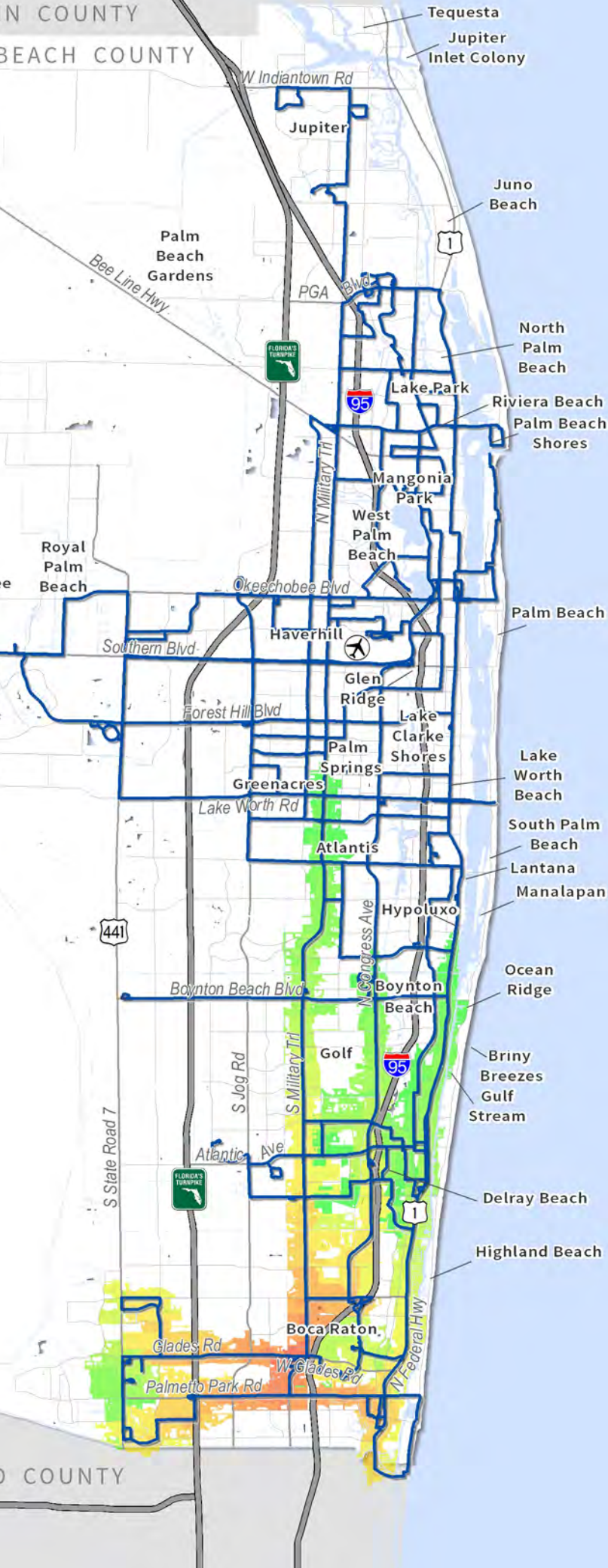
90 mins

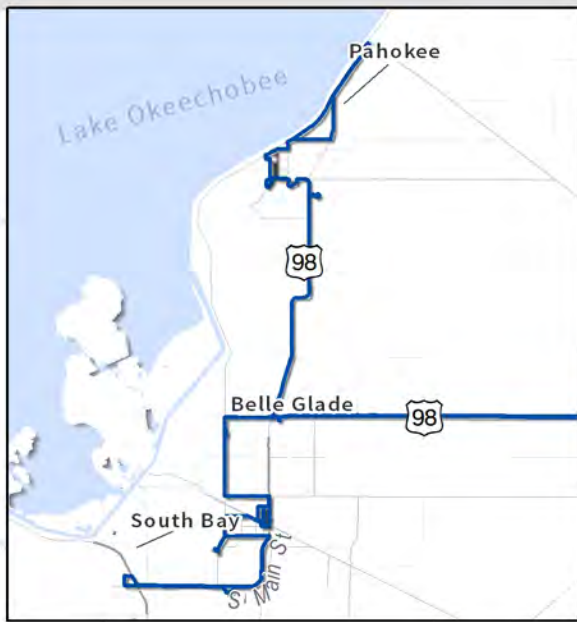
<10 mins

-  Palm Tran Routes
-  Major Roadways
-  Freeways

0 2.5 5 10
Miles

BROWARD COUNTY











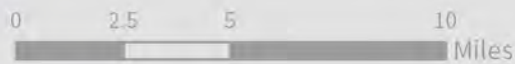
← To Lake Okeechobee

Map 7-6: Accessibility from Gardens Mall

The Gardens Mall in Palm Beach Gardens is a timed transfer location and enclosed shopping mall where Palm Tran Routes 1, 3, 10, 21, 33, and Marty Route 20X connect. Riders originating here can reach most of the central portion of Palm Tran’s service area within 90 minutes.

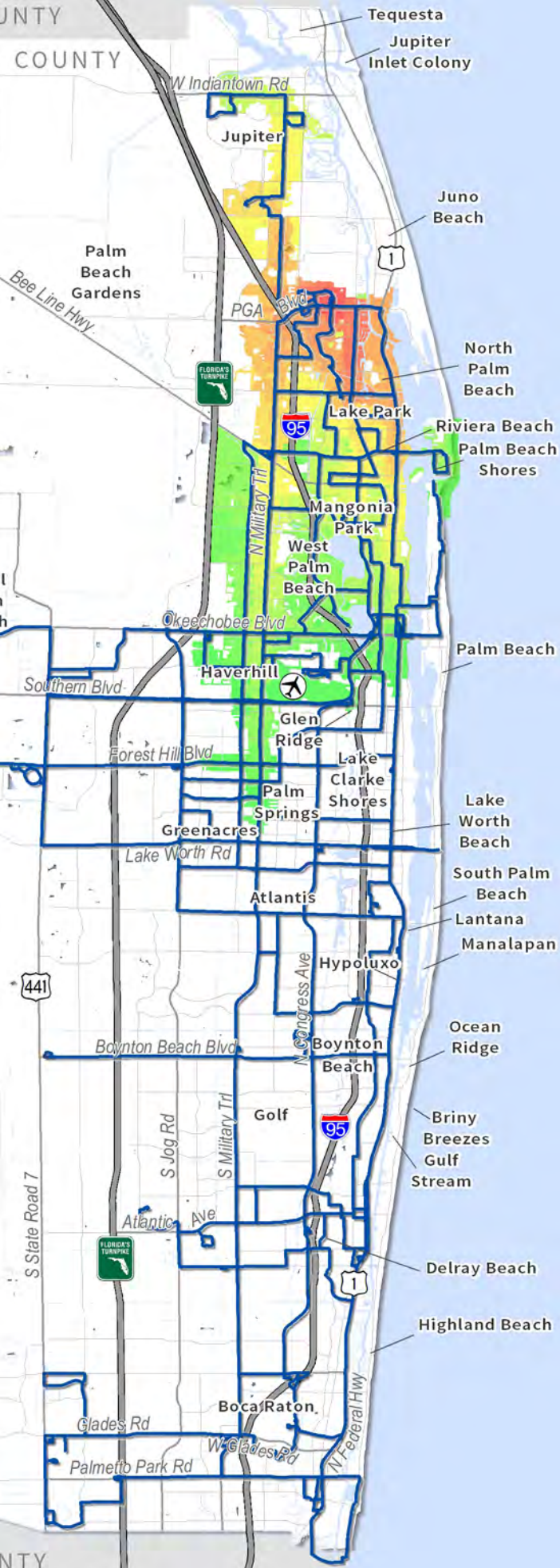
		
30 mins	1.5%	3.9%
60 mins	8.7%	14.3%
90 mins	15.6%	31.3%

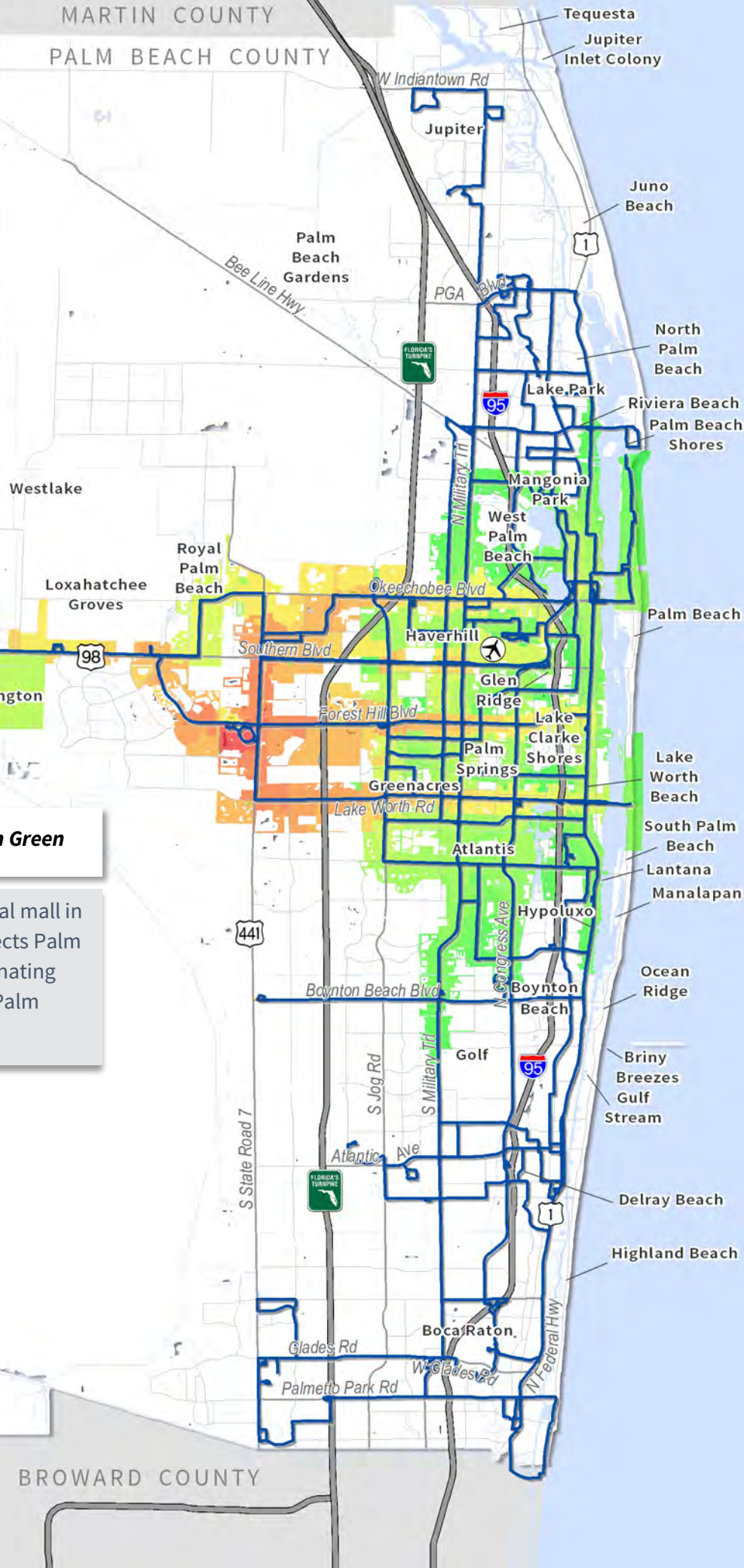
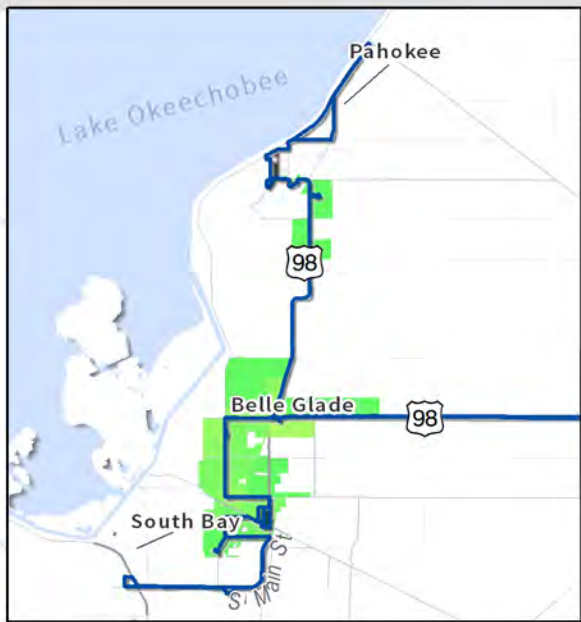
-  Palm Tran Routes
-  Major Roadways
-  Freeways



BROWARD COUNTY




MARTIN COUNTY
PALM BEACH COUNTY





Map 7-8: Accessibility from Mall at Wellington Green

The Mall at Wellington Green is a super-regional mall in Wellington. This timed transfer location connects Palm Tran Routes 40, 43, 46, 52, and 62. Riders originating here can reach most of the central portion of Palm Tran's service area within 90 minutes.

		
30 mins	1.8%	2.5%
60 mins	10.1%	13.5%
90 mins	26.5%	35.3%

-  Palm Tran Routes
-  Major Roadways
-  Freeways

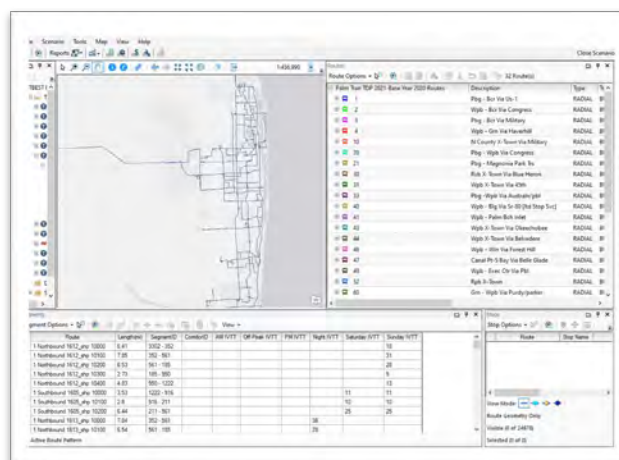


Ridership Demand Projections

Transit ridership demand projections for the existing fixed route transit network was analyzed using the ridership forecast data from TBEST, the FDOT-approved ridership estimation software for TDPs. This analysis was completed to gauge the route-level and systemwide demand, assuming the maintenance of existing transit service.

TBEST simulates travel demand at the individual stop-level while accounting for network connectivity, spatial and temporal accessibility, time-of-day variations, and route competition and complementarity. The software has been designed to provide near- and mid-term forecasts of transit ridership consistent with the needs of transit operational planning and TDP development.

Figure 7-4: Accelerate 2031 TBEST Analysis



T-BEST Model Limitations

TBEST uses various demographic and transit network data as model inputs. The inputs and the assumptions made in modeling the Palm Tran system in TBEST are presented below. The model used the recently released TBEST Land Use Model structure (TBEST Land Use Model 2020), which is supported by parcel-level data developed from the Florida Department of Revenue (DOR) statewide tax database.

It should be noted, however, that the model is not interactive with roadway network conditions. Therefore, ridership forecasts will not show direct sensitivity to changes in roadway traffic conditions, speeds, or roadway connectivity. While TBEST is an important tool for evaluating improvements to existing and future transit services, model outputs do not account for latent demand for transit that could yield significantly higher ridership. In addition, TBEST cannot display sensitivities to external factors such as an improved marketing and advertising program, changes in fare service for customers, fuel prices, parking supply, walkability, and other local conditions and, correspondingly, model outputs may over-estimate demand in isolated cases.

Although TBEST provides ridership projections at the route and bus stop levels, its strength lies more in its ability to facilitate relative comparisons of ridership productivity. As a result, model outputs are not absolute ridership projections, but, rather, are comparative ridership scenario levels for evaluation in actual service implementation decisions.

Palm Tran Transit Network

The base year network is February 2020, to reflect ridership activity before the COVID-19 pandemic. General Transit Feed Specification (GTFS) data to reflect the September 12, 2021, service changes



were obtained from Palm Tran to adjust the base transit system for current service. Other data include:

- Route alignments
- Route patterns
- Bus stop locations
- Service spans
- Existing headways during peak and off-peak periods (frequency at which a bus arrives at a stop—e.g., 1 bus every 60 minutes)

Socioeconomic Data

The socioeconomic data used as the base input for the TBEST model were derived from 2019 ACS Five-Year Estimates, the Bureau of Labor Statistics, the Bureau of Economic Analysis, 2020 InfoUSA employment data, and 2020 parcel-level land use data from the Florida DOR. Using these data inputs, the model captures market demand (population, demographics, employment, and land use characteristics) within ¼-mile of each stop.

TBEST uses two socioeconomic data growth functions to project population and employment data: Traffic Analysis Zone data developed by the SERPM 7.0 model and historical growth rates for population and employment. The growth rates do not reflect fluctuating economic conditions experienced in real time.

Special Generators

Special generators were identified using the Palm Tran system map and coded into TBEST to evaluate the opportunity for generating high ridership. Generator types include shopping malls, transfer stations, and universities. Palm Tran special generators coded into the base network include:

- | | |
|---|--|
| • The Gardens Mall | • Boynton Beach Mall |
| • West Palm Beach VA Medical Center | • Boynton Beach Tri Rail Station |
| • Mangonia Park Tri Rail Station | • Military Trail and Atlantic Avenue Transfer Location |
| • Palm Beach Outlets | • Delray Beach Tri Rail Station |
| • Downtown West Palm Beach Tri Rail Station | • Boca Raton Tri Rail Station |
| • Mall at Wellington Green | • Town Center at Boca Raton |
| • River Bridge Center | • Florida Atlantic University |
| • Lake Worth Tri Rail Station | • Downtown Boca Raton Transfer Station |
| • Lake Worth Transfer Location | |
| • Palm Beach State | |

Existing Network Ridership Forecast

Table 7-1 shows the projected 10-year ridership for the 2022 and 2031 Existing Network Scenarios. It shows ridership at route- and system-levels projected by the TBEST model. Overall ridership is estimated to increase 7.5%, with the highest increases in ridership occurring on Routes 92, 94, 30, 49, 81, and 44. Note that the ridership levels used to validate the model were based on February 2020, but were not adjusted to consider seasonal fluctuations in ridership levels.

Table 7-1: Annualized Ridership Estimates for Palm Tran's Existing Network*

Route	2022 Boardings	2031 Boardings	Percent Change
1	2,154,904	2,336,533	8.4%
2	880,925	924,951	5.0%
3	1,153,534	1,215,794	5.4%
4	121,417	131,754	8.5%
10	81,732	88,257	8.0%
20	278,309	297,033	6.7%
21	83,379	88,701	6.4%
30	80,378	88,936	10.6%
31	410,719	440,197	7.2%
33	265,760	283,865	6.8%
40	183,091	198,104	8.2%
41	22,886	24,442	6.8%
43	583,121	626,588	7.5%
44	112,279	122,482	9.1%
46	280,496	295,856	5.5%
47	307,529	328,780	6.9%
49	92,856	101,909	9.8%
52	94,306	101,286	7.4%
60	82,190	86,953	5.8%
61	66,301	70,464	6.3%
62	659,815	701,453	6.3%
63	149,502	160,888	7.6%
64	129,617	137,284	5.9%
70	218,899	236,143	7.9%
71	52,777	55,220	4.6%
73	163,868	176,783	7.9%
80	58,554	63,391	8.3%
81	83,760	91,853	9.7%
88	108,754	114,681	5.4%
91	180,911	193,180	6.8%
92	82,287	101,648	23.5%
94	258,696	304,968	17.9%
Total	9,483,552	10,190,378	7.5%

* Based on T-BEST model

8 Ten-Year Transit Needs Development and Evaluation

This section summarizes the identified needs to be evaluated for inclusion as improvements in the 10-year plan. These needs, or alternatives, were developed based on information gathered through various data collection, analytical, and outreach efforts conducted for the TDP and without any consideration for funding constraints to reflect the true needs of the community. The identified service alternatives were then prioritized to help develop the 10-year implementation and financial plan.

Public Transit Needs Development Process

The public transit needs consist of potential improvements that enhance and expand the existing Palm Tran system. The improvements reflect the transit needs for the next decade and have been developed based on information gathered through the elements identified in Figure 8-1.

Figure 8-1: Transit Needs Development Process



10-Year Public Transit Needs

The outreach process for this plan very clearly demonstrates the public's perception of Palm Tran today is that it is a necessary public service and primarily used by those who need it. However, the community vision for public transit is a comprehensive network of public transit services that are convenient and attractive to all types of riders. For this to occur, the focus will need to shift from providing a traditional fixed route local bus network to a mobility management approach, where individual customer needs are met through a wide range of coordinated transportation options to achieve a more efficient transportation delivery system.

Based on the aforementioned methods and in support of the community's vision for transit, public transit needs over the next 10 years were identified and categorized as service, technology, other capital/infrastructure, or policy/educational needs.

Service Needs



Periodic Efficiency Adjustments

In 2018, Palm Tran completed the Route Performance Maximization (RPM) project, its first bus system overhaul in more than two decades. The intent of the initial RPM was to improve on-time performance and route inefficiencies through route streamlining, frequency improvements, and additional evening and weekend service to improve transportation during off-peak hours, particularly for passengers relying on public transit for employment.

As a result of the RPM, Palm Tran identified 62,000 hours of inefficient service that, when addressed, yielded \$5 million in annual cost savings to be reinvested back into improving the system. The updated bus network launched on September 30, 2018, immediately resulting in an increase in both ridership and on-time performance. Palm Tran continues to monitor both system- and route-level performance and adjust services periodically as needed. It is anticipated that this practice will continue going forward.

Premium Transit/Enhanced Transit Corridors

The 561 Plan, which serves as the Transit Element of the Palm Beach TPA's 2045 LRTP, identifies 11 enhanced transit facilities within and through the county. The corridors are collectively named the "5-6-1 Plan" because they consist of five (5) north/south corridors and six (6) east/west corridors, resulting in one (1) connected system.

The North/South Corridors include:

1. Tri-Rail
2. Tri-Rail Coastal Link
3. US-1 (Palmetto Rd to PGA Blvd)
4. Congress Ave (Yamato Rd to Okeechobee Blvd)
5. Military Trail (Glades Rd to PGA Blvd)

The East/West Corridors include:

6. Okeechobee Blvd (SR-7 to US-1 and SR-7 from Forest Hill Blvd to Okeechobee Blvd)
7. Forest Hills Blvd (SR-7 to US-1)
8. Lake Worth Rd (SR-7 to US-1 and SR-7 from Lake Worth Rd to Forest Hill Blvd)
9. Boynton Beach Blvd (Military Trail to US-1)
10. Atlantic Ave (Military Trail to US-1)
11. Glades Rd (Butts Rd to US-1)

Palm Tran operates service in all but the Tri-Rail and Tri-Rail Coastal Link corridors.

In the context of the 561 Plan, frequent and convenient transit service with limited stops, branded vehicles/stations, level boarding, off-board fare payment, and transit signal priority (TSP) along with

associated multimodal improvements is envisioned. Enhanced transit services will vary depending on the corridor and may include BRT-Lite operating in mixed traffic, BRT operating mostly in dedicated bus lines, or light rail operating mostly in dedicated rail lines.

Initial planning studies for these corridors will be undertaken to identify a recommended alternative that could be adopted as the locally preferred alternative by the TPA Governing Board. Following the planning study, a Project Development & Engineering (PD&E) study for each corridor is needed to identify the conceptual design and associated improvements, and to evaluate the potential social, economic, and environmental effects before selecting the preferred alternative. The PD&E phase for each enhanced transit corridor is included in the LRTP Cost Feasible Plan by 2030; however, a local funding source for project implementation must first be identified. Planning studies for the US-1 and Okeechobee Boulevard corridors are currently underway, with Lake Worth Road and Forest Hill Boulevard to be studied in 2022.

561 Plan/Core Network Improvements

Although premium service is envisioned to eventually operate in all 561 Plan corridors (including the 9 in which Palm Tran operates, collectively referred to as the “core network” in this TDP), it will take time and funding to fully implement this plan. For purposes of this analysis, it is assumed that Okeechobee Blvd/SR-7, US-1, and Lake Worth Road are the three priority corridors where premium transit service could be implemented in the next 10 years, absent of funding limitations. By design, premium transit is higher frequency and does not serve as many stops as local bus service. Therefore, premium service on these three corridors will be complemented with less frequent underlying local bus service that also serves the intermediate local bus stops along these routes. For the remaining core network routes where premium service is not anticipated within the next 10 years, bus service should transition to higher frequency (15-minute headways). Collectively, this provides a high-frequency core network to attract new discretionary riders and improve the quality of service for current riders. The service span for local bus service in the core network should also be extended, as needed, to generally operate from 6:00 AM to 10:00 PM ON weekdays, 7:00 AM to 10:00 PM ON Saturdays, and 8:00 AM to 7:00 PM ON Sundays.

Table 8-1 summarizes the existing and proposed frequency and span improvements for the Palm Tran bus routes that comprise the core network.

Span and Frequency Improvements (Non-Core Network)

As improving frequency and span of service is a top priority of the public, particularly current riders, potential improvements to existing routes outside of the core network were reviewed.

Service Span Improvements

As shown in Table 8-2, Palm Tran currently operates all routes on weekdays and Saturdays with a median service span of 15.1 and 12.2 hours, respectively. On Sundays, only 23 of the 32 routes currently operate and the median service span drops to 9.7 hours.



Table 8-1: 561 Plan/Core Network Proposed Service Improvements

Corridor	Route	Weekday Headway*		Weekday Span*		Saturday Headway*		Saturday Span*		Sunday Headway*		Sunday Span*	
		Current (min)	Proposed (min)	Current	Proposed	Current (min)	Proposed (min)	Current	Proposed	Current (min)	Proposed (min)	Current	Proposed
US-1**	1	20	30	5:30 AM to 11:00 PM	No Change	30	No Change	6:15 AM to 10:15 PM	No Change	30	No Change	8:15 AM to 7:30 PM	No Change
Congress Ave	2	30	15	5:15 AM to 11:00 PM	No Change	45	30	7:00 AM to 10:15 PM	No Change	60	30	7:45 AM to 8:00 PM	No Change
Military Trail	3	30	15	5:00 AM to 10:30 PM	No Change	30	No Change	6:00 AM to 10:30 PM	No Change	60	30	7:45 AM to 8:00 PM	No Change
Okeechobee Blvd**	43	20	30	5:40 AM to 10:00 PM	No Change	30	No Change	7:00 AM to 10:00 PM	No Change	30	No Change	8:00 AM to 7:00 PM	No Change
Forest Hill Blvd	46	30	15	6:00 AM to 10:00 PM	No Change	45	30	7:00 AM to 10:00 PM	No Change	45	30	8:45 AM to 7:00 PM	8:00 AM to 7:00 PM
Lake Worth Rd**	62	20	30	5:40 AM to 10:15 PM	No Change	30	No Change	7:15 AM to 10:15 PM	No Change	30	No Change	9:00 AM to 7:30 PM	8:00 AM to 7:30 PM
Boynton Beach Blvd	73	60	15	5:30 AM to 9:00 PM	5:30 AM to 10:00 PM	60	30	8:15 AM to 7:15 PM	7:00 AM to 10:00 PM	75	30	9:00 AM to 7:00 PM	8:00 AM to 7:00 PM
Atlantic Ave	81	60	30	6:00 AM to 8:00 PM	6:00 AM to 10:00 PM	60	30	7:00 AM to 7:00 PM	7:00 AM to 10:00 PM	90	30	No Service	8:00 AM to 7:00 PM
Glades Rd	91	60	30	5:45 AM to 9:00 PM	5:45 AM to 10:00 PM	60	30	7:30 AM to 7:30 PM	7:00 AM to 10:00 PM	60	30	9:00 AM to 5:15 PM	8:00 AM to 7:00 PM

*Reflects average headways and general service span.

**Headways reflect local bus service to complement premium transit service on these corridors.

Table 8-2: Existing Span of Services

Statistic	Weekday	Saturday	Sunday
# of Routes Operating	32	32	23
Minimum Span (# of Hours)	10.7	8.9	7.4
Maximum Span (# of Hours)	17.7	16.4	12.3
Median Span (# of Hours)	15.1	12.2	9.7

To ensure adequate service hours are provided daily, particularly for riders to be able to rely on public transit for work purposes, it is recommended that Sunday service be provided across all routes, and service spans be brought in line with Saturday, where all routes generally operate from 8:00 AM to 7:00 PM. Table 8-3 summarizes these improvements by route.

Table 8-3: Proposed Sunday Service Improvements

Route	Current Sunday Service Span	Add Sunday Service (8 AM to 7 PM)	Add AM Service	Add PM Service
4	09:30 AM to 06:12 PM		✓	✓
10	No Service	✓		
21	No Service	✓		
30	08:30 AM to 05:14 PM		✓	✓
31	08:53 AM to 06:16 PM		✓	✓
33	08:40 AM to 06:24 PM		✓	✓
40	10:10 AM to 06:55 PM		✓	
41	No Service	✓		
44	08:40 AM to 05:27 PM		✓	✓
46	08:40 AM to 07:03 PM		✓	
47	08:40 AM to 07:36 PM		✓	
49	08:40 AM to 07:29 PM		✓	
52	No Service	✓		
60	No Service	✓		
62	08:55 AM to 07:36 PM		✓	
63	09:45 AM to 05:32 PM		✓	✓
64	No Service	✓		
70	08:45 AM to 06:09 PM		✓	✓
71	No Service	✓		
73	09:05 AM to 07:06 PM		✓	
80	08:59 AM to 04:25 PM		✓	✓
81	No Service	✓		
88	08:53 AM to 05:47 PM		✓	✓
91	09:03 AM to 05:15 PM		✓	✓
92	No Service	✓		
94	09:10 AM to 04:58 PM		✓	✓

Frequency Improvements

Current route frequencies are designed based on the relative level of demand and available financial resources. To create a more standardized schedule for riders across the system and identify

opportunities to improve the frequency of service, each route was reviewed for possible alignment to a 15-, 30-, or 60-minute headway on weekdays, Saturdays, and Sundays. Table 8-4 summarizes the proposed frequency improvements for each route, incorporating recommendations for the core network previously discussed.

Table 8-4: Proposed Frequency Improvements

Route	561/Core Network	Weekday Day Headway*		Saturday Day Headway*		Sunday Headway*	
		Current	Proposed	Current	Proposed	Current	Proposed
1**	✓	20	30	30	No Change	30	No Change
2	✓	30	15	45	30	60	30
3	✓	30	15	30	No Change	60	30
4		60	No Change	60	No Change	60	No Change
10		60	No Change	60	No Change	No Service	60
20		60	No Change	60	No Change	60	No Change
21		60	No Change	60	No Change	No Service	60
30		60	No Change	60	No Change	60	No Change
31		20	15	30	No Change	30	No Change
33		60	No Change	60	No Change	60	No Change
40		60	30	60	No Change	60	No Change
41		60	No Change	60	No Change	No Service	60
43**	✓	20	30	30	No Change	30	No Change
44		60	No Change	60	No Change	60	No Change
46	✓	30	15	45	30	45	30
47		30	No Change	60	No Change	60	30
49		60	No Change	60	No Change	60	No Change
52		60	No Change	60	No Change	No Service	60
60		60	No Change	60	No Change	No Service	60
61		60	No Change	60	No Change	60	No Change
62**	✓	20	30	30	No Change	30	No Change
63		60	No Change	60	No Change	60	No Change
64		45	30	45	30	No Service	60
70		45	30	45	30	70	No Change
71		60	No Change	60	No Change	No Service	60
73	✓	60	15	60	30	80	30
80		60	No Change	60	No Change	60	No Change
81	✓	59	15	60	30	No Service	30
88		60	No Change	60	No Change	90	60
91	✓	60	15	60	30	60	30
92		60	No Change	60	No Change	No Service	60
94		15	No Change	60	30	60	No Change

*Reflects average headways and general service span. **Headways reflect local bus service to complement premium transit service on these corridors.



West-East Connectivity

Public and stakeholder input, along with the transit demand assessment, indicates both a strong need and desire for additional public transit service, particularly during the mid-day and later evening, connecting the Glades area to eastern Palm Beach County via US-98 (Southern Blvd). It was noted by many that the Go Glades service provides convenient service within the area; however, traveling outside of the Glades area to other parts of the county via Route 40 is less convenient. Currently, this route provides limited stop service from the West Technical Education Center in Belle Glade to the West Palm Beach Intermodal Transit Center. Route 40 operates every 30 minutes during weekday mornings (generally until 9 AM) and 60 minutes the rest of the day, as well as on Saturdays and Sundays.

The most frequent comment regarding this service was that, outside of peak morning hours, the service is too infrequent for many people to use, particularly for travel to work if another option is available. Concerns about being late to work, missing the bus and having to wait an hour for the next one, and the schedule not lining up with off-shift work hours were noted during the outreach process. To better meet west-east travel needs, it is recommended that Route 40 weekday service be improved to every 30 minutes between Belle Glade and the Mall at Wellington Green, where transfers to Routes 43, 46, 52, and 62 are available.

New Regional Express Service

As housing costs in Palm Beach County continue to increase, more workers are moving north to Martin and St. Lucie counties for more affordability while still commuting to Palm Beach for work. Currently, there is no option for commuting between these counties via public transit. In response to this need, a new regional express route is planned between Port St. Lucie and the West Palm Beach Transit Intermodal Center (Phase 1 and 2). Longer-term, extending this regional express service to the south is needed to connect workers north to jobs in south Palm Beach County.

- Port St. Lucie “Jobs” Express (Phase 1): Non-stop service between the Gatlin Park-and-Ride, just east of the I-95 and Gatlin Boulevard interchange in Port St. Lucie, and the Intermodal Transit Center. Initially, 2 trips in the morning and 2 trips in the evening (4 trips total) would be provided each way, with travel time around 60 minutes for the 51-mile trip.
- Port St. Lucie “Jobs” Express (Phase 2): Add 2 or 3 interim stops and increase the number of trips to 4 in the morning and 4 in the evening (8 trips total).
- I-95/West Palm Beach (WPB) to Boca Raton: Extend regional express service south from the Intermodal Transit Center to the Congress Avenue Park-and-Ride to provide direct access to south county jobs and add 2 mid-day trips (10 trips total).

On-Demand Transit Services

To build on the success of the initial RPM, Palm Tran is conducting the RPM 2.0 project to identify areas where on-demand transit service can be best implemented to complement or supplement the fixed route network.

Mobility on Demand

MOD provides app-based and phone-enabled on-demand transit service either in-house or through a third-party contractor. Palm Tran currently contracts out the Go Glades service, but has recently selected Via Transportation for its SaaS (Software as a Service) provider for on-demand transportation services. As MOD service is expanded to other areas, it is likely that Palm Tran will transition to directly operating on-demand services, like for fixed route bus service.

In certain instances, implementing MOD as a complementary service would allow Palm Tran to refocus the underlying fixed route network to main travel corridors since the on-demand options provide first/last mile connectivity to the fixed routes. The resulting cost savings from streamlining these routes can be used to improve the bus service frequencies, improving overall mobility services within these areas. The preliminary future MOD zones identified by the RPM 2.0 effort will be further evaluated and prioritized to identify the top five for potential implementation.

TNC Partnership Program

As shown in Figure 8-2, Palm Tran's weekday fixed route service levels, in terms of the number of routes and frequencies, decrease as evening hours progress. This can be prohibitive to riders who rely on Palm Tran for essential trips during later evening hours, including third shift and weekend workers.

Figure 8-2: Palm Tran Weekday Evening Service End Times

	Service End Time*						
	5PM	6PM	7PM	8PM	9PM	10PM	11PM**
# of Routes	32	31	30	22	13	8	2
# of Routes – 20 Min Headway	5	3	1	1	1		
# of Routes – 30 Min Headway	4	5	5	5	5	4	2
# of Routes – 45 Min Headway	2	3	4	4	1	1	
# of Routes – 60 Min Headway	20	20	20	12	6	3	
# of Routes – 75 Min Headway	1						

*Approximate average headway based on schedule. **Route 1 northbound and Route 2 southbound.

Expanding service later across the highest ridership routes does not address how riders get to/from the bus stops and extending service across all (or most routes) is extremely expensive, especially relative to the ridership generated during these hours.

To extend the time-reach of Palm Tran's services throughout its service area, a subsidized on-demand transit program could be provided via partnership with ride-hailing services from TNCs, such as Uber or Lyft. This program could provide a voucher program for patrons to use to get around during established hours when regular bus services is not available, similar to the program PSTA has established in Pinellas County. The RPM 2.0 effort is also exploring the feasibility and cost for implementing such a program, particularly as a complement to future MOD service.

PSTA's TNC Partnership Case Study

The Pinellas Suncoast Transit Authority's (PSTA) **Direct Connect** program provides \$5 discounts for an Uber, Lyft, or United Taxi ride and \$25 off a Wheelchair Transport ride to/from one of 26 Direct Connect locations within PSTA's service area. To be eligible, the pick-up/drop-off location must be within 800 feet of the Direct Connect location. Anyone is eligible for this program and the voucher is awarded by entering a promo code in the Uber/Lyft app or calling United Taxi/Wheelchair Transport directly. Direct Connect is offered daily from 5 AM to 12 PM.

Under PSTA's **TD Late Shift** program, eligible TD riders are allowed 25 free on-demand trips each month to/from work from 9 PM to 6 AM when bus service is not available.

10-Year Service Needs Summary

The 10-year public transit service needs described in this section are illustrated in Map 8-1. Facility improvement needs identified over the next 10 years discussed in the next section are also shown on this map.



Other Capital and Infrastructure Needs

Maintaining current and implementing new public transit services must be supported by the appropriate capital infrastructure and technology improvements to provide riders with efficient, timely, and safe service. This section discusses capital and infrastructure needs identified for the next 10 years.

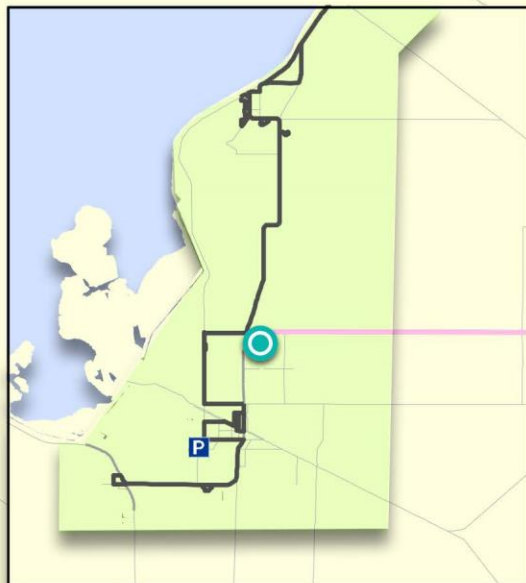
Maintenance Facilities

Maintenance equipment upgrade and replacement needs for each of Palm Tran's three maintenance facilities are summarized in Table 8-5.

Table 8-5: Palm Tran Maintenance Equipment Needs by Facility

Identified Need	South County Facility	West County Facility	North County Facility
Bus radio system upgrades	✓	✓	✓
Door motor upgrades	✓	✓	✓
Oil well/tank system upgrades	✓	✓	✓
Other shop upgrades	✓	✓	✓
Fuel island upgrades			✓
Fuel management software upgrades			✓
Hose reel upgrades			✓
Electrical system/capacity upgrades			✓
Wash bays replaced	✓	✓	✓
Shop tools/equipment replaced	✓	✓	✓
Fleet management software upgrade	✓	✓	✓
Inventory management system upgrade	✓	✓	✓
Parking lot restoration			✓

MARTIN COUNTY
PALM BEACH COUNTY



← To Lake Okeechobee

Map 8-1: 10-Year Service & Facility Needs

Future Improvements

- Potential TNC Partnership Program
- 561 Plan/Core Network Improvements
- Improved Sunday Service

West-East Connectivity

- Enhanced Route 40

New Regional Express Service

- I-95/WPB to Boca Raton Express
- Port St. Lucie "Jobs" Express

Enhanced Transit Corridor with TSP

- Okeechobee Blvd
- US-1
- Lake Worth Road
- Enhanced Transit Corridor PD&E Studies

Facility Improvements

- Administrative/Maintenance
- Intermodal Center Relocation

Existing

- Park-N-Ride
- Tri-Rail Stations
- Go Glades
- Existing Routes
- TriRail
- Major Roadways
- Freeways

0 2.5 5 10
Miles

BROWARD COUNTY



North County Facility Planning & Design Study

Palm Tran's North County Facility was built in 1998 and consists of five buildings—administration/maintenance, fueling station, vehicle washing, guard shack, and marketing storage shed. The age of this facility, coupled with needed upgrades and improvements shown in the prior table, indicate that a major renovation or replacement should be evaluated soon.

The decision to operate any future MOD services in-house provides the opportunity for Palm Tran to evaluate whether it should also transition to operate its Connection services in house at some point in the future. For this to occur, Palm Tran will have to significantly expand its vehicle maintenance and storage capacity as this is currently taken care of by the third-party contractors for both Connection and Go Glades vehicles.

Additional capacity to house Connection services, if brought in-house, as well as to support the additional facility needs identified, including a new bus training facility, would need to be accommodated by a new North County Facility site. In anticipation of this, a study to evaluate facility and site needs and understand the associated design options and estimated costs for replacing versus relocating the North County Facility is needed. It is anticipated that site acquisition (if needed) and construction of a new/upgraded facility would occur beyond 2031.

Intermodal Transit Center Relocation

There are plans to move the West Palm Beach Intermodal Transit Center from its current location west of the FEC to a location east of the tracks along Tamarind Avenue. Analyses demonstrate this new location will benefit Palm Tran operationally with cost savings from reduced revenue hours. Approval for the land sale and construction are working through the West Palm Beach and Palm Beach County approval processes. The cost of the new facility is being privately funded by the developer.

Bus Stop Infrastructure and Accessibility Improvements

Palm Tran just completed an inventory of its bus stop infrastructure as part of its bus stop consolidation and accessibility study to identify opportunities to eliminate unnecessary or duplicate stops and recommend priorities for bus stop improvements. The results of this inventory shown in Table 8-6 demonstrate that only 17% of bus stops currently have both a bench and shelter, 2% have only a shelter (no bench), and 22% have a bench (no shelter). Although approximately 20% of bus stops have been identified for possible consolidation, the percentages in this table are not anticipated to change much as a result.

From the public outreach process, it is important to current and potential riders that more amenities be provided at bus stops, particularly benches and shelters for comfort and protection from the elements, and real-time information signs for convenience. Developing a robust program to increase the number of stops with benches and shelters, and to bring existing bus stops into compliance with the ADA, is needed.

Table 8-6: Bus Stop Bus Stop Bench and Shelter Inventory

Amenity	# of Bus Stops	% of Bus Stops
Bench Only	658	22%
Shelter Only	66	2%
Bench and Shelter	522	17%
Light	2,264	76%
Garbage Receptacle	910	30%
Total Bus Stops	2,992	

Park-and-Ride Facility Study

Palm Tran is conducting a park-and-ride study to evaluate the location and usage of the current facilities and identify any additional locational or capacity needs. Outcomes from this study should be incorporated into the next TDP annual progress report.

Fleet Replacement and Acquisition Program

Palm Tran must replace revenue vehicles that reach the end of their useful life and uses its Transit Asset Management Plan to guide this process and maintain established performance targets. The fleet must also be expanded as service is added. Vehicles needed for replacement or to expand service will be incorporated into the 10-year plan.



Technology Needs

Transit Signal Priority (TSP)

Increased traffic on key corridors directly impacts the travel time of current and any new transit services operating in mixed traffic, possibly making them unattractive to potential riders and unreliable for current riders. TSP uses technology to modify the normal traffic signal operation to reduce bus dwell time by holding green lights longer, shortening red lights, or allowing the bus to cross the intersection prior to other traffic. This is different than signal pre-emption, which interrupts the normal signal process in all directions under specific circumstances, such as an approaching train or for emergency response vehicles. TSP will be evaluated for each Enhanced Transit Corridor and has already been programmed in the TPA's Five-Year TIP as follows:

- US-1 from Palmetto Park Road to Northlake Boulevard (construction funded in FY 2023)
- Okeechobee Boulevard from SR-7 to US-1 and SR-7 from Forest Hill Boulevard to Okeechobee Boulevard (construction funded in FY 2024)
- Lake Worth Road from SR-7 to US-1 and SR-7 from Lake Worth Road to Forest Hill Boulevard (identified as an unfunded need)

Fare Technology Interoperability

In March 2021, the Board of County Commissioners approved the Paradise Pass fare technology, a reloadable smart card that allows riders to pay via Palm Tran's mobile app, contactless credit cards, smart watches, and Google Pay or Apple Pay. Riders will still be able to pay for fares via cash and can buy passes through 22 new ticket vending machines or through retailers such as CVS or Walmart,



in addition to online. The Paradise Pass will be launched on November 14, 2021, with a gradual roll out of its capabilities over time.

Modernizing its fare technology allows Palm Tran to participate in an improved regional fare interoperability program so riders can more easily transfer between public transit systems in South Florida. SFRTA and MDT already use the EASY pass, which acts like a debit card to pay fares across both systems. Palm Tran is considering the adoption of EASY pass technology to provide greater fare payment options, convenience, and flexibility for its transit riders.

Electrification

As Palm Tran continues to replace its fleet and add new vehicles to provide service improvements, conversion to electric buses should be evaluated. This may not only attract discretionary riders, but also help Palm Tran's overall marketing strategy and image building in support of both Palm Tran's and Palm Beach County's sustainability goals. However, the procurement and deployment of electric buses requires significant effort as operating an electric bus differs significantly from a conventional diesel or compressed natural gas (CNG) bus. A wholistic approach to fleet-wide planning is necessary to evaluate all components of an electric fleet, including the vehicle, charging strategy, scheduling, and many other factors that shape vehicle performance and service delivery using electric vehicles.

The new South County Facility was constructed with conduits to support 38 electric vehicles. The TPA's Five-Year TIP includes nearly \$4.4 million programmed in FY 2024 for three electric vehicles and charging stations at its North County Facility, and another \$5 million in unfunded needs for four additional electric vehicles and charging facilities at this location. Prior to procuring any electric vehicles or related infrastructure, Palm Tran plans to undertake an Electrification Master Plan to understand and evaluate vehicle technology, infrastructure, and operational needs from a fleet-wide planning approach.

Bus Stop Technology Improvements

As part of the bus stop improvement program, digital bus stop signs that display real-time arrival information and Wi-Fi at major transfer centers/high ridership stops can significantly improve the rider's experience. Palm Tran is developing its "Bus Stop of the Future" project to conceptualize infrastructure/amenity designs for different types of bus stops, stations, and transfer hubs to help future improvements.

Wi-Fi Enabled Fleet

On-board Wi-Fi is a benefit many passengers enjoy when riding public transit. As connected technologies become more integrated into public transit systems, on-board Wi-Fi can also significantly enhance operations. It allows GPS and vehicle telemetry data to drive real-time decisions to improve service and streamline operations. This can include critical information about the vehicle or driver performance to understand potential maintenance or safety issues. It also improves safety by allowing real-time streaming of on-board security cameras. It can be a distribution medium for sending vehicle location information to digital bus stop signs. Palm Tran

recently outfitted its fixed route bus fleet with Wi-Fi, which has proven to be a popular amenity among riders. As a next step, all Connection and Go Glades vehicles should be outfitted with Wi-Fi to similarly enhance these operations.



Policy and Educational

Public Transit/School District Transportation Coordination Feasibility Study

While most school districts in the US provide student transportation in-house or through contracted services, there are those that rely on the local public transit system to provide or supplement home-to-school transportation. Coordinating student and public transit services can potentially reduce school district transportation costs if students are able to use public transit instead (typically at no cost to the student). In addition to financial benefits, these types of programs can better enable equitable access to schools of choice and reduce overall emissions.

The School District of Palm Beach County is a significant transportation operator in the county. As the 10th largest school district in the US, and 5th largest in Florida, the School District transports an average of 60,000 students each day for over 13 million miles per year.⁷ A number of public schools are located along or in proximity to a current Palm Tran route and there may be opportunity for some students, particularly those in middle or high school, to ride Palm Tran instead of using school transportation. While some districts have successfully coordinated with local public transit agencies to provide transportation services to replace or supplement school district-provided transportation, there are complex operational, regulatory, and financial considerations that must be evaluated in-depth before such a program is proposed.

To better understand the options for how public transit and student transportation services for older (middle and/or high school) students could be coordinated, along with the corresponding policy, regulatory, and financial implications, it is recommended that a feasibility study be conducted.

Infrastructure and Equipment for Continued COVID-19 Safety

As the COVID-19 pandemic continues to unfold, Palm Tran has provided a swift response to strengthen sanitation protocols and limit exposure for its staff and riders, some of whom are essential workers using public transit to support frontline efforts. Palm Tran should continue purchasing and deploying necessary infrastructure for both employee and rider safety and comfort.

Transit Marketing and Education Campaign

Palm Tran should continue its marketing and public education efforts, including use of social and other media platforms for targeted audiences. While the public outreach process clearly determined that Palm Tran has a recognizable brand, awareness of the technological investments Palm Tran has made to enhance rider experience and make service easier to use could be increased. During the

⁷ https://www.palmbeachschools.org/about_us/district_information



public outreach process, it was also indicated that using the interactive schedule function on Palm Tran's website can be difficult to determine which route to take, particularly for those who are less technologically-savvy; therefore, a review of this function may be appropriate.

Municipal Liaison Program

The *Accelerate 2031* Steering Committee recommends that Palm Tran consider establishing a Municipal Liaison Program to support public transit planning efforts and service needs, and to enhance communication between Palm Tran and the various cities within Palm Beach County. Under this program, certain Palm Tran staff member(s) would serve as dedicated municipal liaisons to one or more municipalities.

10-Year Transit Demand Analysis

Using TBEST, 2031 ridership estimates were prepared to understand the potential demand for each service improvement scenario discussed in the previous section. Table 8-7 summarizes the estimated 2022 ridership based on the existing network compared to the 2031 ridership estimated for each service improvement scenario, and the projected annual ridership growth during this 10-year period.

Table 8-7: Annualized Ridership Estimates for 10-Year Service Improvements*

Improvement	2022 Boardings	2031 Boardings	# Change	% Change
Core Network	6,562,991	9,287,300	2,724,309	41.5%
Non-Core Network	3,539,569	4,395,163	855,594	24.2%
Sunday Service Improvements	527,251	644,269	117,018	22.2%
West-East Connectivity (Rt 40)	198,104	266,640	68,536	34.6%
St. Lucie-WPB Express	0	91,207	91,207	N/A
Premium Service	0	3,401,243	3,401,243	N/A
Total	10,827,915	18,085,822	7,257,907	67.0%

**Based on T-BEST model*

Table 8-8 compares the existing 2022 ridership to the 2031 estimated ridership by route, assuming all service improvement scenarios in the prior table are implemented.

Table 8-8: Annualized Ridership Estimates for 10-Year Service Improvements by Route*

Route	2022 Boardings	2031 Boardings	# Change	% Change
1	2,496,524	3,234,224	737,700	29.5%
2	965,061	1,426,541	461,480	47.8%
3	1,268,458	1,831,687	563,229	44.4%
4	138,961	177,079	38,118	27.4%
10	88,257	124,897	36,640	41.5%
20	314,336	337,352	23,016	7.3%
21	88,701	121,254	32,553	36.7%
30	94,022	100,738	6,716	7.1%
31	458,969	582,102	123,133	26.8%
33	301,450	335,935	34,485	11.4%
40	209,080	279,031	69,951	33.5%
41	21,337	21,337	0	0.0%
43	664,248	792,661	128,413	19.3%
44	129,874	158,420	28,546	22.0%
46	312,812	527,789	214,977	68.7%
47	344,707	345,739	1,032	0.3%
49	236,629	250,309	13,680	5.8%
52	101,286	155,576	54,290	53.6%
60	86,953	132,924	45,971	52.9%
61	74,214	94,387	20,173	27.2%
62	747,965	1,008,318	260,353	34.8%
63	169,976	212,642	42,666	25.1%
64	137,284	245,669	108,385	78.9%
70	244,829	369,957	125,128	51.1%
71	55,220	97,545	42,325	76.6%
73	183,082	390,118	207,036	113.1%
80	67,560	85,129	17,569	26.0%
81	91,853	258,363	166,510	181.3%
88	119,021	159,665	40,644	34.1%
91	202,421	218,254	15,833	7.8%
92	101,648	151,913	50,265	49.5%
94	311,177	365,817	54,640	17.6%
St. Lucie-WPB Express	0	91,207	91,207	N/A
Okeechobee Blvd**	0	715,126	715,126	N/A
US-1**	0	2,156,526	2,156,526	N/A
Lake Worth Rd**	0	529,591	529,591	N/A
Total	10,827,915	18,085,822	7,257,907	67.0%

*Based on T-BEST model

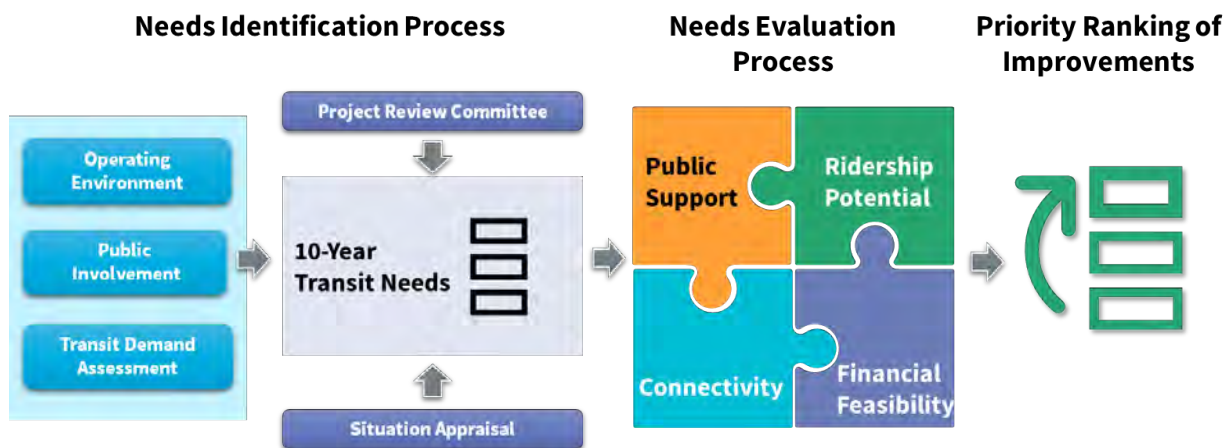
**Assumes BRT for premium service

10-Year Public Transit Needs Evaluation

This section presents the evaluation process for the 10-year public transit service improvements. After the 10-year needs were identified, an evaluation framework was developed to assess the potential alternatives and assist with setting priorities for funding and implementation over the next

10 years. The evaluation process, illustrated in Figure 8-3, is structured to cover a wide spectrum of qualitative and quantitative metrics to ensure that it is complete as well as comprehensive.

Figure 8-3: Accelerate 2031 Needs Evaluation



This evaluation process assisted in determining the service priorities and implementation schedule for any improvements expected to be funded. Once the service priorities were developed, operating and capital revenues projected based on various assumptions were compared with estimated operating and capital costs to develop a funded (i.e., cost-feasible) public transit plan for the next 10 years.

Table 8-9 lists the evaluation criteria that were used in the process and their associated measures of effectiveness. In addition, each measure and criterion were assigned a weight to recognize its relative importance among the entire group.

Table 8-9: 10-Year Service Needs Evaluation Factors and Weights

Criteria	Measure	Measure Description	Measure Weight	Criteria Weight
Public Support	Transit Needs Survey	Level of interest in specific alternatives from quantitative, measurable public outreach activities	10%	40%
	Opinion Poll Survey		10%	
	Other Public Input	Level of interest in specific alternatives from general observations and qualitative feedback obtained from public outreach activities	20%	
Ridership Potential	Ridership Productivity	TBEST outputs for the 2031 trips per hour	20%	20%
Connectivity	First/Last Mile Connectivity	Improved connections to/from the fixed route network and other public transit services	10%	20%
	Regional/Local Connections	Improved connections to nearby local and regional activity centers	10%	
Financial Feasibility	Cost Efficiency	Operating cost per trip	15%	20%
	Capital Costs	Cost of associated capital	5%	
Total	-	-		100%

Evaluation Scoring and Results

For each service improvement scenario, a score was determined for each measure. Scores for the more qualitative measures (i.e., public input) were assigned based on a relative comparison of each service improvement scenario to the others. The thresholds for quantitative measures were determined using the average of the entire data set and one standard deviation above or below the average. Table 8-10 shows the thresholds and scoring for each measure used in the evaluation.

As previously indicated, these service improvements were derived without consideration of financial constraints to illustrate the community's desired vision within the plan timeframe. Each alternative received a score by using the process summarized previously. The alternatives were then ranked based on their respective scores. Priority rank order and resulting scores from the evaluation are presented in Table 8-11. When developing a TDP implementation plan, as presented in the subsequent section, these priorities are balanced with funding realities to determine to what degree that the community's vision can be realized over the next decade.

Table 8-10: 10-Year Needs Evaluation – Scoring Thresholds

Criteria	Range (SD = Standard Deviation)	Score
Public Support – Transit Needs Survey Results	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Public Support – Opinion Poll Survey Results	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Public Support – Other Qualitative Public Input	None	1
	Moderate	3
	High	5
	Very High	7
Ridership/Productivity (Trips per Hour)	Less than (Average – 1 SD)	1
	Between (Average – 1 SD) to Average	3
	More than Average to (Average + 1 SD)	5
	More than (Average + 1 SD)	7
Connectivity – First/Last Mile	No	1
	Yes	3
Connectivity – Regional/Local	No	1
	Yes	3
Financial Feasibility – Operating Cost per Trip	More than (Average + 1 SD)	1
	More than Average to (Average + 1 SD)	3
	Between (Average – 1 SD) to Average	5
	Less than (Average – 1 SD)	7
Financial Feasibility – Relative Capital Cost	None	7
	Very Low	5
	Low	3
	Moderate	1
	Very High	0



Table 8-11: 10-Year Transit Needs Ranking

Proposed Improvement	Score	Rank
Sunday Service Span Improvements	4.70	1
Regional Express Service	4.40	2
West-East Connectivity	4.20	3
Core Network Improvements	4.10	4
On Demand Transit Services	4.10	4
TNC Partnership Program	3.80	6
Premium Transit Service	3.65	7
Non-Core Network Improvements	3.60	8

9 Economic Impact Analysis

It is well documented that the benefits of public transit are not only limited to those who use it. One of the most significant, yet often imperceptible, benefits is its contribution to the economic growth and job generation within the local community and broader region. To help public transit agencies understand the economic benefits realized from the services it provides, the American Public Transportation Association (APTA) has developed the My Economic Impact Analysis Tool to quantify the affects to the economy in terms of employment, wages, and business income generated directly or subsequently from Palm Tran’s annual spending on operations and capital improvements. This analysis does not quantify the more indirect economic benefits realized from Palm Tran transporting workers to jobs to earn income that is re-spent in the community, for example. The remainder of this section summarizes the results of the economic impact analysis conducted using the APTA Tool.

Analysis Inputs

This analysis is based on Palm Tran’s FY 2020 operating and capital expense data, as reported to the NTD, which is summarized in Tables 9-1 and 9-2.

Table 9-1: Annual Operating Expenses (2020)

Variable	Fixed Route (Bus)	Paratransit	System Total
Labor:			
# of Staff on Payroll	533	70	603
Fraction of Staff Living in Local Area*	0.95	0.95	0.95
Operators’ Salary & Wages (\$M)	\$18.09	\$0	\$18.09
Other Salary & Wages (\$M)	\$14.08	\$3.26	\$17.34
Fringe Benefits (\$M)	\$16.57	\$1.68	\$18.25
Purchased Services:			
Vehicle Operations (\$M)	\$0	\$29.45	\$29.45
Vehicle Maintenance (\$M)	\$0	\$0	\$0
Non-Vehicle Maintenance (\$M)	\$0	\$0	\$0
General Administration (\$M)	\$0	\$0	\$0
Non-Labor Expenses:			
Fuel & Lubricants (\$M)	\$3.89	\$0	\$3.89
Tires & Tubes (\$M)	\$0.41	\$0	\$0.41
Other Materials & Supplies (\$M)	\$4.33	\$0.15	\$4.48
Administrative Costs:			
Utilities (\$M)	\$0.59	\$0.20	\$0.79
Casualty & Liability Costs (\$M)	\$0.65	\$0.02	\$0.67
Taxes (\$M)	\$0	\$0	\$0.00
Services (Outside Support) (\$M)	\$8.35	\$0.19	\$8.54
Other Administrative Costs (\$M)	\$0.25	\$0.03	\$0.28
Total Operating Expenses	\$67.21	\$34.98	\$102.19

*Default in Economic Impact Tool

Source: Palm Tran FY 2020 NTD Reports R-10, F-30

Table 9-2: Annual Capital Expenses (2020)

Variable	Fixed Route (Bus)	Paratransit	System Total
Construction:			
Guideway (\$M)	\$0	\$0	\$0
Passenger Station (terminal) (\$M)	\$0	\$0	\$0
Administrative Buildings (\$M)	\$13.52	\$0	\$13.52
Maintenance Buildings (\$M)	\$0.62	\$0	\$0.62
Vehicles (Manufacturing Impacts*):			
Revenue Vehicles (\$M)	N/A	N/A	N/A
Service Vehicles (\$M)	N/A	N/A	N/A
Other Equipment Purchases:			
Fare Revenue Collection (\$M)	\$0.19	\$0	\$0.19
Communication Information (\$M)	\$0.54	\$0	\$0.54
Soft Costs:			
Design Engineering (\$M)	\$0.59	\$0.20	\$0.79
Legal (\$M)	\$0.65	\$0.02	\$0.67
Public Outreach & Education (\$M)	\$0	\$0	\$0.00
Right of Way:			
Right of Way Acquisition (\$M)	\$0.25	\$0.03	\$0.28
Other:			
Other (\$M)			
Total Capital Expenses	\$14.89	\$0	\$14.89

*Fraction of capital manufactured in region. N/A indicates industry does not exist in analysis region.

Source: Palm Tran FY 2020 NTD Reports R-10, F-20.

Economic Indicators

The APTA Tool outputs provide four macroeconomic indicators that build on each other to measure total economic output.

- Employment in terms of the number of employees (not full-time equivalents)
- Total worker income generated by the employees in terms of wages and fringe benefits
- Gross regional product in terms of worker income plus business profit generated from that income
- Total economic output dependent on public transit in the community

The economic indicators are presented in terms of direct, indirect, and induced (or income re-spending) effects for both public transit operations and capital investment.

- Direct Effects: In terms of operations, the direct effect is the number of staff and associated annual

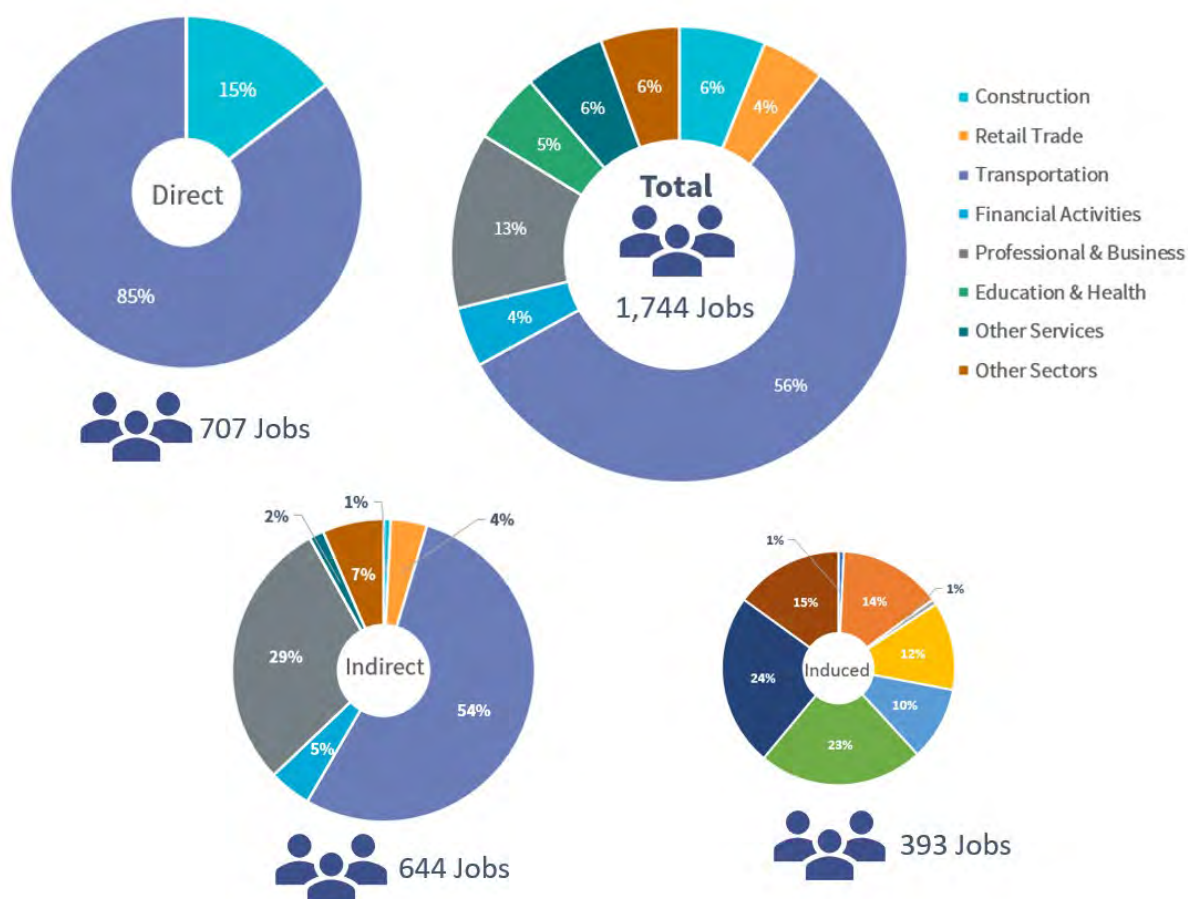


payroll to provide the services. In terms of capital, the direct effects correspond to jobs produced by construction firms, related to soft costs, or manufacturing from within the local economy based on the agency-specific capital expenses.

- Indirect Effects: In terms of operations, the indirect effects reflect external purchases across various sectors that provide goods & services. In terms of capital, indirect effects relate to regional production of rollingstock or other equipment (not applicable for South Florida).
- Induced Effects: This is the estimate of how the wages and income generated by the agency employees are re-spent within the local economy.

Figure 9-1 summarizes the total jobs by sector produced directly, indirectly, and induced by income responding through Palm Tran’s operations and capital activities.

Figure 9-1: Summary of Jobs by Sector (2020)



Source: APTA My Economic Tool output.



Economic Impact Summary

This analysis demonstrates that Palm Tran plays a significant role in the local and regional economy. As shown in Table 9-3, based on its FY 2020 expenditures, Palm Tran's ongoing investment in its service operations, maintenance, and capital projects directly and indirectly supports 1,744 jobs, representing \$97.4 million of worker income. This impact can also be seen as supporting \$221.6 million in total economic output. This activity includes people employed directly by Palm Tran and jobs generated indirectly in terms of contractors and suppliers who provide goods and services to Palm Tran. As a result, investment in public transit not only provides mobility options, but also provides a return on investment through additional jobs and income.

Table 9-3: Palm Tran Economic Impact Summary (2020)

Impact Type	Employment (# of Jobs)	Labor Income (\$M)	Value Added (\$M)	Total Output (\$M)
Direct Effect	707	\$58.48	\$60.82	\$116.44
Transit Operations	604	\$53.68	\$53.68	\$102.19
Transit Capital	103	\$4.80	\$7.14	\$14.26
Indirect Effect	644	\$24.03	\$33.92	\$62.16
Induced Effect	393	\$14.89	\$26.37	\$42.97
Total Effect	1,744	\$97.41	\$121.12	\$221.57

Source: APTA's My Economic Tool output.



10 Accelerate 2031 Ten-Year Plan

This section presents the 10-year financial and implementation plan for the *Accelerate 2031* TDP. The costs and revenue assumptions for the capital and operating programs are discussed, followed by the transit service, capital/infrastructure, technology, and policy improvements included in the plan.

Financial Data and Assumptions

Operating Expenses

Numerous data sources and assumptions were used to forecast operating costs over the next 10 years. These assumptions are based on a variety of factors, including service performance data, input from Palm Tran staff, validated NTD data, and other transit industry data. The key operating cost assumptions are summarized below.

- Existing agency operating costs are assumed to be maintained each year.
- Operating costs are adjusted annually for inflation. Based on the Consumer Price Index (CPI) data for the last 10 years (from 2011 to 2020), the average annual inflation rate has been 1.7%. An annual rate of 2% is used to adjust the historical trend for projected inflationary increases anticipated in the near term.
- Annual operating costs for additional fixed route services were developed using estimated revenue hours from TBEST outputs and the operating cost per revenue hour from NTD reporting for FY 2020, adjusted to FY 2022 and to account only for direct operating costs (\$91 per revenue hour).
- There are no increases to Connection operating costs assumed, outside of inflationary adjustments since countywide service is already provided.
- Annual operating costs for future MOD pilot areas are based on the direct operating costs calculated for Go Glades (\$65.41 per hour) and Go Glades pilot service levels (22,500 annual revenue hours).
- The differential in annual operating costs for contracting versus directly operating Go Glades service is used to estimate the costs of this operational transition.
- Annual operating costs for a potential TNC partnership program are based on an average cost of \$10 per trip and 1,250 monthly trips provided, as well as a 10% program administration cost.
- Costs to outfit the Connection and Go Glades fleet with Wi-Fi are estimated based on \$1,500 per router and \$45 monthly service cost (2022\$).
- PD&E study costs for the Okeechobee Boulevard, US-1, and Lake Worth Road enhanced transit corridors were obtained from the Palm Beach TPA's 561 Plan and inflated to 2022 to reflect the base year for the TDP.



- Planning study costs are estimated based on professional judgement or similar studies conducted elsewhere for FY 2022 and adjusted for inflation based on the implementation year.

Capital Expenses

Cost estimates for capital expenses, including infrastructure and technology needs, were developed as follows.

- Capital costs were indexed at the same rate as the operating capital costs (2%), based on CPI trends.
- Costs for TSP along priority corridors are from the FY 2022-2026 TIP as follows: \$2 million for US-1 from Northlake Boulevard to Palmetto Park Road; \$1 million for Okeechobee Boulevard from SR-7 to US-1; \$1 million for Lake Worth Road from SR-7 to US-1/SR-7 from Lake Worth Road to Forest Hill Boulevard.
- Costs for enhanced transit shelters in the existing right-of-way in anticipation of future premium transit services are from the FY 2022-2026 TIP as follows: \$5.9 million for 22 shelters along US-1 from Northlake Boulevard to Palmetto Park Road; \$8.6 million for Okeechobee Boulevard/SR-7.
- A cost of \$9.3 million to purchase electric buses (7) and install electric charging infrastructure at the North County Facility from the FY 2022-2026 TIP.
- A cost of \$500,000 for the electrification master plan, based on information provided by Palm Tran staff used in developing the Request for Proposal.
- Bus stop improvement program costs are based on the following:
 - \$1.4 million to construct 70 new or replacement bus shelters, as included in the FY 2022-2026 TIP.
 - \$281,000 to install 5-foot sidewalk connections and ADA bus stop enhancements at 110 bus stops, as included in the FY 2022-2026 TIP.
 - \$850,000 annually for other bus stop infrastructure and accessibility improvements identified from the Bus Stop Consolidation Study and other planning efforts.
- Costs for equipment upgrades/replacement and technology improvements at the three maintenance facilities and for restoring the parking lot at the North County Facility are estimated based on input from Palm Tran staff.
- The cost to conduct a planning/10% design study of the North County Facility is estimated at \$5 million (10% of an estimated \$50 million facility construction cost). Potential site acquisition-related costs are not assumed at this time.
- The West Palm Beach Intermodal Transit Center will be funded by the developer; therefore, no costs incurred by Palm Tran are included in this plan.
- Replacement needs for the existing revenue fleet are based on unit cost estimates and vehicle life cycle schedules documented in Palm Tran's Transit Asset Management Plan and



other information provided by the agency. FY 2022 vehicle costs are \$570,520 for a fixed route bus, \$91,000 for a 6-passenger Connection cutaway, \$121,000 for a 12-passenger Connection cutaway, and \$110,000 for a Go Glades/MOD vehicle.

Revenues

The 10-year plan also identifies the various revenue sources and amounts anticipated each year, based on financial data provided by Palm Tran staff, historical farebox performance data, and information on transit industry/FDOT funding programs.

The following additional key assumptions were used to project the 10-year revenues.

- To address the economic impacts of the COVID-19 pandemic, the Federal Government has implemented the Coronavirus Local Fiscal Recovery Fund to provide direct local recovery assistance to local governments and other eligible entities through the American Rescue Plan Act of 2021 (ARPA). Palm Beach County will receive \$290.7 million through this program. As stipulated in the US Treasury Department's Interim Final Rule (May 21, 2021), ARPA funds will be allocated prior to December 31, 2024, and must be spent by December 31, 2026.
- Based on discussions with staff, it is assumed that \$57 million of the County's ARPA funds will be allocated to Palm Tran to replace the equivalent amount of ad valorem revenue in FYs 2022 and 2023, and used to maintain current operations during this timeframe. The ad valorem set aside can then be used to establish a Transit Innovation and Ridership Recovery Fund to expand existing services and establish new service program areas absent of the ARPA expenditure deadline.
- Farebox revenue is assumed to increase by 1.6% annually, consistent with assumptions documented in the FY 2022-2026 TIP. Farebox revenue from new services is estimated using a farebox recovery ratio of 7% as budgeted for FY 2022 and increased by 1% annually until the pre-COVID ratio of 14% is reached to reflect the anticipated slow return to ridership levels following the COVID-19 pandemic.
- Annual revenue from existing federal sources, including annual FTA formula grant funds, are assumed to continue based on the FY 2022 budget; no annual inflation is assumed.
- Annual revenues from existing state funding sources, such as the Florida Commission of Transportation Disadvantaged used to fund TD services, are assumed to continue based on the FY 2022 budget; no annual inflation is assumed for these sources.
- FDOT service development funds (or an equivalent) are assumed to fund the annual operating costs for each phase of the new regional express bus service.
- Federal grant funds are assumed for all new or replacement fixed route and MOD revenue vehicles included in the 10-year plan. Revenue is equivalent to estimated vehicle acquisition costs. Ad valorem revenues are assumed for all new or replacement Connection vehicles at \$3.6 million annually for FYs 2022-2026 and \$4.2 million annually for FYs 2027-2031. The



increased amount for the second five years accounts for estimated annual inflation in vehicle costs during the initial five-year period.

- The FY 2022 Palm Beach County General Fund contribution is \$54.2 million and assumed to increase by 4% per year, based on discussions with Palm Tran staff and consistent with revenue projects established in the FY 2022-2026 TIP.
- Annual local option gas tax revenue of \$33 million for FY 2022 is anticipated to continue with no adjustment for inflation.
- Funding identified in the FY 2022-2026 TIP is included in the 10-year plan as follows:
 - Federal Surface Transportation (SU) funds in the amount of \$1.4 million to construct 70 new or replacement bus shelters, \$4.3 million to purchase electric buses (3) and install electric charging infrastructure at the North County Facility; \$1 million for TSP on Okeechobee Boulevard/SR-7.
 - State Dedicated Fuel Tax Revenue (DDR) funds in the amount of \$2 million for TSP on US-1.
 - State Transportation Alternative Program (TAP) funds in the amount of \$281,000 to install 5-foot sidewalk connections and ADA bus stop enhancements at 110 bus stops.
 - SU, DDR, and other State funds in the amount of \$5.9 million for 22 shelters along US-1 from Northlake Boulevard to Palmetto Park Road.
 - Costs for TSP along priority corridors are from the FY 2022-2026 TIP as follows: \$2 million for US-1 from Northlake Boulevard to Palmetto Park Road; \$1 million for Okeechobee Boulevard from SR-7 to US-1; \$1 million for Lake Worth Road from SR-7 to US-1/SR-7 from Lake Worth Road to Forest Hill Boulevard.
- Other local sources of funding, including advertising revenues, total \$1.6 million in FY 2022 and are carried forward each year with no inflationary adjustment.
- New and additional local funding, the source of which is underdetermined at this time, is assumed to cover any shortfall over the 10 years.

10-Year Plan Improvements

Service Improvements

The following improvements to existing services or implementation of new services are included in the 10-year plan:

- 561 Plan/Core Network Improvements (Phase 1): Improve frequencies on the five highest ridership routes (Routes 1, 2, 3, 43, and 62) to 15-minute headways on weekdays. Saturday frequency for Route 62 is improved from 45- to 30-minute headways to align with Saturday service levels for the other four routes.



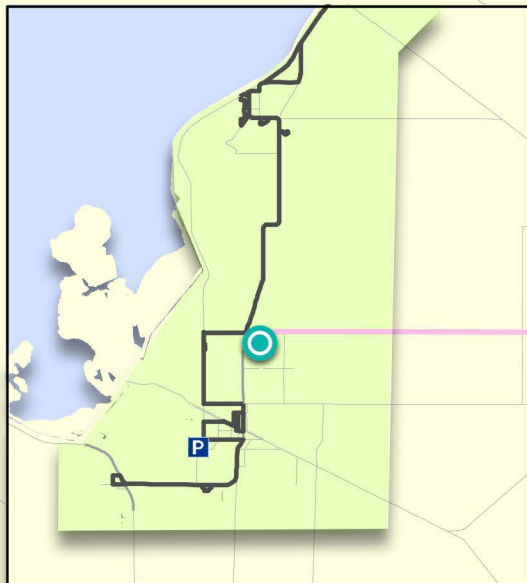
- Sunday Service Improvements: Increase service spans, as needed, so that all routes generally operate from 8:00 AM to 7:00 PM on Sundays. This includes adding Sunday service for routes that currently operate Monday-Saturday, except for Route 41.
- Enhance West-East Connectivity: Improve weekday service for Route 40 to 30-minute headways all day between Belle Glade and The Mall at Wellington Green.
- St. Lucie-Palm Beach Express Service: Implement the three phases of the new express bus service as follows:
 - Phase 1: Non-stop service between the Gatlin Park-and-Ride and the West Palm Beach Intermodal Transit Center with two trips per day.
 - Phase 2: Add 2 interim stops and increase the number of daily trips to eight total.
 - Phase 3: Extend service south from the Intermodal Transit Center to the Congress Avenue Park-and-Ride and increase service to 10 daily trips.
- TNC Partnership Program: Establish a pilot program to improve first/last mile connectivity and/or extend the time-reach of Palm Tran's service through subsidized on-demand transit services provided by one or more TNC partners. Specific program recommendations will be identified from the RPM 2.0.
- MOD Program: Continue Go Glades on-demand service and implement MOD service pilots in the other top four service zones identified from the RPM 2.0.
- 561 Plan/Enhanced Transit Corridors: Implementing premium transit service will require a dedicated local funding source. To reflect the current financial reality, it is assumed that implementation of any premium transit services will occur after 2031. The County's current 1% infrastructure sales tax could be repackaged for transportation and approved by voters in 2026, which would provide the needed local funding source to start implementing the 561 Plan elements. In anticipation of this scenario, it is assumed that PD&E studies for the three priority corridors (Okeechobee Boulevard/SR-7, US-1, and Lake Worth Road) will be undertaken in the latter five years of this plan. PD&E studies for the remaining 561 corridors are assumed to occur after 2031.
- 561 Plan/Core Network Improvement (Phase 2): Implement remaining improvements to the core network (Routes 46, 73, 81, and 91) to 15-minute headways on weekdays and 30 minutes on Saturdays. It is assumed that these improvements will be implemented in the latter five years of this plan to correspond with preparing to implement premium transit services.

The following previously identified service needs are not carried forward into the 10-year plan.

- Non-Core Network Improvements: Frequency improvements identified for the non-core routes were ranked last during the evaluation process and, therefore, are not carried forward in the 10-year plan.

Map 10-1 illustrates the service improvements included in the 10-year plan. Facility improvements included in the 10-year plan discussed in the next section are also shown on this map.

MARTIN COUNTY
PALM BEACH COUNTY



← To Lake Okeechobee

Map 10-1: 10-Year Plan

10-Year Plan

- TNC Partnership Program
- 561 Plan/Core Network Improvements
- Improved Sunday Service

West-East Connectivity

- Enhanced Route 40

New Regional Express Service

- I-95/WPB to Boca Raton Express
- Port St. Lucie "Jobs" Express

Enhanced Transit Corridor with TSP

- Okeechobee Blvd PD&E Study
- US-1 PD&E Study
- Lake Worth Road PD&E Study

Facility Improvements

- Administrative/Maintenance
- Intermodal Center Relocation

Existing

- Park-N-Ride
- Tri-Rail Stations
- Go Glades
- Existing Routes
- TriRail
- Major Roadways
- Freeways

0 2.5 5 10
Miles

BROWARD COUNTY

Capital/Infrastructure Improvements

The following capital and infrastructure improvements are included in the 10-year plan.

- Maintenance Facility Upgrades: Equipment upgrade/replacement needs identified for the South County Facility, West County Facility, and North County Facility.
- North County Facility Improvements: electrical upgrades and parking lot restoration.
- North County Facility Planning & Design Study: Evaluation of facility capacity needs, site limitations, and associated 10% design options/cost estimates for replacing versus relocating this facility. This also includes consideration for site capacity if Connection services are brought in-house.
- Fleet Replacement and Acquisition Program: The 10-year plan includes the replacement of Palm Tran's existing fleet based on the established schedule to maintain these assets in a state of good repair. For Connection vehicles, the annual funding allocation will afford Palm Tran the ability to replace vehicles earlier than the current 300,000-mile benchmark and expand the fleet. For future MOD services, the number of vehicles needed to provide Go Glades service today is used as a proxy for the average future MOD service area.

Table 10-1 presents the fleet replacement and acquisition program by service program.

- Bus Stop Improvement Program: In addition to funding set aside in the FY 2022-2026 TIP for the construction/replacement of 70 bus shelters and accessible pathways (sidewalks) at 100 bus stops, an annual bus stop improvement program to implement bus stop infrastructure and accessibility improvements throughout the system, as well as technological improvements like real-time arrival signs, is included. Recommendations from Palm Tran's Bus Stop Consolidation and ADA Accessibility Study will guide implementation of funds for identified improvements.

Technology Improvements

The following technology-related improvements are included in the 10-year plan.

- Needed bus radio system upgrades.
- Upgrades to the fleet and equipment inventory and enterprise asset management hardware/software at all three maintenance facilities.
- Electrification: Electric vehicles and associated charging stations for the North County Facility as funded in the FY 2022-2026 TIP, as well as the Electrification Master Plan to provide a comprehensive assessment of how best for Palm Tran to approach its transition to an electric fleet. Once the master plan recommendations are available, the 10-year plan should be updated in the annual progress report to address additional electric vehicle purchases and other associated infrastructure needs.
- Transit Signal Priority: It is assumed that TSP will be implemented on the three priority corridors (Okeechobee Boulevard, US-1, and Lake Worth Road) to benefit local bus service on these high ridership routes and as a precursor to future premium transit services.

Table 10-1: Fleet Replacement and Acquisition Program Summary

Description	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2082	FY 2029	FY 2030	FY 2031	Total
Fixed Route:											
Replacement Program	24	24	21	14	12	12	11	0	0	0	118
561 Plan/Core Network Improvements	0	8	8	9	2	9	5	0	0	0	41
Route 40 Frequency Improvement	0	3	0	0	0	0	0	0	0	0	3
St. Lucie-Palm Beach Express Bus	3	0	0	0	0	0	0	0	0	0	3
Spare Vehicles*	1	2	2	2	0	2	1	0	0	0	10
<i>Total - Fixed Route</i>	28	37	31	25	14	23	17	0	0	0	175
Connection:											
Replacement (6 passenger)	26	18	15	8	5	5	5	5	5	5	97
Replacement (12 passenger)	6	20	18	24	26	26	26	26	27	26	225
<i>Total - Connection</i>	32	38	33	32	31	31	31	31	32	31	322
Mobility On Demand:											
MOD Service Area Pilot Vehicles	0	0	9	9	9	9	0	0	0	0	36

*Based on a 20% spare ratio for fleet expansion needs.



- **Bus Stop Technology:** As part of the overall effort to improve the rider's experience, \$150,000 has been programmed annually for real time arrival signage at specified bus stops.
- **Wi-Fi Enabled Fleet:** This assumes enabling Wi-Fi on all Connection 12-passenger cutaway vehicles and Go Glades vehicles, as well as fixed route buses for expanded/new services and MOD vehicles in the latter part of the plan.

Other Plans/Studies

The following plans/studies are included in the 10-year plan.

- Public Transit/School District Transportation Coordination Feasibility Study
- Connection Facility Assessment Study
- 10-Year TDP Major Update for FYs 2027-2036

10-Year Financial Plan

The projected annual expenses and supporting revenues over the 10 years are illustrated in Figures 10-1 and 10-2 for the operating and capital programs, respectively. This information is further summarized in Table 10-2 for service improvements and Table 10-3 for all other improvements, with the anticipated funding program by improvement area highlighted. Additionally, Tables 10-4 and 10-5 provide a more detailed examination of the 10-year operating and capital plans.

As shown, it would cost \$1.445 billion to operate current and enhanced services reflected in the plan with anticipated total revenue of \$1.317 billion, creating a need of nearly \$128 million in additional local funding by FY 2031. Projected capital expenses total \$209 million with anticipated total revenue of \$190.2 million, creating a need of \$18.8 million in additional federal or local funding by FY 2031.

The expenses and revenues included in this plan are based on the information and assumptions documented previously in this section. It should be noted that the 10-year funding and implementation schedule does not preclude the opportunity to delay or advance any projects. As priorities change, funding assumptions do not materialize, and/or more funding becomes available, this project implementation schedule can and should be adjusted.

Figure 10-1: 10-Year Operating Plan Summary

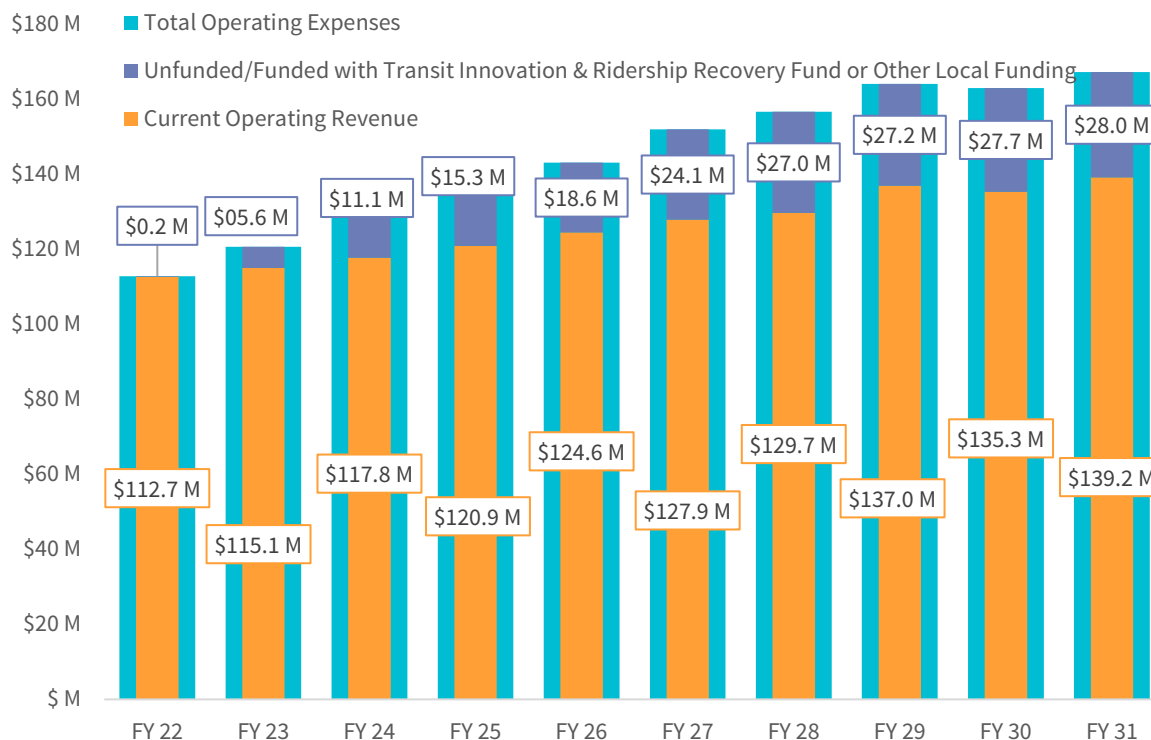


Figure 10-2: 10-Year Capital Plan Summary

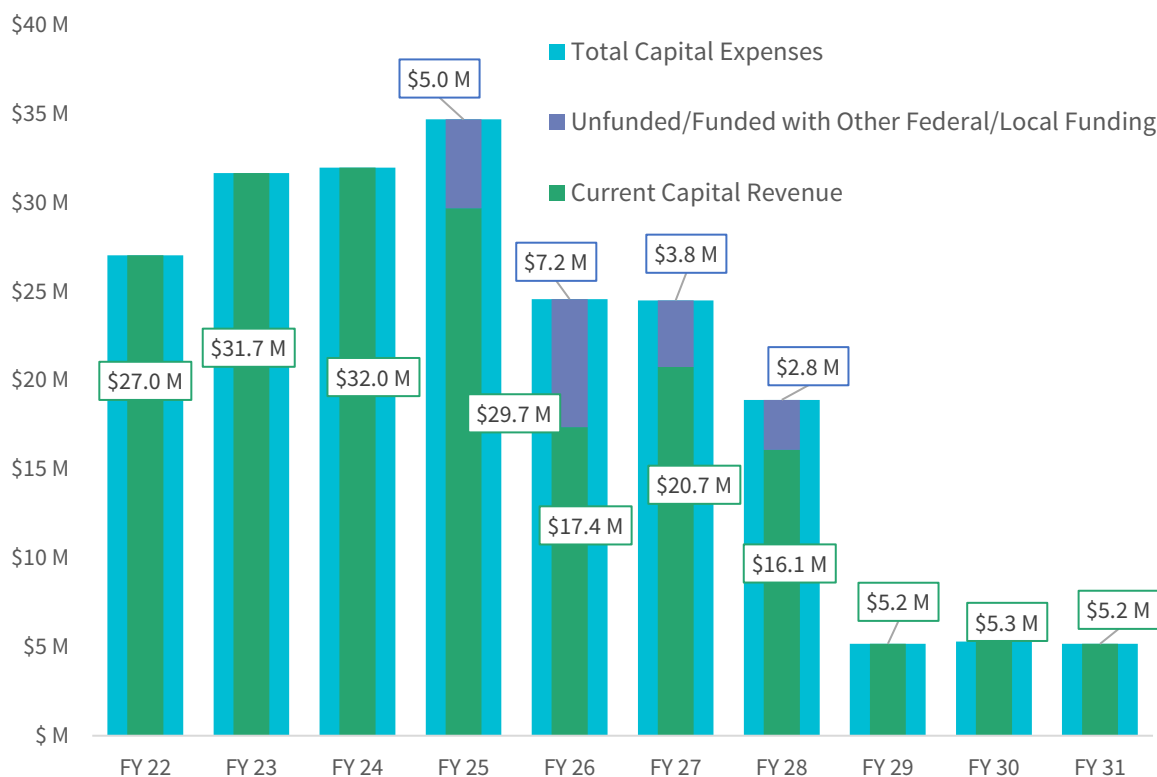


Table 10-2: 10-Year Plan Summary (Service Improvements)

	Description	Implementation Year(s)	Annual Operating \$ (2022\$)	Operating Funding Source(s)	Total Capital \$ (2022\$)	Capital Funding Source(s)
Existing Service Improvements	Route 40 Frequency Improvements	2023-2031	\$ 515,351	Unfunded/TIRRF/Other Local Funding	\$ 1,711,559	Federal Grants
	Sunday Service Improvements	2023-2031	\$ 1,501,291	Unfunded/TIRRF/Other Local Funding	\$ -	Federal Grants
	561 Plan/Core Network – Route 1	2023-2031	\$ 1,756,619	Unfunded/TIRRF/Other Local Funding	\$ 3,423,118	Federal Grants
	561 Plan/Core Network – Route 43	2023-2031	\$ 1,863,234	Unfunded/TIRRF/Other Local Funding	\$ 1,141,039	Federal Grants
	561 Plan/Core Network – Route 3	2024-2031	\$ 3,113,338	Unfunded/TIRRF/Other Local Funding	\$ 4,564,157	Federal Grants
	561 Plan/Core Network – Route 2	2025-2031	\$ 2,832,257	Unfunded/TIRRF/Other Local Funding	\$ 5,134,677	Federal Grants
	561 Plan/Core Network – Route 62	2026-2031	\$ 1,831,648	Unfunded/TIRRF/Other Local Funding	\$ 1,141,039	Federal Grants
	561 Plan/Core Network – Route 46	2027-2031	\$ 1,008,571	Unfunded/TIRRF/Other Local Funding	\$ 1,711,559	Federal Grants
	561 Plan/Core Network – Route 73	2027-2031	\$ 2,363,361	Unfunded/TIRRF/Other Local Funding	\$ 3,423,118	Federal Grants
	561 Plan/Core Network – Route 81	2028-2031	\$ 2,149,766	Unfunded/TIRRF/Other Local Funding	\$ 2,852,598	Federal Grants
	561 Plan/Core Network – Route 91	2028-2031	\$ 304,249	Unfunded/TIRRF/Other Local Funding	\$ -	Federal Grants
	Spare Buses for Service Improvements	Various	\$ -	-	\$ 5,705,197	Federal Grants
New Regional Express	Port St. Lucie “Jobs” Express – Phase 1	2022-2025	\$ 183,784	Service Development	\$ 1,711,559	Federal Grants
	Port St. Lucie “Jobs” Express – Phase 2	2025-2026	\$ 367,567	Service Development	\$ -	Federal Grants
	I-95/WPB to Boca Raton Express	2026-2031	\$ 559,122	Service Development	\$ -	Federal Grants
On-Demand Services	TNC Partnership Pilot Program	2022-2031	\$ 165,000	Unfunded/TIRRF/Other Local Funding	\$ -	
	MOD Priority Area 1 (Go Glades*)	2022-2031	\$ 2,167,641	Unfunded/TIRRF/Other Local Funding	\$ -	
	MOD Priority Area 2 Pilot	2024-2031	\$ 1,471,725	Unfunded/TIRRF/Other Local Funding	\$ 990,000	Federal Grants
	MOD Priority Area 3 Pilot	2025-2031	\$ 1,471,725	Unfunded/TIRRF/Other Local Funding	\$ 990,000	Federal Grants
	MOD Priority Area 4 Pilot	2026-2031	\$ 1,471,725	Unfunded/TIRRF/Other Local Funding	\$ 990,000	Federal Grants
	MOD Priority Area 5 Pilot	2027-2031	\$ 1,471,725	Unfunded/TIRRF/Other Local Funding	\$ 990,000	Federal Grants
**Total Annual Operating \$:			\$ 28,018,348	Total Capital \$:	\$ 36,479,621	

TIRRF – Transit Innovation and Ridership Recovery Fund

*Assumes cost of directly operating Go Glades services starting in 2024.

**Total cost reflects only the full regional express bus service to be implemented in 2026 and not the costs of the interim phases.

Table 10-3: 10-Year Plan Summary (Plans, Capital Infrastructure & Technology Improvements)

	Description	Implementation Year(s)	Total Operating \$ (2022\$)	Total Capital \$ (2022\$)	Funding Source(s)
Plans/Studies	Connection Facility Assessment Study	2022	\$ 100,000	\$ -	Federal Grants
	School District Coordination Study	2022	\$ 60,000	\$ -	Federal Grants
	TDP Major Update (FYs 2027-2036)	2026	\$ 400,000	\$ -	Federal/State Grants
	Okeechobee Blvd PD&E Study	2027	\$ 966,760	\$ -	TPA Funds
	US-1 PD&E Study	2029	\$ 3,741,819	\$ -	TPA Funds
	Lake Worth Rd PD&E Study	2031	\$ 776,804	\$ -	TPA Funds
Total Operating \$ for Plans/Studies:			\$ 6,045,384		
Other Capital/Infrastructure	North County Facility Electrical Upgrades	2022	\$ -	\$ 700,000	Federal Grants
	North Facility Parking Lot Restoration	2022	\$ -	\$ 2,100,000	Federal Grants
	Bus Stop Improvements (Programmed in TIP)	2022, 2024	\$ -	\$ 3,780,655	Federal/State Funds
	561 Plan Corridors – Enhanced Transit Shelters	2022-2026	\$ -	\$ 14,553,400	Federal/State Funds
	Fleet Replacement Program – Fixed Route	2022-2028	\$ -	\$ 67,321,320	Federal Grants
	Fleet Replacement Program – Connection	2022-2031	\$ -	\$ 36,052,000	Ad Valorem
	South/North/West Facility Maintenance Upgrades	2023-2026	\$ -	\$ 9,014,663	Federal Grants
	Palm Tran Bus Stop Shelter Program	2023-2031	\$ -	\$ 7,650,000	Federal Grants
	North Facility Planning & Design Study	2027-2028	\$ -	\$ 5,000,000	Unfunded
Total Capital \$ for Other Capital/Infrastructure:				\$ 146,172,038	
Technology	Bus Radio System Upgrades	2022	\$ -	\$ 975,000	Federal Grants
	Fleet Software/Hardware Upgrades	2022	\$ -	\$ 1,000,000	Federal Grants
	Enterprise Asset Management Software	2022	\$ -	\$ 1,300,000	Federal Grants
	Electrification Master Plan	2022	\$ -	\$ 500,000	Federal Grants
	Transit Signal Priority – US-1	2023	\$ -	\$ 2,000,000	TPA Funds
	Bus Stop Real Time Arrival Signage	2023-2031	\$ -	\$ 1,350,000	Federal Grants
	Electric Vehicles / Charging Stations	2024-2025	\$ -	\$ 9,336,388	TPA Funds/ Other Local Funding
	Wi-Fi Enabled Fleet (Average Annual \$)	2024-2031	\$ 225,630	\$ -	Unfunded/Other Local Funding
	Transit Signal Priority – Okeechobee Blvd/SR-7	2024	\$ -	\$ 1,000,000	TPA Funds
	Transit Signal Priority – Lake Worth Rd/SR-7	2027	\$ -	\$ 1,000,000	Federal Grants/Other Local Funding
Total Operating \$/ Total Capital \$ for Technology:			\$ 225,630	\$ 18,461,388	

Table 10-4: 10-Year Operating Financial Plan Details

Funding Source/Expense	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	10-Year Total
Operating Revenue											
Federal Grants	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$12,294,995	\$122,949,950
State Grants	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$9,645,903	\$96,459,030
Advertising	\$590,000	\$590,000	\$590,000	\$590,000	\$590,000	\$590,000	\$590,000	\$590,000	\$590,000	\$590,000	\$5,900,000
Fares (Existing Services)	\$7,860,680	\$7,986,451	\$8,114,234	\$8,244,062	\$8,375,967	\$8,509,982	\$8,646,142	\$8,784,480	\$8,925,032	\$9,067,832	\$84,514,863
Statutory Reserve	-\$2,731,802	-\$2,739,997	-\$2,748,217	-\$2,756,462	-\$2,764,731	-\$2,773,026	-\$2,781,345	-\$2,789,689	-\$2,798,058	-\$2,806,452	-\$27,689,779
Ad Valorem	\$0	\$46,276,028	\$54,756,545	\$56,946,807	\$59,224,679	\$61,593,666	\$64,057,413	\$66,619,710	\$69,284,498	\$72,055,878	\$550,815,224
Gas Tax	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$33,016,000	\$330,160,000
Other	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$1,014,000	\$10,140,000
Transportation Innovation Fund	\$165,000	\$5,457,586	\$9,849,068	\$14,048,255	\$17,354,344	\$10,125,746	\$0	\$0	\$0	\$0	\$57,000,000
FDOT Service Development	\$183,784	\$187,459	\$191,208	\$390,065	\$605,212	\$617,316	\$629,662	\$642,256	\$655,101	\$668,203	\$4,770,266
5307 Formula Funds	\$160,000	\$0	\$0	\$0	\$432,973	\$0	\$0	\$0	\$0	\$0	\$592,973
ARPA Funds	\$50,625,504	\$6,374,496	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$57,000,000
TPA Funds	\$0	\$0	\$0	\$0	\$0	\$1,067,382	\$0	\$4,298,174	\$0	\$928,353	\$6,293,909
Fares (New Services)	\$0	\$459,938	\$957,106	\$1,541,462	\$2,122,845	\$2,362,147	\$2,610,173	\$2,867,174	\$2,715,624	\$2,769,936	\$18,406,403
Other Local Funding	\$0	\$103,710	\$1,269,729	\$1,209,850	\$1,209,718	\$13,956,370	\$26,993,446	\$27,171,677	\$27,729,382	\$28,032,617	\$127,676,499
Total Operating Revenue	\$112,824,064	\$120,666,569	\$128,950,571	\$136,184,937	\$143,121,904	\$152,020,482	\$156,716,389	\$164,154,681	\$163,072,477	\$167,277,266	\$1,444,989,338
Operating Expenses											
Current Operating Expenses	\$110,923,761	\$113,142,236	\$115,405,081	\$117,713,183	\$120,067,446	\$122,468,795	\$124,918,171	\$127,416,534	\$129,964,865	\$132,564,162	\$1,214,584,235
Existing Service Improvements	\$0	\$5,749,224	\$9,103,325	\$12,291,005	\$14,519,460	\$18,532,735	\$21,667,009	\$22,100,349	\$22,542,356	\$22,993,203	\$149,498,668
New Regional Express Bus Service	\$183,784	\$187,459	\$191,208	\$390,065	\$605,212	\$617,316	\$629,662	\$642,256	\$655,101	\$668,203	\$4,770,266
Plans/Studies	\$160,000	\$0	\$0	\$0	\$432,973	\$0	\$0	\$0	\$0	\$0	\$592,973
TNC Program First/Last Mile	\$165,000	\$168,300	\$171,666	\$175,099	\$178,601	\$182,173	\$185,817	\$189,533	\$193,324	\$197,190	\$1,806,704
Mobility on Demand	\$1,391,519	\$1,419,349	\$3,786,397	\$5,423,931	\$7,125,452	\$8,892,864	\$9,070,722	\$9,252,136	\$9,437,179	\$9,625,922	\$65,425,472
Enhanced Transit Corridor PD&E Studies	\$0	\$0	\$0	\$0	\$0	\$1,067,382	\$0	\$4,298,174	\$0	\$928,353	\$6,293,909
Revenue Vehicle Wi-Fi	\$0	\$0	\$292,893	\$191,654	\$192,760	\$259,216	\$245,008	\$255,697	\$279,652	\$300,231	\$2,017,111
Total Operating Expenses	\$112,824,064	\$120,666,569	\$128,950,571	\$136,184,937	\$143,121,904	\$152,020,482	\$156,716,389	\$164,154,681	\$163,072,477	\$167,277,266	\$1,444,989,338
Operating Summary											
Total Operating Expenses	\$112,824,064	\$120,666,569	\$128,950,571	\$136,184,937	\$143,121,904	\$152,020,482	\$156,716,389	\$164,154,681	\$163,072,477	\$167,277,266	\$1,444,989,338
Total Operating Revenue	\$112,824,064	\$120,666,569	\$128,950,571	\$136,184,937	\$143,121,904	\$152,020,482	\$156,716,389	\$164,154,681	\$163,072,477	\$167,277,266	\$1,444,989,338
Net Surplus/(Deficit)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0



Table 10-5: 10-Year Capital Financial Plan Detail

Funding Source/Expense	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030	FY 2031	10-Year Total
Capital Revenue											
5307 Formula Funds	\$22,549,551	\$24,830,151	\$22,775,338	\$19,578,205	\$13,156,732	\$16,580,736	\$11,922,463	\$1,000,000	\$1,000,000	\$1,000,000	\$134,393,175
Ad Valorem	\$3,092,000	\$4,058,000	\$3,543,000	\$3,632,000	\$4,167,500	\$4,167,500	\$4,167,500	\$4,167,500	\$4,307,500	\$4,167,500	\$39,470,000
State Funds	\$0	\$785,000	\$37,400	\$2,080,800	\$50,000	\$0	\$0	\$0	\$0	\$0	\$2,953,200
TPA - SU Funds	\$1,400,000	\$0	\$5,336,388	\$2,300,000	\$0	\$0	\$0	\$0	\$0	\$0	\$9,036,388
Vehicle Fees	\$0	\$0	\$0	\$2,100,000	\$0	\$0	\$0	\$0	\$0	\$0	\$2,100,000
Fuel Tax (DDR) Funds	\$0	\$2,000,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,000,000
TAP - FDOT Funds	\$0	\$0	\$280,655	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$280,655
Other Federal/Local Funding	\$0	\$0	\$0	\$5,000,200	\$7,200,000	\$3,760,202	\$2,815,406	\$0	\$0	\$0	\$18,775,808
Total Capital Revenue	\$27,041,551	\$31,673,151	\$31,972,781	\$34,691,205	\$24,574,232	\$24,508,438	\$18,905,369	\$5,167,500	\$5,307,500	\$5,167,500	\$209,009,226
Capital Expenses											
Fixed Route Vehicle Replacement	\$13,692,472	\$13,966,321	\$12,464,942	\$8,476,160	\$7,410,586	\$7,558,798	\$7,067,476	\$0	\$0	\$0	\$70,636,755
Paratransit Vehicle Replacement	\$3,092,000	\$4,058,000	\$3,543,000	\$3,632,000	\$4,167,500	\$4,167,500	\$4,167,500	\$4,167,500	\$4,307,500	\$4,167,500	\$39,470,000
Service Improvements - Additional Buses	\$2,282,079	\$7,565,091	\$5,935,687	\$6,659,840	\$1,235,098	\$6,928,898	\$3,854,987	\$0	\$0	\$0	\$34,461,679
MOD Vehicles	\$0	\$0	\$1,029,996	\$1,050,596	\$1,071,608	\$1,093,040	\$0	\$0	\$0	\$0	\$4,245,240
Transit Signal Priority	\$0	\$2,000,000	\$1,000,000	\$0	\$0	\$1,000,000	\$0	\$0	\$0	\$0	\$4,000,000
Enhanced Transit Shelters	\$0	\$785,000	\$37,400	\$6,481,000	\$7,250,000	\$0	\$0	\$0	\$0	\$0	\$14,553,400
Electrification Master Plan	\$500,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$500,000
Electric Bus/Charging Stations	\$0	\$0	\$4,336,388	\$5,000,000	\$0	\$0	\$0	\$0	\$0	\$0	\$9,336,388
Maintenance Facility Upgrades	\$0	\$2,298,739	\$2,344,714	\$2,391,608	\$2,439,440	\$0	\$0	\$0	\$0	\$0	\$9,474,501
Fleet Hardware/Software Upgrades	\$1,000,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,000,000
Bus Radio System Upgrades	\$975,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$975,000
North County Facility Electrical Repairs	\$700,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$700,000
Enterprise Asset Management Software	\$1,300,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,300,000
North Facility Needs Assessment & 10% Design	\$0	\$0	\$0	\$0	\$0	\$2,760,202	\$2,815,406	\$0	\$0	\$0	\$5,575,608
North Facility Parking Lot Restoration	\$2,100,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,100,000
Bus Stop Improvements (Programmed in TIP)	\$1,400,000	\$0	\$280,655	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$1,680,655
Bus Stop Shelter Program	\$0	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$9,000,000
Total Capital Expenses	\$27,041,551	\$31,673,151	\$31,972,781	\$34,691,205	\$24,574,232	\$24,508,438	\$18,905,369	\$5,167,500	\$5,307,500	\$5,167,500	\$209,009,226
Capital Summary											
Total Capital Expenses	\$27,041,551	\$31,673,151	\$31,972,781	\$34,691,205	\$24,574,232	\$24,508,438	\$18,905,369	\$5,167,500	\$5,307,500	\$5,167,500	\$209,009,226
Total Capital Revenue	\$27,041,551	\$31,673,151	\$31,972,781	\$34,691,205	\$24,574,232	\$24,508,438	\$18,905,369	\$5,167,500	\$5,307,500	\$5,167,500	\$209,009,226
Net Surplus/(Deficit)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0

11 Plan Implementation and Coordination

This section discusses key implementation and coordination elements to consider as Palm Tran moves towards implementation of this *Accelerate 2031* plan.

Plan Implementation - Action Items

Sudden changes in the operating environment can occur at varying degrees, as seen with the COVID-19 pandemic, thus demonstrating that the TDP adoption does not ensure that implementation will necessarily align with the recommended schedule. The following action items listed below should be carefully considered and followed through to ensure that public support and funding and operational support are preserved until the next TDP major update.



Continue to Engage Regional Partners

Palm Tran's active coordination with regional partners during development of this plan provides strong foundation for support going forward. Continuing to coordinate with FDOT District Four and the Palm Beach TPA is key to expanding Palm Tran's service platform so it can be a truly viable and attractive alternative mobility option.



Secure a Dedicated Local Funding Source

Making sure the necessary funding is available each year to maintain and add any new services or facilities programmed in the TDP implementation plan also is key to the success of this plan. The most significant challenge to Palm Tran implementing its 10-year vision is a lack of dedicated local funding to support growth and expansion of Palm Tran's services. A solid plan for how such funds would be used to expand public transit services, coupled with education of the wide-reaching benefits to the community, is critical to gaining the necessary policy leader, stakeholder, and public support for a long-term dedicated funding source.



Maximize Use of *Accelerate 2031* and the Annual Update Process

As the adopted 10-Year TDP, the *Accelerate 2031* plan should be used as a tool to substantiate and explain the reasons for continued investments in transit services and capital needs. Palm Tran has put in a major effort to develop the TDP and the return on investment from conducting this planning effort should span at least over the next four years, until the next major update is undertaken. Palm Tran should capitalize on and continue to maximize the strategic blueprint contained in this TDP, whenever possible, to realize the recommended implementation plan. The TDP Annual Progress Report (APR) is another tool to help maintain this plan as a "living document." While it is an FDOT requirement, the APR also can be a critical opportunity to annually evaluate progress made towards the community vision and the benefits of the recommended alternatives.



Continued Community Engagement

During the *Accelerate 2031* process, Palm Tran conducted extensive public outreach as part of its public involvement component. The momentum from this effort should be leveraged and expanded to market other planning efforts, such as service initiation efforts, marketing programs and campaigns, and budget plans. A carefully crafted plan to promote the TDP after adoption will improve the likelihood of achieving the implementation plan.



Leverage the Executive Summary a Marketing Tool

The *Accelerate 2031* Executive Summary should be used as a promotional tool and an effective medium to continue generating support for the TDP's recommendations. This user-friendly summary document with key information from the TDP may work better than distributing a large report with technical details when soliciting support from the public and stakeholders.



Coordinate with Other Planning Efforts

The analyses completed during the TDP can be used to help update required plans for ADA access and Title VI service provisions, as the planning effort documents how the system will serve older adults, persons with disabilities, and populations that fall under Title VI protections. The adopted TDP can also be useful for other entities with subsequent planning efforts, such as local comprehensive plans, area redevelopment plans, plans to develop affordable housing, and Florida's SIS Needs Plan. Coordinating the timing of the TDP with ongoing TAM plan requirements should also be considered, as both plans are designed to govern investment strategies based on needs.



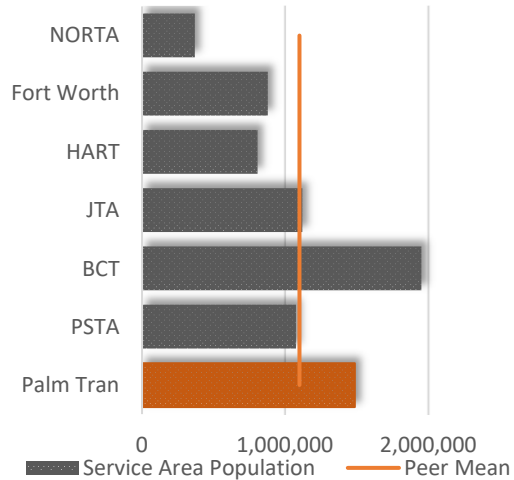
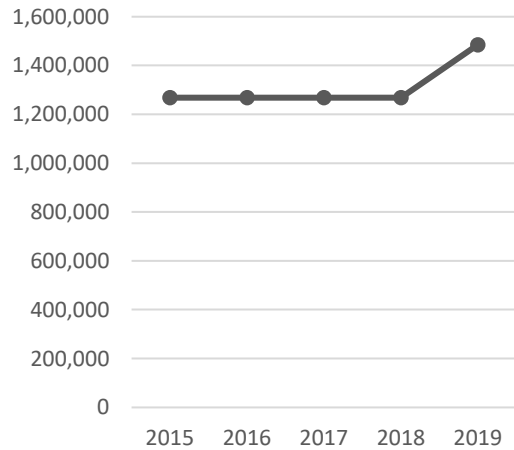
Conduct Periodic Efficiency Assessments

Palm Tran's RPM effort produced substantial cost savings that were reinvested back to improve service. Palm Tran should continue to periodically assess its service efficiency in a similar manner at least every five years to maintain operational health.

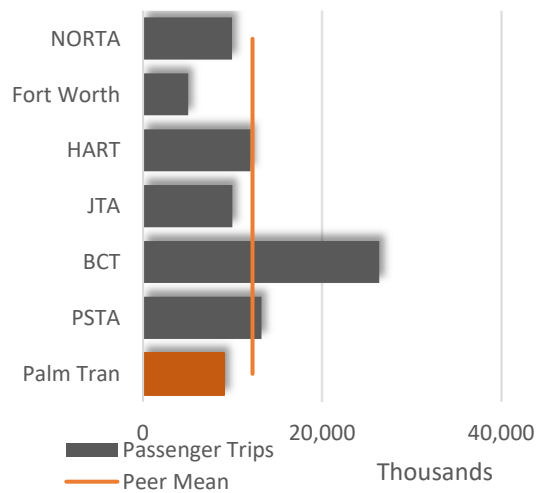
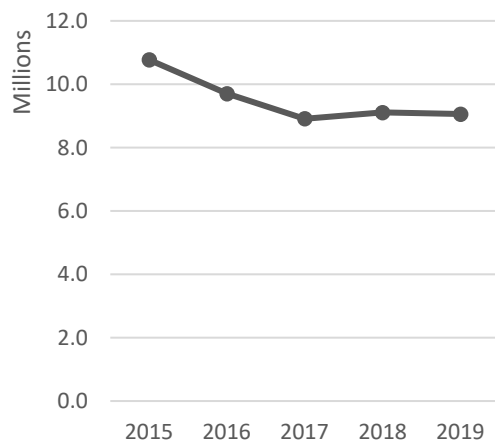


Appendix A: Trend and Peer Analysis

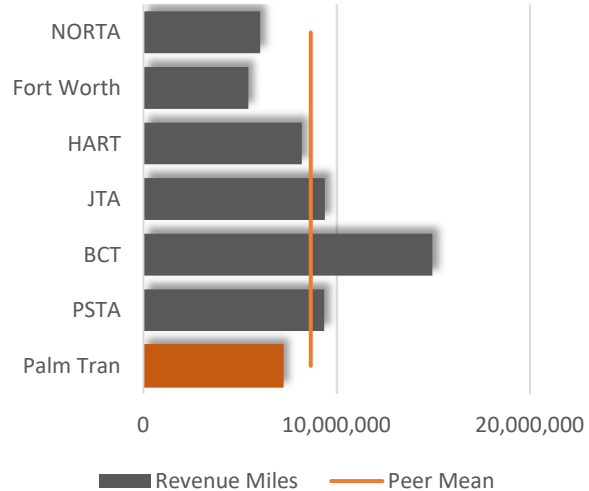
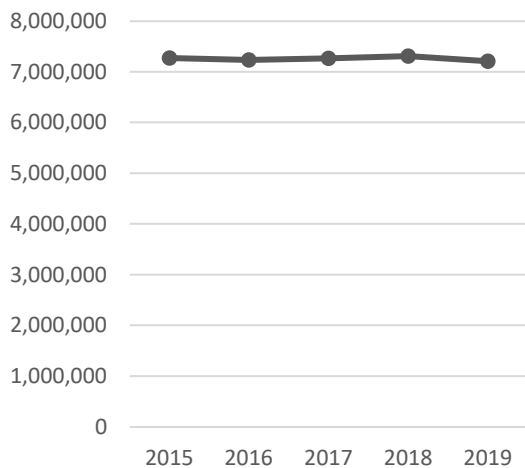
Fixed Route Service Area Population



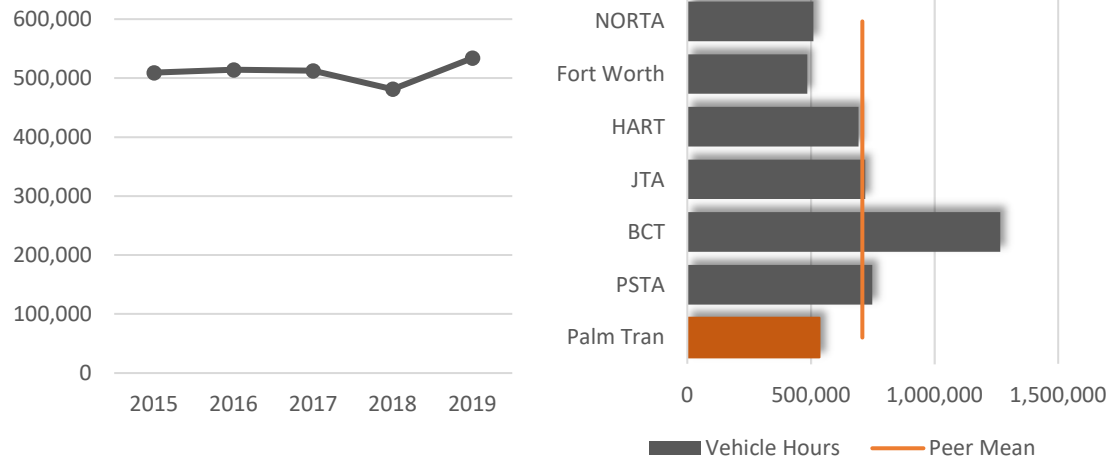
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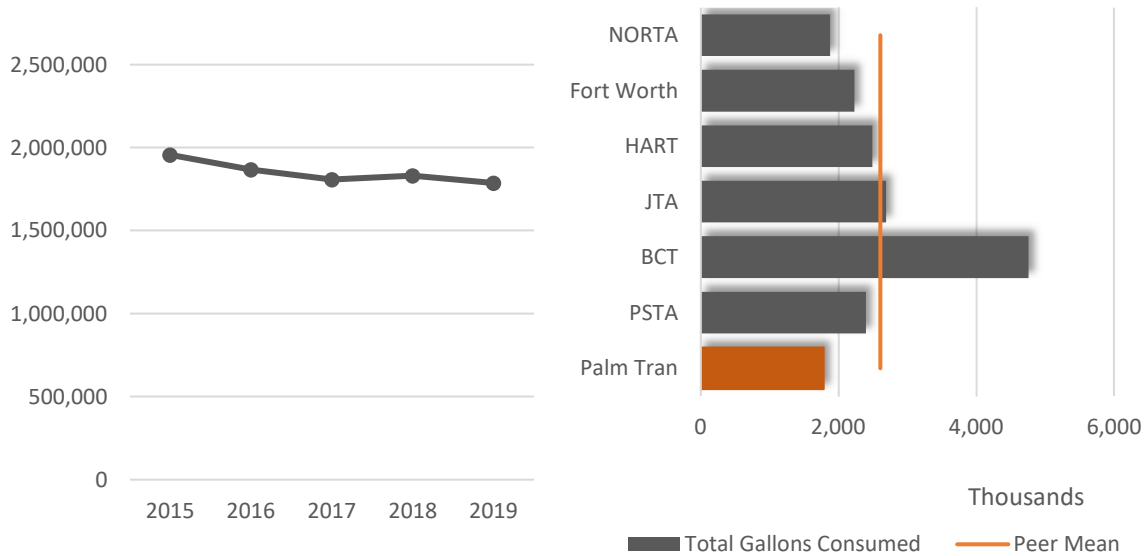
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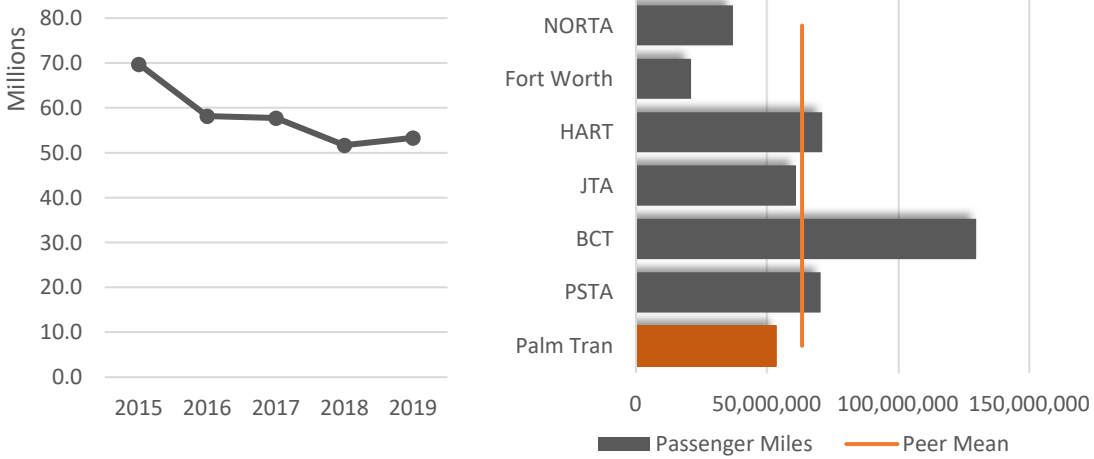
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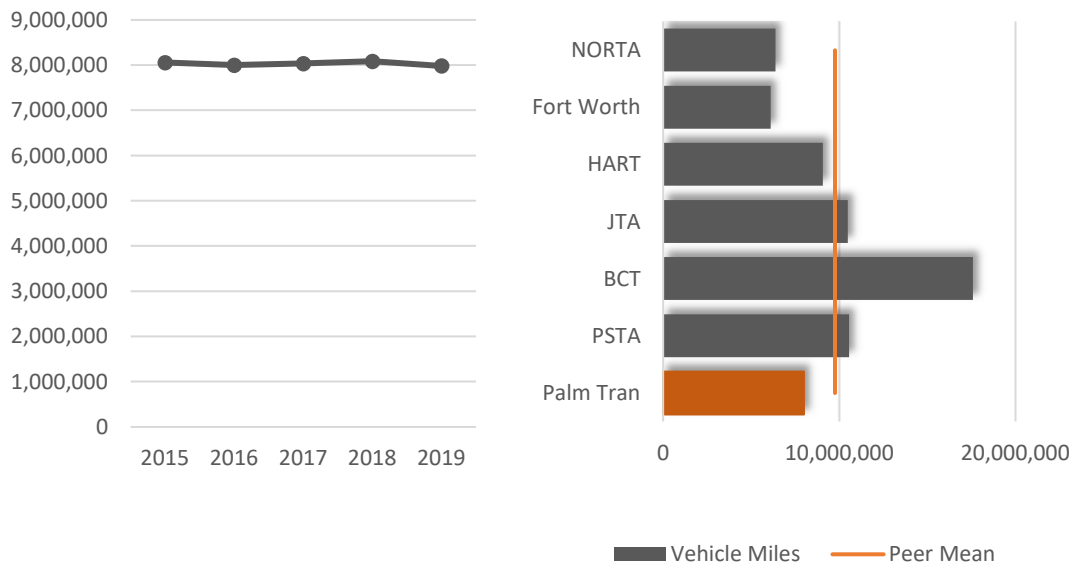
Fixed Route Total Gallons Consumed



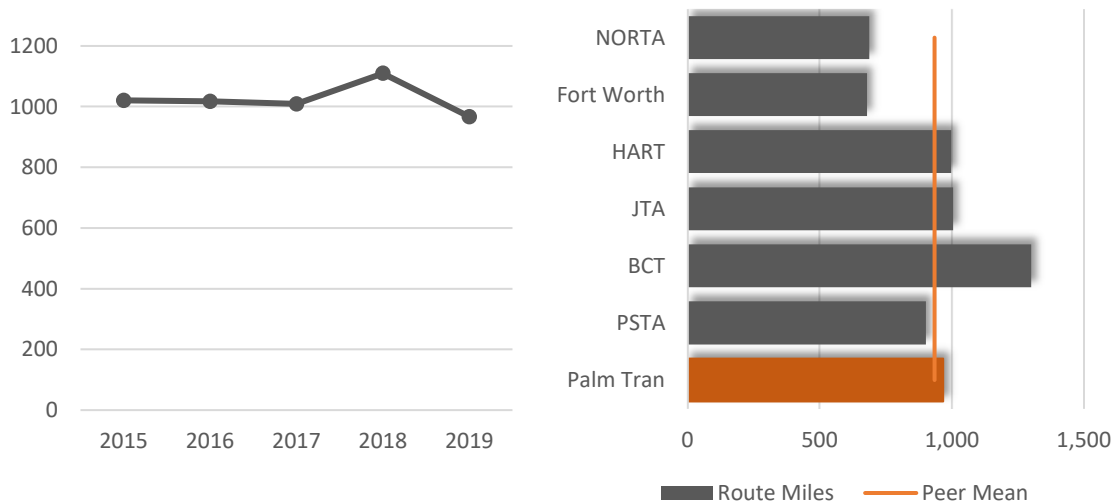
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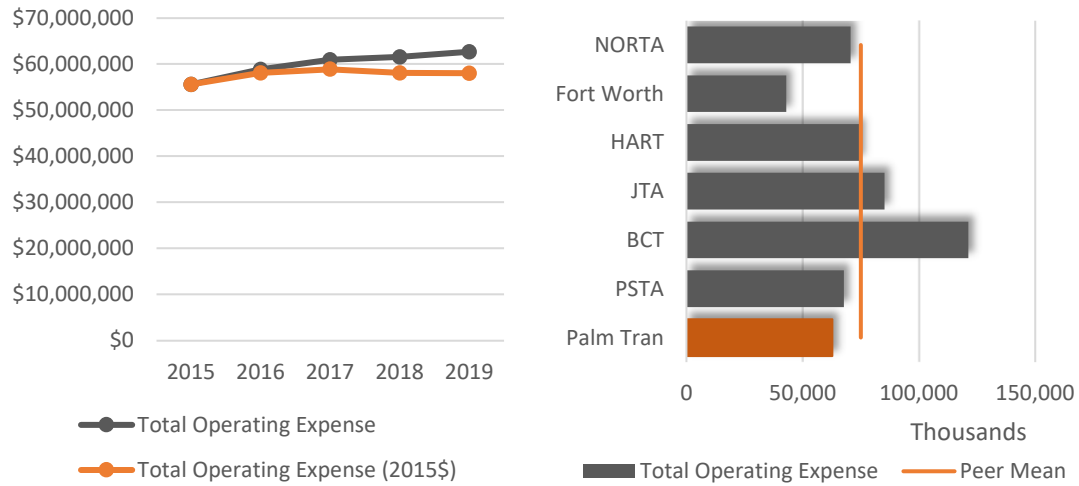
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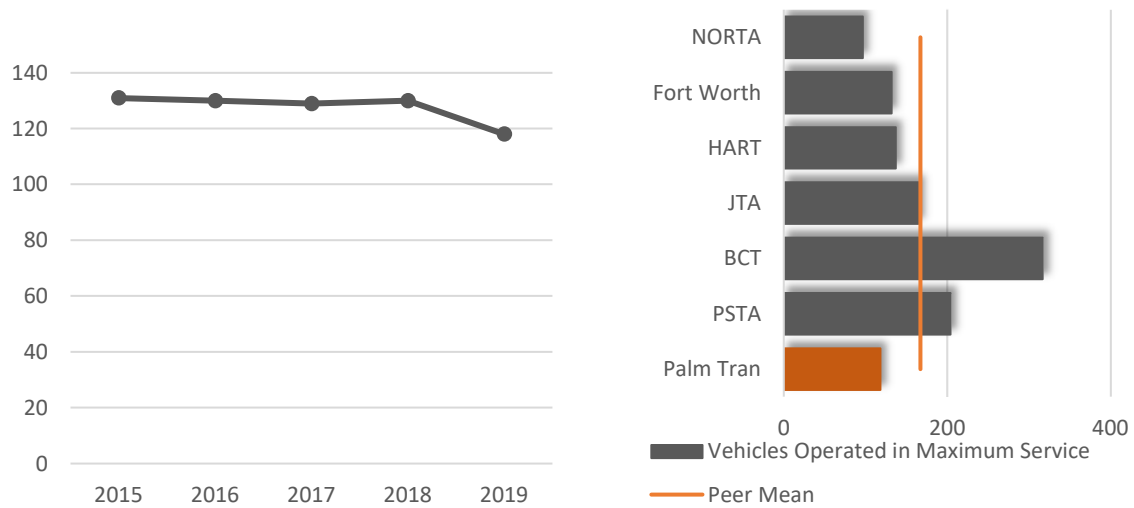
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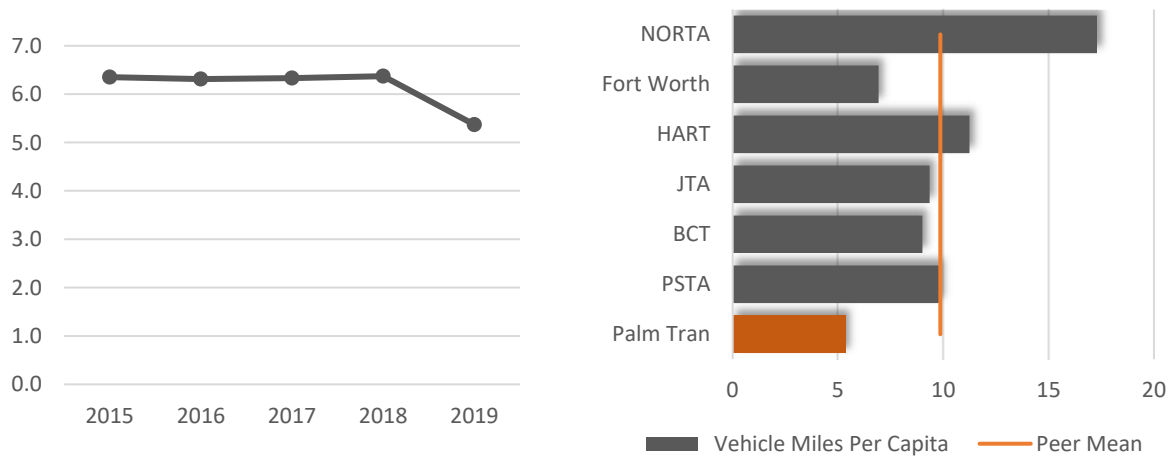
Fixed Route Total Operating Expense



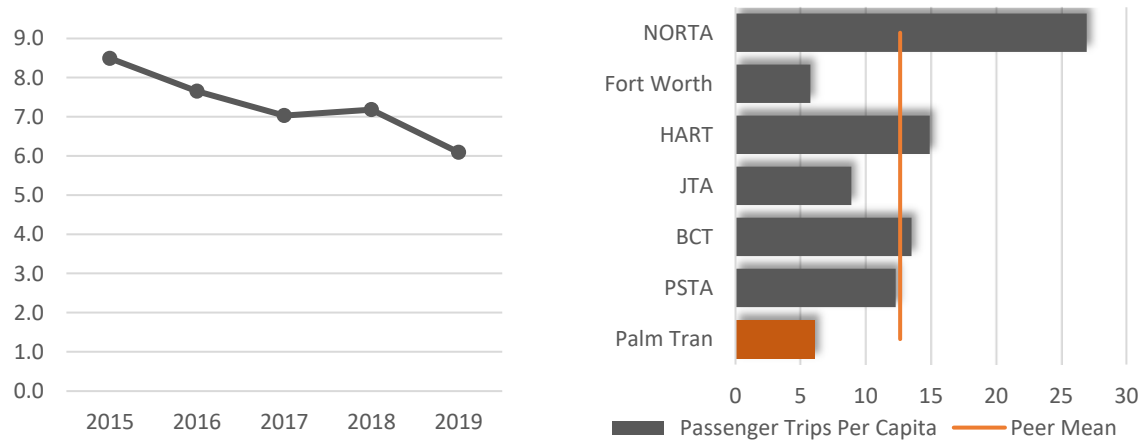
Fixed Route Vehicles Operated in Maximum Service



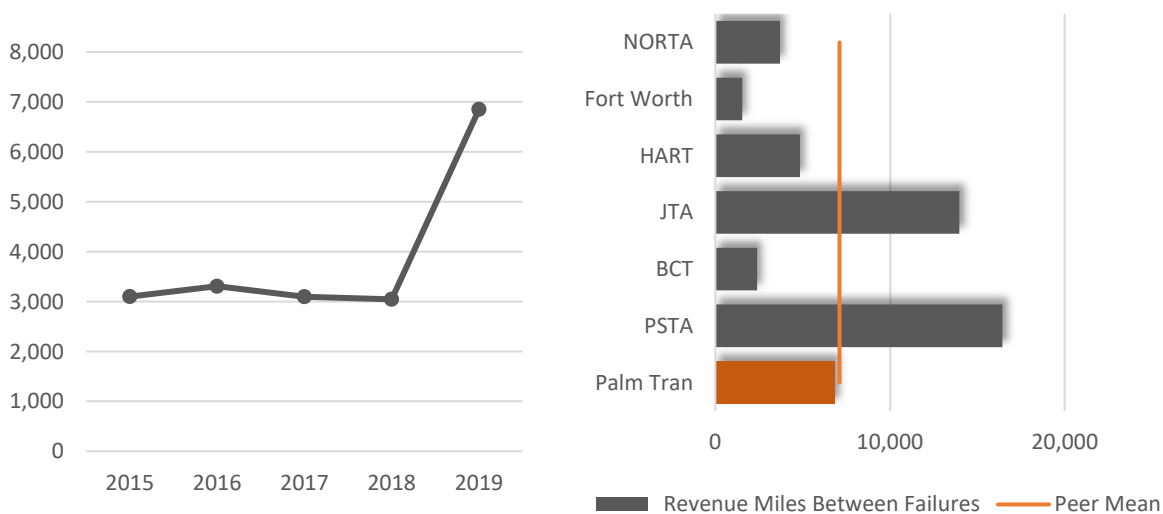
Fixed Route Vehicle Miles per Capita



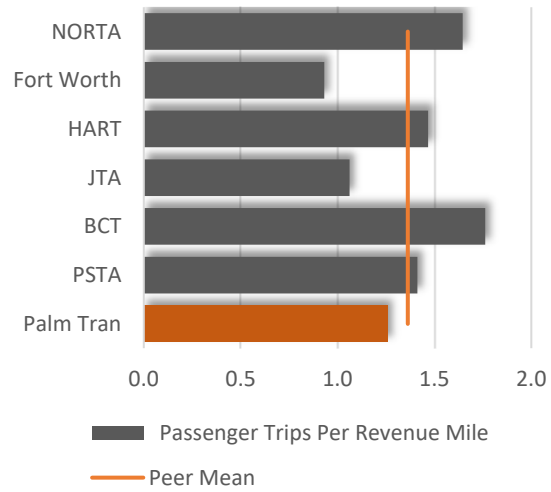
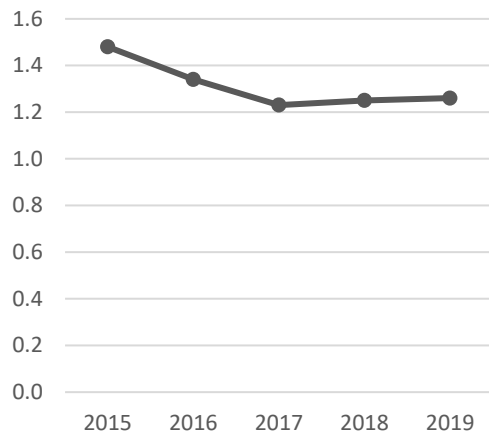
Fixed Route Passenger Trips per Capita



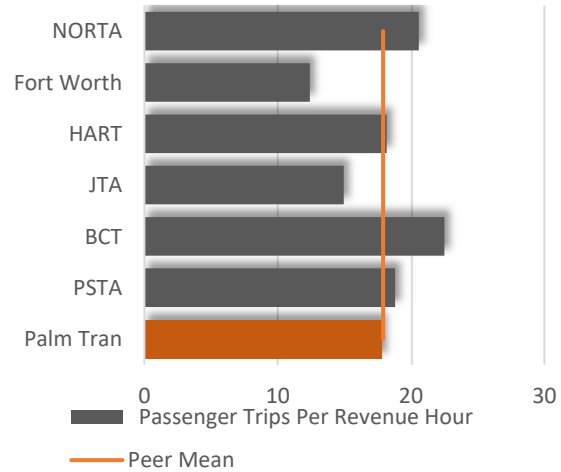
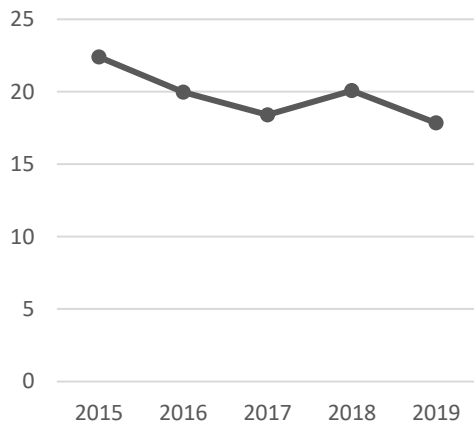
Fixed Route Revenue Miles Between Failures



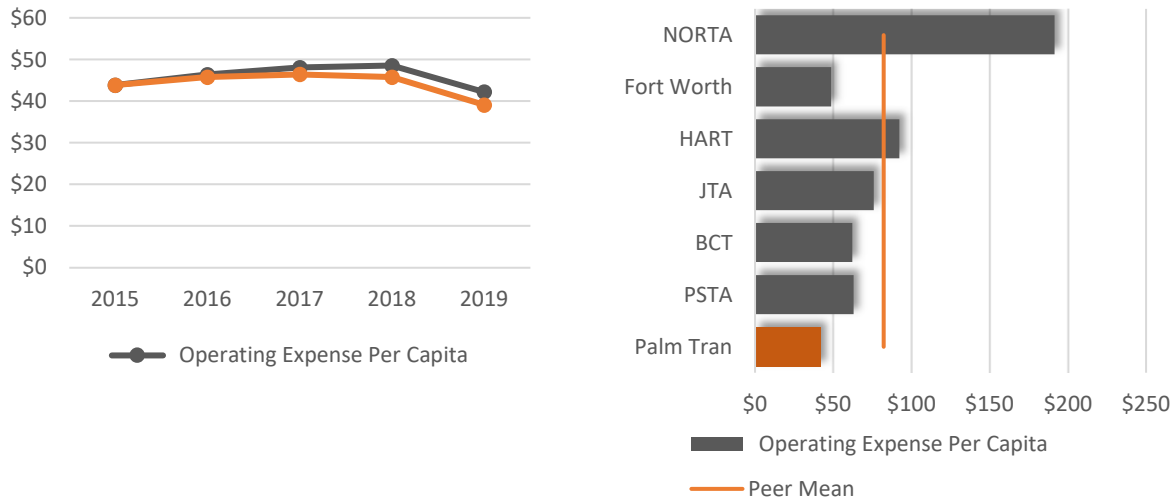
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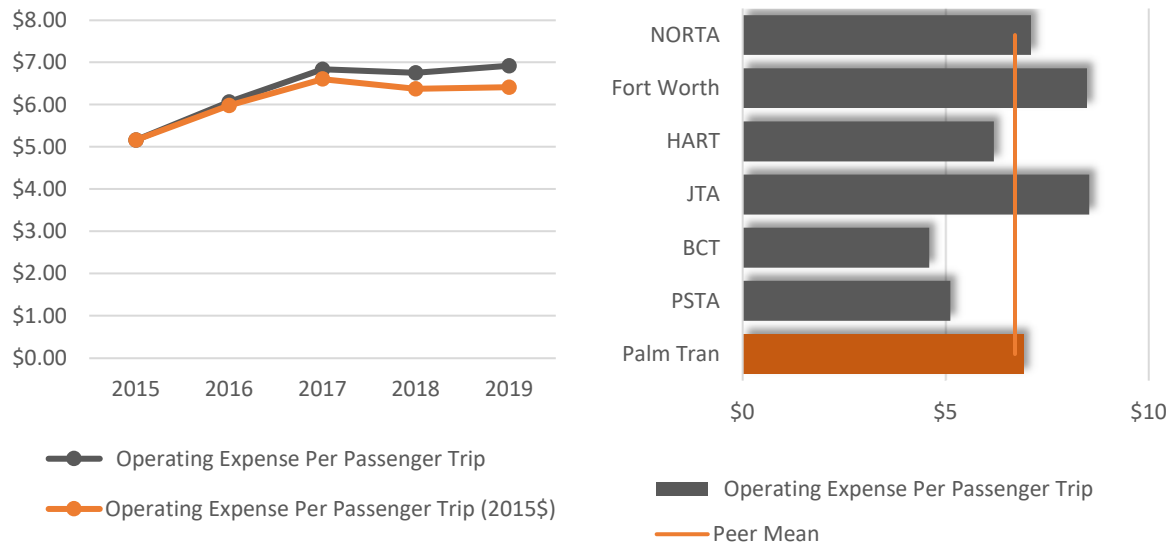
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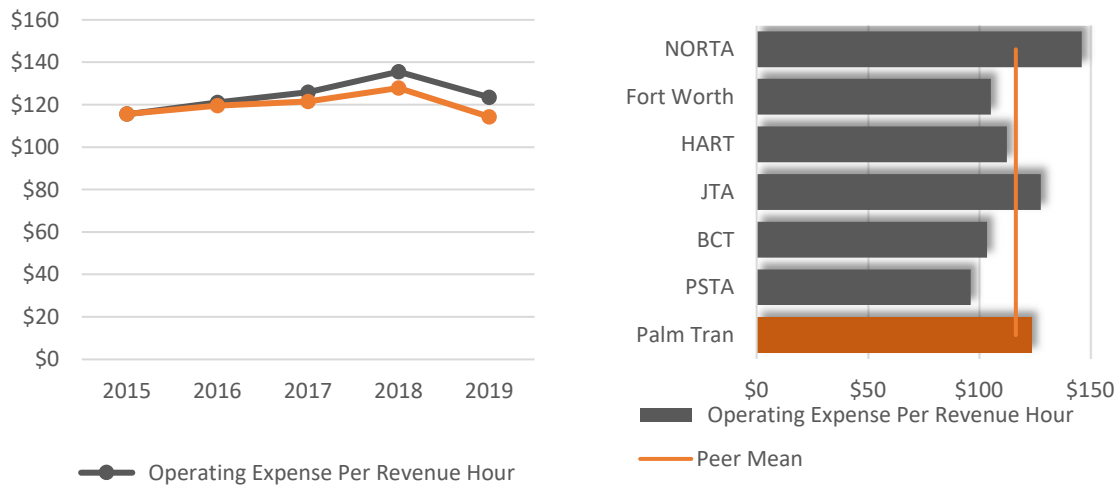
Fixed Route Operating Expense per Capita



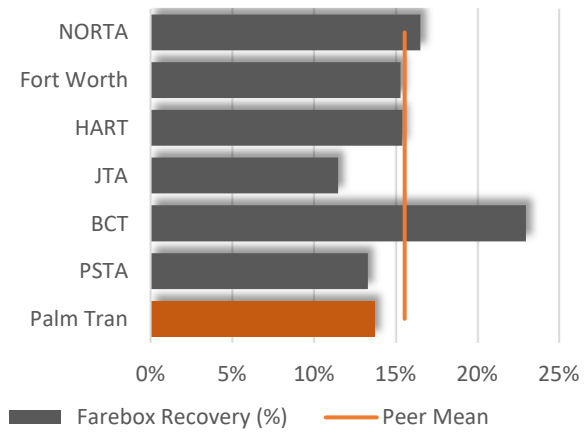
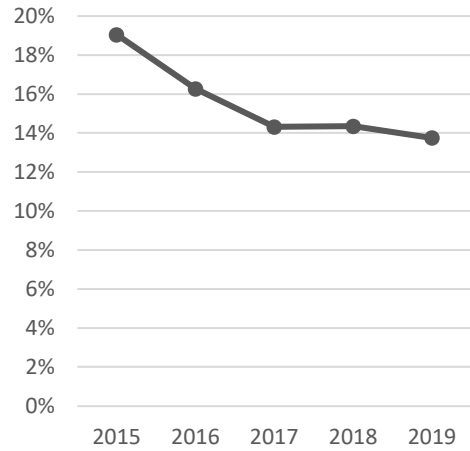
Fixed Route Operating Expense per Passenger Trip



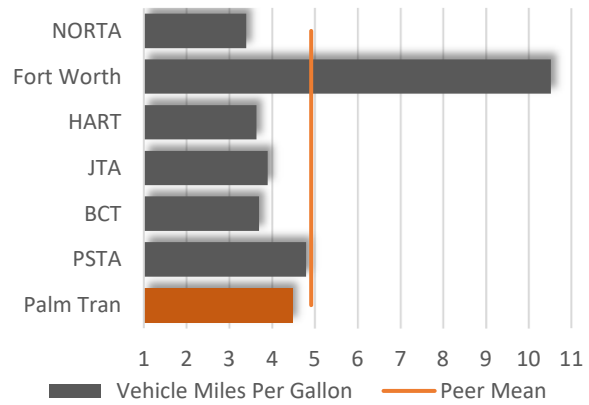
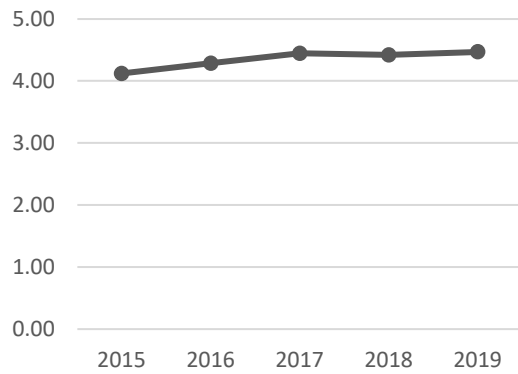
Fixed Route Operating Expense per Revenue Hour



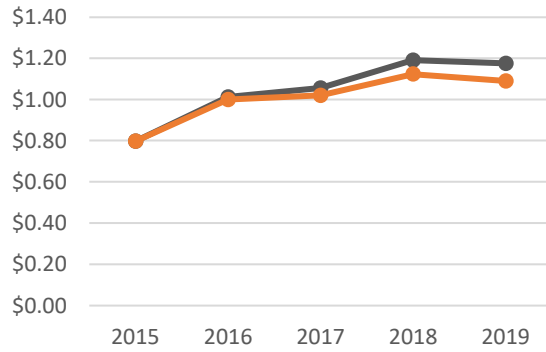
Fixed Route Farebox Recovery (%)



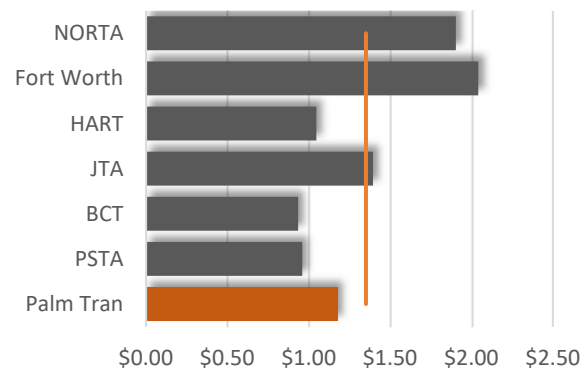
Fixed Route Vehicle Miles per Gallon



Fixed Route Operating Expense per Passenger Mile



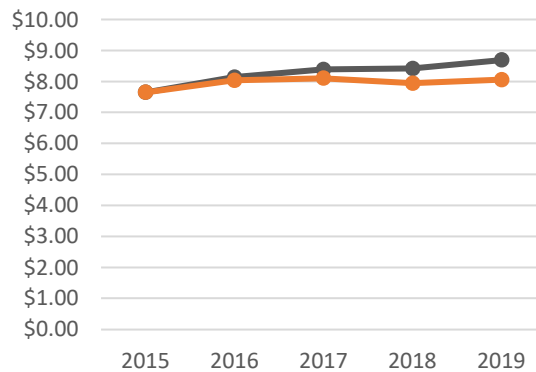
Operating Expense Per Passenger Mile



Operating Expense Per Passenger Mile

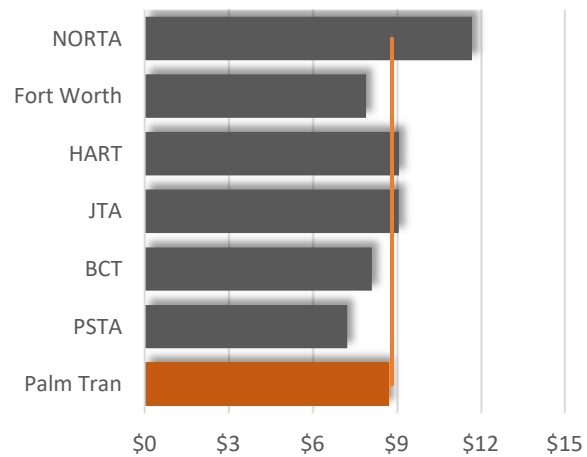
Peer Mean

Fixed Route Operating Expense per Revenue Mile



Operating Expense Per Revenue Mile

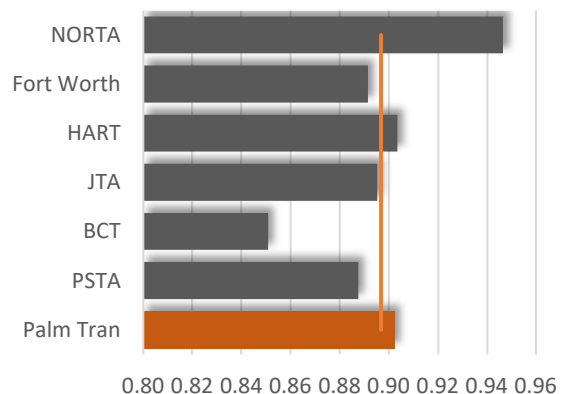
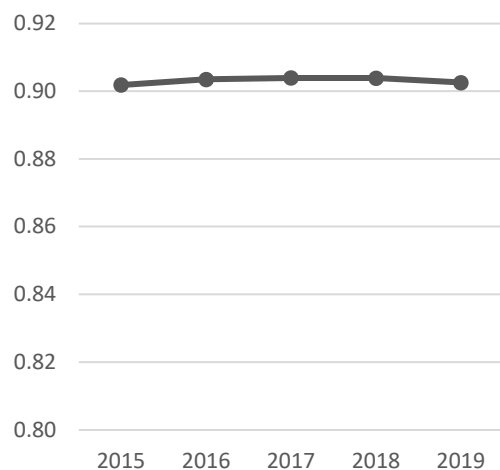
Operating Expense Per Revenue Mile (2015\$)



Operating Expense Per Revenue Mile

Peer Mean

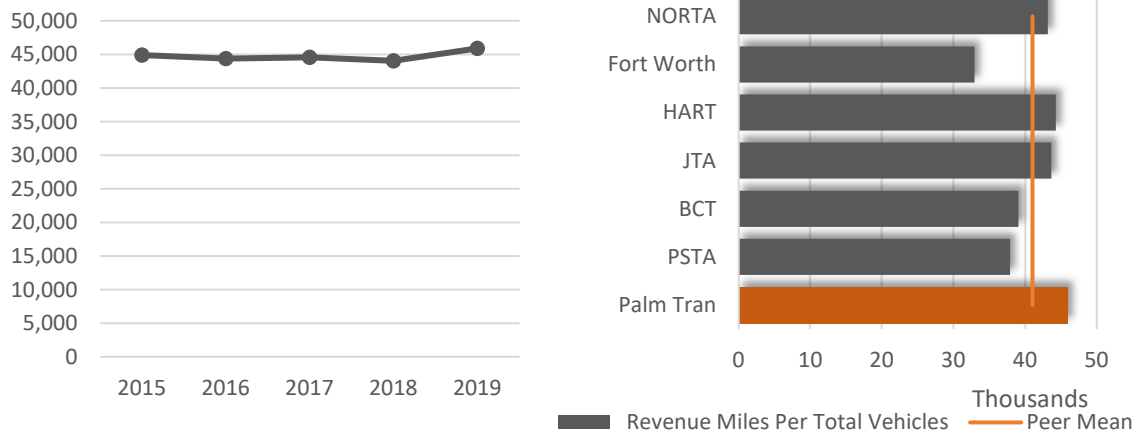
Fixed Route Revenue Miles per Vehicle Mile



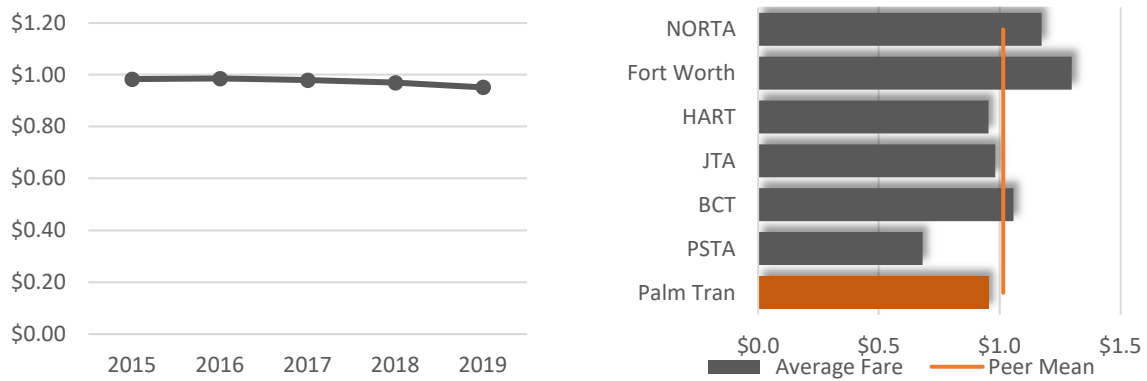
Revenue Miles Per Vehicle Mile

Peer Mean

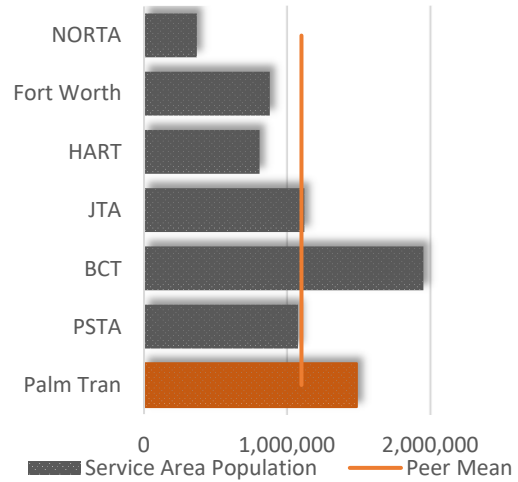
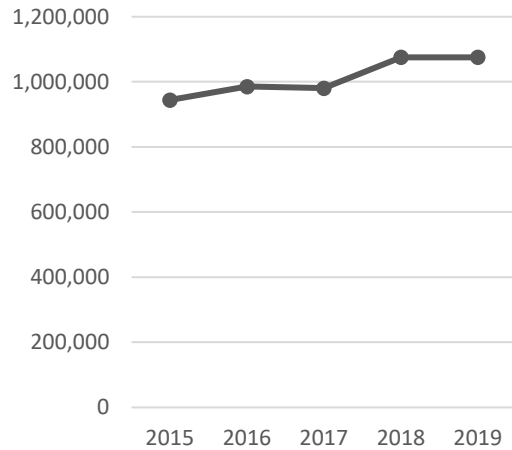
Fixed Route Revenue Miles per Total Vehicles



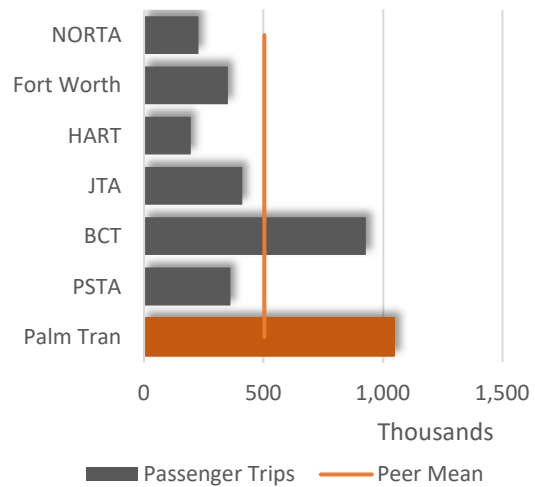
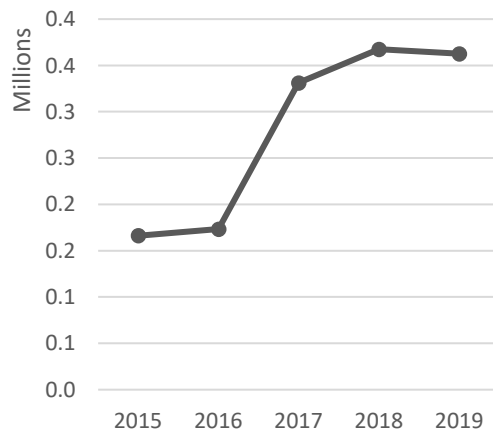
Fixed Route Average Fare



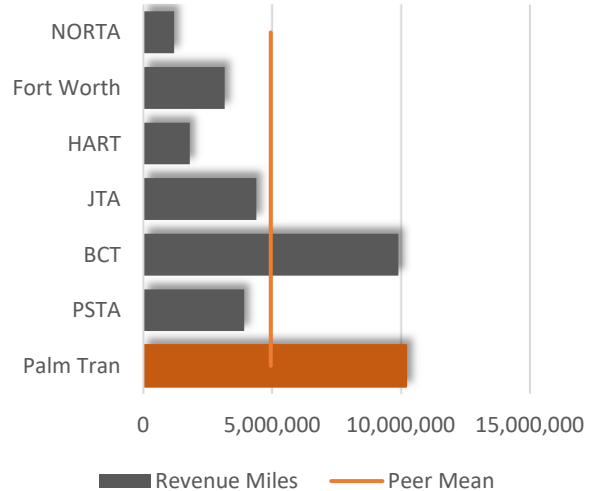
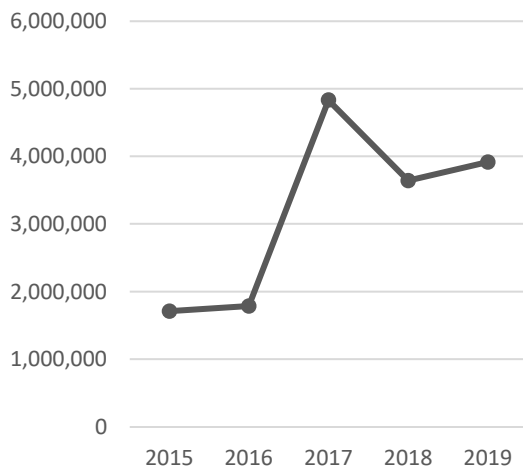
Paratransit Service Area Population



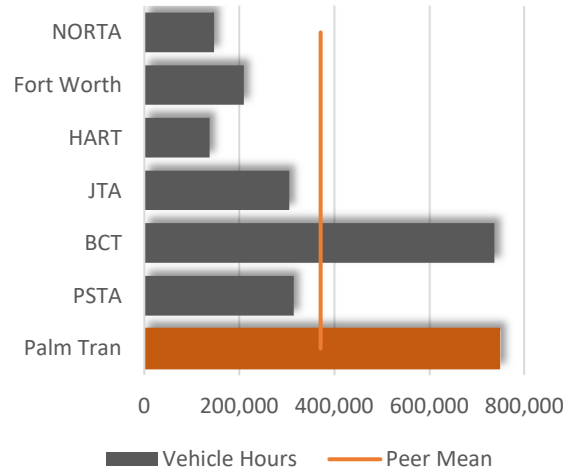
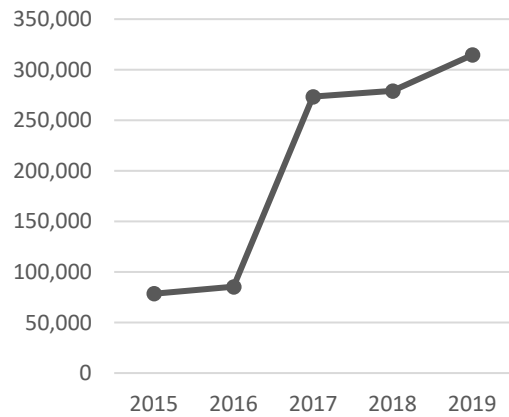
Paratransit Passenger Trips



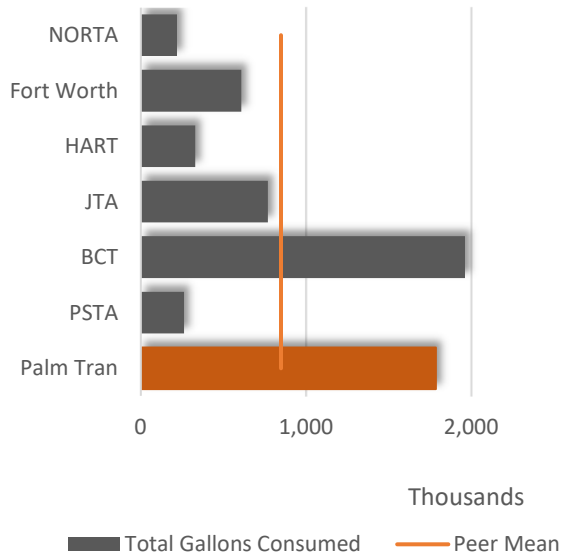
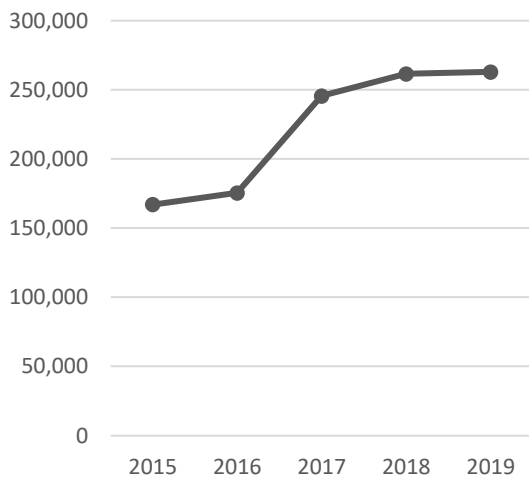
Paratransit Revenue Miles



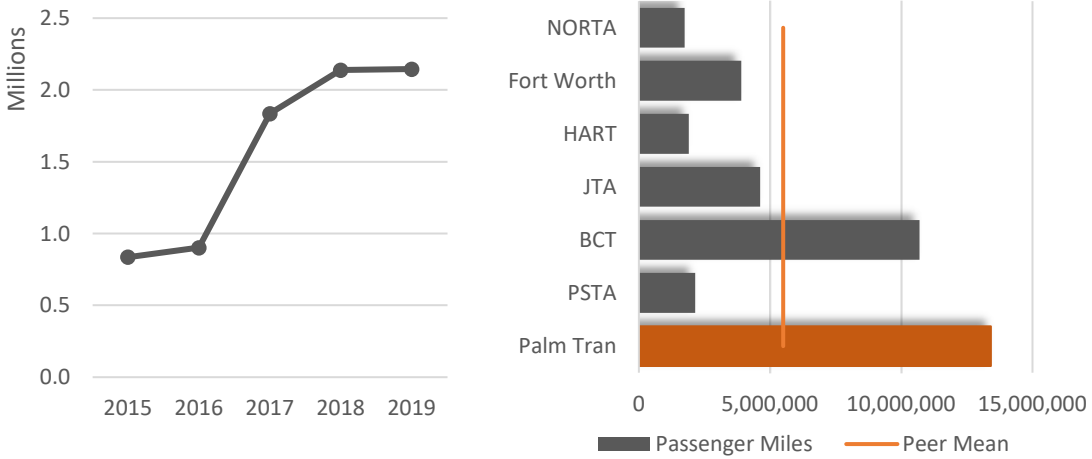
Paratransit Vehicle Hours



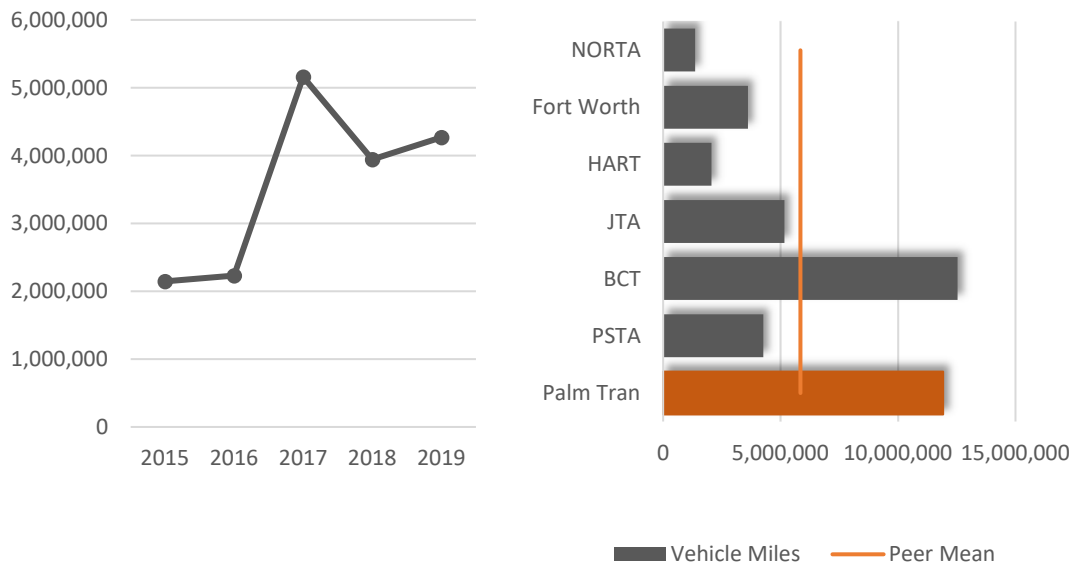
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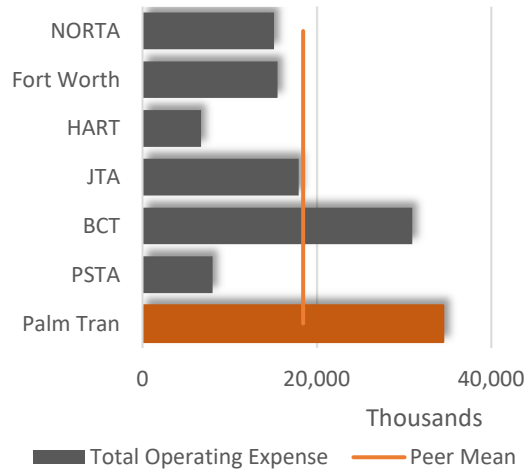
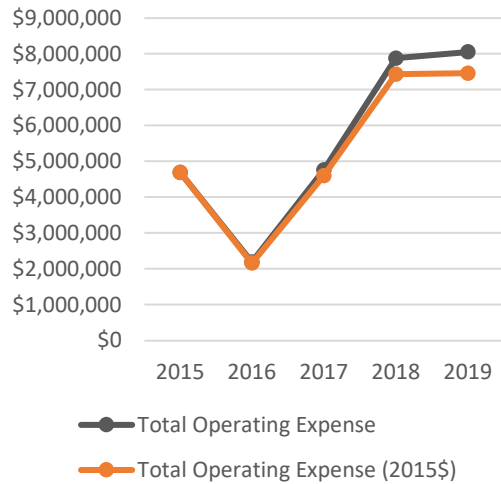
Paratransit Passenger Miles



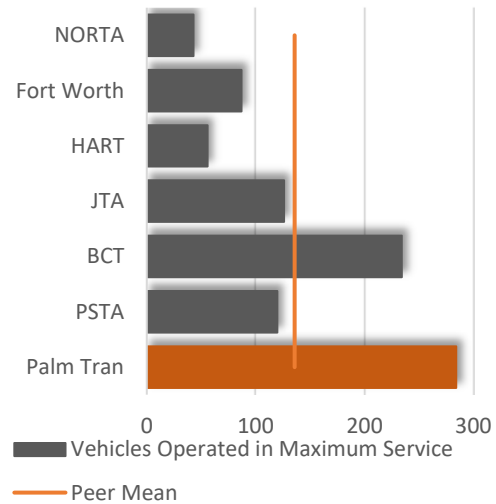
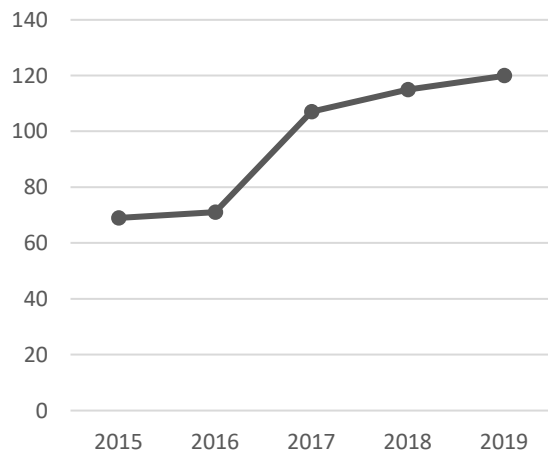
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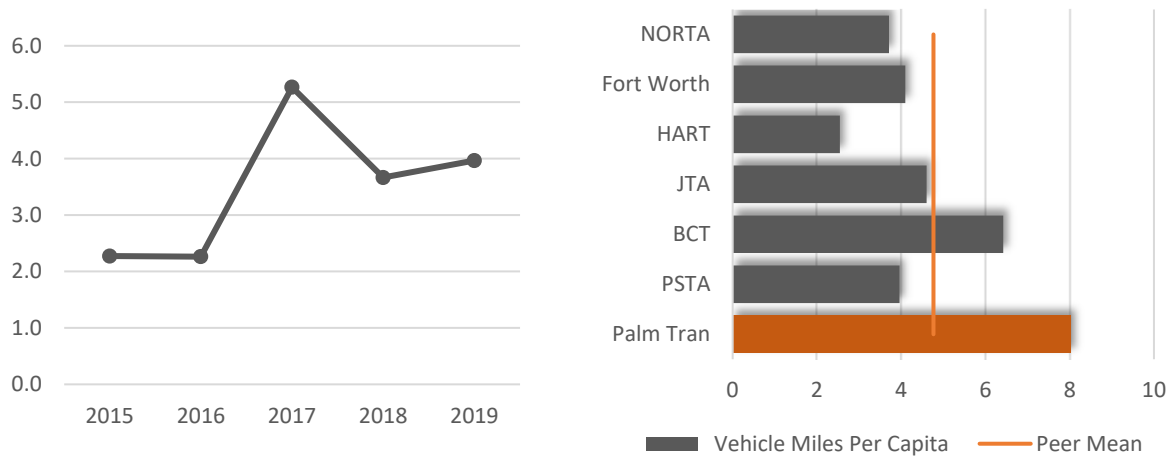
Paratransit Total Operating Expense



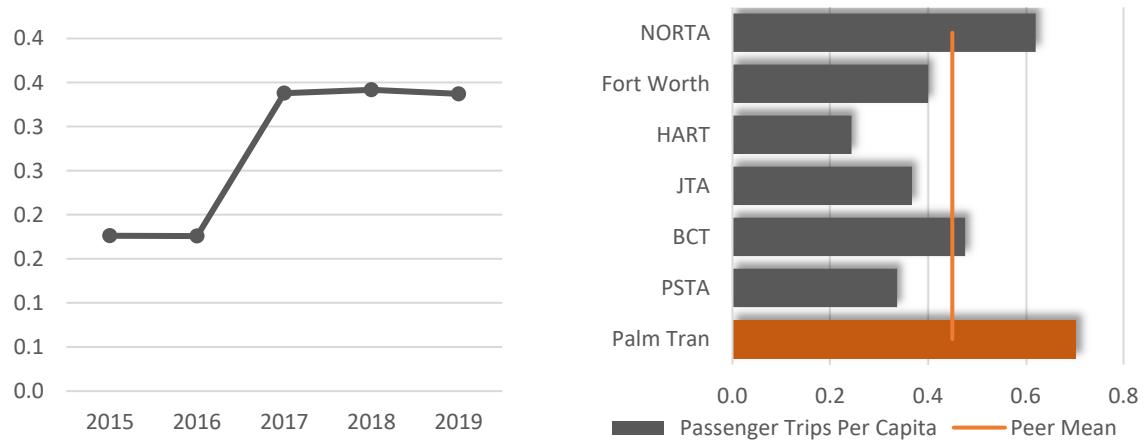
Paratransit Vehicles Operated in Maximum Service



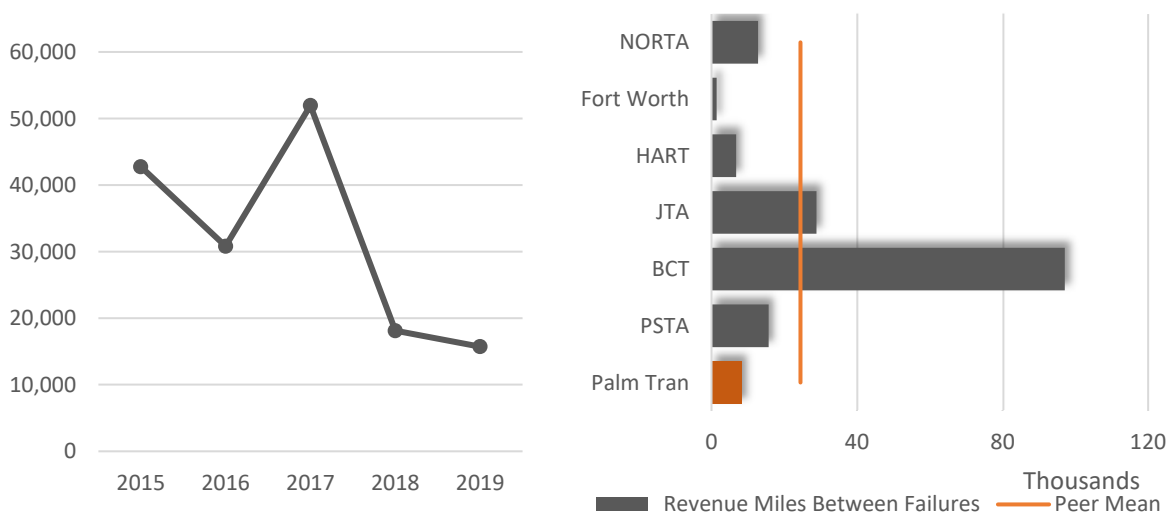
Paratransit Vehicle Miles per Capita



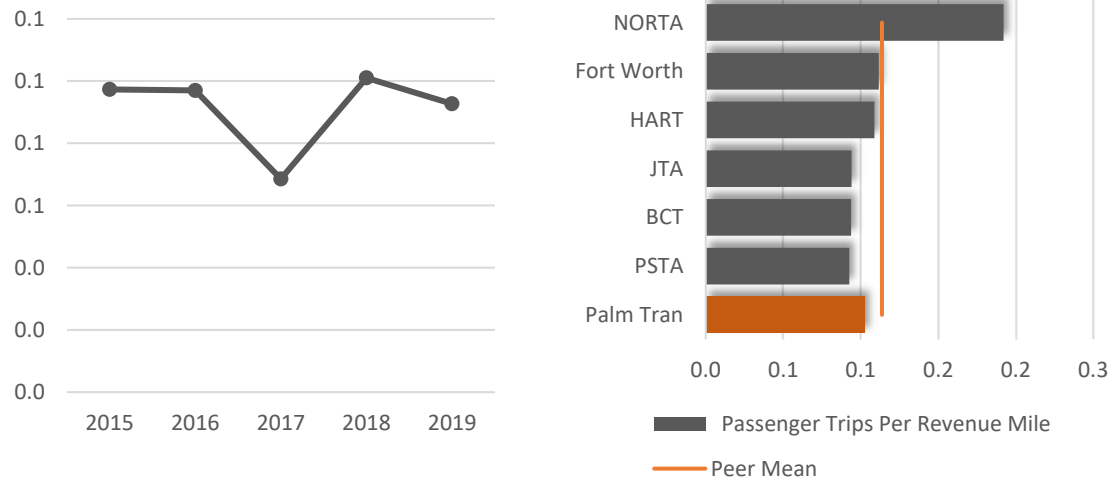
Paratransit Passenger Trips per Capita



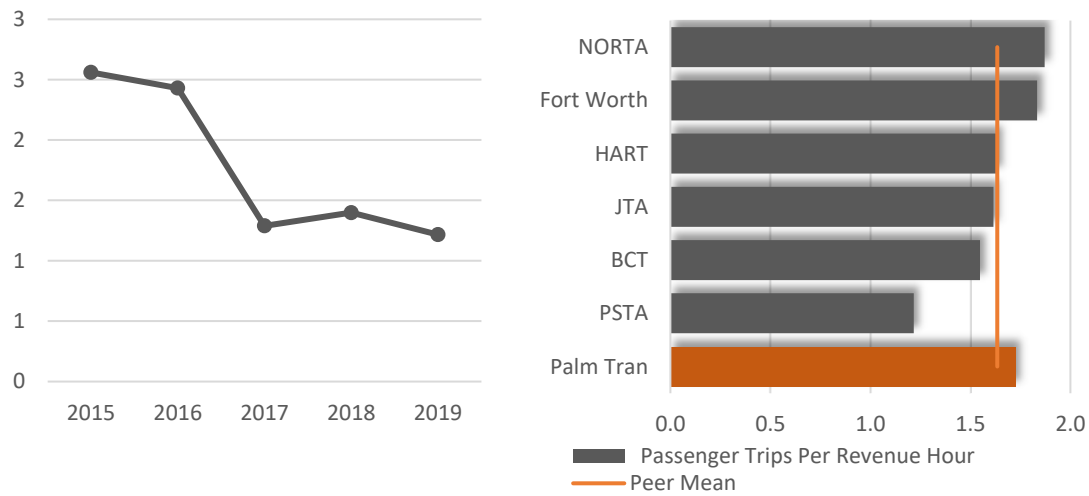
Paratransit Revenue Miles Between Failures



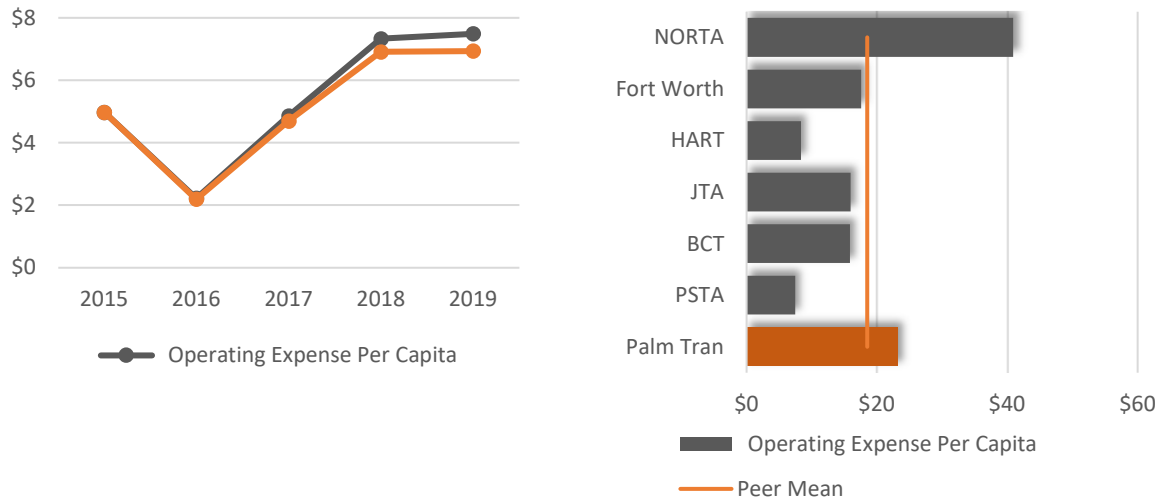
Paratransit Passenger Trips per Revenue Mile



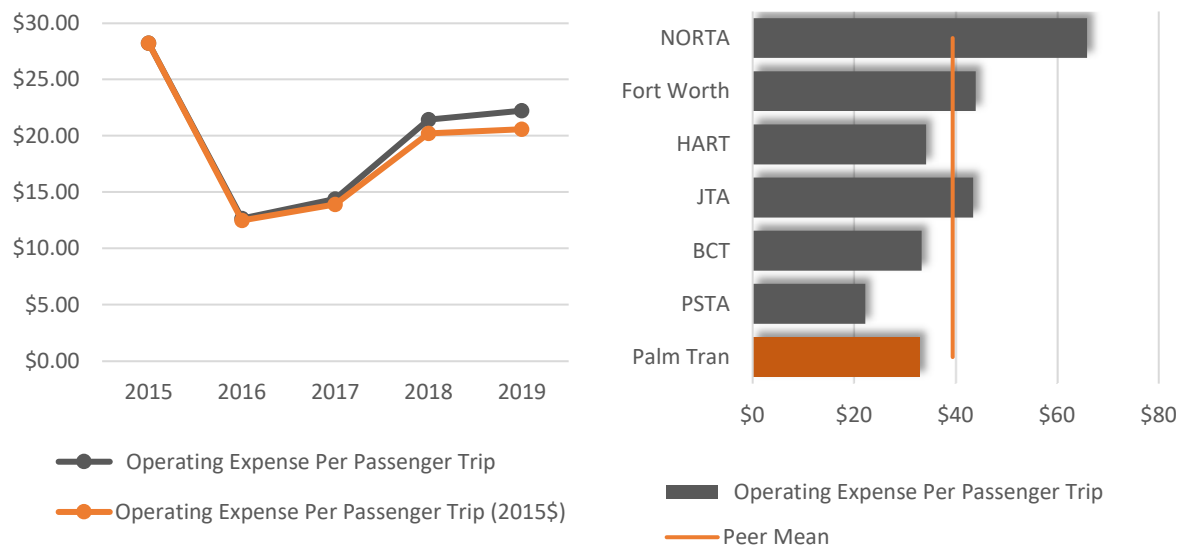
Paratransit Passenger Trips per Revenue Hour



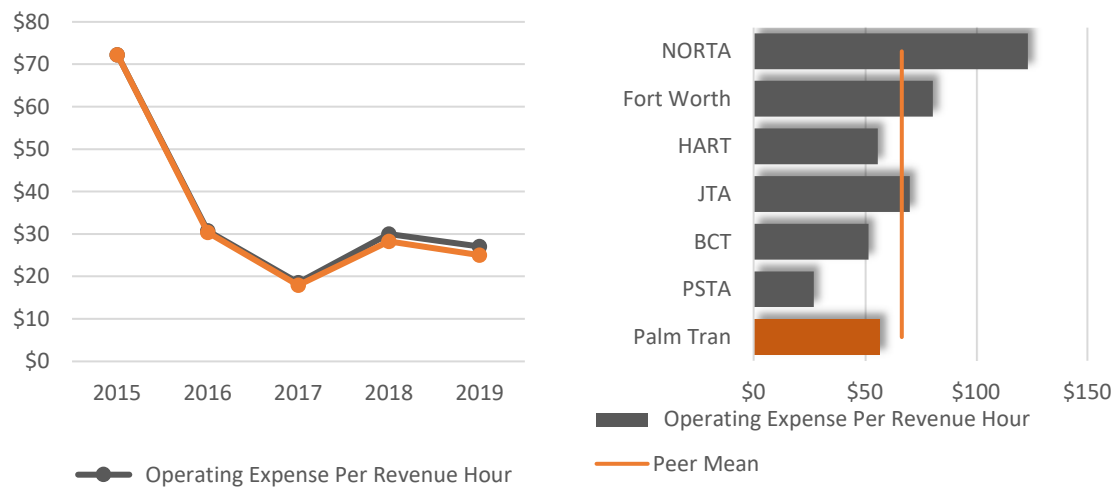
Paratransit Operating Expense per Capita



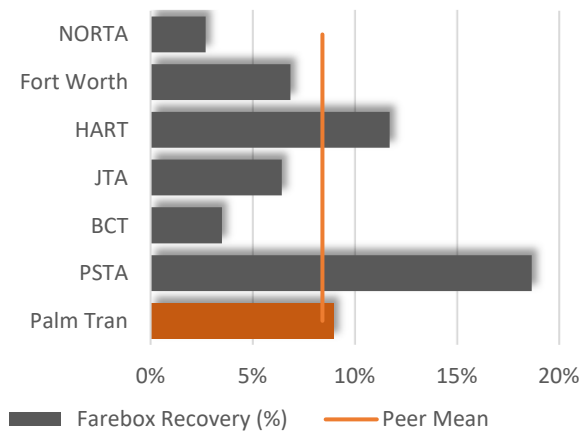
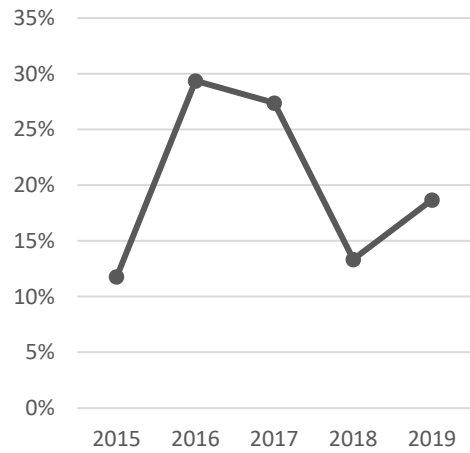
Paratransit Operating Expense per Passenger Trip



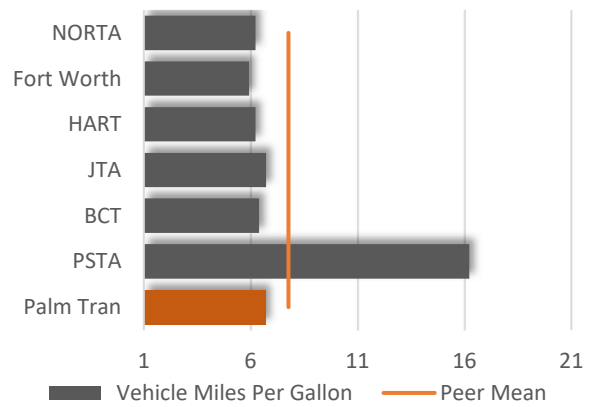
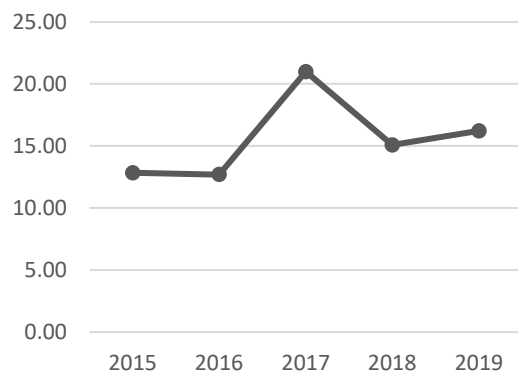
Paratransit Operating Expense per Revenue Hour



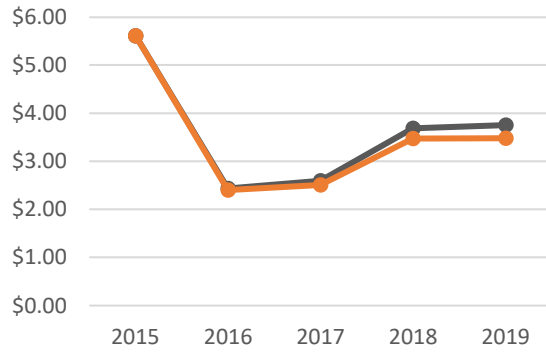
Paratransit Farebox Recovery (%)



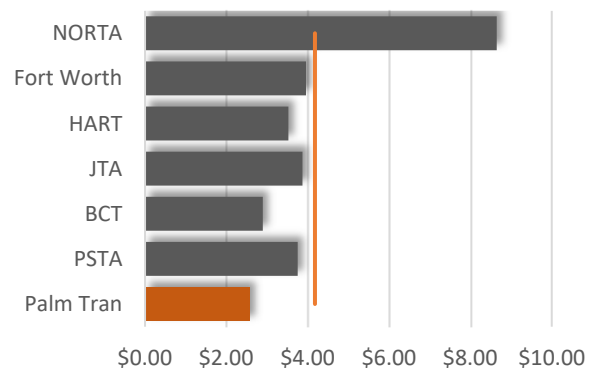
Paratransit Vehicle Miles per Gallon



Paratransit Operating Expense per Passenger Mile

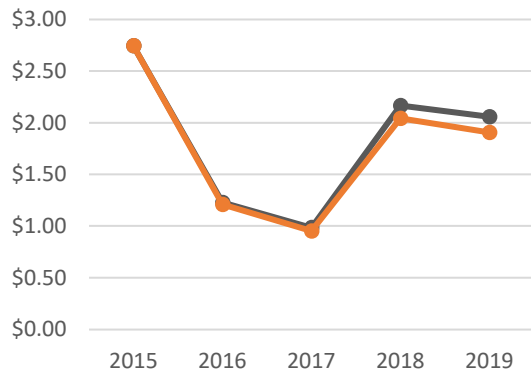


Operating Expense Per Passenger Mile



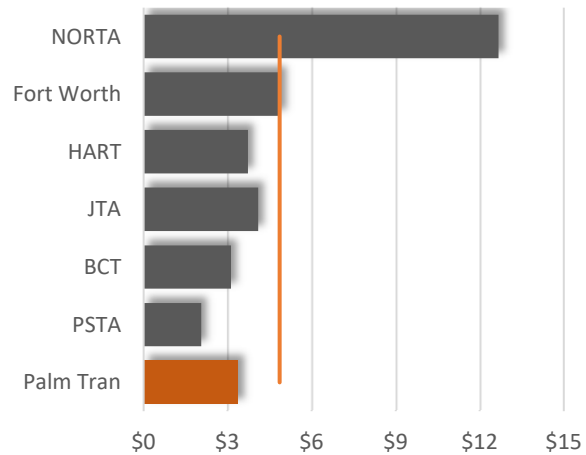
Operating Expense Per Passenger Mile
Peer Mean

Paratransit Operating Expense per Revenue Mile



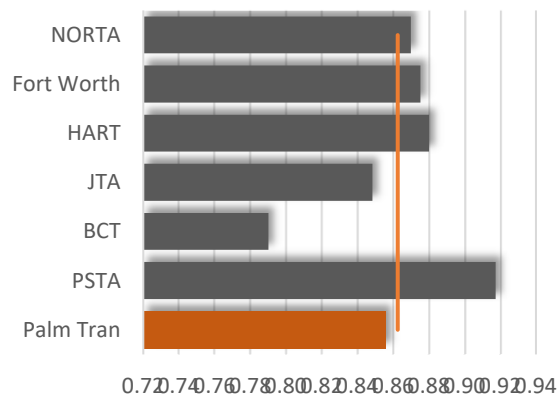
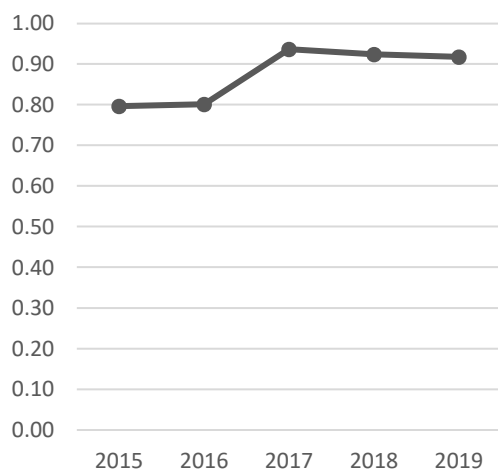
Operating Expense Per Revenue Mile

Operating Expense Per Revenue Mile (2015\$)



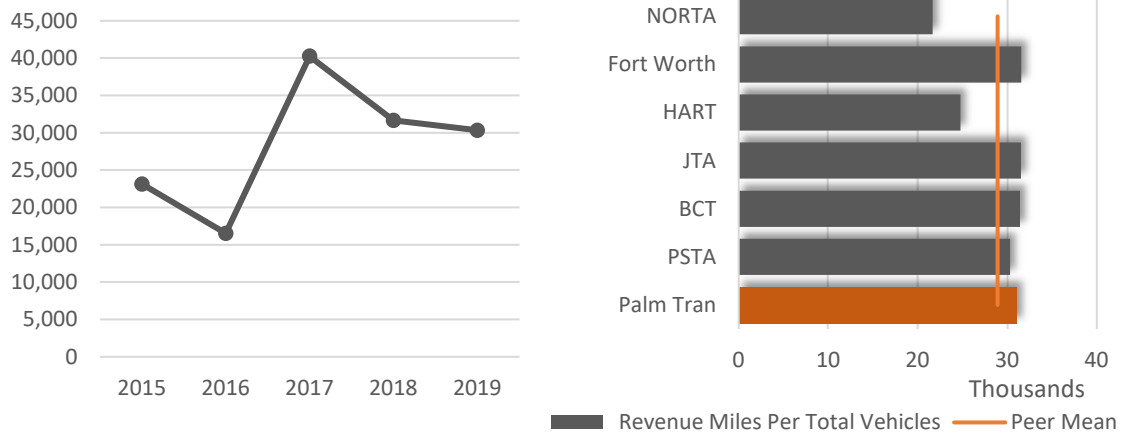
Operating Expense Per Revenue Mile
Peer Mean

Paratransit Revenue Miles per Vehicle Mile

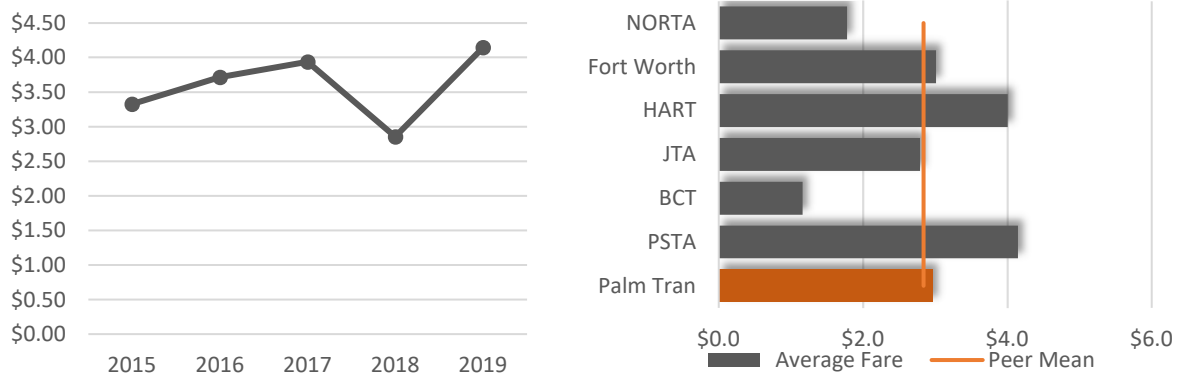


Revenue Miles per Vehicle Mile
Peer Mean

Paratransit Revenue Miles per Total Vehicles



Paratransit Average Fare



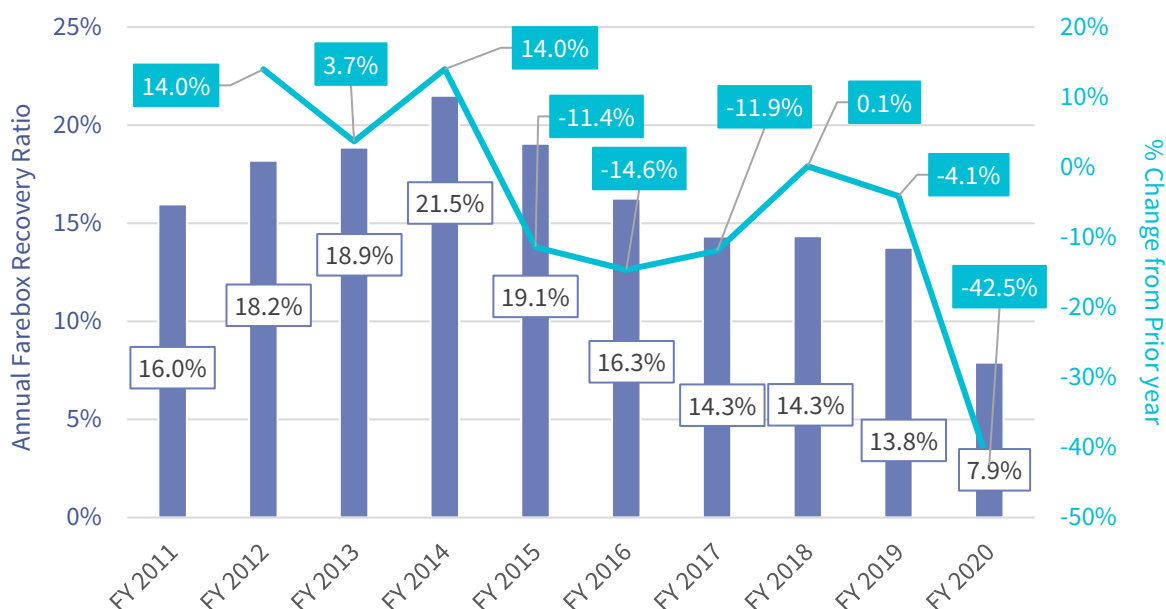
Appendix B: Farebox Recovery Report

This appendix documents the farebox recovery ratio for Palm Tran’s fixed route bus system. The farebox recovery ratio refers to the percent of the transit system’s total operating expenses that are funded with fares paid by passengers and is calculated by dividing the total fare revenue collected by the total operating expenses. This report documents the current and historic farebox recovery ratios, discusses fare studies and changes, identifies relevant issues affecting farebox recovery, and recommends strategies for improving the farebox recovery ratio in the future.

Current and Historic Farebox Recovery Ratio

The farebox recovery ratio is reported by transit agencies to the National Transit Database using a standardized equation, as required for FTA grant recipients. As shown in Figure B-1, the farebox recovery ratio for Palm Tran was 7.9% in FY 2020, decreasing from a 10-year high of 21.5% in FY 2014. It is important to note that Palm Tran did not collect fares in 2020 from March 23rd to August 16th due to COVID-19 concerns. This, coupled with ridership declines during the pandemic, have drastically reduced overall fare revenue.

Figure B-1: 10-Year Farebox Recovery Ratio Trends



Source: Farebox recovery ratio as reported to the NTD.

Prior Year Fare Studies

Palm Tran’s last fare increase occurred in October 2013, and brought Palm Tran’s fares closer to the fares in Miami-Dade County, surpassing Broward County, but generally closer to the average of the larger metropolitan areas in the state.



Planned Fare Changes

Regional Express Bus Fare

Palm Tran is currently exploring a new fare category for the proposed intercounty express bus service between St. Lucie and Palm Beach counties. There are planned changes to the fare technology that will improve how customers access and use the system.

Paradise Pass

In March 2021, the BCC approved moving forward with implementing a new fare technology called the Paradise Pass, a reloadable smart card that allows riders to pay via Palm Tran's mobile app, contactless credit cards, smart watches, and Google Pay or Apple Pay. Riders will still be able to pay for fares via cash and can buy passes through 22 new ticket vending machines or through retailers such as CVS or Walmart, in addition to online. The Paradise Pass will replace the outdated QUIK Pass technology introduced in 1999, which uses a magnetic strip. The QUIK Pass will be accepted during a specific period as Palm Tran transitions fare systems. However, the new fareboxes will not dispense paper tickets. Although actual timing may be affected by the COVID-19 pandemic, Palm Tran is planning to launch the Paradise Pass on November 14, 2021, with a gradual roll out of its capabilities over time.

With the Paradise Pass, the cost of one-way, 1-day, and 31-day passes will remain the same, but two new fares options will be added for more flexibility. The Paradise Pass will automatically cap the fare paid in a day, week, or month based on the most economic option for trips taken.

Regional Fare Interoperability

As noted, Palm Tran is currently upgrading its fare collection system to mobile ticketing/fare collection. BCT and MDT began offering mobile fare payments through their respective phone apps in August 2019, followed by SFRTA in January 2020. Currently, MDT is the only other South Florida transit provider that accepts contactless credit cards, which Palm Tran will offer through the Paradise Pass. Modernizing its fare technology allows Palm Tran to participate in an improved regional fare interoperability program so riders can more easily transfer between public transit systems in South Florida. SFRTA and MDT already use the EASY pass, which acts like a debit card to pay fares across both systems. Palm Tran is considering the adoption of EASY pass technology to provide greater fare payment options, convenience, and flexibility for its transit riders.

Current vs Planned Fare Structure

Palm Tran's current and planned fare structure is shown in Table B-2. There are no free transfers between Palm Tran routes.

Table B-2: Palm Tran Current and Planned Fare Structure

Fare Type	Current Fare	Planned Fares
Adult Regular Fare		
Single Trip	\$2.00	\$2.00
Unlimited 1-Day	\$5.00	\$5.00
Unlimited 3-Day	n/a	\$12
Unlimited 7-Day	n/a	\$20
Unlimited 31-Day	\$70.00	\$70.00
Regional Express Service ¹	n/a	TBD
Reduced Fare²		
Single Trip	\$1.00	\$1.00
Unlimited 1-Day	\$3.50	\$3.50
Unlimited 31-Day	\$55.00	\$55.00
Go Glades		
Single Trip	\$2.00	\$2.00
Reduced Fare ³	\$1.00	\$1.00
Connection ADA Card	Free	Free
Transfers between Systems		
To Palm Tran from Tri-Rail	\$0.50	\$0.50
To BCT from Palm Tran	\$0.50	\$0.50
To Palm Tran from BCT	\$0.50	\$0.50
Palm Tran Connection⁴		
Single Trip	\$3.50	\$3.50

1. Currently under evaluation.

2. Available for seniors 65+, students (21 or under), persons with a disability, Medicare recipients, and VA card holders.

3. Available for seniors and persons with a disability.

4. No charge for children (under 8) or Personal Care Attendants.

Strategies to Improve Farebox Recovery Ratio

The following strategies should be considered by Palm Tran to improve ridership and farebox recovery.

- Determine the most cost-effective service type on all major corridors, given demand, routings, and coverage areas.
- Increase ridership by increasing average frequency on high-ridership routes.
- Improve fare collection options and fare media accessibility for riders. Once the Paradise Pass is introduced, it should be monitored to understand impacts to fare collections.
- Minimize costs required to operate and administer public transit services.
- Continuously monitor performance to determine whether adjustments need to be made.
- Conduct periodic on-board surveys to gather valuable information on how to make service more convenient and useful to patrons.



- Strive to increase ridership by enhancing marketing activities.
- Continue to transition Transportation Disadvantaged (TD) and ADA passengers to fixed route services, as feasible, to increase ridership.
- Increase ridership through enhanced marketing and community relations activities.
- Provide local employers and universities/colleges with incentives for transit use.
- Provide convenient locations for bus passes to be purchased. Options for purchasing fares will be expanded considerably through the Paradise Pass through new ticket vending machines, at select retailers, and online.
- Coordinate with other regional public transit providers to enhance regional fare interoperability.



Appendix C: Public Involvement Plan



Palm Tran

FY 2022-2031

Transit Development Plan

Public Involvement Plan

August 2021

Prepared for



Prepared by





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1 Introduction

The Palm Beach County Board of County Commissioners provides public transportation through Palm Tran. Services began in 1971 and have expanded to cover every major destination in the county, from Boca Raton to Jupiter and from Palm Beach to the Glades. Palm Tran provides local and regional fixed-route bus services in the county, as well as complementary paratransit service and localized dial-a-ride services.

Palm Tran Mission

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

Palm Tran Vision

To be the premier transportation choice in Palm Beach County.

Public Involvement Plan Purpose

Palm Tran is preparing an update of its Transit Development Plan (TDP), which guides the development of the transit system over the next 10 years. As required by state statute, Palm Tran is undergoing a major update to its TDP required every five years and will cover the FY 2022-2031 planning horizon.

This Public Involvement Plan (PIP) summarizes the public outreach activities that will be undertaken as part of the Palm Tran TDP update process. The PIP is designed to comply with all state statutory and administrative requirements and is consistent with Palm Tran's Public Participation Plan (PPP) documented in its Title VI Program (*September 2019*). This document has been developed in accordance with Florida Rule 14-73.001.

Rule 14-73.001 requires that the TDP preparation include the following activities:

- A PIP approved by the Florida Department of Transportation (FDOT). As an alternative, the local Metropolitan Planning Organization's (MPO) PPP, approved by both the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA) can be used to guide the TDP public involvement process. The Palm Beach Transportation Planning Agency (TPA) serves as the MPO for Palm Beach County. This PIP has been developed to align with the TPA's PPP.
- Description of the process used, and the public involvement activities undertaken for the TDP.
- Solicitation of comments from FDOT, the TPA, and the local Workforce Development Board (i.e., CareerSource Palm Beach County) on the mission, goals, objectives, alternatives, and 10-year implementation program.
- Notification of outreach activities and effort to FDOT, the TPA, and the Workforce Development Board.

To ensure that Palm Tran meets these requirements, the PIP will facilitate a public involvement process for the TDP effort that will encompass a range of activities that provide ample opportunity for participation by the required, and other interested, entities.



It should be noted that the PIP is written such as to match the scope of services and to provide the greatest flexibility possible as the TDP is being developed. While the types of activities are set, the exact time frames, formats, or quantities are subject to change to allow Palm Tran to accomplish the best results with the resources made available for this aspect of the TDP update process.

Public Involvement Objectives

In addition to producing a compliant TDP, the PIP has been designed to ensure that the resulting 10-year plan will provide meaningful outcomes to the community that Palm Tran serves by:

- Providing a multi-faceted communication model that will keep the public, including both current Palm Tran riders and non-riders, and all stakeholder groups informed about the status of the project.
- Clearly defining the TDP purpose and objectives early in the process.
- Identifying and documenting the concerns, issues, and needs from the key stakeholders.
- Providing stakeholders with baseline information about the current state of Palm Tran and keep them fully informed throughout the study.
- Encouraging participation of all stakeholder groups within the project area while paying special attention to underserved communities.
- Using established community infrastructure (i.e., farmer's markets, shopping centers, and sports arenas) as an opportunity to engage the community and get community input.
- Providing frequent opportunities and a consistent access point for community input.
- Identifying tools to gather information from stakeholders who cannot participate in meetings, such as via emails, questionnaires, online surveys, social media, etc.

Palm Tran Title VI Program

Palm Tran, as a public transit agency and recipient of federal and state funding, is required to adhere to federal non-discrimination regulations, including Title VI of the Civil Rights Act of 1964. Palm Tran maintains a Title VI Program outlining the policies, procedures, services, and steps that will guide the public involvement activities outlined in this PIP to ensure inclusive and representative participation, including those with disabilities, limited English proficiency (LEP), and/or other factors that may limit their participation. By reference, this PIP integrates the policies and procedures of Palm Tran's Title VI Program into the programs, activities, and services of this PIP.

In accordance with Palm Tran's Title VI Program, ensuring meaningful participation of minority and low-income populations throughout the TDP process is a major objective of this PIP. The following steps will be taken to provide meaningful access and participation of Title VI protected populations.

- Stakeholder interviews, discussion groups, and meetings will be conducted with organizations and qualified representatives that can articulate the transportation needs of low-income, minority, disabled, and transportation disadvantaged populations.
- Involvement from grassroots and local organizations such as churches, homeowner associations, social, and professional organizations will be encouraged.



- Meeting locations and times will be sensitive to the needs of each community to ensure access and participation by as many people as possible, including being located with convenient access to Palm Tran bus stops.
- TDP outreach materials and documentation will be available online and in printed form. As guided by the Title VI Program, primary documents will be provided in Spanish, and Haitian Creole.

Impacts of COVID-19 on Public Involvement Activities

This TDP is being prepared during the global COVID-19 pandemic with social distancing requirements and safety guidance from federal, state, and local governments and public health agencies are evolving and changing frequently. As a result, most of the outreach activities typically done in person will be conducted virtually, either online or by phone. The use of virtual outreach strategies will be continually assessed throughout the planning process and efforts will be made to ensure that the use of any virtual options provide easy and equitable methods for reaching all segments of the population and receiving feedback.

Project Team

Project Management Team

The Project Management Team will manage the project on behalf of Palm Tran and provide strategic direction and approval to the Consultant Team. The Project Management Team members, listed in Table 1-1, will coordinate with the Consultant Team on at least a monthly basis, approve major deliverables, and generally oversee the project's progression. The Project Management Team members include:

Table 1-1: Palm Tran TDP Project Management Team

Name	Title/Role
Clinton Forbes	Executive Director
Levi McCollum	Director of Transit Planning
Anna Bielawska	Senior Transit Planner (TDP Project Manager)
Yash Nagal	Manager of Transit Planning
Christian Londono	Manager of Performance Management Office

Consultant Team

The Consultant Team will conduct day-to-day study activities and manage the study schedule and budget. It will report to the Project Management Team and communicate with Palm Tran's TDP Project Manager on a regular basis. The Consultant Team will be overseen by Elisabeth Schuck from Tindale Oliver. The team will be supported by staff from Tindale Oliver, VHB, Schweiger Consultants (SC), Quest Corporation of American (QCA), and Florida Opinion Research (FOR).



2 TDP Public Involvement Activities

A variety of public involvement techniques were selected for inclusion in the PIP to ensure the active participation of Palm Beach County residents, both current Palm Tran riders and non-riders, to gather multiple perspectives. Table 2-1 summarizes the activities that will be completed in 2021 for the TDP during each phase of the TDP development process.

- Phase 1 will occur from late July through mid-August to introduce the TDP process to the public/stakeholders and identify/confirm transit needs in Palm Tran's service area.
- Phase 2 will occur from mid-August through September to identify and evaluate the potential alternatives for inclusion in the 10-year plan.
- Phase 3 will start in October to prepare the TDP document for adoption by the Palm Beach Board of County Commissioners (BCC) no later than December 7, 2021.

The timing and number of the specific activities may be adjusted, in consultation with the Project Management Team, to ensure the most benefit to the TDP.

Table 2-1: Palm Tran TDP Public Involvement Activities & Timeframe

Public Involvement Activity	Phase 1: TDP Introduction & Needs Identification	Phase 2: Alternatives Identification & 10-Year Plan	Phase 3: Final TDP Development & Adoption
Steering Committee Meetings	✓	✓	✓
Stakeholder Interviews	✓	✓	
Discussion Groups		✓	
Public Workshops		✓	
Social & Electronic Media Outreach	✓	✓	✓
Online/Public Opinion Survey		✓	
Agency Presentations		✓	✓
TDP Branding	✓	✓	✓

The remainder of this section summarizes these activities in detail. As previously noted, efforts will also be made to gather input from LEP individuals in Palm Beach County. As appropriate, the project team will make Spanish and Haitian Creole speaking individuals available to assist with public outreach events and/or provide pertinent materials such as surveys and workshop flyers in these languages.

Steering Committee

To ensure the project proceeds in adherence with local objectives and needs, a Steering Committee will be formed to review and provide comments on all major TDP deliverables. Table 2-2 contains a list of the Steering Committee members and the agency/organization they represent.

There are four (4) Steering Committee meetings planned as follows:

- August 10, 2021 – Discuss the overall scope and TDP goals and objectives; review early analyses to inform transit needs.



- September 7, 2021 – Provide initial outreach findings and conduct a transit needs discussion.
- September 28, 2021 – Review transit alternatives, situation appraisal, goals/objectives, and the financial plan framework.
- October 14, 2021 – Present the draft TDP and 10-year financial and implementation plan.

Table 2-2: Steering Committee Membership

Name	Organization	Title/Role
James Rinehart	Palm Beach TPA	Lead Planner/ Transit Coordinator
Jayne Pietrowski	FDOT (District 4)	Senior Transit Coordinator
Fadi Nassar Ph.D., P.E., PTOE	Palm Beach County	Traffic Engineering Operations Manager
Elsa DeGoias, Ed.D	CareerSource Palm Beach County	Disability Services Manager
Carmencita Mitchell	Palm Tran Service Board	Chair

Stakeholder Interviews

Since the understanding of local conditions should include knowledge of the perceptions and attitudes of community decision-makers and leaders towards transit, the Consultant Team will conduct 32 interviews of key stakeholders as part of the public involvement process. The Consultant Team will work with the Project Management Team to identify appropriate individuals to interview. The Consultant Team will then schedule and conduct the interviews using an interview script that will be developed and submitted to Palm Tran for review prior to the first interview. Should the Project Management Team be interested in conducting additional stakeholder interviews, the Consultant Team will include those summaries in the analysis.

Table 2-3 provides a list of stakeholder agencies/organizations that will be contacted for an interview. The list will be modified as necessary.



Table 2-3: Planned Stakeholder Interview Participants

Stakeholder Agency/Organization	Stakeholder Category
Palm Beach County Board of County Commissioners that serve on the TPA Board (5)	County Administration/Planning
Palm Beach County Administrator	
Palm Beach County Deputy Administrator	
Palm Tran Executive Director	
Palm Beach County Planning	
Treasure Coast Regional Planning Council	Regional Planning
Palm Beach League of Cities	Municipalities
West Palm Beach	
Boca Raton	
Boynton Beach	
Palm Beach Gardens	
Riviera Beach	
Royal Palm Beach	
Wellington	
Palm Springs	
Lake Worth Beach	
Jupiter	
Delray Beach	
Greenacres	
Lantana	
Belle Glade	
South Florida Regional Transportation Authority (SFRTA)	Regional Transit Agencies
Broward County Transit (BCT)	
Martin County Transit - Marty	
The Veterans Affairs Medical Center	Health Care Providers
Health Care District Palm Beach County	
Florida Atlantic University	College/University
Palm Beach State College	
Urban League of Palm Beach County	Social Service/Community Organizations
Area Agency on Aging Palm Beach/Treasure Coast	
NAACP of Palm Beach County	
Lighthouse for the Blind	
Cultural Council Palm Beach	
Palm Beach County Tourist Development Council	Economic Development/Business Organizations
Chamber of Commerce of the Palm Beaches	
Hispanic Chamber of Commerce of PB County	
Palm Beach County Economic Council	

Discussion Groups

To obtain additional public input for the TDP process, eight (8) discussion groups will be held around the county to ensure representation that is geographically distributed within Palm Tran's service area. These workshops typically involve a smaller group of participants (8–12 persons) in an intimate meeting setting that permits more in-depth discussion about both general and specific issues and needs.

Potential workshop candidates may include members from the business, health, social service, and education communities, as well as local chambers of commerce, the local visitors' bureau, and active stakeholder groups. While representatives from these organizations most likely would represent “non-user” views, it also will be important to notify current Palm Tran patrons of all the workshops so that the “user” perspective is represented for both fixed route and paratransit services. Discussion groups with Palm Tran operators are also envisioned provide more in-depth understanding of transit needs from front line workers who interact with riders daily. At the workshops, a variety of techniques will be used to encourage participation and elicit perceptions, ideas, preferences, and other input that is important to inform the TDP process.

Table 2-4 lists the potential discussion group focus areas. The list will be modified as necessary.

Table 2-4: Planned Discussion Groups

Discuss Group Focus Area
Business/Community Representatives (4 groups)
Fixed Route & Paratransit Riders
Palm Tran Operators (3 groups)

Public Workshops

In addition to the discussion group workshops, seven (7) public workshops/meetings will be convened, either in person or virtually. These events are intended to be split between collecting input and disseminating results using information boards, surveys, and other collateral (e.g., fact sheets, flyers, presentations, etc.) available at these workshops to help collect input from participants.

Social & Electronic Media Outreach

The Consultant Team will develop content on a regular basis to be uploaded to Palm Tran’s website. A specific page for the TDP will be created and information about outreach opportunities will be provided. The Consultant Team will work closely with the Project Management Team to identify the information to be provided. Quick response (QR) codes will be used on marketing materials to drive participants to the project website. Content to be added to the website as it is available includes:

- TDP Fact Sheet
- Link to submit questions/comments
- Online survey link
- Public workshop registration link
- TDP contact information
- List of Frequently Asked Questions (FAQs) on the TDP

The Team also will use social media to reach interested parties. Building on Palm Tran’s use of Facebook, Instagram, and Twitter information about upcoming events and updates to the website will be coordinated for release through social media outlets.

Online Surveys

To understand the needs and concerns of persons who cannot participate in other outreach events, two online surveys of the general public will be conducted. Development of the surveys will be coordinated with the Steering Committee and will be implemented in phases. The first survey will be conducted in the first phase of TDP outreach to seek public input on needs and obtain information related to attitudes, latent demand, and general support of the community related to public transit services.

The second survey will be conducted to help refine and prioritize the potential service alternatives for the TDP and focus on public reaction to proposed recommendations. The online surveys will be posted on the Palm Tran website and distributed via current email and social media outlets available to the agency. In addition, participants attending the planned public workshops and discussion group workshops will be invited to disseminate the survey links.

Telephone Opinion Survey

The Consultant Team will work with the Project Management Team to prepare for the completion of a telephone survey that will seek specific public input on the TDP elements and other issues as directed by the Project Management Team. The survey instrument that will be used for this research effort is envisioned to consist of approximately 26 data points, including demographic questions. Conference calls with the Project Management Team will be used to discuss survey content, formulate questions, and finalize the instrument. The countywide survey will use a sample frame consisting of Palm Beach County residents. It is envisioned that the sample frame will be sufficiently representative of the entire county such that it will be possible to geographically stratify results and analyze them by county commission districts.

Once the survey has been finalized and an appropriate sample of households has been acquired, the team will prepare for conducting the survey interviews by programming the instrument and training interviewers and supervisors in the proper methods of conducting the telephone interviews to complete the surveys. The telephone interviews will then be completed by approximately 400 respondents. After completion of the survey administration effort, the survey results will be processed and checked for completeness and consistency. The final, cleaned survey response database then will be used to conduct frequency and selected cross-tabulation analyses. The results of these analyses will be documented in summary form, along with associated tables, graphics, and pertinent interpretations, and incorporated into the study's final presentations.

Agency Meetings & Presentations

Throughout the life of the project, the Consultant Team will attend eight (8) meetings of local agencies to make presentations about the TDP, including to the TPA Board and Committees, Palm Beach County Local Coordinating Board, SFRTA Planning Technical Advisory Committee, Palm Tran Service Board, and the BCC.



TDP Branding

The FY 2022-2031 Palm Tran TDP has been branded “Accelerate 2031” and the TDP-specific logo for this brand is shown in Figure 1. The TDP brand has been designed to complement the Palm Tran logo and color scheme and will make the study materials more easily recognizable.

Branding for the TDP is a crucial step toward making the planning and public involvement processes more recognizable to the public. The logo will be utilized in all key TDP materials and documents including public notices, flyers, presentations, reports, displays, websites, and social media making the TDP process identifiable.

Documentation of Outreach Efforts

This PIP and all public involvement activities undertaken to execute this plan will be summarized and documented in the TDP report.



Figure 1: Accelerate 2031 Logo



Appendix D: Public Involvement Materials

Materials Included in This Appendix:

Project Fact Sheets
<i>Accelerate 2031</i> Fact Sheet in English, Spanish, & Creole
Social Media & Other Promotional Materials
<i>Accelerate 2031</i> Social Media Posts
<i>Accelerate 2031</i> Website in English, Spanish, & Creole
WPTV Article Promoting <i>Accelerate 2031</i>
Steering Committee Presentation Slides
Steering Committee Meeting #1 Presentation
Steering Committee Meeting #2 Presentation
Steering Committee Meeting #3 Presentation
Steering Committee Meeting #4 Presentation
Stakeholder Interview Materials
Stakeholder Discussion Guide/Questions
Notes from Stakeholder Interviews
Operator Discussion Materials
Operator Discussion Guide/Questions
Notes from Operator Discussions
Paratransit Rider Discussion Materials
Paratransit Discussion Guide/Questions
Notes from Paratransit Rider Discussions
Business Leader Discussion Materials
Business Leader Discussion Guide/Questions
Slides from Business Leader Discussions
Notes from Business Leader Discussions
List of Business Leader Discussion Invitees
Transit Needs Online Survey Materials
Transit Needs Online Survey - Survey Instrument in English, Spanish, & Creole
Transit Needs Online Survey - Results
Public Opinion Polling Materials
Public Opinion Polling Script/Survey Instrument
Public Opinion Polling Results
Public Workshop Materials
Public Workshop Promotional Materials
Slides from Public Workshop Presentation
Questions/Comments Received During Public Workshop Sessions
Operator Survey Materials
Operator Online Survey Results

PROJECT FACT SHEETS



ACCELERATE 2031

Palm Tran's 10-Year Transit Development Plan

WHAT DOES PALM TRAN DO?

Palm Tran is a department of Palm Beach County government and provides public transportation throughout the county. This is achieved by offering

- Bus service to 3,000+ bus stops through 32 fixed routes
- Palm Tran Connection paratransit service with scheduled rides for eligible riders
- Go Glades dial-a-ride service open to the general public in the Belle Glade, Pahokee, and South Bay areas

WHAT IS ACCELERATE 2031?

The Transit Development Plan lays out the vision for public transit services in Palm Beach County over the next 10 years. Palm Tran updates its Transit Development Plan every 5 years for the next 10-year period. *Accelerate 2031* is the current update for 2022 through 2031. When finished, it will:

- Document existing conditions and services
- Evaluate transit demand and needs in the county
- Confirm the community's goals for transit
- Identify transit improvements to achieve the desired goals over the next 10 years
- Serve as Palm Tran's Strategic Plan that enables the delivery of Palm Tran's vision

WHY DO WE NEED YOUR INPUT?

Your input is **essential** to preparing *Accelerate 2031*, no matter if you are a current Palm Tran rider or not. There are many ways you can get involved to shape the future of public transit for the benefit of your community. Learn more about *Accelerate 2031* and upcoming opportunities to provide input by visiting the website or scanning the QR code to the right.

For information by phone, call: (561) 841-4263



Follow us on social media!



Scan QR code to visit
our website!



ACCELERATE 2031

Plan de Desarrollo de Tránsito de 10
Años de Palm Tran

¿QUÉ HACE PALM TRAN?

Palm Tran es un departamento del gobierno del condado de Palm Beach y proporciona transporte publico en todo el condado. Esto se logra ofreciendo:

- Servicio de autobús a mas de 3000 paradas de autobús a través de 32 rutas fijas
- Servicio de paratransito de Palm Tran Connection con viajes programados para pasajeros elegibles
- El servicio Go Glades dial-a-ride esta abierto al publico en general en las áreas de Belle Glade, Pahokee y South Bay

¿QUÉ ES ACCELERATE 2031?

El Plan de Desarrollo de Transito establece la visión de los servicios de transito publico en el condado de Palm Beach durante los próximos 10 años. Palm Tran actualiza su Plan de Desarrollo de Transito cada 5 años durante el próximo periodo de 10 años. *Accelerate 2031* es la actualización actual para 2022 a 2031. Cuando termine, hará lo siguiente:

- Documentar las condiciones y los servicios existentes
- Evaluar la demanda y las necesidades de transito en el condado
- Confirmar los objetivos de la comunidad para el trasporte publico
- Identificar mejoras de transito para lograr las metas deseadas durante los próximos 10 años.
- Servir como el plan estratégico de Palm Tran que permite

¿POR QUÉ NECESITAMOS TU OPINION?

Su opinión es **esencial** para preparar *Accelerate 2031*, sin importar si es un usuario actual de Palm Tran o no. Hay muchas formas en las que puede participar para dar forma al futuro del transito publico en beneficio de su comunidad. Obtenga mas información sobre *Accelerate 2031* y las próximas oportunidades para proporcionar información visitando el sitio web (palmtran.org/transit-development-plan/) o escaneando el código QR a la derecha.

Para obtener información por teléfono, llame al: (561) 841-4263



¡Síguenos en las redes sociales!



¡Escanee el código QR
para visitar nuestro
sitio web!



AKSELERE 2031

Plan Devlopman Transpò Palm Tran sou 10 Ane

KISA PALM TRAN FÈ?

Palm Tran se yon depatman nan gouvènman Konte Palm Beach epi bay transpò piblik nan konte a. Sa fèt nan ofri:

- Sèvis bis pou 3,000+ arè bis atravè 32 itinerè fiks
- Sèvis transpò adapte avèk trajè ki pwograme pou pasaje kalifye yo
- Sèvis telefòn Go Glades ki ouvri pou piblik jeneral la nan zòn Belle Glade, Pahokee, ak South Bay

KISA KI AKSELERE 2031?

Plan Devlopman Transpò a prezante vizyon pou sèvis transpò piblik la nan Konte Palm Beach pandan 10 ane k ap vini yo. Palm Tran mete ajou Plan Devlopman Transpò li a chak 5 ane pou pwochen peryòd 10 ane a. *Akselere 2031* (Accelerate 2031) se mizajou aktyèl pou 2022 rive 2031. Lè li fini, li pral:

- Dokimante kondisyon ak sèvis ki egziste yo
- Evalye demann ak bezwen transpò yo nan konte a
- Konfime objektif kominote a pou transpò
- Idantifye amelyorasyon pou atenn objektif dezire yo pandan 10 ane k ap vini yo
- Sèvi kòm Plan Estratejik Palm Tran ki pèmèt reyalizasyon vizyon Palm Tran

POUKISA NOU BEZWEN OPINYON OU?

Opinyon ou **esansyèl** pou prepare *Akselere 2031*, kèlkeswa si ou se yon pasaje oswa pa yon pasaje Palm Tran nan moman an. Gen anpil fason ou kapab patisipe pou fasone avni transpò piblik la nan avantaj kominote ou. Aprann plis sou *Akselere 2031* ak opòtinite ki gen pou vini yo pou bay opinyon ou lè ou ale sou sitwèb (palmtran.org/transit-development-plan/) oswa eskane kòd QR ki adwat la.

Pou plis enfòmasyon nan telefòn, rele: (561) 841-4263



Swiv nou sou rezo sosyal!



**Eskane kòd QR la pou
ale sou sitwèb nou!**



SOCIAL MEDIA & OTHER PROMOTIONAL MATERIALS

Accelerate 2031 Social Media Engagement - Facebook

Post 1 – August 19th

**Palm Tran**
Published by AB Hood · August 19 ·

Stay Tuned! Palm Tran is kicking off #Accelerate2031, our 10-year plan for transit. 🚌 We need your input! Info about ways to get involved is coming soon!
[#Accelerate2031](#) [#PalmTran](#) [#PBCGov](#)



1,166
People Reached

152
Engagements

Boost Post


  23

9 Comments 10 Shares

 Like


 Comment

 Share

 **Jesus Noriega**
Looking forward to this; Palm Beach County is in such need for transit expansion, that is modern, efficient transit expansion.


Like · Reply · 1w

2

 **Michael Korn**
Looking forward to the good stuff ahead!!!


Like · Reply · 1w

2

 **Benjamin Szlamkowitz**
Fully electric smart buses that have Wi-Fi and USB ports that include type c charging add more routes to areas that don't have bus stops


Like · Reply · 1w · Edited

3

 **Jenelle Snow**
Electric buses with charging ports that actually work. The ability to purchase bus passes online, rather than only in person
More routes/times in N. PBC and westward


Like · Reply · 1w

3

 **Anthony Jones**
would it include electric buses & another version of palm tran's route performance maximization[rpm] which happened in 2018?


Like · Reply · 1w

2

 **Palm Tran**
There will be more information about the 10-year plan coming soon!


Like · Reply · 1w

1

 **Billy Peterson**
Above all, electronic payment systems need to be implemented. The current fare systems are stuck in the stone ages, while transit systems across America have advanced all the way to phone payment!


Like · Reply · 1w

1

 **Palm Tran**
Hi **Billy Peterson** we are pleased to let you know we are presently working on a new smart card and mobile payment app we hope to debut to the public in the coming months. Thanks for riding!

Like · Reply · 1w

2

 **Michael Ragsdale**
In Washington, DC, the only thing I need to pay my fare is my Apple Watch. I can even hold my watch up to the fare machine to add money to it. Or if I wanted I can use the SmarTrip app on my iPhone. Or the SmarTrip website also works.

Like · Reply · 1w

1

Write a comment...

Post 2 – September 1st

**Palm Tran**
Published by Rachel Papp · September 1 at 9:21 AM · 🌐

We need your input! The #Accelerate2031 survey is now available. It only takes a few minutes to help Palm Tran plan for the future. Click here 🙌 <https://bit.ly/PTAccelerate2031Survey>

#Accelerate2031 #PalmTran #PBCGov Palm Beach County



1,982
People Reached

91
Engagements

Boost Post

 You and 16 others

1 Comment 13 Shares

 Like

 Comment


 Share






Patrick Jesse Watkins

I have some input for you. When are you guys going to make it so passengers can pay for tickets online? In the 21st-century you would think you guys would have a downloadable form that can be submitted with a credit card for ticket payments. Why do we still have to print things out and send you a physical check? That makes no sense in this modern era and makes it extremely hard for people with disabilities and visual impairments. Please update this system. I'm tired of going to the bank for ones and quarters and nobody from my generation uses checks.

Post 3 – September 7th

**Palm Tran**
Published by Rachel Papp · September 7 at 12:09 PM · 🌐

YOU'RE INVITED 🚌 Join us for one of our Accelerate 2031 virtual public workshops to share your thoughts on public transit, whether or not you are a current Palm Tran rider. For your convenience, there are six virtual public workshop opportunities September 15th & 16th. Click here 👉 <https://bit.ly/PTAccelerate2031PublicWorkshop> to register for the session that best fits your schedule.



2,658
People Reached

53
Engagements

Boost Post

👍 10


2 Comments 11 Shares


👍 Like


💬 Comment

➦ Share

Most Relevant ▼

 Comment as Palm Tran

**David Hawkins**
I love Palm Tran! ❤️ 1
Love · Reply · Message · 1w

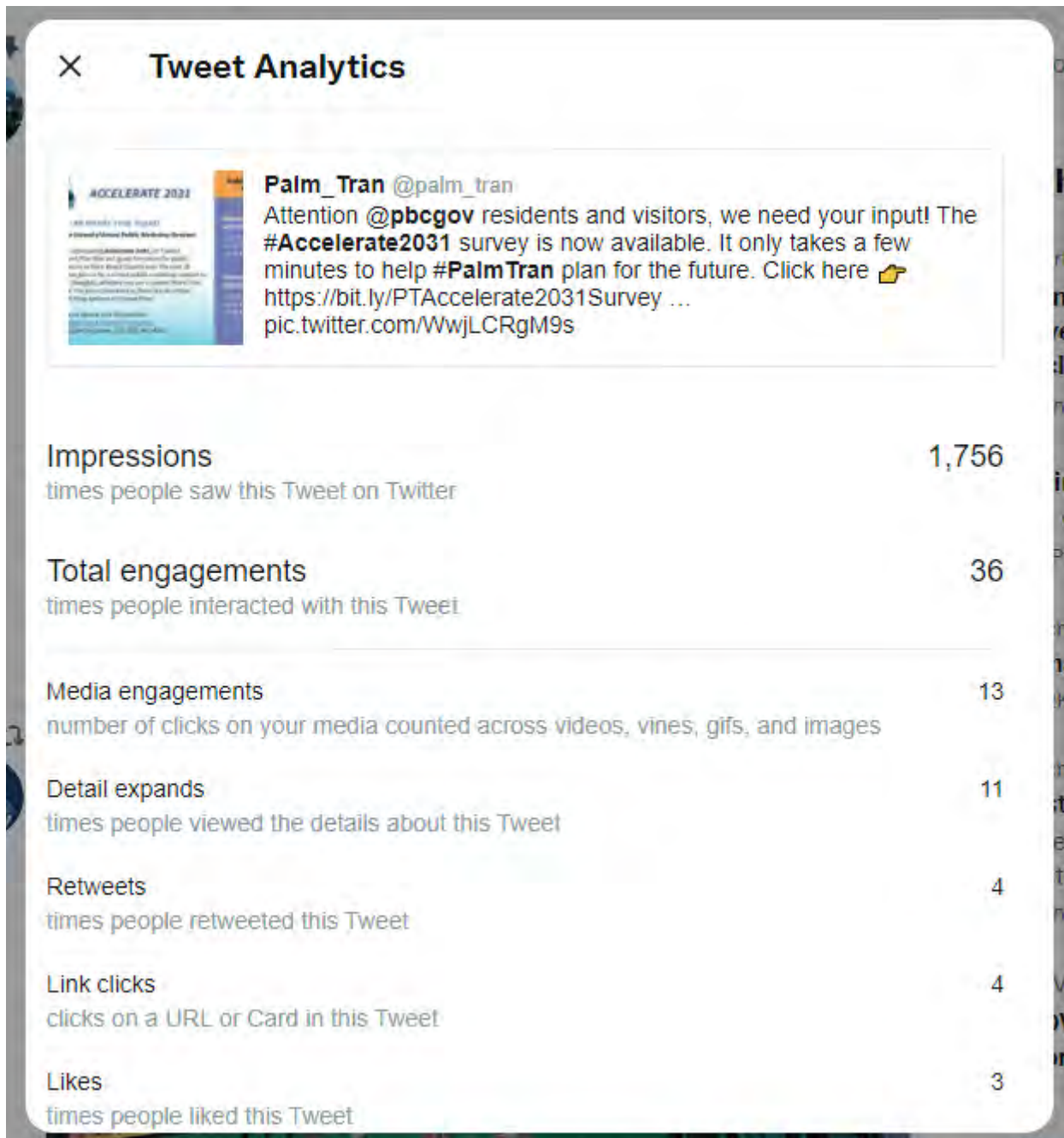
 Author
Palm Tran
Thanks so much David!

Accelerate 2031 Social Media Engagement - Twitter

Post 1 - September 3rd

Impressions: 1760

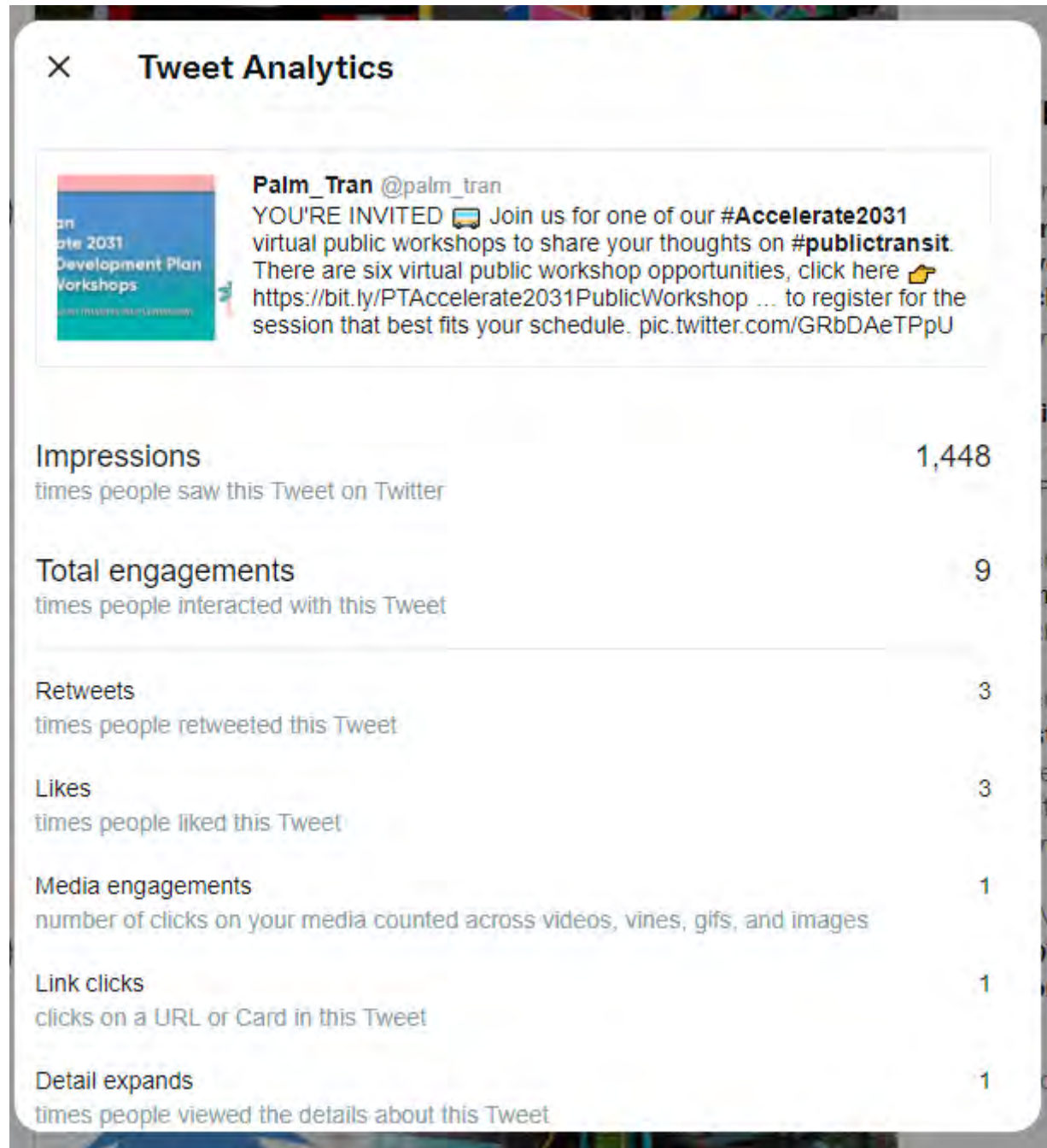
Reactions: 36



Post 2 - September 7th

Impressions: 1448

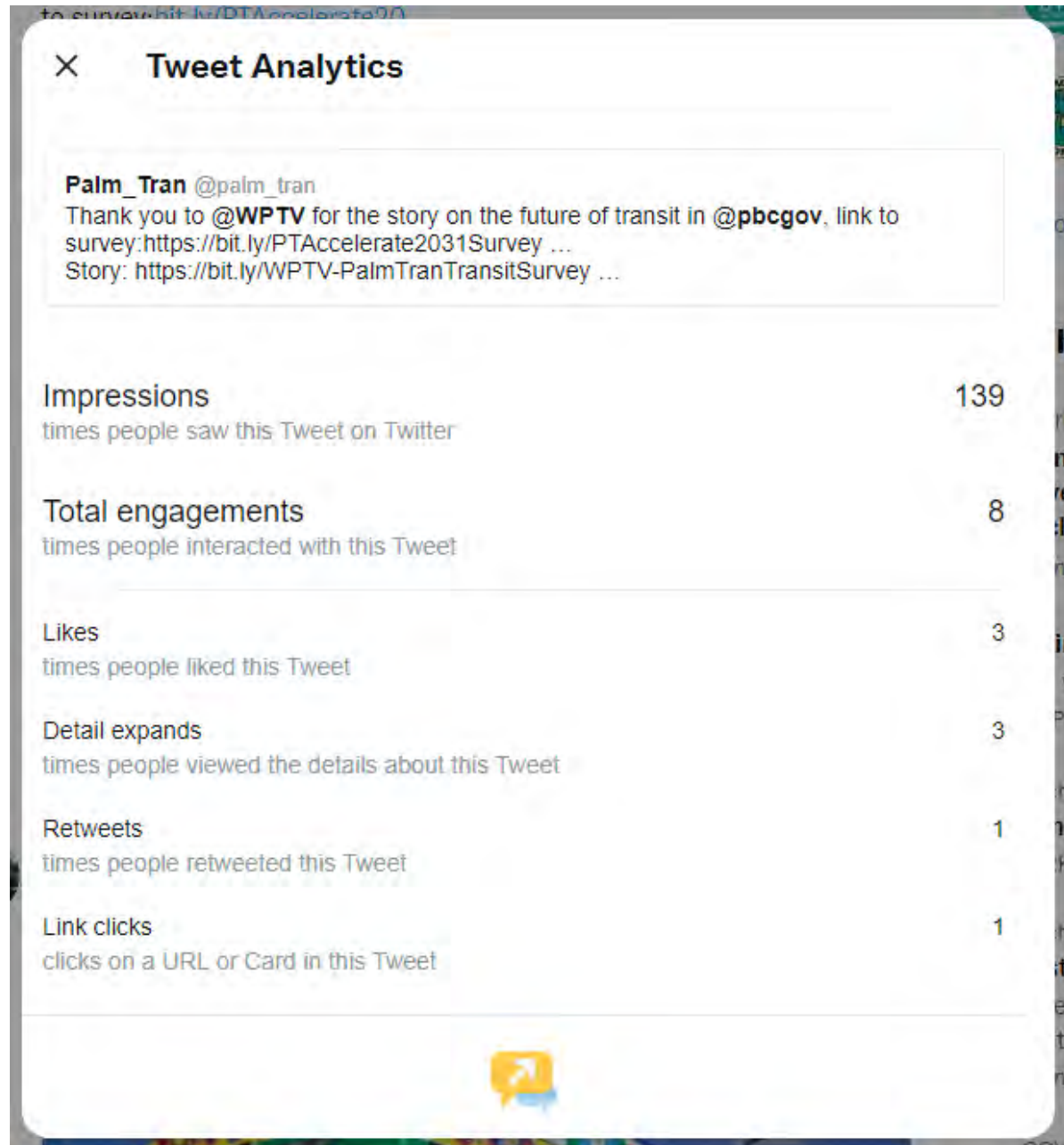
Reactions: 9



Post 3 - September 27th

Impressions: 139

Reactions: 8



Accelerate 2031 Social Media Engagement - LinkedIn

Post 1 - September 1st

Impressions: 492 (*Note: impressions increased after the screenshot was taken.*)

Reactions: 18

view

Analytics ▾ Activity 41

plan for the future.

Click here: <https://lnkd.in/eZGykwfX>

#Accelerate2031 #PalmTran #PBCGov



18

Like Comment

Be the first to comment on this


Organic impressions: 487 Impressions Show stats ▾

Post 2 - September 3rd

Impressions: 427


Reactions: 12

Posted by Rachel Papp • 9/3/2021 • Notify employees



Palm Tran
383 followers
1mo •

Palm Beach County residents and visitors, we need your input! The [#Accelerate2031](#) survey is now available. It only takes a few minutes to help [#PalmTran](#) plan for the future. Click here to weigh in: <https://lnkd.in/eGykwfX>



ACCELERATE 2031

Palm Tran Needs Your Input!

Register to Attend a Virtual Public Workshop Session!

Palm Tran is preparing **Accelerate 2031**, its Transit Development Plan that will guide the vision for public transit services in Palm Beach County over the next 10 years. Please join us for a virtual public workshop session to share your thoughts, whether you are a current Palm Tran rider or not. For your convenience, there are six virtual public workshop options to choose from.

For questions, please visit the website:
palmtran.org/transit-development-plan/
For information by phone, call (561) 841-4263.

Public Workshop Sessions

Wednesday, September 15th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 5:30 PM to 7:00 PM

Thursday, September 16th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 6:00 PM to 7:30 PM

12 • 1 comment

Like

Comment

Organic impressions: 421 Impressions

Show stats

Post 3 - September 7th

Impressions: 314 (this number has also grown)

Reactions: 10

Posted by Rachel Papp • 9/7/2021 • Notify employees



Palm Tran
383 followers
3w •

YOU'RE INVITED! Join us for one of our [#Accelerate2031](#) virtual public workshops to share your thoughts on [#publictransit](#), whether or not you are a current [#PalmTran](#) rider. For your convenience, there are six virtual public worl ...see more

Palm Tran
Accelerate 2031
Transit Development Plan
Public Workshops
Share Your Input on Transit in Your Community!



10

Like

Comment

Be the first to comment on this

Organic impressions: 306 Impressions Show stats

Post 4 - September 27th


Impressions: 216

Reactions: 8




Palm Tran
383 followers
1w • 🌐

We are planning for the future with our [#Accelerate2031](#) survey and [WPTV](#) spoke to Palm Tran Executive Director [Clinton B. Forbes](#) about what we are currently working on to be the premier transportation choice in [Palm Beach County](#).
Story link: <https://lnkd.in/g4Cu5zT7>
Survey link: <https://lnkd.in/ezGykwfX>



What should Palm Beach County public transit service look like in 10 years?
wptv.com • 2 min read

👍 8 • 1 comment

 Like

 Comment

Organic impressions: 205 Impressions

Show stats ▼

Stakeholder Social Media Posts

Information and graphics about public workshops and surveys were disseminated to governmental, non-profit and business stakeholders. Each was asked to share the information through their communication channels, including social media. Below is a sampling of the social media posts that were shared by stakeholders:

City of Boca Raton:

Facebook Followers – 48,286

Twitter Followers – 17,100



City of Boynton Beach:

Twitter Followers – 9,049



City of Delray Beach:
Facebook Followers – 12,453



FHACC PR Hispanic Chamber:
Facebook Followers – 5,111



City of Greenacres:

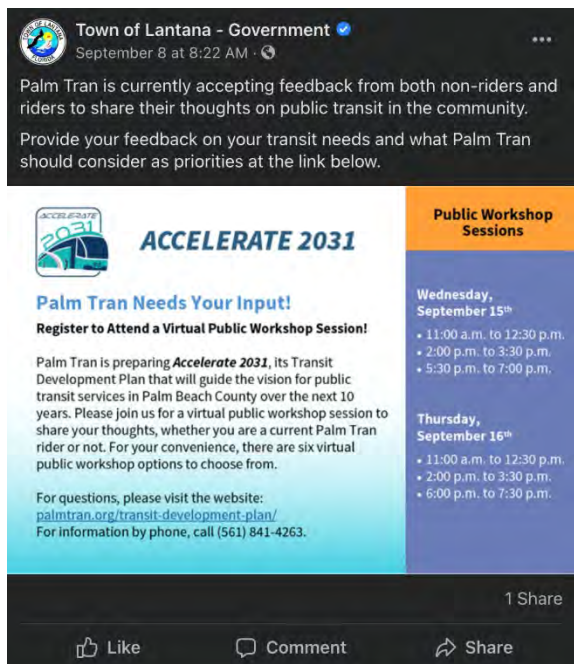
Facebook Followers – 6,526

Twitter Followers – 311



Town of Lantana:

Facebook Followers – 974



Palm Beach County:

Facebook Followers – 38,000

Twitter Followers – 60,800

Palm Beach County September 8 at 1:32 PM

YOU'RE INVITED! Join **Palm Tran Accelerate 2031** virtual public workshops to share your thoughts on public transit, whether or not you are a current Palm Tran rider. For your convenience, there are six virtual public workshop opportunities September 15th & 16th. Click here <http://pwl.ly/hUpV50G6s80> to register for the session that best fits your schedule

ACCELERATE 2031

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Thursday, September 16th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 6:00 PM to 7:30 PM

4 Likes 1 Comment 3 Shares

Palm Beach County Retweeted @Tri_Rail

Palm Beach riders, our partners at **@palm_tran** need your input on their Transit Development Plan, **Accelerate 2031**!

The plan lays out the vision for public transit services in Palm Beach County over the next 10 years. Take the survey here: palmtran.org/transit-develo...

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- 2:00 p.m. to 3:30 p.m.
- 6:00 p.m. to 7:30 p.m.

4:46 PM · Sep 9, 2021 · Twitter Web App

2 Retweets 3 Likes

Palm Beach County @pbogov

We need your input! The **#Accelerate2031** survey is now available. It only takes a few minutes to help **@palm_tran** plan for the future. Click here: bit.ly/PTAccelerate20...

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Thursday, September 16th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 6:00 PM to 7:30 PM

1:34 PM · Sep 8, 2021 · Hootsuite Inc.

1 Like

City of Palm Beach Gardens:

Facebook Followers – 6,417

Twitter Followers – 5,984

City of Palm Beach Gardens City Hall September 14 at 2:24 PM

YOU'RE INVITED! **Palm Tran** is hosting a virtual public workshop to help the community share their thoughts on the future of public transit. There are six virtual public workshop opportunities on Wednesday, September 15 and Thursday, September 16. Visit <https://bit.ly/3lExUuf> to register for a session that best fits your schedule!

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- 2:00 p.m. to 3:30 p.m.
- 6:00 p.m. to 7:30 p.m.

1 Like

City of Palm Beach Gardens @CityofPBG

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- 2:00 p.m. to 3:30 p.m.
- 6:00 p.m. to 7:30 p.m.

2:08 PM · Sep 14, 2021 · Sprout Social

Palm Beach TPA:

Facebook Followers – 542



SFRTA/Tri-Rail:

Facebook Followers – 20,733

Twitter Followers – 5,540



City of West Palm Beach:

Facebook Followers – 36,580


LinkedIn Followers – 6,487

Twitter Followers – 67,700

The City of West Palm Beach
September 13 at 4:53 PM · 🌐

Palm Beach County Palm Tran needs your input!

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- 6:00 p.m. to 7:30 p.m.


👍 2

👍 Like 💬 Comment ➦ Share

City of West Palm Beach, FL
6,484 followers
1w · 🌐

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- 6:00 p.m. to 7:30 p.m.

👍 2

👍 Like 💬 Comment ➦ Share ➦ Send

City of West Palm Beach ✓
@westpalmbeach

Palm Tran needs your input! Please join them for a virtual public workshop session and help them plan for the future. For more info, please see below or visit: palmtran.org/transit-development-plan



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- 6:00 p.m. to 7:30 p.m.

4:53 PM · Sep 13, 2021 · Sprout Social

2 Retweets 2 Likes

💬 ➦ ❤️ ➦

Accelerate 2031 Website (English Version):

Transit Development Plan



The Transit Development Plan lays out the vision for public transit services in Palm Beach County over the next 10 years. Palm Tran updates its Transit Development Plan every 5 years for the next 10-year period. Accelerate 2031 is the current update for 2022 through 2031. When finished, it will:

- * Document existing conditions and services
- * Evaluate transit demand and needs in the county
- * Confirm the community's goals for transit
- * Identify transit improvements to achieve the desired goals over the next 10 years
- * Serve as Palm Tran's Strategic Plan that enables the delivery of Palm Tran's vision.

There will be multiple opportunities throughout the development of Accelerate 2031 for public engagement. Please follow us on social media or check this page frequently to stay up to date on these opportunities.

Submit questions or comments [here](#).

Public Transit Needs Survey

What are the most important transit needs today? What should Palm Tran consider as priorities over the next 10 years? Tell us by taking the Accelerate 2031 survey here:

* [English Survey Option](#)

* [Spanish Survey Option](#)

* [Creole Survey Option](#)



Accelerate 2031 Website (Spanish Version):



Plan de desarrollo de tránsito



El Plan de Desarrollo de Tránsito establece la visión de los servicios de tránsito público en el condado de Palm Beach durante los próximos 10 años. Palm Tran actualiza su Plan de desarrollo de tránsito cada 5 años durante el próximo período de 10 años. **Accelerate 2031** es la actualización actual para 2022 a 2031. Cuando termine, hará lo siguiente:

- * Documentar las condiciones y los servicios existentes
- * Evaluar la demanda y las necesidades de tránsito en el condado.
- * Confirmar los objetivos de la comunidad para el tránsito.
- * Identificar mejoras de tránsito para lograr los objetivos deseados durante los próximos 10 años.
- * Servir como el plan estratégico de Palm Tran que permite la realización de la visión de Palm Tran.

Habrán múltiples oportunidades a lo largo del desarrollo de Accelerate 2031 para la participación pública. Síguenos en las redes sociales o consulte esta página con frecuencia para mantenerse al día sobre estas oportunidades.

Envíe sus preguntas o comentarios [aquí](#).

Encuesta sobre las necesidades de transporte público

¿Cuáles son las necesidades de transporte más importantes en la actualidad? ¿Qué debería considerar Palm Tran como prioridades durante los próximos 10 años? Cuéntanos mediante la encuesta Accelerate 2031 aquí:

- * [Opción de encuesta en inglés](#)
- * [Opción de encuesta en español](#)



Accelerate 2031 Website (Creole Version):

Plan Devlopman Transit



Plan Devlopman Transpò a tabli vizyon pou sèvis transpò piblik nan Rejyon Palm Beach pandan 10 pwochen ane yo. Palm Tran mete ajou Plan Devlopman Transit li yo chak 5 an pou pwochen peryòd 10 zan an. Akselere 2031 se aktyalizasyon aktyèl la pou 2022 jiska 2031. Lè fini, li pral:

- * Dokimante kondisyon ak sèvis ki egziste deja yo
- * Evalye demann transpò ak bezwen nan konte a
- * Konfime objektif kominote a pou transpò piblik
- * Identifye amelyorasyon transpò piblik pou reyalize objektif yo vle pandan 10 pwochen ane yo
- * Sèvi kòm Plan Estratejik Palm Tran ki pèmèt livrezon vizyon Palm Tran a.

Li pral fè plizyè opòtinite nan tout devlopman nan akselere 2031 pou angajman piblik la. Tanpri swiv nou sou medya sosyal oswa tcheke paj sa a souvan yo rete ajou sou opòtinite sa yo.

Soumèt kesyon oswa kòmantè [Isit la](#).

Sondaj sou

bezwen transpò piblik ki bezwen transpò piblik ki pi enpòtan jodi a? Kisa Palm Tran ta dwe konsidere kòm priyorite sou 10 ane kap vini yo? Di nou pa pran sondaj la akselere 2031 isit la:

- * [Opsyon Sondaj angle](#)
- * [Opsyon Sondaj Panyòl](#)
- * [Opsyon Sondaj Kreyòl](#)

WPTV Article:

[LIFESTYLETRAVEL](#)

What should Palm Beach County public transit service look like in 10 years?

About 24,000 passengers now ride Palm Tran daily

Palm Tran's Accelerate 2031 survey gauges public knowledge and opinion on technology, trip planning, transit choices and funding.

By: [Arthur Mondale](#)

Posted at 6:54 PM, Sep 24, 2021, and last updated 10:55 PM, Sep 24, 2021

WEST PALM BEACH, Fla. — With so much discussion on growth to South Florida infrastructure and industry, what should the future of public transportation in places like Palm Beach County look like? That's what Palm Tran is asking. There's a new survey the service wants all county residents -- both passengers and non-passengers -- to take. It's part of a 10-year transit development plan called Accelerate 2031.

About 24,000 passengers now ride Palm Tran daily.

Passengers like Tony Taylor rides at least five days a week to get to work.

"It gets me on time," Taylor said. "Affordable and convenient."



So does Rachel Price, both for work and leisure.

"This is a blessing," Price said. "It's an economic engine."

Now combine that with growth to the industry, infrastructure and people.

"It would be like being out in the desert with no water -- no transportation," Kevin Chislom said.

Palm Tran executive director Clinton B. Forbes said the development plan Accelerate 2031 is a combination of planning responsibly and a requirement of the Florida Department of Transportation.

Recent Stories from wptv.com

"We live in paradise here in Palm Beach County," Forbes said. "People are not moving away. They're moving here. That means that there will eventually be more congestion. We have to make public transportation one of the major components of our mobility plan here in the county."

Here's how the public transit bus system is doing it. From now through Oct. 8, all county residents are asked to [take this survey](#). Residents will answer questions on technology, trip planning and transit choices. The survey also gauges public input on funding.

"The top three things that we've been hearing from the public is one, they want more frequency," Forbes said. "Two, better east-west connections, and three, better bus stop infrastructure."

Forbes said bus rapid transit service for better east-west connections is already in the works, as well as updating bus stop infrastructure or street furniture. Still, the Accelerate 2031 survey will reveal the needs and demands of the county.

"What that looks like is before you use your car, you will look at the mobility options that Palm Tran provides," Forbes said.

Accelerate 2031 focuses on public transit needs to Palm Beach County beginning in 2022 through 2031, which is why there's an urgency to have all survey submissions by Oct. 8.

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STEERING COMMITTEE PRESENTATION SLIDES



ACCELERATE 2031

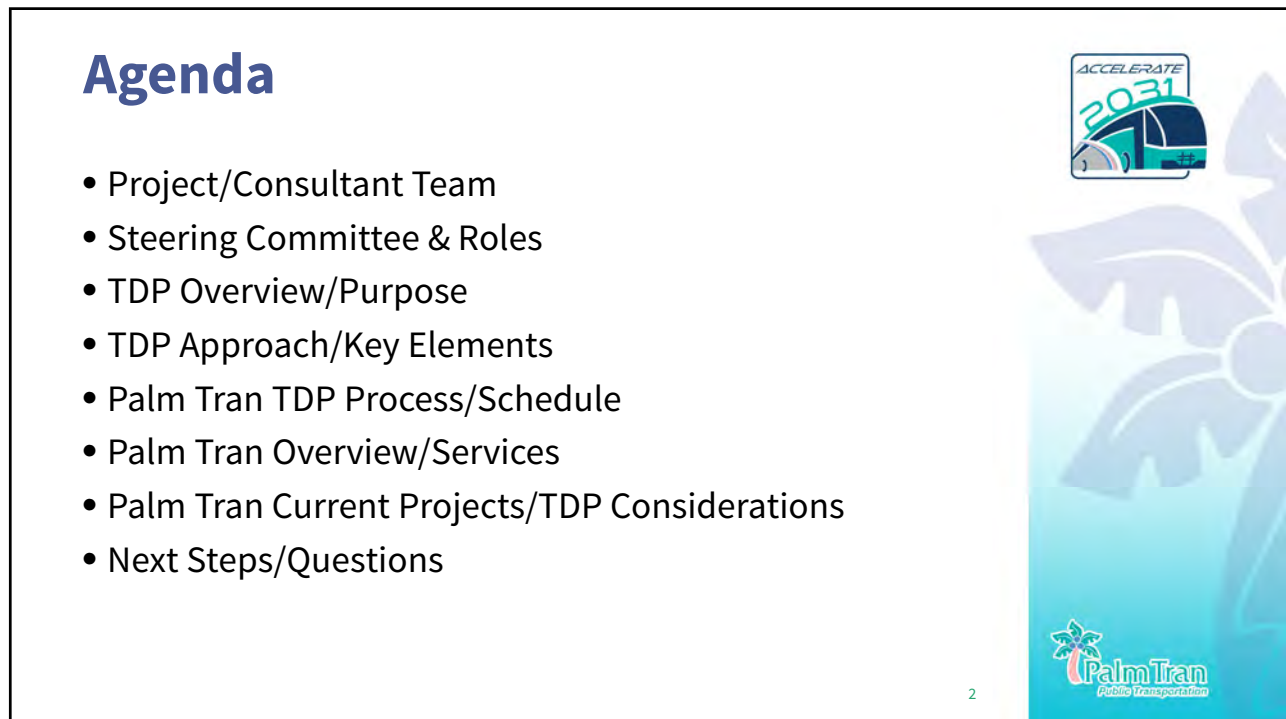
Steering Committee Meeting #1

FY 2022-2031 Transit Development Plan
August 10, 2021

Tindale Oliver

Palm Tran
Public Transportation

1



Agenda

- Project/Consultant Team
- Steering Committee & Roles
- TDP Overview/Purpose
- TDP Approach/Key Elements
- Palm Tran TDP Process/Schedule
- Palm Tran Overview/Services
- Palm Tran Current Projects/TDP Considerations
- Next Steps/Questions

ACCELERATE 2031

Palm Tran
Public Transportation

2

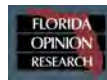
Project /Consultant Team

Palm Tran Project Team

Name	Title/Role
Clinton Forbes	Executive Director
Levi McCollum	Director of Transit Planning
Anna Bielawska	Senior Transit Planner (TDP Project Manager)
Yash Nagal	Manager of Transit Planning
Christian Londono	Manager of Performance Management

Consultant Team

Name	Title/Role
Joel Rey	Principal-In-Charge
Elisabeth Schuck	Consultant Project Manager
Jill Quigley	Consultant Deputy Project Manager



Schweiger Consulting



3

3

Steering Committee

Committee Members

Name	Organization	Title/Role
James Rinehart	Palm Beach TPA	Lead Planner/ Transit Coordinator
Jayne Pietrowski	FDOT (District 4)	Senior Transit Coordinator
Fadi Nassar Ph.D., P.E., PTOE	Palm Beach County	Traffic Engineering Operations Manager
Carmencita Mitchell	Palm Tran Service Board	Chair
Dr. Elsa DeGoias	CareerSource Palm Beach County	Disability Services Manager



4

4

Steering Committee Roles

- Act as external review committee
- Review technical memoranda/draft TDP
- Meet TDP requirements to engage TPA, Workforce Board, and FDOT

Scheduled/Planned Meetings

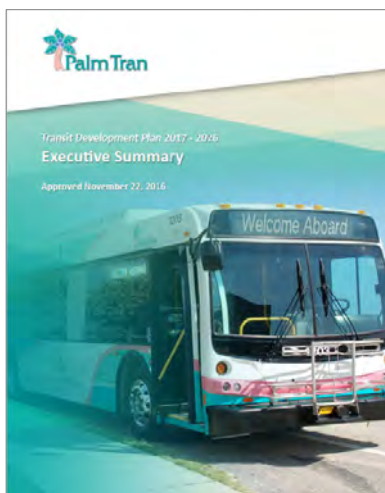
#	Timeframe	Purpose
1	August 10th	Introduction to Roles and TDP Process
2	September 7 th	Review Existing Conditions/Transit Services, Preliminary Needs
3	Late September	Review Situation Appraisal, GOPs, and Prioritized Alternatives
4	Early October	Review Draft TDP/10-Year Plan

5



5

TDP Overview



- 10-year timeframe
- Major update every 5 years
- Annual progress reports
- Key components
 - Review previous plan
 - Set agency goals & objectives
 - Identify transit needs
 - Prioritize improvements
 - Update financial plan
- Meet FDOT requirements

6



6

TDP Purpose



Transit agency guidance document

- Planning
- Development
- Operations



Identify public transportation needs



Define alternative solutions



Set the vision...



7

7

TDP Approach

TDP is Investigative

- Local environment?
- Current service?
- Needs/issues?
- Role of transit?
- Future solutions?
- Cost?
- Funding?

TDP Response

- Conditions analysis
- Performance evaluation
- Outreach needs/assessments
- Goals & objectives
- Implementation plan
- Financial plan
- Resource assessment



8

8

TDP Key Elements



9

9

Palm Tran TDP Process

- Project scope tasks
 1. Review Committee & Project Administration
 2. Public Involvement
 3. Baseline Data Compilation & Analysis
 4. Existing Service Evaluation
 5. Situation Appraisal
 6. Transit Service Demand Estimation & Needs Assessment
 7. Goals, Objectives, and Policies
 8. 10-Year Plan & TDP Documentation
- Adoption by Palm Beach BCC November 2nd
- Submittal to FDOT District 4 no later than December 1st

10

10

Palm Tran TDP Process

Task	Task Activity/Major Deliverables
Task 1: Review Committee & Project Administration	<ul style="list-style-type: none"> Steering Committee membership Steering Committee meetings Project Management Plan Project kickoff meeting Bi-weekly project coordination meetings Monthly progress reports
Task 2: Public Involvement	<ul style="list-style-type: none"> Public Involvement Plan Recent related outreach activity summary Stakeholder interviews Public online surveys Public opinion poll Discussion group workshops Social media and website content Bus operator survey Public workshops Agency presentations <i>Public Engagement Report</i>

Bold italicized text = Deliverable for Steering Committee Review

11



11

Palm Tran TDP Process

Task	Task Activity/Major Deliverables
Task 3: Base Data Compilation and Analysis	<ul style="list-style-type: none"> Existing conditions analysis <i>Technical Memorandum 1</i>
Task 4: Existing Service Evaluation	<ul style="list-style-type: none"> Existing transit services analyses Peer and trend analyses <i>Technical Memorandum 2</i>
Task 5: Situation Appraisal	<ul style="list-style-type: none"> Local policies and plans review Transit information technology and policy assessment Organizational/governance assessment
Task 6: Estimate Transit Service; Evaluate Demand and Mobility Needs	<ul style="list-style-type: none"> Transit services demand estimation Transit services needs assessment Alternatives identification and evaluation <i>Technical Memorandum 3</i>

Bold italicized text = Deliverable for Steering Committee Review

12



12

Palm Tran TDP Process

Task	Task Activity/Major Deliverables
Task 7: Goals, Objectives, Policies	<ul style="list-style-type: none"> Situation appraisal documentation Updated goals, objectives, and policies <i>Technical Memorandum 4</i>
Task 8: 10-Year Plan & TDP Documentation	<ul style="list-style-type: none"> 10-year service and capital needs 10-year policy and funding plans Economic impact analysis Annual farebox recovery report <i>TDP Report and Executive Summary</i>

Bold italicized text = Deliverable for Steering Committee Review



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Palm Tran TDP Outreach Process

- TDP Brand
- Social Media
 - Palm Tran
 - Partner Agencies
 - Community Stakeholders



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Palm Tran TDP Outreach Process

Activity (#)	Description	Format
Stakeholder Interviews (32)	<ul style="list-style-type: none"> Partner Agencies (Transit & Planning) Municipalities Health Care College/Universities Social Service/Community Organizations Economic Dev./Business Organizations 	Phone
Discussion Group Workshops (8)	<ul style="list-style-type: none"> Business/Chambers (4) Operators (3) Paratransit Riders (1) 	Combination
Public Online Surveys (2)	<ul style="list-style-type: none"> Needs Priorities 	Online
Bus Operator Survey	<ul style="list-style-type: none"> Service needs Rider input Operating environment 	Handed out
Public Workshops (7)	<ul style="list-style-type: none"> Needs Priorities 	Virtual
Agency presentations	<ul style="list-style-type: none"> Palm Tran Service Board TPA Board and Committees Local Coordinating Board Board of County Commissioners (TDP adoption) 	Determined by Agency



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Palm Tran TDP Schedule



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Palm Tran Overview



Fixed Route Bus

- 32 routes & 3,000+ bus stops, 16 park-and-rides
- Major transfer centers
 - West Palm Beach Intermodal Center (main hub)
 - Wellington Mall
 - West Palm Beach VA Medical Center
 - Boca Town Center Mall
 - Gardens Mall



Palm Tran Connection (Paratransit)

- Americans with Disabilities (ADA) service
 - Provided within ¾ mile of fixed route service
- Transportation Disadvantaged (TD) program
 - Serves eligible persons outside ADA service area
- Division of Senior Services
 - 60+ years eligible
 - Transportation to senior centers/meal sites (Mon-Fri)



Go Glades

- Mobility on Demand (MOD) pilot program (started Dec 2018)
- Available to the general public
- Serves the Belle Glade, Pahokee, and South Bay areas
- Initially 4 flex routes that deviated on request
- Changed to dial-a-ride service in April 2020

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Connecting/Regional Services



South Florida Regional Transit Authority (SFRTA)

- Tri-Rail (6 stations in Palm Beach)
- Pre-Covid: Free shuttle between the Intermodal Transit Center and Palm Beach International Airport (PBI) on holidays
- Currently: Complimentary Uber/Metro Taxi rides to/from PBI



Broward County Transit (BCT)

- BCT serves Palm Beach County (Boca Raton)
 - BCT 10 to Palm Tran 1, 92, 94 at Camino Real
 - BCT Route 19 to Palm Tran 91 & 92 at Sandalfoot Plaza
- Palm Tran 92 serves Broward County and connects to BCT 48 at the Cove Shopping Center in Deerfield Beach



The Marty (Martin County Transit)

- Marty 20x serves Palm Beach County
 - Gardens Mall – Palm Tran 1, 3, 10, 20, 21, 33
 - VA Medical Center (WPB) – Palm Tran 3, 4, 30, 31



Downtown West Palm Beach Trolley

- 3 routes downtown; fare-free service; 15-min service
- Provided by West Palm Beach / Downtown Development Authority



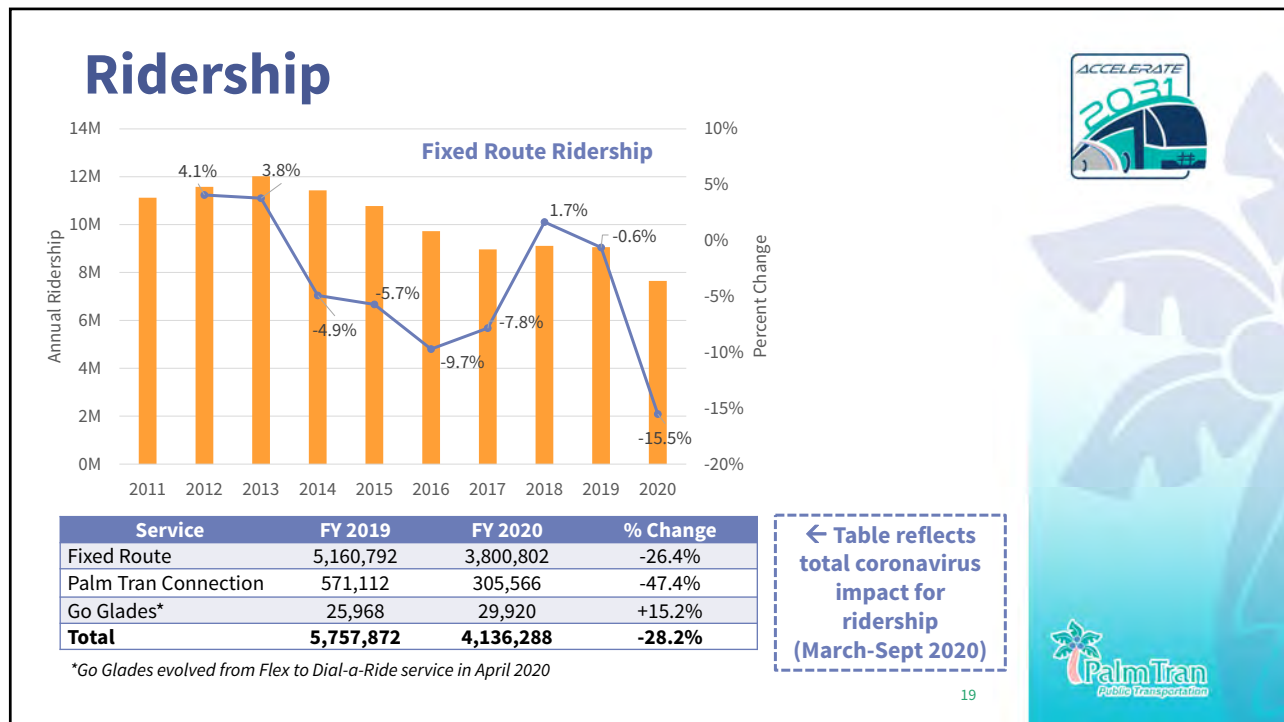
Brightline

- Existing Miami to West Palm Beach rail line (currently suspended)
- 2022 expansion to Orlando (MCO) with new station in Boca Raton
- Connects to Palm Tran Bus, Palm Trolley, and Tri-Rail

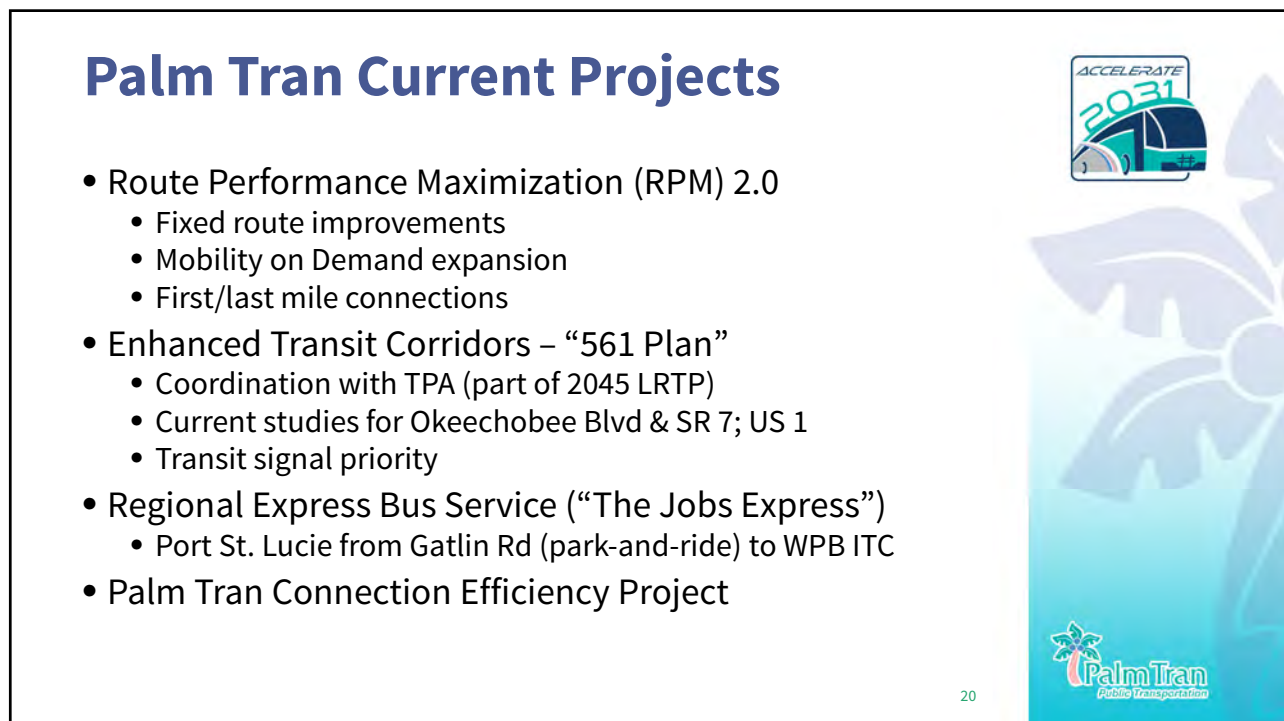
18



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Palm Tran Current Projects

- Bus Stop Consolidation Study/ADA Assessment
- Bus Stop of the Future Project
- Park-and-Ride Study
 - Assess existing facilities, needs, coordination policies
- Workforce Analysis Study
 - Assess operator retention
- Technology
 - Website/mobile app update; new text message feature
 - Real-time information signs (text bus stop to 561561)
 - Digital bus stop signs
 - Fare collection system upgrade/regional coordination
 - Mobility-on-Demand SaaS Platform Solicitation



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Palm Tran TDP – Preliminary Needs

- Other New/Expanded Services Identified During TDP
- Enhanced Transit Corridors – “561 Plan”
 - Coordination on nine remaining corridor studies
- North County Facility Study
- Paratransit Facility Storage/Maintenance Study
- Capital Improvements:
 - Electric vehicles and associated infrastructure
 - Upgrades (VHF radios, fixed route infotainment)
 - Maintenance/equipment facility upgrades
 - Bus stop improvement program (transfer centers/hubs & bus shelter replacement)
 - Fleet replacement needs



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Next Steps

- Steering Committee Meeting #2
 - Scheduled for September 7th @ 1 pm
- Topics:
 - Update on public involvement activities
 - Review Task 3: Baseline Conditions / Tech Memo #1
 - Review Task 4: Existing Services / Tech Memo #2
 - Refined transit needs



23

23

Questions?

Anna Bielawska

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Tindale Oliver Project Manager

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24

Thank you for your participation!

24



Project Prioritization & Implementation Workshop

September 17, 2021



Agenda

- Introductions
- Meeting Objectives
- TDP Context/Prioritization
- Project Discussion by Topic Area
- TDP Prioritization Criteria Refinement
- Next Steps



Meeting Objectives



Confirm projects for inclusion in the 10-year vision plan



Identify project priorities for grant funding opportunities

3



Transit Development Plan Process



Transit agency guidance document

- Planning
- Development
- Operations



Identify public transit needs

- Existing conditions
- Existing services
- Public outreach



Define alternative solutions

- Services
- Infrastructure
- Technology
- Plans/projects
- Organizational



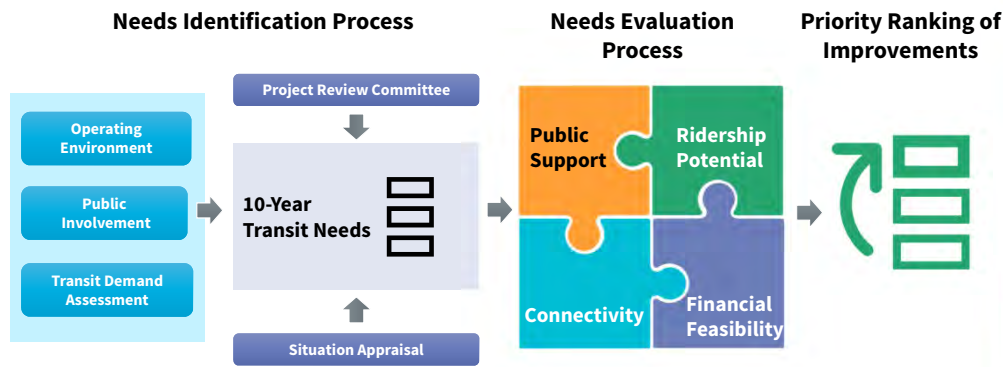
Set the vision...

- Funded 10-year plan
- Unfunded 10-year needs

4



Alternatives Evaluation Process



Public Outreach Themes

Where Are We Going?

- Provide network of complementary services
- Attract choice riders by convenience
- Improve east-west connectivity
- Improve regional connectivity (priority to the north)
- Focus on technology/sustainability
- Improve bus stop infrastructure/amenities



Initial Projects Discussion

- Palm Tran staff, GPC consultants, Tindale Oliver (July 28th)
- Produced projects listed by topic area:
 - Recent/ongoing projects
 - New services
 - Facility improvements
 - Technology

For TDP

- Confirm projects for inclusion in the 10-year vision plan
- Identify priorities from Palm Tran's perspective



7

Recent/Ongoing Projects

- Palm Tran Connection Efficiency Project
- Bus Stop Consolidation Study/ADA Assessment
- Bus Stop of the Future Project
- Park-and-Ride Study
- Workforce Analysis Study
- Q-Strain Wheelchair Securement
- Palm Tran Statistics
- Technology
 - Website/mobile app update; new text message feature
 - Real-time information signs (text bus stop to 561561)
 - Digital bus stop signs
 - Fare collection system upgrade/regional coordination
 - Mobility-on-Demand SaaS Platform Solicitation
 - VHF Radio Upgrade (Gillig)
 - Infotainment system (fixed route vehicles)

For TDP

- Document effort
- Discuss potential outcomes



8

New Services

Mobility on Demand

- MOD focus areas from RPM 2.0
- Program development & implementation in 10-year plan
- Underlying fixed route service adjustments

First/Last Mile Connectivity

- Recommendations for TNC partnerships/programs from RPM 2.0
- Program development & implementation

Decision Point

- How to address in TDP



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New Services

New Limited Stop/Express Routes

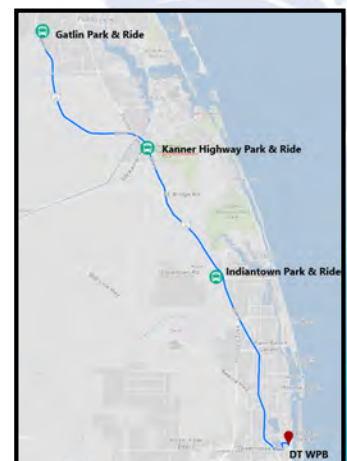
- Northern Express (Port St. Lucie to West Palm Beach)
 - Short-term (non-stop, 4 trips)
 - Long-term (+2 stops, 8 trips)
 - West Palm Beach to Boca Raton extension
- West-East connectivity needs identified

Decision Points

- Carryforward into TDP
- Funding status?
- Priority/desired implementation year?



Proposed Northern Express (Long-Term)



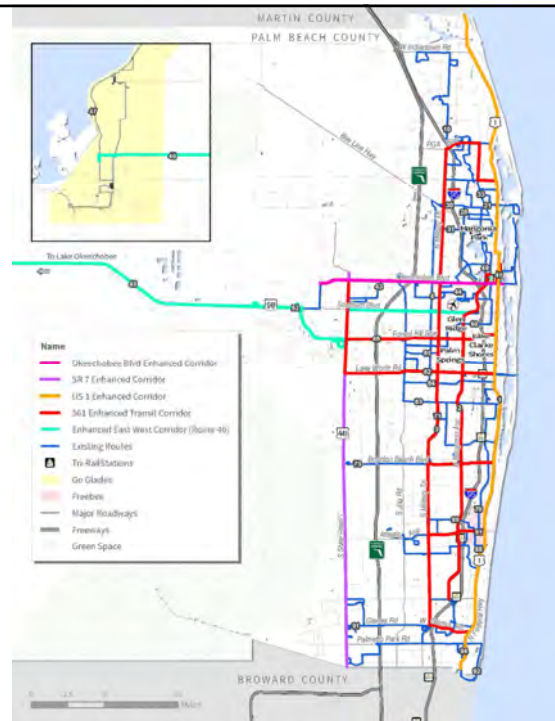
New Services

Enhanced Transit Corridors/TSP

- Ongoing studies:
 - US 1
 - Okeechobee Blvd & SR 7
- Future studies:
 - Remaining nine “561 Plan” corridors

For TDP

- Recommendations, cost estimates, and implementation timeframe(s) (if available)
- Priority level



Maintenance Facilities

Need / Facility →	South	West	North
Door motor upgrades	✓	✓	✓
Oil well/tank system upgrades	✓	✓	✓
Other shop upgrades	✓	✓	✓
Fuel island upgrades			✓
Fuel management software upgrades			✓
Hose reel upgrades			✓
Electrical system/capacity upgrades			✓
Wash bays replaced	✓	✓	✓
Shop tools/ equipment replaced	✓	✓	✓
Fleet management software upgrade	✓	✓	✓
Inventory management system upgrade	✓	✓	✓

Decision Points

- North Facility site replacement/renovation?
- Next step study to evaluate options?

For TDP

- Include in 10-year plan?
- Cost estimates/ funding status of identified needs?
- Priority/desired implementation year?



Other Facility Improvements

- Intermodal Transit Center
- Bus shelter replacement/bus stop improvement program
 - Current vs. enhanced program (identified as need)
- Facility Storage/Maintenance Assessment
 - For directly operated Connection services

For TDP

- Include in 10-year plan?
- Cost estimates/ funding status of identified needs?
- Priority/desired implementation year?



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Technology

Electrification

- Electrification Master Plan
- Revenue vehicles
- Non-revenue vehicles
- Charging station upgrades
 - North Facility
 - South Facility

For TDP

- Include in 10-year plan?
- Cost estimates/ funding status of identified needs?
- Priority/desired implementation year?

Autonomous Vehicles

- Document in TDP but implementation beyond 10-years?



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Technology

Other Technology

- Wi-Fi (paratransit vehicles)
- Fare collection / interoperability

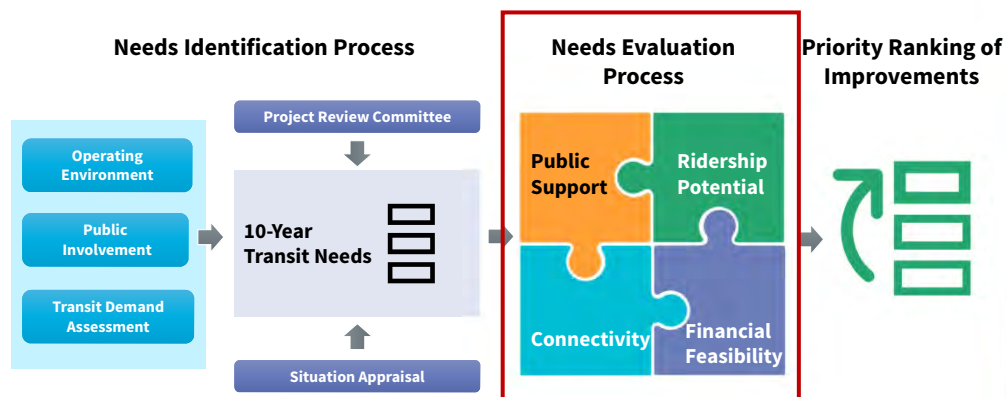
For TDP

- Include in 10-year plan?
- Cost estimates/ funding status of identified needs?
- Priority/desired implementation year?



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Alternatives Evaluation Process – Criteria Refinement



Next Steps

- For the TDP:
 - Evaluate alternatives
 - Estimate costs
 - Prepare 10-year plan (funded & unfunded needs)
 - Prepare TDP report
- Beyond the TDP:
 - Use list of priority projects to evaluate funding opportunities
 - Identify staffing/resource capacity
 - Review 10-year plan annually for progress report





ACCELERATE 2031

Steering Committee Meeting #3

FY 2022-2031 Transit Development Plan
September 28, 2021

Tindale Oliver

Palm Tran
Public Transportation

1

Agenda

Project Updates

- Progress by Task
- Public Outreach
- Update on Goals & Objectives

New Information

- Travel Demand & Needs
- Project Needs / Prioritization

ACCELERATE 2031

Palm Tran
Public Transportation

2

2

Palm Tran TDP Process Recap

Focus for Today

Task	Status
1 Steering Committee & Administration	Ongoing
2 Public Involvement	Ongoing
3 Baseline Data (Tech Memo #1)	Complete
4 Existing Service Evaluation (Tech Memo #2)	Complete
5 Situation Appraisal (Tech Memo #4)	Ongoing
6 Transit Demand & Needs Assessment (Tech Memo #3)	Ongoing
7 Goals, Objectives & Strategies (Tech Memo #4)	Ongoing
8 10-Year Plan & TDP Documentation	Next Steps
Adoption by Board of County Commissioners	November 16 th

3



3

Public Outreach Update



~35
Stakeholder
Interviews



Completed



6
Public
Workshops



Completed



4 Surveys
Operator
Public Opinion Poll
Transit Needs
Transit Funding



Partially Complete
Online Survey #2
Operator Survey



8
Discussion Groups
3 Operator
4 Business
1 Connection Riders



Completed



Web/Email
Social Media
Outreach



Ongoing

palmtran.org/transit-development-plan

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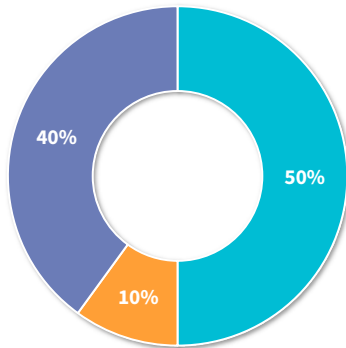


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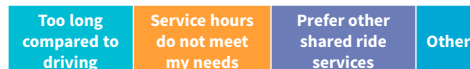
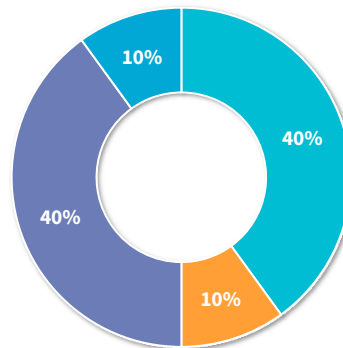
Public Outreach Update Public Workshops



Have you used Palm Tran services?



If you have not ridden Palm Tran, why?



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Public Outreach Update Public Workshops



100%

Support 1% sales tax for transit and roadway improvements.

Top 3 Ways to Improve Ridership

1. Increase frequency of existing services
2. Provide more express/commuter service
3. Improve bus stops

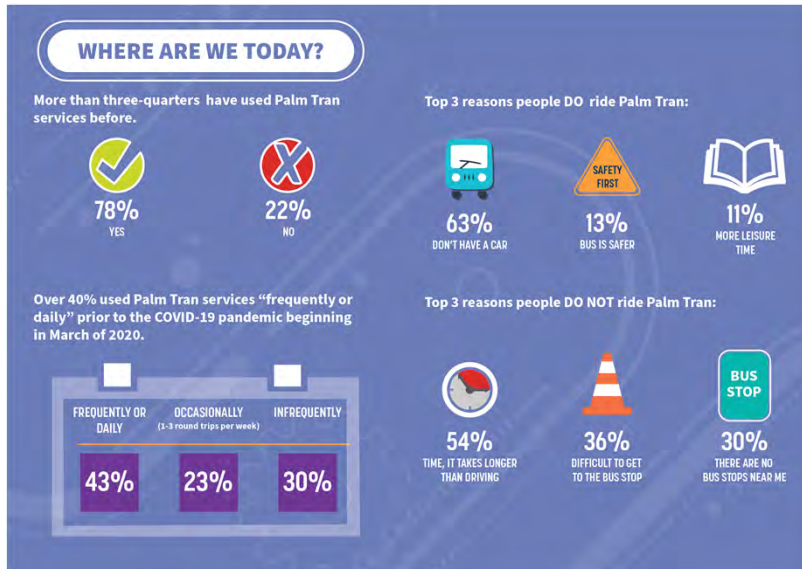
Most Important Steps for Next 10 Years

1. Improve total riding experience
2. Increase frequency of existing services
3. Expand service hours/Single payment platform/Dedicated transit lanes

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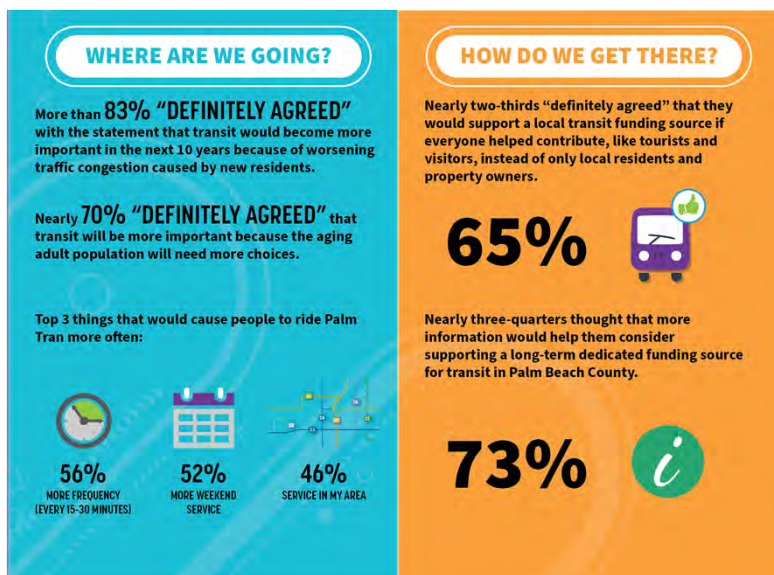
Public Outreach Update Online Survey #1 Results



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Public Outreach Update Online Survey #1 Results



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Public Outreach Update Opinion Poll Results

• Priorities for County Leaders Over Next Year

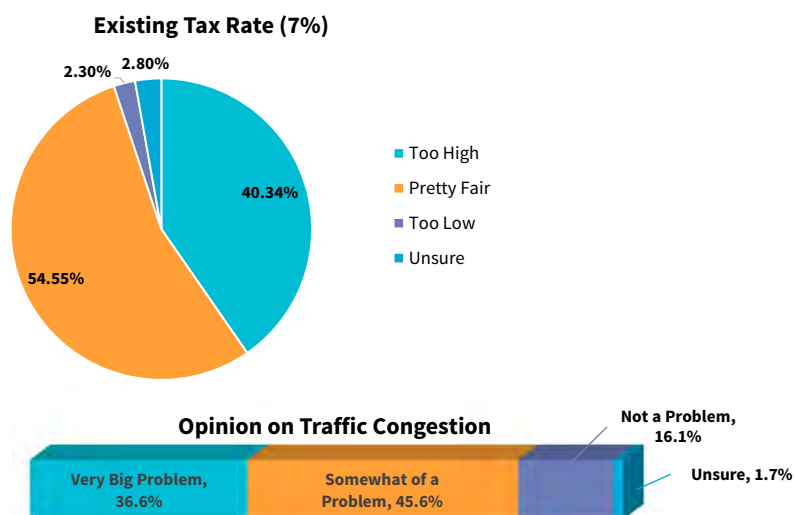
- Public health & COVID (33.8%)
- Jobs & the economy (23.6%)
- Crime (12.0%)
- Taxes (8.8%)
- The environment (6.8%)
- All/combination (5.2%)
- Other (4.2%)
- Transportation & mobility (3.8%)
- Unsure/no answer (1.8%)



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Public Outreach Update Opinion Poll Results



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Public Outreach Update Opinion Poll Results

- Good ideas (>50% good idea)
 - Dedicate lanes on some major roads exclusively for light rail or enhanced bus service
 - Expand hours of service
 - Provide single payment platform within County
 - Increase frequency of service
 - Add government-operated on-demand ridesharing in unserved areas
 - Convert transit fleet to alternative fuel vehicles
 - Improve total riding experience
- Not so great idea (33.4% good/45.5% bad/21.1% unsure)
 - Reduce number of stops along a route to reduce travel times



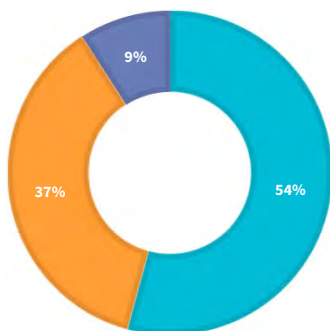
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Public Outreach Update Opinion Poll Results

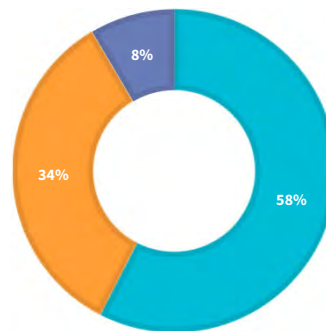
HALF-CENT SALES TAX FOR
TRANSIT ONLY

■ For ■ Against ■ Unsure



ONE-CENT SALES TAX FOR TRANSIT &
ROADS

■ For ■ Against ■ Unsure



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Public Outreach Update Discussion Group Themes

Where Are We Now?

- Agreed that there is general awareness of Palm Tran.
- Mixed opinions on support for its services due to preference for driving.
- Primary users are students, low-income individuals, and service workers.
- Would like to have more collaboration with Palm Tran.
- Accessibility to information seen as a challenge.
- Clear and recognizable brand.
- Need improved stop infrastructure, better connectivity to tourist attractions (beach), and better coordination with rail services.



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Public Outreach Update Discussion Group Themes

Where Are We Going?

- Would like a system that prioritizes user experience with better western connectivity and engagement with younger generations.
- Need marketing efforts to counter negative perceptions of transit.
- Growth is occurring in western portions of the county. Palm Tran needs to focus on serving low-income areas and providing connectivity to western communities.
- Regional connectivity needs to be improved.



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Public Outreach Update Discussion Group Themes

Where Are We Going?

- Improve connections to rail services.
- Implement marketing efforts to attract younger riders.
- Improve collaboration with major employers when planning new services or making changes
- Improve collaboration with tourism and cultural agencies, universities, and municipalities to promote services and attract riders.



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Public Outreach Update Discussion Group Themes

How Do We Get There?

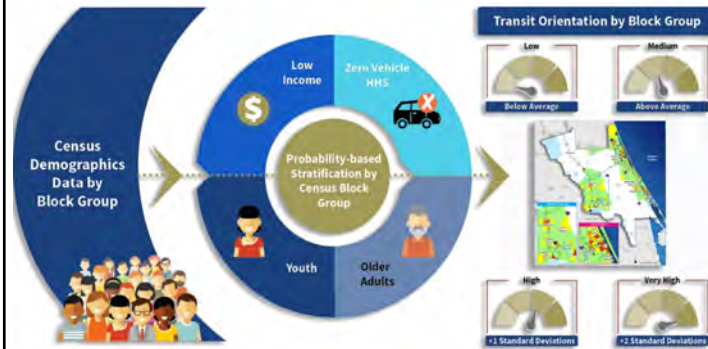
- Technology and infrastructure (stop) improvements.
- Alternative services to complement fixed-route network and provide first/last mile connections.
- Obstacles are negative public perceptions and funding.
- Dedicated funding source is needed.
- Proposal needs to include improvements for both transit users and people who drive.
- Majority did not think independent authority would impact people's perceptions.



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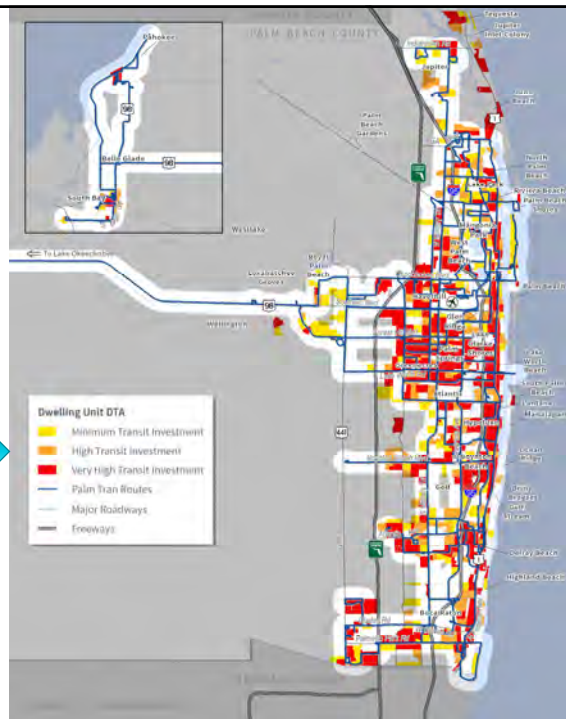
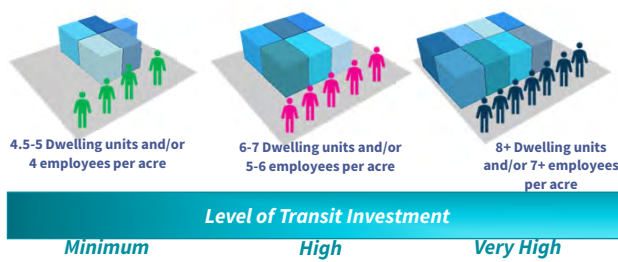
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Transit Demand – Traditional Market



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Transit Demand – Choice Market



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Project Prioritization

Current Projects

Route Performance Maximization (RPM) 2.0

561 Plan (Enhanced Transit Corridors)

Bus Stop Improvement /Consolidation Studies

Connection Efficiency Project

New Regional Express Bus (Port St. Lucie to WPB)

- Operational Plan

Park & Ride Evaluation

Technology Updates

- Real-time bus info
- Mobile app/website update
- Digital bus stop signs
- Transit signal priority
- Mobility-on-Demand
- TNC*/Taxi partnerships
- Paradise Pass
- Avail upgrade

Workforce Analysis Study

21



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Project Prioritization

Proposed Projects

Route 40 Frequency Improvement

- 30 min all day to Wellington Mall

First/Last Mile Connectivity with TNCs

Expanded Mobility-On- Demand Services

Enhanced Transit Corridors

- Okeechobee Blvd
- US 1
- Lake Worth Rd

Remaining "561 Corridors" PD&E Studies

New Regional Express Bus

- Phase 1: PSL to WPB non-stop
- Phase 2: PSL to WPB + 2 stops
- Phase 3: Extend WPB to Boca Raton

Enhanced Transit Shelters

- US 1 (22)
- Okeechobee Blvd (36)

Transit Signal Priority

- US 1
- Okeechobee Blvd
- Lake Worth Rd

Public School Partnership Study

22



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Project Prioritization

Proposed Projects

Technology Updates

- Electrification Master Plan
- Electric Vehicles/Charging Stations
- Wi-Fi for Connection Vehicles
- Fare Interoperability

Facility Improvements

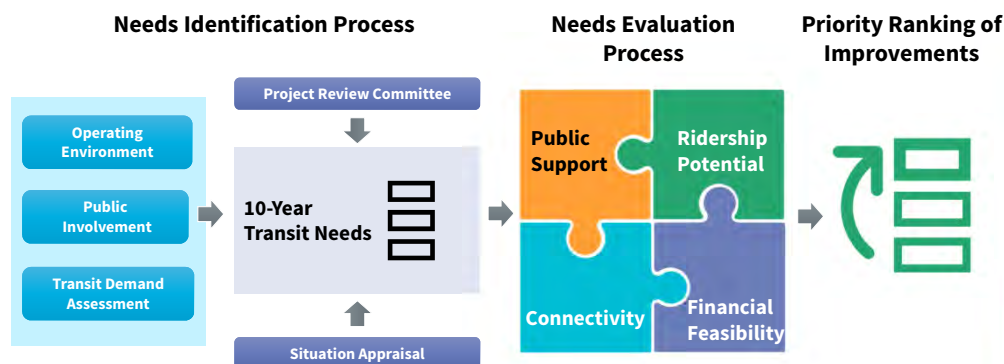
- Bus Stop Infrastructure/ Accessibility Improvements
- Connection Facility Assessment
- ITC Relocation (Developer Funded)
- North County Parking Lot Restoration
- South Facility Upgrades
- West Facility Upgrades
- North Facility Upgrades
- North Facility Study (Needs & Design)



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Alternatives Evaluation Process



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Next Steps

- Review Remaining TDP Elements
 - Transit Demand & Needs Assessment
 - Situation Appraisal/Goals & Objectives
 - 10-Year Financial & Implementation Plan
- Steering Committee Meeting #4
 - Target date **October**
- Topics:
 - Review comments on TDP Report



25

25

Questions?

Anna Bielawska

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Elisabeth Schuck

Tindale Oliver Project Manager

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26

Thank you for your participation!

26



Steering Committee Meeting #4

FY 2022-2031 Transit Development Plan
October 14, 2021



Agenda

Project Updates

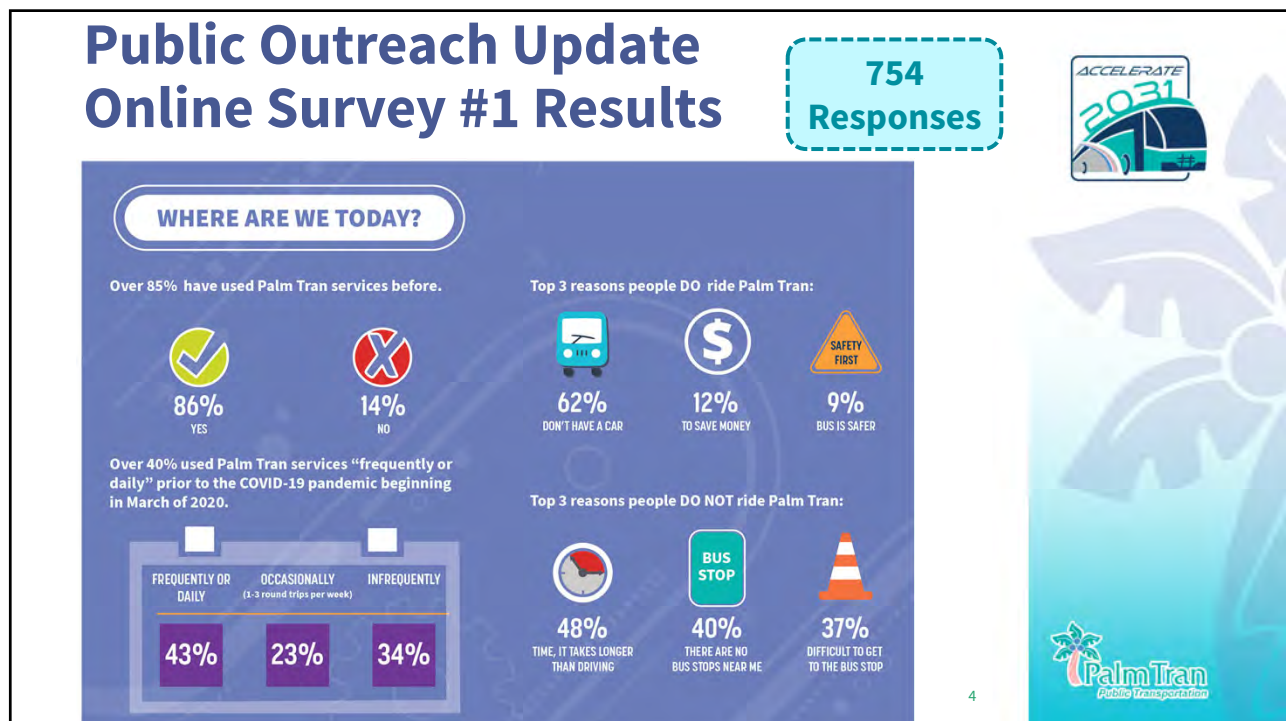
- Public Outreach

New Information

- 10-Year Needs
- Situation Appraisal
- 10-Year Proposed Financial & Implementation Plan
- Economic Impact Analysis

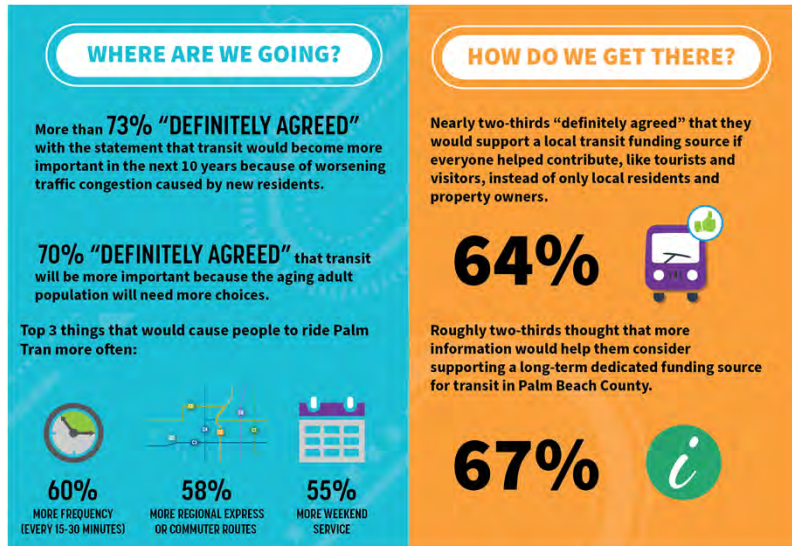
Next Steps





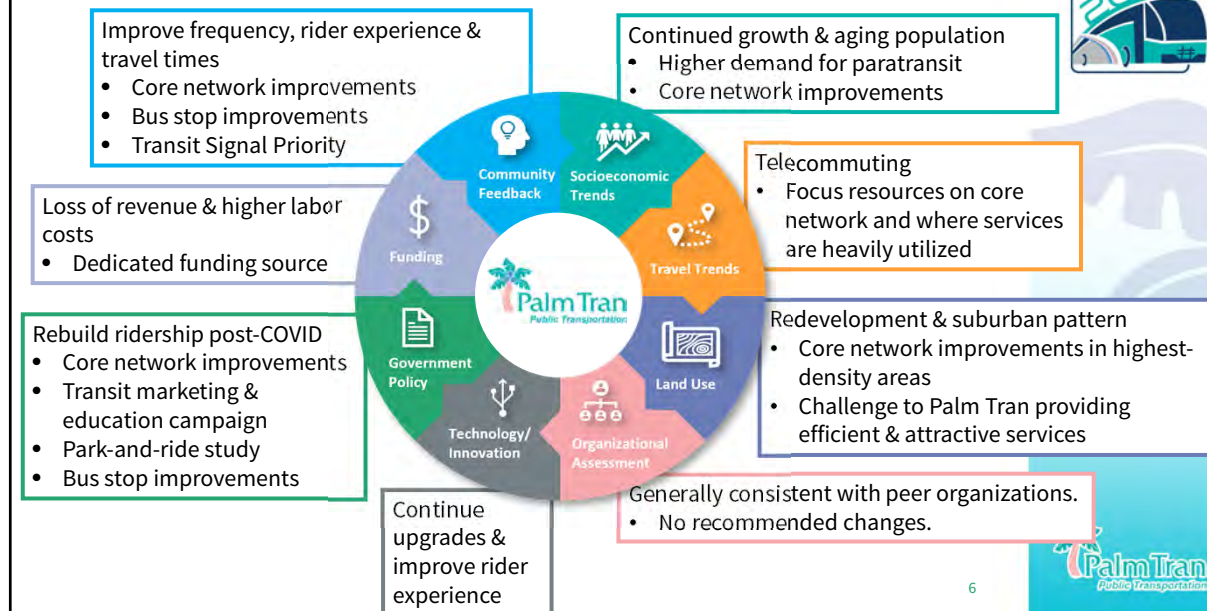
Online Survey Results

Final results as of October 11, 2021



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Situation Appraisal



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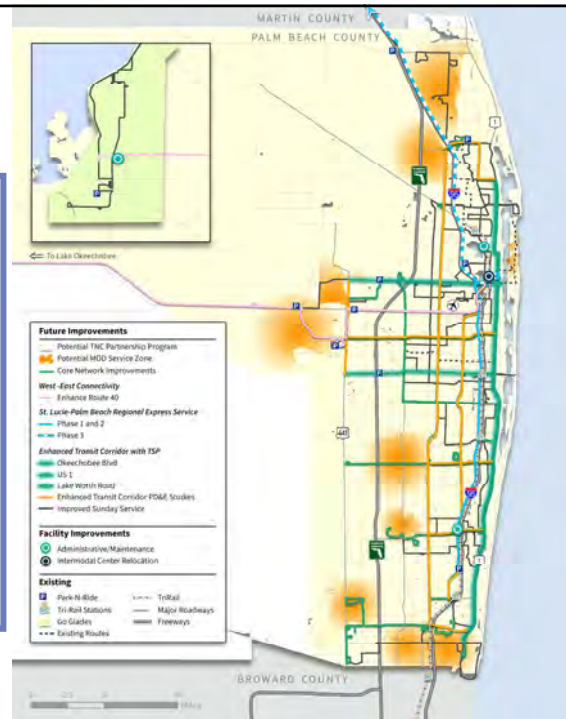
10-Year Needs



Public transit needs identified for the next 10 years through analysis, outreach, and other TDP tasks.

Service Needs

- Core Network Improvements (15-minute headways)
- Premium Transit/Enhanced Transit Corridors (561 Plan)
- Span & Frequency Improvements (Non-Core Network)
 - Standardize headways (15, 30 & 60)
 - Sunday service all routes & expanded hours
- West-East connectivity (Route 40 to 30-minutes)
- New St. Lucie-Palm Beach Regional Express Service
 - Phase 1: non-stop service Gatlin Blvd to the ITC
 - Phase 2: Add 2 interim stops, increase # of trips
 - Phase 3: Extend service down south, increase # of trips
- On-Demand Transit Services
 - Mobility on Demand (see map)
 - TNC Partnership Program



10-Year Needs (continued)

Other Capital & Infrastructure Needs

- Maintenance Facility Upgrades
- North County Facility Planning & Design Study
- Bus Stop Infrastructure & Accessibility Improvements
- Park-and-Ride Facility Study
- Fleet Replacement & Acquisition Program



Technology Needs

- Transit Signal Priority (TSP)
- Fare Technology Interoperability
- Electrification
- Bus Stop Technology Improvements



Policy and Educational Needs

- Infrastructure & Equipment for Continued COVID-19 Safety



10-Year Transit Service Needs Ridership Forecasts



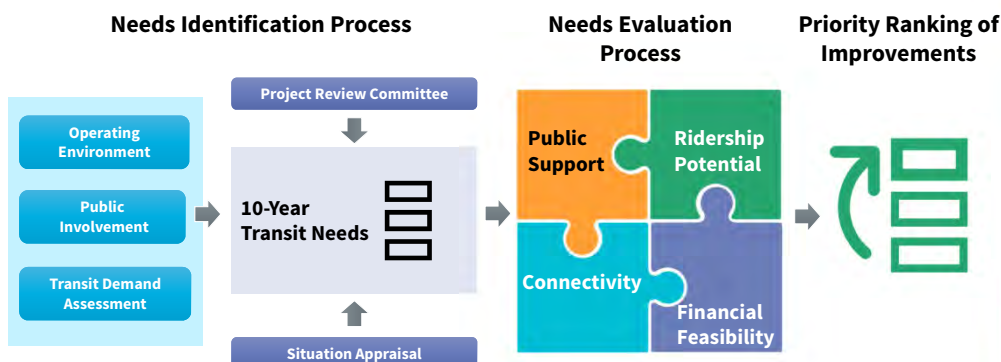
Improvement	2022 Annual Boardings	2031 Annual Boardings	# Change	% Change
Core Network	6,562,991	9,287,300	2,724,309	41.5%
Non-Core Network	3,539,569	4,395,163	855,594	24.2%
Sunday Service Improvements	527,251	644,269	117,018	22.2%
West-East Connectivity (Rt 40)	198,104	266,640	68,536	34.6%
St. Lucie-WPB Express	--	91,207	91,207	N/A
Premium Service	--	3,401,243	3,401,243	N/A
Total	10,827,915	18,085,822	7,257,907	67.0%

Source: TBEST

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10-Year Transit Service Needs Evaluation Process



10-Year Transit Service Needs Evaluation Results

Proposed Improvement	Score	Rank
Sunday Service Span Improvements	4.70	1
Regional Express Service	4.40	2
West-East Connectivity	4.20	3
Core Network Improvements	4.10	4
On Demand Transit Services	4.10	4
TNC* Partnership Program	3.80	6
Premium Transit Service	3.65	7
Non-Core Network Improvements	3.60	8

*Transportation Network Companies (e.g., Uber, Lyft)



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10-Year Financial Plan Overview – FY 22 (Base Year)

Revenue Source	Operating \$
Federal Grants	\$12.29M
State Grants	\$9.65M
Ad Valorem	\$50.63M
Gas Tax	\$33.02M
Fares	\$7.86M
Advertising	\$0.59M
Other Local	\$1.01M
Statutory Reserves	(\$2.73M)
Total	\$112.32M

Additional revenue assumptions:

- ~\$57M of ARPA funds to establish a Transportation Innovation Trust Fund for improved/new services
- FDOT funds for new regional express service
- Other federal/state funds as programmed in the TPA's FY 22-26 TIP



ARPA =
American
Rescue Plan
Act of 2021

Revenue Source	Capital \$
Federal (5307) Grant Funds	As Needed (Primarily Bus Repl.)

Equivalent to budgeted
FY 2022 Operating
Expenses

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10-Year Plan (Under Review)

Transportation Innovation Fund
proposed for improved/new
services (operating \$)



Five highest ridership
routes to 15-min
weekday headways

30-min all day
service, Belle Glade
to Wellington Mall

Sunday service, all
routes generally
from 8 AM to 7 PM

As recommended
from RPM 2.0

Improvement Category / Description	Implementation Year(s)	Annual Operating \$ (2022\$)	Total Capital \$ (2022\$)*	Assumed Operating Funding Source [^]
Core Network Improvements (Phase 1)	2023	\$11.40	\$18.30	TIF/Unfunded
Route 40 Frequency Improvements	2023	\$0.52	\$2.28	TIF/Unfunded
Sunday Service Improvements	2023	\$1.5	--	TIF/Unfunded
TNC Partnership Pilot Program	2023	\$0.17	--	TIF/Unfunded
St. Lucie-Palm Beach Express-Phase 1	2022	\$0.18	\$2.28	FDOT
St. Lucie-Palm Beach Express-Phase 2	2025	\$0.55	--	FDOT
St. Lucie-Palm Beach Express-Phase 3	2028	\$1.11	--	FDOT
Go Glades Directly Operated Service	2024	\$0.53	--	Unfunded
MOD Pilot Program – Priority Area 1-3	2024, 2025, 2026	\$4.42	\$2.97	TIF/Unfunded
MOD Pilot Program – Priority Area 4-5	2028, 2029	\$2.94	\$1.98	Unfunded
Core Network Improvements (Phase 2)	2027	\$6.42	\$9.67	Unfunded

*5307 assumed to fund fleet expansion

[^]Transportation Innovation Fund estimated to last through FY 2026; unfunded thereafter

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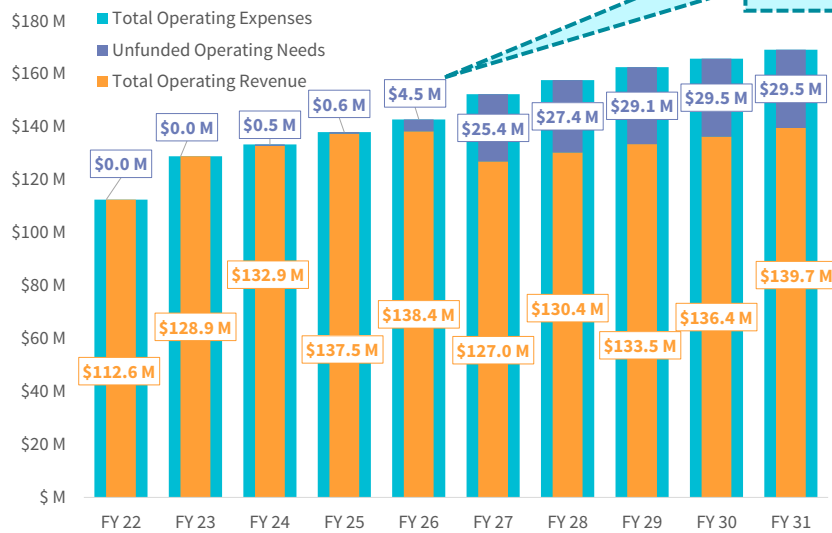


10-Year Plan (Under Review)

Funded
Improvement

Improvement Category / Description	Implementation Year(s)	Annual Operating \$ (2022\$)	Total Capital \$ (2022\$)*	Assumed Funding Source
Okeechobee Blvd PD&E Study	2027	\$0.97	--	TPA Funds
US-1 PD&E Study	2029	\$3.74	--	TPA Funds
Lake Worth Rd PD&E Study	2031	\$0.78	--	TPA Funds
Connection Facility Assessment	2022	\$0.10	--	Federal Grants
School District Coordination Study	2023	\$0.06	--	Federal Grants
TDP Major Update (FYs 2027-2036)	2026	\$0.40	--	Federal/State Grants
South County Facility Upgrades	2027	--	\$1.50	Unfunded
West County Facility Upgrades	2029	--	\$1.50	Unfunded
North County Facility Upgrades	2031	--	\$2.00	Unfunded
North County Facility Planning/Design Study	2027, 2028	--	\$5.00	Unfunded
North County Facility Parking Lot Restoration	2022	--	\$2.10	Federal Grants
Bus Stop Improvements in TIP	2022-2026	--	\$11.13	Various Federal/State Funds
Bus Stop Improvement Program	2023-2031	--	\$16.20	Unfunded
Fleet Replacement Program-Fixed Route	2022-2028	--	\$67.32	Federal Grants
Fleet Replacement Program-Connection	2022-2031	--	\$36.05	Ad Valorem
TSP – US-1	2023	--	\$2.00	DDR Funds
TSP – Okeechobee Blvd/SR-7	2024	--	\$1.00	SU Funds
TSP – Lake Worth Rd/SR-7	2027	--	\$1.00	Unfunded
Electrification Master Plan	2022	--	\$0.50	Federal Grants

10-Year Plan (Under Review)

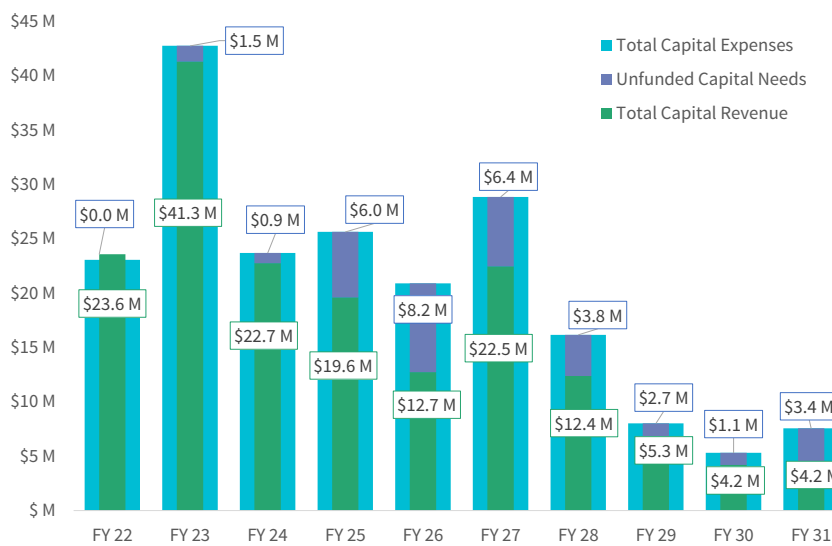


10-Year Total
 Costs = \$1.463B
 Revenue = \$1.317B
 Shortfall = (\$146M)



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10-Year Plan (Under Review)



10-Year Total
 Costs = \$202.0M
 Revenue = \$168.6M
 Shortfall = (\$33.4M)



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Economic Impact Analysis

- APTA's *My Economic Impact Analysis Tool*
- Quantifies the direct impact of Palm Tran's operations (employment, wages, and business income) on the economy
- Does not capture indirect economic benefits (e.g., income realized from Palm Tran transporting workers to jobs, etc.)
- Inputs are Palm Tran FY 2020 expense data reported to the National Transit Database

APTA = American Public Transit Association

Economic Indicators



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Economic Impact Analysis

	Impact Type	Employment (# of Jobs)	Labor Income (\$M)	Value Added (\$M)	Total Output (\$M)
1	Direct Effect	707	\$58.48	\$60.82	\$116.44
	Transit Operations	604	\$53.68	\$53.68	\$102.19
	Transit Capital	103	\$4.80	\$7.14	\$14.26
2	Indirect Effect	644	\$24.03	\$33.92	\$62.16
3	Induced Effect	393	\$14.89	\$26.37	\$42.97
	Total Effect	1,744	\$97.41	\$121.12	\$221.57

Source: APTA's My Economic Impact Analysis Tool

1 Direct Effects

Palm Tran staff and associated payroll / income

2 Indirect Effects

External purchases of goods & services

3 Induced Effects

Reinvestment of Palm Tran employees' income in local economy¹⁸



Next Steps

- Draft TDP Report:
 - Will be provided once review by Palm Tran staff is complete
 - Please send any questions or comments to Anna and Elisabeth

Thank you for your participation on this committee!

Anna Bielawska

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STAKEHOLDER INTERVIEW MATERIALS

Accelerate 2031

Palm Tran's FY 2022-2031 TDP Major Update

Stakeholder Interview Guide

A. Where Are We Today?

If you have specific thoughts regarding the services Palm Tran provides (fixed route, paratransit, and Go Glades dial-a-ride), please elaborate.

- 1) How much awareness of and support for transit is there in the community? When removing COVID impacts from consideration, have the levels of awareness and support changed in recent years?
- 2) What is your perception of Palm Tran's role in the community? (e.g., transport workers, elderly, low income, individuals with disabilities, tourists; attracting choice riders; to prevent congestion; to reduce emissions; to create economic opportunities)?
- 3) Overall, is Palm Tran responsive to community needs? If not, what do you see as the primary reason(s)?
- 4) Is information on transit readily available in the community? If not, how can this be improved?
- 5) Do you believe Palm Tran has a clear and recognizable brand?
- 6) Do you use Palm Tran's services? If so, do you think the current fare policy is affordable? What type of fare/pass do you use/prefer? *This can also be answered from the perspective of an organization that serves Palm Tran/Connection riders if the interviewee has insight into fare use/preferences.*

B. Where Are We Going?

- 7) What is your vision for public transit in the community?
- 8) What do you see as appropriate goals for Palm Tran over the next 5 to 10 years?
- 9) What is happening in the County in terms of growth and development (e.g., affordable housing issues, congestion, etc.)? Where? How can transit best respond to these trends?
- 10) Do you feel there are adequate regional transportation connections between Palm Beach, Broward, Miami-Dade, and Martin counties? How about between Palm Tran and rail services? If not, what improvements do you think are needed? *Examples include connecting specific locations, later regional services for third shift workers, etc.*

How Do We Get There?

- 11) What category(ies) of improvements should Palm Tran focus on over the next 10 years to attract more riders?
 - Existing fixed route service improvements (hours, frequencies, etc.).
 - Enhanced service along key corridors characterized by frequent and convenient transit with limited stops, branded vehicles/stations, level boarding, off-board fare payment, and transit signal priority.
 - Technology and infrastructure improvements for information, comfort, etc.
 - Alternative services that complement the fixed-route network. This could include new areas with on-demand services (like Go Glades) or partnerships with companies like Uber and Lyft to provide first/last mile connections to the fixed route network.
 - Other (please describe)?
- 12) Are there areas of the county currently not served or underserved by transit that should receive a higher priority?
- 13) Are there policies or obstacles that should be changed to help Palm Tran reach the goals mentioned earlier?
- 14) Do you believe public transportation in the county can be sustained to meet current and future needs without a dedicated funding source?
- 15) Is there a willingness in the community to consider additional local funding for transit, such a sales tax?
- 16) Do you think the public's perception of Palm Tran and/or willingness for additional funding would improve if Palm Tran operated as an independent transit authority rather than under the county government? If yes, please elaborate.

C. Final Thoughts

- 17) In a couple of words, what are the major strengths and accomplishments of Palm Tran's existing transit services? What are the weaknesses?
- 18) Do you have any additional comments or thoughts to share?

Stakeholder Interviews

Evaluating and understanding the perceptions and attitudes of the community decision-makers and leaders towards public transit is an integral part of the TDP. Therefore, 31 stakeholders participated in virtual interviews as part of the public involvement process.

The interviews were conducted over a virtual meeting platform, and all followed a script. The questions and discussion topics were developed to encourage an open dialogue about public transportation's role in each stakeholder's community.

Stakeholders were informed that Palm Tran is in the process of updating its TDP, a 10-year planning document that guides future initiatives, investments and responds to community needs. Each participant was thanked for their participation and advised that their responses were critical to helping develop insights that will be included in the final TDP. Respondents shared their perspectives and insights from the lens of a stakeholder that is affected by public transit. They were informed that the interview would be based on their thought on transit services, focusing on Palm Tran (fixed route, Connection and GO-Glades).

The interviews were divided into four major areas: the first dealt with public perceptions of Palm Tran and where transit stands today. The second area covered future planning and thoughts about what transit should look like in Palm Beach County. The third area focused on specific strategies and elements that would help Palm Tran meet the community's needs. The final area asked respondents to share the strengths and weaknesses of Palm Tran along with any additional comments.

Table 1-1 provides a list of stakeholders interviewed as part of this outreach effort. Major themes were identified from the feedback received and are summarized in the following sections.

Table 1-1: Palm Tran TDP Stakeholders

Name	Entity	Title
Jim Bell	City of Boca Raton	Long Range Project Manager
Richard Pereira	City of Delray Beach	Principal Transportation Professional
Richard Radcliffe	Palm Beach County League of Cities	Executive Director
Michael O'Dell	Village of Wellington	Assistant Director
Christopher Marsh	Village of Royal Palm Beach	Village Engineer
Donald Burgess	Chamber of Commerce of the Palm Beaches	President/CEO
Dennis Martin	Area Agency on Aging Palm Beach/Treasure Coast	Program Compliance and Quality Assurance Monitor
Nicholas Sofoul	Broward County Transit	Transit Planning Administrator
Barbara Handrahan	South Florida Regional Transportation Authority/Tri-Rail	Manager of Planning and Capitol Development
Michele Jacobs	Economic Council of Palm Beach County	President/CEO
Kara Irwin-Ferris	City of Greenacres	Planning and Engineering Director
Alex Hansen	City of West Palm Beach	City Comprehensive Planner
Amanda Radigan	City of Boynton Beach	Principal Planner
Bryan M. Davis	Palm Beach County Planning Division	Urban Designer and Principal Planner

Natalie Crowley	City of Palm Beach Gardens	Director of Planning and Zoning
Clarence Sirmons	City of Riviera Beach	Director of Development Services
Dave Lawrence	Cultural Council Palm Beach	President/CEO
Kim Glas-Castro	Village of Palm Springs Town of Lake Park	Assistant Village Manager Vice Mayor
Caroline Shamsi-Basha	Town of Lantana	Assistant Development Services Director
Patrick Franklin	Urban League of Palm Beach County	President
Stephanie A. Thoburn	Town of Jupiter	Assistant Director of Planning and Zoning
Alejandro Algarin	West Palm Beach VA Medical Center	Veteran Experience Officer
Jess Savidge	City of Lake Work Beach	Strategic Improvement Project Manager
Glenn Jergensen	Palm Beach County Tourist Development Council	Executive Director
Kim Delaney	Treasure Coast Regional Planning Council	Director of Strategic Development and Policy
Verdenia C. Baker	Palm Beach County Administration	County Administrator
Todd Bonlarron	Palm Beach County Administration	Assistant County Administrator
Maria G. Marino	Palm Beach County	District 1 Commissioner/TPA Board Member
Gregg K. Weiss	Palm Beach County	District 2 Commissioner/TPA Board Member
Robert S. Weinroth	Palm Beach County	District 4 Commissioner/TPA Board Member
Maria Sachs	Palm Beach County	District 5 Commissioner/TPA Board Member
Melissa McKinlay	Palm Beach County	District 6 Commissioner/TPA Board Member
Tammy Jackson-Moore	The Glades Palm Tran Service Board	Glades Representative and PTSB member
Mary Allen	Executive Director	Lighthouse for the Blind

Where Are We Today?

- **Awareness** – Stakeholders in Palm Beach County are aware of Palm Tran and found it visible to the community. Overall, there is support for Palm Tran, but it varies between each agency. Most of the stakeholders were unsure if levels of awareness have changed in recent years. Still, there is a common understanding that public transit needs to be a more desirable alternative to the car.
- **Perception** – The common perception of Palm Tran’s role in the community is that it mainly serves to transport low-income workers. Many believe that tourists and choice riders do not use public transit because the County is too spread out, and the services are not frequent or reliable.
- **Responsiveness** – The majority found Palm Tran responsive to community needs but would like to have a point of contact at Palm Tran. Municipalities would like to have a better line of communications with Palm Tran administration to discuss the evolving needs of their communities on a regular basis.

- **Accessibility** – Transit information is readily available in most of the communities interviewed. Several stakeholders recommended having more language accessibility to serve non-English speaking residents. Others stated that many people do not have access to the internet, so there needs to be more information on display at popular locations in town.
- **Brand Awareness** – All the stakeholders believe Palm Tran has a clear and recognizable brand. Some suggested improving branding at bus stops and shelters to increase visibility to bus services. Several stakeholders comments that Palm Tran has done a very good job marketing and leveraging media advertisement opportunities.
- **Fare Policy** – None of the people interviewed were regular riders, and some have never been on a Palm Tran bus before. Most found the fare policy affordable but requiring exact change cash was seen as a barrier to entry. The preferred fare or pass amongst those interviewed would be a monthly pass or an electronic/digital ticketing system for all riders. However, it was also recognized that a cash option should remain in place for those who cannot access electronic fares or do not have a cell phone with internet.

Where Are We Going?

- **¹Goals and Vision for Public Transit in the Community** – Many of the stakeholders said transportation had been a big topic of conversation with upper management and local elected officials. Some of the municipalities have started creating mobility plans to decrease congestion and encourage residents to use public transit. The vision for public transit in the County is to become a desirable option for people with and without a personal vehicle. People want to see more connections and routes to every part of the community, specifically from west to east.
- **Goals for Palm Tran** – Appropriate goals for Palm Tran over the next five to 10 years are to continue serving the core riders dependent on bus services. Stakeholders also said Palm Tran needs to explore ways to change the negative public perceptions surrounding the bus system. Others recommended improving existing infrastructures and creating more bus shelters to make the rider experience more comfortable.
- **Growth Trends** – Palm Beach County is growing in population, especially in western communities (west of Turnpike), where transit is currently not a viable option. Several suggested creating express routes during commuting periods. Affordable housing and congestion are issues seen in many areas of the county. Some cities are creating land-use opportunities for affordable housing with mixed-use development that is more attractive to transit ridership. Many suggested that Palm Tran can address these issues by providing more routes with higher frequencies in places where ridership is necessary and to be flexible as new areas are created and conducive to riders — getting to where you want to go faster.
- **Regional Transportation Connections** – Many stakeholders felt there were not adequate regional transportation connections to Martin County, where more workers are relocating because of housing affordability in Palm Beach. Stakeholders all agreed the connections

¹ Question 7 was changed after conducting the first 16 stakeholder interviews. It was changed from “What goals have the community and elected officials voiced for transit? Are they consistent or different?” to “What is your vision for public transit in the community?”

between Broward and Miami-Dade counties were sufficient using rail. Connections between Palm Tran and rail services exist, but a few suggested there needs to be more communication and coordination between all the transit authorities.

How Do We Get There?

- **Categories of Improvement** – Respondents ranked integrating alternative services that complement the fixed-route network as their number one priority. Some stated that alternative services would be the future and partnering with Uber and Lyft will benefit public transit. Following that, improvements to existing fixed routes (hours, frequency, etc.) were the second highest on their list of improvements and felt it needs to be a category to concentrate on. Technological and infrastructure improvements and enhanced service along key corridors were also important to stakeholders but were not at the top of their lists. Common suggestions were to implement an electronic/digital ticketing and scanning system and partner with local convenience stores like Walgreens and CVS to provide more purchasing options to potential riders – similar to SunPass.
- **Underserved Communities** – Most of the stakeholders said western (referring to planned communities west of Turnpike – Westlake, Wellington, Royal Palm) and the northern parts of the community are underserved.
- **Obstacles** – The main obstacle found among the stakeholders was a lack of funding. Others said that the layout and sprawling patterns of Palm Beach County, as well as changing land use goals in different communities, pose a challenge to Palm Tran and make it difficult to provide services to every area.
- **Funding Source** – All stakeholders believe there needs to be a dedicated funding source to meet the current and future needs of the county.
- **Additional Funding from Community** – There is a willingness in the community for an additional sales tax if the proposal were convincing enough to those who vote (“what is in it for me?”). Some suggested running an educational campaign to show how public transit would be more beneficial to the community if more funding were available. If the current penny tax were to sunset, there may be more support to use that funding for transit instead.
- **Operating as an Independent Authority** – According to the stakeholders interviewed, the public does not understand the difference between operating as an independent authority versus under the county government. Of those interviewed in local government, the idea of a regional transportation authority to coordinate public transit services in the South Florida region should be explored.

Final Thoughts

- **Strengths** – Strength is how Palm Tran consistently serves its primary users (low income, those with disabilities and those without a vehicle). Cleanliness of the buses are also a strength.
- **Weaknesses** – In terms of weakness, stakeholders found the long wait times and commutes, low frequencies and schedule, limited coverage out west and need for technological upgrades (ticketing and shelter signage) as the main areas of improvement.

Figure 1-2: Stakeholder General Comments

“The gold star is the way Palm Tran consistently tries to treat everyone the same and do the right thing.”
– Richard Radcliffe, Executive Director, Palm Beach County League of Cities

“Palm Tran is amazingly consistent in what they do and how they do it. In fact, it is one of those things that I am amazed at how stable it is. The public perception is there, and it does what it does.” – Bryan M. Davis, Urban Designer and Principal Planner, Palm Beach County Planning Division

“They fill a huge gap for several people who do not have a means to get around, which means more access to employment, food and childcare.” – Natalie Crowley, Director of Planning & Zoning, City of Palm Beach Gardens

“A major strength for Palm Tran is that they are giving low-income residents the ability to work, travel across the county and help them better their lives.” – Patrick Franklin, President, Urban League of Palm Beach County

“Without [Palm Tran], [our clients] would be stuck in their homes. [Palm Tran] has given them their life back.” – Mary Allen, Executive Director, Lighthouse for the Blind

“There is a significant demand for east to west service.” – Kim Delaney, Director of Strategic Development and Policy, Treasure Coast Regional Planning Council

“In the broader discussion of mobility, Palm Tran needs to be at the table as a key stakeholder.” – Natalie Crowley, Director of Planning and Zoning, City of Palm Beach Gardens

“We need to rip the bandage off and go all in on [public transit] because right now we are not all in.” – Michele Jacobs, President and CEO, Economic Council of Palm Beach County

“Having shelters at every bus stop is a priority.” – Mary Savage-Dunham, Assistant Director of Development Services, City of Riviera Beach

“Palm Tran positioning itself as an alternative to get out of and ease congestion will benefit them in the long run.” – David Lawrence, President and CEO, Cultural Council Palm Beach

“Establishing a peer-to-peer service would be great to have so there would be more communication between Palm Tran and the city.” - Jess Savidge, Strategic Improvement Project Manager, City of Lake Worth Beach

“I would love to see Palm Tran better serve the tourism side of the equation.” – Glenn Jergensen, Executive Director, Palm Beach Tourism Development Council

OPERATOR DISCUSSION MATERIALS

Accelerate 2031
Palm Tran's FY 2022-2031 TDP Major Update
Bus Operator Discussion Group Guide

A. Where Are We Today?

- 1) By a show of hands, how many years have you been an operator at Palm Tran?
 - 0-3 years
 - 4-6 years
 - 7-9 years
 - 10-14 years
 - 15-19 years
 - 20+ years
- 2) What are the most frequent complaints you hear from riders? Are these valid?
- 3) What are the most frequent compliments you hear from riders?
- 4) What is your perception of Palm Tran's role in the community? (e.g., transport workers, elderly, low income, individuals with disabilities, tourists; attracting choice riders; to prevent congestion; to reduce emissions; to create economic opportunities)?
- 5) Overall, is Palm Tran responsive to community needs? If not, what do you see as the primary reason(s)?
- 6) Is information on transit readily available in the community? If not, how can this be improved?
- 7) Do you believe Palm Tran has a clear and recognizable brand to the public?
- 8) How would you describe Palm Tran's public transit service today?
- 9) If you could change any aspect of Palm Tran today, what would it be?
- 10) Are there any safety or operating problems at specific locations (*mark on system map board*)? *Note: we'll ask the question at this point so they can think about any issues but mark up the map/discuss with us any details at the end of the meeting, so we don't hold up the discussion for the entire group.*

B. Where Are We Going?

- 11) What do you like best about being a Palm Tran operator?
- 12) What are the biggest challenges to your job? What could be done to help address them?
- 13) Is there any technology that would assist you in doing your job better?

- 14) What are the biggest challenges to Palm Tran hiring new or keeping current bus operators employed?

C. How Do We Get There?

- 15) What category(ies) of improvements should Palm Tran focus on over the next 10 years to attract more riders?
- Existing fixed route service improvements (hours, frequencies, etc.).
 - Technology and infrastructure improvements for information, comfort, etc.
 - Alternative services that complement the fixed-route network. This could include new areas with on-demand services (like Go Glades) or partnerships with companies like Uber and Lyft to provide first/last mile connections to the fixed route network.
 - Enhanced service along key corridors characterized by frequent and convenient transit with limited stops, branded vehicles/stations, level boarding, off-board fare payment, and transit signal priority.
 - Other (please describe)?
- 16) Are there areas of the county currently not served or underserved by transit that should receive a higher priority?
- 17) Are there policies or obstacles that should be changed to help Palm Tran reach the goals mentioned earlier?
- 18) Based on your daily interaction with riders, what do you see as appropriate goals for Palm Tran over the next 5 to 10 years?

D. Final Thoughts

- 19) In a couple of words, what are the major strengths and accomplishments of Palm Tran's existing transit services? What are the weaknesses?
- 20) Do you have any additional comments or thoughts to share?

OPERATOR DISCUSSIONS & COMMENTS



Accelerate 2031
Palm Tran's FY 2022-2031 TDP Major Update
Bus Operator Discussion Group Notes

Operator Discussion Group #1

Date: Wednesday September 8, 2021

Time: 12:00-1:30pm

Location: Palm Tran North County Facility - 3201 Electronics Way, West Palm Beach, FL 33407

TDP Project Team Attendees: Ian Debnam - Tindale Oliver

Number of Operators Present: Between 5 and 15 in the room at any given time on break or on standby, with roughly 30-40 people in and out during the entire 1.5 hours. 2 operators wanted to discuss the TDP effort, and provided feedback. 5 others asked about the TDP effort, but were not interested in further discussion or providing feedback.

Notes from Discussions:

From Operator #1

- Palm Tran needs to do a better job of listening to the operators, and needs to better protect them. They also need to get into the field to see conditions more often, and not sit behind computers all the time.

From Operator #2

- This operator has hearing problems and thinks that dispatch should use phones to contact operators for certain situations because they can't always hear the radio request when asking if they want to work overtime or pick up an additional route, for example. Why can't they reach out in other ways when an operator doesn't respond instead of just saying they tried and couldn't reach them?
- Palm Tran's currently policy on vacation time requires 45 days of notice for non-emergency situations. This is too restrictive. It's unrealistic for shorter length vacations or just one day off.
- Why can't Palm Tran use its Automatic Vehicle Location (AVL) technology or another GPS device to also provide route directions and time points for operators so that they can use it for turn-by-turn guidance? This would be helpful, especially for new operators who aren't familiar with all routes or who are on a route that has changed. Palm Tran currently uses paper printouts for turn-by-turn directions and time points, which can create safety issues when trying to read them or can lead to delays if a turn is missed by mistake.

Operator Discussion Group #2

Date: Thursday September 9, 2021

Time: 10:00-11:30am

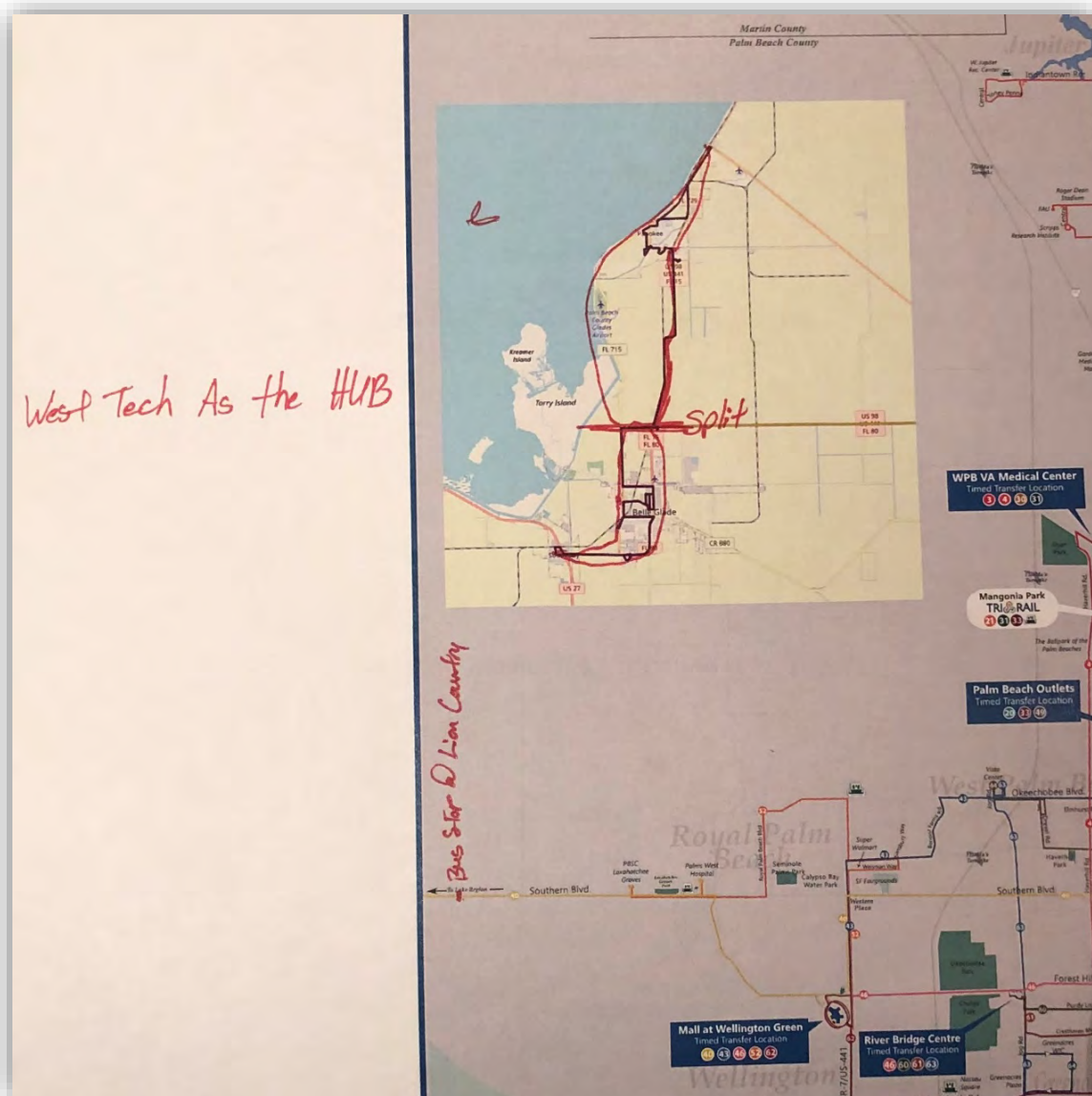
Location: Palm Tran Belle Glade Facility - 38601 James Wheeler Way, Belle Glade, FL 33430

TDP Project Team Attendees: Ian Debnam - Tindale Oliver

Number of Operators Present: 3 participated in a collective discussion lasting more than an hour. An additional 2 people were present at the facility after 11:15, but neither were interested in further discussion or providing feedback.

Notes from Discussions:

- There are connection problems between Routes 47 and 40 causing passengers to miss the transfer by a few minutes. This can result in long waits for the next bus depending on the day/time it happens. If the schedule can't be adjusted, operators should be told to wait for the other bus to arrive before leaving.
- Operators in the Belle Glade and Pahokee area have been told by passengers that they'd like to see more frequency from existing service (Route 47).
- The operators in the discussion think that this area would be better served by two routes: one serving Belle Glade and one serving Pahokee, both operating in a loop (*see map markup on the next page*). There was apparently an old Route 48 that seemed to work well, but has been taken out of service. They see several benefits to splitting Route 47 and bringing back Route 48 to be its counterpart:
 - More schedule consistency
 - Less pressure on operators (for two 45-minute routes instead of one 1.5-hour route), making bathroom breaks and scheduling easier
 - Better coverage of this part of the county to serve more passengers
 - More ability to increase frequencies where needed
- They recommended using the current connection point for Routes 40 and 47 at West Technical Education Center (West Tech) or possibly Lakeside Medical Center as a small transit hub for the two proposed loop routes, as well as future limited stop service between there and Downtown West Palm Beach.
- They also mentioned that service is mostly dead along SR 715 from West Tech south to Avenue L.
- Route 46 needs to continue past the Mall at Wellington Green on Forest Hill Blvd to the Palms West Hospital area on Southern Blvd. This would allow Route 40 to stay on Southern Blvd and get more coverage. Additionally, the left turn to get into the Mall during peak hours is difficult and creating delays. Route 40 should stay out of the roundabout at the Mall if possible.



- Route 40 misses a lot of connections at the Mall when Route 46 leaves a few minutes before it gets there. Similar to the Route 40/47 transfer situation, operators should be told to wait for connections if the schedule can't be met consistently.
- There are consistent problems with people paying fares, either passes that don't work, people unable to get cash in the machine, people not having exact change, or people simply not having enough for the fare. This creates recurring schedule issues.
- They recommended adding more farebox technicians or possibly training other techs to fix minor problems with fareboxes. Three out of four vehicles in their fleet had farebox problems on the day of the discussion.

- The current layover spot (HRS) is difficult to circulate and maneuver with the full-size 40-ft vehicles. There are issues with other vehicles, including cars, Connection and Go Glades vehicles (which people use to make connections to Route 40 there), and sometimes school buses. It's also a difficult location for operators to use the restroom.
- Smaller vehicles would create more route options in Belle Glade/Pahokee in the future, and make turnarounds easier for the operators. Palm Tran should consider running fixed-route service with slightly smaller vehicles if possible.
- Airport Road and US 27 would likely produce ridership if service were extended there somehow. This could potentially be accommodated by the previous route splitting idea.
- Service is also needed along Seminole Pratt Whitney Rd north of Southern Blvd. There is new development there, Seminole Ridge Community High School, and workers living in that area who could benefit from transit service. Existing Route 52 makes sense for that extension.
- A new stop is needed for Route 40 on Southern Blvd at Lion Country Safari.
- In the future, Palm Tran should consider earlier service in the AM period between Belle Glade/Pahokee and the eastern part of the county. Passengers, especially some who work at restaurants, have complained that they can't get a bus to get to work early enough in places closer to the coast. This would be a potential market for a future limited-stop or express bus service with a west-east focus in the AM and east-west return in the PM.
- Route 47 has too many turns as currently configured. Palm Tran can't expect operators to last if they drive routes with 104 turns. This leads to long-term safety concerns and injuries, especially a need for rotator cuff surgeries later in life.
- Palm Tran should consider rewarding operators for on-time performance when goals are consistently met or exceeded. Something small like a free massage every month for the best on-time performance would help them feel appreciated, and also improve Palm Tran service for its customers.
- The LED signage on the front of the vehicles should show Spanish and Creole translations, especially in parts of the county that have high levels of limited-English populations. This would be especially helpful in Belle Glade and Pahokee, as some people are able to speak English, but may not be able to read English. Operators are constantly asked which destination they are going to by passengers who are unsure. A speaker with audio announcements in multiple languages for approaching buses would also be helpful at the West Tech transfer location for the same reason.
- There's a lack of locations in the Belle Glade/Pahokee area for people to buy fare cards and/or passes. The new fare system will probably make this better, but there's currently just one store where people can go to do this in the entire area.
- If funding becomes available in the future, renovations to the Belle Glade facility should be a priority to make the space more usable and convenient for all employees who use it.

Operator Discussion Group #3

Date: Friday, September 10, 2021

Time: 11:15am-12:45pm

Location: Palm Tran South County Facility - 100 N. Congress Ave, Delray Beach, FL, 33445

TDP Project Team Attendees: Ian Debnam - Tindale Oliver

Number of Operators Present: Between 5 and 10 in the room at any given time on break or on standby, with roughly 15-20 people in and out during the entire 1.5 hours. 1 operator wanted to discuss the TDP effort, and provided feedback

Notes from Discussions:

- Route 73 just started Sunday service all the way down Boynton Beach Blvd to SR 7/US 441. It previously stopped at Military Trail on Sundays. Passengers have been appreciative of the extended coverage on the weekend.
- Route 81 currently only goes as far west on Atlantic Ave as the Villages of Oriole Plaza/Hagan Ranch Library. Passengers have complained that the service needs to extend further west (past Hagan Ranch Rd) in this part of the county. There is new development on the western end of Atlantic Ave, which is creating an growing underserved market.
- Passengers ask why there's not service on SR 7/US 441 in the southern part of the county (between Glades Rd and Lake Worth Rd).
- Overall, Palm Tran currently does a good job of serving the communities in Palm Beach County based on a lack of complaints from passengers.
- There are no major unmet needs or concerns related to technology or safety conditions according to this operator.

PARATRANSIT RIDER DISCUSSION MATERIALS

Accelerate 2031

Palm Tran's FY 2022-2031 TDP Major Update

Palm Tran Connection Rider Discussion Group Guide

A. Where Are We Today?

- 1) How much general awareness of and support for transit is there in the community?
How about awareness for fixed route versus Connection services?
- 2) When removing COVID impacts from consideration, have the levels of awareness and support changed in recent years?
- 3) What is your perception of Palm Tran's overall role in the community? (e.g., transport workers, elderly, low income, individuals with disabilities, tourists; attracting choice riders; to prevent congestion; to reduce emissions; to create economic opportunities)?
- 4) Do you think Palm Tran is responsive to the general public's needs? If not, what do you see as the primary reason(s)? How about to those that ride or need Palm Tran Connection?
- 5) Is information on Palm Tran Connection readily available on to those that need it? If not, what are the biggest barriers? How can this be improved?
- 6) Do you believe Palm Tran has a clear and recognizable brand?
- 7) Do you think the current fare policy for Palm Tran Connection is affordable?
- 8) How would you describe Palm Tran's public transit service today?
- 9) If you could change any aspect of Palm Tran today, what would it be?

B. Where Are We Going?

- 10) What goals have the community and elected officials voiced for transit? Are they consistent or different?
- 11) What do you see as appropriate goals for Palm Tran over the next 5 to 10 years?
- 12) What is happening in the county in terms of growth and development (e.g., affordable housing issues, congestion, etc.)? Where? How can transit best respond to these trends?
- 13) What do you think will be the biggest challenge to Palm Tran meeting the needs of paratransit riders going forward?
- 14) Do you feel there are any gaps in paratransit services within the county or from a regional perspective that should be explored?

C. How Do We Get There?

- 15) What improvements should Palm Tran prioritize to increase the use of fixed route services by those who are physically able to but currently cannot?
- 16) Are there policies or obstacles that should be changed to help Palm Tran reach the goals mentioned earlier?
- 17) Do you believe public transportation in the county can be sustained to meet current and future needs without a dedicated funding source?
- 18) Is there a willingness in the community to consider additional local funding for transit, such a sales tax?
- 19) Do you think the public's perception of Palm Tran and/or willingness for additional funding would improve if Palm Tran operated as an independent transit authority rather than under the county government? If yes, please elaborate.

D. Final Thoughts

- 20) In a couple of words, what are the major strengths and accomplishments of Palm Tran's existing transit services, either fixed route or Connection? What are the weaknesses?
- 21) Do you have any additional comments or thoughts to share?

Paratransit Discussion Group Summary

Conducted on Friday, September 10, 2021

Participants included long-time Connection riders (5+ years) and a new (less than 3 years) rider.

Where are we now?

Regarding awareness and support for Palm Tran, the group had mixed feelings. They believe that there is good awareness of the fixed-route service but perhaps not as much awareness of Connection service. One participant expressed concern that there is not enough information in assisted living and senior communities as there should be. Generally, the participants were supportive of Palm Tran and the services it provides.

The participants also had mixed feelings about the impact of COVID-19 on people's attitudes towards transit and venturing out into public in general. One participant expressed concern about younger people who are not yet able to be vaccinated sharing the vehicle with her, as well as unvaccinated drivers. Another participant observed that more people seem to be venturing out.

There was significant discussion about the process to qualify for Connection service. The paperwork can be intimidating and there does not appear to be a process in place for requalification for persons with temporary disabilities.

There was discussion about raising the price for longer trips or trips to certain destinations, such as the airport, for people who can afford to pay it.

All of the participants felt that Palm Tran is responsive to their needs.

The rider handbook needs to be more accessible and made available to new riders.

There was concern among the long-time riders that the County may be cutting the service in the near future.

Where are we going?

All of the participants agreed that safety needs to be a priority for the next 5 to 10 years. Specifically, driver training and limiting distractions.

Challenges for Palm Tran include driver attraction and retention and requalification of Connection riders.

How do we get there?

None of the participants believe that it is feasible to encourage Connection riders to use the fixed-route service, if they are able. The primary factors are the weather (too hot to stand or rainy and wait at a stop) and the benefit of the door-to-door service. Only recommendations were requalification, express bus service, better east-west service, and more stop locations (in areas without service).

The participants did not think there was public support for a sales tax to support Palm Tran. There was some agreement that if the sales tax covered more than transit services it would gain public support.

The participants again expressed concern about the future of Connection services.

One participant expressed concern that many of the challenges discussed during today's meeting have been known for some time and there seems to be little effort to address them.

At the conclusion of the session, all of the participants expressed their gratitude to Palm Tran for the services that are provided and see them as essential.

BUSINESS LEADER DISCUSSION MATERIALS

Accelerate 2031

Palm Tran's FY 2022-2031 TDP Major Update

Stakeholder/Business Leaders Discussion Group Guide

A. Where Are We Today?

If you have different thoughts regarding fixed route vs paratransit services, please elaborate.

- 1) How much awareness of and support for transit is there in the community? When removing COVID impacts from consideration, have the levels of awareness and support changed in recent years?
- 2) What is your perception of Palm Tran's role in the community? (e.g., transport workers, elderly, low income, individuals with disabilities, tourists; attracting choice riders; to prevent congestion; to reduce emissions; to create economic opportunities)?
- 3) Overall, is Palm Tran responsive to community needs? If not, what do you see as the primary reason(s)?
- 4) Is information on transit readily available in the community? If not, how can this be improved?
- 5) Do you believe Palm Tran has a clear and recognizable brand?
- 6) How would you describe Palm Tran's public transit service today?
- 7) If you could change any aspect of Palm Tran today, what would it be?

B. Where Are We Going?

- 8) What goals have the community and elected officials voiced for transit? Are they consistent or different?
- 9) What do you see as appropriate goals for Palm Tran over the next 5 to 10 years?
- 10) What is happening in the county in terms of growth and development (e.g., affordable housing issues, congestion, etc.)? Where? How can transit best respond to these trends?
- 11) Do you feel there are adequate regional transportation connections between Palm Beach, Broward, Miami-Dade, and Martin counties? How about between Palm Tran and rail services? If not, what improvements do you think are needed?
Examples include connecting specific locations, later regional services for third shift workers, etc.

- 12) Do you feel that transit will play a more critical role going forward in attracting talented younger workers to Palm Beach County who may not want to own a car or need to drive everywhere?
- 13) Should Palm Tran focus on engaging major employers when planning for new services or major service changes?

C. How Do We Get There?

- 14) What category(ies) of improvements should Palm Tran focus on over the next 10 years to attract more riders?
 - Existing fixed route service improvements (hours, frequencies, etc.).
 - Technology and infrastructure improvements for information, comfort, etc.
 - Alternative services that complement the fixed-route network. This could include new areas with on-demand services (like Go Glades) or partnerships with companies like Uber and Lyft to provide first/last mile connections to the fixed route network.
 - Enhanced service along key corridors characterized by frequent and convenient transit with limited stops, branded vehicles/stations, level boarding, off-board fare payment, and transit signal priority.
 - Other (please describe)?
- 15) Are there areas of the county currently not served or underserved by transit that should receive a higher priority?
- 16) Are there policies or obstacles that should be changed to help Palm Tran reach the goals mentioned earlier?
- 17) Do you believe public transportation in the county can be sustained to meet current and future needs without a dedicated funding source?
- 18) Is there a willingness in the community to consider additional local funding for transit, such a sales tax?
- 19) Do you think the public's perception of Palm Tran and/or willingness for additional funding would improve if Palm Tran operated as an independent transit authority rather than under the county government? If yes, please elaborate.

D. Final Thoughts

- 20) In a couple of words, what are the major strengths and accomplishments of Palm Tran's existing transit services? What are the weaknesses?
- 21) Do you have any additional comments or thoughts to share?



Discussion Group Workshop

Palm Tran 2031 Transit Development Plan

September 13-14, 2021

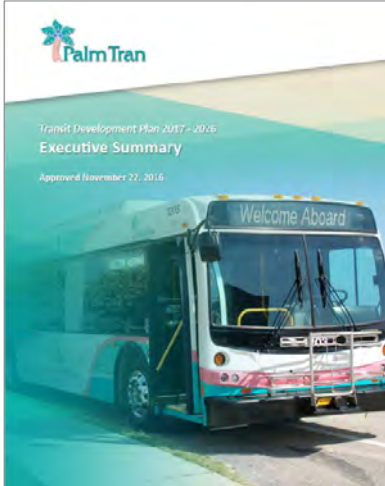


Workshop Agenda

- Transit Development Plan overview
- Baseline data review
- Public involvement process
- Key findings
- Guided discussion
- Next steps



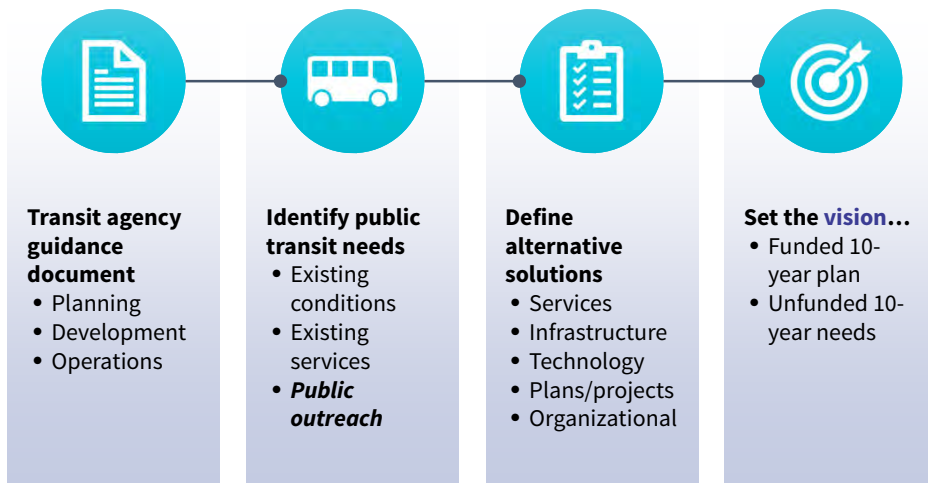
Transit Development Plan Overview



- 10-year timeframe
- Major update every 5 years
- Annual progress reports
- Key components
 - Review previous plan
 - Set agency goals & objectives
 - Identify transit needs
 - Prioritize improvements
 - Update financial plan
- Meet statutory requirements for state funding



Transit Development Plan Process



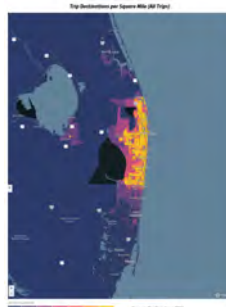
Existing Conditions



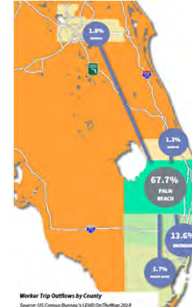
**Existing
Land Use**



**Local/Regional
Studies & Plans**



**Destinations &
Major Activity
Centers**



**Travel
Patterns**



Existing Condition Highlights

In Palm Beach County.....

Demographics

Population near 1.5 M

24% age 65+

55% minority

15% of all workers are limited-English speaking



Housing/Commuting

0.5M+ households

Workers with a 30+ minute commute time:

- 27% drive alone
- 67% take transit



Income/Jobs

Of all households...

- 19% earn <\$25,000 annually
- 25% have zero or one vehicle



Fixed-Route Bus Service

- **32 fixed routes** that serve roughly 3,000 stops and 16 park-and-rides
- Service daily
- **\$2** one-way cash fare (\$1 reduced)
- 1 trip, 10-day, 31-day **QUIK Pass** (reduced-price passes available)
- Major transfer centers
 - West Palm Beach Intermodal Center (main hub)
 - Mall at Wellington Green
 - West Palm Beach VA Medical Center
 - Boca Town Center Mall
 - Gardens Mall



Palm Tran Connection Service



- **Palm Tran Connection** door-to-door paratransit service:
 - For riders with a **disability** or those who are **transportation disadvantaged**
 - Appointments must be made at least **1 hour prior** to the trip
 - **\$3.50** fare per trip



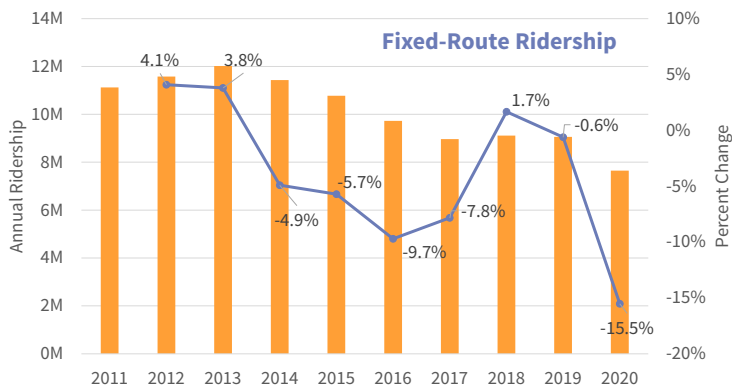
Go Glades Service



- **Go Glades** on-demand, dial-a-ride service:
 - **Currently** serves the **Belle Glade, Pahokee, and South Bay** areas of the County
 - Pilot service implemented in late 2018 in **direct response to the needs** of this area
 - **\$2** fares for those without an ADA ID or a Palm Tran fixed-route bus pass



Ridership



Service	FY 2019	FY 2020	% Change
Fixed-Route	5,160,792	3,800,802	-26.4%
Palm Tran Connection	571,112	305,566	-47.4%
Go Glades*	25,968	29,920	+15.2%
Total	5,757,872	4,136,288	-28.2%

*Go Glades evolved from Flex to Dial-a-Ride service in April 2020

← Table reflects total coronavirus impact for ridership (March-Sept 2020)



Public Outreach



35
Stakeholder
Interviews



6
Public
Workshops



4
Surveys
1 Operator
1 Public Opinion Poll
2 Online



8
Discussion Groups
3 Operator
4 General Public
1 Connection Riders



Web/Email
Social Media
Outreach

palmtran.org/transit-development-plan



Guided Forum Discussion

Where Are
We Today?



Where Do We
Want to Go?

How Do We
Get There?



Final
Thoughts





Where Are We Today?	Where Do We Want to Go?	How Do We Get There?	Final Thoughts
<ul style="list-style-type: none"> How much awareness of and support for transit is there in the community? When removing COVID-19 impacts from consideration, have the levels of awareness and support changed in recent years? What is your perception of Palm Tran's role in the community? Overall, is Palm Tran responsive to community needs? If not, what do you see as the primary reason(s)? 			

Where Are We Today?	Where Do We Want to Go?	How Do We Get There?	Final Thoughts
<ul style="list-style-type: none"> Is information on transit readily available in the community? If not, how can this be improved? Do you believe Palm Tran has a clear and recognizable brand? How would you describe Palm Tran's public transit service today? If you could change any aspect of Palm Tran today, what would it be? 			



<i>Where Are We Today?</i>	<i>Where Do We Want to Go?</i>	<i>How Do We Get There?</i>	<i>Final Thoughts</i>
<ul style="list-style-type: none"> What is your vision for public transit in the community? What do you see as appropriate goals for Palm Tran over the next 5 to 10 years? What is happening in the county in terms of growth and development? Where? How can transit best respond to these trends? 			



<i>Where Are We Today?</i>	<i>Where Do We Want to Go?</i>	<i>How Do We Get There?</i>	<i>Final Thoughts</i>
<ul style="list-style-type: none"> Do you feel there are adequate regional transportation connections between Palm Beach, Broward, Miami-Dade, and Martin counties? How about between Palm Tran and rail services? If not, what improvements do you think are needed? 			






Where Are We Today?	Where Do We Want to Go?	How Do We Get There?	Final Thoughts
<ul style="list-style-type: none"> Do you feel that transit will play a more critical role going forward in attracting talented younger workers to Palm Beach County who may not want to own a car or need to drive everywhere? Should Palm Tran focus on engaging major employers when planning for new services or major service changes? 			



Where Are We Today?	Where Do We Want to Go?	How Do We Get There?	Final Thoughts
<ul style="list-style-type: none"> What category(ies) of improvements should Palm Tran focus on over the next 10 years to attract more riders? <ul style="list-style-type: none"> Existing fixed-route service improvements (hours, frequencies, etc.). Enhanced service along key corridors characterized by frequent and convenient transit with limited stops, branded vehicles/stations, level boarding, off-board fare payment, and transit signal priority. Technology/infrastructure improvements for information, comfort, etc. Alternative services that complement the fixed-route network (e.g., dial-a-ride, partnerships to provide first/last mile connections, etc.) Other? 			

Where Are We Today?	Where Do We Want to Go?	How Do We Get There?	Final Thoughts
<ul style="list-style-type: none"> Are there areas of the county currently not served or underserved by transit that should receive a higher priority? Are there policies or obstacles that should be changed to help Palm Tran reach the goals mentioned earlier? Do you believe public transportation in the county can be sustained to meet current and future needs without a dedicated funding source? 			

Where Are We Today?	Where Do We Want to Go?	How Do We Get There?	Final Thoughts
<ul style="list-style-type: none"> Is there a willingness in the community to consider additional local funding for transit, such a sales tax? Do you think the public's perception of Palm Tran and/or willingness for additional funding would improve if Palm Tran operated as an independent transit authority rather than under the County government? 			

*Where Are
We Today?*


*Where Do We
Want to Go?*

*How Do We
Get There?*

*Final
Thoughts*



- In a couple of words, what are the major **strengths** and accomplishments of Palm Tran's existing transit services? What are the **weaknesses**?
- Do you have any **additional comments or thoughts** to share?



What is Next?

**Review and
Incorporate
Your Input!**



**Continue
Public
Outreach:**
Discussion Groups
Public Workshops
Transit Needs Survey
Public Opinion Poll

**Identify &
Evaluate
Transit
Needs**



**Develop
10-Year Plan**



**Prepare
Report for
County
Commission
Adoption
Nov. 16th**







Want more information?

Visit the Palm Tran **website** or **social media**

palmtran.org/transit-development-plan

Complete/share the **online survey!**

Scan QR Code→



Attend an upcoming **public workshop!**

Six different workshops opportunities September 15th & 16th

Visit the website to register!



Business Stakeholder Discussion Groups

As part of the public involvement process, large businesses and stakeholders were contacted and invited to participate in one of four of Palm Tran's Business Stakeholder Discussion Groups. The discussion groups were conducted over a virtual meeting platform and followed a script. The questions and discussion topics were developed to encourage open dialogue between participants about public transportation's role in each stakeholder's organization.

Each group was informed that Palm Tran is in the process of updating its TDP, a 10-year planning document that guides future initiatives, investments and addresses community needs. Participants were thanked for their participation and advised that their responses would help develop the final TDP. Each respondent shared their feedback and insights from a stakeholder's perspective that is affected by public transit. They were informed that the interview would be based on their thought on transit services, focusing on Palm Tran. A brief description of Palm Tran's services and routes were given before starting the discussion questions.

Like the individual stakeholder interviews, each discussion was divided into four major areas. The first dealt with public perceptions of Palm Tran and where transit stands today. The second area covered future planning and thoughts about what transit should look like in Palm Beach County. The third area focused on specific strategies and elements that would help Palm Tran meet the community's needs. The final area asked respondents to share the strengths and weaknesses of Palm Tran along with any additional comments.

Table 1-3 provides a list of businesses that participated in one of our three discussion groups. Major themes were identified from the feedback received and are summarized in the following sections.

Table 1-3: Palm Beach County Business Stakeholders

Name	Title	Entity
Raphael Clemente	Executive Director	West Palm Beach Downtown Development Authority
Ann-Marie Taylor	Assistant Vice President of Auxiliary Services & Procurement	Palm Beach Atlantic University
Juan Pagan	President	Florida Hispanic American Chamber of Commerce
Melanie Grimes	Co-Executive Director	Belle Glade Chamber of Commerce
Gustav Weibull	Assistant Vice President of Research Strategy & Destination Development	Discover The Palm Beaches
Ryvis Sierra	Public Relations Manager	Discover The Palm Beaches
Kristy McKillip	Human Resources Manager	Aramark at Palm Beach Atlantic University

Where Are We Today?

- **Awareness and Support** – The public has a general awareness of Palm Tran's services, but the support is not consistent among the different businesses. Some participants mentioned that the support is low because tourists and residents prefer driving their vehicles rather than buses.

- **Perception** – The groups concurred that Palm Tran serves as a mode of transportation for workers, students and low-income individuals. One participant mentioned that people do not use Palm Tran because they perceive it as unsafe.
- **Responsiveness** – Some participants would like more communication with Palm Tran to collaborate and share information about services with the public and their stakeholders.
- **Accessibility** – Information is not readily available to the community. Some of the participants suggested to post routes at bus stops and online, expand the language options to include Spanish and Creole, coordinate with organizations to provide information to more Palm Beach County residents.
- **Brand Awareness** – Yes, all respondents believe Palm Tran has a clear and recognizable brand. However, some suggested collaborating with local organizations and municipalities to increase its visibility.
- **Palm Tran's Service Today** – Respondents found Palm Tran's service levels and frequency along major corridors to be good. One noted that there are not enough routes that stop at the beaches.
- **Changes** – The groups would like to see more transportation hubs, routes to tourist attractions, better coordination with rail services and infrastructure improvements.

Where Are We Going?

- **Vision for Transit** – Respondents would like to see a system that prioritizes the user experience, better western connectivity and more engagement with younger generations.
- **Goals** – They suggested upgrading infrastructure at stops, expanding language accessibility, improving connections with rail services and increasing marketing efforts to change the negative public perception surrounding public transit.
- **Growth Trends** – Palm Beach County's population is growing, and more people are moving to western parts of the county. Palm Tran can respond to the trends by focusing on low-income areas and creating routes to the new developments out west.
- **Regional Transportation Connections** – There are not adequate regional connections. Participants suggested there needs to be more marketing and information providing about transportation connections.
- **Palm Tran and Rail Services** – The groups found that there are not adequate connections between Palm Tran and rail services.
- **Connection Improvements** – Some participants suggested coordinating and communicating more with rail services to make the connections known to the public and easy to use.
- **Attracting Younger Workers** – Transit will play a more critical role going forward in attracting talented young workers to Palm Beach County. Participants recommend marketing transit services on social media and improving the buses to make Palm Tran a more desirable alternative and amenity in Palm Beach County.
- **Engaging Major Employers** – Palm Tran should focus on engaging major employers when planning new services or changes. Some recommended that Palm Tran collaborate with tourism authorities, universities, and municipalities to promote its services to more potential riders.

How Do We Get There?

- **Categories of Improvement** – The most important category among all the discussion groups was technology and infrastructure improvements. Some stated that bus shelters and stops need to be heavily branded, clean and safe with benches and shelters. The second category Palm Tran

should focus on is alternative services that complement the fixed-route network and providing first/last mile connections.

- **Underserved Communities** – All of the participants were unsure if any communities are not currently served or underserved.
- **Policies and Obstacles** – Some significant obstacles for Palm Tran are the negative public perceptions and limited funding.
- **Funding Source** – There needs to be a dedicated funding source for public transportation to meet the current and future needs of the county.
- **Additional Funding from Community** – The community would be willing to consider an additional sales tax if the proposal illustrates the benefits of public transit for individuals with and without a vehicle.
- **Operating as an Independent Authority** – The public's perception of Palm Tran would not change if it operated as an independent authority.

Final Thoughts

- **Strengths** – The groups found Palm Tran's ability to provide services across the county at a reasonable price to be a strength.
- **Weaknesses** – In terms of weaknesses, they believe Palm Tran needs to improve its communication with municipalities and other local organizations.

Full List of Business Leader/Stakeholder Discussion Invitees:

Agency/Company	Contact	Title
ADT Security	Bob Tucker	Corporate Affairs Leader
Aerojet Rocketdyne	Todd McConnell	Launch Vehicle Communications
Belcan Engineering	Devra Juraco	Director of Marketing
Belle Glade Chamber of Commerce	Beverly Scott	President
Bethesda Hospital (Baptist Hospital)	Michael Maucker	Manager of Marketing
Black Chamber of Commerce of Palm Beach County	Frank Hayden	President
Boca Raton Chamber of Commerce	Troy McLellan	CEO
Boca Raton Regional Hospital	Michael Maucker	Manager of Marketing
Boca Raton Resort	Victoria Jones	Marketing & Communications Specialist
Central Palm Beach Chamber of Commerce	Mary Lou Bedford	CEO
Chamber of Commerce of the Palm Beaches	Dennis Grady	President
Cheney Brothers	Kinna Denowitz	Director of Marketing
Connecticut School of Broadcasting	Kayla Salmon	Campus Coordinator
Delray Medical Center	Ryan Lieber	Public Relations Manager
Discover The Palm Beaches	Lindsey Wiegmann	Director PR & Social Media
Downtown Development Authority of Delray Beach	Laura Simon	Executive Director
Everglades University	Kristi Mollis	President
Finnish-American Chamber of Commerce	Joel Toikkanen	President
Florida Atlantic University	Joshua Glanzer	Asst. VP for Media Relations and Public Affairs
Good Samaritan Medical Center	Shelly Weiss	Public Relations Manager
Greater Delray Beach Chamber of Commerce	Stephanie Immelman	CEO
HCA Healthcare / JFK Medical Centers	Kathryn Walton	Director of Communications
Health Care District Palm Beach County	Robin Kish	PR, Marketing & Communications
Hispanic Chamber of Commerce	Maria Antuna	CEO
Jupiter Medical Center	Elfran Fuenmayor	Public Relations Director
Keiser University	Kelli Lane	Associate Vice Chancellor of Media and Public Relations
Lake Worth Cultural Alliance	Emily Theodossakos	Marketing & Program Manager
Lockheed Martin & Sikorsky	Dana Casey	Manager of External Communications

Agency/Company	Contact	Title
Lynn University	Jamie D'Aria	Director of Public Relations
Newell Brands	David Hammer	Local Manager
Nova Southeastern University	George Dungee	Campus Director
Office Depot	Danny Jovic	Senior Director Communications
Pahokee Chamber of Commerce	Regina Bohlen	Executive Director
Palm Beach Atlantic University	Becky Peeling	Associate Vice President for University Relations and Marketing
Palm Beach Chamber of Commerce	Laurel Baker	CEO
Palm Beach Gardens Medical Center	Megan Dunn	Marketing Director
Palm Beach North Chamber of Commerce	Noel Martinez	President
Palm Beach State College	Rachel Ondrus-Bonlarron	Executive Director for Community Engagement
Puerto Rican Hispanic Chamber of Commerce	Santos Arroyo	CEO
Saint Vincent de Paul Regional Seminary	Keith Parker	Campus Administrator
South Florida Water Mgt District	Sean Cooley	Director of Communications and Public Engagement
South University	Thomas Nguyen	Dean of Students Affairs & Operations
Southeastern College	Solina Brown	Administrative Assistant
St. Mary's Medical Center	Shelly Weiss	Public Relations Manager
Sugarcane Growers Coop	David Goodlett	Senior Vice President Corporate Relations
The Breakers	Sara Flight	Director Of Communications
US Foods	Sara Matheu	Director of External Communications
Veterans Health Administration	Alejandro Algarin	Veteran Experience Officer
Walgreens Distribution	Scott Goldberg	Global Corporate Communications
Wellington Chamber of Commerce	Michela Green	Executive Director
West Boca Medical Center	Ryan Lieber	Public Relations Manager
West Palm Beach Downtown Development Authority	Raphael Clementa	Executive Director
Woman's Chamber of Commerce	Amy Murphy	President
Zimmer Biomet	Laurie Myers	External Communications
Florida Crystals Corporation	Caroline Villanueva	South Florida External Affairs Manager

TRANSIT NEEDS ONLINE SURVEY MATERIALS



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Our Transit Today

Please take a few moments to answer some questions about transit in your community. Your input will be used to develop Accelerate 2031, Palm Tran's plan for transit over the next 10 years. For more information on this plan and to register for an upcoming public workshop, visit <https://www.palmtran.org/transit-development/>.

1. How important is providing transit services in Palm Beach County?

- ☐ It must be provided
- ☐ It might be useful
- ☐ It does not matter to me
- ☐ It is not needed

2. Have you used Palm Tran? If yes, check all services you have used.

- ☐ Yes, Palm Tran fixed route bus
- ☐ Yes, Palm Tran Connection
- ☐ Yes, Go Glades
- ☐ No



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Our Transit Today

3. What bus fare do you typically use?

- ☐ \$2 cash fare
- ☐ Quick Pass – 1 Trip
- ☐ Quick Pass – Unlimited 1-Day
- ☐ Quick Pass – Unlimited 1-Day Reduced fare
- ☐ Quick Pass – Unlimited 31-Day
- ☐ Quick Pass – Unlimited 31-Day Reduced fare

4. Do you think the current Palm Tran bus fare is affordable?

- ☐ Yes
- ☐ No
- ☐ I don't know



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Our Transit Today

5. How often did you use Palm Tran services prior to the start of the COVID-19 pandemic (mid-March 2020 or earlier)?

- ☐ Infrequently
- ☐ 1-3 round trips per week
- ☐ Frequently or daily

6. Since the COVID-19 pandemic started in mid-March 2020, I:

- ☐ Ride Palm Tran more often compared to before the pandemic.
- ☐ Ride Palm Tran about the same.
- ☐ Ride Palm Tran less often.
- ☐ Have not ridden Palm Tran but, plan to again in the future.
- ☐ Have not ridden Palm Tran and do not plan to even after the pandemic is over. Please specify why below.

Please briefly explain why below.

7. Which best describes why you ride Palm Tran?

- ☐ I don't have a car or I can't drive
- ☐ To save money
- ☐ I can read or do other things that I can't do while driving or stuck in traffic
- ☐ Bus is safer/less stressful than driving
- ☐ Other (please specify)



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Our Transit Today

8. Are you aware of Palm Tran and the services offered?

☐ Yes

☐ No

9. Why have you not ridden Palm Tran? (select all that apply)

☐ It is too hard to get to/from the bus and where I need to go

☐ It takes too long compared to driving

☐ Hours of service the buses run do not meet my needs

☐ There are no bus stops near my home or where I need to go

☐ The fare is too expensive

☐ I do not think the bus is safe

☐ I prefer to use other shared ride services like Uber or Lyft

☐ Other (please specify)



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Our Transit Today

10. Palm Tran is investing in technology to make it easier to get information and ride the bus.

Did you know the following are available?

	Yes	No
Palm Tran Trip Planner where you are able to input your starting and ending locations and the day/time of your trip in the mobile app.	<input type="radio"/>	<input type="radio"/>
Track your bus in real time using the Palm Tran Trip Planner app.	<input type="radio"/>	<input type="radio"/>
Receive real time bus arrival info via text message by texting the bus stop number on the sign to 561561.	<input type="radio"/>	<input type="radio"/>
Subscribe to rider alerts for a specific route on Palm Tran's website.	<input type="radio"/>	<input type="radio"/>
Free Wi-Fi is available on all Palm Tran fixed route buses.	<input type="radio"/>	<input type="radio"/>



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

Where We Want To Go

11. For each statement, rate on a scale of how much you agree or disagree.

Transit is going to be more important in the next 10 years than now because....

	Definitely Agree	Somewhat Agree	Neutral	Somewhat Disagree	Definitely Disagree
The aging adult population will need more transit choices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More people are moving here and traffic congestion will get much worse.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cost of living will be too high for the average person to afford both housing and a car.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Palm Beach County will need it to attract younger people who may not want to own a car or have to drive everywhere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. For each statement, rate on a scale of how much you agree or disagree:

I would ride the bus more if.....

	Definitely Agree	Somewhat Agree	Neutral	Somewhat Disagree	Definitely Disagree
It came more often – every 15-30 minutes (instead of every 30 minutes or longer).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was more weekend service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was bus service in my area. Please say where in the comment box below.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There were more regional express/commuter routes to easily get me to jobs or events in other areas of Palm Beach County or to nearby counties.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was an easy way to get to/from the bus stop that is too far/unsafe to walk or bike to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The bus operated in its own lanes where I could get to places faster than driving.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The buses ran either earlier or later because I do not work traditional daytime hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking was either more expensive or not as available where I often go to for work, errands, or fun.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There were more/better amenities at the bus stop(s). Please say where in the comment box below.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

How We Get There

13. I would be willing to support long-term sustainable local funding for transit if.....

	Definitely Agree	Somewhat Agree	Neutral	Somewhat Disagree	Definitely Disagree
Everyone helped contribute, like tourists and visitors, instead of only local residents and property owners.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The funding would be used to primarily support improving the current system (increasing hours of service, how often the buses come, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The funding would be used to make transit more attractive to new users by expanding the type of services and technology offered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. In November 2018, Broward County voters passed a penny (1%) for transportation sales tax to financially support transit and other mobility projects over the next 30 years. It is estimated that the average Broward County household will spend an additional \$173.96 each year – or 47 cents per day – for the transportation sales tax. ([Click for Source](#))

Does this statement surprise you?

- ☐ Yes, I thought this amount would be higher than stated.
- ☐ Yes. I thought this amount would be lower than stated.
- ☐ No, this is about what I would expect.
- ☐ I don't know

15. Would more information like this help you to consider supporting a long-term dedicated funding source for transit in Palm Beach County?

- ☐ Yes
- ☐ No
- ☐ I don't know



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan

About Yourself

16. My age is.....

- ☐ 17 years or younger
- ☐ 18-24 years
- ☐ 25-40 years
- ☐ 41-60 years
- ☐ 60+ years

17. My annual household income is.....

- ☐ Less than \$10,000
- ☐ \$10,000 to \$24,999
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$99,999
- ☐ \$100,000 or more

18. The following best describes me (select all that apply)

- ☐ Full-time worker
- ☐ Part-time worker
- ☐ Stay-at-home parent
- ☐ Student
- ☐ Retired
- ☐ Seasonal resident
- ☐ Visitor

19. My race is:

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Another race

20. I am Hispanic/Latino:

- ☐ Yes
- ☐ No

21. My home ZIP code is:

22. My work ZIP code is:

Other Comments

23. Are there any other comments you would like to provide?



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Nuestro Tránsito Hoy

Tómese unos minutos para responder algunas preguntas sobre el tránsito en su comunidad. Su opinión se utilizará para desarrollar *Accelerate 2031*, el plan de tránsito de Palm Tran durante los próximos 10 años. Para obtener más información sobre este plan y registrarse para un próximo taller público, visite <https://www.palmtran.org/transit-development/>.

1. ¿Qué importancia tiene brindar servicios de tránsito en el condado de Palm Beach County?

- ☐ Debe ser proporcionado
- ☐ Puede ser útil
- ☐ No es importante para mi
- ☐ No es necesario

2. ¿Ha utilizado Palm Tran? En caso afirmativo, marque todos los servicios que ha utilizado.

- ☐ Sí, autobús de ruta fija Palm Tran
- ☐ Sí, Palm Tran Connection
- ☐ Sí, Go Glades
- ☐ No



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Nuestro Tránsito Hoy

3. ¿Típicamente, que tarifa de autobús utilizas?

- ☐ Tarifa en efectivo de \$ 2
- ☐ Pase QUIK – 1 Viaje
- ☐ Pase QUIK – 1 Día Ilimitado
- ☐ Pase QUIK – 1 Día Ilimitado Tarifa Reducida
- ☐ Pase QUIK – 31 Días Ilimitados
- ☐ Pase QUIK – 31 Días Ilimitados Tarifa Reducida

4. ¿Crees que la tarifa actual del autobús de Palm Tran es accesible?

- ☐ sí
- ☐ No
- ☐ No sé



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Nuestro Tránsito Hoy

5. ¿Con que frecuencia utilizaste los servicios de Palm Tran antes del inicio de la pandemia COVID-19 (mediados de marzo de 2020 o antes)?

- ☐ Con poca frecuencia
- ☐ 1-3 viajes de ida y vuelta por semana
- ☐ Con frecuencia o diariamente

6. Desde que comenzó la pandemia de COVID-19 a mediados de marzo de 2020, yo:

- ☐ Viajo en Palm Tran con más frecuencia que antes de la pandemia.
- ☐ Viajo en Palm Tran casi de la misma manera.
- ☐ Viajo en Palm Tran con menos frecuencia.
- ☐ No he viajado en Palm Tran, pero tengo planes de hacerlo en el futuro.
- ☐ No he viajado en Palm Tran y no planeo hacerlo incluso después de que la pandemia haya terminado. Especifique el motivo a continuación.

Explique brevemente por qué a continuación.

7. ¿Cuál describe mejor por qué viajas en Palm Tran?

- ☐ No tengo carro o no puedo conducir
- ☐ Para ahorrar dinero
- ☐ Puedo leer o hacer otras cosas que no puedo hacer mientras conduzco o estoy atrapado en el tráfico.
- ☐ El autobús es más seguro / menos estresante que conducir
- ☐ Otro (por favor especifique)



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Nuestro Tránsito Hoy

8. ¿Conoces Palm Tran y los servicios que ofrece?

- ☐ sí
- ☐ No

9. ¿Por qué no has viajado en Palm Tran? (seleccione todas las que correspondan)

- ☐ Es demasiado difícil ir y venir del autobús
- ☐ Es demasiado difícil ir a donde tengo que ir utilizando el autobús
- ☐ Lleva demasiado tiempo en comparación con conducir
- ☐ Los horarios de servicio de los autobuses no satisfacen mis necesidades
- ☐ No hay paradas de autobús cerca de mi casa o donde debo ir
- ☐ La tarifa es demasiado cara
- ☐ No creo que el bus sea seguro
- ☐ Prefiero usar otros servicios de viaje compartido como Uber o Lyft
- ☐ Otro (por favor especifique)



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Nuestro Tránsito Hoy

10. Palm Tran está invirtiendo en tecnología para facilitar viajar en autobús y la obtención de información

¿Sabías que están disponibles los siguientes?

	sí	No
Palm Tran Trip Planner, donde puede ingresar sus ubicaciones de inicio y finalización y el día / hora de su viaje en la aplicación móvil.	<input type="radio"/>	<input type="radio"/>
Rastree su autobús en tiempo real usando la aplicación Palm Tran Trip Planner.	<input type="radio"/>	<input type="radio"/>
Reciba información sobre la llegada del autobús en tiempo real a través de un mensaje de texto enviando un mensaje de texto con el número de la parada del autobús al 561561.	<input type="radio"/>	<input type="radio"/>
Suscríbase a las alertas de usuario para una ruta específica en el sitio web de Palm Tran.	<input type="radio"/>	<input type="radio"/>
Hay conexión Wi-Fi gratuita disponible en todos los autobuses de ruta fija de Palm Tran.	<input type="radio"/>	<input type="radio"/>



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

A Donde Queremos Ir

11. Para cada afirmación, califique en una escala de cuánto estas de acuerdo o en desacuerdo.

El tránsito será más importante en los próximos 10 años que ahora porque....

	Definitivamente de Acuerdo	Parcialmente de Acuerdo	Neutral	Parcialmente en Desacuerdo	Definitivamente en Desacuerdo
La población adulta que envejece necesitará más opciones de transporte.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Más gente se está moviendo aquí y la congestión del tráfico empeorará.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El costo de vida será demasiado alto para que una persona promedio pueda pagar tanto una vivienda como un automóvil.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El condado de Palm Beach lo necesitará para atraer a personas más jóvenes que no quieran tener un automóvil o tengan que conducir a todas partes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Para cada afirmación, califique en una escala de cuánto estas de acuerdo o en desacuerdo:

Viajaría más en autobús si.....

	Definitivamente de Acuerdo	Parcialmente de Acuerdo	Neutral	Parcialmente en Desacuerdo	Definitivamente en Desacuerdo
Llegara con más frecuencia, cada 15-30 minutos (en lugar de cada 30 minutos o más).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hubiera más servicio de fin de semana.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hubiera servicio de autobús en mi área. Por favor, diga dónde en el cuadro de comentarios a continuación.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hubiera más rutas regionales expresas / de cercanías para llevarme fácilmente a trabajos o eventos en otras áreas del condado de Palm Beach o condados cercanos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hubiera una manera fácil de llegar a / desde la parada de autobús que está demasiado lejos / insegura para caminar o andar en bicicleta.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El autobús operara en sus propios carriles donde podía llegar a lugares más rápido que conduciendo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Los autobuses salieran antes o después porque yo no trabajo en las horas diurnas tradicionales.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El estacionamiento fuera más caro o no estuviera tan disponible donde a menudo voy para trabajar, hacer recados o divertirme.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hubiera más / mejores servicios en la (s) parada (s) de autobús. Por favor, diga dónde en el cuadro de comentarios a continuación.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Otra (especifique)



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Cómo Llegamos Allí

13. Estaría dispuesto a apoyar la financiación local sostenible a largo plazo para el transporte público si.....

	Definitivamente de Acuerdo	Parcialmente de Acuerdo	Neutral	Parcialmente en Desacuerdo	Definitivamente en Desacuerdo
Todos ayudaran a contribuir, como turistas y visitantes, en lugar de solo los residentes locales y los propietarios.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Los fondos se utilizarían principalmente para mejorar del sistema actual (aumentar las horas de servicio, la frecuencia con la que llegan los autobuses, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
El financiamiento se utilizaría para hacer que el tránsito sea más atractivo para los nuevos usuarios al expandir el tipo de servicios y tecnología ofrecidos.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. En noviembre de 2018, los votantes del condado de Broward aprobaron un centavo (1%) para el impuesto a las ventas de transporte para apoyar financieramente el tránsito y otros proyectos de movilidad durante los próximos 30 años. Se estima que el hogar promedio del condado de Broward gastará \$ 173.96 adicionales cada año, o 47 centavos por día, para el impuesto a las ventas de transporte. ([Haga clic para ver la fuente](#))

¿Esta declaración le sorprende?

- ☐ Sí, pensé que esta cantidad sería superior a la indicada.
- ☐ Si, pensé que esta cantidad sería menor que la indicada.
- ☐ No, esto es lo que esperaba.
- ☐ No sé

15. ¿Más información como esta le ayudaría a considerar apoyar una fuente de financiación dedicada a largo plazo para el transporte público en el condado de Palm Beach?

- ☐ sí
- ☐ No
- ☐ No sé



Accelerate 2031 - Plan de Desarrollo de Tránsito de 10 Años de Palm Tran

Acerca De Ti

16. Mi edad es.....

- ☐ 17 años o menor
- ☐ 18-24 años
- ☐ 25-40 años
- ☐ 41-60 años
- ☐ 60+ años

17. Mi ingreso familiar anual es.....

- ☐ Menos de \$ 10,000
- ☐ \$10,000 a \$24,999
- ☐ \$25,000 a \$49,999
- ☐ \$50,000 a \$74,999
- ☐ \$75,000 a \$99,999
- ☐ \$ 100,000 o más

18. Lo siguiente me describe mejor (seleccione todo lo que corresponda)

- ☐ Trabajador de tiempo completo
- ☐ Trabajador de medio tiempo
- ☐ Padre que se queda en casa
- ☐ Estudiante
- ☐ Retirado
- ☐ Residente de temporada
- ☐ Visitante

19. Mi raza es:

- ☐ Blanco o Caucásico
- ☐ Negro o Afroamericano
- ☐ Asiático o Asiático Americano
- ☐ Indio Americano o Nativo de Alaska
- ☐ Nativo de Hawai u otra isla del Pacífico
- ☐ Otra raza

20. Soy hispano / latino:

- ☐ sí
- ☐ No

21. El código postal de mi casa es:

22. El código postal de mi trabajo es:

Otros Comentarios

23. ¿Hay algún otro comentario que le gustaría proporcionar?



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Transpò Nou Jodi a

Tanpri pran kèk minit pou reponn kèk kesyon sou transpò nan kominote nou an. Opinyon ou pral itilize pou devlope plan Palm Tran, Akselere 2031 pou transpò nan 10 ane k ap vini yo. Pou plis enfòmasyon sou plan sa a ak pou enskri pou yon atelye piblik ki gen pou fèt, ale sou <https://www.palmtran.org/transit-development/>.

1. Kijan bay sèvis transpò nan Konte Palm Beach enpòtan?

- ☐ Li dwe bay
- ☐ Li ka itil
- ☐ Sa pa enpòtan pou mwen
- ☐ Li pa nesèsè

2. Èske ou te itilize Palm Tran? Si wi, tcheke tout sèvis ou te itilize yo.

- ☐ Wi, bis itinerè fiks Palm Tran
- ☐ Wi, Palm Tran Connection
- ☐ Wi, Go Glades
- ☐ Non



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Transpò Nou Jodi a

3. Ki tarif bis ou abitye itilize?

- ☐ \$2 frè lajan kach
- ☐ Lese pase rapid – 1 Vwayaj
- ☐ Lese pase rapid – Ilimite 1 jou
- ☐ Lese pase rapid – Ilimite 1 jou ak frè redui
- ☐ Lese pase – Ilimite 31 jou
- ☐ Lese pase rapid – Ilimite 31 jou ak frè redui

4. Èske ou panse frè bis aktyèl Palm Tran lan nan pri abòdab?

- ☐ Wi
- ☐ Non
- ☐ Mwen pa konnen



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Transpò Nou Jodi a

5. Konbyen fwa ou te itilize sèvis Palm Tran anvan kòmansman pandemi COVID-19 la (mitan mas 2020 oswa anvan)?

- ☐ Pa souvan
- ☐ 1-3 vwayaj ale retou chak semèn
- ☐ Souvan oswa chak jou

6. Depi pandemi COVID-19 la te kòmanse nan mitan mas 2020, mwen:

- ☐ Vwayaje nan Palm Tran pi souvan konpare ak anvan pandemi an.
- ☐ Vwayaje nan Palm Tran sanse menm jan an.
- ☐ Vwayaje nan Palm Tran mwen souvan.
- ☐ Pa te vwayaje nan Palm Tran men konte fè sa ankò alavni.
- ☐ Pa te vwayaje nan Palm Tran epi pa konte fè sa menm apre pandemi an pase. Presize poukisa anba a.

Eksplike byen kout poukisa anba a.

7. Kiyès ki pi byen dekri poukisa ou vwayaje nan Palm Tran?

- ☐ Mwen pa gen machin oswa mwen pa kapab kondui
- ☐ Pou ekonomize lajan
- ☐ Mwe kapab li oswa fèt lòt bagay mwen pa kapab fè pandan m ap kondui oswa bloke nan sikilasyon
- ☐ Bis pi sekritè/mwens estresan pase kondui
- ☐ Lòt (presize)



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Transpò Nou Jodi a

8. Èske ou konnen Palm Tran ak sèvis li ofri yo?

- ☐ Wi
- ☐ Non

9. Poukisa ou pa te wwayaje nan Palm Tran? (seleksyone tout sa ki aplike)

- ☐ Li twò difisil pou ale/tounen nan bis epi kote mwen bezwen ale
- ☐ Li pran twòp tan konpare ak kondui
- ☐ Lè sèvis bis yo fonksyone pa satisfè bezwen mwen
- ☐ Pa gen arè bis toupre kay mwen oswa kote mwen vle ale a
- ☐ Tarif la twò wo
- ☐ Mwen pa panse bis la sekirite
- ☐ Mwen prefere itilize lòt sèvis transpò pataje tankou Uber oswa Lyft
- ☐ Lòt (presize)



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Transpò Nou Jodi a

10. Palm Tran ap envesti nan teknoloji pou rann li pi fasil pou jwenn enfòmasyon ak vwayaje nan bis la.

Èske ou te konnen sa anba yo disponib?

	Wi	Non
Palm Tran Trip Planner kote ou kapab ajoute lokal depa ak rive yo ak jou/lè vwayaj ou nan aplikasyon mobil la.	<input type="radio"/>	<input type="radio"/>
Swiv bis ou an tan reyèl apati aplikasyon Palm Tran Trip Planner.	<input type="radio"/>	<input type="radio"/>
Resevwa enfòmasyon sou arive bis la an tan reyèl atravè mesaj tèks lè ou voye mesaj nimewo arè bis la sou pano a nan 561561.	<input type="radio"/>	<input type="radio"/>
Abone nan alèt pasaje pou jwenn yon itinerè espesifik sou sitwèb Palm Tran lan.	<input type="radio"/>	<input type="radio"/>
Wi-Fi gratis disponib nan tout bis a itinerè fiks Palm Tran yo.	<input type="radio"/>	<input type="radio"/>



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Kote Nou Vle Ale

11. Pou chak deklarasyon, evalye sou yon echèl nan ki nivo ou dakò oswa pa dakò.

Transpò pral pi enpòtan nan 10 ane pwochen yo pase kounye a akòz....

	Toutafè Dakò	Yon jan Dakò	Net	Yon jan Pa dakò	Toutafè Pa dakò
Popilasyon granmoun aje yo pral bezwen plis opsyon transpò.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plis moun ap vini isit la epi blokis nan sikilasyon ap vin pi mal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kou lavi a pral twò wo pou yon moun ki gen nivo mwayen rive pèmèt li lwe yon lojman ak yon machin.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Konte Palm Beach pral bezwen li pou atire pi jèn moun yo ki ka pa vle posede yon machin oswa pa vle kondui tout kote.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Pou chak deklarasyon, evalye sou yon echèl nan ki nivo ou dakò oswa pa dakò:

Mwen t ap pran bis plis si.....

	Toutafè Dakò	Yon jan Dakò	Net	Yon jan Pa dakò	Toutafè Pa dakò
It came more often – every 15-30 minutes (instead of every 30 minutes or longer).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There was more weekend service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Li te vini pi souvan - chak 15-30 minit (olye chak 30 minit oswa pi long).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Te gen sèvis pou bis nan zòn mwen. Di ki kote nan bwat kòmantè anba a.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Te gen plis itinerè ekspres/rejyonal pou mennen m ale byen fasil nan travay oswa aktivite nan lòt zòn nan Konte Palm Beach oswa konte ki toupre yo.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Te gen yon fason fasil pou ale/soti nan arè bis ki twò lwen/pa sekirite pou mache oswa pedale pou ale.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bis la te fonksyone sou pwòp vwa li kote m te ka ale nan lokal yo pi vit olye m kondui.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bis yo te fonksyone swa pi bonè oswa pi ta akòz mwen pa travay nan lè tradisyonèl nan jounen an.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paking swa te pi chè oswa pa te disponib kote mwen souvan ale pou travay, pwomennen oswa amize mwen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Te gen plis/pi bon ekipman nan arè bis la(yo). Di ki kote nan bwat kòmantè anba a.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lòt (resize)



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Kijan N ap Rive La

13. Mwen t ap volontè pou sipòte finansman lokal dirab alontèm pou transpò si....

	Toutafè Dakò	Yon jan Dakò	Net	Yon jan Pa dakò	Toutafè Pa dakò
Tout moun te ede kontribiye, tankou touris ak vizitè, olye rezidan lokal sèlman ak mèt pwopriyete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finansman an t ap itilize prensipalman pou sipòte amelyorasyon nan sistèm aktyèl la (ogmante lè sèvis, konbyen fwa bis yo vini, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finansman an t ap itilize pou rann transpò pi atiran pou nouvo itilizatè yo nan elaji kalite sèvis ak teknoloji ki ofri.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Nan novanm 2018, elektè Konte Broward yo te adopte yon santim (1%) pou taks vant sou transpò pou sipòte finansyèman transpò ak lòt pwojè depasman pandan 30 ane k ap vini yo. Yo prevwa fwaye mwayèn nan Konte Broward yo pral depanse \$173.96 anplis chak ane – oswa 47 santim chak jou – pou taks vant sou transpò. ([Klike pou Sous](#))

Èske deklarasyon sa a etone ou?

- ☐ Wi, mwen te panse montan sa t ap pi wo pase sa ki endike a.
- ☐ Wi. Wi mwen te panse montan sa t ap pi ba pase sa ki endike a.
- ☐ Non, se apeprè sa mwen te atann.
- ☐ Mwen pa konnen

15. Èske plis enfòmasyon tankou sa yo t ap ede ou konsidere sipòte yon sous finansman alontèm ki konsakre pou transpò nan Konte Palm Beach?

- ☐ Wi
- ☐ Non
- ☐ Mwen pa konnen



Akselere 2031 - Plan Devlopman Transpò Palm Tran sou 10 Ane

Konsènan Ou Menm

16. Laj mwen se....

- ☐ 17 ane oswa mwens
- ☐ 18-24 ane
- ☐ 25-40 ane
- ☐ 41-60 ane
- ☐ 60+ ane

17. Revni fwaye mwen chak ane se.....

- ☐ Mwens pase \$10,000
- ☐ \$10,000 pou \$24,999
- ☐ \$25,000 pou \$49,999
- ☐ \$50,000 pou \$74,999
- ☐ \$75,000 pou \$99,999
- ☐ \$100,000 oswa plis

18. Sa anba yo pi byen dekri mwen (seleksyone tout sa ki aplike)

- ☐ Travayè a tan plen
- ☐ Travayè a tan pasyèl
- ☐ Paran ki rete nan kay
- ☐ Elèv
- ☐ Retrete
- ☐ Rezidan sezonye
- ☐ Vizitè

19. Ras mwen se:

- ☐ Blan oswa Kokazyen
- ☐ Nwa oswa Afwo-Ameriken
- ☐ Azyatik oswa Ameriken Azyatik
- ☐ Endyen Ameriken oswa Natif Natal Alaska
- ☐ Natif Natal Awayi oswa lòt Abitan Zile Pasifik
- ☐ Yon lòt ras

20. Mwen se Ispanik/Latino:

- ☐ Wi
- ☐ Non

21. Kòd postal lakay mwen se:

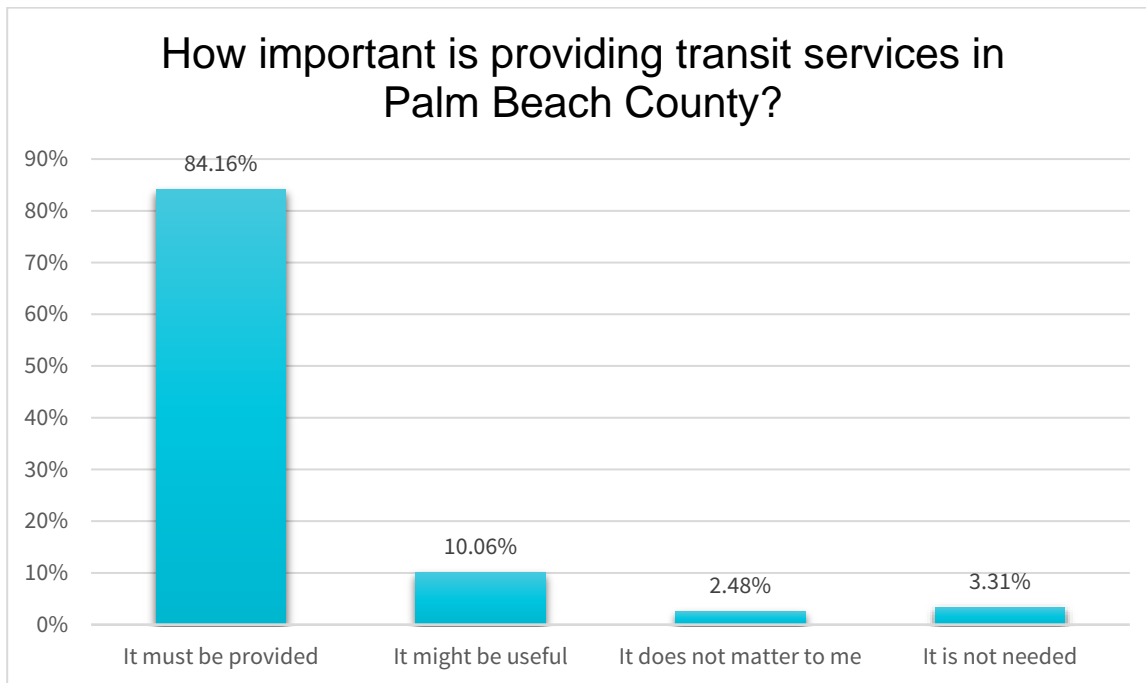
22. Kòd postal travay mwen se:

Lòt Kòmantè

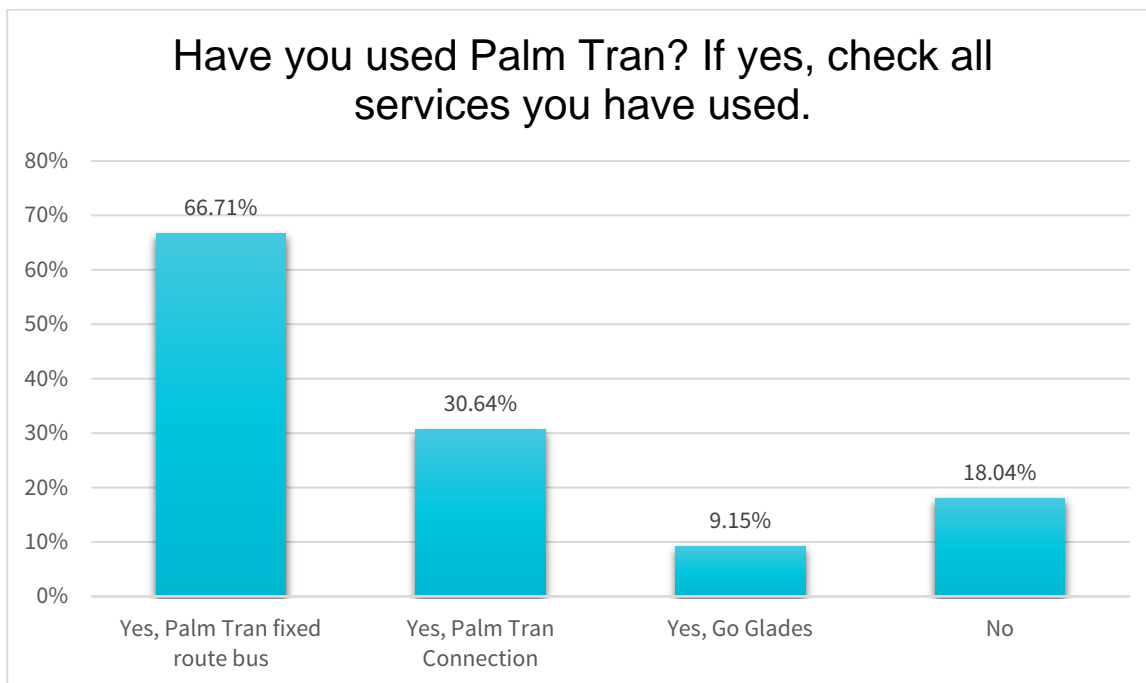
23. Èske gen nenpòt lòt kòmantè ou ta renmen fè?

Transit Needs Online Survey – Full Results

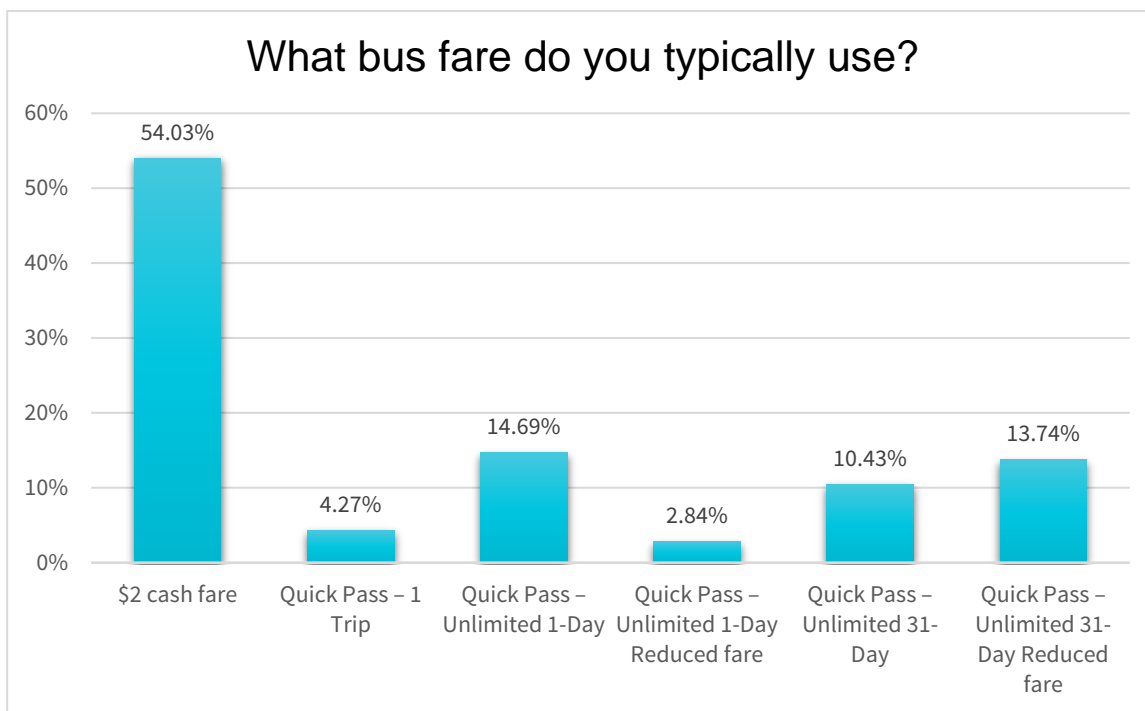
Question #1 – 726 Responses



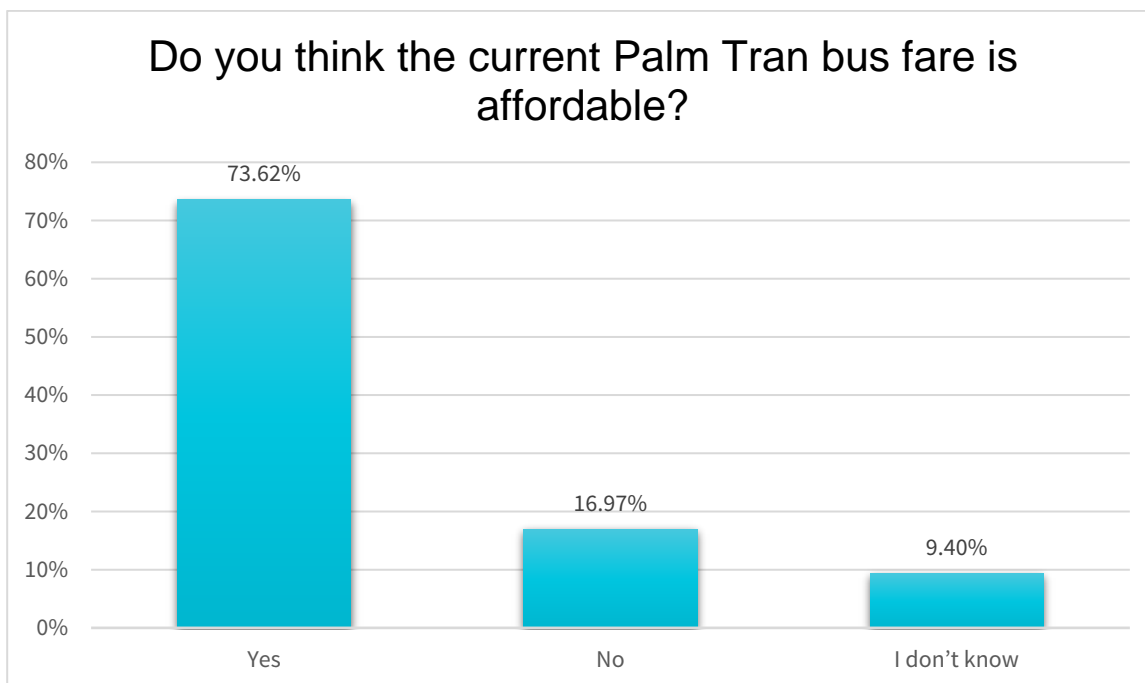
Question #2 – 754 Responses



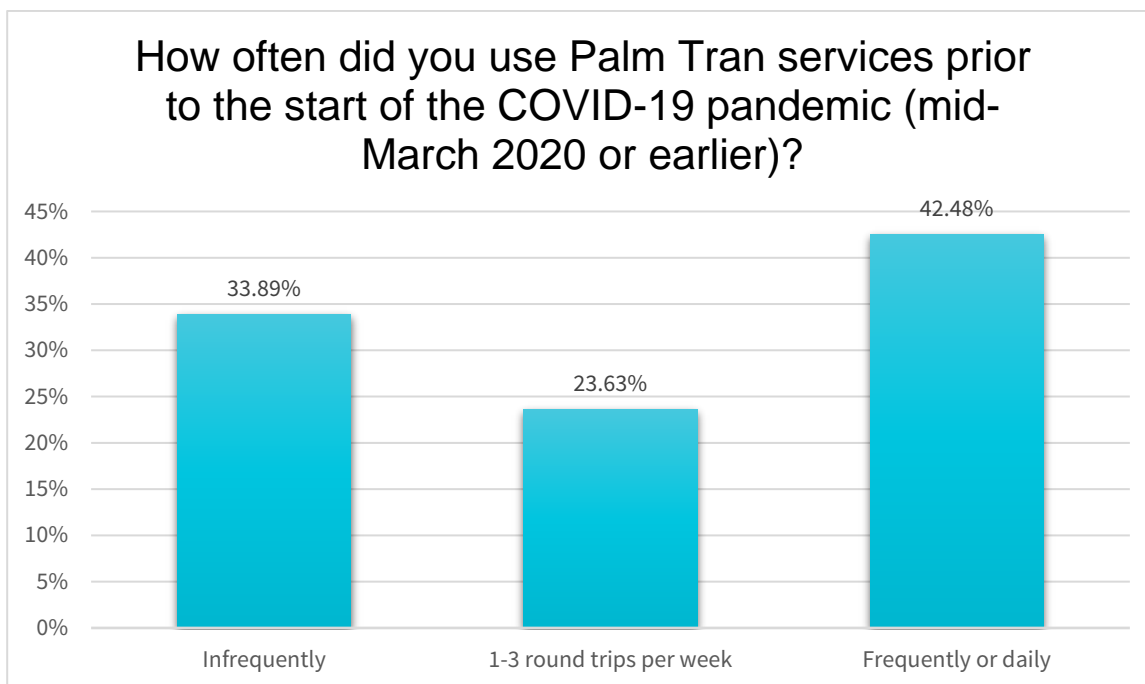
Question #3 – 422 Responses



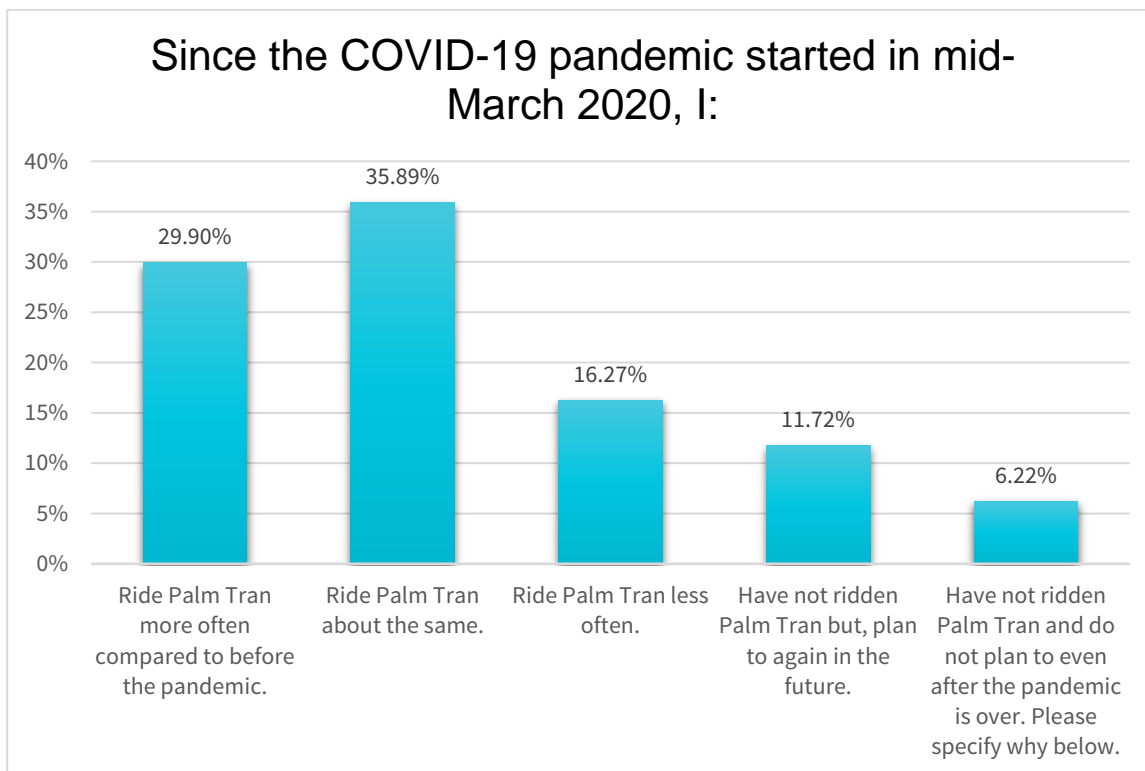
Question #4 – 436 Responses



Question #5 – 419 Responses



Question #6 – 418 Responses



Specified Reasons for Not Using Palm Tran After the Pandemic is Over

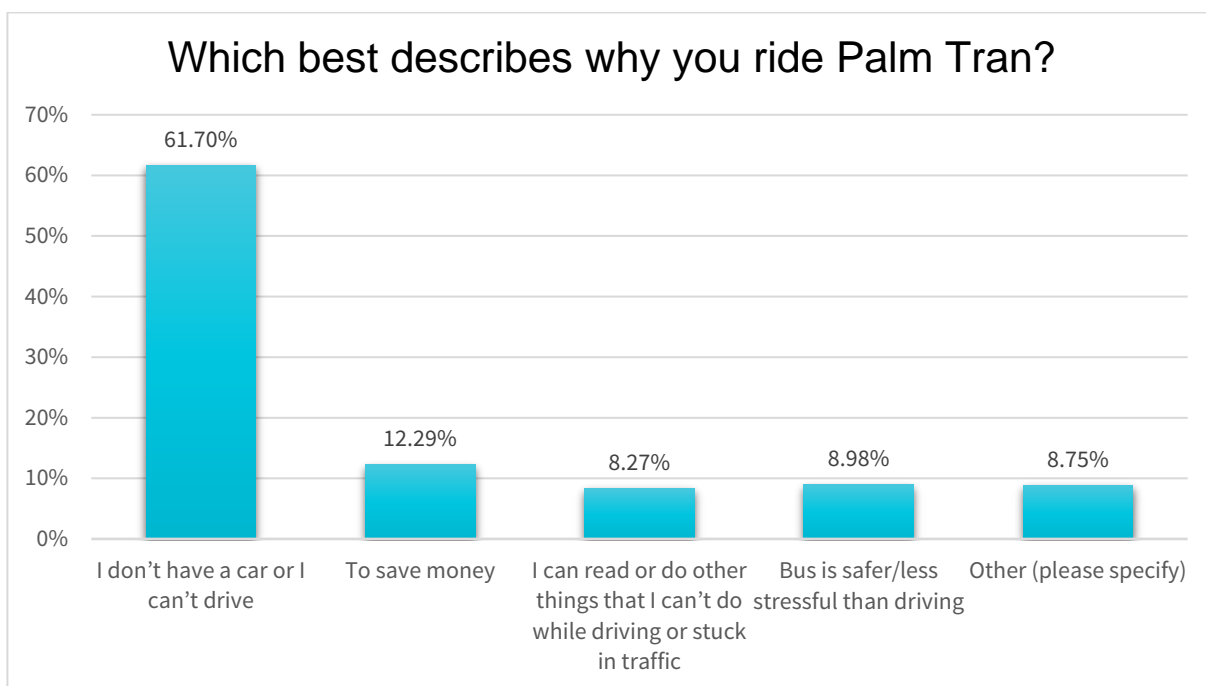
I have not ridden Palm Tran and do not plan to even after the pandemic is over because:
quarantining myself at home. I cannot afford to get sick for the sake of my dog and cats. Otherwise, I've bought a bike which I intend to use to get me to bus stops and my destinations.
It's convenient
Because I had started college
COVID
Before the pandemic, I was in school and did not need self transportation beyond the school bus.
Have a Car
School
Idk
I notice the buses are always in schedule.
The trirail runs less frequently due to covid. I need to get around between this county and broward so it would be better to have a trans regional pass.
I don't know
Hopefully COVID-19 did not affect my work routine
it was next after walking.
limited spaces on bus. just uses the connection.
Employed by essential business that my work schedule kept the same.
get to school and back
I did not need to because my school was not in person, however, many people still need it daily (especially essential workers).
Because I didn't want you o get Covid-19
I am an avid bicycle rider and for very long trips I use PalmTran service
Covid strains
Covid-19
I have a job in Loxahatchee, therefore I need the palm tram to make it there
Cause my car broke down
Gjs
Daily round-trip commute to work, essential to work.
I moved from NJ, and I take the Palm Tran to work everyday, and I think the buses are very nice, I just don't like how loud they are. They are always clean, operators are nice, especially the lady who drives the 91 E late at night
Necessary for work.
New job so I need the bus to get to work.
staying safe as possible
Good
Service started slowing down at the time and I couldn't get to and from work
My circumstances for riding the bus are irrelevant to the pandemic.
Retired
I utilize multiple doctors, all of which I use Palm Tran to visit doctors and bloodwork.
No longer have a car
Precautions



I have not ridden Palm Tran and do not plan to even after the pandemic is over because:
I'm not going to do it because they tried to charg me with a
Diagnosed with cancer Sept 2020. Have not had the strength to walk to and from bus.stops. no I ride Palm Tran Connection. Thank God it's available.
I no longer own a car since January 2020
I use the buses to get back and forth from work. So basically im still using the buses same amount.
I am a student. Before the pandemic, I lived on campus. Now I don't and use it to commute to school.
My activity has not changed nor has my work
Health safety
Car broke down can't afford to fix
I get a ride to work however I take palm tran home
Health reasons.
I will not put a useless facemask on to ride Palm Tran. I'd rather walk, run, or ride my bike.
I was a student and took the school bus. I did not need transportation prior to covid.
Covid-19 concerns
My commute has changed, so it has become necessary to ride Palm Tran
masks on the bus are ridiculous, plus making people get off the bus so the bus can be " wiped down " for a disease that's not transmitted through surfaces is a waste of time and idiotic.
Working less days
Palm Tran never got me anywhere on time. Now the buses don't go as far west as I live, I'd have to get a ride to a station 15 mins away. The buses constantly broke down, are dirty, inconvenient, inconsistent, you cannot rely on public transportation in Palm Beach County.
Covid fear
No longer need it
No longer need it
Simply because o stay far from my job
Covid
Pandemic
Necessary for work & shoppin loo
Because it was unsafe to ride and services are not reliable l
Other transportation options
Because i have gotten rides from friends.
Bus is easier to ride
Lost my job
Thank you
Job
I have no car now and no funds to get a new car because I'm a student who attends school during day time hours. I honestly think the fare sometimes is ridiculous and these employees work tooo hard because they all be worried about the wrong things. Considering I ride from BOYNTON to Good Sam in WPB and that's everyday, twice a day, considering that, it's a huge hassle
College
Still had to go the store for essentials still had to go to doctor appointments
I'm not commuting to work as often as before.
Only transportation I have

I have not ridden Palm Tran and do not plan to even after the pandemic is over because:
The only way to get around
cheaper to get to work
It is how I get to my place of employment
Disabled due to assault.
Better transportation
I'm employed and I use the bus frequently to work and home
I prefer Uber and lyft
I try to limit making multiple trips for errands.
I'm disabled and cannot walk between stops.
I started dialysis in may 2021, and started using connections to take me in my wheelchair
Other passengers sometimes refuse to wear masks or wear them to board the bus then remove them immediately after. It makes me feel unsafe.
Stay at home
Not frequent enough service
Porque deje de tener carro (<i>Because I stopped having a car</i>)
I have a car now.
I have not ridden palm tran as I personally have been out of the area. However, I do appreciate the efforts of palm tran to provide affordable public transit for palm beach county and want to see expanded and improved service in the future.
I have a car and taking Palm Tran takes too long - routes aren't as direct as I would like.
I ride to get to work .
Due to fear of enclosed enviroment

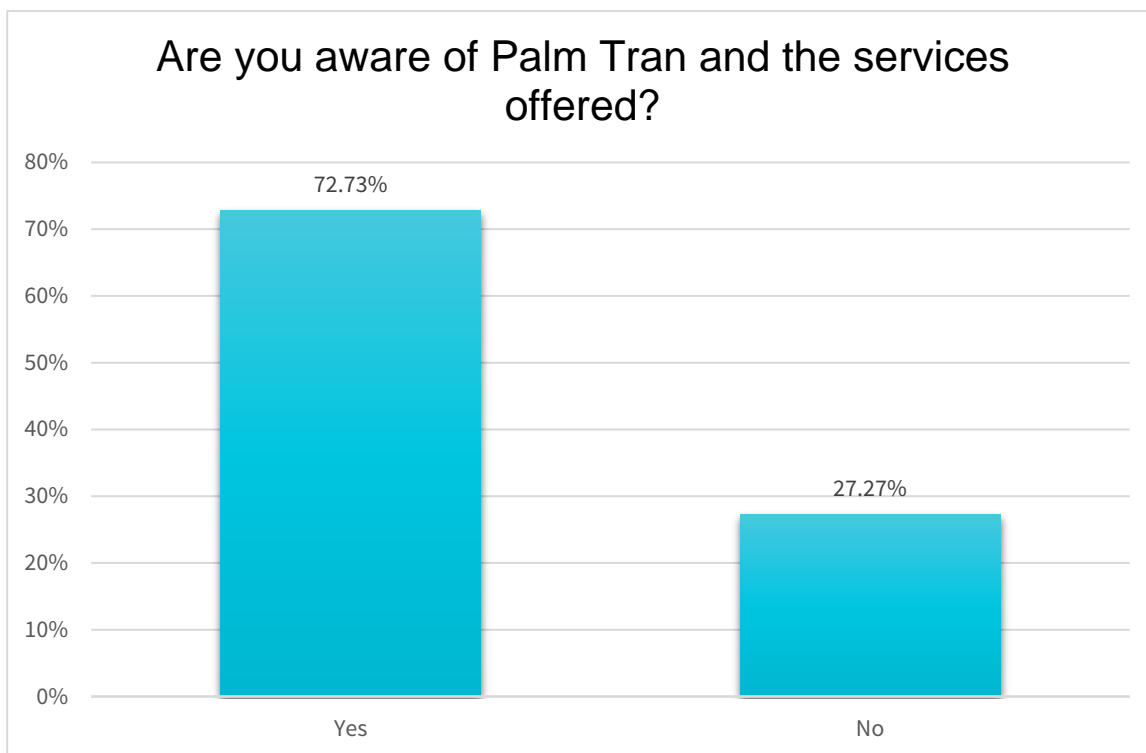
Question #7 – 423 Responses



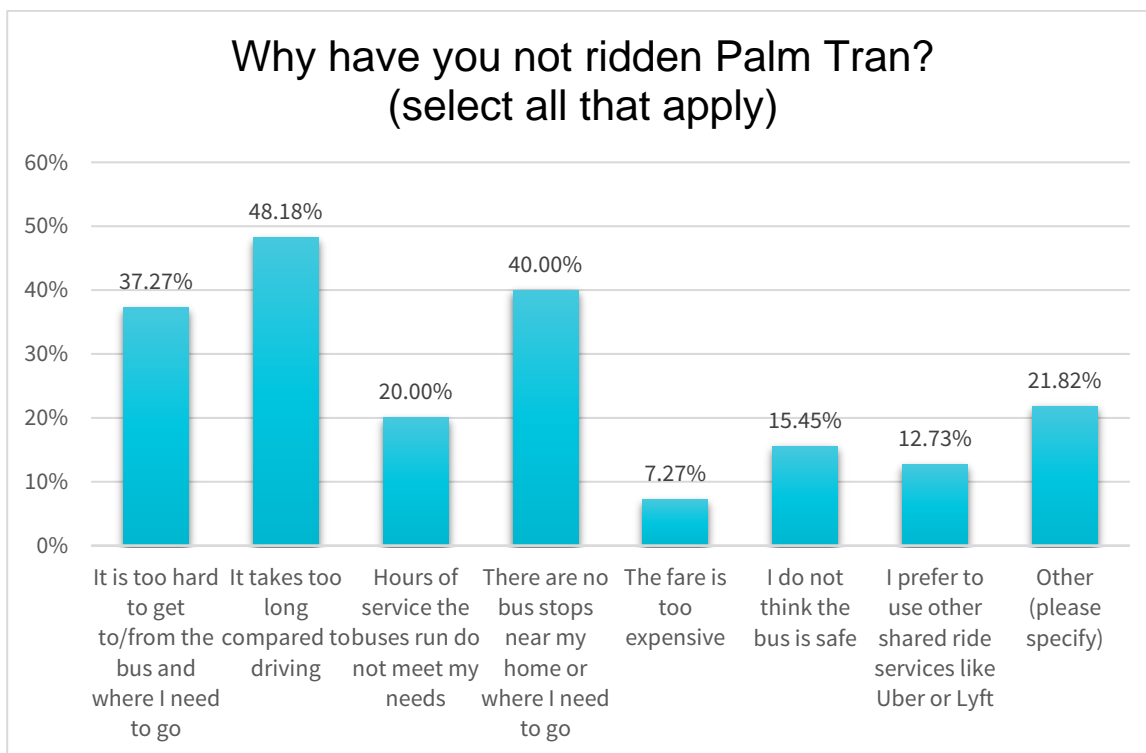
Specified 'Other' Reasons for Using Palm Tran

I ride Palm Tran because:
less stressful than driving, and is cost effective for me.
Hhhh
I don't have a car, it's cheaper than Uber and Lyft, and it's safer.
All of the above. My car is broken down.
Car in the shop
Cars not working
I am an avid bicycle rider
I have a job in Loxahatchee
He
Good
Yes
reduce personal car usage, backup during bad weather if commuted by bicycle
Retired
I don't have a car.
I don't like the service
Handicapped..not allowed to drive
Cheaper
Handicapped
Public transportation is better for the environment.
Convenience if I have car issues .
Yurrrrrrrrrrr
Sometimes my car breaks down.
Enviroment
I used it when i didnt have a car
I don't currently need it but I think it would be great as my children get older to give them freedom to get around without the dangers of teen driving and texting or drinking
Car broke down.
All the above
Car is not in service
better for the environment; time to read and wind down on the way home
Saving up for a car
Get picked up
Disable
I'm in a wheelchair
Car not available.
my car is in the shop
Typically use when going to the airport or to Tri Rail
I like riding transit when convenient and efficient - don't have to worry about driving, parking, gas, etc. And it's better for the environment.

Question #8 – 110 Responses



Question #9 – 110 Responses



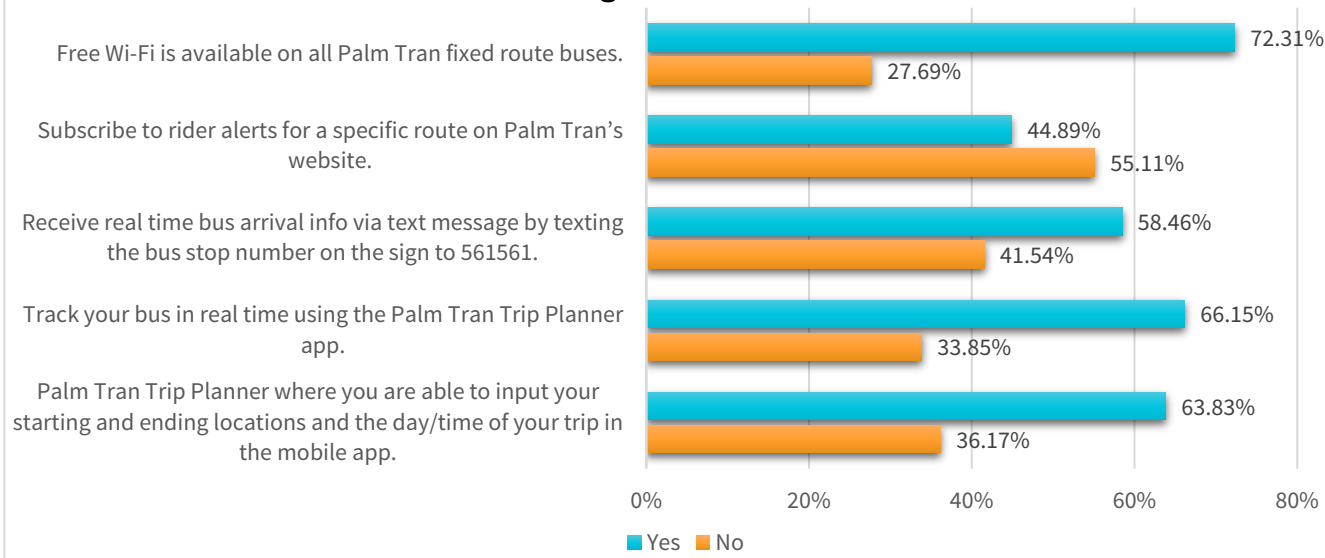


Specified 'Other' Reasons for Not Using Palm Tran

I have not ridden Palm Tran because:
just moved here
Before we used car but we don't have a car now
Buses come too infrequently on my route that I live on. Need quicker time intervals.
Pandemic
Bus stops have no shade or shelter from rain.
Bus stop infrastructure like rain cover
1. No tracking of bus location via an app to show me that it's coming on time 2. No tracking of location at bus stop 3. No infrastructure at bus stop. 4. Confusing to plan trips
A1A has Little to none bus stops in Boca Raton
I don't use it but my son does
I prefer to drive
There's not many places for me to go for fun anymore and I don't use it for appointment either boca raton west I have a bus stop though is it a lot with medicare card bye elizabeth culligan
This is Florida. Over 99% of the producers here have cars.
Live in Broward
211 PBTC provide transport information to callers
Most of my travel is within a short distance from my home.
I still have my own car and drive myself, but would like to ditch the car and use Palm Tran within the next 5 years.
Still able to drive
I'd prefer to use the train over the busses, the busses sysem I've never been able to figure out how to use.
no need for myself
I have a car. I looked into Palm Tran for my dad.
I work at 12300 Forest Hill Blvd. in Wellington. I've Googled the time to walk home (7 miles) vs. Palm Tran at 5:00. It's the same amount of time.
Still able to drive myself.
exact change cash only option (I do not ever have exact change)
Bus stops near me have no seats or shelters, you are just exposed to the elements

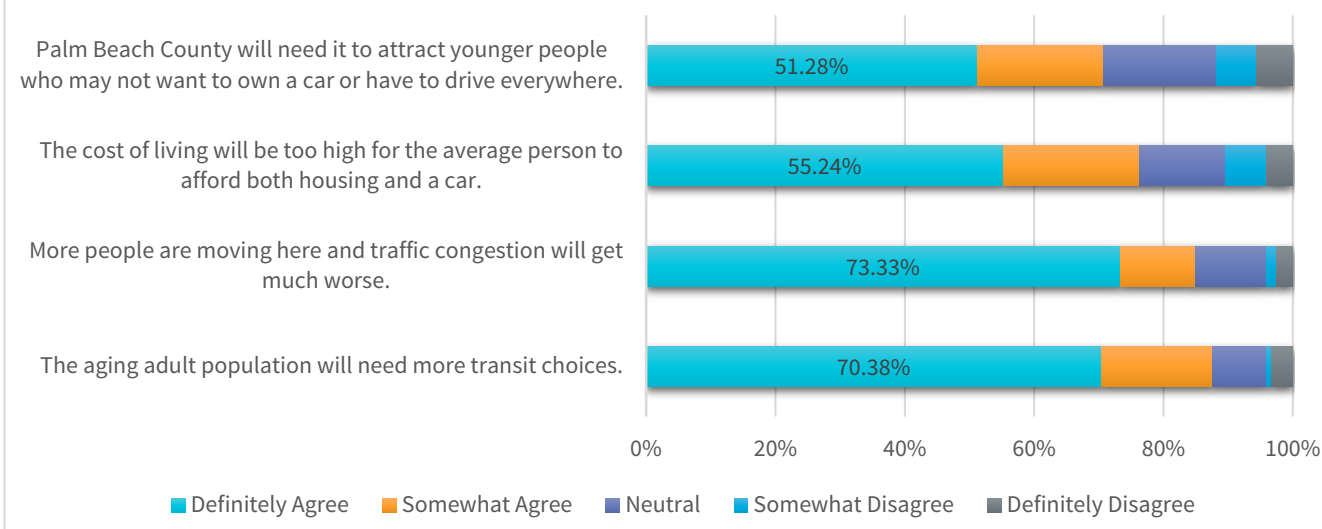
Question #10 – 462 Responses

Palm Tran is investing in technology to make it easier to get information and ride the bus. Did you know the following are available?



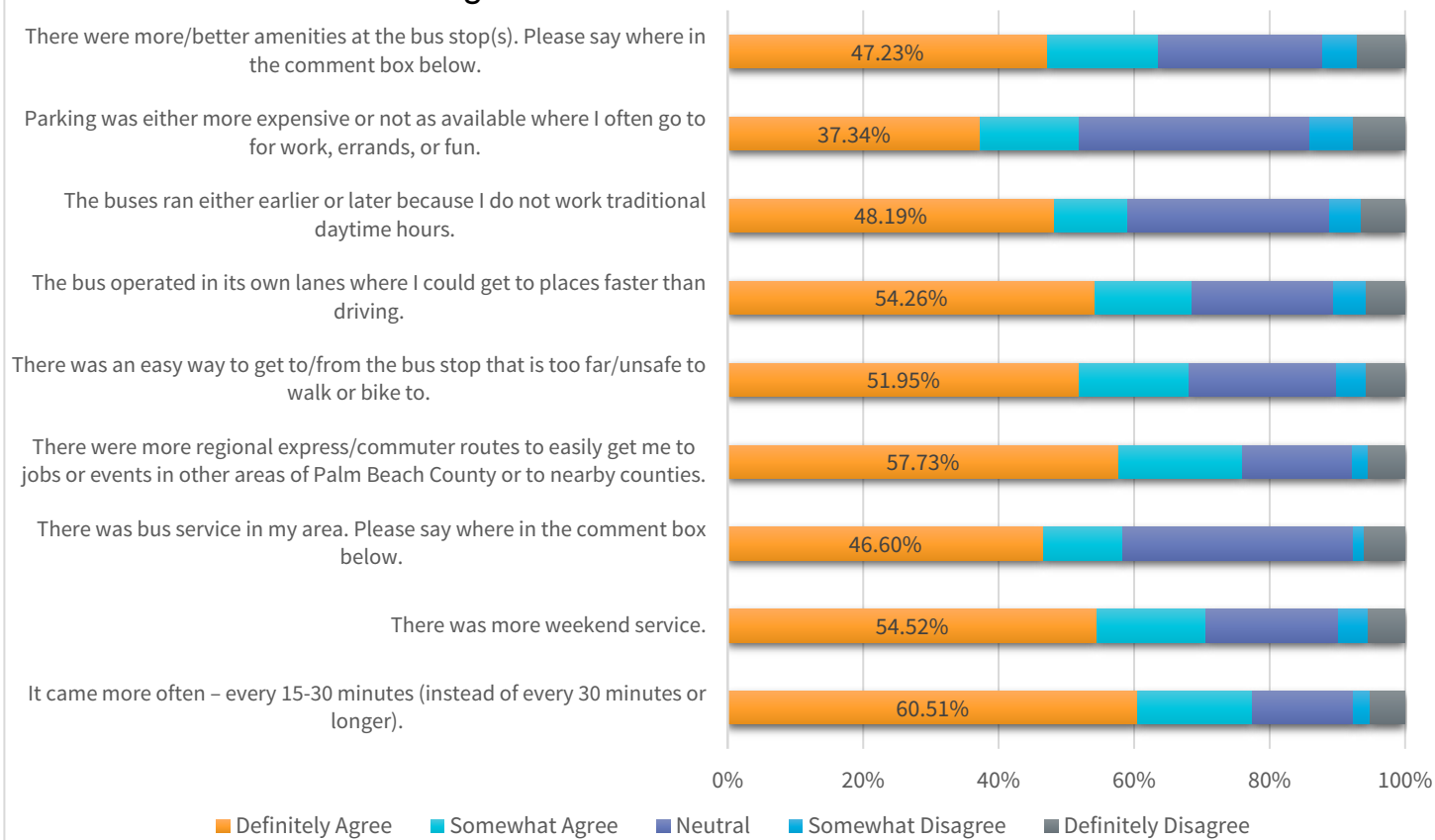
Question #11 – 397 Responses

For each statement, rate on a scale of how much you agree or disagree. Transit is going to be more important in the next 10 years than now because....



Question #12 – 392 Responses

For each statement, rate on a scale of how much you agree or disagree: I would ride the bus more if.....



Specified 'Other' Reasons for Potential Increased Transit Usage

I would ride Palm Tran more if:
Sun shade. This is the factor that decides whether I want to wait for a bus, or just take an Uber. If PalmTran decides to approach this issue, whatever means you use, the aspect of the bus stop relative to the sun - from sun-up to sun-down must be taken into account. A cookie-cutter solution won't work. I dislike, very much, having to find shade behind a lamp post; it's degrading.
Palmtran needs a express bus Route 95 and route 50! rt 50 runs from WPB brightline station to belle glade! rt 95 runs from WPB brightline to congress ave park n ride or town center at boca ration
We need more crosstown routes with a longer schedule... it is hard to give up a car when you have to wait an hour for a crosstown - east/west route - because you missed it. Get rid of the bike racks, they cause a horrible delay for the vast majority of us..
I wish there was more protection from the sun at stops, but not too much protection that I can't feel the wind. I wish the bus had a more direct route to the Boynton Tri rail station. I wish all the routes ran more frequently.
Rain/sun shelter needed at more stops



I would ride Palm Tran more if:
District Clinics for Adults and bus stops "SIGNS" are missing at benches on Lake Ave between E Street and F Street and Between Lucerne St E Street. It shows on google mapping to go to that bus stop but since no sign the new bus driver do not stop there because there is no SIGN, BUS STOP SIGN>
Lake park
Bus stops are uncovered/unsheltered. There should be an awning or something to protect passengers from sun and rain while waiting.
Toilets(portables) at least at some major hubs or connection routes
Advertise on recording and on the smart screens inside the 43 bus & all the busses in Creole, English, Hindi, Arabic & Spanish inside all Busses, Palm Tran Is Hiring. Also: Instead of the penny tax, mail to every Palm Beach County Resident a book of Forever Stamps. Deduct one (1) cent from the price for the penny tax then use the balance on such things as education tax, self help court fees (since it is always broke), business tax receipt for welfare Parents who join the SBA for free if they attend the SBA Symposium held yearly in Riviera Beach (check with Mrs. Angie Whitaker, SBA). And increase the money given for jury duty to more than \$15.00 since we are asked to donate the \$15.00 to the PBC Orphanage, make it were we can donate some & take some home because after all we are the ones chosen for jury duty. The rest can pay off County Debt. Also invest in for pay self defense training and First Responder Training to include how to convert the bus into a makeshift mobile medical vehicle utilizing a fire rescue vehicle on both ends of the bus. (I witnessed a Palm Tran Operator do this but her training came from outside Palm Tran. Also use some of the generated funding from a book of stamps issued to every Palm Beach resident for PTSD mental health down time for each Palm Tran Operator because of the danger of operating these buses and dealing with the mental health of patrons. Also use some of this stamp money for Palm Tran Fitness Classes because they sit in those bus seats way to many hours per year not to have "paid exercise training for weight & health. Lastly the book of stamps issuance paid by ever Palm Beach Resident can give all Palm Tran Vendors and Employees a yearly bonus for driving during all the construction. Thank you Palm Tran. ps: for questions on the next screen reference penny tax, provide a comment box at the end because it is misleading. I already answered those questions in this comment box.
Advertise Palm Tran Is Hiring on the recorder "inside" the bus in English, Spanish & Crole languages. Also on the 43 you are advertising new bus routes, please advertise Palm Tran Is Now Hiring on those smart screens also.
I think that buses should overall be more convenient, but always more practical, and stylistic. More bus routes/more busses/better wait times would definitely be easier. Also multiple transit types(especially light rail/new trains/subway) but offering buses that going to places of fun's and leisure is also important. But having easy transitions bus to bus is vital. Practical, also in terms of more care to bus stops, trash cans next to bus stops, and other simple things. Lastly. Style. Stylistic, bus stops, sings, buses. And you guys will be good
Good
Bus on time. Clean. Well maintained running to and from shopping malls. And commercial strips etc....That would definitely be progress. Lighter traffic. Improved quality of life. Even for Seniors.
I live in Meadowland Cove in Wellington and it's a far walk from the publix .
Over heads in case it is raining
Hood
I live in the middle of Wellington and It drops me off at Publix which is a very far walk to my house which is in Meadowland Cove.
BUS STOPS NEED SHADE AND PROTECTION FROM RAIN, consider adding air-conditioned shelters at key locations
I live downtown near Flagler - the bus station is too far away
Need more covered bus stops it rains to much no to

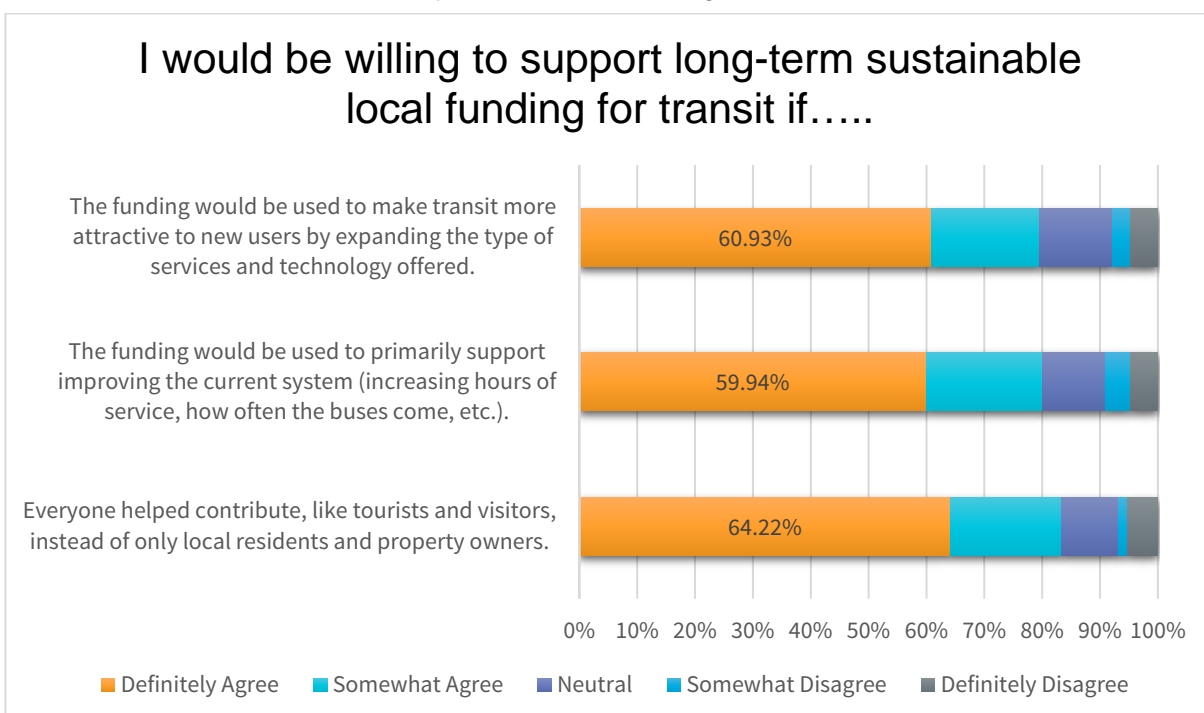
I would ride Palm Tran more if:
We could use new bus routes along the 441 corridor and west of it as there's many neighborhoods that don't have bus stops close by..
Seating, shelters and stop indicators to let the bus driver know that people are waiting.
More covered bus shelters.
Needs to be benches at list on every stop on Atlantic in Delray past Military, which there are not. Also, there needs to be buses past 441, I work off of palmetto west of 441 and there are not any buses that run there.
Over head roof to stay out of rain.
Congress Avenue south of Linton in DelRay Beach
Covered Bus stops with a roof to protect from the elements would be great.
Route 4
Stops 1235, 1022, and the intermodle
Having buses run later; having shades at bus stops so it helps with the heat and when it rains
Need a shaded place to wait.
Westlake
Bus shelters
I wasn't forced to wear a useless mask that doesn't stop the spread of COVID.
stop 1013 Woodbine and military
Palm Beach, (and S FL in general) needs ROUTELESS bussing. Small regional busses that pick you up wherever you're at and meet up at places like shopping centers and regional transit centers for connections with longer distance busses and rail. A transit system that truly gets you from Point A to B.
Acreage
There are no close bus stops near my house. The closest one is 2.5 miles away.
There should be a "hut" (roof) to protect from sun and rain everywhere. There should be Express routes up and down US1, e.g. from Juno Beach or Jupiter to the Palm Beach Gardens Mall, Outlets, Downtown at the Gardens Shopping Center plus to Downtown West Palm Beach. All of these cannot be easily and efficiently reached from Juno Beach and Jupiter.
Shade and protection from rain at the bus stop
If bus stops had bench and shade
Need more east to west routes
Question 7 - transport every 15 mins is a maximum if you want more ridership by those who can afford to drive or prioritize driving. Even 15 mins is too long to wait. Id say you need to get the wait times down to 5-10 mins. Taking public transport must be as fast or faster of a commute for these people to take it. I took Trirail for years but it was a pain having to drive to the station in fll and bike from the station in wpb. Bus service in my area - singer island. Also, it would be nice if there was an east/west express bus here like the 595 express bus in Broward. If it dropped off in a hub area and connected to Trirail and Brightline. Don't be afraid to have these with nicer amenities and charge more. You can have two classes of ridership like brightline. Finally, when I rode Trirail it did not have WiFi. I hope it does now. That is a basic minimum service that should be provided.
we live in Florida, bus shelters are a must
Clean up the nasty bus stops, there are many!
No service in the acreage
The bus stops are hot boxes that should be used only as a punishment. They're ridiculous and insulting for south Florida.



I would ride Palm Tran more if:
I believe the bus stops have to figure out a way to keep the homeless from sleeping on the benches
Closer roots in my neighborhood.
PGA National
Jupiter
Covered bus shelters and concrete pillars/ poles in front of bus stops on major or busy roads to keep Riders Safe from cars
Lake worth beach
Palm Beach Gardens
Not enough shelters from rain and sunNredorevrrash cand P Im
Palm tran services sucks we need more routes and buses to run at least till 1200 midnight. Services on the weekend are horrible. Improve services we need more buses more routes and buses to come frequently
Buses need to pull off the main road. Stopping the busses on the main road is totally insane and dangerous.
getting to if it was safer my mother would let me take them and if there was better lights too at some are to dark at night time I'm disabled so it use to be fun but so these days how much would it cost with id card thank you Elizabeth culligan I hope it helps others
Boynton Beach, I live steps from Route 2 - convenient service. shade/seat would be nice to have. More East-West routes fall in the need to have category. SouthTech Academy moved a year ago, during covid with 1100 students, end Sept still no school bus routes. Both Route 43 and Route 3 run miles from the school - nobody saw an opportunity here?!
jupiter
More bus shelters with canopies (for rain or extreme heat, A sign post barely counts as a bus stop). Greenacres/Palm Springs/Lake Worth area.
A frequent trolley up and down Dixie Hwy
You need to have earlier and late night routes for the people who work overnight such as security guards in all of the routes not just a few!!!
Need more covered bus stops and more bus stops in particular and palm beach gardens and Jupiter need more available buses going in different directions for sure and they must run more often! Look at NJTransit for help
Need more bus routes in the Acreage/Lox area. Need shelters at bus stops (Sun is too hot). Really appreciate that there are more seats and trash cans at bus stops.
you guys can install plugs outlets that run on Solar
Please provide shade at every bus stop. It's is exponentially hotter when standing direct sunlight and riders would appreciate being able to shield themselves from sun damage.
Palm Springs to Boynton Beach
Cleaner
Shade and a place to sit are basic needs of all bus stops.
I live near Federal and Mizner, good spot for buses. We could use more shelters.
More shade and cool down areas
Need covered bus stops for heat/rain. Some benches would be nice. All bus stops should have at least a route map and the bigger ones should have system maps and timetables.
Sombra (Shade)
More covered bus stops
Need better transportation connections to and from PBIA and Tri Rail stations
Amenities - make sure they are patrolled so they are safe, and provide shelter from the weather

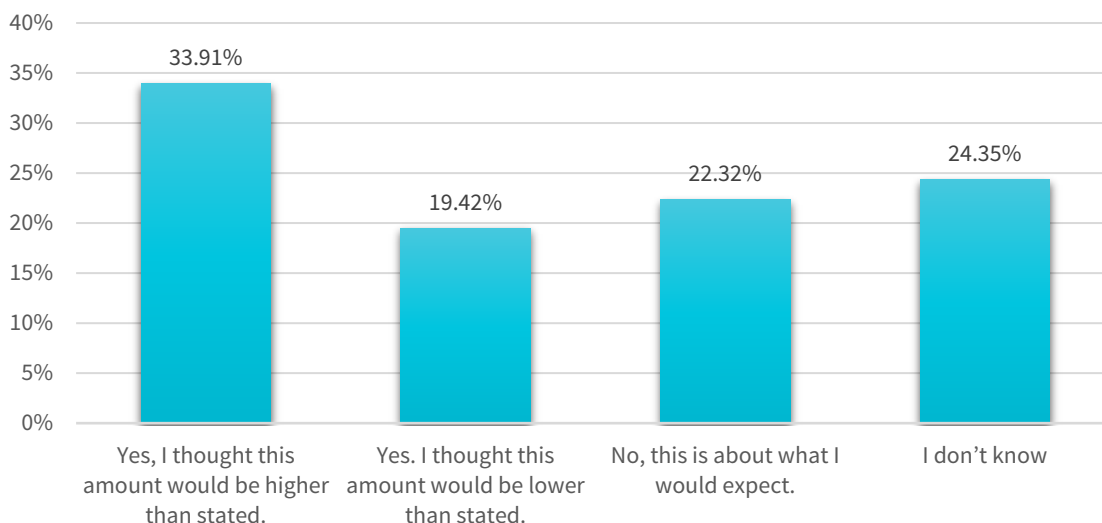
I would ride Palm Tran more if:
better rain protection and lighting for safety at bus stops.
Mostly the bus stops in Belle Glade do not have a shelter nor a seat. Just a sign
Would ride more if busses went to where I'm going. For example, I walked from PBIA to the Hilton to catch Rt 2 bus which goes past PBIA but doesn't stop at the airport. This wasn't easy without a sidewalk at the airport. Bus to intermodal center too inconvenient and added an hour to the trip
We could use more busses to the libraries and train stations. Out west there are shit bus lines.
I see a lot of bus stops without seating or coverage. Florida is hot.
Service Area: West Central County, West Boca Raton. Better bus shelters that are comfortable to use.
I still like my car, but if the bus were more convenient I would probably ride it.
A need for clean and safe bus stops
Bus services need to be expanded in suburban areas such as Jupiter to connect portions of towns that are not directly on main roads.
Riding transit needs to be safe, comfortable, intuitive, frequent and efficient. It should serve the most amount of people in a direct way and make connections to the rest of the urbanized area in the region. There should be priority corridors for light rail and BRT routes that are reliable and equal or better experience than driving. Transit shelters should be clean, provide shade + lighting, feel safe and a place to sit and lock your bike.
Regarding where bus service could be provided for my immediate neighborhood..yamato/Cain blvd area..
Palm Beach Gardens and Jupiter needs more bus routes, and expanded times. In addition, fixed bus shelters are needed, or moved to places that are not dangerous, such as areas without sidewalks
Since I ride route one most often, they are supposed to leave the mall at a certain time however they are continuously late. There is no need for them to be late since most of the routes sit at the mall for a great amount of time.

Question #13 – 343 Responses



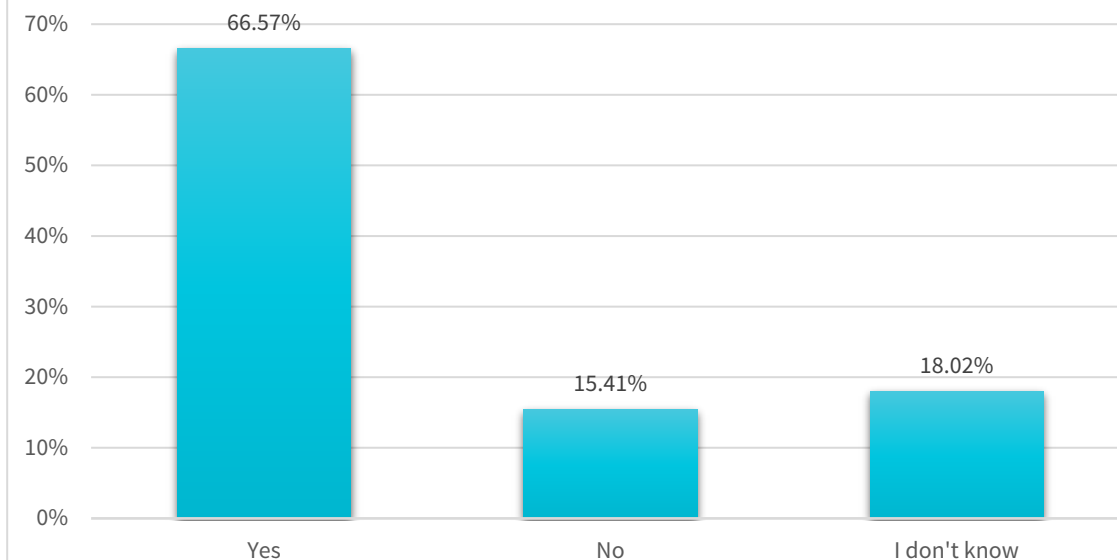
Question #14 – 345 Responses

In November 2018, Broward County voters passed a penny (1%) for transportation sales tax to financially support transit and other mobility projects over the next 30 years. Does this statement surprise you?

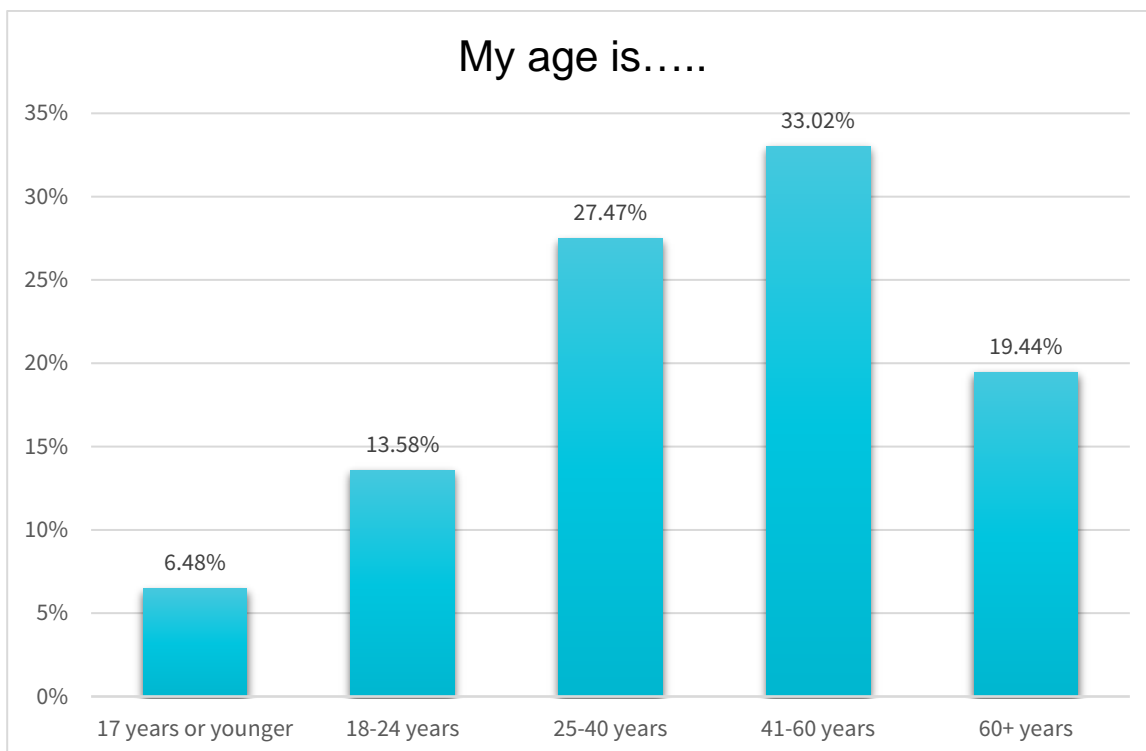


Question #15 – 344 Responses

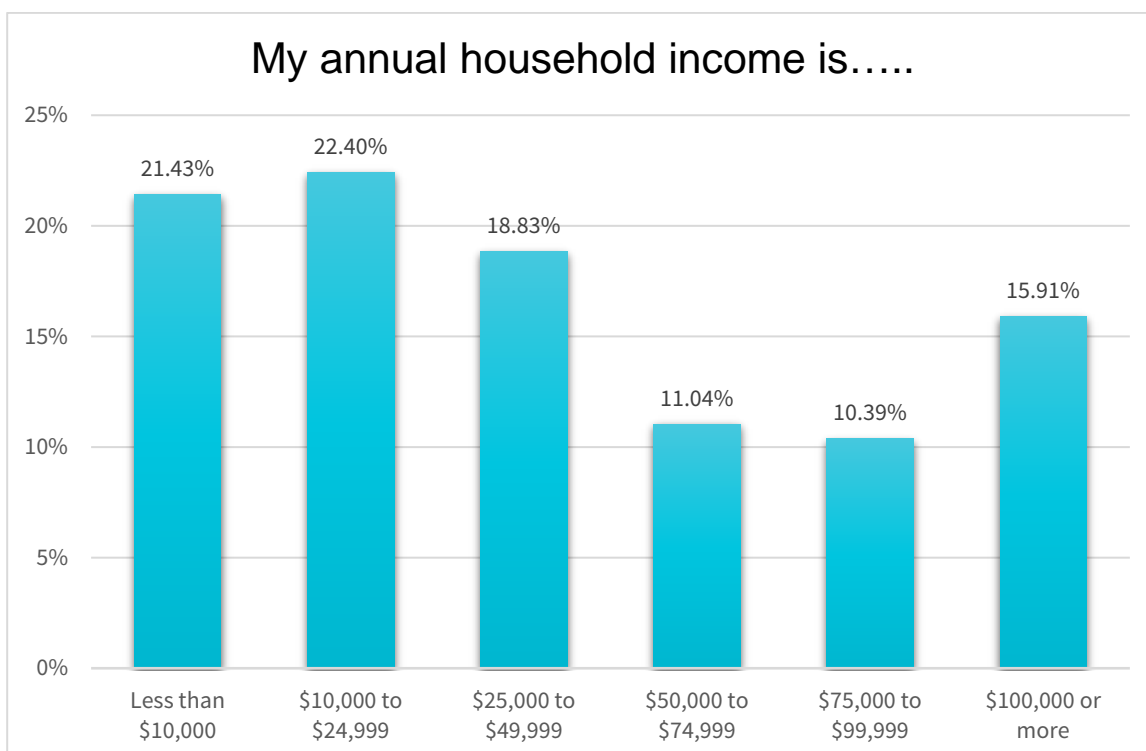
Would more information like this help you to consider supporting a long-term dedicated funding source for transit in Palm Beach County?



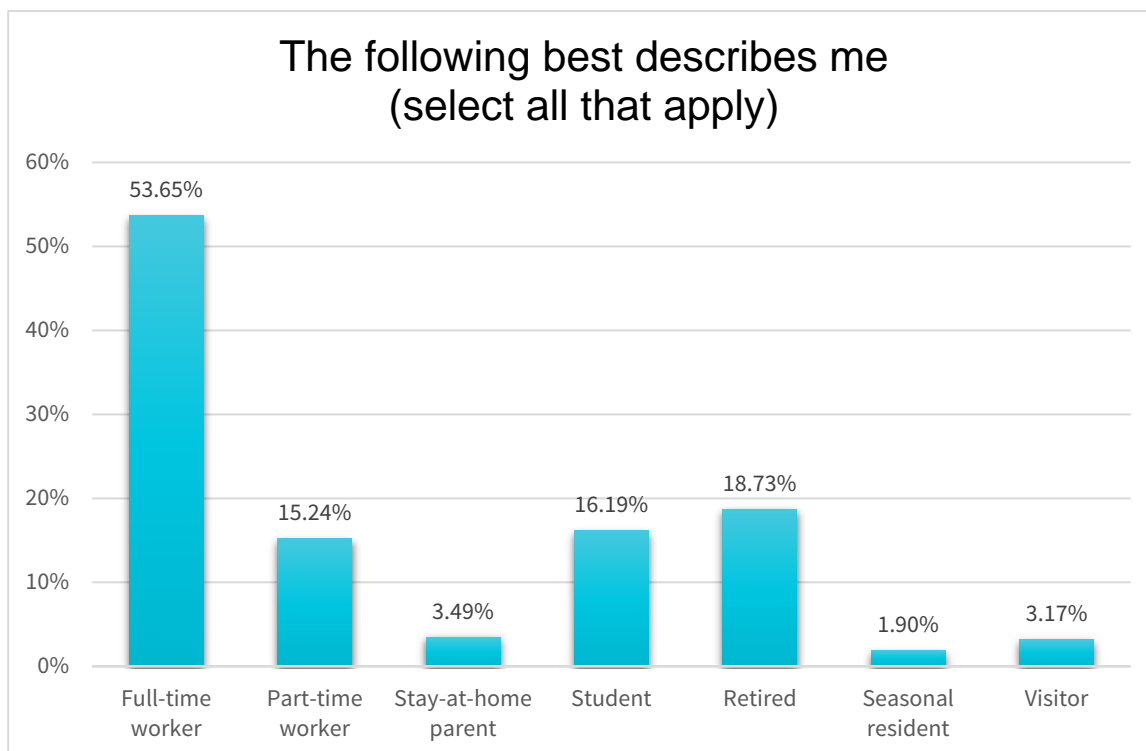
Question #16 – 324 Responses



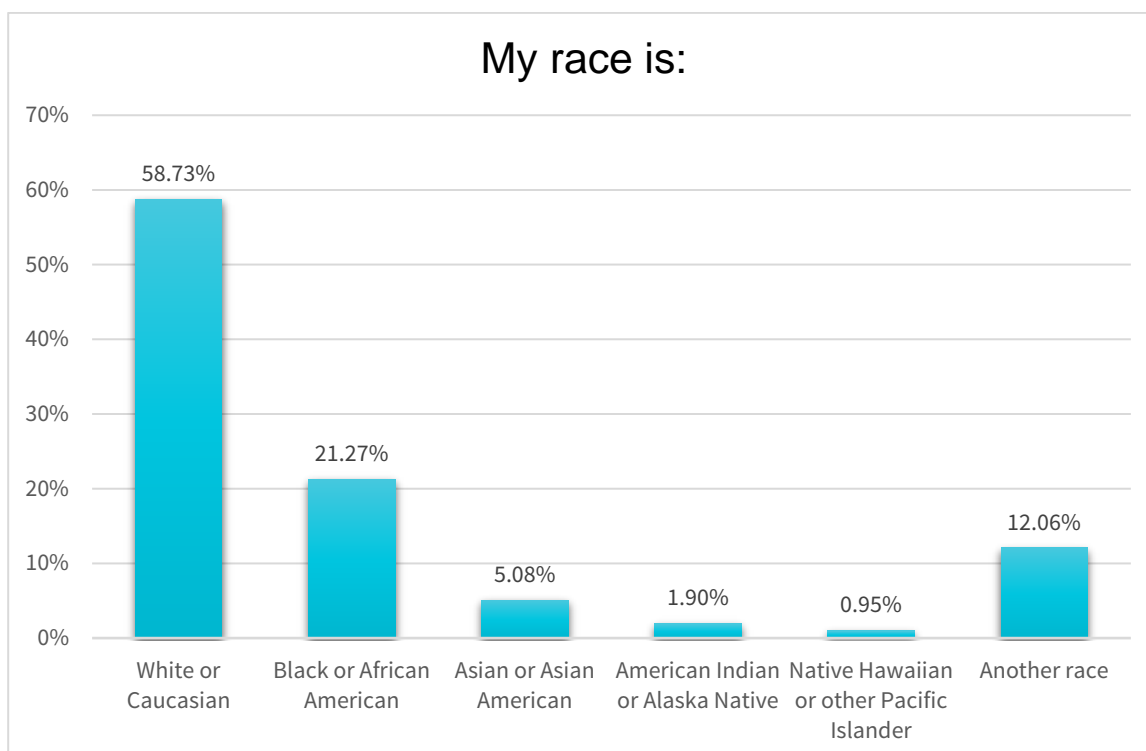
Question #17 – 308 Responses



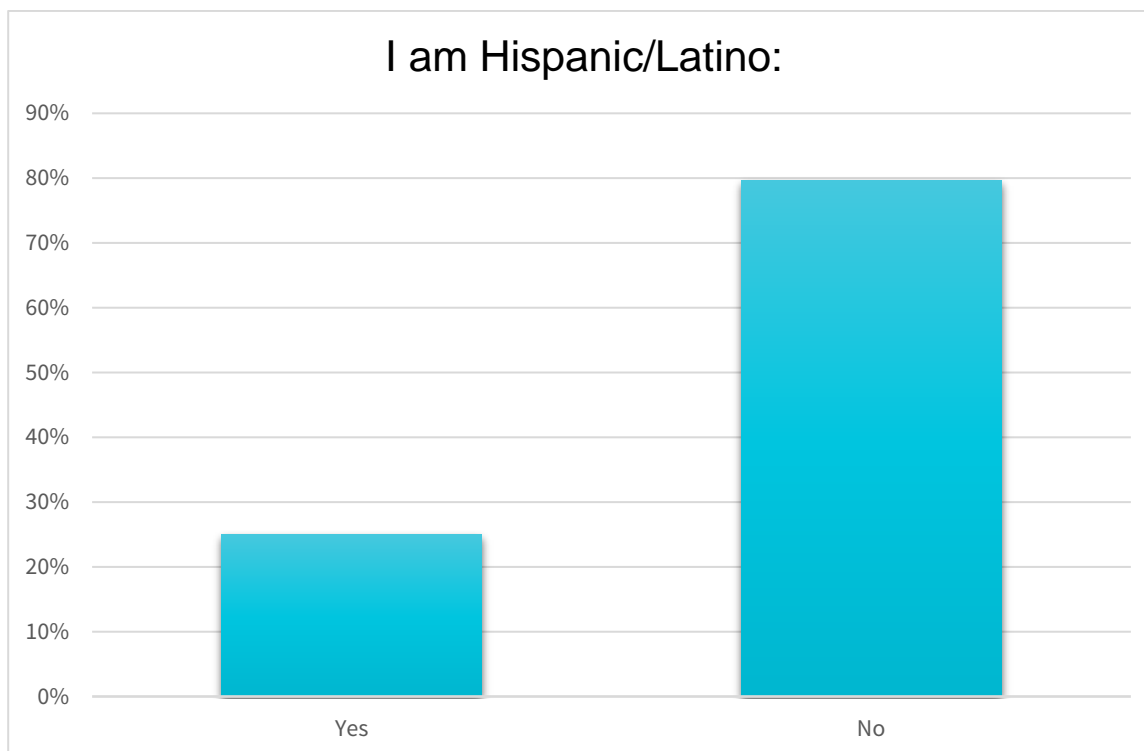
Question #18 – 315 Responses



Question #19 – 315 Responses



Question #20 – 308 Responses



Additional Comments from Survey Respondents

Are there any other comments you would like to provide?
Good bus
I think you need to blame Women drivers on 33 bus, they don't respect anyone, I think they come with their own rules to make passenger uncomfortable
WiFi usually does not work especially on rte 2- I takes 1 and 2 every day. Today it's working. Need consistent wiFi- its a dire necessity to get work!
would like to know actual bus drivers have input and say on what they see and observe since they in the trenches so to speak
L
Later hours on Sundays
Along with increasing hours and services, PalmTran should be free for all. In a county as large as Palm Beach, there are many socioeconomic differences between our residents, people who cannot afford to drive may not even be able to afford the daily commute, it may not be financially stable for them. This is a great way to stimulate the economy.
Palm Trans is way behind Europe in terms of public transportation but it is also behind many third world countries, which is perplexing.
The disrespectful ,indisciplined drivers are a growing problem for all routes, that mares the PalmRran services
Mr. Forbes and his Palm Tran Team are doing an amazing job serving Palm Beach County Residents.
Hsj



Are there any other comments you would like to provide?
Keep doing what you eyes are doing and try your best, keep innovating new things, I know it takes a lot of money, so keep it pushing and remember that, a sign of The Lord coming back is. Expansion of travel!
Good
Bus service on southern blvd. State Rd 7. Too much traffic. Thank you for considering improved mass transit.
The palm tran had always been a great service, but there should also be a push towards better sustainability practices, such as electric-powered buses.
Getting a 31-day pass should not be so difficult. Sending a check and then waiting and waiting to have a pass mailed back. Currently 2 weeks since I sent my last check and still no pass. A refillable card that can be topped up online. Like Miami's EASY card, or any other big city. The current way is anachronistic, inconvenient, and frustrating. Scrambling to find cash because your pass STILL hasn't arrived....UGH!
356
Looking forward to the Paradise Pass rollout!
Palm tran connection tickets are only available at one location in the entire whole of palm beach, really...
If Palm Tran had an Uber/Lyft type service at a lower rate, that would definitely be something I would use.
If we can get this up and running faster than 10 years
Please provide shade at all bus stops. Please provide bicycle storage wherever feasible. Call construct more shared use paths and remove sidewalks and bicycle lanes. Provide park and rides near turnpike and partner for rapid transit to and from Broward County west of trirail.
Need to get busses of of traffic they get pushed back to often
Since we are all going to die how long will this last? We are not real anyway. We should pray to God before we die and thank God for his blessings. Thank you Palm Tran for helping me.
Please make routes out west in Boca, past 441. I would love to be able to take the bus to work and home. Also, please make more bus times in early AM, I have to be at work by 7:30am, I am a teacher in elementary school. Also, please make more times that buses come by, they really need to operate every 15 min, it too hot to wait otherwise. Also, please make sure that every bus stop has a bench to sit on at least, even better would be some way to add shade. Please make public transportation like in Ny, where it runs so well. Thanks
Please keep the bus going to Lake Worth Beach as the GulfStream Hotel will be opening in about 1 1/2 years.
More shelters are needed at bus stops.
Make More places to buy a 30day pass its very hard for me to get all the way to bus terminal and it takes alot of time to get there on my day off. Thank you for your time. The Palm tran team is great.
Buses need to extended start & stop times for weekends & weekdays routes
I wish I could still ride for \$1, as I do not have an income until I graduate.
The first RT 40 East bound bus out of Belle Glade in the morning at 5:30 am needs to be a double bus. The smaller buses are always crowded because you have people from Canal Point, Pahokee, Belle Glade, and South Bay on the same small bus. lots of time there's no where to set. You have to stand for 45 mins until the bus gets to the Wellington mall. Can someone PLEASE look into having a double bus on the first east bound out of Belle Glade. Thank you
Drivers are perhaps overworked because they are usually quite rude.
Bus drivers have better additudes. Some come off very rude and sometimes nasty!
It would greatly help route times were coordinated to reduce wait times when transferring between routes.
Thanks for the service you provide
Later service. More room on busses

Are there any other comments you would like to provide?
A route on Okeechobee Blvd from Downtown to Seminole Pratt would be wonderful.
Cleaner buses. And bus drivers controlling unruly passengers.
Make masks optional. There's enough data at this point that shows they don't make a statistically significant difference in stopping the spread of COVID.
I would like transfers to be free. If i need to take 2-3 busses to get from school to home, I want to only pay one fee. Even if it was a discounted fee, like half off for all connections.
Hello. I am a strong believer that we always needed an elevated rapid transit metro system and a automated people mover train system that would connect to vital destinations such as downtown West Palm Beach. Palm Beach International Airport. The heavy rail rapid transit system would service the most densely populated cities in Palm Beach County! Less populated areas would be connected through the bus system to take them to the heavy rail elevated transit system. The heavy rail would serve the urban core of West Palm Beach. Connecting the urban centers of Palm Beach International Airport. The Downtown West Palm Beach. Northern developed areas and Southern and western suburban areas. Thank you. Ralph from West Palm Beach.
ROUTELESS transit is the future. There's no reason Palm Beach can't be the first to make it work.
Improving Public transportation should be a priority in Palm Beach County
Light rail should also be considered, especially east west routes
Make the bus more like a little cubby that you sit in by yourself then open with all strangers right next to you
Please improve the service also in terms of comfortable and attractive and efficient busses (electric vehicles)
Have lived in Europe & Asia and usually rode public transit while my car sat in carport. BECAUSE public transit ran frequently, was clean & safe and went where I needed to go.Not the case here in PBC.
In regards to funding, prioritizing palm Tran should be earmarked out of the existing county budget (state, sales, property, licensing, bed tax, etc funding sources) - if an increased tax is required it should be less than a 1 cent sales tax (maybe a per transaction cost as opposed to a percentage) and also come from additional tourist taxes like bed tax etc. The better the transport, the more attractive palm beach is to tourists and residents alike. Having to rent a car is a huge added expense when traveling and a pain. In regards to how funds should be spent - I do agree that funds should be used to improve the current structure but I also think more money means expanded service and reaching a new demographic. A good deal of new funds should be spent here. Also funds for outreach. You need to explain to current drivers why switching to public transport makes sense. Economics are key but saving them time and/or creating a more efficient and peaceful commute is just if not more important.
compared to Broward & Miami Dade counties, the bus service in palm beach county is a joke.
Fix what is best described as a terrible transit system before moving to the future. Buses always late, missing transfers. Current real time tracking system sucks, plain and simple. Drivers have the worst attitudes I have ever seen in any industry, HORRIBLE how that treat customers, HORRIBLE. Lastly, accountability, there is none. Palmtran is a poorly run entity!
Most bus operators do not make sure passengers stick to the rules eg. loud talking, playing music or watching videos on their phones, and using indecent languages.
I'd be surprised if the public transit ever improved. Sorry.
Bus routes need to come in to local communities stead of going out just on major broad's and secondary roads.
BUSES SHOULD COME EVERY 20 MINUTES, AND THEY SHOULD RUN TILL MIDNIGHT, BE SINKED UP TO EACH OTHER!!!!!!
Belle glade bus drivers are always running late the 40,47 bus 40 don't connect to bus 47 north and south anymore the new glades route suck



Are there any other comments you would like to provide?
Safety is a huge factor through time.
Palm Tran was my primary source of transportation in college. It is a valuable service for all ages. It has been a life saver for me more than a dozen times. Please continue to think of ways to attract more riders. This will help with congestion on tge roads as well.
I think every bus stop need a seat and also a shelter when it's raining.
Need 30 min east west schedules not 1 hour! Stupid! Miss bus czn takev2 hrs for 20 trip if bus e/w is missed.
Would like to see 100% Electric bases and more attractive bus stop all with a roof, more seats and phone charges and a course advertised and more lit up areas.
Improve services down In boynton and over palm beach county. From 1 to 10 I rate palm tran services a 3.
Stop the busses off the main road. Every stop should have its own pull off zone. A stopped object on a street is a death wish.
Like I said soome people don't work if disabled I wish them to love the buses rides like I did years ago sincerely Elizabeth culligan hope it helps west boca raton
I wouldn't tax visitors for a local public service. Tourists love public transport while on vacation, I would create a 3 or 5 days pass for them, with discount and info for local museums, parks and other places of interest. Provided there are routes going there
I do not support an additional penny sales tax. I think trying to get people to bicycle commute is a futile effort in the Florida heat. I once tried to help someone plan a bus trip from The Villages near Military to the courthouse downtown and it was literally faster to just walk.
Buses that travel east to west or vice-versa, should come every half hour, instead of every hour
The later routes are a necessity and not a luxury for most of not all of the riders who use the service to get to work all over palm beach county. I have to work overnights in my security job and I have to walk over three miles away from my bus stop to my job five days a week! The weekend routes start to late and they should be running earlier and later than they do! California bus system runs into two or three in the morning every day! Not everyone has or can afford a car!!!
As a college instructor, I know how vital public transportation is to our students and to our faculty and staff. Thanks for all you do.
Really need service in Acreage, Lox, Western Boynton
An express bus would be a great idea on 441 down to Sandafoot.
More service on buses
Fix question 16 to include disabled or not working/not retired people
Would be willing to pay more taxes or fees if same day service was available on Palm Tran Connections/ Dial-a-Ride.
Palm Beach County has the best transportation system in the US
I'm more familiar with a well integrated multi county transit system and I don't see any truly integrated regional system in South Florida
Bushes smell of urine. Please clean buses. Also. you have some mean and nasty drivers. Fire them!
During peak-hours, commuter routes should have express buses running.
the bus should support it self
My answers are based on my intentions to start using Palm Tran in Palm Beach County within the next 5 years, as I currently drive my own car locally to grocery stores but the car is parked most of the time. I hate driving, and because of the cost of the basic insurance that I must carry, it's a waste if money since I drive it so infrequently, so I no longer want to keep up the maintenance and insurance but will still need to get to local stores for groceries once I decide to let the car go.



Are there any other comments you would like to provide?
Simplify the routes. For example, run #1 from the Martin County border to the Broward County border. Provide better east/west mobility.
Government buildings MUST have a Bus Stop. I'm registered voter. Required to go Palm Springs. Either "walk" or don't vote. I've asked numerous times why NO bus stop . Explanation from there was they have NO decisions as to where Bus stop is located (2) Palm Beach Animal Care had open ADOPTIONS and there is NO BUS stop. I did adopt from there but had to walk a considerable amount of time. WHY IF THESE ARE PALM BCH COUNTY BUILDINGS ARE THERE NO BUS STOP? I ended up calling a Taxi because of the heat. QUESTION" Why create OBSTACLE for Seniors who want to adopt? It is unfortunate that so many "adoptable" dogs and cats are not adopted. I can't drive, Now I'm retired and MUST rely on the Bus. (3 Post Office was accessible Bus #2 and now they changed the Route. Who ever selects the location for Bus stops should consider not just "convenience"
Need more bus stops for our students in high school choice programs and college kids that can't afford a car
Get rid of the rear facing secure seating for wheelchair users. We should have the same opportunity to face forward as everyone else. I like the idea of securing the wheelchair, but we should be facing forward.
Seniors need breaks financially on food Social security need an increase and not .01% and the insurance goes up 20 to 30 \$\$\$
There should be express routes that connect with other modes of transportation
Frequently see busses with few occupants. Smaller, possibly electric, busses may be more cost effective for routes that don't need a full size buss
Honestly, more frequent service, expanded routes, more bike racks on busses and at more accessible stops. Bus stops have a dearth of decent bike racks and seats (stupid anti-homeless seats, just put in benches) and make more accessible to those with mobility issues. I think it needs to be easier to get bus passes, because we can only get them through the library. And more transit options around the train stations as well.
Palm Beach County is predominately suburban sprawl organized around super blocks. The built environment does not lend itself to effective transit operations. Palm Tran may want to push municipalities to designate high density, walkable corridors or nodes to make transit more convenient.
Palm Beach County should invest in premium transit and get up with the times as other urban areas are doing or we will be left behind and continue to create more congestion and sprawl. Land use should also be redeveloped along premium transit lines to be more walkable, mixed uses, and support transit.
Making it more frequent and easy to connect, less wait time.
Please expand and add more routes to Palm Beach Gardens/N. Palm and West Palm. Allow people to buy monthly bus passes online, as it doesn't make sense that someone is expected do drive or take off for work, to get a monthly bus pass because they don't have transportation to begin with.
The buses are late way too often due to the drivers stopping for coffee, being on their cell phones, and being unaware that people have appointments they need to be too. I find many of the drivers rude and uncaring. Palm Tran needs to make sure their drivers care. Should I also mention how many times I've also been crossing a street and bus drivers make a right on red, but don't stop for somebody in a crosswalk? Rules of the road need to be followed!

TRANSIT FUNDING ONLINE SURVEY MATERIALS



Accelerate 2031 - Palm Tran's 10-Year Transit Development Plan Opinion Survey on Public Transit

Palm Tran is currently preparing Accelerate 2031, its 10-Year Transit Development Plan. As part of the public outreach undertaken for Accelerate 2031, a telephone survey of registered voters in Palm Beach County was conducted to gather insight into opinions and attitudes about local issues and policies regarding public transit. Please take a few moments to respond to the questions asked in the opinion survey below.

1. Generally speaking, would you say that Palm Beach County is going in the right direction or has it gotten off onto the wrong track?

- ☐ Right track
- ☐ Wrong track
- ☐ Unsure

2. Which of the following do you think should be the top priority for county leaders to work on during the next year?

- ☐ Environment
- ☐ Crime
- ☐ Jobs and the economy
- ☐ Transportation & mobility
- ☐ Taxes
- ☐ Public health and Covid
- ☐ Unsure
- ☐ Other (please specify)

3. Generally speaking, would you say that the existing 7% sales tax in Palm Beach County is too high, pretty fair, or too low?

- ☐ Too high
- ☐ Pretty fair
- ☐ Too low
- ☐ Unsure

4. How much of a problem would you say that traffic congestion is in Palm Beach County?

- ☐ Very big problem
- ☐ Somewhat of a problem
- ☐ Not a problem
- ☐ Unsure

5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?

- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Unsure

6. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?

- ☐ Favorable
- ☐ Unfavorable
- ☐ Unsure

7. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Very poor
- ☐ Unsure

8. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?

- ☐ Agree
- ☐ Disagree
- ☐ Unsure

9. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often?

- ☐ The lack of convenience
- ☐ Too complex to use
- ☐ Riders are worried about their safety
- ☐ People prefer the independence of their cars
- ☐ The current systems do not meet their needs
- ☐ People are embarrassed to use public transit
- ☐ Unsure
- ☐ Other (please specify)

10. Is it a good or bad idea to...Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

11. Is it a good or bad idea to...Expand the hours that public transit services are offered, so they start earlier and end later each day?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

12. Is it a good or bad idea to... Reduce the number of stops along a route to reduce travel times?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

13. Is it a good or bad idea to...Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

14. Is it a good or bad idea to...Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

15. Is it a good or bad idea to...Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

16. Is it a good or bad idea to...Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

17. Is it a good or bad idea to...Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time information, and shelter from the weather while they are waiting?

- ☐ Good idea
- ☐ Bad idea
- ☐ Unsure

18. Suppose a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County. Would you vote for or against it?

- ☐ For
- ☐ Against
- ☐ Unsure

19. Suppose a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals to improve safety for all users and travel time reliability for car travel, and provision of local on-demand mobility services. Would you vote for or against it?

- ☐ For
- ☐ Against
- ☐ Unsure

20. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?

- ☐ Agree
- ☐ Disagree
- ☐ Unsure

21. How often do you use public transit services in Palm Beach County? Would you say that you use them frequently, occasionally or not at all?

- ☐ Frequently
- ☐ Occasionally
- ☐ Not at all
- ☐ Unsure

22. If there was an option to provide you with transportation from our home to the bus stop and back, using a public on-demand service, similar to Uber or Lyft, would you be more or less likely to use public transit services in Palm Beach County, or would it make no difference?

- ☐ More likely
- ☐ Less likely
- ☐ No difference
- ☐ Unsure

23. Which of the following includes your age group?

- ☐ 18 to 44
- ☐ 45 to 64
- ☐ 65 and older
- ☐ Prefer Not to Respond

24. Which of the following do you consider to be your main race?

- ☐ White
- ☐ African-American
- ☐ Asian or Indian
- ☐ Another Race
- ☐ Two or More Races
- ☐ Prefer Not to Respond

25. Are you of Hispanic origin or descent?

- ☐ Yes
- ☐ No
- ☐ Prefer Not to Respond

PUBLIC OPINION POLLING MATERIALS

Public Opinion Polling Script:

PALM BEACH COUNTY, FLORIDA

PALM TRAN 2021 SURVEY

Data-gathering/interviewing begins 9/14/2021, 5:00 P.M. E.S.T.

N=400, listed sampling of residential, VOIP and cell phone sub-samples for registered voters

DIGITAL/SMS INTRODUCTION/LINK: Palm Beach County leaders would like to hear from you about issues affecting your community...

TELEPHONE INTRODUCTION: Hello, my name is _____. I work for Florida Opinion Research. We are conducting a public survey of attitudes about local issues and public policies affecting your community in **Palm Beach County**. **This is not a sales call and I am not selling anything** -- I merely want to ask you a few short questions. Your answers will be kept strictly confidential.

(Cellular phone telephonic interview respondents)

S. 1. Our records indicate that I am speaking to you on a cellular phone. Can you talk right now, or would you be distracted from doing something that requires your full attention to do safely, such as driving an automobile?

1. Yes – proceed
2. No - schedule call back
3. DK/NA – probe

(All respondents)

Q. 1. Generally speaking, would you say that Palm Beach County is going in the right direction, or has it gotten off onto the wrong track?

1. Right direction
2. Wrong track
3. Mixed/both (do not read/do not offer as digital option)
4. DK/NA (program and offer “Unsure” for digital version)
0. Do not live in that county (do not read, but offer as an explicit response option on digital version) – thank and terminate telephone interview/allow digital respondents to proceed, but do not tabulate responses

Q. 2. Which of the following do you think should be the top priority for county leaders to work on during the next year? Is it...

(randomly rotate)

1. The environment

2. Crime
3. Jobs and the economy
4. Transportation & mobility
5. Taxes...or...
6. Public health and Covid
7. All/combination (do not read/ do not offer as digital option)
8. Other (record, but do not read/do not offer as digital option)
9. DK/NA (program and offer “Unsure” for digital version)

Looking more closely at some various local matters...

Q. 3. Generally speaking, would you say that the existing 7% sales tax in Palm Beach County is too high, pretty fair or too low?

1. Too high
2. Pretty fair
3. Too low
4. DK/NA (program and offer “Unsure” for digital version)

Q. 4. How much of a problem would you say that traffic congestion is in Palm Beach County? Would you say it is a...

1. Very big problem
2. Somewhat of a problem...or...
3. Not a problem
4. DK/NA (program and offer “Unsure” for digital version)

Q. 5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?

1. Satisfied
2. Dissatisfied
3. DK/NA (program and offer “Unsure” for digital version)

Thinking more about this...

Q. 6. Have you heard of the agency known as Palm Tran?

1. Yes
2. No – skip next 2 questions
3. DK/NA (program and offer “Unsure” for digital version) – skip next 2 questions

Q. 7. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?

1. Favorable
2. Unfavorable

- 3. Mixed/both (do not read/ do not offer as digital option)
- 4. DK/NA (program and offer “Unsure” for digital version) – skip next question
- 0. Skipped

Q. 8. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran? Would you say it is excellent, good, fair, poor or very poor?

- 1. Excellent
- 2. Good
- 3. Fair
- 4. Poor
- 5. Very poor
- 6. DK/NA (program and offer “Unsure” for digital version)
- 0. Skipped

Q. 9. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?

- 1. Agree
- 2. Disagree
- 3. DK/NA (program and offer “Unsure” for digital version)

Q. 10. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often? Is it...

(randomly rotate)

- 1. The lack of convenience
- 2. Too complex to use
- 3. Riders are worried about their safety
- 4. People prefer the independence of their cars
- 5. The current systems do not meet their needs...or...
- 6. People are embarrassed to use public transit
- 7. All/combo (do not read/ do not offer as digital option)
- 8. Other (record, but do not read/do not offer as digital option)
- 9. DK/NA (program and offer “Unsure” for digital version)

Next, here are some various types of transportation projects being considered for the region. After each one, please indicate if you think it is a good or bad idea. Here's the first one...

(RANDOMLY ROTATE NEXT 7 QUESTIONS)

Q. 11. Is it a good or bad idea to...Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 12. Is it a good or bad idea to...Expand the hours that public transit services are offered, so they start earlier and end later each day?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 13. Is it a good or bad idea to... reduce the number of stops along a route to reduce travel times?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 13. Is it a good or bad idea to...Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 14 Is it a good or bad idea to...Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 15. Is it a good or bad idea to...Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 16. Is it a good or bad idea to...Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?

1. Good idea

2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

Q. 17. Is it a good or bad idea to...Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time information, and shelter from the weather while they are waiting?

1. Good idea
2. Bad idea
3. DK/NA (program and offer “Unsure” for digital version)

(end rotation)

Thinking about ways to pay for public transit...

(ROTATE NEXT 2 Questions)

Q. 18 Supposing a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?

1. For
2. Against
3. DK/NA (program and offer “Unsure” for digital version)

Looking at a different option...

Q. 19. Supposing a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals to improve safety for all users and travel time reliability for car travel, and provision of local on-demand mobility services, would you vote for or against it?

1. For
2. Against
3. DK/NA (program and offer “Unsure” for digital version)

(end rotation)

Q. 20. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?

1. Agree
2. Disagree
3. DK/NA (program and offer “Unsure” for digital version)

To close there are a few short questions for statistical purposes...

Q. 21. Which of the following includes your age group? Is it...

1. 18 to 44
2. 45 to 64...or...
3. 65 and older
4. DK/NA (program and offer “Unsure” for digital version)

Q. 22. Which of the following do you consider to be your main race? Is it...

1. White
2. African-American
3. Hispanic or Latino – skip next question
4. Asian or Indian...or...
5. Something else
6. Mixed race (do not read)
7. DK/NA (program and offer “Unsure” for digital version)

Q. 23. Are you of Hispanic origin or descent?

1. Yes
2. No
3. DK/NA (program and offer “Unsure” for digital version)
0. Skipped

Q. 24. How often do you use public transit services in Palm Beach County? Would you say that you use them frequently, occasionally or not at all?

1. Frequently
2. Occasionally
3. Not at all
4. DK/NA (program and offer “Unsure” for digital version)

Q. 25. If there was an option to provide you with transportation from your home to the bus stop and back, using a public on-demand service, similar to Uber or Lyft, would you be more or less likely to use public transit services in Palm Beach County, or would it make no difference?

1. More likely
2. Less likely
3. No difference
4. DK/NA (program and offer “Unsure” for digital version)

Thank you very much for taking time to answer these important questions. Have a nice day! Good-bye.

26) Respondent gender:

(Acquire by observation, ask only if necessary)

1. Male

2. Female

27) Partisan voting registration (append from sample file):

28) County Commission District (append from file):

29) Modeled digital/social media reachability (append from file):

PALM TRAN 2021 SURVEY

Palm Beach County, Florida

Registered Voters

9/16/2021 – 9/21/2021

N=400, +/- 4.9%

(due to rounding, not all results may add up to 100%)



www.FloridaOpinionResearch.com

Q. 1. Generally speaking, would you say that Palm Beach County is going in the right direction, or has it gotten off onto the wrong track?

43.2% Right direction
30.5 Wrong track
4.4 Mixed/both (volunteered)
21.9 Unsure/no answer

Q. 2. Which of the following do you think should be the top priority for county leaders to work on during the next year? Is it...

(randomly rotated)

6.8% The environment
12 Crime
23.6 Jobs and the economy
3.8 Transportation & mobility
8.8 Taxes...or...
33.8 Public health and Covid
5.2 All/combination (volunteered)
4.2 Other (volunteered - recorded)
1.8 Unsure/no answer

Looking more closely at some various local matters...

Q. 3. Generally speaking, would you say that the existing 7 percent sales tax in Palm Beach County is too high, pretty fair or too low?

40.3% Too high
54.5 Pretty fair
2.3 Too low
2.8 Unsure/no answer

Q. 4. How much of a problem would you say that traffic congestion is in Palm Beach County? Would you say it is a...

36.6% Very big problem
45.6 Somewhat of a problem...or...

www.FloridaOpinionResearch.com

16.1 Not a problem
1.7 Unsure/no answer

Q. 5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?

26.2% Satisfied
23.4 Dissatisfied
50.4 Unsure/no answer

Thinking more about this...

Q. 6. Have you heard of the agency known as Palm Tran?

80.7% Yes
18.6 No – skipped next 2 questions
.7 Unsure/no answer – skipped next 2 questions

Q. 7. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?

n=323
44.6% Favorable
17.9 Unfavorable
.9 Mixed/both (volunteered)
36.6 Unsure/no answer – skipped next question

Q. 8. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran? Would you say it is excellent, good, fair, poor or very poor?

n=205
44.6% TOTAL POSITIVE RATING

7.1 Excellent
37.5 Good

24.2% Fair

14.4% TOTAL NEGATIVE RATING

10 Poor
4.4 Very poor

16.6% Unsure/no answer

Q. 9. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?

61.1% Agree
7.5 Disagree
31.3 Unsure/no answer

Q. 10. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often? Is it...

(randomly rotated)

17.9% The lack of convenience
2.5 Too complex to use
4.5 Riders are worried about their safety
49.2 People prefer the independence of their cars
12.1 The current systems do not meet their needs...or...
1.3 People are embarrassed to use public transit
3.2 All/combination (volunteered)
2.4 Other (volunteered - recorded)
6.9 Unsure/no answer

Next, here are some various types of transportation projects being considered for the region. After each one, please indicate if you think it is a good or bad idea. Here's the first one...

(RANDOMLY ROTATED NEXT 8 QUESTIONS)

Q. 11. Is it a good or bad idea to...Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?

65.3% Good idea
23.3 Bad idea
11.5 Unsure/no answer

Q. 12. Is it a good or bad idea to...Expand the hours that public transit services are offered, so they start earlier and end later each day?

76.4% Good idea
9.2 Bad idea
14.3 Unsure/no answer

Q. 13. Is it a good or bad idea to...Reduce the number of stops along a route to reduce travel times?

33.4% Good idea
45.5 Bad idea
21.1 Unsure/no answer

Q. 14. Is it a good or bad idea to...Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?

80.4% Good idea
9.1 Bad idea
10.4 Unsure/no answer

Q. 15. Is it a good or bad idea to...Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?

80.8% Good idea
9.6 Bad idea
9.6 Unsure/no answer

Q. 16. Is it a good or bad idea to...Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?

66.3% Good idea
19.2 Bad idea
14.5 Unsure/no answer

Q. 17. Is it a good or bad idea to...Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?

69.1% Good idea
17 Bad idea
13.9 Unsure/no answer

Q. 18. Is it a good or bad idea to...Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time information, and shelter from the weather while they are waiting?

85% Good idea
8.4 Bad idea
6.6 Unsure/no answer

Thinking about ways to pay for public transit...

(ROTATED NEXT 2 QUESTIONS)

Q. 19. Supposing a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?

54.2% For
36.7 Against
9.1 Unsure/no answer

Looking at a different option...

Q. 20. Supposing a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals to improve safety for all users and travel time reliability for car travel, and provision of local on-demand mobility services, would you vote for or against it?

57.6% For
34 Against
8.5 Unsure/no answer

Q. 21. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?

73% Agree
17.8 Disagree
9.2 Unsure/no answer

Q. 22. Which of the following includes your age group? Is it...

27.9% 18 to 44
31 45 to 64...or...
39.9 65 and older
1.2 Unsure/no answer

Q. 23. Which of the following do you consider to be your main race? Is it...

67.7% White
12.6 African-American
12.9 Hispanic or Latino – skipped next question

1 Asian or Indian...or...
1.3 Something else
.8 Mixed race (volunteered)
3.8 Unsure/no answer

Q. 24. Are you of Hispanic origin or descent?

n=348

4.1% Yes
90.4 No
5.5 Unsure/no answer

Q. 25. How often do you use public transit services in Palm Beach County? Would you say that you use them frequently, occasionally or not at all?

3.1% Frequently
20.2 Occasionally
72.7 Not at all
4.1 Unsure/no answer

Q. 26. If there was an option to provide you with transportation from your home to the bus stop and back, using a public on-demand service, similar to Uber or Lyft, would you be more or less likely to use public transit services in Palm Beach County, or would it make no difference?

32.2% More likely
6 Less likely
54.8 No difference
7 Unsure/no answer

Gender:

46.9% Male
53.1 Female

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 1. Generally speaking, would you say that Palm Beach County is going in the right direction, or has it gotten off onto the wrong track?	Right direction	52.3%	34.3%	25.0%	49.6%	35.2%	31.9%	43.2%
	Wrong track	21.1%	43.1%	35.2%	24.0%	41.0%	31.6%	30.5%
	Mixed/both	5.9%	1.9%	5.8%	6.5%	2.1%	.0%	4.4%
	DK/NA	20.7%	20.7%	34.0%	19.9%	21.6%	36.4%	21.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 1. Generally speaking, would you say that Palm Beach County is going in the right direction, or has it gotten off onto the wrong track?	Right direction	46.5%	37.6%	45.4%	40.0%	44.7%	25.8%	50.4%	22.4%	58.0%	43.2%
	Wrong track	25.3%	36.8%	28.8%	40.0%	30.3%	44.1%	21.1%	38.0%	24.5%	30.5%
	Mixed/both	3.0%	4.5%	4.9%	20.0%	3.8%	6.1%	4.3%	19.0%	.0%	4.4%
	DK/NA	25.3%	21.1%	20.9%	.0%	21.2%	23.9%	24.1%	20.5%	17.6%	21.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
			Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Frequently Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 1. Generally speaking, would you say that Palm Beach County is going in the right direction, or has it gotten off onto the wrong track?	Right direction	31.9%	43.3%	44.4%	30.8%	47.8%	39.1%	43.3%	43.0%	43.2%
	Wrong track	42.2%	23.1%	31.6%	37.5%	27.9%	32.7%	31.2%	29.0%	30.5%
	Mixed/both	9.2%	5.0%	4.0%	5.7%	4.1%	4.8%	4.0%	5.2%	4.4%
	DK/NA	16.7%	28.6%	20.0%	26.0%	20.2%	23.4%	21.4%	22.8%	21.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 1. Generally speaking, would you say that Palm Beach County is going in the right direction, or has it gotten off onto the wrong track?	Right direction	42.8%	37.9%	39.4%	42.2%	54.1%	41.8%	41.1%	38.8%	46.9%	46.0%	43.2%
	Wrong track	26.1%	28.6%	30.4%	23.4%	25.8%	51.6%	28.2%	30.3%	32.9%	28.4%	30.5%
	Mixed/both	3.2%	4.2%	3.3%	4.9%	5.9%	3.3%	6.2%	7.2%	2.5%	2.4%	4.4%
	DK/NA	27.8%	29.2%	26.9%	29.4%	14.1%	3.3%	24.6%	23.8%	17.7%	23.2%	21.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 2. Which of the following do you think should be the top priority for county leaders to work on during the next year?	The environment	7.8%	5.5%	5.8%	7.3%	5.3%	9.0%	6.8%
	Crime	7.6%	19.4%	8.2%	8.6%	18.5%	9.0%	12.0%
	Jobs and the economy	25.7%	22.8%	14.2%	26.7%	21.4%	11.8%	23.6%
	Transportation & mobility	4.7%	3.6%	.0%	4.1%	2.2%	8.8%	3.8%
	Taxes	5.0%	15.4%	5.4%	3.8%	17.3%	8.7%	8.8%
	Public health and Covid	41.0%	22.0%	38.6%	40.8%	20.8%	38.0%	33.8%
	All/combination	4.6%	4.7%	11.2%	5.2%	5.1%	5.8%	5.2%
	Other	3.7%	3.9%	8.2%	3.5%	6.4%	.0%	4.2%
	DK/NA	.0%	2.7%	8.4%	.0%	3.0%	9.0%	1.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 2. Which of the following do you think should be the top priority for county leaders to work on during the next year?	The environment	7.1%	6.8%	6.7%	.0%	8.7%	1.9%	4.9%	.0%	.0%	6.8%
	Crime	12.1%	12.0%	11.7%	20.0%	12.4%	13.1%	12.2%	9.3%	.0%	12.0%
	Jobs and the economy	26.3%	23.3%	22.7%	.0%	21.2%	25.2%	32.3%	29.8%	17.6%	23.6%
	Transportation & mobility	7.1%	5.3%	.6%	.0%	1.9%	4.3%	10.8%	11.2%	.0%	3.8%
	Taxes	10.1%	7.5%	9.2%	.0%	7.9%	7.0%	9.3%	19.0%	24.5%	8.8%
	Public health and Covid	28.3%	33.8%	37.4%	40.0%	37.1%	36.1%	22.6%	21.0%	24.1%	33.8%
	All/combination	4.0%	3.0%	7.4%	20.0%	4.9%	10.4%	3.2%	.0%	8.2%	5.2%
	Other	3.0%	6.8%	3.1%	.0%	4.4%	1.9%	3.1%	9.8%	8.2%	4.2%
	DK/NA	2.0%	1.5%	1.2%	20.0%	1.4%	.0%	1.7%	.0%	17.6%	1.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 2. Which of the following do you think should be the top priority for county leaders to work on during the next year?	The environment	9.2%	9.9%	6.2%	.0%	9.5%	4.3%	6.0%	8.2%	6.8%
	Crime	25.1%	8.4%	13.1%	.0%	12.9%	11.2%	13.2%	9.7%	12.0%
	Jobs and the economy	15.5%	27.7%	22.7%	25.7%	24.3%	22.9%	19.8%	30.9%	23.6%
	Transportation & mobility	.0%	6.5%	3.2%	5.7%	3.8%	3.9%	4.2%	3.2%	3.8%
	Taxes	17.1%	7.3%	9.4%	.0%	12.9%	5.2%	8.8%	8.9%	8.8%
	Public health and Covid	15.9%	31.8%	34.6%	42.6%	27.1%	39.8%	35.6%	30.3%	33.8%
	All/combination	17.1%	2.5%	5.4%	6.0%	2.1%	8.0%	4.9%	5.9%	5.2%
	Other	.0%	4.7%	4.4%	.0%	5.3%	3.2%	5.6%	1.4%	4.2%
	DK/NA	.0%	1.2%	1.0%	19.9%	2.1%	1.5%	1.9%	1.5%	1.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 2. Which of the following do you think should be the top priority for county leaders to work on during the next year?	The environment	6.6%	10.5%	2.0%	8.2%	5.7%	8.7%	6.2%	7.6%	2.5%	9.6%	6.8%
	Crime	9.8%	8.2%	12.3%	10.2%	13.0%	14.9%	15.6%	8.7%	20.3%	8.8%	12.0%
	Jobs and the economy	19.8%	30.0%	23.9%	20.5%	24.8%	24.3%	22.8%	22.2%	27.9%	21.4%	23.6%
	Transportation & mobility	3.4%	.0%	4.0%	3.3%	1.4%	10.5%	4.5%	1.9%	4.7%	5.9%	3.8%
	Taxes	13.1%	7.7%	5.7%	20.6%	2.8%	7.3%	4.5%	4.1%	16.8%	7.9%	8.8%
	Public health and Covid	37.8%	27.1%	39.5%	27.4%	40.8%	27.6%	34.2%	45.4%	19.4%	31.0%	33.8%
	All/combination	3.2%	6.1%	7.2%	5.0%	5.9%	3.4%	6.2%	7.2%	3.4%	4.2%	5.2%
	Other	3.2%	6.0%	3.8%	3.2%	4.2%	3.3%	6.1%	2.4%	4.1%	6.8%	4.2%
	DK/NA	3.1%	4.5%	1.7%	1.7%	1.4%	.0%	.0%	.6%	.9%	4.4%	1.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 3. Generally speaking, would you say that the existing 7 percent sales tax in Palm Beach County is too high, pretty fair or too low?	Too high	31.0%	53.2%	44.1%	32.9%	50.0%	52.2%	40.3%
	Pretty fair	62.8%	45.4%	42.1%	60.5%	49.2%	35.8%	54.5%
	Too low	3.3%	.8%	2.7%	3.1%	.8%	2.9%	2.3%
	DK/NA	2.9%	.7%	11.1%	3.6%	.0%	9.1%	2.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 3. Generally speaking, would you say that the existing 7 percent sales tax in Palm Beach County is too high, pretty fair or too low?	Too high	35.4%	39.1%	46.0%	.0%	37.2%	65.6%	34.9%	56.6%	25.3%	40.3%
	Pretty fair	57.6%	58.6%	48.5%	80.0%	59.3%	28.0%	57.5%	43.4%	49.0%	54.5%
	Too low	3.0%	.8%	3.1%	.0%	1.9%	6.4%	1.5%	.0%	.0%	2.3%
	DK/NA	4.0%	1.5%	2.5%	20.0%	1.6%	.0%	6.1%	.0%	25.7%	2.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 3. Generally speaking, would you say that the existing 7 percent sales tax in Palm Beach County is too high, pretty fair or too low?	Too high	17.1%	42.6%	40.9%	37.2%	40.0%	40.7%	39.3%	42.4%	40.3%
	Pretty fair	56.6%	56.2%	55.0%	36.9%	57.3%	52.1%	56.6%	50.6%	54.5%
	Too low	26.3%	1.2%	1.7%	.0%	2.1%	2.4%	1.5%	3.8%	2.3%
	DK/NA	.0%	.0%	2.4%	26.0%	.6%	4.8%	2.6%	3.2%	2.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 3. Generally speaking, would you say that the existing 7 percent sales tax in Palm Beach County is too high, pretty fair or too low?	Too high	42.3%	49.3%	43.5%	43.3%	31.2%	40.7%	34.0%	37.1%	42.7%	42.6%	40.3%
	Pretty fair	54.3%	44.4%	48.9%	56.7%	60.2%	57.6%	57.6%	56.2%	54.7%	52.0%	54.5%
	Too low	1.5%	2.2%	2.0%	.0%	4.3%	.0%	6.2%	3.6%	.0%	2.6%	2.3%
	DK/NA	1.9%	4.1%	5.5%	.0%	4.3%	1.6%	2.2%	3.0%	2.5%	2.8%	2.8%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 4. How much of a problem would you say that traffic congestion is in Palm Beach County?	Very big problem	35.4%	35.5%	47.9%	39.9%	27.6%	50.1%	36.6%
	Somewhat of a problem	43.6%	50.1%	38.7%	41.3%	56.0%	32.8%	45.6%
	Not a problem	19.6%	13.7%	5.4%	17.6%	14.9%	11.4%	16.1%
	DK/NA	1.4%	.7%	8.0%	1.3%	1.4%	5.6%	1.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 4. How much of a problem would you say that traffic congestion is in Palm Beach County?	Very big problem	38.4%	36.8%	36.2%	.0%	36.8%	44.5%	33.0%	60.5%	.0%	36.6%
	Somewhat of a problem	46.5%	43.6%	46.6%	40.0%	45.4%	38.4%	48.3%	39.5%	67.3%	45.6%
	Not a problem	14.1%	18.0%	15.3%	40.0%	15.9%	17.1%	17.2%	.0%	24.5%	16.1%
	DK/NA	1.0%	1.5%	1.8%	20.0%	1.9%	.0%	1.5%	.0%	8.2%	1.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
			Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Frequently								
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 4. How much of a problem would you say that traffic congestion is in Palm Beach County?	Very big problem	57.8%	37.0%	36.9%	11.5%	34.0%	38.9%	36.9%	35.9%	36.6%
	Somewhat of a problem	26.3%	49.8%	43.8%	70.4%	45.3%	45.8%	47.4%	42.0%	45.6%
	Not a problem	15.9%	13.2%	17.2%	12.1%	19.2%	13.4%	14.3%	19.8%	16.1%
	DK/NA	.0%	.0%	2.0%	6.0%	1.5%	1.9%	1.5%	2.2%	1.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 4. How much of a problem would you say that traffic congestion is in Palm Beach County?	Very big problem	21.0%	40.3%	49.3%	28.4%	39.4%	39.9%	39.4%	39.2%	28.5%	40.6%	36.6%
	Somewhat of a problem	55.3%	41.7%	30.4%	63.2%	40.3%	46.2%	40.6%	44.4%	52.5%	40.4%	45.6%
	Not a problem	23.7%	18.0%	16.7%	6.8%	16.1%	12.1%	20.0%	14.6%	17.3%	17.3%	16.1%
	DK/NA	.0%	.0%	3.7%	1.6%	4.3%	1.7%	.0%	1.8%	1.7%	1.6%	1.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?	Satisfied	27.4%	28.8%	8.8%	27.5%	27.6%	12.1%	26.2%
	Dissatisfied	26.9%	19.3%	19.2%	24.3%	22.7%	20.4%	23.4%
	DK/NA	45.7%	51.9%	72.1%	48.2%	49.7%	67.5%	50.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?	Satisfied	32.3%	25.6%	23.3%	.0%	22.3%	38.4%	34.2%	31.7%	16.3%	26.2%
	Dissatisfied	29.3%	27.8%	16.6%	.0%	18.9%	36.4%	33.9%	18.5%	17.6%	23.4%
	DK/NA	38.4%	46.6%	60.1%	100.0%	58.9%	25.2%	31.9%	49.8%	66.1%	50.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?	Satisfied	41.0%	39.7%	22.7%	11.8%	27.1%	25.5%	26.3%	26.1%	26.2%
	Dissatisfied	51.0%	31.2%	19.9%	25.7%	22.4%	24.3%	24.3%	21.7%	23.4%
	DK/NA	8.0%	29.1%	57.4%	62.5%	50.6%	50.2%	49.4%	52.2%	50.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 5. Generally speaking, are you satisfied or dissatisfied with the public transit system in Palm Beach County?	Satisfied	26.2%	31.5%	25.3%	28.7%	26.8%	24.4%	20.6%	24.8%	29.7%	25.0%	26.2%
	Dissatisfied	30.5%	17.8%	21.4%	21.9%	15.7%	27.5%	30.2%	29.9%	18.5%	18.7%	23.4%
	DK/NA	43.3%	50.7%	53.3%	49.4%	57.5%	48.1%	49.2%	45.3%	51.8%	56.4%	50.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 6. Have you heard of the agency known as Palm Tran?	Yes	77.8%	85.0%	81.0%	78.2%	86.7%	73.8%	80.7%
	No	21.8%	13.7%	19.0%	21.4%	11.8%	26.2%	18.6%
	DK/NA	.4%	1.3%	.0%	.4%	1.4%	.0%	.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 6. Have you heard of the agency known as Palm Tran?	Yes	80.8%	83.5%	79.8%	40.0%	81.5%	89.3%	72.2%	90.7%	66.5%	80.7%
	No	19.2%	15.8%	19.0%	60.0%	17.4%	10.7%	27.8%	9.3%	33.5%	18.6%
	DK/NA	.0%	.8%	1.2%	.0%	1.1%	.0%	.0%	.0%	.0%	.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 6. Have you heard of the agency known as Palm Tran?	Yes	100.0%	83.9%	79.8%	67.1%	79.2%	82.0%	84.9%	72.6%	80.7%
	No	.0%	13.8%	19.9%	32.9%	19.3%	18.0%	14.7%	26.0%	18.6%
	DK/NA	.0%	2.4%	.3%	.0%	1.5%	.0%	.4%	1.4%	.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 6. Have you heard of the agency known as Palm Tran?	Yes	72.5%	87.5%	85.6%	70.7%	78.2%	86.0%	87.4%	84.2%	81.4%	75.0%	80.7%
	No	27.5%	12.5%	14.4%	24.3%	21.8%	14.0%	12.6%	15.2%	17.8%	24.2%	18.6%
	DK/NA	.0%	.0%	.0%	5.0%	.0%	.0%	.0%	.5%	.9%	.8%	.7%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 7. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?	Favorable	47.8%	43.3%	31.3%	45.8%	45.5%	31.3%	44.6%
	Unfavorable	16.3%	21.0%	13.7%	15.2%	21.5%	19.8%	17.9%
	Mixed/both	1.2%	.7%	.0%	1.1%	.8%	.0%	.9%
	DK/NA	34.7%	34.9%	55.0%	37.8%	32.2%	48.9%	36.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 7. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?	Favorable	37.5%	47.7%	47.7%	.0%	47.4%	47.1%	34.5%	34.9%	24.5%	44.6%
	Unfavorable	25.0%	20.7%	10.8%	.0%	12.2%	26.8%	33.9%	10.2%	36.8%	17.9%
	Mixed/both	1.3%	1.8%	.0%	.0%	.5%	.0%	2.0%	10.2%	.0%	.9%
	DK/NA	36.3%	29.7%	41.5%	100.0%	39.9%	26.1%	29.6%	44.6%	38.7%	36.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
			Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Frequently								
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 7. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?	Favorable	66.1%	63.3%	39.3%	17.1%	45.1%	44.1%	46.5%	40.3%	44.6%
	Unfavorable	33.9%	19.6%	16.0%	28.4%	20.1%	16.0%	20.5%	11.8%	17.9%
	Mixed/both	.0%	.0%	.9%	8.6%	2.0%	.0%	.4%	2.1%	.9%
	DK/NA	.0%	17.1%	43.8%	45.9%	32.8%	40.0%	32.6%	45.8%	36.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 7. Generally speaking, do you have a favorable or unfavorable opinion of Palm Tran?	Favorable	45.3%	46.8%	51.5%	28.1%	51.6%	32.2%	54.7%	44.9%	45.1%	43.5%	44.6%
	Unfavorable	14.1%	15.5%	17.3%	16.2%	13.3%	30.6%	17.6%	19.3%	19.9%	13.3%	17.9%
	Mixed/both	.0%	.0%	.0%	2.3%	2.1%	1.9%	.0%	.0%	.0%	3.4%	.9%
	DK/NA	40.6%	37.7%	31.1%	53.4%	33.0%	35.4%	27.7%	35.8%	35.0%	39.7%	36.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 8. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran?	Excellent	6.9%	8.6%	.0%	7.0%	8.5%	.0%	7.1%
	Good	43.0%	30.1%	37.8%	39.0%	34.3%	44.8%	37.5%
	Fair	23.5%	24.2%	30.7%	28.1%	20.4%	14.9%	24.2%
	Poor	7.7%	12.4%	14.4%	6.6%	14.0%	14.9%	10.0%
	Very poor	4.7%	4.8%	.0%	5.4%	3.7%	.0%	4.4%
	DK/NA	14.2%	19.9%	17.0%	13.9%	19.0%	25.3%	16.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 8. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran?	Excellent	3.9%	10.3%	6.6%	.0%	5.1%	15.5%	9.1%	.0%	.0%	7.1%
	Good	23.5%	37.2%	48.7%	.0%	43.8%	34.7%	15.3%	59.2%	20.0%	37.5%
	Fair	33.3%	24.4%	17.1%	.0%	17.5%	29.6%	40.3%	22.3%	60.0%	24.2%
	Poor	17.6%	10.3%	3.9%	.0%	7.7%	13.6%	18.5%	.0%	.0%	10.0%
	Very poor	5.9%	5.1%	2.6%	.0%	5.3%	.0%	6.7%	.0%	.0%	4.4%
	DK/NA	15.7%	12.8%	21.1%	.0%	20.6%	6.7%	10.1%	18.4%	20.0%	16.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
			Occasionally	Not at all	DK/NA			Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Frequently				Male	Female			
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 8. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran?	Excellent	25.1%	7.1%	5.8%	.0%	4.0%	10.2%	7.8%	5.4%	7.1%
	Good	23.9%	38.3%	38.7%	32.5%	38.6%	36.5%	34.4%	46.4%	37.5%
	Fair	25.1%	36.1%	19.4%	15.8%	23.1%	25.4%	23.3%	26.9%	24.2%
	Poor	9.2%	7.4%	10.8%	19.2%	12.1%	8.1%	12.1%	4.2%	10.0%
	Very poor	16.7%	1.7%	4.7%	.0%	4.1%	4.7%	3.9%	6.0%	4.4%
	DK/NA	.0%	9.4%	20.6%	32.5%	18.1%	15.2%	18.6%	11.1%	16.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 8. Overall, how would you rate the quality of the various public transit services being provided by Palm Tran?	Excellent	.0%	7.0%	9.7%	14.6%	8.1%	6.1%	6.0%	8.7%	7.9%	3.5%	7.1%
	Good	44.8%	38.4%	36.5%	29.9%	38.9%	27.5%	45.0%	35.5%	36.7%	42.0%	37.5%
	Fair	19.5%	18.6%	31.7%	34.8%	20.1%	25.0%	22.8%	28.1%	18.3%	24.4%	24.2%
	Poor	8.1%	13.6%	9.7%	4.9%	5.5%	13.1%	14.2%	10.1%	12.1%	7.4%	10.0%
	Very poor	3.7%	4.1%	5.7%	.0%	5.9%	9.5%	.0%	4.4%	1.9%	7.4%	4.4%
	DK/NA	24.0%	18.3%	6.8%	15.9%	21.6%	18.8%	11.9%	13.2%	23.1%	15.2%	16.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 9. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?	Agree	63.2%	61.3%	47.9%	63.4%	59.9%	50.3%	61.1%
	Disagree	6.5%	8.8%	8.4%	7.0%	8.2%	9.0%	7.5%
	DK/NA	30.3%	29.9%	43.7%	29.6%	31.9%	40.8%	31.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 9. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?	Agree	65.7%	63.9%	57.1%	20.0%	60.8%	76.4%	53.6%	52.2%	56.7%	61.1%
	Disagree	9.1%	8.3%	6.1%	.0%	7.1%	4.3%	14.0%	.0%	.0%	7.5%
	DK/NA	25.3%	27.8%	36.8%	80.0%	32.1%	19.3%	32.4%	47.8%	43.3%	31.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 9. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?	Agree	90.8%	79.9%	56.4%	29.6%	62.9%	59.5%	63.2%	57.0%	61.1%
	Disagree	.0%	7.3%	8.4%	.0%	6.6%	8.4%	8.7%	5.3%	7.5%
	DK/NA	9.2%	12.9%	35.2%	70.4%	30.5%	32.1%	28.1%	37.6%	31.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 9. Do you generally agree or disagree that it is safe to use the public transit services in Palm Beach County?	Agree	72.3%	65.5%	66.3%	45.4%	57.3%	58.4%	63.8%	62.7%	62.5%	57.5%	61.1%
	Disagree	3.2%	14.3%	10.8%	5.0%	7.1%	9.2%	4.1%	6.5%	7.0%	9.6%	7.5%
	DK/NA	24.5%	20.2%	22.9%	49.6%	35.6%	32.3%	32.1%	30.8%	30.5%	32.9%	31.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 10. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often?	The lack of convenience	21.4%	12.3%	19.3%	21.6%	13.2%	11.3%	17.9%
	Too complex to use	3.3%	1.3%	2.6%	3.5%	.7%	2.7%	2.5%
	Riders are worried about their safety	3.6%	6.1%	3.1%	4.7%	4.4%	3.3%	4.5%
	People prefer the independence of their cars	47.5%	53.5%	42.0%	49.4%	52.1%	36.1%	49.2%
	The current systems do not meet their needs	15.1%	8.7%	8.1%	11.8%	11.5%	17.1%	12.1%
	People are embarrassed to use public transit	1.4%	1.4%	.0%	.8%	2.3%	.0%	1.3%
	All/combination	2.3%	5.2%	.0%	2.2%	4.9%	2.9%	3.2%
	Other	2.2%	2.0%	5.4%	2.1%	2.8%	2.7%	2.4%
	DK/NA	3.1%	9.5%	19.6%	3.9%	8.0%	23.8%	6.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 10. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often?	The lack of convenience	22.2%	21.1%	12.3%	20.0%	13.5%	21.1%	32.6%	11.2%	25.7%	17.9%
	Too complex to use	3.0%	3.0%	1.8%	.0%	1.9%	2.0%	6.3%	.0%	.0%	2.5%
	Riders are worried about their safety	5.1%	5.3%	3.7%	.0%	3.7%	6.3%	7.8%	.0%	.0%	4.5%
	People prefer the independence of their cars	45.5%	43.6%	57.1%	20.0%	55.5%	36.6%	31.2%	50.7%	58.0%	49.2%
	The current systems do not meet their needs	15.2%	11.3%	11.0%	.0%	12.0%	15.3%	12.8%	9.3%	.0%	12.1%
	People are embarrassed to use public transit	2.0%	1.5%	.6%	.0%	1.2%	1.9%	1.5%	.0%	.0%	1.3%
	All/combination	1.0%	3.8%	4.3%	.0%	3.3%	4.0%	1.4%	9.8%	.0%	3.2%
	Other	.0%	2.3%	3.7%	20.0%	2.9%	.0%	3.0%	.0%	.0%	2.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 10. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often?	The lack of convenience	17.1%	20.1%	17.2%	18.7%	19.9%	16.1%	19.6%	14.5%	17.9%
	Too complex to use	.0%	3.5%	2.5%	.0%	3.1%	2.0%	1.9%	3.8%	2.5%
	Riders are worried about their safety	9.2%	4.8%	4.5%	.0%	2.6%	6.2%	4.5%	4.5%	4.5%
	People prefer the independence of their cars	39.4%	45.9%	51.6%	30.8%	52.2%	46.6%	47.8%	52.0%	49.2%
	The current systems do not meet their needs	18.3%	15.0%	10.7%	19.6%	10.6%	13.5%	11.4%	13.6%	12.1%
	People are embarrassed to use public transit	.0%	2.6%	1.0%	.0%	1.6%	1.0%	1.2%	1.5%	1.3%
	All/combination	.0%	.0%	4.3%	.0%	2.6%	3.6%	3.7%	2.2%	3.2%
	Other	8.0%	2.3%	2.0%	6.0%	2.1%	2.7%	2.9%	1.4%	2.4%
	DK/NA	8.0%	5.8%	6.2%	24.8%	5.3%	8.4%	7.1%	6.5%	6.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 10. As you may know, not everyone uses the public transit services and bus system in Palm Beach County. Which of the following would you say is the biggest reason they do not use them more often?	The lack of convenience	24.8%	14.3%	14.7%	14.9%	20.9%	20.6%	12.8%	21.5%	12.8%	17.6%	17.9%
	Too complex to use	1.9%	1.9%	5.1%	3.5%	3.1%	.0%	2.0%	1.2%	4.4%	2.5%	2.5%
	Riders are worried about their safety	1.6%	14.1%	9.1%	.0%	1.4%	3.6%	3.8%	5.3%	4.2%	3.6%	4.5%
	People prefer the independence of their cars	50.3%	44.2%	52.7%	51.3%	43.6%	54.4%	48.4%	44.2%	56.4%	49.4%	49.2%
	The current systems do not meet their needs	10.0%	12.0%	7.5%	9.9%	17.0%	11.0%	17.3%	15.0%	9.8%	10.2%	12.1%
	People are embarrassed to use public transit	1.9%	1.9%	.0%	.0%	1.4%	1.6%	2.2%	1.1%	1.8%	1.0%	1.3%
	All/combination	.0%	.0%	5.4%	6.6%	2.8%	3.4%	3.9%	1.7%	3.4%	5.0%	3.2%
	Other	1.5%	2.0%	.0%	6.6%	2.9%	1.7%	2.0%	2.3%	1.7%	3.2%	2.4%
	DK/NA	8.1%	9.8%	5.4%	7.3%	7.0%	3.7%	7.6%	7.5%	5.5%	7.5%	6.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 11. Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?	Good idea	77.2%	49.2%	59.0%	78.2%	49.8%	39.2%	65.3%
	Bad idea	12.1%	41.0%	18.2%	14.5%	39.0%	19.7%	23.3%
	DK/NA	10.7%	9.8%	22.8%	7.2%	11.3%	41.2%	11.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 11. Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?	Good idea	66.7%	67.7%	62.6%	60.0%	64.2%	74.3%	73.9%	41.5%	24.1%	65.3%
	Bad idea	23.2%	22.6%	24.5%	.0%	25.3%	11.0%	16.7%	38.0%	51.4%	23.3%
	DK/NA	10.1%	9.8%	12.9%	40.0%	10.5%	14.7%	9.4%	20.5%	24.5%	11.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 11. Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?	Good idea	48.6%	73.3%	65.4%	36.3%	64.4%	66.0%	63.2%	69.2%	65.3%
	Bad idea	33.1%	15.7%	24.1%	38.7%	27.3%	19.6%	25.0%	19.9%	23.3%
	DK/NA	18.3%	11.0%	10.6%	25.1%	8.2%	14.3%	11.8%	10.9%	11.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 11. Dedicate lanes on some major roads exclusively for light rail or enhanced bus service, in order to move more people quickly and efficiently into and out of our economic hubs?	Good idea	60.4%	69.7%	74.8%	62.3%	68.2%	59.7%	61.7%	70.0%	58.8%	64.7%	65.3%
	Bad idea	26.7%	18.5%	23.4%	28.8%	17.3%	22.6%	26.1%	15.9%	30.7%	26.7%	23.3%
	DK/NA	12.9%	11.8%	1.8%	8.9%	14.5%	17.6%	12.2%	14.1%	10.6%	8.5%	11.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 12. Expand the hours that public transit services are offered, so they start earlier and end later each day?	Good idea	85.5%	64.9%	69.5%	86.3%	60.4%	73.7%	76.4%
	Bad idea	5.1%	16.4%	5.4%	5.1%	17.1%	5.8%	9.2%
	DK/NA	9.5%	18.8%	25.1%	8.5%	22.6%	20.5%	14.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 12. Expand the hours that public transit services are offered, so they start earlier and end later each day?	Good idea	82.8%	78.9%	70.6%	60.0%	75.7%	85.1%	83.1%	52.7%	41.6%	76.4%
	Bad idea	10.1%	11.3%	7.4%	.0%	9.3%	8.8%	7.9%	9.3%	17.6%	9.2%
	DK/NA	7.1%	9.8%	22.1%	40.0%	15.0%	6.1%	9.0%	38.0%	40.8%	14.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 12. Expand the hours that public transit services are offered, so they start earlier and end later each day?	Good idea	51.4%	84.3%	76.1%	63.1%	71.7%	80.7%	77.6%	74.2%	76.4%
	Bad idea	33.1%	7.0%	8.7%	12.7%	11.7%	7.1%	9.0%	9.8%	9.2%
	DK/NA	15.5%	8.7%	15.3%	24.2%	16.6%	12.3%	13.4%	16.0%	14.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 12. Expand the hours that public transit services are offered, so they start earlier and end later each day?	Good idea	78.9%	87.6%	80.2%	63.0%	80.2%	73.9%	71.6%	84.1%	66.1%	75.3%	76.4%
	Bad idea	4.8%	8.2%	11.1%	13.4%	7.0%	9.0%	12.2%	5.9%	12.9%	10.5%	9.2%
	DK/NA	16.4%	4.2%	8.7%	23.6%	12.8%	17.1%	16.2%	9.9%	20.9%	14.2%	14.3%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 13. Reduce the number of stops along a route to reduce travel times?	Good idea	37.9%	29.0%	24.7%	38.4%	28.2%	20.2%	33.4%
	Bad idea	43.9%	51.9%	28.5%	44.7%	48.4%	38.4%	45.5%
	DK/NA	18.2%	19.1%	46.8%	16.8%	23.4%	41.3%	21.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 13. Reduce the number of stops along a route to reduce travel times?	Good idea	26.3%	38.3%	35.0%	20.0%	34.8%	31.3%	37.8%	9.8%	8.2%	33.4%
	Bad idea	56.6%	42.1%	41.1%	20.0%	43.5%	62.7%	39.1%	50.7%	49.8%	45.5%
	DK/NA	17.2%	19.5%	23.9%	60.0%	21.7%	6.0%	23.1%	39.5%	42.0%	21.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 13. Reduce the number of stops along a route to reduce travel times?	Good idea	33.1%	34.4%	33.7%	23.6%	35.1%	31.9%	34.8%	30.7%	33.4%
	Bad idea	66.9%	45.4%	45.0%	38.7%	45.5%	45.4%	44.9%	46.5%	45.5%
	DK/NA	.0%	20.2%	21.4%	37.8%	19.4%	22.7%	20.3%	22.7%	21.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 13. Reduce the number of stops along a route to reduce travel times?	Good idea	34.1%	47.1%	36.9%	24.8%	27.3%	36.6%	29.5%	32.2%	33.7%	34.9%	33.4%
	Bad idea	53.0%	30.6%	44.1%	51.2%	46.7%	40.5%	50.0%	47.1%	41.2%	47.2%	45.5%
	DK/NA	12.9%	22.3%	18.9%	24.0%	25.9%	22.8%	20.5%	20.7%	25.0%	17.9%	21.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 14. Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?	Good idea	87.9%	72.8%	66.9%	87.9%	72.3%	62.0%	80.4%
	Bad idea	5.0%	16.9%	2.6%	5.1%	17.6%	2.7%	9.1%
	DK/NA	7.2%	10.3%	30.5%	7.0%	10.1%	35.3%	10.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 14. Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?	Good idea	85.9%	82.0%	77.3%	20.0%	81.5%	81.4%	83.9%	62.0%	49.8%	80.4%
	Bad idea	7.1%	11.3%	8.0%	40.0%	7.3%	14.5%	9.7%	28.8%	8.2%	9.1%
	DK/NA	7.1%	6.8%	14.7%	40.0%	11.2%	4.1%	6.4%	9.3%	42.0%	10.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 14. Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?	Good idea	74.9%	89.0%	80.6%	38.7%	82.6%	78.5%	79.4%	82.4%	80.4%
	Bad idea	9.2%	4.9%	9.5%	23.3%	8.5%	9.7%	10.0%	7.4%	9.1%
	DK/NA	15.9%	6.1%	9.9%	38.1%	8.8%	11.8%	10.6%	10.2%	10.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 14. Provide a single payment platform that works seamlessly for all trains, buses, and transit systems with the county?	Good idea	80.6%	77.9%	83.6%	74.9%	77.1%	80.8%	89.7%	78.3%	78.2%	85.7%	80.4%
	Bad idea	6.5%	9.5%	11.1%	14.8%	5.7%	10.4%	6.5%	9.5%	12.2%	5.6%	9.1%
	DK/NA	12.8%	12.6%	5.3%	10.3%	17.3%	8.8%	3.8%	12.2%	9.7%	8.7%	10.4%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 15. Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?	Good idea	90.4%	70.1%	67.1%	88.5%	66.6%	85.5%	80.8%
	Bad idea	3.7%	19.2%	5.3%	4.9%	19.8%	.0%	9.6%
	DK/NA	5.8%	10.7%	27.7%	6.6%	13.6%	14.5%	9.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 15. Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?	Good idea	82.8%	79.7%	81.0%	60.0%	80.1%	83.0%	93.8%	62.0%	32.2%	80.8%
	Bad idea	11.1%	9.8%	8.6%	.0%	9.4%	9.0%	3.1%	19.0%	43.3%	9.6%
	DK/NA	6.1%	10.5%	10.4%	40.0%	10.5%	8.0%	3.1%	19.0%	24.5%	9.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 15. Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?	Good idea	74.9%	86.7%	81.2%	50.2%	78.1%	83.3%	81.2%	80.2%	80.8%
	Bad idea	17.1%	6.1%	9.3%	25.7%	11.7%	7.6%	10.3%	8.1%	9.6%
	DK/NA	8.0%	7.2%	9.5%	24.2%	10.2%	9.1%	8.5%	11.7%	9.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 15. Increase the frequency of transit services, so riders do not have to wait as long for the next train or bus?	Good idea	82.4%	79.2%	87.1%	76.5%	80.0%	73.6%	88.1%	85.3%	73.0%	82.0%	80.8%
	Bad idea	8.1%	14.4%	6.1%	11.8%	8.5%	12.4%	6.1%	5.5%	14.7%	10.4%	9.6%
	DK/NA	9.4%	6.5%	6.8%	11.7%	11.5%	14.1%	5.9%	9.2%	12.3%	7.6%	9.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 16. Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?	Good idea	76.4%	55.2%	50.7%	79.0%	49.5%	46.8%	66.3%
	Bad idea	12.9%	30.6%	10.7%	11.4%	32.3%	20.1%	19.2%
	DK/NA	10.7%	14.2%	38.6%	9.6%	18.1%	33.1%	14.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 16. Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?	Good idea	74.7%	69.9%	58.9%	20.0%	65.2%	71.8%	78.9%	22.4%	33.5%	66.3%
	Bad idea	17.2%	15.8%	23.3%	20.0%	19.5%	17.9%	12.3%	38.0%	42.0%	19.2%
	DK/NA	8.1%	14.3%	17.8%	60.0%	15.3%	10.3%	8.8%	39.5%	24.5%	14.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 16. Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?	Good idea	49.0%	81.9%	63.2%	56.2%	62.3%	69.8%	66.5%	65.8%	66.3%
	Bad idea	41.8%	12.0%	20.3%	18.7%	24.5%	14.6%	18.6%	20.4%	19.2%
	DK/NA	9.2%	6.1%	16.5%	25.1%	13.2%	15.7%	14.9%	13.8%	14.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 16. Add government operated on-demand ridesharing for areas and neighborhoods that do not currently have public transit service?	Good idea	63.0%	78.0%	71.0%	54.2%	64.2%	56.4%	81.2%	76.0%	52.0%	65.9%	66.3%
	Bad idea	20.9%	12.2%	15.3%	28.9%	17.1%	28.3%	10.1%	10.6%	30.0%	21.3%	19.2%
	DK/NA	16.1%	9.8%	13.8%	16.9%	18.7%	15.4%	8.7%	13.3%	18.0%	12.8%	14.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 17. Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?	Good idea	80.8%	54.4%	58.8%	81.8%	51.4%	53.5%	69.1%
	Bad idea	8.7%	32.1%	5.3%	9.5%	32.5%	5.6%	17.0%
	DK/NA	10.5%	13.5%	35.9%	8.7%	16.1%	40.9%	13.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 17. Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?	Good idea	72.7%	70.7%	66.9%	20.0%	69.6%	70.3%	75.6%	41.5%	41.6%	69.1%
	Bad idea	16.2%	17.3%	16.6%	40.0%	17.3%	15.3%	12.3%	38.0%	24.5%	17.0%
	DK/NA	11.1%	12.0%	16.6%	40.0%	13.1%	14.4%	12.1%	20.5%	33.9%	13.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 17. Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?	Good idea	48.6%	74.4%	69.5%	51.1%	71.2%	67.3%	67.4%	72.4%	69.1%
	Bad idea	43.4%	18.3%	15.4%	17.8%	18.9%	15.3%	17.1%	16.7%	17.0%
	DK/NA	8.0%	7.3%	15.1%	31.1%	9.9%	17.5%	15.5%	10.9%	13.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 17. Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment?	Good idea	65.4%	70.1%	82.4%	57.3%	68.3%	66.3%	75.9%	81.2%	50.0%	70.2%	69.1%
	Bad idea	19.8%	11.7%	15.9%	25.3%	14.4%	18.2%	12.3%	5.5%	34.2%	16.9%	17.0%
	DK/NA	14.8%	18.2%	1.8%	17.5%	17.3%	15.5%	11.8%	13.3%	15.9%	12.9%	13.9%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 18. Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time...	Good idea	95.4%	72.1%	75.6%	94.2%	71.0%	79.5%	85.0%
	Bad idea	1.4%	20.0%	2.7%	3.6%	18.5%	.0%	8.4%
	DK/NA	3.2%	7.9%	21.7%	2.2%	10.6%	20.5%	6.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 18. Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time...	Good idea	86.9%	86.5%	84.0%	40.0%	85.0%	91.3%	90.9%	71.7%	40.4%	85.0%
	Bad idea	11.1%	7.5%	6.7%	20.0%	8.0%	6.6%	6.0%	19.0%	26.9%	8.4%
	DK/NA	2.0%	6.0%	9.2%	40.0%	7.0%	2.0%	3.1%	9.3%	32.7%	6.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 18. Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time...	Good idea	59.4%	93.9%	85.7%	49.2%	80.4%	89.2%	86.1%	83.0%	85.0%
	Bad idea	16.7%	4.9%	8.0%	25.7%	12.0%	5.2%	8.8%	7.6%	8.4%
	DK/NA	23.9%	1.2%	6.3%	25.1%	7.6%	5.7%	5.1%	9.5%	6.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 18. Improve the total riding experience, such as providing comfortable trains and buses with Wi-Fi, and providing enhanced transit stations with level-boarding platforms, off-board fare payment, real-time...	Good idea	85.5%	85.3%	94.8%	79.6%	81.6%	82.0%	87.8%	93.6%	77.4%	80.1%	85.0%
	Bad idea	6.6%	10.5%	1.8%	11.9%	5.7%	14.6%	8.3%	2.5%	13.1%	12.4%	8.4%
	DK/NA	7.9%	4.2%	3.4%	8.5%	12.8%	3.4%	3.9%	4.0%	9.5%	7.6%	6.6%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 19. Supposing a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?	For	100.0%	.0%	.0%	82.3%	15.2%	19.5%	54.2%
	Against	.0%	100.0%	.0%	13.7%	80.5%	17.8%	36.7%
	DK/NA	.0%	.0%	100.0%	4.0%	4.3%	62.7%	9.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 19. Supposing a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?	For	47.5%	58.6%	56.4%	20.0%	55.9%	52.2%	59.1%	28.3%	17.6%	54.2%
	Against	42.4%	34.6%	34.4%	40.0%	36.2%	39.4%	29.7%	60.5%	58.0%	36.7%
	DK/NA	10.1%	6.8%	9.2%	40.0%	7.9%	8.4%	11.2%	11.2%	24.5%	9.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
			Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Frequently Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 19. Supposing a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?	For	25.1%	58.4%	55.5%	31.4%	51.4%	56.6%	51.7%	58.9%	54.2%
	Against	51.0%	34.2%	36.5%	43.5%	42.4%	31.8%	39.8%	30.8%	36.7%
	DK/NA	23.9%	7.4%	8.0%	25.1%	6.2%	11.6%	8.4%	10.3%	9.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 19. Supposing a half-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?	For	58.4%	51.4%	50.4%	51.0%	61.4%	48.1%	56.8%	64.0%	44.0%	49.7%	54.2%
	Against	38.5%	32.2%	45.9%	43.8%	21.3%	46.5%	31.0%	24.0%	51.8%	40.6%	36.7%
	DK/NA	3.1%	16.4%	3.8%	5.2%	17.3%	5.4%	12.2%	12.0%	4.2%	9.6%	9.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 20. Supposing a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals...	For	87.4%	21.5%	25.4%	100.0%	.0%	.0%	57.6%
	Against	9.5%	74.4%	16.1%	.0%	100.0%	.0%	34.0%
	DK/NA	3.1%	4.1%	58.6%	.0%	.0%	100.0%	8.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 20. Supposing a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals...	For	58.6%	55.6%	59.5%	20.0%	58.6%	63.1%	56.5%	50.7%	25.3%	57.6%
	Against	34.3%	37.6%	30.7%	40.0%	34.0%	32.8%	30.9%	38.0%	50.2%	34.0%
	DK/NA	7.1%	6.8%	9.8%	40.0%	7.4%	4.1%	12.6%	11.2%	24.5%	8.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 20. Supposing a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals...	For	25.1%	60.8%	59.2%	37.5%	54.4%	60.4%	55.4%	61.7%	57.6%
	Against	59.0%	29.7%	33.9%	37.5%	39.0%	29.5%	36.7%	28.7%	34.0%
	DK/NA	15.9%	9.6%	6.9%	25.1%	6.7%	10.1%	7.9%	9.5%	8.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 20. Supposing a one-cent sales surtax was placed on the ballot for expansion of a rail and enhanced bus network, reconstruction of roadways and enhancement of traffic signals...	For	55.2%	56.0%	62.3%	45.9%	64.7%	56.3%	62.0%	69.2%	45.7%	52.2%	57.6%
	Against	36.6%	31.7%	30.4%	47.2%	22.4%	37.0%	33.8%	22.5%	48.2%	36.7%	34.0%
	DK/NA	8.1%	12.3%	7.3%	6.9%	12.8%	6.7%	4.2%	8.3%	6.1%	11.1%	8.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		HALF-CENT SALES TAX: (Q. 19)			ONE-CENT SALES TAX: (Q. 20)			Table Total
		For	Against	DK/NA	For	Against	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 21. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?	Agree	90.3%	54.4%	44.8%	88.2%	51.7%	55.1%	73.0%
	Disagree	5.4%	37.9%	10.5%	5.9%	40.3%	8.4%	17.8%
	DK/NA	4.3%	7.7%	44.7%	5.9%	8.0%	36.6%	9.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 21. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?	Agree	70.7%	68.4%	79.1%	40.0%	73.3%	80.7%	75.1%	72.2%	24.5%	73.0%
	Disagree	16.2%	24.8%	13.5%	20.0%	17.5%	11.0%	18.0%	27.8%	41.6%	17.8%
	DK/NA	13.1%	6.8%	7.4%	40.0%	9.2%	8.3%	6.8%	.0%	33.9%	9.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 21. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?	Agree	41.0%	83.4%	73.5%	36.3%	67.7%	77.6%	73.4%	72.1%	73.0%
	Disagree	34.3%	9.3%	19.1%	24.8%	24.8%	11.6%	18.4%	16.7%	17.8%
	DK/NA	24.7%	7.3%	7.4%	39.0%	7.4%	10.7%	8.2%	11.2%	9.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 21. Regardless of how you would vote on a possible sales tax, do you agree or disagree that everyone will benefit from an improved public transit system in Palm Beach County, even if they never use it for their own travel and commuting?	Agree	77.0%	71.7%	72.5%	69.6%	74.2%	64.6%	81.6%	84.7%	63.2%	65.5%	73.0%
	Disagree	14.6%	19.6%	23.4%	20.2%	11.2%	26.6%	10.0%	8.1%	27.0%	22.9%	17.8%
	DK/NA	8.4%	8.6%	4.0%	10.2%	14.6%	8.7%	8.4%	7.2%	9.8%	11.5%	9.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		RACE: (consolidated)					CURRENT TRANSIT RIDERSHIP USAGE:				Table Total
		White	African-American	Hispanic/Latino	Other	DK/NA	Frequently	Occasionally	Not at all	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
AGE GROUP:	18 to 44	20.1%	42.3%	49.5%	33.7%	18.8%	36.7%	30.7%	26.4%	34.7%	27.9%
	45 to 64	33.2%	29.1%	26.8%	37.1%	7.8%	7.6%	42.6%	29.1%	23.0%	31.0%
	65 and older	46.8%	28.6%	20.8%	19.5%	57.1%	55.8%	26.7%	43.8%	24.2%	39.9%
	DK/NA	.0%	.0%	3.0%	9.8%	16.3%	.0%	.0%	.7%	18.1%	1.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %
AGE GROUP:	18 to 44	27.6%	28.1%	26.1%	31.5%	27.9%
	45 to 64	32.7%	29.4%	34.6%	23.9%	31.0%
	65 and older	39.1%	40.6%	38.6%	42.5%	39.9%
	DK/NA	.5%	1.8%	.7%	2.2%	1.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
AGE GROUP:	18 to 44	26.0%	31.5%	38.3%	17.5%	16.5%	29.8%	40.5%	28.6%	20.8%	33.8%	27.9%
	45 to 64	33.7%	35.3%	28.3%	33.6%	20.4%	46.0%	20.4%	25.2%	34.4%	35.9%	31.0%
	65 and older	40.3%	31.3%	33.3%	47.2%	58.8%	24.2%	39.1%	45.6%	43.1%	28.6%	39.9%
	DK/NA	.0%	2.0%	.0%	1.7%	4.3%	.0%	.0%	.6%	1.7%	1.7%	1.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				CURRENT TRANSIT RIDERSHIP USAGE:				Table Total
		18 to 44	45 to 64	65 and older	DK/NA	Frequently	Occasionally	Not at all	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
RACE: (consolidated)	White	47.5%	70.7%	77.3%	.0%	48.6%	62.2%	70.8%	11.5%	66.0%
	African-American	18.2%	11.3%	8.6%	.0%	43.4%	13.8%	9.8%	18.7%	12.0%
	Hispanic/Latino	29.3%	14.3%	8.6%	40.0%	8.0%	21.7%	15.2%	19.9%	16.5%
	Other	3.0%	3.0%	1.2%	20.0%	.0%	.0%	3.1%	5.7%	2.5%
	DK/NA	2.0%	.8%	4.3%	40.0%	.0%	2.4%	1.0%	44.1%	3.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %
RACE: (consolidated)	White	66.2%	65.8%	65.7%	66.6%	66.0%
	African-American	10.0%	13.7%	12.6%	10.8%	12.0%
	Hispanic/Latino	15.8%	17.1%	16.3%	16.9%	16.5%
	Other	3.6%	1.5%	2.4%	2.8%	2.5%
	DK/NA	4.3%	1.8%	3.1%	2.8%	3.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
RACE: (consolidated)	White	79.8%	51.5%	65.5%	69.2%	77.5%	54.0%	58.3%	59.7%	72.8%	68.5%	66.0%
	African-American	6.9%	15.5%	9.7%	3.2%	6.4%	19.4%	26.6%	20.4%	4.6%	7.0%	12.0%
	Hispanic/Latino	8.4%	28.7%	21.0%	15.7%	10.4%	21.2%	13.2%	16.3%	17.5%	15.8%	16.5%
	Other	1.5%	.0%	2.0%	8.5%	.0%	3.6%	2.0%	1.9%	1.6%	4.2%	2.5%
	DK/NA	3.4%	4.2%	1.8%	3.4%	5.7%	1.7%	.0%	1.7%	3.4%	4.4%	3.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
CURRENT TRANSIT RIDERSHIP USAGE:	Frequently	4.0%	.8%	4.3%	.0%	2.3%	11.1%	1.5%	.0%	.0%	3.1%
	Occasionally	22.2%	27.8%	13.5%	.0%	19.0%	23.2%	26.6%	.0%	15.9%	20.2%
	Not at all	68.7%	68.4%	79.8%	40.0%	78.0%	59.3%	67.1%	90.7%	24.5%	72.7%
	DK/NA	5.1%	3.0%	2.5%	60.0%	.7%	6.3%	4.9%	9.3%	59.6%	4.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %
CURRENT TRANSIT RIDERSHIP USAGE:	Frequently	2.2%	3.9%	3.1%	3.0%	3.1%
	Occasionally	21.8%	18.8%	19.6%	21.3%	20.2%
	Not at all	73.2%	72.2%	73.1%	71.9%	72.7%
	DK/NA	2.8%	5.1%	4.2%	3.8%	4.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
CURRENT TRANSIT RIDERSHIP USAGE:	Frequently	.0%	4.2%	2.0%	.0%	2.9%	3.6%	10.1%	4.9%	1.9%	1.6%	3.1%
	Occasionally	16.8%	34.7%	25.1%	18.5%	17.3%	10.9%	20.7%	23.7%	17.3%	17.9%	20.2%
	Not at all	81.4%	50.8%	72.9%	78.2%	71.3%	83.5%	67.0%	69.0%	78.3%	72.5%	72.7%
	DK/NA	1.9%	10.3%	.0%	3.3%	8.5%	2.0%	2.2%	2.4%	2.6%	7.9%	4.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 26. If there was an option to provide you with transportation from your home to the bus stop and back, using a public on-demand service, similar to Uber or Lyft, would you be more or less likely to use public transit services in Palm Beach County, or w	More likely	37.4%	32.3%	29.4%	.0%	25.7%	49.9%	50.0%	29.8%	8.2%	32.2%
	Less likely	1.0%	9.0%	7.4%	.0%	6.9%	4.3%	4.2%	.0%	8.2%	6.0%
	No difference	55.6%	51.1%	57.7%	40.0%	63.0%	41.8%	36.4%	61.0%	24.1%	54.8%
	DK/NA	6.1%	7.5%	5.5%	60.0%	4.4%	4.0%	9.4%	9.3%	59.6%	7.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 26. If there was an option to provide you with transportation from your home to the bus stop and back, using a public on-demand service, similar to Uber or Lyft, would you be more or less likely to use public transit services in Palm Beach County, or w	More likely	51.0%	50.2%	28.2%	.0%	30.7%	33.5%	30.9%	34.8%	32.2%
	Less likely	.0%	9.4%	5.3%	6.9%	6.2%	5.8%	5.0%	7.9%	6.0%
	No difference	49.0%	40.4%	61.8%	5.7%	57.3%	52.7%	55.8%	52.9%	54.8%
	DK/NA	.0%	.0%	4.7%	87.3%	5.8%	8.0%	8.3%	4.4%	7.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
Q. 26. If there was an option to provide you with transportation from your home to the bus stop and back, using a public on-demand service, similar to Uber or Lyft, would you be more or less likely to use public transit services in Palm Beach County, or w	More likely	41.3%	33.2%	27.5%	35.8%	32.5%	21.0%	33.4%	37.2%	28.7%	28.4%	32.2%
	Less likely	3.2%	11.2%	5.1%	3.2%	8.6%	6.7%	4.2%	5.1%	9.3%	4.2%	6.0%
	No difference	50.5%	45.3%	58.2%	56.2%	47.6%	65.3%	62.4%	51.9%	56.1%	57.9%	54.8%
	DK/NA	5.0%	10.3%	9.2%	4.9%	11.3%	7.0%	.0%	5.9%	5.9%	9.5%	7.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
GENDER:	Male	46.5%	49.6%	46.0%	20.0%	47.1%	39.2%	45.0%	67.8%	67.3%	46.9%
	Female	53.5%	50.4%	54.0%	80.0%	52.9%	60.8%	55.0%	32.2%	32.7%	53.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
GENDER:	Male	33.1%	50.6%	47.3%	32.6%	45.8%	49.0%	46.9%
	Female	66.9%	49.4%	52.7%	67.4%	54.2%	51.0%	53.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
GENDER:	Male	52.7%	37.4%	52.0%	49.0%	46.7%	47.3%	41.4%	36.0%	51.1%	58.7%	46.9%
	Female	47.3%	62.6%	48.0%	51.0%	53.3%	52.7%	58.6%	64.0%	48.9%	41.3%	53.1%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)	Highest (mean 6.57, sd 1.24)	61.6%	73.7%	63.8%	40.0%	65.6%	69.3%	65.1%	62.0%	67.8%	66.0%
	Moderate/lowest (mean 2.94, sd 1.02)	38.4%	26.3%	36.2%	60.0%	34.4%	30.7%	34.9%	38.0%	32.2%	34.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)	Highest (mean 6.57, sd 1.24)	66.9%	64.0%	66.3%	68.3%	64.4%	67.3%	66.0%
	Moderate/lowest (mean 2.94, sd 1.02)	33.1%	36.0%	33.7%	31.7%	35.6%	32.7%	34.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		COUNTY COMMISSION DISTRICT:							PARTISAN REGISTRATION:			Table Total
		District 1	District 2	District 3	District 4	District 5	District 6	District 7	Democrat	Republican	Unaffiliated/other	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)	Highest (mean 6.57, sd 1.24)	57.8%	71.5%	62.7%	64.8%	65.4%	81.8%	58.2%	66.3%	67.8%	63.7%	66.0%
	Moderate/lowest (mean 2.94, sd 1.02)	42.2%	28.5%	37.3%	35.2%	34.6%	18.2%	41.8%	33.7%	32.2%	36.3%	34.0%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
COUNTY COMMISSION DISTRICT:	District 1	14.1%	16.5%	15.3%	.0%	18.4%	8.7%	7.7%	9.3%	17.1%	15.2%
	District 2	14.1%	14.3%	9.8%	20.0%	9.8%	16.2%	21.8%	.0%	17.6%	12.5%
	District 3	19.2%	12.8%	11.7%	.0%	13.9%	11.3%	17.7%	11.2%	8.2%	14.0%
	District 4	9.1%	15.8%	17.2%	20.0%	15.2%	3.9%	13.8%	49.3%	16.3%	14.5%
	District 5	10.1%	11.3%	25.2%	60.0%	20.1%	9.1%	10.8%	.0%	32.7%	17.1%
	District 6	15.2%	21.1%	8.6%	.0%	11.6%	23.0%	18.2%	20.5%	8.2%	14.2%
	District 7	18.2%	8.3%	12.3%	.0%	11.1%	27.8%	10.0%	9.8%	.0%	12.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
COUNTY COMMISSION DISTRICT:	District 1	.0%	12.6%	17.0%	6.9%	17.0%	13.6%	15.2%
	District 2	17.1%	21.5%	8.8%	31.7%	10.0%	14.8%	12.5%
	District 3	9.2%	17.3%	14.0%	.0%	15.5%	12.6%	14.0%
	District 4	.0%	13.3%	15.6%	11.8%	15.2%	14.0%	14.5%
	District 5	15.9%	14.7%	16.8%	35.6%	17.0%	17.2%	17.1%
	District 6	16.7%	7.6%	16.3%	6.9%	14.3%	14.1%	14.2%
	District 7	41.0%	12.9%	11.5%	6.9%	11.1%	13.8%	12.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		PARTISAN REGISTRATION:			Table Total
		Highest (mean 6.57, sd 1.24)	Moderate/lowest (mean 2.94, sd 1.02)		Republican	Unaffiliated/other	
		Col %	Col %	Democrat	Col %	Col %	Col %
COUNTY COMMISSION DISTRICT:	District 1	13.3%	18.8%	12.2%	20.3%	14.5%	15.2%
	District 2	13.6%	10.5%	12.4%	9.4%	15.8%	12.5%
	District 3	13.3%	15.3%	17.5%	9.6%	13.1%	14.0%
	District 4	14.3%	15.0%	11.7%	16.3%	17.0%	14.5%
	District 5	16.9%	17.4%	20.4%	16.5%	12.9%	17.1%
	District 6	17.6%	7.6%	9.3%	18.5%	17.1%	14.2%
	District 7	11.0%	15.4%	16.6%	9.4%	9.7%	12.5%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		AGE GROUP:				RACE: (consolidated)					Table Total
		18 to 44	45 to 64	65 and older	DK/NA	White	African-American	Hispanic/Latino	Other	DK/NA	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
PARTISAN REGISTRATION:	Democrat	43.4%	34.6%	48.5%	20.0%	38.4%	72.1%	41.9%	32.2%	24.5%	42.4%
	Republican	21.2%	31.6%	30.7%	40.0%	31.4%	10.9%	30.1%	18.5%	32.7%	28.4%
	Unaffiliated/other	35.4%	33.8%	20.9%	40.0%	30.3%	17.0%	28.0%	49.3%	42.9%	29.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		CURRENT TRANSIT RIDERSHIP USAGE:				GENDER:		Table Total
		Frequently	Occasionally	Not at all	DK/NA	Male	Female	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %
PARTISAN REGISTRATION:	Democrat	67.3%	49.8%	40.3%	24.8%	32.6%	51.1%	42.4%
	Republican	17.1%	24.3%	30.6%	18.1%	31.0%	26.2%	28.4%
	Unaffiliated/other	15.5%	25.8%	29.1%	57.1%	36.5%	22.7%	29.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

		DIGITAL/SOCIAL MEDIA PENETRATION SCORE: (modeled data)		COUNTY COMMISSION DISTRICT:							Table Total
		Highest (mean 6.57, sd 1.24)	Moderate/ lowest (mean 2.94, sd 1.02)	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
		Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %	Col %
PARTISAN REGISTRATION:	Democrat	42.7%	42.0%	34.2%	41.9%	53.2%	34.1%	50.5%	27.7%	56.1%	42.4%
	Republican	29.2%	26.9%	38.0%	21.4%	19.5%	31.9%	27.5%	37.2%	21.3%	28.4%
	Unaffiliated/other	28.1%	31.1%	27.8%	36.7%	27.4%	34.1%	22.0%	35.1%	22.6%	29.2%
Table Total		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

PUBLIC WORKSHOP MATERIALS



ACCELERATE 2031

Palm Tran's 10-Year Transit Development Plan

Palm Tran Needs Your Input!

Register to Attend a Virtual Public Workshop Session!

Palm Tran is preparing **Accelerate 2031**, its Transit Development Plan that will guide the vision for public transit services in Palm Beach County over the next 10 years. Please join us for a virtual public workshop session to share your thoughts, whether you are a current Palm Tran rider or not.

For your convenience, there are six virtual public workshop options to choose from. The dates and times are listed below. To register, go to <https://attendee.gotowebinar.com/rt/4445962545634840847> and use the dropdown menu to register for your preferred date and time.

Wednesday, September 15th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 5:30 PM to 7:00 PM

Thursday, September 16th

- 11:00 AM to 12:30 PM
- 2:00 PM to 3:30 PM
- 6:00 PM to 7:30 PM

Each session will begin with an overview of Palm Tran and its services, followed by a series of discussion topics and interactive activities to get your input. We'll conclude with a Q&A session where you can ask questions about the Accelerate 2031 plan or Palm Tran.

Once you register, you will receive an invitation email with a link to participate in your selected virtual workshop. This invitation email is unique to you and should not be shared with others.

For questions, please visit the website (palmtran.org/transit-development-plan/) or scan the QR code to the right.

For information by phone, call: (561) 841-4263



Follow us on social media!



Scan QR code to visit
our website!

Promotional Graphic for Social Media Posts:



ACCELERATE 2031

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Public Workshop Sessions

Wednesday, September 15th

- 11:00 a.m. to 12:30 p.m.
- 2:00 p.m. to 3:30 p.m.
- 5:30 p.m. to 7:00 p.m.

Thursday, September 16th

- 11:00 a.m. to 12:30 p.m.
- 2:00 p.m. to 3:30 p.m.
- 6:00 p.m. to 7:30 p.m.



ACCELERATE 2031

Public Workshop

Palm Tran 2031 Transit Development Plan

September 2021

**Tindale
Oliver**

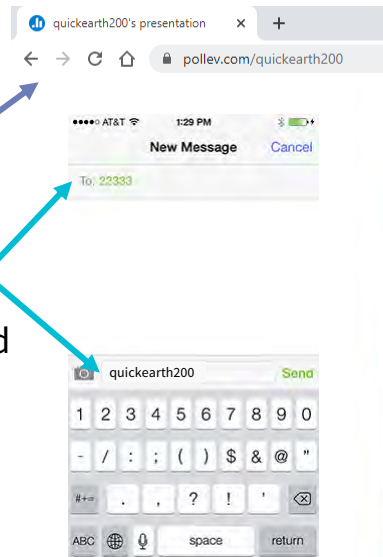
Palm Tran
Public Transportation

Workshop Agenda

- Transit Development Plan overview
- Where are we today?
- Where do we want to go?
- How do we get there?
- Next steps

Polling Instructions

- To participate “live” you have 2 options:
 - Via the internet at **PollEv.com/quickearth200**
 - Using your cell phone by texting **QUICKEARTH200** to **22333** to join.
- Not all questions can be answered through the text option.



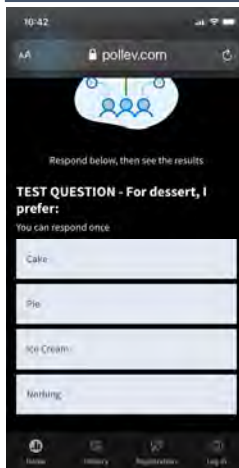
Palm Tran TDP Public Workshop

3



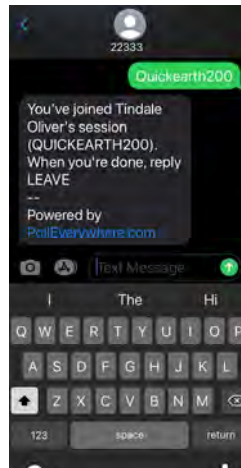
Polling Instructions

PollEv.com/quickearth200



- You can see questions.
- You tap to select answers.

Texting **QUICKEARTH200** to **22333**



- You cannot see questions.
- You will have to type in answer options, such as A, B, or C.

Palm Tran TDP Public Workshop

4



What is your home ZIP code?

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

How important is providing transit services in Palm Beach County?

It MUST be provided

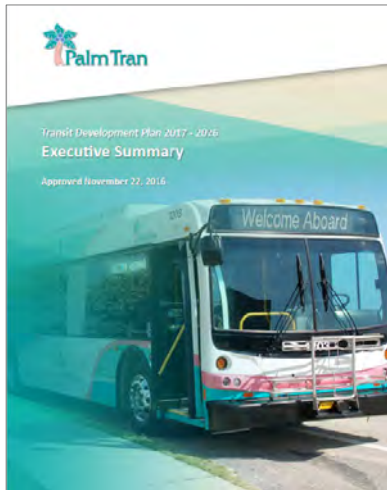
It MIGHT be useful

It DOES NOT MATTER to me

It is NOT NEEDED

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

Transit Development Plan Overview



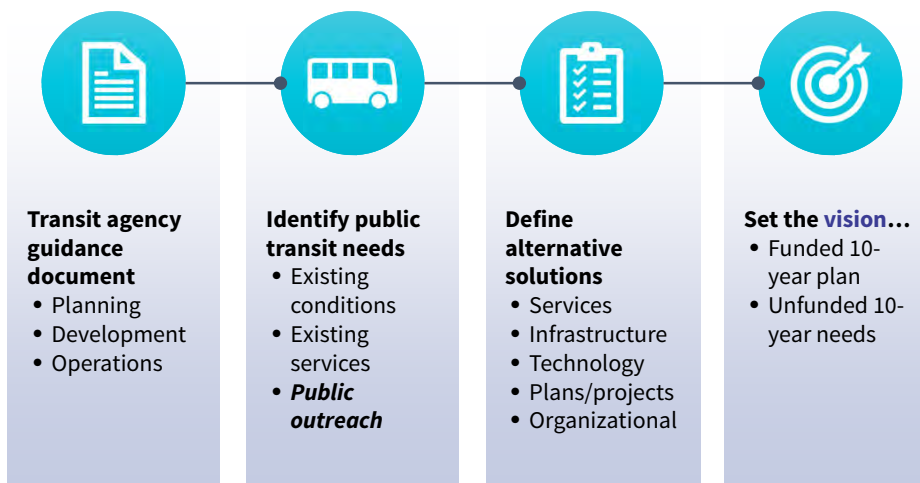
Palm Tran TDP Public Workshop

- 10-year timeframe
- Major update every 5 years
- Annual progress reports
- Key components
 - Review previous plan
 - Set agency goals & objectives
 - Identify transit needs
 - Prioritize improvements
 - Update financial plan
- Meet statutory requirements for state funding



7

Transit Development Plan Process



Palm Tran TDP Public Workshop

8



Public Outreach



35
Stakeholder
Interviews



6
Public
Workshops



4
Surveys
1 Operator
1 Public Opinion Poll
2 Online



8
Discussion Groups
3 Operator
4 General Public
1 Connection Riders



Web/Email
Social Media
Outreach

palmtran.org/transit-development-plan

Palm Tran TDP Public Workshop

9



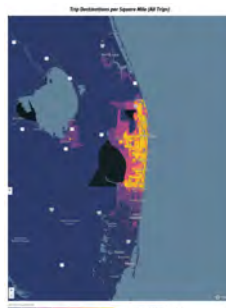
Where are we today?



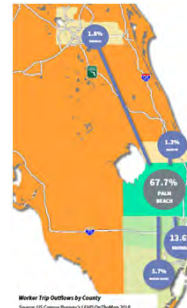
Existing
Land Use



Local/Regional
Studies & Plans



Destinations &
Major Activity
Centers



Travel
Patterns

Palm Tran TDP Public Workshop

10



Highlights

In Palm Beach County.....

Demographics

Population near 1.5 M

24% age 65+

55% minority

15% of all workers are limited-English speaking



Housing/Commuting

0.5M+ households

Workers with a 30+ minute commute time:

- 27% drive alone
- 67% take transit



Income/Jobs

Of all households...

- 19% earn <\$25,000 annually
- 25% have zero or one vehicle

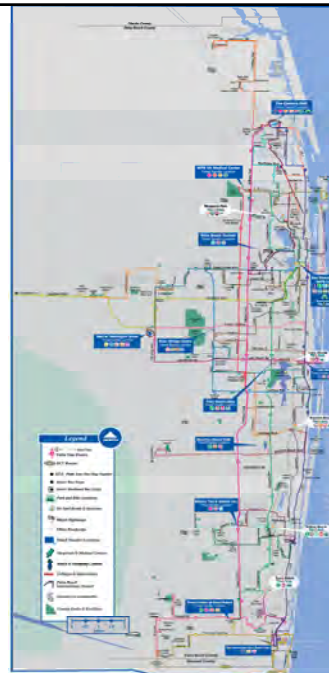
Palm Tran TDP Public Workshop

11



Fixed-Route Bus Service

- **32 fixed routes** that serve roughly 3,000 stops and 16 park-and-rides
- Service daily
- **\$2** one-way cash fare (\$1 reduced)
- 1 trip, 10-day, 31-day **QUIK Pass** (reduced-price passes available)
- Major transfer centers
 - West Palm Beach Intermodal Center (main hub)
 - Mall at Wellington Green
 - West Palm Beach VA Medical Center
 - Boca Town Center Mall
 - Gardens Mall



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12



Bus Route Operating Statistics



Operating Hours (Span of Service)

- 9 routes @ 16+ hours per day
- 10 routes @ 14-15 hours per day
- 12 routes @ 12-13 hours per day
- 1 route @ 9 hours (during peak periods)



Headways

(5 a.m. to 7 p.m.)

- 18 routes @ 60 minutes
- 5 routes @ 15 or 20 minutes
- 4 routes @ 30-minutes
- 3 routes @ 45-minutes
- 1 route @ 40-minutes
- 1 route @ 75-minutes



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13

Palm Tran Connection Service



• **Palm Tran Connection** door-to-door paratransit service:

- For riders with a **disability** or those who are **transportation disadvantaged**
- Appointments must be made at least **1 hour prior** to the trip
- **\$3.50** fare per trip



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14

Go Glades Service



Palm Tran TDP Public Workshop

- **Go Glades** on-demand, dial-a-ride service:
 - **Currently** serves the **Belle Glade, Pahokee, and South Bay** areas of the county
 - Pilot service implemented in late 2018 in **direct response to the needs** of this area
 - **\$2** fares for those without an ADA ID or a Palm Tran fixed-route bus pass



15

Have you used Palm Tran?

Yes, Palm Tran
fixed-route bus service

Yes, Palm Tran
Connection

Yes, Go Glades

No

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

How often do you use Palm Tran services? (Please answer based on use prior to COVID.)

Infrequently (not on a weekly basis)

1-3 round trips per week

Frequently (more than 3 times per week) or daily

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If you have not ridden Palm Tran, why?

It is too hard to get to/from where I need to go

It takes too long compared to driving

Hours of service do not meet my needs

There are no bus stops near my home or where I need to go

The fare is too expensive

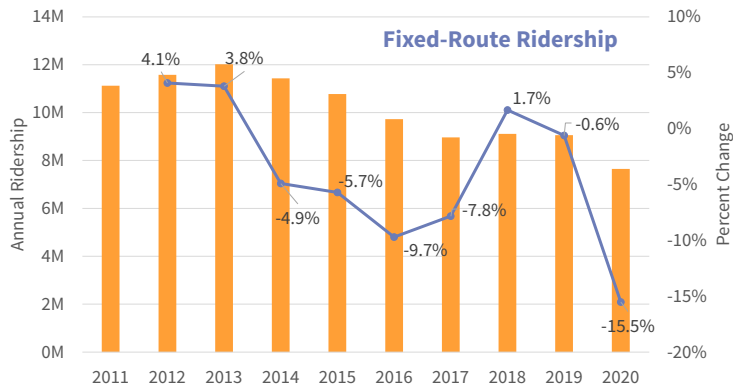
I do not think the bus is safe

I prefer to use other shared ride services like Uber or Lyft

Other

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Ridership



Service	FY 2019	FY 2020	% Change
Fixed-Route	5,160,792	3,800,802	-26.4%
Palm Tran Connection	571,112	305,566	-47.4%
Go Glades*	25,968	29,920	+15.2%
Total	5,757,872	4,136,288	-28.2%

*Go Glades evolved from Flex to Dial-a-Ride service in April 2020

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← Table reflects total coronavirus impact for ridership (March-Sept 2020)

19



COVID Considerations/Impacts

- New safety procedures
 - Limited to 20 passengers
 - Hand sanitizer provided
- Transit ridership impacts
- Service/fare implications
 - Fare free from March 23 to August 16, 2020
- Specific to the TDP:
 - Recognize gradual bounce back
 - Potential short-term impacts
 - Potential long-term impacts

Implemented social distancing and cleaning procedures



Reduction in Palm Tran passenger trips between March and September 2020¹

1.6 Million



Jan. 18, 2022

New end date for Executive Order 13998 requiring face masks for all transit passengers and operators²

1. Palm Tran FY 2020 Annual Progress Report.
2. Extension of Presidential Executive Order 13998.

20



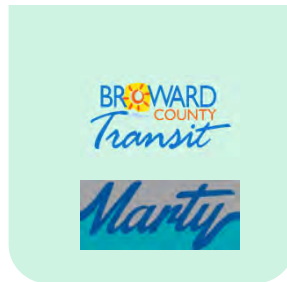
Other Public Transit Providers



RAIL



BUS



21

Private Transit Providers



PRIVATE RAIL



PRIVATE BUS

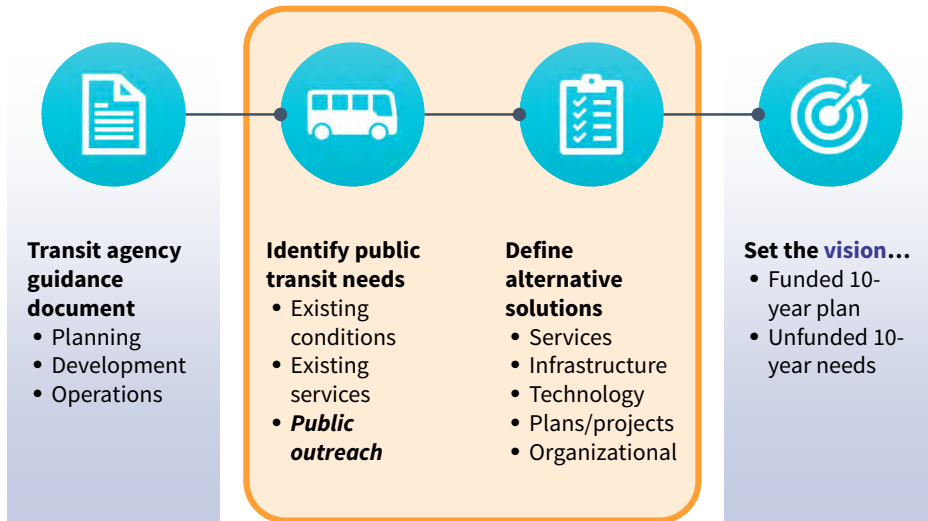


LOCAL SHUTTLES



22

Where do we want to go?



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23



Current Planning Efforts



*Transportation Network Companies like Uber and Lyft

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24



Other Identified Needs

- Bus Facilities (garages)
- Capital Improvements:



Electric vehicles and associated infrastructure



Upgrades (VHF radios, fixed route infotainment)



Maintenance/equipment facility upgrades



Bus stop improvement program (transfer centers/hubs & bus shelter replacement)



Fleet replacement needs



25

Transit is going to be more important in the next 10 years because...

The aging adult population will need more transit choices

Palm Beach County will need it to attract younger people who may not want to own a car or have to drive everywhere

More people are moving here and traffic congestion will get much worse

The cost of living will be too high for the average person to afford both housing and a car.

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What are the most important steps Palm Tran could take to increase ridership?

Increase frequency of the buses - have them come every 15-30 minutes instead of every 30 minutes or longer

Provide more weekend service

Provide bus service in my area

Provide more regional express/commuter routes to get to jobs or events in other areas of Palm Beach County or nearby counties

Make it easier to get to/from the bus stop that is too far/unsafe to walk or bike to

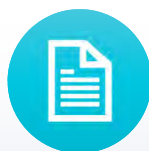
Allow the bus to operate in its own lane

Expand service hours (earlier or later) during the day/night

Improve bus stops

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

How do we get there?



Transit agency guidance document

- Planning
- Development
- Operations



Identify public transit needs

- Existing conditions
- Existing services
- **Public outreach**



Define alternative solutions

- Services
- Infrastructure
- Technology
- Plans/projects
- Organizational



Set the vision...

- Funded 10-year plan
- Unfunded 10-year needs



Please select the top 3 ideas from the list below that you think Palm Tran should consider.

- ☐ Dedicate lanes on some major roads exclusively for light rail or enhanced buses so they can travel more quickly.
- ☐ Expand the hours of service to late Friday and Saturday night (after midnight).
- ☐ Reduce the number of stops along a route to reduce travel times.
- ☐ Provide a single payment platform that works seamlessly for the entire transit system within the county.
- ☐ Increase the frequency of transit services so riders do not have to wait as long.
- ☐ Add government-operated on-demand ride sharing for areas and neighborhoods that do not currently have public transit service.
- ☐ Convert the transit fleet to vehicles that run on alternative fuels that are better for the environment.
- ☐ Improve the total riding experience, such as adding more comfortable vehicles with WiFi and enhanced transit stations with level boarding platforms, off-board fare payment, real-time information, and shelter to shield riders from weather at stops.

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

If a HALF-CENT sales tax was placed on the ballot for expansion of a rail and enhanced bus network in Palm Beach County, would you vote for or against it?

For

Against

Don't know

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

If a ONE-CENT sales tax was placed on the ballot for a rail and enhanced bus network AND roadway and traffic signals improvements to address safety for all users and travel time, and provision of local on demand services, would you vote for or against it?

For
Against
Don't Know

Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app

What is Next?

Review and Incorporate Your Input!



Continue Public Outreach:

Discussion Groups
Public Workshops
Transit Needs Survey
Public Opinion Poll

Identify & Evaluate Transit Needs



Develop 10-Year Plan



Prepare Report for County Commission Adoption Nov. 16th



Want more information?

Visit the Palm Tran **website** or **social media**

palmtran.org/transit-development-plan

Complete/share the **online survey!**

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Palm Tran TDP Public Workshop

33



Thank you!

Palm Tran 2031 Transit Development Plan

September 2021

**Tindale
Oliver**



Questions and Comments Received During Public Workshop Sessions:

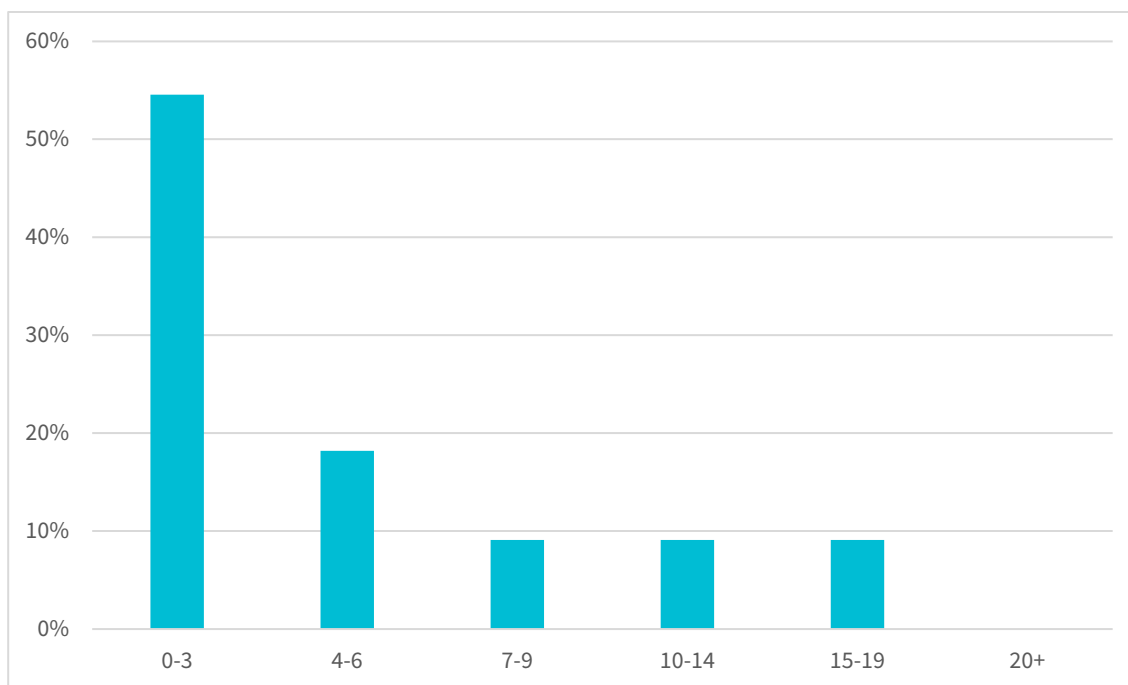
Question/Comment	Workshop Session
I am a wheelchair user and sometimes ride the fixed route bus, for shorter trips, and have a problem with the backwards facing wheelchair securing feature. While I like the idea of it, I don't think facing backwards is appropriate. I like to see where I'm going. I do NOT like facing the other people on the bus. I think if you made that secure feature forward-facing, it would be more beneficial. Also, I never know when it's "let me go" as it is impossible to see from my wheelchair.	9/15/21 11AM
We need more covered bus stops. South Florida has a lot of hot weather, and most bus stops aren't covered. We also have rain showers that pop up at random sometimes and there is no cover from that.	9/15/21 11AM
Does the single payment also include off board fare payment?	9/16/21 2PM

OPERATOR SURVEY MATERIALS

Operator Survey Results

Question #1 – 11 Responses

How many years have you been an operator at Palm Tran?



Question #2 – 11 Responses

The following is a list of possible complaints you may hear from riders. Please read the full list then mark the 3 that you hear most frequently.

Answer Choices	Responses
Need more frequent service	36.36%
Bus doesn't go where I want	36.36%
Bus is late	45.45%
Bus leaves stop too early	9.09%
Bus is not clean	0.00%
Bus is not comfortable	0.00%
Safety/security at bus stop	0.00%
Safety/security onboard bus	9.09%
Earlier service hours needed. Starting when?	9.09%
Later service hours needed. Ending when?	27.27%
Need better sidewalk connections to bus stops	0.00%
Need express service. Where?	9.09%
Need better service to other counties. Where?	18.18%
Need more bus shelters/benches	27.27%
Bus schedule too hard to understand	9.09%
Fare is too high	0.00%



Additional comments on Question 5:

- The buses need to run earlier and ends later.
- Passengers want to be in safe environment.
- Passengers ask frequently about transit into Jupiter from the Gardens mall.
- Passengers say they can't read the guide.
- Operators not coming to a complete stop, even if they don't see a passenger at a layover stop. We should come to a complete stop at major stops like the Tri-Rail [Stations].
- When a passenger is trying to connect from one bus to another, they shouldn't have to wait an hour before they can connect!
- The light up sign with the bus time, some passengers don't know if that is an arrival time or departure time.
- Driver waiting at time points should allow the passengers to board the bus if they are not taking a restroom break! Not have passengers line up like they are school kids!
- The bus needs security some place like Route 1.
- The need for more west bound routes because West Palm is expanding more and more to the west.
- Riders often need a later service time for work convenience. Routes need to be more convenient.
- Port St. Lucie.
- East and west routes need later service. Possible express service on 441 from Sandalfoot in Boca to the Wellington Mall.

Question #3 – 11 Responses

Do you think these complaints [from Question #2] are valid? Please explain.

- Yes. Especially when customers have to walk in bad weather.
- Yes, they are because people are saying they can't get to work early enough and they can't get home when leaving work
- No. The Guide is very informative and precise.
- Yes! When you think about the mission, the core values and the vision.
- Sometimes.
- Yes (four separate responses).
- Yes. 1. The benches do not have cover from the hot south Florida weather. 2. The expanding population.
- More research is needed.



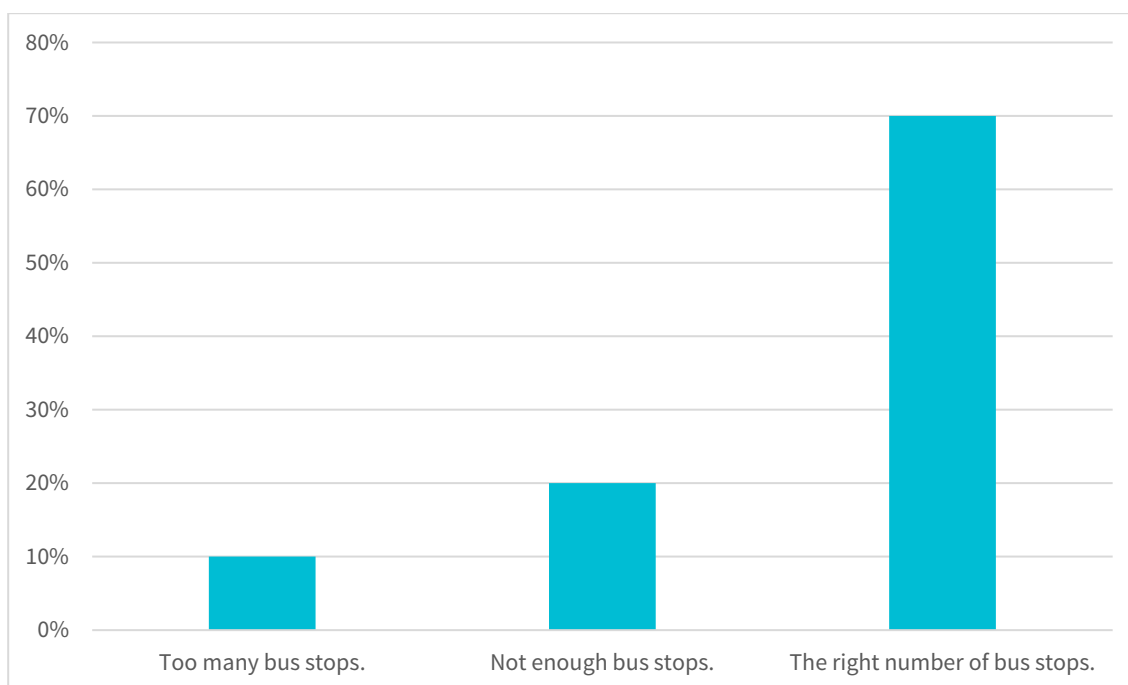
Question #4 – 9 Responses

What do riders like about Palm Tran? Please list the 3 compliments you hear most frequently.

- Buses have A/C.
- Fares are cheaper compared to Uber and Lyft.
- Teamwork we display.
- To be honest, not much liking.
- Riders enjoy the air-conditioned ride, variety of available routes, and being able to get where they need go.
- Being able to get where they need to go!
- I never hear them complain about the fare!
- The bus is late.
- The bus stop is not good.
- The bus takes too long to arrive.
- The inexpensive fare.
- Very respectful and courteous.
- Easy to approach.
- Complimentary rides.
- Early start times.
- ADA cards.
- Buses are clean.
- Most operators are courteous.
- Just the fact that they have transportation. They are greatly appreciative.

Question #5 – 10 Responses

Along Palm Tran bus routes, are there...?



Additional comments on Question 5:

- Some of the bus stops are too close together and it contributed to the buses been late.
- Need more stops and routes east to west.
- We don't have enough service going east and west. In addition, connectivity amongst routes is lacking.

Question #6 – 9 Responses

From your experience, what are specific service improvements that Palm Tran should consider?

- Need better lighting at certain stops.
- More frequent service is need on more of these routes. The Route 20 was doing fine until they recently changed it. People are complaining every day and as a driver, I agreed with them for the Route 20 to go back to 40 minutes service and runs earlier. The Route 49 needs to be back on and be an independent route even to extend it. The Route 30 needs a second bus on route, and also to extend the route.
- Night light at all bus stops to avoid passing up riders at evening/night.
- Button for riders to activate that will light up for bus to stop for rider.
- Evening/nighttime [service].
- Communication making sure the passenger is able to connect and get to their final destination on time!



- I think it's great for ADA.
- Because [for] most of the [riders] that's only way to get around.
- The addition of new destinations.
- Add new destinations, extend routes, express routes, extend more east to west routes with later finish times.
- We need to add frequency of routes. Add additional routes and expand service from east to west. Have better connectivity on all routes to major transfer destinations going either north south or east west.
- Right now, I personally think it's almost perfect.

Question #7 – 7 Responses

Do you know of any safety or operating problems at specific locations? Please explain in enough detail to identify location(s).

- Branches on some routes are hitting hard against the bus and even breaking the head sign glass. One such is on Fairchild on the Route 20.
- When coming from Tamarind Ave northbound the road needs to be repaired. A car came to close to my bus, [so] to avoid an accident I came off the road because there is not enough getting over space and that area is not level before making the right turn to Electronic Way.
- Any bus routes that run in and out of parking lots of store plazas.

Question #8 – 10 Responses

What do you like best about being a Palm Tran bus operator?

- Meeting & helping people get to their destinations.
- I like the fact that we have a combination on different schedule to choose from.
- Driving and providing a satisfying ridership experience.
- Driving, greeting, helping, work hours, uniforms, and clean buses to drive.
- Helping people.
- It's a job.
- The overtime and Union.
- Bidding on routes that's convenient to being able to have the flexibility to take on another piece of work. Having time to spend with family or even flexible schedule to take on a class, etc.
- Being able to engage with the public and get them where they need to go.
- I get to pick and choose my own schedule and what works best for me and my family.



Question #9 – 10 Responses

What are Palm Tran's biggest challenges in hiring new bus operators or keeping current ones employed?

- Starting pay and small pay raises.
- Management and upper management need to treat the operators with more respect and dignity. Show them that their service means a lot to the company.
- Dealing with the general public, traffic, and compensation.
- Supervisors showing favoritism, professionalism of supervisors! New employees are not made to feel like they are a part of the team! The way you are treated is like you are expected to know everything in such a short period of time! When and if you see someone acting inappropriately and you say something everyone knows that you are the one that's speaking up! There is a form of retaliation that is going on and the upper heads may not know!
- When this pressure is put on the new drivers, they are most likely to leave a wonderful job that they tried so hard to achieve! I feel the pressure but I'm still here because I like what I do!
- Competition from other transportation services in pay, i.e., Amazon and the trucking industry.
- Quality of life or work and home life balance.
- PAY!! No person can survive staying with starting pay. It's a big responsibility that drivers take on with the lives, stress of traffic, passengers, schedules, operating bus properly, etc. For what we endure, we should not be the lowest paid.
- Salary. School bus drivers are making more than what Palm Tran operators are making for a starting salary. Our salaries are not competitive. Miami Dade just started their operators at \$20 an hour and JTA in Jacksonville is giving a \$15,000 sign-on bonus.
- Making sure they are mentally equipped on being able to handle the public.

Question #10 – 9 Responses

Is there any technology that would assist you in doing your job better?

- More announcements been played; more information displayed inside so the customer or passenger can access them and avoid walking up to us when driving and seeing answers to some questions we don't have.
- Language barrier tool.
- I think if we had some type of GPS system that tells you when to turn like the turn sheet does you will have more newer drivers willing to cover the routes! We wouldn't be made to feel like you should know where you are going.
- Yes!!



- GPS in the bus from point A to B.
- Stop adding more time stop adding more runs stop putting more pressure on the drivers. Stop thinking [of] the passengers all the time. Stop putting so much pressure on the drivers that they turn on one another.
- Better avail system. Better artic buses lighter.
- Perfect to me.

Question #11 – 7 Responses

Other Additional Comments?

- Making sure that bus routes connect with each other & with the trains (Tri-Rail and Brightline).
- We need cleaner buses, better air ride driver seats, and [a] better steering mechanism.
- Shorten the traffic control lights in order to keep schedule. Red lights are too long especially, Lake Worth Trip-Rail Station.
- Palm Tran is a wonderful place to work, sometimes it's just the way people treat you that makes you want to leave! Don't treat me nice when you want me to do something and then change when you don't need me! That type of treatment!
- GPS.
- Don't use cash in the bus.
- More attention needs to go to the Paratransit side of Palm Tran. The hiring of better qualified employees to include better management, pay and quality of life for the operators who do the day-to-day work. There is not enough recognition and dedication to improvement in the system like it is in the fixed route side of Palm Tran.
- Have a great day.

Appendix E: Plans Review

Table E-1: Local Plans

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
FY 2020 Transit Development Plan Annual Progress Report	Palm Beach County	2020	Palm Tran	An annual update of the FY 2017-2026 TDP, documenting accomplishments, discrepancies between the plan and its implementation, revisions to the implementation program, and recommendations over the past year.	<p>Palm Tran currently provides fixed-route service on 32 routes and Palm Tran Connection, a shared-ride, door-to-door paratransit service. It also currently operates a pilot flex service program, Go Glades, in Belle Glade, South Bay, and Pahokee. Plan includes an overview of measures taken to respond to COVID. Major goals of the TDP guiding the plan’s objectives and initiatives/projects include:</p> <ul style="list-style-type: none"> • Increase ridership/productivity • Deliver safe and timely service • Provide user-friendly, innovative transit that connects communities • Improve public image • Maximize agency resources <p>Initiatives and projects relate to the following topics, and many have been implemented. Further information on select projects/initiatives is provided in this table.</p> <ul style="list-style-type: none"> • Fare collection system • Delray Beach administrative facility • 2020 Service changes: Routes 4, 21, 30, 31, 43, 44, 46, 62, 63, 73, 94 • 2021 service changes: Routes 1, 4, 20, 30, 40, 60, 64, 71, 81, 91 • New Palm Tran website • Real time information signs • Digital bus stop signage • College bus program • Go Glades flex system • Bus shelter expansion plan • Enhanced transit corridor shelters and transit signal priority • Okeechobee Boulevard Corridor Study • Connection efficiency project • Palm Tran electric bus initiative • Simme seat program (seating style upgrades) • Service standards • Q-Straint wheelchair system • UV-lights (to prevent circulation of viruses and bacteria on buses) • Operator office doors • Improved trash receptacles • Enhanced bus cleaning • Enhanced bus stop maintenance program • PT-Stat (Palm Tran Statistics program)
Palm Tran Transportation Disadvantaged Service Plan, FY 2018-2022	Palm Beach County	2017	Palm Tran, Palm Beach TPA, Transportation Disadvantaged Local Coordinating Board	Annually updated tactical plan required by Florida’s TD program to provide transportation services for persons who because of disability, income status, or age are unable to transport themselves or purchase transportation and are therefore dependent on others for	<p>Includes a profile of the Palm Beach County service area, needs assessment, estimate of demand for services in the TD population, goals/objectives/strategies, implementation schedule, service plan, and quality assurance component. Goals include:</p> <ul style="list-style-type: none"> • Provide the highest level of accessible and available fixed route bus service for TD persons. • Increase use of the fixed route system by those TD persons or persons with disabilities who are able. • Provide cost-effective door-to-door services for TD individuals who are unable to access the fixed route transit system. • Create relationships with agencies providing TD transportation services that enhance and maximize coordination and cost-effectiveness.

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
				access to needed services and activities.	<ul style="list-style-type: none"> Ensure that TD services are provided in the most appropriate and cost-effective manner possible, given the guidelines of Chapter 427, F.S. and Section 41-2, F.A.C. Establish policies and procedures that ensure program effectiveness and integrity. Ensure Human Services Transportation Plan is developed in compliance with all federal regulations. The Plan details how services will be met through fixed route, door-to-door paratransit, and flex services. Recommendations for continued quality assurance include: <ul style="list-style-type: none"> Formatting and reporting adjustments for complaint summaries Trainings on how eligible riders can access and transfer to fixed route service from paratransit service Coordinated contracts with 5310 funding recipients Coordination with the School District to use school buses Confirmation of client information when scheduling trips using Interactive Voice Recognition technology Consideration of service provision on holidays Coordination with Career Source Palm Beach County to provide clients with transportation services Strategic Plan to meet local performance standards that are not currently being met Improved GPS systems in vehicles and correct filing of contact information Strategy to provide clients with an estimated time of arrival Farebox implementation so clients do not need exact change
Go Glades Service Deployment and Evaluation	Belle Glade, Pahokee, and South Bay areas of the county	2018-2021	Palm Tran	Initial development and modification of the Go Glades flex and dial-a-ride service	<ul style="list-style-type: none"> Need identified from the RPM 1.0 to improve access to mobility in the Glades region; Go Glades FLEX was designed, and services were deployed in December 2018. Go Glades FLEX developed with the intent of converting these services to a real-time general public dial-a-ride service, a mobility-on-demand (MOD) service that would use a cloud-based software as a service (SaaS) platform to provide real-time capabilities. Conversion done in April 2020 using functionality within the existing paratransit scheduling software and through an existing operations contract. Process of acquiring real-time functionalities with the procurement of the SaaS platform underway to transition the MOD operation to the new SaaS platform. Recommendations from the 2021 evaluation include: <ul style="list-style-type: none"> Continued MOD operation as point-to-point service concept if expanded to other areas in future Continued outsourcing of Palm Tran's MOD services Continued free MOD service offering with an ADA card to assist in reducing costs from ADA service
US-1 Multimodal Corridor Study	Jupiter, Juno Beach, Palm Beach Gardens, North Palm Beach, Lake Park, Riviera Beach, West Palm Beach, Lake Worth, Lantana, Hypoluxo, Boynton Beach, Gulf Stream, Delray Beach, Boca Raton	2018	Palm Beach TPA	Evaluation of US-1, which serves Palm Tran's highest ridership route (Route 1) from Camino Real in Boca Raton to Indiantown Road in Town of Jupiter for new express bus service and bicycle and pedestrian improvements	<ul style="list-style-type: none"> Included a Health Impact Assessment and six months of public outreach. Recommended: <ul style="list-style-type: none"> Complete Streets roadway modifications to accommodate continuous pedestrian and bicycle facilities Bus Rapid Transit (BRT)-lite service Locations for enhanced transit stops for this service Corridor operation costs are currently being evaluated. The TPA is working with Palm Tran and municipalities along the corridor to advance the proposed roadway modifications and transit service. The TPA requested corridor-wide programming to implement transit signal prioritization (TSP) and to design and construct enhanced transit shelters along US-1 from Palmetto Park Road to Northlake Boulevard within FDOT right-of-way. Current FDOT Draft Tentative Work Program has \$2,000,000 programmed in FY23 for TSP and \$822,800 programmed for the design of 22 enhanced transit shelters in FY22 and FY23.

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
Okeechobee Boulevard & SR-7 Multimodal Corridor Study	Wellington, Royal Palm Beach, West Palm Beach, Palm Beach County	Ongoing	Palm Beach TPA	Evaluation of multimodal transportation alternatives along Okeechobee Boulevard and SR-7 from Wellington Mall to the West Palm Beach Intermodal Transit Center	<ul style="list-style-type: none"> Evaluates multimodal transportation alternatives for 2 of the 11 transit enhanced corridors identified in the Palm Beach TPA's 561 Plan. Includes a roadway and transit alternatives analysis, Health Impact Assessment, and a land use and economic development analysis. Public and stakeholder engagement is scheduled between August 2021 and January 2022 for input and review to guide selection of a recommended alternative. Following identification of alternatives, TPA will work with roadway owners and transit operators to prioritize and fund feasibility studies, design, and construction of alternatives.
Palm Tran Connection Efficiency Project	Palm Beach County	2020/2021	Palm Tran	Study to provide paratransit more efficiently while meeting community needs	<ul style="list-style-type: none"> Approved by the Board of County Commissioners in 2019 with direction to proceed with the following recommendations: <ul style="list-style-type: none"> Enhanced eligibility assessment process Exploration of an over-flow option to complement paratransit service (TNC, Taxi, etc.) Explore alternative manner to serve Non-ADA transportation.
2045 Long Range Transportation Plan / 561 Plan	Palm Beach County	2020	Palm Beach TPA	Long-range transportation plan that includes identification of an enhanced network of transit corridors (five north-south corridors, six east-west corridors) with related investments/improvements	<ul style="list-style-type: none"> Proposes transit investment in 11 corridors: <ul style="list-style-type: none"> Three key north-south corridors: Federal Highway/US-1 (Route 1), Congress Avenue (Route 2), and Military Trail (Route 3) that carry 50% of Palm Tran's current ridership. Investments could include elements of BRT and/or BRT-lite, as well as other multimodal amenities to encourage transit ridership. Other two north-south corridors are regional rail lines. Six east-west corridors including Okeechobee Boulevard, Forest Hill Boulevard, Lake Worth Road, Boynton Beach Boulevard, Atlantic Avenue, and Glades Road. Corridor studies on US-1 and Okeechobee Road/SR-7 are underway – see descriptions in this table. Next steps include design feasibility studies by roadway owners, detailed transit analysis by the transit agencies, pursuit of funding, and implementation of improvements. Consistent with the 2045 LRTP goals, objectives, and targets to increase the percentage of electric vehicles in the rubber-tire transit fleet, Palm Tran is exploring adding more electric buses to its fleet. The TPA has prioritized, through its Local Initiatives Grant Program, \$4.3M in FY24 and \$5M in FY25 for Palm Tran to purchase electric buses.
Transit Access Plan	West Palm Beach, Boynton Beach, Belle Glade, Boca Raton, Riviera Beach, Delray Beach	2019	Palm Beach TPA	Evaluation of pedestrian and bicycle safety and connectivity to six high-ridership Palm Tran locations	<p>Includes recommendations by area analyzed:</p> <ul style="list-style-type: none"> West Palm Beach - Palm Beach Lakes Boulevard at N Congress Avenue Boynton Beach - Congress Avenue at Old Boynton Road Belle Glade - SR-80 at Hooker Highway Boca Raton - Butts Road at Town Center Road Riviera Beach - Military Trail at W Blue Heron Boulevard Delray Beach - Atlantic Avenue at Military Trail <p>Key recommendations include:</p> <ul style="list-style-type: none"> Connecting sidewalk and bicycle facility gaps Americans with Disabilities Act (ADA) compliant ramps and countdown pedestrian crossing signals Pedestrian scale lighting Crosswalks and midblock crossings, where appropriate Providing facilities at high ridership bus stops for transit riders, such as benches, trash receptacles, lighting, bicycle racks and shade <p>Next steps will be to work with the roadway owners, local municipalities, and Palm Tran to plan, prioritize, and fund these recommendations.</p>
Bus Stop Consolidation/ADA Study	Countywide	Ongoing	Palm Tran	Study to evaluate efficiency, safety, and accessibility of Palm Tran's bus stops	<ul style="list-style-type: none"> This effort will produce a comprehensive inventory of all Palm Tran bus stop locations and conditions. Recommendations will identify opportunities to address duplicate or underutilized bus stops and help Palm Tran advance ADA bus stop compliance.

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
					<ul style="list-style-type: none"> Results will establish the baseline bus stop framework for the 2045 L RTP 561 Enhanced Transit Plan by defining the bus stops for the east-west and the north-south enhanced transit corridors, inventorying bus stop locations and conditions, and assessing the ADA accessibility and compliance requirements for each stop.
Route Performance Maximization (RPM) Project	Palm Tran Service Area	RPM 1.0 – 2018 RPM 2.0 – Ongoing	Palm Tran	Comprehensive transit network evaluation to improve service delivery and efficiency	<ul style="list-style-type: none"> RPM 1.0 was the first comprehensive transit network redesign since 1996, and the revised network was implemented in September 2018. Identified 62,600 hours of inefficient service resulting in \$5M in annual savings reinvested into the fixed route system, including all buses equipped with free onboard Wi-Fi. RPM 2.0 is assessing potential partnership programs with TNCs to address first/last mile connectivity and additional areas for potential MOD service.
Palm Beach County Comprehensive Plan - FLU and Transportation	Unincorporated Palm Beach County	Future Land Use Element: 2020 Transportation Element: 2019	Palm Beach County	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the unincorporated county, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> Includes Livable Communities Principles that promote transit in the Urban/Suburban growth tier. Plan policies such as those on Community Design support these principles. Includes an Urban Redevelopment Area focused on redevelopment and infill and Priority Redevelopment Areas (PRAs) that reduce automobile trips and promote transit. In PRAs, Urban Center and Urban Infill FLU designations (which note form-based code for implementation), as well as the Traditional Town Development category, support mixed-use, connected, multimodal areas. Promotes mixed-use, connected, transit-oriented/supportive development through Traditional Marketplace Development, Traditional Neighborhood Development (TND), and Transit Oriented Development (TOD) types. Supports transit improvements provided through private development. Includes a countywide LOS for transit concurrency purposes; generally, shortened headways are provided in the Urban/Suburban growth tier (where the Urban Service Area is) as a preferential level of enhanced service. Individual route should not exceed 1.5-hour peak hour headways. Supports reducing headways during peak hours. Establishes minimum transit level of service for the purpose of concurrency management: accommodate at least 0.5% of total trip demands. Includes a target to maintain at least a 0.75% modal split for transit. Encourages coordination of bus routes and new major developments through concurrent planning, western transit route extensions as development occurs, and implementation of transit-supportive land uses and densities around public transportation corridors. Includes Constrained Roadways at a Lower Level of Service (CRALLS) with traffic mitigation requirements that may include transit measures. Identifies Transportation Concurrency Exception Areas (TCEAs) and language on other projects seeking concurrency exception by promoting transit, which may include transit-related traffic mitigation measures. Includes consideration to increase park-and-ride facilities and buses connecting to Tri-Rail, as well as inter-agency coordination to analyze Tri-Rail service expansion and secure funds for the South Florida Rail Corridor. Includes investigation of use of transit services to promote more efficient urban development through increased services in coastal areas. Includes continuation of incentives to increase use of rail. Includes language on providing for bus transit facilities in plans for all major roadway construction and reconstruction projects. Commits County to funding capital and operating costs for the provision of county bus service along SR-7 Transit Oriented Corridor, at a level commensurate to or exceeding countywide ridership standards adopted by Palm Tran for the County bus system on a systemwide basis. Includes target farebox recovery rate of 20 to 25%.

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
West Palm Beach Comprehensive Plan - FLU and Transportation	West Palm Beach	Future Land Use Element: 2018 Transportation Element: 2017	West Palm Beach	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the city, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> Promotes transit options and Complete Streets as components of the transportation vision, as well as transit-friendly land use patterns. Includes language on requiring and incentivizing transit facilities and amenities as part of future development. Includes language on a Transportation Management Initiative with employers to incentivize transit use. Transit is also a strategy in the City's Transportation Demand Management policies. Supports preserving/enhancing transit-friendly uses and coordinating major development with transit routes, including transit-supportive land uses and densities along transit corridors. Includes Office Residential, Mixed Use District, Urban Central Business District (with Downtown Master Plan) FLU categories promoting mixed uses. Mixed Use areas have design principles and procedures that include connectivity to transit. Supports attracting redevelopment and infill to potential transit nodes. Encourages rehabilitation and redevelopment in neighborhoods surrounding downtown along New Urbanist principles. Notes the TCEA and the County's multi-modal transit facility in Downtown and promotes seamless integration of services. Includes the Coastal Residential Exception Area for traffic concurrency and strategies to reduce CRALLS designations. Supports inter-agency coordination to provide/enhance transit service, including implementation of the Central Palm Beach County Transportation Corridor Study for BRT connections and coordination on the Tri-Rail Coastal Link Study. Includes language on trolley service expansion to improve connections within Downtown and between various destinations. Includes language to increase park-and-ride facilities to increase transit use and reduce headways in the Downtown area through the Traffic Management System. Includes language on evaluating opportunities to implement a mobility fee.
Boca Raton Comprehensive Plan - FLU and Transportation	Boca Raton	Future Land Use and Transportation Elements: 2020	Boca Raton	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the city, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> Includes 2040 performance measures of increasing transit system coverage and aiding in connecting major transportation generators and attractors to Palm Tran and Tri-Rail hubs through enhanced transit service, including the shuttle system. Includes Mixed Use, Planned Mobility, and Central Business District FLU categories and notes Village Center Zoning District promoting mixed uses. Includes language to promote mixed-use, multi-modal development through additional/updated FLU categories and development regulations, as well as through master planning for Planning Areas in the city in conjunction with increased mobility options and TOD principles. Promotes transit-supportive, Complete Streets design. Supports transit service improvements in coordination with transit providers and large employment centers. Supports site development and site plan review measures to promote transit use, ensure transit amenities and quality access for transit users, and promote efficient street use. Includes language to incorporate additional mobility strategies and urban design evaluation criteria into development regulations. Transportation Demand Management and Alternative Traffic Concurrency Standard traffic mitigation strategies include transit. Provides direction to strengthen transit connections between Downtown, Florida Atlantic University (FAU), Town Center Mall, the FAU/Boca Raton Regional Hospital, Park at Broken Sound, Peninsula Corporate Center, other transportation generators/attractors, Tri-Rail, and Broward County Transit; Boca Raton Shuttle Service and Glades Road BRT noted as services to enhance or expand. Notes

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
					<p>amenities such as Wi-Fi to incorporate in the shuttle service. BRT station and TOD identified for intersection of Glades Road and Florida Atlantic Boulevard.</p> <ul style="list-style-type: none"> • Supports examining feasibility for Congress Avenue to serve as a transit corridor. • Includes language to develop an agreement between the City and FAU for the university to provide a transit fee in exchange for faculty, student, staff access to the transit system. • Notes coordination with South Florida Regional Transportation Authority on design of any potential Tri-Rail station at NW 19th Street. • Supports consideration to adopt a TDM program to reduce number of peak-hour trips and single-occupancy vehicle trips on North Federal Highway and North Dixie Highway. • Provides direction to evaluate feasibility of a transit station in the Northeast Planning Area for transit along the FEC corridor, as well as specifically at the intersections of North Dixie Highway and NW 20th Street and/or Glades Road and North Dixie Highway and Yamato Road. Also provides direction to evaluate feasibility of a transit station near Palmetto Park Road to service transit along the FEC corridor. • Supports inter-agency coordination for an intermodal terminal at the Airport accommodating Tri-Rail and Palm Tran service. • Provides for easements and right-of-way to accommodate transit infrastructure at transit stops and transit corridors. • Includes direction to consider a mobility fee.
Boynton Beach Comprehensive Plan - FLU and Transportation	Boynton Beach	Future Land Use and Transportation Elements: 2019	Boynton Beach	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the city, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> • Includes goal to increase public transit mode share for work trips. • Includes a Mixed Use FLU category and a Downtown TOD District and TCEA; includes direction for augmented transit circulator service (including a circulator plan), bus stops, and other transit enhancements in the TCEA. Includes study of transit needs/improvements generally in the CRA. Includes direction for private sector to implement transportation improvements, including public transit infrastructure, particularly in the TCEA. • Notes the potential for a new station along the FEC corridor in the community redevelopment area, as well as direction for transportation improvements and parking management in the area in support of the transit service. • Two Developments of Regional Impact are mentioned with a mix of residential and non-residential uses. • Includes direction to generally promote compact and transit-supportive development and for design of redevelopment and infill projects to encourage use of public transit. • Includes direction to explore expanded Palm Beach water taxi service to the city. • Includes direction for creation of a Transportation Management Initiative and promotes Transportation Demand Management that may include transit as a strategy. • Supports Tri-Rail, high-speed rail, and the local rail stop adjacent to NW 22nd Avenue and I-95. • Notes an option to explore a mobility fee and Complete Streets Mobility Plan; notes that the plan may include quality and/or level of service standards for transit.
Delray Beach Comprehensive Plan - FLU and Transportation	Delray Beach	2020	Delray Beach	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the city, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> • Includes aims of increasing transit ridership, developing a mobility fee based on a mobility plan (identifying new opportunities for transit), and achieving a 5% non-automobile mode share by 2025. • Includes mixed-use FLU categories of Commercial Core (with form-based code noted), General Commercial, Congress Avenue Mixed Use (with TOD noted), Historic Mixed Use, and Transitional to stimulate transit. Promotes Regional Activity Centers with transit-supportive densities/intensities. Promotes infill and redevelopment that improves ridership along transit corridors. • Includes a TCEA and promotes transit to manage traffic congestion.

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
					<ul style="list-style-type: none"> Promotes TOD around commuter rail stations and transit corridors. Promotes commuter rail to Delray Beach, including station design and site improvement plans around the Tri-Rail station downtown. Promotes Complete Streets design. Provides direction to expand transit options to link Tri-Rail and major transportation generators/attractors including employment centers, high-density residential development, and recreational facilities. Supports transit services along main corridors. Includes language to require future developments to incorporate transit facilities, amenities, and connections consistent with transit agency long-range plans. Includes coordination with landowners and transportation agencies on land acquisition needs based on future land use impacts. Includes language to provide adequate facilities such as bicycle and pedestrian connections to provide access to transit and connectivity.
Jupiter Comprehensive Plan - FLU and Transportation	Jupiter	2020	Jupiter	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the town, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> Includes a Mixed Use FLU category, noting a mixed-use zoning ordinance for implementation. Mixed uses and TND are also encouraged in the Inlet Village sector, with mention of a water taxi as a potential water-oriented use. Generally supportive of TOD; encourages greater densities/intensities, mixed uses, and a pedestrian-friendly environment near Tri-Rail stations; allows a density bonus for TOD with workforce housing within one-half mile of a Tri-Rail station. Supports requirements for private development to provide adequate right-of-way, street design, bicycle and pedestrian connections, and amenities to support transit. Supports requiring transit amenities along Indiantown Road, Military Trail, Central Boulevard, US Highway One and future transit corridors. Supports inter-agency coordination to improve transit services between major destinations, residential areas, and major employment centers. Supports integration of bicycle Master Plan with TOD plans. Supports Complete Streets design. Notes transit and CRALLS as traffic mitigation strategies; a shuttle bus program is encouraged along the Indiantown Road corridor where possible.
Wellington Comprehensive Plan - FLU and Transportation	Wellington	Land Use Element: 2019 Transportation Element: 2016	Wellington	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the village, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> Generally discourages sprawl; includes Mixed Use and Regional Commercial/Large Scale Mixed Use FLU categories. Supports development regulations that support mixed uses. Notes corridor study for SR-7; notes corridor study for annexation area with a consideration to mitigate impacts on SR 80 and SR-7. Mention of park-and-ride facility near Wellington Green Mall or other appropriate location. Encourages use of existing transit facilities and transit along major roadways, as well as inclusion of stops and shelters for roadway expansions not under Wellington jurisdiction and in private development generating significant bus demand. Notes placement of higher density/intensity uses near transit. Notes transit as a TDM strategy. Mentions consideration of special classifications such as CRALLS for Lake Worth Road. References County level of service standards; includes identification of indicators to measure local mobility goals. Includes provision of sidewalks at bus stops on arterials when costs permit and encouragement of wheelchair-accessible buses. Supports protection of existing and future transit right-of-way except on corridors inconsistent with character of Wellington. Includes aim of zero net loss of right-of-way. Supports prevention of bullet train corridor at inappropriate locations in Wellington.

Plan/Initiative Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
Palm Beach Gardens Comprehensive Plan - FLU and Transportation	Palm Beach Gardens	2017	Palm Beach Gardens	Policy framework of requirements and high-level guidance for land use and conservation, development, public service and facility provision, and capital improvements in the city, as well as intergovernmental agency coordination related to these provisions	<ul style="list-style-type: none"> Generally discourages sprawl. Encourages infill/redevelopment in consideration of multimodal options and commercial development at nodes instead of strip commercial. Includes a Mixed Use FLU category that supports non-car trips. Allows designation of certain office areas for increased DRI office intensity in conjunction with a transit-supportive development pattern. Supports TOD near light or rail stations. Provides direction to implement development regulations implementing the 2018 Palm Beach Gardens TOD District and Master Plan and includes additional standards and available density bonuses for this area. Encourages multi-modal mobility and promoting transit in development regulations, including on major corridors and connections to regional corridors. Notes potential CRALLS designation for PGA Boulevard. Encourages private non-residential developments near existing or planned Palm Tran bus stops to provide bus shelters. Supports Complete Streets design. Includes transit and TOD as TDM strategies. Notes the mobility fee and quality of service standards for transit and Transit Circulator Plan as part of the mobility plan.

Table E-2: Regional Plan Review

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
FDOT FY 2022-2026 5-Year Work Program District 4	FDOT District 4, Palm Beach County	2021	FDOT	Five-year listing of transportation projects for each fiscal year	Projects include (but are not limited to) transit shelter improvements, TSP along Okeechobee Boulevard and US-1, and electric vehicle and charging stations for the North County Facility.
Broward Connects FY 2019-2028 TDP	Broward County	2018	BCT	Plan to guide Broward County Transit services over the 10-year timeframe, including vision, goals, and implementation plan	<ul style="list-style-type: none"> Routes 10, 19, and 48 of Broward County Transit have connections with the Palm Tran system. Local option sales tax to fund transit was passed after plan completion, so the enhanced Vision Plan provided in the TDP is funded. This includes improved weekday and weekend headways, service span increases, and route realignments and extensions on Route 10; improved weekend headways, service span increases, and route realignment and extensions on Route 19; and improved weekday headways and service span increases on Route 48. The plan also includes general capital improvements such as bus stop and station infrastructure improvements, vehicle replacement, etc.
SFRTA 2019-2028 TDP	Miami-Dade, Broward, and Palm Beach Counties and specific municipalities in these counties with Tri-Rail stations/routes	2018	SFRTA	Plan to guide Tri-Rail transit services over the 10-year timeframe, including vision, goals, and implementation plan	<p>The 10-year implementation plan includes general funded improvements such as station improvements, rehabilitation, and purchase of rolling stock, installing cameras on trains, upgrades to the Passenger Information System, funding for TOD station studies, Positive Train Control installation, etc. Unfunded general projects include resilience improvements/hurricane hardening, station area pedestrian planning, bike storage cars, etc.</p> <p>Major projects in the 10-year implementation plan related to Palm Beach County include:</p> <p>Funded First Five-Years Projects:</p> <ul style="list-style-type: none"> Purchase of parking spaces at West Palm Beach station New Boca Raton station Boca Trolleys Delray Trolleys Feasibility study for Palm Beach International Airport station New layover facility in Palm Beach County <p>Unfunded Second Five-Years Projects:</p> <ul style="list-style-type: none"> Tri-Rail Coastal Link Jupiter Extension

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
					<ul style="list-style-type: none"> • Tri-Rail Coastal Link Palm Beach • Boca Raton Tri-Rail station improvements • Boca Raton Intermodal Center • Tri-Rail extension – northern CSX to VA hospital
FY 2020-2029 Martin County TDP	Martin County	2019	Martin County	Plan to guide Marty transit services over the 10-year timeframe, including vision, goals, and implementation plan	Marty Route 20x includes stops in Palm Beach County. The 10-year implementation plan focuses on maintaining existing service, including the Route 20x, and general capital improvements.
Regional Northern Express Bus Service	St. Lucie, Martin, Palm Beach Counties	Ongoing	St. Lucie Transportation Planning Organization (TPO), City of Port St. Lucie, FDOT District 4	Regional express bus service to connect St. Lucie and Martin Counties to the West Palm Beach Intermodal Center in support of regional commuter trips to/from the St. Lucie County area	<ul style="list-style-type: none"> • New regional express bus service between Port St. Lucie and the West Palm Beach Intermodal Transit Center. • The Port St. Lucie terminal is a park-and-ride facility off Gatlin Boulevard and just east of the I-95 interchange between Bresica Street and Edgarce Street. It will have the capacity to hold 162 vehicles, six bus shelters, bicycle racks, electrical vehicle charging stations, pedestrian lighting, improved landscaping, and ADA accessibility. Construction started in 2020; FDOT is considering funding options for the route. • Palm Tran participated in the project planning and will initially operate the new service.
I-95 Managed Lanes Master Plan	Palm Beach County	2019	FDOT	Corridor study from south of Linton Boulevard to the Palm Beach/Martin County line to identify long-term capacity needs and develop managed lane design concepts for any segments identified as operating below adopted level of service targets	<p>Evaluated three main alternatives for the corridor, the main components of which are summarized below:</p> <ul style="list-style-type: none"> • Alternative A: one managed lane in each direction • Alternative B: (B1) two managed lanes corridor-wide except the segment between SR 80/Southern Boulevard and Okeechobee Boulevard, which implements one managed lane in each direction, or (B2) two managed lanes corridor-wide from south of Linton Boulevard to Plan Beach/Martin County line • Alternative C: two managed lanes in each direction <p>Recommended implementation of Alternative B.</p>
2045 Regional Transportation Plan	Mimi-Dade, Broward, and Palm Beach Counties	2020	SEFTC	Plan with assessment of future growth and scenarios that serve as basis for regional-level policy and guidance and identification of transportation investments, funding sources and implementation strategies, and investment prioritization	<ul style="list-style-type: none"> • One future scenario focused on regional transit, including high-capacity transit (considered to be BRT or rail-based transit), a commuter/express bus network, and major transit transfer facilities serving as hubs for the region's transit network. Based on scenarios tested, regional transit was determined to be key to support anticipated growth and long-term mobility, including high-capacity transit system with a safe, complete, and well-connected first/last mile system. Other major themes for policy recommendations included complementary land uses, increased flexibility in funding programs, and securing new revenue sources. • No major transit investments connecting to Palm Beach County identified; however, committed funding for several transit planning corridor studies in the 561 Plan. • The Plan also notes Brightline high-speed rail service planned between West Palm Beach and Orlando, efforts to complete a Tri-Rail link between Downtown Miami and the West Palm Beach area, and Complete Streets efforts through the MPOs and Counties.
Florida East Coast (FEC) Railway Passenger Rail Service Update /Brightline Expansion	Treasure Coast, Miami, Aventura, Hollywood, Ft. Lauderdale, Pompano Beach, Boca Raton, West Palm Beach, Palm Beach Gardens, Orlando, Tampa	Ongoing	FEC, Brightline, SFRTA	Passenger rail service along the FEC railway and connection via Brightline to Orlando, Disney Springs, and Tampa	<ul style="list-style-type: none"> • Brightline service was temporarily suspended and is planned to resume in November 2021. • Existing Brightline stops include West Palm Beach, Ft. Lauderdale, and MiamiCentral stations. • Brightline stops at Aventura and Orlando are under construction; completion of the connection to Orlando from West Palm Beach is anticipated in 2022. • A Brightline station in Boca Raton is agreed to. Stations at PortMiami, a Treasure Coast station, Disney Springs, and Tampa are planned expansions or are in negotiations/discussion. The Central Florida Expressway Authority passed a resolution allowing Brightline to study high-speed rail along that corridor; coordination with FDOT is still needed for the final leg to connect between Orlando and Tampa.

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
					<ul style="list-style-type: none"> Connections between SFRTA and FEC are agreed to at Northwood and IRIS/Little River; connections are under negotiation/discussion at Pompano Beach. Tri-Rail station is agreed to/underway at the MiamiCentral station. Negotiations/discussion are underway for a passenger rail station at Palm Beach Gardens, commuter rail stations along the Miami-Dade County Northeast Corridor between Aventura and Downtown Miami, and for a Memorandum of Understanding for a Project Development and Environmental Study for a Ft. Lauderdale Airport Passenger Rail Station.
Paradise Pass & Regional Fare Interoperability	Broward, Miami-Dade, and Palm Beach Counties	Ongoing	Palm Tran	Upgrades to the fare collection system to allow more payment options, interoperability with surrounding transit systems, and improved data collection for planning purposes	<ul style="list-style-type: none"> Upgrades to the fare collection system will support the Paradise Pass, a contactless tap and go reloadable smart card that will allow for mobile fare payments and online account management; this effort will include consideration of the latest in fare technology and software. The system can provide origin-destination data that will improve operational efficiency and service planning. The new system features include: 165 new fare boxes, 22 vending machines, 6 agency point-of-sale machines, testing/maintenance infrastructure, software to support account-based sales mobile applications, inventory management, and revenue management and website services. Funding is provided by Palm Beach TPA and the Federal Transit Administration for \$10 million. Genfare is the vendor with a contract for 10 years. Palm Tran is coordinating with BCT, MDT, and SFRTA to ensure system interoperability.

Table E-3 State and Federal Plans

Plan Title	Geographic Applicability	Most Recent Update	Responsible Agency	Plan/Program Overview	Key Considerations/Implications for TDP
State of Florida Transportation Disadvantaged 5-Year/20-Year Plan	Florida	2007	Florida Commission for the Transportation Disadvantaged (FCTD)	Purpose is to accomplish cost-effective, efficient, unduplicated, and cohesive transportation disadvantaged services within its service area	Develop and field-test model community transportation system for persons who are transportation disadvantaged; create strategy for FCTD to support development of universal transportation system.
FDOT Complete Streets Implementation Update: Handbook and Design Manual	Florida	2018	FDOT	Developed as way to create alternative transportation systems to facilitate “Complete Streets” focused design	Plan includes: <ul style="list-style-type: none"> Revising guidance, standards, manuals, policies, and other documents. Updating how decision-making is processed. Modifying evaluation of performance. Managing communication between agencies. Updating training and education in agencies.
Florida Transportation Plan (FTP)	Florida	2020	FDOT	Serves as guide as Florida’s long-range transportation plan, as required by State and Federal law	Supports development of state, regional, and local transit services through series of related goals and objectives, emphasizing new and innovative approaches by all modes to meet needs today and in the future. Most recent update emphasizes: <ul style="list-style-type: none"> Safety and security for Florida’s residents, visitors, and businesses. Resilient and quality infrastructure. Connected, efficient, and reliable mobility for people and freight. Transportation choices that improve equity and accessibility. Transportation solutions that strengthen Florida’s economy. Mobility solutions that enhance Florida’s communities. Transportation systems that enhance Florida’s environment.
Accessing Transit Design Handbook for Florida Bus Passenger Facilities, Version III	Florida	2013 (interim update in 2017)	FDOT	Provides guidance to state and local governments and transit agencies in the design, location,	Supports the development of transit facilities and amenities accessible for all individuals and compliant with federal and state regulations, including the Americans with Disabilities Act (ADA). Provides guidelines and best practices for multiple bus components (e.g., curb side facilities, streetside facilities,

				and installation of transit facilities consistent with state and federal laws, regulations, and best practices	etc.), agency coordination, safety and security, and consideration of needs, costs, and location, among other factors.
FTA Circular 4702.1B: <i>Title VI Requirements and Guidelines for Federal Transit Administration Recipients</i>	United States	2012	US DOT / FTA	49 CFR Part 21 effectuates the provisions of the Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin under any program or activity receiving federal financial assistance from the US Department of Transportation (DOT). Recipients of FTA funds are required to prepare a Title VI Program, the guidelines for which are documented in this Circular.	Provides direction, guidance, and procedures to FTA recipients to: <ul style="list-style-type: none"> • Ensure that the level and quality of its public transportation service is provided in a nondiscriminatory manner; • Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin; and • Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.
FTA Circular 4703.1: <i>Environmental Justice Policy Guidance for Federal Transit Administration Recipients</i>	United States	2012	US DOT / FTA	Executive Order 12898, <i>Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations</i> , requires that environmental justice and non-discrimination principles be incorporated into transportation planning and decision-making processes. This circular provides guidance for recipients of FTA funds to incorporate environmental justice principals into plans, projects, and activities that receive funding from FTA.	Supports Executive Order 12898 and US DOT Order 5610.2(a), <i>Actions to Address Environmental Justice in Minority Populations and Low-Income Populations (May 2012)</i> , a key component of DOT's strategy to promote the principles of environmental justice in all DOT programs policies and activities by: <ul style="list-style-type: none"> • Avoiding, minimizing, and mitigating disproportionately high and adverse effects. • Ensuring the full and fair participation by all potentially affected communities. • Preventing the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income persons.
Executive Order 13985: <i>Advancing Racial Equity and Support for Underserved Communities Through the Federal Government</i>	United States	2021	US DOT	Building on prior federal regulations related to non-discrimination, this directive requires that the Federal Government pursue a comprehensive approach to advancing equity for all people who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality, including those with respect to geography, gender identify, and sexual orientation	Promotes the equitable delivery of government resources and benefits, including those for public transportation by: <ul style="list-style-type: none"> • Requiring each federal agency to assess its programs and policies to determine if underserved communities and their members face systemic barriers in accessing benefits and opportunities available pursuant to those policies and programs. • Requiring that government agencies consult with members of historically underserved communities, and evaluate opportunities to increase coordination, communication, and engagement with community-based and civil rights organizations. • Supports the advancement of equity in a comprehensive manner across federal agencies by establishing an Interagency Working Group on Equitable Data to evaluate existing data sources, identify inadequacies in existing federal data collection programs, policies, and infrastructure across agencies, and inform strategies for addressing any such deficiencies identified.

Infrastructure Investment and Jobs Act	United States	Ongoing	Senate of 117 th US Congress	Senate bill to provide \$550 billion in additional spending for various capital programs	<p>Based on a summary from the American Council of Engineering Companies:⁸</p> <ul style="list-style-type: none"> • Reauthorization of federal transit programs under the FAST Act (see below) for an additional five years. • \$69.9 billion provided out of the Highway Trust Fund between fiscal years 2022-2026. • Formula funding increases from \$13.355 billion in fiscal year 2022 to \$14.64 in fiscal year 2026. • Authorizes an additional \$3.15 billion per year for capital investment programs, subject to annual appropriations. • Supplements these funds with advanced appropriations from the General Fund: \$10.25 billion over five years for transit formula programs, including \$4.75 billion for state of good repair. • Provides an additional \$8 billion for capital investment grants and another \$1.75 billion to finance capital projects to upgrade the accessibility of legacy rail fixed guideway systems for people with disabilities. • Includes \$66 billion in funding for rail: \$7.2 billion annually for five years for federal-state partnership grants for intercity passenger rail; \$1 billion annually for five years for competitive Consolidated Rail Infrastructure and Safety Improvement grants; \$1.2 billion annually for five years for Amtrak projects on the Northeast Corridor; \$3.2 billion annually for five years for Amtrak capital improvements nationally; \$600 million annually for five years for railroad crossing elimination.
Fixing America's Surface Transportation (FAST) Act	United States	2015	114 th US Congress	Enacts five years of funding for nation's surface transportation infrastructure, including transit systems and rail transportation network. Provides long-term certainty and more flexibility for states and local governments, streamlines project approval processes, and maintains strong commitment to safety.	<ul style="list-style-type: none"> • Increases dedicated bus funding by 89% over life of bill. • Provides stable formula funding and competitive grant program to address bus and bus facility needs. • Reforms public transportation procurement to make Federal investment more cost effective and competitive. • Consolidates and refocuses transit research activities to increase efficiency and accountability. • Establishes pilot program for communities to expand transit through use of public-private partnerships. • Provides flexibility for recipients to use Federal funds to meet their state of good repair needs. • Provides for coordination of public transportation services with other federally assisted transportation services to aid in mobility of older adults and individuals with disabilities.
Implications to Public Transportation of Emerging Technologies	United States	2016	Research Report	National Center for Transit Research	White paper that explores possible consequences for public transportation as a result of introduction of new technologies such as autonomous vehicles, connected vehicles, and other innovations that impact efficiency, cost-effectiveness, and overall demand for transportation.

⁸ American Council of Engineering Companies (2021) "ACEC's Advocacy Team Outlines Key Components of the Senate Infrastructure Bill", <https://www.acec.org/last-word-blog/acec-s-advocacy-team-outlines-key-components-of-the-senate-infrastructure-bill/>



Appendix F: Performance Monitoring Program

Performance Measures and Indicators

Palm Tran's Office of Performance Management (PMO) monitors agency performance through its Palm Tran-Statistics (PT-Stat) program. Through this program, monthly performance reports are produced to analyze key performance indicators across both fixed route and paratransit operations.

In each monthly report, performance targets for the following metrics are set and monitored for fixed route and Connection operations, as well as individual bus routes.

- Safety
 - Preventable collisions per 100,000 miles
 - Non-preventable collisions per 100,000 miles
 - Total incidents per 10,000 boardings
- Mobility
 - Ridership
 - Riders per revenue hour
- Customer satisfaction
 - On-time performance
 - Mean distance between failures
 - All customer commendations per 10,000 boardings (fixed route) or 1,000 trips (Connection)
 - All customer concerns per 10,000 boardings (fixed route) or 1,000 trips (Connection)
 - Reservations call hold time (Connection only)
 - "Where is My Ride" hold time (Connection only)

Each metric is represented as a trend analysis comparing month to month and current performance to the prior fiscal year. These metrics reflect Palm Tran's commitment to monitor progress toward fulfilling its vision and mission. The report provides an annual comparison used by the Executive Leadership Team (ELT) and the Palm Tran Statistics (PT-Stat) teams to monitor performance and recommend future improvement initiatives. The PMO has established "Performance Tuesdays" to grant PT-Stat team leaders the opportunity to express ideas and updates weekly, rather than monthly as done prior. This performance monitoring process culminates at the PT-Stat Forum, where recommendations are presented to the ELT for approval and implementation.

Figure F-1 illustrates the fixed route and Connection performance dashboard excerpted from the PMO's August 2021 Performance Report. As Go Glades transitions to a permanent service offering, a similar performance monitoring process will be established for it and any future on-demand services provided by Palm Tran.

Figure F-1: Palm Tran Performance Report System Dashboard (August 2021)

FIXED-ROUTE DASHBOARD FY 2021

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
Preventable Collisions per 100k Miles	1.50	1.20	0.70	0.79	0.71	0.65	0.34	0.54	0.64	0.66	0.45	1.00	0.27	0.85		0.60
Non-Preventable Collisions per 100k Miles	2.50	2.10	2.00	2.22	2.31	1.61	1.35	1.61	2.39	1.16	1.35	2.14	1.92	1.27		1.81
Total Incidents per 10,000 Boardings	1.50	1.30	1.00	0.66	1.17	0.81	0.88	1.06	1.12	1.27	0.92	1.15	0.95	1.11		1.00
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Total System Ridership	700,000	775,000	850,000	486,639	428,495	471,183	459,069	454,505	525,519	494,676	520,496	522,000	528,118	581,710		5,416,360
Riders Per Revenue Hour	16.5	18.3	20.1	13.4	12.7	13.1	13.0	13.9	14.4	14.0	12.6	12.1	11.9	12.1		13.0
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	74%	76%	78%	80.7%	77.7%	76.2%	75.3%	75.7%	74.9%	74.6%	78.7%	79.9%	79.8%	78.1%		77.3%
Mean Distance Between Failures	12,000	14,000	16,000	14,024	10,804	11,912	13,480	14,815	12,835	12,858	9,961	11,670	12,540	13,908		12,418
All Customer Commendations per 10k Boardings	0.20	0.50	1.00	0.14	0.05	0.30	0.09	0.09	0.17	0.10	0.04	0.17	0.21	0.21		0.14
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
All Customer Concerns per 10k Boardings	3.50	3.00	2.50	4.60	3.71	3.84	3.75	3.52	4.21	2.95	2.98	3.77	4.01	3.72		3.74

CONNECTION DASHBOARD FY 2021

Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
Preventable Collisions per 100k Miles	2.00	1.00	0.70	1.13	1.31	0.66	1.07	0.92	1.39	0.58	0.96	1.12	1.29	1.09		1.05
Non-Preventable Collisions per 100k Miles	2.50	2.20	2.00	1.50	2.32	1.46	1.47	1.44	1.62	1.64	0.48	1.36	2.06	2.54		1.62
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	1.30	1.60	1.80	1.10	1.12	1.09	1.12	1.18	1.25	1.26	1.32	1.30	1.33	1.41		1.23
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	94.7%	94.6%	94.9%	95.4%	93.8%	93.0%	91.1%	90.3%	91.9%	92.0%	86.1%		92.5%
Mean Distance Between Failures	6,500	7,700	9,500	8,056	6,896	10,166	16,247	12,281	8,839	8,909	15,362	10,749	11,947	17,955		10,817
All Customer Commendations per 1k Trips	0.80	1.10	1.40	2.84	3.11	2.37	2.06	2.61	2.22	2.97	2.58	3.65	3.41	3.81		2.89
	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	FY 2021
All Customer Concerns per 1k Trips	3.00	2.00	1.50	2.45	2.79	2.00	1.44	1.99	2.24	2.58	2.85	3.13	3.33	4.58		2.71
Reservations Call Hold Time	4:00	3:00	2:00	0:22	0:42	0:31	0:30	0:29	0:20	0:38	0:43	0:36	0:37	1:10		0:36
Where Is My Ride Hold Time	4:00	3:00	2:00	0:36	0:41	0:40	0:42	0:59	1:00	1:13	1:16	1:28	1:12	1:29		1:01

 Minimum/Maximum has not been met
 Metric is at or above/below the Minimum/Maximum, but not at the Target
 Target has been met or exceeded

Palm Tran Performance Management Office



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