

How to Apply for Paratransit Service



Palm Tran Connection is a shared ride door-to-door, paratransit service that provides public transportation for Palm Beach County residents with disabilities and ADA eligible visitors in Palm Beach County.

Palm Tran Connection is provided to eligible riders under the following programs:

Americans with Disabilities Act (ADA) • Transportation Disadvantaged (T.D.) • Division of Senior Services (DOSS)

There are two categories of eligibility:

Temporary (acute). Any person who has a physical, mental, or psychological disability or incapacity of fewer than six months' duration covered in the eligibility criteria is considered temporary. Their eligibility is limited to the duration of meeting the criteria.

Permanent (chronic condition). All other persons meeting eligibility criteria have chronic conditions. Applications will remain on file as a medical record, not subject to public view. Applicants whose requests for certification are denied have the right to appeal the decision.

Eligibility Standards

Paratransit eligibility is directly related to the functional ability of individuals with disabilities to use city bus services. Eligibility is not based on a diagnosis or type of disability. Individuals with the same diagnosis or disability can have very different functional abilities to use city bus services. Similarly, eligibility is not based on the type of mobility device that individuals use. Use of a wheelchair does not imply automatic permanent eligibility, for example, since many individuals who use wheelchairs can use the city bus services for many or all of their trips. Paratransit eligibility is not based on age, income, or whether or not individuals can drive or have access to a private automobile.

This brochure will help guide you through the eligibility application process from start to finish.

Getting Started



Call the Palm Tran Connection (PTC) Eligibility department at 561-649-9838, option 7. Ask to speak with an Eligibility Representative.



A four-question assessment will be completed with the applicant or the applicant's designated representative.



The applicant will then receive an application via US-mail 2-3 days after the first call.



Complete the application and send the application back to Palm Tran Connection.



Assigning a Designated Representative

If the applicant has a designated Power of Attorney (POA), please attach the proof of POA to the application.

A representative will be able to: Request and complete an application and assessment interview.

Request changes to the applicant account, trip information, trip reservation, etc.

What is a designated representative?

A designated representative is defined as someone that can make transportation decisions for the applicant and assume applicant responsibilities.



Applicant Responsibility

- Fully complete your application.
- Contact your medical provider and advise them that PTC may be following-up with them.
- Allow seven days after sending your application back to PTC to then call the Eligibility Department and schedule your assessment interview.



Assessment Interview Day

The Eligibility representative will:

- Call the applicant/representative at the prescheduled date and time.
- Review the application with the applicant in detail and will ask additional questions.

The assessment interview will last 15 to 30 minutes. If the assessment is missed, you must call Eligibility Department and re-schedule your assessment interview.



Medical Determination Category I or II

A determination will be made based on the gathered information from the completed application and interview to either:

- I. Send the medical form verification to the applicant's medical provider. or
- II. Wave the medical form verification (determinations are made on a case-by-case basis).



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Palm Beach County
Board of County Commissioners