A guide for users of the door-to-door paratransit service that provides public transportation to eligible seniors and persons with disabilities in Palm Beach County.
We are here to serve you!

(561) 649–9838 or 1–877–870–9849 (toll–free)
fax: (561) 649–0685

To Report a Late Vehicle or Confirm a Trip – Option 1

Monday – Friday 5:00 a.m. to 10:10 p.m.
Saturday 6:00 a.m. to 10:10 p.m.
Sunday 8:00 a.m. to 6:00 p.m.

Reservations – Option 2
Monday – Saturday 7:00 a.m. to 5:00 p.m.
Sunday 8:00 a.m. to 5:00 p.m.

Customer Relations – Option 3
Monday – Friday 8:00 a.m. to 5:00 p.m.

Eligibility – Option 4
Monday – Friday 8:00 a.m. to 4:30 p.m

Automated Phone Support – Option 5
Confirm or Cancel trips 24 hours a day
(ID# and Password are required)

Bus Passes – Option 6
Monday – Friday 8:00 a.m. to 4:30 p.m.

TTY users can call Florida Relay Service
800–955–8771
# Palm Tran CONNECTION Rider’s Handbook

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Our Mission

“to provide access to opportunity for everyone; safely, efficiently and courteously.”
Our Vision

&

Values

Our vision is “to enhance the quality of life for those who live, work and play in Palm Beach County,”
Welcome to

Palm Tran CONNECTION
Independence through mobility.

The information contained in this Rider’s Handbook is designed to assist new riders in becoming familiar with the Paratransit programs offered.

It also provides current riders with program guidelines to efficiently use the service.

Palm Tran Connection is a shared ride, door-to-door Paratransit service that provides transportation to eligible residents and visitors in Palm Beach County in compliance with the complementary Paratransit service provisions of the Americans with Disabilities Act (ADA) of 1990.

Individuals who are unable to transport themselves or to purchase transportation are, therefore, dependent on others to obtain access to health care, employment, education, shopping, social activities, or other life sustaining activities and seek Connection for a ride.

Connection travels in Palm Beach County – from Jupiter to Boca Raton and from Palm Beach to South Bay.

Palm Tran Connection schedules all trips, prepares vehicle manifests, handles customer complaints & commendations, determines eligibility, and monitors the performance of the transportation providers. The transportation providers are responsible for hiring and training of drivers and for the maintenance of the Paratransit vehicles.

For the most current versions of the “Riders Handbook” Visit our website at:
Eligibility

Palm Tran Connection is designed to assist those individuals who cannot access Palm Tran regular fixed route bus service because of either of the following:

• a disability (ADA customers),
• fixed route service is not available in your area and you have no other means of transportation available (TD customers).

In order to determine if you will be best served by Connection Service, an eligibility process has been established to assist you.

APPLICATION PROCESS

1. Paratransit applications are available by mail, fax and email by calling 561–649–9838 option 1. You may also download the most current version from our website at: http://discover.pbcgov.org/palmtran/Pages/Connection.aspx

2. The Eligibility Application must be FILLED OUT COMPLETELY to be considered for transportation services. If you need assistance completing your application, Connection staff members are available to help.

3. The completed application will be reviewed and a determination of eligibility will be made based on the information provided. A staff interview or assessment may be required to complete the process.

4. The eligibility process can take up to twenty-one (21) days to complete.

If you have questions regarding your Eligibility status or need help completing the application, contact our Eligibility Department Monday – Friday by calling 561–649–9838, option 4.
Program Descriptions

The Americans with Disabilities Act (ADA) Program

The ADA, a federal law that protects the rights of people with disabilities, requires public transit systems to provide services which are accessible to people with disabilities. Palm Tran Connection’s service is provided to individuals, who because of a disability, cannot ride or access the regular fixed-route bus system. The service is provided to ADA eligible individuals in the area that covers east of the Florida Turnpike in Palm Beach County from the South County Line to North County line. ADA service is available within ¾ mile of a Palm Tran fixed bus route covering those routes outside of the above service area. The core service area may change in the future due to budget constraints. Eligibility will remain in effect for three years.

Transportation Disadvantaged (TD) Program

TD is a State of Florida mandated program, authorized by Chapter 427 of the Florida Statutes. To become eligible an individual must either have a disability as defined by the ADA Program or meet the economic disadvantaged requirements of the TD program income status and are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities or other life-sustaining activities.
TD service is provided anywhere in Palm Beach County. If you live within the core ADA area and are not disabled, you will be required to use the fixed route bus. There are no restrictions; however, if trip demand exceeds available funds, then trip prioritization may occur. Personal Care attendants and children under the age of nine are not required to pay a fee when traveling with a fare paying adult.

Certification will remain in effect for one (1) year.

Transportation Disadvantaged Program Trip Priorities

Should trip demand exceed available funds, trip prioritization may occur. Trip priorities that have been established and approved include:

Medical Trips
Dialysis, life-sustaining treatment, medical appointments, pharmacy trips, etc.

Nutrition Trips
Meal-site, food shopping purposes

Employment Trips
Work, job training, interviews and workshops for pay
Division of Senior Services (DOSS) Program

DOSS provides nutritional, well-balanced meals, fosters social interaction and provides access to nutrition education and counseling to older adults. Congregate meals are served Monday to Friday at numerous Senior Meal Sites.

Division of Senior Services (DOSS) provides accessible services to help older adults and their caregivers attain optimal independence and promote quality of life.

This program is funded through the Older American’s Act. Persons over 60 are eligible for this program. To qualify for DOSS trips, an individual must register through an approved County DOSS meal site. They will forward the application to Palm Tran Connection eligibility department for processing.

Free Transportation service is provided to pre-approved senior center/nutrition sites at specific times.

For more information, visit the DOSS website at: www.pbcgov.com/communityservices/programs/seniorservices/

"Sponsored by the Palm Beach County Board of County Commissioners, the 'State of Florida, Department of Elder
Map of our ADA Service Area
### When can I ride?

<table>
<thead>
<tr>
<th>Program</th>
<th>Time of Service</th>
<th>Holiday Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Americans with Disabilities Act (ADA)</td>
<td><strong>Monday thru Friday</strong>&lt;br&gt;5:00 a.m. to 10:10 p.m.&lt;br&gt;First pick-up no earlier than 5:00 a.m. to 5:30 a.m.&lt;br&gt;Last pick-up no later than 9:00 p.m. to 9:30 p.m.</td>
<td>No Service on the Following Holidays:&lt;br&gt;New Year’s Day&lt;br&gt;Easter Sunday&lt;br&gt;Memorial Day&lt;br&gt;Independence Day&lt;br&gt;Labor Day&lt;br&gt;Thanksgiving Day&lt;br&gt;Christmas Day</td>
</tr>
<tr>
<td>Transportation Disadvantaged (TD)</td>
<td><strong>Saturday</strong>&lt;br&gt;6:00 a.m. to 10:10 p.m.&lt;br&gt;First pick-up no earlier than 6:00 a.m. to 6:30 a.m.&lt;br&gt;Last pick-up no later than 9:00 p.m. to 9:30 p.m.</td>
<td></td>
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<tr>
<td></td>
<td><strong>Sunday</strong>&lt;br&gt;8:00 a.m. to 6:00 p.m.&lt;br&gt;First pick-up no earlier than 8:00 a.m. to 8:30 a.m.&lt;br&gt;Last pick-up no later than 5:00 p.m. to 5:30 p.m.</td>
<td></td>
</tr>
<tr>
<td>Division of Senior Services (DOSS)</td>
<td><strong>Monday thru Friday</strong>&lt;br&gt;8:00 a.m. to 5:00 p.m.</td>
<td>No Service on Saturday &amp; Sunday</td>
</tr>
</tbody>
</table>

Pick-up times may vary based upon trip distance and availability.
Fare Requirements

All fares are payable by cash (exact change) or with pre-paid "Tickets to Ride" vouchers available by calling our main office at 561–649–9838, option 1. We will not transport any customer who cannot provide the fare.

Drivers are not permitted to provide change or accept gratuities of any kind.

Connection encourages our riders to take advantage of the more cost effective fixed route transportation by offering bus passes and allowing ADA Paratransit eligible customers with an ADA Connection ID, to use the fixed route for free.

Photo ID’s are available to ADA Paratransit eligible customers Monday through Friday, 8:00 a.m. to 4:30 p.m. at the Palm Tran Connection office. All Connection ADA riders are eligible to receive an ADA Photo ID card that allows them to utilize the Fixed Route service free of charge. There is a onetime no cost replacement during the ADA eligibility period. Damaged or expired cards will be replaced at no cost. Cards may be replaced maximum of 3 time during the ADA eligibility period with a cost of $15.00 per replacement. A onetime fee waiver will be applied if a police report is provided.
## Program Fare Requirements

<table>
<thead>
<tr>
<th>Program</th>
<th>Fare Details</th>
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</thead>
<tbody>
<tr>
<td>Americans with Disabilities Act (ADA) Program</td>
<td>$3.50 per one-way trip</td>
</tr>
<tr>
<td>Division of Senior Services (DOSS) program</td>
<td>Trips to County approved meal-sites at designated route times NO CHARGE</td>
</tr>
<tr>
<td>Transportation Disadvantaged (TD) Program</td>
<td>$3.50 per one-way trip</td>
</tr>
<tr>
<td>Personal Care Attendant (PCA)</td>
<td>NO CHARGE</td>
</tr>
<tr>
<td>Escorts</td>
<td>$3.50 per one-way trip</td>
</tr>
<tr>
<td>Children under the age of nine when accompanied by a fare paying passenger</td>
<td>NO CHARGE</td>
</tr>
</tbody>
</table>

Fares are set by the Board of County Commissioners and may be changed at any time.
Children, Escorts, Personal Care Attendant, Visitors, Service Animals and Pets

Connection allows riders to travel with one Personal Care Attendant (PCA), a service animal and up to two additional individuals for a total of four passengers per trip. Example: Rider, PCA, and up to two escorts. Please note that additional individuals beyond the second escort are carried only on a space available basis.

Children
Children under the age of nine travel must travel with an escort. Children under the age of nine travel for free when accompanied by a fare paying passenger. According to state law newborns up to five year olds must ride in a federally approved child safety seat according to state law. Child safety seats must be provided by the rider.

Escorts
You must reserve a space for the escort(s) when you reserve your trip. PCA’s and anyone else approved to accompany the rider must board the vehicle at the rider’s scheduled location and time of pick–up. Rider and PCA must ride together. PCA’s and escorts are subject to the same rules and regulations as a Connection rider.

Personal Care Attendant (PCA)
A PCA is a person who travels for free when accompanying an ADA Connection rider to assist with their travel needs. ADA riders are limited to one PCA. Activities performed by a PCA may include but not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). Connection will not provide a PCA for a rider.
Please note that if a rider cannot be left alone at a destination, or if the rider must be under constant care or supervision, Palm Tran Connection may require the rider to travel with a PCA.

**Visitor Request**
Palm Tran Connection provides complementary visitor paratransit service to individuals who travel to Palm Beach County and are eligible for services under the ADA. If these individuals have been certified as "ADA Paratransit eligible" by a public entity, that certification will be honored for up to 21 days. If service is needed beyond this period, individuals will be required to apply for eligibility in the area they are visiting.

**Service Animal**
A Service Animal under the current ADA law that is in practice covers only dogs that are trained to provide a specific task due to their owner's disability.

**Non Service Animals (pets)**
Small non-service animals, are allowed on all paratransit vehicles, but must be contained in a commercially available secure, clean, hand-held, and leak-proof carrier. The carrier must be small enough to fit under the rider’s seat or lap.
Reserving Your Ride

You can reserve trips from 7:00 a.m. to 5:00 p.m. Monday thru Saturday. On Sunday you can reserve your trips from 8:00 a.m. to 5:00 p.m. Next day reservations must be made by 5:00 p.m., the day before you wish to travel. You may also reserve a trip up to seven days in advance. There are no same day trips permitted.

There are several options available to schedule your ride. To reserve your ride by phone, call the reservation line at:

(561) 649–9838 or (877) 870–9849 (toll–free) Press Option 2

WHEN RESERVING A RIDE, YOU WILL NEED TO PROVIDE THE FOLLOWING INFORMATION

- Client ID
- Verify your full name or telephone number
- The date you wish to travel
- The complete address with zip code and telephone number where you will begin your trip, plus building name, suite #, cross street and gate code
- The complete address with zip code and telephone number where you will end your trip, plus building name, suite # and cross street
- Your appointment time and the time you wish to return
- Allow sufficient time. We recommend one hour between scheduled drop–off and return time.
- Indicate if you are traveling with a PCA, escort or service animal, etc.
- Other helpful information such as directions to a difficult address, specific entrance, one–way streets, etc.
- Indicate if you are traveling with or changed your mobility device: Cane walker, wheelchair, shopping cart, oversized scooter, etc.
- Connection cannot schedule your ride without the address provided by the rider.
Florida Relay Service
Dial 7–1–1 to reach a Relay Operator. Florida Relay is a free public service that provides a communication link between standard telephone (voice) users and persons who are Deaf, Deaf/Blind, Hard of Hearing and Speech–Disabled using text telephones (TTYs) captioned telephone (CapTel), or personal computers.
For more information regarding the Florida Relay Service, visit their website at: www.ftri.org/floridarelay.

Confirming or Canceling a Trip
By calling the reservations line at 561–649–9838, and selecting option 5, allows you to confirm or cancel your trips 24 hours a day without speaking to a customer service representative. Enter your client ID # and password and follow the instructions.
You can also receive reminder calls for your next day trips every evening. The system dials your phone, and lists the next day’s trips.

Email Confirmation
We have added an email feature so our customers can initiate an automated email response. By sending their client ID # via an email, you receive an email response listing your next day’s trips.
Simply send an email to palm–passweb@pbcgov.org.
In the subject line enter your ID# colon ID# (12345:12345).
An email will be returned to you detailing trips for the following day.
Approaching Arrivals

On the day of your ride you will receive an automated call 10 minutes prior to your scheduled pickup time. This will allow you time to proceed to the pickup area to board the vehicle.

For more information on any of these new features, call the Customer Service line at 561–649–9838 and select option 1.
No-Show and Late Cancellation Policy

Palm Tran Connection defines a valid no-show when all six of the following circumstances have occurred:

The riders have made arrangements and scheduled a ride on our paratransit service.

On the day of the trip there has been no call by the riders to cancel the scheduled trip 90 minutes before the start of the pick-up window.

The paratransit vehicle has arrived on time at the scheduled pickup point within the specified pick-up window.

The customer has failed to board the vehicle within five full minutes after the driver’s arrival. The five-minute wait time begins when the vehicle arrives within the agreed to pick up window.

The driver has waited and made a good faith effort to locate the customer. (The driver cannot lose sight of the vehicle nor enter the location of your pick up).

The driver has contacted their dispatcher who has made one last attempt to contact the customer through the phone number on file. At this point the driver will place a no-show tag on the door indicating the date and time of arrival and departure. A No-Show tag will only be left at a residence that is located on the ground floor.
VALID NO SHOWS OCCURRENCES

A valid no show occurs within a 30-day period when the rider exceeds 1 valid no show for every 10 scheduled trips. A minimum of three occurrences shall be considered as violating the No Show Policy.

Valid No Show = 1 Occurrence
Late Cancel (less than 90 min) = 1/2 Occurrence

First Occurrence:
Warning Letter and Suspension of Subscription

Second Occurrence:
14–day Suspension and Loss of Subscription

All Subsequent Occurrences will result in a Thirty Day Service Suspension

⚠️ A no–show will not be charged when the no–show is beyond the control of the customer

Customers will receive two weeks’ notice of any suspension. Notice of suspension will include the dates of all valid no–shows. Service will continue to be provided while any appeal is pending.

If any customer no shows the “going” trip on two consecutive days, staff will automatically cancel all trips until contact is made with the customer to confirm service is still needed.

Appeals Process: Any customer, who has been determined to be in violation of the Palm Tran Connection No–Show Policy, will have the right to appeal the decision through the Director of Palm Tran Connection and/or the locally approved Grievance board whose decision is binding and final.
Scheduling a Demand Trip

The customer service representative may negotiate up to one hour before or after your desired travel time. Trip requests may be negotiated in order to accommodate all service requests.

Connection’s peak weekday hours are from 7:00 a.m. to 9:00 a.m. and 2:00 p.m. to 5:00 p.m. It is recommended you allow additional travel time during peak service hours or avoid travel during those times.

Subscription Reservations

A Subscription Reservation is defined as a trip of a recurring nature to and from the same place, at the same time, on the same day(s) of the week, for at least a 30-day period. For example: employment, dialysis, or school trips. Subscription trips are subject to availability. You are permitted to make one change per 30-day period. For example, you cannot make multiple change.

If you request a change or cancellation to a subscription, you must specify if the change is permanent or temporary. Permanent changes will be processed as a new subscription request.

Excessive Subscription Cancellations

Customers who repeatedly cancel their subscription trips (more than 20 times in a 30-day period) may have their subscription privileges revoked for a period of 90 days. Customers may still schedule demand trip as needed.

Changing or Canceling a Reservation

If you have made a reservation and need to change or cancel it, please call in as soon as possible. Changes must be made before 5:00 p.m. the day before your scheduled trip. Due to the high number of trips scheduled each day we cannot change any same day trips.

You may cancel your trip by calling before 10:10 p.m., Monday through Saturday and up to 6:00 p.m. on Sunday by calling (561) 649–9838, option 2.
Riding Palm Tran Connection

Palm Tran Connection is a shared ride, door to door Paratransit service.

Drivers will meet you at the front door of any private residence or at the ground floor entrance of any residence or public building.

Please be ready and waiting to board a Connection vehicle at the start of your scheduled “pick-up window.” The driver will wait only five (5) minutes for you to board. If you are not ready to board, you may be charged with a “no-show.”

If your disability makes it impossible for you to board the vehicle within five (5) minutes, please notify Connection so your (5) minute boarding requirement can be reviewed and extended if necessary.

All Palm Tran Connection vehicles are ADA accessible

When the Connection vehicle arrives, you will need to do the following:

1. Sign the vehicle manifest. If you are unable to sign, the driver will mark “UTS” indicating “unable to sign” on the manifest.

2. Pay the Fare. Please refer the Fare Requirement section of this handbook located on page 12. Please remember to pay your fare in exact change prior to the vehicle departing the pick-up location. Drivers are not allowed to make change.

3. Board the Vehicle. Enter the vehicle by ramp, by climbing the steps, or by riding the lift.

4. Secure your safety belt and belongings. When riding you must be seated and must wear the provided safety belt. If you are riding in a wheelchair or using a mobility aid, your equipment must be secured to the floor of the vehicle by four securement straps. Drivers are trained to secure your mobility aids to the floor and can assist with adjusting your safety belt and verifying that you are secure. Please let us know if you have any questions or concerns with how the driver secures your mobility aid.
Wheelchairs and Mobility Devices

The U.S Department of Transportation Regulations 49 rts 37 and 38 governs “Transportation Services Individuals with Disabilities” and “ADA Specifications for Transportation Vehicles.” Palm Tran Connection may not be able to accommodate passengers who exceed the limits listed below.

As defined by the U.S. Department of Transportation (USDOT) Regulation, a “wheelchair” is defined as: “Wheelchair means a mobility aid belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, and fully operational whether operated manually or powered”.

All Palm Tran Connection vehicles are built and maintained in adherence with all USDOT regulations

Wheelchair Size Specifications
Palm Tran Connection can accommodate various types of mobility devices (manual or power wheelchairs or scooters) that fit within size regulation of 30 inches wide by 48 inches long. Wheelchairs and attached items exceeding these dimensions’ will be judged on a case-by-case basis and may be excluded if accommodating the mobility device is inconsistent with legitimate safety requirements.

Weight USDOT regulations require that vehicle lifts and ramps are capable of accommodating a capacity of a minimum of 600 lbs.
All Palm Tran Connection vehicles can accommodate mobility aids and rides with a combined weight of up to 1,000 lbs.

Safety Precautions When Traveling by Wheelchair. Please note that if you travel in a mobility device, it must be secured in a forward facing position and for your safety it is strongly recommended that you travel with a poesy belt and foot rests. This safety measure is in place to prevent injury during transport.

Per the Americans with Disabilities Act (ADA), complementary paratransit service is not intended to be a comprehensive system of transportation for individuals with disabilities.

If you have questions about the suitability of your particular mobility aid, contact Palm Tran Connection.
Palm Tran Connection (PTC) Orange I.D. Badges

For your convenience, PTC orange I.D. badges are available. The badges help drivers to easily identify Connection riders. Please call Palm Tran Connection to request a badge. Badge is not required for transportation.

Where’s My Ride?

If the Connection vehicle has not arrived within your “pick-up window”, then your ride is considered to be late. Call Connection at 561–649–9838 option 1 and ask the representative “Where’s my ride? Each vehicle is equipped with a GPS that allows dispatch to determine the exact location of your vehicle and how long it will be before it arrives.

If you are marked No Show from home, the vehicle will not be able to return to your home and take you to your destination. You will need to call Connection if the return trip is still needed. If you miss your pick-up to return home, or if your appointment is running later than expected and there is a chance you may not be ready for your scheduled return trip, you will need to call Connection so they may schedule a new trip to transport you home. This request will be based on availability.
Traveling with Packages

You may travel with one 1 medium sized piece of luggage and one carry-on. You may bring home 4 plastic supermarket bags or 2 brown paper bags. Please note that packages or luggage cannot weigh more than 35 pounds combined. These packages must fit on your lap or under your seat. You may also travel with a two wheeled folding shopping cart to help you carry items from the supermarket or department store. Please inform the reservation agent when scheduling your trip.

Drivers will assist in carrying packages to the ground floor entrance of your building, upon request.

You may not carry oversized or heavy packages of any kind, or packages containing firearms, knives or explosive materials.

Assistance with Stairs, Doors and Other Barriers

Drivers will provide assistance up or down one flight of stairs without mobility device, as long as these stairs are between the vehicle and the front door or ground floor entrance of your origin or destination. Drivers may not assist riders using mobility devices up or down more than one step, or through grass or sand. Drivers are prohibited from entering a riders’ residence.

Emergency Evacuations

In the event of a mandatory evacuation order issued by Palm Beach County’s Emergency Operations Center, Palm Tran and Palm Tran Connection provide transportation for pre–registered individuals who are without transportation. Buses and wheelchair equipped vans are used to evacuate those who are in “at–risk” areas of the county and to take them to special care shelters and local Red Cross shelters.

To be included in any upcoming evacuation transportation plan, you must pre–register with the Emergency Operations Center by calling (561) 712–6400.
Rights and Responsibilities for Rider’s, Personal Care Attendants, and Escorts

Rider’s Courtesy Tips

Rider’s should dress appropriately. Shirts and shoes are required. Rider’s should refrain from engaging in disruptive, aggressive, threatening or illegal behavior. Such behavior may result in suspension of your service for at least thirty days. Rider’s who engage in physical abuse or cause physical injury to others will be required to travel with a PCA and/or have their door to door service permanently suspended.

Disruptive, aggressive, threatening or illegal behavior is defined as:

- Foul, derogatory and/or inappropriate language directed to Connection staff, drivers and other riders.

- Behavior which is offensive (i.e. inappropriate touching) aggressive, threatening (i.e. verbal/physical) or incidents that pose a direct threat to the health, safety or welfare of Connection personnel, drivers and other riders.

- Possession, distribution or under the influence of alcohol, illegal drugs, or controlled substances on Connection vehicles.

- No illegal weapons or controlled substances of any kind may be carried aboard Palm Tran buses or Palm Tran property. Exceptions to this policy are those persons duly authorized and/or licensed to carry a legal weapon or firearm.

- The committing of any crime on Connection vehicles.
- Refusing to board the vehicle within the pick-up window or Refusing to exit the vehicle upon reaching the destination.
- Tampering with any onboard equipment.
### Rider’s Rights

<table>
<thead>
<tr>
<th>Riders Have the Right to Expect:</th>
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<tbody>
<tr>
<td>Safe trips in air–conditioned or heated vehicles.</td>
</tr>
<tr>
<td>Safe, clean, properly equipped, smoke–free vehicles.</td>
</tr>
<tr>
<td>Properly fastened seat belts and/or mobility device tie–downs.</td>
</tr>
<tr>
<td>Drivers who are trained to provide public transportation services.</td>
</tr>
<tr>
<td>Professional, courteous treatment by drivers and other riders.</td>
</tr>
<tr>
<td>Safe service and the ability to file complaints without fear of retaliation for unacceptable service.</td>
</tr>
<tr>
<td>Prompt investigations and effective resolution to complaints.</td>
</tr>
<tr>
<td>Current and complete program information.</td>
</tr>
<tr>
<td>Assistance while getting into and out of the vehicle and to the seat or securement area of the vehicle.</td>
</tr>
<tr>
<td>Peace and quiet. Drivers and/or riders are not permitted to play loud music in the vehicle.</td>
</tr>
<tr>
<td>The driver will wait 5 minutes for you, but no longer, as it will impact the schedule for other riders. You are not required to board the vehicle until your pick–up window opens.</td>
</tr>
<tr>
<td>Adequate accommodations for the rider and their service animal.</td>
</tr>
<tr>
<td>Drivers with a photo ID, company logo, badge and uniform that is clearly visible.</td>
</tr>
<tr>
<td>Drivers who identify him/herself and announce the rider’s name.</td>
</tr>
</tbody>
</table>
Rider’s Responsibilities

Riders Have the Responsibility to:

Be informed about program benefits and limitations.

Inform Connection staff of any health conditions that may impact our ability to transport you safely to and from your destinations.

Have appointment times, addresses (including zip code), telephone numbers and other needed information ready when making a reservation.

Schedule trip requests 7 days in advance or by 5:00 p.m. the day before travel.

Be ready and waiting for the vehicle in the designated pick-up location. Meet the driver at the front door of any private residence or at the ground level entrance of a public building.

Remain in the pick-up location during the entire pick-up window.

If the vehicle has not arrived by the end of the scheduled pick-up window, Call Connection to report late pick-ups.

Call in trip cancellations as soon as possible, but no later than 90 minutes before the start of the pick-up window.

Present the exact fare in cash or with a Ticket-To-Ride. Drivers are not permitted to make change.

Report anything you notice that constitutes a safety hazard to your driver and Palm Tran Connection.

Rider’s Responsibilities Continued
Wear seatbelts and remain seated until the vehicle comes to a complete stop at your destination.

Keep track of personal belongings. If your item was lost, call Customer Service at 561–649–9838 option 3. Staff will take the information and email a report to the vendor. You will be given a name and phone number of the vendor who operated the vehicle on which your item(s) were lost. The vendor will be responsible for returning your items between 1–3 business days. The vendor is required to keep items for a period of 30 days. Connection is not responsible for items lost or stolen on vehicles.

No smoking, eating or drinking while in the vehicle. If your disability requires you to have a snack while on the vehicle, notify us so that this requirement can be modified to accommodate your needs.

Be courteous to the driver and others and avoid distracting the driver. Use headphones when using handheld devices or playing music.

Keep wheelchairs or other mobility aids in good condition, including working wheelchair brake and It is strongly recommended that you travel with a posey belt and foot rests.

Avoid littering in the vehicle.

Expect shared-ride public transportation service. Travel time should not exceed the comparable fixed route ride time.
Title VI Civil Rights Assurance

Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended (Title VI). If you want more information on Palm Tran’s nondiscrimination policy you may request additional information by submitting a written request to Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407–4618.

If you believe you have been subjected to discrimination under Title VI, you may file a written complaint and submit it to:
Palm Tran, Title VI, 3201 Electronics Way, West Palm Beach, FL 33407

How to File a Title VI Complaint: Your complaint should be made in writing and submitted to Palm Tran within 180 days from the date of the alleged discrimination. You should also include the following information with your complaint:

• Your name

• Your address and information as to how Palm Tran should contact you (e.g., your telephone number, e-mail address, home address, etc.)

• A description of the discriminatory act or incident(s). You should describe how, why, when and where you believe you were discriminated against and provide the location, names and contact information of any witnesses

• You must sign your complaint. Please explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please identify any other individuals who were involved or observed the incident. Be sure to explain how other persons were treated differently from you.

If you are unable to submit a written Title IV complaint, you may request assistance from Palm Tran. Please contact Palm Tran’s Administrative office at 561–841–4200.

Palm Tran strives to promptly investigate complaints. Palm Tran will address any complaint indicating a failure on Palm Tran’s part to comply with Title VI, and will endeavor to notify the complainant of the action it proposes or will take to resolve the complaint. Complaints which do not suggest a failure to comply with Title VI or which lack sufficient information to address may be closed by Palm Tran Administrative office.
Driver’s Responsibilities

Drivers are not responsible for providing wheelchairs, escorts, child seats, shopping carts or PCA’s.

Drivers are prohibited from traveling beyond the lobby of any public building; drivers may not lose sight of their vehicle if it is occupied by other riders.

Drivers are not allowed to accept gratuities or gifts of any kind, at any time, in conjunction with the Palm Tran Connection program.

Drivers are not responsible to wait for a family member or a caretaker to be present before a rider can be dropped off.

Drivers are required to be in uniform, wear an ID badge and be professional and courteous at all times.

Upon arrival, drivers are required to identify themselves as Connection drivers employed by their respective transportation provider.

Driver’s are required to confirm the riders name, obtain the rider’s full signature on the manifest and collect the applicable fare in cash or Ticket-to- Ride

Drivers are prohibited from playing loud music or talking on cell phones on the vehicle when a rider is onboard.

Drivers are required to provide door-to- door service for all riders, providing assistance to and from the vehicle.
Customer Relations

In an effort to provide safe, dependable and quality service, it is important that you report your service experience – whether it was a very good experience or not. It is important that you call us within seven days of the incident so we may respond to your concern.

Palm Tran Connection Customer Relations records all commendations and concerns and attempts to resolve any problem which resulted in poor service. Connection requires the following information to research and resolve complaints:

- Your first and last name*
- Time and date when the incident occurred
- Description of the incident
- Any other information which will help Connection research the incident (i.e., transportation provider, driver’s name, etc.)

The Customer Service department will make every effort to call you back. Every message is taken seriously and is recorded. If you get the voice mail it is because they are on the other line helping another customer. They will call you back. It could take up to one business day for them to catch up and call you back – so please be patient, they will call back the number left on the voice mail.

*While you are not required to provide your name in order to comment on our service, your name is necessary in filing and researching a complaint. Once you provide this information, Connection will mail an acknowledgement card to you and immediately transmit the complaint to the responsible party. Connection will take the necessary action towards resolution. Riders are encouraged to contact Connection 5 business days after the complaint has been filed to obtain the response.
Palm Tran’s goal is to provide quality service to all Connection riders

We are committed to answering all questions resolving all service issues. However, if we are unable to answer questions to your satisfaction, you may contact the appropriate regulatory agency for further assistance.

Palm Tran will accept, hear and resolve appeals made by individuals applying for Palm Tran’s ADA Paratransit services, provided by Connection and from Connection consumers who have been suspended from service for any reason. Appeals must be filed within 60 days of Palm Tran’s initial eligibility determination and/or from the date upon which Connection services are suspended. A copy of the appeals process is available by calling Connection.

Appeals must be filed in writing and sent to the following address:

Palm Tran Connection
Attn: Senior Manager Paratransit, ADA Appeals
50 South Military Trail, Suite 101
West Palm Beach, Florida 33415
Phone: 561–649–9838 or 1–877–870–9849 toll–free
Fax: 561–649–0685

For Transportation Disadvantaged related questions and concerns, you may file a grievance by calling the Transportation Disadvantaged Commission at 1–800–983–2435 (toll–free).

For Division of Senior Services complaints and grievance procedure go to
http://elderaffairs.state.fl.us/doea/nois.php
"Sponsored by the Palm Beach County Board of County Commissioners, the 'State of Florida, Department of Elder Affairs and 'Area Agency on Aging of Palm Beach/Treasure Coast, Inc."
Transportation Meetings & Program Updates

Palm Tran Service Board (PTSB) & Paratransit Subcommittee

Members of the PTSB are appointed by the Palm Beach County Board of County Commissioners. The service board is responsible for major fixed-route bus service adjustments including holding public hearings, and serves as a forum for the development and assessment of public transit service for county residents including those individuals with disabilities.

The PTSB meets on the fourth Thursday of each month from 1:30 p.m. to 3:00 p.m.
Location of the meeting will be announced in advance.

The PTSB–Paratransit Subcommittee meets at Palm Tran Connection at 50 S. Military Trail, West Palm Beach, FL 33415

Please contact us for exact meeting dates and locations. Meeting schedules and locations are on our website at www.palmtran.org

Transportation Disadvantaged Local Coordinating Board (TDLCB)

Pursuant to Florida Statutes chapter 427, the Metropolitan Planning Organization (MPO) has appointed an advisory board called the TDLCB. The TDLCB advises the MPO on matters pertaining to the administration of the Transportation Disadvantaged program.

The TDLCB meets quarterly at Palm Tran Connection at 50 S. Military Trail, West Palm Beach, FL 33415
Please contact us for exact meeting dates.

Please remember to donate $1.00 to the Transportation Disadvantaged Trust Fund when you renew your driver’s license or tag.
Then tell a friend.
Connection Program Updates

Connection program updates and information related to transportation is available by calling the Paratransit Community Outreach hotline recording at (561) 841–4300 or in southern Palm Beach County at (561) 274–1475. You will hear a current recording of dates, times and locations of upcoming meetings. Information may also be obtained via Palm Tran’s website: www.palmtran.org.

You’re just a click away for route updates, special events and more!

facebook.com/palmtran
Palm Tran’s current system consists of 150 buses serving 3,200 bus stops. The system is a modified grid system with timed-transfer points which allow for extended coverage.

Service operates seven days a week. Typically, weekday service runs from 5:30 a.m. to 10:00 p.m. Saturday and Sunday service operates from 9:00 a.m. to 5:00 p.m. Seniors 65 and older can ride the bus at a reduced fare. The reduced fare is $1.00 per one-way trip. The regular cash fare is $2.00.

Existing Connection ADA customers will need to request an ADA ID card if they wish to use fixed route service. This may require having your photo taken at the Connection office.

Palm Tran offers the Unlimited QUIK Pass which allows you unlimited rides all day.

The daily Unlimited QUIK Pass can be purchased on the bus. $5.00 Regular Unlimited · $3.50 Reduced Unlimited

The 31–Day Unlimited QUIK Pass allows you unlimited rides for 31 days after activation. $70.00 Regular Unlimited · $55.00 Reduced Unlimited.

Those approved for the Transportation Disadvantaged (TD)

$15.00 or $20.00 31–Day Fare Pass program can purchase their passes at:

Palm Tran Connection: Monday – Friday · 8:00 a.m. to 4:30 p.m.

Palm Tran North County Facility:
Tuesday – Friday · 8:30 a.m. to 4:30 p.m.

Fares are set by the Board of County Commissioners and may change at any time.
Purchasing Locations

Palm Tran Connection
50 S Military Trail, Suite 101, West Palm Beach 33415
(561) 649–9838 or (877) 870–9849 (toll–free)

West Palm Beach Intermodal Transit Center
150 Clearwater Dr, West Palm Beach 33401

All Palm Beach County Library System Branches
For library locations visit www.pbclibrary.org

Florida Atlantic University OWL Card Center
777 Glades Rd., Boca Raton 33431 • (561) 297–2700

Village of North Palm Beach Library
303 Anchorage Dr., North Palm Beach 33408 • (561) 841–3383

Half/Reduced Fare Requirements

Palm Tran offers a half fare on our single–trip cash fare and a reduced price on all QUIK Passes for those who qualify. Passengers riding for a half fare or using a reduced fare QUIK Pass must be able to present identification when boarding the bus which can include:

- Senior – any person 65 years or older with a photo ID issued by Palm Tran, a valid driver’s license or Florida State ID card. A Florida State Identification card can be obtained from the Driver’s License Bureau.

- Student – age 21 or under. Must show valid school ID.

- Disabled – any person who has received a half fare ID issued by Palm Tran or our paratransit division, Palm Tran Connection, based on documented disabilities.

- Medicare – Recipient must show their Medicare card to receive a half fare.

- Veteran’s Administration – Must show their “Service Connected” VA card.

Customers with a Medicaid card do not receive a half fare.

Free Fare Requirements

The following may ride Palm Tran for free if one of these requirements is met:

- Customers with an ADA ID card issued from Palm Tran Connection.

- Children under the age of nine ride free when accompanied by a fare paying passenger.

- Police officer in uniform or with badge.
Palm Tram’s Family of Services

Call for an eligibility application
(561) 649-9838 or
1-(877) 870-9849 (toll-free)
or visit us online: www.palmtran.org

Palm Tram Customer Service
(561) 841-4BUS (4287) or 1-877-930-4287 (toll-free)
Customer Service Hours: Monday-
Friday: 6:00 a.m. to 7:00 p.m. Saturday:
8:00 a.m. to 6:00 p.m.
www.palmtran.org

South Florida Public Transportation

Customer Service Center
(954) 357-8400
Mon-Fri 7:00 a.m.-8:00 p.m.
Sat-Sun and Holidays 8:30 a.m. - 5:00 p.m.

If you will be transferring to BCT, ask the Palm Tram driver for a transfer
which allows you to pay a discounted fare on BCT.

Broward County Tops Paratransit
(954) 357-6794 • www.broward.org/bct

Customer Service - Trip Planning Assistance
(305) 891-3131, option 1
Mon-Fri 7:00 a.m. - 8:00 p.m.
Sat-Sun 8:00 a.m. - 5:00 p.m.

Miami STS Paratransit
(786) 469-5000 • www.miamidade.gov/transit

For Tri-Rail schedules and information call
the Customer Service Center in Florida
1-800-TRI-RAIL
(1-800-874-7245)
Please note:
The contents of this document may change at any time without notice. Please contact Palm Tran Connection for any updates or changes. You may also, or visit our webpage at:

www.palmtran.org

For the most current version of this Rider’s Handbook.

If you have questions about any of the information contained in this document or to request this document in an alternative format (i.e. Braille, cassette tape or computer diskette) please contact Palm Tran Connection’s administrative office at 561–649–9848.