Palm Tran
On the Road to Greatness

CLINTON B. FORBES
PALM TRAN EXECUTIVE DIRECTOR

Palm Tran's Mission is to provide access to opportunity for everyone; safely, efficiently and courteously.
1. System Overview

2. Palm Tran’s Projects

3. Palm Tran Connection
System Overview
System Overview

- 1,900 square miles of service area from Jupiter to Boca Raton and from Palm Beach to the Glades
- 7 days a week
- 35 fixed routes
- 150 buses
- 3,200 bus stops
- 35,000 customers per weekday
- 11 million boardings a year
- Mid-sized transit system
- 630 employees
• Paratransit service
• Door-to-door, shared ride
• Complementary to fixed-route
• Seniors, individuals with disabilities & transportation disadvantaged
• 3 providers operating 239 revenue vehicles
• 3,300 completed trips per day
Palm Tran’s
Projects
Palm Tran’s Delray Facility will be expanded to become the main administration building by Fall 2018.
Palm Tran’s Future

Infrastructure Improvements
Routes 43 & 62

Transit Signal Priority

Palm Tram’s Future
Palm Tran’s Future

New Interoperable Fare Payment System
Palm Tran’s Future

Route Performance Maximization (RPM)

Paratransit Efficiencies
Palm Tran Connection for Seniors and Persons with Disabilities

What is Palm Tran Connection?
Eligible programs
Trip information
Quick facts
What is Paratransit?

- Door-to-Door Transportation
- Non Fixed Route
- Shared Ride
- Demand Response
- Not a Taxi Service
- Comparable to Fixed Route Service
Connection Manages the program

- Determine eligibility
- Accept reservations for paratransit trips
- Prepare vehicle manifests
- Schedule and Dispatch all trips
- Handle customer concerns & commendations
- Monitor the performance of the Transportation Providers
Eligible Programs

**ADA** - Qualified individuals that must use door-to-door transportation due to a disability that prevents them from using the fixed-route bus. Service available within Fixed-Route Core Area and ¾ mile from bus route.

**Transportation Disadvantaged** - Qualified individuals who are either below the poverty level or disabled.

**Division of Senior Services** - Transportation for seniors 60 years of age or older to specific County Meal sites. Service available north of Hypoluxo.
Trip Status Summary

Average over **4,000** Scheduled trips per weekday
Average **3,300** Completed Passengers per weekday
Travel close to **1 million** miles a month

- **Completed Trips**: 78%
- **Cancellations**: 19%
- **No-Shows**: 3%
Detailed Trip Purposes

- Adult Day Training: 12%
- Medical: 20%
- Other: 30%
- Dialysis: 13%
- Employment: 11%
- Adult Day Care: 5%
- Nutrition: 9%
- Training: 8%
- Visitation: 4%
- TD Other: 3%
- Food Shopping: 2%
- Other: 13%
Quick Facts

- Travels to every destination in Palm Beach County - from Jupiter to Boca Raton and from Palm Beach to South Bay.
- Open from 5am to 10 pm to assist with our customer’s transportation.
- Trip reservations are taken Sunday through Saturday from 7:00 a.m. to 5:00 p.m.
- Customers can reserve a trip up to seven days before they wish to travel. Next day trip reservations must be made by 5:00 p.m. the day before they wish to travel.
- Drivers will meet the rider at the ground floor entrance or front door of any private residence or public building.
- The Fare is $3.50 per one way trip.
Measures of Quality/Effectiveness

- Safety
- Productivity
- On-time Performance
- Customer Service
- Availability
- Cancel/No-Show Rate
- Telephone Hold Times
- Travel Time
“Good is the enemy of great.”

--James C. Collins, Why Some Companies Make the Leap... and Others Don't