

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.*



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Presentation Outline



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



System Overview

- 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 Future



Palm Tran's Delray Facility will be expanded to become the main administration building by Fall 2018.

Palm Tran's Future



Infrastructure Improvements

Palm Tran's Future

Routes 43 & 62



Transit Signal Priority

Palm Tran's Future



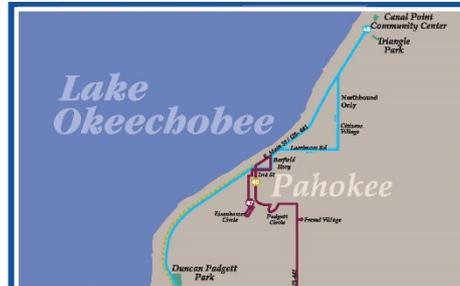
New Interoperable Fare Payment System

Palm Tran's Future



Route
Performance
Maximization
(RPM)

Paratransit
Efficiencies



Map Real Center Location



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Palm Tran Connection for Seniors and Persons with Disabilities



What is Palm Tran Connection?

Eligible programs

Trip information

Quick facts



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What is Paratransit?



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



PALM TRAN CONNECTION

NEW PARATRANSIT FLEET MODELS

BRAUN MINI-VAN, TURTLETOP, GLAVAL 6/2, CHAMPION 6/2



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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



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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 $\frac{3}{4}$ 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.



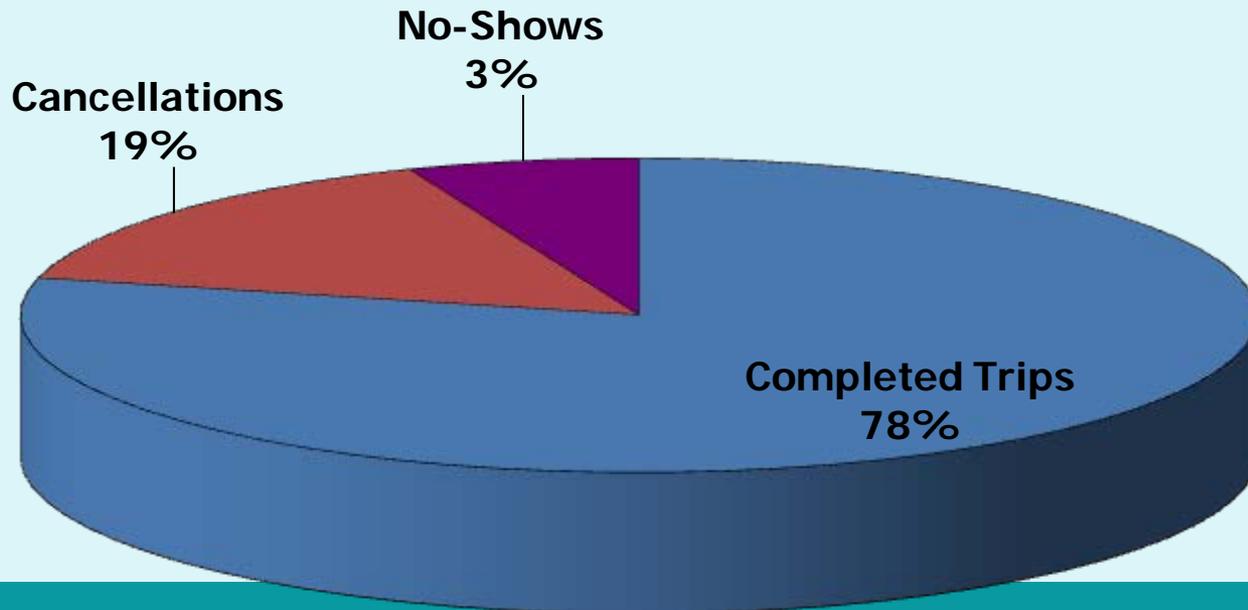
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Trip Status Summary



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

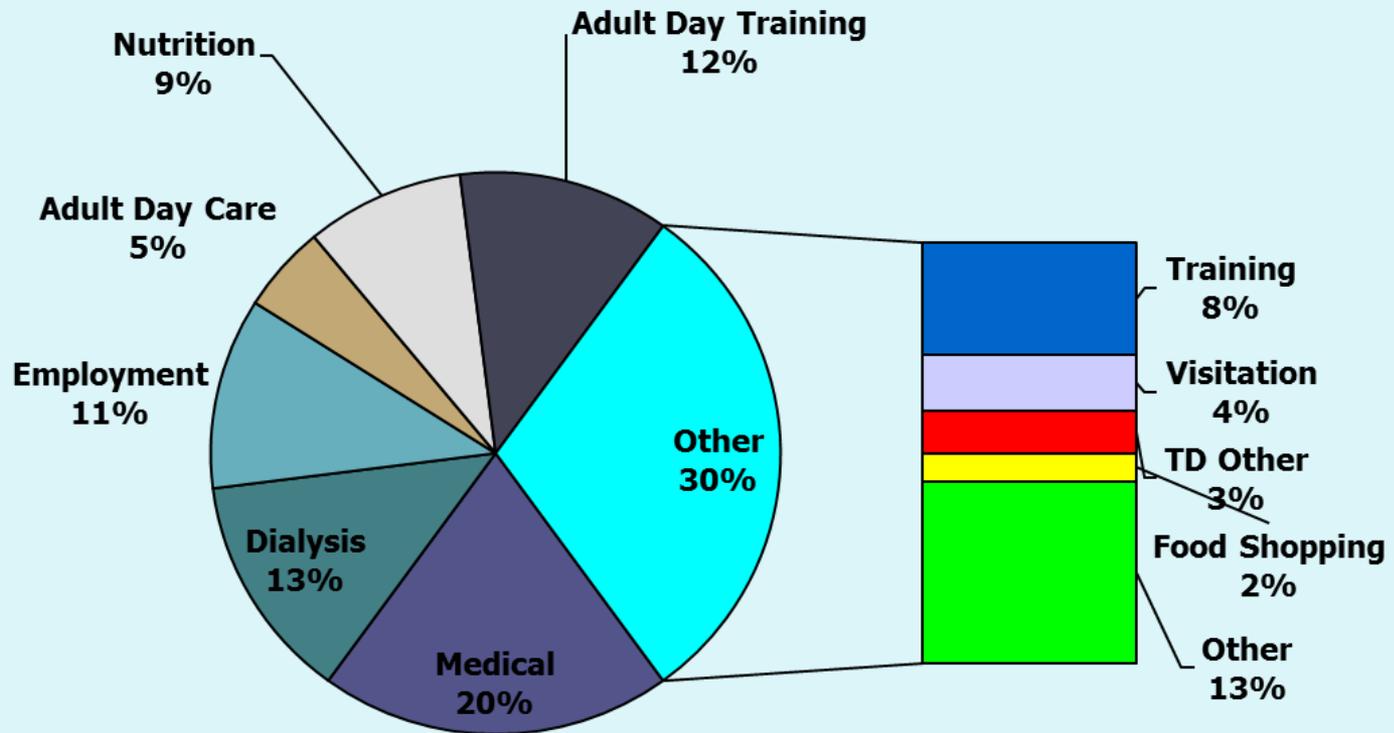




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Detailed Trip Purposes





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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.



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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

