

Connection, Palm Tran's paratransit division, provides door-to-door service for all of Palm Beach County's Transportation Disadvantaged (TD) residents.



Palm Tran's fixed-route buses are equipped with wheelchair ramps, automatic stop announcement systems, and bicycle racks.

Transportation Disadvantaged (TD) Program
The TD Program is sponsored by the State of Florida Transportation Disadvantaged Trust Fund, and overseen by the Commission of the Transportation Disadvantaged (CTD). To become eligible for TD service, an applicant must submit proof of income, or a *physician completed medical verification form* and their completed application.

For more information or help scheduling a trip, please call (561) 649-9838 or visit www.palmtran.org.

TD riders who can access the fixed route service, based on income, and whose origin and destination are within 3/4 of a mile from a fixed route bus must use the fixed route system and will be eligible to participate in the TD Bus Pass Program purchase a discounted 31-day bus pass for \$15.00 or \$20.00 (\$70.00 regular price).

TD FARE BREAKDOWN

TD Disabled

\$3.50 for a single ride on Connection

TD Economically Disadvantaged

\$1.50 for 1-day pass on Fixed Route

\$15.00 for Unlimited 31-day pass on Fixed Route
Annual income of 75% or less of the Federal Poverty Level

\$20.00 for Unlimited 31-day pass on Fixed Route
Annual income between 75.1% and 150% of the Federal Poverty Level

TD ELIGIBILITY

Disabled

Individuals who have been deemed disabled by a physician

1

Economically Disadvantaged

Individuals who are under the Federal Poverty Level

2



HOW TO APPLY FOR TD SERVICE

1ST STEP

Download Paratransit application at www.palmtran.org or request an application over the phone, at (561) 649-9838. Fill out and submit application to Palm Tran Connection.

2ND STEP

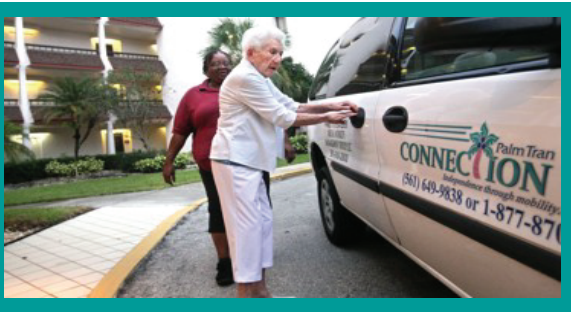
After application approval, call (561) 649-9838 to schedule your trip. Make sure to book the trip at least 24 hours in advance. Trips cannot be booked more than 7 days in advance. Same day service is not available.

3RD STEP

Arrive at your designated pick up point. Be sure to arrive prior to the pick up time and to have your ticket/ exact change in hand. All Palm Tran vehicles are equipped with real-time bus tracking information.

TRANSPORTATION DISADVANTAGED

"Transportation disadvantaged" means those persons who because of physical or mental disability, income status, or age 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, or children who are handicapped or high-risk or at-risk as defined in the Florida Statutes s. 411.202.



TD Riders can reserve a Palm Tran Connection trip up to seven days before they wish to travel. Next day reservations must be made by 5:00 p.m.

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

Palm Beach County

Transportation Disadvantaged Program

TD RESERVATIONS

Monday through Saturday 7:00 a.m. to 5:00 p.m.
Sunday 8:00 a.m. to 5:00 p.m.

Palm Tran Connection Service

Palm Tran Connection schedules all trips, prepares vehicle manifests, handles customer concerns and commendations, determines eligibility and monitors the performance of the three Transportation Providers:

- 1) **MV Transportation**
- 2) **First Transit**
- 3) **Maruti Fleet and Management**



Palm Tran's mission is to provide access to opportunity for everyone; safely, efficiently and courteously.

Reservations and Applications

(561) 649-9838

1-877-870-9849 (toll-free)

If you are TD and live within 3/4 of a mile of a fixed-route bus and are not disabled, you will be required to use the fixed route service.

For more information, visit:
www.PalmTran.org

50 S. Military Trail, Suite 101
West Palm Beach, FL 33415
www.PalmTran.org



To be eligible, an individual must either have a disability that prevents them from using a fixed-route bus 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 activities that are life-sustaining activities.