



SPECIAL RPM EDITION!

*Look inside for all of our
route improvements!*

STARTING SEPTEMBER 30, 2018

RIDER'S GUIDE

*Route Performance
MAXIMIZATION*

RPM



IMPROVED TRAVEL TIMES

MORE DIRECT SERVICE

EXTENDED HOURS FOR SELECT ROUTES

FREE WI-FI ONBOARD



PalmTran
Public Transportation



palmtran.org



(561) 841-4BUS



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**FREE Wi-Fi
onboard!**

Call (561) 841-4BUS (4287) with any RPM questions or concerns

Route Performance
MAXIMIZATION



RPM



Welcome aboard the new Palm Tran! As Executive Director, it's my goal to provide access to opportunity for everyone; safely, efficiently and courteously – in fact, it's our mission statement.

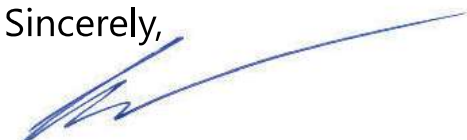
To accomplish this, Palm Tran launched the Route Performance Maximization project or RPM. The RPM is intended to “rev” up your commute and enable the bus system to better serve the needs of the community.

I am proud that this project delivers to you more direct service, free Wi-Fi on the buses, easier connections, more frequent buses and extended hours for select routes.

Palm Beach County continues to grow and transit is vital to smart growth. Thanks to Palm Tran, we all enjoy less traffic, cleaner air and fewer parking hassles.

Please encourage your family and friends to experience all Palm Tran has to offer. Also, thank you for your continued ridership – you were at the heart of the development of the RPM. I have devoted my career to public service and bringing this enhanced bus system to you is creating a more mobile, sustainable and vibrant community. I am confident the region will continue to thrive with improved access to public transportation.

Sincerely,



Clinton B. Forbes
Palm Tran Executive Director

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Follow these helpful hints to get you started!

- Use the Rider's Guide to determine which route(s) you need to take to reach your destination. You can review maps and schedules for all the routes, or call Customer Service at (561) 841-4BUS (4287) or (877) 930-4287 (toll-free). Just let us know where and when you want to go, and we will instruct you on which route(s) to take.
- Once you've determined which route to take and the schedule for your bus, find the nearest bus stop sign. The bus route number is indicated on the sign.
- As the bus approaches, stand up and become visible so the bus operator knows you want to board. Stand away from the curb until the bus comes to a complete stop. Make sure you have your QUIK Pass or exact change ready.
- When you enter the bus, watch your step! If the step is too high, ask the bus operator to lower it by having the bus "kneel". All Palm Tran buses can kneel, accommodating passengers with special needs.
- Once you are on the bus, read the fare rates on the farebox. If you qualify for a half fare, show your proper identification card to the bus operator. (See pages 7 and 8 for half fare information).
- Have a seat and enjoy the ride. As a courtesy, please allow the front seats to remain open for senior citizens or for passengers using wheelchairs.
- As your stop approaches, pull down the "stop indicator" cord running along each side of the bus. The operator will stop at the next bus stop.
- Wait until the bus has come to a complete stop before exiting through the rear door. Remember to check for traffic after you've exited the bus. Traffic does not stop for public transit as it does for school buses.

Below is a step-by-step overview to help you better understand our schedules.

Route 71 Southbound *Sur / Sid*

Weekday Semana / Lasémèn

1	2	3	4
Lantana & Military	Hypoluxo & Lawrence	Boynton Beach Tri-Rail	Boynton Beach Mall
Bus Stop #6191	Bus Stop #6716	Bus Stop #679	Bus Stop #687
6:10	6:15	6:30	6:40
7:20	7:25	7:40	7:50
8:35	8:40	8:55	9:05
9:50	9:55	10:10	10:20
11:05	11:10	11:25	11:35
12:20	12:25	12:40	12:50
1:35	1:40	1:55	2:05
2:50	2:55	3:10	3:20
4:05	4:10	4:25	4:35
5:20	5:25	5:40	5:50
6:35	6:40	6:55	7:05

Timepoint number and its location. Each route has several scheduled timepoints, with bus stops every 3-4 blocks in between. When planning your trip, use the timepoint before your location to estimate when the bus will reach your stop.

Route number and direction the bus is traveling.

Day of the week.

Bus stop number. Every stop has its own number and is marked on the bus stop sign.

Scheduled time of departure. p.m. times are indicated in bold lettering.

Understanding the Bus Stop

You've probably seen our large, two-sided bus stop signs with the reflective strip. Here is a quick reference:

Bus Stop Number. Each of our over 3,200 bus stops has a unique number. For your convenience we've added the bus stop numbers onto the schedules.

Routes Served. The bus stop identifies which route or routes are served.

Tri-Rail. Palm Tran serves all Tri-Rail stations throughout Palm Beach County. If the route serves Tri-Rail, we've indicated it with the Tri-Rail logo.

Customer Service. This is a direct line to our customer service department, taking calls Monday-Friday from 6:00 a.m. to 6:00 p.m. and Saturday from 8:00 a.m. to 5:00 p.m.



Palm Tran's first network overhaul has finally arrived!



- **IMPROVED TRAVEL TIMES**
- **MORE DIRECT SERVICE**
- **BETTER CUSTOMER EXPERIENCE**
- **EXTENDED HOURS FOR SELECT ROUTES**

Through input from the Palm Tran Service Board, the Palm Beach County Board of County Commissioners and most importantly from you, the public, an improved bus network has been developed.

The RPM is designed to maximize service. Some routes have been adjusted to improve coverage and efficiency, and some routes have been adjusted to improve frequencies.

You will notice that we have simplified our routes and made service more direct. The network will now work better together to provide more connections to the destinations you need.

Below is an overview of the RPM changes effective September 30, 2018:

Route 1 The Bolt is eliminated which allows for extended service for Route 1 on weekdays, Saturday and Sundays.

Route 2 ends at the West Palm Beach Intermodal to improve efficiency. New Route 20 runs north of West Palm Beach Intermodal to The Gardens Mall. Route 2 has more frequent service on Saturdays and extended evening service on weekdays, Saturday and Sundays.

Route 3 now provides service from Gardens Mall to Town Center at Boca on Saturdays. Evening service is extended on weekdays, Saturday and Sundays.

Route 4 now extends evening service on Sundays.

Route 10 uses Kyoto Gardens Drive to access The Gardens Mall instead of Burns Road.

Route 20 service now connects the West Palm Beach Intermodal to Palm Beach Outlet Mall, Congress Ave., Blue Heron Blvd., Northlake Blvd., and The Gardens Mall. More frequent service on weekdays; also extended evening service every day of the week. Sunday service has been added.

Route 21 extends to Mangonia Park Tri-Rail Station via old Route 20 along Barack Obama Hwy./45th St. There is extended evening service on weekdays.

Route 30 service to Central Industrial Park is eliminated; service is added on MLK Blvd./ Avenue U area.

Route 31 extended A.M. and P.M. service all days of the week.

Route 33 extends to The Gardens Mall. More frequent service on weekdays and extended evening service all days of the week.

Route 40 ends at Mall at Wellington Green and provides service to the West Palm Beach Intermodal Center during peak A.M. and P.M. times.

Route 41 no change.

Route 42 is eliminated; Route 44 serves Palm Beach International Airport/Belvedere Rd., and additional airport service is provided by the Tri-Rail PBIA shuttle.

Route 43 is streamlined along Belvedere Rd. and SR-7 with the Fairgrounds/Weisman area being served by Route 52. More frequent service on Saturdays and extended A.M. and P.M. service all days of the week.

Route 44 has extended service all days of the week.

Route 45 merges with new Route 60, which serves the West Palm Beach Intermodal Center to River Bridge Centre via Parker Ave./Lake Ave., Summit Blvd., Kirk Rd. and Purdy Lane.

Route 46 has extended evening service all days of the week.

Route 47 serves Canal Point, West Tech, PBSC, all of Belle Glade and South Bay; Route 48 was eliminated. Route 47 has extended service all weekdays.

Route 48 merges with Route 47 to connect all major points between Canal Point and South Bay.

Route 49 no longer traverses west of Executive Center Dr./Westgate area. Route 49 has more frequent service on weekdays and extended evening service all the days of the week.

Route 52 extends west to serve Palm Beach State College Loxahatchee Groves campus with buses in both directions.

Route 60 merges with old Route 45 to connect River Bridge Centre to the West Palm Beach Intermodal via Purdy Lane, Kirk Rd., Summit Blvd. and Lake Ave./Parker Ave.

Route 61 has extended A.M. and P.M. service on weekdays and Sundays.

Route 62 has more frequent service on Saturdays and Sundays and extended evening service all days of the week.

Route 63 extends north from Lantana Rd. on Jog Rd. to River Bridge Centre/Forest Hill Blvd. Route 63 has extended evening service on weekdays and Sundays.

Route 64 extends to north of Jog Rd., to 10th Ave. N, east to Greenacres WIC. Route 64 extends east along 12th Ave. S and Barton Rd. to Lantana Public Health. Route 64 has more frequent service on Saturdays and extended service on weekdays.

Route 70 provides service as far west as Delray Beach Tri-Rail via Atlantic Avenue, SW 12th Avenue, SW 10th Street, and Congress Avenue. Route 70 has more frequent service on weekdays. Route 70 extends service on weekdays, Saturdays and Sundays. Areas west of Delray Beach Tri-Rail are served by new Route 88.

Route 71 no change.

Route 73 extends north along US 1 and Gateway Boulevard to Boynton Beach Tri-Rail.

Route 80 Route 80 is split at Plaza Delray to serve the northern part of the current Route 80, from Delray Square to Plaza Delray. The south part of Route 80 is serviced by new Route 88.

Route 81 serves Delray Beach Tri-Rail Station to/from Congress Avenue, it eliminated service on SW 12th Ave (which is covered by Route 70). Route 81 extended service on weekdays.

New Route 88 serves US 1, Lindell Blvd., SW 4th Ave., Lowson Blvd. and Linton Blvd. from Plaza Delray to Lakes of Delray.

Route 91 provides more direct trips to E. Boca Hospital and ends at FAU; trips east of FAU are served by new Route 94. Route 91 has extended service on weekdays and Sundays.

Route 92 will not change.

Route 94 extends via FAU/NW 20th St. to Downtown Boca Raton/Camino Real. Route 94 has more frequent service all days of the week and extended service on Saturdays and Sundays.

NEW DESTINATIONS FOR CERTAIN ROUTES - THE ROUTE WILL GO TO NEW PLACES!

Routes 20 & 60: West Palm Beach Intermodal Center
Route 21: Mangonia Park Tri-Rail
Route 33: Gardens Mall
Route 52: PBSC Loxahatchee and Palms West Hospital
Route 60: Dreher Park Zoo
Routes 60 & 63: River Bridge Centre
Route 64: Greenacres WIC and Lantana Public Health
Route 73: Boynton Beach Tri-Rail
Route 88: Delray Beach Tri-Rail
Route 94: Downtown Boca Raton/ Camino Real

MORE FREQUENT SERVICE - THE BUS WILL COME BY MORE OFTEN!

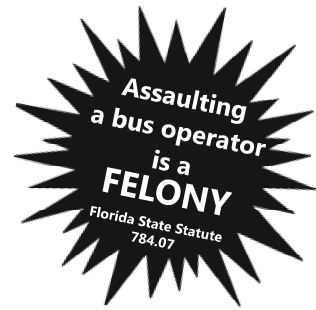
Weekdays on Routes: 20, 33, 49, 60, 64, 70, 94
Saturdays on Routes: 2, 43, 60, 62, 64, 94
Sundays on Routes: 20, 62, 88, 94

EXTENDED SERVICE DAY - THE BUS WILL RUN EARLIER AND LATER!

Weekdays on Routes: 1, 2, 3, 20, 21, 31, 33, 43, 44, 46, 47, 49, 60, 61, 62, 63, 64, 81, 91
Saturdays on Routes: 1, 2, 3, 20, 31, 33, 43, 44, 46, 47, 49, 60, 62, 70, 94
Sundays on Routes: 1, 2, 3, 4, 20, 31, 33, 40, 43, 44, 46, 47, 49, 61, 62, 63, 70, 91, 94

Ride by the Rules

For the safety and comfort of all passengers, observe the following rules while riding a Palm Tran bus.



- 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.
- As a courtesy, please allow the front seats of the bus to remain open for passengers using wheelchairs, scooters and walkers.
- All wheelchair passengers should utilize the safety straps located in the front of the bus. If you ask, the bus operator will be glad to help.
- Eating, drinking and chewing tobacco are not allowed.
- Smoking is not allowed. This includes tobacco and electronic odor-free cigarettes.
- No alcoholic beverages are allowed on the bus.
- Passengers should dress appropriately. Shirt & shoes are required.
- You may play your personal media devices, but only with headphones and at a low volume.
- Service animals as defined by the Americans with Disabilities Act (ADA) will be allowed to board.
- Keep carry-on items out of the aisle including carts and strollers. If possible, fold strollers and carts.
- Please do not talk to or distract the bus driver while the bus is in motion.
- Always stand behind the standee line near the front doors and hold on while the bus is in motion.
- Passengers who cause a disturbance on the bus or who interfere with the safe operation of the bus and/or who vandalize the bus will be subject to removal or arrest.
- Bikes on Buses (B.O.B.) cannot accommodate mopeds, gas or battery powered motor bikes or scooters of any kind, or tandem bicycles. Portable bikes and scooters (only if secured into a carrying case or bag) are allowed inside the bus.
- When departing, be sure to take your belongings with you. Palm Tran is not responsible for items left on the bus, at the bus stops, or at the Intermodal Transit Center.
- No loitering. Only transit related activities are permitted at our bus stops and Intermodal Transit Center.
- Please be courteous to other passengers when using cell phones.
- Signal your stop request at least one block in advance, exit through the rear doors and step clear of the bus. Remember to take your belongings with you.
- Hoverboards are not allowed on the bus.
- Hold on to a railing while boarding and exiting the bus.
- Take extra care on bus steps or the bus floor in wet weather.
- Stay seated or hold the handrail (if standing) before the bus moves or is in motion.
- Hold your baby and folded stroller when on the bus.
- Ask the bus operator if you require the bus to be lowered or repositioned so you may exit safely.

Outside the bus

- Stand clear as the bus approaches or drives away from the bus stop.
- Walk—don't run—to catch a bus.
- Do not cross in front of the bus. Let the bus leave first. Always cross at the corner.
- Watch for cars and other moving vehicles after you leave the bus.
- Step back when a bus is making a turn in front of you.
- Stay alert. Whether on foot or riding a bike, don't be distracted by using cell phones, headphones, and other devices that can cause you to collide with a bus.



Rider Code Of Conduct

You can be issued a Trespass Notice by Palm Tran personnel for violating any of the following rules while riding the bus. Defiance may result in exclusion from the transit system.

- Assaulting or battering a bus operator or any other Palm Tran employee or passenger.
- Possessing a weapon except when in the possession of a law enforcement officer. This includes firearms, knives, and machetes.
- Smoking. This includes tobacco and electronic odor-free cigarettes.
- Misuse of fare media.
- Causing a disturbance on the bus, distracting a bus operator or interfering with safe operation of the bus.
- Loitering. Only transit-related activities are permitted at bus stops, Intermodal Transit Center and on Palm Tran property.
- Failure to pay the appropriate fare.

Cash Fares & **QUIK** Pass

Cash Full Fare: \$2.00 • Cash Half Fare: \$1.00
See page 8 for half fare requirements

Exact Change

Use exact change, there is no cash refund. The farebox does not make change. Notify the driver prior to paying if you do not want a QUIK pass. Upon request, a fare card can be issued for over-payment in excess of \$1.00 which can be used towards future rides on Palm Tran. Palm Tran is not responsible for damaged or lost cards. You may deposit more than the fare, but the farebox does not make change and the bus operator does not handle cash. Do not insert paper or tickets into the coin slot.



Transferring to or from Broward County Transit (BCT):

- To BCT from Palm Tran: Ask the driver for a free BCT Transfer
- To Palm Tran from BCT: \$0.50 with valid BCT transfer

Transferring from Tri-Rail to Palm Tran:

\$0.50 with valid Tri-Rail transfer or ticket

Boarding at any location other than a Tri-Rail station will be regular fare

Frequent riders may wish to purchase an Unlimited 1-day or 31-day pass. Palm Tran offers these passes at a reduced (not half) rate for those who qualify. See page 8 for requirements.

Review the QUIK Pass information below if you will be using Palm Tran more than twice in one day. There are no transfers between Palm Tran buses; you must pay an additional full fare.

1 Trip Tic — \$2.00: *Passengers may now purchase a 1 Trip Ticket to use for future rides on Palm Tran. The 1 trip tic can be purchased at Palm Tran Connection or the Intermodal Transit Center.*

Unlimited 1-day — \$5.00 • Unlimited 1-day Reduced — \$3.50: *The Unlimited 1-day & Unlimited 1-day Reduced QUIK passes are valid for unlimited rides all day in all directions of travel. This easy-to-use pass is ideal for passengers using more than one bus to their destination. The Unlimited 1-day and Unlimited 1-day Reduced can be purchased on the bus by inserting the required amount into the fare box. They can also be purchased at Palm Tran Connection or by mail.*

Unlimited 31-day — \$70.00 • Unlimited 31-day Reduced — \$55.00: *The Unlimited 31-day & Unlimited 31-day Reduced QUIK passes are good for unlimited rides for 31 consecutive days beginning the first day of use, regardless of which day of the month it is first validated. These passes cannot be purchased on the bus; they must be purchased in advance by mail or at one of our QUIK Pass outlets listed on page 8.*

- Please check your QUIK Pass upon purchasing.
- Palm Tran and its agents assume no responsibility for lost, stolen or damaged cards.
 - Cards are non-redeemable and non-refundable.
- Damaged passes deemed unreadable are NO LONGER valid, and will not be replaced.

Cash and QUIK Pass rates are subject to change

QUIK *Pass* Purchasing Locations

West Palm Beach Intermodal Transit Center • 150 Clearwater Dr., WPB

Routes that serve this location: **1 2 20 31 40 41 43 44 49 60**

Palm Tran Connection • 50 S Military Trail, Suite 101, WPB • (561) 649-9838

Route that serves this location: **3**

FAU OWL Card Center • 777 Glades Rd., Boca Raton • (561) 297-2700 • www.fau.edu

Routes that serve this location: **91 94**

Village of North Palm Beach Library • 303 Anchorage Dr., NPB (561) 841-3383 • village-npb.org

Routes that serve this location: **1 21**

All Palm Beach County Library System Branches • For library locations see page 33 or visit www.pbclibrary.org

Palm Tran Connection will accept credit cards for fixed route bus pass purchases and Connection Tickets-to-Ride. In person only. Other rules and restrictions may apply.

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 Drivers 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. See page 17 regarding paratransit requirements.
 - **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

- Customers with an ADA photo ID card with a green stripe special issued from Palm Tran Connection.
- Children 8 and under ride free when accompanied by a fare paying passenger.
 - Police officer in uniform or with badge.

Transportation Disadvantaged Bus Pass Program



Customers must qualify to purchase the discounted TD Bus Pass. Proof of household income, legal status and photo ID must be submitted to Palm Tran Connection. This information will be verified prior to certifying current customers or enrolling new customers in the TD Bus Pass Program.

- 31-Day Reduced: \$15.00. TD customers with an annual income of 75% or less of the Federal Poverty Level
- 31-Day: \$20.00. TD customers with an annual income between 76% and 150% of the Federal Poverty level

Those approved for the Transportation Disadvantaged (TD) \$15.00 or \$20.00 31-Day Fare Pass program can purchase passes at:

**Palm Tran Connection Monday - Friday
8:00 a.m. to 4:30 p.m.**

After pre-approval at the Palm Tran Connection location

**West Palm Beach Intermodal Transit Center • Monday-Friday
8:00 a.m. to 4:30 p.m.**

Closed from 12:00 p.m. to 1:00 p.m.

Providing Accessible Transportation

All Palm Tran fixed-route buses are equipped with wheelchair ramps and the ability to lower or “kneel” at the curb. These features are available to any Palm Tran rider when boarding or exiting, upon request to the Bus Operator.

As a courtesy, the front seats of the bus are to remain open for senior citizens or passengers using wheelchairs, scooters, walkers, or any power-driven mobility device. “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, whether operated manually or powered.

All passengers in a wheelchair should utilize the safety straps located in the front of the bus. If you ask, the bus operator will assist you.

Service animals will be allowed to board. A service animal shall mean any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability. The work or tasks performed by a service animal must be directly related to the individual’s disability.

Individuals with disabilities who use portable oxygen devices are allowed to travel with respirators and properly secured portable oxygen supplies. Oxygen supplies must not obstruct the aisle.

Transfer points, major intersections and major destination points are announced on board the bus with an automatic stop announcement system.

Boarding a Palm Tran Bus with a Mobility Device



1. Wait in view of the operator: Wait by the bus stop where the operator can see you. That way when your bus arrives, the operator will know to deploy the ramp which helps save time.

2. Boarding the bus: You may board the bus by either facing toward the bus or away from the bus when using the ramp, whichever is easier for you.

3. Priority seating and securement areas: On board, look for priority seating area near the front of the bus. Two securement areas are provided for mobility devices.

4. Transfer to a seat: For your safety, you may prefer to transfer to a seat, as it may be difficult to safely be secured within some mobility devices. It is your choice to transfer or remain in your mobility device.

5. Press the signal strip to request a stop: About one block from your stop, press the plastic strips tape on the flip up seats in the wheelchair securement area. This signals the operator that you want to get off at the next stop.

6. Getting off the bus: When the bus stops, the operator will remove the securement straps from your mobility device if secured, and deploy the ramp.

This material is available in alternative formats for individuals with disabilities upon request. Please contact Palm Tran Connection’s administrative office at 561-649-9848. For the hearing impaired, please call 1-900-230-6868 to obtain a Rider’s Guide.

Palm Tran's Non-Discrimination Policy

Federal Title VI Civil Rights Assurance Notice under the Americans with Disabilities Act

Palm Tran hereby gives public notice that it is Palm Tran's policy to assure full compliance with Title VI of the Civil Rights Act of 1964 (Title VI), and the Americans with Disabilities Act (ADA). Palm Tran is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services, or be subjected to discrimination on the basis of race, color, sex or national origin (Title VI) or because of an individual's disability (ADA).

Modifications to Policies and Procedures: Palm Tran will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities. The ADA does not require Palm Tran to take any action that would fundamentally alter the nature of its programs or services, or impose any undue financial or administrative burden. Whenever feasible, requests for modifications should be made in advance. The request from the individual with a disability should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use Palm Tran's services.

Should you have any questions, concerns or if you believe you have been subjected to discrimination under Title VI or ADA, begin our complaint process by contacting:

Palm Tran
Attn: Customer Service Administrator
50 S. Military Trail • Suite 101
West Palm Beach, FL 33415
Call: 877-930-4287 • Email: PT-ADA@pbcgov.org
www.palmtran.org

