



Quick Facts

- ❖ **Welcome Aboard Palm Tran!** In 1971 public transportation began serving the residents and visitors of Palm Beach County. Today, Palm Tran is better than ever, providing over 10 million rides per year. Palm Tran travels to every major destination in Palm Beach County– from Jupiter to Boca Raton and from Palm Beach to the Glades.
- ❖ **Palm Tran runs seven days a week** (excluding holidays) serving more than 3,200 bus stops with over 150 buses. Generally speaking, weekday peak service runs every 30 minutes. Off-peak service runs every 60 minutes. Weekend service runs hourly on most routes. Timed-Transfer points allow for easy movement from the north/south main routes to the east/west routes. Palm Tran also serves several park-and-ride lots throughout Palm Beach County.
- ❖ **All Palm Tran buses are equipped with** wheelchair ramps, automatic stop announcement systems, and bike racks. For your safety, Palm Tran vehicles are equipped with audio and video recording equipment.
- ❖ **Palm Tran riders can plan their trip** online using a computer or mobile device to view real-time bus information. Our trip planner "iGo!", uses Automatic Vehicle Location (AVL) technology that is on every bus and operated through Google Transit maps and InfoPoint software. In addition, Rider's Guides are available at no charge for riders to plan their trip aboard Palm Tran.
- ❖ **Bus fares** are \$2.00 for a single ride. No transfers. Unlimited 1-Day QUIK Passes are available to purchase directly from the bus driver for \$5.00. Please use exact change to purchase passes on the bus, there is no cash refund. Palm Tran offers a half-fare of \$1.00 on single rides and a half-fare of \$3.50 for Unlimited 1-Day QUIK Passes to seniors (65 and over), students (21 and under with valid school ID) and persons with disabilities. Riders must be able to present identification to receive the discount. QUIK Passes also come in Unlimited 31-day (\$70.00) and Unlimited 31-day Reduced (\$55.00) for those who qualify. Palm Tran Connection will accept credit cards for fixed-route bus pass purchases in person only. Other rules and restrictions may apply. Please see the Palm Tran Rider's Guide for more information on fares.
- ❖ **Customer Service** is available to answer trip-planning questions Monday through Friday from 6:00 a.m. to 6:00 p.m. and Saturdays from 8:00 a.m. to 5:00 p.m. by calling (561) 841-4BUS (4287) or 1-877-930-4287 (toll-free).
- ❖ **Connection**, Palm Tran's paratransit division, provides a high quality door-to-door service for Palm Beach County's senior citizens, residents with disabilities and ADA eligible visitors. Please call (561) 649-9838 or see the other side of this flyer for more information.
- ❖ **Palm Tran's mission** is to provide access to opportunity for everyone; safely, efficiently and courteously. **Palm Tran's vision** is to enhance the quality of life for those who live, work and play in Palm Beach County.



(561) 841-4BUS (4287)
1-877-930-4287 (toll-free)
palmtran.org



Quick Facts



Connection is a shared ride, door-to-door paratransit service that provides transportation for residents and visitors with disabilities in Palm Beach County under the following programs:

- **Americans with Disabilities Act (ADA) Program**
- **Division of Senior Services (DOSS) Program**
- **Transportation Disadvantaged (TD) Program**

Connection travels in Palm Beach County from Jupiter to Boca Raton and from Palm Beach to South Bay. The Americans with Disabilities Act (ADA) core service area covers the following: East of the Florida Turnpike in Palm Beach County from the South County Line to Indiantown Road. ADA Service continues to the 3/4-mile buffer around fixed routes located outside the ADA core service area.

Connection schedules all trips, prepares vehicle manifests, handles customer concerns & commendations, determines eligibility, and monitors the performance of the Transportation Providers.

- Reservation hours are Monday through Saturday from 7:00 a.m. to 5:00 p.m. and Sunday from 8:00 a.m. to 5:00 p.m.
- Call Center hours are Monday through Friday 5:00 a.m. to 10:00 p.m., Saturday 6:00 a.m. to 10:00 p.m. and Sunday 8:00 a.m. to 6:00 p.m.
- Riders 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.
- Fares must be paid with exact change or a pre-purchased Connection "Ticket to Ride". The fare is \$3.50 each one-way trip. Drivers are prohibited from making change. *ADA eligible customers ride Palm Tran fixed-route buses free with a photo ID card issued from CONNECTION.



Connection offers riders the option to take advantage of the Palm Tran fixed route bus service through our Transportation Disadvantaged Bus Pass Program. Annual household income must be at or below 75% for the \$15.00 31-Day Bus Pass or between 76%—150% of the Federal Poverty Guidelines for the \$20.00 31-Day Bus Pass.

Connection program updates are available by calling the Paratransit Community Outreach Line recording at **(561) 841-4300 or (561) 274-1475 in South County.**

For questions, to request a Paratransit application, copies of our Rider's Handbook, or to book a trip please call **(561) 649-9838, 1-877-870-9849 (toll-free) or (561) 649-0683 TDD.**

Paratransit applications may also be downloaded from www.palmtran.org

