



PROFILE: PALM TRAN

Palm Tran is a bus system run by the Palm Beach County Government, serving Palm Beach County, Florida. Palm Tran's mission is to provide safe, efficient, affordable and reliable public transportation to every corner of the county, accommodating all types of lifestyles and age groups. The transportation system consists of Palm Tran, a fixed route bus system servicing 35 routes, and Palm Tran CONNECTION, a shared ride, door to door, demand response service that provides transportation for residents and visitors in Palm Beach County. Palm Tran CONNECTION is operated by private transport companies and coordinated through Palm Tran. They travel to every destination in Palm Beach County - from Jupiter to Boca Raton and from Palm Beach to South Bay.



Recently, Palm Tran broke its ridership record for the fixed-route service, transporting an average of more than 40,000 passengers per weekday for the first time in the agency's history. Palm Tran CONNECTION provides up to 3,000 demand response trips per day.

Solutions implemented at Palm Tran and CONNECTION include:

- Fixed Route Scheduling
- Demand Response Scheduling
- Operations Management
- Customer Relationship Management

Fixed Route Scheduling

- For more than a decade Palm Tran has been utilizing advanced scheduling software from Trapeze to better manage its fixed route transit system. The solution automates tasks like route definition, trip building, blocking, runcutting and rostering.

Demand Response Scheduling

- As an early adopter of advanced technology to help manage its paratransit operations, Palm Tran Connection uses a number of integrated Trapeze solutions to schedule, manage and transport over 800,000 paratransit passenger trips on an annual basis. The system helps with client registration, trip booking, real-time scheduling, runcutting and dispatching.

Operations Management

- Palm Tran installed an integrated operations management solution that supports bidding, daily dispatch, timekeeping and workforce management for the agency's fixed route service. Employees can access the system remotely through the Web.
- The operations management solution helps control costs, optimize the use of resources, automate time consuming tasks and provide abundant quantitative data for better decision making.

Customer Relationship Management

- Palm Tran CONNECTION uses a Trapeze end to end demand response management system that includes client certification process, from the initial request for an application and/or information to final approval or denial of service.
- A centralized complaints and commendations module enables tracking and investigation of all sorts of customer complaints.
- Palm Tran CONNECTION is in the process of implementing an Interactive Voice Response and Online system that provides better service to riders and gives them 24/7 access to trip information and booking options. For Palm Tran CONNECTION, the system makes it easier to adhere to the acceptable window of time for pick-ups.

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