



2018 Palm Beach CTC Evaluation Executive Summary

In Palm Beach County, the Palm Beach Transportation Planning Agency (TPA) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427.0155, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- American with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

Below are the key findings and recommendations from the 2018 CTC Evaluation that was conducted during the months of March and April, 2018:

Section	Key Findings	Recommendation
General Questions	The CTC's complaint process is thorough – those filing a complaint are notified when it is received, as well as again when it is resolved. Clients are able to communicate with the CTC if they are still not satisfied.	While a summary of complaints is currently provided to the LCB in a bar chart format, it is recommended that a brief written summary of the complaints received accompanies the chart. These can be provided as an item in the agenda backup.
	The CTC is interested in coordinating with Palm Tran and Tri-Rail to transfer riders from paratransit services, and increase the ridership of Palm Tran Public Transportation.	The CTC should hold a training to encourage a better understanding of how eligible riders can easily transfer to the fixed route service from paratransit and to Tri-Rail.
	Paratransit riders are often unsure of how to use fixed-route services. The CTC offers a fixed route guide for ADA-eligible riders and is trying to transition TD riders who are capable to ride fixed-route to do so.	The CTC should develop a video education program to inform riders on how to use fixed-route bus service. The program should be present on social media, on the website, and can play in the Connection waiting room.

Chapter 427.0155, F.S.	School buses are not currently being utilized in the coordinated system due to similar peak times. Charter and private school students oftentimes rely on paratransit services to get to and from school.	If possible, work with the School District of Palm Beach County to utilize school buses. Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to the students.
	The CTC uses IVR (Interactive Voice Recognition System) after hours to confirm or cancel trips the night prior to what is scheduled. This automated software helps the CTC keep track of whether trips for the next day are still on schedule as planned.	The CTC should continue utilizing IVR technology to confirm scheduled trips, and should use the technology to call the client when the ride is 15 minutes out from the pick-up locations.
	TD Service is not available on seven holidays throughout the year.	The TD holiday schedule follows the fixed-route schedule. The CTC should consider limited paratransit service on these seven holidays that fixed-route does not run.
	There is not currently an arrangement with the local WAGES coalition, CareerSource Palm Beach County.	Work cooperatively with Career Source Palm Beach County to provide clients with transportation services.
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5%. • Average age of entire fleet is 3 years, 2 months. • At-fault accident goal is ≤ 1 per 100,000 miles traveled. • Call hold time is less than three (3) minutes per call. <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Increasing public transit ridership goal of 25%. • On time performance goal of 90%. • Complaint ratio goal of ≤ 3 per 10,000 trips performed. 	The CTC's Office of Performance Management should continue to evaluate current measurable goals and develop a strategic plan to achieve the, (i.e. increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed-route, if their abilities allow.
Passenger Surveys	<p>During the months of March and April, staff from the LCB and TPA made 385 random telephone calls to riders who have used Palm Tran Connection since the first of 2018. A total of 95 survey responses were recorded.</p> <p>The average service rating by riders was 9.64 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied). This is an increase of .91 from the FY 17 evaluation.</p>	<ul style="list-style-type: none"> • Improve trip optimization • Improve/update GPS systems in vehicles • Provide a way that clients can know their driver's estimated time of arrival • Implement Fare boxes so riders aren't required to carry exact change • Improve transfers between counties