

## 2020 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 2020 CTC Evaluation that was conducted during the months of February, March and April, 2020:

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 has been resolved. Clients can communicate with the CTC if they are still not satisfied.	While a summary of rider complaints is currently provided to the LCB upon request, this is typically presented in bar chart format, whereas the recommended format is a brief written summary of complaints. These should be provided as an item in the agenda backup for every quarterly meeting.
	The CTC is interested in coordinating with Palm Tran's fixed-route and Tri-Rail to transfer riders from the paratransit service to fixed-route public transportation.	The CTC should hold trainings (quarterly or as needed) to encourage and teach a better understanding of how eligible riders can easily access and transfer to the fixed-route service and Tri-Rail from paratransit.
	Section 5310 recipients are not adequately regulated for compliance and the contractual language is not updated to hold recipients accountable for key safety measures.	The current Memorandum of Agreement says the CTC is required to have Coordinated Contracts with 5310 recipients.

Chapter 427.0155, F.S.	School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and public 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 their students.
	The CTC uses IVR (Interactive Voice Recognition software) 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. Connection should confirm correct client contact information in the client file before scheduling a trip.	The CTC should continue utilizing the 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 location. Additionally, the CTC should ensure that all clients have the correct contact information on their accounts.
	TD service is not available on seven holidays throughout the year.	The TD holiday schedule follows the fixed-route schedule. The CTC should consider providing paratransit and fixed-route service on holidays.
	There is not currently an arrangement with the local WAGES coalition of CareerSource PBC.	Work cooperatively with CareerSource PBC 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"> <li>• Passenger no shows of &lt;5%</li> <li>• Average age of entire fleet is 4 years, 5 months</li> <li>• At-fault accident rate of <math>\leq 1</math> per 100,000 miles traveled</li> <li>• Increasing paratransit riders to public transit goal of 25%</li> </ul> <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> <li>• Call hold time under three (3) minutes per call</li> <li>• On time performance goal of 90%</li> <li>• On time performance by appointment goal of 93%</li> <li>• Complaint ratio goal of <math>\leq 3</math> per 10,000 trips performed</li> </ul> <p>The CTC holds weekly meetings with the Operators and team members to discuss metrics and long-term goals. Meetings were previously bi-weekly, however with the onset of the CTC's PTSTAT program, meetings can decrease in frequency.</p>	The CTC's Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them (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

During the months of February, March and April staff from the LCB and TPA made 370 random telephone calls to riders who used Palm Tran Connection services since the first of 2020. A total of 42 survey responses were recorded. With the CTC Evaluation taking place during the COVID-19 pandemic, TPA staff also provided the CTC Evaluation Survey of Palm Tran Connection's services to over 900 riders via SurveyMonkey, capturing 191 responses. There was a total of 233 surveys collected.

- Improve GPPS systems in vehicles and ensure addresses and contact numbers are filed correctly
- Provide a way for clients to know their driver's estimated time of arrival
  - Drivers can call clients when 15 minutes out
- Implement Fare Boxes so riders aren't required to carry exact change on trips