Transportation Disadvantaged Grant Program Annual Update

Anie Delgado - Palm Beach MPO
MPO Board Meeting - July 21, 2016
Contents

◉ MPO’s Role in Transportation Disadvantaged (TD) Program
◉ Local Coordinating Board (LCB) Duties & Membership
◉ FY 16 Grant Activities
◉ Community Transportation Coordinator (CTC) Evaluation
◉ Next Steps
Local Coordinating Board Duties

TD Service Plan
Update services that assist the County’s TD population

Discuss
Safety concerns, eligibility, and other pertinent issues

Review
Rate models and service levels

CTC Evaluation
Service provided by Palm Tran Connection
Local Coordinating Board Membership

- Chairperson
- Vice Chairperson
- FL Department of Children and Families
- FL Department of Transportation
- FL Department of Veteran's Affairs
- FL Department of Health
- FL Agency for Healthcare Administration
- PBC Department of Community Services
- PBC School District
- Workforce Development Board
- Representative for the Disabled
- Representative for the Elderly

Seeking Membership:
- Private Transportation
- Agency for Persons with Disabilities
- Area Agency on Aging
- Vocational Rehabilitation
- Citizen Advocate
FY'16 Grant Activities

Grievance Procedures Approved
9/9/2015

Bylaws Approved
9/9/2015

1st Qtr. Mtg.
9/9/2015

CTD/FPTA Annual Training Workshop
10/25/2015

TDSP Update Began
12/9/2015

Public Hearing
12/9/2015

2nd Qtr. Mtg.
12/9/2015

TDSP Update Began
3/9/2016

CTC Evaluation Began
3/9/2016

CTC Evaluation Concluded
6/8/2016

TDSP Update Approved
6/8/2016

Special Mtg.
6/27/2016

3rd Qtr. Mtg.
3/9/2016

4th Qtr. Mtg.
6/8/2016

Grievance Procedures Approved
9/9/2015

9/9/2015

10/25/2015

12/9/2015

2nd Qtr. Mtg.
12/9/2015

3/9/2016

3/9/2016

6/8/2016


Transportation Disadvantaged Service Plan Update

- Outlines TD services and service parameters in Palm Beach County
- Annual minor update
- Major update every 5 years (Next in FY 18)
- 40.8% of population may qualify as TD

![Venn Diagram](attachment:venn_diagram.png)

- Disabled
- Low-Income
- Elderly

**Disabled Low-Income Elderly**

**Low-Income**

**Elderly**

**Disabled**

**Low-Income**

**Elderly**

**Disabled**
### Community Transportation Coordinator Evaluation

#### Key Findings

<table>
<thead>
<tr>
<th>CTC is currently meeting the following goals:</th>
<th>CTC is not currently meeting the following goals:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Passenger no-show goal of ≤ 4%</td>
<td>• Increasing public transit ridership goal of 25%</td>
</tr>
<tr>
<td>• At-fault accident goal of ≤ 1 per 100,000 miles traveled</td>
<td>• On-time performance goal of ≥ 95%</td>
</tr>
<tr>
<td>• Road call goal of ≤ 1 per 10,000 miles traveled</td>
<td>• Complaint ratio goal of ≤ 3 per 10,000 trips performed</td>
</tr>
<tr>
<td>• Call-hold time of ≤ 3 minutes per call</td>
<td></td>
</tr>
</tbody>
</table>

#### Recommendations

- Evaluate current measurable goals and ascertain whether or not they are attainable measures
- Gain understanding of logistics of fixed route & Tri-Rail service
- Provide education to riders on how to use fixed route
- Improve trip optimization
- Inform contractors of which goals they are not meeting and set targets towards achieving them
CTC will provide updates on remaining items at quarterly LCB meetings
- LCB will update CTD as needed
- MPO Board authorized grant for FY 17 at June meeting
- MPO Board will receive FY17 update in July 2017
THANK YOU!

Questions?

ADelgado@PalmBeachMPO.org
561.478.5744