



# FY 15-16 CTC Evaluation Overview

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# LCB DUTIES

## TDSP

Plan for service to serve the County's TD population

## CTC Evaluation

Evaluate service provided by Palm Tran Connection



## Discuss

Discuss safety concerns, eligibility, and other pertinent issues

## Review

Review rate models and service levels

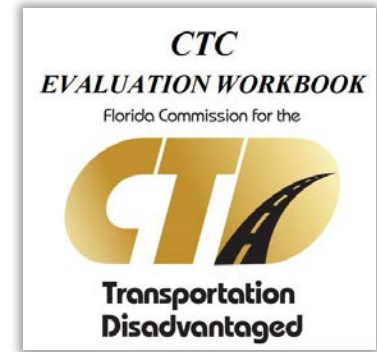


# EVALUATION OVERVIEW

- Evaluation process prescribed by Commission for Transportation Disadvantaged (CTD)

Includes following topics:

- General Questions
- Chapter 427.0155, F.S.
- Rule 41-2.011, F.A.C.
- Insurance
- Commission Standards
- Local Standards
- ADA Compliance
- On-Site Observation of the System
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination



# KEY FINDINGS

- General Questions

Chapter 427.0155, F.S.

Local Standards

Passenger Surveys



# GENERAL QUESTIONS

Key Findings	Recommendations
Complaint process lacks follow-up	Ensure follow-up with clients who have filed a complaint
CTC would like to increase paratransit trips on fixed-route service	<ul style="list-style-type: none"><li>• Gain understanding of logistics of fixed route &amp; Tri-Rail service to improve coordination and increase transfers of paratransit riders</li><li>• Provide education to riders on how to use fixed route</li></ul>
<ul style="list-style-type: none"><li>• Section 5310 grant recipients not adequately regulated for compliance</li><li>• Contractual language not updated to hold recipients accountable for key safety measures</li></ul>	<ul style="list-style-type: none"><li>• CTD should work closely with FDOT and CTC to enforce responsiveness and compliance of Operators</li><li>• CTD should revise contracts so that they hold recipients accountable for key safety measures</li></ul>
Voluntary Dollar donation program currently only marketed in printed materials	Reference Voluntary Dollar program on website and via email



## CHAPTER 427.0155, F.S.

Key Findings	Recommendations
<ul style="list-style-type: none"><li>• School buses not currently being utilized in coordinated system</li><li>• Charter and private school students oftentimes rely on paratransit services</li></ul>	<ul style="list-style-type: none"><li>• Work with the PBCS to have process in place to utilize school buses when needed</li><li>• Develop agreement with charter and private schools to subsidize costs for services provided to students</li></ul>
CTC reviews Section 5310 applications independently and submits comments to FDOT electronically	<ul style="list-style-type: none"><li>• Participate in person in FDOT's 5310 Grant Recipient selection committee to provide more direct input</li><li>• CTC should involve LCB in the Section 5310 review process</li></ul>
TD Service not available on seven holidays throughout year	<ul style="list-style-type: none"><li>• Consider offering limited service on the seven holidays that fixed route does not run</li></ul>
Not currently an arrangement with local WAGES coalition, CareerSource Palm Beach County	Work cooperatively with Career Source PBC to provide clients with services



# LOCAL STANDARDS

Key Findings	Recommendation
<p>CTCis currently meeting the following goals:</p> <ul style="list-style-type: none"><li>• Passenger no-show goal of <math>\leq 4\%</math></li><li>• At-fault accident goal of <math>\leq 1</math> per 100,000 miles traveled</li><li>• Road call goal of <math>\leq 1</math> per 10,000 miles traveled</li><li>• Call-hold time of <math>\leq 3</math> minutes per call</li></ul> <p>CTCis <b>not</b> currently meeting the following goals:</p> <ul style="list-style-type: none"><li>• Increasing public transit ridership goal of 25%</li><li>• On-time performance goal of <math>\geq 95\%</math></li><li>• Complaint ratio goal of <math>\leq 3</math> per 10,000 trips performed</li></ul>	<ul style="list-style-type: none"><li>• Evaluate current measurable goals and ascertain whether or not they are attainable measures</li><li>• Inform contractors of which goals they are not meeting and work towards achieving them</li><li>• Provide educational opportunities to contractors and appropriate staff as needed to improve knowledge of measurable goals and help improve achievement</li></ul>



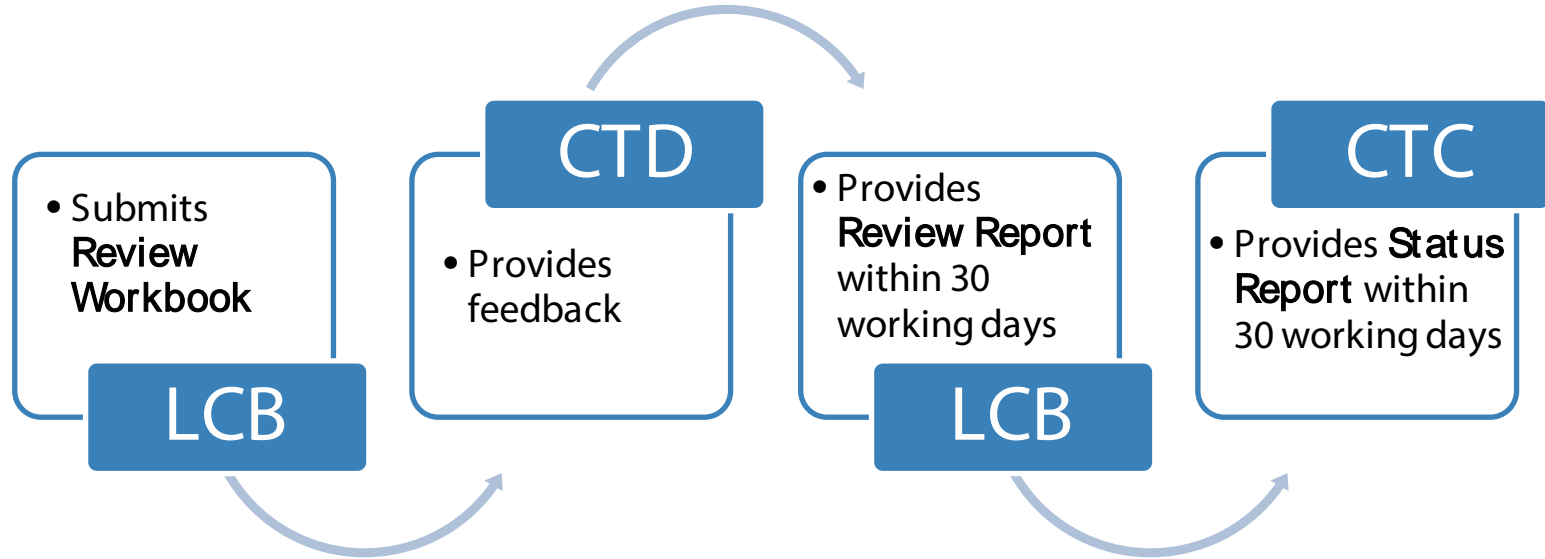


# PASSENGER SURVEYS

Key Findings	Recommendation
<ul style="list-style-type: none"><li>• 140 random telephone made</li><li>• Riders who used PTC service since February 2016</li><li>• Total of 50 survey responses were recorded</li><li>• Average service rating 8.46 (On scale of 1-10)</li></ul>	<ul style="list-style-type: none"><li>• Improve/update GPS systems in vehicles</li><li>• Improve trip optimization</li><li>• Improve customer service (follow-up on filed complaints)</li></ul>



## NEXT STEPS



- CTC will also provide updates on remaining items at quarterly LCB meetings
- LCB will update the CTD as needed

# THANK YOU!

Email CTC Evaluation Workbook feedback to:

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