FY 15-16 CTC Evaluation Overview

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TDLCB Meeting – June 8, 2016
Local Coordinating Board (LCB) Duties

Community Transportation Coordinator (CTC) Evaluation

Findings Overview

Next Steps
TDSP
Plan for service to serve the County’s TD population

Discuss
Discuss safety concerns, eligibility, and other pertinent issues

CTC Evaluation
Evaluate service provided by Palm Tran Connection

Review
Review rate models and service levels
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

<table>
<thead>
<tr>
<th>Key Findings</th>
<th>Recommendations</th>
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<tr>
<td>Complaint process lacks follow-up</td>
<td>Ensure follow-up with clients who have filed a complaint</td>
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| CTC would like to increase paratransit trips on fixed-route service         | • Gain understanding of logistics of fixed route & Tri-Rail service to improve coordination and increase transfers of paratransit riders  
|                                                                             | • Provide education to riders on how to use fixed route                          |
| • Section 5310 grant recipients not adequately regulated for compliance     | • CTD should work closely with FDOT and CTC to enforce responsiveness and compliance of Operators  
<p>| • Contractual language not updated to hold recipients accountable for key safety measures | • CTD should revise contracts so that they hold recipients accountable for key safety measures |
| Voluntary Dollar donation program currently only marketed in printed materials | Reference Voluntary Dollar program on website and via email                       |</p>
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<td>• School buses not currently being utilized in coordinated system</td>
<td>• Work with the PBCS to have process in place to utilize school buses when needed</td>
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<td>• Charter and private school students oftentimes rely on paratransit services</td>
<td>• Develop agreement with charter and private schools to subsidize costs for services provided to students</td>
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<td>CTC reviews Section 5310 applications independently and submits comments to FDOT electronically</td>
<td>• Participate in person in FDOT’s 5310 Grant Recipient selection committee to provide more direct input</td>
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<td><em>TD Service not available on seven holidays throughout year</em></td>
<td>• CTC should involve LCB in the Section 5310 review process</td>
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<td>Not currently an arrangement with local WAGES coalition, CareerSource Palm Beach County</td>
<td>• Consider offering limited service on the seven holidays that fixed route does not run</td>
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<td>Work cooperatively with Career Source PBC to provide clients with services</td>
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**LOCAL STANDARDS**

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<td><strong>CTC is currently meeting the following goals:</strong></td>
<td>• Evaluate current measurable goals and ascertain whether or not they are attainable measures</td>
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<td>• Passenger no-show goal of ( \leq 4% )</td>
<td>• Inform contractors of which goals they are not meeting and work towards achieving them</td>
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<tr>
<td>• At-fault accident goal of ( \leq 1 ) per 100,000 miles traveled</td>
<td>• Provide educational opportunities to contractors and appropriate staff as needed to improve knowledge of measurable goals and help improve achievement</td>
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<td>• Road call goal of ( \leq 1 ) per 10,000 miles traveled</td>
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<tr>
<td>• Call-hold time of ( \leq 3 ) minutes per call</td>
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<td><strong>CTC is not currently meeting the following goals:</strong></td>
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<td>• Increasing public transit ridership goal of 25%</td>
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<td>• On-time performance goal of ( \geq 95% )</td>
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<tr>
<td>• Complaint ratio goal of ( \leq 3 ) per 10,000 trips performed</td>
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## PASSENGER SURVEYS

### Key Findings

- 140 random telephone made
- Riders who used PTC service since February 2016
- Total of 50 survey responses were recorded
- Average service rating 8.46 (On scale of 1-10)

### Recommendation

- Improve/update GPS systems in vehicles
- Improve trip optimization
- Improve customer service (follow-up on filed complaints)
CTC will also provide updates on remaining items at quarterly LCB meetings.

LCB will update the CTD as needed.

- **LCB**
  - Submits Review Workbook
  - Provides Review Report within 30 working days

- **CTD**
  - Provides feedback
  - Provides Review Report within 30 working days

- **CTC**
  - Provides Status Report within 30 working days
THANK YOU!

Email CTC Evaluation Workbook feedback to:
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