Summary

In response to the June 8, 2016 CTC evaluation findings.

- Recommendations – 20
- Action Item – 23
- Pending – 6
- In Progress – 9
- Completed – 8
<table>
<thead>
<tr>
<th>Finding</th>
<th>Recommendation</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>- CTC clients can submit complaints via telephone, social media, or mail</td>
<td>- Consider an online form available on the CTC website for submitting complaints</td>
<td>- This will be available as part of the online scheduling website</td>
</tr>
<tr>
<td>- Clients can also communicate concerns directly to CTD if still not satisfied</td>
<td>- Follow up on all complaints via telephone, email or letter where applicable</td>
<td>- Q1-2017</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Acknowledgment cards will be sent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Q4-2016</td>
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<tr>
<td></td>
<td></td>
<td>- A closeout survey will be developed</td>
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<td></td>
<td></td>
<td>- Q2-2017</td>
</tr>
</tbody>
</table>
General Questions

**Finding**
- A summary of complaint is currently provided to the LCB in a bar chart format

**Recommendation**
- Provide a brief written summary and clear complementary graphics of the complaints to the LCB

**Status**
- The Performance Management Office will evaluate once established by Palm Tran Director
  - Q4-2016
### General Questions

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<tr>
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<tbody>
<tr>
<td>• Signage on vehicles that contains communication information (including complaint process) is small and difficult to read from afar</td>
<td>• Increase font side on vehicle signage to improve its visibility to all riders</td>
<td>• Stickers are being changed/replaced to address findings</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• New Font size English 28pt, Spanish and Creole 22 pt</td>
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<td></td>
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<td>• September 1, 2016</td>
</tr>
</tbody>
</table>
General Questions

**Finding**

- CTC is interested in coordinating with Palm Tran fixed route and Tri-Rail to transfer riders from paratransit service

**Recommendation**

- Meet with transit agencies to find ways to better coordinate transfers of eligible riders from paratransit to fixed route
In an effort to address ridership on our paratransit system Connection is currently engaged in the beginning stages of adding a functional assessment component to our eligibility process. Palm Tran feels as though having this value added service, our eligibility process will better serve the residents of our community who truly need paratransit service. Though the functional assessment process, Palm Tran Connection can best employ the various types of eligibility for individuals seeking to use the paratransit system while shifting those riders who can safely access our larger buses to the larger more cost efficient fixed route system.
General Questions

Finding
• Paratransit riders are often unsure of how to use fixed route service

Recommendation
• Develop an educational program that includes videos to better inform riders how to use fixed route bus service
• Promote the educational program via social media, CTC website, and on displays in the CTC waiting room

Status
• Implement Functional Assessment and travel training
  • Q3-2017
<table>
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</table>
| • FDOT section 5310 recipients are not adequately regulated for compliance and contractual language is not updated to hold recipients accountable for key safety measures | • The Florida CTD should work closely FDOT and the CTC to enforce responsiveness and compliance of Operators to facilitate a better coordinated system  
• The CTD should encourage FDOT to update Section 5310 language show that it matches the Palm Beach County contract which includes standards for HIPPA, drug/alcohol testing, or USCIS E-Verify language | • Currently exist no Coordinated Contract between the CTC and any of the grant recipients, the CTC has no legal right to review/audit their transportation program  
• FDOT Local and State representatives have been made aware of the request for the updates to be added. As previously stated the CTC is waiting for a new mutually beneficial agreement to be executed |
General Questions

Finding

- The Voluntary Dollar donation program is currently only marketed in printed CTC materials

Recommendation

- Reference the Voluntary Dollar program on the websites and via e-mail
Status

• Poster that appears on the CTD website has been added to Palm Tran’s website. In addition, the poster has been printed (enlarged) and posted in each of our contractors buildings as well as all Palm Tran facilities.
Finding

• Some drivers have physical examinations near expiration

Recommendation

• Remind drivers with physicals expiration soon off the approaching date and deadline in order for them to remain in compliance

Status

• The State of Florida requires all drivers maintain their physical exam as required by FAC 14 – 90-0041. The CTC staff monitors this requirement weekly and advises the Contractors of any upcoming concerns
## Finding

- Local toll-free number is posted in vehicles; however the font size is small and difficult to read from a distance

## Recommendation

- Increase the font size and notice size of the local toll-free number on signage in vehicles to improve visibility

## Status

- Stickers are been changed to address the finding
Local Standard

**Recommendation**
- Increasing public transit ridership goal of 25%
- On-time performance goal of ≥ 95%

**Status**
- The goal is to increase ridership on fixed-route service
- The goal is high for industry standard and is currently under review
Local Standard

Recommendation

- Evaluate current goals and ascertain whether or not they are tenable measurements
- Inform contractor which goals they are not meeting and work towards achieving them
- Provide educational opportunities to contractors and appropriate staff to improve knowledge of measurable goals and help improve achievement

Status

- Performance and management office will evaluate once established by Palm Tran director
- Biweekly meetings are currently scheduled with MV, First Transit and Maruti as a source of guidance, information sharing and long-term goals
**Finding**
- The TTY/Florida Relay System numbers are now listed with the office phone number

**Recommendation**
- List the TTY/Florida Relay System numbers and Rider’s Guide, on the website, and in other publications

**Status**
- Relay System numbers will be added to website, Rider’s Guide, and other publications
  - Q4-2016
Rider Survey

**Finding**
- Drivers are unable to find destinations because the system cannot accurately locate an address. As a result, riders are often picked up late or arrive late to their destination.

**Recommendation**
- Improve/update GPS system in vehicle so that addresses are properly located.

**Status**
- It is Palm Tran Connection main focus to improve GPS functionalities.
- Constant communication with Trapeze has been setup, including site visits.
  - Q4-2016
Rider Survey

Finding
• Riders sit on the vehicles for hours, often times passing destinations and route to pick-up/drop-off other passengers

Recommendation
• Improve trip optimization so that multi-loaded passengers arrived to their destinations in a timely manner

Status
• Trip/Optimization is a daily priority within Scheduling and Dispatch Departments
• Q03-2016

• More specific information is needed to address concern
Rider Survey

Finding
• Riders follow the complaint procedure, but do not receive a follow-up response from the CTC

Recommendation
• Improve complaint department customer service and ensure clients receive a follow-up response as soon as possible

Status
• Acknowledgment cards will be sent to every individual who submits a complaint
  • Q3-2016

• A close out survey will be developed so that customers may rate their experience
  • Q1-2017
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Thank You

Palm Tran Connection Team