

Palm Tran Connection

FY 15 -16

CTC Evaluation - Response

Summary

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

- Recommendations – 20
- Action Item – 23
- Pending – 6
- In Progress – 9
- Completed – 8

General Questions

Finding

- CTC clients can submit complaints via telephone, social media, or mail
- Clients can also communicate concerns directly to CTD if still not satisfied

Recommendation

- Consider an online form available on the CTC website for submitting complaints
- Follow up on all complaints via telephone, email or letter where applicable

Status

- This will be available as part of the online scheduling website
 - *Q1-2017*
- Acknowledgment cards will be sent
 - *Q4-2016*
- A closeout survey will be developed
 - *Q2-2017*

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

Finding

- Signage on vehicles that contains communication information (including complaint process) is small and difficult to read from afar

Recommendation

- Increase font size on vehicle signage to improve its visibility to all riders

Status

- Stickers are being changed/replaced to address findings
- New Font size
English 28pt,
Spanish and
Creole 22 pt
- *September 1, 2016*

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

Status

- 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*

General Questions

Finding

- FDOT section 5310 recipients are not adequately regulated for compliance and contractual language is not updated to hold recipients accountable for key safety measures

Recommendation

- 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

Status

- 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.

Rule 41-2.011, F.C

CTC is in compliance with this section

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

Commission Standards

CTC is in Compliance with this section

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 \geq 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 shearing and long-term goals

ADA Compliance

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