

PALM TRAN CONNECTION

**FY 16-17 CTC Evaluation – Update
TD-LCB Meeting- August 24, 2017**



General Questions

Key Findings	Recommendation	Status
<p>The CTC only accepts complaints via phone</p>	<p>The CTC should consider an online form available on the CTC website for submitting complaints. All complaints should be followed-up with via phone, email, or letter where applicable.</p>	<p>This will be available as part on the online scheduling website</p> <p>In progress Q4 2017</p>

Chapter 427.0155, F.S

Key Findings	Recommendation	Status
<p>School buses not currently being utilized in coordinated system</p> <p>Charter and private school students oftentimes rely on paratransit services</p>	<p>Work with the PBCS to have process in place to utilize school buses when needed</p> <p>Develop agreement with charter and private schools to subsidize costs for services provided to students</p>	<p>In progress with Ann Storck Center</p> <p>Q2 2018</p>
<p>TD Service not available on seven holidays throughout year</p>	<p>Consider offering limited service on the seven holidays that fixed route does not run</p>	<p>Paratransit service is a reflection of the fixed route service hours. Review with RPM Project</p> <p>Q4 2017</p>
<p>Not currently an arrangement with local WAGES coalition, CareerSource Palm Beach County</p>	<p>Work cooperatively with Career Source PBC to provide clients with services</p>	<p>The CTC may start discussion with Career Source</p> <p>Q4 2017</p>

Local Standards

Key Findings	Recommendation	Status
<p>CTC is not currently meeting the following goals:</p> <p>Increasing public transit ridership goal of 25%</p> <p>On-time performance goal of $\geq 91\%$</p> <p>On-time performance goal by appointment time of $\geq 93\%$</p> <p>Complaint ratio goal of ≤ 3 per 10,000 trips performed</p> <p>Call-hold time of ≤ 3 minutes per call</p>	<p>Continue to evaluate current measurable goals and develop strategic plan to achieve them.</p>	<p>Palm Tran Connection is reevaluating different ways that service improvement, by addressing capacity constraints.</p> <p>Q1 2019</p>

Passenger Survey

Key Findings	Recommendation	Status
Riders sit on the vehicles for hours, often times passing destinations in route to pick-up/drop-off other passengers.	Improve trip optimization	Services from MTM will be acquired for assessments on this definition. Q4 2017
Callers are on hold much longer than the 3 minute hold-time target.	Ensure call hold times are under 3 minutes	Thru the development of PASSWEB, IVR automated systems and the recruiting of 3 new Reservation Agents will alleviate hold times. Q4 2017

