



FY 16-17 CTC Evaluation Overview

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TDLCB Meeting – June 14, 2017

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- ◉ Community Transportation Coordinator (CTC) Evaluation
 - Findings Overview
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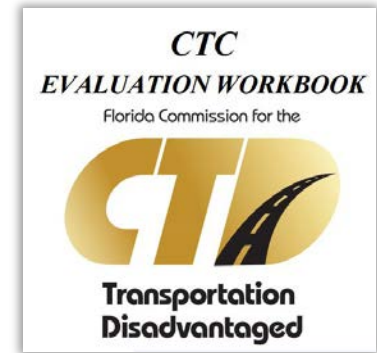


EVALUATION OVERVIEW

- 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



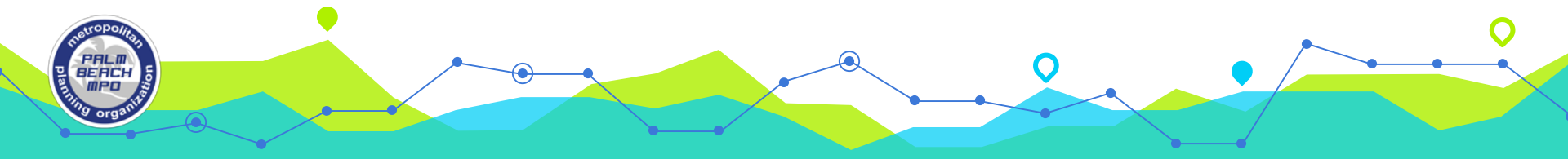
GENERAL QUESTIONS

Key Findings	Recommendations
<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>A summary of complaints is not currently provided to the LCB on a regular basis.</p>	<p>The Office of Performance Management should develop a summary of complaints that includes visual representation as well as a brief written summary of the complaints also be provided.</p>



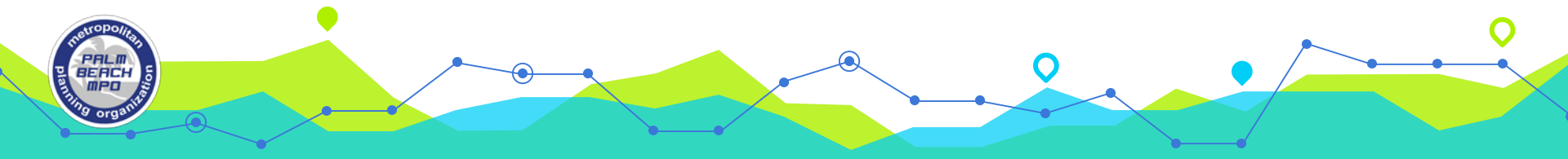
CHAPTER 427.0155, F.S.

Key Findings	Recommendations
<ul style="list-style-type: none">• School buses not currently being utilized in coordinated system• Charter and private school students oftentimes rely on paratransit services	<ul style="list-style-type: none">• Work with the PBCS to have process in place to utilize school buses when needed• Develop agreement with charter and private schools to subsidize costs for services provided to students
CTC reviews FDOT Section 5310 Grant applications and submits comments to FDOT but does not seek input from the LCB	Prepared information on the applications can be presented to the LCB with opportunities to comment and provide input on the selections
TD Service not available on seven holidays throughout year	Consider offering limited service on the seven holidays that fixed route does not run
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">• Passenger no-show goal of $\leq 4\%$• At-fault accident goal of ≤ 1 per 100,000 miles traveled• Breakdown goal of ≤ 1 per 10,000 miles traveled <p>CTCis not currently meeting the following goals:</p> <ul style="list-style-type: none">• Increasing public transit ridership goal of 25%• On-time performance goal of $\geq 91\%$• On-time performance goal by appointment time of $\geq 93\%$• Complaint ratio goal of ≤ 3 per 10,000 trips performed• Call-hold time of ≤ 3 minutes per call	<p>The CTC's Office of Performance Management should continue to evaluate current measurable goals and develop strategic plan to achieve them.</p>

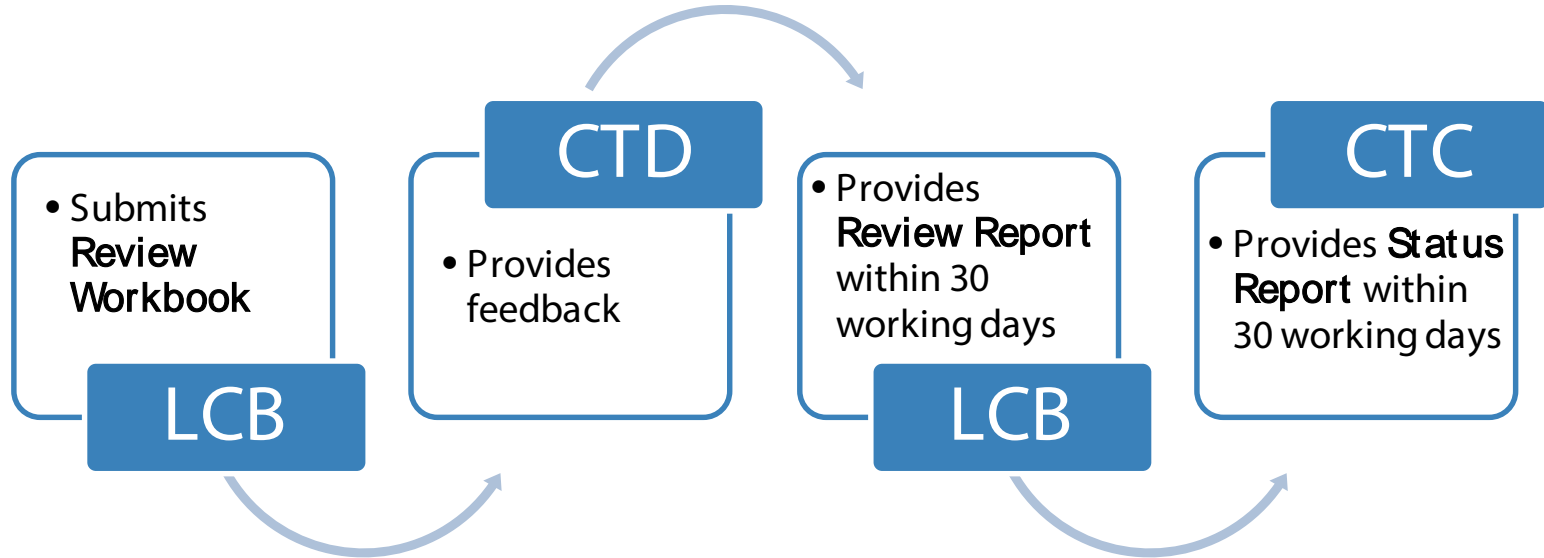


PASSENGER SURVEYS

Key Findings	Recommendation
<ul style="list-style-type: none">• 180 random telephone calls were made• Riders who used PTC service since February 2017• Total of 50 survey responses were recorded• Average service rating 8.73 (On scale of 1-10)	<ul style="list-style-type: none">• Improve/update GPS systems in vehicles• Improve trip optimization• Ensure call hold times are under 3 minutes• Ensure drivers are adequately trained to work with customers with hearing or vision impairments



NEXT STEPS



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



THANK YOU!

Any questions?

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