

# CTC UPDATE

Local Coordinating Board October 18, 2017

# TD Trip Overview

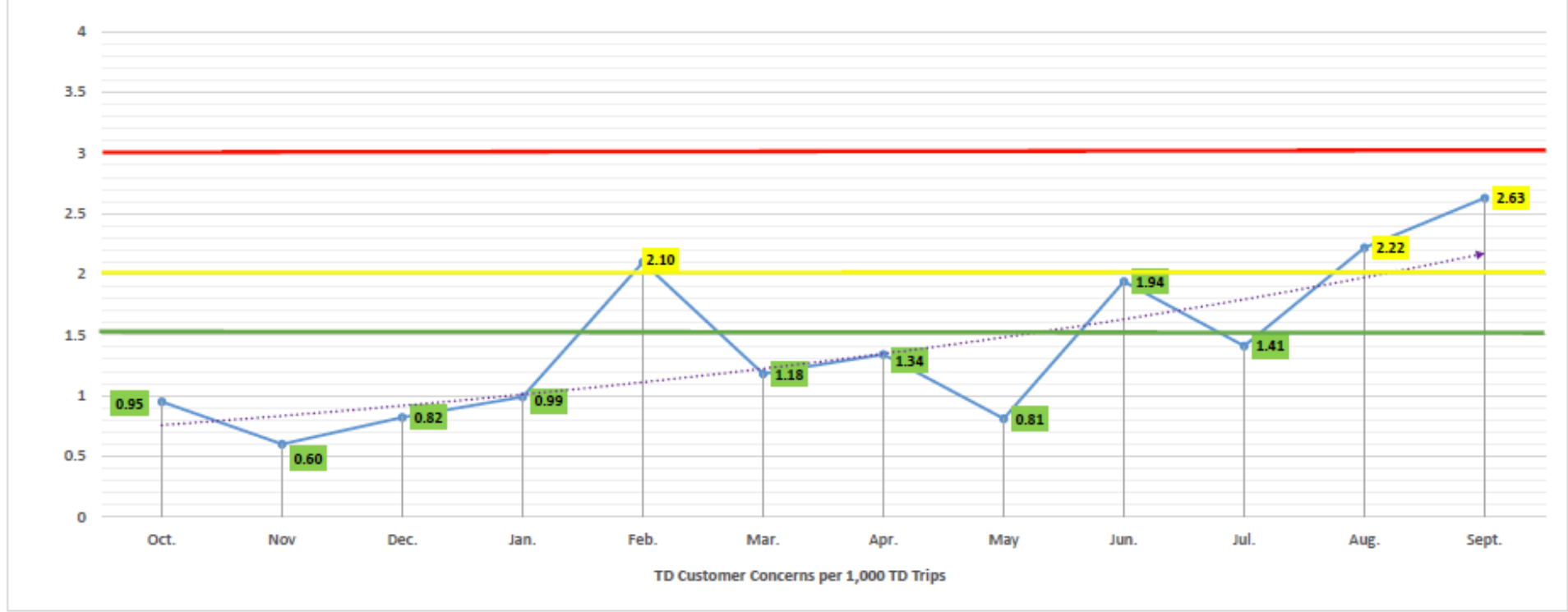
PTC TD Trips for August 2017	
Trip Purpose	Trips
Employment	2,676
Education	2,589
Medical	1,311
Recreational	893
Life Sustaining	860
Adult Day Care	674
Meeting	464
Visitation	369
Nutrition	325
Other	232
Religious	165
Adult Day Training	144
Non-Food Shopping	94
<b>Total TD Trip Count</b>	<b>10,796 trips</b>
<b>Cost @ \$35/trip</b>	<b>\$377,860.00</b>
<b>Fare collection @ \$3.50/trip</b>	<b>\$37,786.00</b>

FX Passes Sold for August 2017	
Pass Type	Amount Sold
1 Day @ \$1.50	9
31 Day @ \$15.00	3,083
31 Day @ \$20.00	1,042
<b>Total</b>	<b>4,134 passes*</b>
<b>Funds Collected</b>	<b>\$72,974.50</b>

\*Note: Some TD passes are issued as "Courtesy, Return, Testing", no funds will be collected for such.

### CONNECTION - TD Customer Concerns per 1,000 TD Trips.

Customer Satisfaction	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
TD Customer Concerns per 1,000 TD Trips	3.0	2.0	1.5	● 0.95	● 0.60	● 0.82	● 0.99	● 2.10	● 1.18	● 1.34	● 0.81	● 1.94	● 1.41	● 2.22	● 2.63



Metric	Metric Calculation	Metric Description
TD Customer Concerns per 1,000 TD Trips.	$(\text{TD Customer Concerns} / \text{Total TD Trips}) * 1,000$	Customer concerns per 1,000 TD Trips.

- The Maximum has not been met
- The metric is at or below the Maximum but not at the Target
- The Target has been met or exceeded





# Innovation Award at the TD Conference

## Palm Tran and ISS Honored for Innovative Partnership

The Commission for the Transportation Disadvantaged (CTD) is honoring Palm Tran and Information Systems Services (ISS) with the Innovation Award for enhancing management of Florida's [Transportation Disadvantaged \(TD\) program](#) pass sales. The TD program is a lifeline for economically underprivileged and medically disadvantaged residents, who are able to purchase discounted passes.

However, accurate record keeping for the program was a challenge. Outdated methods involved spreadsheets and had limited controls to prevent fraud and abuse. The team at Palm Tran Connection, Palm Beach County's paratransit service for qualifying disabled residents, formed an innovative partnership with ISS that led to the development of the bus pass tracker database. The database allows Palm Tran Connection and other agencies that sell passes to track bus pass activity and inventory, run reports in real-time and create reports on customers.

"With this system, we are now able to more easily account for every pass sold," Palm Tran Executive Director Clinton B. Forbes said. "This innovative solution is leading the state of Florida in management of a program that's critical for so many."

"With almost 90,000 of these passes sold last year, having superior management of this program is critical and ensures the passes are purchased by those who really are in need," Palm Tran Connection Operations Manager Lou Ferri said.

For more information on the TD program and [Palm Tran Connection](#), please visit: [www.palmtran.org](http://www.palmtran.org).

### cutline

Palm Tran Connection Operations Manager Lou Ferri accepts the Innovation Award at the CTD Awards in Orlando.

