

FY 17-18 CTC Evaluation Overview

TD LCB Meeting - May 30, 2018

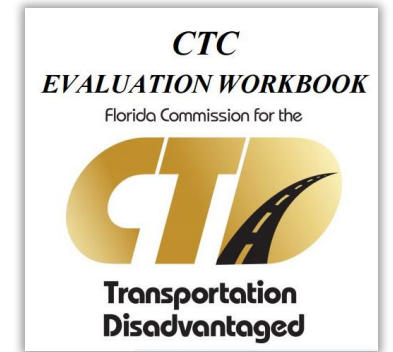
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Contents

- Community Transportation Coordinator (CTC) Evaluation Findings Overview
- Next Steps

Evaluation Overview

- Evaluation process prescribed by the Commission for Transportation Disadvantaged (CTD)
- Includes the 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>Thorough Complaint Process</p> <ul style="list-style-type: none"> • Clients are notified when complaint is received, and again when resolved. • Clients can contact CTD if they are not satisfied after complaint resolution 	<p>While a summary of complaints is currently provided to the LCB in a bar chart format, it is recommended that a brief written summary of the complaints received accompanies the chart. These can also be provided as an item in the agenda backup.</p>
<p>CTC is interested in coordinating with Palm Tran and Tri-Rail to transfer riders from the paratransit services</p> <ul style="list-style-type: none"> • Increase the ridership of Palm Tran Public Transportation 	<p>CTC should hold a training to encourage a better understanding of how eligible riders can easily transfer to the fixed route service or Tri-Rail from paratransit.</p>
<p>Paratransit riders are often unsure of how to use fixed-route services</p> <ul style="list-style-type: none"> • CTC offers a fixed route guide for ADA-eligible riders • Trying to transition TD riders who are capable to ride fixed-route to do so 	<p>CTC should develop a video education program to inform riders on how to use fixed-route bus service</p> <ul style="list-style-type: none"> • Program should be present on social media, website, and can play in the Connection waiting room

Chapter 427.0155, F.S.

Key Findings	Recommendations
<ul style="list-style-type: none"> School buses are not currently being utilized in the coordinated system due to similar peak times. Charter and private schools oftentimes rely on paratransit services to get to and from school. 	<ul style="list-style-type: none"> Work with the School District of Palm Beach County to utilize school buses. Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to the students.
<p>CTC uses IVR (Interactive Voice Recognition System) after hours to confirm or cancel trips the night prior to what is scheduled</p> <ul style="list-style-type: none"> This automated software helps the CTC keep track of whether trips for the next day are still on schedule as planned 	<p>CTC should continue to utilize IVR to confirm scheduled trips, and should use the technology to call the client when the ride is 15 minutes out from the pick-up location.</p>
<p>TD Service is not available on seven (7) holidays throughout the year.</p>	<p>CTC should consider limited paratransit service on these seven (7) holidays that fixed-route does not run.</p>
<p>There is not currently an arrangement with the local WAGES coalition, Career Source PBC.</p>	<p>Work cooperatively with Career Source PBC to provide clients with transportation services.</p>

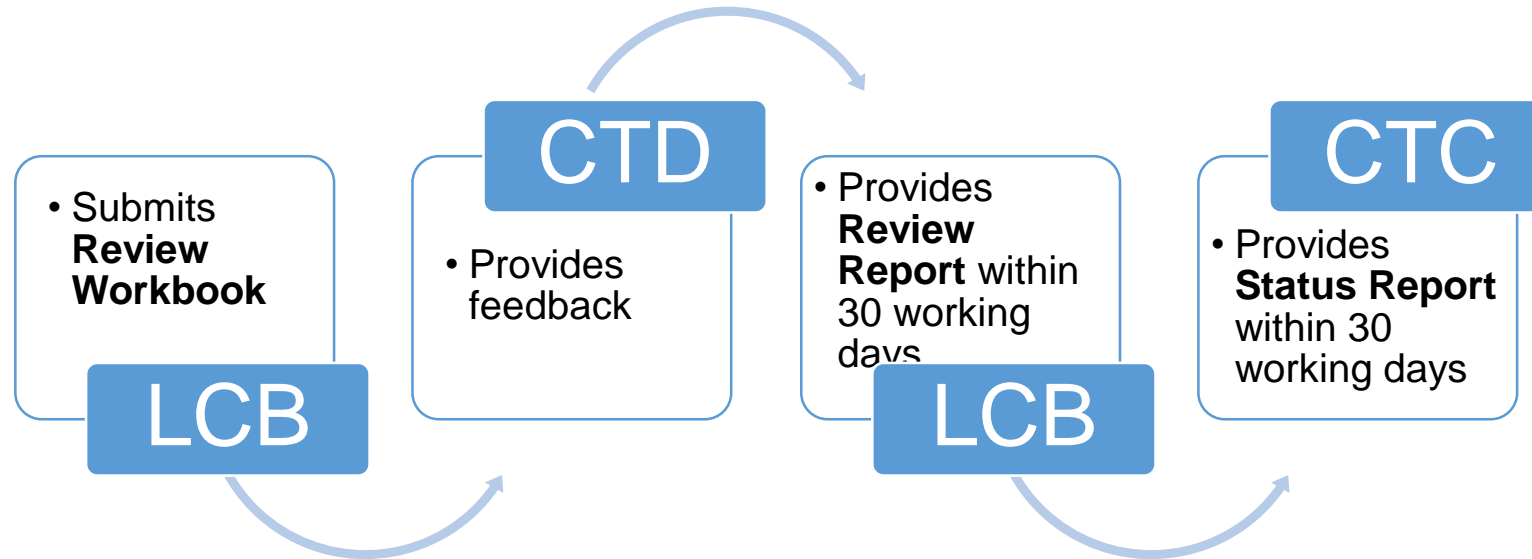
Local Standards

Key Findings	Recommendations
<p>The CTC <u>is</u> currently meeting the following goals:</p> <ul style="list-style-type: none">• Passenger no shows of <5%• Average fleet age: 3 years, 2 months• At-fault accident goal is ≤ 1 per 100,000 miles traveled• Call hold time is less than three (3) minutes per call <p>The CTC <u>is not</u> currently meeting the following goals:</p> <ul style="list-style-type: none">• Increasing public transit ridership goal of 25%• On time performance goal of 90%• Complaint ratio goal of ≤ 3 per 10,000 trips performed	<p>The CTC's Office of Performance Management should continue to evaluate current measurable goals and develop a strategic plan to achieve them</p> <ul style="list-style-type: none">• Increasing the average on time performance standards• Decreasing the amount of complaints• Get able-bodied users of Connection to transition to the fixed-route, if their abilities allow

Passenger Surveys

Key Findings	Recommendations
<ul style="list-style-type: none">• 385 random telephone calls made during March and April by LCB and TPA staff• Calls to riders who used PTC since the first of 2018• Total of 95 survey responses recorded• Average service rating 9.64 (On scale of 1-10)<ul style="list-style-type: none">○ .91 increase from FY 17 Evaluation	<ul style="list-style-type: none">• Improve trip optimization• Improve/update GPS in vehicles• Provide a way that clients can know their driver's estimated time of arrival• Implement Fare Boxes so riders aren't required to carry exact change• Improve transfers between counties

Next Steps



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

Thank You!

Any Questions?

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