FY 17-18 CTC Evaluation Overview

TD LCB Meeting - May 30, 2018
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Evaluation Overview

- Evaluation process prescribed by the Commission for Transportation Disadvantaged (CTD)
- Includes the following topics:
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  - Chapter 427.0155, F.S.
  - Rule 41-2.011, F.A.C.
  - Insurance
  - Commission Standards
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  - On-Site Observation of the System
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  - Level of Competition
  - Level of Coordination
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- General Questions
- Chapter 427.0155, F.S.
- Local Standards
- Passenger Surveys
### General Questions

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| **Thorough Complaint Process**  
- Clients are notified when complaint is received, and again when resolved.  
- Clients can contact CTD if they are not satisfied after complaint resolution | 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. |
| **CTC is interested in coordinating with Palm Tran and Tri-Rail to transfer riders from the paratransit services**  
- Increase the ridership of Palm Tran Public Transportation | 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. |
| **Paratransit riders are often unsure of how to use fixed-route services**  
- 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 | CTC should develop a video education program to inform riders on how to use fixed-route bus service  
- Program should be present on social media, website, and can play in the Connection waiting room |
### Key Findings

- 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.

### Recommendations

- 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.

| CTC uses IVR (Interactive Voice Recognition System) after hours to confirm or cancel trips the night prior to what is scheduled  
| This automated software helps the CTC keep track of whether trips for the next day are still on schedule as planned  |
| 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.  |

| TD Service is not available on seven (7) holidays throughout the year.  |
| CTC should consider limited paratransit service on these seven (7) holidays that fixed-route does not run.  |

| There is not currently an arrangement with the local WAGES coalition, Career Source PBC.  |
| Work cooperatively with Career Source PBC to provide clients with transportation services.  |
## Local Standards

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<th><strong>Key Findings</strong></th>
<th><strong>Recommendations</strong></th>
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| The CTC is currently meeting the following goals:  
  - 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 | The CTC’s Office of Performance Management should continue to evaluate current measurable goals and develop a strategic plan to achieve them  
  - 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 |
| The CTC is not currently meeting the following goals:  
  - Increasing public transit ridership goal of 25%  
  - On time performance goal of 90%  
  - Complaint ratio goal of ≤3 per 10,000 trips performed |   |
Passenger Surveys

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<td>• 385 random telephone calls made during March and April by LCB and TPA staff</td>
<td>• Improve trip optimization</td>
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<td>• Calls to riders who used PTC since the first of 2018</td>
<td>• Improve/update GPS in vehicles</td>
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<td>• Total of 95 survey responses recorded</td>
<td>• Provide a way that clients can know their driver’s estimated time of arrival</td>
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<td>• Average service rating 9.64 (On scale of 1-10)</td>
<td>• Implement Fare Boxes so riders aren’t required to carry exact change</td>
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<td>o .91 increase from FY 17 Evaluation</td>
<td>• Improve transfers between counties</td>
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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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