

Palm Beach County Transportation
Disadvantaged Local Coordinating Board
October 30, 2019

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CTC UPDATE

TD Trip Report

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	September 2019								
Daily Average Report	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Weekdays	Weekends
OTP									
Average OTP (Window)	79.00%	73.85%	67.12%	75.70%	75.34%	85.71%	89.81%	74.20%	87.76%
Average OTP (Appt)	88.86%	84.34%	81.65%	86.08%	87.65%	93.30%	95.52%	85.72%	94.41%
Trips									
ADA Trips	2,708	2,855	2,490	2,832	2,848	1,217	695	2,747	956
DOSS Trips	257	265	241	234	265			252	
TD Trips	490	557	439	545	517	148	81	510	114
Passengers (Scheduled)	4,444	4,603	4,513	4,640	4,696	1,876	1,211	4,579	1,544
Passengers (Transported)	3,453	3,682	3,174	3,610	3,622	1,353	814	3,508	1,083
Scheduled Trips	4,052	4,157	4,086	4,161	4,231	1,577	963	4,137	1,270
Completed Trips	3,165	3,337	2,890	3,254	3,289	1,149	659	3,187	904
MV Trips	1,607	1,670	1,462	1,623	1,669	1,149		1,606	1,149
First Transit Trips	1,558	1,667	1,428	1,632	1,621		643	1,581	643
Maruti Trips	0	0	0	0	0			0	
Cancels & No-Shows									
Combined CX/NS Rate	20%	18%	27%	19%	20%	24%	29%	21%	27%
Advanced Cancels	401	378	432	440	425	185	149	415	167
Late Cancels	257	206	506	200	249	126	78	283	102
No-Shows	113	97	112	108	118	52	37	109	45
No Fault No-Shows	58	51	68	49	58	22	19	57	20
Misc									
Completed Revenue Hours	2,033	2,116	1,817	2,114	2,137	909	601	2,043	755
Average Productivity	1.70	1.74	1.75	1.71	1.70	1.49	1.35	1.72	1.42
Routes	286	294	247	294	292	113	101	283	107
10-60/Customer No Pay	19	20	32	12	14	7	44	19	25
Passengers per Route	11.07	11.36	11.69	11.08	11.25	10.22	6.51	11.29	8.36
Miles per Trip	9.54	9.92	9.65	9.86	9.54	8.81	8.76	9.70	8.79
Raw Complaints	14	15	18	16	13	0	0	15	0

Trip Purpose

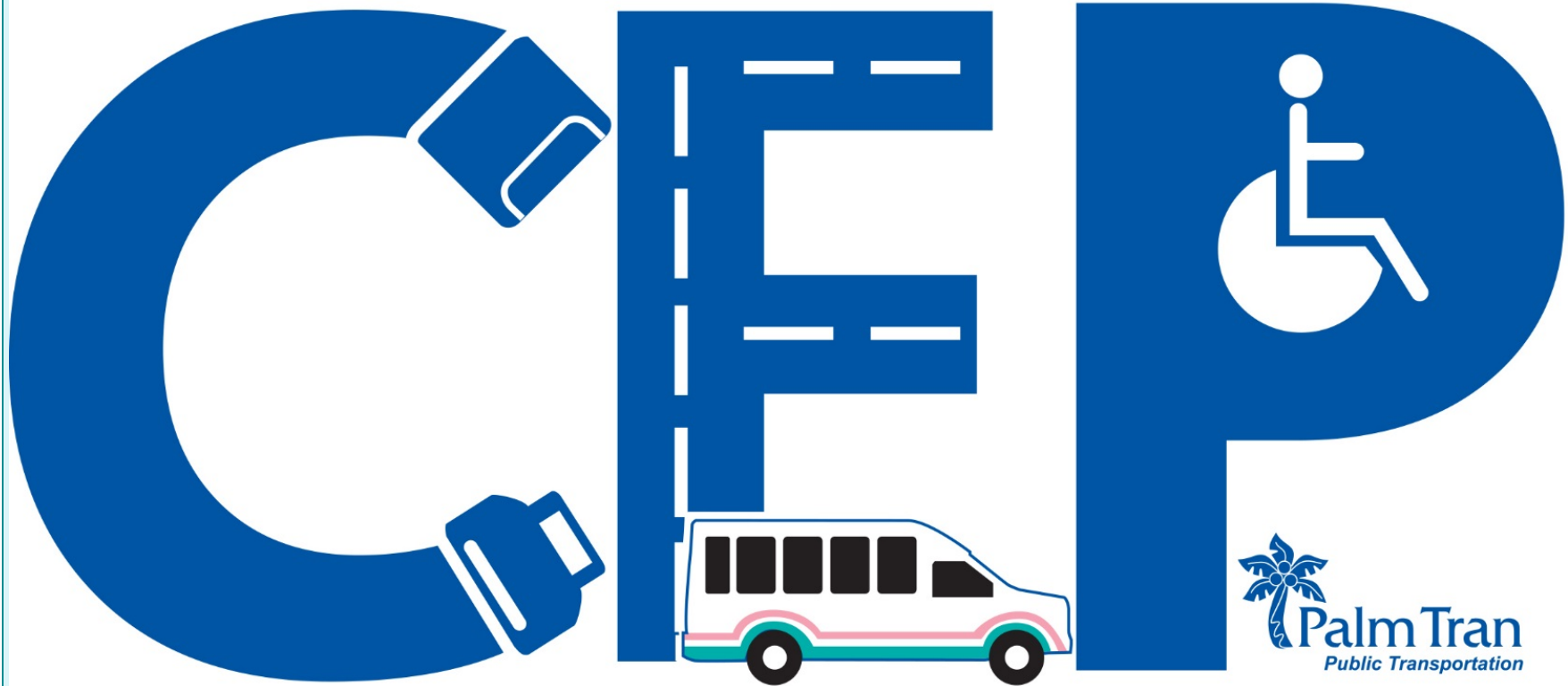
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Ridership by Purpose	% of Service	ADA Trips	DOSS Trips	TD Trips	Total Trips	Demand Trips	Trip Length
Employment	19.79%	11,327	0	2,103	13,430	46%	10.76
Education	17.02%	8,505	0	3,048	11,553	26%	13.06
Medical	13.74%	8,457	0	865	9,322	89%	9.17
Life Sustaining	11.85%	7,227	0	816	8,043	8%	6.86
Nutrition	9.73%	1,678	4,706	219	6,603	43%	5.66
Recreational	6.98%	4,227	0	507	4,734	84%	8.34
Adult Day Care	5.35%	2,832	68	728	3,628	12%	8.77
Adult Day Training	3.80%	2,123	0	459	2,582	14%	12.27
Meeting	3.71%	2,265	0	250	2,515	88%	9.96
Visitation	3.57%	2,051	0	371	2,422	91%	11.11
Religious	2.93%	1,762	0	225	1,987	85%	7.50
Non-Food Shopping	1.00%	620	0	60	680	96%	6.86
Other	0.49%	267	0	66	333	1%	11.36
Primary Education	0.04%	27	0	1	28	14%	17.50
Certification	0.01%	5	0	0	5	100%	9.18
Voting	0.00%	3	0	0	3	100%	11.01
Medical Discharge	0.00%	1	0	0	1	0%	1.27
Total		53,377	4,774	9,718	67,869		

Connection Efficiencies Project (CEP)

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Connection Efficiencies Project



What is the CEP?

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- An in-depth “RPM” deep dive into Palm Tran Connection
- Refreshing and Re-examining Connection service
- Explore opportunities to make improvements
- Delta Services Group, Inc. hired to lead the project
- Aggressive timeline
- November 23, 2019 BCC Workshop to discuss

Initiatives to be Explored

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- Definition of the ADA Service Area
- Eligibility (Functional assessment/Conditional)
- The Connection Fare (ADA allows for 2x FR fare)
- Capacity issues/Fleet diversity
- TD Modifications (Trip Caps, Trip Prioritization)
- Alternative services (Uber/Lyft, Taxis)

New Connection Vehicles and Look!

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Questions?