CTC UPDATE

TD LCB

February 12, 2020

Connection Efficiencies Project (CEP)

Analysis of System

- Service Is Growing
- There is a Growing Flow of New Customers
- On-Time Performance is Struggling
- Service Efficiency Remains Good…For Now
- Palm Beach County's Transit is Unique Compared to Peers

Other Areas of Comparison

Measure	PTC	National Average
Cost Per Trip	~$35.00 Per Trip	$23.00 to $53.00/trip
Efficiency	~1.6 Trips Per Hour	ADA Average ~1.0 TPH
Fares	Charge 1.75X Fixed Route	Charge 2X Fixed Route
On Time Performance	High 70% range	Goal ~92%

Florida-Specific Comparison

- ADA – Federal Requirement is ¾ mi. from Fixed Route
- TD – Most agencies limit after State funding expended
- DOSS – Paratransit providers do not typically operate this type of program

Agency	**ADA**	**TD**	**DOSS**
Palm Tran	Beyond ¾ Mile	Not Limited	Not Limited
Broward County Transit	3/4 mi	As Funded	N/A
Central Florida RTA (Lynx)	3/4 mi	As Funded	N/A
Jacksonville Transportation Authority	3/4 mi	As Funded	N/A
Pinellas Suncoast Transit Authority	3/4 mi	As Funded	N/A

Summary of Major Points

- Steady growth in demand for paratransit service
- Average of 360 new ADA eligible customers per month
- Better than average efficiency (Productivity)
- Decreasing on time performance
- Unusually large proportion of paratransit compared to fixed route bus
- Connection compares well to peers for efficiency

The growth on Palm Tran Connection is effecting performance and this will continue.

CEP Recommendations

1. Enhanced Eligibility Assessment
2. Overflow Service Option
3. Develop Non-ADA Service Delivery Options

Challenge #1: Currently not Assessing "Need" for Paratransit

- ADA Paratransit is intended for passengers **<u>unable</u>** to ride accessible fixed route buses
  - Currently "registering" customers for paratransit vs. assessing need for paratransit
  - Palm Tran offers a large, fully accessible fixed route system
  - Currently, virtually no denials of eligibility
  - **There has never been an ADA eligibility appeal**

- If customers can ride the fixed route bus, that should be the first choice.

Recommendation #1: Develop Enhanced Eligibility Assessment

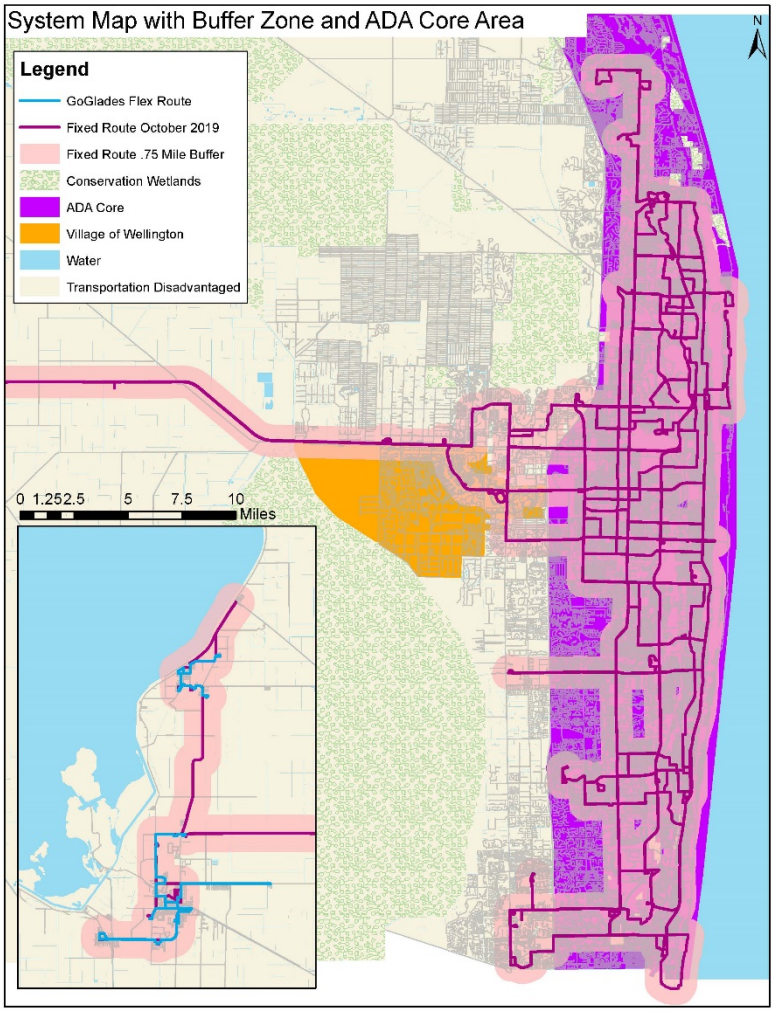
- Interview and Assessment
  - Medical verification as needed
- Focus on customer needs/abilities
- Educate customers about Fixed Route and other transportation options
- Conditional and trip-by-trip decisions
  - Paratransit and bus to meet customer needs
  - Changes to Reservations booking policy
- Estimated Cost:
  - Approximately $1 - $1.5 Million annually

Recommendation #2: PTC Needs an "Overflow" Service Option

- All paratransit has high peaks in demand; denials are not permitted
  - An overflow provider can handle excess peak demand
- Paratransit often has unusual single trips to outlying areas in the evening or off-peak
  - Overflow providers can take inefficient, outlying trips
- A contract with a Taxi, Transportation Network Company (TNC), or similar provider can help with peak and outlier trip demand
  - Provides a cushion to increase capacity
  - Paid only when used
- Based on current needs estimated $500,000 annually

Challenge #3: ADA Service Area Exceeds Requirements

- Requirement: ¾ Mile of local bus routes
  - Exceeding service area requirements
- PTC: Everything East of FL Turnpike
  - Exceeding time of day requirements
- All trips are scheduled and managed like ADA trips
  - Current policies are making service tougher to implement



Recommendation #3: Develop Non-ADA Alternatives

- Palm Tran has options for non-ADA trips
  - Scheduling flexibility
  - Prioritization
  - Fares for extra services
- Begin analysis of non-ADA trips to identify alternative scheduling and service delivery options
  - Mobility on Demand
  - Mini-Routes
  - Premium Services
- Cost: Planning and Analysis <$100k
  - Possible new service options

Proposed Implementation Schedule

- Immediate Actions (December 2019 – February 2020):
  - Refine current eligibility assessment process, enhance screening
  - Begin drafting new eligibility process
  - Begin analysis of Non-ADA trips

- Short Term (March 2020):
  - New assessment process draft, plan implementation
  - Scope of work for new overflow provider complete
    - Begin Procurement
  - Report on options for Non-ADA trip delivery

Next Steps

- Impact of Changes
- Communication, Communication, Communication!
- Seeking Board Guidance, Input and Direction
  - Enhanced Eligibility Assessment
  - Overflow Service Option
  - Develop Non-ADA Service Delivery Options
- Discussion / Questions

City to City Trips

December 2019

City to City Ridership (Completed Trips)

Origin City	Destination City: Atlantis	Belle Glade	Boca Raton	Boynton Beach	Delray Beach	Greenacres	Hypoluxo	Jupiter	Lake Park	Lake Worth	Lantana	Loxahatchee	Mangonia Park	North Palm Beach	Pahokee	Palm Beach Gardens	Palm Springs	Rivera Beach	Riviera Beach	Royal Palm Beach	Wellington	West Palm Beach	Total
Atlantis	0	3	0	43	14	18	1	1	0	99	4	0	0	0	4	1	1	2	3	2	1	45	242
Belle Glade	4	434	2	13	4	2	0	0	4	75	0	16	3	2	290	2	1	1	50	84	43	184	1,214
Boca Raton	1	2	3,586	709	924	86	34	5	0	719	90	34	5	2	2	16	53	0	93	27	53	392	6,833
Boynton Beach	45	10	719	2,374	813	150	39	75	4	1,198	116	61	10	13	8	139	138	6	128	60	119	807	7,032
Delray Beach	14	2	957	818	1,870	31	66	5	0	335	51	17	68	0	0	18	12	0	62	18	44	222	4,610
Greenacres	15	2	82	194	37	53	13	8	0	463	28	3	29	6	0	16	49	1	66	7	42	330	1,444
Hypoluxo	1	0	35	40	54	13	0	4	0	87	1	12	0	0	0	0	21	0	0	0	4	45	317
Jupiter	1	0	3	76	1	8	1	802	17	204	0	43	0	113	2	482	0	20	208	15	23	647	2,666
Lake Park	0	5	0	2	0	0	0	20	4	42	2	0	1	33	2	136	2	4	52	0	2	180	487
Lake Worth	95	76	764	1,224	311	509	96	215	40	2,888	131	179	44	29	7	237	419	12	288	218	529	2,802	11,113
Lantana	5	0	99	125	65	17	1	0	3	166	13	0	1	0	0	8	24	0	41	11	27	83	689
Loxahatchee	0	12	36	76	8	3	12	43	0	191	0	82	22	12	14	99	19	0	81	108	91	420	1,329
Mangonia Park	0	3	5	11	67	14	0	0	1	43	1	18	2	0	2	11	0	2	37	10	39	155	421
North Palm Beach	0	2	2	13	0	8	0	94	26	30	0	12	0	32	0	124	0	1	59	2	33	231	669
Pahokee	2	311	2	7	5	0	0	2	2	11	0	14	5	0	180	2	0	0	7	21	14	79	664
Palm Beach Gardens	1	1	27	145	16	19	0	412	132	239	13	123	3	151	2	761	12	28	193	84	49	1,020	3,431
Palm Springs	2	1	61	129	12	49	14	0	2	377	22	19	0	1	0	11	59	0	10	25	9	258	1,061
Rivera Beach	2	1	0	5	1	2	0	22	6	15	0	0	2	9	0	27	0	1	36	1	4	53	187
Riviera Beach	4	51	78	125	62	46	0	183	50	278	38	75	38	85	5	197	12	36	230	71	36	1,064	2,764
Royal Palm Beach	1	77	28	50	21	6	0	12	0	207	14	117	11	2	23	85	33	1	71	214	113	714	1,800
Wellington	0	42	66	121	42	35	0	27	3	489	25	119	24	33	14	49	9	5	36	125	340	633	2,237
West Palm Beach	52	184	432	825	246	263	50	675	127	2,852	81	408	153	245	99	1,056	257	54	1,064	622	736	8,887	19,368
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Total	245	1,219	6,984	7,125	4,573	1,332	327	2,605	421	11,008	630	1,352	421	768	654	3,477	1,121	174	2,815	1,725	2,351	19,251	70,578

Most Frequented Locations

CENTER	TRIPS
MIDCOUNTY SENIOR CENTER	10,587
PALM BEACH HAB CENTER	9,254
NORTH COUNTY SENIOR CENTER	5,775
BOCA HABILITATION CENTER	4,638
PALM BEACH SCHOOL FOR AUTISM	4,270
VA MEDICAL CENTER	3,746
ARC CTP	3,542
GULFSTREAM GOODWILL LIFE ACAD.	3,345
JARC LIVING & LEARNING CENTER	3,290
ELS TLA/HIGH SCHOOL	3,035
GOODWILL MANGONIA PARK	2,858
SEAGULL ACADEMY	2,472
BELLE GLADE DIALYSIS	2,351
EXCEPTIONALITIES	2,257

Trip data from the last 6 months