

**Palm Beach County Transportation
Disadvantaged Local Coordinating Board
July 29, 2020**

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CTC UPDATE

Palm Tran COVID-19 Service Update

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- All modes at full service for any purpose.
- Still Fare Free on Fixed Route and Connection – Fares to start August 16th.
- The number of people onboard fixed route has been limited to no more than 20 passengers.
- Facial Coverings are mandatory to ride.
- Ridership on all modes have continued to increase since the county opened.
- With ridership increase Connection is multi-loading buses with social distancing.

COVID-19 Ridership Snapshot

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2020 VS 2019: Overall declined of **-16%**

		2020 vs 2019	
Date	7/9/2020	7/11/2019	% Change
Day	Thursday	Thursday	
Fixed Route	24,420	28,077	-13%
Go Glades	163	111	47%
Connection	1,986	3,258	-39%
Total	26,569	31,446	-16%

Fixed Route Average Week Day Ridership: **23,928 Passengers**
Palm Tran Connection Average Week Day Ridership: **1,861 Passengers**
Go Glades Average Week Day Ridership: **168 Passengers**
Across all modes Average Week Day Ridership: **25,956 Passengers**

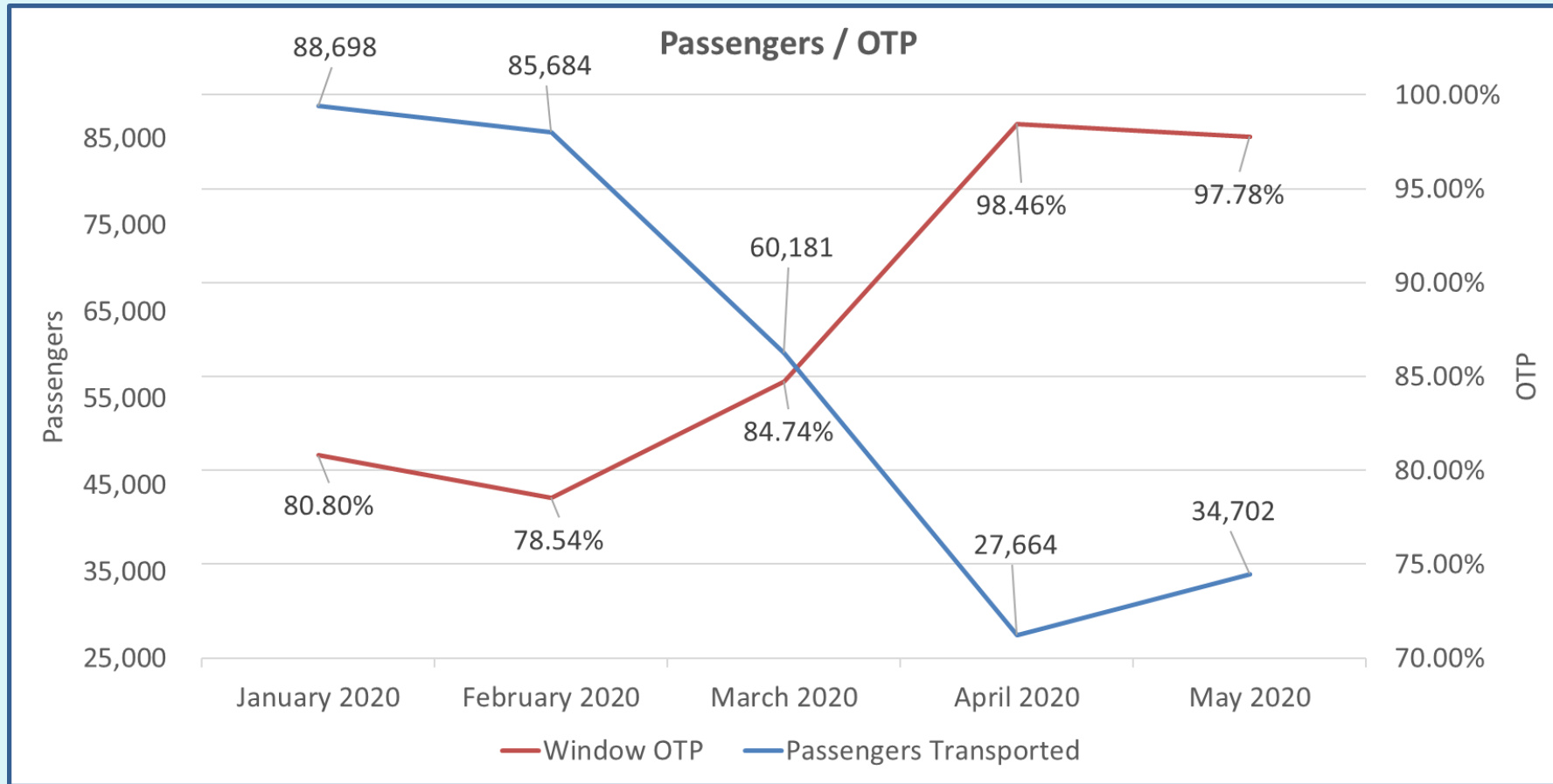
Paratransit Summary



- Less trips means **OTP** ↑ and **Productivity** ↓
- **Social Distancing** with a goal of 1 passenger per hour (resulted in higher service hours)
- South Florida **re-opening** meant more cars on the road, more destinations open, and more trips!
- **Trip counts are increasing** – In April we saw an average of 1,115 weekday passengers while June averaged 1,750 passengers.
- **No fares** has changed client's ridership habits.
- Centers are starting to **re-open** which poses a challenge for social distancing.

Ridership Summary

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TD Ridership: Jan - 12,219, Feb - 12,198, Mar - 8,054, Apr - 2,678, May - 3,201

TD Complaint Report

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TD Complaints May - July 14, 2020

Incident Date	Funding Source	Category	Provider	Complaint Valid
2020-05-28	TD	UNSAFE - CELL PHONE	FT	True
2020-05-11	TD	OTHER	FT	False
2020-05-07	TD	DISCOURTEOUS	FT	True
2020-05-07	TD	DISCOURTEOUS	MV	False
2020-07-09	TD	OTHER	FT	False