

Palm Beach County TD LCB

October 28, 2020

1

CTC UPDATE

Palm Tran Service Update

2

- Facial Coverings/Masks required to ride all modes
- Fixed route on an enhanced Saturday schedule, regular boarding and alighting practices
- Fares on Fixed Route, Go Glades and Connection reinstated August 16th
- The number of people onboard fixed route has been limited to no more than 20 passengers
- The Go Glades service continues to operate as a “Dial-a-Ride” system, in which the rider can call and get a direct trip to their destination

Connection Service Overview

3

- Palm Tran Connection providing regular service
- OTP has average over 95%, however Passengers Per Hour is hovering around 1 per trip
- Average weekday ridership is over 2,000 passengers per weekday
- Where possible social distancing and limiting riders on vehicles
- Delivered over 6,000 meals to Seniors in need of meals
- Amount of routes on the road at about 75% the regular daily total to achieve the social distancing and keep the drivers working

Other Activities

4

- Buses are thoroughly cleaned every night and periodically throughout the day at pre-determined locations by an outside vendor
- Masks, gloves, and hand sanitizer have been distributed to frontline workers. Distributed over 100,000 masks to riders
- Daily temperature checks and when possible, employees are working remotely
- Connection Efficiencies Project (CEP) – Eligibility phone interviews and Reservation scheduling from 7-days out to 3-days out approved thru BCC Public Hearing on October 20th
- Implementation in November 2020 for both initiatives

Other Activities/Statistics

5

- Bus route 91 (at Mr. Goodman's request) added 2 new stops at 13th Street and Meadows Road
- Installation of Bus Operator Doors and Q'Straint Securement system on Fixed Route buses
- UV lights being installed on all buses and paratransit buses
- Holiday Service! Palm Tran rides every day of the year
- Free Transit on Election Day Tuesday, November 3, 2020



TD Ridership and Complaint Report

6

Month	TD Ridership	TD Complaints	Valid
June	4,296	0	0
July	4,613	3	0
August	4,417	5	2
September	5,342	6	3

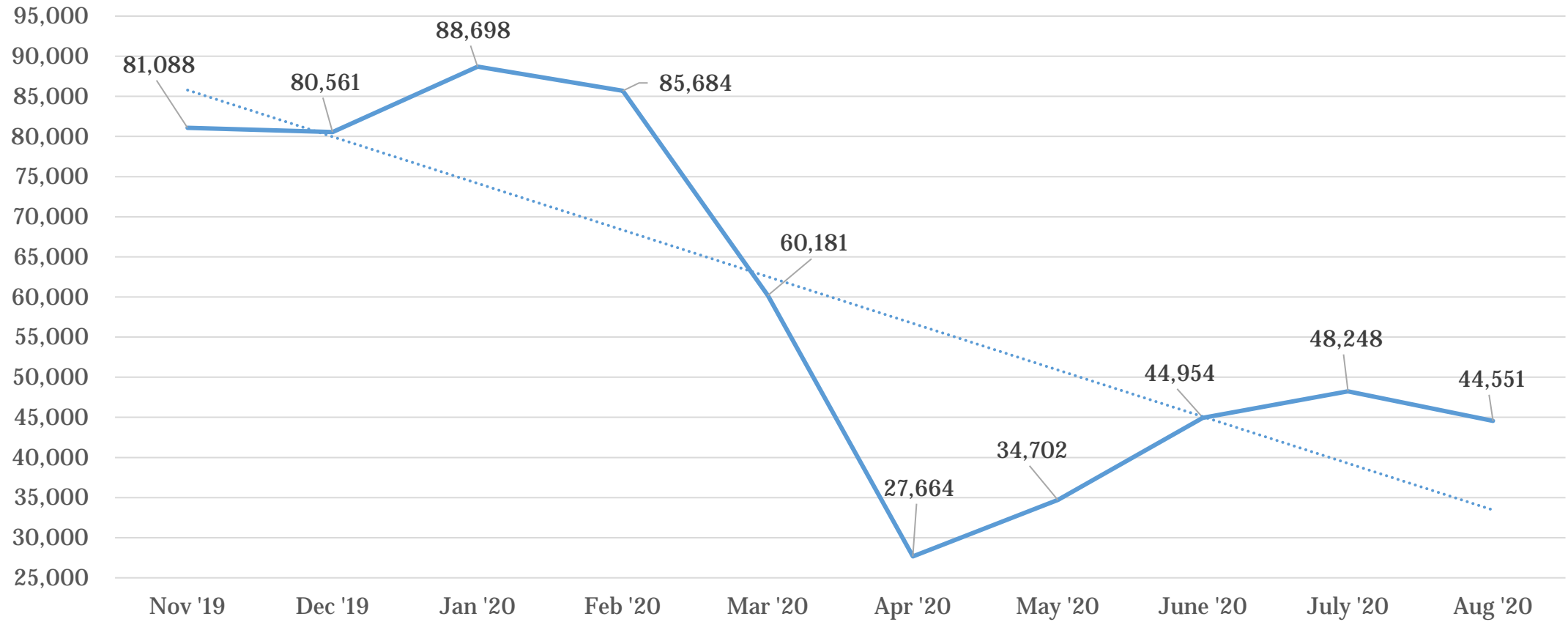
Valid complaints: Speeding, Late Pickup, No assistance, other

Palm Tran

Update

7

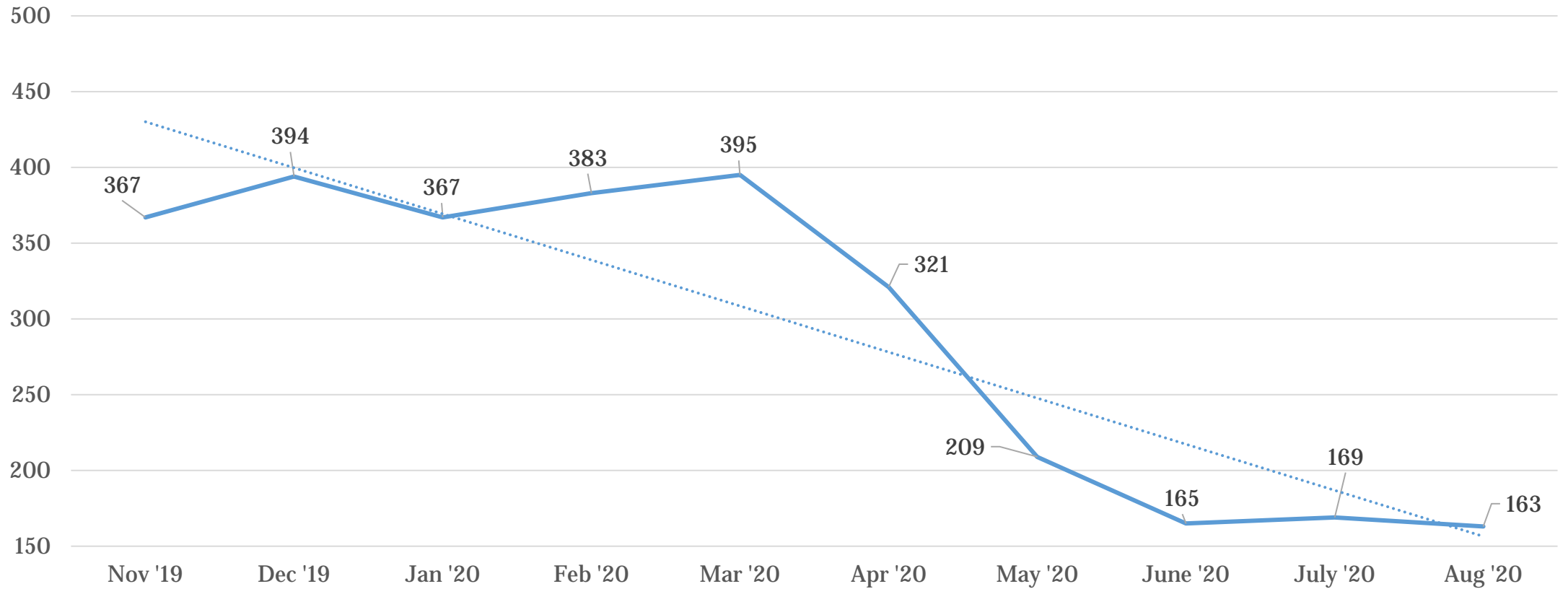
Passengers Transported by Month



Palm Tran Update

8

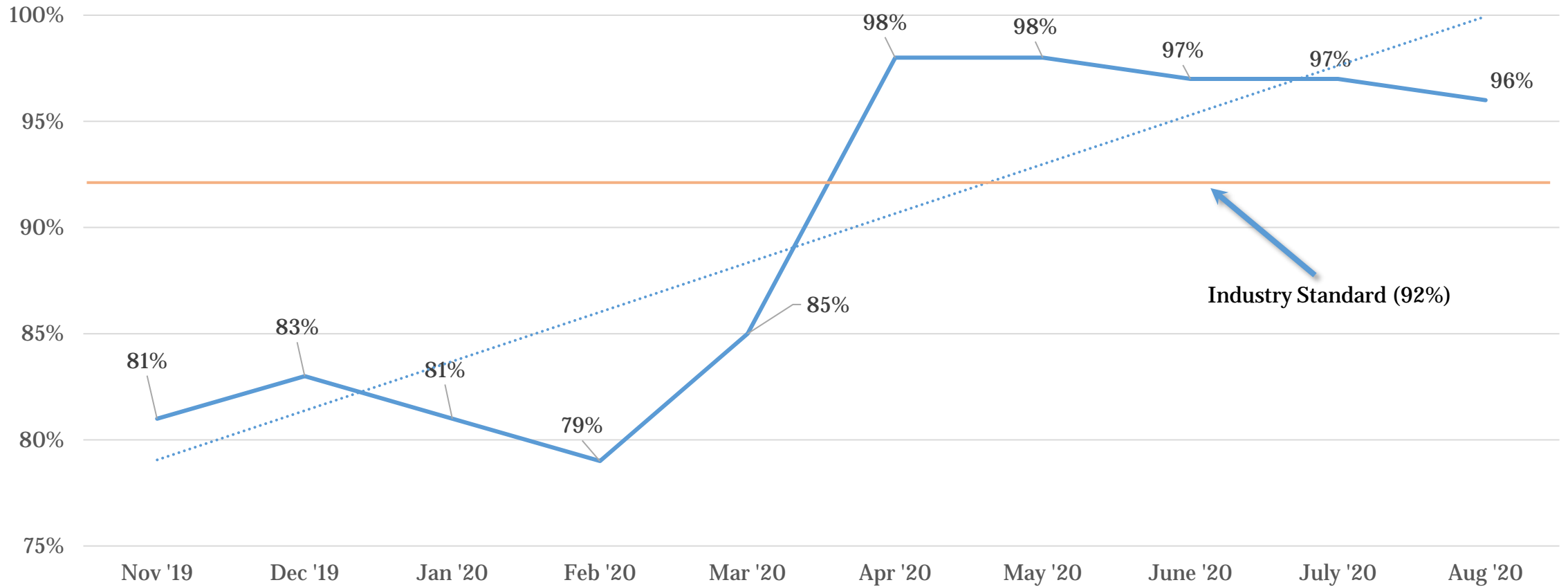
New Clients Registered by Month



Palm Tran *Update*

9

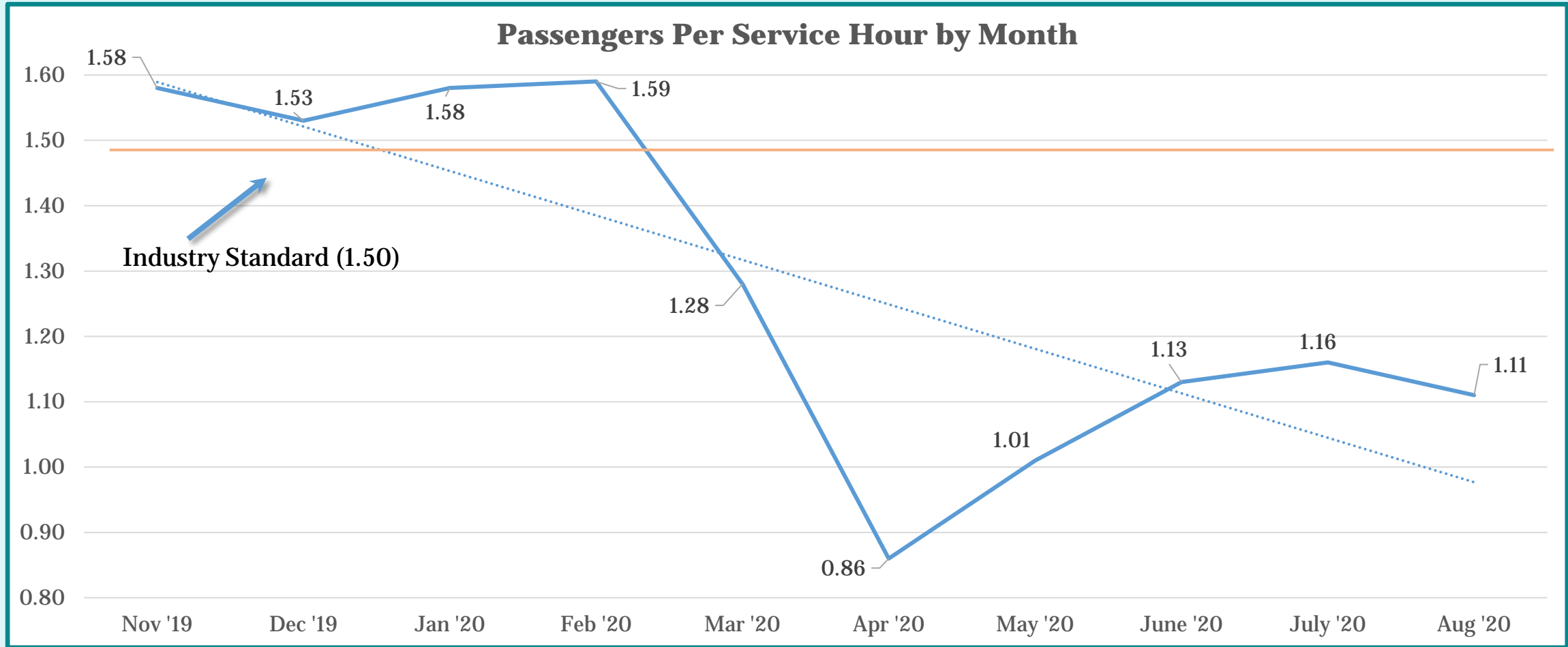
On Time Performance by Month



Palm Tran

Update

10



Transportation Disadvantaged Grant

11

- Subsidizes Paratransit Trips & Fixed Route Daily/Monthly Passes

	2018 - 2019	2019 – 2020	2020 - 2021
Estimated Program Costs	\$5,922,395	\$6,732,810	\$6,732,810
Transportation Disadvantaged Grant	\$3,844,470	\$3,747,777	\$3,747,829
County Funded Required Match 10%	\$427,163	\$416,419	\$416,425
County Funded Overmatch	\$1,650,762	\$2,568,614	\$2,568,556

- Funding formula has been inconsistent

- 2018-2019 was based on a temporary formula
- 2019-2020 was based on Statutory formula
 - ✦ modified to cover change from temporary formula
 - ✦ changed again for loss of trips due to COVID-19
- 2020-2021 was based on modified Statutory formula
- 2021-2022 CTD seeking to change Statutory formula to new funding model

Recognizing Employees

12



- Frontline Faces Taking you Places bus wrap
- Transit Heroes Pin
- Negotiated comp time with bargaining units



2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
General Questions	The CTC's complaint process is thorough – those filing a complaint are notified when it is received, as well as again when it has been resolved. Clients can communicate with the CTD if they are still not satisfied.	While a summary of rider complaints is currently provided to the LCB upon request, this is typically presented in bar chart format, whereas the recommended format is a brief written summary of complaints. These should be provided as an item in the agenda backup for every quarterly meeting.	The CTC provides this information to the LCB at the quarterly meeting.

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
General Questions	The CTC is interested in coordinating with Palm Tran's fixed-route and Tri-Rail to transfer riders from the paratransit service to fixed-route public transportation.	The CTC should hold trainings (quarterly or as needed) to encourage and teach a better understanding of how eligible riders can easily access and transfer to the fixed-route service and Tri-Rail from paratransit.	Palm Tran has posted for and is in the hiring process for an Outreach Coordinator that will be tasked with holding trainings and workshops for customers to transition from paratransit services to fixed route. Palm Tran has a PT-STAT team dedicated to Fixed Route that provide information to promote ridership.

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
General Questions	Section 5310 recipients are not adequately regulated for compliance and the contractual language is not updated to hold recipients accountable for key safety measures.	The current Memorandum of Agreement says the CTC is required to have Coordinated Contracts with 5310 recipients.	At this time the CTC does not have Coordinated Contracts. 5310 recipients are monitored by FDOT. This process will be reviewed with the LCB in the upcoming year.

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
<p>Chapter 427.0155, F.S.</p>	<p>School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and public school students oftentimes rely on paratransit services to get to and from school.</p>	<p>If possible, 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 their students.</p>	<p>School buses are not a feasible option in our county. There have been discussions with the School Board on school bus usage, but with the similar peak times, cost effectiveness, the size of Palm Beach County and the average one-way trip length being close to 10 miles, school buses would not be conducive to providing paratransit trips.</p>

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Chapter 427.0155, F.S.	The CTC uses IVR (Interactive Voice Recognition software) 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. Connection should confirm correct client contact information in client file	The CTC should continue utilizing the IVR technology 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. Additionally, the CTC should ensure that all clients have the correct contact information on their accounts.	PASSWEB is available 24/7 for trip inquiries. IVR information is taken directly from the client file in the rider's eligibility file. Trip and contact information is provided by the customer and verified continuously by PTC.

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
<p>Chapter 427.0155, F.S.</p>	<p>TD service is not available on seven holidays throughout the year.</p>	<p>The TD holiday schedule follows the fixed-route schedule. The CTC should consider providing paratransit and fixed-route service on holidays.</p>	<p>Holiday service began on Easter 2020. Palm Tran now provides service every day of the year.</p>

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
<p>Chapter 427.0155, F.S.</p>	<p>There is not currently an arrangement with the local WAGES coalition of CareerSource PBC.</p>	<p>Work cooperatively with CareerSource PBC to provide clients with transportation services.</p>	<p>The CTC provides trips on Connection and Fixed Route to those seeking employment. In the past year implemented an agreement with CareerSource to reinstate a bus stop outside the facility.</p>

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Local Standards	<p>The CTC is currently meeting the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5% • Average age of entire fleet is 4 years, 5 months • At-fault accident rate of ≤1 per 100,000 miles traveled • Increasing paratransit riders to public transit goal of 25% <p>The CTC is currently not meeting the following goals:</p> <ul style="list-style-type: none"> • Call hold time under three (3) minutes per call • On time performance goal of 90% • On time performance by appointment goal of 93% • Complaint ratio goal of ≤3 per 10,000 trips performed 	<p>The CTC's Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them (i.e. increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed route, if their abilities allow.)</p>	<p>The CTC is constantly monitoring all aspects of the transportation we provide. The Connection Efficiencies Project (CEP) is the strategic plan recommended. We are currently in the process of implementing the first phase of the plan – eligibility phone interviews and moving reservations from 7-days out to 3-days out in November 2020.</p>

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	<p>During the months of February, March and April staff from the LCB and TPA made 370 random telephone calls to riders who used Palm Tran Connection services since the first of 2020. A total of 42 survey responses were recorded. With the CTC Evaluation taking place during the COVID-19 pandemic, TPA staff also provided the CTC Evaluation Survey of Palm Tran Connection's services to over 900 riders via SurveyMonkey, capturing 191 responses. There was a total of 233 surveys collected.</p>	<ul style="list-style-type: none">• Improve GPS systems in vehicles and ensure addresses and contact numbers are filed correctly• Provide a way for clients to know their driver's estimated time of arrival<ul style="list-style-type: none">• Drivers can call clients when 15 minutes out• Implement Fare Boxes so riders aren't required to carry exact change on trips	<ul style="list-style-type: none">• The IVR system has a real-time feature enabled for a call when the vehicle arrives and the driver presses the arrive button.• Drivers are not permitted to call the client. The rider can use PASSWEB 15 minutes before their window opens and can track the vehicle to the time of arrival or can call our "Where's My Ride" telephone line.• Customers can purchase "Tickets-to- Ride" so they do not have to carry exact change.

