

Palm Beach County Transportation Disadvantaged
Local Coordinating Board
February 24, 2021

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CTC UPDATE



Palm Tran Service Update

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- Fixed route continues on an enhanced Saturday schedule, regular boarding and alighting practices.
- The number of people onboard fixed route continues to be limited to no more than 20 passengers.
- All fixed route buses equipped with Operator safety doors and Quantum Securement system for wheelchairs.
- 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

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- Palm Tran Connection continues to providing regular service.
- OTP has average over 95%; Passengers Per Hour is a little over 1 per trip. Multi-loading has been reinstated with social distancing in place.
- Average weekday ridership is over 2,177 passengers per weekday (3,700 last year).
- 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

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- Buses are thoroughly cleaned every night and periodically throughout the day at pre-determined locations by an outside vendor.
- Masks, gloves, hand sanitizer, wipes and additional PPE have been distributed to frontline workers.
- Daily Temperature checks and when possible employees are working remotely.
- Connection Efficiencies Project (CEP) - Eligibility phone interviews started February 16, 2021.
- Reservation scheduling from 7-days in advance to 3-days in advance began November 15, 2020. Completed trips have risen 3%.

Policies

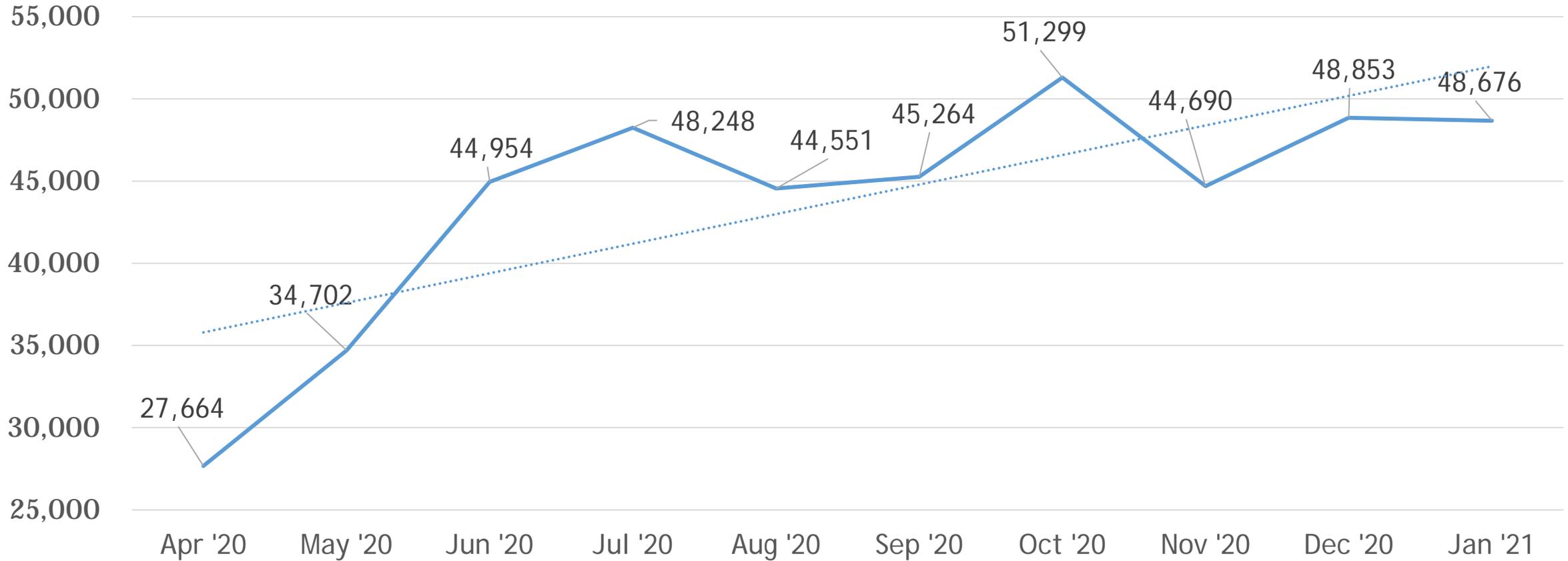
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- Following CDC guidelines, Palm Tran will not transport persons who are COVID-19 positive on its fixed route, Connection and Go Glade Services.
- Federal law requires wearing a mask while on the transportation vehicles and failure to comply may result in denial of boarding or removal. Refusing to wear a mask is a violation of federal law; passengers may be subject to penalties under federal law.

Palm Tran Update

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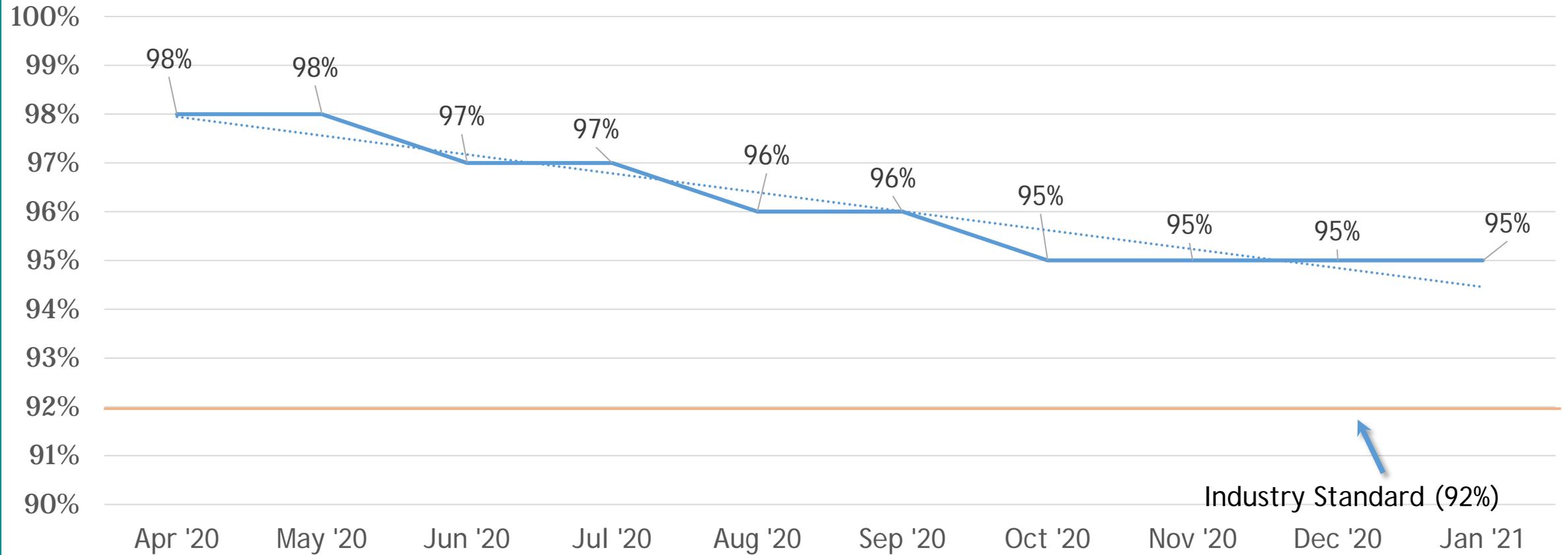
Passengers Transported by Month



Palm Tran Update

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On Time Performance by Month



TD Ridership and Complaint Report

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Month	TD Ridership	TD Complaints	Valid
October	6,707	5	2
November	5,425	6	4
December	5,582	1	0
January	5,676	5	5

Valid complaints: Discourteous (4), Cell Phone (2), Reckless Driving (2), Late Pickup (1), No assistance(1), other (1)

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

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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's Outreach Coordinator and Mobility Coordinator have begun to prepare the trainings and workshops for customers to transition from paratransit services to fixed route. Part of the CEP has a travel Training component that will also satisfy this request. In addition, there is a PT-STAT team dedicated to promote ridership on Fixed Route.

2020 CTC Evaluation Update

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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. The TPA has stated that this process will be reviewed with the LCB in the upcoming year.

2020 CTC Evaluation Update

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Section	Key Findings	Recommendation	CTC Response
Chapter 427.0155, F.S.	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.	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.	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.

2020 CTC Evaluation Update

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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

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

2020 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Chapter 427.0155, F.S.	There is not currently an arrangement with the local WAGES coalition of CareerSource PBC.	Work cooperatively with CareerSource PBC to provide clients with transportation services.	The CTC works with Career Source as needed. We provide 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 their facility.

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 moved 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. We are procuring a cashless fare system this year.

2020 - Federal Poverty Levels *

Qualified TD Clients - Eligible to receive a \$15.00 TD Bus Pass		Qualified TD Clients - Eligible to receive a \$20.00 TD Bus Pass					
<i>The Federal Poverty Level @</i>	<u>75.0%</u>	<i>The Federal Poverty Level @</i>	<u>75.1%</u>	<i>The Federal Poverty Level @</i>	<u>150.0%</u>	<i>The Federal Poverty Level @</i>	<u>100.0%</u>
Family Size	Annual Income or Below:	Family Size	Annual Income		Annual Income	Family Size	Annual Income
1	\$9,570	1	\$9,571	Between	\$19,140	1	\$12,760
2	\$12,930	2	\$12,931	Between	\$25,860	2	\$17,240
3	\$16,290	3	\$16,291	Between	\$32,580	3	\$21,720
4	\$19,650	4	\$19,651	Between	\$39,300	4	\$26,200
5	\$23,010	5	\$23,011	Between	\$46,020	5	\$30,680
6	\$26,370	6	\$26,371	Between	\$52,740	6	\$35,160
7	\$29,730	7	\$29,731	Between	\$59,460	7	\$39,640
8	\$33,090	8	\$33,091	Between	\$66,180	8	\$44,120
9	\$36,450	9	\$36,451	Between	\$72,900	9	\$48,600
10	\$39,810	10	\$39,811	Between	\$79,620	10	\$53,080
	75.0%		75.1%		150.0%		