

Palm Beach County Transportation
Disadvantaged Local Coordinating Board
May 13, 2020

1

CTC UPDATE

Palm Tran Service Update

2

- Fare Free since March 23rd.
- Fixed route limited to no more than 15 passengers.
- Fixed route rear door entrance and exit only.
- Service operates on a Saturday schedule
 - Routes 1, 2, 3, 43 and 62 which are on a regular weekday schedule.
 - Sundays continue to operate on a Sunday schedule.
- Ridership has declined 45% compared March 1.
- The Go Glades operating as a “Dial-a-Ride” system

Connection Service Overview

3

- Palm Tran Connection providing essential trips only.
- OTP has average over 98%, Passengers Per Hour is under 1.
- Average weekday ridership is less than 1/3 the regular ridership
- Much faster to move around with no school & less traffic.
- No multi-loading on the vehicles - goal of 1 passenger per trip.
- 75% of the regular daily routes on road.
 - High Productivity
 - Continuous Employment for Drivers

Other Activities

4

- Buses are thoroughly cleaned every night and periodically throughout the day.
- Masks, gloves, and hand sanitizer has been distributed to frontline workers.
- Social Distancing is practiced in office.
- Positive customer response → riders are happy and feel we are providing safe social distancing.

Other Activities

5

- Connection Efficiencies Project (CEP) – Eligibility component is progressing

- Bus route 91 (at Mr. Goodman's request) added 2 new stops at 13th Street and Meadows Road

- TD complaints:
 - February – 32 Raw – 12 Valid
 - March – 9 Raw – 2 Valid
 - Categories of complaints: Discourteous, late drop off or pickup