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

CTC UPDATE
Palm Tran Service Update

- 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

- 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

- 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

- 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