

Palm Beach County Transportation Disadvantaged Local Coordinating Board August 25, 2021

1

CTC UPDATE



Palm Tran Service Update

2

- Fixed route and Connection no restrictions of passengers on buses as of August 1, 2021.
- COVID-19 safety protocols are continuing.
- School is back in session creating more traffic, higher ridership and challenges with On-Time performance.
- The Go Glades service continues to operate as a “Dial-a-Ride” system – averaging over 200 passenger trips a weekday.

COVID-19 Policies

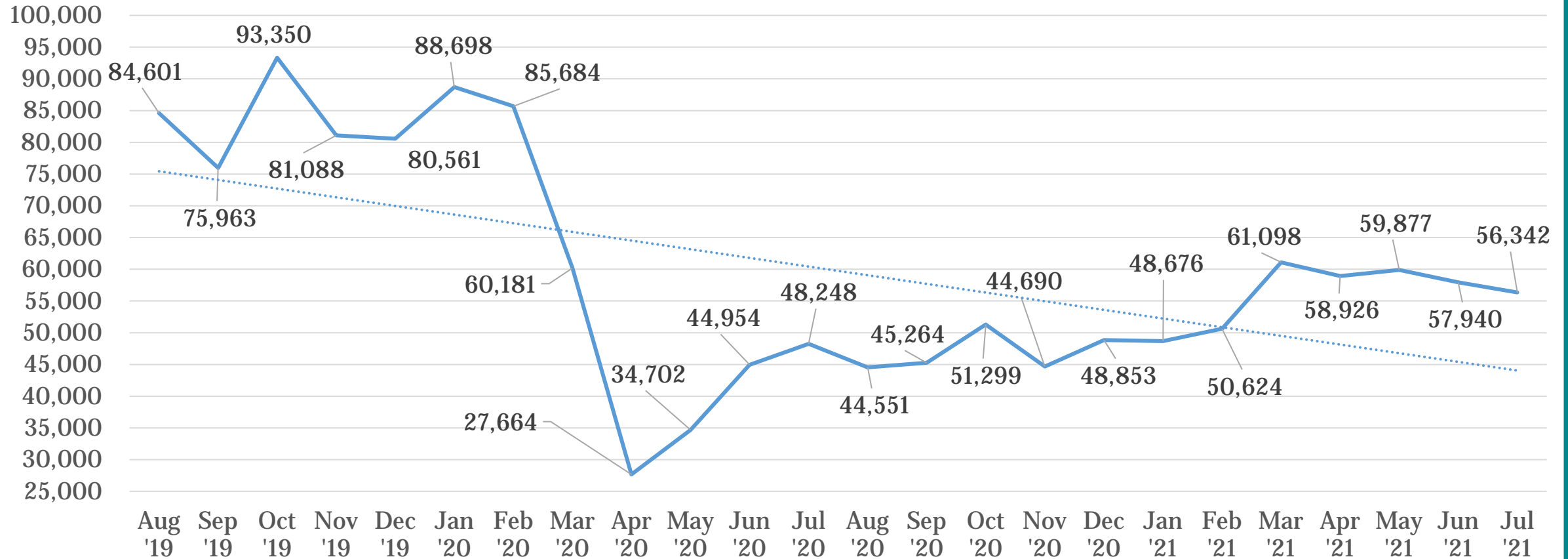
3

- 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 Connection Ridership

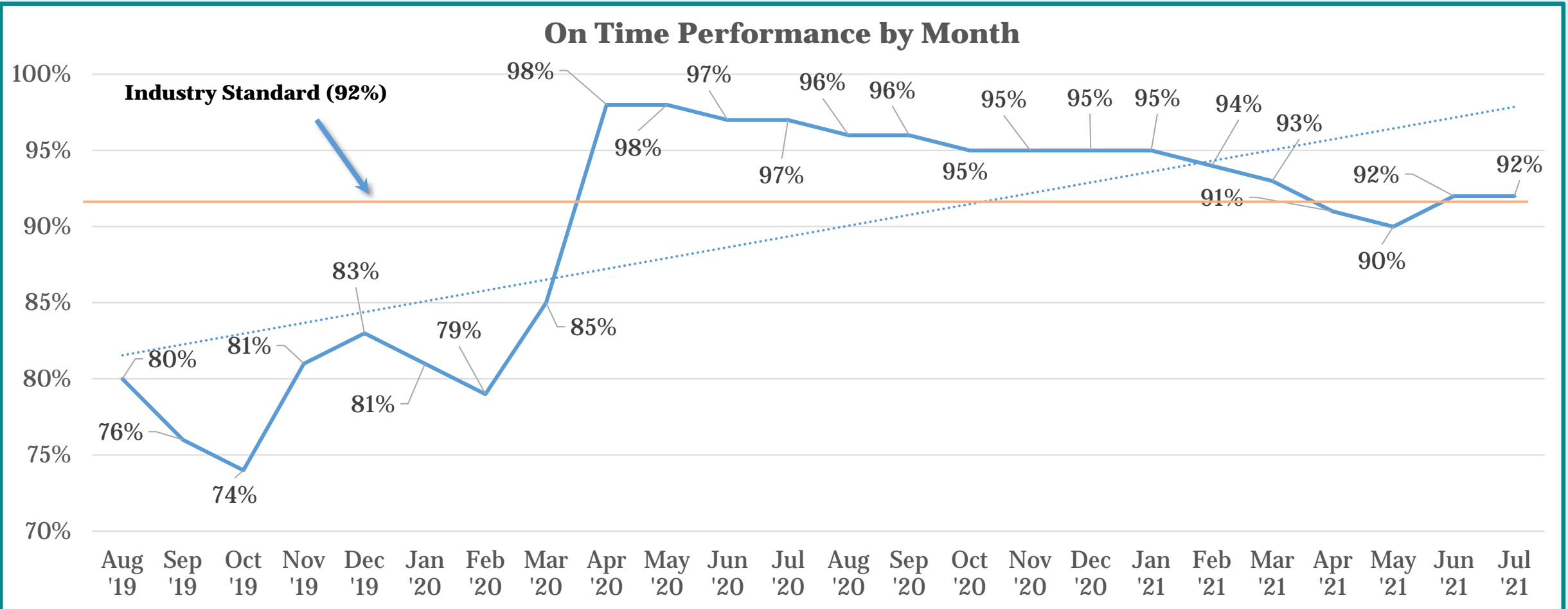
4

Passengers Transported by Month



Palm Tran Connection OTP

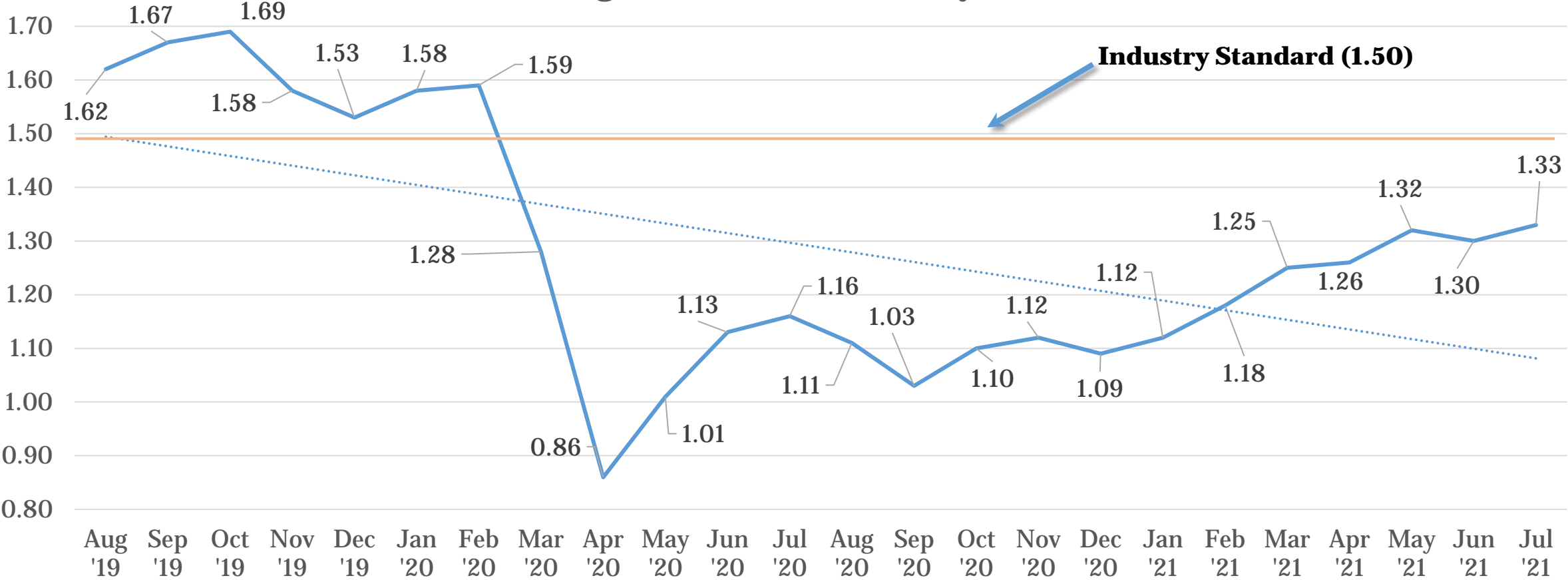
5



Palm Tran Connection Productivity

6

Passengers Per Service Hour by Month



TD Ridership and Complaint Report

7

Month	TD Ridership	TD Complaints	Valid
May	7,124	6	1
June	6,262	9	6
April	6,564	13	3

Valid complaints: Discourteous (1), Late Pickup (1), Cond of Vehicle (1), Speeding (1), Cell Phone (1), Driver no Assistance (2), Other (3)

Paratransit RFP Summary

CONTRACT CHANGE	CURRENT CONTRACT	PROPOSED CONTRACT	BENEFIT
Number of Vendors	Three prime Vendors; North (including Belle Glade) Central and South.	Two prime Vendors; North (includes Belle Glade) and South	Experience gained from current Contract shows two Prime Vendors with DBE participation provides more efficient coverage.
Option for Non-Dedicated Service Provider(s) (NDSP)	Current contract has no Non Dedicated Provider(s)	The Vendor is to secure a non-dedicated component (NDSP) for 10 to 20% of trips – Uber/Lyft type service.	NDSP(s) will provide coverage to off peak and hard to serve trips increasing efficiencies and on time performance.
Reimbursement Method	Services are reimbursed gate-to-gate revenue hours.	Services First Pickup to Last drop off hourly reimbursement	Changing to gate to gate will increase efficiencies.
Performance Ratios	Ratios - Complaint ratio lower than 3.0 valid complaints per 10,000 completed trips	Ratios - Complaint ratio lower than 6.0 valid complaints per 10,000 completed trips.	Previous ratio was unattainable.
Vehicle Mileage	Estimated retirement age set at 300,000	Estimated retirement age set at 200,000 (minivans)/250,000 (buses) mileage for retirement	Based on operating experience 300,000 is too high.
Length of Contract	Seven (7) years	Five (5) years with two (2) – two (2) year extensions. For a possible nine (9) year contract.	Industry trends are for longer term contracts. Allows cost savings for the operating base/facility and consistency/stability in service.



Connection Efficiencies Project (CEP) - Connection Eligibility Process

9



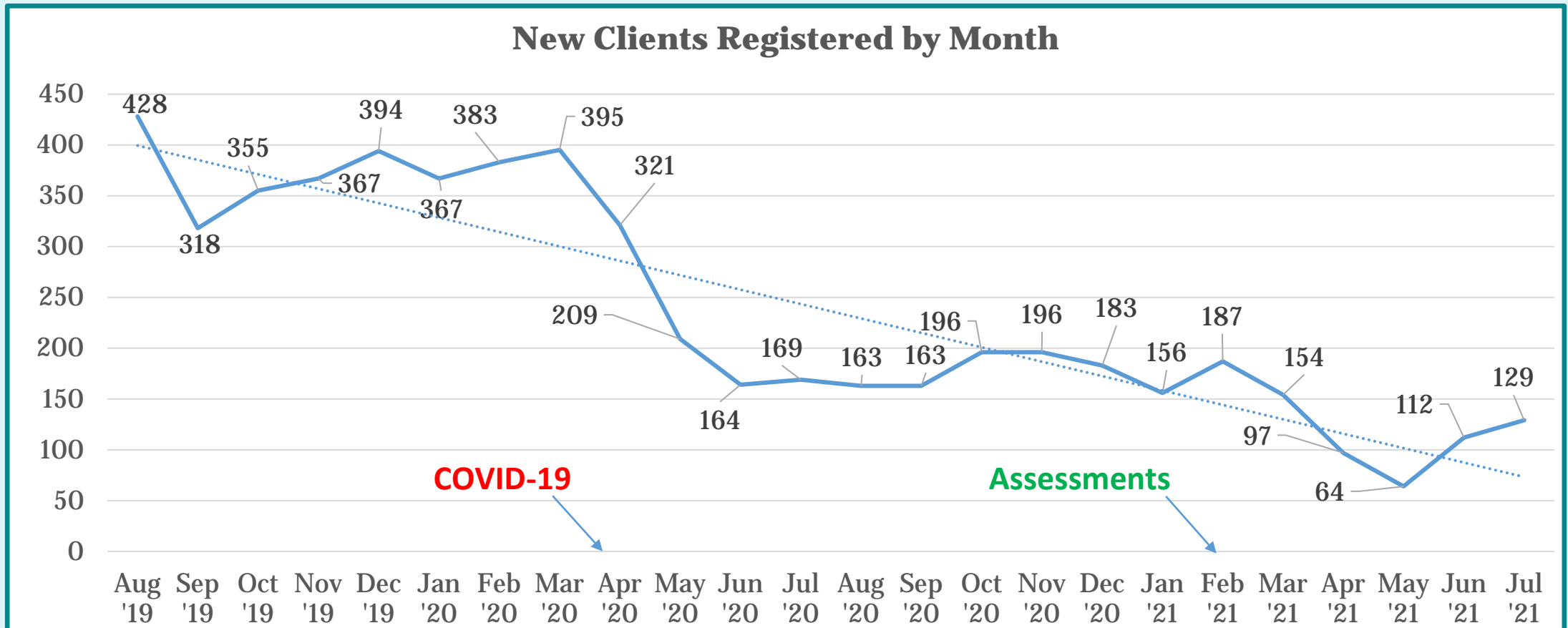
Overview of Palm Tran Connection (pre COVID)

10

- First phase of CEP - Eligibility
- Steady growth in demand for paratransit service
- Unusually large proportion of paratransit service compared to fixed route
- Average of 360 new ADA eligible applicants per month
- Consultant - Delta Services assisted with process based on transit industry best practices
- New Eligibility process fully implemented February 16, 2021

Connection Eligibility Process

Registration process – COVID-19 period – Assessment process



PTC Eligibility Project Process

12

Four Step Evaluation:

1. First Call/Screening
2. Second Call/Assessment
3. Medical Verification (if needed)
4. Eligibility Determination

Eligibility Criteria

13

Generally, the following four assessments are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize, and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark the bus?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

Developed Eligibility Assessment

14

Eligibility Determination by Type:

- **Unconditional:** Unable to use Fixed Route service under any circumstance and is thus eligible to make all trips using Palm Tran Connection.
- **Conditional:** Individuals who are able to use Fixed Route service under some circumstances independently.
- **Temporary:** Individuals who experience a temporary loss of functional ability that prevents them from using Fixed Route service may; apply for temporary ADA paratransit eligibility.
- **Ineligible/Denial:** Based on the information provided, the applicant is able to use Fixed Route (or other means of transport) and are not prevented by a disability from using the regular Fixed Route service.
 - ***All applicants have the right to appeal any determination through the appeals process.***



2021 CTC Evaluation Update

15



2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
<p>General Questions</p>	<p>High demand for paratransit services continues to make it necessary to transfer riders from paratransit service to fixed-route public transportation. 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. In addition, there is a PT-STAT team dedicated to promoting ridership on Fixed Route.</p>	<p>The CTC should continue to develop and implement trainings and workshops (quarterly or as needed) to encourage and teach eligible riders how to easily access and transfer to the fixed-route service and Tri-Rail from paratransit.</p> <p>The CTC should develop a video education program to inform riders of how to use the fixed-route bus system. The program should be available on Palm Tran’s social media, website, and can play in the Palm Tran Connection lobby.</p>	<p>The COVID-19 pandemic has made it difficult to hold the community education meetings we planned. In December, Palm Tran hired a Direct Service/Outreach Coordinator and Mobility Coordinator to promote, educate and travel train the riders/community on all accessible services. When conditions are appropriate we will evaluate the need for customer training and workshops.</p> <p>We have videos to promote the use of Fixed Route and to educate the customers on Connection. We will continue to make more videos and utilize our PT-Stat teams to improve the communication and promote education and ridership.</p>

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
General Questions	The CTC has adapted to COVID-19 in a way that keeps employees and riders safe, while still providing service to riders.	<p>The CTC should continue to monitor the COVID-19 crisis and take appropriate actions to adapt.</p> <p>The CTC should review innovations that have come out of COVID-19 protocols to assess what changes could be carried forward to improve service and enhance resilience of the system.</p>	<p>Throughout the pandemic the Palm Tran has not stopped serving our customers. We have provided a safe, clean system with innovative solutions to combat the pandemic. We will continue to do so.</p> <p>Connection also expanded the services we provided due to COVID-19; including meal delivery, fixed route support, pass up management and shuttle services.</p>

2021 CTC Evaluation Update

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 Palm Beach 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. Therefore, school buses are not currently a viable cost-effective alternative. Additionally, charter and private school students oftentimes rely on paratransit services to get to and from school. In spite of our efforts, and those of the Assistant County Administrator, there has not been any cooperation from the private and charter schools to solve this situation.

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Chapter 427.0155, F.S.	The CTC has a goal of increasing estimated bus pass trips by 10% for paratransit riders. In FY 2020, 17% of all new clients were issued ADA ID cards, a decrease from 20% in FY 2019. This decrease was likely due in part to COVID-19 (no new ADA ID cards were issued between April-June 2020).	Continue to evaluate trends and assess the impact of COVID-19 on bus pass trips for TD clients.	<p>The lobby at Palm Tran Connection was closed to the public and ADA cards were not processed during the pandemic. For a large part of the pandemic Palm Tran did not charge fares.</p> <p>The lobby has since reopened and the processing of ADA Cards has resumed. This is done in conjunction with our new ADA Eligibility Process (CEP). The new process better matches the customers' needs with the services available in the community. This will further transition ADA/TD riders to fixed route.</p>

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Chapter 427.0155, F.S.	The CTC has begun conducting eligibility interviews to better match riders with the service that best fits their need and to help manage the continued demand for paratransit services in Palm Beach County.	Monitor and report impact of phone eligibility interviews. When conducting eligibility interviews, ensure that safe pedestrian/bicycle routes to access fixed route service is a consideration in whether riders can use fixed route transit.	The new eligibility process is monitored daily and has been a great success. All appropriate means of transportation are considered when assessing the need of the proposed transportation user.

2021 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. However, in the past year the CTC implemented an agreement with CareerSource to reinstate a bus stop outside their facility.</p>	<p>Continue to coordinate with CareerSource PBC to determine how to best provide clients with innovative transportation services.</p>	<p>The CTC provides trips on Connection and Fixed Route to those seeking employment. We are in constant communication with CareerSource and have partnered with them to help with the hiring of bus operators.</p>

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5% • Call hold time is less than two (2) minutes per call <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Increasing public transit ridership goal of 25% • On time performance goal of 90% • Road calls of ≤1 per 10,000 miles • Complaint ratio goal of ≤3 per 10,000 trips performed • At-fault accident goal of ≤1 per 100,000 miles traveled 	<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 service. Throughout the pandemic all public transit throughout the country experienced decreased ridership.</p> <p>Through the pandemic on-time performance averaged well above the 92% goal. (94.6% over the last 16 months)</p> <p>The past FY we have aggressively ramped up our fleet replacement by utilizing grants and county funds. We have only 60 vehicles to be replaced from our initial 231 vehicle purchase in 2014. This will decrease the road calls and help keep OTP high.</p>

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5% • Call hold time is less than two (2) minutes per call. <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Increasing public transit ridership goal of 25%. • On time performance goal of 90%. • Road calls of ≤1 per 10,000 miles. • Complaint ratio goal of ≤3 per 10,000 trips performed. • At-fault accident goal of ≤1 per 100,000 miles traveled 	<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 complaint ratio during this period of time were associated with OTP, which has improved since this reporting period. We have also found the current standard to be unrealistically high and are working to develop a more realistic standard.</p> <p>The PT-Stat team is analyzing and continuing to promote a safe environment with new initiatives to decrease the at-fault accidents. Most accidents associated with this statistic are minor incidents of backing into mailboxes or other fixed objects.</p>

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	Survey responses indicate that riders value dependable, on time performance. Of those who indicated they had an issue with their trip, 37% said that late pick up or return pick up was an issue. Several other riders mentioned being late due to spending long amounts of time on the bus.	Reexamine scheduling to optimize on time performance and efficient routes.	The CTC is constantly optimizing the scheduling parameters to improve the rider experience. Our software vendor Trapeze has performed several “health checks” and the PT-Stat OTP team analyzes the data and suggests innovative scheduling ideas to the Palm Tran Connection team. The time spent on the vehicle is comparable to the time it would take for a rider to take a comparable fixed route trip. We have a tool to monitor this to ensure the time on the vehicle is within the acceptable limits.

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	Several riders described a need to have an option for rescheduling rides due to last minute schedule changes.	Explore options to accommodate last minute schedule changes. Potential solutions to examine could be partnering with TNCs or educating riders on all transportation options in Palm Beach County.	As a public paratransit transportation system we are not set up for same day/last minute schedule changes. It is not within our operational guidelines. However, we are testing a Dial-a-Ride pilot service in the Glades Region called the Go Glades that could be a model in the future if it succeeds.

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	Riders expressed a desire to pay online or by debit card, and one rider stated they were denied transportation due to not having exact change.	Offer more convenient payment options so riders do not have to carry exact change on them, and educate riders on how Palm Tran's new fare technology will impact them.	The fare policy states "exact change or tickets to ride" to ride Palm Tran Connection. The CTC has purchased a cashless fare system through Trapeze and it is planned to be implemented in early 2022.

2021 CTC Evaluation Update

Section	Key Findings	Recommendation	CTC Response
Passenger Surveys	Some riders stated that drivers consistently get lost on the way to their home.	Ensure addresses are filed correctly. If the GPS provides incorrect directions to an address, provide directions in the manifest with accurate directions from the rider and ensure that drivers know to use these directions when present.	Addresses are entered as requested by the rider when scheduling the trip. Directions are included on the Mobil Data Terminal (MDT) when necessary. The CTC has updated the map within the MDT and Trapeze software. We are planning on purchasing a real-time traffic option for the MDT or testing a new product.

CTC UPDATE

28

Thank you

Questions & Discussion