



FY 19-20 CTC Evaluation Overview

TD LCB Meeting - May 13, 2020

Alyssa Frank - Palm Beach TPA

Contents

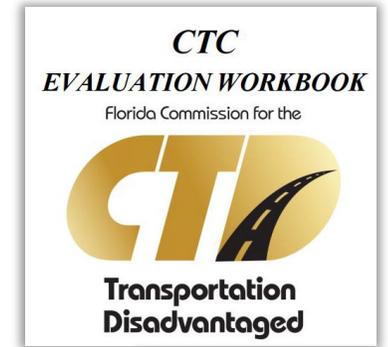
- Community Transportation Coordinator (CTC)

Evaluation Findings Overview

- Next Steps

Evaluation Overview

- Evaluation process prescribed by the Commission for Transportation Disadvantaged (CTD)
- Includes the following topics:
 - General Questions
 - Chapter 427.0155, F.S.
 - Rule 41-2.011, F.A.C.
 - Insurance
 - Commission Standards
 - Local Standards
 - ADA Compliance
 - On-Site Observation of the System
 - Surveys
 - Level of Cost
 - Level of Competition
 - Level of Coordination



Key Findings

- General Questions
- Chapter 427.0155, F.S.
- Local Standards
- Passenger Surveys

General Questions

Key Findings	Recommendations
<p>Thorough Complaint Process</p> <ul style="list-style-type: none"> • Clients are notified when complaint is received, and again when resolved. • Clients can contact CTD if they are not satisfied after complaint resolution 	<p>While a summary of complaints is currently provided to the LCB in a bar chart format, it is recommended that a brief written summary of the complaints received accompanies the chart. These can also be provided as an item in the agenda backup for every quarterly meeting</p>
<p>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.</p>	<p>CTC should hold a 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.</p>
<p>Users of Paratransit need to know how to access fixed-route</p> <ul style="list-style-type: none"> • CTC offers a fixed route guide for ADA-eligible riders • Trying to transition TD riders who are capable to ride fixed-route to do so 	<p>CTC should develop a video education program to inform riders on how to use fixed-route bus service</p> <ul style="list-style-type: none"> • Program should be present on social media, website, and can play in the Connection lobby

Chapter 427.0155, F.S.

Key Findings	Recommendations
School buses are not currently being utilized in the coordinated system due to similar peak times. Charter and private 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 the students.
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 to keep track of whether trips for the next day are still on schedule as planned. Connection should confirm client's correct contact information in file before scheduling trip.	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 pickup location. Additionally, the CTC should ensure that all clients have the correct contact information on their accounts.
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.
There is not currently an agreement with the local WAGES coalition, CareerSource PBC.	Work cooperatively with CareerSource PBC to provide clients with transportation services.

Local Standards

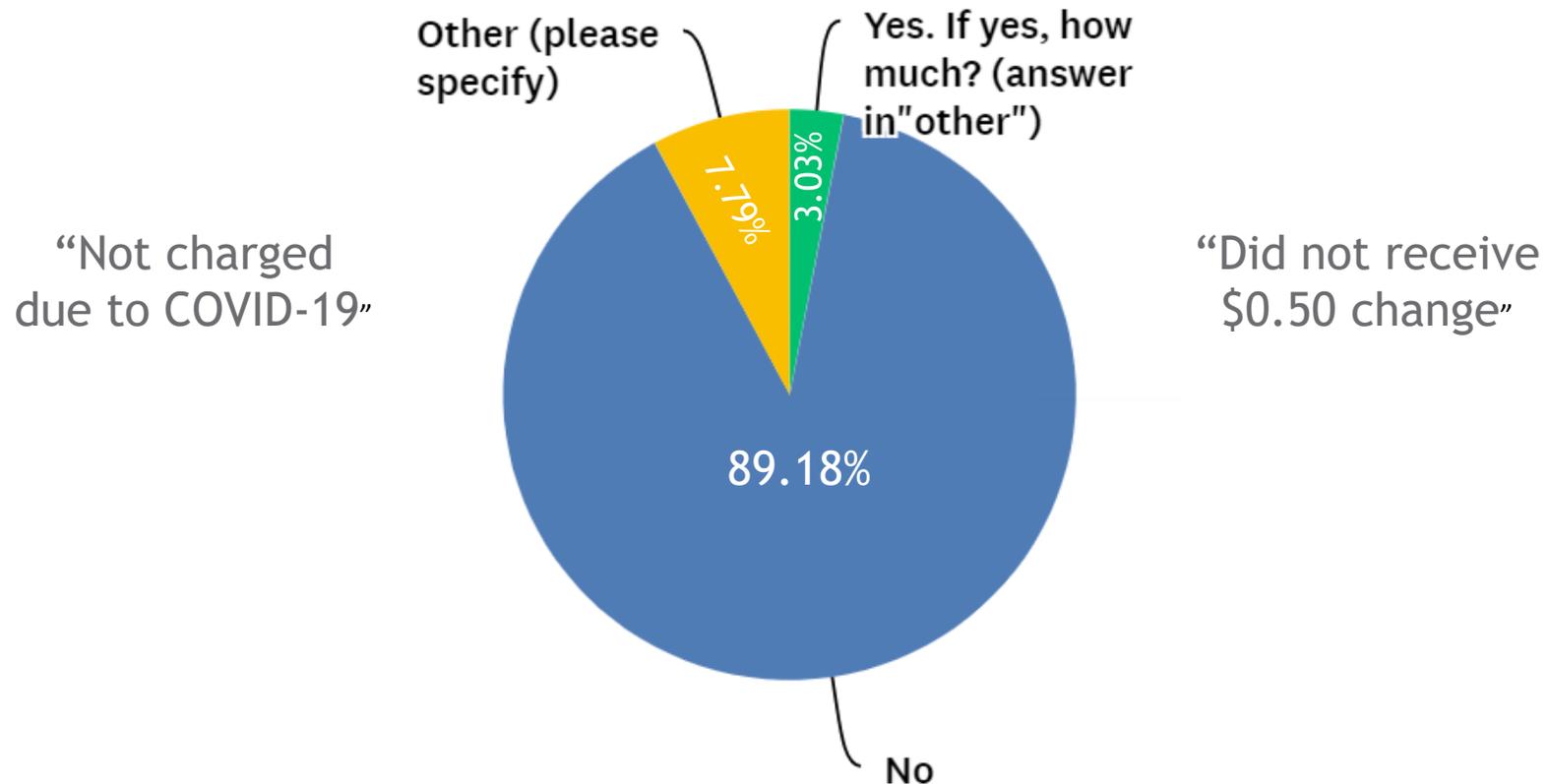
Key Findings	Recommendations
<p>The CTC is currently meeting the following goals:</p> <ul style="list-style-type: none">• Passenger no shows of <5%• Average age of the entire fleet is 4 years, 5 months• At-fault accident goal of ≤ 1 per 100,000 miles traveled• 25% TD riders transitioning to fixed-route services <p>The CTC is not currently meeting the following goals:</p> <ul style="list-style-type: none">• Call hold time under three (3) minutes• 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 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>

Thank you!

Together we captured survey responses from **233** riders.

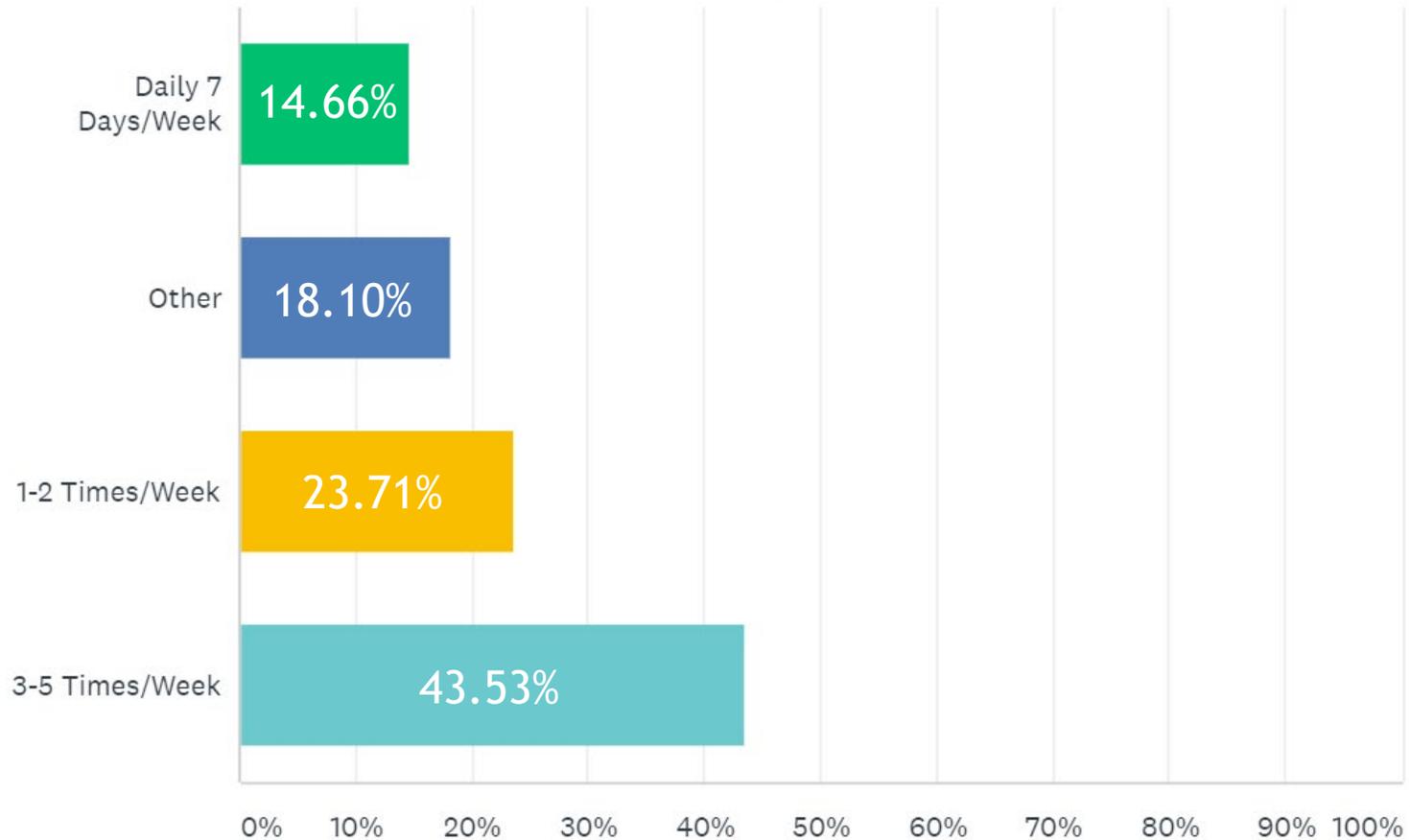
Passenger Surveys

Were you charged an amount in addition to the copayment?



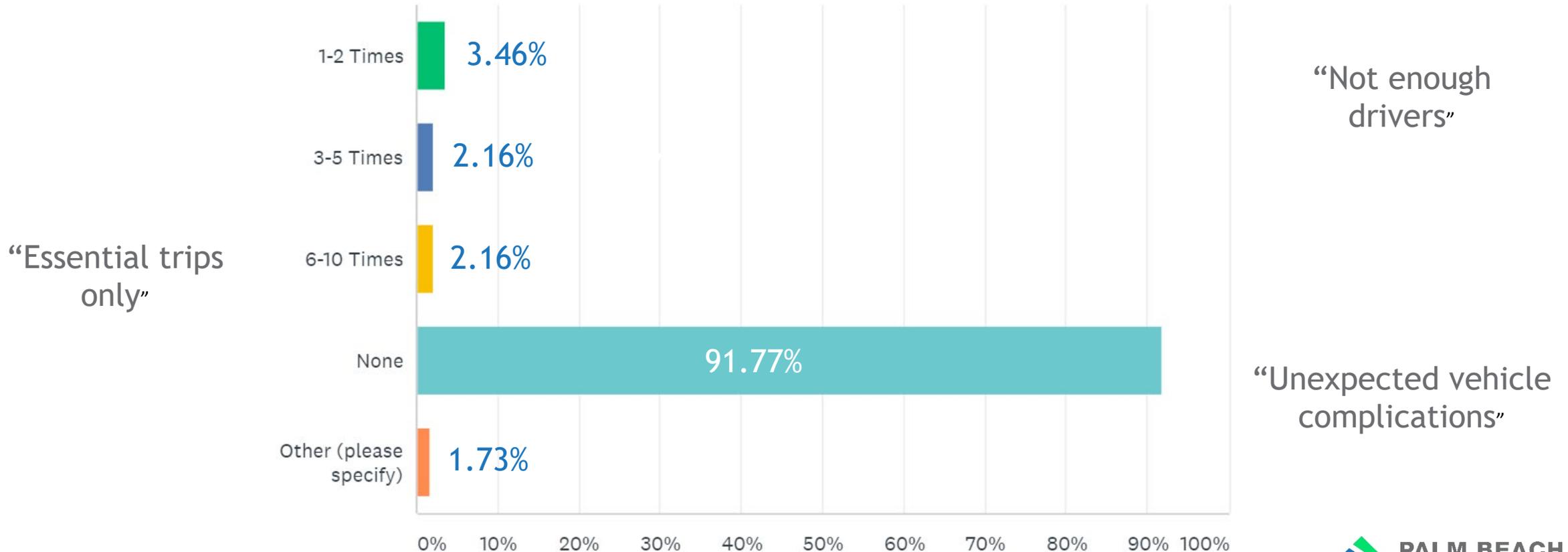
Passenger Surveys

How often do you normally obtain transportation?



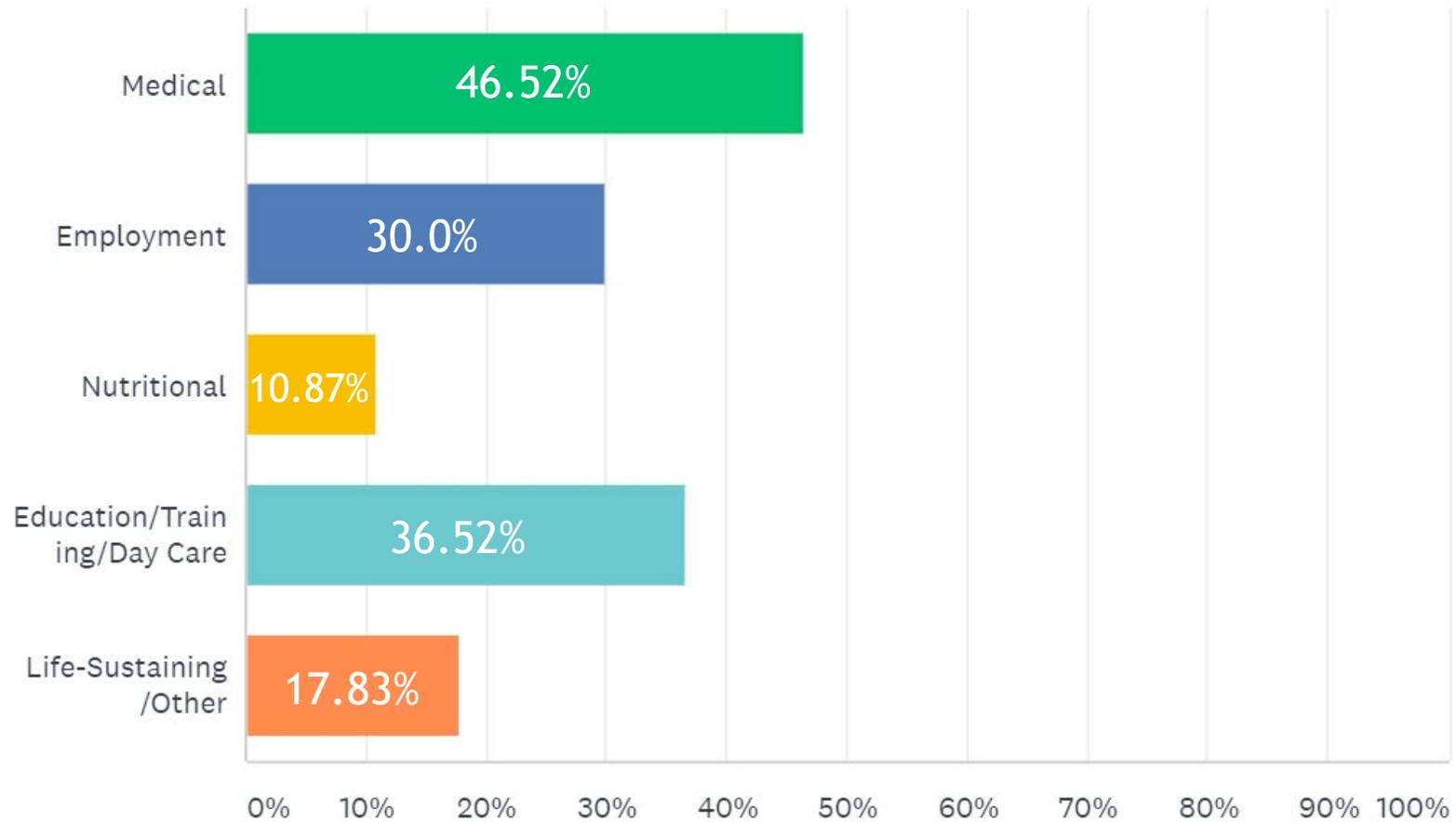
Passenger Surveys

How many times have you been refused services in the last 6 months?



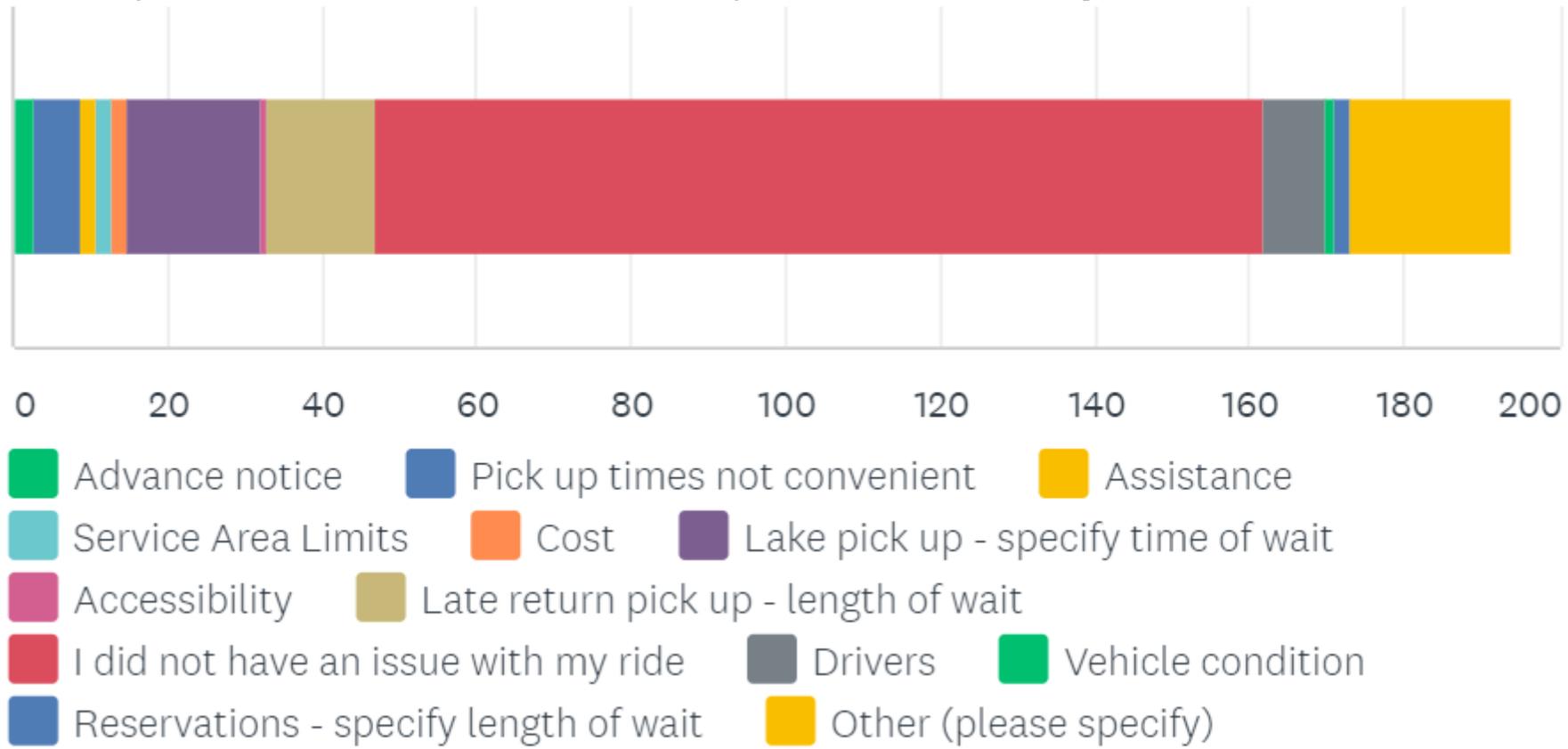
Passenger Surveys

What do you normally use the service for?



Passenger Surveys

If you had an issue on your last trip, what was it?



Passenger Surveys

Key Findings	Recommendations
<ul style="list-style-type: none">• Calls to riders who used PTC since the first of 2020• 370 random telephone calls made during February, March and April by LCB and TPA staff<ul style="list-style-type: none">• Total of 42 survey responses recorded• SurveyMonkey to 900 clients due to COVID-19<ul style="list-style-type: none">• 191 survey responses recorded• Average service rating 8.41 (On scale of 1-10)<ul style="list-style-type: none">• 1.23 decrease from FY 17-18 Evaluation	<ul style="list-style-type: none">• Improve trip optimization• Improve/update GPS in vehicles• Provide a way that clients can know their driver's estimated time of arrival• Ensure correct contact information in client files• Implement Fare Boxes so riders aren't required to carry exact change• Improve transfers between counties

Passenger Surveys

Elements of the service that need work, per customer responses:

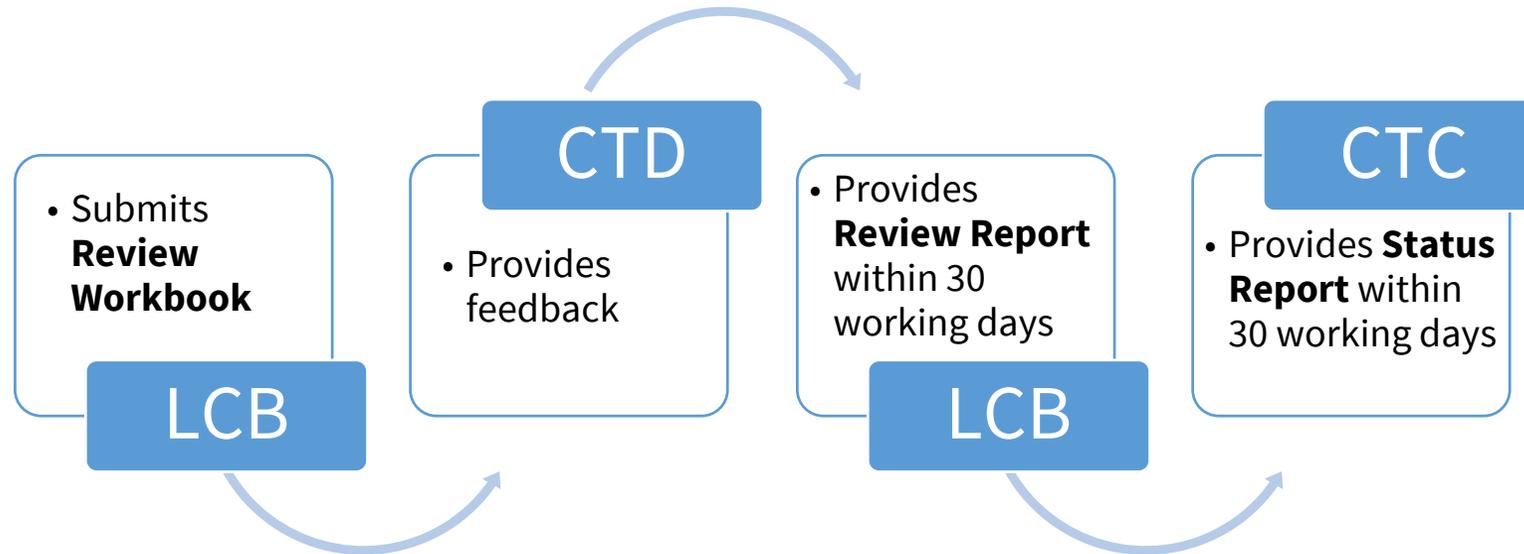
- (-) “Drivers need training for working with individuals on the spectrum.”
- (-) “Drivers should be screened for sensitivity to the elderly and other populations. I have had to run besides the bus to get it to stop to pick up my mother.”
- (-) “Sometimes they cancel my trip without my consent. For example, Saturday, March 18, 2020 I called and canceled the service for that day, however the bus showed up anyway. The next day, I had an appointment and was waiting for the bus but the bus did not show up.”
- (-) “Most drivers are helpful, sometimes they can't find my house. Better communication between driver and rider - drivers say they do not have to call rider if they aren't at the pickup point. Rider would like to be able to explain to driver where/what the situation is.”
- (-) “My sister has been on the bus for up to 2 hours. One day they left her at the ARC after an event was canceled at night. They should have taken her home when the building was dark and no one was around.”

Passenger Surveys

When asked what this service means to them, riders responded:

- (+) “Palm Tran is wonderful. I have nothing but good things to say about them.”
- (+) “The drivers are always nice and helpful. Yes, there are a very few times they will come late but they always apologize to me and most of the time it is because there was some type of issues going on with another customer. I love the service and I am thankful for it.”
- (+) “It means a lot to me it helps me out with my daily livelihood and my disabilities.”
- (+) “Only means of getting to doctors, grocery & other shopping, visiting friends, betting to library. Essential mobility.”
- (+) “Transportation gives me independence and freedom to live my best life. Although I feel like there are areas for improvement, I’m overall satisfied.”

Next Steps



- CTC will also provide updates on remaining items are quarterly LCB meetings
- LCB will update the CTD as needed

Thank You!

Any Questions?

Alyssa Frank

AFrank@PalmBeachTPA.org

(561) 725-0806

