

## 2021 Palm Beach CTC Evaluation Executive Summary

In Palm Beach County, the Palm Beach Transportation Planning Agency (TPA) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- American with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

Below are the key findings and recommendations from the 2021 CTC Evaluation that was conducted during the months of February, March, April, and May 2021:

Section	Key Findings	Recommendation
General Questions	<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 CTC has adapted to COVID-19 in a way that keeps employees and riders safe, while still providing service to riders.</p>	<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>

Section	Key Findings	Recommendation
Chapter 427, F.S.	<p>School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and private school students oftentimes rely on paratransit services to get to and from school.</p>	<p>If possible, work with the School District of Palm Beach County to utilize school buses.</p> <p>Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to their students.</p>
	<p>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).</p>	<p>Continue to evaluate trends and assess the impact of COVID-19 on bus pass trips for TD clients.</p>
	<p>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.</p>	<p>Monitor and report impact of phone eligibility interviews.</p> <p>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.</p>
	<p>There is not currently a formal arrangement with the local WAGES coalition, 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>
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> <li>• Passenger no shows of &lt;5%.</li> <li>• Call hold time is less than two (2) minutes per call.</li> </ul> <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> <li>• Increasing public transit ridership goal of 25%.</li> <li>• On time performance goal of 90%.</li> <li>• Roadcalls of <math>\leq 1</math> per 10,000 miles.</li> </ul>	<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>

Section	Key Findings	Recommendation
	<ul style="list-style-type: none"> <li>Complaint ratio goal of <math>\leq 3</math> per 10,000 trips performed.</li> <li>At-fault accident goal of <math>\leq 1</math> per 100,000 miles traveled.</li> </ul>	
Passenger Surveys	<p>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.</p>	<p>Reexamine scheduling to optimize on time performance and efficient routes.</p>
	<p>Several riders described a need to have an option for rescheduling rides due to last minutes schedule changes.</p>	<p>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.</p>
	<p>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.</p>	<p>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.</p>
	<p>Some riders stated that drivers consistently get lost on the way to their home.</p>	<p>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 uses these directions when present.</p>