

CTC

EVALUATION WORKBOOK

Florida Commission for the



Transportation Disadvantaged

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ **PHONE:** _____

REVIEW PERIOD: _____ **REVIEW DATES:** _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

LCB EVALUATION WORKBOOK

ITEM	PAGE
REVIEW CHECKLIST _____	3
EVALUATION INFORMATION _____	5
ENTRANCE INTERVIEW QUESTIONS _____	6
GENERAL QUESTIONS _____	9
CHAPTER 427, F.S. _____	13
RULE 41-2, F.A.C. _____	22
COMMISSION STANDARDS _____	32
LOCAL STANDARDS _____	33
AMERICANS WITH DISABILITIES ACT _____	36
FY GRANT QUESTIONS _____	42
STATUS REPORT _____	43
ON-SITE OBSERVATION _____	45
SURVEYS _____	47
LEVEL OF COST WORKSHEET # 1 _____	52
LEVEL OF COMPETITION WORKSHEET #2 _____	53
LEVEL OF AVAILABILITY WORKSHEET #3 _____	55

REVIEW CHECKLIST & SCHEDULE

COLLECT FOR REVIEW:

- ☐ APR Data Pages
- ☐ QA Section of TDSP
- ☐ Last Review (Date:_____)
- N/A ☐ List of Omb. Calls
- ☐ QA Evaluation
- ☐ Status Report (from last review)
- ☐ AOR Submittal Date
- ☐ TD Clients to Verify
- ☐ TDTF Invoices
- ☐ Audit Report Submittal Date

ITEMS TO REVIEW ON-SITE:

- ☐ SSPP
- ☐ Policy/Procedure Manual
- ☐ Complaint Procedure
- ☐ Drug & Alcohol Policy (see certification)
- ☐ Grievance Procedure
- ☐ Driver Training Records (see certification)
- ☐ Contracts
- N/A ☐ Other Agency Review Reports
- ☐ Budget
- ☐ Performance Standards
- N/A ☐ Medicaid Documents

ITEMS TO REQUEST:

☐ **REQUEST INFORMATION FOR RIDER/BENEFICIARY SURVEY** (Rider/Beneficiary Name, Agency who paid for the trip [sorted by agency and totaled], and Phone Number)

N/A ☐ **REQUEST INFORMATION FOR CONTRACTOR SURVEY** (Contractor Name, Phone Number, Address and Contact Name)

N/A ☐ **REQUEST INFORMATION FOR PURCHASING AGENCY SURVEY** (Purchasing Agency Name, Phone Number, Address and Contact Name)

☐ **REQUEST ANNUAL QA SELF CERTIFICATION** (Due to CTD annually by January 15th).

☐ **MAKE ARRANGEMENTS FOR VEHICLES TO BE INSPECTED** (Only if purchased after 1992 and privately funded).

INFORMATION OR MATERIAL TO TAKE WITH YOU:

☐ Measuring Tape ☐ Stop Watch

EVALUATION INFORMATION

An LCB review will consist of, but is not limited to the following pages:

1	Cover Page
5 - 6	Entrance Interview Questions
12	Chapter 427.0155 (3) Review the CTC monitoring of contracted operators
13	Chapter 427.0155 (4) Review TDSP to determine utilization of school buses and public transportation services
19	Insurance
23	Rule 41-2.011 (2) Evaluation of cost-effectiveness of Coordination Contractors and Transportation Alternatives
25 - 29	Commission Standards and Local Standards
39	On-Site Observation
40 – 43	Surveys
44	Level of Cost - Worksheet 1
45- 46	Level of Competition – Worksheet 2
47 - 48	Level of Coordination – Worksheet 3

Notes to remember:

- **The CTC should not conduct the evaluation or surveys. If the CTC is also the PA, the PA should contract with an outside source to assist the LCB during the review process.**
- **Attach a copy of the Annual QA Self Certification.**

See Appendix A

ENTRANCE INTERVIEW QUESTIONS

INTRODUCTION AND BRIEFING:

- ☐ Describe the evaluation process (LCB evaluates the CTC and forwards a copy of the evaluation to the CTD).
- ☐ The LCB reviews the CTC once every year to evaluate the operations and the performance of the local coordinator.

The LCB will be reviewing the following areas:

- ☐ Chapter 427, Rules 41-2 and 14-90, CTD Standards, and Local Standards
- ☐ Following up on the Status Report from last year and calls received from the Ombudsman program.
- ☐ Monitoring of contractors.
- ☐ Surveying riders/beneficiaries, purchasers of service, and contractors
- ☐ The LCB will issue a Review Report with the findings and recommendations to the CTC no later than 30 working days after the review has concluded.
- ☐ Once the CTC has received the Review Report, the CTC will submit a Status Report to the LCB within 30 working days.
- ☐ Give an update of Commission level activities (last meeting update and next meeting date), if needed.

USING THE APR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT:

- ☐ RURAL ☐ URBAN

2. ORGANIZATION TYPE:

- ☐ PRIVATE-FOR-PROFIT
- ☐ PRIVATE NON-PROFIT
- ☐ GOVERNMENT
- ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:

- ☐ SOLE PROVIDER
- ☐ PARTIAL BROKERAGE
- ☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION
CONTRACTS WITH: Rather than Coordination Contracts, the CTC has Financial
Assistance Contracts with the following agencies:

Coordination Contract Agencies				
Name of Agency	Address	City, State, Zip	Telephone Number	Contact

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
(Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Cost			
Medicaid			
Quality of Service			
Service Availability			
Toll Permit			
Other			

GENERAL QUESTIONS

Use the TDSP to answer the following questions. If these are not addressed in the TDSP, follow-up with the CTC.

1. DESIGNATION DATE OF CTC:

2. WHAT IS THE COMPLAINT PROCESS? [See Appendix B for full text](#)

IS THIS PROCESS IN WRITTEN FORM? (Make a copy and include in folder) - [See Appendix C](#)

☐ Yes ☐ No

☐ Yes ☐ No

Is the process being used?

3. DOES THE CTC HAVE A COMPLAINT FORM? ☐ Yes ☐ No
(Make a copy and include in folder)

4. DOES THE COMPLAINT FORM INCORPORATE ALL ELEMENTS OF THE CTD'S UNIFORM SERVICE REPORTING GUIDEBOOK?

☐ Yes ☐ No

5. DOES THE FORM HAVE A SECTION FOR RESOLUTION OF THE COMPLAINT?

☐ Yes ☐ No

Review completed complaint forms to ensure the resolution section is being filled out and follow-up is provided to the consumer.

6. IS A SUMMARY OF COMPLAINTS GIVEN TO THE LCB ON A REGULAR BASIS?

☐ Yes ☐ No

7. WHEN IS THE DISSATISFIED PARTY REFERRED TO THE TD HELPLINE?

8. WHEN A COMPLAINT IS FORWARDED TO YOUR OFFICE FROM THE OMBUDSMAN PROGRAM, IS THE COMPLAINT ENTERED INTO THE LOCAL COMPLAINT FILE/PROCESS?

☐ Yes ☐ No

If no, what is done with the complaint?

9. DOES THE CTC PROVIDE WRITTEN RIDER/BENEFICIARY INFORMATION OR BROCHURES TO INFORM RIDERS/ BENEFICIARIES ABOUT TD SERVICES?

☐ Yes ☐ No If yes, what type?

10. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE OMBUDSMAN NUMBER?

☐ Yes ☐ No

11. DOES THE RIDER/ BENEFICIARY INFORMATION OR BROCHURE LIST THE COMPLAINT PROCEDURE?

☐ Yes ☐ No

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?
Not enough space here - [see Appendix B](#)

Please Verify These Passengers Have an Eligibility Application on File:

TD Eligibility Verification			Application on File?
Name of Client	Address of client	Date of Ride	

13. WHAT INNOVATIVE IDEAS HAVE YOU IMPLEMENTED IN YOUR COORDINATED SYSTEM?

14. ARE THERE ANY AREAS WHERE COORDINATION CAN BE IMPROVED?
15. WHAT BARRIERS ARE THERE TO THE COORDINATED SYSTEM?
16. ARE THERE ANY AREAS THAT YOU FEEL THE COMMISSION SHOULD BE AWARE OF OR CAN ASSIST WITH?
17. WHAT FUNDING AGENCIES DOES THE CTD NEED TO WORK CLOSELY WITH IN ORDER TO FACILITATE A BETTER-COORDINATED SYSTEM?
18. HOW ARE YOU MARKETING THE VOLUNTARY DOLLAR?

GENERAL QUESTIONS

Findings:

Recommendations:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC contracts for compliance with 427.0155(1), F.S.

“Execute uniform contracts for service using a standard contract, which includes performance standards for operators.”

ARE YOUR CONTRACTS UNIFORM? ☐ Yes ☐ No

IS THE CTD’S STANDARD CONTRACT UTILIZED? ☐ Yes ☐ No

DO THE CONTRACTS INCLUDE PERFORMANCE STANDARDS FOR THE TRANSPORTATION OPERATORS AND COORDINATION CONTRACTORS?

☐ Yes ☐ No

DO THE CONTRACTS INCLUDE THE PROPER LANGUAGE CONCERNING PAYMENT TO SUBCONTRACTORS? (Section 21.20: Payment to Subcontractors, T&E Grant, and FY)

☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Operator Name	Exp. Date	SSPP	AOR Reporting	Insurance

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC last AOR submittal for compliance with 427. 0155(2)
“Collect Annual Operating Data for submittal to the Commission.”

REPORTING TIMELINESS

Were the following items submitted on time?

a. Annual Operating Report ☐ Yes ☐ No

Any issues that need clarification? ☐ Yes ☐ No

Any problem areas on AOR that have been re-occurring?

List:

b. Memorandum of Agreement ☐ Yes ☐ No

c. Transportation Disadvantaged Service Plan ☐ Yes ☐ No

d. Grant Applications to TD Trust Fund ☐ Yes ☐ No

e. All other grant application (____%) ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.

“Review all transportation operator contracts annually.”

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued to the operator? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?

Is a written report issued? ☐ Yes ☐ No

If **NO**, how are the contractors notified of the results of the monitoring?

WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ASK TO SEE DOCUMENTATION OF MONITORING REPORTS.

COMPLIANCE WITH CHAPTER 427, F.S.

Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)]

“Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP.”

HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?

Rule 41-2.012(5)(b): *"As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."*

HOW IS THE CTC USING PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

☐ N/A

IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?

☐ Yes ☐ No

If YES, what is the goal?

Is the CTC accomplishing the goal? ☐ Yes ☐ No

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review of local government, federal and state transportation applications for TD funds (all local, state or federal funding for TD services) for compliance with 427.0155(5).

“Review all applications for local government, federal, and state transportation disadvantaged funds, and develop cost-effective coordination strategies.”

IS THE CTC INVOLVED WITH THE REVIEW OF APPLICATIONS FOR TD FUNDS, IN CONJUNCTION WITH THE LCB? (TD Funds include all funding for transportation disadvantaged services, i.e. Section 5310 [formerly Sec.16] applications for FDOT funding to buy vehicles granted to agencies who are/are not coordinated)

☐ Yes ☐ No

If Yes, describe the application review process.

If no, is the LCB currently reviewing applications for TD funds (any federal, state, and local funding)? ☐ Yes ☐ No ☐ N/A

If no, is the planning agency currently reviewing applications for TD funds?

☐ Yes ☐ No ☐ N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review priorities listed in the TDSP, according to Chapter 427.0155(7).

“Establish priorities with regard to the recipients of non-sponsored transportation disadvantaged services that are purchased with Transportation Disadvantaged Trust monies.”

REVIEW THE QA SECTION OF THE TDSP (ask CTC to explain):

WHAT ARE THE PRIORITIES FOR THE TDTF TRIPS?

HOW ARE THESE PRIORITIES CARRIED OUT?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Ensure CTC compliance with the delivery of transportation services, 427.0155(8).

“Have full responsibility for the delivery of transportation services for the transportation disadvantaged as outlined in s. 427.015(2).”

Review the Operational section of the TDSP

1. Hours of Service:
2. Hours of Intake:
3. Provisions for After Hours Reservations/Cancellations?
4. What is the minimum required notice for reservations?
5. How far in advance can reservations be place (number of days)?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH CHAPTER 427, F.S.

Review the cooperative agreement with the local WAGES coalitions according to Chapter 427.0155(9).

“Work cooperatively with local WAGES coalitions established in Chapter 414 to provide assistance in the development of innovative transportation services for WAGES participants.”

WHAT TYPE OF ARRANGEMENT DO YOU HAVE WITH THE LOCAL WAGES COALITION?

HAVE ANY INNOVATIVE WAGES TRANSPORTATION SERVICES BEEN DEVELOPED?

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

CHAPTER 427

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(1), Minimum Insurance Compliance

“...ensure compliance with the minimum liability insurance requirement of \$100,000 per person and \$200,000 per incident...”

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?

HOW MUCH DOES THE INSURANCE COST (per operator)?

Operator	Insurance Cost

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?

☐ Yes ☐ No

If yes, was this approved by the Commission? ☐ Yes ☐ No

N/A

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(2), Safety Standards.
“...shall ensure the purchaser that their operations and services are in compliance with the safety requirements as specified in Section 341.061(2)(a), F.S. and 14-90, F.A.C.”

*Date of last SSPP Compliance Review*_____, *Obtain a copy of this review.*

Review the last FDOT SSPP Compliance Review, if completed in over a year, check drivers' records. If the CTC has not monitored the operators, check drivers' files at the operator's site.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

ARE THE CTC CONTRACTED OPERATORS IN COMPLIANCE WITH THIS SECTION?

☐ Yes ☐ No

DRIVER REQUIREMENT CHART

[illegible]

Sample Size:	1-20 Drivers – 50-100%	21-100 Drivers – 20-50%	100+ Drivers – 5-10%
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COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.006(3), Drug and Alcohol Testing

“...shall assure the purchaser of their continuing compliance with the applicable state or federal laws relating to drug testing...”

With which of the following does the CTC (and its contracted operators) Drug and Alcohol Policy comply?

- ☐ FTA (Receive Sect. 5307, 5309, or 5311 funding)
- ☐ FHWA (Drivers required to hold a CDL)
- ☐ Neither

REQUEST A COPY OF THE DRUG & ALCOHOL POLICY AND LATEST COMPLIANCE REVIEW.

DATE OF LAST DRUG & ALCOHOL POLICY REVIEW: _____

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

Comments:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.

“...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts.”

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

Cost [CTC and Coordination Contractor (CC)]

	CTC	CC #1	CC #2	CC #3	CC #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes ☐ No
 (Those specific transportation services approved by rule or the Commission as a service not normally arranged by the Community Transportation Coordinator, but provided by the purchasing agency. Example: a neighbor providing the trip)

Cost [CTC and Transportation Alternative (Alt.)] **Alt 1:** Federation Transportation Services, Inc.
Alt 2: Seagull Industries

	CTC	Alt. #1	Alt. #2	Alt. #3	Alt. #4
Flat contract rate (s) (\$ amount / unit)					
Detail other rates as needed: (e.g. ambulatory, wheelchair, stretcher, out-of-county, group)					
Special or unique considerations that influence costs?					
Explanation:					

IS THE CTC IN COMPLIANCE WITH THIS SECTION? ☐ Yes ☐ No

RULE 41-2

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Commission Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Commission standards.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	
Vehicle Cleanliness	
Passenger/Trip Database	

Adequate seating	
Driver Identification	
Passenger Assistance	
Smoking, Eating and Drinking	

Two-way Communications	
Air Conditioning/Heating	
Billing Requirements	

COMMISSION STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH 41-2, F.A.C.

Compliance with Local Standards

“...shall adhere to Commission approved standards...”

Review the TDSP for the Local standards.

Local Standards	Comments
Transport of Escorts and dependent children policy See Appendix B for full text	
Use, Responsibility, and cost of child restraint devices	
Out-of-Service Area trips	
CPR/1st Aid	
Driver Criminal Background Screening	
Rider Personal Property See Appendix B for full text	
Advance reservation requirements	
Pick-up Window See Appendix B for full text	

<i>Measurable Standards/Goals</i>	<i>Standard/Goal</i>	<i>Latest Figures</i>	<i>Is the CTC/Operator meeting the Standard?</i>
Public Transit Ridership 25% growth	CTC	838,678	No
	Operator A	404,215	No
	Operator B	434,463	No
On-time performance 90%	CTC	82.71%	No
	Operator A	82.85%	No
	Operator B	82.58%	No
Passenger No-shows Ratio: < 5%	CTC	29,182 / 3.48%	Yes
	Operator A	13,933 / 3.45%	Yes
	Operator B	15,249 / 3.51%	Yes
Accidents ≤1 per 100,000 miles	CTC	114 / 1.07	No
	Operator A	58 / 1.13	No
	Operator B	56 / 1.01	No
Roadcalls ≤1 per 10,000 miles Average age of fleet: A - 52 months B - 47 monthss	CTC	1,595 / 1.49	No
	Operator A	702 / 1.36	No
	Operator B	893 / 1.61	No
Complaints ≤ 3 per 10,000 completed trips Number filed: 934	CTC	518 / N/A	N/A
	Operator A	151 / 4.19	No
	Operator B	265 / 6.83	No
Call-Hold Time No more than two (2) minutes per call.	CTC	1:37	Yes
	Operator A	N/A	N/A
	Operator B	N/A	N/A

Operator A - First Transit
Operator B - MV Transit

LOCAL STANDARDS

Findings:

Recommendations:

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

REVIEW COPIES OF THE PUBLIC INFORMATION PROVIDED.

DOES PUBLIC INFORMATION STATE THAT ACCESSIBLE FORMATS ARE
AVAILABLE UPON REQUEST? ☐ Yes ☐ No

ARE ACCESSIBLE FORMATS ON THE SHELF? ☐ Yes ☐ No

IF NOT, WHAT ARRANGEMENTS ARE IN PLACE TO HAVE MATERIAL
PRODUCED IN A TIMELY FASHION UPON REQUEST?

DO YOU HAVE TTY EQUIPMENT OR UTILIZE THE FLORIDA RELAY SYSTEM?
☐ Yes ☐ No

IS THE TTY NUMBER OR THE FLORIDA RELAY SYSTEM NUMBERS LISTED WITH
THE OFFICE PHONE NUMBER? ☐ Yes ☐ No

Florida Relay System:
Voice- 1-800-955-8770
TTY- 1-800-955-8771

EXAMINE OPERATOR MANUALS AND RIDER INFORMATION. DO CURRENT
POLICIES COMPLY WITH ADA PROVISION OF SERVICE REQUIREMENTS
REGARDING THE FOLLOWING:

Provision of Service	Training Provided	Written Policy	Neither
Accommodating Mobility Aids			
Accommodating Life Support Systems (O ₂ Tanks, IV's...)			
Passenger Restraint Policies			
Standee Policies (persons standing on the lift)			
Driver Assistance Requirements			
Personal Care Attendant Policies			
Service Animal Policies			
Transfer Policies (From mobility device to a seat)			
Equipment Operation (Lift and securement procedures)			
Passenger Sensitivity/Disability Awareness Training for Drivers			

RANDOMLY SELECT ONE OR TWO VEHICLES PER CONTRACTOR (DEPENDING ON SYSTEM SIZE) THAT ARE IDENTIFIED BY THE CTC AS BEING ADA ACCESSIBLE AND PURCHASED WITH PRIVATE FUNDING, AFTER 1992. CONDUCT AN INSPECTION USING THE ADA VEHICLE SPECIFICATION CHECKLIST.

INSPECT FACILITIES WHERE SERVICES ARE PROVIDED TO THE PUBLIC (ELIGIBILITY DETERMINATION, TICKET/COUPON SALES, ETC...).

IS A RAMP PROVIDED? ☐ Yes ☐ No

ARE THE BATHROOMS ACCESSIBLE? ☐ Yes ☐ No

Bus and Van Specification Checklist

Name of Provider:

Vehicle Number (either VIN or provider fleet number):

Type of Vehicle: ☐ Minivan ☐ Van ☐ Bus (>22')
 ☐ Minibus (<= 22') ☐ Minibus (>22')

Person Conducting Review:

Date:

Review the owner's manual, check the stickers, or ask the driver the following:

- ☐ The lift must have a weight limit of at least 600 pounds.
- ☐ The lift must be equipped with an emergency back-up system (in case of loss of power to vehicle). Is the pole present?
- ☐ The lift must be "interlocked" with the brakes, transmission, or the door, so the lift will not move unless the interlock is engaged. Ensure the interlock is working correctly.

Have the driver lower the lift to the ground:

- ☐ Controls to operate the lift must require constant pressure.
- ☐ Controls must allow the up/down cycle to be reversed without causing the platform to "stow" while occupied.
- ☐ Sufficient lighting shall be provided in the step well or doorway next to the driver, and illuminate the street surface around the lift, the lighting should activate when the door/lift is in motion. Turn light switch on, to ensure lighting is working properly.

Once the lift is on the ground, review the following:

- ☐ Must have an inner barrier to prevent the mobility aid from rolling off the side closest to the vehicle until the platform is fully raised.
- ☐ Side barriers must be at least 1 ½ inches high.
- ☐ The outer barrier must be sufficient to prevent a wheelchair from riding over it.
- ☐ The platform must be slip-resistant.
- ☐ Gaps between the platform and any barrier must be no more than 5/8 of an inch.
- ☐ The lift must have two handrails.
- ☐ The handrails must be 30-38 inches above the platform surface.
- ☐ The handrails must have a useable grasping area of 8 inches, and must be at least 1 ½ inches wide and have sufficient knuckle clearance.
- ☐ The platform must be at least 28 1/2 inches wide measured at the platform surface, and 30 inches wide and 48 inches long measured 2 inches above the platform surface.

- N/A ☐ If the ramp is not flush with the ground, for each inch off the ground the ramp must be 8 inches long.
- ☐ Lifts may be marked to identify the preferred standing position (suggested, not required)

Have the driver bring the lift up to the fully raised position (but not stowed):

- ☐ When in the fully raised position, the platform surface must be horizontally within 5/8 inch of the floor of the vehicle.
- ☐ The platform must not deflect more than 3 degrees in any direction. To test this, stand on the edge of the platform and carefully jump up and down to see how far the lift sways.
- ☐ The lift must be designed to allow boarding in either direction.

While inside the vehicle:

- ☐ Each securement system must have a clear floor area of 30 inches wide by 48 inches long.
- ☐ The securement system must accommodate all common wheelchairs and mobility aids.
- ☐ The securement system must keep mobility aids from moving no more than 2 inches in any direction.
- ☐ A seat belt and shoulder harness must be provided for each securement position, and must be separate from the security system of the mobility aid.

Vehicles under 22 feet must have:

- N/A ☐ One securement system that can be either forward or rear-facing.
- N/A ☐ Overhead clearance must be at least 56 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.

Vehicles over 22 feet must have:

- ☐ Must have 2 securement systems, and one must be forward-facing, the other can be either forward or rear-facing.
- ☐ Overhead clearance must be at least 68 inches. This includes the height of doors, the interior height along the path of travel, and the platform of the lift to the top of the door.
- ☐ Aisles, steps, and floor areas must be slip resistant.
- ☐ Steps or boarding edges of lift platforms must have a band of color which contrasts with the step/floor surface.

COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT

Table 1. ADA Compliance Review - Provider/Contractor Level of Service Chart

Name of Service Provider/ Contractor	Total # of Vehicles Available for CTC Service	# of ADA Accessible Vehicles	Areas/Sub areas Served by Provider/Contractor

BASED ON THE INFORMATION IN TABLE 1, DOES IT APPEAR THAT INDIVIDUALS REQUIRING THE USE OF ACCESSIBLE VEHICLES HAVE EQUAL SERVICE?

☐ Yes ☐ No

ADA COMPLIANCE

Findings:

Recommendations:

FY ____/____ GRANT QUESTIONS

**The following questions relate to items specifically addressed in the FY _
____/____ Trip and Equipment Grant.**

DO YOU KEEP ALL RECORDS PERTAINING TO THE SPENDING OF TDTF DOLLARS FOR FIVE YEARS? (Section 7.10: Establishment and Maintenance of Accounting Records, T&E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN A FATALITY REPORTED TO THE COMMISSION WITHIN 24 HOURS AFTER YOU HAVE RECEIVED NOTICE? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

ARE ALL ACCIDENTS THAT HAVE RESULTED IN \$1,000 WORTH OF DAMAGE REPORTED TO THE COMMISSION WITHIN 72 HOURS AFTER YOU HAVE RECEIVED NOTICE OF THE ACCIDENT? (Section 14.80: Accidents, T/E Grant, and FY _____)

☐ Yes ☐ No

STATUS REPORT FOLLOW-UP FROM LAST REVIEW(S)

DATE OF LAST REVIEW:_____

STATUS REPORT DATED:_____

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

CTD RECOMMENDATION:

CTC Response:

Current Status:

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☐ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☐ Yes: ☐ Uniform ☐ Name Tag
☐ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☐ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☐ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

CTC: _____ County: _____

Funding Source	No. of Trips	No. of Riders/Beneficiaries	No. of Calls to Make	No. of Calls Made
CTD				
Totals				

Number of Round Trips	Number of Riders/Beneficiaries to Survey
0 – 200	30%
201 – 1200	10%
1201 +	5%

Due to the success of last year's online survey, the TPA chose to use the SurveyMonkey platform again to supplement the phone calls. With both the phone calls and online survey, we were able to reach 346 riders in total.

RIDER/BENEFICIARY SURVEY

Staff making call: _____

County: _____

Date of Call: / /

Funding Source: _____

1) Did you receive transportation service on _____? ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week ☐ Other ☐ 1-2 Times/Week ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

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

☐ None

☐ 3-5 Times

☐ 1-2 Times

☐ 6-10 Times

If none, skip to question # 4.

B. What was the reason given for refusing you transportation services?

☐ Ineligible

☐ Space not available

☐ Lack of funds

☐ Destination outside service area

☐ Other _____

5) What do you normally use the service for?

☐ Medical

☐ Education/Training/Day Care

☐ Employment

☐ Life-Sustaining/Other

☐ Nutritional

6) Did you have a problem with your trip on _____?

☐ Yes. If yes, please state or choose problem from below

☐ No. If no, skip to question # 6

What type of problem did you have with your trip?

☐ Advance notice

☐ Cost

☐ Pick up times not convenient

☐ Late pick up-specify time of wait

☐ Assistance

☐ Accessibility

☐ Service Area Limits

☐ Late return pick up - length of wait

☐ Drivers - specify

☐ Reservations - specify length of wait

☐ Vehicle condition

☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

Contractor Survey

_____County

Contractor name (optional)

1. Do the riders/beneficiaries call your facility directly to cancel a trip?

☐ Yes ☐ No

2. Do the riders/beneficiaries call your facility directly to issue a complaint?

☐ Yes ☐ No

3. Do you have a toll-free phone number for a rider/beneficiary to issue commendations and/or complaints posted on the interior of all vehicles that are used to transport TD riders?

☐ Yes ☐ No

If yes, is the phone number posted the CTC's?

☐ Yes ☐ No

4. Are the invoices you send to the CTC paid in a timely manner?

☐ Yes ☐ No

5. Does the CTC give your facility adequate time to report statistics?

☐ Yes ☐ No

6. Have you experienced any problems with the CTC?

☐ Yes ☐ No

If yes, what type of problems?

Comments:

PURCHASING AGENCY SURVEY

Staff making call: _____

Purchasing Agency name: _____

Representative of Purchasing Agency: _____

1) Do you purchase transportation from the coordinated system?

☐ YES

☐ NO If no, why?

2) Which transportation operator provides services to your clients?

3) What is the primary purpose of purchasing transportation for your clients?

☐ Medical

☐ Employment

☐ Education/Training/Day Care

☐ Nutritional

☐ Life Sustaining/Other

4) On average, how often do your clients use the transportation system?

☐ 7 Days/Week

☐ 1-3 Times/Month

☐ 1-2 Times/Week

☐ Less than 1 Time/Month

☐ 3-5 Times/Week

5) Have you had any unresolved problems with the coordinated transportation system?

☐ Yes

☐ No If no, skip to question 7

6) What type of problems have you had with the coordinated system?

☐ Advance notice requirement [specify operator (s)]

☐ Cost [specify operator (s)]

☐ Service area limits [specify operator (s)]

☐ Pick up times not convenient [specify operator (s)]

☐ Vehicle condition [specify operator (s)]

☐ Lack of passenger assistance [specify operator (s)]

☐ Accessibility concerns [specify operator (s)]

☐ Complaints about drivers [specify operator (s)]

☐ Complaints about timeliness [specify operator (s)]

☐ Length of wait for reservations [specify operator (s)]

☐ Other [specify operator (s)] _____

7) Overall, are you satisfied with the transportation you have purchased for your clients?

☐ Yes

☐ No If no, why? _____

Level of Cost Worksheet 1

Insert Cost page from the AOR.



CTC Expense Sources

County: Palm Beach
Fiscal Year: 07/01/2019 - 06/30/2020

CTC Status: Complete
CTD Status: Complete

CTC Organization: Palm Beach
County

	Selected Reporting Period			Previous Reporting Period		
	CTC & Transportation Operators	Coordination Contractors	Total	CTC & Transportation Operators	Coordination Contractors	Total
Expense Sources						
Labor	\$ 3,293,816	\$ 0	\$ 3,293,816	\$ 3,130,190	\$ 0	\$ 3,130,190
Fringe Benefits	\$ 1,637,210	\$ 0	\$ 1,637,210	\$ 1,625,275	\$ 0	\$ 1,625,275
Services	\$ 214,461	\$ 0	\$ 214,461	\$ 47,336	\$ 0	\$ 47,336
Materials & Supplies Consumed	\$ 55,902	\$ 0	\$ 55,902	\$ 15,886	\$ 0	\$ 15,886
Utilities	\$ 180,628	\$ 0	\$ 180,628	\$ 133,860	\$ 0	\$ 133,860
Casualty & Liability	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Taxes	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Miscellaneous	\$ 113,399	\$ 0	\$ 113,399	\$ 151,139	\$ 0	\$ 151,139
Interest	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Leases & Rentals	\$ 7,567	\$ 0	\$ 7,567	\$ 22,162	\$ 0	\$ 22,162
Capital Purchases	\$ 2,829,405	\$ 0	\$ 2,829,405	\$ 186,374	\$ 0	\$ 186,374
Contributed Services	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Allocated Indirect Expenses	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0
Purchased Transportation Services						
Bus Pass	\$ 490,574	N/A	\$ 490,574	\$ 441,029	N/A	\$ 441,029
School Board (School Bus)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Transportation Network Companies (TNC)	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Taxi	\$ 0	N/A	\$ 0	\$ 0	N/A	\$ 0
Contracted Operator	\$ 31,521,963	N/A	\$ 31,521,963	\$ 29,075,827	N/A	\$ 29,075,827
Total - Expense Sources	\$ 40,344,925	\$ 0	\$ 40,344,925	\$ 34,829,078	\$ 0	\$ 34,829,078

Level of Competition Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit				
Private For-Profit				
Government				
Public Transit Agency				
Total				

2. How many of the operators are coordination contractors? _____

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? _____

Does the CTC have the ability to expand? _____

4. Indicate the date the latest transportation operator was brought into the system. _____

5. Does the CTC have a competitive procurement process? _____

6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed on the previous page was used to select the current operators?

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

	Capabilities of operator
	Age of company
	Previous experience
	Management
	Qualifications of staff
	Resources
	Economies of Scale
	Contract Monitoring
	Reporting Capabilities
	Financial Strength
	Performance Bond
	Responsiveness to Solicitation

	Scope of Work
	Safety Program
	Capacity
	Training Program
	Insurance
	Accident History
	Quality
	Community Knowledge
	Cost of the Contracting Process
	Price
	Distribution of Costs
	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? For all to see, as posted on the county's website. No bids have been completed for the time period (FY July 1, 2020 through June 30, 2021)
- How many responded? _____

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)? _____

Level of Availability (Coordination)

Worksheet 3

Planning – What are the coordinated plans for transporting the TD population?

Public Information – How is public information distributed about transportation services in the community?

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

Trip Allocation – How is the allocation of trip requests to providers coordinated?

Scheduling – How is the trip assignment to vehicles coordinated?

Transport – How are the actual transportation services and modes of transportation coordinated?

Dispatching – How is the real time communication and direction of drivers coordinated?

General Service Monitoring – How is the overseeing of transportation operators coordinated?

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

Trip Reconciliation – How is the confirmation of official trips coordinated?

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

Reporting – How is operating information reported, compiled, and examined?

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

Appendix A:
QA Exit Conference Document

CTC Name: Palm Beach County
Exit Conference Document
Monitoring Period: July 1, 2018 – June 30, 2019

Date of Exit Conference: June 16, 2020_____ Location: GoTo Meeting_____

Begin time of Exit Conference: 11:00 am_____ End time of Exit Conference: 11:30 am_____

Individuals present at the meeting included the following:

1. Lou Ferri_____, Palm Beach County CTC
2. Karen Somerset_____, FCTD Executive or delegate
3. Sheri Powers_____, FCTD Project Manager
4. John Irvine_____, FCTD Project Manager
5. Alex Frey_____, THF Monitor

I. Introduction

- a. Greetings
- b. Recap/Review Purpose of engagement

II. Review Monitoring Results

- a. Findings - NONE
- b. Suggestions
 - **AOR procedures:** During testing of the AOR, monitor was able to obtain documents from the CTC to support the numbers reported in the AOR. We recommend that the CTC update its written policies with respect to completing the AOR. Policies should identify the position responsible for preparing the AOR, the position responsible for reviewing the AOR, the documentation that will demonstrate the preparation and review of the AOR, the timeline for preparing the AOR and the documentation that should be maintained in support the data entered on the AOR.
 - **Rate Model procedures:** During testing of the Rate Model Worksheet, monitor was able to obtain documents from the CTC to support the numbers reported in the Rate Model Worksheet. We recommend that the CTC update its written policies with respect to completing the Rate Model worksheet (the Worksheet). Policies should identify the position responsible for preparing the Worksheet, the position responsible for reviewing the Worksheet, the documentation that will demonstrate the preparation and review of the Worksheet, the timeline for preparing the Worksheet and the documentation that should be maintained in support the data entered on the Worksheet.
 - **Internal control survey, periodic background verification/checks on existing staff.**
We have read the internal control survey form completed by the CTC. The survey represents a compilation of leading practices for internal controls. We encourage the CTC to analyze results of the survey and determine the costs and benefits of implementing the following items which were checked as “No”:
 5. Does the entity perform periodic background verification/checks on existing staff?

Associated Risk(s) – Increased risk potential that employees’ circumstances may change over time that would affect their ability to perform their job duties, and management may not be aware or notified in a timely manner.

CTC Name: Palm Beach County
Exit Conference Document
Monitoring Period: July 1, 2018 – June 30, 2019

We encourage the CTC to analyze results of the survey and determine the costs and benefits of implementing the aforementioned item which was checked as “No”.

c. Other Items

III. Extension Required for any Open Items? X Yes No

Due to contractual requirements between the monitors and FCTD regarding monitoring engagement deliverables, the information listed below must be provided by CTC management within the next five (5) business days (by June 23, 2020): *(Note that any extensions granted will be considered as ongoing monitoring and will extend the deliverable dates below).*

(Date)

1. Buss pass support _____
2. _____
3. _____

IV. Deliverables

- a. We anticipate issuing the draft of the monitoring report by July 8, 2020 (15 calendar days after the end of fieldwork or end of extension period). *(Note: If the 15th day falls on a weekend, the draft will be issued that following Monday).*
- b. Draft reports will be provided electronically and released to the CTC/STP and FCTD at the same time. Comments and feedback on the draft report are due **within 7 calendar days after the draft is issued.**
- c. The draft report will include the findings/suggestions described here. **All findings and suggestions discussed in this exit conference are tentative and subject to further review by the monitoring team, our firm management, and FCTD.**
 - This review may identify additional findings and/or suggestions.
 - This review may determine the current findings and/or suggestions should be modified, re-classed or removed.
- d. **Before report revisions identified during this review process are finalized, your management team will receive a revised report draft.** You will be given additional time (as needed on a case-by-case basis) to review and comment on these changes.
- e. Upon FCTD’s acceptance of the draft report, the **final report will be issued within 29 calendar days** from the date of the exit conference.

V. Other Items/Conclusion

- a. If your entity’s monitoring report contains report findings, your management team must submit a **Corrective Action Plan (CAP)** response to FCTD Project Manager **within 30 calendar days after the final report is released to you.** This response, and any related questions about this process should be sent by e-mail to FCTD Project Manager.
- b. Copy of Exit Conference memo provide to CTC and FCTD.
- c. Closing/Thank you.

VI. Questions?

CTC Name: Palm Beach County
Exit Conference Document
Monitoring Period: July 1, 2018 – June 30, 2019

Follow-up:

We will be available as needed for follow up meetings or phone conferences to address questions on the report findings/recommendations and/or observations.

Acknowledged by: _____
(CTC/STP Management member) *(Date)*

Acknowledged by: _____
(THF Monitor) *(Date)*

Appendix B: Overflow Text

General Questions, Page 9

2. WHAT IS THE COMPLAINT PROCESS?

Palm Tran Connection records all complaints that come through email, phone calls, and social media, and determines to whom the complaint should be directed to for research and resolution via the Customer Complaint Department. When a Transportation Operator receives a complaint from Palm Tran Connection, they are required to service complaints within five business days or 24 hours if it is a complaint regarding safety or serious misconduct. Palm Tran Connection reviews all responses to complaints and is the final arbiter as to whether complaints have been adequately resolved by the Operator. The party logging the complaint is then notified of the resolution via postcard when the complaint has been received and a written response when the complaint has been resolved. Clients can communicate with the CTD if they are still not happy after the resolution. Online feedback is also available through www.PalmTran.org. Palm Tran Connection service is available as part of the online scheduling website.

12. WHAT IS YOUR ELIGIBILITY PROCESS FOR TD RIDERS/ BENEFICIARIES?

Palm Tran Connection determined eligibility for paratransit programs and enters eligibility information for each application (i.e. conditions, dates, etc.) into its paratransit database. Service will be provided the next service day after service eligibility has been determined and in compliance with existing state and federal guidelines. Certification by the applicant must be submitted to Palm Tran Connection. Licensed medical verification or proof of income level may be required. Palm Tran Connection will determine eligibility within 21 days of receiving an application. Temporary eligibility may be given to those applying to allow them to complete their applications and can be for up to 21 days. For life-sustaining appoints a quick eligibility form may be processed until the full application is received. Once eligibility has been determined, Palm Tran Connection will mail a letter to the applicant explaining eligibility determination, authorized services available, eligibility expiration, re-application process and the appeals process. Applicants may request an application by calling (561) 649-9838, downloading an application from Palm Tran Connection's website (PalmTran.org) or requesting an application in person at Palm Tran Connection's Administrative Offices (Monday through Friday between 8:00 a.m. and 5:00 p.m.).

Compliance with Local Standards, Page 33

Transport of Escorts and Dependent Children Policy:

Palm Tran Connection allows riders to travel with a Personal Care Attendant (PCA), service animal, children, and one (1) companion (or escort). Additional individuals beyond that first companion are carried only on a space available basis. Riders must reserve a space for the companion(s) when they reserve their trip.

PCA's and anyone else approved to accompany the rider must board the vehicle at the rider's scheduled location and time of pick-up. PCA's and escorts are subject to the same rules and regulations as a Palm Tran Connection rider. Riders may transport pets in a commercially available pet carrier which must fit under the rider's seat or on their lap. Newborns to five-years old must ride in a federally approved child safety seat provided by the parent.

A PCA is a person traveling as a necessary aid to facilitate travel by a person with disabilities who cannot travel alone or children age eight (8) and under. Riders are limited to one (1) PCA. Activities performed by a PCA may include but not limited to: mobility assistance, personal care, or communication (translation, interpretation, reading and assistance at the destination). Palm Tran Connection will not provide a PCA for a rider.

Rider Personal Property:

Transportation Operators are required to transport packages belonging to riders if the rider is on board with his/her package and the package fits on the rider's lap or beneath his/her seat. Packages must be no larger than two (2) large paper grocery bags or four (4) smaller plastic handle bags and weigh no more than twenty-five (25) pounds combined.

Transportation Operators are prohibited from transporting illegal controlled substances (excluding prescription medication), hazardous materials, firearms or explosive devices.

Pick Up Window:

Pickup Window: The scheduled vehicle is required to arrive at the rider's origin within a thirty (30) minute pickup window as shown on the vehicle's manifest. Riders must be ready and waiting to board the vehicle at all times during the thirty (30) minute pickup window. The pickup window occurs 15 minutes before to 15 minutes after the given pickup time.

Boarding Window: When the scheduled vehicle arrives within the scheduled pickup window, the rider has five (5) minutes to board the vehicle and to be seat-belted and/or properly secured. If the rider is unable to board within this "boarding window", the provider will be instructed to proceed with the route, and the rider will be charged with a "No Show". Riders who need additional time to board as a result of their disabilities may have additional time, based on prior approval from Palm Tran Connection on a case-by-case basis.

Appendix C:
Written complaint process included in the FY21
Grievance Procedures

**Palm Beach County
Transportation Disadvantaged
Local Coordinating Board**

FY 2021 Grievance Procedures

**Approved by the TDLCB
July 29, 2020**

FY 2021 TDLCB Grievance Procedures

ARTICLE 1: PREAMBLE

Section A: Preamble

The following sets forth the grievance procedures that shall serve to guide the Palm Beach County Transportation Disadvantaged Local Coordinating Board, serving to assist Palm Tran Connection, the Community Transportation Coordinator. The intent is to provide procedures and policies for fulfilling the requirements of Chapter 427, Florida Statutes (FS), Rule 41-2, Florida Administrative Code (FAC), and subsequent laws setting forth requirements for the establishment of grievances or complaints from agencies, users, potential users, subcontractors, and other interested parties.

ARTICLE 2: DEFINITIONS, NAME, LEGAL STATUS, AND PURPOSE

Section A: General Definitions

Commission for the Transportation Disadvantaged (also known as the "Commission"): an independent state agency created to accomplish the coordination of transportation services provided to the transportation disadvantaged population.

Community Transportation Coordinator (also known as the "CTC" or "Coordinator"): a transportation entity recommended by the appropriate planning agency as provided for in Section 427.015(1), Florida Statutes, and approved by the Commission, to ensure that coordinated transportation services are provided to serve the transportation disadvantaged population in a designated service area.

Designated Official Planning Agency (also known as the "DOPA"): the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning in areas not covered by a Metropolitan Planning Organization (MPO). The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

Local Coordinating Board (also known as the "LCB"): advisory entity in each designated service area composed of representatives appointed by the Metropolitan Planning Organization or DOPA, to provide assistance to the community transportation coordinator relative to the coordination of transportation services.

Metropolitan Planning Organization (also known as the "MPO"): organization responsible for carrying out transportation planning and programming in accordance with the provisions of 23 U.S.C. s. 134, as provided in 23 U.S.C. s. 104(f)(3).

Transportation Disadvantaged (also known as "TD"): those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or other life-sustaining activities, or children who are disabled or high-risk or at-risk as defined in Section 411.202, Florida Statutes.

Transportation Operator: one or more public, private for profit, or private non-profit entities contracted by the Community Transportation Coordinator to provide service to transportation disadvantaged persons pursuant to a coordinated transportation service plan.

Section B: Definition of Service Complaint and Formal Grievance

Service Complaint: Service complaints are routine incidents that occur on a daily basis. They are reported to the driver, dispatcher, or to other individuals involved with the daily operations of the CTC, and are resolved within the course of a reasonable time period. Service complaints may include but are not limited to: late trips, no-show by transportation operator, no-show by client, client behavior, driver behavior, passenger discomfort, and service denial.

Formal Grievance: A formal grievance is a written complaint by the grievant documenting any concerns or an unresolved service complaint regarding the operation or administration of TD services by a transportation operator, CTC, DOPA or LCB. A grievance may include but is not limited to: chronic, recurring, or unsolved service complaints, violations of specific laws governing TD services, contract disputes, coordination disputes, agency compliance, conflicts of interest, supplanting of funds, and billing or accounting procedures.

Section C: Name

The name of the subcommittee to hear grievances or complaints for the Palm Beach County TDLCB shall be the "Grievance Subcommittee".

Section D: Legal Status of Subcommittee

The LCB is an advisory body. It is established in section 427.157, FS, to advise the Commission and the CTC about local concerns and issues. Florida Statutes define an advisory body as: a body created by specific statutory enactment and appointed to function on a continuing basis for the study of the problems arising in a specified functional or program area of state government and to provide recommendations and policy alternatives. The Grievance Subcommittee may make recommendations to the LCB regarding Formal Grievances.

Section E: Purpose

The purpose of the Grievance Subcommittee is to process and investigate unresolved grievances from agencies, users, transportation operators, potential users of the system and the CTC, and make recommendations to the LCB or to the Commission for improvement of service. The Grievance Subcommittee does not possess adjudicative or determinative powers.

ARTICLE 3: MEMBERSHIP, APPOINTMENT, TERMS OF MEMBERS

Section A: Membership

The Grievance Subcommittee shall be comprised of a minimum of three (3) voting members of the LCB. The Subcommittee shall elect a Chair.

Section B: Appointment

Members shall be appointed to the Grievance Subcommittee by the LCB Chair. The LCB Chair reserves the right to make reappointments to the Subcommittee should any conflicts of interest arise. Planning staff serve as facilitators to the grievance process but do not serve on the Grievance Subcommittee.

Section C: Terms of Members

Members of the Grievance Subcommittee shall serve at the pleasure of the LCB Chair for the duration of the grievance for which they are appointed. Members of the Subcommittee may be removed for cause by the LCB Chair.

Quorum shall be a simple majority. Meetings shall be held at such times as the Subcommittee may determine and/or as necessitated by the grievance procedure.

ARTICLE 4: Resolution Process

Section A: Complaint Procedure

1. The CTC records all complaints that come from agencies, users, transportation operators, and potential users of the system, through email, phone calls, social media, letter, and in-person and determines to whom the complaint should be directed for research and resolution via the Customer Complaint Department.
2. When a complaint is received, the person filing the complaint is interviewed and the information collected is recorded in the CTC's customer service system.
 - a. If the complaint is safety related, it is forwarded to the Contract Compliance Supervisor who must respond within 24 hours.
 - b. If the complaint is not safety-related, the applicable Contractor must respond with 48 hours.
 - c. On-time performance complaints are reviewed by the Service Supervisor for scheduling or a dispatch error.

3. CTC staff investigates complaints by reviewing on-board recorded videos, interviewing other riders that were also on-board the vehicle during the incident, reviewing software system notes, reviewing the driver's manifest, and interviewing the driver.
4. Following the investigation, complaints are ruled as valid, not valid, documented, excused, or LQD (liquidated damages). All complaints remain on the Driver's record regardless of resolution.
5. The CTC reviews all Contractor responses to complaints and is the final arbiter as to whether or not complaints have been adequately resolved by the Operator.
6. The party is notified of the resolution of the complaint via postcard or by letter, as applicable.
7. If the CTC is unsuccessful at resolving the complaint through the process outlined in Section A or the party is not satisfied with the resolution, the party may follow the Formal Grievance procedure outlined in Section B.

Section B: Formal Grievance Procedure

The LCB Formal Grievance procedures are:

1. The party shall have ten (10) working days from the date on the CTC's resolution of the complaint to decide if the proposed resolution is agreeable.
2. If the party is not satisfied with the outcome, they may submit a written request for a Formal Grievance. The grievance shall be sent to:

Palm Beach Transportation Planning Agency
Local Coordinating Board Grievance Subcommittee
301 Datura Street
West Palm Beach, FL 33401

The written grievance must contain the following:

- a. Name and address of the grievant;
 - b. Statement of the grounds for the grievance supplemented by supporting documentation, made in a clear and concise manner; and
 - c. Explanation by the grievant of the improvements needed to address the complaint.
3. Upon receipt of a Formal Grievance, the DOPA shall have ten (10) working days to contact the grievant via telephone, mail, or e-mail to indicate that the Formal Grievance is sufficient and that it has been filed or additional information is necessary to file the grievance.
4. The DOPA shall arrange a meeting between the involved parties in an attempt to assist them in reaching a desirable solution. The meeting shall take place within fifteen (15) working days of the filed date of the Formal Grievance. The DOPA shall prepare a report regarding the meeting outcome which shall be sent to the Grievant and the Grievance Subcommittee Chair within ten (10) working days of the meeting.

5. If the Grievant is not satisfied with the proposed resolution outlined in Step 4, the Grievant may request a hearing by the Grievance Subcommittee.
6. The DOPA shall have ten (10) working days to contact the Grievance Subcommittee members and set a future grievance hearing date and location. The Grievant and all involved parties shall be notified of the hearing date and location at least five (5) working days prior to the hearing date. All Grievance proceedings shall be held at a publicly noticed meeting. The Grievance Subcommittee will follow a meeting agenda in accordance with the procedures herein set forth:
 - a. Call to Order;
 - b. Presentation of Grievance
 - i. Shall also include witnesses if applicable, and
 - ii. Response of concerned parties, which shall include witnesses, if applicable;
 - c. Discussion of Grievance;
 - d. Recommendation to the LCB; and
 - e. Adjournment.
7. Upon conclusion of the hearing, the Grievance Subcommittee shall submit a written report of the hearing proceedings to the Chair of the LCB within ten (10) working days. The report must outline the grievance and the Grievance Subcommittee's findings/recommendations. The report shall be forwarded to all LCB members.
8. The CTC may avail itself of the Formal Grievance Procedures as outlined in Section B.2. through B.7.

Section C: CTD Ombudsman Program

If the Grievant is not satisfied with the resolution by the Grievance Subcommittee, they may file a formal complaint with the State's Commission for the Transportation Disadvantaged Ombudsman Program via the contact information below:

By telephone:

(800) 983-2435 (toll-free) or (850) 410-5700

Hearing or speech impaired: 711 (Florida Relay System)

By mail:

Florida Commission for the Transportation Disadvantaged

605 Suwannee Street, MS-49

Tallahassee, FL 32399-0450

By e-mail:

CTDOmbudsman@dot.state.fl.us

The DOPA will maintain copies of their Grievance Procedures and reports will be made available to the Commission Ombudsman Program, upon request.

Section D: Document Accessibility

A copy of the Grievance Procedures shall be available to anyone upon request.

All documents pertaining to the Grievance Procedures will be made available, upon request, in a format accessible to persons with disabilities.

ARTICLE 5: AMENDMENTS

Section A: General

The Grievance Procedures may be amended by a majority vote of members present, if a quorum exists, providing the proposed change(s) is/are provided to all members at least seven (7) days in advance of the meeting.

ARTICLE 6: CERTIFICATION

The undersigned hereby certifies that he/she is the Chair of the Local Coordinating Board and that the foregoing is a full, true and correct copy of the Grievance Procedures of this Local Coordinating Board as adopted on the 29th day of July 2020.

Approved: **Steven B. Grant**

Steven Grant, Chair
Palm Beach County Local Coordinating Board

Signature: Steven B. Grant
Steven B. Grant (Oct 15, 2020 11:42 EDT)

Email: grants@bbfl.us

Appendix D:
On-Site Observation of the System

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 4/22/21

Please list any special guests that were present: N/A

Location: Clear Lake Ave, West Palm Beach

Number of Passengers picked up/dropped off: 1

Ambulatory 1 (with walker)

Non-Ambulatory

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☐ Yes ☒ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☒ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD

Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Unsure,
weren't
used

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

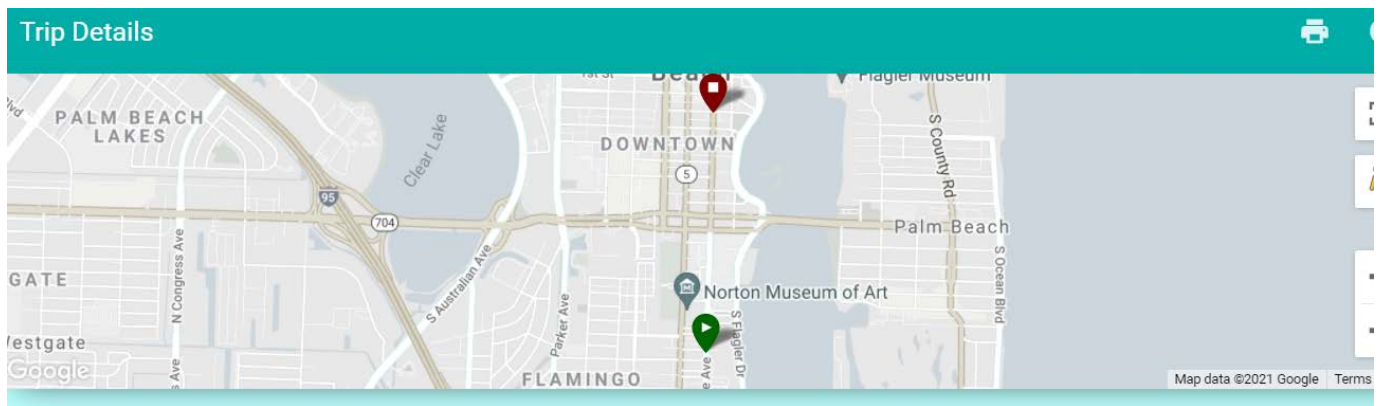
Did the driver properly use the lift and secure the passenger?

☒ Yes ☐ No

If No, please explain:

CTC: Palm Tran Connection County: Palm Beach
Date of Ride: 4/22/21

Note: Attach the manifest



Date	Thu, Apr 22	Booking Purpose	Meeting
Status	P Complete		
Comments	ONE WAY		

To PALM BEACH TRANSPORTATION PLANNING AGENCY, 301 DATURA ST , WEST PALM BE.

Booking ID: 19968649

Pickup Details

Requested Pickup Window: 8:00 AM to 8:30 AM

561-725-0807

APT: 3. DIRECT PHONE #: 561-725-0807

Dropoff Details

561-725-0800

DIRECT PHONE #: 561-725-0807. BLDG. IS ON THE NORTH-WEST SIDE OF THE INTERSECTION OF DATURA AND OLIVE.

OBSERVATIONAL RIDE SURVEY

*****Please request a copy of the ride manifest*****

Date of Observation: 4/27/21

Please list any special guests that were present NO

Location: Boca and Delray

Number of Passengers picked up/dropped off: 3

Ambulatory: _____

Non-Ambulatory: 3 with walkers

Was the driver on time?

☒ Yes

☐ No – How late? _____

Did the driver provide any passenger assistance?

☒ Yes

☐ No

Was the driver wearing any identification?

☒ Yes

☒ Uniform

☐ Name Tag

☒ ID Badge

☐ No

Did the driver render an appropriate greeting?

☒ Yes

☐ No

☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes

☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes

☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes

☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes

☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes

☐ No

If used, was the lift in good working order?

☒ Yes

☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes

☐ No

no social distancing

Did the driver properly use the lift and secure the passenger?

☒ Yes

☐ No

If no, please explain: _____

CTC: Palm Tran Connection

County: Palm Beach

Date of Ride: 4/27/21

****Please attach the manifest****

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

4/6/21

Please list any special guests that were present:

N/A

Location:

7305 N. Military Trail, West Palm Beach, FL 33410

Number of Passengers picked up/dropped off:

2

Ambulatory

2

Non-Ambulatory

0

Was the driver on time?



Yes



No - How many minutes late/early?

Did the driver provide any passenger assistance?



Yes



No

Was the driver wearing any identification?



Yes:



Uniform



Name Tag



ID Badge



No

Did the driver render an appropriate greeting?



Yes



No



Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?



Yes



No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?



Yes



No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD

Helpline for comments/complaints/commendations?



Yes



No

Does the vehicle have working heat and air conditioning?



Yes



No

Does the vehicle have two-way communications in good working order?



Yes



No

If used, was the lift in good working order?

N/A



Yes



No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☒ No

If No, please explain: Both passengers was able to walk.

CTC: ANGELA CHOICE (Palm Tran Connection) County: Palm Beach

Date of Ride: 4/6/2021

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 3/24/2021

Please list any special guests that were present:

Location: Boynton Beach to Pelican Club 1065 N Hwy A1A Jupiter, FL 33477

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☐ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☐ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☐ Yes ☒ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☐ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☐ Yes ☐ No

If used, was the lift in good working order?

☐ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☐ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

CTC: Palm Tran Connection

County: Palm Beach

Date of Ride: 03/24/2021

Note: Attach the manifest

ON-SITE OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: 4/7/2021

Please list any special guests that were present: NA

Location: 4801 S Dixie Hwy, West Palm Beach, FL

Number of Passengers picked up/dropped off: 1

Ambulatory 1

Non-Ambulatory

Was the driver on time? ☒ Yes ☐ No - How many minutes late/early?

Did the driver provide any passenger assistance? ☒ Yes ☐ No

Was the driver wearing any identification? ☒ Yes: ☒ Uniform ☒ Name Tag
☒ ID Badge ☐ No

Did the driver render an appropriate greeting?

☒ Yes ☐ No ☐ Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

☒ Yes ☐ No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

☒ Yes ☐ No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

☒ Yes ☐ No

Does the vehicle have working heat and air conditioning?

☒ Yes ☐ No

Does the vehicle have two-way communications in good working order?

☒ Yes ☐ No

If used, was the lift in good working order?

☒ Yes ☐ No

Was there safe and appropriate seating for all passengers?

☒ Yes ☐ No

Did the driver properly use the lift and secure the passenger?

☐ Yes ☐ No

If No, please explain:

N/A

CTC: Palm Tran Connection

County: Palm Beach

Date of Ride: 4/7/2021

Note: Attach the manifest

Appendix E:
Rider Survey Results Summary

Rider Survey Results Summary

During the months of February, March, and April, TPA staff and LCB members made 195 random telephone calls to riders who used Palm Tran Connection services since August 2020. A total of 69 responses were recorded. TPA staff also provided the CTC Evaluation Survey of Palm Tran Connection's services to over 2,000 active riders via an email with a link to the survey on Survey Monkey. Survey Monkey captured 277 responses, for a total of 346 survey responses from Palm Tran Connection riders.

The average service rating by riders was 8.98 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied). This is an increase of 0.57 from the FY 2020 evaluation.

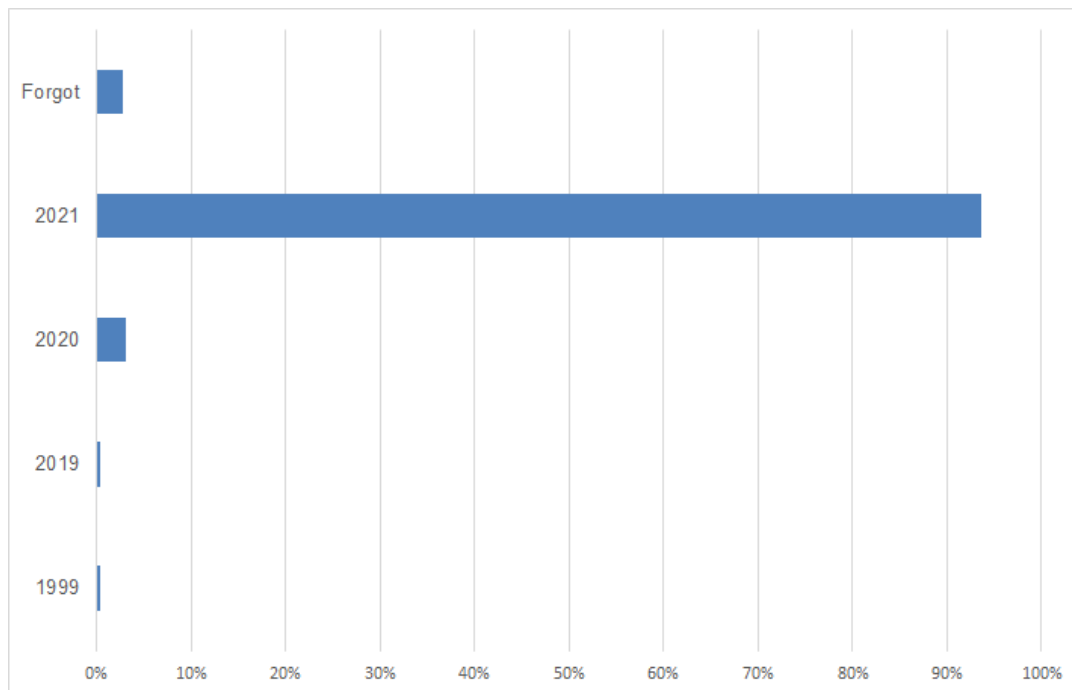
Feedback recorded from the responses generated these recommendations for the CTC:

- **Reexamine scheduling to optimize on time performance and efficient routes.** 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. The CTC should assess scheduling and other ways to improve on time performance and efficiency of routes.
- **Explore options to accommodate last minute schedule changes.** Several riders described a need to have an option for rescheduling rides due to last minutes schedule changes. Potential solutions to examine could be partnering with TNCs or educating riders on all transportation options in Palm Beach County.
- **Offer more convenient payment options so riders do not have to carry exact change on them.** 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. The CTC should also educate riders on how Palm Tran's fare technology will impact them.
- **Ensure addresses are filed correctly.** Some riders stated that drivers consistently get lost on the way to their home. 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.

The following pages summarize the results generated from the survey.

Q1 When did you last receive transportation services from Palm Tran Connection?

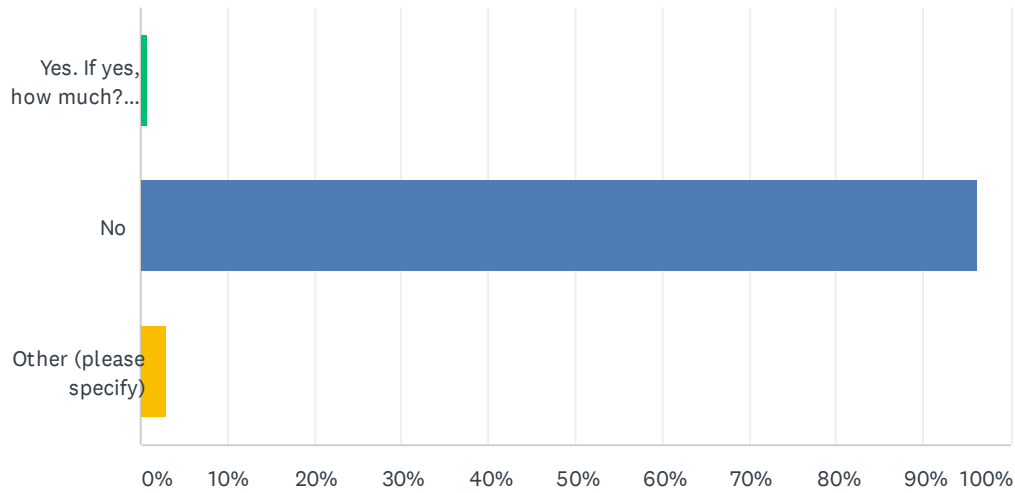
Answered: 327 Skipped: 19



Summarized Responses	Count	Percent
1999	1	<1%
2019	1	<1%
2020	10	3%
2021	306	94%
Forgot	9	3%
Total	327	100%

Q2 Were you charged an amount in addition to the co-payment?

Answered: 340 Skipped: 6

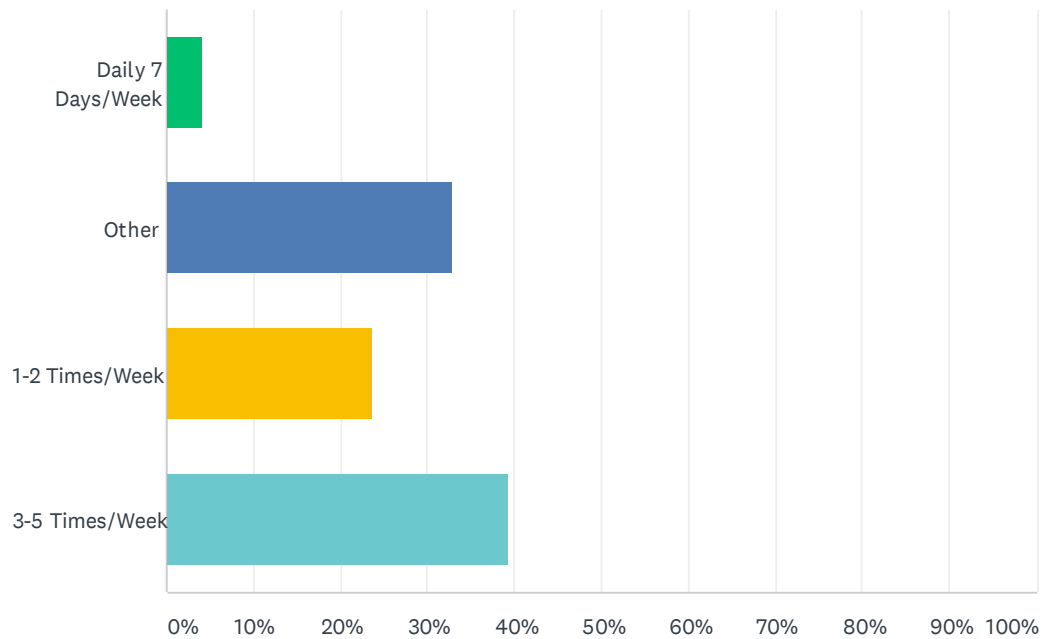


ANSWER CHOICES	RESPONSES	
Yes. If yes, how much? (answer in "other")	0.88%	3
No	96.18%	327
Other (please specify)	2.94%	10
TOTAL		340

#	OTHER (PLEASE SPECIFY)	DATE
1	Yes, \$3.50 pick up and 3.50 drop off	4/27/2021 2:26 PM
2	\$3.50 pick up \$3.50 drop back	4/26/2021 12:39 PM
3	No charge due to Covid 19	4/25/2021 7:32 PM
4	\$3.50	4/23/2021 10:14 PM
5	School ride voucher	4/23/2021 12:09 PM
6	\$3.50	4/23/2021 12:04 PM
7	\$3.50	4/23/2021 11:52 AM
8	\$7	4/23/2021 9:29 AM
9	Regular fee	3/23/2021 12:03 PM
10	Bus was late. No charge	3/22/2021 12:42 PM

Q3 How often do you normally obtain transportation?

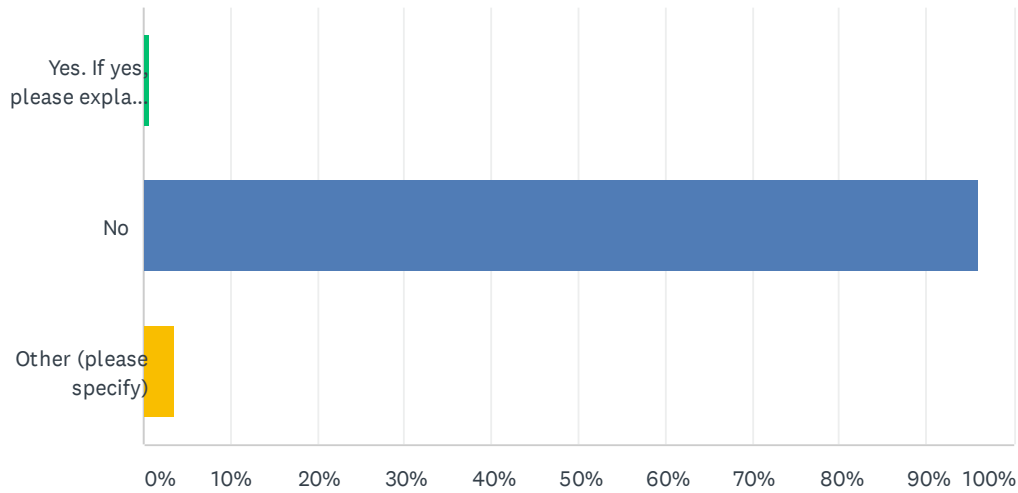
Answered: 343 Skipped: 3



ANSWER CHOICES	RESPONSES	
Daily 7 Days/Week	4.08%	14
Other	32.94%	113
1-2 Times/Week	23.62%	81
3-5 Times/Week	39.36%	135
TOTAL		343

Q4 Have you ever been denied transportation services?

Answered: 344 Skipped: 2

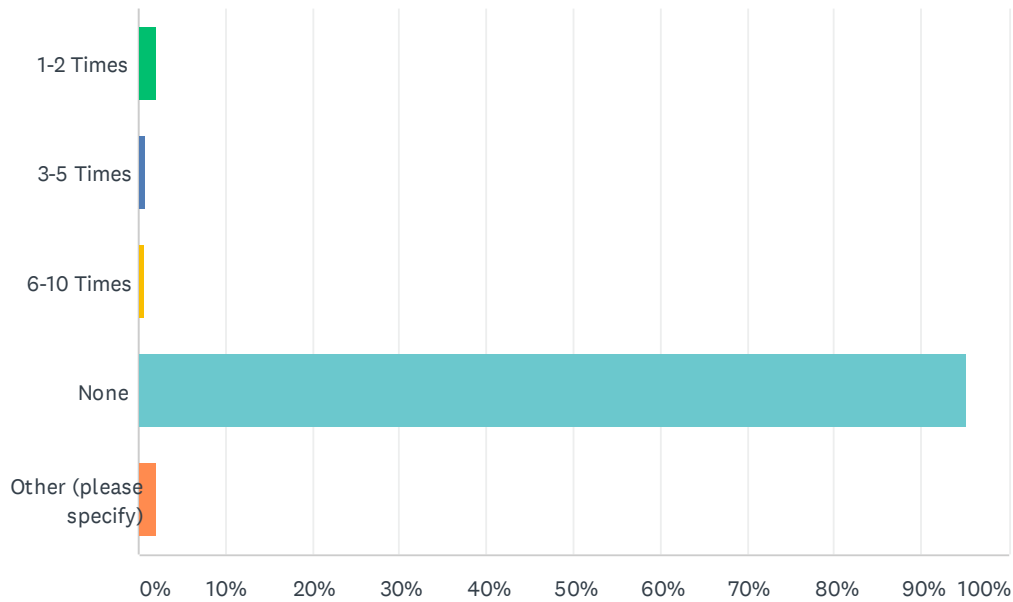


ANSWER CHOICES	RESPONSES	
Yes. If yes, please explain (answer in "other")	0.58%	2
No	95.93%	330
Other (please specify)	3.49%	12
TOTAL		344

#	OTHER (PLEASE SPECIFY)	DATE
1	Did not provide explanation	5/3/2021 11:38 AM
2	Driver arrived at her doctor's office, waited for 5 minutes, then left.	5/3/2021 11:03 AM
3	U	4/30/2021 10:52 AM
4	Each doctor appointment	4/26/2021 12:39 PM
5	Only when I have called on short notice	4/24/2021 3:03 PM
6	Left before my son got out of school	4/23/2021 9:27 PM
7	MY AIDE HAD TO FIND HER OWN WAY WITH MY PACKAGES	4/23/2021 3:51 PM
8	I did not have exact change and was denied	4/23/2021 2:42 PM
9	If you make any mistake they won't help you correct it	4/23/2021 11:17 AM
10	I didn't have the exact fare . . .	4/23/2021 11:14 AM
11	None	4/23/2021 9:29 AM
12	Trip in correctly booked	4/19/2021 7:23 PM

Q5 How many times in the last 6 months have you been refused transportation services? (If yes, please answer why in "other")

Answered: 338 Skipped: 8

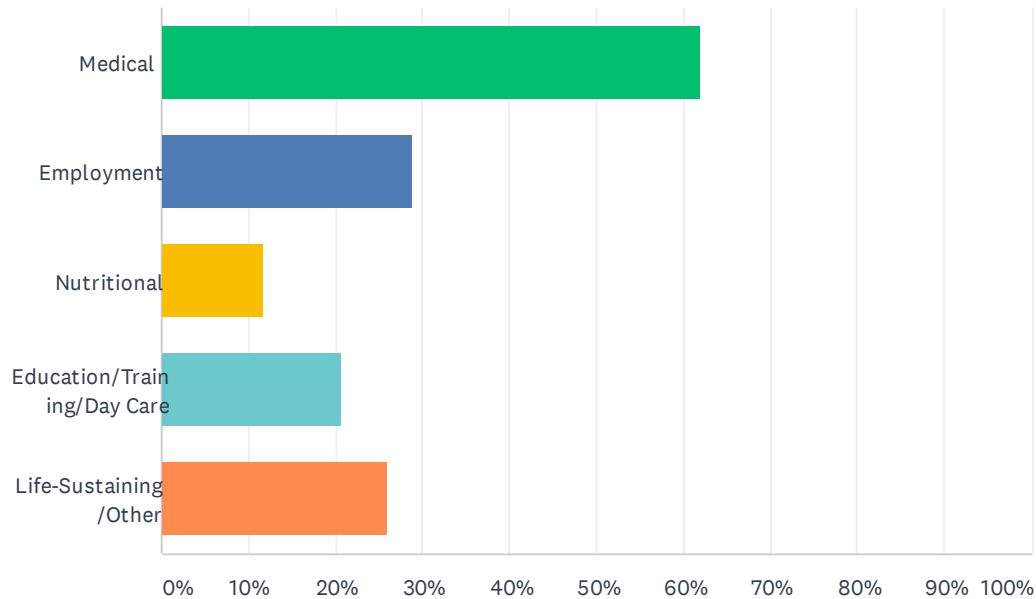


ANSWER CHOICES	RESPONSES
1-2 Times	2.07% 7
3-5 Times	0.89% 3
6-10 Times	0.59% 2
None	95.27% 322
Other (please specify)	2.07% 7
Total Respondents: 338	

#	OTHER (PLEASE SPECIFY)	DATE
1	Driver arrived at her doctor's office, waited for 5 minutes, then left.	5/3/2021 11:03 AM
2	Never	4/27/2021 2:26 PM
3	did not use due to the virus ..waited until I had the injection	4/26/2021 3:15 PM
4	Never	4/26/2021 12:39 PM
5	Last week was the first time	4/24/2021 8:53 PM
6	N/A	4/23/2021 3:13 PM
7	Q	4/23/2021 12:26 PM

Q6 What do you normally use the service for?

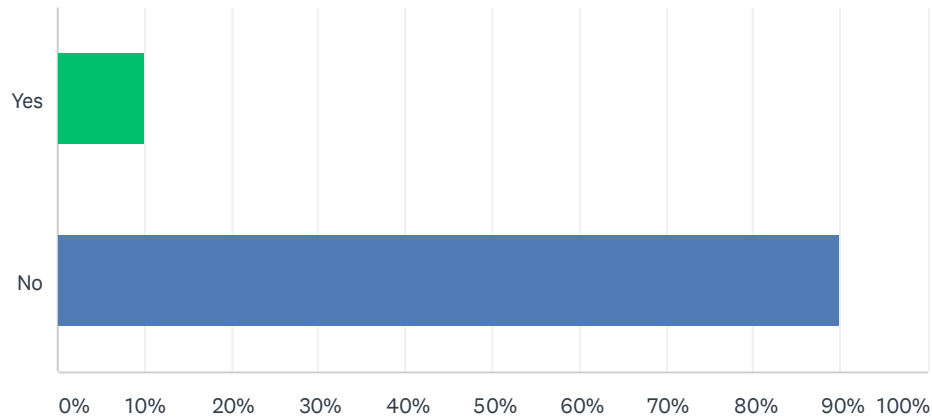
Answered: 344 Skipped: 2



ANSWER CHOICES	RESPONSES	
Medical	61.92%	213
Employment	28.78%	99
Nutritional	11.63%	40
Education/Training/Day Care	20.64%	71
Life-Sustaining/Other	25.87%	89
Total Respondents: 344		

Q7 Did you have a problem on your last trip?

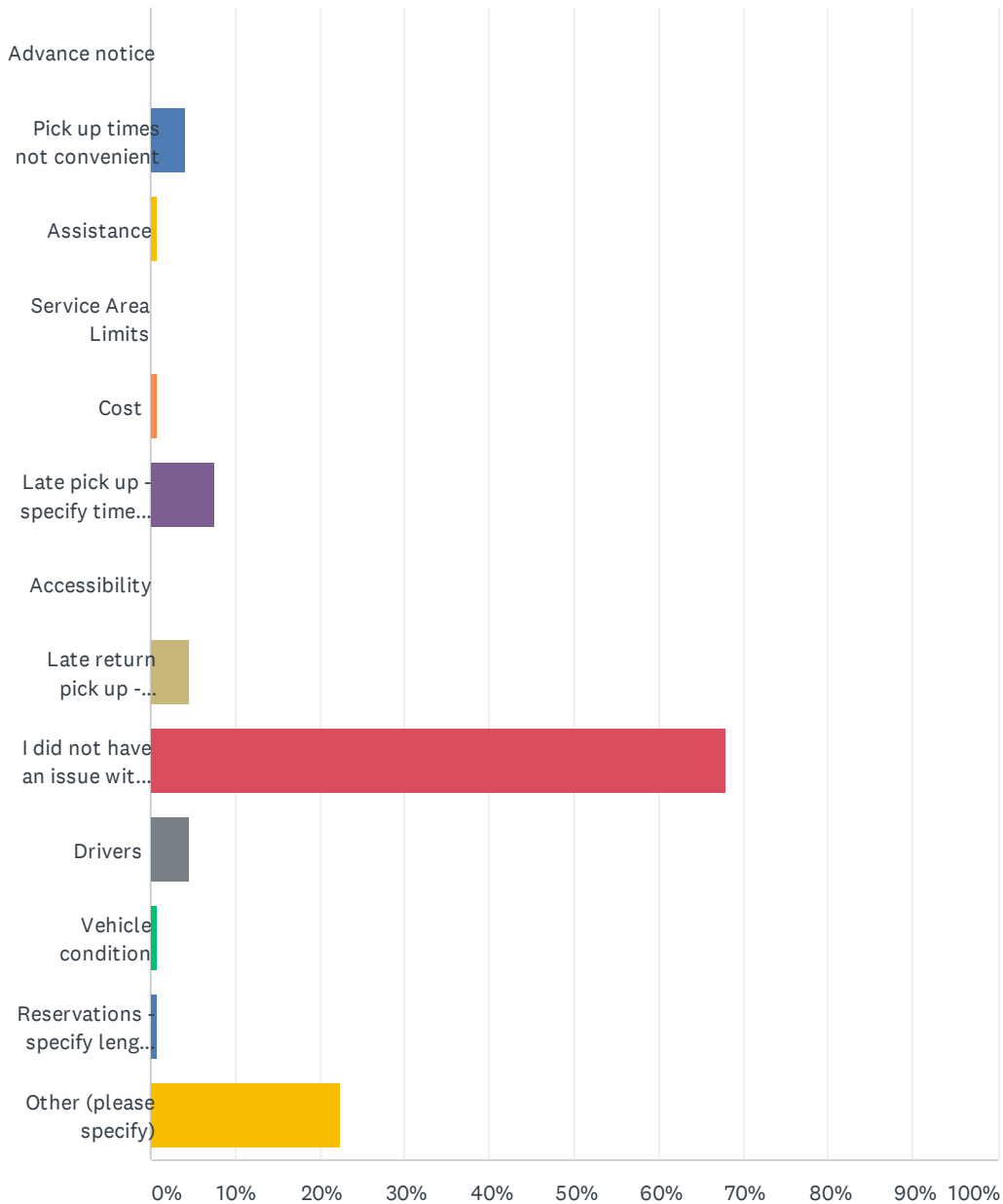
Answered: 346 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	10.12%	35
No	89.88%	311
TOTAL		346

Q8 If you had a problem on your trip, what type of problem was it?

Answered: 215 Skipped: 131



ANSWER CHOICES	RESPONSES	
Advance notice	0.00%	0
Pick up times not convenient	4.19%	9
Assistance	0.93%	2
Service Area Limits	0.00%	0
Cost	0.93%	2
Late pick up - specify time of wait	7.44%	16
Accessibility	0.00%	0
Late return pick up - length of wait	4.65%	10
I did not have an issue with my ride	67.91%	146
Drivers	4.65%	10
Vehicle condition	0.93%	2
Reservations - specify length of wait	0.93%	2
Other (please specify)	22.33%	48
Total Respondents: 215		

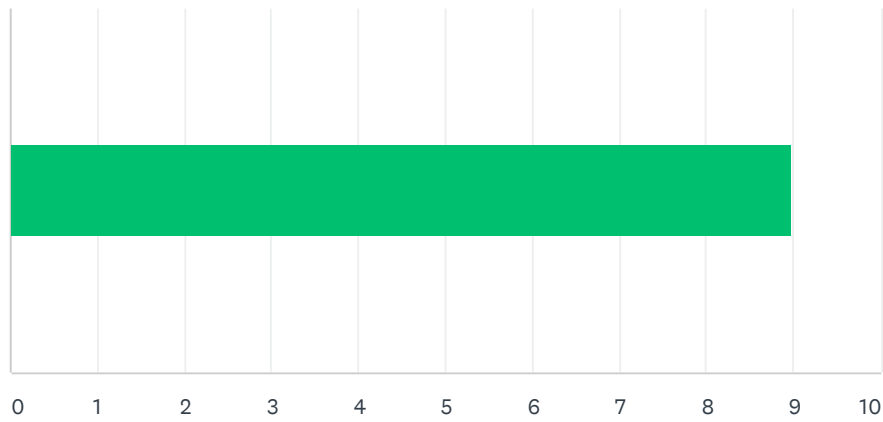
#	OTHER (PLEASE SPECIFY)	DATE
1	I was late for work and so was the driver	5/13/2021 11:48 AM
2	No explanation	5/3/2021 2:34 PM
3	Very late	5/3/2021 11:36 AM
4	She explained that she has to guess an estimate for how long her medical appointments will take. This time, she was taken right away and finished quickly, but she had to wait a couple of hours for the bus to return, as previously scheduled.	5/3/2021 11:05 AM
5	Did not provide explanation	5/3/2021 11:03 AM
6	The problem noted above had to do with the client's medical condition, not the drivers or service.	5/3/2021 10:57 AM
7	Did not provide explanation	5/3/2021 10:55 AM
8	The drier was driving way too fast.	4/28/2021 3:02 PM
9	i was far out at orthopedis/ended appt 1 1/2 hour prior to pick up, rep was nasty and stated no drivers in area. Was smart called again n this time pushed SPANISH/there was a driver available within 15 minutes.	4/28/2021 10:32 AM
10	He was late getting me to my appointment so I missed it and had to reschedule. Then I had to wait over an hour to get picked up to go home.	4/27/2021 4:36 PM
11	wait time to pick up almost 2 hours, pick up driver didn't apologize for being late	4/27/2021 11:23 AM
12	9	4/26/2021 12:39 PM
13	Bus was late arriving and past my house. Had to wave them down to stop and did not come back. I had to walk down to them. Not far but not door to door service. I was glad I was able to walk to them	4/26/2021 6:08 AM
14	Had problems on another trip	4/25/2021 1:34 PM
15	Intimidation	4/25/2021 9:26 AM

16	Never	4/24/2021 8:53 PM
17	Vehicle did not come to the correct area	4/24/2021 3:07 PM
18	Some vehicles have plastic barriers between seats others do not why?	4/24/2021 11:44 AM
19	None	4/24/2021 9:01 AM
20	morning driver refused to wear a mask, not the 1st time this has happened but complaining is a bad idea if you want to be treated badly you will if you complain. None of the lady drivers do this, Only the men. The ladies are so nice.	4/23/2021 10:14 PM
21	Drivers always get lost coming to my home. They don't follow the specific directions. Automation says they are here but they are somewhere else and I always have to call in then I am late for my appointments.	4/23/2021 7:48 PM
22	The usual bus ride from West Palm to Jupiter takes about 30 minutes. It took almost 2 hours for my son to get home	4/23/2021 6:31 PM
23	30 minutes late	4/23/2021 4:58 PM
24	No problems ever	4/23/2021 4:49 PM
25	None	4/23/2021 4:00 PM
26	PACKADES	4/23/2021 3:51 PM
27	I have a drivers that are afraid to drive on I-95 or the turnpike. That makes me feel unsafe as they in my opinion not competent drivers	4/23/2021 2:00 PM
28	Another rider(wouldn't put her mask on	4/23/2021 1:55 PM
29	NA	4/23/2021 1:13 PM
30	The A/C on the bus does not work sometimes the air doesn't blow cold. Needs to be cold and blowing	4/23/2021 12:59 PM
31	I called & complained . There should be a record of my complaint.	4/23/2021 11:51 AM
32	75 minutes between when can be dropped off and picked up makes service useless for many shorter appointments.	4/23/2021 11:32 AM
33	none	4/23/2021 11:30 AM
34	Driver removed mask while driving	4/23/2021 11:17 AM
35	Impatient driver	4/23/2021 11:14 AM
36	The driver had trouble finding my new address so, he told me to call the office and give them the more information and directions. When, I called the woman that answered was rude and not accomodating.	4/23/2021 11:11 AM
37	Picking up other people with the covic it's not safe for me I have copd and the covic is very bad in palm beach county	4/23/2021 11:01 AM
38	driver gave out my personal information which is a violation of private policy	4/23/2021 10:51 AM
39	Lift did not work because driver would not use Manual I work for bomb track	4/23/2021 9:29 AM
40	No problems	4/23/2021 8:54 AM
41	After pickup was driven opposite direction of my home ride for long period of time before taken home , dispatcher set up ride wrong	4/20/2021 8:57 AM
42	Keep making late for medical appointments and late for work.	4/20/2021 1:27 AM
43	Sorry i got on the wrong bus i did not understand the driver of what she said i started to cry	4/19/2021 7:54 PM
44	Need new vehicles, rides too long, late pick ups sometimes because pick up window is too small	4/9/2021 2:14 PM
45	Sometimes GPS has issues in my neighborhood but I gave directions to Palm Tran Connection and that's helped.	4/8/2021 11:28 AM

46	Extremely late drop off at school. Spent almost 2 hrs on the bus. Bus driver arrived at drop off location earlier than the drop off time (of 8am) and, since the school wasn't open, left to pick up another client. Making my son 45 mins late. Even though the drop off time is 8am, there is a not that they can drop the client off as early as 7:45am.	3/24/2021 9:12 AM
47	Many years ago a driver was passing by my drop off spot , I said here's my drop off he said no I was told I need to drop off the other person fist , I said ok but I was on the vehicle more then an hour many miles away .	3/22/2021 1:46 PM
48	Bus broke down	3/22/2021 12:42 PM

Q9 On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

Answered: 342 Skipped: 4



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	9	3,070	342
Total Respondents: 342			

Q10 What does transportation mean to you?

Answered: 319 Skipped: 27

Q10 What does transportation mean to you?

car people One depend shopping anywhere Community Palm Beach County give
 gives independence vehicle able around medical appointments great service
 home will helpful Necessity bus wonderful good disabled take vital Ability
 rides medical nice ride daughter doctors Mobility appointments
 move Thank using Palm Tran important location need sometimes
 use want independence things able places
Everything Palm Tran means need go service
 means lot time lifeline work scheduling transportation
 new drivers keep drive means transportation way point point B life
 happy without make freedom late go dependable around available
 independent professional great away allows now
Palm Tran Connection feel lot care help don t job going school school
 don t drive always rate pick family reliable really doctors appointments every safe
 Connection

Q10 What does transportation mean to you?

Answered: 319 Skipped: 27

#	RESPONSES	DATE
1	Get to and from school	5/13/2021 11:49 AM
2	To and from work	5/13/2021 11:48 AM
3	Bus or vehicle used to move from one place to another	5/13/2021 11:47 AM
4	Travel for all medical appointments	5/13/2021 11:46 AM
5	It gets me where I need to go.	5/3/2021 2:38 PM
6	Transportation is a lifeline because it enables me to be independent and I have the freedom to do activities I can't do without a vehicle. Quality of life is great. Everyone is great and kind! Debit card system would be great to have.	5/3/2021 2:37 PM
7	Transportation allows me to get to and from dialysis.	5/3/2021 2:34 PM
8	I would rate transportation service as 10 because it's good and it suits my purpose.	5/3/2021 2:32 PM
9	I would rate it a 1 because they do not provide steps for me to get on the bus.	5/3/2021 2:31 PM
10	Transportation means freedom because I am able to do things.	5/3/2021 2:30 PM
11	Palm Beach Tran drivers are courteous and respectful. The buses are always clean. They're on time. Great company! I enjoy using Palm Tran.	5/3/2021 2:27 PM
12	I give Palm Tran a 10 because they have been showing up on time and are more courteous than the past.	5/3/2021 2:26 PM
13	I appreciate Palm Tran this because it's my only transportation. I am very grateful for the service. Everyone has been great.	5/3/2021 2:25 PM
14	The drivers are courteous and friendly. The buses are super comfortable.	5/3/2021 2:22 PM
15	Super happy with the service. No issues.	5/3/2021 2:21 PM
16	Transportation means a lot because without it I can't get anywhere.	5/3/2021 2:20 PM
17	Mobility	5/3/2021 2:18 PM
18	Social life or not and make Doctor's appointments.	5/3/2021 2:17 PM
19	Gives daughter a sense of independence and not a burden on the family.	5/3/2021 2:16 PM
20	Freedom, Independence, but she wishes the schedule was later then 9:00 PM.	5/3/2021 2:13 PM
21	Very helpful and very please with the service. the service is excellent and the driver are helpful to her.	5/3/2021 2:13 PM
22	Means a lot. Helps with independence.	5/3/2021 2:11 PM
23	Only mean of transportation.	5/3/2021 2:09 PM
24	it means a lot to her because she does not to depend on others to for transportation. Most of the drivers are very nice to her.	5/3/2021 2:07 PM
25	Independent. She can go wherever she wants in the county.	5/3/2021 2:02 PM
26	It's a very good service. The service is outstanding, helpful, and useful.	5/3/2021 2:01 PM
27	it means a lot to her because that's her only way of transportation. She wants to thank some drivers for their kindness and great work. Regal Baptise, Jino Demesm, Ivone Cabal--very nice lady. Jorggens Ulysee Kenar Louise, and Tasha Cuff.	5/3/2021 1:59 PM

28	It's very helpful because he does not drive. The drivers are great.	5/3/2021 1:56 PM
29	Independence	5/3/2021 1:55 PM
30	My life	5/3/2021 11:53 AM
31	A lot	5/3/2021 11:39 AM
32	A lot	5/3/2021 11:38 AM
33	Convenient and great service. Really important.	5/3/2021 11:36 AM
34	Does not drive, 93 years old. Nice drivers. Likes new buses. Takes grocery cart.	5/3/2021 11:34 AM
35	Very nice mostly	5/3/2021 11:33 AM
36	Means he is capable of going places by himself and being dependable. People are nice. The service gives him freedom.	5/3/2021 11:31 AM
37	Getting to work	5/3/2021 11:30 AM
38	Driver explained main this is to give you a ride. 3 hour ride from VA couple of times before pandemic.	5/3/2021 11:27 AM
39	Beautiful service. Pick up.	5/3/2021 11:25 AM
40	It means he can work	5/3/2021 11:23 AM
41	I'm very thankful for the service because I can't drive any longer.	5/3/2021 11:05 AM
42	It's a big need for myself. It gets me to my doctors, which are needed, and I have no transportation. The drivers are very courteous.	5/3/2021 11:03 AM
43	The service has been very good. It's very important. On a scale of 1-9, a 10. The people were very nice. The drivers were very nice.	5/3/2021 11:01 AM
44	The service is great. I ride it with him every time he rides it. It's very important because that's the only means for him to travel because he's wheelchair-bound. So we depend on PalmTran, like 100%. It's a great service, and we're happy to have it.	5/3/2021 10:59 AM
45	A lot! It helps a lot! Because there were times where we struggled to have my dad picked up. I'm a caregiver to one of my oldest brothers and also my mom, and sometimes I had to go out of town for an appointment for them. Sometimes, I would struggle to figure out how I would get back.	5/3/2021 10:57 AM
46	Living and dying. I'm serious. I have two doctor appointments tomorrow. I couldn't exist without them. It's crucial in my life. This is crucial. (Expressed concerns about "poorly organized" planning of ride times.) (Permission granted by Charles Meyers for use in publications.)	5/3/2021 10:55 AM
47	Everything, I don't drive and I used the transportation daily until the end of 2019 when I chose to retire.? I have been a regular rider for 21 years..since the pandemic I only use it if my daughter isn't available to give me a ride to and from the Dr's.	5/2/2021 5:04 AM
48	It offers me a safe and dependable way to get to work.	5/1/2021 9:29 AM
49	Being 84, handicapped and difficult to lift my walker into the trunk of my car, using Palm Tran Connection is a blessing. Thank you, Ron Smith	5/1/2021 2:53 AM
50	Being able to get around back and forth. I currently have to use public transportation because I don't own a vehicle	4/30/2021 10:52 AM
51	Freedom and Happiness.	4/29/2021 9:34 PM
52	It means mobility and freedom, and I can afford it and bring my daughter to help me. Please continue this service it is vital to my health and well being. thank you so much.	4/29/2021 4:58 PM
53	The difference between going to school and not going to school	4/29/2021 6:50 AM
54	Being picked up and dropped off on time. Having drivers that are nice and professional.	4/28/2021 4:27 PM
55	Transportation is my every thing as to it as that I am legally blind and in a wheel chair.	4/28/2021 3:02 PM
56	not depending on others	4/28/2021 12:38 PM

57	access to drs where there are no buses. thanks heaven for Uber,as i use them on return trips (ex appt 1003 nw 10th ave Boca) if bus wait is long,hop on uber to town center mall.	4/28/2021 10:32 AM
58	Everything	4/28/2021 8:51 AM
59	A great deal because it allows me to keep my independence	4/28/2021 5:54 AM
60	Life and independence	4/27/2021 4:36 PM
61	A lot ,I am sure to be on time for my appointments.	4/27/2021 2:26 PM
62	A lot	4/27/2021 1:06 PM
63	Being able to get around on my own.	4/27/2021 12:21 PM
64	Independence and security	4/27/2021 11:23 AM
65	It is very important as I need assistance getting to my medical appointments.	4/26/2021 7:17 PM
66	independence	4/26/2021 3:50 PM
67	important for medical reasons and sometime social	4/26/2021 3:15 PM
68	For my family...it means everything. The Palm Tran Connection has been a lifeline to give some sense of independence and identity to my disabled brother to get to and from his daily adult day training program. We are grateful!	4/26/2021 3:12 PM
69	It is very helpful and useful. It helps me get to places far away, and it saves valuable time.	4/26/2021 2:53 PM
70	I am extremely arthritic and the Connection is my only means of transportation to my doctors - the use of the lift is necessary - the drivers are so helpful , polite and wonderful - thank you for everything = don't know what I would do without Palm Trans.	4/26/2021 2:09 PM
71	A lot ,I am sure arriving on time for my appointments	4/26/2021 12:39 PM
72	Safe way to get were you need to go	4/26/2021 12:38 PM
73	Being able to safely get to and from community programs usually in a reasonable amount of time. I appreciate all that Connections provides.	4/26/2021 6:08 AM
74	I can depend on the ride coming to pick me up on time.	4/25/2021 9:54 PM
75	It's necessary because I'm handicapped.	4/25/2021 7:32 PM
76	freedom & safety	4/25/2021 3:33 PM
77	Extremely important	4/25/2021 1:34 PM
78	I am confined to a wheel chair, and it is a God-send. Also, the dispatchers and drivers are very helpfull.	4/25/2021 10:40 AM
79	Its a godsend	4/25/2021 9:26 AM
80	Now that I cannot drive I need to go to the doctors. The service is wonderful. The last two ladies one pick me up at 7 AM on the dot. Wonderful polite and helpful. The gal in the afternoon was just as wonderful. I hope to use them next month again. Thank you so much for your service and to those wonderful two ladies.	4/24/2021 8:53 PM
81	without palm tran I would have to stay at home. I thank you for your sevice!	4/24/2021 6:07 PM
82	It gives me my independence.	4/24/2021 6:00 PM
83	Ability to participate in life outside of the home.	4/24/2021 4:22 PM
84	It's an excellent service to the community.	4/24/2021 4:22 PM
85	independence	4/24/2021 4:12 PM
86	My description to the meaning of transportation, might be best summed up as I find myself traveling through my darkened journeys, the action or mean of securing an individuals auto mobility locations from point A to point B, in a safe, secure, professional, turnkey fashion- :) Thank you!	4/24/2021 3:44 PM
87	A way to get out of the house and do the things that I want.	4/24/2021 3:07 PM

88	extemel y important. I am 91 yrs old, no car, live alone..some form of transport like Palm Tran which is dependable and timely is vital to me	4/24/2021 3:03 PM
89	Very important. Helps with my independence and ability to travel about independently without having to ask others for transportation.	4/24/2021 2:41 PM
90	A reliable means to get to work	4/24/2021 2:38 PM
91	Connection has enabled me to be independent.	4/24/2021 12:03 PM
92	A lot.	4/24/2021 11:59 AM
93	THE ABILITY TO KEEP APPOINTMENTS AS I CANNOT DRIVE MYSELF.	4/24/2021 11:53 AM
94	Very necessary to bring me to medical appointments.	4/24/2021 11:46 AM
95	Indepence to travel to my doctors	4/24/2021 11:44 AM
96	Give me more independence so I can get to work and get to my doctors appointments without depending on members of my family for transportation	4/24/2021 11:29 AM
97	Access to various places I couldn't get to otherwise	4/24/2021 10:31 AM
98	Everything	4/24/2021 9:25 AM
99	Life dependable, everything.	4/24/2021 9:01 AM
100	I don't drive. Gets me to and from work. Great drivers, very dependable . Grateful for service	4/24/2021 8:26 AM
101	Getting your loved one to and from the destination safely	4/24/2021 7:35 AM
102	Ability to sustain employment	4/24/2021 5:26 AM
103	the ability to travel independently.	4/24/2021 3:14 AM
104	Ability to get to medical appointments, shopping and sometimes eating out. I appreciate this availability of this service.	4/24/2021 12:54 AM
105	To get around Florida	4/23/2021 11:17 PM
106	I love it call all the driving on Palm Tran Connection and Door to door does a good job keeping us safe on time to distance no problem yet.	4/23/2021 10:28 PM
107	Livelihood	4/23/2021 10:21 PM
108	I am disabled and on a very fixed income so I would not be able to see my numerous doctors with out it. I only get \$200.00 a month and could never afford to take another ride to the doctor or PT	4/23/2021 10:14 PM
109	Timely way to get from one place to another	4/23/2021 9:27 PM
110	Everything! Just knowing I have a ride whenever I want or need it is a blessing.	4/23/2021 8:25 PM
111	Extremely important	4/23/2021 8:19 PM
112	it gets me places that I would not be able to get to on my own	4/23/2021 8:10 PM
113	Everything.I have to give up work!	4/23/2021 8:07 PM
114	Transportation means that I am able to conduct my life, and without it I would be helpless, and in ill health.	4/23/2021 8:02 PM
115	It gets me to work shopping and medical appointments. It helps me maintain my independence	4/23/2021 7:53 PM
116	it's one of my only means of transportation the other is Uber services.	4/23/2021 7:48 PM
117	the best	4/23/2021 7:29 PM
118	it means the freedom to being able to move	4/23/2021 7:24 PM
119	I rely on this service to get me around because of my disability.	4/23/2021 7:22 PM
120	Necessity to be independent	4/23/2021 7:19 PM

121	Gets me to or from work when parents cant drive me	4/23/2021 7:02 PM
122	It's very important for me and my wife when needed for appointments	4/23/2021 6:34 PM
123	Mean of getting to school	4/23/2021 6:31 PM
124	Freedom	4/23/2021 6:29 PM
125	Getting from here to there	4/23/2021 5:40 PM
126	I need it to go to physical therapy and doctor's appointment	4/23/2021 5:17 PM
127	Allow my family a cost efficient travel	4/23/2021 5:13 PM
128	being independent	4/23/2021 5:02 PM
129	Its very important	4/23/2021 4:58 PM
130	Getting point A to Point B on time or in Timely manner	4/23/2021 4:53 PM
131	It means a great deal to me, due to the fact it's my main sort of transportation. I don't drive.	4/23/2021 4:53 PM
132	I would be segregated I need and LOVE your service	4/23/2021 4:49 PM
133	Conviniéce	4/23/2021 4:48 PM
134	Independence	4/23/2021 4:23 PM
135	professional, dependable, timely & efficient transportation. The mobile app is great.	4/23/2021 4:19 PM
136	Everything! Reservation dept did not advise of new vehicles, silver rather than white and logo not visible in sunlight. On a pickup from dr appt, the #1 choice for late vehicles hung up on me because I didn't recognize the vehicle change.	4/23/2021 4:14 PM
137	Being a little more independent.	4/23/2021 4:05 PM
138	A way of getting around on far trips	4/23/2021 4:00 PM
139	Necessity	4/23/2021 3:59 PM
140	very important	4/23/2021 3:57 PM
141	EVERYTHING	4/23/2021 3:51 PM
142	Transportation to me is a vehicle/bus transports me from home to wherever I need to go within Palm Beach County.	4/23/2021 3:47 PM
143	everything	4/23/2021 3:45 PM
144	It is I necessity in my life.	4/23/2021 3:41 PM
145	It is critical for me.	4/23/2021 3:41 PM
146	The transportation means a lot to me being I have to work and deal with all my medical appointments.	4/23/2021 3:38 PM
147	A way not to feel disabled	4/23/2021 3:36 PM
148	Ride to beauty salon	4/23/2021 3:28 PM
149	I am very pleased with the service. I just have 2 thing to comment on. 1. can you update the way of paying for trips. it is not convenient to have the correct to pay the fare. Can you put in a mechine to pay with your debit car or upload a card online. 2. If a person has a fix schedual can it be possible for the same driver pick that perons up at the fix time. The driver will know that the route for him for that day.	4/23/2021 3:16 PM
150	It is vital!!! Friends who drive are not always available. It's the only way I can get to my medical appointments. VITAL!	4/23/2021 3:13 PM
151	Freedom Also, I don't always have to depend on others for transportation.	4/23/2021 3:13 PM
152	I have a visual disability, it means independence. I would probably have to live in a group home setting if not for your service. I cannot afford to use lyft that much as they are 4 times the rate of you. The pandemic curtailed much of the travel I used to do, but that seems to be	4/23/2021 3:08 PM

coming to an end and in a few months, I expect to come close to resuming my pre-pandemic schedule. I used to use your service at least 3 times a week for round trip rides.

153	Everything	4/23/2021 3:03 PM
154	Providing a ride when you have no one to take you.	4/23/2021 2:59 PM
155	Help me get home from my PT appointment weekly	4/23/2021 2:42 PM
156	It allows me to shop.and get to the doctor and visit family and live some semblance of a normal life	4/23/2021 2:42 PM
157	everything	4/23/2021 2:41 PM
158	Mobility	4/23/2021 2:28 PM
159	freedom and reassurance	4/23/2021 2:28 PM
160	And essential requirement for my daily lifestyle	4/23/2021 2:13 PM
161	Everything. It allows me to remain independent & allows me to live every facet of my life, uninterrupted. I would be totally lost without it, since my husband passed away. The drivers are all wonderful, helpful & concerned for our safety. Always friendly, polite & respectful.	4/23/2021 2:12 PM
162	Palm Tran service is essential for me to visit doctors and the local library as I no longer have a car and soon will not be allowed to drive..	4/23/2021 2:06 PM
163	It is a very good service for the community of West Palm BeachIt. For me it is very helpful and I am very happy to have transportation available	4/23/2021 2:06 PM
164	It is the process of being transported.	4/23/2021 2:00 PM
165	I really need it. I don't drive. It gets me around without begging someone to take me	4/23/2021 1:55 PM
166	Evert	4/23/2021 1:49 PM
167	ability to go to church ,doctor , shopping, & just be able yo leave the house	4/23/2021 1:43 PM
168	Convenience, independence to a certain degree, efficiency, respect, friendliness, timeliness and overall appreciation and gratitude.	4/23/2021 1:39 PM
169	Able to get to dr appts since I can't drive anymore	4/23/2021 1:36 PM
170	My daughter rides the connection bus and I would have to say transportation to me means safety, punctuality, and speed. making sure my daughter is safe, picked up on time and arrives home quickly is what matters most to me.	4/23/2021 1:27 PM
171	Easy availability to obtain transportation at an acceptable price when I need reliable transportation.	4/23/2021 1:26 PM
172	Ability to work independently. On the one day you were late I was late to work.	4/23/2021 1:16 PM
173	Shopping, medical and pleasure	4/23/2021 1:13 PM
174	Convince	4/23/2021 1:02 PM
175	MY LIFELINE!!!	4/23/2021 1:02 PM
176	Being able to get around to do what I need to do, independent	4/23/2021 12:59 PM
177	A more community inclusive and culturally independent lifestyle to counter the personal disabilities	4/23/2021 12:59 PM
178	Everything being able to get to my appointments	4/23/2021 12:50 PM
179	It is very important	4/23/2021 12:49 PM
180	I don't have a car and I don't drive. Without the connections I wouldn't be able to receive medical care.	4/23/2021 12:45 PM
181	Ability to get to doctors appointments and others, which in terms means being independent. Thank you.	4/23/2021 12:43 PM
182	Freedom	4/23/2021 12:43 PM

183	everything. I gives me a little bit of independence and gets me to my appts on time.	4/23/2021 12:41 PM
184	Access.	4/23/2021 12:38 PM
185	Being able to go places	4/23/2021 12:34 PM
186	Bringing someone or something from point A to point B by means of using a vehicle.	4/23/2021 12:32 PM
187	Take you to your destination safely and being punctual	4/23/2021 12:30 PM
188	a mode for going places	4/23/2021 12:26 PM
189	Sometimes I need it to get to the doctor.	4/23/2021 12:26 PM
190	From point A to point B getting me to work before I come in.	4/23/2021 12:20 PM
191	Not having to drive	4/23/2021 12:12 PM
192	I need it to live.	4/23/2021 12:07 PM
193	being able to do get somewhere on my own. Do not have to depend on others	4/23/2021 12:05 PM
194	Everything. I can't have an independent life without this service.	4/23/2021 12:05 PM
195	Transportation to and from to points of destination.	4/23/2021 12:04 PM
196	I'm able to have employment and live a more normal life! Thank you so much for Palm Tran Connection!	4/23/2021 12:04 PM
197	Ability to get around	4/23/2021 12:03 PM
198	A lot	4/23/2021 11:55 AM
199	I had a medical provider I was seeing for the first time in 2020 and one in-person visit was required, with subsequent appointments being over the phone. The provider was in Delray Beach while I'm located in West Palm Beach. A Lyft ride would've been at least \$50 round trip and a regular bus ride would've taken 2 to 2 1/2 hours each way. Palm Tran Connect helped me get services from this new provider in an affordable and practical way.	4/23/2021 11:55 AM
200	Back and forth to school	4/23/2021 11:53 AM
201	So that I can go wherever I need to go	4/23/2021 11:52 AM
202	I have been using PT for several years & I am grateful for not only for the service but for the dedicated people who work there . They are polite & caring from the scheduling to the drivers . My one unfortunate encounter is history .	4/23/2021 11:51 AM
203	Medical transportation to stay alive	4/23/2021 11:50 AM
204	Everything	4/23/2021 11:47 AM
205	A literal lifesaver, I need it to get to and from dialysis!	4/23/2021 11:44 AM
206	Freedom to get around town	4/23/2021 11:41 AM
207	Taking me from point A go points B n a timely way with minimum waiting time	4/23/2021 11:38 AM
208	Essential for quality of life	4/23/2021 11:38 AM
209	Means I have the ability to feel Normandy not be a burden to people.	4/23/2021 11:37 AM
210	It feels so good being able to get home from my job in the evenings with this transportation. I cannot drive at all due to my vision problems.	4/23/2021 11:34 AM
211	Freedom	4/23/2021 11:33 AM
212	it allows me to get needed medical assistance.	4/23/2021 11:33 AM
213	Everything great service	4/23/2021 11:33 AM
214	Independence. Not being dependent on others to survive.	4/23/2021 11:32 AM
215	Convenient	4/23/2021 11:30 AM

216	If not for Palm Trans, I would not be able to visit my doctors. thank you!	4/23/2021 11:29 AM
217	very important	4/23/2021 11:29 AM
218	A lifeline to function. A wonderful program for me.	4/23/2021 11:26 AM
219	Independence, employment, socialization, self-sufficient, (I am not a prisoner in my home and am a viable part of the community)	4/23/2021 11:24 AM
220	A safe ride from point a to point b and back.	4/23/2021 11:24 AM
221	Everything, being able to get many places	4/23/2021 11:21 AM
222	It means everything because I can't transfer to and from a wheelchair by myself. But I wish there was some kind of exception for day of for medical things that come up. I end up having to go to the emergency room by ambulance and that's ridiculous for everyone.	4/23/2021 11:17 AM
223	Being on time and reliable	4/23/2021 11:15 AM
224	It is invaluable. Since my disability in 2013, it has been my gateway to the world !	4/23/2021 11:14 AM
225	Independence	4/23/2021 11:12 AM
226	It is important to me. I need it to get me where I need to go efficiently	4/23/2021 11:11 AM
227	It means I can make appts. and safely get there and return home. The drivers I have had are friendly and helpful.	4/23/2021 11:05 AM
228	I have used this service from August 2000, I have seen the good the bad and the ugly, it is at its very best today with very minor and few issues. This has enhance my life in every way and if it went away today I don't know how I'll ever adjust to not having it. Kudos to all of its employees the very courteous reservationist, The helpful drivers and of course the people at the Harlem that put it all together. It is a big reason for me enjoying being a resident of Palm Beach County and I share that with the world. There' is always room for improvement but that's how we grow and we have really grown. Thanks for being the best part of Palm Beach County and the super job moving so many people on time from one point to another. Ps. The driver on my return trip April 21, 2021 at 1pm displayed the model driver, the best. ID 4525	4/23/2021 11:04 AM
229	Having transportation for my dad means the world to me. I no longer have to worry about how I would get him to his appointments. The drivers are very professional and make every effort to make him comfortable. I can't thank you enough for your service.	4/23/2021 11:02 AM
230	Means mobility in certain circumstances when needed. Only the 2nd time that we have used and are quite pleased.	4/23/2021 11:00 AM
231	Means I can get to my appts on time. Very easy.	4/23/2021 10:57 AM
232	I am able to go to doctor,means a lot	4/23/2021 10:57 AM
233	Very helpful because I am not able to drive because of my health problems. Thank you	4/23/2021 10:57 AM
234	To be able to freely go anywhere I want to while being independent	4/23/2021 10:52 AM
235	a neccesity in getting medical treatment and grocery shopping	4/23/2021 10:51 AM
236	To safely get to and from work without having to drive.	4/23/2021 10:50 AM
237	Life Saving Service. Thank you.	4/23/2021 10:49 AM
238	I don't like Palm Tran connection because they always pass up my work they always late and they always have pick,up people when I have be at work on time	4/23/2021 10:48 AM
239	To be able to get around	4/23/2021 10:47 AM
240	Gets her to lake worth safety and economical	4/23/2021 10:42 AM
241	Independence Contribution to society	4/23/2021 10:18 AM
242	I am power live Can I walk him using everything to me some drivers do not care	4/23/2021 9:29 AM
243	Getting somewhere.	4/23/2021 9:22 AM
244	Enables me to get to doctor appointments when I can't drive.	4/23/2021 9:18 AM

245	I do not have to depend on friends to drive me to appointments.	4/23/2021 9:16 AM
246	Opportunity to go to school. Need to allow regular riders to schedule for more than 3 days	4/23/2021 9:06 AM
247	Ease of capability given my difficulty using public transit	4/23/2021 9:00 AM
248	A way to go shopping	4/23/2021 8:56 AM
249	It means alot to me and my wife. She's disabled. We are saving for a car	4/23/2021 8:54 AM
250	Getting to and from work on time without having to spend extra time in transportation	4/23/2021 8:53 AM
251	It means independence and freedom in getting where I need to go.	4/23/2021 1:53 AM
252	A lot helps so much	4/21/2021 10:12 PM
253	It means everything to me. I can still keep my old doctors, shopping old stores and visit family, and visit new places anywhere in Palm Beach County. Anywhere between Canal Point/Pahokee west to Boca Raton south to Palm Beach/Singer Island east to Jupiter north	4/20/2021 2:20 PM
254	Ability to get to my doctors appointments as well as food shopping.	4/20/2021 2:01 PM
255	It is very important to me to take to my various classes and appointments. I hope once I'm able to be employed it will take me to my job.	4/20/2021 11:08 AM
256	Independence after traumatic brain injury that included seizures , state removes drivers license after reaction time commonly received after this type of injury , all drivers are friendly and courteous, only a couple times of driving way too long on the vehicle because of dispatcher errors, but 99% of the time has been acceptable and helpful , thanks to the Palm train connection management and employees ☺☺	4/20/2021 8:57 AM
257	A reliable means of transportation	4/20/2021 7:40 AM
258	Safety first and on time to and from ride.	4/20/2021 7:09 AM
259	They only way I can get around to places I have to go to.	4/20/2021 1:27 AM
260	A way to get to the doctors office	4/19/2021 9:22 PM
261	It get me around if i did have this transportation i will be home bound does this mean i can not use the palm tran connection	4/19/2021 7:54 PM
262	Could not visit my sick husband without your service.	4/19/2021 7:24 PM
263	Without transportation I would lose my ability to work and be independent.	4/19/2021 7:23 PM
264	Palmtran Connection is my only reliable way to be gainfully employed as an intellectually disabled person.	4/19/2021 6:02 PM
265	My lifeline to food and medical	4/19/2021 5:04 PM
266	Independence	4/19/2021 4:58 PM
267	Everything. Because I can't get around with it and I have a feeling it's going to get worse. You seem to be equipped with the lift. I can't walk for long periods of time and they come back and pick me up in the exact some spot. I've had a good experience. So far I have no complaints.	4/19/2021 4:27 PM
268	It means a lot because I'm handicapped so I need it to get around. It means a lot to me.	4/13/2021 4:28 PM
269	Accessibility to life	4/13/2021 4:20 PM
270	I'm an invalid, I use a walker and I can't drive anymore, so I use Palm Tran to take me different places especially for food and they're very nice. I can't say I've had a nasty person. Everyone is so nice. They help me. I say thank God for Palm Tran. They're really very helpful.	4/13/2021 4:12 PM
271	If a person has a disability or a problem this service is a great help to us. It's very handy to take.	4/13/2021 3:54 PM
272	Everything. Additional comments: My biggest complaint is scheduling, the time frame. It's totally out of whack for what you're doing right now. It might be fine when you're transporting groups of people but for me to have to make it in between 1-2 hours of pickup is silly. And your figuring is wrong because it's not based on 1 person it's based on other passengers, I think you need to adjust your scheduling process for now.	4/13/2021 3:48 PM

273	Basic transportation	4/13/2021 2:47 PM
274	Everything. 500%. I have no car, I'm 97 years old, still fairly clear of mind. It gets me out of the house, from one place to another, it's everything.	4/13/2021 2:09 PM
275	It's the most fabulous thing that this community offers. It's just fabulous. And now my husband is retires so he picks me up now but when he was working I had to utilize the service, and I still use them occasionally. Again I'm just super impressed with the service.	4/13/2021 1:40 PM
276	It's my legs. Otherwise I'd have to stay home.	4/12/2021 4:57 PM
277	It's a necessity to me and I appreciate it.	4/12/2021 4:46 PM
278	It makes my life a lot easier knowing I can get a ride.	4/12/2021 4:26 PM
279	I have to get to work, so it gets me there.	4/12/2021 4:22 PM
280	It means a lot to me because that's my way to get to work. But they can improve a whole lot. They just need to care more about people who use the service. I think they see it as because I don't have a choice if you have to ride for 2 hours it's just like shut up and ride. The service sucks.	4/9/2021 2:14 PM
281	It means everything to me. I don't drive, and once you call they don't deny you. Palm Tran will always be there for you.	4/9/2021 1:59 PM
282	It means a great deal to my family, his brother rides with them, it gives them independence.	4/9/2021 1:43 PM
283	Not having a car I can do what I need to do.	4/9/2021 10:49 AM
284	Everything	4/8/2021 11:40 AM
285	It means a way to get to a place where I might get lost with my car. And also sometimes it's further than I want to drive.	4/8/2021 11:28 AM
286	Everything. It's my life. I can't walk. It's a great service. I wouldn't know what to do without it.	3/29/2021 3:50 PM
287	The ability for me to travel independently throughout the community It allows me to take my children and myself to medical appointments, community activities, work and school.	3/27/2021 11:20 AM
288	Very important	3/25/2021 6:26 PM
289	Right now everything, I recently injured my back, and it is nice to have a lifeline.	3/25/2021 3:20 PM
290	L.I.F.E. IT'S MY ONLY MEANS OF GETTING WHERE I GO RIGHT NOW. I REALLY NEED PTC. IT IS A G.O.D SEND TO ME, A VERY SPECIAL G.I.F.T!!!	3/24/2021 3:21 PM
291	Means being happy with myself and feel independent	3/24/2021 11:24 AM
292	Livelihood, independence, ability to go to school/work	3/24/2021 9:12 AM
293	Being able to go to Therapy and Doctor appointment	3/23/2021 9:11 PM
294	It helps me be more independent.	3/23/2021 8:59 PM
295	it is my only means to be able to be gainfully employed	3/23/2021 8:57 PM
296	My son uses Palm Tran to get to school and home the most reliable transportation and professional	3/23/2021 8:47 PM
297	PalmTran Connection has done a fine job at getting me to and from work.	3/23/2021 4:58 PM
298	Safety and reliable	3/23/2021 3:19 PM
299	Very important especially for medical spots.	3/23/2021 2:10 PM
300	Helps me become independent. I don't have to ask mom to take me to school and pick me up.	3/23/2021 12:46 PM
301	Allows me to stay within budget	3/23/2021 12:03 PM
302	It is very important in getting to medical appointmrnts and other life sustaining activities.	3/23/2021 9:16 AM
303	Everything.	3/23/2021 7:53 AM

304	I depend on the ride to get around.	3/22/2021 6:51 PM
305	It is important.I cant see to drive and from my husband and I am a good distance away from him	3/22/2021 6:16 PM
306	Professional, timely,efficient,safe, door to door transportation to foster my independence to job training.	3/22/2021 4:52 PM
307	Freedom	3/22/2021 2:57 PM
308	EVERYTHING"!!!!!!!!!!!!!!	3/22/2021 1:55 PM
309	if you mean public transportation/door to door service... it means not depending on others you know to drive you around.	3/22/2021 1:49 PM
310	After suffering a TBI from a DUI driver my disability had taken away my driver license because of TBI , I didn't want to bother family and friends for rides everyday and regular taxi rides were unaffordable, The Palm tran Connecti has given me independence to get around at a reasonable fare . Since COVID-10 started and once rides were available again on The Palm tran Connection I am able to get to my location and then home from my location at reasonable times, before the pandemic started sometimes that would be so many locations for drop offs and pick ups I would be on the vehicles for up to two hours on some occasions but over the last year my drivers are almost 99% on time and only one or two other people have been on vehicles with me , so the driver was able to get me show my location quickly, I think the Palm tran Connecti staff for their great job and help 😊🙏🙏	3/22/2021 1:46 PM
311	It's truly a lifesaver for me! Thank you!!	3/22/2021 1:39 PM
312	Independence	3/22/2021 12:42 PM
313	Being disabled it means I can be part of the outside world. And since my husband passed away I am able to keep my part time job. Thank you.	3/22/2021 12:38 PM
314	Independence.	3/22/2021 12:16 PM
315	A way to school and work	3/22/2021 12:06 PM
316	I chance to still being able to shop my old stores, visit my old doctors, and visit my Aunt in the nursing home over 40 miles away. I just recently move to Belle Glade about 3-4 years ago from West Palm Beach with Palm Tran Connection I would have no way to get around. I do not drive and with me just moving to a new town over 40 miles away from everything I know and having no new friends in my new city I would really be in a very big bind not to mention very broke trying to travel around. Palm Tran Connection is a godsend!	3/22/2021 12:02 PM
317	Being able to work in the community and get to my job safely	3/22/2021 11:56 AM
318	Getting to my appointments on time	3/22/2021 11:48 AM
319	It has been invaluable in aiding visitation to appointments.	3/22/2021 11:44 AM