



FY 2022 Community Transportation Coordinator (CTC) Evaluation Overview

TD LCB Meeting

May 24, 2023

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- Passenger Survey Results
- Findings & Recommendations
- Next Steps





Evaluation Overview

The Commission for Transportation Disadvantaged (CTD) mandates this process include:

- General Questions
- Chapter 427, F.S.
- Rule 41-2.011, F.A.C.
- Local Standards
- Insurance
- Commission Standards
- ADA Compliance
- On-Site Observation of the System
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

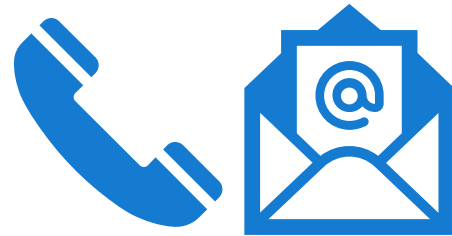
Overview: Evaluation Actions

CTD
Workbook



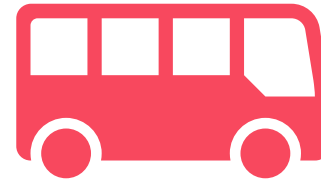
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Surveys



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Observational
Ride



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LCB
Meeting



February 2023

April 2023

May 2023



Passenger Surveys Results

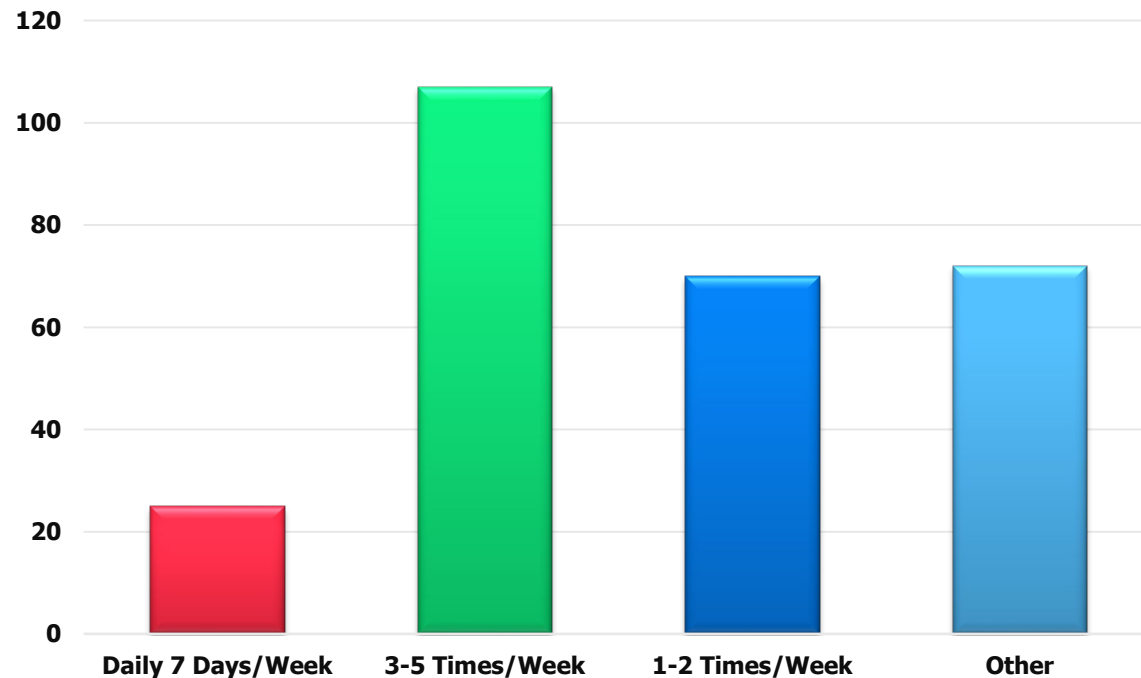


Overview Passenger Survey Results

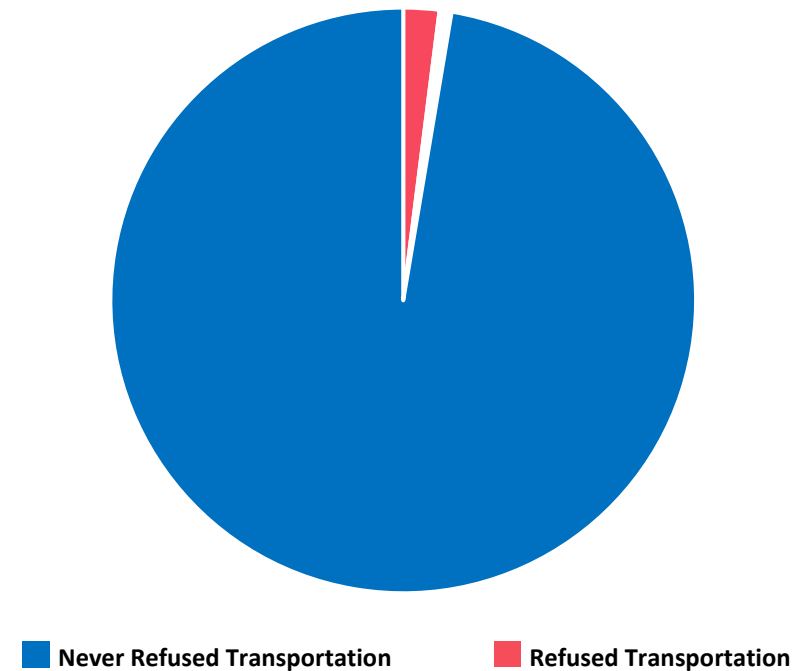
- **9** observational rides taken
- **113** rider phone surveys completed
- **2,493** constituents emailed multiple times
 - 3 Direct emails to riders list from Palm Tran
 - 3 Transportation Tuesday Newsletters
 - Posted across all TPA social channels multiple times
- **263** online survey rider responses received

Passenger Surveys Results

How often do you normally obtain transportation?

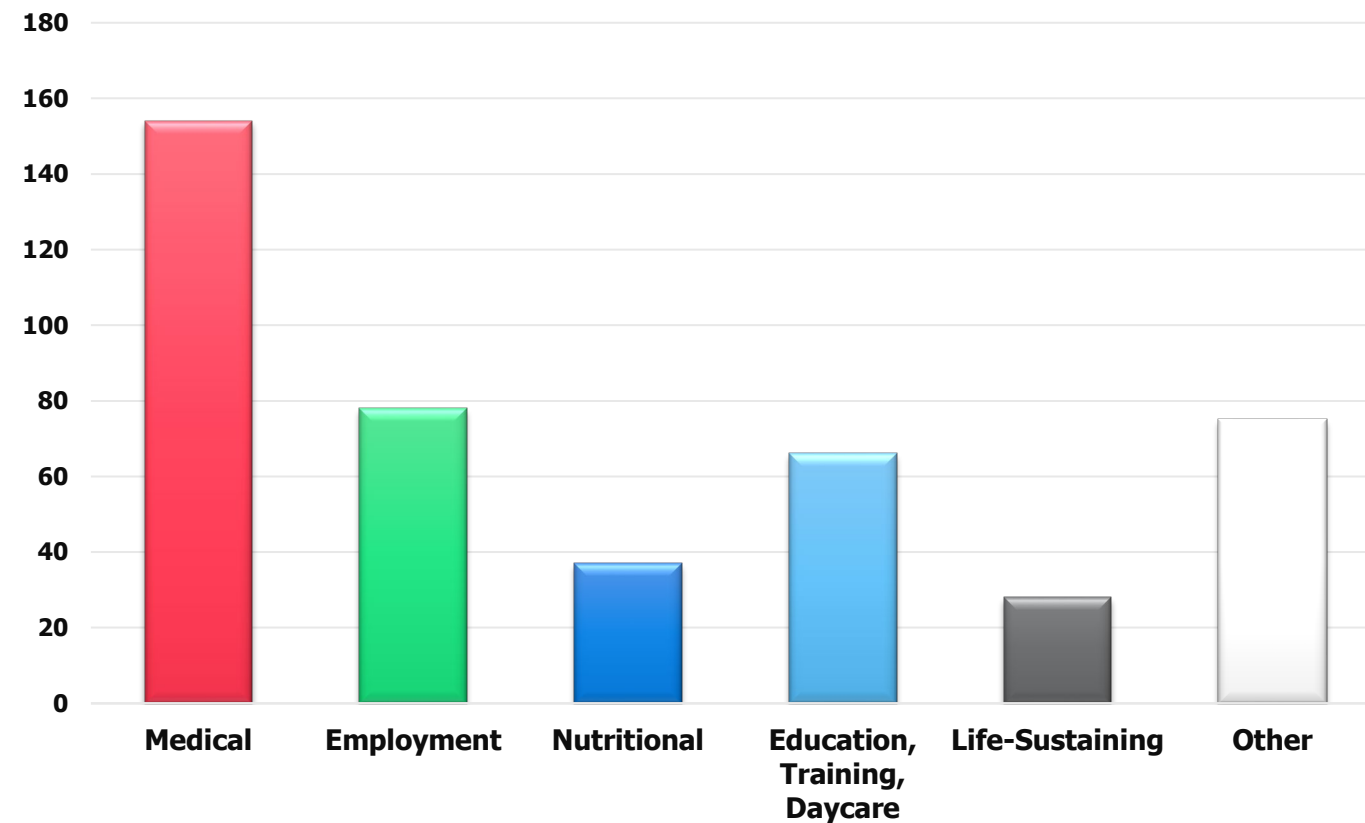


How many times in the last 6 months have you been refused transportation services?

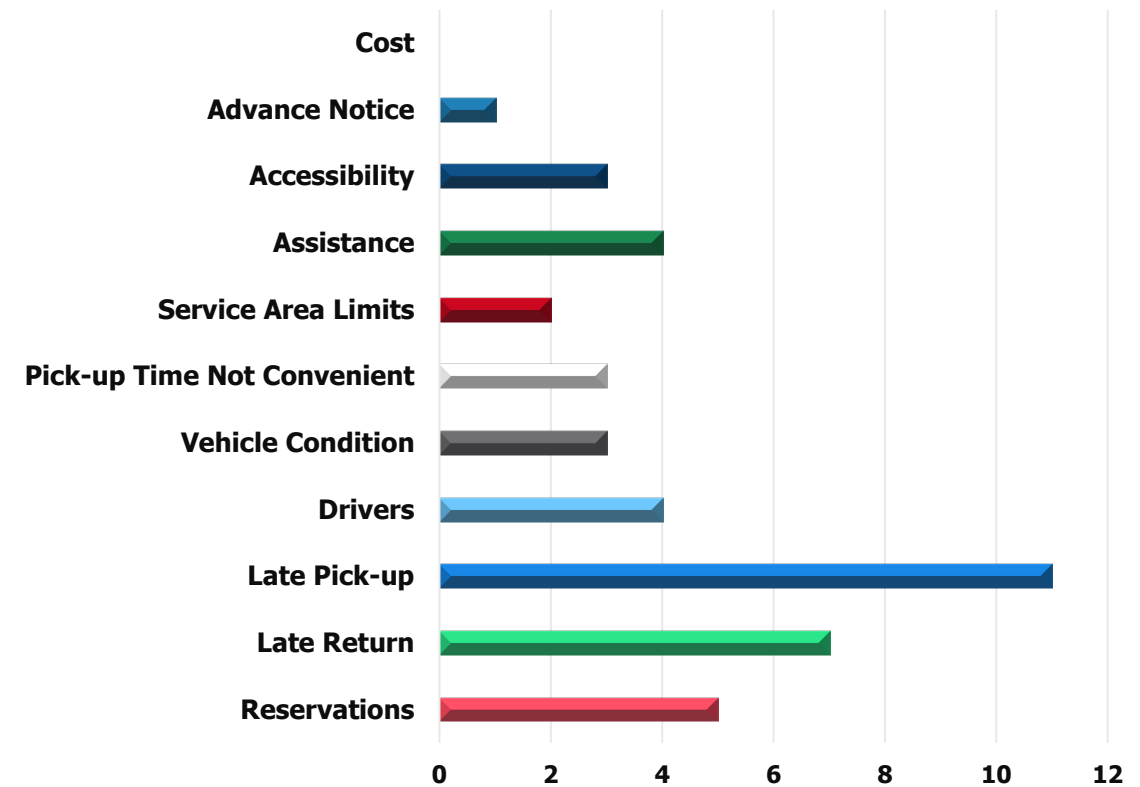


Passenger Surveys Results

What do you normally use the service for?



What type of problem did you have with your trip?





Key Findings & Recommendations



General Questions:

Key Findings

- High demand for paratransit
- Increase trip costs
- Low passenger per miles
- Employment makes up the largest share of trips
- Conflicting with on-time performance matrix (window vs appointment)

Recommendations

- Help eligible riders transition from paratransit to fix route
- Provide more education and workshops
- Pilot a transit feeder service
- CTC should consider advocating to improve the performance matrix structure



Chapter 427, F.S.

Key Findings

- School bus are not used in the TD program
- Increase bus pass trips for paratransit customers
- Continuous COVID-19 impact
- Ongoing interview with riders to better match with services
- No agreement with CareerSource to fulfill the innovative transportation services

Recommendations

- CTC and PBC School District to collaborate and explore potential costs subsidy
- Continue to evaluate trends and assess the impact of COVID-19
- Monitor and report impact of phone eligibility interviews
- CTC and CareerSource to increase coordination



Measurable Standards/Goals

Key Findings

Goal met

- Passenger no shows <5%
- Call hold time <2 minutes

Unmet Goals

- Increasing public transit ridership
- On-time performance
- Road calls
- Complaint ratio
- At-fault crashes

Recommendations

- The CTC's Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them



Passenger Surveys

Key Findings

- Concerns with on-time performance
- Late pick-up or return pick-up is an issue
- Riders requesting late-hour service
- Frustrations with cash payment structure
- Customers expressed concerns with trip lengths: 2-3 hours to travel 10 miles
- Some vehicles are overbooked
- Inconsistent instructions between drivers, customers and community guard gate

Recommendations

- Evaluate rider's origin and destination trips; implement route optimization
- SMS notification to customers when there is a road closure, work zone, crash or peak hour traffic delay
- Consider implementing digital payment - Square, Clover Stripe and ShopKeep
- Standardize gate access for drivers, add language on the application and educate customers to mitigate potential guard gate access barriers



Next Steps



Next Steps

LCB

- Submit review workbook
- Update CTD as needed

CTD

- Provide feedback

LCB

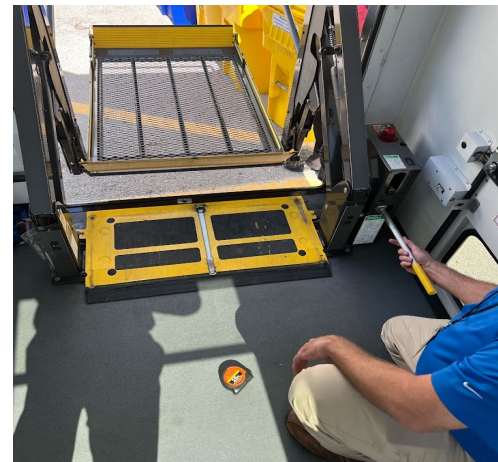
- Review Report within 30 days

CTC

- Provide Status Report within 30 working days

Thank You!

- Bus Drivers/Contractors
- LCB Members
- Palm Beach TPA Staff
- Palm Tran Connection Staff
- Palm Tran Customers/Riders





Questions?

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