



**PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD)
LOCAL COORDINATING BOARD (LCB) AGENDA**

DATE: **Wednesday, May 24, 2023**
TIME: **2:00 p.m.**
PLACE: **301 Datura Street, West Palm Beach, FL 33401**

Members of the public can [join the meeting](#) in person or virtually. For information on how to attend a meeting visit: PalmBeachTPA.org/Meeting.

Please call 561-725-0800 or e-mail info@PalmBeachTPA.org for assistance joining the virtual meeting.

1. REGULAR ITEMS

- A. Call to Order and Pledge of Allegiance
- B. Roll Call
- C. Modifications to the Agenda
- D. MOTION TO APPROVE Minutes for February 22, 2023
- E. MOTION TO RECEIVE AND FILE the February 22, 2023 TD Public Workshop Summary
- F. General Public Comments

Members of the public are invited to offer general comments unrelated to agenda items at this time. Public comments related to agenda items will be heard following staff presentation of the item. Comments may be submitted in the following ways:

- A written may be submitted at PalmBeachTPA.org/Comment-Form at any time prior to the commencement of the relevant agenda item.
- A verbal comment may be provided by a virtual attendee using the raise hand feature in the Zoom platform.
- A verbal and/or written comment may be provided by an in-person attendee submitting a comment card available at the welcome table.

Note that the Chair may limit comments to 3 minutes or less depending on meeting attendance.

- G. Comments from the Chair and Member Comments
- H. LCB Liaison Report

2. ACTION ITEMS

- A. MOTION TO ELECT VICE CHAIR for Fiscal Year (FY) 2024
According to the LCB By Laws, the LCB shall hold an organizational meeting each year for the purpose of electing a Vice Chair. The Vice Chair shall be elected by a majority vote of a quorum of the members of the LCB present and voting at the organizational meeting. The Vice Chair shall serve a term of one year starting with the next meeting. The Vice Chair may serve more than one term.
- B. MOTION TO APPROVE the FY 2022 Community Transportation Coordinator (CTC) Evaluation Finding and Recommendations
The LCB is required by the Florida Commission for the Transportation Disadvantaged (CTD) to annually review the CTC's performance and complete the CTD Evaluation Workbook. TPA staff will review the attached FY 2022 CTC Evaluation Executive Summary. The full FY 2022 Evaluation Workbook is available at PalmBeachTPA.org/LCB. The draft presentation is attached.
- C. MOTION TO APPROVE the CTD Trip & Equipment Rate Model 2023 – 2024
The CTC must annually submit trip rates for the upcoming fiscal year to receive the Trip and Equipment Grant. Palm Tran will review the attached FY 2023 – 2024 Trip Rate worksheet. The draft presentation is attached.

3. INFORMATION ITEMS

- A. Transportation Disadvantaged Monitoring Program
Palm Tran has requested to provide an update on the Transportation Disadvantaged Monitoring Program. The Florida Commission for the Transportation Disadvantaged (FCTD) contracted an independent accountant to perform a compliance review of programmatic oversight and monitoring responsibilities. FCTD's 2020-2021 compliance monitoring tool for the period of July 1, 2020 through June 30, 2021. The draft presentation is attached.
- B. LCB Member Presentation
Chair Chelsea Reed will present on her role and responsibility related to the transportation disadvantaged.
- C. Partner Agency Updates
Agency staff from SFRTA/Tri-Rail, Florida Department of Transportation, and/or Palm Beach County may provide brief updates on items relevant to the LCB.

4. ADMINISTRATIVE ITEMS

- A. Next Meeting – **August 23, 2023**
- B. FY 2024 Timeline
- C. Adjournment

PURPOSE

The purpose of the LCB is to identify local service needs and to provide information, advice, and direction to the Palm Beach County Community Transportation Coordinator, otherwise known as Palm Tran Connection, on the coordination of service to be provided to the transportation disadvantaged through the Florida Coordinated Transportation System. The LCB is recognized as an advisory body to the Commission for the Transportation Disadvantaged. Palm Tran's provision of TD service is funded with state dollars. This service is not mandated by Federal Law.

TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD MEMBERS

CHAIR

Chelsea Reed, Mayor
City of Palm Beach Gardens

Milory Senat

Agency for Persons with Disabilities
Alternate: Pauline Spence

Nancy Yarnell

Area Agency on Aging
Alternate: Vacant

Uyen Dang

Citizen Advocate

Elisa Cramer

Department of Children and Family Services
Alternate: Vacant

Marielisa Amador

Florida Agency for Health Care Administration
Alternate: Jerome Hill

Marie Dorismond

Florida Department of Transportation
Alternate: Paula Scott

Angela Choice

Florida Department of Veterans Affairs
Alternate: Vacant

James E. Green

Palm Beach County Community Action
Alternate: Stessy Cocerez

Vasti Amaro

Private Transportation Industry
Alternate: Vacant

VICE CHAIR

Tekesha Saffold
Citizen Advocate/User

Robyn Manuel

Florida Division of Vocational Rehabilitation
Alternate: Vacant

Merlene Ramnon

Local Medical Community
Alternate: Vacant

Laura Schultze

Public Education School District of Palm Beach County
Alternate: Vacant

Elizabeth Clark

Representative for Children at Risk
Alternate: Vacant

Robert Goodman

Representative for the Disabled

James Bonfiglio

Representative for the Elderly

Michael Corbit

Workforce Development Board
Alternate: Vacant

Clinton Forbes

Palm Tran (Mass/Public Transit Industry)
Community Transportation Coordinator (CTC)
Non-Voting Member
Alternate: Lou Ferri

NOTICE

In accordance with Section 286.0105, *F.S.*, if a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, they will need a record of the proceedings, and that, for such purposes, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge) should contact Melissa Murray at 561-725-0813 or MMurray@PalmBeachTPA.org at least five (5) business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.

Se solicita La participación del público, sin importar la raza, color, nacionalidad, edad, sexo, religión, incapacidad o estado familiar. Personas que requieran facilidades especiales bajo el Acta de Americanos con Discapacidad (Americans with Disabilities Act) o personas que requieren servicios de traducción (sin cargo alguno) deben contactar a Melissa Murray al teléfono 561-725-0813 o MMurray@PalmBeachTPA.org por lo menos cinco días antes de la reunión. Si tiene problemas de audición, llamar al teléfono 711.



PALM BEACH Transportation Planning Agency

1.D

OFFICIAL MEETING MINUTES OF THE PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB) AGENDA

Wednesday, February 22, 2023

301 Datura Street, West Palm Beach, FL 33401
Meeting was also conducted virtually via Zoom.

*These minutes are a summary of the meeting events and may not reflect all discussion that occurred.
PDF versions of the agenda, backup material and presentations as well as audio recordings are available for review at
www.PalmBeachTPA.org/LCB*

1. REGULAR ITEMS

1.A. Call to Order and Pledge of Allegiance

MAYOR REED called the meeting to order at 2:05 p.m., provided an overview of the virtual meeting procedures, and led the Pledge of Allegiance.

1.B. Roll Call

The Recording Secretary called the roll. A quorum was present in-person as depicted in the table below.

Member	Roll Call	Member	Roll Call	Member	Roll Call
Milory Senat	P	Angela Choice	A	Elizabeth Clark	P
Nancy Yarnall (Alt)	A	Stessy Cocerez	P	Robert Goodman	A
Uyen Dang	P	Vasti Amaro	P	James Bonfiglio	P
Elisa Cramer	P	Robyn Manuel	A	Michael Corbit	A
Jerome Hill (Alt)	P	Merlene Ramnon	P	Tekesha Saffold	A
Marie Dorismond	P	Laura Schultze	A	Chelsea Reed	P

P = Present A = Absent

1.C. **APPROVED:** Modifications to the Agenda

The Recording Secretary stated the following members requested permission to participate remotely: Angela Choice due to off-site work obligations in Miami.

There were no objections to her virtual participation and the members were permitted to join the meeting.

1.D. APPROVED: Minutes for November 16, 2022

MOTION to Approve the Minutes made by James Bonfiglio, seconded by Elisa Cramer, and carried unanimously 11-0 as depicted in the table below.

Member	Vote	Member	Vote	Member	Vote
Milory Senat	Y	Angela Choice	A	Elizabeth Clark	Y
Nancy Yarnall (Alt)	A	Stessy Cocerez	Y	Robert Goodman	A
Uyen Dang	Y	Vasti Amaro	Y	James Bonfiglio	Y
Elisa Cramer	Y	Robyn Manuel	A	Michael Corbit	A
Jerome Hill (Alt)	Y	Merlene Ramnon	Y	Tekesha Saffold	A
Marie Dorismond	Y	Laura Schultze	A	Chelsea Reed	Y

Y = Yes N = No A = Absent ABST = Abstain

1.E. PUBLIC COMMENTS

There were no public comments received.

1.F. MEMBER COMMENTS

New members Stessy Cocerez and Vasti Amaro introduced themselves. Alternate for FL Agency for Healthcare Administration Jerome Hill introduced himself.

1.G. LCB Liaison Report

GRÉG GABRIEL reviewed the Liaison’s Report, which can be viewed at PalmBeachTPA.org/LCB.

There were no public or member comments received on this item.

2. ACTION ITEMS

There were no action items on this agenda.

3. INFORMATION ITEMS

3.A. DISCUSSED: FY 23 Community Transportation Coordinator (CTC) Evaluation

GRÉG GABRIEL presented the FY 23 CTC Evaluation.

There were no public comments received on this item.

Member discussion ensued about observational rides, survey call coordination, and volunteer sign up.

3.B. LCB Member Presentations

MARIE DORISMOND, FDOT, provided an LCB Member Presentation which can be viewed at PalmBeachTPA.org/LCB. She discussed her role and the agency’s connection to transportation.

There were no public comments received on this item.

Chair Reed volunteered to present in May 2023.

Laura Schultze joined the meeting in person.

3.C. Palm Tran Paradise Pass Updates

CLINTON FORBES and DON LIVERNOIS provided a Palm Tran Paradise Pass Update.

There were no public comments received on this item.

JAMES BONFIGLIO sought clarification on fare revenues.

LAURA SCHULTZE asked if the Paradise Pass expiration.

3.C. Partner Agency Updates

LOU FERRI provided an update on Transportation Disadvantaged ridership numbers.

4. ADMINISTRATIVE ITEMS

4.A. Next Meeting – May 24, 2023

4.B. Adjournment

There being no further business the meeting was adjourned at 3:11 p.m.

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **February 22, 2023** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this 24th day of May 2023.

Chair Chelsea S. Reed
City of Palm Beach Gardens Mayor

EXHIBIT A
Palm Beach County Transportation Disadvantaged Local Coordinating Board
Attendance Record

Representative/Alternate Agency	Aug 25 2021	Nov 17 2021	Feb 23 2022	May 25 2022	Aug 24 2022	Nov 16 2022	Feb 22 2023
Mayor Chelsea Reed <i>Chair – Palm Beach TPA</i>	P	P	P	***P	P	P	P
Tekesha Saffold <i>Vice Chair - Citizen Advocate/User</i>	P	P	P	P	P	P	E
Milory Senat /Pauline Spence Agency for Persons with Disabilities	P	P	P	P	P	E	P
VACANT /Nancy Yarnall Area Agency on Aging	P	P	P	P	ALT	ALT	E
Uyen Dang Citizen Advocate	P	P	P	E	P	P	P
Elisa Cramer FL Department of Children & Families	P	P	P	P	P	P	P
Marielisa Amador / Jerome Hill FL Agency for Healthcare Administration/ Medicaid Program	ALT	ALT	P	P	E	A	ALT
Marie Dorismond /Paula Scott Florida Department of Transportation	ALT	P	P	P	P	P	P
Angela Choice FL Department of Veteran’s Affairs	P	P	P	P	E	P	P
Stessy Cocerez Department of Community Services	P	***p	P	E	P	--	***P
Vasti Amaro Private Transportation	P	E	--	--	--	--	***P
Robyn Manuel Department of Education/Division of Vocational Rehabilitation	P	P	P	P	E	P	A
Merlene Ramnon FL Department of Health for Palm Beach County	P	P	P	A	P	A	P
Laura Schultze School District of Palm Beach County	P	P	P	P	P	P	P
Elizabeth Clark Representative for Children at Risk	--	--	***p	P	P	P	P
Robert Goodman Representative for the Disabled	P	E	E	E	P	P	E
James Bonfiglio Representative for the Elderly	A	***p	P	P	P	P	P
Michael Corbit Workforce Development Board	P	P	--	--	***p	P	A

*** – New Appointment
 E – Excused

P – Representative Present
 A – Absent

ALT– Alternate Present
 -- – Vacant

EXHIBIT A (cont.)

OTHERS PRESENT

Malik Harvey
Natalie Kenton
Jean Malacko
Clinton Forbes
Lou Ferri
Cassidy Sparks
Amanda Williams
Grég Gabriel
Brian Ruscher
Tyler Radenbaugh

REPRESENTING

Department of Health Palm Beach County
Florida Department of Health
General Public
Palm Tran
Palm Tran
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA
Palm Beach TPA



PALM BEACH Transportation Planning Agency

Transportation Disadvantaged (TD) Public Workshop Summary

Palm Beach TPA, 301 Datura St, West Palm Beach, FL
February 22, 2023

Public Workshop Overview

The Palm Beach Transportation Planning Agency (TPA) serves as the official Designated Official Planning Agency (DOPA) for Palm Beach County and is required by the Florida Commission for the Transportation Disadvantaged (CTD) to host an Annual Public Workshop for the Transportation Disadvantaged (TD).

This year, the Public Workshop was held on February 22, 2023, immediately following to the scheduled quarterly TD Local Coordinating Board (LCB) meeting. The TPA organized the Public Workshop with the assistance of Palm Tran, the Community Transportation Coordinator (CTC) and provider of TD service in Palm Beach County.

The TD Public Workshop aimed to gather input on TD service in Palm Beach County and facilitate knowledge transfer and a thorough understanding of the paratransit system for all LCB members and attendees. The Public Workshop consisted of brief presentation by TPA staff followed by an opportunity for public comment, which included a facilitated discussion by TPA and Palm Tran staff to provide information and collect feedback.

Presentation

The presentation included an overview of the TD Program, the CTC, and Palm Tran, as shown in Appendix A.

Attendees

The Public Workshop had a total of 15 participants. These included 4 LCB Members, 5 members from the public/other agencies, 4 TPA staff, and 2 Palm Tran staff as listed below and as shown in Appendix B.





PALM BEACH Transportation Planning Agency

Appendix B

Public Workshop Participants

1. Jean Malacko – Family Care Council
2. Chair Chelsea Reed – LCB Member
3. Elizabeth Clark – LCB Member
4. James Bonfiglio – LCB Member
5. Vasti Amaro – LCB Member
6. Belci Encinosa – LCSW – HMHB
7. Amanda Williams – TPA Staff
8. Brian Ruscher – TPA Staff
9. Cassidy Sparks – TPA Staff
10. Grég Gabriel – TPA Staff
11. Donald Livernois – Palm Tran
12. Lou Ferri – Palm Tran
13. Kelly Gonelza – Prokel
14. Mitch Phanor – Prokel
15. Ed Carrion – Prokel



PALM BEACH Transportation Planning Agency

Public Comments

The following questions and comments were collected during the Public Workshop:

- James Bonfiglio noted a positive experience with Palm Tran drivers.
- Lou Ferri noted increased attention to rider behavior in Palm Tran vehicles and stations.
- Chair Reed noted the three-day booking window for Palm Tran Connection.
- When a rider calls to report a late bus and asking for an estimated time of arrival, count as a complaint?
 - On time performance for Palm Tran is low with more demand than resources available, including drivers. A call for an estimated time of arrival is not captured as a complaint.



2023 Palm Beach CTC Evaluation Executive Summary

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

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

Below are the key findings and recommendations from the FY 2021 - 2022 CTC Evaluation that was conducted during the months of February, March, April, and May 2023:

Section	Key Findings	Recommendation
General Questions	<p>As identified in previous years, the high demand for paratransit and trip costs continues to increase. ADA far exceeds the required ¾ of a mile for service area and service hours which impact on-time performance and productivity.</p>	<p>The CTC should continue to develop and implement trainings and workshops to encourage and teach eligible riders how to easily access and transfer to the fixed-route service and Tri-Rail from paratransit.</p>
	<p>The large undeveloped area that divides the eastern urban communities from the western rural communities creates challenges for operating an efficient and convenient transportation system across the entire county.</p>	<p>The CTC should collaborate with LCB Members, use the board as a bridge to connect with riders for ongoing education, and the best method to commute on paratransit, fixed route, and TNCs.</p> <p>Analyze the suburban area in Palm Beach County to facilitate a possible transit feeder service to a fixed route. Replicate the Go Glades on demand model on the east side of the County.</p>
	<p>Employment makes up the largest share in the trip category. Most customers complain about the late pick-up and drop-off. Employment trips impact the customer, the CTC, and the economy.</p>	<p>Continue evaluating resources availability to deliver on-time performance. When feasible implement alternate, less traditional paratransit services such as TNC</p>

Section	Key Findings	Recommendation
	The method to report on-time performance does not complement appointments and window on-time performance. The waiting period is so lengthy it creates frustration.	to alleviate the increased ridership and ensure the OTP is at an acceptable rate.
Chapter 427, F.S.	School buses are not currently being utilized in the coordinated system due to similar peak hours. Charter and private school students oftentimes rely on paratransit services to get to and from school. The size of Palm Beach County and the average one-way trip length being over 15 miles, school buses would not be conducive to the wear and tear of paratransit trips. School buses are currently not a viable cost-effective alternative.	If possible, work with the School District of Palm Beach County to utilize school buses. Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to their students.
	The CTC has a goal of increasing estimated bus pass trips by 10% for paratransit riders. In FY 2020, of all new clients, 17% were issued ADA ID cards, a decrease from 20% in FY 2019, likely due in part to COVID-19 (no new ADA ID cards were issued between April-June 2020).	Continue to evaluate trends and assess the impact of COVID-19 on bus pass trips for TD clients.
	The CTC has begun conducting eligibility interviews to better match riders with the service that best fits their need and to help manage the continued demand for paratransit services in Palm Beach County.	Monitor and report impact of phone eligibility interviews. When conducting eligibility interviews, ensure that safe pedestrian/bicycle routes to access fixed route service is a consideration in whether riders can use fixed route transit.
	There is not currently a formal arrangement with the local WAGES coalition, CareerSource PBC. However, in the past year the CTC implemented an agreement with CareerSource to reinstate a bus stop outside their facility. Palm Tran does not currently prioritize trips. The cost per trip is experiencing an ongoing increase over the years.	Continue to coordinate with CareerSource PBC to determine how to best provide clients with innovative transportation services. CTC should consider formalized a trip prioritization matrix to mitigate potential future conflict.


Section	Key Findings	Recommendation
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5%. • Call hold time is less than two (2) minutes per call. <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Increasing public transit ridership goal of 25%. • On time performance goal of 90%. • Roadcalls of ≤ 1 per 10,000 miles. • Complaint ratio goal of ≤ 3 per 10,000 trips performed. • At-fault accident goal of ≤ 1 per 100,000 miles traveled. 	<p>The CTC's Office of Performance Management (OPM) should continue to evaluate current measurable goals and develop a strategic plan to achieve them (i.e., increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed-route, if their abilities allow.)</p>
Passenger Surveys	<p>Survey responses indicate concerns with on-time performance; late pick up or return pick up was an issue. Riders are requesting late-hour service.</p>	<p>CTC should consider evaluating rider's origin and destination trips; implement route optimization. Send text notifications to customers when there is a road closure, work zone, crash, or peak hour traffic delay.</p>
	<p>Customers expressed frustration with cash payment system. Asking for improving the payment process.</p>	<p>CTC should consider implementing digital payment/ digital cash to increase efficiency. Incorporate payment hardware like Software like Square, Clover Stripe, and ShopKeep.</p>
	<p>Customers expressed concerns with trip lengths; it can take 2-3 hours to travel 10 miles; some vehicles are overbooked, which increases delays. There are inconsistent instructions between drivers, customers, and guard gate officers.</p>	<p>CTC should consider upgrade their system and software or incorporate Google Map or Waze application.</p> <p>CTC should consider working with customers more closely to standardize gate access for drivers. Consider adding language on the application and interview process to mitigate potential guard gate access barriers.</p>



FY 2022 Community Transportation Coordinator (CTC) Evaluation Overview


TD LCB Meeting
May 24, 2023
Grég Gabriel

1



Contents

- Evaluation Overview
- Survey Results
- Findings & Recommendations
- Next Steps



2

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.
- Insurance
- Commission Standards
- Local Standards
- ADA Compliance
- On-Site Observation of the System
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

3

Overview: Evaluation Actions

CTD
Workbook



+

Surveys



+

Observational
Ride



+

LCB
Meeting

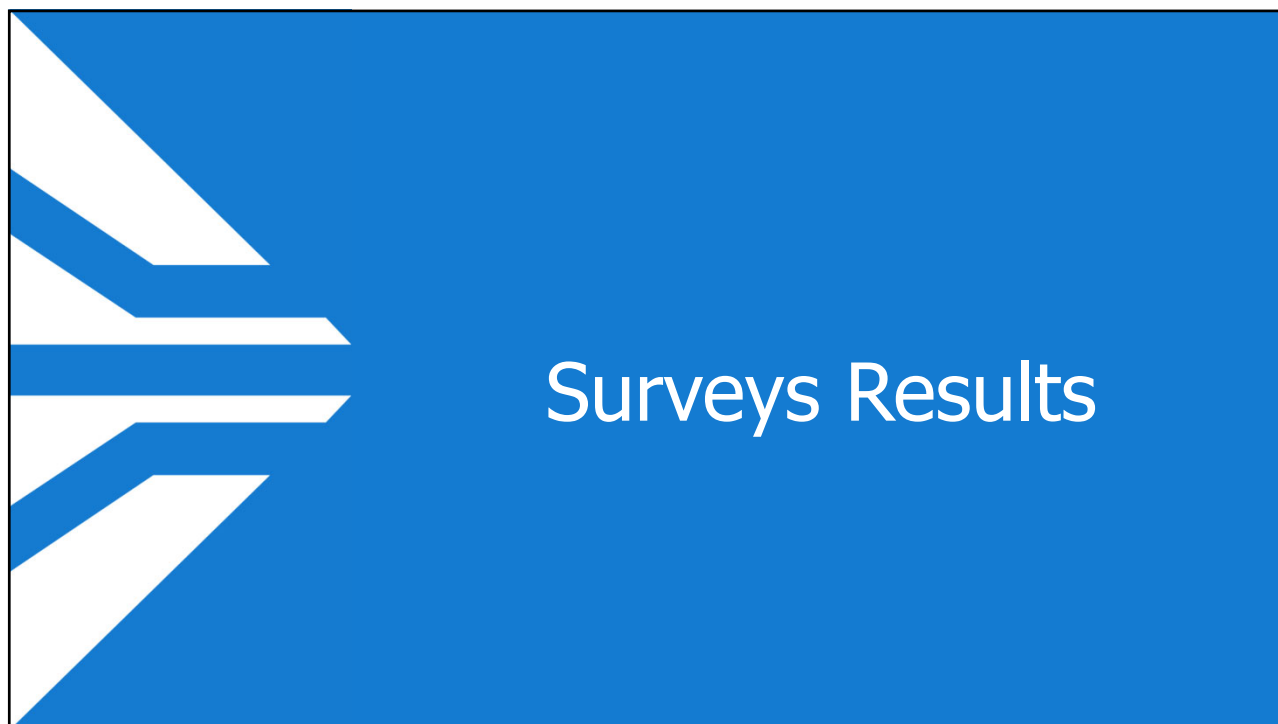


February 2023

April 2023

May 2023

4



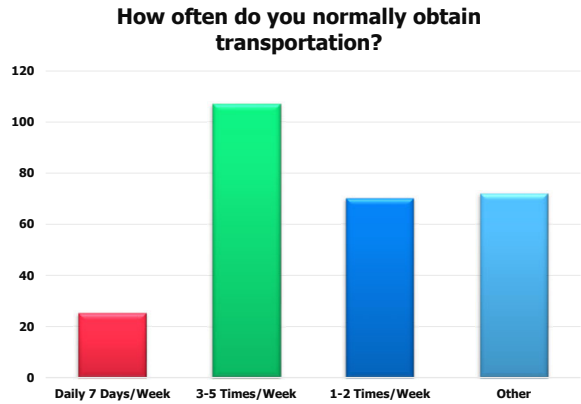
5

Overview Passenger Survey Results

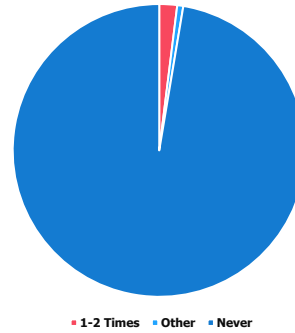
- **9** observational rides taken
- **113** rider phone surveys completed
- **554** riders emailed
- **263** online survey rider responses received

6

Passenger Surveys Results

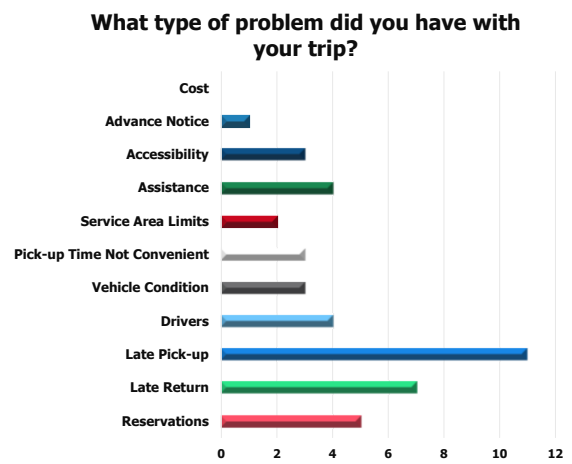
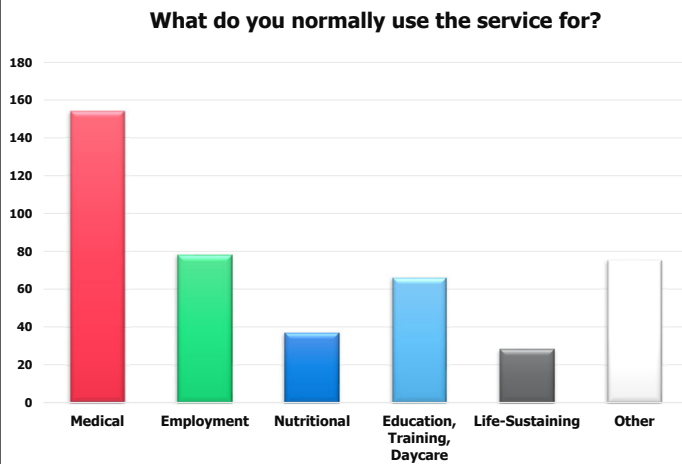


How many times in the last 6 months have you been refused transportation services?



7

Passenger Surveys Results



8

General Questions:

Key Findings

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

Recommendations

- Help eligible riders transition from fixed paratransit to fixed route
- Provide more educations and workshops
- Pilot a transit feeder service
- CTC should consider advocate to use appointment matrix

11

Chapter 427, F.S.

Key Findings

- School bus are not used in the TD program
- Goal to increase bus pass trips for paratransit customers
- Continuous COVID-19 impact
- Ongoing interview with riders to better match with services
- No agreement with CareerSource (CS) 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 CS to increase coordination

12

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 was 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 overbooked
- Inconsistent instructions between drivers, customers and guard gate officers


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

15



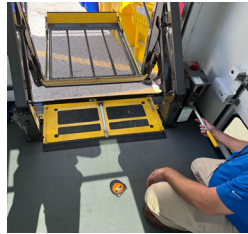
Next Steps

LCB	<ul style="list-style-type: none">• Submits review workbook• Update CTD as needed
CTD	<ul style="list-style-type: none">• Provides feedback
LCB	<ul style="list-style-type: none">• Review Report within 30 days
CTC	<ul style="list-style-type: none">• Provides Status Report within 30 working days

16


Thank You!

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





Questions?

Grég Gabriel
Lead Planner – Transit Coordinator + LCB Liaison
GGabriel@PalmBeachTPA.org



Transportation Disadvantaged (TD) Rate Model – 2023-2024



1

TD Rate Model – 2023-2024

- TD Program Description
- How rates are established
- Impact of changes to the rates
- TD allocates funds based on trips “billed” not on ALL TD Service Provided

2

Proposed Rates – 2023-2024

Trip Type	2020/ 2021	2021/ 2022 Revised	2022/ 2023	2023/ 2024 Calculated Rate	2023/ 2024 Proposed
Ambulatory	\$65.74	\$42.62	\$39.91	\$69.18	\$39.91
Non- Ambulatory	\$112.70	\$73.06	\$68.41	\$118.59	\$39.91

The Ambulatory Rate of **\$39.91** will be utilized for both Ambulatory and Wheel Chair trips.

3

Proposed Rates – 2023-2024

The proposed rate is consistent with the way Palm Beach County is billed for services.

The Rate Model Spreadsheet provides the option to INPUT the Desired Rate

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

	Combination Trip and Mile Rate			
	Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =	\$39.91	\$39.91	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =	\$2.27	\$7.10	\$0.00	\$0.00
			per passenger	per group

4

Current Conditions

- Emergency Contracts are now in effect.
- Rates may need to be adjusted mid-year based on results of RFP for paratransit services.
- TD allocates funds based on trips “billed” not on ALL TD Service Provided.
- The goal is not to reduce the number of TD Trips “billed”.
- Current TD Service will NOT be affected.

5

Tradeoffs of using the Rate as Calculated?

Trip Type	2022/ 2023	Trips	Billable Cost	2023/ 2024 42%↑	Billable Trips
Ambulatory	\$39.91	82,563	\$3,295,089	\$69.18	47,631
Non- Ambulatory	\$68.41	7,712	\$527,578	\$118.59	4,449
		90,275		(38,196)	52,079

6



Motion

The CTC respectfully
requests a Motion to Adopt
the proposed Rate Model.

Preliminary Information Worksheet

Version 1.4

CTC Name:	Palm Beach County Board of County Commissioners
County (Service Area):	Palm Beach
Contact Person:	Lou Ferri, Senior Manager Of Paratransit
Phone #	561.812.5350

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input checked="" type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

Once completed, proceed to the Worksheet entitled "Comprehensive Budget"

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
County: Palm Beach

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of 2023 to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)

Local Non-Govt

Farebox	\$ 2,362,014	\$ 1,686,300	\$ 2,059,500	-28.6%	22.1%	
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						
Compl. ADA Services						
County Cash	\$ 35,196,347	\$ 40,952,658	\$ 56,184,797	16.4%	37.2%	
County In-Kind, Contributed Services						
City Cash	\$ 64,952	\$ 66,900	\$ 68,900	3.0%	3.0%	
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 3,141,516	\$ 3,197,260	\$ 3,172,854	1.8%	-0.8%	
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307						
49 USC 5310						
49 USC 5311 (Operating)						
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
Bus Pass Program Revenue						

AHCA

Medicaid						
Other AHCA (specify in explanation)						
Bus Pass Program Revenue						

DCF

Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						

DOH

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						

DOE (state)

Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						

AWI

WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						

DOEA

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)	\$ 201,257	\$ 350,000	\$ 350,000	73.9%	0.0%	
Bus Pass Program Revenue						

DCA

Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners
 County: Palm Beach

1. Complete applicable **GREEN** cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from Oct 1st of 2021 to Sept 30th of 2022	Current Year's APPROVED Budget, as amended from Oct 1st of 2022 to Sept 30th of 2023	Upcoming Year's PROPOSED Budget from Oct 1st of <input type="text" value="2023"/> to Sept 30th of 2024	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price. Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues			
	from	What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate Subsidy Revenue EXcluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
	Oct 1st of 2023 to Sept 30th of 2024	3	4	5
1	2			

REVENUES (CTC/Operators ONLY)

Local Non-Govt

Farebox	\$ 2,059,500
Medicaid Co-Pay Received	\$ -
Donations/ Contributions	\$ -
In-Kind, Contributed Services	\$ -
Other	\$ -
Bus Pass Program Revenue	\$ -

\$ 2,059,500	\$ -	\$ -
	\$ -	
	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

Local Government

District School Board	\$ -
Compl. ADA Services	\$ -
County Cash	\$ 56,184,797
County In-Kind, Contributed Services	\$ -
City Cash	\$ 68,900
City In-kind, Contributed Services	\$ -
Other Cash	\$ -
Other In-Kind, Contributed Services	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 48,952,714	\$ 7,232,083	\$ 7,232,083
\$ -	\$ -	
\$ 68,900	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

CTD

Non-Spons. Trip Program	\$ 3,172,854
Non-Spons. Capital Equipment	\$ -
Rural Capital Equipment	\$ -
Other TD	\$ -
Bus Pass Program Revenue	\$ -

\$ 3,172,854	\$ -	\$ -
\$ -	\$ -	\$ -
\$ -	\$ -	\$ -
	\$ -	
\$ -	\$ -	

local match req.

\$ 352,539
\$ -
\$ -

USDOT & FDOT

49 USC 5307	\$ -
49 USC 5310	\$ -
49 USC 5311 (Operating)	\$ -
49 USC 5311(Capital)	\$ -
Block Grant	\$ -
Service Development	\$ -
Commuter Assistance	\$ -
Other DOT	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	\$ -
	\$ -	
\$ -	\$ -	\$ -
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	

AHCA

Medicaid	\$ -
Other AHCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
	\$ -	
\$ -	\$ -	

DCF

Alcoh, Drug & Mental Health	\$ -
Family Safety & Preservation	\$ -
Comm. Care Dis./Aging & Adult Serv.	\$ -
Other DCF	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

DOH

Children Medical Services	\$ -
County Public Health	\$ -
Other DOH	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

DOE (state)

Carl Perkins	\$ -
Div of Blind Services	\$ -
Vocational Rehabilitation	\$ -
Day Care Programs	\$ -
Other DOE	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
	\$ -	
\$ -	\$ -	

AWI

WAGES/Workforce Board	\$ -
AWI	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
	\$ -	
\$ -	\$ -	

DOEA

Older Americans Act	\$ -
Community Care for Elderly	\$ -
Other DOEA	\$ 350,000
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
\$ -	\$ -	
\$ 350,000	\$ -	
\$ -	\$ -	

DCA

Community Services	\$ -
Other DCA	\$ -
Bus Pass Program Revenue	\$ -

\$ -	\$ -	
	\$ -	
\$ -	\$ -	

YELLOW cells
are **NEVER** Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying
Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be **GENERATED** through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and **NOT** Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the **Purchase of Capital Equipment** if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Palm Beach County Board of County Commissioners

County: Palm Beach

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's BUDGETED Revenues	What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> EX cluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	\$ -	\$ -	\$ -	
Developmental Services	\$ -	\$ -	\$ -	
Other APD	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
DJJ				
DJJ	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Fed or State				
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
xxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Other Revenues				
Interest Earnings	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
xxxx	\$ -	\$ -	\$ -	
Bus Pass Program Revenue	\$ -	\$ -	\$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	\$ -	\$ -	\$ -	
Total Revenues =	\$ 61,836,051	\$ 54,603,968	\$ 7,232,083	\$ 7,232,083

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 4,511,561
Fringe Benefits	\$ 2,002,455
Services	\$ -
Materials and Supplies	\$ 38,300
Utilities	\$ 242,500
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 47,951,191
Other	\$ 210,500
Miscellaneous	\$ -
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ -
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ 6,879,544
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ -
Total Expenditures =	\$ 61,836,051
minus EXCLUDED Subsidy Revenue =	\$ 7,232,083
Budgeted Total Expenditures INCLUDED in	
Rate Base =	\$ 54,603,968
Rate Base Adjustment ¹ =	<input type="text"/>
Adjusted Expenditures Included in Rate	
Base =	\$ 54,603,968

\$ -
Amount of
Budgeted Operating
Rate Subsidy
Revenue

¹ Rate Base Adjustment Cell

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

¹ The Difference between Expenses and Revenues for Fiscal Year: **2021 - 2022**

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

Worksheet for Program-wide Rates

CTC: Palm Beach County Version 1.4
 County: Palm Beach

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips (GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	9,101,745
Rate Per Passenger Mile = \$	6.00
Total <u>Projected</u> Passenger Trips =	751,714
Rate Per Passenger Trip = \$	72.64

Fiscal Year

2023 - 2024

Avg. Passenger Trip Length =	12.1 Miles
-------------------------------------	-------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	6.79
Rate Per Passenger Trip = \$	82.26

Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"

Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Palm Beach County
 County: Palm Beach

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	STOP! Do NOT Complete Sections II - V for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
Answer # 2 for Ambulatory Service	Answer # 2 for Wheelchair Service	Do Not Complete Section II for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
		Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?
 How many of the total projected Passenger Miles relate to the contracted service?
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank		

Effective Rate for Contracted Services:

per Passenger Mile =
 per Passenger Trip =

Ambulatory	Wheelchair	Stretcher	Group
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above =
 Rate per Passenger Mile for Balance =

Combination Trip and Mile Rate			
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Do NOT Complete Section II for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: **Palm Beach Cou** Version 1.4
 County: **Palm Beach**

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

SECTION III: Escort Service

1. Do you want to charge all escorts a fee?.....
 Yes
 No
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR
 per passenger mile?.....
 Pass. Trip **Leave Blank**
 Pass. Mile
3. If you answered Yes to # 1 and completed # 2, for how many of the projected
 Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort?..... Leave Blank

SECTION IV: Group Service Loading

1. If the message "**You Must Complete This Section**" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank).....
Do NOT Complete Section IV
- And what is the projected total number of Group Vehicle Revenue Miles? Loading Rate **0.00** to 1.00

SECTION V: Rate Calculations for Multiple Services:

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically
 * Miles and Trips you input must sum to the total for all Services entered on the "Program-wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above
 * Be sure to leave the service BLANK if you answered NO in Section I or YES to question #2 in Section II

		RATES FOR FY: 2023 - 2024			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	9,101,745	8,282,588	819,157	Leave Blank	Leave Blank
Rate per Passenger Mile =		\$5.64	\$9.66	\$0.00	\$0.00
				per passenger	per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	751,714	699,094	52,620	Leave Blank	Leave Blank
Rate per Passenger Trip =		\$69.18	\$118.59	\$0.00	\$0.00
				per passenger	per group

2. If you answered # 1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services,...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =		\$39.91	\$39.91	Leave Blank	Leave Blank
Rate per Passenger Mile for Balance =		\$2.27	\$7.10	\$0.00	\$0.00
				per passenger	per group

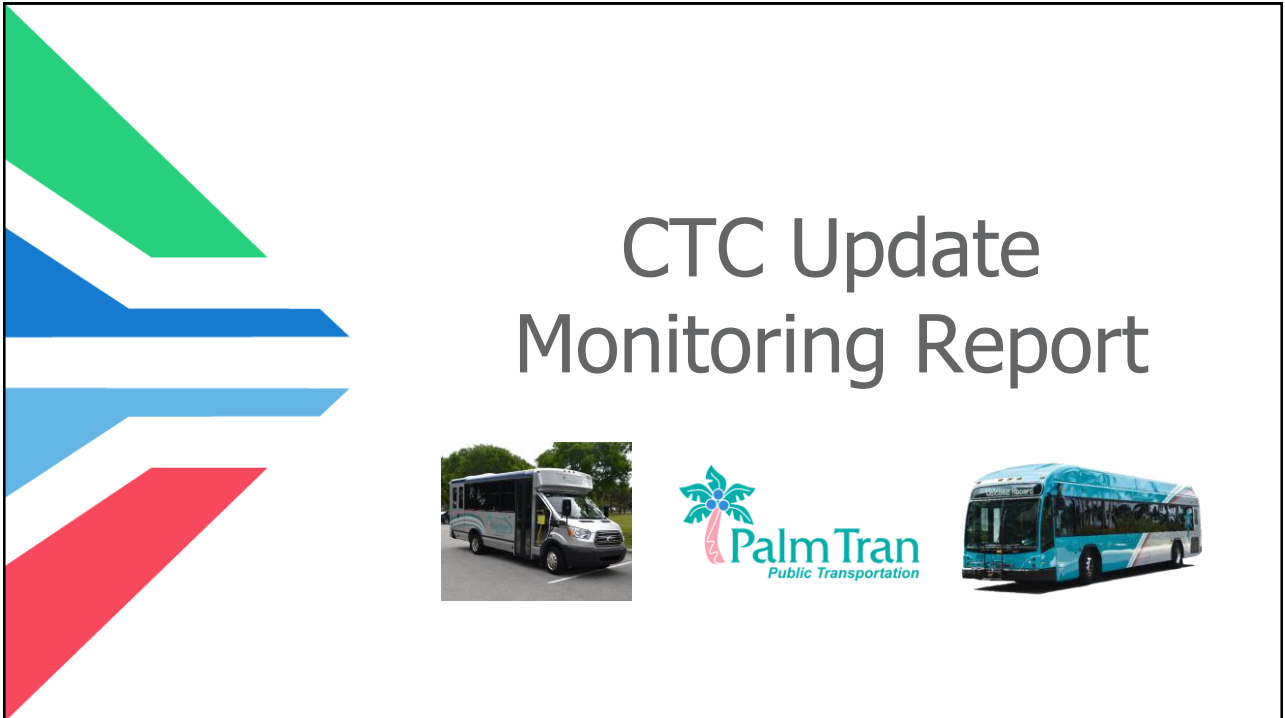
		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$6.38	\$10.94	\$0.00	\$0.00
				per passenger	per group
Rate per Passenger Trip =		\$78.34	\$134.30	\$0.00	\$0.00
				per passenger	per group

Worksheet for Multiple Service Rates

CTC: **Palm Beach Cou** Version 1.4
County: **Palm Beach**


1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

Program These Rates Into Your Medicaid Encounter Data



CTC Monitoring Report

- Florida Commission for the Transportation Disadvantaged contracted with Thomas Howell Ferguson P.A. to perform the onsite monitoring tests of Community Transportation Coordinators (CTC) to ensure compliance with Florida State Statutes and Florida Administrative Code and applicable federal and state grant and contract requirements.
- First goal is to identify any areas of noncompliance with Florida State Statutes and Florida Administrative Code, identify these as findings and recommend actions that would result in resolution of the findings.



CTC Monitoring Report

- Second goal is to identify areas where there are possibilities for improvement and communicate these in the form of suggestions.
- Third goal is to document the results of CTC monitoring/oversight processes in a written report.



3

CTC Monitoring Report

- Prior Year Findings
 - Monitoring Period = July 1, 2018 through June 30, 2019
 - **No findings were noted in the prior year.**
- Current Year Findings
 - Monitoring Period = July 1, 2020 through June 30, 2021
 - **Finding:** During invoice testing, monitor noted that two out of the forty riders selected for testing did not have eligibility applications on file.

4

CTC Monitoring Report

- **Cause:** The CTC was previously certifying riders with permanent disabilities for extended periods of time and not requiring the riders to submit updated applications. The two rider applications had been placed into storage and the CTC was not able to obtain them before the open item extension expired. Currently the CTC recertifies annually so this should not be an issue moving forward.
- **Recommendation:** We recommend that the CTC inspect the files for every rider for which a TD funded trip is provided. Each rider should have a current application on file that clearly identifies the eligibility criteria upon which the eligibility determination was made and includes proper documentation to support the eligibility decision.

5

Palm Tran Service Update

Palm Tran ridership across all modes of service (Fixed-Route, Connection, Go Glades) in March 2023 was 766,583 which is a **18.4% increase** compared to the **647,350** passengers for the same period in 2022 and a **12.27% increase** compared to the 682,812 passengers reported during the previous month of February 2023.

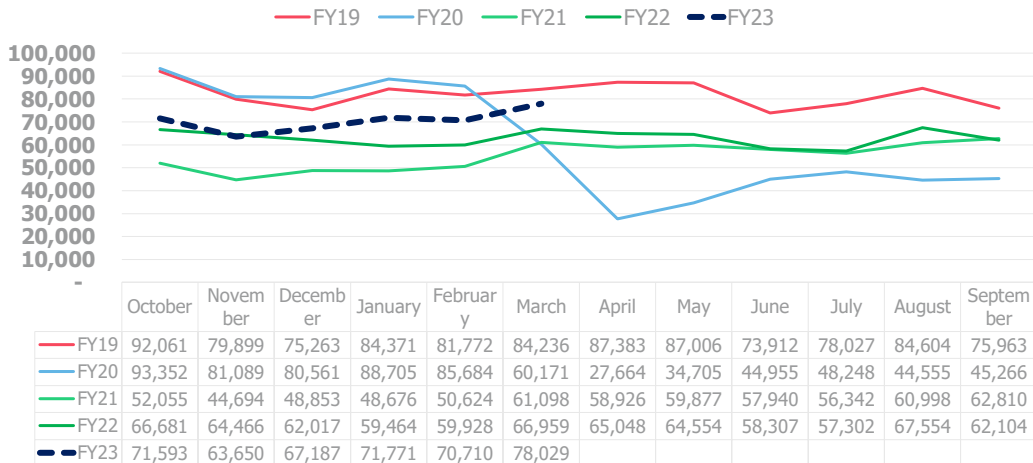


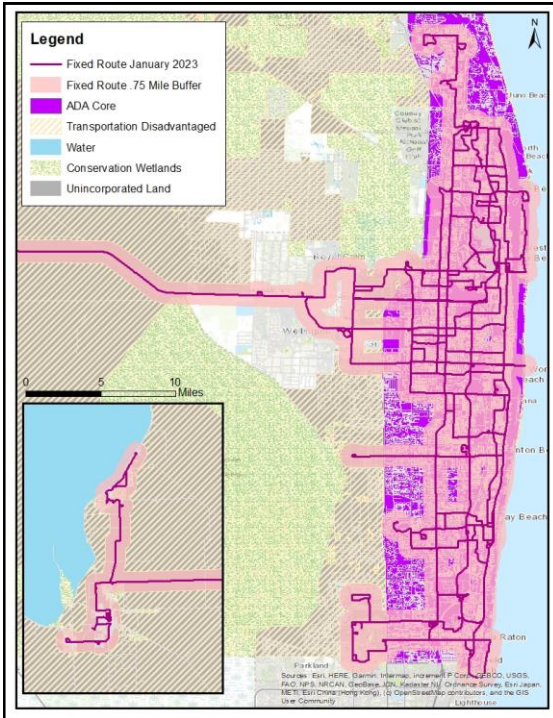
6

Palm Tran Service Update

- Ridership in FY2023 is currently **15.1%** higher compared to FY2022. (*Oct. to Mar.*)
- Compared to Pre-COVID-19, ridership is currently at **+89.8%**.
- Palm Tran is currently transporting **29K** daily weekly riders across all modes.
- The Go Glades service reported the highest monthly ridership since the service started in December 2018 at 10,434 passengers.
- March 2023 marks the **highest monthly ridership** since March 2020, when the Covid-19 pandemic first hit.

Service Update





Cost and Efficiency Opportunity

- .75 mile requirement not enforced
- Provides service throughout entire county
- No cap on TD service



TD Ridership and Complaint Report

Month	TD Ridership	Raw Complaints	Valid
February	8,696	10	5
March	9,458	8	6
April	8,933	4	4

Valid complaints: Discourteous (4), Late Drop off (3), Late Pick Up (2), Driver No Assistance (2), Other (2), On-Board Violation (1)
Vehicle No-Show (1)

Legislative Day March 16, 2023

- Each year during session the Capitol sponsors a Transportation Legislative Day which affords the opportunity for the legislators to hear from the actual people the TD program helps.
- Group of non-partisan volunteers who meet with legislators on behalf of Palm Beach County encourage the legislators to maintain the current level of public transportation funding and motivate them to increase the future funding for public transportation.
- 22nd year the advocates took the trip.
- The goal is to put a face to the Transportation Disadvantaged program.



Legislative Day March 16, 2023



3.A.2

Independent Accountants' Report on Compliance Consulting Services

2020-21 Compliance Monitoring Report

**Palm Beach Board of County Commissioners
Palm Tran Connection, Palm Beach County Community Transportation Coordinator**

**Compliance Consulting Services
Palm Beach Board of County Commissioners
Palm Tran Connection, Palm Beach County Community Transportation Coordinator
2020-21 Compliance Monitoring Report**

Contents

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Suggestions Letter.....	6

April 18, 2023

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Palm Beach County Board of County Commissioners
Palm Tran Connection, Palm Beach County Community Transportation Coordinator
Palm Beach, FL

We have performed specific compliance consulting services as enumerated in FCTD's 2020-21 monitoring tool. These services were contracted by the Florida Commission for the Transportation Disadvantaged (FCTD) to comply with its programmatic oversight and monitoring responsibilities related to:

- *Florida Statutes Chapter 427*
- *Florida Administrative Code Rule 41-2*
- *Florida Administrative Code Rule 14-90*
- *The Transportation Disadvantaged Service Plan (TDSP)*
- *The System Safety Program Plan (SSPP)*
- *The FCTD Memorandum of Agreement (MOA)*

These consulting services were conducted in accordance with the Statements on Standards for Consulting Services established by the American Institute of Certified Public Accountants. The sufficiency of the consulting services is solely the responsibility of FCTD. Consequently, we make no representations regarding the sufficiency of the consulting services performed, either for the purpose for which this report has been requested or for any other purpose.

On January 25, 2023 through January 26, 2023 we visited Palm Beach County Board of County Commissioners and performed compliance consulting services as summarized in FCTD's 2020-21 compliance monitoring tool for the period of July 1, 2020 through June 30, 2021. The procedures performed and our related findings begin on page 2 of this report.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the CTC's compliance with the statutes, plans, and agreements identified above. Accordingly, we do not express such an opinion.

This report is intended solely for the information and use of FCTD, the CTC's governing board and CTC's management, and is not intended to be and should not be used by anyone other than these specified parties.



Thomas Howell Ferguson P.A.
Tallahassee, Florida

**Palm Beach County Board of County Commissioners
Palm Tran Connection, Palm Beach County Community Transportation Coordinator
2020-21 Compliance Monitoring Report**

Executive Summary

Organization Environment: Urban
Organization Type: Government
Network Type: Partial Brokerage

CTC Overview

Palm Beach County Board of County Commissioners was designated by the Commission to be the Community Transportation Coordinator (CTC) for Palm Beach County with the most recent designation being effective July 1, 2022. A summary of data metrics related to the CTC’s operational results which were extracted from the Trip & Equipment Grant invoices submitted to FCTD during the periods July 1, 2019 through June 30, 2020, as well as July 1, 2020 through June 30, 2021, are as follows:

CTC Trip & Equipment Grant Invoice Data	Fiscal Year Ended June 30, 2020	Fiscal Year Ended June 30, 2021
Number of total trips	89,095	70,638
Number of total miles	1,184,904	905,050
Number of trips that crossed County lines	-	-
Number of unduplicated riders	1,682	1,296
Average miles per trip	13.30	12.81
Average time per trip	51 Minutes	40 Minutes
Average amount invoiced per trip	\$26.85	\$35.44

*****Data is included for informational purposes only**

Findings

We performed specific compliance consulting services based on the detailed testing tasks identified in the FCTD’s 2020-21 monitoring tool. Our procedures were performed using firm and professional standards. A summary of the testing categories used during this engagement and the related monitoring results are provided as follows:

Monitoring Results/Issues	Prior Year Findings - Resolved	Prior Year Findings - Unresolved	Current Year Findings
General Information	-	-	-
Florida Statutes Chapter 427	-	-	1
Florida Administrative Code Rule 41-2	-	-	-
Florida Administrative Code Rule 14-90	-	-	-
Internal Control Survey	-	-	-
Financial Activity Analysis	-	-	-
TD Rate Calculation	-	-	-
TOTAL	-	-	1

Detailed information about these findings is provided in the following Schedule of Findings. If the CTC has current year findings, it must submit a Corrective Action Plan response to FCTD within 30 days of receipt of this report. If you have questions about the Corrective Action Plan process, please contact your FCTD Project Manager.

**Palm Beach County Board of County Commissioners
Palm Tran Connection, Palm Beach County Community Transportation Coordinator
2020-21 Compliance Monitoring Report**

Executive Summary

Suggestions

Other matters or circumstances may have been noted by us as we completed the indicated monitoring tasks. Detailed information about these observations and our related suggestion is provided in the following Suggestions Letter. The suggestion resulting from our site visit is summarized as follows:

- **Suggestion #1** – Enhance AOR and TD Rate Model Procedure.

This correspondence, including all attachments, is intended solely for the information and use of the FCTD, CTC management, and the CTC's governing board and is not intended to be and should not be used by anyone other than these specified parties.

**Palm Beach County Board of County Commissioners
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2020-21 Compliance Monitoring Report**

Schedule of Findings

Findings

We performed specific compliance consulting services based on the detailed testing tasks listed in FCTD's 2020-21 monitoring tool. The monitoring procedures performed included sufficient tests of details of transactions, file inspections, and inquiries (1) to determine the status of recommendations from the prior year monitoring visit(s) and (2) to adequately support the current year findings and recommendations. Detailed information for these items is disclosed in the following section of this report.

Prior Year Findings – Monitoring Period = July 1, 2018 through June 30, 2019

No findings were noted in the prior year.

Current Year Findings – Monitoring Period = July 1, 2020 through June 30, 2021

Finding # Palm Beach CTC 2020-21-001

Florida Statutes Chapter 427

Finding: During invoice testing, monitor noted that two out of the forty riders selected for testing did not have eligibility applications on file.

Criteria: Florida Statutes Chapter 427.0155(7); FCTD Trip and Equipment Grant, Contract Number G1O22 Sections 4.10, 6.40, 6.60 and Exhibit A; TD Trust Fund Eligibility Criteria

Cause: The CTC was previously certifying riders with permanent disabilities for extended periods of time and not requiring the riders to submit updated applications. The two rider applications had been placed into storage and the CTC was not able to obtain them before the open item extension expired. Currently the CTC recertifies annually so this should not be an issue moving forward.

Effect: Noncompliance with FCTD Trip and Equipment Grant Agreement G1O22 – Sections 4.10, 6.40, 6.60 and Exhibit A. Trips billed to FCTD that are not supported by properly completed and signed eligibility applications may be disallowed by FCTD. Lack of documented eligibility may result in the CTC being required to refund FCTD for all ineligible invoiced trips.

Recommendation(s): We recommend that the CTC inspect the files for every rider for which a TD funded trip is provided. Each rider should have a current application on file that clearly identifies the eligibility criteria upon which the eligibility determination was made and includes proper documentation to support the eligibility decision. The CTC should, as part of its corrective action, provide FCTD with all written policies relevant to this finding and its resolution. Existing policies and procedures should be evaluated to determine if revisions are needed to ensure that updated rider applications and documented eligibility decisions are on file.

**Palm Beach County Board of County Commissioners
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Schedule of Findings

Other Testing Categories:

General Information – No findings were noted in the current monitoring period.

Florida Administrative Code Rule 41-2 – No findings were noted in the current monitoring period.

Florida Administrative Code Rule 14-90 – No findings were noted in the current monitoring period.

Internal Control Survey – No findings were noted in the current monitoring period.

Financial Activity Analysis – No findings were noted in the current monitoring period.

TD Rate Calculation – No findings were noted in the current monitoring period.

Suggestions Letter

April 18, 2023

Florida Commission for the Transportation Disadvantaged
Tallahassee, Florida

Palm Beach County Board of County Commissioners
Palm Tran Connection, Palm Beach County Community Transportation Coordinator
Palm Beach, FL

In planning and performing the specific compliance consulting services for Palm Beach County Board of County Commissioners (the CTC) for the period July 1, 2020 through June 30, 2021, we considered the CTC's program activities, its operating model, and disclosed internal controls in order to complete the tasks identified in FCTD's monitoring tool and not to provide assurance on the entity's internal control.

However, during this monitoring engagement, we became aware of certain matters that are opportunities for strengthening internal control and/or operating efficiency. In our report dated April 18, 2023, we reported on CTC's instances of noncompliance with the types of compliance requirements that could have a significant effect on the state programs monitored by FCTD. This letter does not affect that report.

We recommend FCTD review the status of these comments during the next monitoring cycle. We have discussed these comments and suggestions with the CTC's management. We would be pleased to discuss these comments, which are described below, in further detail at your convenience, to perform any additional study of these matters, or to assist you with implementation of the recommendations.

Suggestions from 2020-21 Onsite Monitoring Visit

Suggestion #1– Enhance AOR and TD Rate Model Procedure.

While the CTC does have documented procedures for preparing the AOR and TD Rate Model documents, those procedures could be enhanced to provide a more robust audit trail and to more readily facilitate a change in preparer or reviewer responsibilities. We recommend the CTC further enhance written procedures regarding the preparation of the AOR and Rate Model documents. Supporting documentation used to prepare those documents should be maintained along with documentation of any assumptions used. Approved policies and procedures must, at a minimum, include the specific source documents used to prepare the AOR and Rate Model, how such documentation will be maintained, specific identification of the position responsible for preparing and the additional position responsible for independently reviewing the AOR and Rate Model prior to submission to the FCTD, and how the preparer and reviewer will evidence their roles in the process (e.g. initial and date each document).



Thomas Howell Ferguson P.A.
Tallahassee, Florida

FY 24 Timeline

Dates subject to change.

