

Connection Efficiencies Project (CEP)

Deep dive study of
Palm Tran
Connection service



Recommendations Approved

Enhanced Eligibility
process implemented
in **February 2021** as a
phone interview

Initiative 2
implemented in
July 2023

1

- Instead of “registration process” - Enhanced Eligibility assessment process

2

- Exploration of over-flow option (Uber/Lyft/Taxi type service) to improve service

3

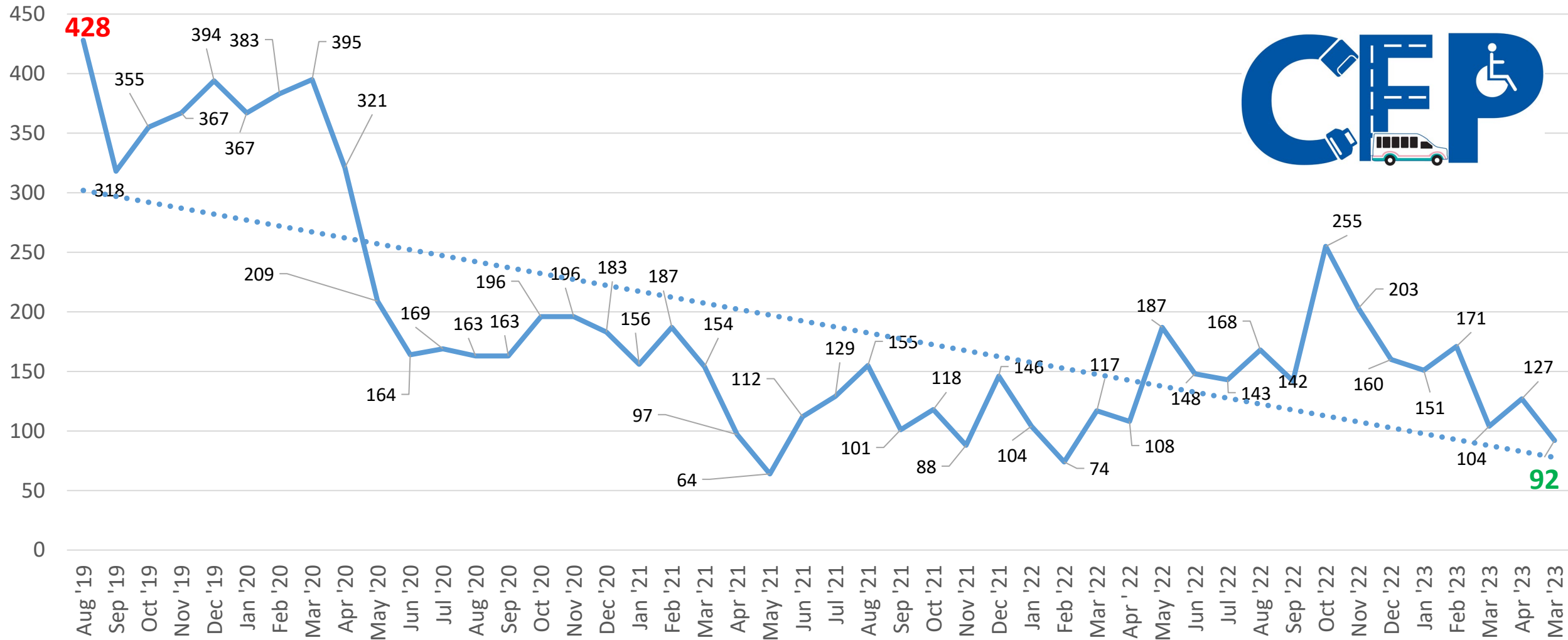
- Non-ADA transportation alternatives/redefine service area and paratransit program parameters

Phase 1. Eligibility Efficiency Success!

New Enhanced Eligibility Process: More detailed assessment



Shows decline in monthly clients approved for service after new Telephone Assessment Process Implemented



Phase 2. Alternative Transportation Initiative

The emergency contract with First Transit (Transdev) for 2023 included a provision to move forward with the second phase of the CEP. The contract allows for an overflow option utilizing TNC companies UZURV and Lyft.

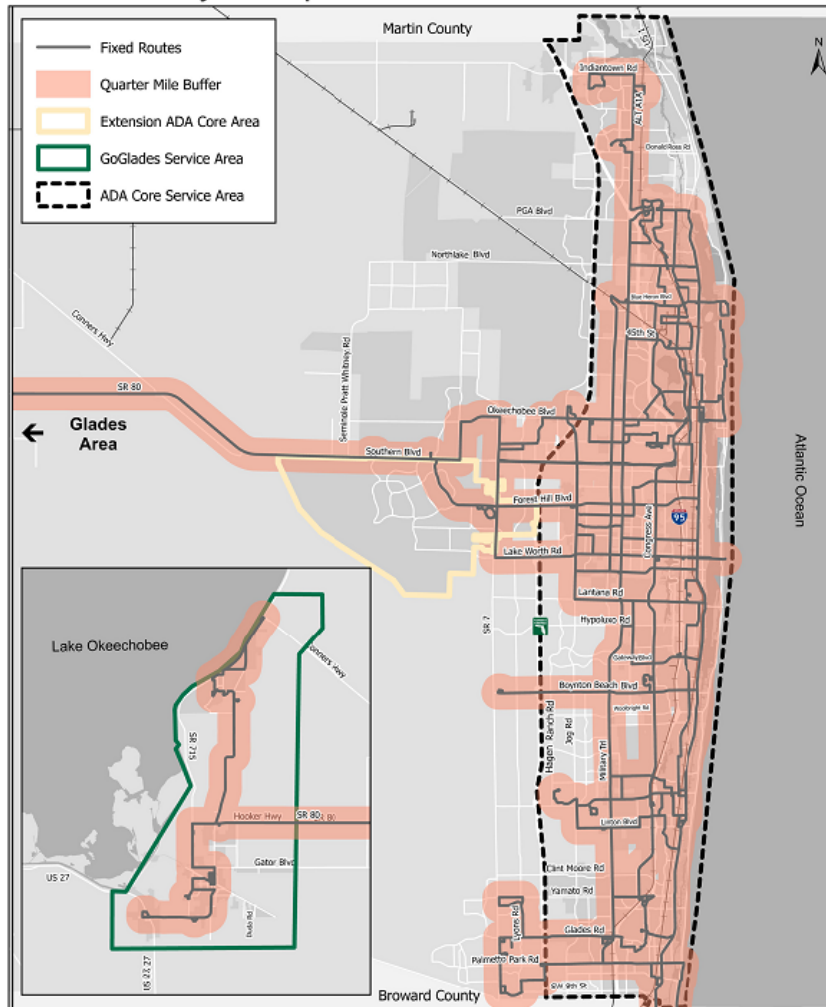
The UZURV overflow option was implemented in July. Customers like it and we have gained more capacity on the paratransit side with up to 160 daily trips. The utilization of Lyft through our "Rider's Choice" program is anticipated to start in mid-August.

The third phase of the CEP, the development of non-ADA service is being worked on by our consultant Delta Services and options will be presented to the BCC in September's Workshop.



Phase 3. Program Re-evaluation and Non-ADA Alternatives

Palm Tran Connection
System Map with Buffer Zone and ADA Area



Date: 3/7/2023

Document Path: C:\TPA\Palm Beach TPA\Projects - Documents\Transit\TD_LCB\MapMap.aprx



Cost and Efficiency Opportunity

- 3/4 requirement not enforced
- Provides service with out restrictions throughout entire county
- No cap on TD service