



CTC UPDATE



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.





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.



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.

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.

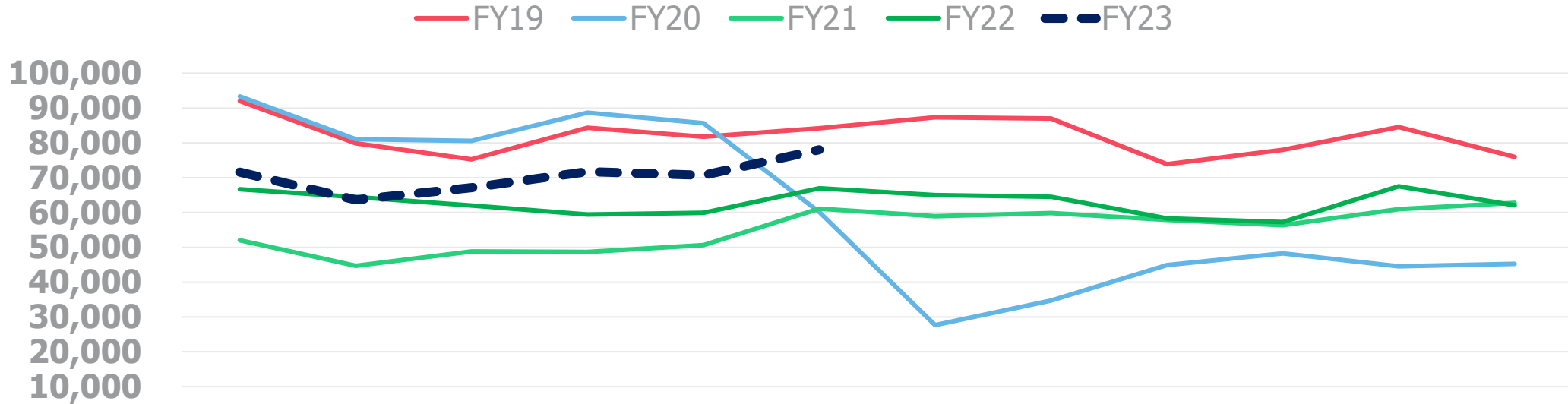




Palm Tran Service Update

- 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.

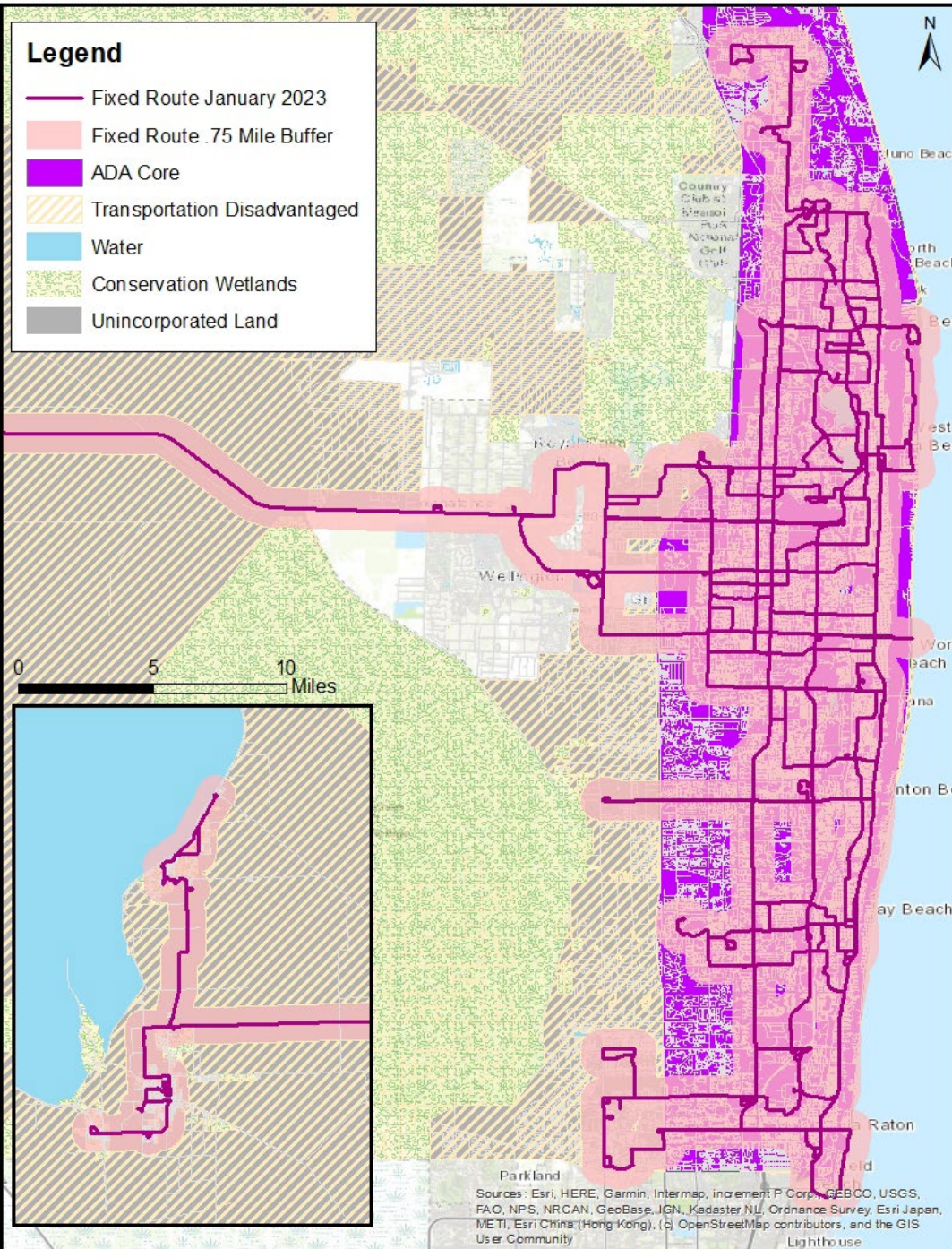
Service Update



	October	November	December	January	February	March	April	May	June	July	August	September
— FY19	92,061	79,899	75,263	84,371	81,772	84,236	87,383	87,006	73,912	78,027	84,604	75,963
— FY20	93,352	81,089	80,561	88,705	85,684	60,171	27,664	34,705	44,955	48,248	44,555	45,266
— FY21	52,055	44,694	48,853	48,676	50,624	61,098	58,926	59,877	57,940	56,342	60,998	62,810
— FY22	66,681	64,466	62,017	59,464	59,928	66,959	65,048	64,554	58,307	57,302	67,554	62,104
- - - FY23	71,593	63,650	67,187	71,771	70,710	78,029						

Cost and Efficiency Opportunity

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





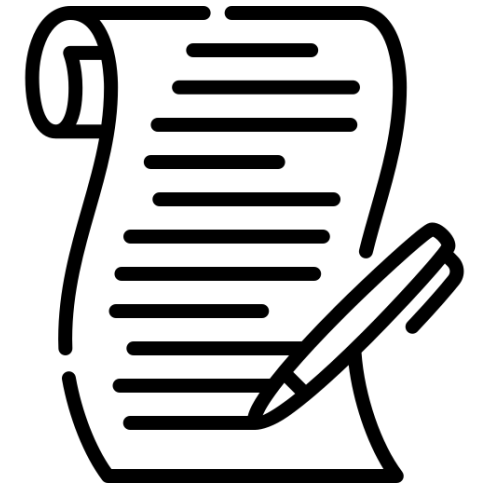
TD Ridership and Complaint Report

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), 4)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.



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