PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS

WORKSHOP SUMMARY

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Meeting Date: **July 9, 2024**

Department: **Palm Tran**

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I. EXECUTIVE BRIEF

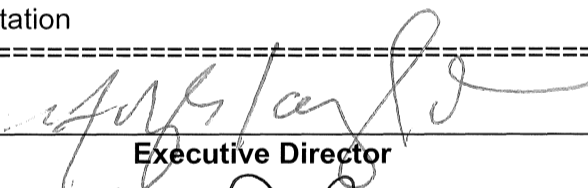**Title: Palm Tran Connection Overview and RFP Discussion**

Summary: This workshop is dedicated to the discussion of Palm Tran's Paratransit program – Palm Tran Connection. Palm Tran will provide an update on the current state of this program and program changes aimed towards efficiency, cost-saving strategies, and the issuance of a new Request for Proposal (RFP) for paratransit and Go Glades services. **Countywide (MM)**

Background and Policy Issues: On March 26, 2024, Palm Tran brought a five (5) year contract for paratransit/Go Glades services with First Transit, Inc. to the Board of County Commissioners (BCC) for approval. The BCC directed staff to enter into a one (1) year contract with the existing contractors (MV Transportation, Inc. and First Transit, Inc.) for the paratransit services and Go Glades service and prepare a new RFP for these services. At this workshop, Palm Tran will ask for BCC direction on paratransit services to prepare for the issuance of the RFP for paratransit services. Staff will also ask for direction on moving forward with initiatives targeted in the Connection Efficiency Project to address the growing costs of paratransit services

Attachments:
   1. PowerPoint Presentation

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Recommended by: _____   26 June 2024
                                    Executive Director   Date
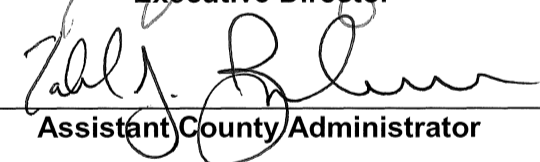
Approved By: _____   7/3/24
                            Assistant County Administrator   Date

II. FISCAL IMPACT ANALYSIS

A. **Five Year Summary of Fiscal Impact:**

Fiscal Years	2024	2025	2026	2027	2028
Capital Expenditures					
Operating Costs					
External Revenues					
Program Income(County)					
In-Kind Match(County					
NET FISCAL IMPACT					
#ADDITIONAL FTE					
POSITIONS (CUMULATIVE					

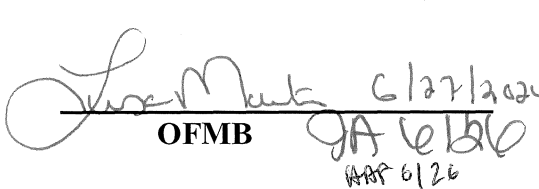|			
Is Item Included in the current Budget?	☐Yes	☒ No
Does this item include the use of federal funds?	☐Yes	☒ No
Does this item include the use of state funds?	☐Yes	☒ No

Budget Account No: Fund   Agency   Organization   Object

B. **Recommended Sources of Funds/Summary of Fiscal Impact:**

C. **Departmental Fiscal Review:** _____

Lyne Johnson, Director of Admin Services

III. REVIEW COMMENTS:

A.   **OFMB Fiscal and/or Contract Dev. and Control Comments:**

OFMB   6/27/2024   Contract Dev. & Control 6/27/24

B.   **Legal Sufficiency**

7/2/24

Assistant County Attorney

C.   **Other Department Review**

_____

Department Director

(THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.)

Paratransit Service Recommendations & RFP Status

BCC Workshop - July 9, 2024

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AGENDA

- 📍 **Overview**

- 🚌 **Connection Efficiency Project Status**

- 💰 **Challenges & Opportunities**

- 🚐 **RFP Modifications** (Previous & Future)

- ⚙️ **Board Direction**

OVERVIEW OF SERVICES

Americans with Disabilities Act (ADA)

Service Area
¾ of a mile of a bus route and extended core area.

Service Hours
Same hours and time as regular bus service.

Eligibility Requirements
An individual must have a disability, which prevents them from riding the fixed-route bus.

Transportation Disadvantaged (TD)

Service Area
Anywhere in Palm Beach County

Service Hours
Same hours and time as regular bus service.

Eligibility Requirements
Submit proof of income, or a physician completed medical verification form and their completed application.

Division of Senior Services (DOSS)

Service Area
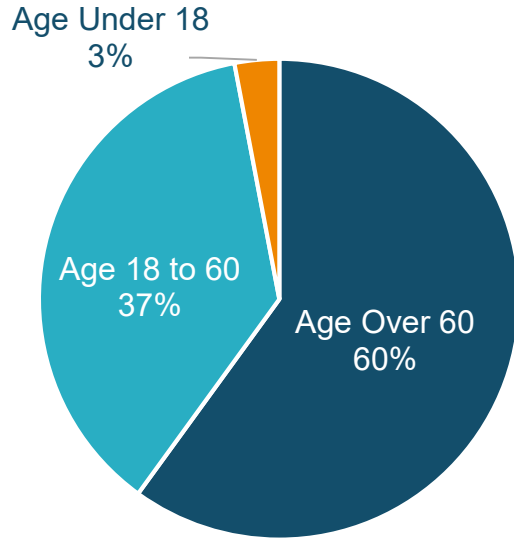Senior centers during pre-assigned appointment times.

Service Hours
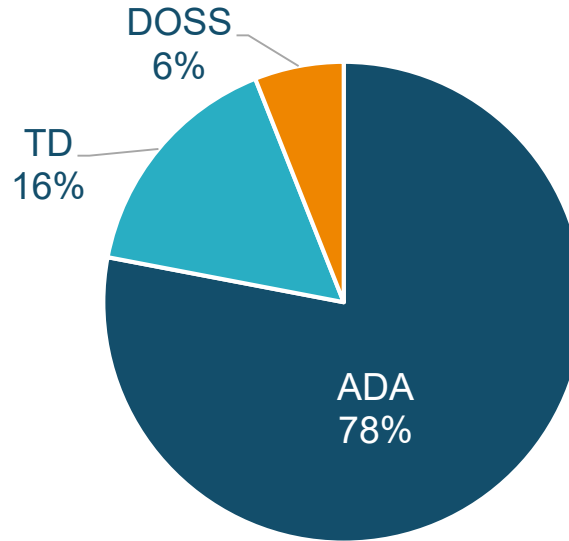Monday – Friday, 8am – 5pm, excluding major holidays.

Eligibility Requirements
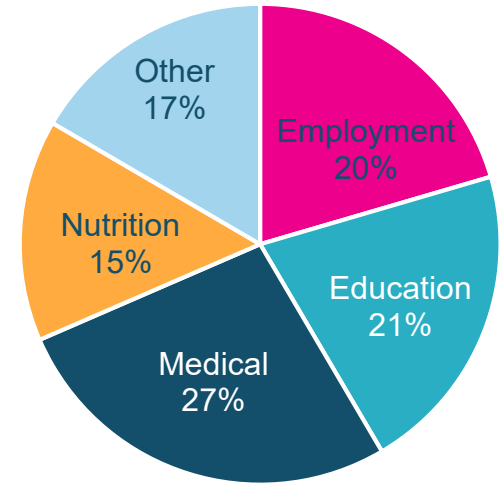Individuals age 60+ as established by the Older Americans Act (OAA) eligibility guidelines.

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Who We Serve

- Age Under 18 — 3%
- Age 18 to 60 — 37%
- Age Over 60 — 60%

Programs

- DOSS — 6%
- TD — 16%
- ADA — 78%

Travel Reasons

- Other — 17%
- Employment — 20%
- Education — 21%
- Medical — 27%
- Nutrition — 15%

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MODES OF SERVICE & FUNDING

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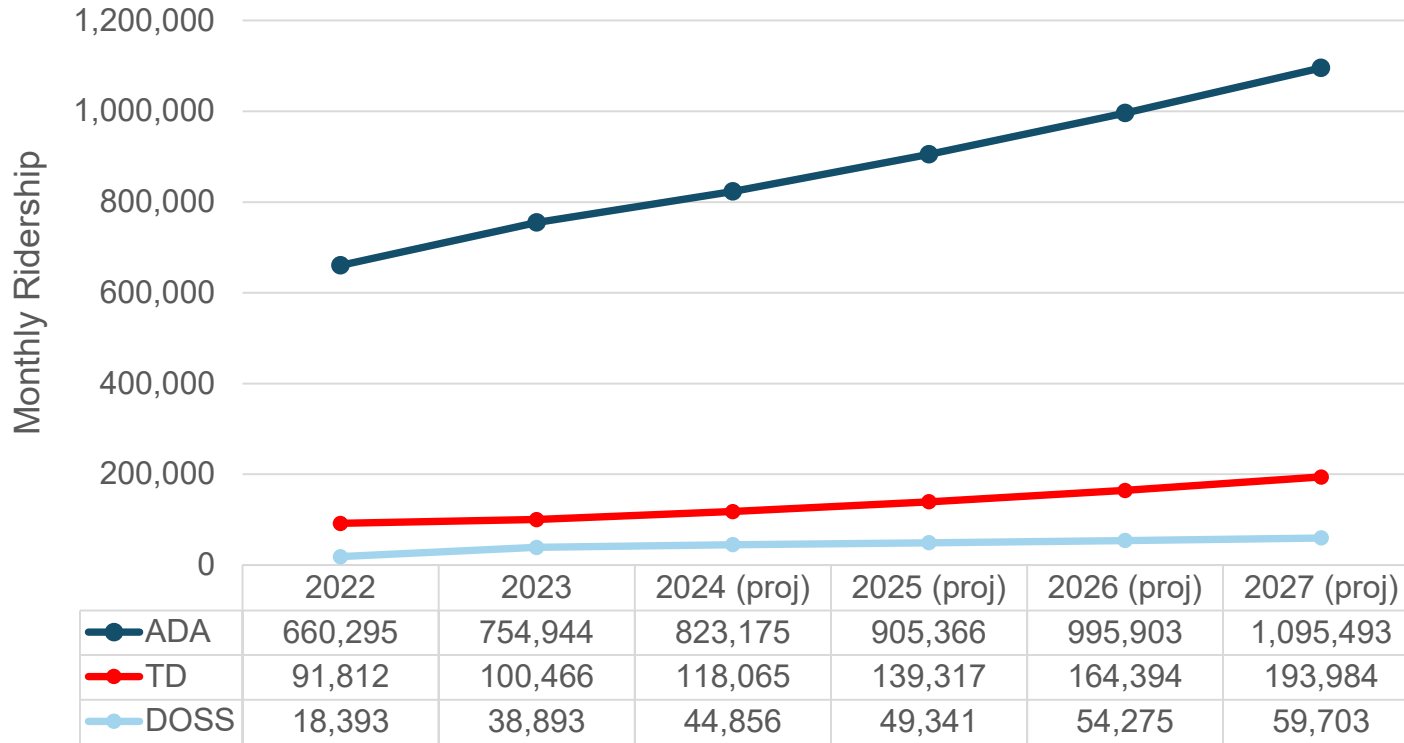
5

SERVICE AREA

- ✓ Unincorporated Areas
- ✓ Town of Loxahatchee Groves
- ✓ Village of Royal Palm Beach
- ✓ Village of Wellington

- ✓ Village Tequesta
- ✓ Town of Jupiter
- ✓ Town of Juno Beach
- ✓ City of Palm Beach Gardens
- ✓ Town of Palm Beach

- ✓ Manalapan
- ✓ City of Boynton Beach
- ✓ City of Delray Beach
- ✓ Unincorporated Areas

- ✓ City of Boca Raton
- ✓ City of Pahokee
- ✓ City of Belle Glade

Legend
- Fixed Route January 2023
- Fixed Route .75 Mile Buffer
- ADA Core
- Transportation Disadvantaged
- Water
- Conservation Wetlands
- Unincorporated Land

RIDERSHIP TRENDS

	2022	2023	2024 (proj)	2025 (proj)	2026 (proj)	2027 (proj)
ADA	660,295	754,944	823,175	905,366	995,903	1,095,493
TD	91,812	100,466	118,065	139,317	164,394	193,984
DOSS	18,393	38,893	44,856	49,341	54,275	59,703
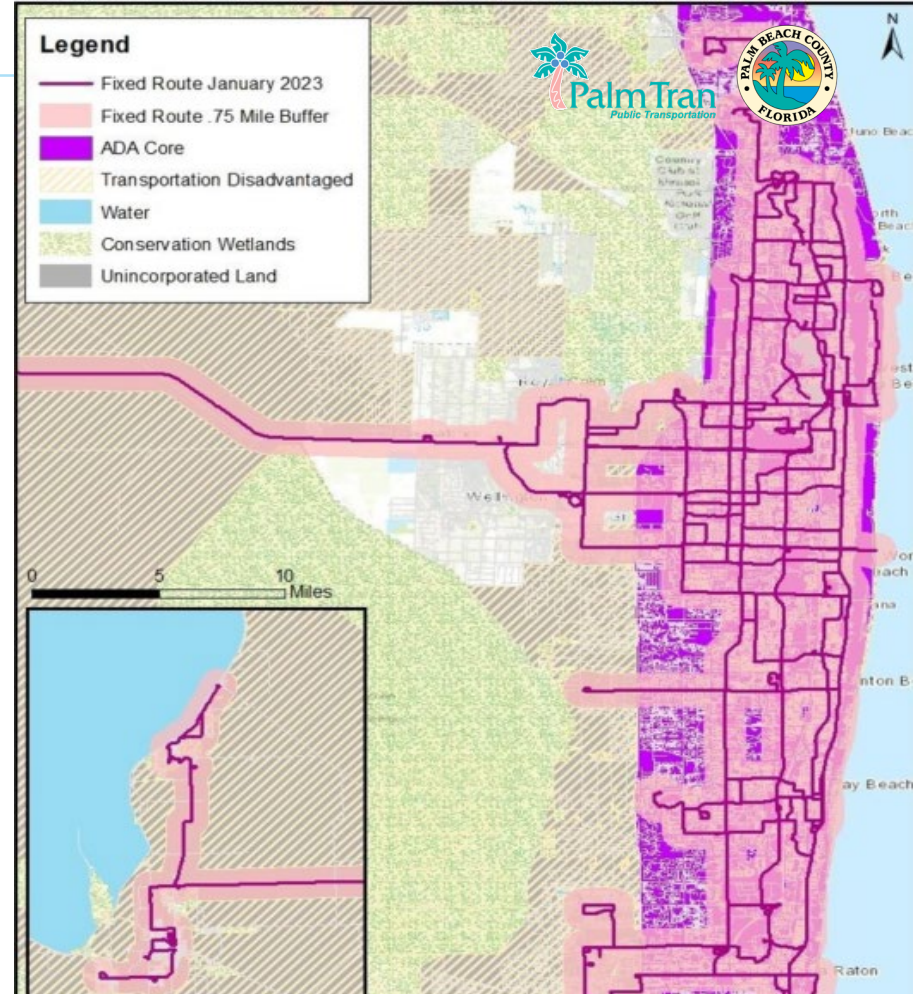
ADA
+10% Growth YoY
18,444 Eligible Riders
8,371 Annual Riders

TD
+18% Growth YoY
18,172 Eligible Riders
7,692 Annual Riders

DOSS
+10% Growth YoY
1,100 Eligible Riders
307 Annual Riders

CONNECTION EFFICIENCY PROJECT (CEP)

- Enhanced Eligibility Assessment

- Overflow Service Option
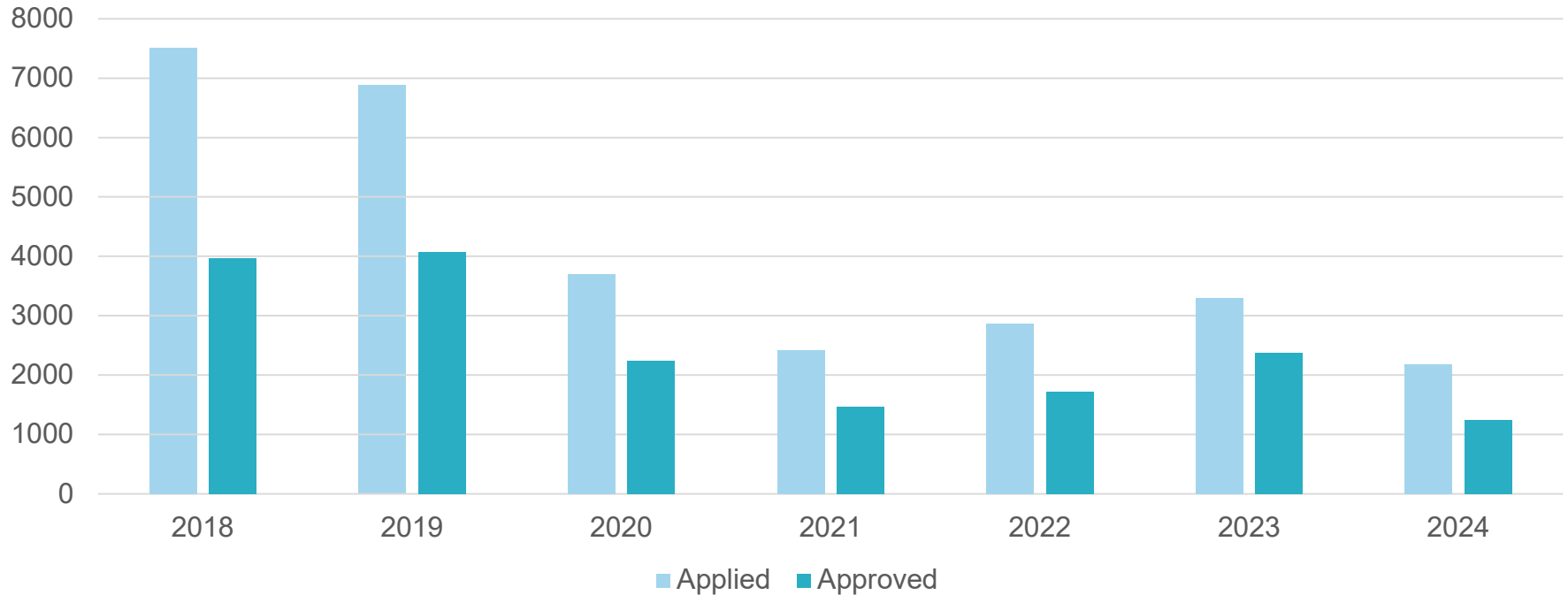
- Non-ADA Service Delivery Options

- Palm Tran Connection+ *Plus*

ELIGIBILITY EFFICIENCIES

## Annual Applicants vs Approvals

NON-ADA SERVICE ALTERNATIVES

UZURV

Pilot Start Date	
Trips Completed	
Customer Served	
Avg. Trip Cost*	
Savings per trip	**$12.39**
Trips Per Day	

lyft

Pilot Start Date	
Trips Completed	
Customer Served	
Avg. Trip Cost	
Savings per trip	**$31.89**
Trips Per Day	

Data period reflects the start date till June 2024
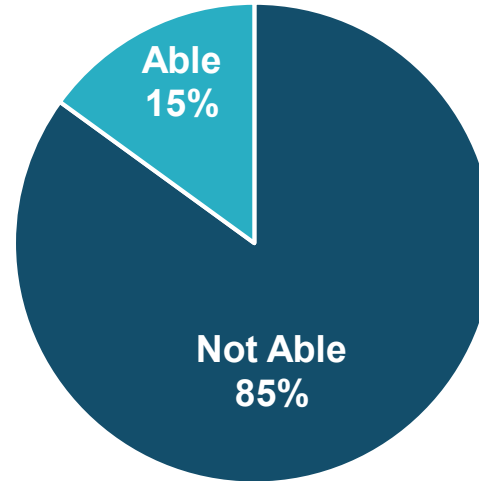*Higher Average Trip Cost because they are ADA Trips
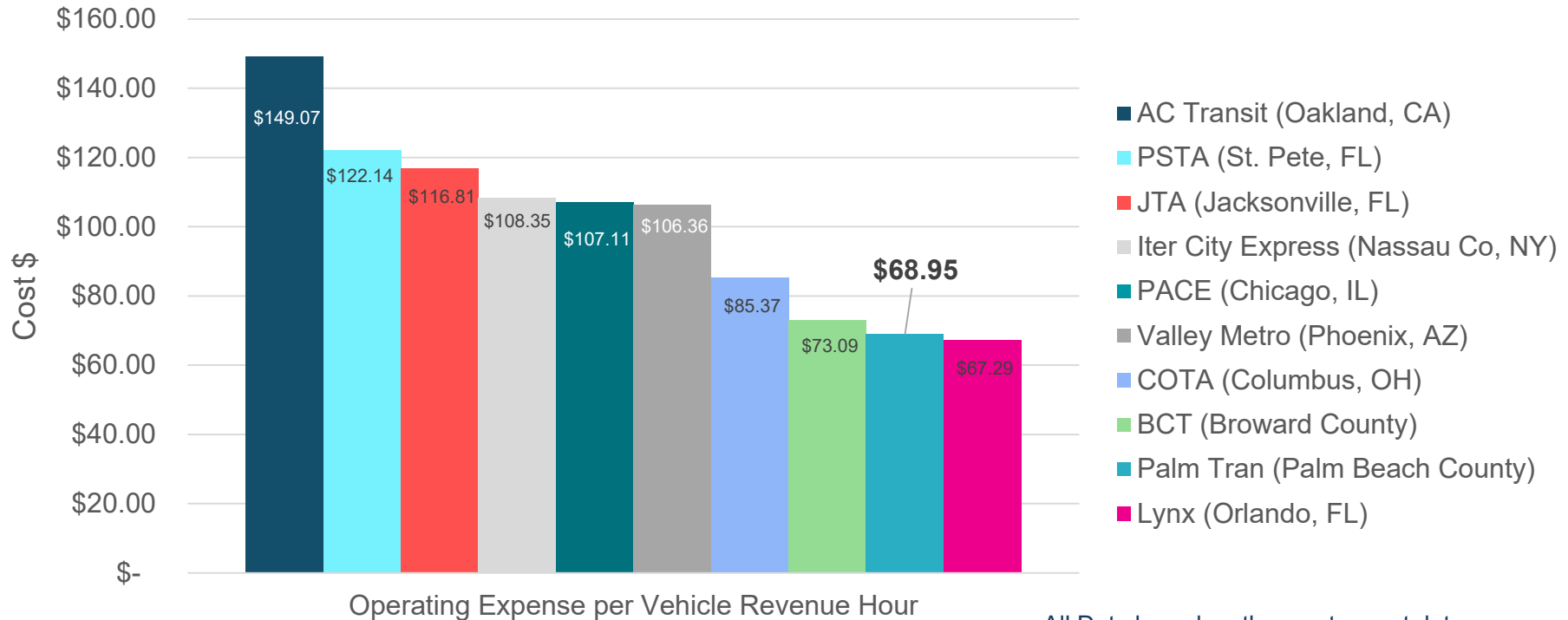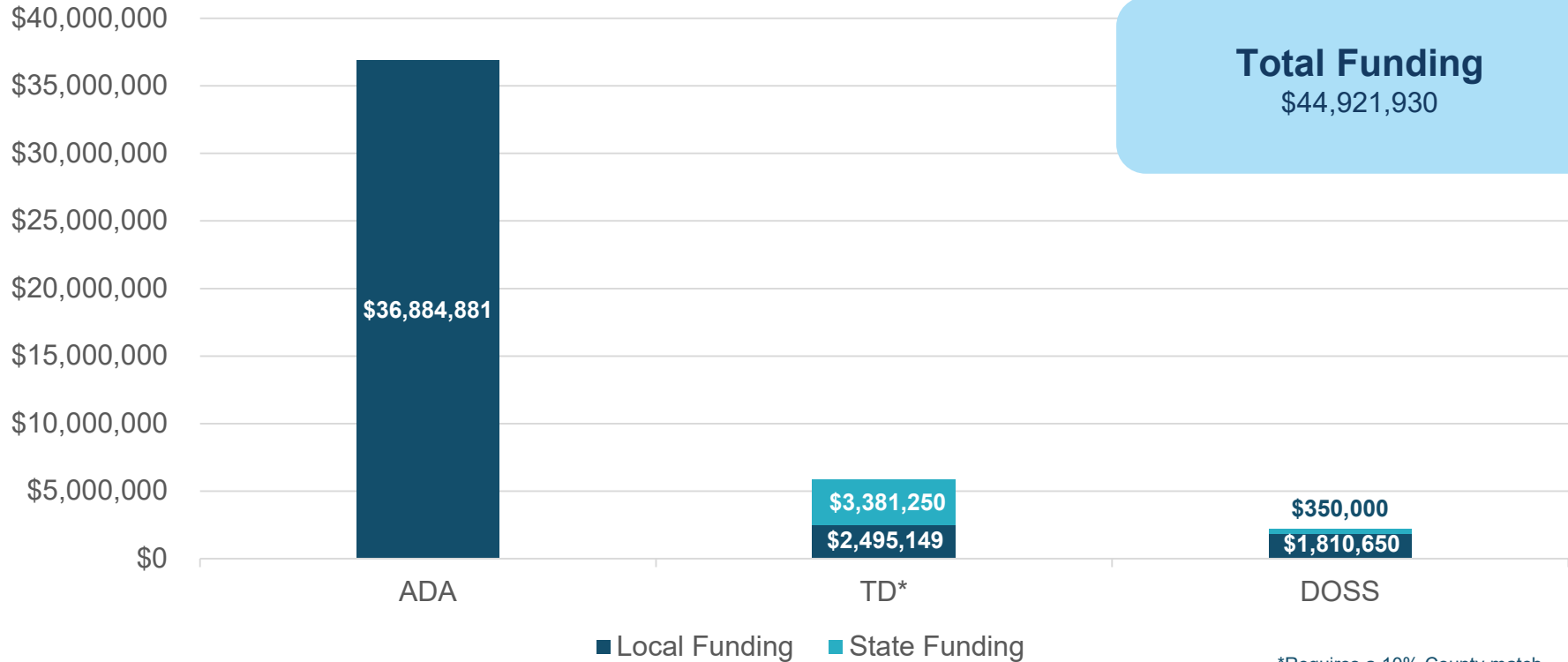
CHALLENGES & OPPORTUNITIES

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NON-ADA SERVICE ALTERNATIVES

Customers able to take Non-Dedicated Services

UZURV

lyft

Able
15%

Not Able
85%

Not Able
Disability Restricted
Under 18
Hand-to-Hand
Refused or Opted-out

MORE CHALLENGES

Tremendous Growth
Ridership & Costs

Service Above Requirements
According to ADA Standards

TD + DOSS Service Beyond Allocation

School Impact
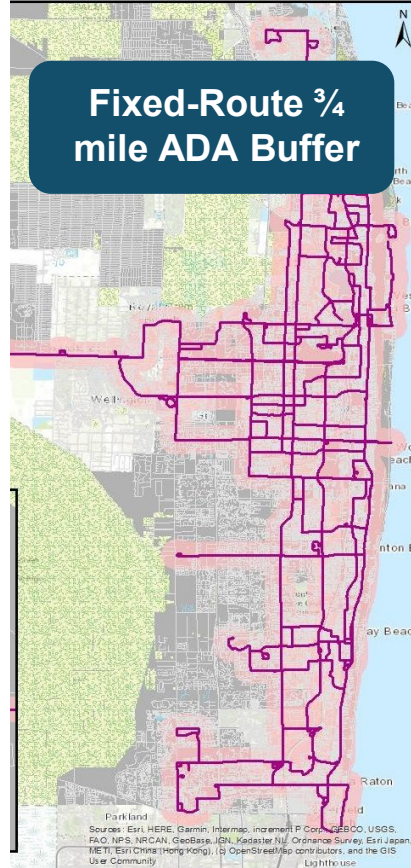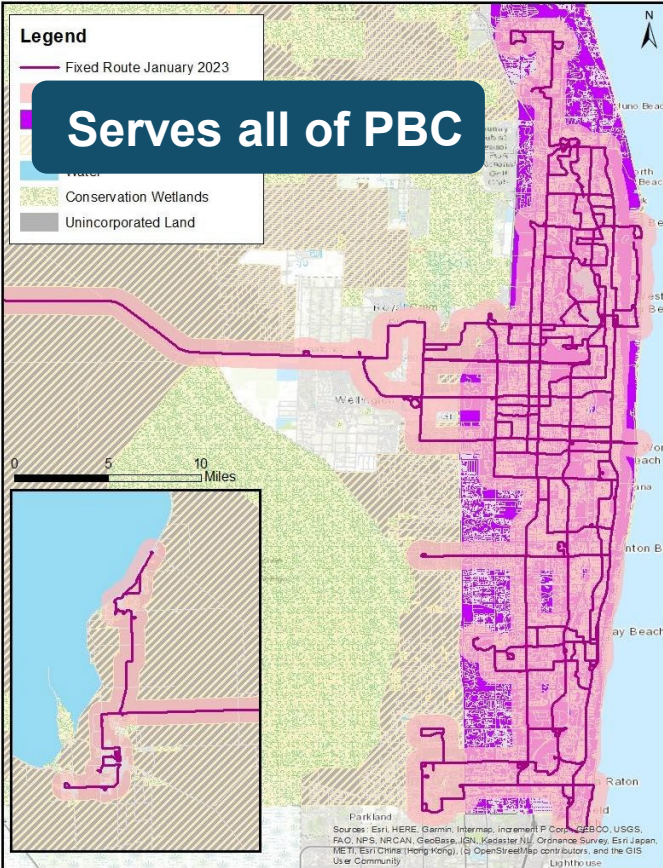
High-Peak Demand

+

Impacted On-Time Performance

OPPORTUNITIES
Connection+ *Plus*

Align ADA Service Area with FTA Guidelines

Serves all of PBC

Fixed-Route ¾ mile ADA Buffer
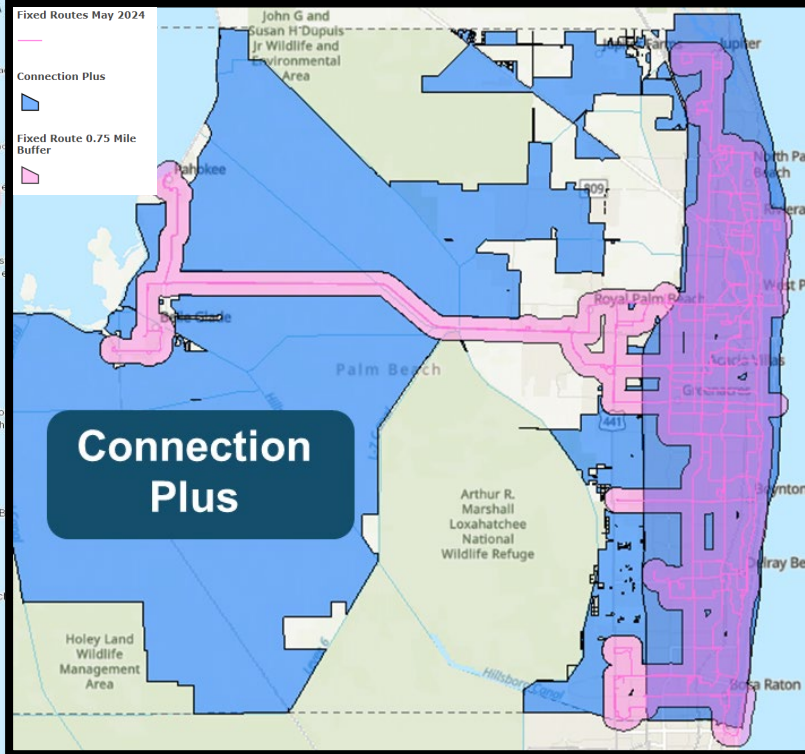
Connection Plus

Key Components of Connection+ *Plus* Program

Alternative Transportation Provider will provide service outside of ADA service area (example providers: Uber, Lyft, Taxi, UZURV):

1. UBER/Lyft for those that can utilize an ambulatory curb-to-curb service and use the technology associated with the program

2. Compliant door-to-door service (UZURV) for those that do not have a mobility or disability restriction

3. ADA Accessible Taxi Service for Non-Ambulatory

4. Fare same as ADA service

5. No non-ambulatory options
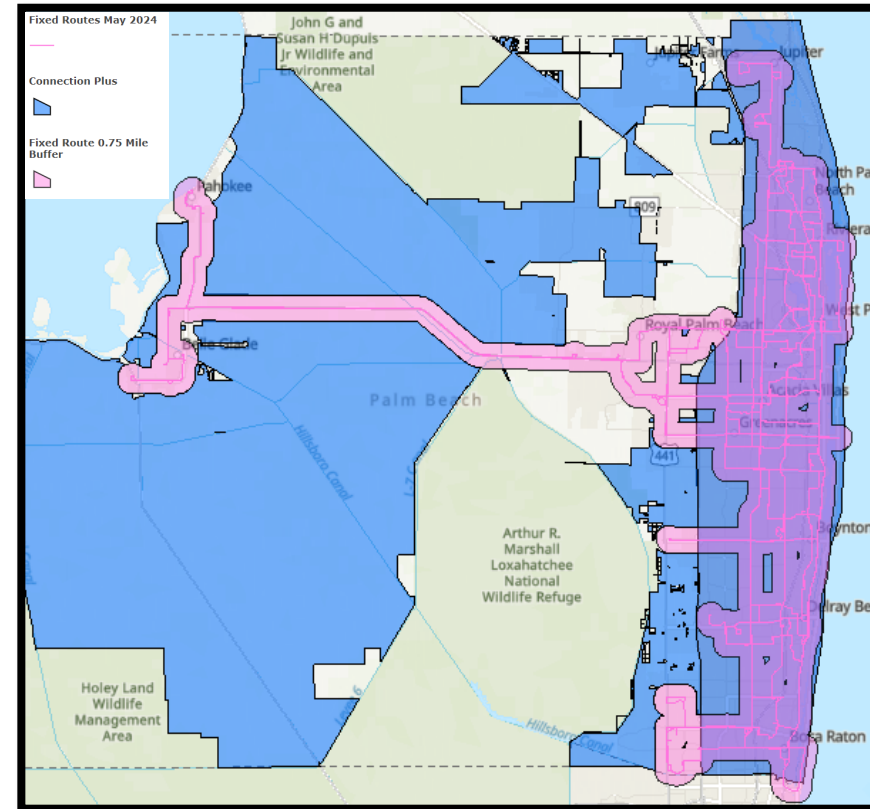
Key Components of Connection+ *Plus* Program

Connection+ *Plus* offers more flexibility to schedule and manage trips

1 Eliminates restrictions on trip negotiation resulting in more efficient grouping.

2 Eliminates restrictions on pick-up or drop off windows.

3 Eliminates time limitations for trip duration.

4 Trips do not have to be comparable to the fixed-route schedule.

5 Eliminates restrictions on fare pricing.

6 Allows for trip limits and prioritization.

The goal of Connection+ *Plus* is to offer customers the same access to opportunity they know and love.

Non-ADA compliant rules to operate under TD (expand list previsions allowed to work)

Not required to follow ADA Paratransit regulations.

Request for Proposals

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RFP Highlights

New RFP Additions

- Multiple providers instead of single provider.

- Invite vendors to offer cost saving proposal for ADA, and Connection+ *Plus* programs (TD and DOSS)

- Increase evaluation points allowed for price and approach.

- Potential for County leased facility – a long term location for dispatch and maintenance.

2024 RFP Scoring Criteria

Evaluation Criteria	Original Points	New Points
Experience, Qualifications, Past Performance and References	25	20
Project Approach and Start up Plan	15	20
Key Personnel and Operations	15	15
Maintenance Plan and Facility	15	15
Financial / Business Stability	10	5
Price Proposal	20	25
Total	**100**	**100**

THANK YOU!

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