

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS**

**WORKSHOP SUMMARY**

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**Meeting Date:** August 27, 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 board 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:**  8/22/24  
**Executive Director** **Date**

**Approved By:**  8/26/24  
**Assistant County Administrator** **Date**

**II. FISCAL IMPACT ANALYSIS**

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

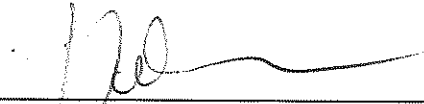
Fiscal Years	2024	2025	2026	2027	2028
Capital Expenditures					
Operating Costs					
External Revenues					
Program Income(County)					
In-Kind Match(County)					
<b>NET FISCAL IMPACT</b>					
#ADDITIONAL FTE POSITIONS (CUMULATIVE)					

- 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:**

*for 8/23/2024*  
Agenda 8/22/24  
 OFMB 05 8/23/24  
 AAF 8/29/24

Contract Dev. & Control  
 8/29/24  
 8/23/24

**B. Legal Sufficiency**

 8/26/24  
 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 – August 27, 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.

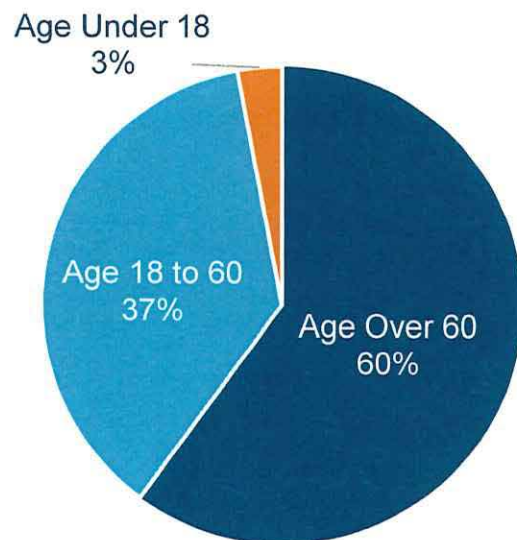
### Service Hours

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

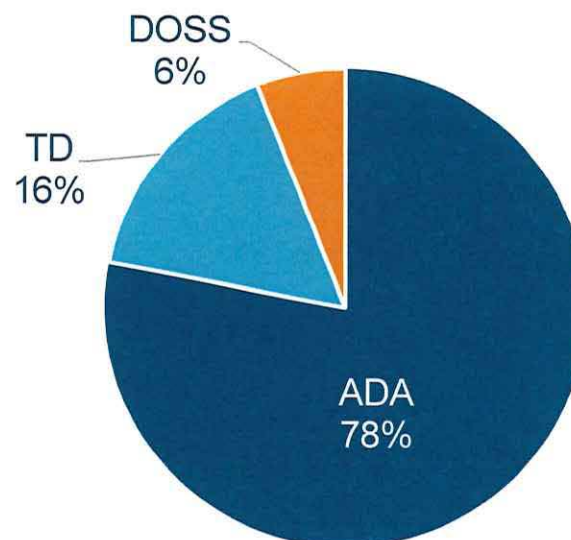
### Eligibility Requirements

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

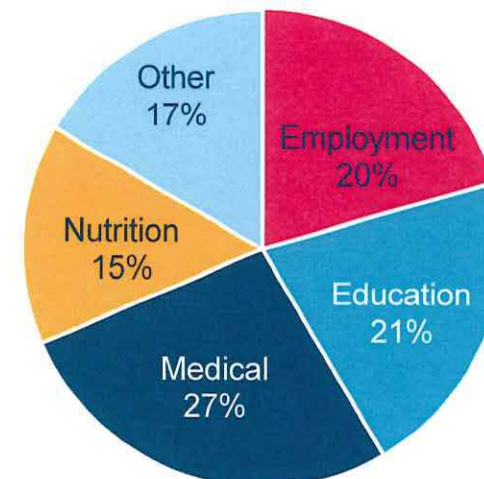
## Who We Serve



## Programs



## Travel Reasons



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# MODES OF SERVICE & FUNDING



## UZURV

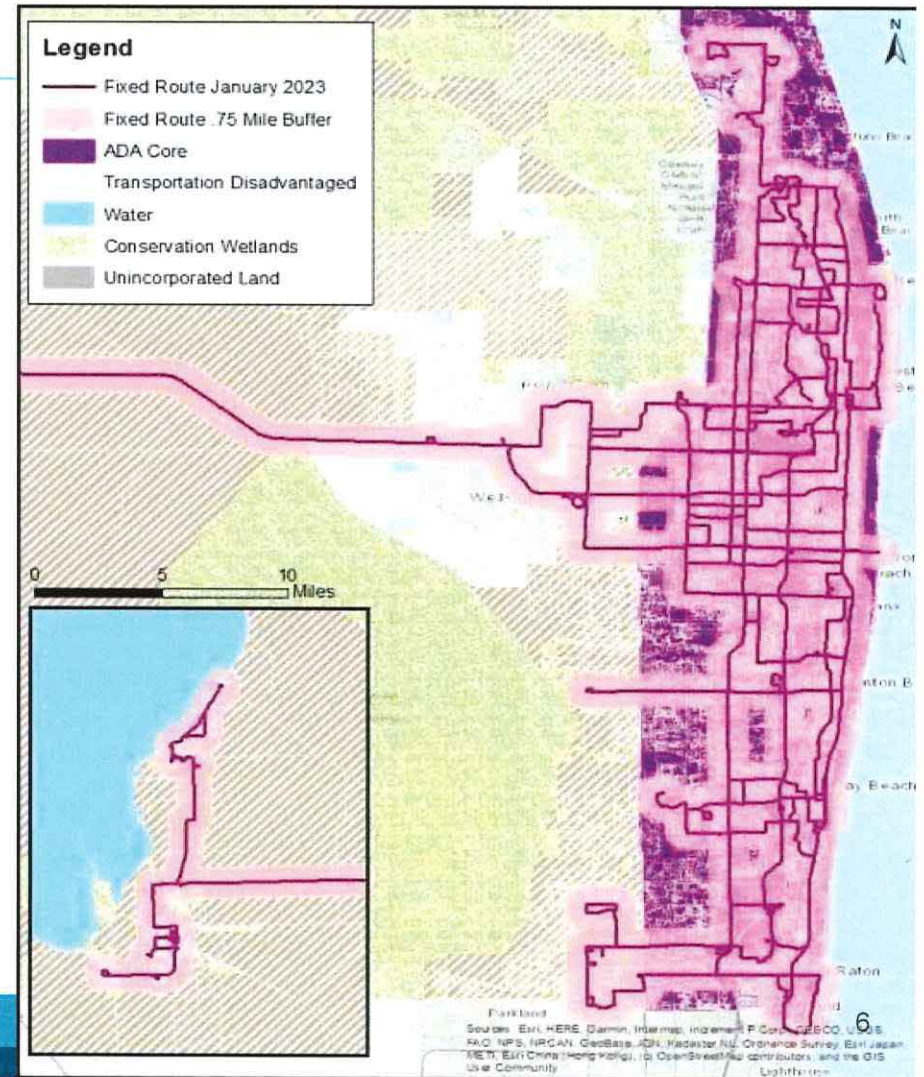


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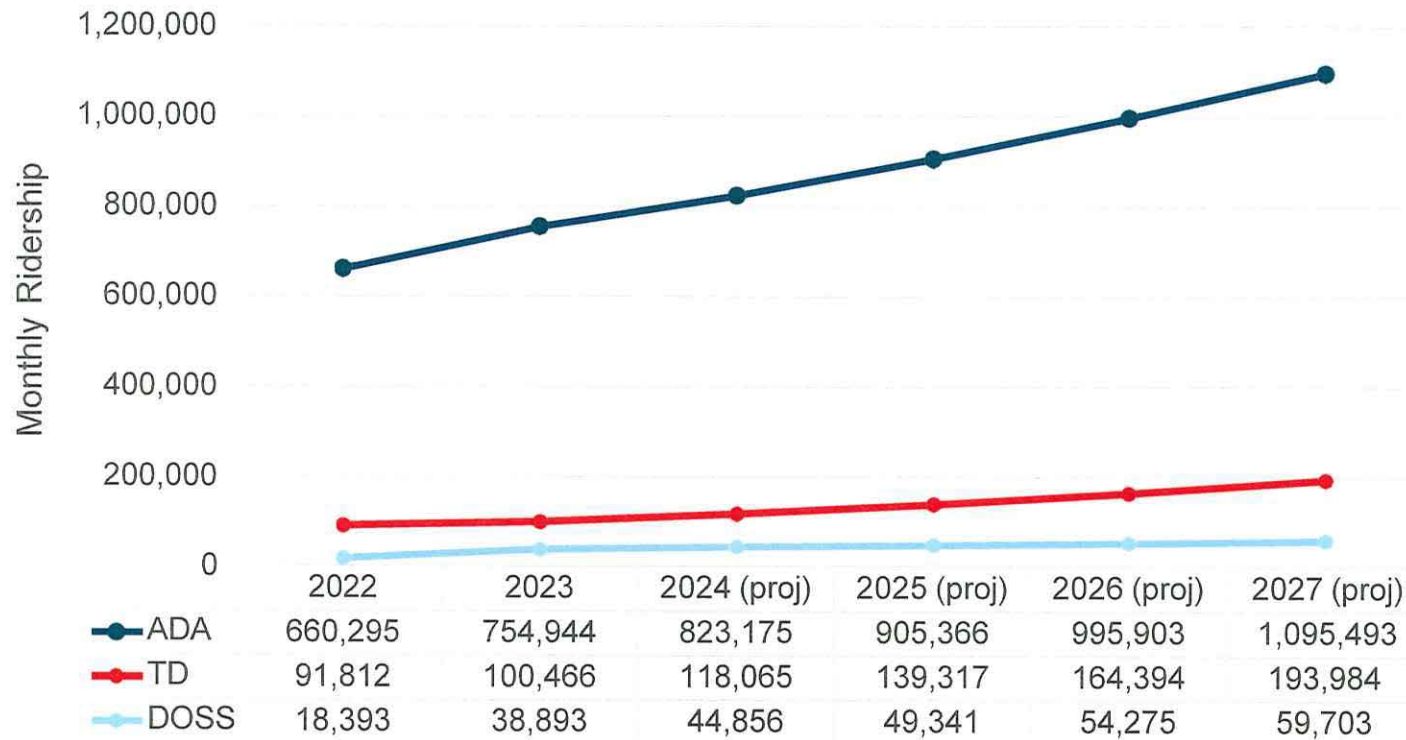
# SERVICE AREA

- ✓ 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





# RIDERSHIP TRENDS



## 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

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# CONNECTION EFFICIENCY PROJECT (CEP)



Enhanced Eligibility Assessment

Overflow Service Option

Non-ADA Service Delivery Options

Palm Tran Connection+ *Plus*

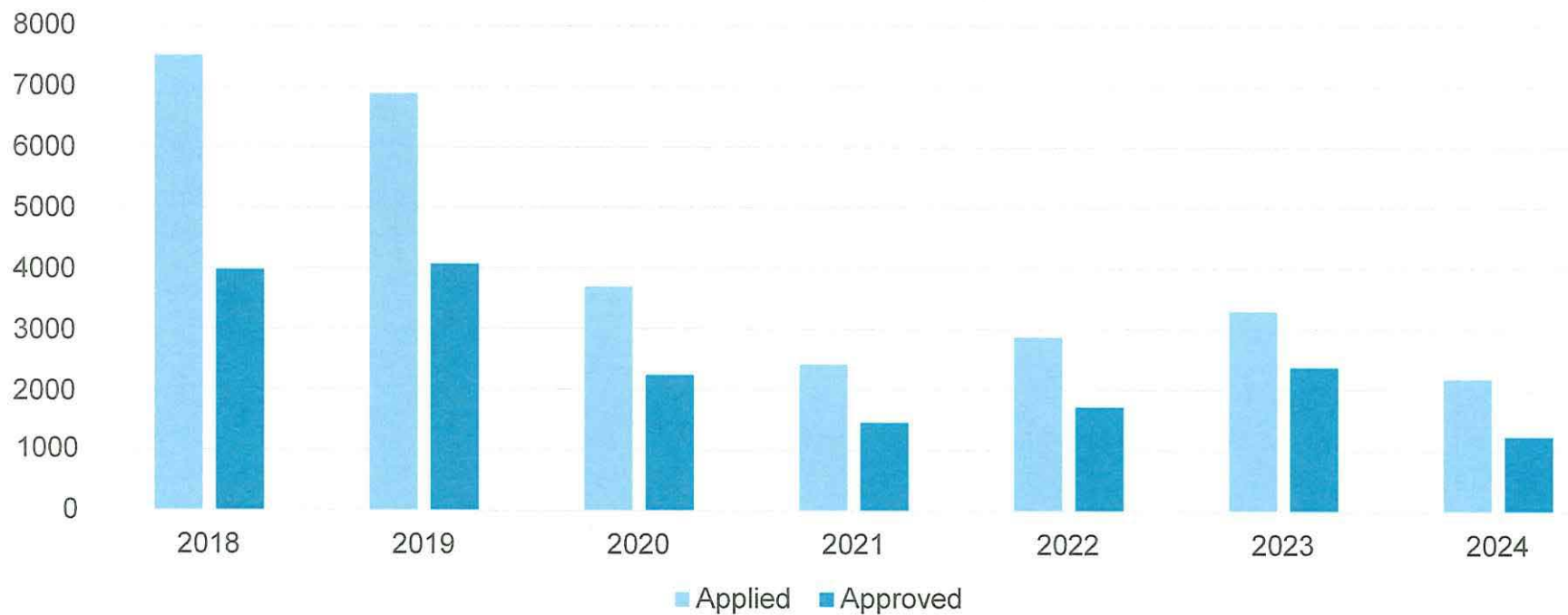


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# ELIGIBILITY EFFICIENCIES

## Annual Applicants vs Approvals



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# NON-ADA SERVICE ALTERNATIVES

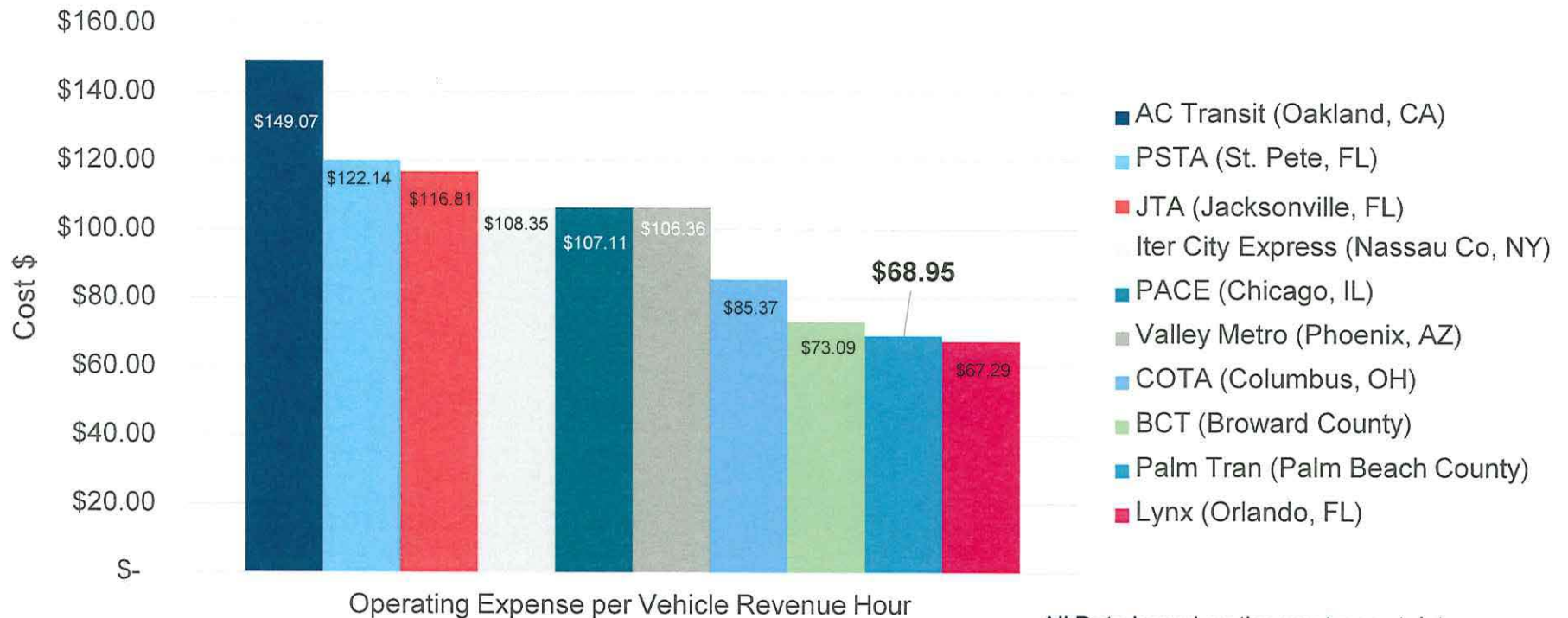
## UZURV



Pilot Start Date	July 2023	Pilot Start Date	Aug 2023
Trips Completed	52,000	Trips Completed	12,000
Customer Served	702	Customer Served	164
Avg. Trip Cost*	\$38.43	Avg. Trip Cost	\$18.93
Savings per trip	<b>\$12.39</b>	Savings per trip	<b>\$31.89</b>
Trips Per Day	280	Trips Per Day	170

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

# PEER COST ANALYSIS



All Data based on the most recent data available (2022 National Transit Database)

# TOTAL FUNDING FY23



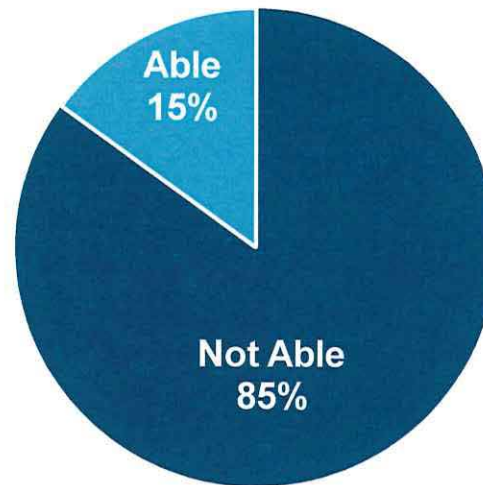
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# CHALLENGES & OPPORTUNITIES

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# NON-ADA SERVICE ALTERNATIVES

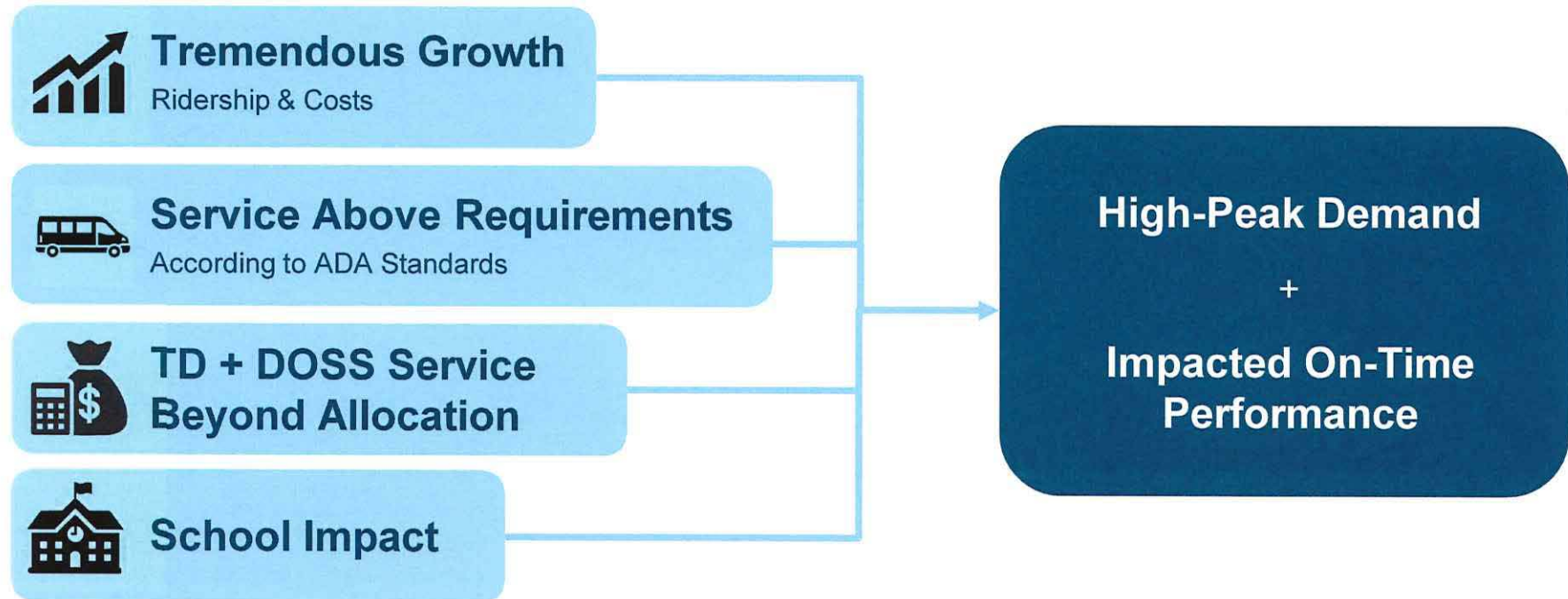
## Customers able to take Non-Dedicated Services



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



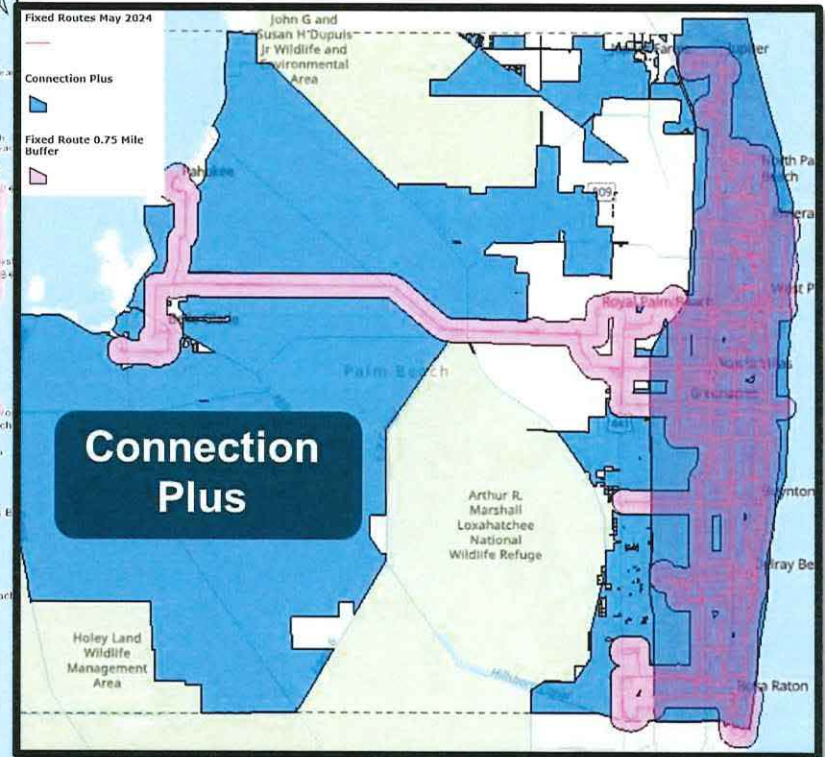
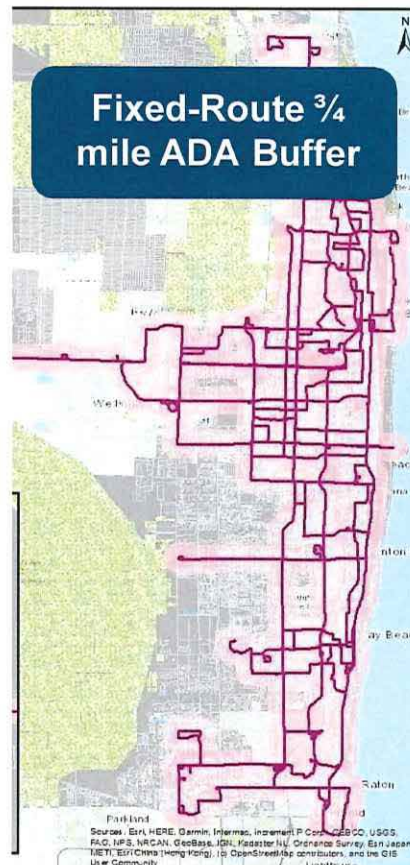
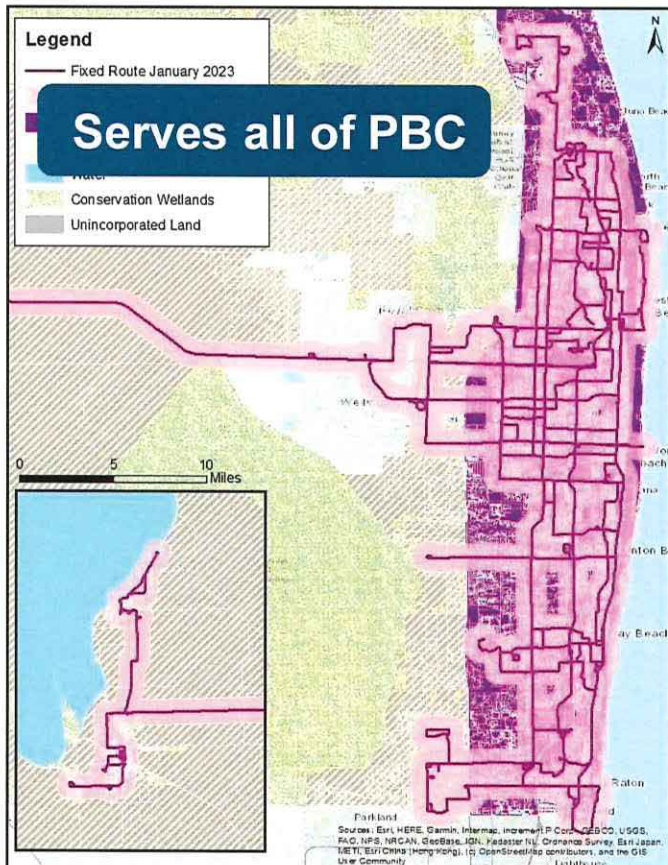
# MORE CHALLENGES



# OPPORTUNITIES Connection+ *Plus*

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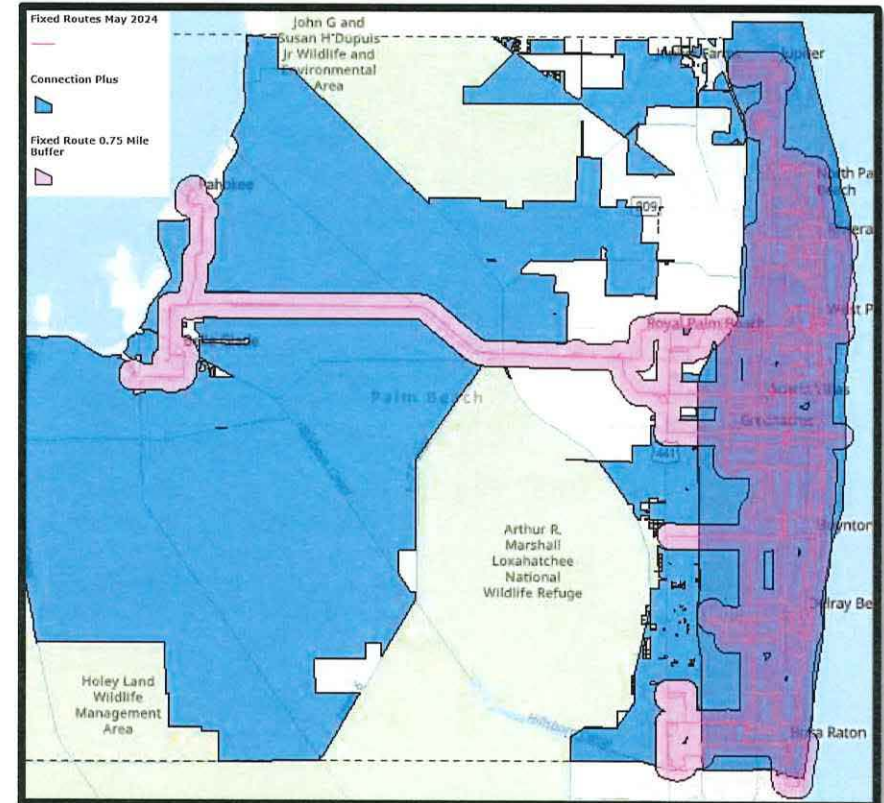
# Align ADA Service Area with FTA Guidelines



## 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 provisions allowed to work)

Not required to follow ADA Paratransit regulations.

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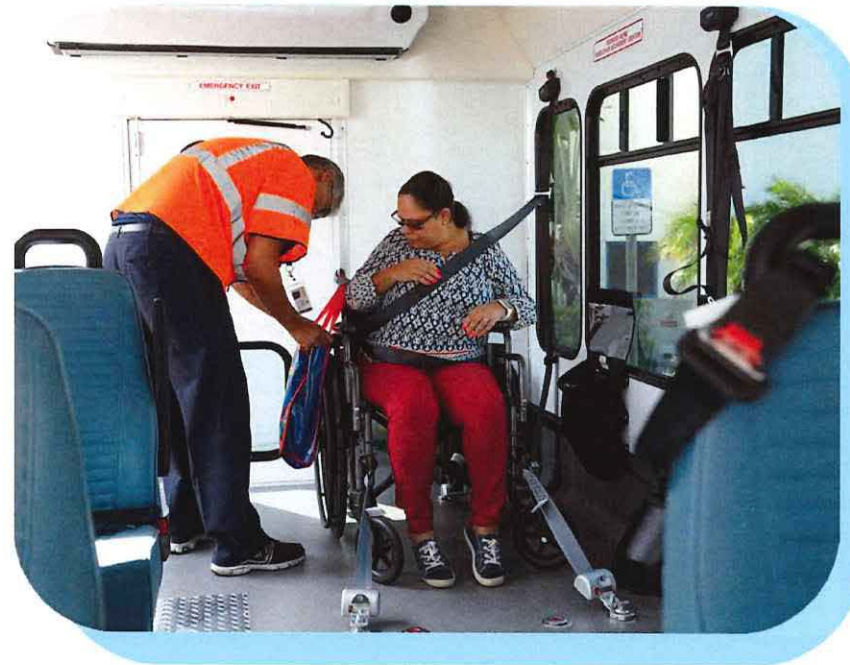
# Request for Proposals

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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
<b>Total</b>	<b>100</b>	<b>100</b>

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# THANK YOU!

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