

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS**

REVISED BACKUP

**WORKSHOP SUMMARY**

**Meeting Date:** January 28, 2014

**Department:** Palm Tran Connection

**I. EXECUTIVE BRIEF**

**Title:** Staff is seeking Board direction on the level of service being provided by Palm Tran Connection. Staff will provide a comprehensive review of the requirements under the Federal Americans with Disabilities Act (ADA) and the State Transportation Disadvantaged (TD) Program. Some potential cost reduction alternatives include:

- 1) Reduce the ADA core service area to within ¾ mile of fixed route corridor;
- 2) Reduce the ADA hours of operations to match fixed route operations;
- 3) Allow eligible ADA riders to ride the fixed route service at no charge; and
- 4) Reduce TD County match to the required 10%.



Board direction is needed to move forward in a timely manner with development of a new Request for Proposal, if required. Countywide (DR)

**Summary:** At the November 19, 2013, Board of County Commissioners Meeting, the Board directed staff to provide a detailed presentation on the Federal requirements under the Americans with Disability (ADA) Program and the State requirements under the Transportation Disadvantage (TD) Program. The Board also directed staff to discuss possible cost saving options under these programs. The County currently provides approximately 123,000 annual TD trips and 700,000 annual ADA trips. Each one-way trip costs the County approximately \$26.00. Riders are currently charged \$3.50 per one-way trip under both programs. Countywide (DR)

**Background and Policy Issues:** Palm Tran provides door to door service under three specific and diverse programs: the ADA program, the TD program and the Division of Senior Services Program. The majority of trips are taken under the ADA and TD programs. The ADA is a federally mandated program and the TD program is a State funded program. Each program has specific Federal and State minimum standards for the provision of each service. ADA service must be provided with service levels that are comparable to the Palm Tran fixed route service provided to people without disabilities. For the TD service individuals must either be economically disadvantaged by falling below the poverty level, or have a disability which prevents them from riding the fixed route bus. Throughout the years Palm Tran Connection, through the direction of the BCC, has created a high set of standards for the riders of Palm Beach County that has proved costly, but customer friendly.

**Attachments:**

1. Staff Presentation

<b>Recommended by:</b>	 Department Director	1-23-14 Date
<b>Approved by:</b>	 Assistant County Administrator	1-23-14 Date

**II. FISCAL IMPACT ANALYSIS**

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

Fiscal Years	2014	2015	2016	2017	2018
Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Operating Costs	0	0	0	0	0
External Revenues	0	0	0	0	0
Program Income (County)	0	0	0	0	0
In-Kind Match (County)	0	0	0	0	0
<b>NET FISCAL IMPACT</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
# Additional FTE Positions (Cumulative)	0	0	0	0	0
Is Item Included in Current Budget:	Yes	_____	No	_____	

Budget Account No:

Reporting Category \_\_\_\_\_

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

Fiscal Impact is indeterminable at this time.

Departmental Fiscal Review: John Murphy, Finance Mgr

**III. REVIEW COMMENTS**

**OFMB Fiscal and/or**

Shirley Haskins  
OFMB  
1/23  
1/23

**Contract Development & Control  
Comments:**

Dr. J. Jordan 1/23/14  
Contract Dev & Control

**Legal Sufficiency:**

[Signature] 1/29/14  
Assistant County Attorney

**Other Department Review:**

\_\_\_\_\_  
Department Director

This summary is not to be used as a basis for payment.

# Palm Beach County Board of County Commissioners

January 28, 2014

## Level of Service & Cost Reduction Alternatives



# Presentation Overview

- **Federal Americans with Disabilities Act (ADA)**
  - Minimum Standards
  - Eligibility
  - Service Delivery
  - Cost
- **State Transportation Disadvantaged (TD)**
  - Minimum Standards
  - Eligibility
  - Service Delivery
  - Cost
- **Potential Cost Reduction Alternatives**

# Americans with Disabilities Act

## Federal Minimum Standards

- Provide paratransit service to persons with disabilities
- Service level must be comparable to fixed route services
- Intended as a means of last resort for transportation
- Not equivalent to personal transportation or taxi service



# Americans with Disabilities Act

## Eligibility – Who can ride?

- Unable to access fixed route bus due to an eligible disability
- Functional Assessment may be utilized to assess eligibility
- Eligibility can be deemed conditional
- Service provided within  $\frac{3}{4}$  mile of a fixed route corridor

<b>Paratransit Statistics</b>	
Eligible Riders	29,300
Annual Riders	10,800
Monthly Riders	5,000
Monthly Passenger Trips	59,000
Annual Passenger Trips	707,000

# Americans with Disabilities Act

## Federal Service Delivery Requirements

- Scheduled by appointment or requested pickup time
- Service hours same as fixed route operations
- Fares must be comparable to fixed route
- Every rider's trip is prioritized equally
- No more than an hour before or after requested Pickup
- Trips cannot be denied



# Americans with Disabilities Act

## Current County Service Area

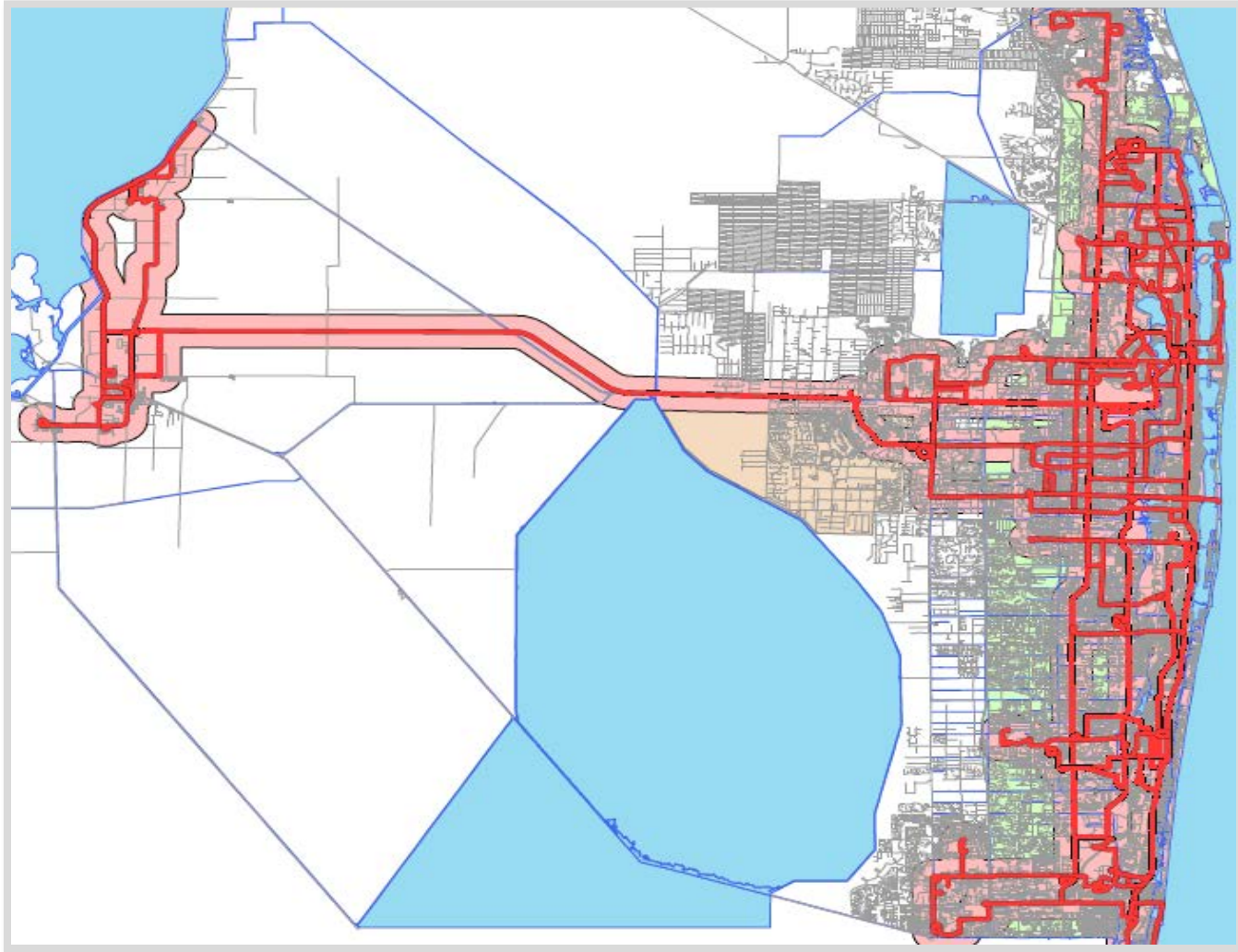
- All of the area East of the Florida Turnpike
- The Northern boundary is Donald Ross Road
- The Southern boundary is the South PBC County line
- Any corridor running East and West with  $\frac{3}{4}$  of a mile of a bus route
- Core area expanded from Military to Turnpike in 2007





# Americans with Disabilities Act

## Current County Service Area Map





# Americans with Disabilities Act

## Funding & Cost of Service

- Unfunded Federal mandate
- Ad-Valorum and Gas Tax funds - \$16.9 Million annually
- Current cost of service is \$26 per one way trip
- Customer fare is \$3.50 per one way trip



# Transportation Disadvantaged Program

## State Minimum Standards

- Service area includes all of Palm Beach County
- Policy advice to BCC by Local Coordinating Board (LCB)
- Fares and hours of service set by the LCB/BCC
- Trip limits can be enforced and trips can be denied
- Fixed Route can be used in place of paratransit rides

# Transportation Disadvantaged Program

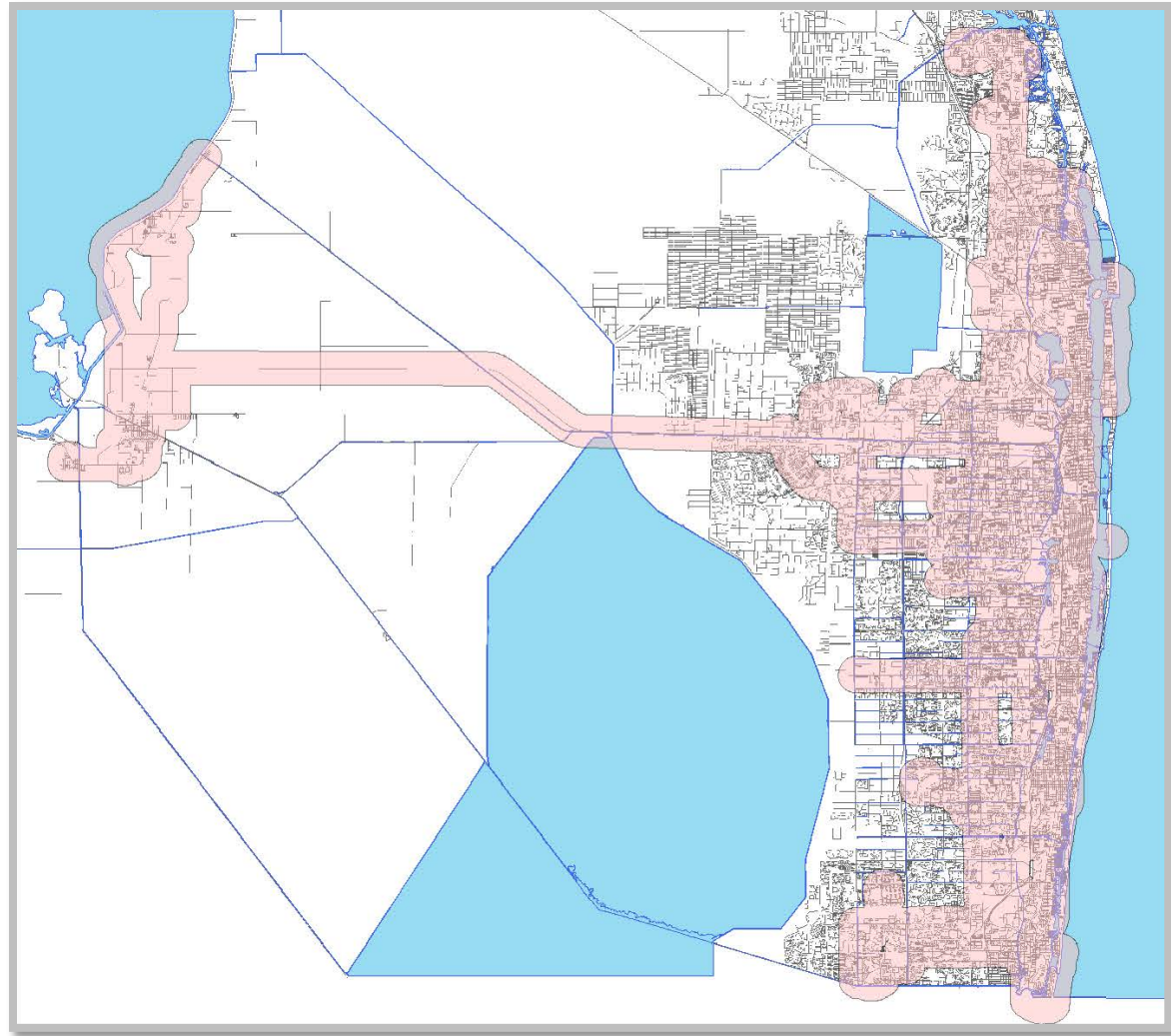
## Eligibility – Who can ride?

- Eligibility determined by:
  - Economically Disadvantaged – based on Poverty Level
  - Disability defined by the ADA Program

<b>Paratransit Statistics</b>	
Eligible Riders	28,500
Annual Riders	2,250
Monthly Riders	830
Monthly Passenger Trips	10,300
Annual Passenger Trips	124,000

# Transportation Disadvantaged Program

## Current County Service Area Map



# Transportation Disadvantaged Program

## Current Service Delivery

- Trip scheduled by appointment or requested pickup time
- Curb-to-curb delivery from origin to destination
- Service hours defined by LCB/BCC
- Fares not required to be comparable to fixed route
- Every rider's trip may be prioritized
- Trip limits can be enforced

# Transportation Disadvantaged

## Funding & Cost of Service

- **Funded by the State TD Fund - \$2.4 Million annually**
- **Requires a 10% County match - \$262,000 annually**
- **Current County match is 152% - \$3.96 Million annually**
- **Current cost of service is \$26 per one way trip**
- **Customer fare is \$3.50 per one way trip**



# Unrealistic Service Delivery Expectations

## Which Affect On Time Performance and Increase Cost

- Drop-off Windows
- “Cannot be left alone” riders
- School transportation
- Required travel time
- Entering buildings and waiting for riders

# Potential Cost Reduction Alternatives

## Transportation Disadvantaged

- **Reduce TD County match to the required 10%**
  - Paratransit trips or fixed route bus pass trips
  - Estimated annual savings - \$3.7 Million
  - Potential Impact:

	Fixed Route		Paratransit		
	Passes	Riders		Trips	Riders
Weekly	2,000	2,000	Weekly	2,965	247
Monthly	8,000	8,000	Monthly	11,859	988
Annual	100,000	8,000	Annual	142,308	2,790

# Potential Cost Reduction Alternatives

## Americans with Disabilities Act

- **Reduce ADA Core Service area to  $\frac{3}{4}$  mile boundary**
  - Estimated annual savings - \$1.9 Million
  - Potential impact:

	<b>Trips</b>	<b>Riders</b>
Weekly	1,522	150
Monthly	6,080	554
Annual	73,077	1,124



# Potential Cost Reduction Alternatives

## Americans with Disabilities Act

- **Reduce service hours to match fixed route operations**
  - Annual savings - \$294,000
  - Potential impact:

	<b>Trips</b>	<b>Riders</b>
Weekly	236	20
Monthly	942	79
Annual	11,308	174



# Potential Cost Reduction Alternatives

## Americans with Disabilities Act

- **Allow ADA riders to ride fixed route at no charge**
  - Fixed Route Cost < \$5 per Trip
  - Connection Cost ~ \$26 per one way trip
  - Every ride conversion to fixed route saves the County ~\$21/trip
  - Example 1% of Connection riders = \$229,000 Annual Savings
  - Example 3% of Connection riders = \$686,000 Annual Savings



# BCC Action

**Staff requests direction from the Board**