

**PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS**

WORKSHOP SUMMARY

Meeting Date: June 23, 2020

Department: Palm Tran

I. EXECUTIVE BRIEF

Title: Palm Tran Go Glades Pilot Project Update

Summary: On March 13, 2020, Palm Beach County declared a Local State of Emergency due to the COVID-19 pandemic. In response, Palm Tran modified its four (4) Go Glades Flex Routes and Dial-A-Ride to a full on Dial-A-Ride service for the entire Glades Region in order to promote social distancing which enabled Palm Tran to limit the number of passengers on board at any one time. The model has also allowed for an expanded service area, increased customer base, curb-to-curb service and the ability to match service to demand.

At this workshop, staff will provide an update on this service transition and recommend continuation of the Dial-A-Ride service model to accommodate social distancing during the COVID-19 Pandemic. Staff is also recommending bringing back additional service delivery model options for BCC consideration in April 2021.

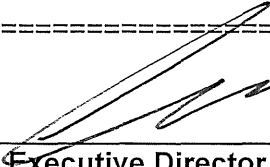
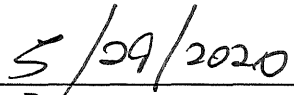
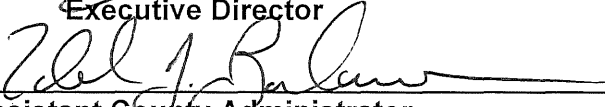
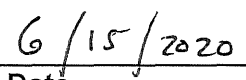
Background and Policy Issues: In September 2018, Palm Tran implemented its Route Performance Maximization (RPM) initiative which was a comprehensive evaluation and system-wide redesign of the bus network that resulted in a more direct, efficient and usable system in Palm Beach County. As a part of the RPM initiative, the Palm Beach County Board of County Commissioners (BCC) also approved the implementation of the Palm Tran Connection/Belle Glade Flex Route and Dial-A-Ride Service called “Go Glades.” The BCC approved the provider contract with MV Transportation on December 18, 2018 (R-2018-2053) and the service began in the Glades Region on December 21, 2018.

The Go Glades Flex Route and Dial-A-Ride service was designed to utilize smaller vehicles, similar to those used by Palm Tran Connection, instead of fixed route buses. The Flex Service provided deviated fixed route services on four routes and limited Dial-A-Ride services throughout the Glades Region. Two of the four routes, GG-2 and GG-4, have met or exceeded all performance goals. At the July 23, 2019 BCC Workshop, the Board directed staff to continue the Go Glades pilot program in its original form through the 2020 school year. Following the extension period, Palm Tran was directed to bring back service model options for Board review in Spring 2020. The contract with MV Transportation was extended for a period of one year through December 20, 2020 to ensure no gap in service.

Attachments:

- 1. Presentation

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Recommended by:		
	Executive Director	Date
Approved By:		
	Assistant County Administrator	Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2019	2020	2021	2022	2023
Capital Expenditures	N/A				
Operating Costs					
External Revenues					
Program Income(County)					
In-Kind Match(County					
NET FISCAL IMPACT	N/A				
#ADDITIONAL FTE	0				
POSITIONS (CUMULATIVE					

Is Item Included in Current Budget?

Yes

No

Does this item include the use of federal funds?

Yes

No

Budget Account No:

FundAgencyOrganizationObject

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

C. Departmental Fiscal Review:

Interim Director of Administrative Services

III. REVIEW COMMENTS:

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

6/1/2020

OFMB

5/29/2020

Contract Dev. & Control

6-11-2020

B. Legal Sufficiency

6/1/2020

Assistant County Attorney

C. Other Department Review

Department Director

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

Palm Tran

Go Glades FLEX & Dial-A-Ride Pilot Update

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**Palm Tran Mission: To provide access to opportunity
for everyone; safely, efficiently and courteously.**

**Clinton B. Forbes
Executive Director**

BCC Workshop June 23, 2020



Agenda

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- Go Glades Service Overview & Timeline
- Service Update
- COVID-19 Service Modification
- Staff Recommendations

Go Glades FLEX & Dial-A-Ride Pilot Service Overview

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GG-1 (Pahokee)

- Pahokee City Hall
- Citizens Village
- Fremd Village
- McClure Village

GG-2 (Belle Glade North)

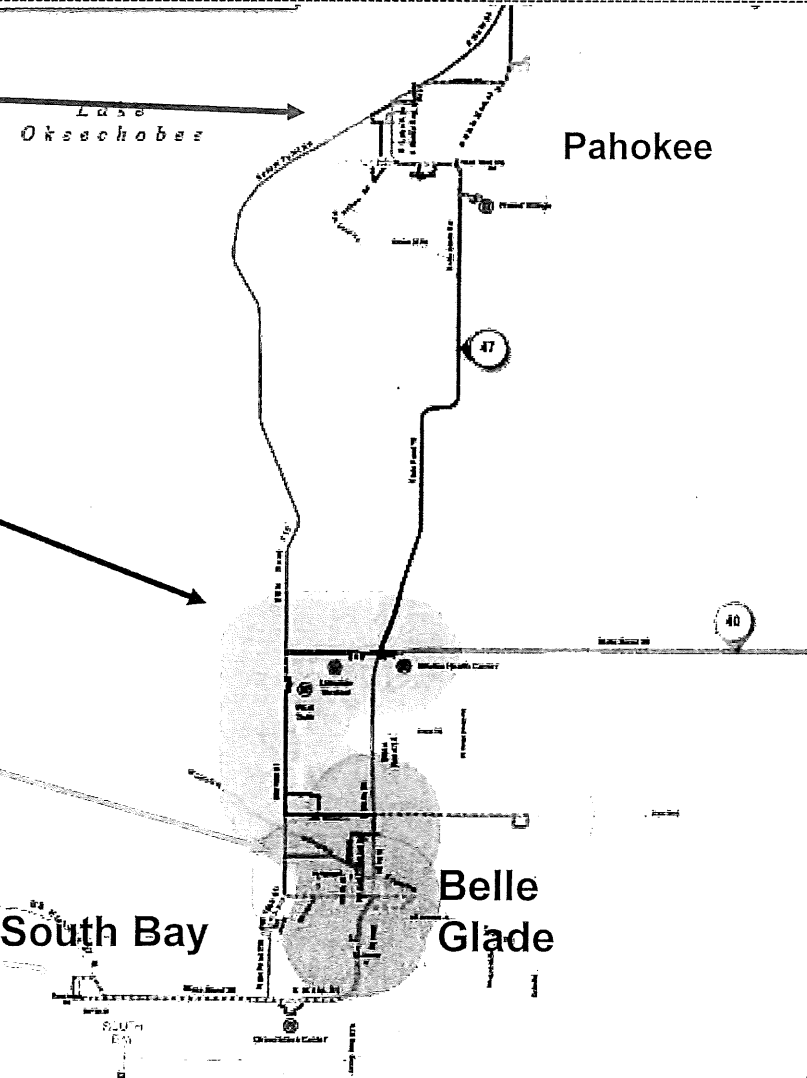
- Glades Health Center
- West Tech
- Quiet Waters Senior Center
- Big Lake Plaza

GG-3 (Belle Glade East)

- Prewitt Village
- Big Lake Plaza
- Downtown Belle Glade

GG-4 (South Bay)

- Bowling Market
- Downtown Belle Glade
- Quiet Waters Senior Center



Go Glades FLEX & Dial-A-Ride Service Timeline

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- **September 2018**
 - RPM merged Routes 47 and 48
- **October 2018**
 - BCC approved Go Glades FLEX & Dial-A-Ride pilot fare structure
- **December 2018**
 - Expiration of FDOT Grant for state-run Belle Glade Express service
 - FDOT Grant (\$2M) funding Go Glades Flex & Dial-A-Ride Pilot
 - Introduced new Go Glades Flex & Dial-A-Ride Pilot Service
- **July 2019**
 - Held BCC workshop on Go Glades pilot to review performance metrics and service options during the first 6 months of service
 - At workshop, BCC extended Go Glades pilot for 1 year
- **April 2020**
 - As a result of COVID-19 pandemic, Palm Tran expanded the Dial-A-Ride feature to the entire region and suspended FLEX routes

Go Glades FLEX & DAR Service Statistics

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Pilot Inception - July 23 BCC Workshop		
Route	Avg. Monthly Passengers	Avg. Monthly Productivity
GG-1 (Pahokee)	268	0.59
GG-2 (Belle Glade)	1,272	2.82
GG-3 (Belle Glade East)	528	1.17
GG-4 (South Bay)	1,083	2.34
Service Avg.	3,151	1.73

Post BCC Workshop - COVID-19 Modification		
Route	Avg. Monthly Passengers	Avg. Monthly Productivity
GG-1 (Pahokee)	331	0.74
GG-2 (Belle Glade)	1,803	4.02
GG-3 (Belle Glade East)	880	1.96
GG-4 (South Bay)	1,963	4.26
Service Avg.	4,978	2.76

- Primary performance metric used in evaluation of Go Glades Service was **productivity** with a goal of four (4) passengers per hour.

Go Glades COVID-19 Response

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- Temporarily transitioned from FLEX model in April 2020
- Dial-A-Ride transported 5,082 passengers from April 13th to June 3rd
- Ensures social distancing by controlling number of riders on each vehicle
- All rides are upon request by customer calling in to reservation call center
- Riders do not have to stand at bus stops
- Serves entire Glades Region
- No restrictions on origin/destination inside Glades Region

Features of Dial-A-Ride

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- Provides curb-to-curb pick-up and drop-off
- Provides mobility anywhere within the Glades
- Service upon request - immediate and booked in advance
- Provides access to mobility and connects to fixed route
- Covers small pockets of underserved areas with low demand that FLEX service is unable to cover
- Fits service supply to demand – potentially saving operating costs

Go Glades Funding

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Operating Expenses

Pilot Inception 12/2018 - 04/2020 FDOT Service Development **\$1,200,000**

Continuation of Service 04/2020 - 06/2021 CARES Act (Rural) **\$1,140,000**

Total \$2,340,000

Capital Expenses

Vehicles (9) 01/2019 FDOT Service Development **\$ 840,000**

Software 06/2020 FDOT Service Development **\$ 671,000**

Total \$1,510,000

Staff Recommendations

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1. Approve the continuation of Dial-A-Ride service model implemented in response to COVID-19 through June 2021
2. Staff requests to bring back service delivery model options for BCC consideration in April 2021
3. Fare Recommendation

Go Glades Dial-a-Ride Fare Recommendation

On October 18, 2018, the BCC established the pilot fares for the Belle Glade FLEX and Dial-A-Ride service:

Connection Belle Glade FLEX Service Proposed Fares				
Flex Route Ticket Types	Regular Fare	With Connection ADA Fixed Route Pass	With Palm Tran One-Day Quik Pass	With Palm Tran 31-Day Quik Pass
One-Trip	\$1.00	\$0.00	\$0.00	\$0.00
Dial-A-Ride	\$2.00	\$0.00	\$0.00	\$0.00
Flex Route Deviation	\$0.50	\$0.50	\$0.50	\$0.50

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Go Glades FLEX & Dial-A-Ride Pilot Update

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Questions & Discussion