



# Palm Beach County Transportation Disadvantaged Local Coordinating Board

## CTC UPDATE

February 23, 2022

**Palm Tran's Mission** is to provide access to opportunity for everyone; safely, efficiently and courteously.

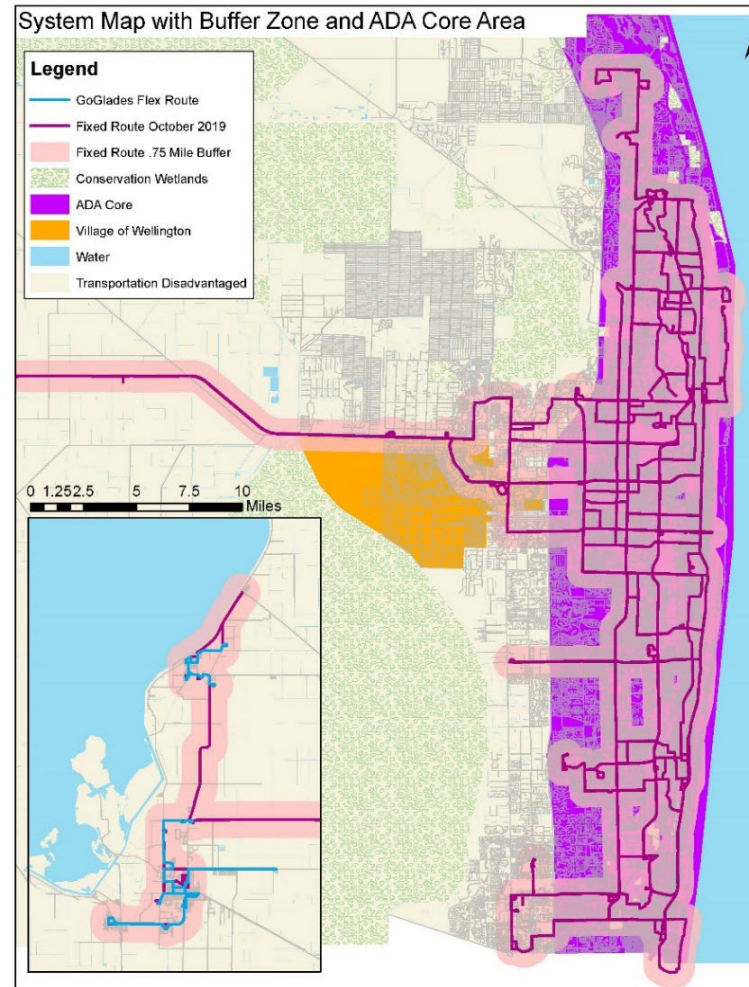


# Palm Tran Service Update

- **Both Fixed-Route and Connection are experiencing unprecedented challenges with driver shortages.**
- **Leading to reduced On-Time Performance and Customer Satisfaction.**
- **Connection Request for Proposal (RFP) released January 12, 2022.**

# Palm Beach County's Transit is Unique

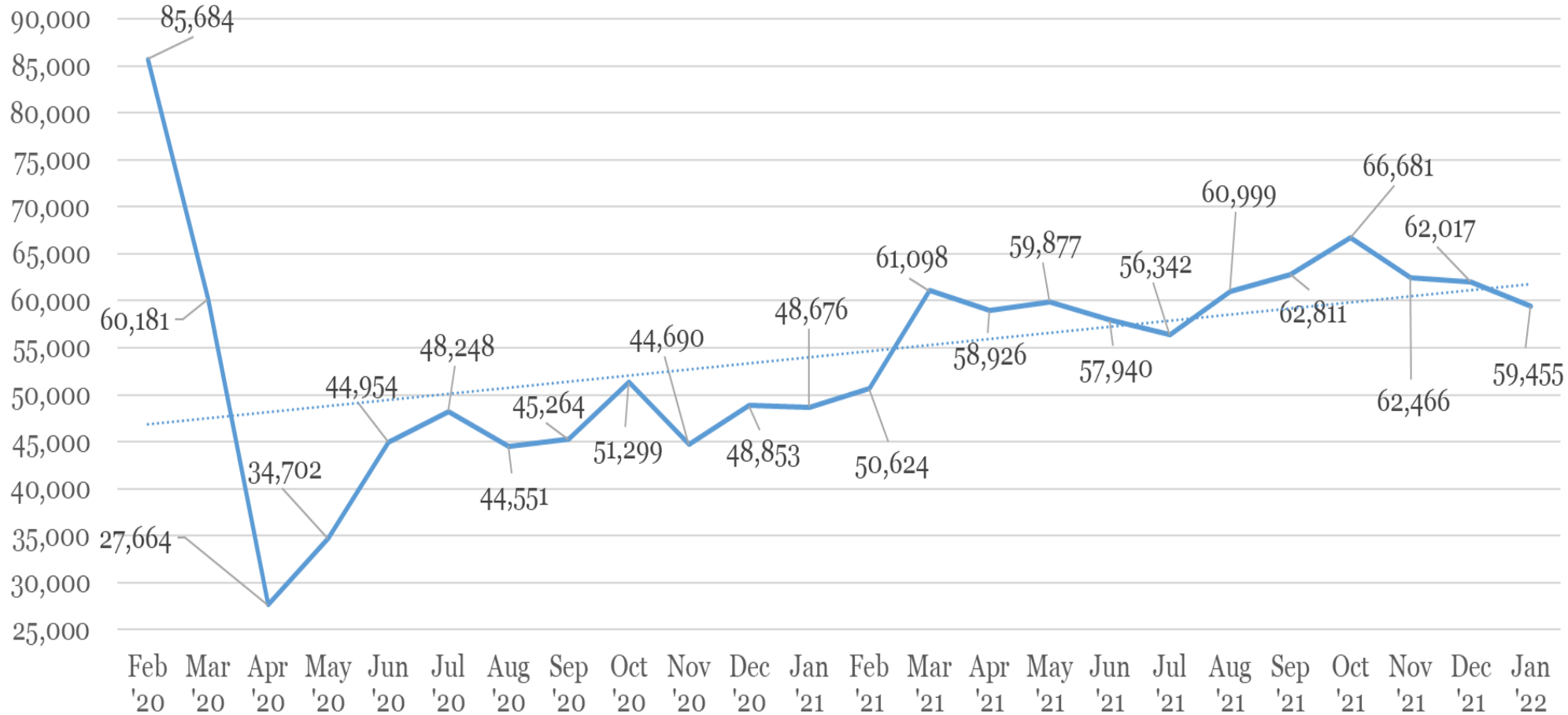
- Very dense bus network along the coast
- Very limited bus service inland
- Paratransit serves everywhere in the County



# Palm Tran Connection Ridership



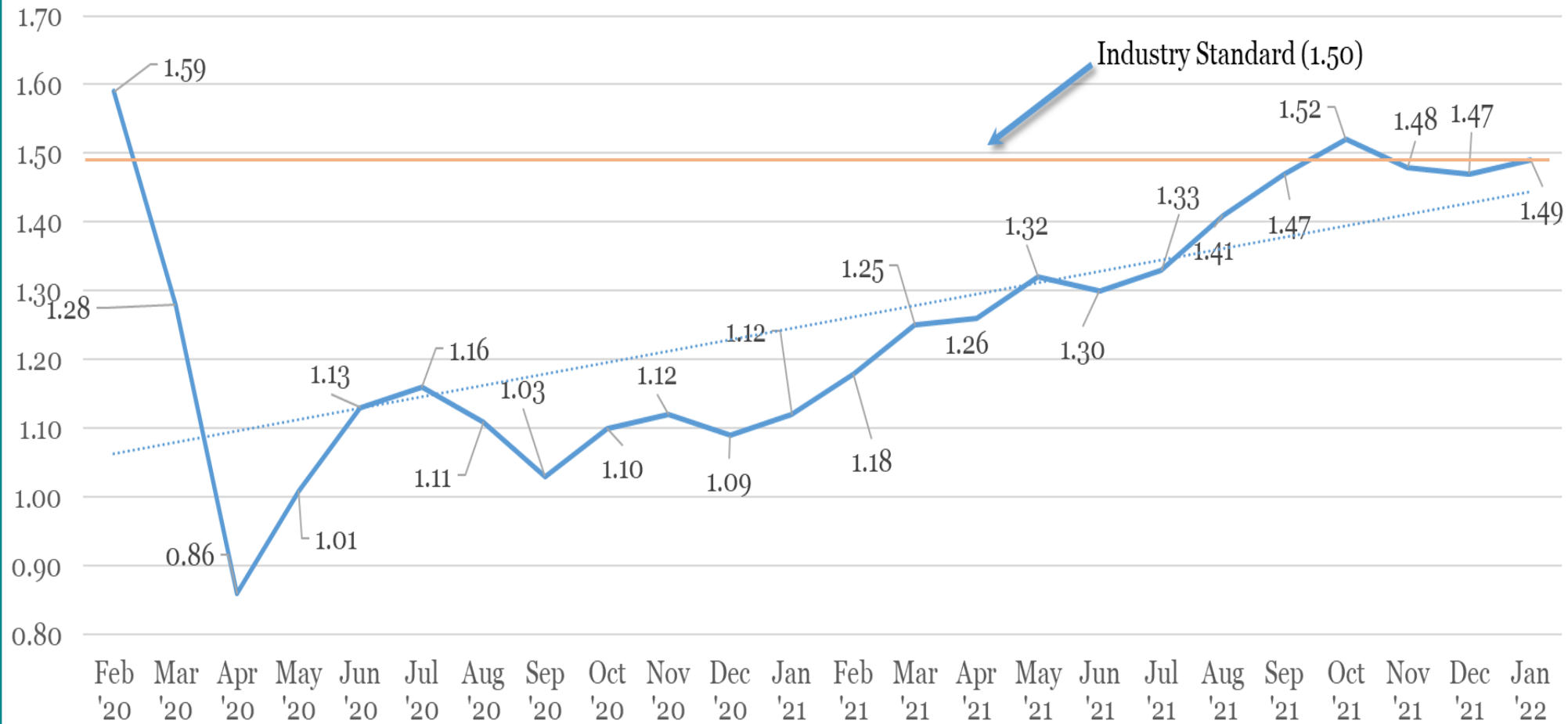
Passengers Transported by Month



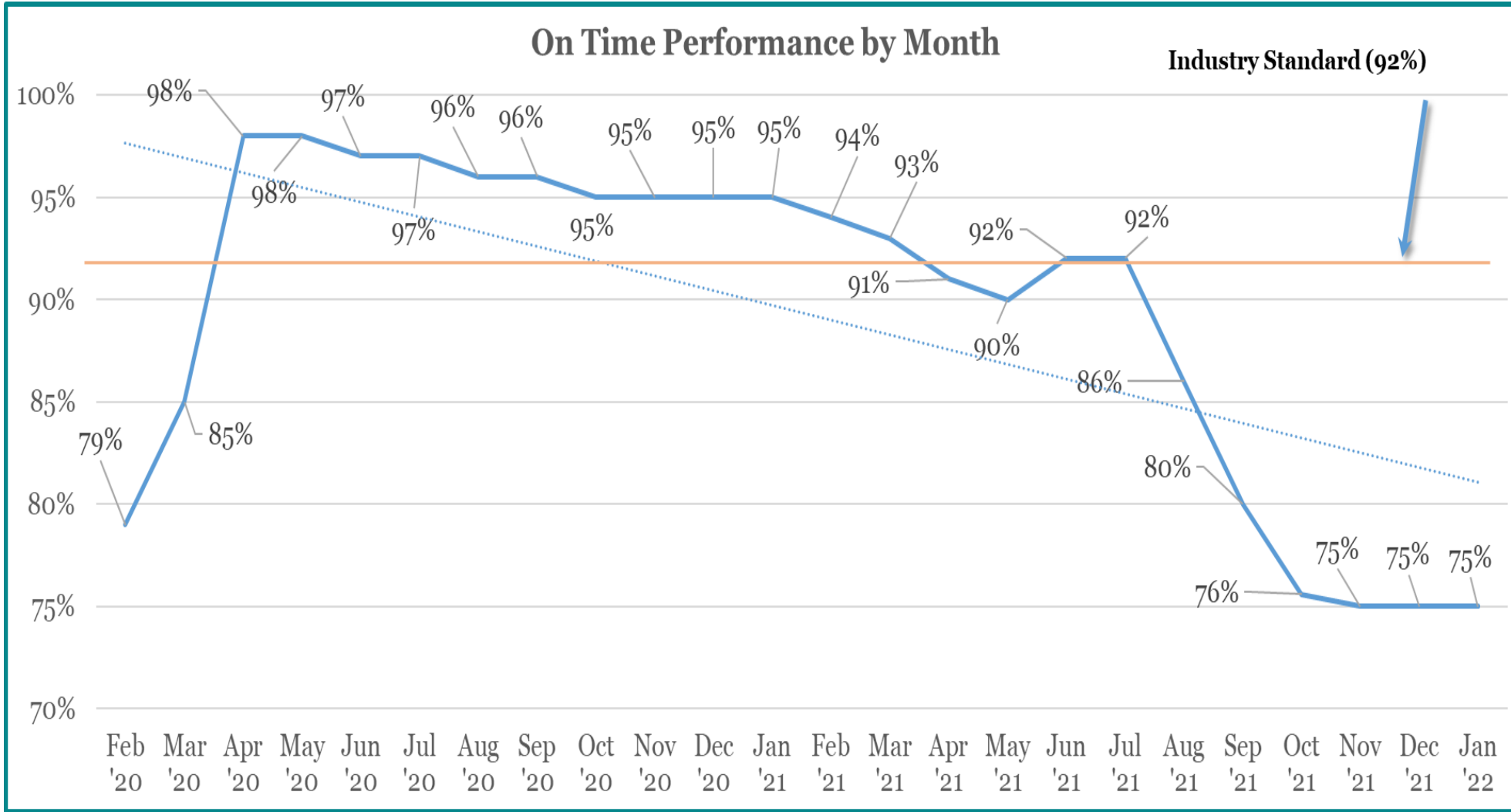
# Palm Tran Connection Productivity



Passengers Per Service Hour by Month



# Connection On-Time Performance



# TD Ridership and Complaint Report



Month	TD Ridership	Raw Complaints	Valid
November	8,442	19	3
December	8,235	10	2
January	8,639	12	1

Valid complaints: Late Pickup (2), Late Drop off (1), Discourteous (1), On Board Violation (1), Other (1)





**Thank you**

