











1

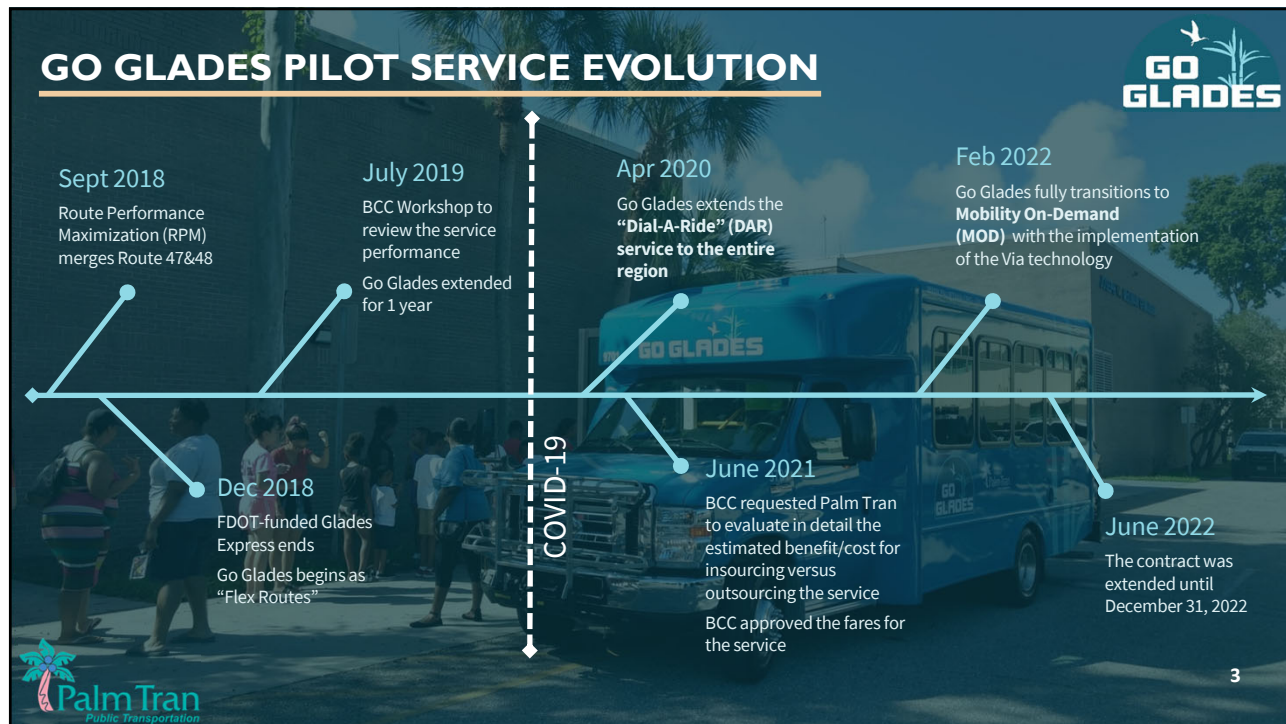


Agenda

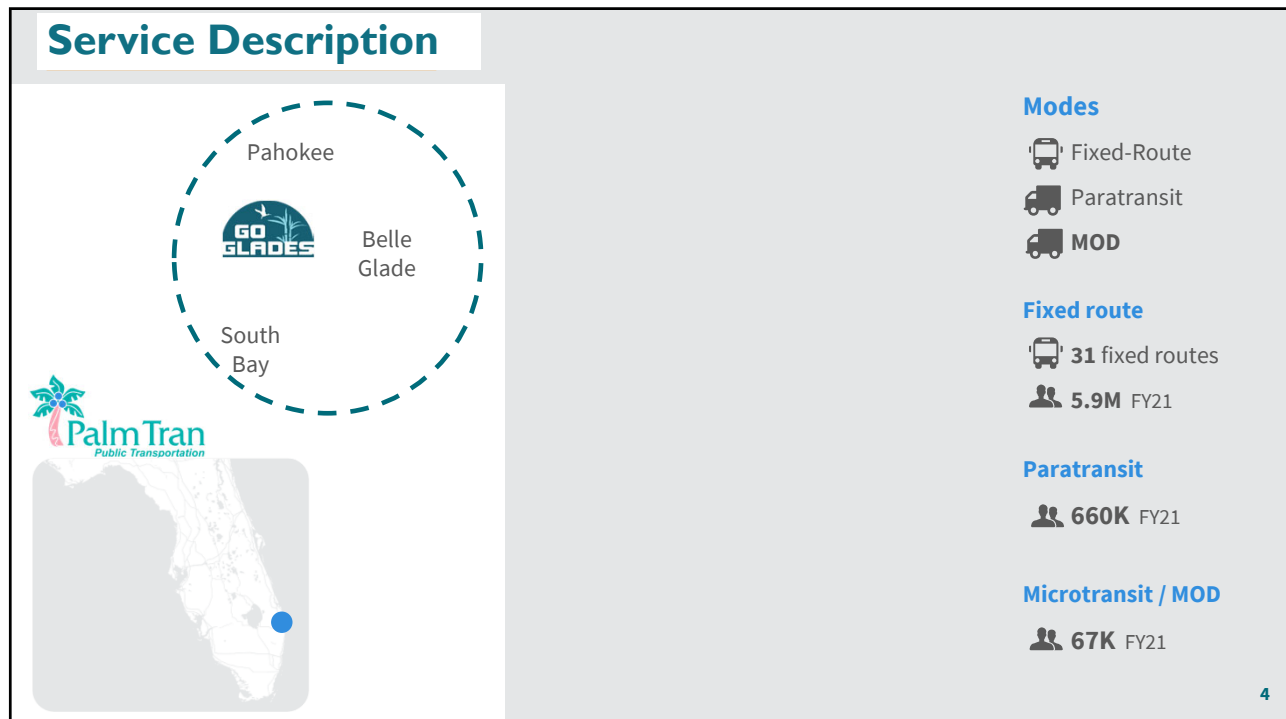
-  **Go Glades Pilot Service Evolution**
 - September 2018 – Current
-  **Service Description**
 - Population served
-  **Technology**
 - Trip selection capabilities
-  **Service Performance**
 - Ridership/ Productivity
-  **BCC Board Direction and Next Steps**



2

2

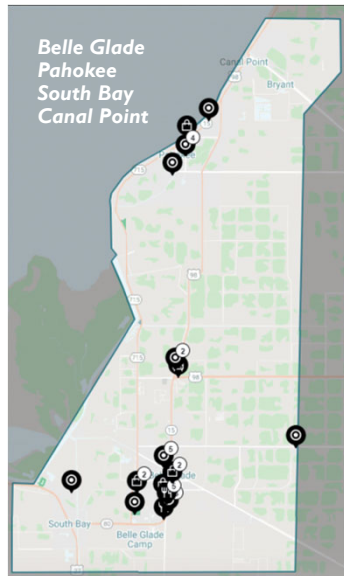


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Service Description



On-demand service providing access to opportunity



Seven days a week

Monday – Friday
5 AM to 9 PM

Saturday
7 AM to 9 PM



\$2 per trip (One-Way Ride)

Sunday
8 AM to 8 PM



Book on web, phone, app



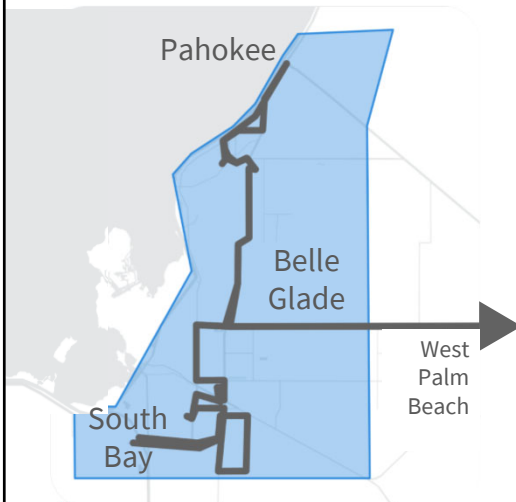
All pass holders ride at no additional cost!



Get around
the Glades,
easily and
affordably!

5

Service Description



Service Area



110 square miles

Population



41k

Peak Vehicles



6-8



6

6

Technology



- This technology operates similar to Uber and Lyft.
- **NEW Go Glades Software – Implemented February 8, 2022.**

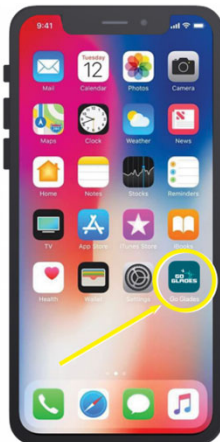
- Offers customers trip booking via phone app, website and call center
- Improved scheduling and routing
- Software funded by FDOT



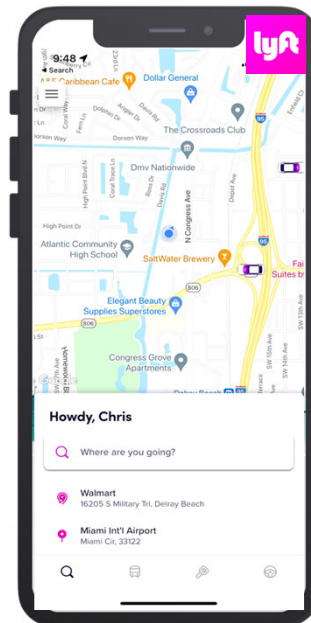
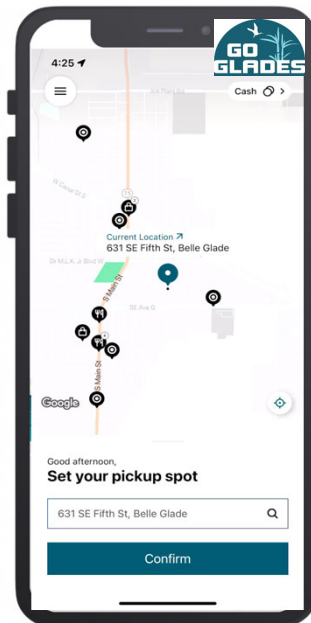
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Technology



The trip request experience is very similar to Uber or Lyft



8

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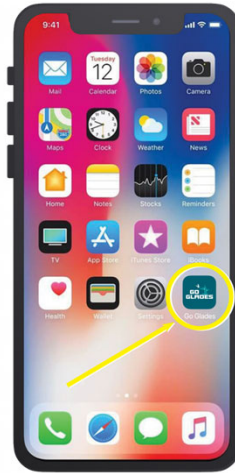
Technology



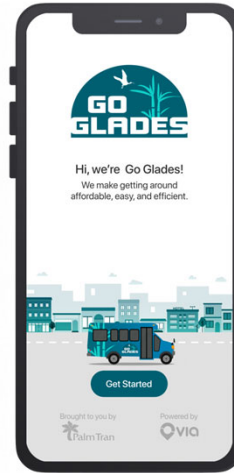
SCAN ME



Download on the
App Store



Available to download from Google Play and
the Apple Store



SCAN ME



GET IT ON
Google Play

9

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Service Performance August 2022 Data Snapshot



Average Ride Rating



4.9

Out of 5 Rating

Average Ride Duration



17m

App Installs



2.6k

Created since launch

Passengers



8.8k

Service Productivity



4pph

Agent Booking

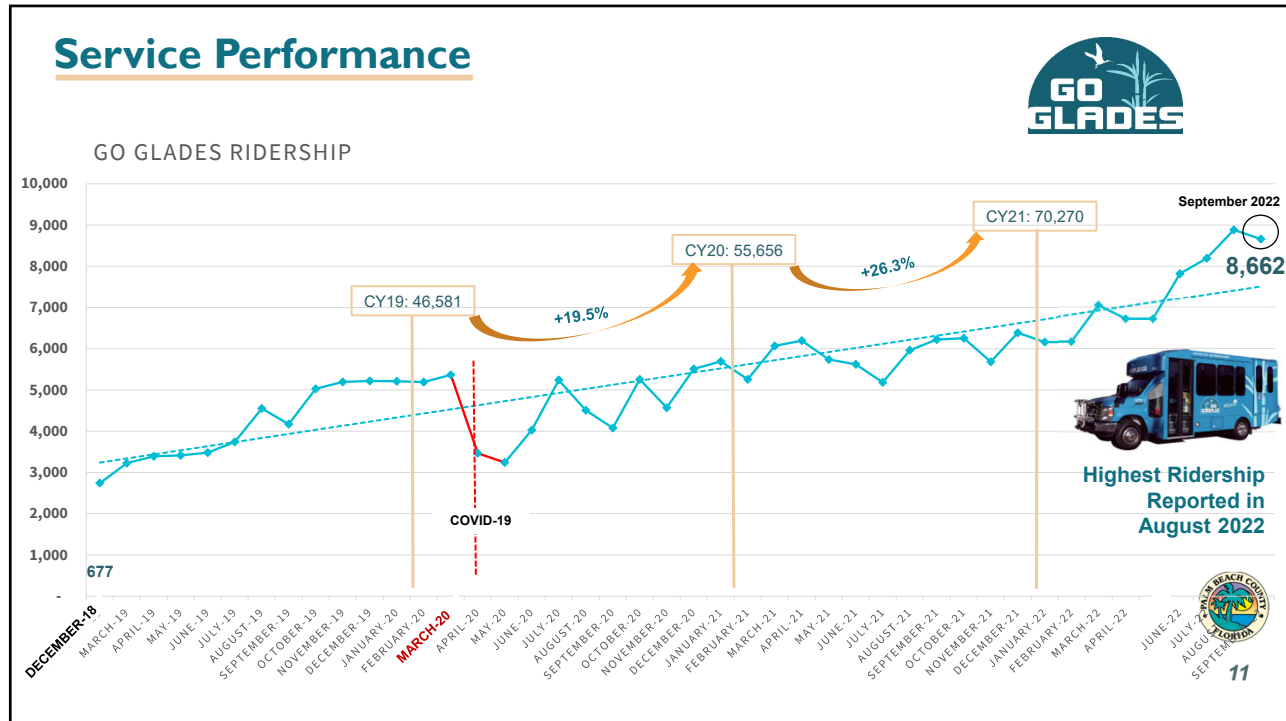


80%



10

10



Service Performance



PASSENGER Transport

CTA Removing Barriers

Q'STRAIT

SECUREMENT MeM ES

STOP TRYING TO MAKE TIP-OVERS HAPPEN.

IT'S NOT GOING TO HAPPEN.

Q'POD

FORWARD-FACING WHEELCHAIR SECUREMENT STATION

TRANSform Conference!

Palm Tran's Essential Microtransit Service Flourishes During and Post Pandemic

BY IVONNE PEREZ
Public Relations Specialist
Palm Tran
Palm Beach County, FL

ON A RECENT THURSDAY morning, Patricia Wright walked out of her home, boarded a Go Glades vehicle, and within minutes was dropped off right at the pharmacy's front door to get her prescription.

"It is a super convenient door-to-door service," said Wright, 46, who does not drive due to a disability and who rides daily, allowing her the freedom to go everywhere in town from grocery stores to restaurants. "I am able to go to different places and I'm not stuck inside. It saves me money. I know all the drivers; they are like my family. I love it."

More than 8,000 riders agree with Wright: Go Glades is Palm Tran's Public Transportation's on-demand dial-a-ride microtransit service, which runs seven days a week in a rural area known as The Glades Region, comprised of three cities tucked in the western edge of Palm Beach County. Palm Tran's fixed-route service in the county can only access the outer areas of the community with its buses. For the residents, it is Go Glades that has become the go-to for getting around.

At a time when most fixed-route locally and nationally are still recovering from the pandemic, Go Glades ridership continues to steadily increase monthly, making it the only Palm Tran service to increase ridership during the pandemic.

"Go Glades was a game changer in the community," said Clinton B. Forbes, Palm Tran executive director. "Being a remote and rural location, the Glades is not generally served by taxis and Transportation Networking Companies, which have to come from a community 20 minutes away."

The Glades is home to 41,000 residents, known for its sugar cane production and other agriculture. The Glades area is also one of the most economically depleted areas in the state of Florida. Go Glades was initially funded by a \$2 million grant from Florida DOT. Currently, the Palm Beach County Board of County Commissioners is the primary funding source of the program, which is also covered by fares and other grants. In all, Go Glades operates within a \$1.2 million budget.

The Go Glades service, with its large blue vehicles, is just \$2 a ride. During its first month of service in 2018, 677 riders used Go Glades to head within the Tri-Cities area of Belle Glade, Pahokee and South Bay. Most trips average two miles and are about 15 minutes long.

For Mike Cruz, Go Glades, or the "blue bus" as many call it, is a lifesaver. Cruz, 50, has arthritis and rarely drives. She has gotten to know many of the drivers and passengers. In fact, five other regular passengers see each other almost every day, calling themselves the 6 o'clock group. "Ms. Little picks us up right at our door," Cruz said. "I take it every day."

This past February, Palm Tran launched the Go Glades App, a free app provided by Via, allowing passengers to book daily trips and prebook rides up to three days in advance. It has real-time alerts for each trip. Passengers, many of whom are students, can add favorite locations to their accounts, making it easy to rebook trips with one click. Once booked, a rider can follow the Go Glades vehicle on the app and receive real-time updates on their phone. The app has taken off; it has been downloaded by more than 500 passengers so far and keeps growing.


With the success of the program, Forbes said Palm Tran is exploring how to add similar services to other areas in the county while continuing to enhance Go Glades.

PALM TRAN MICROTRANSIT CONTINUED FROM PAGE 11

15 minute trip use \$2.00 per ride including going to a Sheriff's office to pick up a child. A decline in pandemic Tran chare is a "real" making it 1 and come 2020, the pre-pandemic continued Go Glades 8,000 per "Our su of creating convenient

community in need of said Forbes, who note to-door service also all pretransit users to the Glades. "Because ach locally real-time, comp booking for pretransit all users in the area he the color, which is a Palm Tran and signifi eligible pretransit use

PALM TRAN MICRO CONTINUED ON PAGE 12





The Go Glades "blue bus" provides essential transportation services to rural residents in Palm Beach County's Glades Region.

Benefit-Cost Analysis

Analysis Results



Total Costs (2023)

	Alt. 1: Outsourced MOD Services	Alt. 2: Inhouse MOD Services (Existing Facility)	Variance (Alt. 1 vs.Alt. 2)
Vehicle Operating Costs	\$1,373,018	\$3,251,808	\$1,878,790

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



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BCC Direction as of September 20, 2022

BCC Directions:

1. The current contract expires on December 31, 2022. The BCC approved an extension of the existing contract for one (1) year.
2. The board directed staff to prepare and advertise an RFP with a two (2) year contractual term, which will include language that incentivizes potential bidders to offer increased competitive wages and benefits in their proposals.
3. The board also included in its direction that in the event a new revenue source is secured, contingent upon Board approval, ATU and Palm Tran/Palm Beach County will work collaboratively to transition the operation of Go Glades to Palm Tran/Palm Beach County.

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RPM 2.0 Roadmap

Implementation	Short Term	Mid-Term	Long-Term
First & Last Mile Services	★		
Mobility on Demand		★	
Enhanced Transit Corridors			★



Route Performance MAXIMIZATION

RPM 2.0

First and Last Mile Connections

Uber Lyft TAXI

Palm Tran is exploring and will soon be implementing first and last mile solutions that will eliminate obstacles of reaching the fixed route system. Palm Tran will leverage Uber, Lyft and taxi companies.

Mobility on Demand

Mobility on Demand (MOD) provides app-based and phone-enabled on-demand transit service either in-house or through a third-party contractor.

This initiative will build upon the successful pilot program in the Glades Region where MOD is currently operating. Palm Tran is looking at other areas where this feature can be implemented in Palm Beach County.

Enhanced Transit 561 Plan

The 561 Plan, which serves as the Transit Element of the Palm Beach Transportation Planning Agency's 2045 Long Range Transportation Plan, identifies 11 enhanced transit facilities within and through the county.

The corridors are collectively named the "S-6-1 Plan" because they consist of five (5) north/south corridors and six (6) east/west corridors resulting in one (1) connected system.

The North/South Corridors include:

1. Tri-Rail
2. Tri-Rail Coastal Link
3. US-1 (Palmto Rd to PGA Blvd)
4. Congress Ave (Yamato Rd to Okeechobee Blvd)
5. Military Trail (Glades Rd to PGA Blvd)

The East/West Corridors include:

1. Okeechobee Blvd (SR-7 to US-1 and SR-7 from Forest Hill Blvd to Okeechobee Blvd)
2. Forest Hills Blvd (SR-7 to US-1)
3. Lake Worth Rd (SR-7 to US-1 and SR-7 from Lake Worth Rd to Forest Hill Blvd)
4. Boynton Beach Blvd (Military Trail to US-1)
5. Atlantic Ave (Military Trail to US-1)
6. Glades Rd (Butts Rd to US-1)

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Peer Agency Review



LYNX
NeighborLink
(Orange, Seminole, and Osceola Counties, Florida)



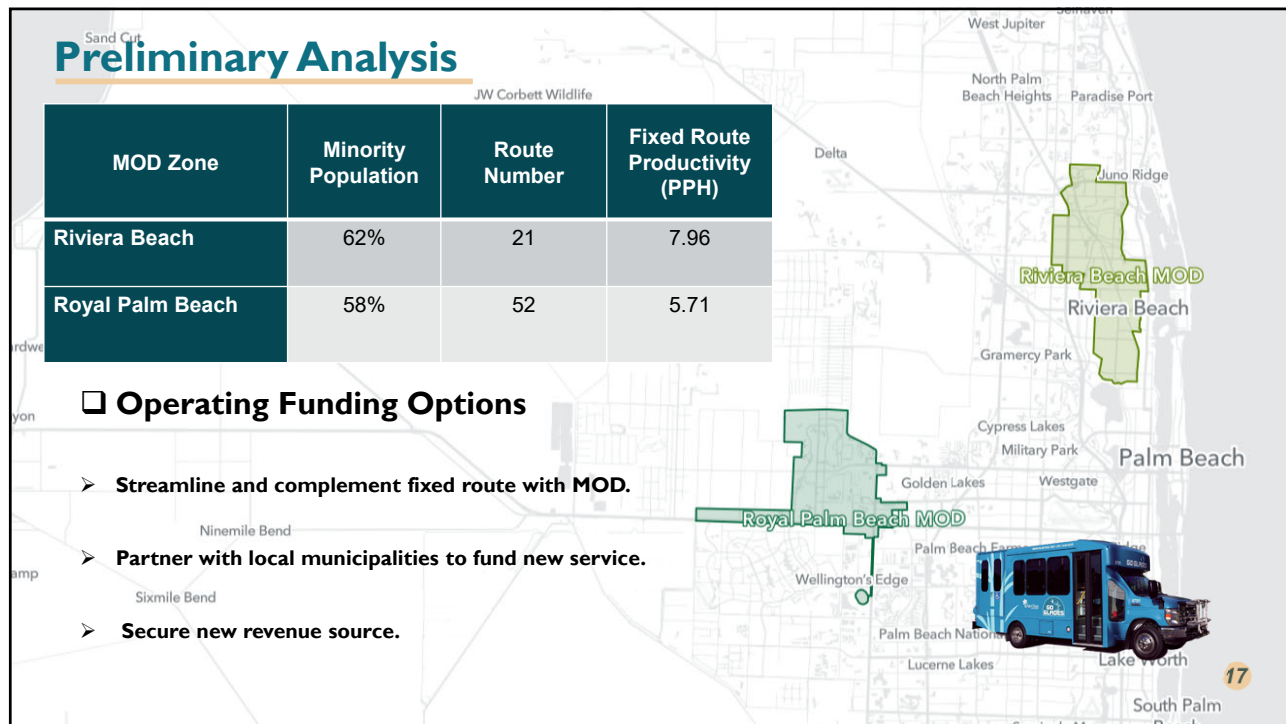
Central Ohio Transit Authority
COTA Plus
(Greater Columbus, Ohio)



Palm Tran
Go Glades
(Palm Beach County, Florida)



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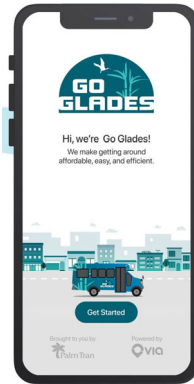
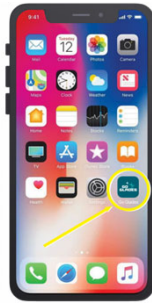


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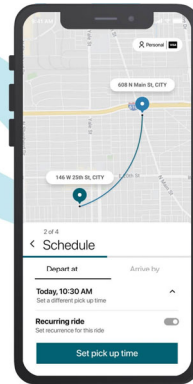
Technology



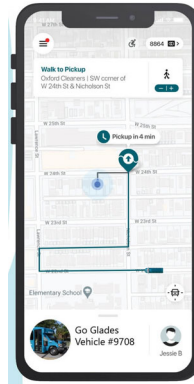
A New Way to Schedule your Go Glades Trip



1 Create an Account
Download the Go Glades mobile app in the App Store or Google Play Store and follow the simple signup steps.



2 Book a Ride
Enter your pickup and dropoff addresses and choose the ride that works best for you. Then tap **Book This Ride**.



3 Meet your Driver
The app will show you exactly where to meet your driver - it's usually a nearby corner, which helps minimize detours.

Available to download from Google Play and the Apple Store

19

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Cost Analysis of Delivery Options

Analysis Results

Total Costs (2023)

	Alt. 1: Outsourced MOD Services	Alt. 2: Inhouse MOD Services (Existing Facility)	Variance (Alt. 1 vs. Alt. 2)
Vehicle Operating Costs	\$1,373,018	\$3,251,808	\$1,878,790



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Service Performance



GO GLADES DASHBOARD FY2022



Safety	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Preventable Collisions per 10k Miles	2.00	1.00	0.70	0.00	0.00	0.00	0.31	0.00	0.00	0.33	0.31	0.56	0.00	0.24		0.16
Non-Preventable Collisions per 10k Miles	2.50	2.20	2.00	0.00	0.00	0.00	0.00	0.28	0.00	0.33	0.00	0.28	0.00	0.24		0.11
Mobility	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
Riders Per Revenue Hour	2.00	3.00	4.00	3.03	2.84	3.07	2.99	3.60	3.62	3.62	3.23	3.74	3.77	3.93		3.74
Total System Ridership	3,600	5,400	7,300	6,253	5,683	6,386	6,163	5,986	7,042	6,800	6,711	7,819	8,197	8,883		75,923
Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	YTD
On-Time Performance	85%	90%	92%	99.3%	98.9%	99.2%	99.0%	86.0%	92.6%	96.7%	96.5%	94.5%	94.8%	95.5%		95.7%
Mean Distance Between Failures	6,500	7,700	9,500	32,811	15,392	32,787	10,666	35,509	16,908	30,632	32,656	35,433	36,374	41,057		33,987
All Customer Concerns per 1,000 Boardings	3.00	2.00	1.50	0.00	0.00	0.00	0.00	0.00	0.28	0.15	0.15	0.26	0.61	0.68		0.22



- ♦ Minimum/Maximum has not been met
- ▲ Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded
- ★ The Goal has been exceeded

Palm Tran Performance Management Office



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