Best Practices in Community Transportation Coordinator Performance Measures

December 15, 2016

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Summary

Through State Budget Year 2016-2017, Specific Appropriations 1856 directed the Florida Department of Transportation (FDOT) in conjunction with the Florida Commission for the Transportation Disadvantaged (CTD) to collect data from Community Transportation Coordinators (CTCs), compile said data, identify best practices, and provide a report on such to the chairs of the legislative appropriations committees.

Language excerpt from Specific Appropriations 1856:

"The remaining funds in Specific Appropriation 1856 are provided for funding services to transportation disadvantaged individuals. A community transportation coordinator that receives any of these funds shall develop and implement performance measures which, at a minimum, shall address timing of advanced scheduling requests; on-time passenger pickup; improved routing to minimize passenger wait times; error rates for passenger pick-up and drop-off; and collection and public posting of passenger satisfaction survey ratings. By September 30, 2016, each such community transportation coordinator must provide information to the Florida Department of Transportation which details the adopted performance measures and methods used for evaluating performance. The Florida Department of Transportation shall provide a report to the chairs of the legislative appropriations committees by December 15, 2016, specifying which entities submitted, or failed to submit, the required information as well as an evaluation of the efficacy of the performance measures and recommendations as to best practices that could be implemented on a statewide basis."

As an initial phase of collecting data, FDOT and the CTD jointly issued a letter to Community Transportation Coordinators (Appendix A) requesting specific questions be answered for each of the above identified categories. Responses (Appendix B) were received from each county's CTC.

FDOT and CTD staff compiled and analyzed these responses to evaluate the existing performance measures utilized by CTCs statewide. FDOT and CTD staff then formulated best practices and recommendations for statewide performance measure adoption and implementation.

Scheduling Trips in Advance

Summary of Responses

Information was collected from each CTC regarding the agencies' policies for scheduling trips in advance. The policies for trip scheduling varied across agencies, but there were several noteworthy patterns. Nearly all CTCs reported their policy for the minimum amount of time that a trip must be scheduled in advance, and many also reported the maximum amount of time before a trip that scheduling could occur. Several agencies reported that they do not have a maximum amount of time, and therefore trips can be scheduled as far in advance as the customer desires. Many stated that same-day trip requests will be taken on a first-come-first-serve basis if there is availability.

The most common range of trip scheduling availability was from 2 weeks in advance to 1 day in advance. Some agencies allow trips to be scheduled up to 3 months in advance, though others cautioned that a longer period between scheduling and the trip is more likely to lead to cancelled or no-show trips. Figure 1 shows the distribution of response frequencies for maximum advance scheduling time. Most agencies require trips to be scheduled 1 day in advance, though many also require 72-hours or 3 days' notice. Figure 2 displays the distribution of responses for minimum advance trip scheduling time.

*Figure 1: CTCs' Policies for Maximum Advance Scheduling*
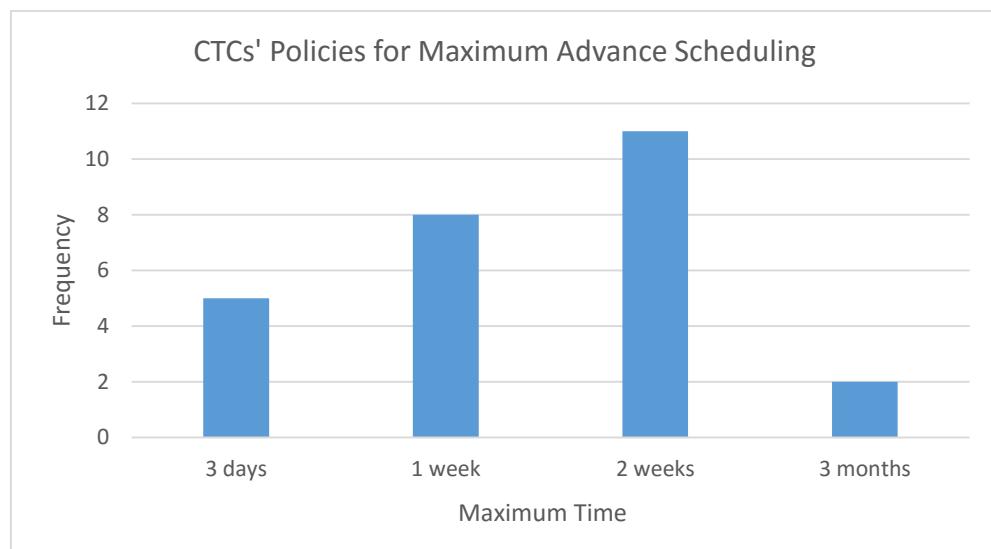
Figure 2: CTCs' Policies for Minimum Advance Scheduling
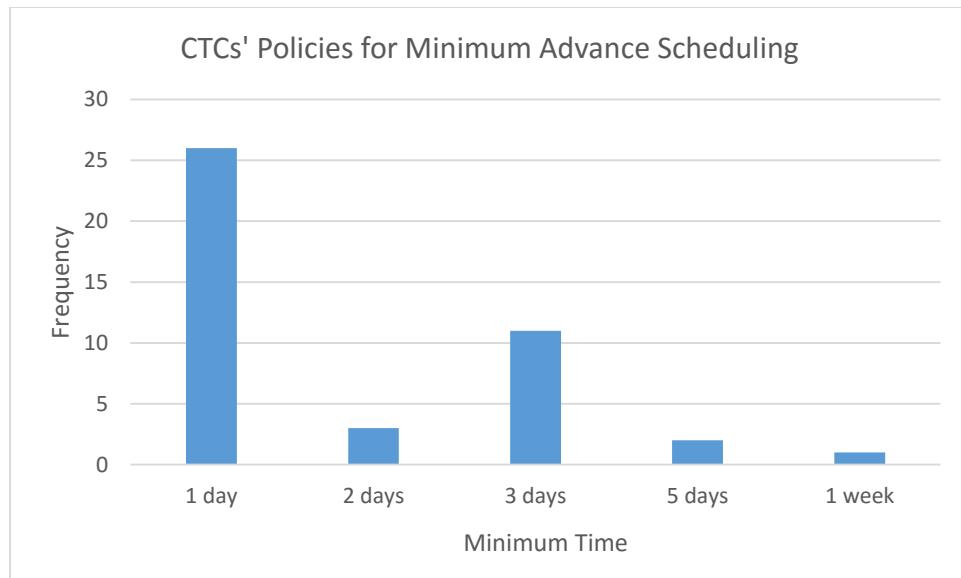
Evaluation Methods

Furthermore, each CTC was asked to report on the methods the agency uses to evaluate the impact of the advanced scheduling policy on the riders, as well as the agency itself. Many agencies did not respond to this question, indicating that there is likely not much internal evaluation of minimum advanced scheduling policies. The advance trip scheduling policies currently adopted by the CTCs are generally standard and appropriate.

Best Practices

The policy for trip scheduling is context sensitive, and an appropriate policy will depend on each agency's capacity to provide trips. Factors that impact capacity include the number and condition of vehicles available for the paratransit program, staff availability, software usage, etc.

The advance trip scheduling policy should be formalized and communicated to customers in several accessible formats, including posted on the CTC's website, printed, and available via phone by either CTC staff communication or a recorded message.

Examples of best practices from survey responses:

- "Advanced scheduling is monitored through monitoring on-time performance, scheduling efficiency by passengers scheduled per revenue hour, total number of trips scheduled, and number of waitlisted trips."

- "Automatic Call Distribution (ACD) Reports will be provided on a weekly basis. The ACD service automatically records usage statistics and keeps track of a variety of information with detailed reports available to help analyze call center activity."

On-Time Performance

Summary of Responses

Each agency reported their on-time performance measures for passenger pick-up and drop-off, as well as the targets for each measure. Most of the CTCs record on-time performance using Trapeze or similar reservations/scheduling/dispatch software, which compares scheduled to actual pick-up and drop-off times. Others use Automated Vehicle Locators (AVLs) and Global Positioning System (GPS) systems.

Standard on-time pick-up and drop off goals reported by the CTCs ranged from 75% to 98%, with most above the 90th percentile. These policies are generally included in the CTCs' Transportation Disadvantaged Service Plans (TDSP), and established in partnership with the Local Coordinating Board (LCB). Agencies reported actual average on-time performance ranging from 65% to 98%, with most in the high 80th percentile to low 90th percentile.

The CTCs also reported on their agencies' pick-up and drop-off windows. Figure 3 displays the frequency of responses for each reported pick-up window policy. Five agencies reported that they do not have a drop-off window because they schedule trips by requested drop-off time for appointments, and therefore consider any drop-off time after the scheduled appointment time to be a late drop-off. Other agencies have different pick-up and drop-off windows depending on the length and distance of the trip, e.g. a 60-minute window for trips within the urbanized area and a 90-minute window for trips in rural areas.

Figure 3: CTCs' Pick-up Window Policies
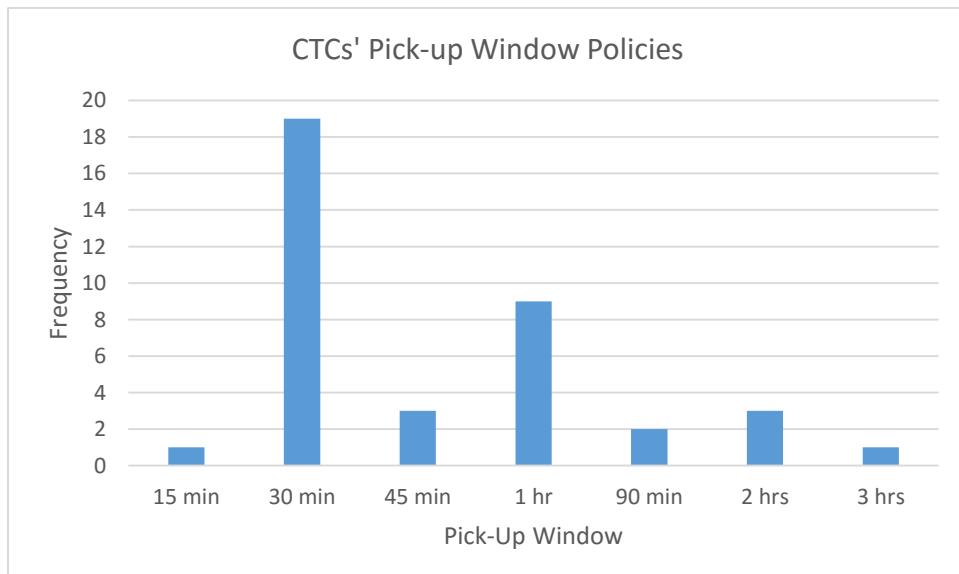
Evaluation Methods

The methods the CTCs use to internally evaluate on-time performance varied amongst the respondents. Many cited use of Trapeze, RouteMatch, Ecolane, or WinTrip reservations/scheduling/dispatch software to produce reports on on-time performance. One CTC reported having a newly formed Data Analyst staff position dedicated to evaluating the reports generated in Trapeze.

LCB subcommittees assist Regional Planning Councils (RPC) or Metropolitan Planning Organizations (MPO) in evaluating CTCs on an annual basis, looking at performance indicators, measures of effectiveness and efficiency, and level of coordination. Several CTCs submit monthly or quarterly performance reports to their LCB that include quantitative measures of on-time performance.

Best Practices

On-time performance is and should remain a locally determined measure. In particular, the pick-up and drop-off windows must be determined by each CTC based on service area geography and agency capacity. As a best practice, agencies should ensure that pick-up and drop-off windows are well-communicated to passengers and codified in the TDSP.

Agencies should set a standard (performance target) for on-time performance within the determined window: e.g. 90% of scheduled trips are completed within the passenger's requested pick-up and drop-off window. The percentage goal should be locally determined based on prior performance and agency goals.

Performance targets should be evaluated based on a set schedule. If the agency's performance target is not met for the evaluation period, the CTC should identify and address the policies, procedures, or systemic capacity constraints that present an adverse impact to on-time performance.

Examples of best practices from survey responses:

- Contracted service should contain monetary penalties in contract when service falls below the agency's established standard for on-time performance.
- "…the scheduling system will automatically call the client the evening prior to the trip to advise of pick-up window for the next day. The system will call the client on the day of the trip, when the pick up vehicle is within 10 minutes of arriving to advise the client to be prepared to leave."
- "Vehicles . . . are equipped with Mobile Data Terminals and GPS technology, making it easier to move passengers to other vehicle if dispatchers notice drivers' transportation delays."

Passenger Wait Times

Summary of Responses

The CTCs were asked to report on the actions that their agencies take to minimize passenger wait times for both pick-ups and on-board travel. Most CTCs utilize reservations/scheduling/dispatch software programs that produce optimized manifests from scheduled trips, which enables shorter trip lengths and wait times for passengers. Mobile Data Terminals on each vehicle allows dispatchers to dynamically add trip requests as they arise. In order to reduce delay for other passengers, several CTCs reported having policies that limits the driver to only wait 5 to 10 minutes at a passenger's pick-up location. Other actions cited as key to reducing passenger wait times included multi-loading of passengers going in the same general direction and enforcing monetary penalties in Service Provider contracts that specifically address on-board time violations.

Evaluation Methods

The CTCs were also asked to report the methods the agency uses to evaluate actions taken to minimize passenger wait times. One agency reported having developed a daily check log on ridership time and wait time to be analyzed to find better solutions to loading buses more efficiently. Several others cited their evaluation of passenger wait times as part of the annual LCB-RPC evaluation of the CTC, including the rider surveys. One CTC reported that its dispatchers and schedulers had the responsibility of regularly monitoring passenger pick-up and drop-off times to ensure adherence to on-time performance. One CTC reported using monthly passenger surveys to evaluate, in part, passenger wait times. Some use the built-in reporting functions from RouteMatch, Trapeze, or other reservations/scheduling/ dispatch software systems to compare scheduled to actual pick-up and on-board time. Others set the standard that customer time traveled must be equivalent to 100% or 110% of the comparable fixed route travel time, and use software to ensure that this goal is being met.

Best Practices

The Federal Transit Administration (FTA) evaluates paratransit trips' travel time based on comparability to the travel time on a fixed route system (Disability Rights Education & Defense Fund, 2010). Therefore, CTCs should strive to at least meet this equivalency standard, and set stricter measures based on local conditions if able.

Examples of best practices from survey responses:

- Contracted service contains monetary penalties in the contract that specifically address time violations.
- "…the driver will wait a maximum of five (5) minutes for the client to board the vehicle after arriving at the pick up location in the service window. If the client is not ready to board within five (5) minutes of the vehicle's arrival the vehicle will depart."
- "If a paratransit trip has an origin and destination within 1/2 mile of the fixed-route, it will be necessary for the passenger to use the fixed route, unless that patron is unable to utilize the system."

Customer Satisfaction

Summary of Responses

The CTCs were asked to report on which passenger satisfaction survey ratings their agency collects. Many also described the mechanism and frequency at which customer satisfaction surveys are conducted. One agency reported that they survey customers once per year, and another conducts surveys twice per year. Two agencies reported that they have a passenger survey that is always available on their websites, and another has a complaint, comment, and suggestion submission box on their website. One agency mails surveys with pre-addressed, postage-paid return envelopes. Another referenced a countywide call center that has a complaint line. Another conducts weekly phone surveys.

Several CTCs reported having a customer satisfaction survey process that is synchronized with other compliance and evaluation processes. Complaint rate and recommendations are reported and submitted to the LCB at every meeting. Many agencies referred to the fact that the RPCs survey 30% of riders on the agencies' manifest annually. This survey is conducted as part of the Annual Evaluation by the LCB. The LCB annually conducts customer service surveys. The MPO survey review process is outlined in some agencies' TDSP. Agencies conduct customer satisfaction surveys in the development of the TDSP and the TDP compliance documents. Furthermore, the Florida CTD has provided CTCs with a sample customer survey in the CTC Evaluation Workbook (Appendix C).

Specific factors that CTCs report measuring include those listed in Table 1. Table 2 lists the various mechanisms the CTCs use to make survey response data publicly available.

Table 1: Customer Satisfaction Ratings Measured in Surveys

Rating	Response Frequency
Trip scheduling experience/dispatcher helpfulness and courteousness	10
Overall service rating (often 1-10 scale)	9
On-time performance	8
Vehicle comfort and cleanliness	7
Driver helpfulness and courteousness	5
Driver safety	4
Customers' frequency/longevity of service usage	4
Satisfaction with hours of service	2
Reason for utilizing service	2
Problem identification and explanation	2
Dependability	1
Cost	1
Availability of handrails or grab bars on bus	1
Availability of schedule information	1
Reporting denial of service and reason for denial	1
Demographics	1

Table 2: Publication of CTC Customer Satisfaction Survey Results

Location	Frequency
CTC web site	14
TDSP	7
RPC web site	6
Agency office	2
LCB public meetings	9
TDP	2
MPO web site	5
Not posted, available upon request	5

Evaluation Methods

The CTCs were asked what methods the agency uses to internally evaluate passenger satisfaction survey results. The most common evaluation mechanism cited is the annual CTC review conducted by the LCB.

Examples of evaluation mechanisms utilized by the respondent CTCs:

- "Survey results are reviewed and analyzed by the LCB and the CTC to identify trends or issues that may need to be addressed. All rider comments are reviewed as part of this process."
- "…reviewed by the Executive Director of the CTC for any concerns that may need to be addressed."
- "Data collected from the surveys are entered into an Excel spreadsheet and is then reported quarterly at TD Coordinating Board meetings, reported to the CTC Evaluation Subcommittee, and posted to the websites."
- "…current rider surveys are compared to previous surveys to monitor trends."
- "Count each response and summarize, chart, and graph to understand how we are improving our service and what areas need further attention."
- "Annually, our agency utilizes a 3rd party (consultant) to conduct a system-wide customer satisfaction survey. Once compiled, the results of this survey are presented to the staff by a representative of the consulting firm. Management then develops an action plan to address any deficiencies identified by the survey."

Some agencies report using survey results to set a quantitative customer satisfaction performance standard. Example measurements include:

- The percentage of riders who rate the overall quality of their paratransit service as "Excellent" or "Good."
- A "complaint standard" that monitors the number of complaints per 1,000 trips. The standard cited by one agency is 2.9 complaints per 1,000 trips.
- Overall satisfaction with service on a 1-10 scale.

Best Practices

All CTCs should at the very least be subject to the annual evaluation conducted by the LCB, which includes a standard customer satisfaction survey (Appendix C). Surveys should be collected using several media: phone calls, printed surveys, on-board surveys, website, etc. Surveys should be completed not only by customers who completed paratransit trips, but also from those who attempted to make a reservation and could not be accommodated.

Customer satisfaction surveys should incorporate both quantitative and qualitative measures, and include plenty of free space for open-ended comments.

Examples of best practices from survey responses:

- "The Passenger Advisory Committee meets bi-monthly and provides us feedback on customer concerns and questions, and helps us address customer service issues."
- "The following questions are asked of each rider on the rider surveys:
    - Dependability,
    - Service runs when I need it,
    - Easy to arrange trips,
    - It is convenient to change scheduled trips when necessary,
    - Comfort/Cleanliness,
    - The driver provides a safe and comfortable ride,
    - Waiting time,
    - I arrived at my destination at the scheduled time,
    - Cost,
    - The reservationist is pleasant,
    - The drivers are courteous and helpful,
    - Overall courtesy of employees,
    - Overall satisfaction of services,
    - Where are you going on your trip (final destination),
    - On average, how often do you use community transportation a month, and
    - If not by community transportation how would you make this trip?"
- "…on the Client Satisfaction Survey, ample writing space is provided for clients to provide additional comments and suggestions."
- "Surveys are conducted to solicit customer satisfaction from the various agencies we serve as well as from the caretaker's perspective."
- "Passenger satisfaction surveys are selected on a random basis and performed weekly. In addition, facility satisfaction surveys are performed quarterly. Local facilities where members may be picked up from or transported to, are visited to ensure service satisfaction."
- "Every day [the agency] conducts a telephone survey with a random sample of customers from the previous day's […] service."
- "Rider statistics are published on Miami-Dade County's website on a monthly basis, as well as monthly rider's meeting calendars and summaries."

Adoption & Implementation

Summary of Responses

The CTCs were asked whether or not their agencies had adopted and implemented each of the performance measures and policies outlined in the survey (Appendix A). Except for three CTCs that did not respond to the question, all reported that they have both adopted and implemented their reported performance standards and measures, and many indicated that these measures are codified in the agency's annually updated TDSP.

References

1. Disability Rights Education & Defense Fund (DREDF) and TranSystems Corporation, funded by the Federal Transit Administration (2010). "On-time Performance in ADA Paratransit." Retrieved from: https://dredf.org/ADAtg/OTP.shtml
2. Florida Commission for the Transportation Disadvantaged (2011). "CTC Evaluation Workbook." Retrieved from: http://www.fdot.gov/ctd/docs/DoingBusinessDocs/CTCReviewWorkbookFillableFormRevised20111211.pdf
3. Florida Commission for the Transportation Disadvantaged. "Customer's Rights and Responsibilities." Retrieved from: http://www.fdot.gov/ctd/RiderRights.htm

Appendix A: Letter from the Florida Department of Transportation and the Florida Commission for the Transportation Disadvantaged to Community Transportation Coordinators

Florida Department of Transportation

605 Suwannee Street
Tallahassee, FL 32399-0450

RICK SCOTT
GOVERNOR

JIM BOXOLD
SECRETARY

April 13, 2016

Dear CTC Director,

Recently, the Florida Legislature passed HB 5001 which stipulates that Community Transportation Coordinators (CTCs) shall –

"Develop and implement performance measures which, at a minimum, shall address:

- *timing of advanced scheduling requests;*
- *on-time passenger pick-up;*
- *improved routing to minimize passenger wait times;*
- *error rates for passenger pick-up and drop-off; and,*
- *collection and public posting of passenger satisfaction survey ratings.*

By September 30, 2016, each such CTC must provide information to the Florida Department of Transportation (FDOT) which details the adopted performance measures and the methods used to evaluate performance.

The FDOT shall provide a report to the chairs of the legislative appropriations committees by December 15, 2016 specifying which entities submitted, or failed to submit, the required information, as well as an evaluation of the efficacy of the performance measures and recommendations as to best practices that could be implemented on a statewide basis."

To assist the FDOT in submitting a report to the chairs of the legislative appropriations committees by December 15, 2016, FDOT requests each CTC answer the following questions. Please answer the questions in sufficient detail so the FDOT can determine the efficacy of the performance measures and recommend best practices that could be implemented statewide.

1. **Scheduling Trips in Advance.** What is your agency's policy for scheduling trips in advance? What methods does your agency use to evaluate the impact of the advanced scheduling policy both on riders and your agency?

2. **On-Time Performance.** What are your agency's on-time performance measures for passenger pick-up and drop-off? What are the targets for each measure? What are your agency's pick-up and drop-off windows? What methods does your agency use to evaluate these performance measures?

3. **Passenger Wait Times.** What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel? What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. **Customer Satisfaction.** What passenger satisfaction survey ratings does your agency collect? Where does your agency publicly post passenger satisfaction survey results? What methods does your agency use to evaluate passenger satisfaction survey results?

5. Has your agency adopted and implemented each of the performance measures or policies described in questions 1 – 4?

Please provide your responses electronically to Kayla Costello at Kayla.Costello@dot.state.fl.us by September 30, 2016. You will receive a formal response verifying that your information has been received by the FDOT. If we have questions or comments regarding your responses, please provide the following information so we may contact you for more information.

Agency: _____

Name of Responder: _____

Email Address: _____

Phone Number: _____

If you have questions or comments regarding this request, please contact your CTD project manager for assistance. Upon its completion, a copy of the final report as transmitted to the legislative appropriations committee chairs will be made available to all CTCs for their review.

Thank you for your cooperation and understanding in this matter.

Sincerely,

Ed Coven, Manager
FDOT Transit Office

Steven Holmes, Executive Director
Florida Commission for the Transportation Disadvantaged

Appendix B: Performance Measure Survey Responses from Community Transportation Coordinators

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

To arrange for a ride, passengers are instructed to call our reservations line at (352) 375-2784 Option 2. Reservations for ADA, 5310 and 5311 (General Public) service can be made 7 days a week, Monday through Saturday from 8:00 am to 5:00 pm and Sunday from 10:00 am to 5:00 pm. Reservations for Transportation Disadvantaged and other funding sources are made Monday through Friday from 8AM – 5PM. Many agencies and facilities make requests through fax or e-mail and these are accepted according to the timelines described above. Approximately 50% of our trip requests are demand response, so having reservations end by 5PM the day prior to service allows us to complete manifest scheduling and driver assignments. Our scheduler arrives for duty at 10:30AM and by 7PM manifests are completed and driver schedules are posted on our "Drive Line" that drivers access to know when to report for duty. It is our experience that passengers understand and accommodate these guidelines. However, when a passenger has an unforeseen emergency situation, every effort is made to accommodate a same day service request.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Our OTP measure is documented in our required TDSP, which is reviewed and adopted by our LCB.

What are the targets for each measure?

The current measure for all funding sources is 90% (average is 97-98%). The information is gathered from our Trapeze transportation management software application, which is augmented by a proprietary software Transit Miner. This application coordinates w

What are your agency's pick-up and drop-off windows?

What methods does your agency use to evaluate these performance measures?

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Because our system is operated in a shared ride environment, passengers are instructed to be ready 60 minutes before their scheduled destination drop time if in the urban ADA service area and 90 minutes if in the rural areas of the county. As long as the passenger is dropped off at the scheduled appointment time it is considered On Time.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

A service quality and passenger satisfaction survey is conducted as part of our Annual Evaluation conducted by staff of the LCB.

Where does your agency publicly post passenger satisfaction survey results?

The results of this survey becomes part of the public record. In addition, MV conducts surveys bi-annually and shares the results with the LCB. Finally, a monthly summary of complaints and commendations is shared with agency partners, the LCB and our MV PAC.

What methods does your agency use to evaluate passenger satisfaction survey results?

The PAC meets bi-monthly and provides us feedback on customer concerns and questions, and helps us address customer service issues.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

The CTC asks that reservations be made 72 hours in advance, with exceptions for emergencies.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Reservationist books the appointments in a transit regional software program and produces a manifest. This manifest is approved and reconciled by the Operations Supervisor who manages the placement of passengers on the bus along with the bus assignments for the operators.

What are the targets for each measure?

90% of all completed medical trips on time is the standard.

What are your agency's pick-up and drop-off windows?

The CTC has a 45 minute pick-up window.

What methods does your agency use to evaluate these performance measures?

The on-time performance is tracked by the newly formed position of Trapeze (software program) Data Analyst.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

At the time of scheduling, clients are advised by the reservationist when to be ready for pickup, based on distance and loading. Clients are advised that scheduled return pickup will be within one hour of notice to the CTC but it is usually much faster than that.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

We have developed a daily check log on ridership time and wait time. We are compiling these daily checks in hopes of minimizing wait time for our passengers. Finding better solutions to multi loading buses more efficiently.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

NEFRC surveys 30% of the riders on a driver's manifest annually.

Where does your agency publicly post passenger satisfaction survey results?

The results of the survey become part of the annual CTC evaluation, which is added to the TDSP and posted on NEFRC's website.

What methods does your agency use to evaluate passenger satisfaction survey results?

The results are discussed annually with the Local Coordinating Board.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, as described in the TDSP and evaluated annually as well as quality improvements updated and approved quarterly by the Local Coordinating Board.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

An advance reservation is required by 1PM the prior working day for next day transportation services. Sponsoring agencies, riders, etc. can call or fax trip information to transportation staff. Riders may make transportation arrangements in person at the office location. Reservations requested after 1PM for next day service will be scheduled based on availability of driver/vehicle. A stand-by list is maintained for riders calling in after 1PM It is the responsibility of the rider to call within the established time frame to verify if trip will be provided.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

A LCB subcommittee assists the planning agency also known as West Florida Regional Planning Council, in evaluating the CTC on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. In an effort to monitor the services provided by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys are conducted at the beginning of each year.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

The CTC measures on time performance in +/- 60 minutes intervals. There is a 60 minute pick up window for all trips with the exception of Immediate Response Trips. If the vehicle arrives at least 60 minutes prior to the riders scheduled pick up time then the trip is considered on time. If the vehicle arrives after the 60 minute pick up window then the trip is considered late.

What are the targets for each measure?

The CTC will have a 95% on-time performance.

What are your agency's pick-up and drop-off windows?

There is a one-hour pick up window for all trips with the exception of Immediate Response Trips. Clients are to be ready for pick up 60 minutes prior to their scheduled pick-up time. The "pick up window" for trips is 60 minutes before or 60 minutes after your scheduled pick up time. The driver will only wait 5 minutes for you to board from the beginning of the pick-up window. If you do not board within five minutes, the driver will notify dispatch, depart without you, and you will be considered a no-show. Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up clients. For scheduled returns, pick-up should occur within 30 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand-response trip will be worked into the existing schedule. This could result in an extended wait. The rider should be prepared to be transported a minimum of 1 hour for trips within a 10 mile radius of the transportation center and 1 hour plus travel time for trips beyond the 10 mile radius prior to scheduled destination time to allow for rider routing.

What methods does your agency use to evaluate these performance measures?

A LCB subcommittee assists the planning agency also known as West Florida Regional Planning Council, in evaluating the CTC on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. In an effort to monitor the services provided by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys are conducted at the beginning of each year.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The CTC maintains open lines of communication with health care facilities so that trips are coordinated on a regular basis with little to no wait times. The CTC provides rider notification reminders the night before their scheduled trip and then again 5 to 15 minutes before their pick

up time. Additionally, the CTC contracts with a large internationally known company as the operator for demand response service.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

A LCB subcommittee assists the planning agency also known as West Florida Regional Planning Council, in evaluating the CTC on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. In an effort to monitor the services provided by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys are conducted at the beginning of each year.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The following questions are asked of each rider on the rider surveys: Dependability, Service runs when I need it, Easy to arrange trips, It is convenient to change scheduled trips when necessary, Comfort/Cleanliness, The driver provides a safe and comfortable ride, Waiting time, I arrived at my destination at the scheduled time, Cost, The reservationist is pleasant, The drivers are courteous and helpful, Overall courtesy of employees, Overall satisfaction of services, Where are you going on your trip (final destination), On average, how often do you use community transportation a month, and If not by community transportation how would you make this trip.

Where does your agency publicly post passenger satisfaction survey results?

The results of the rider surveys along with the complete CTC annual survey is posted on West Florida Regional Planning Council website, http://www.wfrpc.org/.

What methods does your agency use to evaluate passenger satisfaction survey results?

Current rider surveys are compared to the surveys taken in the past years to ensure survey results are going up in terms of overall customer satisfaction. The surveys are also reviewed by the LCB for overall compliance annually.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

The CTC has implemented each of the above described performance measures and the results are reviewed annually by transit staff, LCB, and the CTC. In addition to the annual evaluation, transit staff, LCB and the CTC meet quarterly to review days of service, service hours, service miles, trips, riders, reschedules, on-time performance, no shows, client cancels, road calls, accidents, complaints, and commendations.

**Bradford, Dixie, Gilchrist, Lafayette, Union
Suwannee River Economic Council**

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Suwannee River Economic Council, Inc. encourages passengers to provide 24 hours' notice if possible when scheduling transportation. This enables a more efficient means of providing services in several areas: it allows the dispatcher and the driver ample opportunity to prepare for the next day's activities; it allows the other passengers on the same vehicle to be notified of their pick-up time, and; it allows better communication between all parties involved so that everyone has advance notice of the schedule. However, in the event that a passenger is unable to provide 24-hours' notice, every effort is utilized to ensure that the client can still be provided services if at all possible.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The evaluation of the impact from this policy regarding passengers is conducted through direct contact with the clients. Because we are located in a rural area, the person-to-person dialogue between the passenger, the dispatcher, and the driver results in better quality customer relations in regard to scheduling policy and client need, and finding a solution to compromise when scheduling conflicts arise. In addition, on the Client Satisfaction Survey, ample writing space is provided for clients to provide additional comments and suggestions. The evaluation of the impact from this policy regarding SREC, Inc. is conducted through the employee evaluation process as established in the agency's Personnel Manual. The dispatcher and drivers are better able to perform their employee responsibilities in a more professional manner when measures are taken to afford them the opportunity to be prepared for the workday in advance.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

SREC's on-time performance measure for passenger pick-up and drop-off meets the local policy as established in the Transportation Disadvantaged Service Plan for on-time performance rate for all completed trips.

What are the targets for each measure?

SREC will have a 90% on-time performance rate for all completed trips.

What are your agency's pick-up and drop-off windows?

There is a 30 minute pickup window in place for all intra-county trips based on the arrival/departure of the passenger. The passenger is given a pickup time at the time of scheduling.

What methods does your agency use to evaluate these performance measures?

The performance measures for on-time passenger pick-up and drop-off include the use of random trip completion sampling and a Client Satisfaction Survey.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

There is a 30 minute pickup window in place for all intra-county trips based on the arrival/departure of the passenger. The passenger is given a pickup time at the time of scheduling. On-board travel is scheduled as efficiently as possible in relation to client drop-off sites in order to minimize travel time for passengers.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

A will call system is available for client use in the event that their appointment concludes sooner than originally scheduled, at which point the driver is immediately notified. The transit software utilized by SREC, Inc. allows for reporting of passenger wait times.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Client satisfaction surveys provide a ranking system for the following criteria: driver courteousness, on-time performance, dispatcher helpfulness, vehicle cleanliness, and driver safety. In addition, ample time and writing space is provided for clients to write additional comments and suggestions.

Where does your agency publicly post passenger satisfaction survey results?

Client satisfaction surveys are posted in the dispatch office and the results are shared during the publicly held meetings of the County's LCB.

What methods does your agency use to evaluate passenger satisfaction survey results?

SREC uses the most standard customer satisfaction metric, asking our clients to rate their satisfaction using a 1-5 scale. The score of each individual item is then the average rating of client responses. The results are used to help in the decision making process to provide a safer, more efficient service.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

Brevard
Space Coast Area Transit

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

TD trips can be booked from 1 to 7 days in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The impact of advance scheduling can be obtained from customer service input, no-show, and cancellations. The 7 day limit was determined to be the most ideal situation to allow for advance booking while maintaining a lower level of no-shows and cancellations. Adjustments in the scheduling windows can be made as needed to best serve the customer's scheduling needs.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

SCAT's performance goal for TD service is 90% on-time compliance.

What are your agency's pick-up and drop-off windows?

When scheduling trips, passengers are given a +/- 15 minute pick-up window; that is a vehicle will arrive to the pick-up location between 15 minutes before a scheduled pick-up to 15 minutes after a scheduled pick-up. Any pick-up after 15 minutes is late.

What methods does your agency use to evaluate these performance measures?

SCAT tracks on-time performance through its reservation software and prepares a monthly performance record for the Brevard County LCB.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Passengers are given a pick-up window of 15 minutes before and after their scheduled pick-up time. If a passenger is not ready for pick-up within this 15 minute window, the vehicle will wait an additional 5 minutes before the trip is placed into will call.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Dispatchers and schedulers regularly monitor passenger pick-up and drop-off times to ensure adherence to on-time performance.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

SCAT conducts passenger surveys with the major rewrite of the TDP under a contract with a consultant. In 2016, SCAT will begin to conduct separate customer service surveys of just TD customers.

Where does your agency publicly post passenger satisfaction survey results?

The survey data is published in the TDP and is shared with the BOCC, TPO, and the LCB. The survey results are also published on the SCAT website.

What methods does your agency use to evaluate passenger satisfaction survey results?

In addition to the survey, SCAT monitors and reviews specific customer concerns from the Customer Service Line, walk-ins, and from social media and the internet.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, for the last 21 years.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

BCT TOPS reservations can be made from 1 to 3 days in advance, from 8AM to 5PM, daily, every day of the year. For each Trip requested, the Client provides the pick-up location and destination, the appointment time, number of individuals traveling (e.g. PCA, guest, etc.), mobility devices used and location/contact telephone number of pick-up and destination locations. Once a Trip is requested, the reservationists will verify in the scheduling software if the Trip is eligible and will assign it to the "Wait List" to be batch scheduled. All Trips are scheduled for the next service day by 5:30 PM daily. The scheduling system automatically assigns a 30 minute window based on the requested pick or arrival time and travel time. When the schedules are batched and approved, the scheduling system will automatically call the Client, the evening prior to the trip to advise the Pick-Up Window for the next day. The system will call the client on the day of the trip, when the pick-up vehicle is within 10 minutes of arriving, to advise the Client to prepare to leave.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Advanced scheduling is monitored through monitoring on-time performance, scheduling efficiency by passengers scheduled per revenue hour, total number of trips scheduled, and number of waitlisted trips.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

The on-time measurement for BCT TOPS is 92%. On-time performance includes both the pick-up and drop-off times. Both the pick-up and drop-off need to be on-time for the trip to be considered on-time.

What are the targets for each measure?

Failure to achieve the on-time performance standard of 92% of trips within 30-minute window results in disincentives to the provider.

What are your agency's pick-up and drop-off windows?

Each client is given a 30 minute Pickup Window. The vehicle arrives at the designated pick-up location within the Pick-Up Window as established by the Computerized Trip Management System (CTMS) or earlier or the drop off location by the appointment time as requested by the customer.

What methods does your agency use to evaluate these performance measures?

On-time performance reports are monitored regularly by the department manager and submitted to the Local Coordinating Board.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The 30 minute service window is communicated to the client via automated telephone call delivered between 5 p.m. and 9 p.m., the evening prior to the trip. If the client has an answering machine or voice mail, the system will leave a message. When the vehicle is approximately ten (10) minutes away from the client's location, the client receives an automated Advanced Arrival Reminder Notification call.Upon arrival the driver will wait a maximum of five (5) minutes for the client to board the vehicle after arriving at the pick-up location in the Service Window. If the client is not ready to board within five (5) minutes of the vehicle's arrival the vehicle will depart.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

On-time performance is measured and monitored on a regular basis by the department manager as well as reports submitted to the Local Coordinating Board.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The complaint rate and commendations are reported and submitted to the LCB at every meeting. The LCB annually conducts customer service surveys.

Where does your agency publicly post passenger satisfaction survey results?

Results of the survey are posted by the Broward MPO on its website.

What methods does your agency use to evaluate passenger satisfaction survey results?

Complaint Reports are monitored regularly by the department manager. The complaint standard is 2.9 complaints per 1,000 trips monthly. BCT does record and process both complaints and commendations for service.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

Calhoun
Calhoun County Senior Citizens Association

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Agency will accept trips as far out as 3 months in advance. The cut off for a trip is 2 PM the day before the scheduled appointment. After this time, it would be an emergency situation for the trip and if a driver and van were available then the trip would be performed.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The agency is monitored by the planning council annually during their Annual Evaluation time.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Calhoun County Senior Citizens Association, Inc. uses CTS software which is able to capture all of the data within the transportation system.

What are the targets for each measure?

The target is 98% on time performance.

What are your agency's pick-up and drop-off windows?

Thirty minutes before/after scheduled pick up. Drop off is at least 15 to 30 minutes before scheduled appointment.

What methods does your agency use to evaluate these performance measures?

The LCB performs an Annual Evaluation to make sure that the Coordinator is meeting all of the goals and objectives. Also FDOT has TransCIP which each Coordinator is required to submit data each quarter for approval from FDOT.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The drivers are instructed to wait 10 minutes at the passenger's home or facility. If the passenger does not show up after the driver has gone to the door, then the driver is instructed to leave the passenger. During on-board travel, the driver is not allowed to stop for personal convenience. If the passenger has to stop, then the driver is instructed to do so.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Surveys are performed annually by the Coordinator and during the Annual Evaluation by the Planning Council.

Where does your agency publicly post passenger satisfaction survey results?

The surveys are posted on the bulletin board for all to see. The surveys performed by the Planning Council are explained in the Local Board meeting.

What methods does your agency use to evaluate passenger satisfaction survey results?

Agency maintains a 98% satisfaction level.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

These measures were adopted and implemented some 20 years ago and are working.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

We prefer 24-72 hours in advance, but we do take same-day requests if the schedules will allow.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

We use RouteMatch and some of its technical reporting tools. 62% of our trips are subscription trips and we are expanding in specific geographic area where the demand has increased significantly.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

95% of all trips within the 30 min window.

What are the targets for each measure?

95%

What are your agency's pick-up and drop-off windows?

Pickup is 15 min prior to the hour and 15 mins after the hour a full half hour window. To allow 1 hour drive time prior to their appointment.

What methods does your agency use to evaluate these performance measures?

CCT runs weekly reports out of Route Match software that calculates our on time performance measure.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

For both pick up and on-board travel time only 4 passengers are scheduled per hour if it is not group trip.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

If they are at a medical appointment and they finish early, we do a shout out and get the next available driver in the area to take the rider to their destination.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Annually through the MPO, every six months CCT hands out a satisfaction survey to all passengers and has an online survey attached to our Website that can be completed at any time.

Where does your agency publicly post passenger satisfaction survey results?

Results are post in the annual TDSP update along with discussion at our LCB meeting

What methods does your agency use to evaluate passenger satisfaction survey results?

CCT evaluation process is to count each response from the survey and summarize, chart & graph them to understand how we are improving our service and what areas need further attention.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, CCT has and they are in or strategic plan.

Citrus
Citrus County Transportation

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

CCT advance scheduling policy is "5 day notice for the Para Transit route and 1.0 hr. notice for the Orange line.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

CCT evaluates the impact of advanced scheduling by Passengers trips per capita, and Vehicle miles per capita.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

CCT has a pick up window of 1.0 hour.

What are the targets for each measure?

97%

What are your agency's pick-up and drop-off windows?

60 minutes.

What methods does your agency use to evaluate these performance measures?

CCT utilizes Route Match reports to evaluate agency performances and makes adjustments as needed.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

We allow Route Match to optimize most trips.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

We evaluate average passenger wait times with a 30 minute goal.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Survey Monkey survey. Availability of handrails or grab bars on buses; availability of schedule information; cleanliness of bus exterior; cleanliness of interior, seats, and windows; cleanliness of station/transfer location; reliability of buses that come on schedule; connecting bus service to transfer station; safety and friendliness of driver; courteousness and promptness of staff at transfer location; frequency of transportation; reason for utilizing transportation; any problems while utilizing transit services; explanation of problem.

Where does your agency publicly post passenger satisfaction survey results?

These results are posted on our website at www.citruscountytransit.com

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Trip reservations are made 3 working days prior to a medical or other appointment for demand-response services. Exceptions can be made to the 3 day advance reservation requirement in the event of an emergency. Trips on the public deviated fixed route are not required to be scheduled in advance. For the public routes, riders may board the buses at designated stops, flag down a bus along the route or my call same day for pickups within ¾ miles of a scheduled route.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

To evaluate our policy we observe the number of same day trips that come in to determine if there are needs we cannot address. The Clay CTC had 23 complaints in 2015 delivering 137,227 trips or complaints on .01% or total trips provided.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Monthly performance reports are generated, including metrics for on-time, 1-15 minutes late and greater than 16 minutes. A late trip is one in which we deliver the rider to his/her destination more them 15 minutes after their scheduled appointment time.

What are the targets for each measure?

85% of all completed medical trips must be on time is the standard. We have been providing an on-time performance rate of over 93%.

What are your agency's pick-up and drop-off windows?

The CTC's pick-up window is one hour before scheduled time; two hours before travel to another county.

What methods does your agency use to evaluate these performance measures?

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Clients who pre-schedule appointment end times are picked up within 1/2 hour of their scheduled time. Those who do "will call" returns are picked up within 1 hour of their call. Travel times are usually short unless they are regularly scheduled group trips to senior centers, day treatment and adult day care.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

A "will call" return would show as a late trip in our on-time performance statistics is they waited more than one hour. No measure is made for on-board travel times.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The NEFRC surveys 30% of the riders on driver's manifest annually. Additionally, Clay Transit has recieved 14 commendations in 2015. We provide an average of 58.3 trips to each paratransit passenger and show only 85 unmet need requests.

Where does your agency publicly post passenger satisfaction survey results?

The results of the survey become part of the annual CTC evaluation,which is added to the TDSP and posted on NEFRC's website. The results are discussed annually with the LCB meetings.

What methods does your agency use to evaluate passenger satisfaction survey results?

If passengers were unhappy with the services they would not ride with such frequency and out complaint rate would not be so low.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, as described in the TDSP, collected in the AOR and evaluated regularly via internal data reviews.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

It is the Collier County CTC policy to accept reservations as early as 2 weeks in advance of the desired trips but no later than 5PM a business day prior to the trip request. Collier County CTC also provides a voicemail recording system for passengers to leave a message to request reservations for next day service. Passengers with an urgent need to travel should call the CTC. Unless other regulations are applicable, same day trip requests cannot be guaranteed. However, the CTC will attempt to accommodate the request.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The CTC utilizes Quality Assurance/Quality Control surveys, the annual CTC Evaluation performed by the local Metropolitan Organization (MPO) and customer input to evaluate the impact of the advanced scheduling policy both on riders and your agency. Policies are reviewed annually and any necessary changes are incorporated in the TDSP in order to minimize the impacts to both riders and agency.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

The CTC has established a 90% on-time performance rate for all completed pick-up and drop-off trips.

What are your agency's pick-up and drop-off windows?

Collier County is a very large geographic area and has established pick-up and drop-off windows dependent on the service area. The service areas are defined as the Naples Service Area, Golden

Gate Estates Service Area, Marco Island Service Area and Immokalee Service Area. Trips within one service area have a one hour window. Trips between service areas have a two hour window. The one to two hour windows are inclusive of travel time between pick-up and drop-off. Medical appointments and employment trips shall not be dropped off or picked up any earlier than 30 minutes of the requested time and has a 0 minute late rule.

What methods does your agency use to evaluate these performance measures?

The CTC has a program in the RouteMatch software system that monitors the pick-up and drop-off times for the trips. The on-time performance is monitored monthly and reported on a quarterly basis to the LCB.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The pick-up and drop-off window policy takes into account the wait time and maximum on-board travel time for passengers which are dependent on the service area. Additionally, out of courtesy for their fellow passengers, the CTC advises the passenger that the driver will wait up to 5 minutes at the time of arrival within the pickup window so as to not create a chain reaction and cause other trips to be late.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

The software system is used to evaluate whether the CTC policies are being met and if not the data is evaluated to determine if a pattern exists or a potential scheduling issue should be corrected. Any issues found are evaluated and recommendations are offered to correct the problem. Coordination is done with the affected parties (passengers/caretakers/agencies) to come up with the best solution for all involved.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Collier County CTC receives very high ratings from its customers. The County hires contractors to do the operations and typically when there is a contract change customer service suffers with the adjustment/transition. As a result the County surveys customer service satisfaction from more than just the passenger perspective. Surveys are conducted to solicit customer satisfaction from the various agencies we serve as well as from the caretaker's perspective.

Where does your agency publicly post passenger satisfaction survey results?

The results of the surveys are not currently posted for public review but that is something that we plan on doing in the future. The result will be posted on the agency website for public review.

What methods does your agency use to evaluate passenger satisfaction survey results?

Collier County government has implemented an agency wide Quality Assurance/Quality Control surveying process where each department within the agency must monitor its internal and external customer satisfaction. The County Manager places a high importance on customer satisfaction and is very interested in knowing whether the agency is serving its customer's needs. The survey results that are collected during the year are tabulated and analyzed to gauge customer service satisfaction over time.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, the Collier County CTC has implemented each of the performance measures or policies described above.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

SVTA requires 3 business day, in advance, notice for scheduling trips. We will schedule a trip until noon on the day before the appointment, if it fits on our schedule.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Before scheduling a trip, SVTA ensures that our routes are not over-booked. If we cannot fit a rider on a route, we log that ride as an unmet need; ie: no vehicle, no driver, etc.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

15 minutes before is the early pick up/drop off time and 15 minutes after is the late pick up/drop off time.

What are the targets for each measure?

For the trip to the appointment, Trapeze is set to schedule the passenger to be picked up no earlier than 15 minutes before the requested time or no later than 15 minutes after the requested time. Drop off time is no later than the appointment time.

What are your agency's pick-up and drop-off windows?

SVTA has a 30 minute window; 15 minutes before and 15 minutes after for pick up on the trip to the appointment. 30 minutes after the requested time on the return trip.

What methods does your agency use to evaluate these performance measures?

There are reports available in Trapeze for performance measures.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Multi-loading multiple passengers going in the same general direction. Set up routes for specific areas of the county.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Review routes set in Trapeze for accuracy. Make sure the passenger is seated on the appropriate route.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

SVTA asks the number of days per week that the rider uses our service, if they have ever been denied service and, if so, the reason given. We poll our riders as to the type of services needed and we ask the rider; on a scale of 1-10, how do they rate the level of service we provide.

Where does your agency publicly post passenger satisfaction survey results?

On our website.

What methods does your agency use to evaluate passenger satisfaction survey results?

SVTA posts a rider survey, that is user friendly, on our website. The rider can fill in the survey directly and may remain anonymous if preferred. SVTA logs all Complaints and Commendations, either by written survey, or call ins. We provide this information to our governing board

quarterly, and to our LCB, quarterly. The North FL RPC requests random riders information on a yearly basis and polls those riders as to the type of service we provide.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Under our TD Program Plan, customers are allowed to schedule trips up to two weeks in advance. For All Demand trips we require clients to schedule them two days in advance of their requested trip.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

In order to evaluate the impact of the advance scheduling policy on both riders and our agency we capture useful information through our scheduling software Trapeze. Trapeze allows us to monitor the number of no-shows, cancellations and any changes a customer makes to their requested trips on a daily basis. The scheduler prepares a final run the day before service in order to create the final manifest for the for the next day run. The manifests give us an opportunity to know how many trips are scheduled. This information will let us know what resources our providers need to have available in order to carry out the service demands for the day in question. Our contracted provider's drivers are provided with an electronic manifest and the manifest is adjusted as needed based on cancellations and add-ons each day. For out of county trips, clients are called the night before to confirm their scheduled trip.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Passengers under the TD Program have a 30-minute pick-up and return window. The passenger should expect the vehicle to pick them up 15 minutes before, to 15 minutes after their scheduled pick up time. The passenger should expect the vehicle drop them off at their destination 15 minutes before to 15 minutes after their scheduled arrival time. The 15 minutes after scheduled arrival time is calculated to allow a passenger to arrive in time for their appointment.

What are the targets for each measure?

We have a targeted 85% on-time performance requirement for our service area. Our current on-time performance rate is 94.86% for the period of June, July and August 2016.

What are your agency's pick-up and drop-off windows?

Our agency pick-up and drop-off window is a 30-minute pick-up and return window. The passenger should expect the vehicle to pick them up 15 minutes before, to 15 minutes after their scheduled pick up time. The passenger should expect the vehicle drop them off at their destination 15 minutes before to 15 minutes after their scheduled arrival time. The 15 minutes after scheduled arrival time is calculated to allow a passenger to arrive in time for their appointment.Being a rural area, adhering to the pick-up and drop-off window is challenging at times, however we are currently operating at a 94.86 on time performance. In addition, our average trip length is about 11 miles.

What methods does your agency use to evaluate these performance measures?

We are able to generate performance measures from the Trapeze transportation management software application to determine our overall performance. This information is included in the information shared with the Local Coordinating Board (LCB) on a quarterly basis.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

In order to minimize passenger's times for both pick-ups and on-board travel times we have live dispatch and passengers can call and let the dispatcher know that their appointment is over early and we try to accommodate their requests. In addition, with the drivers having an electronic manifest through Mobile Data Terminals (MDTs) on each vehicle, we are able to add trip requests to their runs and the driver who is in closest proximity to the client is dispatched to assist the client. When passengers are placed on will-call we have two hours to pick the client up, however, every effort is made to pick the client up as quickly as possible. The Trapeze

software also has an optimizer and the optimizer analyzes the runs to ensure that the passengers are placed on the most efficient route to minimize their travel time. In addition, Trapeze has a template which ensures clients such as dialysis and meal site clients are placed on the same bus and same run consistently to minimize their travel times through standing order subscriptions.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

In order to evaluate the action taken to minimize the passenger wait time we utilize the Trapeze optimizer and in addition, we conduct monthly passenger surveys to get feed-back from our passengers.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

We conduct 45 passenger surveys via phone each month. The surveys address issues such as: customer service, wait time, was the reservation information repeated back to the client, passenger assistance, driver courtesy, on time pick-ups, cleanliness of the vehicle, and whether the AC was operational. This information is shared with the LCB on a quarterly basis. In addition, the LCB conducts a survey as part of their annual evaluation.

Where does your agency publicly post passenger satisfaction survey results?

This information is included in the LCB quarterly meeting packet, and as such becomes a part of the public record. We currently do not post the results online, however, we will talk with our Designated Official Planning Agencies to see about posting the results on their websites.

What methods does your agency use to evaluate passenger satisfaction survey results?

The survey results are discussed at our quarterly Local Coordinating Board meetings and feedback is obtained to make corrective actions if necessary.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, these performance measures are outlined in our Transportation Disadvantaged Service Plan (TDSP) for the Hardee Highlands Okeechobee CTC and the Desoto CTC.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

We accept trip requests up to 7 days in advance. Trip requests can be made up to 17:00 prior to day of travel.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Our policy is considered relatively unrestrictive as it allows passengers to request trips for 1 full week at a time.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

For pick-up, 59-seconds beyond the end of the pick-up window is considered to be on-time. For drop-off, 1-second past the requested drop-off time is considered to be late.

What are the targets for each measure?

Our established goal for both pick-up and drop-off is 90%.

What are your agency's pick-up and drop-off windows?

Our pick-up window is 15-minutes on either side of the requested/negotiated time. There is no window for requested drop off times.

What methods does your agency use to evaluate these performance measures?

We employ quality control procedures that include random sampling of data, audit reports, and customer feedback.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Our scheduling software settings are set to identify when passengers are going to exceed established allowable on-board times. In addition, there are monetary penalties in the Service Provider's contract that specifically address on-board time violations. These penalties are enforced.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The surveys track overall customer satisfaction of the various JTA services but also provide data on demographics of the customers including gender, age, rider's frequency, and rider's longevity. The key customer satisfaction criteria under evaluation include on-time performance, cleanliness of vehicles, scheduling and trip booking process, and safety while riding in the vehicles.

Where does your agency publicly post passenger satisfaction survey results?

Survey results are posted on the website: www.jtafla.com

What methods does your agency use to evaluate passenger satisfaction survey results?

Annually, our agency utilizes a 3rd party (consultant) to conduct a system-wide customer satisfaction survey. Once compiled, the results of this survey are presented to the staff by a

representative of the consulting firm. Management then develops an action plan to address any deficiencies identified by the survey.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, each of the performance measures have been adopted.

*Response was received 1 business day past the deadline

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Subscription Service: Is a regularly recurring service for which trips, routes, and vehicles are prearranged. Advance Reservation: A trip request, which is reserved 1 to 14 days in advance depending on the funding agency. Demand Response: Urgent same day request. Will be evaluated on a case-by-case basis and must be approved by a supervisor. Clients or agencies calling for subscription service (standing orders) or for the high volume group trips, need only call one time to establish a client file and the needed trip information. As long as there are no changes entered, the trips will be assigned to a vehicle and will automatically print to that vehicle's schedule at the set times and days requested. High Volume Group: A high volume group is defined as transportation arranged for the same 7 or more clients riding together for five days a week, from different locations, who have the same pick up and return times, and will be transported to the same destination. Acceptable para-transit/demand response trips are normally for urgent care and verified with the appropriate doctor's office. All approved demand response trips scheduled on seat availability and a vehicle being in close proximity heading in the direction of the trip request destination. When arranging transportation, the caller is responsible for providing the date, the appointment time, the return time, the pick-up address, the exact destination address to include building and suite numbers and what mobility device (wheelchair, scooter, walker, child restraint seats, escorts, etc.) will be used if any. Given the reason for the trips, the reservationist will instruct clients when to be ready for pick up prior to the appointment time. In the urban area, the pick-up time is normally one hour prior to the appointment. Reservationist will then read the trip information back and have the caller verify that the information is correct. All trips are required to provide a return time. Scheduled pick up and return time pickups have a 60-minute window. In the event a return time is not available (dialysis, doctor's office, etc.), the client can opt for a will call return. Your return trip is activated when we receive a call saying the client is ready to go. The vehicle will pick you up within 90 minutes.For clients living in the northern rural part of the county (from Kingsfield Road north), a shuttle service is available Monday through Friday. There is one morning shuttle at 7:00 a.m. and one afternoon shuttle at 1:30 p.m. heading south from the northern most rural area. Returns to the rural areas are at 11:30 a.m. and 4:00 p.m. Clients are picked up at their homes and then dropped at one of seven different destinations in the urban area. If the destination is along the route, clients can be dropped at the door. Additional shuttles may be added in the future based on demand.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The impact of the advanced scheduling policy both on riders and your agency is evaluated through the annual survey completed by the West Florida RPC.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

As listed in the TDSP the primary operator will have a 90% on-time performance rate for all completed trips.

What are your agency's pick-up and drop-off windows?

Clients are to be ready for pick up 30 minutes prior to their scheduled pick-up time. The "pick up window" for your trip will be 30 minutes before or 30 minutes after your scheduled pick up time. The driver will only wait five minutes for passengers to board from the beginning of the pick-up window. If the passenger does not board within five minutes, the driver will notify dispatch, depart without passenger. The trip will be considered a no-show. Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of the trip. The first 30 minutes of that hour are utilized to pick-up clients.For scheduled returns, pick-up should occur within 60 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from the hospital, etc.), a demand response trip will be worked into the existing schedule. This could result in an extended wait.

What methods does your agency use to evaluate these performance measures?

*Response was received 1 business day past the deadline

Data is collected through the reservation and scheduling system. There is a report in our routing that takes into account of our performances %.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

We use the scheduling software Route Match Scheduling software.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Where does your agency publicly post passenger satisfaction survey results?

On our county website when they are taken and they are reviewed by our local LCB committee.

What methods does your agency use to evaluate passenger satisfaction survey results?

We only handle this once a year and we will hand out the surveys to our passengers as we pick them up. And will mail them if need be.

*Response was received 1 business day past the deadline

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

The CTC asks for 24 hour call-in for reservations. The TDSP standard is 3 days in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

What are your agency's pick-up and drop-off windows?

The CTC has a 45-minute pick up window. It uses computer assisted scheduling software.

What methods does your agency use to evaluate these performance measures?

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

At the time of scheduling, clients are advised by dispatch of estimated pickup time. We schedule our routes for pick - ups based on distance between pick up and drop off.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

NEFRC surveys 30% of the riders on a driver's manifest annually. The results of the survey become part of the annual CTC evaluation, which is added to the TDSP and posted on NEFRC's website. The results are discussed annually with the LCB.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, as described in the TDSP and evaluated annually.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Trip reservations can be made between the hours of 7:30AM and 3PM, Monday through Friday. To better coordinate services, a 72-hour notice is required. Requests for transportation shall be made no later than 3PM, EST, three business days before transportation is needed. However, in the case of a demand response, urgent care trip request, every effort is made to accommodate the rider and is based on driver, vehicle, and funding availability. Trip reservations can be made for trips up to 90 days in the future.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The impact of our advanced scheduling policy on our riders is monitored and evaluated through rider feedback through rider surveys and telephone calls. The impact of our advanced scheduling policy on our agency is monitored and evaluated through review of the last minute trip requests since their occurrence negatively impacts scheduling efficiencies and effective coordination of trips.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

Our agency's on-time performance standard is to have at least a 90% on-time performance rate for all completed trips, including both passenger pick-up and drop-off.

What are your agency's pick-up and drop-off windows?

Our agency maintains a 30 minute pick-up window (both before and after the scheduled pick-up time) with at least a 90% on-time performance for all scheduled pick-up times. For drop-offs,

the passenger must be delivered to their destination at or before their appointment time or the trip is considered late and the trip fare is waived.

What methods does your agency use to evaluate these performance measures?

Agency management reviews and evaluates On-Time Performance Reports available through our trip management software and takes corrective action when necessary. In addition, on-time performance is reviewed annually during our CTC Evaluation Annual Review.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Our agency makes every effort to minimize wait times for pick-ups and on-board travel when scheduling passenger trips. However, the majority of our medical trips are out of county with lengthy travel times and distances. We endeavor to effectively balance travel times while striving to maintain efficiencies by multi-loading and coordinating trips to similar destinations at similar times. Passengers are contacted the working day before transport and given their scheduled pickup time. Pickup times are based on the appointment time, the length of the trip, and travel time. Passengers are expected to be ready for pickup 30 minutes before and up to 30 minutes after their scheduled pickup time. For the return trip, the passenger is expected to notify dispatch that they are ready for pickup. The driver is expected to arrive at the appointment location for return pickup within 45 minutes of the call from the passenger. However, if there are other passengers on the same trip, it may be more time and cost effective to wait at their appointment location until they are ready for the return trip. Also, the length of time required for appointments at doctors' offices and clinics can vary greatly and there may be some wait time until all passengers are ready for the trip home.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

A subcommittee of our Local Coordinating Board assists the Planning Agency in evaluating the CTC on an annual basis. The evaluation is based on performance indicators, measures of

effectiveness and efficiency, and level of coordination. In an effort to monitor the services provided by the CTC, an annual survey of our riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

As part of our CTC Evaluation Annual review, a rider survey is performed. Questions on survey: Did you have a problem with your trip on the selected date? If yes, please state/choose the problem. On a scale of 1 to 10, with 10 being the most satisfied, rate the transportation you have been receiving.

Where does your agency publicly post passenger satisfaction survey results?

Our passenger satisfaction survey results are not publicly posted at this time; however, the survey results are available for review upon request.

What methods does your agency use to evaluate passenger satisfaction survey results?

The surveys are reviewed by the LCB for overall compliance annually. Also, current rider surveys are compared to the surveys taken in past years to monitor trends in survey results.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Our agency has implemented each of the performance measures described in questions 1-4 and the results are reviewed annually by transit staff and the LCB. In addition, transit staff and the LCB meet quarterly to review performance measures including service hours, service miles,

number of trips, unduplicated riders, deferred trips, no shows, road calls, accidents, complaints, and commendations.

Gadsden, Jefferson, Madison, Taylor
Big Bend Transit

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Passengers can book travel up to 14 days in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

We track ridership/ no shows counts of all passenger trips monthly.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

We look at actual pickup & drop-off times versus scheduled pickup & drop-off times.

What are the targets for each measure?

Our target is 95% on time performance.

What are your agency's pick-up and drop-off windows?

We use 60 minute windows for in city limit trips and 90 minute windows for trips from within the county.

What methods does your agency use to evaluate these performance measures?

Our transportation software provides us with on time performance reports which can be generated daily.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

We use GPS generated schedules that decrease vehicle miles and drive time while pairing the passengers with the vehicle which fits their mobility needs.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Our dispatching department has standalone visual display of all vehicles location, speed and capacity and color coding to determine on time performance.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Our customer service department conducts random customer contact calls each quarter. They contact 5% of the ridership, asking them to rate our service to them.

Where does your agency publicly post passenger satisfaction survey results?

Currently we do not post survey results.

What methods does your agency use to evaluate passenger satisfaction survey results?

Once the data is collected, we discuss and formulate campaigns to improve our service rating.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

**Glades, Hendry, Lee
Good Wheels, Inc.**

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Good Wheels, in Lee, Hendry, and Glades counties, requests three days notice. However, trips may be requested as late as noon the day before service is needed.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Our scheduling policy is evaluated as part of the periodic surveys sent to riders and by monitoring complaints. All complaints, if any, are reported to the LCB, Local Coordinating Board, at its quarterly meetings.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Good Wheels will arrive for pick up 1 hour prior to drop off time. Drop off will be within 1 hour of pick up.

What are the targets for each measure?

The target for each measure is to be within the one hour window for drop off at appointment (most of our trips are medical and drop offs are critical due to appointment times at clinics or doctors).

What are your agency's pick-up and drop-off windows?

On leg A, pick up at home, our target window is one hour from home to appointment. On leg B, return pick up to home; our target is one hour from call and one and and one/half hours to drop off at home.

What methods does your agency use to evaluate these performance measures?

Everyday pick up and drop off times are verified; in addition, the periodic survey will identify comments regarding pick up and drop off times. Comments may also be submitted on the company websiteMonthly, we retrieve data from our software system regarding drop off times.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

An automated system is used to make phone calls the night before a trip is scheduled reminding the client of the trip and pick up time   Drivers are informed the Good Wheels policy is not to wait longer than five minutes for   a client.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Good Wheels staff reviews on time reports from our software system. The company also reviews the periodic survey and has a comment area on the Good Wheels website.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

At least twice a year, customer surveys are distributed, collected, and reviewed. The surveys are in both English and Spanish. Customers may also make comments on our website.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Good Wheels has adopted and implemented the above measures. To monitor the measures, our surveys and website are used to gather customer comments.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Trip scheduling requires 24 hour advance notice, by noon the business day prior. Trips can be scheduled into the first 2 weeks of the following month. Riders who have same day/same time requests are scheduled as recurring trips and automatically generate on the driver manifest. Recurring trip scheduling and advance scheduling reduces agency phone calls, scheduler time and is more convenient for the rider. The only need to call is to cancel as need.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

As stated in our TDSP, on time performance standard of having all trips to the scheduled appointment arrival time has been established for 90% of the time.

What are your agency's pick-up and drop-off windows?

System operates on a 2-hour window. Guaranteed appointment times are 10 a.m, 12 noon and in most areas 2:00 p.m. Trips are scheduled in the following timeframes 8-10, 10-12, and 12-2. Return trips are scheduled as "will call". When a rider calls for return, the info is given to the assigned driver and is scheduled into his/her manifest with a guarantee of no more than 2 hour pick up. Latest return time is 3:30 p.m.

What methods does your agency use to evaluate these performance measures?

Our software program, WinTrip, is utilized for scheduling, creating manifests, and customer data entry to ensure we are meeting these goals. As riders are picked up and dropped off, the driver notes on their manifest the pick-up time/mileage and drop-off time/mileage. This data is keyed into the riders scheduled trip at the end of each day. A report is generated listing time of pick-up/drop-off, late arrival, time/mileage traveled. These reports are reviewed daily for performance measures.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Manifests are generated in geographical areas of the county. Each driver is assigned a specific area for pick-ups, drop offs varies. This allows the system to run as an efficient shared ride system. Driver manifests indicate the timeframe the rider is to be picked up, such as 8 a.m to 10:00 am. When the rider has finished with their appointment, a call is made to the office, information is given to the driver and the pick-up is scheduled into his/her manifest. In the event, a driver feels that the rider will need to wait more than 1-2 hours, the driver will contact the office for assistance. If another driver is closer to the location, the trip will be re-assigned.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

An annual survey is distributed to riders of the system requesting the following. These surveys are given to the MPO to review for updating the TDSP. "Have you ever had a problem with your

trip?"In addition, an organization survey card is distributed annually. These surveys are collected by the agency. Customer satisfaction spread sheets are generated from these surveys. A general summary of the MPO survey review can be found in our TDSP.

Where does your agency publicly post passenger satisfaction survey results?

Results are published in our Agency annual report and on our website.

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Our policy is that trips are to be requested between 2 days and 1 week in advance. Exceptions may be made on a case by case basis for next day or same day requests for urgent but non-emergency trips.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The customer surveys conducted by the Local Coordinating Board as part of our evaluation asks about satisfaction with the reservation process and encourages comments from riders. In addition any complaints or concerns received from riders would be evaluated by management.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

On time is defined as dropped off no later than the requested drop-off time or picked up no later than 35 minutes after the requested pick-up time.

What are the targets for each measure?

Current targets are that a minimum of 90% of all trips are on time.

What are your agency's pick-up and drop-off windows?

Current pick-up windows are as follows: riders may be picked up no earlier than 90 minutes before their requested drop-off time (and must be delivered by the requested drop-off time); where a requested pick-up time is given instead of a requested drop-off time, the pick-up window is from the requested pick-up time to 35 minutes after.

What methods does your agency use to evaluate these performance measures?

Actual performance is measured weekly, monthly and annually based on actual times as recorded on in-vehicle mobile data devices.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Automated scheduling software and scheduling staff work to create vehicle schedules that are efficient but also minimize passenger wait time and travel time. In addition, dispatchers regularly try to accommodate riders who are ready before their scheduled return time if a vehicle is available.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Operations management reviews schedules and actual performance to identify service issues such as excessive wait times. In addition any complaints or concerns received from riders would be evaluated by management.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Customer surveys are conducted by the Local Coordinating Board as part of our evaluation.

Where does your agency publicly post passenger satisfaction survey results?

Results are published by the Local Coordinating Board and the Metropolitan Planning Organization as part of the CTC evaluation; these are posted on the MPO web site.

What methods does your agency use to evaluate passenger satisfaction survey results?

Survey results are reviewed and analyzed by the Local Coordinating Board and the CTC to identify trends or issues that may need to be addressed. All rider comments are reviewed as part of this process.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, except that item 3 (wait times) is not a policy but a practice in order to ensure performance measures are met.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

A 24-hour notice is requested for most efficient scheduling of trips and is based on driver/vehicle availability. Riders are allowed and encouraged to schedule trips up to 3 months in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Methods used to evaluate the impact of the advanced scheduling policy on riders and our agency is direct feedback received from clients at the time of scheduling and annual client surveys coordinated through West Florida Regional Planning Council which we receive results from.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

On-time performance is measured by the scheduled pick-up time for each rider.

What are the targets for each measure?

Targets for each measure are 90%.

What are your agency's pick-up and drop-off windows?

Agency pick-up and drop-off window is 60 minutes.

What methods does your agency use to evaluate these performance measures?

Our agency uses monthly on-time performance evaluations to evaluate these performances.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Riders are given a pick-up time the day before the trip. We attempt to schedule riders that live close to each other on the same routes. Tablets provide location of each driver so closest driver can be utilized for return trips.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Yearly surveys are passed out to riders and collected by West Florida Regional Planning Council for evaluation. Tri-County receives results of the survey. We are in the process of implementing an online survey process for clients to submit through our website.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

Indian River
Indian River Transit / Senior Resource Association

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Indian River Transit will schedule trips up to 2 weeks in advance. However, any ADA trip can be booked the day before. This does not mean 24 hours before. As long as the reservation request is made on the calendar day before the desired trip date, the trip will be scheduled. Indian River Transit requires a minimum of 2 days' notice for scheduling TD trips.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

There are no denials for ADA trips, but transit staff keeps track of unmet trip requests for TD trips. This is done regularly to evaluate if tweaking needs to be done to the schedules so more trips can be made. Transit staff also keeps track (via a running total annually) of trip requests made: a) the day before the desired trip date, b) the week of the desired trip date, c) 1 to 2 weeks before the desired trip date. This is in order to track passenger trends in trip scheduling. The paratransit software used at IRT (RouteMatch) has a report module that assists in evaluating the impact of advanced scheduling on the agency. it can notify transit staff when more drivers need to be scheduled, and show trends in passenger scheduling.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

The most recent report showed that 89% of passengers arrived to their destination on time thus far in the 2015-2016 fiscal year. This means within 5 minutes of their requested drop-off time.

What are the targets for each measure?

A representative of the FTA instructed IRT staff in March of 2016 that anything above 75% should be considered acceptable.

What are your agency's pick-up and drop-off windows?

When making a reservation, clients are instructed that there is a 30 minute window for pick-ups. This means the pick-up must occur within 30 minutes of the client's requested time. The pick-up will only be later than the requested time if the passenger's drop-off time can still be guaranteed (within 5 minutes of the requested time).

What methods does your agency use to evaluate these performance measures?

Indian River Transit staff monitors on-time performance on a daily basis. The paratransit software used at IT (RouteMatch) has a report module that helps track on-time performance.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The pick-up must occur within 30 minutes of the client's requested pick-up time to keep wait times at a minimum. On-board times are also kept at a minimum. When customer care agents place trips on vehicles (during the scheduling process) they are instructed to monitor the trip times to ensure that clients will not be on-board for more than 1 hour.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

The paratransit software used at IRT (RouteMatch) has a report module that helps track on-time performance and on-board times. The report showed that for the 2015-2016 fiscal year the average trip length was 23 minutes. A representative of the FTA instructed IRT staff in March of 2016 that trip lengths should not exceed the amount of time it would take a passenger using the fixed-route service. All fixed-route headways are either 1 or 2 hours.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Customer/rider surveys are conducted every 5 years. The purpose of the survey is to collect detailed information about customer demographic characteristics and travel activity, and to solicit input from customers on their level of satisfaction with various aspects of their paratransit experiences. The questions involving passenger satisfaction revolve around: a) overall quality, b) comfort of vehicles, c) cleanliness of vehicles, d) on-time performance, e) courtesy of drivers, f) courtesy of reservationists.

Where does your agency publicly post passenger satisfaction survey results?

The survey results are posted publicly in the Transit Development Plan through the county MPO's web site. The results of the survey are given to the county MPO, the BOCC, and the TDLCB during their evaluation of the transit agency.

What methods does your agency use to evaluate passenger satisfaction survey results?

The most recent survey showed that 85.53% of riders rated the overall quality of their paratransit service as "Excellent" or "Good." As a performance standard, the Indian River County MPO has called on the agency to never drop below 70% of riders rating the overall quality of their paratransit service as "Excellent" or "Good."

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

72 hour notice is required for any scheduled appointments. Any member sponsored by an agency, the request must be submitted in writing by the sponsoring agency. Same day request or less than the required 72 hour notice provided subject to driver/vehicle availability.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Annual evaluations are done by the Apalachee Regional Planning Council (ARPC). This evaluation is to make sure goals and objectives are met.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

The CTC and LCB have jointly established a minimum of 95% on-time performance rate for all completed trips.

What are your agency's pick-up and drop-off windows?

Pick-up and drop-off windows are as follows: Within county – 30 minutes prior to the estimated pick-up time. Out of county – 60 minutes prior to the estimated pick-up time. The return trip pick-up window is based on the notification time that the passengers are ready for pick-up.

What methods does your agency use to evaluate these performance measures?

Annual evaluations are done by the ARPC to ensure these measures are met.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The CTC notifies members of pick-up times evening before. The CTC stays in contact with the providers. If multiple riders are transported for an appointment out of town, those that finish in a timely manner are returned and others with extended appointments are returned at a later time.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Passenger satisfaction surveys are selected on a random basis and performed weekly. In addition, facility satisfaction surveys are performed quarterly. Local facilities where members may be picked up from or transported to, are visited to ensure service satisfaction.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

Once completed, these are reviewed by the Executive Director for any concerns that may need to be addressed.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

JTrans has adopted and implemented each of the performance measures or policies described above.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Customers are able to schedule trips up to 2 weeks in advance and no later than 1 day for ADA complimentary service and 2 days for TD services.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The data captured from our RouteMatch software enables staff to review daily the # of no-shows, cancellations, and any changes a customer may make to their requested trips. The day before the scheduler refines the runs and creates the hard manifest which determines the number of vehicles and drivers required at pull out. The RouteMatch software calls the customers the night before to remind them of their trip for the next day and are given the option to cancel the trip at the time of the call. If the customer does cancel the trip then RouteMatch will then notify the Dispatcher of the cancellation. The morning Dispatcher then notifies the driver of any changes and adjustments are made to the driver's electronic manifest.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

Lake County has a 95% on-time performance requirement. Currently, our combined on-time performance for ADA and TD trips is 90.5%. We are meeting the on-time performance thresholds for our TD trips, but not for our ADA trips which is due to the new 30 minu

What are your agency's pick-up and drop-off windows?

TD trips have a 1 hour pick-up and return window. All trips are scheduled to allow passengers to get to their destinations on-time. However, the 1-hour return window does not apply to dialysis

passengers. It is the goal of the Lake County CTC to pick up all dialysis passengers within 30 minutes of their scheduled return pick-up time. ADA trips are scheduled with a 30 minute pick-up time and return window. The RouteMatch trip optimizer aids the scheduler in adhering to these on-time performances when creating runs.

What methods does your agency use to evaluate these performance measures?

Bi-weekly meetings are held between the CTC staff and the Operator staff to discuss ways to improve the on-time performance. Reports are generated monthly from the RouteMatch software and it is reviewed by the CTC staff to ensure our operator is adhering to the CTC on-time performance measurement requirements.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

To minimize pick-up and travel times the Operator utilizes dedicated Dispatcher and Scheduler who continually monitor passengers pick-up and drop-off times through the RouteMatch software to ensure adherence to on-time performance. The scheduler and dispatcher work in coordination with the scheduled and stand by drivers to ensure the customers are transported on time to their destinations with as little travel time as possible. Should issues and concerns persist the CTC will assess our contracted Operator Liquidated Damages if they are chronically not adhering to County performance measurement guidelines.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The CTC in coordination with the Lake-Sumter MPO conducts quarterly surveys of approximately 30-50 different passengers. The survey asks 18 various questions which evaluates the system safety, customer service, drivers, travel times, and vehicles. These surveys are conducted by mail, phone, and in-person.

Where does your agency publicly post passenger satisfaction survey results?

On the following websites: www.ridelakexpress.com/lcc; www.lakesumtermpo.com

What methods does your agency use to evaluate passenger satisfaction survey results?

Data collected from the surveys are placed on an Excel spreadsheet and is then reported quarterly to TD Coordinating Board meetings and to the CTC Evaluation Subcommittee and are posted to the websites.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

The Lake County CTC adopted and implemented the above performance measures since its inauguration in January 2001. performance measures and policies are updated annually through our TDSP.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Customers are able to schedule trips up to two weeks in advance and no later than the day prior to the requested trip.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Data captured from Trapeze Para-transit technology, such as no-shows and cancellations as well as data obtained from customer service concerns, will be used to evaluate the impact of advance scheduling. Based on such data, StarMetro will determine what burden if any, scheduling too far in advance or too late may place on scheduling, no shows our late cancellations. Adjustments in the scheduling window will be made as needed in order to best serve customer scheduling needs.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

StarMetro's performance goal for Para-transit is 90% on-time compliance.

What are your agency's pick-up and drop-off windows?

When scheduling trips, customers traveling within the urbanized area must be prepared for pick up one hour prior to their requested drop off time. Customers traveling from urban to rural areas (or vice-versa) must be prepared for pick up 90 minutes prior to their requested drop off time.

What methods does your agency use to evaluate these performance measures?

StarMetro will capture mileage and time metrics for all of its daily trips using Trapeze scheduling and dispatch technology, and evaluate those trips that are beyond the acceptable on time performance markers.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

To minimize pick up and on board travel wait times, StarMetro utilizes dedicated dispatchers and a scheduler who continually monitor passenger pick up and drop off times to ensure adherence to on-time performance.   The scheduler and dispatch team work in coordination with scheduled and stand by drivers to ensure that customers are transported on-time to their destinations.Vehicles used in the urbanized areas where higher demand exist are equipped with Mobile Data Terminals and GPS technology, making it easier to move passengers to other vehicles if dispatchers notice drivers' transportation delays.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Also through the use of Trapeze technology, the Para-Transit Supervisor monitors scheduling issues and is able to make adjustments on scheduling as needed.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

StarMetro and the Capital Region Transportation Agency conduct annual customer satisfaction surveys. The survey conducted by the Capital Region Transportation Planning Agency inquires about the timeliness of trips, cleanliness of vehicles, driver performance and overall customer

satisfaction. StarMetro also conducts customer satisfaction surveys that evaluate customer experiences with the system, security, cleanliness, general system performances, and other measures. These surveys are conducted in person while passengers are on board, by telephone, mail or through SurveyMonkey.

Where does your agency publicly post passenger satisfaction survey results?

Public survey results are reviewed at a Local Coordinating Board meeting and made available upon request.

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Levy County Transit requests at least a 3 day notice for booking trips, this does not include weekends or holidays. In the event a rider calls in a late trip, that trip can and will be place on the standby list if the riders so desires. Every attempt will be made to schedule a trip placed on standby however these trips are not guaranteed. There are no guideline as to how far out someone can schedule a trip.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

What are your agency's pick-up and drop-off windows?

Due to the size of Levy County, being 1,116 square miles and a population of approximately 40,000 residents, riders are given a two hour window and may be picked up anytime within the window prior to their appointment time. This allows the ability to multi-load as many passengers as possible and still drop off riders at their requested drop off times. Passengers may be dropped off up to 15 minutes prior to or 15 minutes after requested drop off time and still be considered on time. Most trips are scheduled 15 minutes prior to actual requested drop off times. Reports are available within the scheduling software to review on-time performance.

What methods does your agency use to evaluate these performance measures?

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Passengers may call the morning of their requested appointments for an approximate pickup time and are dropped off according to their appointment times within the same areas. Passengers must give their return times when scheduling a trip however if a passenger calls prior to the return time scheduled, every attempt is made to get that passenger picked up so they do not wait for their scheduled ride. Throughout the day drivers manifests are reviewed by dispatch for trips that can be moved or times changes as cancellations are called in or no show occur to help with efficiency and wait times.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Customer satisfaction surveys are performed annually by the North Central Florida RPC as part of their annual CTC review of Levy County Transit. The Florida Commission for the Transportation Disadvantaged has provided us with sample customer surveys. Levy County Transit plans to implement customer satisfaction surveys in the very near future.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Scheduling trips in advance, on-time performance, and passenger wait time performance measures are components of our adopted TDSP and are monitored on a monthly basis. Customer satisfaction surveys will be offered to customer in the very near future.

Liberty
Liberty County Transit

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Liberty County Transit accepts reservations during our office hours which are 7am-4pm Monday thru Friday. We require 72 hours advanced notice on all trips to be able to most efficiently schedule trips. Though we do understand that with demand response and urgent trips these times frames can't be followed, we try to accommodate these trips on a case by case basis depending on driver and vehicle and funding availability. Trips can be scheduled for up to 6 months in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Liberty County Transit uses rider feedback (calls and surveys) helps to determine the impact of our advanced scheduling policy. . We also monitor and review trends of last minute call-ins to determine the impact of the advanced scheduling policy, since this can have a negative impact on effectiveness of scheduling and coordination of trips.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

Liberty County Transit's on-time performance standard is to have at least a 90% on-time performance rate for all completed trips, including both passenger pick-up and drop-off.

What are your agency's pick-up and drop-off windows?

Liberty County Transit has a 30 minute pickup window for both before and after a scheduled pickup time with at least a 90% performance measure of maintaining this standard. For drop-

offs, the passenger must be delivered to their destination at or before their appointment time or the trip is considered late.

What methods does your agency use to evaluate these performance measures?

Liberty County Transit reviews and evaluates On-Time Performance Reports, available through our trip software, and takes corrective action when necessary. On-time performance is also monitored during our CTC Annual Evaluation Review with our local board.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Liberty County Transit works hard to keep wait times to a minimal for pick-ups and on-board travel when scheduling passenger trips. Unfortunately, Liberty County is a very rural county and residents have to travel to larger counties for the majority of our medical trips, which increases on-board time and distance. We strive for our passengers to have minimal on-board time while still maintaining a cost effective system.o Passengers are contacted the working day before transport and given their scheduled pickup time. Pickup times are factored by the appointment times, the length of the trip, and travel time. Passengers are expected to be ready for pickup 30 minutes before and up to 30 minutes after their scheduled pickup time. For the return trip, the passenger are asked to notify dispatch when they are ready for pickup. The driver is expected to arrive at the appointment location for return pickup within 45 minutes of the call from the passenger. However, if there are other passengers on the same trip, it may be more time, cost effective and comfortable, especially during the heat or cold of the year, to wait at their appointment location until they are ready for the return trip. The length of time required for appointments at doctors' offices and clinics can vary greatly and there may be some wait time until all passengers are ready for the trip home.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

A subcommittee of our Local Coordinating Board assists the Planning Agency in evaluating the CTC on an annual basis. The evaluation is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. In an effort to monitor the services provided by the CTC, an annual survey of our riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas that may need improvement.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

As part of our CTC Evaluation Annual review, rider surveys are sent out to passengers.

Where does your agency publicly post passenger satisfaction survey results?

The LCB does not currently publicly post the results of the surveys.

What methods does your agency use to evaluate passenger satisfaction survey results?

The surveys are reviewed by the LCB annually. In addition, current rider surveys are compared to previous surveys to monitor trends.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Liberty County Transit has implemented each of the performance measures described in questions 1-4 in our service plan and the results are reviewed annually by transit staff and the

LCB. In addition, transit staff and the LCB meet quarterly to review performance measures including service hours, service miles, number of trips, unduplicated riders, deferred trips, no shows, road calls, accidents, complaints, and commendations.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

MCAT Handy Bus trips are scheduled up to 2 weeks in advance. Trip rules and regulations are followed by MCAT's Handy Bus policies and procedures as in the Operations Manual and use the settings configured in the Demand Response Software to ensure the policies are implemented. An electronic appointment book, to which all Customer Service Representatives (CSRs) have access, documents trips booked by the customers. The Demand Response software also assists in understanding different funding sources. Finally, map-based polygons also guide the CSRs on how to properly book the trip. MCAT Recommendation for Best Practices: Up to 2 weeks for advance reservations; anything longer than 2 weeks impacts the availability of TD trips for short-term and next-day scheduling capacity. Moreover, passengers tend to forget about trip reservations made too far in advance, which creates no-show occurrences.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

No performance measures have been implemented that evaluate the impact of the 2 weeks in advance policy on customers.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

MCAT Recommendation for Best Practices: The 95% standard is effective; and when on-time performance falls below this threshold, it typically signifies that there are systemic capacity constraints, which need to be addressed.

What are the targets for each measure?

MCAT's Handy Bus has adopted a standard on-time performance measure of 95% forall completed trips. The target is the scheduled pick-up and drop-off within the hour of the client's appointment time.

What are your agency's pick-up and drop-off windows?

Our agency's pick-up and drop-off window is 30 minutes (15 minutes before or after the negotiated pick-up time).

What methods does your agency use to evaluate these performance measures?

The method used to measure on-time performance is through Demand Response Software. MCAT is not meeting the current on time performance target of 95%, due to Operator shortage.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Passenger wait times are calculated using the Demand Response Software. When scheduling trips onto driver runs, the Paratransit Scheduler looks at the capacity of the vehicle, the # of wheelchairs for each run, location, on-board travel time. MCAT Recommendation for Best Practices: The recommendation is a 30-minute standard for passenger pick-ups. The onboard travel time should be reviewed by various trip lengths, and local standards adopted based upon teh system-wide average for each breakout (maybe 5 miles or less, 5-10 miles, and >10 miles). For instand, a 1-way trip that is >10 miles long, should have a standard based upon demonstrated local travel time with a sufficient sampling of trips on both peak and off-peak travel conditions.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Our goal is to have 80% of our passenger trips completed in less than 45 minutes to best serve the passenger and limit the time a passenger is on-board a vehicle. Our Scheduler also takes a look at the violations and uses methods to re-route, re-batch the runs or add additional runs when additional resources are available. MCAT has not adopted a formal standard for

evaluating passenger wait times; and wait times are variable depending upon trip length and traffic conditions.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

MCAT does not have an adopted performance standard for customer satisfaction. Every day, MCAT conducts a telephone survey with a random sample of customers from the previous day's Handy Bus service. The survey includes questions regarding service, reservations made, trip taken, vehicle cleanliness, and overall customer service score.

Where does your agency publicly post passenger satisfaction survey results?

The most recent published data was presented in October/November 2015 during a Public Workshop, a LCB meeting, and a BOCC meeting.

What methods does your agency use to evaluate passenger satisfaction survey results?

Since customer satisfaction recordkeeping began in 2014, customer satisfaction ratings have been consistently ranked higher than 9 out of a possible 10 points. There is no formal customer satisfaction standard. MCAT Recommendation for Best Practices: The use of survey calls the day after passengers complete a paratransit trip is an effective tool to monitor and gauge customer satisfaction. Scores where customer satisfaction falls below 75-80% indicate systemic issues with service delivery that need to be addressed. However, it is also important to realize that some passengers have a very unrealistic view of public transit service delivery.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

We show performance measures in our TDSP/CTC Evaluations, and work daily on ways to implement the process. There are MCAT operational standards already in place and utilized for system evaluation. In the case on-board travel/wait time a goal is in place, rather than a formal standard. The agency receives very high customer satisfaction scores that are tabulated through survey calls; however, there is no formal customer satisfaction standard. Staff from experience understands the importance of monitoring system effectiveness by contacting customers directly for feedback; and if/when necessary, address select operational issues, based upon this feedback.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Marion Transit takes reservations at least three working days before appointment and up to two weeks in advance. Currently our county demographics play a large part in this, however, with new scheduling software (currently in acquisition) Marion Transit will strive to reduce the minimum days required to schedule service.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Random manifests are reviewed periodically to monitor on-time performance. Adjustments are made after reviewing and discussed with the drivers for improved performance. Those passengers who live in outlying areas of Marion County are required to make their appointments during a window of time that allows transit to be able to pick them up and deliver them in a timely manner. This window may be adjusted to accommodate the client when there is not another alternative. Marion Transit is in negotiations to purchase and install updated scheduling software that will help improve this as well as provide a more detailed "real-time" analysis.

What are the targets for each measure?

What are your agency's pick-up and drop-off windows?

What methods does your agency use to evaluate these performance measures?

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

It is one of the goals of Marion Transit to minimize passenger dwell time. We monitor this through rider surveys and driving time logs. Marion Transit is in negotiations to purchase and install updated scheduling software that will help improve this as well as provide a more detailed "real-time" analysis.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Marion Transit conducts at least annual customer satisfaction surveys by actual passengers.

Where does your agency publicly post passenger satisfaction survey results?

These surveys are reviewed and analyzed with the overall results being posted on our Facebook page as well as website.

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Marion Transit is currently in the process of implementing all of these performance measures.

Martin
Medical Transportation Management (MTM)

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

The Martin County CTC's scheduling policy is 3 business days advance notice for routine appointments. To be more specific, the riders call our customer service center and speak to an agent to attempt to schedule the trip. If the trip does not meet urgency guidelines, the rider will be educated about the 3 day advanced notice policy and the trip will not be scheduled. Additionally, the agent will make a note in the riders' account that they have been educated regarding the policy. Moreover, the agent places a "code" on the trip request that denotes the request did not meet the days' notice policy.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

To evaluate the impact of the advanced schedule policy on riders we periodically review the amount of trip requests notated with the code that means the request does not meet the days' notice policy. By placing a specific code on the trip request, we are able to quantify the amount of trips that are being denied due to not meeting the advance notice guidelines. In doing this, we are able to identify the denied trips as a proportion of all other trips to see if the quantities of denials are falling within a normal range.To evaluate the impact of the advanced scheduling policy on our agency we monitor how well we are able to meet the scheduled trip obligations by reviewing on time performance. By enforcing the 3 business day advanced notice policy we are able to optimize routes and minimize delays associated with late additions to pre-scheduled runs.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

Martin County CTC will have a 90% on-time performance rate for all completed trips.

What are your agency's pick-up and drop-off windows?

The pick-up window is 30 minutes, 15 minutes before or after the scheduled pick-up time, providing the passenger will arrive at their destination on time. Drivers are not required to wait longer than 15 minutes after scheduled pick up time

What methods does your agency use to evaluate these performance measures?

MTM will monitor this activity through transportation provider reconciliation and reporting of pick-up and drop off times for each leg of a trip.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

If a paratransit trip has an origin and destination within 1/2 mile of the fixed-route, it will be necessary for the passenger to use the fixed route, unless that patron is unable to utilize the system. This supports and emphasizes the use of fixed-route bus passes and tickets. Shifting trips to the fixed-route system will help increase capacity on the paratransit system, and reducetrip costs within the coordinated system, resulting in a more "efficient" system. Ultimately resulting in minimized wait times. In addition to the aforementioned policies, scheduling software is utilized in order to optimize multi-load opportunities and achieve efficiencies for passengers and the agency.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

This is evaluated through transportation provider reconciliation and reporting of pick-up and drop off times.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Surveys are conducted on a weekly basis; statistically valid samples of unique members are surveyed via phone. Passengers are surveyed regarding the phone services received when contacting MTM, along with the level of service provided by the transportation providers.

Where does your agency publicly post passenger satisfaction survey results?

Customer satisfaction survey results are posted on Martin County MPO website (https://www.martinmpo.com/meetings/) as part of the regular agenda packets produced by the MPO.

What methods does your agency use to evaluate passenger satisfaction survey results?

The survey outcomes are reported each month on our client summary reports. Satisfaction survey results are compared with benchmark standards as well as any contractual standards.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Scheduling trips in advance is achieved through our Paratransit Vendor's Trip Center. A trip center is required of the Vendor to meet daily call level capacities in pre-established normal hours of operation. Additionally, the Vendor is required to use the County's computer system and software to enter all incoming reservations. Furthermore, all reservations will be accepted at least one day in advance and no longer than seven days ahead of schedule. Automatic Call Distribution (ACD) Reports will be provided on a weekly basis. The ACD service automatically records usage statistics and keeps track of a variety of information with detailed reports available to help analyze call center activity. Moreover, the Vendor shall not impose priorities on trip purpose or restrictions.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The following call taking guidelines will be monitored periodically and are subject to liquidated damages if violated: Average Answer Speed cannot exceed 45 seconds,   Abandoned Call Rate cannot be more than 8% after 10 seconds, Average Hold Times cannot exceed 2 minutes.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

On-time performance is measured based on all trips performed each month as verified by the Automated Vehicle Locator (AVL) and the GPS system.

What are the targets for each measure?

The Vendor is required to maintain an 85% and above rate for on-time performance.

What are your agency's pick-up and drop-off windows?

DTPW's pick-up and drop-off windows are 30 minutes.

What methods does your agency use to evaluate these performance measures?

DTPW uses technical reports such as the On-time Performance Report and Daily Operations Summary Report to evaluate on-time-performance.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Customer time traveled must be equivalent to 110% of the comparable fixed route travel time measured monthly using data captured through mobile data terminals. Per the Paratransit Vendor Contract, the Vendor is assessed liquidated damages for wait time violations.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The County has a call center for complaints where a customer can report issues with their service. Additionally, the County has also established field checks for compliance. The field checks involve representatives that go out in the field to validate trips based on what is reflected on a manifest (passenger list). On a daily basis the County receives reports generated automatically that alert the following error rates: computer system failures, mobile data

terminal failures, late trips, trip denials, on-time performance, cancel at the door, missed trips, no-show, and capacity violations.

Where does your agency publicly post passenger satisfaction survey results?

Rider statistics are published on Miami-Dade County's website on a monthly basis, as well as monthly rider's meeting calendars and summaries. Additionally, a formal survey is in development and will be piloted on STS riders in the near future by DTPW Marketing. Moreover, DTPW staff conducts daily telephone verifications to ensure that client's STS trips were satisfactory.

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Performance measure requirements are explicit in the vendors contract and monitored by County staff to ensure compliance.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Clients are required to schedule trips within 48 hours. (Effective prior to 12/2010)

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

No studies of impact of this policy is currently in place. On the rare occasion someone has not met this window clients have rescheduled the appointment for a later date from two days to a week from the original date.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

On-Time Performance is currently at an average of 97%. (Effective 12/2015)

What are the targets for each measure?

Targeted goal is to have clients picked up within 20 minutes of notified scheduled time. (Effective prior to 12/2010)

What are your agency's pick-up and drop-off windows?

Pick up and drop off window is 40 minutes. 20 minutes before to 20 minutes after. (Effective prior to 12/2010)

What methods does your agency use to evaluate these performance measures?

On-Time Performance Report is generated and evaluated monthly, to determine where improvements can and need to be made. (Effective 12/2015)

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Due to the distance traveled to and from appointments, pickups are scheduled in order from the furthest to closest to the destination. This eliminates back tracking and reduces the chance of unnecessary time on board during travel. Monitoring of traffic as well as feedback from drivers allows the ability to determine if the driver is better suited to wait on location rather than sit in traffic with clients. This is crucial, as the Keys have one road and without any other access from key to key clients could be on a bus in traffic for an hour or more waiting for the road to be re-opened or incident to be cleared.(Effective 12/2010) Traffic delays are noted in the Daily Occurrence Log maintained in transportation (Effective 12/2015)

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Schedules are evaluated up to 24 hours prior to make necessary changes to reduce location wait times. Such as; having alternate driver perform return, communicating with facilities on length of appointment to determine if the schedule can bear the driver waiting for the client rather than returning for a later pickup which not only reduces client wait time but also up to 100 dead head miles. Obtaining feedback from drivers on the day of trips if a facility is running late, to determine if a later secondary vehicle is better suited to complete the return of clients not ready, so other clients do not have lengthy wait to return. (Effective 12/2010)

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Rider Surveys are distributed in the first week of April each year and collected up to a month later. (Effective prior to 12/2010)

Where does your agency publicly post passenger satisfaction survey results?

Results are publicly posted under performance Improvement on our website www.guidancecarecenter.org.

What methods does your agency use to evaluate passenger satisfaction survey results?

A consolidated report is completed and submitted to the LCB for review. Rider notes are reviewed as needed to evaluate if there is a need and/or ability to improve.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Per the TDSP, NCCOA "requires" notice of a trip reservation request no less than 72 hours in advance of the trip. Requests noticed in less than 72 hours are accomodated on the same basis as all requests: if 1) seating is available and 2) the requested trip is in keeping with the expectations of efficiency and effectiveness on behalf of the other passengers and the system/service as a whole.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

NCCOA does not have a formal method per se to evaluate the impact of its advance scheduling policy. The 72-hours advance policy is noted on the Transportation Disadvantaged application and verbally emphasized to prospective and current passengers. Furthermore, requests noticed in less than 72 hours are accomodated if at all feasible. The 72-hours notice does permit NCCOA with the time needed to arrange daily schedules in an optimum manner.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

What are your agency's pick-up and drop-off windows?

Per the TDSP, NCCOA has a window of 30 minutes before a scheduled pick-up and 30 minutes after. However the TDSP does not denote a drop-off time window. The actual scheduled pick-up times are negotiated with passengers accordingly.

What methods does your agency use to evaluate these performance measures?

NCCOA performs a quarterly sampling analysis of actual-versus-scheduled Transportation Disadvantaged pick-up and drop-off times.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

NCCOA performs a monthly assessment of paratransit trips per driver hour worked which incorporates both the wait and travel times for Transportation Disadvantaged trips.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

NEFRC surveys 30% of the passengers on a driver's manifest annually.

Where does your agency publicly post passenger satisfaction survey results?

The results of the survey become part of the annual CTC evaluation which is added to the TDSP and posted on NEFRC's website.

What methods does your agency use to evaluate passenger satisfaction survey results?

The results are discussed annually with the LCB.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, per the TDSP.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Trips may be reserved up to 7 days in advance.Advance reservations for paratransit trips must be made by 1:00 p.m. CT the day prior to the requested ride. Additionally, reservations must be received by 1:00 p.m. CT the last working day prior to weekend and holiday. Same day demand response trips, which provide little advance notification, will be reviewed on a case-by-case basis. Okaloosa County TDSP FY 2017 contains the quote listed above under the "Service Plan" section.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

We use the # of cancellations to evaluate the impact of our scheduling policy. The farther out we accept reservations we generally see more cancellations and no shows than the closer the request for service to the date of service, we generally have less cancellations and no-shows. Options we are considering purchasing are an Integrated Voice Response (IVR) system that will notify passengers prior to their reservation to ensure the trip remains valid. The software is adjustable as far as the # of days we can accept reservations, 7 days served as a reasonable time frame for both the passengers and operations.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

On-time performance for passenger "appointment time" generally runs between 83% and 93%. On-time performance for passenger "scheduled early/late" generally runs between 65% and 73%. Additionally, for the month of August 2016, Okaloosa maintained a "Passengers per service hour" ratio of 1.79. The primary factors affecting on-time performance generally include: # of assigned/available Drivers, # of long-distance County trips – 369 trips for the month of Aug 2016, # of Out-of-County Trips – 319 trips for the month of Aug 2016, # of assigned/operational vehicles,
Clients that are not ready when the vehicle arrives, and Traffic conditions.

What are the targets for each measure?

The primary operator will have a 90% on-time performance rate for all completed trips. Okaloosa County TDSP FY 2017 contains the quote listed above under the "Service Plan" section.

What are your agency's pick-up and drop-off windows?

For scheduled pick-up, clients are expected to be picked up 15 minutes before or after the scheduled pick up. For scheduled returns, clients are expected to be dropped off 15 minutes before or after the scheduled drop off. Okaloosa County TDSP FY 2017 contains the quote listed above under the "Service Plan" section.

What methods does your agency use to evaluate these performance measures?

Data for On-time performance is collected and stored in the Trapeze Transportation Software. The data is currently manually input into Trapeze from drivers manifest forms. Analyze the data from the "On-Time Compliance Report" generated using the Trapeze Reports.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Trapeze software is used to generate efficient and effective manifests.Once the day starts however, many variables affect planned manifest. When drivers fall behind performing their dispatch will look for drivers with slack time to reduce wait times. Slack time is generated primarily when clients cancel or no show after the manifest have been published. Looking for slack time not only provides the opportunity to reduce wait times but also provides the opportunity to:Increase on-time performance,Opportunity to transport passengers that were previously unscheduled due to resource limitations and lastly,Accept last minute transit requests.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Data from the driver's manifest is entered and captured in Trapeze software. The captured data enables the CTC and contractor to review and evaluate wait times and on-board-times. Once the times are downloaded into Excel, the data may be filtered into several formats for evaluation. The formats used include ascending and descending by times, alphabetically by client name with ascending or descending times or by the vehicle run performing the transportation with ascending or descending times.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The Okaloosa County Transportation Disadvantaged Coordinating Board, in conjunction with the West Florida Regional Planning Council performs an annual survey by issuing survey cards to our paratransit passengers.

Where does your agency publicly post passenger satisfaction survey results?

The results of the annual survey are published in the "Transportation Disadvantaged Service Plan." Additionally, the survey results are presented to the following governing bodies and locations in Okaloosa County:Okaloosa County Board of County CommissionersOkaloosa County Transportation Disadvantaged Coordinating BoardOkaloosa County Transportation Co-op BoardOkaloosa County Paratransit buses. Last results were posted May and June 2016

What methods does your agency use to evaluate passenger satisfaction survey results?

Passenger evaluations and comments to survey our passengers include:Survey cards issued to paratransit passengersBoard of County Commissioners' meetingsCounty staff riding vehicles and talking with clientsCompliant and comment forms – manual and on-lineFace Book page

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Performance measures described above in questions 1 – 4 have been adopted and are listed in Okaloosa County's TDSP or are currently in practice by the CTC. Items that are not currently listed in Okaloosa County's TDSP will be placed on the agenda for the next Okaloosa County Transportation Disadvantaged Coordinating Board meeting. The responses and performance measures outlined above have been discussed with the current transit.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

TD trips can be booked 1 day in advance. Having such a short amount of time to book a trip can be taxing on our customers as their situations can change and re-booking or canceling may not be done in a timely manner. This affects our street operations as well regarding capacity and driver scheduling. ADA customers are able to book 7 days in advance and have more flexibility in canceling and rescheduling advanced trips, as well as gives us a better planning tool regarding vehicle and driver requirements.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Currently, our OTP is at 89%. OTP began dropping with the beginning of the I-4 Ultimate Corridor Construction Project, as well as other construction enhancements taking place in our service area.

What are the targets for each measure?

LYNX has an OTP performance goal of 92%

What are your agency's pick-up and drop-off windows?

Pick-up windows are quoted as :00 through :30 and if a vehicle arrives after this designation, it is considered late. If a trip is negotiated by drop-off time, then the trip is considered on-time as long as the designated drop-off time has been met.

What methods does your agency use to evaluate these performance measures?

These measures are evaluated through our Trapeze scheduling and dispatch software.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Passengers are given a "pick-up window" at the time the reservation is made. On-board travel times are considered appropriate if the time on board is comparable to the same ride on a fixed-route bus.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Both are measured through Trapeze Reporting software and the customer concern process.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

LYNX contracts with a consultant to do annual on-board surveys of our passengers. In addition, public comments are afforded each month during the LYNX Board of Directors Meetings, quarterly at the MetroPlan Orlando TDLCB meetings, and an annual public hearing at the MetroPlan Orlando TDLCB November meeting. LYNX also has the ability to monitor specific customer concerns from our Customer Relations Line, which categorizes specific concerns and comments. Data collected includes overall satisfaction of service, customer service evaluations, on-time performance ratings, vehicle cleanliness ratings, availability of service, and service monitoring.

Where does your agency publicly post passenger satisfaction survey results?

Results of these evaluations are posted on the LYNX websire at www.golynx.com, and the MetroPlan Orlando TDLCB portion of their website.

What methods does your agency use to evaluate passenger satisfaction survey results?

Methods used to evaluate results are based on consistency of survey results and service reporting, actual in-person service monitoring, heavy facility contact, and various trends based on service conditions such as construction, weather patterns, etc.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

LYNX has adopted, implemented, and monitored the above performance measures for the past 14 years.

Palm Beach
Palm Tran Connection

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Trips may be scheduled from 1 to 7 days in advance through our reservation department during normal business hours or any time with our automated reservations system. Trips may be negotiated up to one hour before or after the desired travel time in order to accommodate all service requests.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The methods used to evaluate our advance reservations policy include: the no-show rate, the cancellation rate (advance, same day cancel, and late cancel) and customer feedback. For example, the advance reservations time has been increased from 5 days to 7 days based on customer feedback.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

The proposed on-time performance for passenger pick-up goal is 93% and the drop-off goal is 95%. This is a revised standard/definition based on CUTR and staff research and analysis. This is currently under review by the Palm Tran Executive Committee.

What are your agency's pick-up and drop-off windows?

Pick-up window is 15 minutes +/- on either side of the customer's scheduled pick-up window. Drop-off window is that the customer must arrive at their destination prior to the scheduled appointment time.

What methods does your agency use to evaluate these performance measures?

On-time performance is measured from data received from completed driver manifests/schedules, and is verified, at CONNECTION's sole discretion, with data from any form of monitoring, such as "Where is My Ride" calls, and from customer satisfaction surveys.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Palm Tran Connection uses a 15/15 window for all pickup times. The driver is permitted to wait 5 minutes to locate the passenger at the pickup location. More time may be added as needed to accommodate customer needs, if known in advance. PTC's policy is to limit travel time to under 2 hours, but this is being revised to better take into account trip length.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

PTC uses customer feedback and actual on the road performance statistics to evaluate passenger wait time.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Palm Tran Connection conducts periodic surveys to evaluate driver performance, safety, basic accessibility, and vehicle condition.

Where does your agency publicly post passenger satisfaction survey results?

Customer satisfaction surveys are not currently posted, but are available upon request.

What methods does your agency use to evaluate passenger satisfaction survey results?

Palm Tran Connection conducts random phone calls to those customers that have used the service recently.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Answers to questions 1, 3, and 4 have been adopted and implemented. Question 2 is currently under review by the Palm Tran executive committee.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

As per the ADA, we allow scheduling the day before and up to 14 days in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Over the last year, we provided a survey to our 2,000 plus clients to determine their desire and satisfaction with the advanced scheduling policy in an effort to determine their preference. This will be an on-going discussion with staff and riders each year.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

What are your agency's pick-up and drop-off windows?

Our pick up and drop off window is too to not exceed an hour. The preference is 30 minutes and we work with our vendors and staff to ensure that we provide most trips within 30 minutes.

What methods does your agency use to evaluate these performance measures?

In February 2015, we installed a new software program called Route Match which we use to schedule all of the trips each day and provide a manifest to our vendors. In addition this program provides actual on time performance for each and every paratransit trip and PCPT will be providing a module for our vendors which will be used to validate trips and on time performance on a real time basis.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Currently, PCPT has four vendors which provide Paratransit trips. PCPT also had vehicles and drivers which provide trips, however, we attempt to use our driver and vehicles as the back up system in the event a trip is significantly delayed (one hour or more).

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Our vendors bid to participate in our program in 2014 and at that time there we no penalites associated with late trips and this is now being discussed as an option for our next contract to occur in 2018. We have found as our program and trip demand grows, our in time performance will be monitored more closely with our Route Match software.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

PCPT undertakes a Customer Satisfaction Survey each year for our various funding programs which included Community Development Block Grant funding (CDBG), Area Agency on Aging funding (IIIB), and TD funding in addition to FDOT and FTA. In addition, PCPT has a mechanism for customer commendations and comments in which service delivery and satisfaction is evaluated.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

To date, all of these programs are captured in our ADA guidelines, county policy or compliance with our funding agencies. We also provide this data as part of our Transportation Development Major Progress Report Plan which is undertaken every five years and updated each year as an annual progress report consisting of review and evaluation of all of our performance measures.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Advance trip reservation requirement is by 5 PM two days before date of travel for ambulatory and wheelchair passengers. The impact of this upon our passengers is people plan their life sustaining trips far enough in advance to comply. The impact upon our agency is that we get time to review the scheduled trips prior to the day of their performance to ensure they fall within Grant and state guidelines.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

The on-time pick up window is within 30 minutes after the time of scheduled pick up. On time drop off is the 30 minutes proceeding the time the person needs to be at the arrival location. They are both measured using GPS data from the vehicles performing the trips. Customer satisfaction surveys are used to verify the accuracy of these measures and evaluate the passenger satisfaction with these measures.

What are the targets for each measure?

What are your agency's pick-up and drop-off windows?

What methods does your agency use to evaluate these performance measures?

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

In order to minimize passenger wait time, we require that they are picked up within 30 minutes following their scheduled pick up time or else the contractor is financially penalized. We also have contractual requirements for reasonable travel time of their trip which are based upon federal best practices. Both of these items are measured using vehicle GPS. Customer complaints and passenger satisfaction surveys are used to evaluate the effectiveness of these measures.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The customer service satisfaction survey questions are indicated in items one through three above. Results will be posted on PSTA's public website. The effectiveness and relevance of these survey questions will be measured by the last question on the survey in which we ask for additional comments and concerns.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Most items are currently in place. All will be in place within 30 days of state approval.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Our Regional Mobility Call Center (RMCC) schedules 3-7 days in advance. On a cases-by-case basis, trips can be scheduled with less than 3 day notice, provided substantive, verifiable circumstances exist. Additionally, clients eligible for subscription service (dialysis patience for example) can schedule service on a cyclical, reoccurring basis outside of the 3-to-7 day policy.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Minimizing scheduling further than 7 days in advance ensures sufficient availability for the organization's clientele. Simultaneously, by scheduling trips with at least 3 days advance notice, the agency is more capable of providing fast, frequent, and efficient service. The methodology used to determine these parameters for advanced scheduling is rider feedback via our automated consumer report database, analysis of service demand, evaluation of service delivery after it has been provided, and optimization software via the Trapeze transportation suite.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

Both for pick-up and drop-off, the organization's policy is to maintain a 90% on time performance measure.

What are your agency's pick-up and drop-off windows?

A 30 minute window is utilized; 15 minutes prior to the scheduled time and 15 minutes after the scheduled time.

What methods does your agency use to evaluate these performance measures?

These measures are tracked by utilizing Mobile Data Terminals (MDT) to perform trips in each transit vehicle that is time synchronization and compared against scheduling, performance, and monitoring capabilities via the Trapeze transportation software suite.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

In order to minimize passenger wait times for pick up and on-board wait times, the organization employs several measures. The RMCC staff schedules trips by contacting appointment providers (medical facilities for example) directly. Agencies are also contacted to verify appointment times and negotiate in order to better serve clientele. Trip times are also negotiated with clients to increase on-time performance for all riders, while meeting individual needs.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Multi-loading trips is also practiced in order to reduce wait times. The Trapeze optimization function is utilized in order to reduce unnecessary ride times. Ride times are comparatively longer in our service area due to the size of Polk county and rural population inherently. Therefore, after trip optimization is conducted during the scheduling process, each trip is verified and screened for ways to reduce client ride time further. The organization evaluates these measures regularly through customer feedback and driver feedback. Additionally, we receive feedback from agencies (such as medical providers) regarding pick-up wait times.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

To determine whether or not the transportation disadvantaged services in this area of operation are meeting client needs, a formalized assessment is undertaken each year to measure the level of rider satisfaction. Citrus Connection developed a client satisfaction survey and administers the survey to existing Door-to-Door and bus pass clients on an annual basis. To encourage participation, the cover letter and survey questions are distributed in pre-addressed, postage-paid return envelopes.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

Additionally, Citrus Connection maintains an on-line client satisfaction survey available to clients year-round at the following we address: https://www.surveymonkey.com/r/HPM8888. Results are reviewed cyclically and findings are evaluated to determine operational needs and training imperatives. Subsequently, outcomes are incorporated into regular staff meetings and training functions. The methodology utilized to analyze survey results are multi-faceted. Firstly, specific instances mentioned in survey feedback sections are verified via on board camera recordings, telephonic recoding database in the Regional Mobility Call Center, and driver interview; these instances are handled on a case-by-case basis in congruence with organizational policy and applicable TDSP governing direction. Secondly, results are categorized in order to reveal trends. For example, results related to maintenance like: vehicle operation, good working order of equipment, or equipment dependability are grouped together in order to address issues or offer congratulatory feedback to appropriate staff. All results are compiled into categorical percentages as well. For instance, if 350 respondents out of 400 answer "Vehicles are clean" with response of "Strongly agree" or "Agree", than we determine that 87.5% of customers are "satisfied" with vehicle cleanliness. The categorized results are posted on the organization's website for public notification. The results are also reported to the agency's board of directors, which is open to the public and publically broadcasted.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

The agency has adopted and implemented each of the performance measures discussed in questions 1-4. The applicable measures, practices, and policies involved are being evaluated and reformed continuously; we are always seeking ways to improve.

Putnam
Ride Solution

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Ride solution allows scheduling of reservation trips from 7 days in advance up until noon the previous work day. Standing orders, which may remain in the schedule for years, are reviewed if there is a cancellation.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

Per the Ride Solution TDSP, the performance standard for on-time passenger pick-up in Putnam County is 80%.

What are your agency's pick-up and drop-off windows?

Pick-up window of 30 minutes (15 before, 15 after) for pre-scheduled trips and 60 minutes for will-call trips.

What methods does your agency use to evaluate these performance measures?

Ride Solution operates the Trapeze Flex routing and scheduling software and utilizes the "On Time Performance Report" within that software package to monitor on-time passenger pick-up.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Ride Solution is a member of the North East Florida Mobility Coalition's regional software project, which has installed Trapeze Flex within CTC operations in 9 counties in the region. As such, our schedulers are paying attention to on-board travel time violations that are flagged in the software and are taking action to minimize or eliminate those violations. The criteria currently set for all agencies in this 9 county regional software project is a direct travel time of: 1. 0 and 28 minutes, the maximum on-board time is 1 hour. 2. 29 and 58 minutes, the maximum on-board time is 1.5 hours. 3. More than 58 minutes, the maximum on-board time is 2 hours.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

We use the On Time Performance Report within the Trapeze software package for evaluation of pick-up and drop-off time compliance, per the "Scheduled" and "Appointment" columns, respectively, in this report.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The North East Florida Regional Council (NEFRC) surveys 30% of riders on a sample day's driver manifests annually.

Where does your agency publicly post passenger satisfaction survey results?

The results of the survey become part of the annual CTC evaluation, which is added to the TDSP and posted on NEFRC's website.

What methods does your agency use to evaluate passenger satisfaction survey results?

The results of this survey are discussed annually with the Putnam County LCB.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Ride Solution has adopted and implemented each of the performance measures and policies as described in questions 1-4 in our TDSP.

Sarasota
Sarasota County Area Transit

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Our system takes 7 days in advance reservations for demand response trips. Subscription trips can be made with no restrictions. The systems uses a trip denial report. This determines if any trips have been denied and the purpose for the denial.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

What are the targets for each measure?

The on time performance goal is 95% pursuant to the TDSP.

What are your agency's pick-up and drop-off windows?

Pick-up times are based on an 1 hour window. (If an appointment is 9:00 AM the passenger needs to be ready by 8:00 AM) Drop offs are measured by the appointment time. A report is run showing any arrivals 1 minute past the appointment time. This is considered to be a late trip.

What methods does your agency use to evaluate these performance measures?

This is a monthly key performance indicator that is reported to the LCB.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Our paratransit program uses the Trapeze Computer Scheduling system for grouping trips by origin, destination and time of travel. Geographical areas are programed with the capacity of the vehicle. Many other factors are programed to optimize each vehicles usage.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

A passenger satisfaction survey has been developed and will be distributed and collected by mail, bus operator and hand delivered to day workshops.

Where does your agency publicly post passenger satisfaction survey results?

What methods does your agency use to evaluate passenger satisfaction survey results?

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Our Agency has adopted and implemented each of the performance measures listed in the April 13, 2016 correspondence.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Current Policy: CTC asks for previous work day call-in reservations. Next day service requires call-in by 4 PM the day before. Limited same-day service is available.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Proposed Policy: It is preferred that call-in reservations be made by 2 PM the work-day before the trip is needed to ensure availability. Same-day service is available on a space and time-slot availability basis. Evaluation will be based upon analysis of reservation data obtained from Trapeze software.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Current Policy: Performance is measured by the total number of trips in a quarter divided by the # of on-time complaints.

What are the targets for each measure?

Current Policy: The standard is to "strive to sustain not more than 5% of the total trips provided during the AOR period having complaints filed regarding On-Time performance." Proposed Policy: Our on-time performance goals are: 80% overall (early and lat

What are your agency's pick-up and drop-off windows?

Current Policy: The CTC has a 45-minute window. They allow 30 minutes before and 15 minutes after the trip is scheduled.

What methods does your agency use to evaluate these performance measures?

Current Policy: On-time performance reports are presented to the LCB quarterly. Proposed Policy: We are using the Trapeze software to schedule client trips and track on-time performance. This software is set up with a 45 minute window around each requested pick-up time. This on-time pickup window allows for 30 minutes prior and 15 minutes after the requested time. Actual performance is tracked in real time using Mobile Data Terminals (MDTs) mounted in each vehicle. If a trip is performed outside of the 45-minute window, it is documented as an early or late trip. trips to appointments are also tracked to ensure that clients are not getting to their appointments late. Any arrival after the appointment time is marked as late. On-time performance will be measured by comparing scheduled time to actual time for the pick-up and drop-off. When on-time performance falls below the target, SJCCOA will determine factors that impact on-time performance and take corrective actions, if needed.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Current Policy: There is no passenger wait time criteria (on-board time) mandated by the TDSP at this time. SJCCOA strives to minimize wait time to no more than 2 hours through its scheduling process. Proposed Policy: Passenger wait time for pick-ups are set during the appointment process with the above mentioned 45-minute window. These are monitored using the on-time performance tools mentioned above.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Proposed Policy: Our Dispatchers monitor each route to ensure that the drivers are running on schedule and take action (by rescheduling trips to another driver or sending out another vehicle) if a client is at risk of being picked up late. Therefore there is no standard for pick-up wait time. This is considered in the on-time standard. The Trapeze software is set up to warn dispatchers if any client is at risk of being on board a vehicle longer than our established maximum on board travel time. We propose to schedule our trips to minimize On-Board Wait Time using a

graduated scale which takes into consideration the fact that some of our trips are urban in nature while others are rural. These maximum times are based on Direct Travel Time for each client's trip and the fact that we multi-load. Direct travel time 0-28 minutes, on-board time 60 minutes, 29-58 minutes, 90 minutes, >58 minutes, 120 minutes. Our Dispatchers monitor each route to ensure that the drivers are running on schedule and take action (by rescheduling trips to another driver or sending out another vehicle) if a client is at risk of exceeding On-Board Wait Time.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Current Policy: NEFRC surveys 30% of the riders on a driver's manifest annually. Proposed Policy: Continue the current policy.

Where does your agency publicly post passenger satisfaction survey results?

The results of the survey become part of the annual CTC evaluation, which is added to the TDSP and posted on NEFRC's website.

What methods does your agency use to evaluate passenger satisfaction survey results?

They are evaluated annually by NEFRC and the LCB.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes, as described above in the "current policy" sections and in accordance with the current TDSP. Proposed new policies and standards will be considered during the ongoing 2016 TDSP revision process through the LCB. If approved they will be placed into effect at that time.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Community Transit's policy for scheduling trips is at least 24 hours in advance, up to two weeks in advance.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The scheduler will review future schedules daily to insure availability. Community Transit will accept same day reservations based on its availability.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Community Transit's performance measures for pick-up and drop off are within the hour window and to get the passenger to their appointment on time.

What are the targets for each measure?

90%

What are your agency's pick-up and drop-off windows?

1 hour.

What methods does your agency use to evaluate these performance measures?

Community Transit runs a monthly on-time computer report to evaluate.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Passengers are required to call the office upon completion of their appointment (will call). Community Transit will send the closest bus to pick up the individual. Individuals on that bus will be located in the same area to shorten on board travel time.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Community Transit runs a monthly wait-time computer report to evaluate.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

The County collects age, frequency of riding the bus, location, reliability, length, comfort, price, cleanliness of the bus and recommendations.

Where does your agency publicly post passenger satisfaction survey results?

Local Coordinating Board

What methods does your agency use to evaluate passenger satisfaction survey results?

The County performs and reviews surveys monthly and sends a copy to the Provider for their review. If there is a complaint, the provider will review the trip to validate the complaint and correct the problem for future trips.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

Reservation trips require at least 24 hours advance notification, however, a three day advance reservation is recommended. Also, same day trips that do not have a prior reservation will be provided only if they can be added to the previously arranged schedule for the day.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Sumter County Transit defines on-time performance as delivering the rider to the location of his/her appointment prior their appointment time.

What are the targets for each measure?

Sumter County Transit's performance standard is to be on time for at least 96% of our rider's appointments.

What are your agency's pick-up and drop-off windows?

The pickup windows for passengers traveling to appointments are as follows: To destinations within the county -- one and one-half (1 &1/2) hours prior to their appointment time. To destinations in counties contiguous to Sumter County -- 2 hours prior to their appointment time. To destinations in counties not contiguous to Sumter County -- 3 hours prior to their appointment time. These pickup windows are used to maximize multi-loading.

What methods does your agency use to evaluate these performance measures?

. All trips are evaluated the day after completion for on-time performance, which is captured on a mobile data terminal and transferred to the transit management software. Sumter County uses the Ecolane web based software.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

The pickup after the rider finishes an appointment follows the same windows as traveling to appointments.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

The timing is evaluated the day after the completion of the trips. If a passenger was not picked up within the window, the schedule is reviewed for a solution to prevent the occurrence from happening in the future.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Customer satisfaction is important to Sumter County Transit. Surveys are handed out to passengers and are available to fill out on the Sumter County website. The surveys are compiled and presented to the Sumter County Board of County Commissioners on a monthly basis. Ratings include: recent scheduling of trips has been smooth and easy, my reservationist was polite and helpful, SCT vehicles are comfortable, SCT vehicles are clean, my driver was helpful and courteous, my driver was careful and safe, I get picked up for my appointment on time, I am

delivered at my appointment on time, and rate your overall satisfaction with the SCT services you receive.

Where does your agency publicly post passenger satisfaction survey results?

The survey results are available for the public to view on the Sumter County website.

What methods does your agency use to evaluate passenger satisfaction survey results?

All issues found in the surveys are evaluated and are rectified or receive a response. The Lake-Sumter MPO also conducts quarterly surveys that are presented at the Sumter County Transportation Disadvantaged Coordinating Board and are placed on the MPO's website. The survey results are included in the annual evaluation of the CTC performed by the Transportation Disadvantaged Coordinated Board – CTC Evaluation Subcommittee.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Sumter County Transit has adopted all the policies described from questions 1-4 in the Sumter County Transportation Disadvantaged Service Plan, made available to the public on the Sumter County and Lake-Sumter MPO websites. The Sumter County Passenger Guide references these policies, which is sent out to new passengers and is available on the Sumter County website.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

The Votran policy for trip scheduling is reservations must be scheduled by the close of business at 5PM on the day prior to the requested trip. Trips may be scheduled up to 7 days in advance. Subscription trips can be arranged for customer convenience. Votran schedules trips as they are received throughout the day to be ready to transmit next day manifests to contractors by 7PM.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

The method used to evaluate the impact of advance scheduling on riders and Votran is the collection and review of performance measures. Votran tracks no-shows and cancellations, call volume and complaints. Votran's contractors participate in regular communication regarding these measures daily as incidents occur which are discussed at the regularly scheduled monthly meeting with contractors. These measures are compiled in monthly management reports. These measures are reported to the TDLCB of the River to Sea TPO that meets every other month, with an agenda published one week in advance of the meeting and a time frame on the agenda established for public comment.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

On-time performance is a category of complaints received on a daily basis that are investigated by managers and contractors on a weekly basis to report to the Votran Complaint Review Committee.

What are the targets for each measure?

Votran has adopted the operating standard of 90% as the on-time performance goal.

What are your agency's pick-up and drop-off windows?

Votran operates with a 1 hour pick-up window that includes the travel time necessary to transport the passenger to their destination. Passengers request a drop-off time that establishes a pick-up window which includes enough time to be picked up and travel to their appointment on time. The pick-up window requires passengers to be ready up to 1 hour in advance of their scheduled appointment time. Passengers traveling between service areas have a 2 hour pick-up window.

What methods does your agency use to evaluate these performance measures?

The method used to evaluate the performance measure is the collection and review of on-time performance data. Every pick-up and drop-off time is recorded in the Trapeze scheduling system. Any drop-off after the appointment time is a late occurrence. The measure is compiled in monthly management reports, TDLCB meeting agendas, publshed to the web, as well as in the annual updated of the TDSP that is reported to the TDLCB and is required for compliance under the CTC grant agreement.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

A new initiative is the recent procurement of a Trapeze Interactive Voice Response (IVR) product enhancement for helping customers realize a shorter effective "wait time" between the start of the pickup window and the actual pickup time. Customers will be able to be notified by telephone 10 minutes in advance of the vehicle arriving at their scheduled pick up location.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Votran's action to review passenger wait time includes investigations of complaints about long wait times. The complaint system categories include early , late, and excessively long trips. In addition to conducting complaint investigations, the Votran Customer Service Manager

conducts a quarterly review of paratransit travel times for consistency with the fixed route system.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

Votran surveys of customer satisfaction are conducted in the development of the TDSP and the TDP compliance documents. Customer satisfaction ratings include: ease of making reservations, helpfulness of call center agents, bus operator performance, travel time, and overall performance.

Where does your agency publicly post passenger satisfaction survey results?

These documents are published on the web site. The most recent survey was conducted in August 2016 and will be published for public review on the web.

What methods does your agency use to evaluate passenger satisfaction survey results?

The customer satisfaction survey analysis will be used for developing corrective actions and developing transit improvements.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Votran has implemented each of these measures and policies, as of September 2016. Votran's Customer Service Department tracks all paratransit and fixed route complaints. The reports are entered into a tracking system and are reviewed each week by the Complaint Review Committee, which determines the appropriate corrective action. This committee, chaired by Votran's Customer Service Manager includes: the Assistant General Manager of Customer

Service, Planning and Marketing; a member from the River to Sea TPO; the Director of Safety and Training or Operations Manager; and the Operators of the Year for Fixed Route and Votran Gold paratransit service. All the above measures and policies are reviewed with the TDLCB each year. FDOT is represented on the TDLCB. As the transit provider operating with FTA assistance, these policies and measures are reviewed as part of the comprehensive Triennial Review process. There were no findings or recommendations regarding any of these measures in votran's Triennial Review dated July 2015.

1. Scheduling Trips in Advance

What is your agency's policy for scheduling trips in advance?

24 hour advanced notification.

What methods does your agency use to evaluate the impact of the advanced scheduling policy both on the riders and your agency?

Look at the daily scheduling helps with how many drivers are needed. Better cordinate our trips. Our 24 advance policy is communicated to our riders and purchasing agencies.

2. On-Time Performance

What are your agency's on-time performance measures for passenger pick-up and drop-off?

Clients calls office, we drop off first client usually at 9:00 after all clients are dropped off ,drivers goes back to first drop off. 60 minutes of nofication for "WILL CALL".

What are the targets for each measure?

15 minutes before, call riders the day before for with a pick-up time. 95%

What are your agency's pick-up and drop-off windows?

There is a 15 minute pick-up window in place for all trips.

What methods does your agency use to evaluate these performance measures?

Computer software program measures on time.

3. Passenger Wait Times

What actions does your agency take to minimize passenger wait times both for pick-ups and on-board travel?

Call day before with pick-up , look at schdule to minimize travel time.

What methods does your agency use in evaluating actions taken to minimize passenger wait times?

Drivers usually stay in out county trips and is dispatched as soon as client or doctor office calls.

4. Customer Satisfaction

What passenger satisfaction survey ratings does your agency collect?

LCB Planner sent out a survey. Agencies we have contract also sent out surveys

Where does your agency publicly post passenger satisfaction survey results?

In LCB Report.

What methods does your agency use to evaluate passenger satisfaction survey results?

To improve service and as a training for drivers.

5. Adoption and Implementation

Has your agency adopted and implemented each of the performance measures or policies described in questions 1-4?

Yes.

Appendix C: CTC Evaluation Workbook Rider Survey

RIDER/BENEFICIARY SURVEY

Staff making call: _____   County:_____

Date of Call: /   /   Funding Source: _____

1) Did you receive transportation service on _____?   ☐ Yes or ☐ No

2) Where you charged an amount in addition to the co-payment? ☐ Yes or ☐ No

 If so, how much?

3) How often do you normally obtain transportation?

☐ Daily 7 Days/Week   ☐ Other   ☐ 1-2 Times/Week   ☐ 3-5Times/Week

4) Have you ever been denied transportation services?

☐ Yes

☐ No. If no, skip to question # 4

    A. How many times in the last 6 months have you been refused transportation services?

      ☐ None   ☐ 3-5 Times

      ☐ 1-2 Times   ☐ 6-10 Times

    If none, skip to question # 4.

    B. What was the reason given for refusing you transportation services?

      ☐ Ineligible   ☐ Space not available

      ☐ Lack of funds   ☐ Destination outside service area

      ☐ Other _____

5) What do you normally use the service for?

      ☐ Medical   ☐ Education/Training/Day Care

      ☐ Employment   ☐ Life-Sustaining/Other

      ☐ Nutritional

6) Did you have a problem with your trip on _____?

    ☐ Yes. If yes, please state or choose problem from below

    ☐ No. If no, skip to question # 6

    What type of problem did you have with your trip?

      ☐ Advance notice   ☐ Cost

      ☐ Pick up times not convenient ☐ Late pick up-specify time of wait

      ☐ Assistance   ☐ Accessibility

      ☐ Service Area Limits   ☐ Late return pick up - length of wait

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☐ Drivers - specify   ☐ Reservations - specify length of wait

☐ Vehicle condition   ☐ Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

_____

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:

_____

_____

_____

_____

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Appendix D: Acronyms Used in Responses from Community Transportation Coordinators

Acronyms

AC   Air Conditioning

ACD   Automatic Call Distribution

ADA   Americans with Disabilities Act

AM   Ante Meridiem

AOR   Annual Operating Report

ARC   Association for Retarded Citizens

ARPC   Apalachee Regional Planning Council

AVL   Automated Vehicle Locator

BCT   Broward County Transit

BOCC   Board of County Commissioners

CCT   Charlotte County Transit or Citrus County Transit

CDBG   Community Development Block Grant

COA   Council on Aging

CSR   Customer Service Representative

CT   Central Time

CTC   Community Transportation Coordinator

CTD   Commission for the Transportation Disadvantaged

CTMS   Computerized Trip Management System

CUTR   Center for Urban Transportation Research, University of South Florida

DTPW   Department of Transportation and Public Works

FDOT   Florida Department of Transportation

FTA   Federal Transit Administration

EST   Eastern Standard Time

FY   Fiscal Year

GPS   Global Positioning System

IRT   Indian River Transit

IVR   Interactive Voice Response

JTA   Jacksonville Transportation Authority

JTrans   Jackson County Transportation

LCB   Local Coordinating Board

LYNX   Central Florida Regional Transportation Authority, dba LYNX

MCAT   Manatee County Area Transit

MDT   Mobile Data Terminal

MPO   Metropolitan Planning Organization

MTM   Medical Transportation Management

MV   MV Contract Transportation, Inc.

NCCOA	Nassau County Council on Aging
NEFRC	Northeast Florida Regional Council
OTP	On-Time Performance
PAC	Passenger Advisory Committee
PCPT	Pasco County Public Transportation
PM	Post Meridiem
PSTA	Pinellas Suncoast Transit Authority
RMCC	Regional Mobility Call Center
RPC	Regional Planning Council
SCAT	Space Coast Area Transit
SCT	Sumter County Transit
SJCCOA	Saint Johns County Council on Aging
SREC	Suwannee River Economic Council, Inc.
STS	Special Transportation Service
SVTA	Suwannee Valley Transit Authority
TD	Transportation Disadvantaged
TDLCB	Transportation Disadvantaged Local Coordinating Board
TDP	Transit Development Plan
TDSP	Transportation Disadvantaged Service Plan

TPO   Transportation Planning Organization