



Community Bus Program

Mission

To provide safe and efficient transportation service to the community via a fixed route system, while keeping client expectations and changing needs as a high priority.

Goals

To ensure the availability of public transportation services to the general public in western Pembroke Pines that cannot be reached by Broward County Transit (BCT) buses.

To ensure that safe and quality service is offered to the public.

To ensure Community Bus Service is delivered in the most effective and efficient manner.

To ensure program accountability.

Objectives

To increase community awareness of the Community Bus Program.

To encourage courteous service and client satisfaction.

To provide a safe and reliable service.

To ensure effective program administration.

To implement appropriate methods and procedures to accomplish cost effective service delivery.

To adhere to State and Federal Statutes, Rules and Regulations for the Transportation Disadvantaged Program.

Major Functions and Activities

~ TRANSPORTATION - Provision of free public transportation service at designated stops along three fixed routes - green, gold, and blue. Service hours on the Green and Gold Routes range from 7:00 AM to 7:37 PM, Monday through Saturday, and on the Blue Route 8:00 AM through 3:25 PM, Tuesday, Wednesday, Friday. Service extends west on the Gold and Green Routes from the Southwest Focal Point Senior Center (SWFP) to US 27 (Holly Lake Clubhouse) and east on the Blue Route from SWFP to University Drive and Pines Blvd (USPS). The service is structured to allow for connections to BCT routes 2, 5, 7, 16 and 23. Connections can also be made with the City of Miramar Community Bus Service at

Memorial Hospital West and the Pembroke Lakes Mall. Service is not available on observed holidays. All community bus service buses are wheelchair accessible in compliance with the Americans with Disabilities Act (ADA). The interval between successive buses are as follows:

- Gold Route – between 30 and 60 minutes depending on the hour of day
- Green Route – 60 minutes
- Blue Route East – 90 minutes
- Blue Route West – 70 minutes

Budget Highlights

All service routes continue to maintain the county's required ridership threshold and therefore guarantees the program's funding. NOTE: The County requires strict maintenance of ridership of 7.1 passengers per service hour.

Accomplishments

Federal Transit Administration Funds were granted to the City of Pembroke Pines through the South Florida Regional Transportation Authority to purchase five handicap-accessible 20-passenger buses and communication equipment.

Community Bus Program Performance Measures

| Indicator | 2010-11 | | 2011-12 | | 2012-13 | 2013-14 |
|---|---------|---------|---------|---------|---------|---------|
| | Actual | Goal | Actual | Goal | Goal | Goal |
| Outputs | | | | | | |
| Number of information documents distributed | 10,500 | 11,000 | 8160 | 12,000 | 11,000 | 12,000 |
| Road calls required (calls for assistance due to mechanical problems) | 52 | 5 | 53 | 5 | 5 | 40* |
| Number of one-way client trips | 217,115 | 196,000 | 214,904 | 206,650 | 215,000 | 220,000 |
| Effectiveness | | | | | | |
| Number of grievances filed against system | 0 | 0 | 23 | 0 | 0 | 0 |
| Efficiency | | | | | | |
| Passengers per service hour | 10.1 | 10.0 | 14.3 | 12.0 | 12.0 | 12.0 |
| Passengers per mile | 2.1 | 1.0 | 0.8 | 1.2 | 2.0 | 2.0 |
| Vehicular accidents per 100,000 miles | 0 | 0 | 11 | 0 | 0 | 0 |
| Average cost per one-way client (any age) trip | \$2.62 | \$3.00 | \$2.76 | \$2.50 | \$2.57 | \$2.50 |

* More road calls have been required in recent years due to the combination of the aging bus fleet and the number of annual miles required. In light of this and until more vehicles can be upgraded, the 2013-14 Goal for road calls required is 40.

Community Bus Program - Budget Summary

| Revenue Category | 2010-11 Actual | 2011-12 Actual | 2012-13 Budget | 2013-14 Budget |
|-------------------------|-------------------|-------------------|-------------------|-------------------|
| Federal Grants | - | 3,829 | 495,671 | 149,430 |
| Grants from Local Units | 302,848 | 307,646 | 309,703 | 308,596 |
| Interfund Transfers | 527,943 | 585,620 | 250,651 | 285,494 |
| Total | 830,791 | 897,096 | 1,056,025 | 743,520 |

| Expenditure Category | 2010-11 Actual | 2011-12 Actual | 2012-13 Budget | 2013-14 Budget |
|------------------------------------|-------------------|-------------------|-------------------|-------------------|
| Operating | | | | |
| Professional Services | 1,482 | 1,725 | 3,818 | 1,870 |
| Other Contractual Services | 531,352 | 549,986 | 380,567 | 536,850 |
| Communication and Freight Services | 1,130 | 1,674 | 2,300 | 1,400 |
| Repair and Maintenance Services | 169,219 | 202,001 | 60,764 | 64,100 |
| Office Supplies | 1,184 | 1,138 | 1,500 | 1,200 |
| Operating Supplies | 126,424 | 138,087 | 106,810 | 138,100 |
| Operating Subtotal | 830,791 | 894,611 | 555,759 | 743,520 |
| Capital | | | | |
| Machinery and Equipment | - | 2,484 | 500,266 | - |
| Capital Subtotal | - | 2,484 | 500,266 | - |
| Total | 830,791 | 897,096 | 1,056,025 | 743,520 |