



Community Bus Program

Mission

To provide safe and efficient transportation service to the community via a subscription, advance reservation, and 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 BCT buses.

To ensure that safe and quality service is offered through the Community Bus Service program.

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 - The Senior Transportation Administrator supervises this program. Transportation is provided or coordinated for residents 60 years of age and older without access to a vehicle and/or not holding a valid Florida driver's license. Service is available via advance reservation at the Senior Center site. Transportation services are provided for medical and dental appointments, pharmacies, social service agencies, supermarkets, shopping malls, banks, post offices, center-sponsored field trips, as well as cultural and civic events. All van drivers possess a valid Florida commercial driver's license with passenger endorsement, special certifications, and are certified in first aid and CPR.

Provision of free public transportation service at designated stops along 3 fixed routes – green, gold, and blue. Service hours on the Green and Gold Routes range from 7:00 AM to 7:37 PM, Monday thru Saturday, and on the Blue Route 8:00 AM thru 1:20 PM, Tuesday thru Friday. Service extends west on the Gold and Green Routes from the Southwest Focal Point Senior Center to US 27 (Holly Lake Clubhouse) and east on the Blue Route from SWFP to University Drive and Pines Blvd(Broward County Library). The service is structured to allow for connections to Broward County Transit (BCT) routes 5, 7, and 23. Connections can also be made with the City of Miramar Community Bus Service at Memorial Hospital West and the Pembroke Lakes Mall. There is also a connection with the Cooper City service at Sheridan Street and Flamingo Road. Service is not available on observed holidays. The headway on the Gold and Green Routes is 60 minutes and on the Blue Route is 90 minutes. All community bus program buses are wheelchair accessible in compliance with the Americans with Disabilities Act (ADA.)

Budget Highlights

Effective November 2, 2010 Broward County amended their Interlocal Agreement with the City to include funding of our Blue Route. Under the amended Interlocal Agreement between the City of Pembroke Pines and Broward County, the County continues to pay the City at a rate of \$15.00 per passenger service hour per vehicle in revenue service for the Gold and Green Routes and have now included the same rate for the Blue Route with the exception of 17 service hours of the Blue Route which is paid at \$35.00 per passenger service hour. County requires strict maintenance of ridership of 7.1 passengers per service hour.

2010-11 Accomplishments

Service on the Blue bus route was expanded in May of 2011 to include new stops at St. Charles Place, Century Village, and Publix-Flamingo Pines Plaza. Concurrently, the stop at Pines Boulevard and McArthur Parkway was eliminated. The Blue Route shuttle operates every Tuesday through Friday from 8:00 AM until 1:20 PM.

Community Bus Program Performance Measures Special Revenue 11 - 25

Indicator	2008-09		2009-10		2010-11	2011-12
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Number of information documents distributed	12,000	12,000	12,000	12,000	11,000	12,000
Road calls required (Calls for assistance due to mechanical problems)	21*	5	33*	10	5	5
Number of one-way client trips	195,147	203,500	209,099	206,650	196,000	206,650
Effectiveness						
Number of grievances filed against system	0	0	0	0	0	0
Efficiency						
Passengers per service hour	11.4	11.8	11.9	12.3	10.0	12.0
Passengers per mile	1.28	1.2	1.17	1.2	1.0	1.2
Vehicular accidents per 100,000 miles	0	0.002	0	0	0	0
Average cost per one-way client (any age) trip	\$2.39	\$2.50	\$2.33	\$3.25	\$3.00	\$2.50

* Prior year's postponements of vehicle purchases resulted in more calls due to the age of the vehicles.

Community Bus Program - Budget Summary

Revenue Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Grants from Local Units	344,511	261,794	309,703	309,703
Interfund Transfers	696,176	455,976	382,909	508,523
Total	1,040,687	717,771	692,612	818,226

Expenditure Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services				
Salary	522,550	-	-	-
Benefits	319,483	-	-	-
Personnel Services Subtotal	842,033	-	-	-
Operating Expenses				
Professional Services	420	1,260	2,045	1,740
Other Contractual Services	123,379	517,848	505,547	605,366
Communication and Freight Services	1,029	1,130	1,200	1,480
Repair and Maintenance Services	31,918	77,485	82,420	77,920
Office Supplies	1,387	1,216	1,380	1,100
Operating Supplies	40,521	118,832	100,020	130,620
Operating Expenses Subtotal	198,654	717,771	692,612	818,226
Total	1,040,687	717,771	692,612	818,226