



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: 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 3:25 PM, Tuesday, Wednesday, and 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 (USPS). 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. As of October 1, 2012, headway on the Gold Route will be 60 minutes, on the Green Route 120 minutes, and on the Blue Route 90 minutes. All community bus program buses are wheelchair accessible in compliance with the Americans with Disabilities Act (ADA).

Budget Highlights

On 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 \$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 that are paid at \$35.00 per passenger service hour. The County requires strict maintenance of ridership of 7.1 passengers per service hour.

Accomplishments

Service on the Blue Bus Route was expanded during May 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.

During November 2011 the Blue Route shuttle schedule was expanded from 8:00 AM - 1:20 PM to 8:00 AM - 3:25 PM, every Tuesday, Wednesday and Friday. County funding did not change with the increased hours of service.

As of January 25, 2012, additional route expansion on the Blue Route to include the Wal-Mart stop at Flamingo Pines Plaza, while continuing to provide stops at St. Charles Place, Century Village, and Publix-Flamingo Pines Plaza.

Community Bus Program Performance Measures

Indicator	2009-10		2010-11		2011-12	2012-13
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Number of information documents distributed	12,000	12,000	10,500	11,000	12,000	11,000
Road calls required (calls for assistance due to mechanical problems)	33*	10	52*	5	5	5
Number of one-way client trips	209,099	206,650	217,115	196,000	206,650	215,000
Effectiveness						
Number of grievances filed against system	0	0	0	0	0	0
Efficiency						
Passengers per service hour	11.9	12.3	10.1	10.0	12.0	12.0
Passengers per mile	1.2	1.2	2.1	1.0	1.2	2.0
Vehicular accidents per 100,000 miles	0	0	0	0	0	0
Average cost per one-way client (any age) trip	\$2.33	\$3.25	\$2.62	\$3.00	\$2.50	\$2.57

* Prior year's postponements of vehicle replacements by Broward County Transit resulted in more calls due to the age of the vehicles.

Community Bus Program - Budget Summary

Revenue Category	2009-10 Actual	2010-11 Actual	2011-12 Budget	2012-13 Budget
Federal Grants	-	-	475,000	-
Grants from Local Units	261,794	302,848	309,703	209,053
Interfund Transfers	455,976	527,943	508,523	343,301
Total	717,771	830,791	1,293,226	552,354

Expenditure Category	2009-10 Actual	2010-11 Actual	2011-12 Budget	2012-13 Budget
Operating				
Professional Services	1,260	1,482	49,240	4,318
Other Contractual Services	517,848	531,352	489,566	430,967
Communication and Freight Services	1,130	1,130	2,080	1,400
Repair and Maintenance Services	77,485	169,219	192,920	60,764
Office Supplies	1,216	1,184	1,100	1,500
Operating Supplies	118,832	126,424	132,195	53,405
Operating Subtotal	717,771	830,791	867,101	552,354
Capital				
Machinery and Equipment	-	-	426,125	-
Capital Subtotal	-	-	426,125	-
Total	717,771	830,791	1,293,226	552,354