



Hillsborough TPO
Transportation
Planning Organization

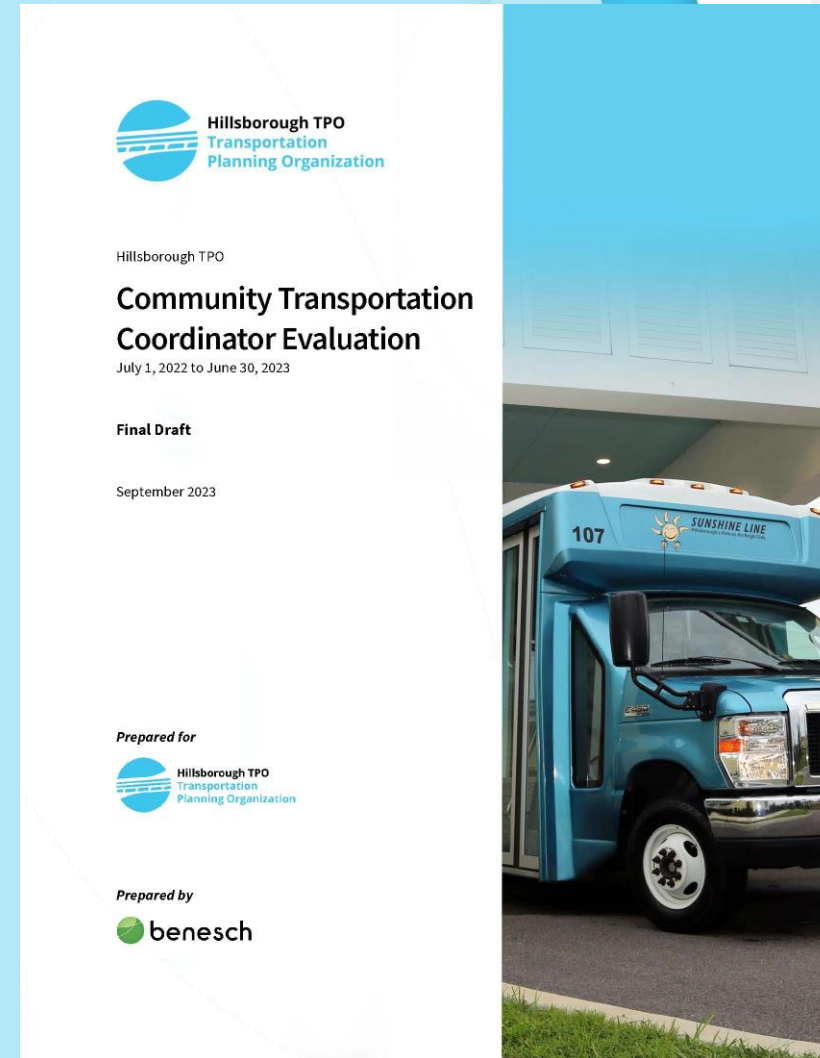
CTC Evaluation FY2023

October 13, 2023

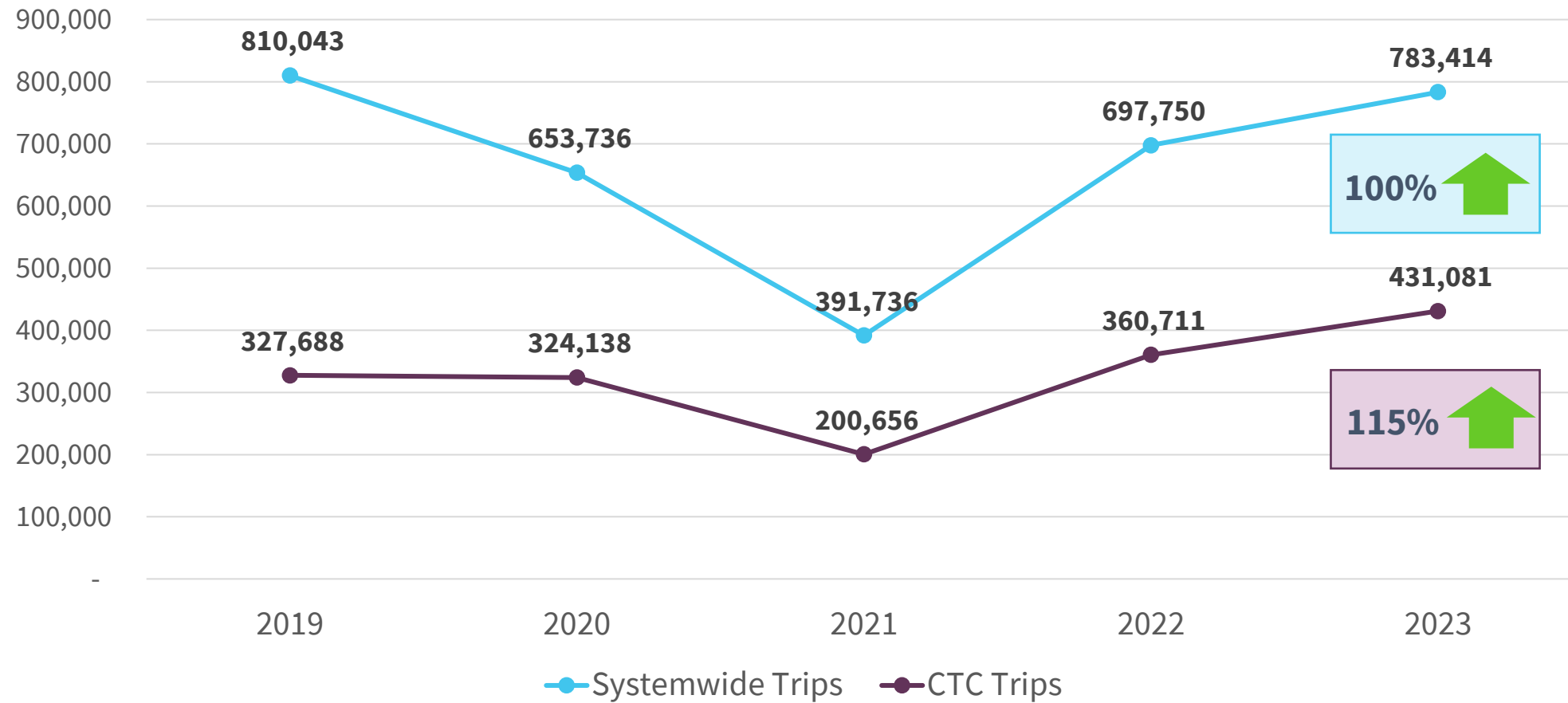


CTC Evaluation Overview

- Evaluated annually by the TDCB
- Covers July 1, 2022 – June 30, 2023
- Performance Criteria
 - Reliability
 - Service Effectiveness
 - Service Efficiency
 - Service Availability
 - Safety
- Door-to-Door and Bus Pass Customer Surveys
- Florida CTD Workbook



5-Year Trip Trend



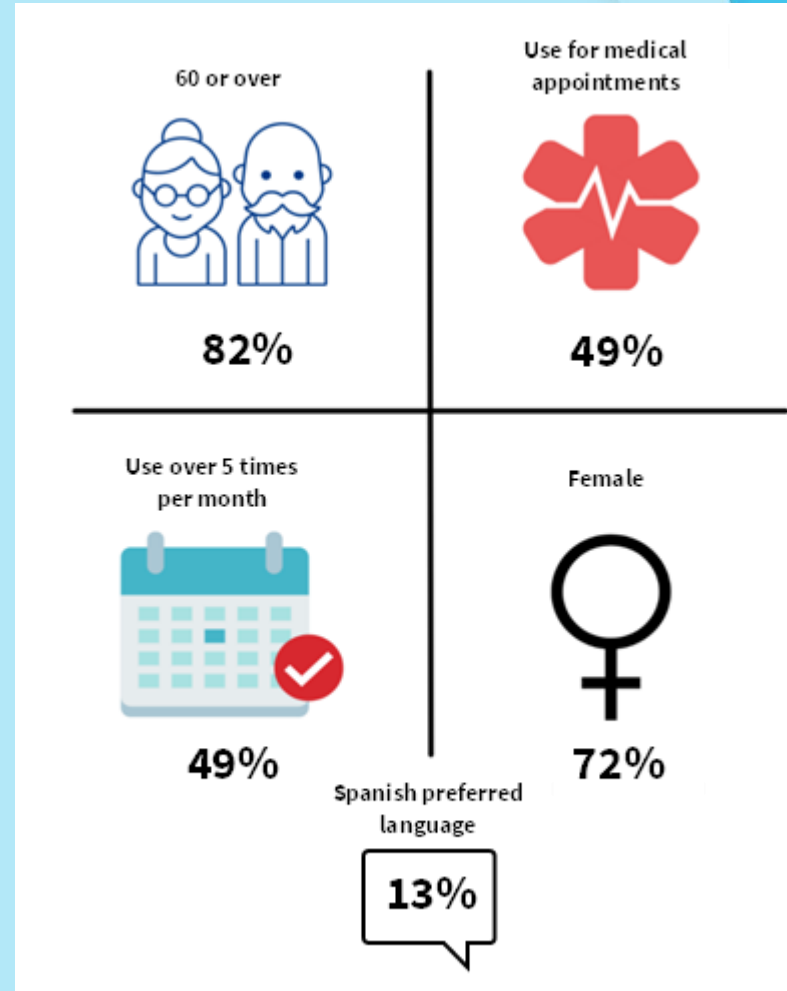
Performance Evaluation

Performance Criteria		Standard	2023	2022	2021
Reliability	On-time Performance	90% of trips not late	90.99%	89.78%	93.25%
	Travel Time	95% <90 mins. in vehicle	98.83%	99.57%	99.85%
	Road Calls	<7 per 100,000 VMT	0.75	1.00	6.64
Service Effectiveness	Trips per Capita	>0.5 trips per capita	0.52	0.47	0.28
Service Efficiency	Cost per Trip	<\$35.91 per trip	\$15.25	\$16.49	\$14.02
	Trips/Revenue Hr.	>2 per rev. hr.	1.46	1.25	1.19
Service Availability	Vehicles Available	>5 per 100,000 persons	18.01	19.86	22.22
	Denials	<2.5% of requests denied	0.02%	0.02%	0.04%
	Call Hold Times	<4 mins	0:26	0:51	0:43
Safety	Accidents	<1.2 per 100,000 VMT	0.21	0.90	0.85
User Input	Complaints	<2 per 100,000 trips	0.21	0.47	0.43

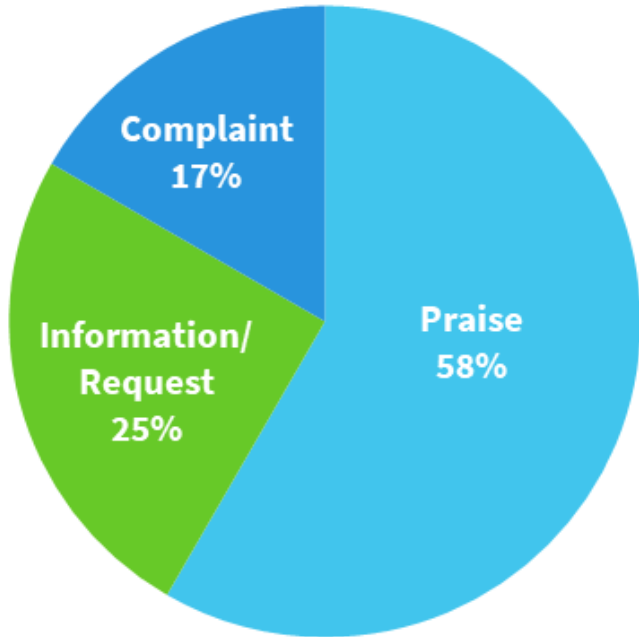
Door-to-Door Customer Survey

- 263/615 surveys returned (42% response rate)
- Results show continued success in the following areas:
 - Vehicle safety and cleanliness
 - Reservations and trip reliability
 - Satisfaction of service operators
 - Trip duration and accuracy

All areas reported
93% satisfaction
or above



Door-to-Door Survey Comments

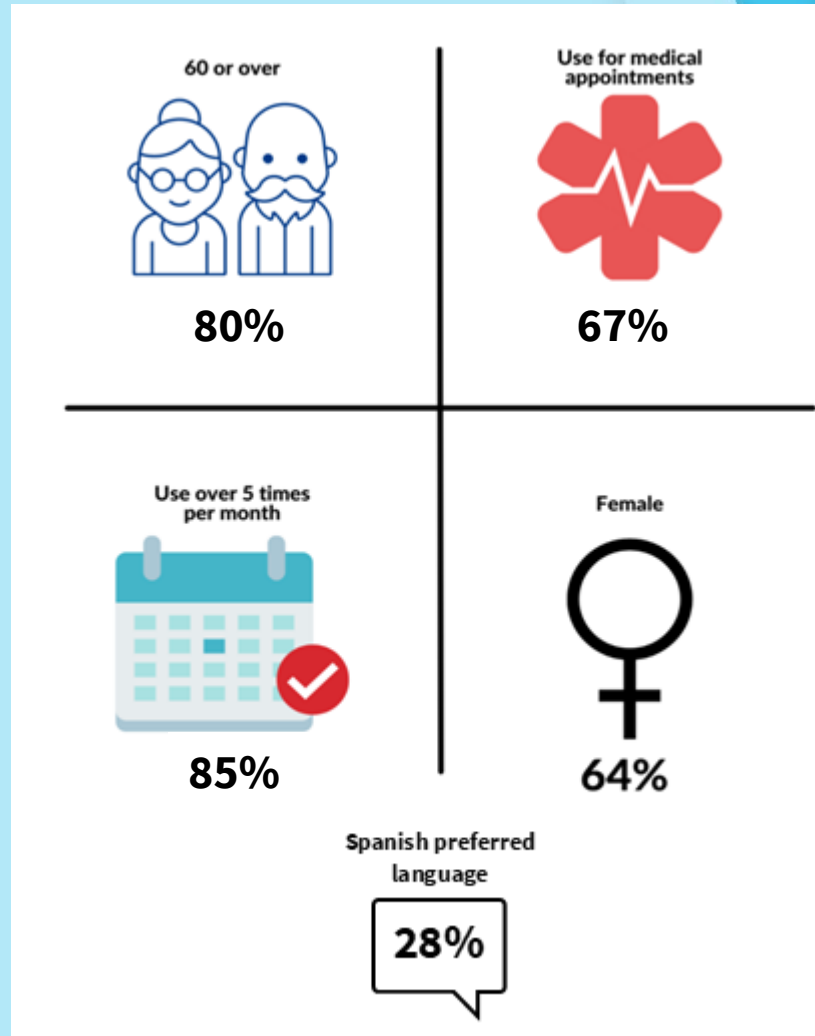


- **Praise**
 - Service appreciation
 - Driver compliments
 - Program effectiveness
- **Complaints/Requests**
 - Long pick-up wait times
 - Punctuality issues
 - Reduce reservation advance notice requirement

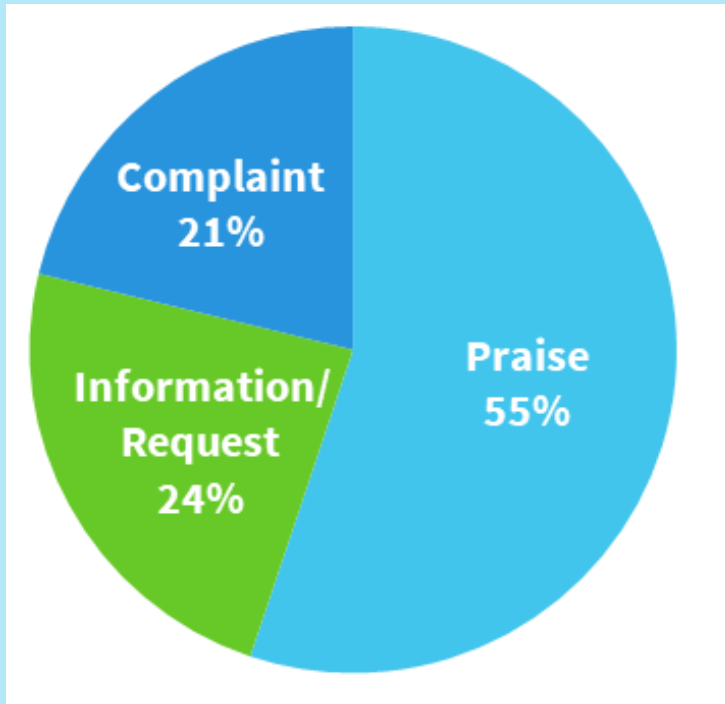
Bus Pass Customer Survey

- 452/1,124 surveys returned (40% response rate)
- Results show improvement and continued success in the following areas:
 - Vehicle safety and cleanliness
 - Satisfaction of service operators
 - Trip duration and accuracy
 - Feedback response
 - Overall service quality

All areas reported
84% satisfaction
or above



Bus Pass Survey Comments



- **Praise**
 - Service appreciation
 - Driver praise
 - Service satisfaction
- **Complaints/Requests**
 - Late buses
 - Driver complaints
 - Lack of bus stop amenities and accessibility features

2023 CTC Evaluation Recommendations

1. Explore ways to efficiently offer expanded evening and weekend service.
2. Restore driver capacity to pre-COVID levels and maintain at 95% capacity or greater.
3. Successfully implement new scheduling software and offer customers the option to submit TD applications online.



Questions?