



# Broward County

## Legislation Text

File #: 20-288, Version: 1

### **Broward County Commission Regular Meeting**

**Director's Name:** Mark D. Bogen

**Department:** County Commission

### Information

#### Requested Action

MOTION TO DISCUSS status of the capacity issues for Paratransit Services and possible interim solutions for paratransit customers, including modifications to increase utilization of the Riders Choice Program. (Commissioner Bogen)

**ACTION: (T-12:55 PM) Following discussion, the Board requested:**

- **Staff look into promoting the Riders Choice Program.**
- **Staff expedite follow-up regarding Call Center delays.**
- **Staff provide a cost analysis and bring information back to the Board in a few months.**
- **Staff provide information to the Board as to increasing ridership on mass transit relative to "first and last mile."**
- **Staff look at modifying hourly compensation at the Call Center to per call compensation. (Refer to minutes for full discussion.) (See Yellow-Sheeted Additional Material, dated February 11, 2020, submitted at the request of the Transportation Department.)**

#### Why Action is Necessary

Required to permit Board consideration of the status of the capacity issues for Paratransit Services and possible interim solutions.

#### What Action Accomplishes

Permits Board consideration of the status of the capacity issues for Paratransit Services and possible interim solutions.

#### Is this Action Goal Related

No

#### Previous Action Taken

#### Summary Explanation/Background

During the Board's January 28, 2020, meeting, and as set forth in the January 17, 2020, memorandum from Transportation Department Director Chris Walton (attached as Exhibit 1), the

recent capacity issues in Paratransit Services are being addressed in part by new drivers and new buses that are expected to be available in January and February 2020.

One of the alternate programs available to certain users of the County's Paratransit Services, the Riders Choice Program, has not achieved full utilization. This item allows Board discussion of additional interim measures to assist with alleviating the current capacity issues, including changes to improve utilization of the Riders Choice Program during the interim while the new drivers and new buses are preparing to come on line.

**Source of Additional Information**

**Fiscal Impact**

**Fiscal Impact/Cost Summary**

Not determined at this time.