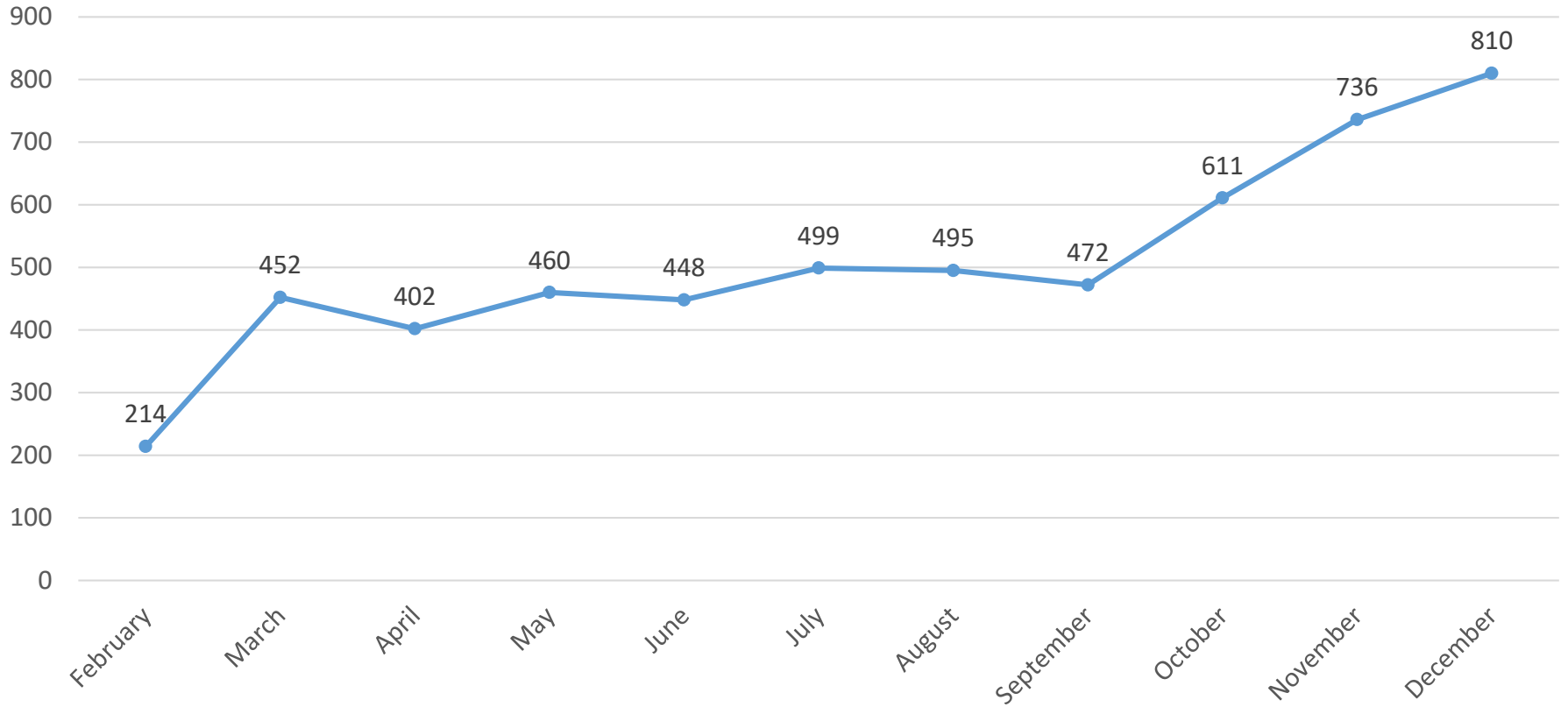


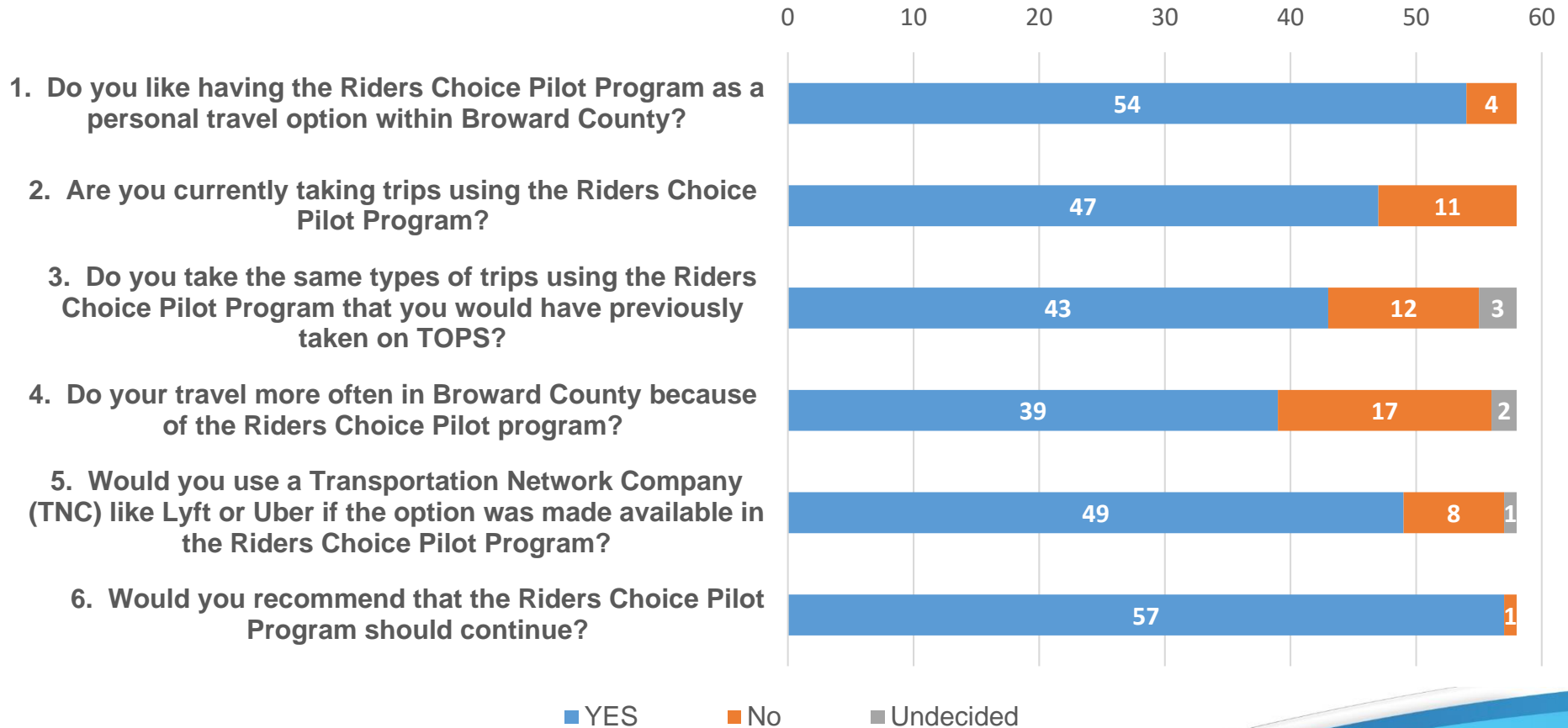
Transportation Options (TOPS) Rider's Choice Pilot Program Summary Report



Pilot Program Trips by Month



Rider's Choice Pilot Program Customer Survey



58 out of 144 Surveys received back



Customer Testimonials

1. “ I have been a very active and appreciative TOPS client since becoming physically disabled in 2006. I wish to comment here that I am also extremely grateful to have been a rider in the 2018 Riders Choice Pilot Program. During this past year the Riders Choice same-day transportation option had a very positive effect on my ability to participate in, and contribute to, life as a worker, volunteer, advocate, and voter in Broward County. I dearly and sincerely hope the County will continue to offer Riders Choice as a transportation alternative supplemental to TOPS: it has made a significant difference in my ability to efficiently travel and help others.”
2. “ It takes a lot of pressure off - so convenient if need to be somewhere I can call a cab. The Riders Choice Pilot Program is a pressure release because you have another way to travel and time convenient, other than TOPS Transportation. I have another way to travel. Thank you. “
3. “ I strongly feel that this has been an outstanding option for having trips that are of short distance that include the bank, grocery shopping, medical appointments, the library and other local trips without having to wait for the TOPS vehicle to arrive especially when having groceries or just need a short trip to the bank or even more important when needing to attend to a medical appointment on-time and being able to leave when the appointment has concluded and not having to worry that the scheduled ride is going to show up before appointment has ended.”
4. “ The Riders Choice Program has increased my flexibility of travel and expanded my work opportunities, giving me greater independence. “
5. “ The program is amazing simply because I never know how I will feel. The main thing is to have transport to urgent care - same day. However, if I had to use a gadget/smart phone I would not use it (the program).”



Rider's Choice Pilot Program

| Pilot Objectives | Achieved |
|--|----------|
| 1. Improve Customer Transportation/Mobility Options. | ✓ |
| 2. Increase business for local Taxi firms. | ✓ |
| 3. Provide additional trips at lower cost to County. | ✓ |

