



Fiscal Year 2023 Community Transportation Coordinator (CTC) Evaluation


February 22, 2023

CTC Evaluation Overview

- LCB reviews the CTC annually to evaluate operations and performance
- Surveying riders/beneficiaries, purchases of service, and contractors
- Now → April
- Present findings & recommendations in May

CTC
EVALUATION WORKBOOK

Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: _____

COUNTY (IES): _____

ADDRESS: _____

CONTACT: _____ PHONE: _____

REVIEW PERIOD: FY REVIEW DATES: _____

PERSON CONDUCTING THE REVIEW: _____

CONTACT INFORMATION: _____

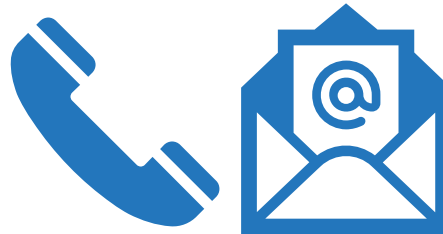
CTC Evaluation Tasks

Workbook



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Surveys



Observational Ride



February 2023

April 2023



CTC Evaluation Targets

Measure	2022 Actual	2023 Target
Observational Rides	5	6
Riders called	195	215
Rider phone surveys completed	69	76
Riders emailed	2,000	2,200+
Rider survey respondents	346	381



CTC Evaluation Next Steps

- Share the survey link with Palm Tran Connection customers:
PalmBeachTPA.org/CTCEvaluation
- TPA shares contact list with LCB members
- LCB conducts surveys & evaluations, due by April 30, 2023
- Findings & recommendations to be presented at the May 24 LCB Meeting



Questions?

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