



FY 2025
Community Transportation
Coordinator (CTC) Evaluation

February 26, 2025

CTC Evaluation Overview

- LCB reviews the CTC annually to evaluate operations and performance
- Surveying riders/beneficiaries, purchases of service, and contractors
- February 26 → June 1
- Findings & recommendations in June

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



Surveys



Observational
Rides



Site
Visits



February 2025

June 2025



LCB



24 Results & 25 Targets



INTERVIEW

70
successful rider
Interviews by LCB



OBSERVE

60
customers
interviewed at the
LCB Days



SURVEY

32%
Survey completion

Measure	2023 Actual	2024 Target	2024 Actual	2025 Target
Observational Rides	9	15	7	12
<i>By LCB members</i>			30%	-
Riders called*	113	135	256	-
<i>% LCB phone completion</i>			27%	30%
Rider emails*	1,664	2,000	1,641	-
<i>% email responses</i>			32%	35%

*DOES NOT INDICATE COMPLETED SURVEY

Your role

- Survey riders (call 20)
- Take an observation ride
- Tour Palm Tran Connection Headquarters
- Provide feedback on service to the TPA



Survey Riders



TPA provides list of riders and contact information



LCB Members use script to survey participants or provide survey link



LCB uses either written or online survey to complete input

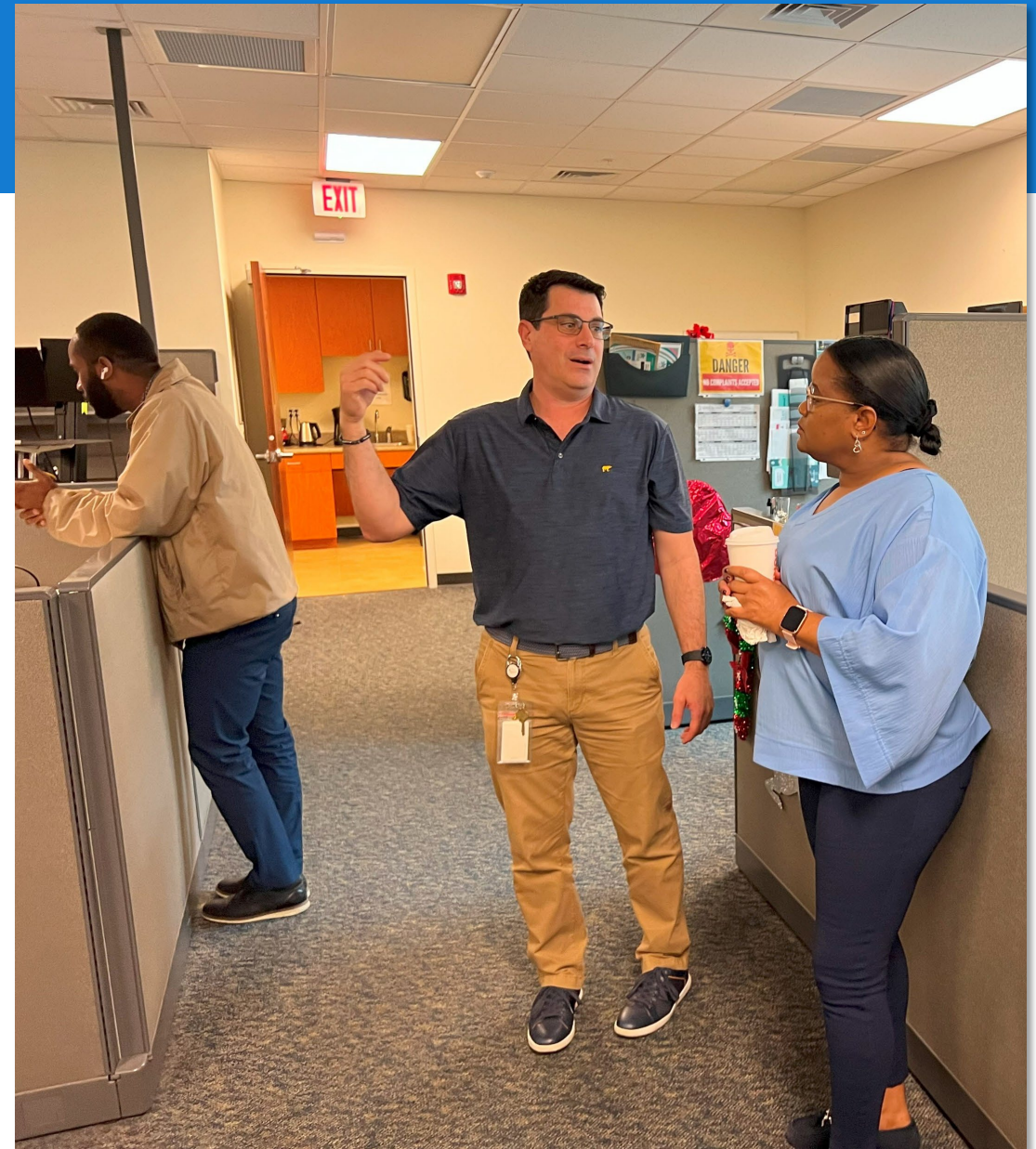


TPA Tabulates all data

Tour Palm Tran Connection HQ

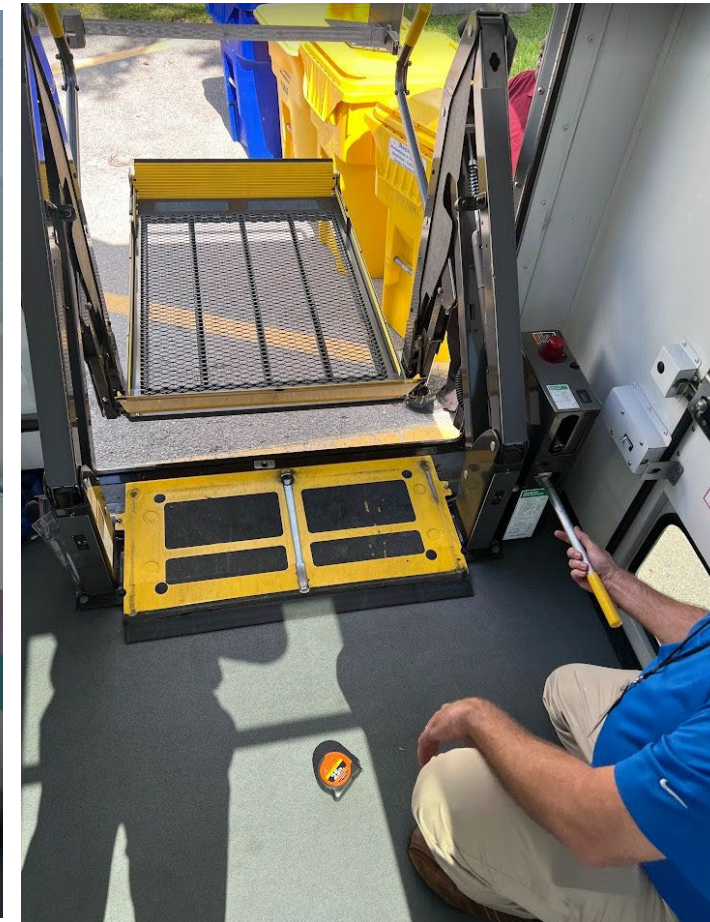
Monday, March 17 at 9 AM
50 S Military Trl #101
West Palm Beach, FL 33415

Learn about dispatching, operations,
rider safety, and how Palm Tran
Connection provides thousands of
rides daily to people in Palm Beach
County



Observation Rides

- Critical local connection to the system
- LCB Member schedules ride directly with Palm Tran Connection
- TPA can recommend locations and assist with scheduling, if needed





CTC Evaluation Next Steps

- Share the survey link with Palm Tran Connection customers
- TPA shares phone contact list with LCB members
- LCB conducts surveys & evaluations, completed forms due May 16, 2025
- Findings & recommendations to be presented at the June 18 LCB Meeting



Questions?

Brian Ruscher, AICP