Palm Tran Connection

FY 15 -16

CTC Evaluation – Response

Summary
### General Questions

<table>
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| • CTC clients can submit complaints via telephone, social media, or mail  
  • Clients can also communicate concerns directly to CTD if still not satisfied | • Consider an online form available on the CTC website for submitting complaints  
  • Follow up on all complaints via telephone, email or letter where applicable | • This will be available as part of the online scheduling website  
  • Q2-2017  
  • A closeout survey will be developed  
  • Q2-2017 |
Finding

• Paratransit riders are often unsure of how to use fixed route service

Recommendation

• Develop an educational program that includes videos to better inform riders how to use fixed route bus service

• Promote the educational program via social media, CTC website, and on displays in the CTC waiting room

Status

• Implement Functional Assessment and travel training
  • Q1-2018
### Local Standard

#### Recommendation
- Increasing public transit ridership goal of 25%
- On-time performance goal of $\geq 95\%$

#### Status
- The goal is to increase ridership on fixed-route service
- New OTP definition:
  - Pick-up window goal of -93%
  - Drop-off window goal of -95%
Rider Survey

Finding
• Drivers are unable to find destinations because the system cannot accurately locate an address. As a result, riders are often picked up late or arrive late to their destination

Recommendation
• Improve/update GPS system in vehicle so that addresses are properly located

Status
• Constant communication with Trapeze has been setup, including site visits
• Map Update • Q1-2017
Rider Survey

Finding
• Riders follow the complaint procedure, but do not receive a follow-up response from the CTC

Recommendation
• Improve complaint department customer service and ensure clients receive a follow-up response as soon as possible

Status
• A close out survey will be developed so that customers may rate their experience
  • Q1-2017
Thank You