

Palm Tran Connection

FY 15 -16

CTC Evaluation – Response

Summary

General Questions

Finding

- CTC clients can submit complaints via telephone, social media, or mail
- Clients can also communicate concerns directly to CTD if still not satisfied

Recommendation

- Consider an online form available on the CTC website for submitting complaints
- Follow up on all complaints via telephone, email or letter where applicable

Status

- This will be available as part of the online scheduling website
 - Q2-2017
- A closeout survey will be developed
 - Q2-2017

General Questions

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