

CTC Evaluation Status Report

Local Coordinating Board October 18, 2017

General Questions

Key Findings	Recommendation	Status
The CTC only accepts complaints via phone	The CTC should consider an online form available on the CTC website for submitting complaints. All complaints should be followed-up with via phone, email, or letter where applicable.	Online feedback is now available thru PalmTran.org "Contact Us"



General Questions

Key Findings	Recommendation	Status
TD Service is not available on seven holidays throughout the year.	Consider offering limited paratransit service on the seven holidays that fixed route does not run.	Review with Route Performance Maximization Project Q4 2018



General Questions

Key Findings	Recommendation	Status
<p>Riders sit on the vehicles for hours, often times passing destinations en route to pick-up/drop-off other passengers.</p>	<p>Improve trip optimization so that multi-loaded passengers arrive to their destination in a timely manner.</p>	<p>Services from MTM will be acquired for assessments on this definition.</p> <p>Under Review-Pending Financial Approval</p>



General Questions

Key Findings	Recommendation	Status
<p>Callers are on hold much longer than the 3 minute hold-time target.</p>	<p>Ensure call hold times are under 3 minutes</p> <p>Offer a courtesy call-back time so customers are not on-hold for an excessive amount of time.</p>	<p>Thru the development of PASSWEB, IVR automated systems. The recruiting of 3 new Reservation Agents will alleviate hold times.</p> <p>Agents were hired September 22nd and PASSWEB in final testing phase.</p>

