CTC Evaluation

- LCB reviews CTC annually to evaluate operations and performance
- Surveying riders/beneficiaries, purchasers of services, and contractors
- Now → May
CTC Evaluation

- **LCB Member Tasks:**
  - Make at least 20 survey calls to riders
  - Complete a ride evaluation
- Review Workbook for errors
- Provide general feedback
- Feedback, Surveys and Evaluations due by **May 1, 2018**
THANK YOU!

Questions?

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