



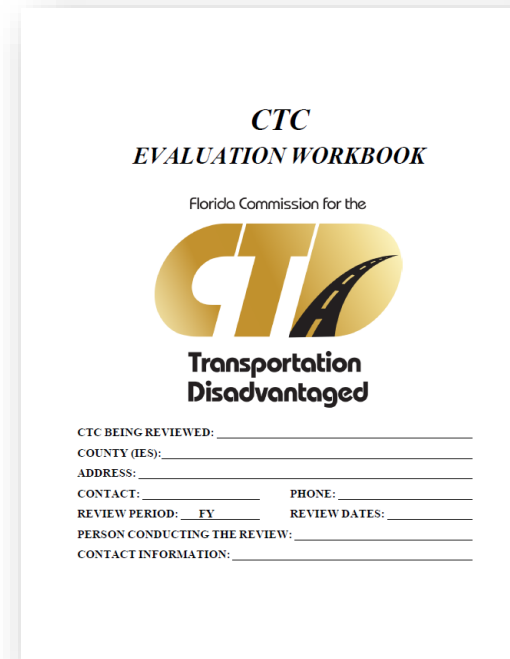
Palm Beach County TD LCB Meeting CTC Evaluation

Alyssa Frank – Palm Beach TPA
February 21, 2018



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**

RIDER/BENEFICIARY SURVEY

Rider Name (First , Last) _____
Staff making call: _____ County: _____
Date of Call: ____/____/____ Funding Source: _____

1) When did you last receive transportation service? _____

2) Were you charged an amount in addition to the co-payment? Yes or No
If so, how much? _____

3) How often do you normally obtain transportation?
 Daily 7 Days/Week Other 1-2 Times/Week 3-5Times/Week

4) Have you ever been denied transportation services?
 Yes
 No. If no, skip to question # 4
A. How many times in the last 6 months have you been refused transportation services?
 None 3-5 Times
 1-2 Times 6-10 Times
If none, skip to question # 4.
B. What was the reason given for refusing you transportation services?
 Ineligible Space not available
 Lack of funds Destination outside service area
 Other _____

5) What do you normally use the service for?
 Medical Education/Training/Day Care
 Employment Life-Sustaining/Other
 Nutritional

6) Did you have a problem with your trip on _____?
 Yes. If yes, please state or choose problem from below
 No. If no, skip to question # 6
What type of problem did you have with your trip?
 Advance notice Cost
 Pick up times not convenient Late pick up-specify time of wait
 Assistance Accessibility
 Service Area Limits Late return pick up - length of wait
 Drivers - specify Reservations - specify length of wait
 Vehicle condition Other

7) On a scale of 1 to 10 (10 being most satisfied) rate the transportation you have been receiving.

8) What does transportation mean to you? (Permission granted by _____ for use in publications.)

Additional Comments:



THANK YOU!

Questions?

Alyssa Frank

(561) 478-5744

Afrank@PalmBeachTPA.org