

Fiscal Year 2021 Community Transportation Coordinator (CTC) Evaluation

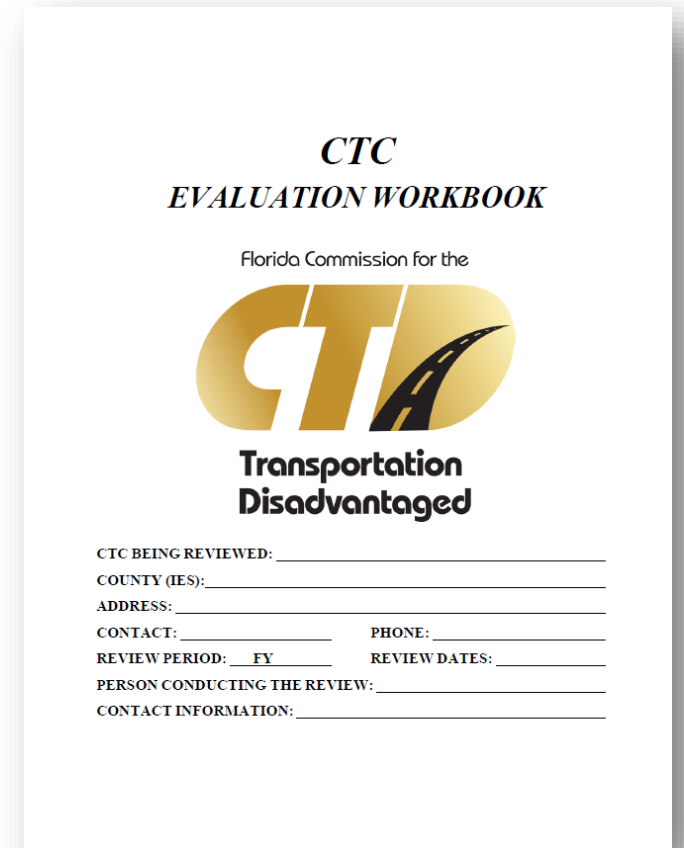
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CTC Evaluation: Overview

- LCB reviews CTC annually to evaluate operations and performance
- Surveying riders/beneficiaries, purchases of service, and contractors
- Now → April
- Present findings & recommendations at May 26, 2021 LCB Meeting



CTC Evaluation: LCB Member Tasks

- Volunteers needed to:
 - Make at least 20 survey calls to riders
 - Complete a rider evaluation
- LCB will:
 - Share online survey with Palm Tran Connection riders
 - Review Workbook for errors
 - Provide general feedback

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 3-5 Times/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:

CTC Evaluation: Next Steps

- Share survey monkey link with Palm Tran Connection riders: PalmBeachTPA.org/CTCEvaluation
- Rider Surveys & Evaluations due by April 30, 2021
- Findings and recommendations will be presented at the
May 26, 2021 LCB Meeting

TD LCB Member Volunteers?

