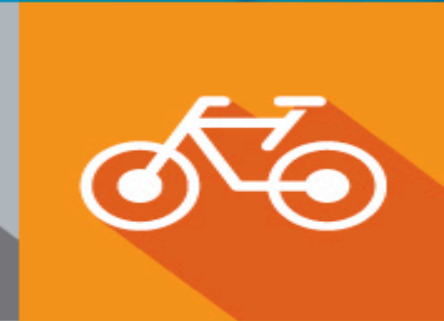
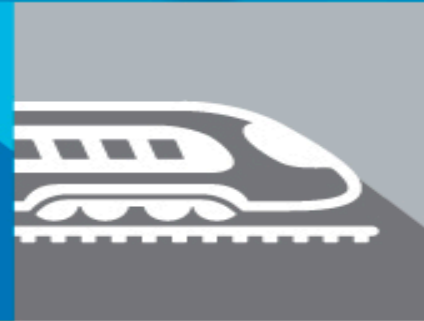


Review of CTC Evaluation Process



CTC Evaluation Categories



OPERATIONS

Planning

Transport Availability

Service Monitoring

Billing

Reporting

ADMINISTRATIVE

Eligibility Records/Certification

Reservations

Trip Allocation

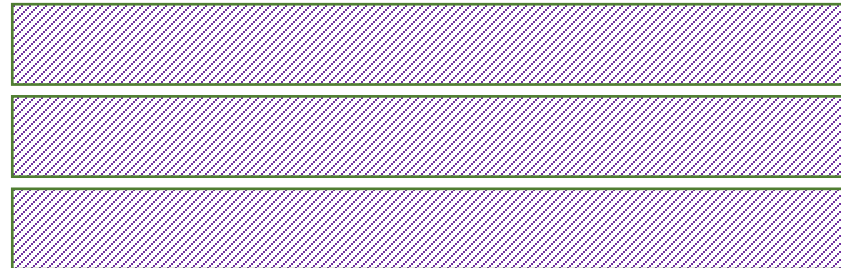
Scheduling

CTC Evaluation Categories



Other
Categories (?)

Coordination of Providers including
Taxis and TNCs



Other Potential Categories



TDSP Goals

Goal 1: Transition customers to most appropriate mode of transportation.

Goal 2: Become a mobility management model for other transit agencies.

Goal 3: Customer outreach and education.

Goal 4: Improve community perception of public transportation.

Goal 5: Adopt service guidelines, standards, and processes and procedures for mobility services in Central Florida.

Goal 6: Provide transit services that support regional mobility options and changing travel demands.

Goal 7: Expand partnerships and travel options to other transportation providers in Central Florida

CTC Evaluation Categories



Other Categories (?)

Coordination of Providers including
Taxis and TNCs

Transition customers to most
appropriate mode of transportation



CTC Evaluation Process



Next Steps:

QATF Review/Feedback
January 26

LCB Review/Approval
February 11

EVALUATION PERIOD*
FEB 22-MAR 5

**FINAL EVALUATION
REPORT**
MAY 13

* Link to electronic survey
will be provided

Questions

