

# SANTA ROSA COUNTY

## TRANSPORTATION DISADVANTAGED SERVICE PLAN

*(THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)*



FY 2016 – 2020

FY 2016/17 ANNUAL UPDATE

Adopted May 24, 2016



Staff to TPO

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Commissioner Rob Williamson, Chair  
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**COORDINATING BOARD MEMBERSHIP CERTIFICATION**  
Santa Rosa County, Florida

Name: Florida-Alabama Transportation Planning Organization      Address: P. O. Box 11399, Pensacola, FL 32524-1399

The Metropolitan Planning Organization named above hereby certifies to the following:

1. The membership of the Local Coordinating Board, established pursuant to Rule 41-2.012(3), FAC, does in fact represent the appropriate parties as identified in the following list; and
2. The membership represents, to the maximum extent feasible, a cross section of the local community.

REPRESENTATION	MEMBER'S NAME	ALTERNATE'S NAME	TERM
(1) Chair	Rob Williamson	Amber McCool	
(2) Florida Department of Transportation	Kathy Rudd	Vanessa Strickland	
(3) Department of Children & Families	Phyllis Gonzalez	Susan King	
(4) Local Public Education	Debbie Anderson	Vacant	
(5) Florida Department of Education	Christine Kemp	Catherine Casler	
(6) Veteran Services	Karen Haworth	Nancy Model	
(7) Community Action	Kyle Holley	Vacant	
(8) Elderly	Vacant	Barbara Borik	2016-2019
(9) Disabled	Lisa Newsome	Vacant	2015-2018
(10) Citizen Advocate	Patricia Wariner	Vacant	2016-2019
(11) Citizen Advocate/User	Vacant	Vacant	
(12) Children at Risk	Vacant	Vacant	
(13) Mass/Public Transit	N/A	N/A	
(14) Department of Elder Affairs	Amber McCool	Gwendolyn Rhodes	
(15) Private Transportation Industry	Karen Locklear	Vacant	2015-2018
(16) Agency for Health Care Administration	John Vinski	Provider Unit Staff	
(17) Workforce Development Board	Brett Rowell	Katherine Karshna	
(18) Local Medical Community	Vacant	Vacant	

SIGNATURE:  TITLE: FL-AL TPO Chair DATE: 6.08.2016

## Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Santa Rosa County** hereby certifies that an annual evaluation of the Community Transportation Coordinator, **Tri County Community Council, Inc.**, was conducted consistent with the policies of the Commission for the Transportation Disadvantaged and all recommendations of that evaluation have been incorporated in this Service Plan. We further certify that the rates contained herein have been thoroughly reviewed, evaluated, and approved. This **Santa Rosa County Transportation Disadvantaged Service Plan** annual update was reviewed and approved by this Board at an official meeting held on **May 24, 2016**.

6/3/16  
Date

  
Amber McCool, Vice Chair

Approved by the Commission for the Transportation Disadvantaged:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

### Santa Rosa County Transportation Disadvantaged Service Plan Local Coordinating Board for Santa Rosa County – Roll Call Vote

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official - Chair	Rob Williamson		X			
Elderly	Barbara Borik		X			
Disabled	Lisa Newsom		X			
Citizen Advocate	Patricia Wariner	X		X		
Citizen Advocate/User	Vacant		---			
Veteran Services	Karen Haworth	X		X		
Community Action (Econ Disadv)	Kyle Holley	X			X	
Local Public Education	Debbie Anderson		X			
FDOT	Kathy Rudd		X			
FL Dept of Children & Families	Susan King	X		X		
FL Dept of Education	Christine Kemp	X		X		
FL Dept of Elder Affairs	Amber McCool-Vice Chair	X		X		
FL AHCA (Medicaid)	John Vinski	X		X		
Children At Risk	Vacant		---			
Private Trans Industry	Karen Locklear		X			
Mass/Public Transit	None		---			
Workforce Dev Board	Brett Rowell	X		X		
Local Medical Community	Vacant		---			

# General Information

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The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency (West Florida Regional Planning Council) and the Community Transportation Coordinator (CTC), which contains development, service, and quality assurance components. The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action.

The Federal Transit Administration modified several of its circulars for funding assistance in support of the federal Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Beginning in fiscal year 2007, projects selected for funding under the Elderly Individuals and individuals with Disabilities, Job Access and Reverse Commute (JARC), and New Freedom program must be derived from a Coordinated Public Transit-Human Services Transportation Plan. These projects should be identified within the Needs Assessment and Goals, Objectives and Strategies sections of the Development Plan. The plan must be developed through a process that includes representatives of public, private, and non-profit transportation and human service providers and participation by the public. Florida's Transportation Disadvantaged Service Plan is developed through the input of Local Coordinating Boards whose membership includes citizens, public transportation, and human service providers. In addition to being a statutory requirement of Chapter 427, the Transportation Disadvantaged Service Plan may also be used to satisfy this federal requirement.

Through the guidance and support of the Coordinating Board, both the development and service components should complement each other. The Local Coordinating Board plays an important role in the support, advisement, monitoring, and evaluation of the Coordinator based on the approved Transportation Disadvantaged Service Plan. Through the Local Coordinating Board's involvement in the review and approval of the plan, the Coordinating Board is able to guide and support the Coordinator in implementing coordination efforts and locally developed service standards that are consistent with the needs and resources of the community.

A Transportation Disadvantaged Service Plan must be developed and maintained for each service area as recognized by the Commission. An initial Transportation Disadvantaged Service Plan is due within 120 calendar days after the execution of the initial Memorandum of Agreement. The Service Plan will cover a five-year period, with annual updates for years two through five, due prior to July 1 of each subsequent year. The development and submission of the Service Plan and annual updates are the responsibility of the Coordinator, the Planning Agency, and the Local Coordinating Board. **In order to prevent any loss of funding, it is critical that the plan and updates are submitted timely.**

The Planning Agency is responsible for ensuring that the Transportation Disadvantaged Service Plan is completed, approved and signed by the Local Coordinating Board.

A copy of the Transportation Disadvantaged Service Plan will be furnished to the Community Transportation Coordinator and the Planning Agency after it has been executed by the Commission.

The general information provided in this section is from the Florida Commission for the Transportation Disadvantaged Instruction Manual for the Memorandum of Agreement and the Transportation Disadvantaged Service Plan 2007/2008, Rev. November 2007).

According to Florida Statutes [ss 427.011(1)], Transportation Disadvantaged (TD) persons are defined as “those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation and are, therefore, dependent upon others to obtain access to health care, employment, shopping, social activities, or children who are handicapped or high-risk or at risk as defined in s. 411.202.”

The primary goal of community transportation is to provide people with access to places for work, medical care, and shopping so that they can live vital, productive and rewarding lives. It is easy to take such access for granted in our society, yet the lack of transportation resources is a major barrier for many people who are unable to drive or do not have access to a car and must depend on friends or family to help them meet their basic daily needs. The inability to travel often leads to isolation, withdrawal from society and neglect of medical needs.

The Santa Rosa County Transportation Disadvantaged Service Plan (TDSP) addresses the needs of elderly, disabled or economically disadvantaged people in Santa Rosa County and reflects a careful review of various data, travel patterns, policies, agency responsibilities and funding to define a five-year detailed implementation plan (which is updated annually) to help meet those needs.

The TDSP is comprised of three parts:

**Development Plan** – identifies long term goals and objectives for the local program based on data provided. The goals and objectives offer accountability and opportunities to implement strategies to address the needs and gaps of local transportation for the disadvantaged.

**Service Plan** – identifies the operational and administrative structure as it exists today.

**Quality Assurance** – describes the methods utilized to evaluate the services provided by the Community Transportation Coordinator (CTC), transportation providers, and the Planning Agency. This section also discusses the local service standards established by the coordinating board that are used to monitor and evaluate the effectiveness of the system.

The TDSP is developed in accordance with Florida Law and Title VI of the Civil Rights Act of 1964, which prohibits discrimination in public accommodation on the basis of race, color, religion, sex, national origin, handicap, or of marital status. Persons believing they have been discriminated against on these conditions may file a complaint with the Florida Commission on Human Relations at 850-488-7082 or 800-342-8170 (voice messaging).

# Development Plan

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## **INTRODUCTION TO THE SERVICE AREA**

The preparation and development of a Transportation Disadvantaged Service Plan (TDSP) provides agencies, coordinators, planners and citizens with a blueprint for coordinated service, a framework for service performance evaluation and a means to project vision in the transportation disadvantaged services for the future. A strategic approach has been used to develop this TDSP. First, an evaluation of the current strengths and weaknesses of the service area is accomplished. This includes compiling a database of demographics and existing conditions, and reviewing TD related plans and service providers. This will answer the question: Where are we? Secondly, there is an in-depth assessment of the goals and objectives, which will provide direction and answer the question: Where do we go from here? This is accomplished by reviewing the supply and demand of services and funding provided. An evaluation of existing services versus TD needs and demands is undertaken using a transportation service supply and condition approach. Thirdly, we answer the question: How do we get where we want to go from where we are? This is accomplished by developing a plan to achieve the service area's goals while building on the strengths and eliminating the weaknesses.

### **Background of the Transportation Disadvantaged Program**

The State of Florida is a recognized leader of providing coordinated human services transportation for individuals that are transportation disadvantaged. In 1989, a major commitment to mobility in the State of Florida was formalized when the legislature revised Chapter 427 Florida Statutes (F.S.) creating the Florida Coordinated Transportation System (FCTS) and a dedicated funding source. The FCTS includes the Commission for the Transportation Disadvantaged (CTD); Designated Official Planning Agencies (DOPA); Community Transportation Coordinators (CTC); Local Coordinating Boards (LCB); Transportation Operators (TO); purchasing and funding agencies/entities; and most importantly, those in need, the Transportation Disadvantaged (TD). Chapter 427 defines TD persons as those persons who because of physical or mental disability, income status, or age are unable to transport themselves or to purchase transportation. The legislation also includes children who are "high-risk" or "at-risk" of developmental disabilities.

The organization providing the coordination as well as operational services for Santa Rosa County is Tri-County Community Council (dba Santa Rosa Transportation). A history of how Tri-County Community Council came to provide services in Santa Rosa County is discussed in the following section.

### **Community Transportation Coordinator Designation Date/History**

Santa Rosa Council on Aging was the original Community Transportation Coordinator since the inception of the Coordinated Transportation System in Florida.

In 1999, the Council on Aging declined renewing their contract to serve as the CTC effective June 30, 1999. Subsequently, in July 1999, Intelitran/ATC became the CTC under a regular contract. They served as a fully brokered CTC.

In November 2001, the primary operator ceased providing service. ATC assumed operations as the primary operator at that time.

In July 2002, Intelitran/ATC was re-appointed as CTC for Santa Rosa.

In October 2003, ATC gave a 30 day notice to cease operating as the CTC. Pensacola Bay Transportation was appointed as CTC on an emergency bases from December 2003 until June 2004.

In July 2004, Pensacola Bay was appointed as CTC of Santa Rosa with a full contract.

Since 2004, Pensacola Bay Transportation has consecutively maintained the CTC contract through two procurement periods.

In March 2014, TPO staff conducted a Request for Proposals (RFP) to solicit for a CTC for Santa Rosa County. The Florida Commission for the Transportation Disadvantage (CTD) approved Pensacola Bay Transportation to continue serving as the single designated Community Transportation Coordinator (CTC) for Santa Rosa County for five years beginning July 1, 2014.

Effective January 1, 2015 through June 30, 2015, Tri-County Community Council (TCCC) was appointed as the CTC on an emergency basis when Pensacola Bay Transportation (PBT) gave a 30 day notice not to be the CTC, effective December 31, 2014.

A Request for Proposals was conducted in February 2015. Tri-County Community Council, Inc., a non-profit corporation, and MV Transportation were the two proposers. The proposers were evaluated and Tri-County was selected and recommended as the Community Transportation Coordinator (CTC). At the June 2, 2015 meeting of the Florida Commission for the Transportation Disadvantaged, the Commission approved Tri-County Community Council, Inc. to serve as the CTC for Santa Rosa County. This designation is effective July 1, 2015 through June 30, 2020.

### **Organization Charts**

Organizational charts have been included in the appendices. The charts identify those involved in the provision of service, from the Commission for the Transportation Disadvantaged, through the local Coordinating Board, to the Community Transportation Coordinator and the Planning Agency, and to the consumers. The Transportation Disadvantaged Program Concept Chart is shown in Figure 1 and the CTC Organization Chart is shown in Figure 2.

### **Consistency Review of Other Plans**

The Transportation Disadvantaged Service Plan is consistent, where applicable, with local government Comprehensive Plans, Regional Policy Plans, Transit Development Plans, Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, MPO Long Range Transportation Plans, and Transportation Improvement Programs.

This section summarizes and reviews all relevant previous plans, studies and documents pertaining to the Transportation Disadvantaged program in the service area. The following plans have been found to be relevant and are summarized and reviewed here. They are:

- Local Government Comprehensive Plans
- Regional Policy Plan
- Transit Development Plan
- Commission for the Transportation Disadvantaged 5yr/20Yr Plan
- Long Range Transportation Plan
- Transportation Improvement Program

### **Local Government Comprehensive Plans**

For this minor annual update, it was decided to not include the consistency review of the comprehensive plans, which would include Santa Rosa County, City of Gulf Breeze, Town of Jay, and City of Milton. The review of the comprehensive plans will be included in the next annual or 5-year update.

## Regional Policy Plans

On May 20, 2004, a new regional transportation planning partnership of the four western counties in West Florida was created. The new "Northwest Florida Regional Transportation Planning Organization," a partnership of the then Pensacola Metropolitan Planning Organization (MPO), serving Escambia and Santa Rosa Counties, and the Okaloosa – Walton Transportation Planning Organization (TPO), serving Okaloosa and Walton Counties, was created by interlocal agreement using Chapter 163, Florida Statutes, as its basis and written to comply with the new requirements for regional transportation coordination in Paragraph 339.175(5)(i)(2), approved by the Legislature in 2003. The new legislation authorized contiguous metropolitan planning organizations and individual political subdivisions to enter into agreements to coordinate transportation plans and policies.

This process began as a result of Census 2000, which illustrated that the Fort Walton Beach Urbanized Area extended westward, well beyond the Okaloosa County Line, resulting in an intrusion of almost 5 miles to Navarre in Santa Rosa County. Traffic patterns clearly indicate a high number of residents of Navarre head to Okaloosa County for jobs and shopping. Since much of the developed portion of Santa Rosa County is within the Pensacola Urbanized Area and Santa Rosa Commissioners have sat on the Pensacola Metropolitan Planning Organization since the mid-1970s, the Pensacola MPO and Okaloosa-Walton TPO each adopted a policy to maintain separate organizations, using the Santa Rosa-Okaloosa County Line as the boundary, during reorganization in 2003.

However, the Florida Department of Transportation also noted the overlap of urbanized areas, prompting the Secretary Tom Barry to write letters to each organization in February 2003, recommending two options: either merge into a single metropolitan planning organization spanning the four-county region; or establish a formal process to coordinate and develop a regional transportation plan and priorities. Creation of the Northwest Florida Regional Transportation Planning Organization was the start of implementing a formal coordination process resulting in a regional transportation plan and priorities.

The members of the Northwest Florida Regional TPO are the Florida-Alabama TPO (formerly Pensacola MPO) and the Okaloosa-Walton TPO. Each organization appoints eight representatives to the Regional TPO, for a total of sixteen voting representatives. Non-voting representatives are the Secretary of the Florida Department of Transportation District 3 and the Chairman of the Eglin Air Force Base Encroachment Committee.

The Northwest Florida RTPO's activities include identifying regional significant transportation projects, which improve mobility across county and metropolitan planning area boundaries. A regional transportation network map and priorities were adopted on September 21, 2005.

A primary focus for the RTPO is the challenge along the US 98 corridor of encroachment, environmental protection, evacuation, and economic growth. A workshop was held on February 2, 2005 to address these issues. The workshop brought together federal and state transportation officials, state legislators, members of all the transportation planning organizations between Baldwin County, Alabama and Bay County, Florida and other stakeholders.

The Regional Transportation Network Criteria adopted on September 21, 2005 is as follows:

Regionally significant transportation facilities and services are those that serve regional transportation needs, such as access within the region and access to and from areas outside of the region. These facilities and service include:

(a) Corridors – highway, waterway, rail, fixed guideway, and **regional transit corridors** serving military, major regional commercial, industrial, or medical facilities; and

(b) Regional Transportation Hubs – military installations, passenger terminals (e.g., commuter rail, light rail, intercity **transit**, etc.), commercial service and major reliever airports, deepwater and special generator seaports, and major regional freight terminals and distribution centers.

Regionally significant facilities exhibit one or more of the following characteristics:

- ◆ Serves the goals of the Strategic Intermodal System (SIS) and the Florida Intrastate Highway System (FIHS),
- ◆ Facility is, or provides service to, regional transportation hubs, including those listed in Paragraph (b),
- ◆ Facility or service is an integral part of an interconnected regional transportation network,
- ◆ Facility is included on the STRAHNET System to meet military mobility needs,
- ◆ Facility or service provides for interstate travel and commerce and is important to the economic vitality (tourism) of the region,
- ◆ Facility or service crosses county or state boundaries,
- ◆ Roadway facility is functionally classified as an arterial roadway,
- ◆ Facility serves as a hurricane evacuation or emergency support route, which provides access to Logistical Support Areas (LSA),
- ◆ Facility or service is used by a significant number of persons who live or work outside the county in which the facility or service is located,
- ◆ Facility or service is a fixed guideway transit facility (includes ferry service) that offers an alternative to regional highway travel, or
- ◆ Facility provides connection to institutions or higher learning or major medical facilities.

Facilities and services that are determined to be regionally significant do not have to be part of the State Highway System.

### **Transit Development Plans**

A Transit Development Plan (TDP) is required for grant program recipients as outlined in Section 341.052, Florida Statutes. The TDP is developed in accordance to FDOT Rule 14-73.001 in order to receive state public transit grant funds. The TDP is based on a 10-year horizon and is updated every 5 years. The TDP is to be adopted by the provider's governing body.

The grant program recipient in the area is Escambia County. The transit service is provided by Escambia County Area Transit (ECAT), currently managed by First Transit, and is governed by the Escambia County Board of County Commissioners (BCC).

The Escambia County Transit Development Plan Major Update (FY 2012 – 2021), which covers portions of Santa Rosa County, was adopted by the Escambia County BCC on September 1, 2011 and was approved by the Florida Department of Transportation (FDOT) on January 4, 2012. The Santa Rosa County Transportation Disadvantaged Service Plan (TDSP) is consistent with the Escambia County TDP Major Update.

### **Commission for the Transportation Disadvantaged 5Yr/20Yr Plan**

The TDSP is consistent with the Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, specifically the following key areas:

**CTD Mission:** To ensure the availability of efficient, cost effective and quality transportation services for transportation disadvantaged persons.

**Guiding Principles:** (1) Remember the customer/rider's needs first. (2) The Commission should work together in a collaborative and creative manner. (3) Promote the value and quality of service while looking for opportunities.

The Commission will be able to measure progress towards vision attainment by evaluating annual changes in the following performance measures: (1) cost per trip; (2) CTD cost as a percentage of total trip cost; (3) federal funding for TD; and (4) state funding for TD.

The quality of TD services will be measured by the expectation that a qualified individual will be picked up in a reasonably reliable, timely, safe and professional manner, as appropriate, given the locale.

The Commission will be able to measure progress towards vision attainment by evaluating annual changes in the following performance measures: (1) number of trips provided; (2) number of passengers/customers served; and (3) number of passenger complaints.

Maintain and preserve an efficient and effective transportation infrastructure that is accessible to all eligible transportation disadvantaged citizens while meeting the needs of the community.

The Commission will be able to measure progress towards vision attainment by conducting annual surveys and evaluating changes in the survey responses.

Establish a statewide and transportation disadvantaged system that functions seamlessly by coordinating service and operations across local government lines and that is flexible enough to accommodate and link special riders with providers.

The Commission will be able to measure progress toward vision attainment by evaluating annual changes in the following performance measures: (1) cost per trip; (2) number of passengers/customers served; and (3) trips per passenger.

### **Florida-Alabama TPO Long Range Transportation Plan**

The Long Range Transportation Plan is at least a 20 year plan for transportation improvements (roads, public transportation, and bicycle/pedestrian) within the urbanized area. The last plan was adopted on December 14, 2005 and amended on August 21, 2007, which included a planning timeframe through 2025. The Cost Feasible Plan includes funding for transit operations at \$150,000 per year from 2011 to 2025.

The 2025 Long Range Transportation Plan is in the process of being updated and will include a planning timeframe through the year 2035. The 2035 Cost Feasible Plan was completed in February 2011 and funding has been identified for transit. The Final and Summary Reports are to be completed soon.

Since the Long Range Transportation Plan is in the process of being updated, the next TDSP annual or 5-year update will include a review of the Florida-Alabama 2035 Long Range Transportation Plan.

### **Transportation Improvement Program**

The purpose of the Transportation Improvement Program (TIP) is to provide a project listing that reflect the needs and desires of the Transportation Planning Organization (TPO) Study Area. The TIP is also developed to reflect the financial restraints within the various funding sources and programs. The TIP is a five-year plan for transportation improvements within the TPO Study Area. It contains information about the type of work to be completed, project phasing, estimated costs, and funding sources. The Code of Federal Regulations defines the TIP as a “prioritized listing/program of transportation projects covering a period of four years that is developed and formally adopted by a MPO (metropolitan planning organization) as part of the metropolitan planning process, consistent with the metropolitan transportation plan, and required for projects to be eligible for funding under Title 23 U.S.C. and Title 49 U.S.C. Chapter 53” [23 C.F.R. 450.104]. Florida Statutes requires the addition of a fifth year to the TIP [339.175(8)(c)(1)]. The TIP is also required to include all regionally significant projects, regardless of funding [23 C.F.R. 450.324(d)].

The TIP is developed by the Florida-Alabama TPO in cooperation with the Florida Department of Transportation (FDOT), Alabama Department of Transportation (ALDOT), Escambia County Area Transit (ECAT), and Baldwin Rural Area Transportation Systems (BRATS). These cooperating agencies provide the Florida-Alabama TPO with estimates of available federal and state funds for use in development of the financial plan. The TIP is financially constrained for each year and identifies the federal, state, and regionally significant projects that can be implemented using existing revenue sources as well as those projects that are to be implemented through use of projected revenue sources based upon the FDOT and ALDOT Final Work Programs and locally dedicated transportation revenues.

Transit projects are drawn from the TPO Five Year Transit Development Plan and the local transit operator provides priorities to the TPO. Projects for Community Transportation Coordinator (CTC) and the Escambia County Area Transit (ECAT) fixed route services are included in the TIP. The FTA is the primary funding source for ECAT projects, with supplementation by matching grants by the City of Pensacola and Escambia County. The CTC receives funding directly from the Florida Commission for the Transportation Disadvantaged. This TDSP is consistent with the current Florida-Alabama TPO Transportation Improvement Program (TIP).

### **Public Participation**

The Santa Rosa County Transportation Disadvantaged Board includes representatives of public, private, and non-profit transportation and human services providers as well as the public to participate in the development and update of the Santa Rosa County Transportation Disadvantaged Service Plan. The list below includes public participation activities.

<b>Months</b>	<b>Event</b>	<b>Activity</b>
March	TD Day	Transport clients and talk with legislators about pending transportation issues.
March	Int'l Wheelchair Tennis Tournament	Provide transportation.
May	Pen Wheel Fishing Rodeo	Provide transportation and informational packets and assisted volunteers.
May	Mobility Management	Workshop on coordinating transportation.
Oct	CTD Workshop	Receiving training and information.
Nov	FTA/FDOT Workshop	FTA/FDOT Grant Programs Training Workshop
Attend meetings of Vets to VA, Disability Summit Council, TPO Technical Coordinating Committee, and Project Empowerment.		
Participate in Quarterly United We Ride issues.		
Lobbied in Tallahassee for TD Funding.		

## SERVICE AREA PROFILE/DEMOGRAPHICS

The majority of the information contained in this section, Service Area Profile/Demographics, has been obtained from the Escambia County Transit Development Plan (TDP) Major Update 2012-2021 prepared by the Center for Urban Transportation Research (CUTR) and adopted by the Escambia County Board of County Commissioners on September 1, 2011 and approved by the Florida Department of Transportation (FDOT) on January 4, 2012.

### Service Area Description

Santa Rosa County has a total area of 1,173.57 square miles (1,016.93 square miles of land and 156.65 square miles of water). Santa Rosa County is bordered by Alabama to the North, Escambia County to the West, Okaloosa County to the East, and the Gulf of Mexico to the South. The county seat is Milton, Florida.

### Demographics

Demographic information has been obtained from the 2011 Escambia County Transit Development Plan (TDP). Majority of the information pertains to Escambia County but the TDP does contain information regarding Santa Rosa County. We have included some Escambia County information for comparison purposes. More information can be found in Chapter 1 of the TDP located at: <https://goecat.com/pdfs/Escambia-TDP-Final-Report-2011.pdf>.

### Land Use

Land use patterns play an important role in the effectiveness and efficiency of public transportation services. Much of Santa Rosa County is characterized by relatively low densities. The northern portion of Santa Rosa County is rural in nature. East Bay divides the northern and southern portions of Santa Rosa County. A portion of north Santa Rosa County is in the Pensacola, FL-AL Urbanized Area and majority of the southern portion is in a different urbanized area (Fort Walton Beach Urbanized Area) for fixed route consideration.

### Population/Composition

This section is intended to provide a description of the population of the service area. Population information contained in this section includes: population, family households, family size, household size, and housing units.

#### Population

From 2000 to 2010, Santa Rosa's total population has increased significantly, equating to a 28.6% ten year increase to 151,372. The county has bucked trends over the last decade compared to the state as a whole, which has only grown 17.6%. A forecast of more population is projected to take place in Pace.

**TABLE 1**  
**General Populations, Growth Rates 2000-2010**

Area	2000 Population	2010 Population	% Change
Escambia County	294,410	297,619	1.1%
Santa Rosa County	117,743	151,372	28.6%
Florida	15,982,378	18,801,310	17.6%

Source: U.S. Census 2000/2010

**TABLE 2**  
**Population Growth for Cities, Towns and Census Designated Places**

Area	2000 Population	2010 Population	% Change
Century	1,714	1,698	- 0.1%
Gulf Breeze	5,665	5,763	1.7%
Jay	579	533	- 7.9%
Milton	7,045	8,826	25.3%
Pensacola	56,255	51,923	- 7.7%
Bagdad	1,490	3,761	152.4%
Bellview	21,201	23,355	10.2%
Brent	22,257	21,804	- 2.0%
Ensley	18,752	20,602	9.9%
Ferry Pass	27,176	28,921	6.4%
Gonzalez	11,365	13,273	16.8%
Goulding	4,484	4,102	- 8.5%
Molino	1,312	1,277	- 2.7%
Myrtle Grove	17,211	15,870	- 7.8%
Navarre	20,967	31,378	49.7%
Pace	7,393	20,039	171.1%
Warrington	15,207	14,531	- 4.4%
West Pensacola	21,939	21,339	- 2.7%

Source: 2010 Census

Family households

The term 'households' refer to the people living in a household, in this case those which comprise a family. A family household is a household with one or more people related to a householder by birth, marriage, or adoption.

Family size

The average family size for Escambia County in 2010 was just below 3 persons per family at 2.9. To compare, this value is approximately the same as that of Orlando (2.97) and less than the national average family size of 3.14. The average family size for the state of Florida is 2.98.

There are not significant changes in this value across the geography of Escambia County by the year 2015. Large families are found to the north and west of downtown Pensacola, whereas coastal Escambia and Santa Rosa counties are found to have smaller family sizes.

Household size

According to the U.S. Census bureau, the average size of American households has been declining for decades. A reverse in that decline has been found in recent years due to the growth in multi-generational households. There have also been notable trends found in the state with increasing household size potentially due to higher unemployment leading to adult children moving back in with parents.

Housing units

Where the unit of value 'households' referred to the number of people living in a home, the term 'housing units' refers to the structures in which people live. According to the census, 'A *housing unit* is a house, an apartment, a mobile home or trailer, a group of rooms, or a single room occupied as a separate living quarters, or if vacant, intended for occupancy as separate living quarters. Separate living quarters are those in which the occupants live separately from any other individuals in the building and which have direct access from outside the building or through a common hall.'

The measure of housing units per square mile demonstrates the potential for population density through increased unit occupancy. A high density of housing units can be found in the core of Pensacola, to the northeast of the regional airport and along North 12<sup>th</sup> Avenue in Pensacola. The concentration of housing units per square mile, coupled with a look at housing unit occupancy, can provide insight into which geographic areas of the County could become more populated through better utilization of existing housing.

**TABLE 3  
Housing Unit Occupancy**

<b>Area</b>	<b>Total Housing Units</b>	<b>Housing Units Occupied</b>	<b>Housing Units Vacant</b>
Century	765	644	121
Gulf Breeze	2,673	2,446	227
Jay	264	216	48
Milton	4,021	3,516	505
Pensacola	26,848	23,592	3,256
Bagdad	1,632	1,464	168
Bellview	10,022	9,185	837
Brent	8,074	7,086	988
Ensley	9,677	8,454	1,223
Ferry Pass	14,104	12,650	1,454
Gonzalez	5,244	4,910	334
Goulding	1,133	930	203
Molino	518	458	60
Myrtle Grove	6,955	5,971	984
Navarre	12,746	11,532	1,214
Pace	7,956	7,365	591
Warrington	7,424	6,232	1,192
West Pensacola	10,246	8,547	1,699

Source: 2010 Census

### **Employment**

According to the 2009 American Community Survey, approximately 90.2% (127,165) of the Escambia County labor force (140,937) is employed.

### Unemployment

The average 2010 unemployment rate of 11.7% is most closely represented in the areas north of the regional airport and outside the core of Pensacola. High unemployment “hotspots” are found in census blocks dispersed throughout the city. Unemployment is relatively low around the naval air station and southeastern portions of the city. Year 2015 concentration of unemployment remains geographically consistent, but with the hardest hit areas of unemployment gaining jobs on the order of 4 to 5%. Above average rates of unemployment in Escambia County are found in Century and between Milton and Bagdad.

## **Transportation Characteristics**

### **Commuter Inflow/Outflow**

The 2009 commute patterns indicate the following:

- 58,713 people commute from outside to work in Escambia County
- 30,614 people live in Escambia County and drive to work outside of it
- 83,633 people live in Escambia County and commute to work within the County

Of the 142,346 people working in Escambia County, 59%, or nearly three in five originate in Escambia. These workers make up the candidate population for potential Escambia County Area Transit (ECAT) work trips.

From 2000 to 2009, Escambia County average commute times have increased from under 20 minutes to more than 20 minutes. More commuters tend to drive single occupancy vehicles (a nearly 2% increase) and carpools have decreased. However, public transportation use has decreased to 0.6% share of all work trips. While this number is relatively small, it represents a 2 fold decrease and is well below the state of Florida average of 2.3% of all work trips being taken by mass transit.

**TABLE 4**  
**2000 Distribution Vehicle Availability**

Area	Number of Vehicles Available			
	Zero	One	Two	Three or More
Escambia County	7.6%	38.3%	38.4%	15.7%
Florida	6.5%	40.6%	38.5%	14.5%

American Community Survey – 2009

**TABLE 5**  
**2009 Average Commute & Journey-to-Work Mode Split**

Area	Average Commute	Travel Mode			
		Drive Alone	Carpool	Public Transit	Other
Escambia County Year 2000	Under 20 minutes	76.9%	11.5%	1.4%	10.2%
Escambia County Year 2009	21.5 minutes	75.1%	10.6%	0.6%	13.7%

Source: U.S. Census 2000 & American Community Survey – 2009

More demographic information can found in Chapter 1 of the Escambia County Transit Development Plan located at: <https://goecat.com/pdfs/Escambia-TDP-Final-Report-2011.pdf>. An update to the demographic information will be available when the Escambia County TDP update is completed in September 2016.

## SERVICE ANALYSIS

The analysis of Community Transportation Coordinator (CTC) service is composed of three criteria: forecasts of transportation disadvantaged population, needs assessment, and barriers to coordination.

### Forecasts for Transportation Disadvantaged Population

Guidelines were developed for the Commission for the Transportation Disadvantaged and intended to provide consistency among TD population estimates across the state. The state's Coordinated Transportation System serves two population groups. The first group, the Potential TD Population includes persons who are elderly, disabled, or low-income and children who are a high risk or at-risk.

Persons in the first group are eligible to receive government and social service agency subsidies for transportation trips. In addition to the subsidies received by the first group, the TD Population is eligible to receive transportation trips paid for with TD Trust Fund monies for general transportation requirements which include trips to such places as: work, the grocery store and for non-Medicaid medical appointments.

Table 6 below summarizes the Forecasts of the “Potential” Transportation Disadvantaged Population in Santa Rosa County from 2008 – 2013.

**TABLE 6**

<b>Forecasts of Santa Rosa County's Potential Transportation Disadvantaged Population 2008 – 2013</b>						
Market Segment	2008	2009	2010	2011	2012	2013
Disabled, Non-Elderly, Low Income	981	995	1,009	1,023	1,037	1,052
Disabled, Non-Elderly, Non-Low Income	5,880	5,963	6,046	6,131	6,218	6,304
Disabled, Elderly, Low Income	1,168	1,222	1,278	1,337	1,398	1,462
Disabled, Elderly, Non-Low Income	7,617	7,966	8,331	8,712	9,112	9,529
Non-Disabled, Elderly, Low Income	2,042	2,135	2,233	2,335	2,442	2,554
Non-Disabled, Elderly, Non-Low Income	13,308	13,918	14,556	15,224	15,921	16,651
Non-Disabled, Non-Elderly, Low Income	13,885	14,080	14,277	14,478	14,681	14,887
<b>Potential TD Population</b>	<b>44,881</b>	<b>46,279</b>	<b>47,730</b>	<b>49,240</b>	<b>50,809</b>	<b>52,439</b>

Source: CUTR and WFRPC.

The second group, the TD Population, is a subset of the first group and includes those persons who are Transportation Disadvantaged according to the eligibility guidelines in Chapter 427 F.S. The County’s estimated Transportation Disadvantaged Population for 2008 was 12,118 which totaled 7.7% of the County’s Population of 156,840. The Transportation Disadvantaged Population is estimated to increase to 14,174 by the year 2013. A forecast of each market segment for the Transportation Disadvantaged Population for 2008 to 2013 is located in Table 7.

**TABLE 7**

<b>Forecasts of Santa Rosa County's Transportation Disadvantaged Population 2008 – 2013</b>						
Market Segment	2008	2009	2010	2011	2012	2013
Transportation Handicapped, Non-Elderly, Low Income	357	362	367	372	377	383
Transportation Handicapped, Non-Elderly, Non-Low Income	2,138	2,168	2,199	2,230	2,261	2,292
Transportation Handicapped, Elderly, Low Income	854	893	934	977	1,021	1,068
Transportation Handicapped, Elderly, Non-Low Income	5,566	5,821	6,088	6,367	6,659	6,964
Non-Transportation Handicapped, Low Income, No Auto, No Public Transit	3,203	3,254	3,306	3,358	3,412	3,467
<b>Transportation Disadvantaged Population</b>	<b>12,118</b>	<b>12,498</b>	<b>12,894</b>	<b>13,304</b>	<b>13,730</b>	<b>14,174</b>

Source: CUTR and WFRPC.

## Needs Assessment

In assessing the transportation (service and capital purchase) needs and demands for individuals with disabilities, elderly, low income, and high risk and at-risk children, the following projects with estimated costs and funding sources have been identified and are summarized in Table 8 below.

**TABLE 8**

<b>Project</b>	<b>County</b>	<b>Estimated Cost</b>	<b>Funding Source</b>
Formula (competitive) grant to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services.	Santa Rosa	\$145,700 2 vehicles	Enhanced Mobility of Seniors and Individuals with Disabilities (5310)
Capital and/or operating assistance to provide rural transportation services in Santa Rosa County.	Santa Rosa	\$ 50,000	Non-Urbanized Area (5311)
Capital funding to replace, rehabilitate, and purchase buses, vans, and related equipment, and to construct bus-related facilities. Funds are eligible to be transferred by the state to supplement urban and rural formula grant programs (e.g., 5307 and 5311).	Santa Rosa & Escambia	To be determined	Bus & Bus Facilities (5339)
To determine whether a new or innovative technique or measure can be used to improve or expand public transit services. Service Development Projects specifically include projects involving the use of new technologies; services, routes, or vehicle frequencies; the purchase of special transportation services; and other such techniques for increasing service to the riding public.	Santa Rosa	To be determined	Public Transit Service Development Funds
Provide transportation services coordinated by the Community Transportation Coordinator (CTC).	Santa Rosa, Pace, Jay, Milton, Gulf Breeze, East Milton, Navarre	\$443,133 \$ 95,000 \$ 18,000 \$ 0 \$ 1,000 \$ 26,000 \$ 72,000 \$ 26,000	CTD-TD Medicaid County Older DOE-VR Fare-box APD Vets to VA

## Barriers to Coordination

The following are continued barriers to adequate coordination:

- A. Lack of commitment with scarce tax dollars.
- B. Perception that coordinated transportation is for “the poor.”
- C. Not enough funding to cover demand.
  - a. Securing Local funding.
  - b. Specific issues directly related to funding sources.
- D. Reluctance of some medical providers to cooperate with transportation coordinator.
- E. Agencies that are receiving state and/or local dollars do not comply with Chapter 427 of FL Statutes.
- F. Maintaining compliance for maximum hours driven – CTC sends more than one driver on out-of-area trips to prevent driving over maximum 12 hours; therefore, causing shortage of in-county drivers for that period.

## **GOALS, OBJECTIVES, AND STRATEGIES**

Develop goals, objectives and strategies for the local coordinated transportation program. Goals, objectives, and strategies are critical to the implementation of the Transportation Disadvantaged Service Plan. They are important policy statements that have been carefully considered by the Coordinator and the Planning Agency with the direction and support of the Coordinating Board. They represent a statement of local policy that will be used to manage the future transportation disadvantaged program within the service area. The plan for advancing from where you are today to where you need to be should be presented in this section through long range goals, specific measurable objectives, and strategies.

A goal is a statement of purposed intended to define an ultimate end or condition. It reflects a direction of action, and is a subjective value statement. Goals may include more than one objective. That is, there may be more than one milestone necessary to achieve a goal.

An objective is a specific, measurable action that can be taken toward achieving the goal. Objectives should be dated. Deficiencies and corresponding corrective actions, as well as any service improvements or expansions should be identified within this section as dated objectives.

Strategies are specific actions that will be taken to achieve the objectives. These represent priority actions that will be carried out as part of the planning or quality assurance activities. For accountability purposes, the annual evaluation of the Coordinator should assess both the progress on the strategies themselves and how well the strategies that have been implemented advance the progress towards reaching or achieving the corresponding objectives.

The following Goals and Objectives were updated. The Objectives and Strategies are consistent with previous year's Objectives and Strategies. Some wording has been updated to include specific dates and proposed JARC and New Freedom Projects. The goals are categorized into service availability, efficiency, quality of service, necessary funding and program accountability. The strategies are pursuant to adequate funding available.

<b>GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged</b>	
<b>OBJECTIVES</b>	<b>STRATEGIES</b>
1. Provide service to riders who only have paratransit service as a means of transportation.	<ul style="list-style-type: none"> <li>a. Continue to work with others such as Vocational Rehab, FDOT, Medicaid, CTD, and COA.</li> <li>b. Continue to pursue work related transportation opportunities by meeting with agencies.</li> <li>c. Maximize cooperation between entities not involved in the Florida Coordinated Transportation System.</li> <li>d. Network with other Community Transportation.</li> <li>e. Coordinate by sharing system improvements and funding opportunities with providers who receive FTA, DOT, Medicaid and CTD funding.</li> <li>f. Utilize agency input to assist in developing policies, planning, and procedures.</li> </ul>
2. Continue to promote passenger and general public awareness of all transportation services.	<ul style="list-style-type: none"> <li>a. Update public educational information on transportation services.</li> <li>b. Enhance informational materials for riders of the system and upgrade when necessary.</li> <li>c. Continue to give at least 10 presentations a year to develop public awareness and educate groups about the system.</li> <li>d. Update company website to include system material.</li> </ul>
3. Provide operations for deviated fixed route.	<ul style="list-style-type: none"> <li>a. Continue planning Santa Rosa Transit Shuttle, which will relieve some of the CTDTF and Medicaid trip burden by allowing access to a mass transit type system.</li> </ul>
<b>GOAL 2: Ensure cost-effective and efficient transportation services.</b>	
<b>OBJECTIVES</b>	<b>STRATEGIES</b>
1. Deliver effective service by the most cost effective means.	<ul style="list-style-type: none"> <li>a. Monitor and report number of trip denials.</li> <li>b. Monitor and report number of no-shows and take corrective action when necessary.</li> <li>c. Report system efficiency, cost effectiveness monthly to management and identify best practices that would improve the cost effectiveness of the entire system.</li> <li>d. Monitor trips per hour.</li> <li>e. Continue monthly Medicaid reporting to the CTD.</li> <li>f. Continue quarterly LCB reporting.</li> </ul>
<b>GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged</b>	
<b>OBJECTIVES</b>	<b>STRATEGIES</b>
1. Maintain courteous and respectful customer relations.	<ul style="list-style-type: none"> <li>a. Conduct customer service training for all new employees and update required training for all existing employees.</li> <li>b. Educate individual and agency customers of all applicable transportation policies and procedures.</li> <li>c. Use rider survey feedback and AOR complaints/commodations as tools to encourage entire staff to improve consistently excellent service in the safest manner.</li> <li>d. Continue to conduct quarterly safety sensitivity training.</li> </ul>
2. Ensure and improve customer comfort.	<ul style="list-style-type: none"> <li>a. Continue preventive maintenance checks including AC, heat, seat belts, and lift equipment.</li> <li>b. Continue visual checks on lights, seats and flooring inside the vehicle.</li> </ul>

3. Ensure and improve customer safety.	<ul style="list-style-type: none"> <li>a. Conduct safety training as required for new employees and update for existing employees.</li> <li>b. Report all accidents and road call records.</li> <li>c. Maintain System Safety Program Plan, Hazard and Security Plan, and Maintenance Program Plan.</li> <li>d. Drivers will continue to report daily inspection logs and any discrepancies must be reported immediately so corrective action can be taken.</li> <li>e. Educate nursing homes and dialysis units the importance on preparing clients for transportation in a timely manner preventing unnecessary delay for that vehicle schedule.</li> </ul>
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**GOAL 4: Ensure necessary funding to support the program**

<b>OBJECTIVES</b>	<b>STRATEGIES</b>
1. Solicit funds to meet more of the trip demand.	a. Seek funding from local government to provide local match for transportation services while pursuing private funding through community involvement with local businesses and agencies.
2. Encourage all human service agencies to identify and assign adequate funding to meet transportation needs of their clients.	<ul style="list-style-type: none"> <li>a. Encourage all area human service providers to attend Local Coordinating Board meetings.</li> <li>b. Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients.</li> <li>c. Provide 50% match for voucher purchased local and human services providers within Santa Rosa County.</li> <li>d. The planning agency (WFRPC) will monitor Intergovernmental Coordination and Response request and update the CTC and LCB of grants involving transportation disadvantaged services.</li> </ul>
3. Encourage local government to include paratransit services in FTA grant.	a. Continue to stress the need for local government to review data from the CTC and surrounding counties to see the importance of its involvement in paratransit.

**GOAL 5: Ensure program accountability**

<b>OBJECTIVES</b>	<b>STRATEGIES</b>
1. Comply with procedures, rules and regulations outlined by Florida Legislature and the Transportation Disadvantaged Commission.	a. Comply with contract standards and submit an accurate Annual Operating Report including all Purchase of Service and Coordination Contracts data. (Continuous)
2. Provide uniform, accurate, and timely submittal of data for contract requirements.	a. Comply with the Community Transportation Disadvantaged contract requirements. (Continuous)
3. Collect, compile report and maintain necessary data for program evaluation.	a. Prepare a quarterly report to the LCB outlining activities over the quarter. (Quarterly)

## IMPLEMENTATION SCHEDULE

Increasing system efficiency is a primary component of this Implementation Plan. The implementation plan also involves execution of the plan's policies and goals & objectives. For the TDSP, the implementation plan identifies actions and activities, type of action required, responsible entity for taking the action, and the timing. The Community Transportation Coordinator will provide an overview of the ongoing system improvements and review steps, as well as provide a timeline for actions and strategies to meet the above stated goals.

Action/Strategy	Responsible Agency	Time Frame to be Completed
Continue to collaborate with agencies such as Vocational Rehab, FDOT and Workforce Development.	CTC	Continuous
Coordinate with organizations who have received federal 5317 New Freedom funding for transportation service to people with disabilities.	CTC	Continuous
Keep Maintenance Plan, System Safety Program Plan, and Hazard & Security Plan updated.	CTC	Ongoing
Collaborate with Santa Rosa County and Florida-Alabama TPO to Continue Santa Rosa Transit public transportation service, made possible by the Federal Section 5316 Job Access and Reverse Commute (JARC) program.	CTC	Ongoing
Network with other Community Transportation Coordinators by sharing system improvements and funding.	CTC	Continuous
Update website for educating public on transportation services.	CTC	As needed
Update informational materials (brochures) for riders of the system when necessary.	CTC	Continuous
Monitor and report number of no-shows and take corrective action when necessary.	CTC	Continuous
Reward employees for excellent service through internal customer service recognition.	CTC	Quarterly
Provide employee customer service training throughout the year. Pursue additional employee training opportunities.	CTC	Continuous
Use rider survey comments and AOR complaints/recommendations as tools to encourage drivers to consistently provide excellent service in the safest manner.	CTC	Continuous
Highlight safety practices to employees through internal safety briefing program.	CTC	Quarterly
Conduct safety training as required for new employees and update existing employees.	CTC	Immediate & Continuous
Report all accident and road call records to DOT, TD Commission and other appropriate agencies as necessary.	CTC	Immediate & Continuous

Maintain dialogue with health care facilities to enhance coordination of appointment times.	CTC	Continuous
Encourage area human service providers to attend Local Coordinating Board meetings.	CTC	Ongoing
Comply with contract standards by submitting an accurate Annual Operating Report including all Purchase of Services and Coordination Contracts data.	CTC	Continuous
Comply with the Community Transportation Disadvantaged contract requirements.	CTC	Continuous
Prepare a quarterly report to the LCB outlining activities over the Quarter.	CTC	Quarterly

The Santa Rosa County vehicle replacement plan is summarized in Table 9 below and illustrates the projected schedule for replacing public transportation vehicles.

**TABLE 9  
SANTA ROSA COUNTY VEHICLE REPLACEMENT PLAN**

Year	Make	VIN FDOT control #	Ramp or lift	Seats & W/C positions (i.e. 12+2)	Current Mileage Dec 2014	Expected Replacement Date	Funding Source
2009	Ford E-250 Van	1FTNE24L69DA92602 FDOT Control #80313 SRC Owned #9009	No	9A	242,775	2014	5310
2010	Chevy 4500 W/C Bus	1GBJG31K791173348 FDOT Control #80315 SRC Owned #9010	Lift	4W/2A or 2W/6A	296,674	2015	5310
2013	Ford E-250 Commuter Van	1FTNE2EL0DDA63619 FDOT Control #92359 SRC Owned #9012	No	9A	121,957	2018	5310
2009	Chevy 4500	1GBE4V1G99F403945 TPO Owned #945	Lift	18A & 2W or 20A	169,215	2019	JARC
2009	Chevy 4500	1GB34V1G89F404097 TPO Owned #97	Lift	18A & 2W or 20A	177,324	2019	JARC
2014	Ford E-250 Van	1FTNE2EL2EDB15252 FDOT Control #92387 SRC Owned #9013	No	9A	29,766	2019	5310
2014	Ford E-250 Van	1FTNE2EL2EDB15253 FDOT Control #92386 SRC Owned #9014	No	9A	50,913	2019	5311
2016	Ford E-350	Six Cutaways SRC Owned	Yes	4W/2A or 2W/6A	< 22,000	2021	5310

# Service Plan

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## OPERATIONS

The operations element is a profile of the Coordinator's current system which provides basic information about the Coordinator's daily operations. This element is intended to give someone with little or no knowledge of the transportation operations an adequate level of understanding. A Glossary of Terms is provided in the appendices of this plan.

### Types, Hours and Days of Service

Coordinated transportation service is curb to curb. Specific transportation needs are included in Contracts, Purchase of Service Agreements, and Client Intake Forms. All trips must be pre-authorized. Advance reservation is requested by noon the prior working day. Santa Rosa Transportation services can be scheduled Monday through Friday 8:00 a.m. - 5:00 p.m. with the exception of agency recognized holidays. Transportation service is provided twenty-four (24) hours a day - seven (7) days per week.

These services are provided through either:

- a. Subscription Service: Is a regularly recurring service for which trips, routes, and vehicles are prearranged.
- b. Advance Reservation: A trip request, which is reserved 1 to 30 days in advance.
- c. Demand Response: Trips that are provided with less than 24 hour advance notice are dependent upon driver/vehicle availability.

Acceptable para-transit demand response trips are normally for urgent care. All approved demand response trips are scheduled on driver/vehicle availability.

When arranging transportation, the caller is responsible for providing the date, the appointment time, the pick-up address, the exact destination address to include building and suite numbers and what mobility device (wheelchair, scooter, walker, child restraint seats, escorts, etc.) will be used if any. Given the reason for the trips, the reservationist will instruct clients when to be ready for pick up prior to the appointment time.

In the urban area, the pick-up time is normally one and a half hours prior to the appointment **depending on distance and number of passengers being transported**. Reservationist will then read the trip information back and have the caller verify that the information is correct. Scheduled pick up and return time pickups have a 30-minute window **but can be up to 1 hour in extreme circumstances**. In the event a return time is not available (dialysis, doctor's office, etc.), the client can opt for a will call return. Your return trip is activated when we receive a call saying the client is ready to go. The vehicle will pick you up within 90 minutes.

The CTC has experienced some problems with nursing homes and dialysis facilities not having all the requirements for transport. This creates delays for other clients riding on the same vehicle. To reduce the recurrence of this problem, an effort has been made to educate the facilities on the importance of having all the requirements for transport.

### Accessing Services

This section includes detailed information regarding: (a) the phone number and office hours in which services can be scheduled. Include alternative communications such as internet reservations and Relay Service; (b)

the method and advanced notification time required to obtain services; (c) an explanation of the cancellation process and requirements; (d) no show procedure (both Coordinator and rider), including any applicable penalties; and (e) procedures for dispatching backup service or after-hours service.

(a) Phone numbers and office hours.

Tri-County Community Council is the Community Transportation Coordinator (CTC) for Santa Rosa County.

The office is open to the public Monday through Friday from **8:00 a.m. until 5:00 p.m.**

Agencies may call the office as early as 8:00 a.m. by calling on the agency line **(850) 626-6806.**

Trip requests from the public can be arranged by calling **(850) 626-6806.**

Hearing impaired clients may utilize the Florida Relay System by calling **1-800-955-8770.**

The CTC reserves the right to request that clients make reasonable adjustments in pick up times to effectively provide shared ride trips.

(b) Advanced notification. Advance reservations are recommended for more efficient scheduling of service. Please make advance reservations as soon as you can. Advance notification will increase the likelihood of meeting your specific transportation needs. Reservations will be scheduled based on driver/vehicle availability.

(c) Cancellation requirements. You may call our office to cancel a ride on the day of that trip. Cancellations should be done in enough time to inform the driver before leaving to pick up the client, two hours or more prior to the appointment time. The CTC's office or designated staff is the only way to cancel trips that will be occurring on future dates. Clients should never cancel future trips by means of a driver or a carrier. The CTC office number is **(850) 626-6806**. For after hours cancellation or issues, clients may call Vince Staten - Transportation Operations Manager at **(850) 326-1396** or **(850) 676-4011** or George Jarrell - Transportation Operations Scheduling Coordinator at **(850) 490-0542**.

(d) No show procedure. Failure to cancel a trip in the proper manner may result in a "no show." A no show occurs when:

1. The client is not ready within the five-minute window given at time of pick-up.
2. The client is not at the pre-arranged pick up point.
3. The client refuses to go when the driver arrives.
4. The client refuses to pay the required fare.

Penalties. Actions for excessive no-shows.

1. After a second no show occurs, a letter of warning is sent to the client from the CTC.
2. If a third infraction occurs within sixty days, a letter notifying the client that they have been suspended from service for a 30-day period will be sent out by the CTC.
3. Once the client has been reinstated and another three infractions occur within a sixty day period, the suspension is extended to 45 days. Once the client has been reinstated again and another three infractions occur within a sixty day period, the suspension will be extended to 60 days. The sponsoring agency may contact the CTC and reinstate their suspended client when unique situations result in a suspension. The agency is responsible for counseling the clients so future no-shows will be minimized.

There may be occasions when a client is not picked up through no fault of the client (CTC error). This is not a *no-show*. When this type of error occurs and the CTC's office is alerted, we will make every effort to return this trip into a priority trip.

Any client who rides under a co-payment program is responsible for payment each time they board the vehicle. All co-pays are the responsibility of the client.

(e) Backup / after-hours service. Whenever there is a delay due to a mechanical breakdown, traffic or weather conditions, the driver of the vehicle is responsible for making radio contact with the dispatcher and alerting them of the situation. The dispatcher will make every effort to contact the various agencies and/or family members of those clients.

When the cause of the delay is a breakdown or an accident that has disabled the vehicle, other available vehicles will be dispatched to assist in the transport of those clients.

In the event of an accident, the driver will immediately begin to check for any possible injuries. The driver will contact the dispatcher and report the accident and request assistance (ambulance, police, agencies) if needed. The dispatcher will then contact the Transportation Operations Manager to notify them of the accident. Other vehicles will be dispatched to assist in the transport of the clients. A detailed accident report will be completed by the driver, the dispatcher and the Operations Manager within 24 hours.

### **Eligibility**

**Non-Sponsor.** The CTC is responsible for verifying eligibility for the Transportation Disadvantaged Non-Sponsored program. To become eligible for this program, an application must be completed and submitted to the CTC's office and the individual must meet at least one of the following criteria: 1. Individual does not have a vehicle. 2. Individual cannot operate a vehicle. 3. Individual has no alternate form of transportation.

Individuals utilizing the Non-Sponsored Program may request trips for consecutive days providing the funding is available. This helps to reduce the number of phone calls coming into the reservation office. This procedure is only allowed based on current funding and may be changed or discontinued based on future funding levels.

### **Transportation Operators and Coordination Contractors**

There is presently one carrier participating in the Santa Rosa County Coordinated System.

**Tri-County Community Council (TCCC)** is the CTC and the primary operator/carrier of the Santa Rosa County coordinated system providing service as Santa Rosa Transportation. The contact person is **Vince Staten - Transportation Operations Manager, George Jarrell - Operations Scheduling Coordinator, or Joanne Landgraff - Office Manager**. The CTC provides curb to curb service to the ambulatory and wheelchair clientele for such programs as Non-sponsored, Council on Aging, Agency for Persons with Disabilities, Vocational Rehabilitation Services, Department of Transportation, Veterans Affairs, and the various other agencies who request transportation through the CTC's office. Service is provided 24 hours a day, seven days a week. Transportation service can be scheduled Monday through Friday 8:00 a.m. - 5:00 p.m. The CTC currently operates a mixed fleet of 12 vehicles.

### **Public Transit Utilization**

Tri-County Community Council, Inc. operates as the CTC for Santa Rosa County. There is no public fixed route transit system in Santa Rosa County.

### **School Bus Utilization**

School bus vehicles have not been incorporated into the coordinated program and no agreements are in place for the use of those vehicles.

## **Vehicle Inventory**

A Vehicle Inventory of the vehicles utilized by the Community Transportation Coordinator (CTC) as part of the coordinated system is included in the appendices.

## **System Safety Program Plan Certification**

Each Coordinator and any transportation operators from whom service is purchased or funded by local government, state or federal transportation disadvantaged funds, shall ensure the purchasers that their operations and services are in compliance with the safety requirements as specified in Section 341.061, Florida Statutes, and Chapter 14-90, F.A.C. The System Safety Program Plan certification can be found in the appendices.

## **Intercounty Services**

Coordinators are required to plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator.

## **Emergency Preparedness and Response**

In the event of an activation of an emergency situation within Santa Rosa County, the CTC's main goal is the continued safety and welfare of their clients. The CTC maintains consistent contact with Santa Rosa County Emergency Management Staff and Florida Department of Transportation Transit staff. Santa Rosa County's Public Information Office will provide updates on the availability of transportation disadvantaged services during an event through news releases and social media posts. In a worst case scenario, the CTC will provide County support for transportation services.

## **Educational Efforts/Marketing**

A marketing effort has been made by the CTC, which includes various speaking engagements at local agency fairs, seminars, and meetings. The CTC has also been responsible for posting fliers in various locations throughout the rural area. Various local agencies are also distributing brochures and notifying individuals of the services available.

In addition to this, public hearings and LCB meetings are advertised in the local newspaper inviting the general public to participate and voice their transportation concerns. The CTC also requests from the LCB assistance in marketing strategies to make the public aware of the \$1.00 tag renewal donations that will be placed into the non-sponsored program for Santa Rosa County.

\*The Florida-Alabama Transportation Planning Organization (FL-AL TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

## **Acceptable Alternatives**

Tri-County Community Council, Inc. is Santa Rosa County's public transportation system. If acceptable alternatives are identified, they are discussed during the Annual Evaluation and presented to the Local Coordinating Board (LCB). Costs associated with insurance requirements, standards, training, and other safety features prohibit providers from being brought into the coordinated system.

## **Service Standards**

Service standards are integral to the development and implementation of a quality transportation program to the transportation disadvantaged in a service area. Local service standards have been developed jointly by the Local Coordinating Board, the Planning Agency, and the Coordinator, consistent with those of the Commission. The following standards have been implemented by Tri-County Community Council.

**Drug and Alcohol Policy.** All operators participating in the coordinated system must adhere to Department of Transportation 49 CFR Part 40 and shall have a written Drug and Alcohol Policy in place to be in compliance with FTA and FHWA.

**Escorts and children.** Children under the age of 16 and individuals requiring special loading assistance will be required to be accompanied by an escort. The escorts must be able to provide the necessary assistance to the passenger. If agencies or clients are not providing escorts as required, the CTC reserves the right to refuse service. Exceptions will be permitted with prior approval of the Executive Director.

**Child Restraints.** All riders under the age of six must use a crash-tested, federally approved child restraint device. The child restraint devices will be provided by the CTC, funding source, or family. Request for child restraint device must be made at the time the trip is scheduled. In no event will a child under six be transported by a vehicle without a child restraint device.

**Rider Property.** Passengers will be allowed to bring up to two carry-on bags or packages on board the vehicle that can be securely placed in their lap or on the floor between the client's legs. Passengers must be able to independently carry any items brought onto the vehicle. Drivers will not be allowed to carry packages. Mobility or medical equipment (e.g., oxygen, cane, etc.) is not counted in the two items.

**Vehicle Transfer Points.** Vehicle transfer points will be located in a safe, well-lit and secured area that provides shelter.

**Local Toll Free Phone Number for Consumer Comment.** Toll free phone numbers will be included in the complaint process. The following numbers will be posted on letter size paper with 18 point or larger font in all vehicles.

Tri-County Community Council: 1-800-395-2696  
TD Ombudsman: 1-800-983-2435

**Out of Service Area Trips.** The CTC will provide out-of-service area trips based on trip purpose and funding source on a case-by-case basis.

**Vehicle Cleanliness.** All vehicles should be free of dirt, trash, and sand. All vehicle interiors and exteriors will be cleaned on a regular basis.

**Billing Requirements to Contracted Operators.** The CTC shall make payments to the operator within a seven (7) day period once payment has been received from an agency. Payment will be based upon reconciled driver manifests and completed monthly carrier reports.

Cancellations, no-shows, rejected claims, and uncorrectable accounts are not reimbursable.

**Rider/Trip Data.** The CTC will collect the name, phone number, address, funding source eligibility, and any other pertinent information on each client.

**Adequate Seating.** Vehicle seating will not exceed the manufacturer's recommended capacity.

**Driver Identification.** All drivers are required to have either picture identification or nametag displayed at all times while transporting passengers.

**Passenger Assistance.** All drivers will be required to assist those passengers needing or requesting assistance from exterior door to exterior door and on/off the vehicle.

**Smoking and Eating on Vehicles.** There will be no smoking at any time on any vehicles in the coordinated system.

**No-Show Policies.** Passenger no-shows are defined as trips not canceled prior to dispatch of the vehicle. Please see the accessing service portion of the TDSP update.

**Communication Equipment.** All vehicles will establish a two-way communication source through the utilization of cellular phone.

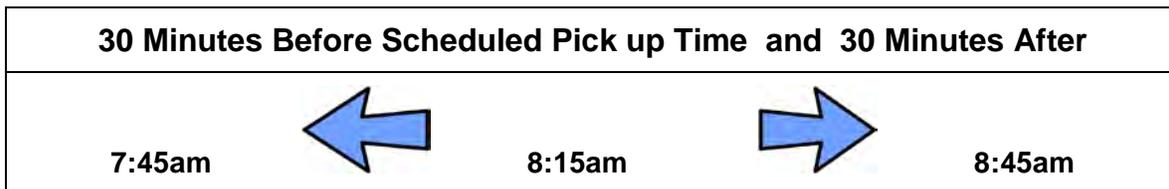
**Vehicle Air Conditioning and Heating Equipment.** All vehicles must have a workable air conditioning and heating system prior to the transport of passengers within the coordinated system. If the air conditioning/heating is not working properly, a backup vehicle will be assigned to the trip and repairs will be made to ensure proper working condition. If either element is not functioning properly, the operator is responsible for repairing prior to providing passenger service with that vehicle.

**First Aid Policy.** The CTC does require drivers to be trained in first aid.

**Cardiopulmonary Resuscitation.** The CTC does not require CPR unless mandated by funding source.

**Pick-Up Window.** Clients to be ready for pick up 30 minutes prior to their scheduled pick-up time. The “pick up window” for your trip will be 30 minutes before or 30 minutes after your scheduled pick up time. The driver will only wait five minutes for you to board from the beginning of the pick-up window. If you do not board within five minutes, the driver will notify dispatch, and depart without you and you will be considered a no-show.

*For example: Be ready at the beginning of the pickup window. If your scheduled pick-up time is 8:15 am your pick-up window begins at 7:45 a.m., so be ready at 7:45 a.m.*



Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up clients. For scheduled returns, pick-up should occur within 30 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand response trip will be worked into the existing schedule. This could result in an extended wait.

**On-Time Performance.** The primary operator will have a 90% on-time performance rate for all completed trips.

**Advance Reservation Requirements.** Prior day request is required.

**Public Transit Ridership.** There is currently no fixed-route public transit available in Santa Rosa County, except in a small portion of Gulf Breeze.

**Complaints.** Total complaints per year shall not exceed one-half of one percent (0.5% or 0.005) of the total trips per year. Each complaint will be addressed by the CTC. The LCB shall be briefed of each complaint and its status/resolution on a quarterly basis.

**Accidents.** One chargeable accident per 100,000 miles will be the maximum allowable number of accidents for the evaluation period.

**Road Calls.** There should be no less than 10,000 miles between road calls.

**Call Hold Time.** The CTC office has a system that will answer the ringing line and direct the call via menus to the appropriate party. As a result, reservationists no longer are required to place the client they are working

with on-hold to answer ringing lines. This will result in less interruptions and faster service for the client. When all reservationists are busy with call, 90% of those callers on hold should be attended to within a two-minute time frame.

**Driver Criminal Background Screening.** All drivers in the coordinated system must have a clear Level Two background screening prior to providing passenger service.

**Service Effectiveness.** The CTC and the LCB shall review the Annual Operating Report and determine acceptable levels for the performance measures that will be used to evaluate the service of effectiveness of the contracted operators.

**Contract Monitoring.** The CTC will perform at a minimum an annual evaluation of the contracted operator using the FDOT Safety Certification process.

**Riding Lifts.** Clients who are unable to step up on vehicles will be allowed to ride the lift on vehicles that meet the ADA safety standards; namely, those vehicles having hand rails. Drivers will not ride on the lifts unless unusual circumstances dictate. The safety of the clients is our primary concern.

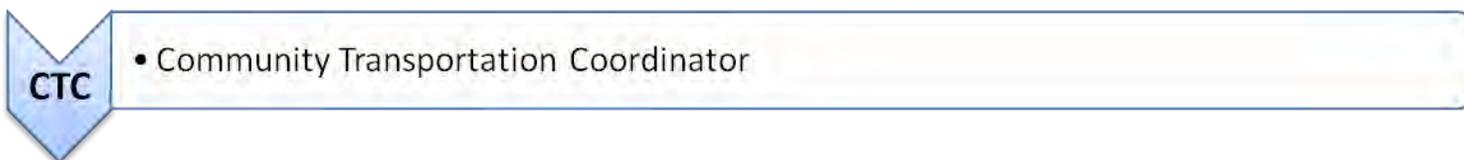
### **Local Complaint and Grievance Procedure/Process**

The Community Transportation Coordinator (CTC) has established the following grievance procedure as authorized by the Commission for the Transportation Disadvantaged pursuant to Chapter 427, Florida Statutes and Rule 41-2, F.A.C.

A formal grievance is a written complaint to document any concerns or an unresolved service complaint regarding the operation or administration of TD services. The CTC shall make every effort to resolve any problems at the complaint stage prior to becoming a grievance.

Any service complaints received by the CTC will be immediately investigated and every effort made to seek an appropriate and prompt resolution.

Step 1:



The CTC formal grievance process shall be open to addressing concerns by any person or agency including but not limited to: purchasing agencies, users, potential users, private-for-profit operators, private non-profit operators, the designated official planning agency, elected officials, and drivers.

By contacting the CTC office, a written copy of the grievance process and rider policies will be made available to anyone, upon request. The CTC will be responsible for posting on all vehicles in plain view of riders, including transportation subcontractors and coordination contractors, the contact person and telephone number for access to information regarding reporting service complaints or filing a formal grievance.

All grievances filed must contain the following information:

1. The name and address of the complainant.
2. A statement of the reasons for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
3. An explanation of the requested relief desired by the complainant.

All formal grievances submitted shall be mailed to:  
Tri-County Community Council, Inc.  
Attention: Executive Director  
PO Box 1210  
Bonifay, FL 32425  
1-800-395-2696

If parties concerned are still not in agreement, the grievance will be presented to the CTC's Board of Directors, within 10 working days of written notification that agreement by all parties has not been reached. The final decision of the CTC's Board of Directors, will be binding.

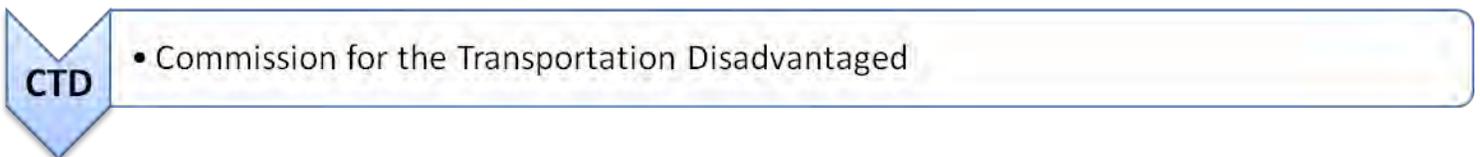
Step 2:



If the aggrieved party is not satisfied with the CTC decision, they may have the Local Coordinating Board (LCB) Grievance Committee hear the grievance and make recommendations to the CTC on their behalf.

To request a LCB Grievance Committee contact the Santa Rosa County Transportation Disadvantaged Coordinating Board Chair at P.O. Box 11399, Pensacola, FL 32524-1399 (phone 850-332-7976 x231 or 1-800-226-8914).

Step 3:



If satisfaction cannot be achieved at the local level, a grievance/complaint can be submitted to the Commission for the Transportation Disadvantaged (CTD) Ombudsman Program/TD Hotline at 1-800-983-2435.

Similar to the LCB, the Commission for the Transportation Disadvantaged can hear a grievance and make recommendations or advise the CTC. Apart from these grievance processes, aggrieved parties also have recourse through Chapter 120, F.S., administrative hearing process or the judicial court system.

**Note:** At any point in the grievance process, the grievant may submit the grievance to the, CTC, Local Coordinating Board (LCB) or the Commission for Transportation Disadvantaged Ombudsman.

### **CTC Monitoring Procedures of Operators and Coordination Contractors**

The agency conducts an annual evaluation of its Operators and Coordination Contractors to ensure contractual compliance. The agency monitors Operators and Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis to ensure compliance with the Safety System Program Plan, Commission and locally approved standards, and insurance requirements. A written letter and report are issued to the Operators and Coordination Contractors citing items that require corrections. A deadline is given for corrections to be made. A follow up monitoring is conducted if necessary.

**Coordination Contract Evaluation Criteria**

The agency conducts an annual evaluation of its Coordination Contractors to ensure contractual compliance. The agency monitors Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis. The evaluation report is provided to the Local Coordinating Board for review and approval of continuation of a coordination contract.

**COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION**

The Commission has established the Rate Calculation Model, a standard process for the development of rates for transportation services that are arranged or provided by the Coordinator. This model can be used by the Commission in comparing and approving rates to be paid to and used by Coordinators and in determining cost-based rates to be charged to all purchasing agencies.

The Rate Calculation Model Worksheets and Rates for Services are reviewed and updated annually. The Rate Calculation Model allows for annual changes to occur based on changes to the level of service, expenditures and revenues. The Commission’s rate calculation model is used to develop rates for non-sponsored trips. Other purchasing agencies have their methods of developing rates for transportation services using vehicle mile rates and pick up fees.

Rates for transportation services are included in the service rates summary table below. The summary details type of service provided, unit rate whether passenger mile or trip, and cost per unit.

The Commission for the Transportation Disadvantaged determined that combination rates would no longer be applicable and allowed each CTC to determine whether to use the passenger mile rate or passenger trip rate. The Santa Rosa County CTC has chosen to use the passenger mile rates. The Rate Model Worksheets for FY 2016/17 are located in the appendices for reference.

**Santa Rosa County  
Service Rates Summary**

TYPE OF SERVICE PROVIDED	UNIT	2015/16 Passenger Mile Rates Only	2016/17 Passenger Mile Rates Only
Ambulatory	Passenger Mile	\$ 2.46	\$ 2.60
Wheelchair	Passenger Mile	\$ 4.21	\$ 4.46
Stretcher	Passenger Mile	\$ 8.77	\$ 9.29

# Quality Assurance

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The Local Coordinating Board reviews and approves the Service Plan and it is submitted to the Commission for the Transportation Disadvantaged for final action. The Commission provides feedback on what areas of the plan need to be modified for next year.

The previous Transportation Disadvantaged Service Plan (TDSP) signed review letter and roll call sheet are included in the appendices. The previous TDSP was approved and no items were cited as deficient or inadequate.

## **Community Transportation Coordinator Evaluation Process**

A Local Coordinating Board subcommittee assists the planning agency in evaluating the Community Transportation Coordinator on an annual basis. The evaluation of the CTC is based on performance indicators, measures of effectiveness and efficiency, and level of coordination. The evaluation worksheets are included in the appendices.

In an effort to monitor the services provided to the transportation disadvantaged by the CTC, an annual survey of the riders is conducted. The data is used to identify areas where the CTC is achieving its goals and objectives and areas where they are not. The rider surveys were conducted at the beginning of the year.

A summary of the survey results along with a comparison of the previous two years are included in the appendices along with the comments that were submitted.

A vast majority of riders rated the service as “very good.” The survey results indicate that 63% of the trips were for medical/dental and 21% were for school/work purposes.

Also, it should be noted that 60% indicated using community transportation 11 or more days a month.

If community transportation was not provided, 54% indicated they would not be able to make the trip and 31% indicated they would carpool.

# Appendices

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Memorandum of Agreement between CTD and CTC

Transportation Disadvantaged Program Concept Chart

Organizational Chart

Vehicle Inventory

Safety System Program Plan (SSPP) Certifications

Glossary of Terms

Rider Survey Comments

Rider Survey Results & Comparisons

CTC Evaluation

Rate Model Worksheets



June 12, 2015

**Rick Scott**  
*Governor*

**David Darm**  
*Chairperson*

**Mike Willingham**  
*Vice Chairperson*

**Steve Holmes**  
*Executive Director*

Mr. Joel Paul  
Tri-County Community Council, Inc.  
PO Box 1210, Bonifay, FL 32425

RE: Santa Rosa County Community Transportation Coordinator Designation –  
Memorandum of Agreement # TD-1558

Dear Mr. Paul:

At the June 2, 2015 Business Meeting of the Florida Commission for the Transportation Disadvantaged, the Commission approved Tri-County Community Council to continue to serve as the Community Transportation Coordinator for Santa Rosa County. This designation is effective July 1, 2015 through June 30, 2020.

Please find enclosed a copy of the Memorandum of Agreement for coordination with your local area boards. The Transportation Disadvantaged Service Plan is due within the 120 days of the effective date of this MOA.

The Commission for the Transportation Disadvantaged appreciates your continued support and participation in the coordinated transportation system of Santa Rosa County. If you have any questions please contact me at (850) 410-5702.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cecile Del Moral', is written over a light blue horizontal line.

Cecile Del Moral  
Transportation Specialist,  
Project Manager, Area 1

Enclosure(s): MOA - Electronic Copy- PDF

cc: Mr. Howard Vanselow, Transportation Planner, West Florida Regional Planning

605 Suwannee Street, MS-49 Tallahassee, FL 32399-0450  
Phone: (850) 410-5700 Toll Free: (800) 983-2435 Fax: (850) 410-5752  
[www.dot.state.fl.us/ctd](http://www.dot.state.fl.us/ctd)

STATE OF FLORIDA  
COMMISSION FOR THE TRANSPORTATION DISADVANTAGED  
**MEMORANDUM OF AGREEMENT**

This Memorandum of Agreement is between the COMMISSION FOR THE TRANSPORTATION DISADVANTAGED, hereby referred to as the "Commission," and Tri-County Community Council Inc. P.O.Box 1210, Bonifay, Florida 32425, the COMMUNITY TRANSPORTATION COORDINATOR, designated pursuant to Chapter 427, F.S., to serve the transportation disadvantaged for the community that includes the entire area of Santa Rosa county(ies), and hereafter referred to as the "Coordinator."

This Agreement is made in consideration of the mutual benefits to both parties; said consideration acknowledged hereto by the parties as good and valuable consideration.

The Parties Agree:

The Coordinator Shall:

- A. Become and remain totally apprised of all of the Transportation Disadvantaged resources available or planned in their designated service area. This knowledge will be used to plan, coordinate, and implement the most cost effective transportation disadvantaged transit system possible under the economic and other conditions that exist in the designated service area.
- B. Plan and work with Community Transportation Coordinators in adjacent and other areas of the state to coordinate the provision of community trips that might be handled at a lower overall cost to the community by another Coordinator. This includes honoring any Commission-approved statewide certification program that allows for intercounty transportation opportunities.
- C. Arrange for all services in accordance with Chapter 427, Florida Statutes, and Rule 41-2, FAC, and as further required by the Commission and the local Coordinating Board approved Transportation Disadvantaged Service Plan.
- D. Return any acquired profits or surplus funds originating through the course of business as the Coordinator that are beyond the amount(s) specifically identified and approved in the accompanying Transportation Disadvantaged Service Plan. Such profits or funds shall be returned to the Coordinator's transportation system or to any subsequent Coordinator, as a total transportation system subsidy, to be applied to the immediate following operational year. The Coordinator will include similar language in all coordination contracts to assure that transportation disadvantaged related revenues are put back into transportation disadvantaged services.

E. Accomplish this Project by:

1. Developing a Transportation Disadvantaged Service Plan for approval by the local Coordinating Board and the Commission. Coordinators who are newly designated to a particular service area shall submit a local Coordinating Board approved Transportation Disadvantaged Service Plan, within 120 calendar days following the execution of the Coordinator's initial memorandum of agreement with the Commission, for approval by the Commission. All subsequent Transportation Disadvantaged Service Plans shall be submitted and approved with the corresponding memorandum of agreement. The approved Transportation Disadvantaged Service Plan will be implemented and monitored to provide for community-wide transportation services for purchase by non-sponsored transportation disadvantaged persons, contracting social service agencies, and other entities that use local, state, or federal government funds for the purchase of transportation for the transportation disadvantaged.
2. Maximizing the use of available public school transportation resources and public fixed route or fixed schedule transit services and assuring that private or public transit, paratransit operators, and school boards have been afforded a fair opportunity to participate to the maximum extent feasible in the planning process and in the development of the provisions of the Transportation Disadvantaged Service Plan for the transportation disadvantaged.
3. Providing or arranging 24-hour, 7-day per week transportation disadvantaged service as required in the designated service area by any Federal, State or Local Government agency sponsoring such services. The provision of said services shall be furnished in accordance with the prior notification requirements identified in the local Coordinating Board and Commission approved Transportation Disadvantaged Service Plan.
4. Complying with all local, state, and federal laws and regulations that apply to the provision of transportation disadvantaged services.
5. Submitting to the Commission an Annual Operating Report detailing demographic, operational, and financial data regarding coordination activities in the designated service area. The report shall be prepared on forms provided by the Commission and according to the instructions of said forms.

F. Comply with Audit and Record Keeping Requirements by:

1. Utilizing the Commission recognized Chart of Accounts defined in the *Transportation Accounting Consortium Model Uniform Accounting System for Rural and Specialized Transportation Providers* (uniform accounting system) for all transportation disadvantaged accounting and reporting purposes. Community Transportation Coordinators with existing and equivalent accounting systems are not required to adopt the Chart of Accounts in lieu of their existing Chart of Accounts but shall prepare all reports, invoices, and fiscal documents relating to the transportation disadvantaged functions and activities using the chart of accounts and accounting definitions as outlined in the above referenced manual.

2. Assuming the responsibility of invoicing for any transportation services arranged, unless otherwise stipulated by a purchase of service contract or coordination contract.
  3. Maintaining and filing with the Commission, local Coordinating Board, and all purchasing agencies/entities such progress, fiscal, inventory, and other reports as those entities may require during the period of this Agreement.
  4. Providing copies of finance and compliance audits to the Commission and local Coordinating Board as requested by the Commission or local Coordinating Board.
- G. Retain all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for a period of five (5) years after termination of this Agreement. If an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings. The Coordinator shall assure that these records shall be subject to inspection, review, or audit at all reasonable times by persons duly authorized by the Commission or this Agreement. They shall have full access to and the right to examine any of the said records and documents during the retention period.
- H. Comply with Safety Requirements by:
1. Complying with Section 341.061, F.S., and Rule 14-90, FAC, concerning System Safety; or complying with Chapter 234.051, F.S., regarding school bus safety requirements for those services provided through a school board; and
  2. Assuring compliance with local, state, and federal laws, and Commission policies relating to drug testing. Conduct drug and alcohol testing for safety sensitive job positions within the coordinated system regarding pre-employment, randomization, post-accident, and reasonable suspicion as required by the Federal Highway Administration and the Federal Transit Administration.
- I. Comply with Commission insurance requirements by maintaining at least minimum liability insurance coverage in the amount of \$200,000 for any one person and \$300,000 per occurrence at all times during the existence of this Agreement for all transportation services purchased or provided for the transportation disadvantaged through the Community Transportation Coordinator. Upon the execution of this Agreement, the Coordinator shall add the Commission as an additional **named insured** to all insurance policies covering vehicles transporting the transportation disadvantaged. In the event of any cancellation or changes in the limits of liability in the insurance policy, the insurance agent or broker shall notify the Commission. The Coordinator shall insure that contracting transportation operators and coordination contractors also maintain the same minimum liability insurance, or an equal governmental insurance program. Insurance coverage in excess of \$1 million per occurrence must be approved by the Commission and the local Coordinating Board before inclusion in the Transportation Disadvantaged Service Plan or in the justification of rates and fare structures. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida and written verification of insurance protection in accordance with Section 768.28, Florida Statutes, shall be provided to the Commission upon request.

- J. Safeguard information by not using or disclosing any information concerning a user of services under this Agreement for any purpose not in conformity with the local, state and federal regulations (45 CFR, Part 205.50), except upon order of a court, written consent of the recipient, or his/her responsible parent or guardian when authorized by law.
- K. Protect Civil Rights by:
1. Complying with state and federal laws including but not limited to laws regarding discrimination on the basis of sex, race, religion, age, disability, sexual orientation, or national origin. The Coordinator gives this assurance in consideration of and for the purpose of obtaining federal grants, loans, contracts (except contracts of insurance or guaranty), property, discounts, or other federal financial assistance to programs or activities receiving or benefiting from federal financial assistance and agreeing to complete a Civil Rights Compliance Questionnaire if so requested by the Commission.
  2. Agreeing that compliance with this assurance constitutes a condition of continued receipt of or benefit from federal financial assistance, and that it is binding upon the Coordinator, its successors, subcontractors, transferee, and assignees for the period during which such assistance is provided. Assure that all operators, subcontractors, subgrantee, or others with whom the Coordinator arranges to provide services or benefits to participants or employees in connection with any of its programs and activities are not discriminating against those participants or employees in violation of the above statutes, regulations, guidelines, and standards. In the event of failure to comply, the Coordinator agrees that the Commission may, at its discretion, seek a court order requiring compliance with the terms of this assurance or seek other appropriate judicial or administrative relief, to include assistance being terminated and further assistance being denied.
- L. To the extent allowed by Section 768.28, Florida Statutes, and only to the monetary and other limitations contained therein, indemnify and hold harmless the Commission and all of the Commission's members, officers, agents, and employees; purchasing agency/entity officers, agents, and employees; and the local, state, and federal governments from any claim, loss, damage, cost, charge or expense arising out of any act, action, neglect or omission by the Coordinator during the performance of this Agreement, whether direct or indirect, and whether to any person or property to which the Commission or said parties may be subject, except that neither the Coordinator nor any of its sub-contractors will be liable under this section for damages arising out of injury or damage to persons or property directly caused or resulting from the sole negligence of the Commission or any of its members, officers, agents or employees; purchasing agency/entity, officers, agents, and employees; and local, state, or federal governments. Nothing herein is intended to serve as a waiver of sovereign immunity by any agency/entity or Coordinator to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency/entity or political subdivision of the State of Florida or the federal government to be sued by third parties in any matter arising out of any Agreement or contract. Notwithstanding the foregoing, pursuant to Section 768.28, Florida Statutes, no agency or subdivision of the state shall be required to indemnify, insure, or assume any liability for the Commission's negligence.

- M. Comply with standards and performance requirements of the Commission, the local Coordinating Board approved Transportation Disadvantaged Service Plan, and any purchase of service contracting agencies/entities. Failure to meet the requirements or obligations set forth in this MOA, and performance requirements established and monitored by the local Coordinating Board in the approved Transportation Disadvantaged Service Plan, shall be due cause for non-payment of reimbursement invoices until such deficiencies have been addressed or corrected to the satisfaction of the Commission.
- N. Comply with subcontracting requirements by executing or negotiating contracts for transportation services with Transportation Operators and Coordination Contractors, and assuring that the conditions of such contracts are maintained. The requirements of Part 1, Paragraph E.5. through M are to be included in all contracts, subcontracts, coordination contracts, and assignments made by the Coordinator for services under this Agreement. Said contracts, subcontracts, coordination contracts, and assignments will be reviewed and approved annually by the Coordinator and local Coordinating Board for conformance with the requirements of this Agreement.
- O. Comply with the following requirements concerning drivers and vehicles:
1. Drivers for paratransit services, including coordination contractors, shall be required to announce and identify themselves by name and company in a manner that is conducive to communications with the specific passenger, upon pickup of each rider, group of riders, or representative, guardian, or associate of the rider, except in situations where the driver regularly transports the rider on a recurring basis. Each driver must have photo identification that is in view of the passenger. Name patches, inscriptions or badges that affix to driver clothing are acceptable. For transit services, the driver photo identification shall be in a conspicuous location in the vehicle.
  2. The paratransit driver shall provide the passenger with boarding assistance, if necessary or requested, to the seating portion of the vehicle. The boarding assistance shall include opening the vehicle door, fastening the seat belt or utilization of wheelchair securement devices, storage of mobility assistive devices, and closing the vehicle door. In certain paratransit service categories, the driver may also be required to open and close doors to buildings, except in situations in which assistance in opening/closing building doors would not be safe for passengers remaining on the vehicle. Assisted access must be in a dignified manner. Drivers may not assist wheelchair up or down more than one step, unless it can be performed safely as determined by the passenger, guardian, and driver.
  3. All vehicles shall be equipped with two-way communications in good working order and be audible to the driver at all times to the base.
  4. All vehicles providing service within the coordinated system, shall have working air conditioners and heaters in each vehicle. Vehicles that do not have a working air conditioner or heater will be scheduled for repair or replacement as soon as possible.

**P. Comply with other requirements as follows:**

- 1. Transport an escort of a passenger and dependent children as locally negotiated and identified in the local Transportation Disadvantaged Service Plan.**
- 2. Determine locally in the Transportation Disadvantaged Service Plan, the use, responsibility, and cost of child restraint devices.**
- 3. Transport with the passenger at no additional charge, passenger property that can be carried by the passenger and/or driver in one trip and can be safely stowed on the vehicle. Additional requirements may be negotiated for carrying and loading rider property beyond this amount. Passenger property does not include wheelchairs, child seats, stretchers, secured oxygen, personal assistive devices, or intravenous devices.**
- 4. Provide shelter, security, and safety of passengers at vehicle transfer points.**
- 5. Post a local or other toll-free number for complaints or grievances inside each vehicle. The local complaint process shall be outlined as a section in the local Transportation Disadvantaged Service Plan including advising the dissatisfied person about the Commission's Ombudsman Program as a step within the process as approved by the local Coordinating Board.**
- 6. Provide out-of-service-area trips, when determined locally and approved by the local Coordinating Board, except in instances where local ordinances prohibit such trips.**
- 7. Keep interior of all vehicles free from dirt, grime, oil, trash, torn upholstery, damaged or broken seats, protruding metal or other objects or materials which could soil items placed in the vehicle or provide discomfort for the passenger.**
- 8. Determine locally by the local Coordinating Board and provide in the local Transportation Disadvantaged Service Plan the billing requirements of the Community Transportation Coordinator. All bills shall be paid to subcontractors within 7 calendar days after receipt of said payment by the Coordinator, in accordance with Section 287.0585, Florida Statutes.**
- 9. Maintain or have access to a passenger/trip database on each rider being transported within the system.**
- 10. Provide each rider and escort, child, or personal care attendant adequate seating for paratransit services. No more passengers than the registered passenger seating capacity shall be scheduled or transported in a vehicle at any time. For transit services provided by transit vehicles, adequate seating or standing space will be provided to each rider and escort, child, or personal care attendant, and no more passengers than the registered passenger seating or standing capacity shall be scheduled or transported in a vehicle at any time.**

11. First Aid shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.
12. Cardiopulmonary Resuscitation shall be determined locally and provided in the local Transportation Disadvantaged Service Plan.

II. The Commission Shall:

- A. Recognize the Coordinator as the entity described in Section 427.011(5), Florida Statutes, and Rule 41-2.002(4), F.A.C.
- B. Attempt to insure that all entities with transportation disadvantaged funds will purchase transportation disadvantaged services through the Coordinator's system.

III. The Coordinator and the Commission Further Agree:

- A. Nothing in this Agreement shall require the Commission to observe or enforce compliance with any provision thereof, perform any other act or do any other thing in contravention of any applicable state law. If any of the provisions of this Agreement is found by a court of law to violate any applicable state law, the purchasing agency/entity will at once notify the Commission in writing in order that appropriate changes and modifications may be made by the Commission and the Coordinator to the end that the Coordinator may proceed as soon as possible with the provision of transportation services.
- B. If any part or provision of this Agreement is held invalid, the remainder of this Agreement shall be binding on the parties hereto.
- C. Termination Conditions:
  1. Termination at Will - This Agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt required, or in person with proof of delivery.
  2. Termination for Breach - Unless the Coordinator's breach is waived by the Commission in writing, the Commission may, by written notice to the Coordinator, terminate this Agreement upon no less than twenty-four (24) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver by the Commission of breach of any provision of this Agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of this Agreement, and shall not act as a waiver or estoppel to enforcement of any provision of this Agreement. The provisions herein do not limit the Commission's right to remedies at law or to damages.
- D. This agreement will expire unless an extension is granted to the Coordinator in writing by the Commission, in accordance with Chapter 287, Florida Statutes.
- E. Renegotiations or Modifications of this Agreement shall only be valid when they have been reduced to writing, duly approved by the Commission, and signed by both parties hereto.

F. Notice and Contact:

The name and address of the contract manager for the Commission for this Agreement is: **Executive Director, 605 Suwannee Street, MS-49, Tallahassee, FL 32399-0450**. The representative/position of the Coordinator responsible for administration of the program under this Agreement is:

Name and Title: \_\_\_\_\_

Department: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

In the event that either party designates different representatives after execution of this Agreement, notice of the name and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this Agreement.

This document has been reviewed in its entirety and approved by the local Coordinating Board at its official meeting held on

April 7, 2015

  
\_\_\_\_\_  
Coordinating Board Chairperson, Commissioner Rob Williamson

WITNESS WHEREOF, the parties hereto have caused these presents to be executed.

COMMUNITY TRANSPORTATION  
COORDINATOR:

STATE OF FLORIDA, COMMISSION FOR  
THE TRANSPORTATION DISADVANTAGED:

Tri-County Community Council, Inc  
Agency Name

Steve Holmes  
Printed Name of Authorized Individual

Joel Paul, Jr.  
Printed Name of Authorized Individual

Signature: 

Signature: 

Title: Executive Director

Title: Executive Director

# Transportation Disadvantaged Program Concept Chart

Figure 1

## Organization of Florida's Coordinated Transportation Program

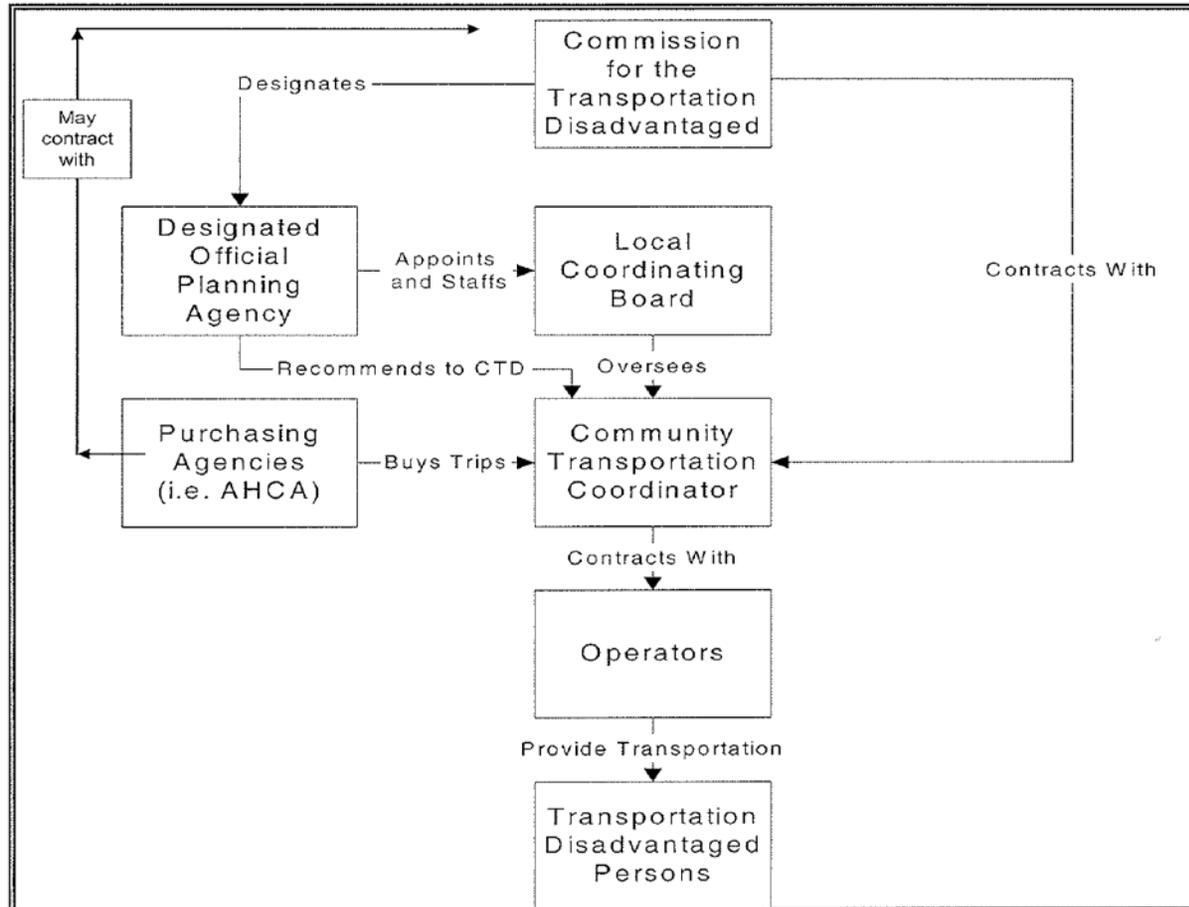
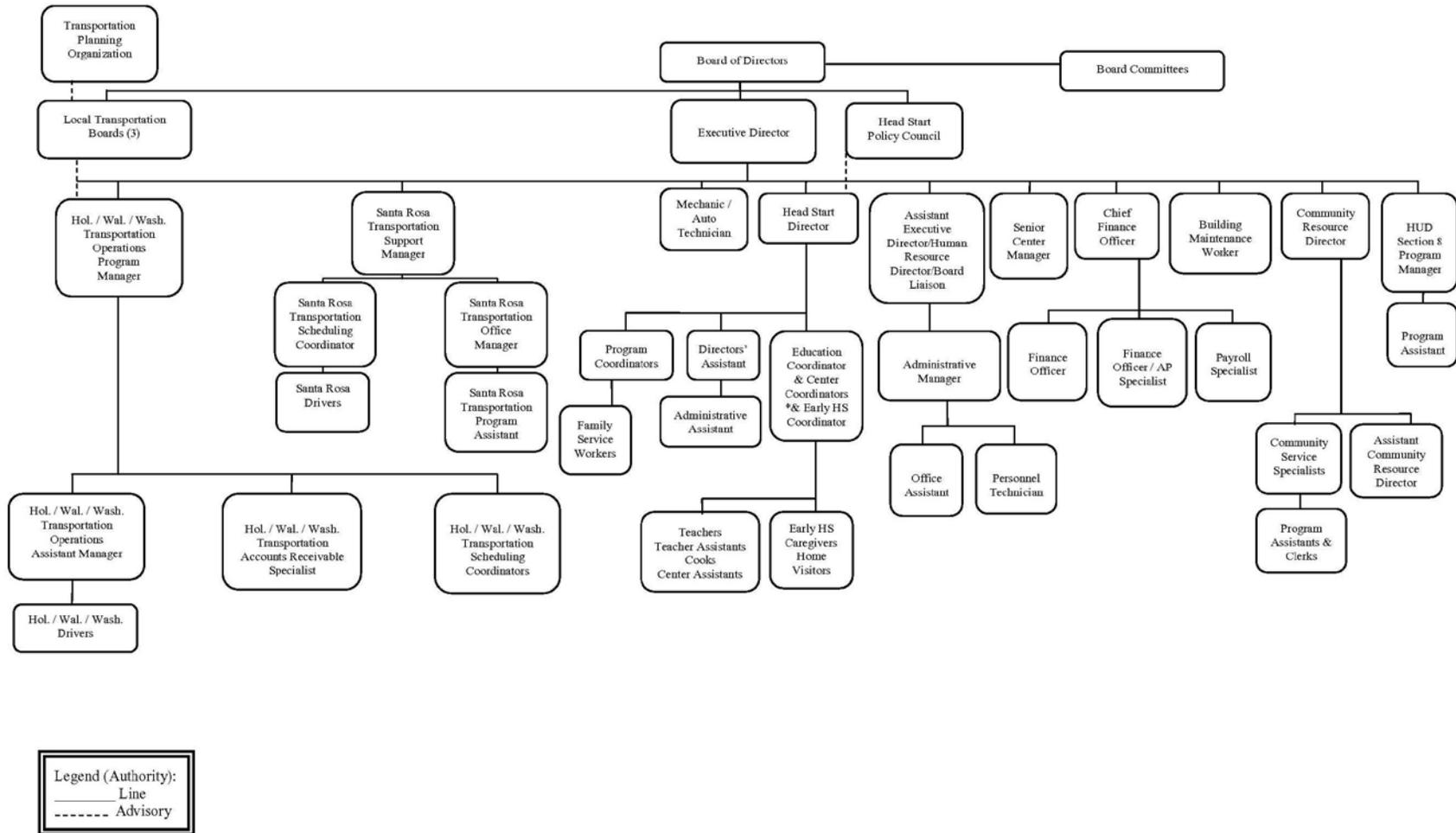


Figure 2

Tri-County Community Council, Inc.  
Organizational Chart



Reviewed 4-25-16

Santa Rosa County  
6051 Old Bagdad Highway, Suite 202  
Milton, FL 32583

VEHICLE INVENTORY  
SANTA ROSA COUNTY

YEAR	MAKE	MODEL	SERIAL #	VEHICLE #	May 2016 MILEAGE	FUNDING SOURCE	CAPACITY	TYPE	ADA ACCESSIBLE	DOT#	TAG NUMBER	DATE ADDED TO INVENTORY	EXP YEAR (DOT LIFE EXPECTANCY)	TITLES ON FILE
2009	CHEV.	4500	1GB34V1G89F404097	97	177,324	JARC	18 A & 2 W/C OR 20 A	I	YES		YB386	1/2/2015		FL-AL TPO
2009	CHEV.	4500	1GBE4V1G99F403945	945	169,215	JARC	18 A & 2 W/C OR 20 A	I	YES		YB835	1/2/2015		FL-AL TPO
2013	FORD	E-250	1FTNE2EL0DDA63619	8	121,957	DOT - 5310	9A	II	NO	92359	TD1913	1/2/2015	2018	SANTA ROSA COUNTY
2009	FORD	E-250	1FTNE24L69DA92602	9	242,775	DOT-ARRA	9A	II	NO	80313	TC4067	1/2/2015	2014	SANTA ROSA COUNTY
2010	CHEV.	CHAMPION	1GBJG31K91173348	10	296,674	DOT-ARRA	4W/2A OR 2W/6A	II	YES	80315	TC3729	1/2/2015	2015	SANTA ROSA COUNTY
2014	FORD	E-250	1FTNE2EL2EDB15252	13	29,766	DOT - 5310	9A	II	NO	92387	TD8429	4/13/2015	2019	SANTA ROSA COUNTY
2014	FORD	E-250	1FTNE2EL2EDB15253	14	50,913	DOT - 5311	9A	II	NO	92386	TD8428	4/13/2015	2019	SANTA ROSA COUNTY
2016	FORD	Champion	1FDEE3FL3GDC13596	15	21,953	DOT-5310	4W/2A OR 2W/6A	II	YES	93340	TE7484	4/20/2015	2021	SANTA ROSA COUNTY
2016	FORD	Champion	1FDEE3FL5GDC13597	16	14,434	DOT-5310	4W/2A OR 2W/6A	II	YES	93341	TE7483	4/20/2015	2021	SANTA ROSA COUNTY
2016	FORD	Champion	1FDEE3FL8GDC17062	17	13,583	DOT-5310	4W/2A OR 2W/6A	II	YES	93336	TE1455	4/20/2015	2021	SANTA ROSA COUNTY
2016	FORD	Champion	1FDEE3FL8GDC17063	18	15,337	DOT-5310	4W/2A OR 2W/6A	II	YES	93337	TE1456	4/20/2015	2021	SANTA ROSA COUNTY
2016	FORD	Champion	1FDEE3FL8GDC17064	19	15,784	DOT-5310	4W/2A OR 2W/6A	II	YES	93338	TE7485	4/20/2015	2021	SANTA ROSA COUNTY
2016	FORD	Champion	1FDEE3FL8GDC17065	20	20,698	DOT-5310	4W/2A OR 2W/6A	II	YES	93339	TE7486	4/20/2015	2021	SANTA ROSA COUNTY

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATION OF COMPLIANCE**  
for  
PUBLIC-SECTOR BUS TRANSIT SYSTEMS  
(Certifying compliance with F.S. 341.061 & RULE14-90 F.A.C.)  
to  
Florida Department of Transportation

*This Certifies year 2015.*

DATE: 1-11-2016

TRANSIT SYSTEM: Tri-County Community Council, Inc.

ADDRESS: P.O. Box 1210 ; 302 North Oklahoma Street, Bonifay, Florida 32425

In accordance with Florida Statute 341.061, the Bus Transit System named above and Private Contract Bus Transit System(s) (listed below), hereby certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) & Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. Compliance with adopted safety standards in the SSPP & SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, FAC.

Signature: \_\_\_\_\_



Name: Joel Paul, Jr.

(Type or Print)

Title: Executive Director

Name and address of entity (ies) which has (have) performed safety inspections:

Name/Company: Santa Rosa County – Florida Stores of Milton

Address: 6715 Caroline Street, Milton, FL 32570

Contact: Vince Staten (850) 547-3688

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION  
**CERTIFICATION OF COMPLIANCE**  
for  
SECTION 5311 SUBRECIPIENT  
(Certifying compliance with 49 CFR Part 40, 655)  
To  
Florida Department of Transportation

Date: 1-11-2016

**SECTION 5311 Subrecipient Information:**

**FDOT District Office Information:**

AGENCY NAME: Tri-County Community Council, Inc. Name: FDOT, District 3, Public Transit Office

ADDRESS: P.O. Box 1210, Bonifay, FL 32425 ADDRESS: P. O. Box 607, Chipley, FL 32428

PHONE: (850) 547-3689 PHONE: \_\_\_\_\_

I, Joel Paul, Jr., Executive Director  
(Name) (Title)

hereby certify that Tri-County Community Council, Inc. and its applicable contractor(s) (listing attached hereto) for  
(Name of Subrecipient)

Tri-County Community Council, Inc., has (have) established and implemented an anti-drug and alcohol misuse prevention  
(Name of Subrecipient)  
programs in accordance with the provisions of 49 CFR Parts 40 and 655, as amended. I further certify that the employee  
training conducted under this part meets the requirements of 49 CFR Parts 40 and 655, as amended.

  
Signature

Attachment: (Applicable Contractor(s) - Name, Address, Phone#, Contact Person)

## Glossary of Terms

### Commission for the Transportation Disadvantaged - Glossary of Terms and Abbreviations

The following glossary is intended to coordinate terminology within the Florida Coordinated Transportation System. It is imperative that when certain words or phrases are used, the definition must be universally acknowledged.

**Accidents:** when used in reference to the AOR, the total number of reportable accidents that occurred through negligence of the transportation provider whereby the result was either property damage of \$1,000.00 or more, or personal injury that required evacuation to a medical facility, or a combination of both.

**(AER)** Actual Expenditure Report: an annual report completed by each state member agency and each official planning agency, to inform the Commission in writing, before September 15 of each year, of the specific amount of funds the agency expended for transportation disadvantaged services.

**Advance Reservation Service:** shared or individual paratransit service that is readily delivered with at least prior day notification, seven days a week, 24 hours a day.

**Agency:** an official, officer, commission, authority, council, committee, department, division, bureau, board, section, or any other unit or entity of the state or of a city, town, municipality, county, or other local governing body or a private non-profit transportation service providing entity.

**(ADA)** Americans with Disabilities Act: a federal law, P.L. 101-336, signed by the President of the United States on July 26, 1990 providing protection for persons with disabilities.

**(AOR)** Annual Operating Report: an annual report prepared by the community transportation coordinator detailing its designated service area operating statistics for the most recent operating year.

**(APR)** Annual Performance Report: an annual report issued by the Commission for the Transportation Disadvantaged that combines all the data submitted in the Annual Operating Reports and the CTD Annual Report.

**(ASE)** Automotive Service Excellence: a series of tests that certify the skills of automotive technicians in a variety of maintenance areas.

**Availability:** a measure of the capability of a transportation system to be used by potential riders, such as the hours the system is in operation, the route spacing, the seating availability, and the pickup and delivery time parameters.

**Bus:** any motor vehicle designed for carrying more than 10 passengers and used for the transportation of persons of compensation.

**Bus Lane:** a street or highway lane intended primarily for buses, either all day or during specified periods, but used by other traffic under certain circumstances.

**Bus Stop:** a waiting, boarding, and disembarking area, usually designated by distinctive signs and by curbs or pavement markings.

**(CUTR)** Center for Urban Transportation Research: a research group located at the University of South Florida's College of Engineering.

**(CMBE)** Certified Minority Business Enterprise: any small business concern which is organized to engage in commercial transactions, which is domiciled in Florida, and which is at least 51 percent owned by minority persons and whose management and daily operations are controlled by such persons. These businesses should be certified by the Florida Department of management Services.

**Chapter 427**, Florida Statutes: the Florida statute establishing the Commission for the Transportation Disadvantaged and prescribing its duties and responsibilities.

**Commendation:** any written compliment of any aspect of the coordinated system, including personnel, vehicle, service, etc.

**(CDL)** Commercial Driver's License: a license required if a driver operates a commercial motor vehicle, including a vehicle that carries 16 or more passengers (including the driver), or a vehicle weighing more than 26,000 pounds.

**Commission: the Commission for the Transportation Disadvantaged** as authorized in Section 427.013, Florida Statutes.

**(CTD)** Commission for the Transportation Disadvantaged: an independent agency created in 1989 to accomplish the coordination of transportation services provided to the transportation disadvantaged. Replaced the Coordinating Council on the Transportation Disadvantaged.

**(CTC)** Community Transportation Coordinator: (formerly referred to as A coordinated community transportation provider) a transportation entity competitively procured or recommended by the appropriate official planning agency and local Coordinating Board and approved by the Commission, to ensure that safe, quality coordinated transportation services are provided or arranged in a cost effective manner to serve the transportation disadvantaged in a designated service area.

**Competitive Procurement:** obtaining a transportation operator or other services through a competitive process based upon Commission-approved procurement guidelines.

**Complaint:** any written customer concern involving timeliness, vehicle condition, quality of service, personnel behavior, and other operational policies.

**Complete (or Full) Brokerage:** type of CTC network in which the CTC does not operate any transportation services itself, but contracts with transportation operators for the delivery of all transportation services.

**Coordinated Transportation System:** includes the CTC, the transportation operators and coordination contractors under contract with the CTC, the official planning agency, and local Coordinating Board involved in the provision of service delivery to the transportation disadvantaged within the designated service area.

**Coordinated Trips:** passenger trips provided by or arranged through a CTC.

**Coordinating Board:** an entity in each designated service area composed of representatives who provide assistance to the community transportation coordinator relative to the coordination of transportation disadvantaged services.

**Coordination:** the arrangement for the provision of transportation services to the transportation disadvantaged in a manner that is cost effective, safe, efficient, and reduces fragmentation and duplication of services. Coordination is not the same as total consolidation of transportation disadvantaged services in any given service area.

**Coordination Contract:** a written contract between the community transportation coordinator and an agency who receives transportation disadvantaged funds and performs some, if not all of, its own services, as well as services to others, when such service has been analyzed by the CTC and proven to be a safer, more effective and more efficient service from a total system perspective. The Commission's standard contract reflects the specific terms and conditions that will apply to those agencies who perform their own transportation, as well as joint utilization and cost provisions for transportation services to and from the coordinator.

**Deadhead:** the miles or hours that a vehicle travels when out of revenue service. From dispatch point to first pickup, and from last drop-off to home base, or movements from home base to maintenance garage or fuel depot, and return.

**Demand Response:** a paratransit service that is readily delivered with less than prior day notification, seven days a week, 24 hours a day. This service can be either an individual or shared ride.

**Designated Service Area:** a geographical area subject to approval by the Commission, which defines the community where coordinated transportation services will be provided to the transportation disadvantaged.

**Disabled Passenger:** anyone which a physical or mental impairment that substantially limits at least one of the major life activities (i.e., caring for one's self, walking, seeing, hearing, speaking, learning).

**Dispatcher:** the person responsible for having every scheduled run leave the yard or garage on time and maintain a schedule, matching the work force with the workload on a minute-by-minute basis. In demand-response transportation, the person who assigns the customer to vehicles and notifies the appropriate drivers.

**Driver Hour:** the period of one hour that a person works whose main responsibility is to drive vehicles.

**Economies of Scale:** cost savings resulting from combined resources (e.g., joint purchasing agreements that result in a lower cost per gallon or quantity discount for fuel).

**Effectiveness Measure:** a performance measure that indicates the level of consumption per unit of output. Passenger trips per vehicle mile is an example of an effectiveness measure.

**Efficiency Measure:** a performance measure that evaluates the level of resources expended to achieve a given level of output. An example of an efficiency measure is operating cost per vehicle mile.

**Emergency:** any occurrence, or threat thereof, whether accidental, natural or caused by man, in war or in peace, which results or may result in substantial denial of services to a designated service area for the transportation disadvantaged.

**Emergency Fund:** transportation disadvantaged trust fund monies set aside to address emergency situations and which can be utilized by discreet contract, without competitive bidding, between the Commission and an entity to handle transportation services during a time of emergency.

**Employees:** the total number of persons employed in an organization.

**Fixed Route:** (also known as Fixed Route/Fixed Schedule) service in which the vehicle(s) repeatedly follows a consistent time schedule and stopping points over the same route, whereby such schedule, route or service is not at the users request (e.g. conventional city bus, fixed guideway).

**(FAC)** Florida Administrative Code: a set of administrative codes regulating the state of Florida.

**(FCTS)** Florida Coordinated Transportation System: a transportation system responsible for coordination and service provisions for the transportation disadvantaged as outlined in Chapter 427, Florida Statutes.

**(FDOT)** Florida Department of Transportation: a governmental entity. The CTD is housed under the Florida Department of Transportation for administrative purposes.

**(FS)** Florida Statutes: the laws governing the state of Florida.

**(FTE)** Full Time Equivalent: a measure used to determine the number of employees based on a 40-hour work-week. One FTE equals 40 work hours per week.

**(FAC)** Fully Allocated Costs: the total cost, including the value of donations, contributions, grants or subsidies, of providing coordinated transportation, including those services which are purchased through transportation operators or provided through coordination contracts.

**General Trips:** passenger trips by individuals to destinations of their choice, not associated with any agency program.

**Goal:** broad conditions that define what the organization hopes to achieve.

**Grievance Process:** a formal plan that provides a channel for the adjustment of grievances through discussions at progressively higher levels of authority, culminating in mediation, if necessary.

**In Service:** the time a vehicle begins the route to provide transportation service to the time the route is completed.

**In-Take Clerk/ Reservationist:** an individual whose primary responsibility is to accept requests for trips, enter dates on requests, determine eligibility and provide customer service.

**Latent Demand:** demand that is not active (I.E., the potential demand of persons who are not presently in the market for a good or service).

**Limited Access:** the inability of a vehicle, facility or equipment to permit entry or exit to all persons. Lack of accessibility of vehicle, facility or other equipment.

**Load Factor:** the ratio of use to capacity of equipment or a facility during a specified time period.

**Local Government:** an elected and/or appointed public body existing to coordinate, govern, plan, fund, and administer public services within a designated, limited geographic area of the state.

**Local Government Comprehensive Plan:** a plan that meets the requirements of Sections 163.3177 and 163.3178, Florida Statutes.

**(LCB)** Local Coordinating Board: an entity in each designated service area composed of representatives appointed by the official planning agency. Its purpose is to provide assistance to the community transportation coordinator concerning the coordination of transportation-disadvantaged services.

**(MIS)** Management Information System: the mechanism that collects and reports key operating and financial information for managers on a continuing and regular basis.

**(MOA)** Memorandum of Agreement: the state contract included in the transportation disadvantaged service plan for transportation disadvantaged services purchased by federal, state, or local government transportation disadvantaged funds. This agreement is between the Commission and the community transportation coordinator and recognizes the community transportation coordinator as being responsible for the arrangement of the provision of transportation-disadvantaged services for a designated service area.

**(MPO)** Metropolitan Planning Organization: the area-wide organization responsible for conducting the continuous, cooperative and comprehensive transportation planning and programming in accordance with the provisions of 23 U.S.C.s. 134, as provided in 23 U.S.C.s. 104(f)(3). Also serves as the official planning agency referred to in Chapter 427, F.S. Many MPOs have been renamed as TPOs (Transportation Planning Organizations).

**Network type:** describes how a community transportation coordinator provides service, whether as a complete brokerage, partial brokerage, or sole provider.

**Non-coordinated Trip:** a trip provided by an agency, entity, or operator who is in whole or in part subsidized by local, state, or federal funds, and who does not have coordinator/operator contract with the community transportation coordinator.

**Non-sponsored Trip:** transportation disadvantaged services that are sponsored in whole by the Transportation Disadvantaged Trust Fund.

**Objective:** specific, measurable conditions that the organization establishes to achieve its goals.

**Off Peak:** a period of day or night during which travel activity is generally low and a minimum of transit service is operated.

**(OPA)** Official Planning Agency: the official body or agency designated by the Commission to fulfill the functions of transportation disadvantaged planning. The Metropolitan Planning Organization shall serve as the planning agency in areas covered by such organizations.

**Operating Cost:** the sum of all expenditures that can be associated with the operation and maintenance of the system during the particular period under consideration.

**Operating Cost per Driver Hour:** operating costs divided by the number of driver hours, a measure of the cost efficiency of delivered service.

**Operating Cost per Passenger Trip:** operating costs divided by the total number of passenger trips, a measure of the efficiency of transporting riders. One of the key indicators of comparative performance of transit properties since it reflects both the efficiency with which service is delivered and the market demand for the service.

**Operating Cost per Vehicle Mile:** operating costs divided by the number of vehicle miles, a measure of the cost efficiency of delivered service.

**Operating Environment:** describes whether the community transportation coordinator provides service in an urban or rural service area.

**Operating Expenses:** sum of all expenses associated with the operation and maintenance of a transportation system.

**Operating Revenues:** all revenues and subsidies utilized by the operator in the provision of transportation services.

**Operating Statistics:** data on various characteristics of operations, including passenger trips, vehicle miles, operating costs, revenues, vehicles, employees, accidents and roadcalls.

**Operator Contract:** a written contract between the community transportation coordinator and a transportation operator to perform transportation services.

**Organization Type:** describes the structure of a community transportation coordinator, whether it is a private-for-profit, private non-profit, government, quasi-government, or transit agency.

**Paratransit:** elements of public transit that provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon between the user and the provider of the service. Paratransit services are provided by sedans, vans, buses, and other vehicles.

**Partial Brokerage:** type of CTC network in which the CTC provides some of the on-street transportation services and contracts with one or more other transportation operators to provide the other portion of the on-street transportation disadvantaged services, including coordination contractors.

**Passenger Miles:** a measure of service utilization, which represents the cumulative sum of the distances ridden by each passenger. This is a duplicated mileage count. For example: If 10 people ride together for 10 miles, there would be 100 passenger miles.

**Passenger Trip:** a unit of service provided each time a passenger enters the vehicle, is transported, then exits the vehicle. Each different destination would constitute a passenger trip. This unit of service is also known as a one-way passenger trip.

**Passenger Trips per Driver Hour:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of driver hours.

**Passenger Trips per Vehicle Mile:** a performance measure used to evaluate service effectiveness by calculating the total number of passenger trips divided by the number of vehicle miles.

**Performance Measure:** statistical representation of how well an activity, task, or function is being performed. Usually computed from operating statistics by relating a measure of service output or utilization to a measure of service input or cost.

**Potential TD Population:** (formerly referred to as TD Category I) includes persons with disabilities, senior citizens, low-income persons, and high risk or at risk children. These persons are eligible to receive certain governmental and social service agency subsidies for program-related trips.

**Program Trip:** a passenger trip supplied or sponsored by a human service agency for the purpose of transporting clients to and from a program of that agency (e.g., sheltered workshops, congregate dining, and job training).

**Public Transit:** means the transporting of people by conveyances or systems of conveyances traveling on land or water, local or regional in nature, and available for use by the public. Public transit systems may be governmental or privately owned. Public transit specifically includes those forms of transportation commonly known as paratransit.

**Purchased Transportation:** transportation services provided for an entity by a public or private transportation provider based on a written contract.

**(QAPE)** Quality Assurance and Program Evaluation.

**(RBF)** Request for Bids: a competitive procurement process.

**(RFP)** Request for Proposals: a competitive procurement process.

**(RFQ)** Request for Qualifications: a competitive procurement process.

**Reserve Fund:** transportation disadvantaged trust fund monies set aside each budget year to insure adequate cash is available for incoming reimbursement requests when estimated revenues do not materialize.

**Revenue Hours:** total vehicle hours used in providing passenger transportation, excluding deadhead time.

**Revenue Miles:** the total number of paratransit service miles driven while TD passengers are actually riding on the vehicles. This figure should be calculated from first passenger pick-up until the last passenger drop-off, excluding any breaks in actual passenger transport. For example: if 10 passengers rode 10 miles together, there would be 10 revenue miles.

**Ridesharing:** the sharing of a vehicle by clients of two or more agencies, thus allowing for greater cost efficiency and improved vehicle utilization.

**Roadcall:** any in-service interruptions caused by failure of some functionally necessary element of the vehicle, whether the rider is transferred or not. Roadcalls exclude accidents.

**Rule 41-2, F.A.C.:** the rule adopted by the Commission for the Transportation Disadvantaged to implement provisions established in Chapter 427, F.S.

**Scheduler:** a person who prepares an operating schedule for vehicles on the basis of passenger demand, level of service, and other operating elements such as travel times or equipment availability.

**Shuttle:** a transit service that operates on a short route, or in a small geographical area, often as an extension to the service of a longer route.

**Sole Provider:** (also referred to as Sole Source) network type in which the CTC provides all of the transportation disadvantaged services.

**Sponsored Trip:** a passenger trip that is subsidized in part or in whole by a local, state, or federal government funding source (not including monies provided by the TD Trust Fund).

**Standard:** something established by authority, custom, or general consent as a model or example.

**Stretcher Service:** a form of non-emergency paratransit service whereby the rider is transported on a stretcher, litter, gurney, or other device that does not meet the dimensions of a wheelchair as defined in the Americans with Disabilities Act.

**Subscription Service:** a regular and recurring service in which schedules are prearranged, to meet the travel needs of riders who sign up for the service in advance. The service is characterized by the fact that the same passengers are picked up at the same location and time and are transported to the same location, and then returned to the point of origin in the same manner.

**(SSPP) System Safety Program Plan:** a documented organized approach and guide to accomplishing a system safety program set forth in Florida Rule 14-90.

**Total Fleet:** this includes all revenue vehicles held at the end of the fiscal year, including those in storage, emergency contingency, awaiting sale, etc.

**(TQM) Total Quality Management:** a management philosophy utilizing measurable goals and objectives to achieve quality management practices.

**Transportation Alternative:** those specific transportation services that are approved by rule to be acceptable transportation alternatives, and defined in s.427.018, F.S.

**(TD) Transportation Disadvantaged:** those persons, including children as defined in s.411.202 F.S., who because of physical or mental disability, income status, or inability to drive due to age or disability are unable to transport themselves or to purchase transportation and have no other form of transportation available. These persons are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, or medically necessary or life-sustaining activities.

**Transportation Disadvantaged Funds:** any local government, state or available federal funds that are for the transportation of the transportation disadvantaged. Such funds may include, but are not limited to, funds for planning, transportation provided pursuant to the ADA, administration of transportation disadvantaged services, operation, procurement and maintenance of vehicles or equipment, and capital investments. Transportation disadvantaged funds do not include funds expended by school districts for the transportation of children to public schools or to receive service as a part of their educational program.

**Transportation Disadvantaged Population:** (formerly referred to as TD Category II) persons, including children, who, because of disability, income status, or inability to drive due to age or disability are unable to transport themselves.

**(TDSP) Transportation Disadvantaged Service Plan:** a three-year implementation plan, with annual updates developed by the CTC and the planning agency, which contains the provisions of service delivery in the coordinated transportation system. The plan shall be reviewed and recommended by the local Coordinating Board.

**(TPO) Transportation Planning Organization.**

**Transportation Disadvantaged Trust Fund:** a fund administered by the Commission for the Transportation Disadvantaged in which all fees collected for the transportation disadvantaged program shall be deposited. The funds deposited will be appropriated by the legislature to the Commission to carry out the Commission's responsibilities. Funds that are deposited may be used to subsidize a portion of a transportation disadvantaged person's transportation costs, which are not sponsored by an agency.

**Transportation Operator:** a public, private for profit, or private non-profit entity engaged by the community transportation coordinator to provide service to the transportation disadvantaged pursuant to an approved coordinated transportation system transportation disadvantaged service plan.

**Transportation Operator Contract:** the Commission's standard coordination/operator contract between the community transportation coordinator and the transportation operator that outlines the terms and conditions for any services to be performed.

**Trend Analysis:** a common technique used to analyze the performance of an organization over a period of time.

**Trip Priorities:** various methods for restricting or rationing trips.

**Trip Sheet:** a record kept of specific information required by ordinance, rule or operating procedure for a period of time worked by the driver of a public passenger vehicle in demand-response service. Also known as a driver log.

**(UPHC) Unduplicated Passenger Head Count:** the actual number of people that were provided paratransit transportation services, not including personal care attendants, non-paying escorts, or persons provided fixed schedule/fixed route service.

**Unmet Demand:** the number of trips desired but not provided because of insufficient service supply.

**Urbanized Area:** a city (or twin cities) that has a population of 50,000 or more (central city) and surrounding incorporated and unincorporated areas that meet certain criteria of population size or density.

**(USDHHS)** U.S. Department of Health and Human Services: a federal agency regulating health and human services.

**(USDOT)** U.S. Department of Transportation: a federal agency regulating the transportation field.

**Van Pool:** a prearranged ride-sharing service in which a number of people travel together on a regular basis in a van. Van pools are commonly a company-sponsored van that has a regular volunteer driver.

**Vehicle Inventory:** an inventory of vehicles used by the CTC, transportation operators, and coordination contractors for the provision of transportation disadvantaged services.

**Vehicle Miles:** the total distance traveled by revenue vehicles, including both revenue miles and deadhead miles.

**Vehicle Miles per Vehicle:** a performance measure used to evaluate resource utilization and rate of vehicle depreciation, calculated by dividing the number of vehicle miles by the total number of vehicles.

**Vehicles:** number of vehicles owned by the transit agency that are available for use in providing services.

**Volunteers:** individuals who do selected tasks for the community transportation coordinator or its contracted operator, for little or no compensation.

**Will-Calls:** these are trips that are requested on a demand response basis, usually for a return trip. The transportation provider generally knows to expect a request for a will-call trip, but can not schedule the trip in advance because the provider does not know the exact time a passenger will call to request his/her trip.

**SANTA ROSA COUNTY COMMUNITY TRANSPORTATION**  
**2016 RIDER SURVEY COMMENTS**

**COMMENTS:**

1. Develop a complete program that can arrange routes according to time and location/drop-off sequence.
2. Don is the best driver you have. Please let him drive on Wednesday. Thank you.
3. Doing great!
4. My driver Susan is extremely rude and unpleasant. Santa Rosa County, FL Milton route.
5. Love it.
6. We need a Bus service in Navarre desperately for disabled people to get to Ft Walton Beach and back.
7. I appreciate all of your service and help. Your drivers are great especially Scott.
8. For Escambia County trips on Tuesday & Thursday, there needs to be 2 vehicles going. One from north Santa Rosa and one from south Santa Rosa.
9. Please adjust routes to include only south or north end of the county. I was on the bus 4 ½ hours yesterday because of the back tracking. Too long for a senior.
10. Supervisors boss guy gets things done.
11. Thank y'all very much.
12. I don't know how my life would "move" without great service.
13. With this trip, I arrived at the VA clinic at almost 11:00 am. Ended up rescheduling for my 9:30 am appointment that I missed.
14. I would die if your drivers did not carry me to dialysis. Thank you.
15. Drivers reliable, pleasant and efficient. I was taken to work late a few times.
16. All VA passengers missed their appointments. Driver not at fault. Manager/scheduler terrible. Takes 3 plus months to get a VA appointment.
17. Tues & Thurs 9:30 – 11:00 am not helpful for those who must see doctors in Pensacola.
18. Mother rides – drivers are very good to her. Thank you.
19. Thank you for all the help. Drivers are very good.

**SANTA ROSA COUNTY RIDER SURVEY RESULTS & COMPARISONS**

<u>QUESTION</u>	<u>#</u>	<u>RESPONSE</u>	<u>PBT</u> <u>2014</u>	<u>SRT</u> <u>2015</u>	<u>SRT</u> <u>2016</u>	<u>PBT</u> <u>2014</u>	<u>SRT</u> <u>2015</u>	<u>SRT</u> <u>2016</u>
DEPENDABILITY - Schedule a trip for the time period I need?	1	A - Very Good	22	33	48	46%	89%	72%
		B - Good	23	3	16	48%	8%	24%
		C - Neutral	2	1	2	4%	3%	3%
		D - Poor	1	0	1	2%	0%	1%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	37	67	100%	100%	100%
SERVICE RUNS WHEN I NEED IT?	2	A - Very Good	21	24	39	44%	63%	58%
		B - Good	25	9	23	52%	24%	34%
		C - Neutral	2	3	4	4%	8%	6%
		D - Poor	0	2	0	0%	5%	0%
		E - Very Poor	0	0	1	0%	0%	2%
		Total	48	38	67	100%	100%	100%
EASY TO ARRANGE TRIPS?	3	A - Very Good	25	31	43	52%	84%	64%
		B - Good	22	5	17	46%	13%	25%
		C - Neutral	1	1	5	2%	3%	7%
		D - Poor	0	0	1	0%	0%	2%
		E - Very Poor	0	0	1	0%	0%	2%
		Total	48	37	67	100%	100%	100%
IT IS CONVENIENT TO CHANGE SCHEDULED TRIPS WHEN NECESSARY?	4	A - Very Good	26	24	38	54%	63%	57%
		B - Good	20	10	14	42%	26%	21%
		C - Neutral	2	4	12	4%	11%	18%
		D - Poor	0	0	2	0%	0%	3%
		E - Very Poor	0	0	1	0%	0%	1%
		Total	48	38	67	100%	100%	100%
COMFORT / CLEANLINESS The vehicles are clean and maintained?	5	A - Very Good	28	32	54	58%	84%	81%
		B - Good	19	6	10	40%	16%	15%
		C - Neutral	1	0	3	2%	0%	4%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	38	67	100%	100%	100%
THE DRIVER PROVIDES A SAFE AND COMFORTABLE RIDE?	6	A - Very Good	25	34	60	52%	89%	90%
		B - Good	22	4	7	46%	11%	10%
		C - Neutral	1	0	0	2%	0%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	38	67	100%	100%	100%
WAITING TIME - The vehicle picks me up within 30 minutes of my scheduled time?	7	A - Very Good	17	27	40	35%	71%	60%
		B - Good	29	10	20	60%	26%	30%
		C - Neutral	2	1	5	4%	3%	7%
		D - Poor	0	0	2	0%	0%	3%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	38	67	100%	100%	100%
I ARRIVED AT MY DESTINATION AT THE SCHEDULED TIME?	8	A - Very Good	23	29	46	49%	76%	69%
		B - Good	21	6	13	45%	16%	19%
		C - Neutral	3	2	5	6%	5%	7%
		D - Poor	0	1	2	0%	3%	3%
		E - Very Poor	0	0	1	0%	0%	2%
		Total	47	38	67	100%	100%	100%

<u>QUESTION</u>	<u>#</u>	<u>RESPONSE</u>	<u>PBT</u> <u>2014</u>	<u>SRT</u> <u>2015</u>	<u>SRT</u> <u>2016</u>	<u>PBT</u> <u>2014</u>	<u>SRT</u> <u>2015</u>	<u>SRT</u> <u>2016</u>
COST - Amount I pay for my trip is reasonable?	9	A - Very Good	33	33	57	69%	87%	85%
		B - Good	15	3	9	31%	8%	13%
		C - Neutral	0	2	1	0%	5%	2%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	38	67	100%	100%	100%
THE RESERVATIONIST IS PLEASANT?	10	A - Very Good	32	34	53	68%	89%	79%
		B - Good	15	3	13	32%	8%	19%
		C - Neutral	0	1	1	0%	3%	2%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	47	38	67	100%	100%	100%
THE DRIVERS ARE COURTEOUS AND HELPFUL?	11	A - Very Good	28	36	55	60%	95%	82%
		B - Good	18	2	11	38%	5%	16%
		C - Neutral	1	0	1	2%	0%	2%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	47	38	67	100%	100%	100%
OVERALL COURTESY OF EMPLOYEES?	12	A - Very Good	23	35	48	48%	95%	72%
		B - Good	19	2	17	40%	5%	25%
		C - Neutral	6	0	2	13%	0%	3%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	37	67	100%	100%	100%
OVERALL SATISFACTION OF SERVICES?	13	A - Very Good	23	30	47	48%	81%	70%
		B - Good	16	6	18	33%	16%	27%
		C - Neutral	9	1	2	19%	3%	3%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	48	37	67	100%	100%	100%
WHERE ARE YOU GOING ON YOUR TRIP (FINAL DESTINATION)?	14	A. Med/Dent	19	10	42	36%	27%	63%
		B. Sch/Wrk	25	13	14	47%	35%	21%
		C. Groc/Shop	2	2	8	4%	5%	12%
		D. Rec/Errand	3	0	0	6%	0%	0%
		E. Other	4	12	3	8%	33%	4%
		Total	53	37	67	100%	100%	100%
ON AVERAGE, HOW OFTEN DO YOU USE COMMUNITY TRANSPORTATION A MONTH?	15	A. Rarely	1	2	3	2%	6%	5%
		B. 1-2 days	5	1	5	10%	3%	7%
		C. 3-4 days	11	3	7	23%	9%	10%
		D. 5-10 days	6	10	12	13%	29%	18%
		E. 11+ days	25	18	40	52%	53%	60%
		Total	48	34	67	100%	100%	100%
IF NOT BY COMMUNITY TRANSPORTATION, HOW WOULD YOU MAKE THIS TRIP?	16	A. Drive	1	4	2	2%	11%	3%
		B. Would not go	11	6	36	23%	17%	54%
		C. Carpool	17	12	21	36%	33%	31%
		D. Other	17	12	8	36%	33%	12%
		E. Bus Service	1	2	0	2%	6%	0%
		Total	47	36	67	100%	100%	100%

# ***CTC***

## ***EVALUATION WORKBOOK***

Florida Commission for the



## **Transportation Disadvantaged**

CTC BEING REVIEWED: **TRI-COUNTY COMMUNITY COUNCIL, INC**

COUNTY: **SANTA ROSA COUNTY**

ADDRESS: **7255 HIGHWAY 90, MILTON, FL**

CONTACT: **VINCE STATEN**

**PHONE: 850-626-6806**

REVIEW PERIOD: **FY 2014-2015**      REVIEW DATE: **January 27, 2016**

PERSON CONDUCTING THE REVIEW: **SANTA ROSA COUNTY COORDINATING  
BOARD MEMBERS – KAREN HAWORTH, KYLE HOLLEY, AND AMBER MCCOOL**

**CONTACT INFORMATION: 850-332-7976, EXT 231**

**[HOWARD.VANSELOW@WFRPC.ORG](mailto:HOWARD.VANSELOW@WFRPC.ORG)**

**APPROVED FEBRUARY 23, 2016**

### CTC Background Information

1. OPERATING ENVIRONMENT:       RURAL     SMALL-URBAN
2. ORGANIZATION TYPE:           PRIVATE-FOR-PROFIT  
     PRIVATE NON-PROFIT  
     GOVERNMENT  
     TRANSPORTATION AGENCY
3. NETWORK TYPE:                 SOLE PROVIDER  
     PARTIAL BROKERAGE  
     COMPLETE BROKERAGE
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
  
5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:
  
6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?

Name of Agency	% of Trips
Commission for the Transportation Disadvantaged (CTD)	53.39%
Agency for Health Care Administration (AHCA) / MEDICAID	24.58%
Agency for Persons with Disabilities (APD)	7.56%
Department of Elder Affairs (DOEA)	0.00%
Department of Education (DOE)	0.40%
Other	14.07%
<b>Total</b>	<b>100.00%</b>

7. REVIEW AND DISCUSS TD HELPLINE CALLS:

	Number of calls	Closed Cases	Unsolved Cases
Total	**Not Available		

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the CTC monitoring of its transportation operator contracts to ensure compliance with 427.0155(3), F.S.**

*“Review all transportation operator contracts annually.”*

**WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS OPERATOR(S) AND HOW OFTEN IS IT CONDUCTED?**

**The CTC is the Sole Operator they perform annual check of Safety, Vehicles, Drivers Physicals, etc.**

Is a written report issued to the operator?       Yes      **X**      No

If NO, how are the contractors notified of the results of the monitoring?      **No Contractors**

**WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION AGREEMENT CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?**

**N/A -- No Coordination Contracts at this time**

Is a written report issued?            Yes      **X**      **No**

If NO, how are the contractors notified of the results of the monitoring?

**WHAT ACTION IS TAKEN IF A CONTRACTOR RECEIVES AN UNFAVORABLE REPORT?**

IS THE CTC IN COMPLIANCE WITH THIS SECTION?       Yes       No

**N/A -- CTC does not have any operator contracts at this time**

**COMPLIANCE WITH CHAPTER 427, F.S.**

**Review the TDSP to determine the utilization of school buses and public transportation services [Chapter 427.0155(4)] "Approve and coordinate the utilization of school bus and public transportation services in accordance with the TDSP."**

**HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?**

**Public school buses are not used in the system**

**Rule 41-2.012(5)(b): "As part of the Coordinator's performance, the local Coordinating Board shall also set an annual percentage goal increase for the number of trips provided within the system for ridership on public transit, where applicable. In areas where the public transit is not being utilized, the local Coordinating Board shall set an annual percentage of the number of trips to be provided on public transit."**

**HOW IS THE CTC USING FIXED ROUTE PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM? No Fixed Route available in the County**

**IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?**

Yes  No

If YES, what is the goal?

Is the CTC accomplishing the goal?  Yes  NA

**IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? Yes  No**

**COMPLIANCE WITH 41-2, F.A.C.**

**Compliance with 41-2.006(1), Minimum Insurance Compliance**

*"...ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident..."*

**WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?**

**\$200,000 per person and \$300, 000 per incident**

**WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS?**

**\$1,000,000 per person and \$1,000, 000 per incident**

**HOW MUCH DOES THE INSURANCE COST (per operator)? N/A**

**DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED \$1 MILLION PER INCIDENT?  Yes  No**

If yes, was this approved by the Commission?  Yes  No

**IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No**

**Compliance with 41-2.011(2), Evaluating Cost-Effectiveness of Coordination Contractors and Transportation Alternatives.**

*"...contracts shall be reviewed annually by the Community Transportation Coordinator and the Coordinating Board as to the effectiveness and efficiency of the Transportation Operator or the renewal of any Coordination Contracts."*

IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.

No coordination agreements at this time

DO YOU HAVE TRANSPORTATION ALTERNATIVES?  Yes  No  
 Cost [CTC and Transportation Alternative (Alt.)] NA

IS THE CTC IN COMPLIANCE WITH THIS SECTION?  Yes  No  
 N/A – CTC does not have any Coordination Contractors at this time

**COMPLIANCE WITH 41-2, F.A.C**

*"...shall adhere to Commission approved standards..."*

Observed during LCB visit and ride along

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	YES, observed on ride
Vehicle Cleanliness	YES, observed on ride
Passenger/Trip Database -- Manifest	YES, observed
Adequate seating	YES, observed on ride
Driver Identification	YES, observed on ride
Passenger Assistance	YES, observed on ride
No Smoking, Eating and Drinking	YES, observed on ride
Two-way Communications	YES, observed on ride
Air Conditioning/Heating	YES, observed on ride
Billing Requirements -- CTS	YES, observed at office
<b>FINDINGS: The CTC is in compliance with Commission Standards</b>	
<b>RECOMMENDATIONS: The CTC should continue to maintain Commission Standards.</b>	

Local Standards	Comments
Transport of Escorts and dependent children policy	Escorts are required when transporting anyone under 16 years old (exemptions are made by Program Manager or Director) and for any rider who cannot access vehicles without minimal support or assistance. Reservationist will need to know in advance if an escort is required. Escorts are not charged.
Use, Responsibility, and cost of child restraint devices	Any child 5 years of age or younger must be transported by using a crash tested, federally approved car seat. The carrier is the responsibility of the parent or guardian.
Out-of-Service Area trips	The CTC will provide out-of-service area trips based on trip purpose and source on a case-by-case basis.
CPR/1st Aid	First Aid will be administered as needed & 911 will be called for additional assistance. Drivers are required to complete 1 <sup>st</sup> Aid and CPR training every 2 years.
Driver Criminal Background Screening	All transportation staff must have a “clean” Level II Background Screening letter on file stating no disqualifying criminal offenses were identified/ or disqualifies employee from working in the program. All transportation staff are required to certify that they understand if Children & Families Background Screening comes back as denied, they will be terminated immediately.
Rider Personal Property	Riders are allowed to have personal property which they can hold in their lap or place under their seat – if it doesn’t present a safety hazard (2 bags). Riders must be able to carry items brought onto the vehicle. Drivers can assist as necessary with packages entering and exiting the vehicle. Riders may bring additional bags for designated shopping trips.
Advance reservation requirements	All trips must be must be requested by noon the prior working day. Appointments are taken Monday – Friday from 8:00a.m .to 5:00 p.m. Same day trips may be provided based on vehicle and driver availablitiy.
Pick-up Window	Riders are requested to be ready 30 minutes before scheduled pick up time and 30 minutes after. (Pick-up window of 60 Minutes)

Measurable Standards/Goals	STANDARD/ GOAL	ACTUAL	MET/ UNMET
Public Transit Fixed Route Ridership	N/A – No Public Transit Fixed Route in Santa Rosa County		
On-time performance 89.15%	90%	CTC < 90%	UNMET
Passenger No-shows 599 / 20,898 trips	<u>New Goal</u> < 3.5 %	CTC 2.9% < 3.5%	MET
Accidents 4 / 332,094 miles	1/100,000 miles	CTC 1.2 /100,000	UNMET
Roadcalls 8/ 332,094 miles	1/10,000	CTC .24 / 10,000	MET
Complaints 6 / 20,898 trips	< 0.5%	CTC .03% < .5%	MET
Call-Hold Time 1 min 54 sec	2 minutes	CTC > 2 minutes	MET

**TRIP OBSERVATION**

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM.

Date of Observation:

1/27/2016

Person completing conducting the observation:

Kyle S. Holley

Location:

Milton, FL Santa Rosa County

Number of Passengers picked up/dropped off:

3

Ambulatory

Non-Ambulatory

3

Was the driver on time?

Yes

No, how many minutes late/early?

Did the driver provide any passenger assistance?

Yes

No

Was the driver wearing any identification?

Yes

Uniform

Name Tag

ID Badge

No

Did the driver render an appropriate greeting?

Yes

No

Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?

Yes

No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?

Yes

No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?

Needs the Local number posted

Yes

No

Does the vehicle have working heat and air conditioning?

Yes

No

Heat was barely working

Does the vehicle have two-way communications in good working order?

Yes

No

If used, was the lift in good working order?

Yes

No

Was there safe and appropriate seating for all passengers?

Yes

No

Did the driver properly use the lift and secure the passenger?

Yes

No

If no, please explain:

**Comments:**

## TRIP OBSERVATION

Date of Observation: 1/27/2016

Person completing conducting the observation: Amber P. McCool

Location: Picked up client at nursing facility and transported to dialysis. Picked up another client up at dialysis and transported to her ALF. Milton/Pace (Santa Rosa County)

Number of Passengers picked up/dropped off: 3

Ambulatory

Non-Ambulatory 3

Was the driver on time?  Yes  No, how many minutes late/early?  
 Yes  No, how many minutes late/early?

Did the driver provide any passenger assistance?  Yes  No

Was the driver wearing any identification?  
 Yes  Uniform  Name Tag  ID Badge  
 No

Did the driver render an appropriate greeting?  
 Yes  No  Driver regularly transports the rider, not necessary

If CTC has a policy on seat belts, did the driver ensure the passengers were properly belted?  
 Yes  No

Was the vehicle neat and clean, and free from dirt, torn upholstery, damaged or broken seats, protruding metal or other objects?  
 Yes  No

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations? **Not sure about this, there was a toll free phone number Listed not sure if this is a local number.**  Yes  No

Does the vehicle have working heat and air conditioning?  Yes  No  
**The heater in the rear of the vehicle. Driver indicated the shop is trying to fix the problem.**

Does the vehicle have two-way communications in good working order?  Yes  No

If used, was the lift in good working order?  Yes  No

Was there safe and appropriate seating for all passengers?  Yes  No

Did the driver properly use the lift and secure the passenger?  Yes  No  
 If no, please explain:

**Comments: Driver was very respectful with his passengers, both were ladies. It was raining and he was careful to keep them covered with an umbrella while they got on and off the vehicle. Both passengers had high praises for their driver.**

**Passenger Satisfaction** - The planning agency conducts the rider survey each year. The results are included in the TDSP update.

Date of Rider Surveys: February 2015 – March 2015

<b>OVERALL SATISFACTION OF SERVICE</b>				
		A - Very Good	30	81%
		B - Good	6	16%
		C - Neutral	1	3%
		D - Poor	0	-
		E - Very Poor	0	-
		<b>Total</b>	<b>61</b>	<b>100%</b>

<b>Funding Source</b>	<b># TRIPS</b>	<b>% TRIPS</b>
Commission for the Transportation Disadvantaged (CTD)	11,157	53.39%
Agency for Health Care Administration (AHCA) / MEDICAID	5,136	24.58%
Agency for Persons with Disabilities (APD)	1,580	7.56%
Department of Elder Affairs (DOEA)	0	0.00%
Department of Education (DOE)	84	0.40%
Other	2,941	14.07%
<b>Totals</b>	<b>20,898</b>	<b>100.00%</b>

Level of Cost  
Worksheet 1

**COSTS BY EXPENSE CATEGORY**

CTC EXPENSE CATEGORY BY ACCOUNT (500-599)	2012-2013 Trips: 47,483		2013-2014 * Trips: 39,566		2014-2015 Trips: 20,898	
	Expense	Cost/ Trip	Expense	Cost/ Trip	Expense	Cost/ Trip
Labor	\$249,701	\$5.26	\$253,133	\$6.40	\$309,576	\$14.81
Fringe Benefits	113,440	2.39	116,809	2.95	65,619	3.14
Services	73,463	1.55	84,558	2.14	4,157	.20
Materials/Supplies Consumed	156,618	3.30	173,439	4.38	127,636	6.11
Utilities	10,834	.23	16,802	.42	10,340	.49
Casualty/ Liability Costs	39,312	.83	40,136	1.01	12,846	.62
Taxes	1,505	.03	2,801	.07	91	0
Purchased Transportation Service	53,812	1.14	41,174	1.04	7,042	.34
Miscellaneous Expenses	6,637	.14	5,996	.15	58,952	2.82
Interest Expense	3,270	.07	3,621	.09	0	0
Leases & Rentals	12,392	.26	14,631	.37	2,675	.13
Annual Depreciation & Amortization	6,799	.14	8,197	.21	0	0
Contributed Service - Allowable Expenses	0	0	0	0	0	0
Allocated Indirect Expenses (if applicable)	0	0	0	0	0	.0
<b>SYSTEM TOTAL</b>	<b>\$727,783</b>	<b>\$15.33</b>	<b>\$761,297</b>	<b>\$19.24</b>	<b>\$598,934</b>	<b>\$ 28.66</b>
1. Which expenses are especially high?						
2. Are these high expenses acceptable? Are they approved?  <b>NA</b>						
3. What strategies could reduce the unacceptable costs?						

\* 6 Months of Data (due to change in CTC's)

Worksheet 2 Level of Competition
-------------------------------------

1. Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted	Include Trips	% of all Trips
Private Non-Profit	1	1	20,898	100%
Private For-Profit				
Government				
Public Transit				
Total	1	1	20,898	100%

2. How many of the operators are coordination contractors? 0

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? N/A

Does the CTC have the ability to expand? **Yes, if more funding, vehicles and drivers were available.**

4. Indicate the date the latest transportation operator was brought into the system.  
N/A

5. Does the CTC have a competitive procurement process? **Yes**

In the past five (5) years, how many times have the following methods been used in selection of the transportation operators? N/A

6.

	Low bid
	Requests for qualifications
	Negotiation only

	Requests for proposals
	Requests for interested parties

Which of the methods listed above were used to select the current operators? N/A

7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system? N/A

Capabilities of operator	Scope of Work
Age of company	Safety Program
Previous experience	Capacity
Management	Training Program
Qualifications of staff	Insurance
Resources	Accident History
Economies of Scale	Quality
Contract Monitoring	Community Knowledge
Reporting Capabilities	Cost of the Contracting Process
Financial Strength	Price
Performance Bond	Distribution of Costs
Responsiveness to Solicitation	Other: (list)

8. If a competitive bid or request for proposals has been used to select the transportation operators, to how many potential operators was the request distributed in the most recently completed process? NA

How many responded?

The request for bids/proposals was distributed:

\_\_\_\_\_ Locally      \_\_\_\_\_ Statewide      \_\_\_\_\_ Nationally

9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision (such as fuel, maintenance, etc...)?

**Level of Availability (Coordination)  
Worksheet 3**

This section was explained to the CTC Evaluation Committee during the Committee meeting.

Planning – What are the coordinated plans for transporting the TD population?

**Santa Rosa County Transportation Disadvantage Service Plan (TDSP)**

Public Information – How is public information distributed about transportation services in the community?

**Local Coordinating Board, dialysis centers, support coordinators, County and West Florida Regional Planning Council website.**

Certification – How are individual certifications and registrations coordinated for local TD transportation services?

**Application are reviewed in accordance with the TDSP and entered into the CTS computer system.**

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community?

**Applications are filed and entered into the CTS computer system.**

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call?

**CTC allows reservations up to 3 months in advance. If reservation lines are busy the call will go to voice mail and returned the same day within office hours.**

Reservations – What is the reservation process? How is the duplication of a reservation prevented?

**Reservations are called in and entered in to the CTS computer system. The computer system and scheduler prevents duplication.**

Trip Allocation – How is the allocation of trip requests to providers coordinated?

**The CTC is the only provider. All trip request are fulfilled based on availability.**

Scheduling – How is the trip assignment to vehicles coordinated?

**CTS computer system, paper manifest and tablets.**

Transport – How are the actual transportation services and modes of transportation coordinated?

**CTS computer system, paper manifest and tablets.**

Dispatching – How is the real time communication and direction of drivers coordinated?

**Two way communication and tablets.**

General Service Monitoring – How is the overseeing of transportation operators coordinated?

**Dispatcher and management oversee transportation with two way communication, tablets and oversite.**

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated?

**Dispatcher and management resolve trip problems with two way communication, tablets, and communicating with client/facilities.**

Trip Reconciliation – How is the confirmation of official trips coordinated?

**Drivers input the data which is reviewed by office staff.**

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated?

**Scheduling and CTS computer software.**

Reporting – How is operating information reported, compiled, and examined?

**Staff uses CTS computer software to complete the necessary reports monthly, quarterly, and annually.**

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program?

**N/A**

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision?

**Local Coordinating Board, dialysis centers, support coordinators, brochure, County and West Florida Regional Planning Council website.**

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community?

**N/A**

## **Additional items reviewed by the Evaluation Committee**

- **Certificate of Liability Insurance**
- **Instructor Certificate**
- **Red Cross Certificate of Completion**
- **Tracking spreadsheet**



# CERTIFICATE OF LIABILITY INSURANCE

TRI-COM-01 KPHILLIPS

DATE (MM/DD/YYYY)  
11/20/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Rogers, Gunter, Vaughn Insurance, Inc. 1117 Thomesville Road Tallahassee, FL 32303	CONTACT NAME: <b>Kay Phillips CIC, CPCU</b>	PHONE (A/C, No. Ext): <b>(850) 386-1111</b>	FAX (A/C, No.): <b>(850) 386-9827</b>
	INSURER(S) AFFORDING COVERAGE		
INSURED <b>Tri-County-Community Council Janice Richards PO Box 1210 Bonifay, FL 32425</b>	INSURER A: <b>National Union Fire Insurance of Pittsburgh PA</b>	NAIC # <b>19445</b>	
	INSURER B: <b>National Interstate Insurance Company</b>	NAIC # <b>32620</b>	
	INSURER C: <b>Zanith Insurance Company</b>	NAIC # <b>13289</b>	
	INSURER D:		
	INSURER E:		

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

GRADE LTR	TYPE OF INSURANCE	ADDITIONAL RISK	POLICY NUMBER	POLICY BT (MM/DD/YYYY)	POLICY EP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL. AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		29LX0679921550	11/23/2015	11/23/2015	EACH OCCURRENCE \$ 1,000,000 ✓ DAMAGE TO RENTED PREMISES (Per occurrence) \$ 100,000 MED EXP (Any one person) \$ 50,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMPOP AGG \$ 3,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS  <input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$		EAL100038001	11/23/2015	11/23/2015	COMBINED SINGLE LIMIT (Per accident) \$ 500,000 ✓ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in FL) If yes, describe below	Y/N N/A	Z070732206	06/25/2015	06/25/2015	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	Crime		29LX0679921550	11/23/2015	11/23/2015	Empl Dis 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Rarities Schedule, may be attached if more space is required)

CERTIFICATE HOLDER  For informational purposes only	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE <i>Kay Phillips</i>

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ACORD 25 (2014/01)

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01/16/2014

Vincent Staten  
301 N Oklahoma St  
Bonifay FL, 32425



Dear Vincent Staten,

Congratulations! We're pleased to have you as an American Safety & Health Institute (ASHI)-authorized Instructor. Your Instructor authorization level permits you to train and certify students in the following ASHI programs:

CPR Pro; Basic First Aid; CPR/AED; Wilderness First Aid; Bloodborne Pathogens; Emergency Oxygen Administration; Child and Babysitting Safety and Pediatrics

Your Instructor card is attached to this letter – please ensure your Training Center has a copy and keep this one for your records. You must remain affiliated with an active Training Center in order to maintain your active status; your Training Center is responsible for managing your class rosters and maintaining your certification materials. As part of your affiliation with ASHI you will have access to the online Instructor Portal which contains the following tools:

- Access to electronic classroom curriculum documents (e.g. rosters, evaluations)
- Enrichment courses for professional development
- Access to the online store (Note: only Training Centers may purchase certification material)
- Regulatory information
- Access to an electronic copy of your Instructor card for easy digital recordkeeping
- Ability to update your contact information online

To secure access to the Instructor Portal please visit [www.hsi.com](http://www.hsi.com) and click Sign in. If you are a new Instructor, your Instructor number is your login ID and your default password is 654321.

Login today as this is a temporary password and it will expire in ten days. If you are an existing Instructor who has renewed or updated recently, you may continue using your previous login information. For any assistance using your login information, please contact us at 877 440 6049.

Welcome to American Safety & Health Institute, a member of the Health & Safety Institute family of brands. We're glad to have you on board!

Health & Safety Institute—We Make Learning to Save Lives Easy.®

*By accepting this Instructor authorization card, you agree to comply with the terms and conditions of the Instructor or Instructor Trainer Authorization as described in the Training Center Administrative Manual, Standards and Guidelines For Quality Assurance. If you do not agree to comply with these terms and conditions, please promptly notify your Training Center Director or HSI.*

Vincent Staten  
is hereby authorized as:

**BLS & First Aid  
Level 5 Instructor**

NORT29	11518	02/18/2016
Training Center ID	Registry No.	Expiration Date

541-254-3858  
800-447-3177  
[hsi.com](http://hsi.com)

**AMERICAN SAFETY & HEALTH INSTITUTE**

Level	Training Program Authorized to Teach	Exp. Level
1	Bloodborne Pathogens; Basic First Aid; Wilderness First Aid; OSHA	--
2	CPR and AED; Bloodborne Pathogens; Emergency Oxygen	--
3	Bloodborne Pathogens; Basic First Aid; Wilderness First Aid; OSHA; CPR and AED; Emergency Oxygen; Pediatric CPR, AED, and First Aid	--
4	CPR Pro; CPR and AED; Bloodborne Pathogens; Emergency Oxygen	--
5	CPR Pro	1-6
6	Advanced First Aid	1-6
7	Emergency Medical Response	1-6
8	OSHA, PHS	1-7
9	Wilderness First Responder; Wilderness First Aid; OSHA	1-7

Training programs listed on this card are published in the HSI Manual. For more information, visit [www.hsi.com](http://www.hsi.com). HSI is a member of the HSI family of brands.

### Certificate of Completion

Vincent Staten  
has completed requirements for  
Adult CPR/AED with Pediatric CPR  
conducted by  
American Red Cross  
Date completed: 07/02/2014  
Validity Period: 2 Years  
Certificate ID: GQKSDM



American  
Red Cross



Scan code or visit:  
[redcross.org/confirm](http://redcross.org/confirm)

NAME	FIRST AID EXPIRES	CPR EXPIRES	PHYSICAL DUE	DUE DL	40 HR TRAINING CERTIFICATE	HIPAA TRAINING
BAILEY, EDWARD	1-Nov-2017	1-Nov-2017	1-Nov-2016	23-Feb-2021	COMPLETE /11-20-15	1-Jan-2017
BAKER, WILLIE	1-May-2017	1-Jun-2017	1-Apr-2016	21-Jan-2017	COMPLETE / 5-1-15	1-Jan-2017
FRAZIER, SUSAN	1-Jan-2017	1-Mar-2017	1-Jan-2017	12-Dec-2018	EXEMPT**	1-Jan-2017
GREEN, GLETA	1-Jan-2017	1-Mar-2017	1-Apr-2016	28-Mar-2019	EXEMPT**	1-Jan-2017
HOWE, DON	1-Jun-2017	1-Jun-2017	1-Jun-2016	30-Sep-2018	COMPLETE / 6-26-15	1-Jan-2017
JARRELL, GEORGE	1-Jan-2017	1-Mar-2017	1-Apr-2016	3-Apr-2017	EXEMPT**	1-Jan-2017
LANDGRAFF, JOANNE	EXEMPT**	EXEMPT**	EXEMPT**	28-Mar-2017	EXEMPT**	1-Jan-2017
MAHONEY SR., SCOTT	1-Jan-2017	1-Mar-2017	1-Aug-2016	14-Nov-2020	EXEMPT**	1-Jan-2017
MCGLOTHREN JR., JOHN	1-Jan-2017	1-Mar-2017	1-Oct-2016	25-Aug-2022	COMPLETE /11-13-15	1-Jan-2017
MORGAN, STEPHANIE	EXEMPT**	EXEMPT**	1-May-2017	28-Aug-2020	EXEMPT**	1-Jan-2017
MORTON, WADE	1-Jan-2017	1-Mar-2017	1-Mar-2016	12-Aug-2018	EXEMPT**	1-Jan-2017
PALMER, SEAN	1-Nov-2017	1-Nov-2017	1-Nov-2017	3-Feb-2019	COMPLETE /11-20-15	1-Jan-2017
SENECAL III, WILLIAM 'BILL'	1-Apr-2017	1-Apr-2017	1-Feb-2017	10-Jun-2023	COMPLETE / 4-1-15	1-Jan-2017

# Preliminary Information Worksheet

Version 1.4

<b>CTC Name:</b>	Tri-County Community Council, Inc.
<b>County (Service Area):</b>	Santa Rosa County
<b>Contact Person:</b>	Joel Paul, Jr.
<b>Phone #</b>	850-547-3689

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:	NETWORK TYPE:
<input type="radio"/> Governmental	<input type="radio"/> Fully Brokered
<input checked="" type="radio"/> Private Non-Profit	<input checked="" type="radio"/> Partially Brokered
<input type="radio"/> Private For Profit	<input type="radio"/> Sole Source

***Once completed, proceed to the Worksheet entitled "Comprehensive Budget"***

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Tri-County Community Council, Inc.  
County: Santa Rosa County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are $\geq \pm 10\%$ and Also $> \pm \$50,000$
1	2	3	4	5	6	7

**REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)**

**Local Non-Govt**

Farebox	\$ 13,481	\$ 13,842	\$ 28,000	2.7%	87.6%	FAREBOX USED AS MATCH FOR THE T/E CONTRACT.
Medicaid Co-Pay Received						
Donations/ Contributions	\$ 40	\$ -		-100.0%		
In-Kind, Contributed Services						
Other						
<b>Bus Pass Program Revenue</b>						

**Local Government**

District School Board						COUNTY CASH USED AS MATCH FOR THE T/E CONTRACT.
Compl. ADA Services						
County Cash	\$ 18,000	\$ 18,000	\$ 18,000	0.0%	0.0%	
County In-Kind, Contributed Services						
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
<b>Bus Pass Program Revenue</b>						

**CTD**

Non-Spons. Trip Program	\$ 391,670	\$ 396,413	\$ 395,107	1.2%	-0.3%	Trip & Equipment grant funds to be used for the purchase of a portion of the cost of the trip as generated by the rate model and/or capital equipment. Santa Rosa \$395,107, this grant requires a 10% match. Not included at this time. Additional fund of \$48,026 has been allotted through proviso for this grant cycle.
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**USDOT & FDOT**

49 USC 5307						Projected revenue source from 5311. Funding received from this source will be used as operating subsidy (50/50 match requirement).
49 USC 5310						
49 USC 5311 (Operating)	\$ 50,182	\$ 94,437	\$ 95,000	88.2%	0.6%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AHCA**

Medicaid	\$ 39,218			-100.0%		Broker transportation.
Other AHCA (specify in explanation)	\$ 14,975	\$ 94,437	\$ 95,000	530.6%	0.6%	
<b>Bus Pass Program Revenue</b>						

**DCF**

Alcohol, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOH**

Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOE (state)**

Carl Perkins						THIS FUNDING IS USED TO PURCHASE TRIPS AT A DIFFERENT BUT SIMILAR PRICE OF THE RATE MODEL.
Div of Blind Services						
Vocational Rehabilitation	\$ 10,770	\$ 1,794	\$ 1,000	-83.3%	-44.3%	
Day Care Programs						
Other DOE (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**AWI**

WAGES/Workforce Board						
Other AWI (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DOEA**

Older Americans Act						
Community Care for Elderly						
Other DOEA (specify in explanation)						
<b>Bus Pass Program Revenue</b>						

**DCA**

Community Services						
Other DCA (specify in explanation)						
<b>Bus Pass Admin. Revenue</b>						

**Comprehensive Budget Worksheet**

Version 1.4

CTC: Tri-County Community Council, Inc.  
County: Santa Rosa County

1. Complete applicable GREEN cells in columns 2, 3, 4, and 7

	Prior Year's ACTUALS from July 1st of 2014 to June 30th of 2015	Current Year's APPROVED Budget, as amended from July 1st of 2015 to June 30th of 2016	Upcoming Year's PROPOSED Budget from July 1st of 2016 to June 30th of 2017	% Change from Prior Year to Current Year	Proposed % Change from Current Year to Upcoming Year	Confirm whether revenues are collected as a system subsidy VS a purchase of service at a unit price.  Explain Changes in Column 6 That Are > ± 10% and Also > ± \$50,000
1	2	3	4	5	6	7

**APD**

Office of Disability Determination						THIS IS FUNDING IS USED TO PURCHASE TRIPS AT A DIFFERENT BUT SIMILAR PRICE OF THE RATE MODEL.
Developmental Services	\$ 20,978	\$ 71,094	\$ 72,000	243.2%	0.0%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						

**DJJ**

(specify in explanation)						
Bus Pass Program Revenue						

**Other Fed or State**

Fuel Tax Refund	\$ 4,399	\$ 4,293	\$ 5,237	-2.4%	22.0%	
xxxx						
xxxx						
Bus Pass Program Revenue						

**Other Revenues**

Interest Earnings						THIS IS FUNDING IS USED TO PURCHASE TRIPS AT A DIFFERENT BUT SIMILAR PRICE OF THE RATE MODEL.
Vets to VA		\$ 9,431	\$ 9,500		0.7%	
xxxx						
Bus Pass Program Revenue						

**Balancing Revenue to Prevent Deficit**

Actual or Planned Use of Cash Reserve	\$ 35,223					
---------------------------------------	-----------	--	--	--	--	--

Balancing Revenue is Short By =		None	None		
Total Revenues =	\$598,934	\$704,641	\$716,844	17.6%	1.7%

**EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)**

Operating Expenditures						
Labor	\$ 309,576	\$ 372,140	\$ 377,199	20.2%	1.4%	WE HAVE NO LEASE EXPENSE. EXPENSES FULLY ALLOCATED-- NO FUNDS INDIRECT ALLOCATE.
Fringe Benefits	\$ 65,619	\$ 70,000	\$ 72,500	6.7%	3.6%	
Services	\$ 4,167	\$ 5,000	\$ 5,000	20.3%	0.0%	
Materials and Supplies	\$ 127,636	\$ 132,241	\$ 133,000	3.6%	0.6%	
Utilities	\$ 10,340	\$ 15,000	\$ 15,000	45.1%	0.0%	
Casualty and Liability	\$ 12,848	\$ 40,000	\$ 40,000	211.4%	0.0%	
Taxes	\$ 91			-100.0%		
Purchased Transportation:						
- Purchased Bus Pass Expenses						
- School Bus Utilization Expenses						
Contracted Transportation Services						
Other	\$ 7,042			-100.0%		
Miscellaneous	\$ 56,952	\$ 60,000	\$ 60,000	1.8%	0.0%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 2,675	\$ 10,260	\$ 10,260	283.6%	0.0%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds						
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
			\$ 3,885			
Total Expenditures =	\$598,934	\$704,641	\$716,844	17.6%	1.7%	

Once completed, proceed to the Worksheet entitled "Budgeted Rate Base"



**Budgeted Rate Base Worksheet**

Version 1.4

CTC: Tri-County Community Council, Inc.

County: Santa Rosa County

1. Complete applicable **GREEN** cells in column 3; **YELLOW** and **BLUE** cells are automatically completed in column 3
2. Complete applicable **GOLD** cells in column and 5

	Upcoming Year's <b>BUDGETED</b> Revenues
	from
	July 1st of
	2016
	to
	June 30th of
	2017
1	2

What amount of the <u>Budgeted Revenue</u> in col. 2 will be generated at the rate per unit determined by this spreadsheet, OR used as local match for these type revenues?	Budgeted Rate <u>Subsidy Revenue</u> EXcluded from the Rate Base	What amount of the <u>Subsidy Revenue</u> in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
3	4	5

<b>APD</b>	
Office of Disability Determination	\$ -
Developmental Services	\$ 72,000
Other APD	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
<b>DJJ</b>	
DJJ	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
<b>Other Fed or State</b>	
Fuel Tax Refund	\$ 5,237
xxx	\$ -
xxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
<b>Other Revenues</b>	
Interest Earnings	\$ -
Vets to VA	\$ 9,500
xxxx	\$ -
<b>Bus Pass Program Revenue</b>	\$ -
<b>Balancing Revenue to Prevent Deficit</b>	
Actual or Planned Use of Cash Reserve	\$ -
<b>Total Revenues =</b>	<b>\$ 716,844</b>

\$ -	\$ -	
\$ 72,000	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 5,237	\$ 5,237	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 9,500	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 676,607	\$ 40,237	\$ -

<b>EXPENDITURES (CTC/Operators ONLY)</b>	
<b>Operating Expenditures</b>	
Labor	\$ 377,199
Fringe Benefits	\$ 72,500
Services	\$ 5,000
Materials and Supplies	\$ 133,000
Utilities	\$ 15,000
Casualty and Liability	\$ 40,000
Taxes	\$ -
<b>Purchased Transportation:</b>	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ -
Other	\$ -
Miscellaneous	\$ 60,000
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 10,260
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
<b>Capital Expenditures</b>	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ 3,885
<b>Total Expenditures =</b>	<b>\$ 716,844</b>
minus EXCLUDED Subsidy Revenue =	\$ 40,237
<b>Budgeted Total Expenditures INCLUDED in</b>	
<b>Rate Base =</b>	<b>\$ 676,607</b>
Rate Base Adjustment <sup>1</sup> =	
<b>Adjusted Expenditures Included In Rate</b>	
<b>Base =</b>	<b>\$ 676,607</b>

\$ 40,237

Amount of  
Budgeted  
Operating Rate  
Subsidy Revenue

**1 Rate Base Adjustment Cell**

If necessary and justified, this cell is where you could optionally adjust proposed service rates up or down to adjust for program revenue (or unapproved profit), or losses from the Actual period shown at the bottom of the Comprehensive Budget Sheet. This is not the only acceptable location or method of reconciling for excess gains or losses. If allowed by the respective funding sources, excess gains may also be adjusted by providing system subsidy revenue or by the purchase of additional trips in a period following the Actual period. If such an adjustment has been made, provide notation in the respective explanation area of the Comprehensive Budget tab.

<sup>1</sup> The Difference between Expenses and Revenues for Fiscal Year: 2014 - 2015

Once Completed, Proceed to the Worksheet entitled "Program-wide Rates"

# Worksheet for Program-wide Rates

CTC: Tri-County Commu Version 1.4  
 County: Santa Rosa County

1. Complete Total Projected Passenger Miles and ONE-WAY Passenger Trips ( GREEN cells) below

- Do **NOT** include trips or miles related to Coordination Contractors!
- Do **NOT** include School Board trips or miles UNLESS.....
- INCLUDE** all ONE-WAY passenger trips and passenger miles related to services you purchased from your transportation operators!
- Do **NOT** include trips or miles for services provided to the general public/private pay UNLESS..
- Do **NOT** include escort activity as passenger trips or passenger miles unless charged the full rate for service!
- Do **NOT** include fixed route bus program trips or passenger miles!

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	250,000
<b>Rate Per Passenger Mile = \$</b>	<b>2.71</b>
Total <u>Projected</u> Passenger Trips =	20,000
<b>Rate Per Passenger Trip = \$</b>	<b>33.83</b>

Fiscal Year

2016 - 2017

<b>Avg. Passenger Trip Length =</b>	<b>12.5 Miles</b>
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Rates If No Revenue Funds Were Identified As Subsidy Funds	
<b>Rate Per Passenger Mile = \$</b>	<b>2.87</b>
<b>Rate Per Passenger Trip = \$</b>	<b>35.84</b>

*Once Completed, Proceed to the Worksheet entitled "Multiple Service Rates"*

### Vehicle Miles

The miles that a vehicle is scheduled to or actually travels from the time it pulls out from its garage to go into revenue service to the time it pulls in from revenue service.

### Vehicle Revenue Miles (VRM)

The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles exclude:

- Deadhead
- Operator training, and
- Vehicle maintenance testing, as well as
- School bus and charter services.

### Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

## Worksheet for Multiple Service Rates

CTC: Tri-County Com/Version 1.4  
 County: Santa Rosa County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

### SECTION I: Services Provided

1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input checked="" type="radio"/> Yes	<input type="radio"/> Yes
<input type="radio"/> No	<input type="radio"/> No	<input type="radio"/> No	<input checked="" type="radio"/> No
Go to Section II for Ambulatory Service	Go to Section II for Wheelchair Service	Go to Section II for Stretcher Service	STOP! Do NOT Complete Sections II - V for Group Service

### SECTION II: Contracted Services

1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No	<input checked="" type="radio"/> No
Skip # 2, 3 & 4 and Go to Section III for Ambulatory Service	Skip # 2, 3 & 4 and Go to Section III for Wheelchair Service	Skip # 2, 3 & 4 and Go to Section III for Stretcher Service	Do Not Complete Section II for Group Service

2. If you answered YES to #1 above, do you want to arrive at the billing rate by simply dividing the proposed contract amount by the projected Passenger Miles / passenger trips?.....

Ambulatory	Wheelchair	Stretcher	Group
<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes	<input type="radio"/> Yes
<input checked="" type="radio"/> No			

3. If you answered YES to #1 & #2 above, how much is the proposed contract amount for the service?  
 How many of the total projected Passenger Miles relate to the contracted service?  
 How many of the total projected passenger trips relate to the contracted service?

Ambulatory	Wheelchair	Stretcher	Group
Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service

Effective Rate for Contracted Services:  
 per Passenger Mile -  
 per Passenger Trip -

Ambulatory	Wheelchair	Stretcher	Group
			Do NOT Complete Section II for Group Service
Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	

4. If you answered # 3 & want a Combined Rate per Trip PLUS a per Mile add-on for 1 or more services, INPUT the Desired per Trip Rate (but must be less than per trip rate in #3 above) Rate per Passenger Mile for Balance -

Combination Trip and Mile Rate			
			Do NOT Complete Section II for Group Service
Leave Blank and Go to Section III for Ambulatory Service	Leave Blank and Go to Section III for Wheelchair Service	Leave Blank and Go to Section III for Stretcher Service	

**Worksheet for Multiple Service Rates**

CTC: Tri-County Com Version 1.4  
 County: Santa Rosa County

1. Answer the questions by completing the GREEN cells starting in Section I for all services
2. Follow the DARK RED prompts directing you to skip or go to certain questions and sections based on previous answers

**SECTION III: Escort Service**

1. Do you want to charge all escorts a fee?  Yes  No  
Skip #2 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR ..... per passenger mile?  
 Pass. Trip  Pass. Mile Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort?  Leave Blank
4. How much will you charge each escort?  Leave Blank

**SECTION IV: Group Service Loading**

- a. If the message "You Must Complete This Section" appears to the right, what is the projected total number of Group Service Passenger Miles? (otherwise leave blank)  Do NOT Complete Section IV
- ..... And what is the projected total number of Group Vehicle Revenue Miles?  Loading Rate 0.00 to 1.00

**SECTION V: Rate Calculations for Multiple Services:**

1. Input Projected Passenger Miles and Passenger Trips for each Service in the GREEN cells and the Rates for each Service will be calculated automatically  
\* Miles and Trips you input must sum to the total for all Services entered on the "Program-Wide Rates" Worksheet, MINUS miles and trips for contracted services IF the rates were calculated in the Section II above  
 \* Be sure to leave the service BLANK if you answered No in Section I or YES to question #2 in Section II

		RATES FOR FY: 2016 - 2017			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	250,000	237,500	11,875	625	Leave Blank 0
Rate per Passenger Mile =		\$2.60	\$4.46	\$9.29	\$0.00 per passenger \$0.00 per group

		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	20,000	19,000	950	50	Leave Blank
Rate per Passenger Trip =		\$32.52	\$55.75	\$116.14	\$0.00 per passenger \$0.00 per group

2. If you answered #1 above and want a COMBINED Rate per Trip PLUS a per Mile add-on for 1 or more services, ...

		Combination Trip and Mile Rate			
		Ambul	Wheel Chair	Stretcher	Group
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$2.60	\$4.46	\$9.29	\$0.00 per passenger \$0.00 per group

		Rates If No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.76	\$4.72	\$9.84	\$0.00 per passenger \$0.00 per group
Rate per Passenger Trip =		\$34.45	\$59.06	\$123.04	\$0.00 per passenger \$0.00 per group

Program These Rates Into Your Medicaid Encounter Data