WALTON COUNTY

TRANSPORTATION DISADVANTAGED SERVICE PLAN

(THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)

SFY 2014 – 2018

FY 2016/17 ANNUAL UPDATE

Adopted May 17, 2016

Okaloosa-Walton Transportation Planning Organization
OWTPO

West Florida Regional Planning Council
EST '64

Staff to TPO

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Staff to TPO

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TRANSPORTATION DISADVANTAGED COORDINATING BOARD MEMBERSHIP CERTIFICATION
Walton County, Florida

Name (MPO/DOPA): Okaloosa Walton Transportation Planning Organization Address: P. O. Box 11399, Pensacola, FL 32524-1399

The Transportation Planning Organization/Designated Official Planning Agency 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 (Elected Official)	Sara Comander	Carolyn Clear	
(2) Florida Department of Transportation	Kathy Rudd	Vanessa Strickland	
(3) Department Of Children & Families	Phyllis Gonzalez	Susan King	
(4) Local Public Education	Carolyn Clear	Jim Hicks	
(5) Florida Department of Education	Diane Jackson	David Hubbard	
(6) Veteran Services	Mark Kelley	Jenifer Pate	
(7) Community Action	Rick Owen	Sarah Voltmann Castello	
(8) Elderly	Thomas Mathis	Vacant	2015-2018
(9) Disabled	Lynette McLendon	Vacant	2015-2018
(10) Citizen Advocate/User	Vacant	Vacant	
(11) Citizen Advocate	Vacant	Vacant	
(12) Children at Risk	Vacant	Vacant	
(13) Mass/Public Transit	N/A	N/A	
(14) Department of Elder Affairs	Gwendolyn Rhodes	Voncile Goldsmith	
(15) Private Transportation Industry	Bobby Martin	Bill May	2015-2018
(16) Agency for Health Care Administration	John Vinski	Provider Unit Staff	
(17) Workforce Development Board	Brad Balfanz	Patty Cook	
(18) Local Medical Community	Vacant	Vacant	

SIGNATURE: Dick Rynn TITLE: O-W TPO Chair DATE: 6-16-2016

WALTON MEMBER CERTIFICATION 2016-2017

Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Walton County** hereby certifies that an annual evaluation of the Community Transportation Coordinator, **Tri-County Community Council**, 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 **Walton County Transportation Disadvantaged Service Plan** was reviewed and approved by this Board at an official meeting held on ***May 17, 2016.***

6/2/16
Date

Sara Comander
Sara Comander, Chairperson

Approved by the Commission for the Transportation Disadvantaged:

Date

Executive Director

Walton County Transportation Disadvantaged Service Plan
Local Coordinating Board for Walton County – Roll Call Vote

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official - Chair	Sara Comander	X		X		
Elderly	Thomas Mathis		X			
Disabled	Lynette McLendon		X			
Citizen Advocate	Carolyn Clear	X		X		
Citizen Advocate/User	Vacant		---			
Veteran Services	Mark Kelley	X		X		
Community Action (Econ Disadv)	Rick Owen		X			
Local Public Education	Jim Hicks		X			
FDOT	Kathy Rudd	X		X		
FL Dept of Children & Families	Phyllis Gonzalez		X			
FL Dept of Education	Diane Jackson		X			
FL Dept of Elder Affairs	Gwendolyn Rhodes	X		X		
FL AHCA (Medicaid)	John Vinski	X		X		
Children At Risk	Vacant		---			
Private Trans Industry	Bobby Martin		X			
Workforce Dev Board	Brad Balfanz	X		X		
Local Medical Community	Vacant		---			

General Information

The Transportation Disadvantaged Service Plan is an annually updated tactical plan jointly developed by the Planning Agency (West Florida Regional Planning Council) and the Coordinator (Tri County Community Council) 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 Walton County Transportation Disadvantaged Service Plan (TDSP) addresses the needs of elderly, disabled or economically disadvantaged people in Walton 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

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 local organization providing the coordination as well as operational services for Walton County is the Tri County Community Council, Inc. They have been instrumental in providing transportation disadvantaged services to the community since 1983. A history of how Tri County came to provide services in Walton County is discussed in the following section.

Community Transportation Coordinator Designation Date/History

In January 1983, Tri-County Community Council, Inc. (TCCC) was named the Community Transportation Coordinator by the Walton County Board of County Commissioners.

In 2003, a Request for Proposals was conducted and Tri-County was again designated as the Community Transportation Coordinator. Since being named the Community Transportation Coordinator, Tri-County Community Council, Inc. has provided transportation services for local non-emergency medical treatment, nutrition, shopping, education, recreation, employment, and other daily needs. Transportation disadvantaged services for specialized non-emergency medical purposes are provided in and out of the county.

Again in State Fiscal Year (SFY) 2013, a Request for Proposals was conducted. Tri-County Community Council, Inc., a non-profit corporation, was the only proposer. Tri-County was evaluated, selected, and recommended as the Community Transportation Coordinator (CTC). At the May 21, 2013 meeting of the

Florida Commission for the Transportation Disadvantaged, the Commission approved Tri-County Community Council, Inc. to serve as the CTC for Walton County. This designation is effective July 1, 2013 through June 30, 2018.

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 Walton County, DeFuniak Springs, Freeport, and Paxton. The review of the comprehensive plans will be included in the next annual or 5-year major 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.

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.

Public Participation

Tri-County Community Council, Inc. includes representatives of public, private and non-profit and human services providers as well as the public to participate in the developments and updates of the Walton County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed through input of the Walton County Local Coordinating Board whose membership includes citizens, local government, and human services providers.

It is essential that stakeholders such as: transportation providers, passengers, advocates, social service agencies, and other community groups are involved with input in the development and implementation of the local coordinated TDSP. This is culminated with the required annual local board public hearing that gives the public an overview of the CTC performance, TDSP Goals and Strategies and other public concerns.

The Walton County Transportation Program Manager/ Assistant Program Manager contact three (3) human service agencies each month to discuss transportation services and obtains comments about transportation service. The contacts and comments are documented on the Monthly Operations Report. The Program Manager contacts the dialysis center twice per month for changes to schedules and does monthly courtesy visits to Walton County ARC and Resources for Human Development (RHD), Council on Aging, COPE, Head Start, and other human service agencies to survey about transportation services.

Walton County Transportation has partnered with local businesses and individual citizens to assist with locating employment and maintaining employment. Hours of operation and routes have been expanded to meet the needs of citizens that do not have transportation to and from work.

Walton County Transportation Disadvantaged
Coordinating Board meeting held on June 6, 2012

A public hearing was held on May 17, 2016 to offer an opportunity for anyone with comments or questions to address the Local Coordinating Board.

SERVICE AREA PROFILE/DEMOGRAPHICS

For this annual update, it was decided to not include the entire section on demographics since the data from the last 5-year update is outdated and the 2010 census information has not been released. The demographics data will be updated once the 2010 census information is made available.

Service Area Description

Walton County, located in northwest Florida, has a total area of 1,238 square miles (1,057 square miles of land and 180 square miles of water). Walton County is bordered by the State of Alabama to the north; Gulf of Mexico to the south; Okaloosa County to the west; Holmes, Washington, & Bay Counties to the east. The county seat is DeFuniak Springs.

SERVICE ANALYSIS

The analysis of Tri-County Community Council's 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 1 summarizes the Forecasts of the "Potential" Transportation Disadvantaged Population in Walton County from 2007 – 2012.

TABLE 1

Forecasts of Walton County's Potential Transportation Disadvantaged Population 2007 – 2012						
Market Segment	2007	2008	2009	2010	2011	2012
Disabled, Non-Elderly, Low Income	434	438	441	444	448	451
Disabled, Non-Elderly, Non-Low Income	1,839	1,853	1,868	1,883	1,896	1,912
Disabled, Elderly, Low Income	609	630	652	675	698	723
Disabled, Elderly, Non-Low Income	2,812	2,910	3,012	3,116	3,225	3,336
Non-Disabled, Elderly, Low Income	1,214	1,257	1,300	1,345	1,393	1,440
Non-Disabled, Elderly, Non-Low Income	5,608	5,803	6,005	6,214	6,429	6,655
Non-Disabled, Non-Elderly, Low Income	5,063	5,101	5,141	5,181	5,220	5,261
Potential TD Population	17,579	17,992	18,419	18,858	19,309	19,778

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 2007 was 5,727 which totaled 14.1% of the County's Population. The Transportation Disadvantaged Population is estimated to increase to 6,419 by the year 2012. A forecast of each market segment for the Transportation Disadvantaged Population for 2007 - 2012 is located in Table 2.

TABLE 2

Forecasts of Walton County's Transportation Disadvantaged Population 2007 – 2012						
Market Segment	2007	2008	2009	2010	2011	2012
Transportation Handicapped, Non-Elderly, Low Income	258	260	262	264	266	268
Transportation Handicapped, Non-Elderly, Non-Low Income	1,095	1,103	1,112	1,120	1,129	1,138
Transportation Handicapped, Elderly, Low Income	543	562	582	602	623	645
Transportation Handicapped, Elderly, Non-Low Income	2,509	2,597	2,687	2,780	2,877	2,977
Non-Transportation Handicapped, Low Income, No Auto, No Public Transit	1,322	1,336	1,349	1,363	1,377	1,391
Transportation Disadvantaged Population	5,727	5,858	5,992	6,129	6,272	6,419

Source: CUTR and WFRPC.

According to the "Forecasting Paratransit Services Demand - Review and Recommendations" Final Report prepared by the National Center for Transit Research (NCTR) for the Florida Department of Transportation and the Florida Commission for the Transportation Disadvantaged (CTD), the paratransit demand methodology utilized by many was developed in 1993. The methodology was based on trip rates that were derived from a 1988 Urban Mass Transportation Administration (the predecessor of today's Federal Transit Administration) study that utilized trip rates derived from travel behavior in the San Francisco area.

While the methodology was appropriate at the time, the CTD has matured, and with the passage of the Americans with Disabilities Act (ADA) in 1990, significant changes have occurred in terms of the mobility options that are available for persons with disabilities.

Additionally, the existing methodology was based on 1990 U.S. Census data. This outdated data source could not account for changes in the population that have occurred in the 20 years since the methodology's development. Much of the demographic and socio-economic data that is necessary for the preparation of TD population and demand forecasts are now collected by the U.S. Census Bureau on an annual basis. This richer data source captures changing population characteristics that influence transportation demand.

As a result of this research effort, a dynamic spreadsheet that can be frequently updated with new data was developed to assist Florida transportation planners with TD demand forecasting. Unlike the existing forecasting tool, this approach does require some user input, and the inputs are straightforward and can be completed by most anyone with basic spreadsheet skills. This new analytical tool does not require complex data sets or specialized software often required of more sophisticated model resources that may not be available to all agencies.

Step-by-step instructions are provided for accessing the required inputs, including the U.S. Census Bureau's American Community Survey (ACS) age, income, disability, and county level population data. Other data used in the model, such as those from the National Household Travel Survey (NHTS) and the U.S. Census Bureau's Survey of Income and Program Participation (SIPP), have been pre-coded in the spreadsheet tool for ease of use.

Therefore, Tables 1-4 will be updated as soon as possible using this new methodology.

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 3 below.

TABLE 3

Project	County	Estimated Cost	Funding Source
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.	Walton	To be determined	Enhanced Mobility of Seniors and Individuals With Disabilities (5310)
Capital and/or operating assistance to provide rural transportation services in Walton County.	Walton	$336,776	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).	Walton	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.	Walton	To be determined	Public Transit Service Development Funds
Provide transportation services for other human services organizations through the transportation services coordinated by the Community Transportation Coordinator (CTC).	Walton	$ 440,513 $ 150,000 $ 10,000 $ 0 $ 36,000 $ 4,200 $ 35,000 $ 1,800 $ 0 $ 45,000	TD-CTD Medicaid Broker Headstart Voc Rehab COA CCE APD County United Way Farebox

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.
D. Lack of medical providers and failure of their willingness to cooperate with transportation coordinator.
E. Specific issues related to funding sources.

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.

GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged	
OBJECTIVES	**STRATEGIES**
1. Increase service to meet trip demand, with available funding, while maintaining existing services.	a. Continue to pursue grants/funds to support transportation services. (Continuous)
2. Increase collaboration with entities involved in the FCTS.	a. Network with other Community Transportation Coordinators by sharing system improvements and funding opportunities. (Continuous) b. Identify potential Coordination and Purchase of Service Contracts including the VA Shuttle to Pensacola.
3. Increase passenger and general public awareness of Transportation Services.	a. Update information for marketing plan for educating public on transportation services. (Continuous) b. Enhance informational materials (brochures) for riders of the system and upgrade when necessary. (Immediate) c. Initiate workshops, health fairs, expos, by providing brochures and staff representation and seek out new outreach efforts. (Continuous)
GOAL 2: Ensure cost-effective and efficient transportation services.	
OBJECTIVES	**STRATEGIES**
1. Deliver efficient service by the most cost effective means.	a. Monitor and report number of no-shows and take corrective action when necessary. (Continuous) b. Establish and maintain desirable load factor by improving trip coordination (Continuous) c. Report monthly to administration system efficiency and cost effectiveness (Monthly).
GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged	
OBJECTIVES	**STRATEGIES**
1. Maintain courteous and respectful customer relations.	a. Reward employees for excellent service through internal customer service recognition program. Provide employee customer service training throughout the year. (Continuous) b. Educate individual and agency customer of all applicable transportation policies and procedures. (Immediate) c. Use rider survey feedback and AOR complaints/recommendations as tools to encourage drivers to consistently provide excellent service in the safest manner. (Continuous)
2. Improve customer comfort, safety and security.	a. Highlight safety practices by employees through internal safety recognition program. (Continuous). b. Conduct safety training as required for new employees and updated for existing employees. (Immediate) c. Report all accident and road call records. (Immediate and Quarterly)
3. Reduce customer travel and wait time.	a. Maintain dialogue with health care facilities to enhance coordination of appointment times. (Continuous)

GOAL 4: Ensure necessary funding to support the program	
OBJECTIVES	**STRATEGIES**
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 agencies like Kiwanis and United Way (Continuous)
2. Encourage all human service agencies to identify and assign adequate funding to meet transportation needs of their clients.	a. Encourage all area human service providers to attend Local Coordinating Board meetings. b. Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients. (Immediate and Future) c. The planning agency will monitor Intergovernmental Coordination and Response (ICAR) requests and update the CTC and LCB of grants involving transportation disadvantaged services.
GOAL 5: Ensure program accountability	
OBJECTIVES	**STRATEGIES**
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 (AOR) 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. (Continuous)	a. Prepare a quarterly report to the LCB outlining activities over the quarter. (Quarterly)

Tri-County Community Council, Inc.
2016/17 Transportation Training Plan

The following training plan is intended to facilitate the training needs of the Tri-County Community Council, Inc. Transportation Program. Records of training will be maintained on a spreadsheet at the Administrative Office identifying employee training. Additional training will be provided as needed and noted in training records.

January	Defensive Driving & Backing
February	QUARTERLY MEETING - Driver Handbook, SSPP, HIPPA
March	Passenger Assistance & Securement
April	Operation of Wheelchair Lift and other special equipment; Driving conditions
May	QUARTERLY MEETING - HSP, Handling of Emergencies & Security Threats
June	Operations Bus and Equipment Inspections, Bus Equipment Familiarization; Pre-& Post-Trip Inspections
July	Safe Transport of Oxygen; Wireless Communication Plan / Cell phone safety
August	QUARTERLY MEETING - Basic Operations and Maneuvering, HS Training
September	Security & Threat Awareness
October	Boarding & Alighting Passengers; Evacuations
November	QUARTERLY MEETING - Drug & Alcohol Training; BBP
December	Training for incidents that have happened throughout the year & Accident Policy, Broker Training

At orientation, each employee is given a copy of the Transportation Handbook, System Safety Program Plan, DOT Substance Abuse Policies, Zero Tolerance and Core Competency Training, and shown videos: DOT Drug and Alcohol Testing: Your Rights and Responsibilities, A Drug Free Workplace-What an Employee Can Do, Recognizing Drug And Alcohol Abuse and Blood Borne Pathogens for Transit Employees. Employees are also required to complete on-line courses for The Agency for Persons with Disabilities as well as a course that satisfies The Department of Children & Families HIPPA requirements. First Aid Training will be given as needed.

IMPLEMENTATION SCHEDULE

Tri-County Community Council's implementation plan, as detailed below, builds upon the primary goal of community transportation being provided for people to access places for work, medical, and shopping so that they can live vital, productive and rewarding lives. The table below provides an overview of the ongoing system improvements and review steps, as well as a timeline for actions and strategies to meet the above stated goals.

Action/Strategy	Responsible Agency	Time Frame to be Completed
Continue to partner with agencies such as Vocational Rehab, FDOT and Workforce Development.	CTC	Continuous
Network with other Community Transportation Coordinators by sharing system improvements and funding.	CTC	Continuous
Identify potential Coordination and Purchase of Service Contracts including VA Shuttle to Pensacola.	CTC	Continuous
Update information for marketing plan for educating public on transportation services.	CTC	Continuous
Enhance informational materials (brochures) for riders of the system and upgrade when necessary.	CTC	Continuous
Initiate and participate in workshops, health fairs, & expos by providing brochures and staff representation. Continue to seek out new outreach efforts.	CTC	Continuous
Monitor and report number of no-shows and take corrective action when necessary.	CTC	Continuous
Establish and maintain desirable load factor by improving trip coordination.	CTC	Continuous
Report monthly to administration system efficiency and cost effectiveness.	CTC	Monthly
Reward employees for excellent service through internal customer service recognition program.	CTC	Quarterly
Provide employee customer service training throughout the year. Pursue additional employee training opportunities.	CTC	Monthly
Educate individual and agency customers of all applicable transportation policies and procedures.	CTC	Continuous
Use rider survey feedback and AOR complaints/recommendations as tools to encourage drivers to consistently provide excellent service in the safest manner.	CTC	Continuous
Highlight safety practices by employees through internal safety recognition program.	CTC	Continuous
Conduct safety training as required for new employees and updated for existing employees.	CTC	Immediate & Continuous
Report all accident and road call records.	CTC	Immediate & Quarterly
Maintain dialogue with health care facilities to enhance coordination of appointment time.	CTC	Continuous
Seek funding from local government and private entities to provide local match for transportation services while pursuing private funding through community involvement with agencies like Kiwanis and United Way.	CTC	Continuous
Encourage all area human service providers to attend quarterly Local Coordinating Board meetings.	CTC	Quarterly
Encourage all agencies to list transportation costs as a separate budget line item to encourage a dedicated transportation allocation for their clients.	CTC	Immediate & Future
Comply with contract standards and submit an accurate Annual Operating Report (AOR) including all Purchase of Service and Coordination Contracts data.	CTC	Annually
Comply with the Community Transportation Disadvantaged contract requirements.	CTC	Ongoing
Prepare a quarterly report to the LCB outlining activities over the quarter.	CTC	Quarterly

The Walton County paratransit vehicle replacement plan is summarized in Table 4 below and illustrates the projected schedule for replacing paratransit vehicles.

TABLE 4
WALTON COUNTY PARATRANSIT VEHICLE REPLACEMENT PLAN

Type of Purchase	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
Fleet Replacement	2-W/C	4 - W/C	N/A	2 - W/C	N/A
Fleet Replacement	1-W/C	2 - 12 passenger	N/A		
Fleet Replacement			N/A		
TOTAL	**$ 130,000**	**$ 344,000**	**$0**	**$ 150,000**	**$ 0**

Service Plan

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

Ambulatory, Non-Ambulatory and Stretcher services are the types of transportation services available through Tri-County Community Council, Inc.'s coordinated system. Trips are arranged under the following classifications:

a. Subscription (scheduled): Routes which operate on a regular schedule each day for the same passengers who are picked up at the same location and time and then returned to the point of origin in the same manner.

b. Advance Reservation: Trips that request advance reservation by noon the prior working day.

c. Demand Response: Trips that are provided with less than 24 hour advance notice depending upon driver/vehicle availability.

d. Stretcher: Non-emergency trips provided by stretcher or gurney. Non-sponsor stretcher services are contracted. We can contract stretcher services for excluded groups.

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 preauthorized. Advance reservation is requested by noon the prior working day. Walton County transportation services can be scheduled Monday through Friday 8:00 a.m. - 4:30 p.m. with the exception of agency recognized holidays. Transportation service is provided twenty-four (24) hours a day - seven (7) days per week.

Non-emergency after hour and weekend transportation services are provided or arranged in accordance with advance notification arrangements. If prior scheduling has not been made, transportation service is provided through established procedures with riders and facilities. Tri-County provides Facilities with the after-hours contact information of designated staff. Transportation service for Medicaid clients who are enrolled in a plan will be handled by Medicaid broker.

Will call trips are provided as rider calls for return trips. Same day service is available if schedule permits and drivers or vehicles are available. Will call and same day service will be provided at a minimal level.

Agency recognized holidays are New Year's Day, Martin Luther King Day, Memorial Day, Labor Day, Independence Day, Veterans Day, Thanksgiving Day and Day After, Christmas Eve and Christmas Day. Transportation services are provided on these holidays if trips have been preauthorized.

Group trips are trips targeted for specific group activities. Group trips require three (3) days advance notice and are on a first come first serve basis. Charges for group trips are based on a vehicle mile rate.

Subscription trips are scheduled trips that recur in the same manner each day. The rider/sponsoring agency provides required information on initial call and does not have to continually call to arrange for transportation service.

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) The phone numbers for Walton County transportation service are as follows:

Phone #: (850) 892-2422
Fax #: (850) 547-2504
FL Relay System 1-800-955-8770 Voice
1-800-955-8771 TTY

The scheduler's telephone number will be on the answering machine for anyone needing transportation after hours for urgent care. The scheduler will then make arrangements to have the patient transported.

(b) Advance reservations are recommended for more efficient scheduling of services. 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 base on driver/vehicle availability. Sponsoring agencies, riders, etc. can call or fax trip information to transportation staff. A stand-by list is maintained for riders who call in after the maximum level driver/vehicle availability has been reached. It is the responsibility of the rider to call within the established time frame to verify if trip will be provided. 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; or
2) Individual cannot operate a vehicle; or
3) Individual has no alternate form of transportation.

(c) Trips should be canceled at least 24 hours prior to scheduled pickup but must be canceled at least one hour prior to pick up time. The rider will call the same number called to arrange transportation service or

call dispatch to cancel. An answering machine is available to cancel service after hours. Riders who are absent for return trips and have not notified CTC or left message with appropriate personnel will be considered a no-show.

(d) The Walton County Local Coordinating Board has established a No-Show Policy to enhance cost effectiveness. Riders are educated on the No-Show Policy and the effects No-Shows have on transportation services.

The No-Show Policy is as follows: Trips should be canceled at least 24 hours prior to scheduled pickup but must be canceled at least one hour prior to pick up time. Cancellations at the door will be considered a "No Show" and may result in suspension from the program. Riders who are absent for return trips and have not notified CTC or left message with appropriate personnel will be considered a no-show. The rider will call the same number called to arrange transportation to cancel transportation.

If a rider fails to notify the Community Transportation Coordinator of trip cancellation and an expense is incurred due to a vehicle being dispatched and the rider is not available or decides not to go, then the rider is classified as a "No Show".

1st No Show:	Driver will leave "No Show" Notice on door.
2nd No Show:	A letter of warning, outlining dates, times and pickup locations causing no shows will be sent from the Community Transportation Coordinator to the rider and user agency.
3rd No Show:	If third No Show occurs within 60 days, a letter notifying rider of suspension from service for a 30 day period will be sent from the Community Transportation Coordinator to the rider and user agency.

After first reinstatement to Transportation Program, if three No Shows occur within a 60-day period, suspension of service will be increased to 60 days.

Sponsoring agency will be notified in writing when a rider is suspended. Riders may only be removed from suspension by the sponsoring agency.

Riders will be counseled by sponsoring agency on the No Show Policy and responsibilities of using the Coordinated Transportation System.

The sponsoring agency may reinstate a rider with the provision that a "No Show" within 30 days will result in automatic 30-day suspension with no reinstatement. Sponsoring agencies may choose not to reinstate riders if they determine that the rider refuses to follow correct policy.

The Community Transportation Coordinator reserves the right to modify the No Show Policy as the Local Coordinating Board finds best for the Transportation Disadvantaged population of Walton County.

It is imperative that agencies adhere to and support the "No Show" Policy to achieve consistent results. The Community Transportation Coordinator utilizes an educational program to inform riders and user agencies of the No Show Policy.

Riders may call anytime to cancel trips. **Medicaid riders must call Broker as well to cancel trip**. An answering machine is available after hours to cancel service.

(e) Procedures for dispatching back up service and after-hours service are as follows. In the event of vehicle breakdown, the following back up service procedures are followed.

The Program Manager is notified immediately of the vehicle breakdown and is advised if there are riders on the vehicle. If the vehicle is non-operable and there are riders on board, the following steps are taken:

Immediate dispatch of a back-up vehicle, if riders cannot remain in disabled vehicle, they should be assisted to a safe area where they can wait for the backup vehicle. Program Manager must be notified of the location where riders are waiting. If adverse weather conditions exist, riders should be taken to a building/shaded area where they can wait safely inside for the back-up vehicle. If there will be an excessive delay, the Program Manager will notify someone at the riders' destination or family member as to the delay.

If the vehicle is non-operable and was en route to pick up riders (there are no passengers on board), the following steps will be taken: Immediate dispatch of back up vehicle to pick up scheduled riders. Program Manager will contact riders waiting for pick-up to alert them of the delay.

After hour transportation services are provided through established procedures with riders and facilities and in accordance with advance notification arrangements.

Policies

This section addresses policies the local coordinating board has established in regards to: (a) eligibility, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund; (b) prioritization, as determined locally, for services funded by the Transportation Disadvantaged Trust Fund; and (c) other procedures.

a) Policies the local coordinating board has established in regards to eligibility for services funded by the Transportation Disadvantaged Trust Funds are all persons are eligible and may ride subject to share of costs. Transportation services depend on driver and vehicle availability.

b) Trips are not prioritized for services funded by the Transportation Disadvantaged Trust Fund.

c) Other procedures may occur such as rescheduling trips. If rescheduling must occur, transportation staff asks if we can assist rider with calls to facility, doctor's appointment, etc. to ensure we have appropriate vehicle to provide transportation service and service is provided to that area on that day.

Transportation Operators and Coordination Contractors

The process that is used to contract with an operator is based on the need for service. The agency has issued a Request for Proposal and negotiates for stretcher services.

Walton County Emergency Medical Service provides stretcher service. The telephone number is 850-892-6162. The Walton County EMS serves non-sponsored clients. Their hours of operation are 6:00 a.m. until 6:00 p.m. The EMS will provide service 24 hours per day if advance notice has been given.

Another transportation operator for special needs is Chautauqua Office of Psychotherapy Evaluation (COPE). Contact person is Rachael Gillis at 850-892-8045. Hours of operation are 7:00 a.m. until 4:00 p.m. COPE serves non-sponsored clients. Service is provided for their clients only. Walton County Transportation Services does not have any Coordination Contracts.

Public Transit Utilization

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

School Bus Utilization

Tri-County Community Council, Inc. does not utilize the public school bus transportation system.

Vehicle Inventory

A Vehicle Inventory Report of the vehicles utilized in the Walton County 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.

Tri-County Community Council, Inc. has developed and implements a Safety System Program Plan. A copy of the current Department of Transportation System Safety Program Plan Certification appears 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,

Tri-County Community Council, Inc. works within the counties of Santa Rosa, Walton, Holmes and Washington in providing transportation services for out of service area medical trips and local discharges. Long distance trips are coordinated within the four county area for reduction of costs, as well as eliminating several drivers/vehicles being at the same location at the same time. The local coordinating board has approved transportation services to Gainesville - South; Birmingham - North; Pensacola - West; and Jacksonville - East.

Emergency Preparedness and Response

Tri-County Community Council, Inc. coordinates with Local Emergency Management Services during natural disasters, emergency preparedness and response. Transportation staff participates in local emergency management meetings.

Tri-County Community Council, Inc. solicits drivers from its staff to assist in evacuations as directed by EMS. Tri-County Community Council, Inc. cooperates with EMS and law enforcement in the use of vehicles, communications equipment, etc. during a natural disaster, emergency preparedness and response. The agency will assist in evacuating the special needs population including the elderly, handicapped and transportation disadvantaged. The agency will assist by transporting to and from designated shelter areas.

Educational Efforts/Marketing

Tri-County Community Council, Inc. uses public speaking engagements, public service announcements, pamphlets and the local media to market its transportation system to potential purchasers of service, disadvantaged public and non-sponsored persons.

Tri-County Community Council, Inc. personnel attend local civic club and inter-agency meetings on a regular basis to educate the public on transportation issues.

Rider and User Agency surveys are used to evaluate the performance of the Community Transportation Coordinator.

The CTC's vehicles are used as marketing tools as they are clearly marked with telephone numbers.

A User's Guide, provided to all riders, User Agencies and other interested parties upon request, highlights eligibility for transportation services, how to access service, information needed to schedule trip, how to cancel appointments, complaint process and safety system requirements. The CTC publishes its transportation schedule on agency website.

All publications/announcements should include and comply with the following: *Florida Law and Title VI of the Civil Rights Act of 1964 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).*

Information about transportation service is continually provided through brochures, public service announcements, speaking engagements, TPO meetings, West Florida Regional Planning Council programs, and the agency website.

Acceptable Alternatives

Tri-County Community Council, Inc. is Walton County's public transit system. If acceptable alternatives are identified, they are discussed during the Annual Evaluation and presented to the LCB. Costs associated with insurance requirements, standards, training and other safety features prohibit private providers from being brought into the coordinate 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. The drug and alcohol policy is 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. The CTC participates in the Drug and Alcohol State Consortium administered by FirstLab.

Driver Criminal Background Screening. All drivers in the coordinated system must have a clear Level 2 background screening prior to employment.

Escorts and children. Escorts are required when transporting anyone under 16 years of age and for riders who cannot access vehicles without minimal support or require personal assistance. Escorts must be scheduled at the same time riders are scheduled to ensure adequate seating. The purchasing agency is required to provide an escort trained to respond to their client's specific needs. 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. Riders will be allowed to have personal property, which they can hold or secure, in vacant seats - if it does not present safety hazard. Riders must be able to carry any items brought onto vehicle. Drivers may assist as necessary with packages when entering and exiting the vehicle. (Oxygen tanks must be portable and must be secured.)

Vehicle Transfer Points. Transfer points will be located in a safe, secure place centered around the CTC office or public facilities.

Local Toll Free Phone Number for Consumer Comment. Phone number will be included in the complaint process. The numbers are clearly posted in all vehicles for rider's reference and in the User's Guide.

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

Out of Service Area Trips. These trips are provided for medical purposes to areas approved by LCB. Transportation service to approved areas will depend upon driver/vehicle availability. Areas approved: Pensacola - West; Birmingham - North; Gainesville - South; & Jacksonville - East.

Vehicle Cleanliness. Cleanliness is the responsibility of the driver with inspections of vehicles by Program Manager. Vehicles will be free of dirt, trash, etc. All vehicles will be clean. A daily preventative maintenance check, which includes cleanliness, is performed on all vehicles.

Billing Requirements to Contracted Operators. The CTC will reimburse operators within seven (7) calendar days after receipt of payments from funding sources.

Rider/Trip Data. The CTC will collect the name, phone number, address, sponsoring agency and special requirements/needs on each rider.

Adequate Seating. The CTC will ensure adequate seating for each rider. No more riders than the registered seating capacity shall be transported in a vehicle at any time.

Driver Identification. The CTC's drivers will wear identification badges and uniform. The driver will introduce themselves to riders.

Passenger Assistance. Drivers will provide boarding and disembarkment assistance to all riders. Drivers will be courteous.

Smoking and Eating on Vehicles. The CTC does not allow smoking in any vehicle. Eating and drinking will be at the discretion of the Program Manager.

No-Show Policies. No-Shows are trips not canceled prior to scheduled pick up and an expense is incurred due to vehicle being dispatched and the rider is not available or decides not to go. If the rider receives 3 No-Shows within 60 days, a letter notifying rider of suspension from service for 30 days will be sent to rider and sponsoring agency.

Communication Equipment. All vehicles are equipped with cell phones in good working order.

Vehicle Air Conditioning and Heating Equipment. Air conditioning and heating in all vehicles will be in safe operating condition. If the air conditioning/heating does not work properly, a backup vehicle will be assigned to trip, and repairs will be made to ensure proper working condition.

First Aid Policy. The CTC's staff will have First Aid training.

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

Pick-Up Window. Tri-County Community Council, Inc. has a pick-up window of 60 minutes. Clients are 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, 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 a.m., your pick-up window begins at 7:45 a.m., so be ready at 7:45 a.m.

30 Minutes Before Scheduled Pick Up Time and 30 Minutes After		
7:45 a.m.	**8:15 a.m.**	**8:45 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 **60** 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. Tri-County Community Council, Inc. anticipates at least 90% of scheduled pickups meet the on-time standards of 30 minutes before scheduled pickup to 30 minutes after scheduled pickup.

Advance Reservation Requirements. If an advance reservation is requested, riders should call by noon the prior working day for next day transportation services. Appointments are taken Monday – Friday 8 a.m. to 4:30 p.m. Trip requests made after noon will be met if vehicle and driver area available.

Public Transit Ridership. There is no fixed route public transit in Walton County. All persons may ride Tri-County Community Council's coordinated transportation system.

Complaints. Total complaints per year shall not exceed one-half of one percent (0.5% = 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. Allowable number of accidents for the evaluation period will be 1.0 per 100,000 miles.

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

Call Hold Time. The CTC attempts to answer each call within five rings. If customers are placed on hold, every effort is made to respond within a two-minute time frame.

Weapons. No weapons will be allowed on vehicle.

Profanity. No profanity will be allowed on vehicle.

Alcoholic Beverages. Drinking of alcoholic beverages is not allowed on vehicle.

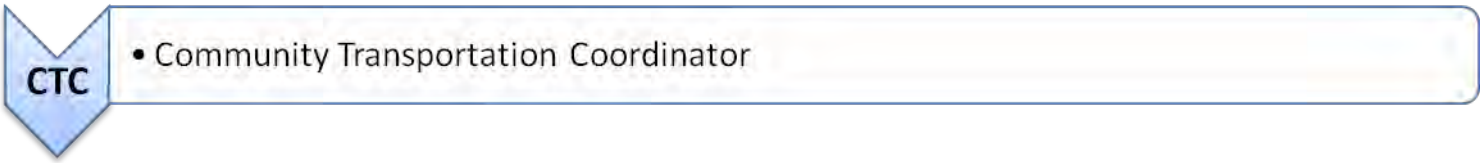
Local Complaint and Grievance Procedure/Process

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:

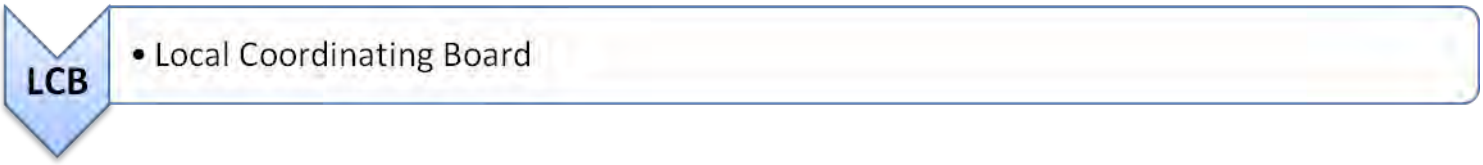
1. The name and address of the complainant.
2. A statement of the reasons for the grievance and supplemented by supporting documentation, made in a clear and concise manner.
3. An explanation of the requested relief desired by the complainant.

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.

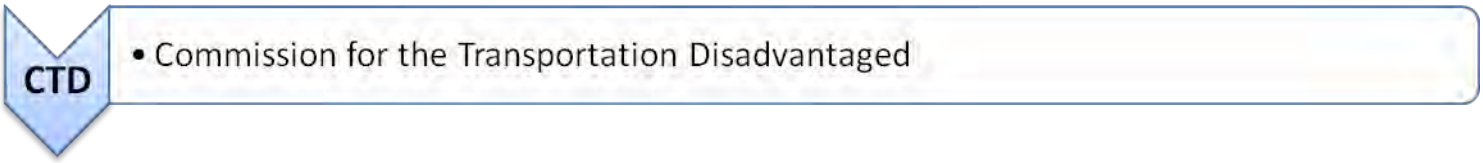
Step 2:



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 Walton 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. Walton County does not have any coordination contracts at this time.

Coordination Contract Evaluation Criteria

Walton County does not have any coordination contracts at this time; therefore, no evaluation criteria to report.

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.

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 rate calculation model worksheets and rates for services are reviewed and updated annually.

The Florida Commission for the Transportation Disadvantaged determined that combination rates would no longer be applicable and allowed each Community Transportation Coordinator (CTC) to determine whether to use the passenger mile rate or the passenger trip rate. The CTC for Walton County chose to use the passenger mile rates. The Rate Model Worksheets are included in the appendices for reference.

Walton County
Service Rates Summary

Provided Service Type	Unit	2015/16 Passenger Mile Rate Only	2016/17 Passenger Mile Rate Only
Ambulatory	Passenger Mile	$ 1.22	$ 1.30
Wheelchair	Passenger Mile	$ 2.10	$ 2.24
Stretcher	Passenger Mile	$ 4.37	$ 4.66

Quality Assurance

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 2012 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 53% of the trips were for medical/dental purposes.

Also, 68% indicated they use community transportation 11 or more days a month.

Additionally, if community transportation was not provided, 29% indicated they would not be able to make the trip while 40% indicated they would ride with someone else.

Appendices

Memorandum of Agreement between CTD and CTC

Transportation Disadvantaged Program Concept Chart

Organization Chart

Vehicle Inventory

Safety System Program Plan (SSPP) Certifications

Glossary of Terms

Rider Survey Comments

Rider Survey Results & Comparisons

CTC Evaluation

Rate Model Worksheets

Florida Commission for the
Transportation Disadvantaged

Rick Scott
Governor

David Darm
Chairperson

Mike Willingham
Vice Chairperson

Steven Holmes
Executive Director

RECEIVED
SEP 03 2013
BY:

August 29, 2013

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

RE: Walton County Community Transportation Coordinator Designation Memorandum of Agreement #TD-1360

Dear Mr. Paul,

Congratulations! At the May 21, 2013 meeting of the Commission for the Transportation Disadvantaged, the Commission approved Tri-County Community Council, Inc. to serve as the Community Transportation Coordinator for Walton County. This designation is effective July 1, 2013 through June 30, 2018. I am including your fully executed copy of the MOA as an enclosure to this correspondence.

The new TDSP is due within 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 Walton County. If you have any questions or need any additional information, please contact me at (850) 410-5704.

Sincerely,

Terry Lynne Goodwin
Area 3 Project Manager

Enclosures: Memorandum of Agreement

cc: Howard Vanselow, West Florida Regional Planning Council (letter only)

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

Contract # TD 1360

Effective: JULY 1,2013 to JUNE 30, 2018

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., PO 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 WALTON 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:

I. 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 amounts(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.

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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.

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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 $l 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.

Rev. 04/02/2012

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.

Rev. 04/02/2012

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.

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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.

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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.

Rev. 04/02/2012

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:

Joel Paul, Jr., Executive Director

P.O. Box 1210;302 North Oklahoma Street, Bonifay, FL 32425

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 May 21, 2013.

Sara Comander

Coordinating Board Chairperson

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

COMMUNITY TRANSPORTATION COORDINATOR:

Tri-County Community Council, Inc.
Agency Name

Joel Paul, Jr.
Printed Name of Authorized Individual

Signature: Joel Paul

Title: Executive Director

STATE OF FLORIDA, COMMISSION FOR THE TRANSPORTATION DISADVANTAGED:

Steven Holmes
Printed Name of Authorized Individual

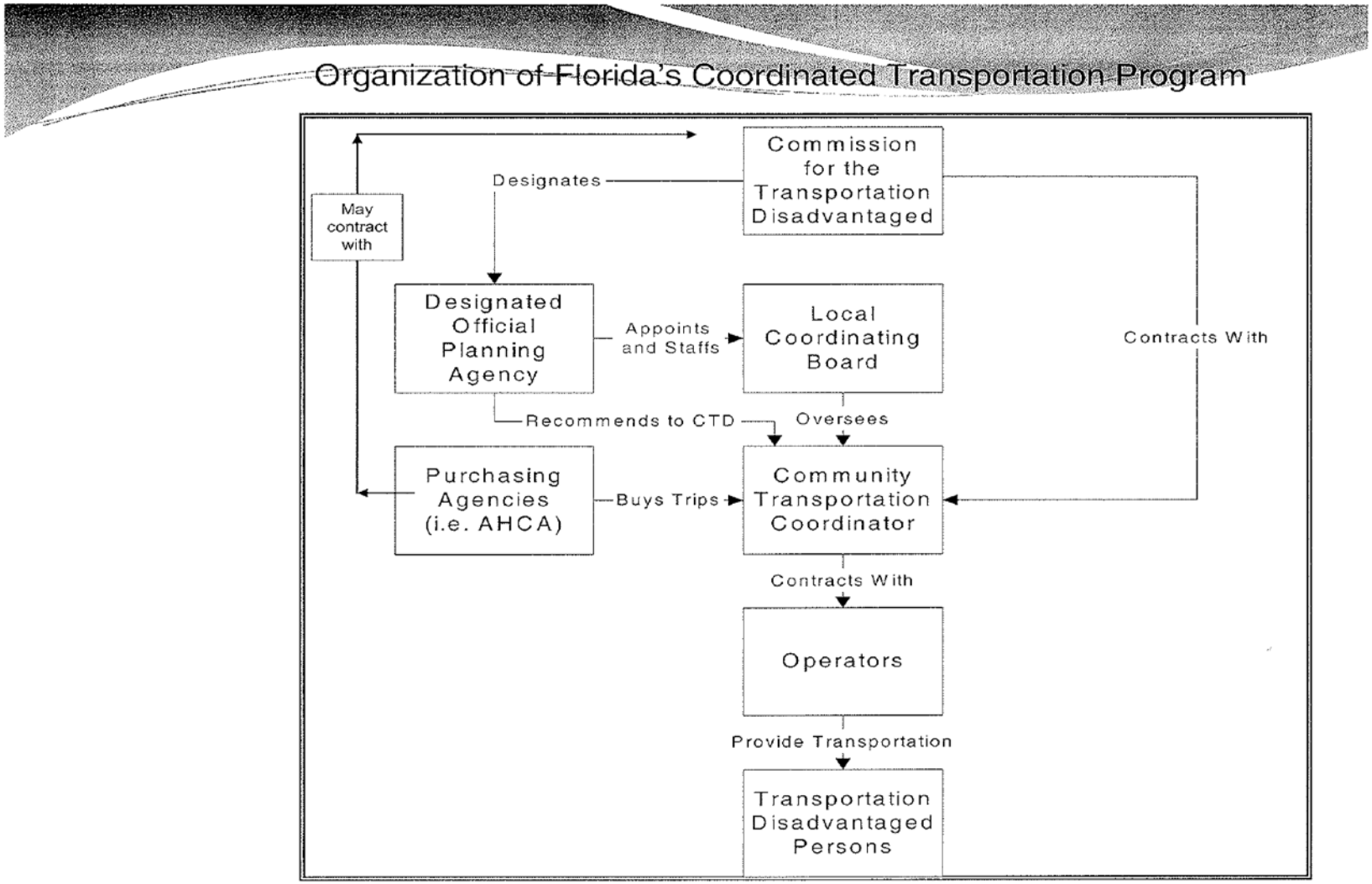
Signature: Karen Somerset

for Title: Executive Director

Rev. 04/02/2012

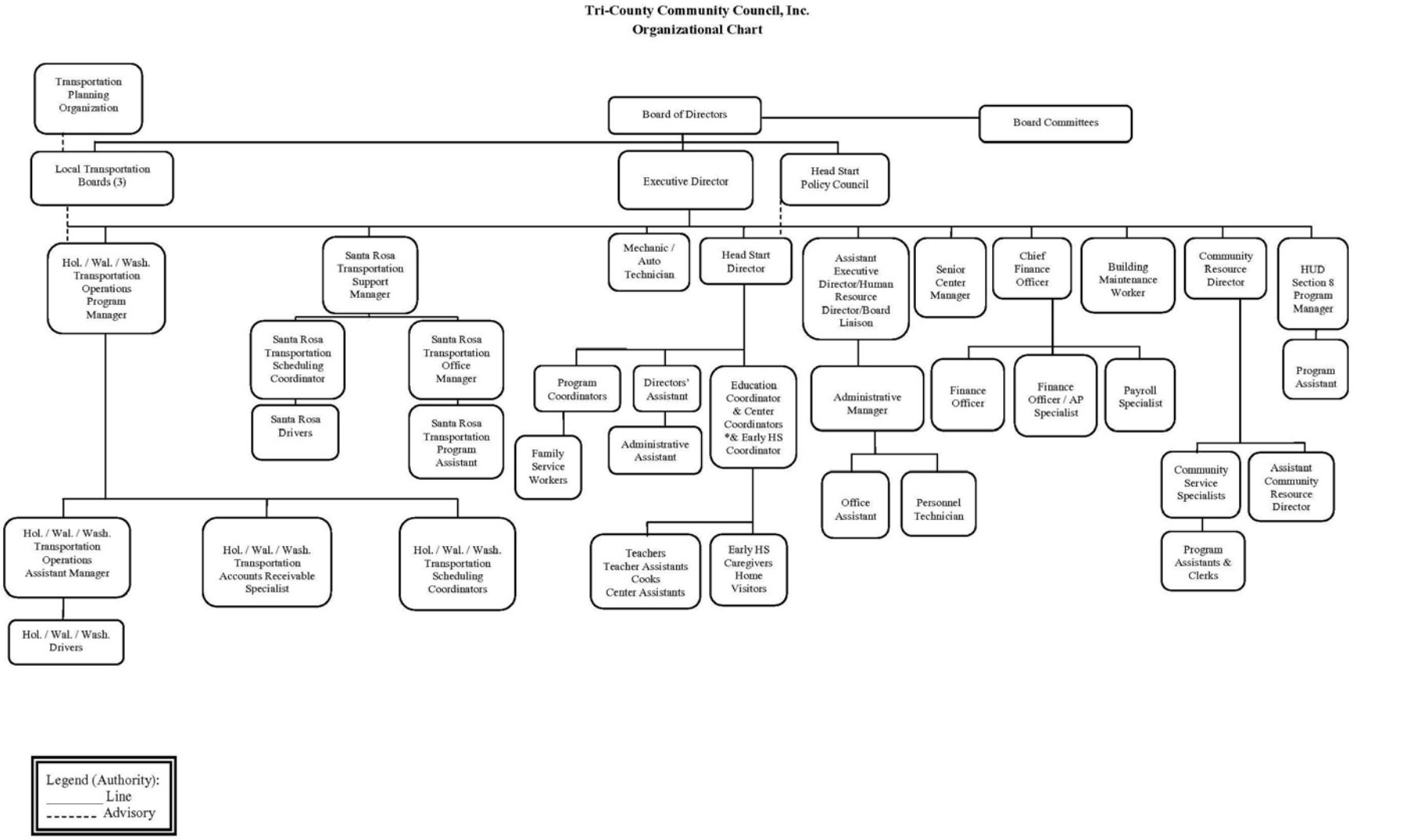
Transportation Disadvantaged Program Concept Chart

Figure 1



Tri-County Community Council Organization Chart

Figure 2



TRI-COUNTY COMMUNITY COUNCIL, INC.

WALTON COUNTY VEHICLE INVENTORY

YEAR	MAKE	MODEL	VEHICLE #	SERIAL #	MILEAGE	CAPACITY
2011	FORD	ECONOLINE	53	1FMNE1BW9BDB31465	116,167	7 PASSENGER-VAN
2012	DODGE	Grand Caravan	54	2C4RDGBG6CR166919	159,527	1 W/C 6 PASSENGER- LIFT EQUIP
2012	VPG	MV-1	55	523MF1A65CM101535	87,443	1 W/C 3 PASSENGER- LIFT EQUIP
2014	FORD	E-450	56	1FDFE4FS7EDA04103	91,461	3 W/C 12 PASSENGER LIFT EQUIP
2015	FORD	Glavel Sport/CUTA WAY	143	1FDEE3FLXEDA65203	3,030	2 W/C 12 PASSENGER LIFT EQUIP
2015	TOYOTA	SIENNA	144	5TDZK3DCXFS657496	6,978	7 PASSENGER VAN
2015	TOYOTA	SIENNA	145	5TDZK3DC9FS656405	8,183	7 PASSENGER VAN
2014	CHEV	Challenger	146	1GB6G5BG2E1186059	67,292	3 W/C 12 PASSENGER- LIFT EQUIP
2014	CHEV	Challenger	147	1GB6G5BGXE1187170	73,862	3 W/C 12 PASSENGER- LIFT EQUIP
2006	CHEV	EXPRESS G3500	148	1GBJG31U051218996	102,772	30 PASSENGER-BUS
2015	DODGE	GRAND CARAVAN	149	2C7WDGBGXFR634340	6,235	1 WC/ 3 PASSENGERS LIFT EQUIP
2006	FORD	ECONOLINE	150	1FBNE31L06HB36211	188,750	11 PASSENGER-VAN
2015	FORD	E350	151	1FDEE3FL1FDA37470	29,144	3 W/C 12 PASSENGER LIFT
2015	FORD	E350	152	1FDEE3FL6FDA37464	17,476	3 W/C 12 PASSENGER LIFT
2008	FORD	ECONOLINE	161	1FBNE31L18DB22120	168,280	11 PASSENGER-VAN
2008	FORD	ECONOLINE	162	1FBNE31L58DB22119	151,647	11 PASSENGER-VAN
2009	FORD	ECONOLINE	164	1FMNE11WX9DA76567	125,417	7 PASSENGER-VAN
2009	FORD	ECONOLINE	165	1FBNE31L79DA76570	79,791	11 PASSENGER-VAN
2010	FORD	ECONOLINE	166	1FMNE1BL5ADA64416	137,967	7 PASSENGER-VAN
2011	CHEV	EXPRESS G3500	167	1GBJG31K391173637	235,012	3 W/C 8 PASSENGER- LIFT EQUIP

FORM 725-030-10
TRANSIT
12/01

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:

AGENCY NAME: Tri-County Community Council, Inc.

ADDRESS: P.O. Box 1210, Bonifay, FL 32425

PHONE: (850) 547-3689

FDOT District Office Information:

Name: FDOT, District 3, Public Transit Office

ADDRESS: P. O. Box 607, Chipley, Fl 32428

PHONE: _____

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

hereby certify that Tri-County Community Council, Inc. (Name of Subrecipient) and its applicable contractor(s) (listing attached hereto) for Tri-County Community Council, Inc. (Name of Subrecipient), has (have) established and implemented an anti-drug and alcohol misuse prevention 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)

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 Statue 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.** _____ Title: **Executive Director**
(Type or Print)

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

Name/Company: Holmes/Washington Counties - Tri-County Community Council, Inc. Maintenance Shop

Address: 2896 North Hwy 81, Ponce De Leon, FL 32455
Contact: Tom Crisp/Inez Cassiday (850) 547-3688

Name/Company: Walton County - Rockman Enterprises, Inc.

Address: 207B 331 South, DeFuniak Springs, FL 32433
Contact: Lawton Rockman / Inez Cassiday (850) 547-3688

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 or 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, little, 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 of 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.

WALTON COUNTY COMMUNITY TRANSPORTATION
2016 RIDER SURVEY COMMENTS

1. Excellent service.
2. Wish you ran more on weekends for workers. Everyone has been so great to me. Thanks.
3. The drivers are good.
4. I would like to arrive 9:45 am and home at 2:00 pm.
5. I wish I didn't have to make reservations 3 days in advance.
6. A #1! :)
7. Setting up transportation needs was a lot smoother before having to go through LogistiCare.
8. Thanks.

WALTON COUNTY RIDER SURVEY RESULTS & COMPARISONS

QUESTION	#	RESPONSE	2014	2015	2016	2014	2015	2016
DEPENDABILITY - Schedule a trip for the time period I need?	1	A - Very Good	38	25	32	75%	76%	84%
		B - Good	12	6	6	24%	18%	16%
		C - Neutral	1	2	0	2%	6%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	51	33	38	100%	100%	100%
SERVICE RUNS WHEN I NEED IT?	2	A - Very Good	29	24	31	56%	70%	82%
		B - Good	19	4	5	37%	12%	13%
		C - Neutral	4	3	2	8%	9%	5%
		D - Poor	0	1	0	0%	3%	0%
		E - Very Poor	0	2	0	0%	6%	0%
		Total	52	34	38	100%	100%	100%
EASY TO ARRANGE TRIPS?	3	A - Very Good	34	27	31	67%	82%	82%
		B - Good	12	4	4	24%	12%	10%
		C - Neutral	5	1	3	10%	3%	8%
		D - Poor	0	1	0	0%	3%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	51	33	38	100%	100%	100%
IT IS CONVENIENT TO CHANGE SCHEDULED TRIPS WHEN NECESSARY?	4	A - Very Good	34	23	29	65%	72%	76%
		B - Good	12	5	5	23%	16%	13%
		C - Neutral	6	2	4	12%	6%	11%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	2	0	0%	6%	0%
		Total	52	32	38	100%	100%	100%
COMFORT / CLEANLINESS The vehicles are clean and maintained?	5	A - Very Good	37	28	34	71%	82%	89%
		B - Good	12	3	4	23%	9%	11%
		C - Neutral	2	3	0	4%	9%	0%
		D - Poor	1	0	0	2%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	52	34	38	100%	100%	100%
THE DRIVER PROVIDES A SAFE AND COMFORTABLE RIDE?	6	A - Very Good	38	29	36	73%	85%	95%
		B - Good	12	3	2	23%	9%	5%
		C - Neutral	2	2	0	4%	6%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	52	34	38	100%	100%	100%
WAITING TIME - The vehicle picks me up within 30 minutes of my scheduled time?	7	A - Very Good	33	21	29	63%	62%	76%
		B - Good	14	8	6	27%	23%	16%
		C - Neutral	4	2	3	8%	6%	8%
		D - Poor	1	1	0	2%	3%	0%
		E - Very Poor	0	2	0	0%	6%	0%
		Total	52	34	38	100%	100%	100%
I ARRIVED AT MY DESTINATION AT THE SCHEDULED TIME?	8	A - Very Good	35	25	34	67%	73%	89%
		B - Good	13	6	3	25%	18%	8%
		C - Neutral	3	1	1	6%	3%	3%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	1	2	0	2%	6%	0%
		Total	52	34	38	100%	100%	100%

QUESTION	#	RESPONSE	2014	2015	2016	2014	2015	2016
COST - Amount I pay for my trip is reasonable?	9	A - Very Good	34	27	33	68%	82%	87%
		B - Good	11	3	4	22%	9%	10%
		C - Neutral	3	3	1	6%	9%	3%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	2	0	0	4%	0%	0%
		Total	50	33	38	100%	100%	100%
THE RESERVATIONIST IS PLEASANT?	10	A - Very Good	37	26	34	73%	84%	89%
		B - Good	11	3	3	22%	10%	8%
		C - Neutral	3	0	1	6%	0%	3%
		D - Poor	0	2	0	0%	6%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	51	31	38	100%	100%	100%
THE DRIVERS ARE COURTEOUS AND HELPFUL?	11	A - Very Good	38	28	36	73%	85%	95%
		B - Good	12	3	2	23%	9%	5%
		C - Neutral	1	2	0	2%	6%	0%
		D - Poor	1	0	0	2%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	52	33	38	100%	100%	100%
OVERALL COURTESY OF EMPLOYEES?	12	A - Very Good	39	29	36	75%	85%	95%
		B - Good	11	3	2	21%	9%	5%
		C - Neutral	2	2	0	4%	6%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	52	34	38	100%	100%	100%
OVERALL SATISFACTION OF SERVICES?	13	A - Very Good	37	27	34	73%	79%	89%
		B - Good	13	4	4	25%	12%	11%
		C - Neutral	1	1	0	2%	3%	0%
		D - Poor	0	2	0	0%	6%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	51	34	38	100%	100%	100%
WHERE ARE YOU GOING ON YOUR TRIP (FINAL DESTINATION)?	14	A. Med/Dent	26	17	20	51%	52%	53%
		B. Sch/Wrk	9	4	5	18%	12%	13%
		C. Groc/Shop	0	4	4	0%	12%	10%
		D. Rec/Errand	2	3	0	4%	9%	0%
		E. Other	14	5	9	27%	15%	24%
		Total	51	33	38	100%	100%	100%
ON AVERAGE, HOW OFTEN DO YOU USE COMMUNITY TRANSPORTATION A MONTH?	15	A. Rarely	2	1	1	4%	3%	3%
		B. 1-2 days	6	4	3	13%	12%	8%
		C. 3-4 days	6	8	6	13%	24%	16%
		D. 5-10 days	4	6	2	9%	18%	5%
		E. 11+ days	29	14	26	62%	43%	68%
		Total	47	33	38	100%	100%	100%
IF NOT BY COMMUNITY TRANSPORTATION, HOW WOULD YOU MAKE THIS TRIP?	16	A. Drive	2	3	5	4%	9%	13%
		B. Would not go	23	13	11	48%	38%	29%
		C. Carpool	14	15	15	29%	44%	40%
		D. Other	8	2	7	17%	6%	18%
		E. Bus Service	1	1	0	2%	3%	0%
		Total	48	34	38	100%	100%	100%

CTC
EVALUATION WORKBOOK

Florida Commission for the

Transportation Disadvantaged

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

COUNTY: **WALTON**

ADDRESS: **1586 US HWY 331 SOUTH, DEFUNIAK SPRINGS, FL**

CONTACT: **INEZ CASSIDAY** **PHONE: 850-547-3688**

REVIEW PERIOD: FY 2014-2015 **REVIEW DATE: JANUARY 13, 2015**

REVIEW CONDUCTED BY:

WALTON COUNTY LOCAL COORDINATION BOARD MEMBERS

CONTACT INFORMATION: 850-332-7976, EXT 231

HOWARD.VANSELOW@WFRPC.ORG

APPROVED FEBRUARY 17, 2016

USING THE AOR, COMPILE THIS INFORMATION:

1. OPERATING ENVIRONMENT: X RURAL ☐ URBAN

2. ORGANIZATION TYPE:
   - ☐ PRIVATE-FOR-PROFIT
   - X PRIVATE NON-PROFIT
   - ☐ GOVERNMENT
   - ☐ TRANSPORTATION AGENCY

3. NETWORK TYPE:
   - ☐ SOLE PROVIDER
   - X PARTIAL BROKERAGE
   - ☐ COMPLETE BROKERAGE

4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:
   Walton County EMS, and Cope

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:
   NONE

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?
   (Recent APR information may be used)

Name of Agency	% of Trips	Name of Contact	Telephone Number
CTD	**40.57%**		
MEDICAID (AHCA)	**26.85%**		
APD	**5.38%**		
DOEA	**7.52%**		
DOE	**0.00%**		
Other	**19.68%**		

7. **REVIEW AND DISCUSS TD HELPLINE CALLS:**

	Number of calls	Closed Cases	Unsolved Cases
Total	** Unavailable		

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?
Operators are monitored annually using the Safety Compliance Review monitoring document provided by the Commission for Transportation Disadvantaged.

Is a written report issued to the operator? X Yes ☐ No
If NO, how are the contractors notified of the results of the monitoring? **NA**

WHAT TYPE OF MONITORING DOES THE CTC PERFORM ON ITS COORDINATION CONTRACTORS AND HOW OFTEN IS IT CONDUCTED?
The CTC does not have any coordination contracts.

Is a written report issued? ☐ Yes ☐ 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?
Any finding made during the Safety Compliance Review must be corrected immediately. Failure to do so will result in suspension of service.

IS THE CTC IN COMPLIANCE WITH THIS SECTION? X Yes ☐ No

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?
The CTC does not use school buses.

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 SERVICES IN THE COORDINATED SYSTEM?
Walton County provides the public transportation in Walton County. There is no fixed route at this time
IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO FIXED ROUTE TRANSIT?
☐ Yes X No If YES, what is the goal? Is the CTC accomplishing the goal? **NA**

IS THE CTC IN COMPLIANCE WITH THIS REQUIREMENT? X 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

Tri-County Community Council has:

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

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

Same

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

Operator	Insurance Cost
Walton EMS	
COPE	

DOES THE MINIMUM LIABILITY INSURANCE REQUIREMENTS EXCEED $1 MILLION PER INCIDENT?

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

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

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

NA, this county does not have any coordination contracts.

1. IF THE CTC HAS COORDINATION CONTRACTORS, DETERMINE THE COST-EFFECTIVENESS OF THESE CONTRACTORS.
2. DO YOU HAVE TRANSPORTATION ALTERNATIVES? ☐ Yes **X** No

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

RULE 41-2
Findings: Recommendations:

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

Compliance with Commission Standards
"...shall adhere to Commission approved standards…"

Was observed during ride along and office visit.

Commission Standards	Comments
Local toll free phone number must be posted in all vehicles.	**YES** - Posted and easy to see.
Vehicle Cleanliness	**YES** - Clean
Passenger/Trip Database -- **Manifest**	**YES** - Driver completed manifest
Adequate seating	**YES** - Enough seating present
Driver Identification	**YES** - Driver had ID Badge
Passenger Assistance	**YES** - Driver assisted all passengers
No Smoking, Eating and Drinking	**YES** - Posted -- None occurred
Two-way Communications	**YES** - Driver had two way radio – Push to talk
Air Conditioning/Heating	**YES** - Vehicle was a comfortable temperature and AC worked.
Billing Requirements -- CTS	**YES** - Observed at office.
FINDINGS: The CTC is in compliance with Commission Standards	
RECOMMENDATIONS: The CTC should continue to maintain Commission Standards.	

COMMISSION STANDARDS

Findings: The CTC is meeting all Commission Standards.
Recommendations: Continue to meet all Commission Standards.

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

Compliance with Local Standards
"...shall adhere to Commission approved standards..."

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.
Use, Responsibility, and cost of child restraint devices	Required for all riders under the age of 6. The child restraint device is provided by the CTC. Requests for the device must be made at the time the reservation is scheduled.
Out-of-Service Area trips	Only medical trips are scheduled to out of area service area dependent on driver/ vehicle availability
CPR/1st Aid	First Aid will be administered as needed & 911 will be called for additional assistance. Drivers are required to complete 1st Aid and CPR training every 2 years.
Driver Criminal Background Screening This is not included in TDSP	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 4:30 p.m. Trips for Medicaid urgent care may be provided the same day. HMO trips can be scheduled same day.
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	Latest Figures	MET/ NOT MET
Public Transit Ridership FIXED ROUTE	NA	NA	**NA**
On-time performance	90%	90% +	**MET**
Passenger No-shows 257 / 47,517 Trips	No Goal follow TDSP		
Accidents **3** / 640,662 miles	1/100,000 miles	CTC **.47 /100,000**	**MET**
Roadcalls **2** / 640,662 miles	1/10,000	CTC **.031 / 10,000**	**MET**
Complaints **15** / 47,517 trips	< 0.5%	CTC < **.03%**	**MET**
Call-Hold Time	NA	NA	**NA**

LOCAL STANDARDS

Findings: The CTC has met all local standards.
Recommendations: The CTC should continue to meet all local standards.

TRIP OBSERVATION

RIDE A VEHICLE WITIN THE COORDINATED SYSTEM.

Date of Observation: January 21, 2016

Person completing conducting the observation: Diane Jackson

Location: DFS, FL

Number of Passengers picked up/dropped off: 1 On first trip
Multiple on 2nd Trip

Ambulatory: All but one

Non-Ambulatory: 1 Wheelchair on 2nd trip

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

Did the driver provide any passenger assistance? X Yes ☐ No

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

Did the driver render an appropriate greeting?
X 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?
X Yes ☐ No

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

Does the vehicle have working heat and air conditioning? X Yes ☐ No

Does the vehicle have two-way communications in good working order? X Yes ☐ No
Technical Device used

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

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

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

Comments: **Driver was very personable, engaged with riders getting on/off vehicle; all were very kind and helpful. I took 2 trips, 1st trip was 1 passenger & 2nd trip was p/u for multiple individuals; ARC, HRD & doctor's appt's – driver made sure 1 individual got inside their home.**

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

OVERALL SATISFACTION OF SERVICE		A - Very Good	27	79%
		B - Good	4	12%
		C - Neutral	1	3%
		D - Poor	2	6%
		E - Very Poor	0	0%
		Total	34	100%

Funding Source	**# TRIPS**	**% TRIPS**
CTD	**19,277**	40.57%
AHCA	**12,759**	26.85%
APD	**2,556**	5.38%
DOEA	**3,573**	7.52%
DOE	**0**	0.00%
Other	**9,352**	19.68%
Totals	**47,517**	**100.00%**

Level of Cost

COSTS BY EXPENSE CATEGORY

CTC EXPENSE CATEGORY BY ACCOUNT (500-599)	2012-2013 Trips: 51,335		2013-2014 Trips: 52,300		2014-2015 Trips: 47,517	
	Expense	Cost/ Trip	Expense	Cost/ Trip	Expense	Cost/ Trip
Labor (501)	$431,112	$8.40	$433,217	$8.28	$459,880	$9.68
Fringe Benefits (502)	112,177	2.19	92,886	1.78	108,210	2.28
Services (503)	72,568	1.41	5,244	.10	12,757	.27
Materials & Supplies Consumed (504)	244,150	4.76	175,950	3.36	246,143	5.18
Utilities (505)	15,425	0.30	15,547	0.30	24,479	0.58
Casualty and Liability Costs (506)	41,678	0.81	46,114	0.88	51,088	1.08
Taxes (507)	738	0.01	612	0.01	282	0.01
Purchased Transportation Service (508)	34,501	0.67	33,283	0.64	16,127	0.34
Miscellaneous Expenses (509)	16,260	0.32	7,037	0.13	24,080	0.51
Interest Expense (511)	0	0.00	0	0.00	0	0.00
Leases & Rentals (512)	0	0.00	0	0.00	0	0.00
Annual Depreciation & Amortization (513)	10,794	0.21	28,430	0..54	65,070	1.37
Contributed Service - Allowable Expenses (530)	19,758	0.38	11,454	0.22	20,373	0.43
Allocated Indirect Expenses (if applicable)	0	0.00	0	0.00	0	0.00
SYSTEM TOTAL	**$999,161**	**$19.46**	**$849,774**	**$16.20**	**$1,031,489**	**$21.71**

1. Which expenses are especially high?
   Cost seem reasonable
2. Are these high expenses acceptable? Are they approved?
   Yes and approved when necessary
3. What strategies could reduce the unacceptable costs?

Level of Competition

Worksheet 2

1. Inventory of Transportation Operators in the Service Area

	Column A Operators Available	Column B Operators Contracted in the System.	Column C Include Trips	Column D % of all Trips
Private Non-Profit	1	1	45,839	96.47%
Private For-Profit	1	1	1,669	3.51%
Government	1	1	9	0.02%
Public Transit				
Total	3	3	47,517	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? _____
   Does the CTC have the ability to expand? **Yes, with additional funding**
4. Indicate the date the latest transportation operator was brought into the system. **2009**
5. Does the CTC have a competitive procurement process? **No**
6. In the past five (5) years, how many times have the following methods been used in selection of the transportation operators?

	Low bid			Requests for proposals
	Requests for qualifications			Requests for interested parties
X	**Negotiation only**			

   Which of the methods listed on the previous page was used to select the current operators?
   Negotiation only
7. Which of the following items are incorporated in the review and selection of transportation operators for inclusion in the coordinated system?

X	Capabilities of operator	X	Scope of Work
	Age of company	X	Safety Program
	Previous experience	X	Capacity
X	Management	X	Training Program
X	Qualifications of staff	X	Insurance
X	Resources	X	Accident History
	Economies of Scale	X	Quality
	Contract Monitoring	X	Community Knowledge
X	Reporting Capabilities	X	Cost of the Contracting Process
	Financial Strength	X	Price
	Performance Bond		Distribution of Costs
X	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. How many responded? The request for bids/proposals was distributed:
   NA _____ Locally _____ Statewide _____ Nationally
9. Has the CTC reviewed the possibilities of competitively contracting any services other than transportation provision?

Level of Availability (Coordination)
Worksheet 3

Planning – What are the coordinated plans for transporting the TD population? **Transportation Disadvantaged Service Plan (TDSP)**

Public Information – How is public information distributed about transportation services in the community? **Advertising in local paper, brochures at agencies, through the LCB and presentations at facilities.**

Certification – How are individual certifications and registrations coordinated for local TD transportation services? **The certifications are processed in the Bonifay office.**

Eligibility Records – What system is used to coordinate which individuals are eligible for special transportation services in the community? **Eligibility is maintained through the transportation software and application.**

Call Intake – To what extent is transportation coordinated to ensure that a user can reach a Reservationist on the first call? **There are four incoming lines.**

Reservations – What is the reservation process? How is the duplication of a reservation prevented? **Computer software allows for scheduling without duplication.**

Trip Allocation – How is the allocation of trip requests to providers coordinated? **Walton County EMS provides stretcher service as needed, the other providers provide trips as needed.**

Scheduling – How is the trip assignment to vehicles coordinated? **Rotating vehicles to prevent overuse while the scheduler assigns trips.**

Transport – How are the actual transportation services and modes of transportation coordinated? **The scheduler uses data collected for next day trips to develop manifests for drivers, by vehicle.**

Dispatching – How is the real time communication and direction of drivers coordinated? **Dispatch is available to drivers by two way communication and tablets.**

General Service Monitoring – How is the overseeing of transportation operators coordinated? **Annual monitoring for contracted operators.**

Daily Service Monitoring – How are real-time resolutions to trip problems coordinated? Dispatch, receptions and supervisor are located in the same office. **Two way communication is maintained with the drivers and real time location with tablets**

Trip Reconciliation – How is the confirmation of official trips coordinated? **Through the driver manifests.**

Billing – How is the process for requesting and processing fares, payments, and reimbursements coordinated? **Through the office in Bonifay.**

Reporting – How is operating information reported, compiled, and examined? **Using the transportation software, the trip data is used to produce the necessary reports.**

Cost Resources – How are costs shared between the coordinator and the operators (s) in order to reduce the overall costs of the coordinated program? **NA, use of operators is minimal in this county.**

Information Resources – How is information shared with other organizations to ensure smooth service provision and increased service provision? **Through the local coordinating board, community meetings, and through advertising.**

Overall – What type of formal agreement does the CTC have with organizations, which provide transportation in the community? **The CTC has contracts with the stretcher provider and Cope.**

Preliminary Information Worksheet

Version 1.4

CTC Name:	Tri-County Community Council, Inc.
County (Service Area):	Walton County
Contact Person:	Joel Paul, Jr.
Phone #	850-547-3689

Check Applicable Characteristic:

ORGANIZATIONAL TYPE:

- ○ Governmental
- ◉ Private Non-Profit
- ○ Private For Profit

NETWORK TYPE:

- ○ Fully Brokered
- ◉ Partially Brokered
- ○ Sole Source

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Tri-County Community Council, Inc.
County: Walton 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
REVENUES (CTC/Operators ONLY / Do NOT include coordination contractors!)						
Local Non-Govt						
Farebox	$ 45,227	$ 44,513	$ 45,000	-1.6%	1.1%	FAREBOX USED AS MATCH FOR THE T/E CONTRACT. REMAINDER USED AS CAPITAL EQUIPMENT MATCH
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						Other: projected farebox from additional funding from CTD to be used back in the system
Other			$ 4,064			
Bus Pass Program Revenue						
Local Government						
District School Board						
Compl. ADA Services						
County Cash	$ 1,684	$ 1,867	$ 1,800	10.9%	-3.6%	COUNTY CASH USED AS CAPITAL EQUIPMENT MATCH AS NEEDED.
County In-Kind, Contributed Services	$ 20,373	$ 25,661	$ 20,000	26.9%	-22.7%	COUNTY IN-KIND OR CONTRIBUTED SERVICES INCLUDES VOLUNTEERS, SPACE, & INMATE LABOR.
City Cash						
City In-kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						
CTD						
Non-Spons. Trip Program	$ 311,480	$ 372,234	$ 440,513	19.5%	18.3%	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. Walton: $389,950, this grant requires a 10% match. Additional funding of 50,563 has been alloted through proviso for this grant cycle
Non-Spons. Capital Equipment						
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						
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	$ 124,961	$ 107,523	$ -	-14.0%	-100.0%	
49 USC 5311 (Operating)	$ 273,132	$ 283,762	$ 200,000	3.9%	-29.5%	
49 USC 5311(Capital)						
Block Grant						
Service Development	$ 22,425	$ 94,759	$ -	322.6%	-100.0%	
Commuter Assistance						
Other DOT (specify in explanation)		$ 150,096	$ -		-100.0%	
Bus Pass Program Revenue						
AHCA						
Medicaid	$ 30,449			-100.0%		Other: Medicaid Brokers
Other AHCA (specify in explanation)	$ 150,711	$ 150,000	$ 150,000	-0.5%	0.0%	
Bus Pass Program Revenue						
DCF						
Alcoh, Drug & Mental Health						
Family Safety & Preservation						
Comm. Care Dis./Aging & Adult Serv.						
Other DCF (specify in explanation)						
Bus Pass Program Revenue						
DOH						
Children Medical Services						
County Public Health						
Other DOH (specify in explanation)						
Bus Pass Program Revenue						
DOE (state)						
Carl Perkins						
Div of Blind Services						
Vocational Rehabilitation						
Day Care Programs						
Other DOE (specify in explanation)						
Bus Pass Program Revenue						
AWI						
WAGES/Workforce Board						
Other AWI (specify in explanation)						
Bus Pass Program Revenue						
DOEA						
Older Americans Act	$ 37,942	$ 40,000	$ 40,000	5.4%	0.0%	THIS FUNDING IS USED TO PURCHASE TRIPS AT A DIFFERENT BUT SIMILAR PRICE OF THE RATE MODEL.
Community Care for Elderly						
Other DOEA (specify in explanation)						
Bus Pass Program Revenue						
DCA						
Community Services						
Other DCA (specify in explanation)						
Bus Pass Admin. Revenue						

Comprehensive Budget Worksheet

Version 1.4

CTC: Tri-County Community Council, Inc.
County: Walton 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		$ 38			-100.0%	THIS IS FUNDING IS USED TO PURCHASE TRIPS AT A DIFFERENT BUT SIMILAR PRICE OF THE RATE MODEL.
Developmental Services	$ 29,735	$ 30,000	$ 35,000	0.9%	16.7%	
Other APD (specify in explanation)						
Bus Pass Program Revenue						
DJJ						
(specify in explanation)						
Bus Pass Program Revenue						
Other Fed or State						
HEAD START	$ 9,558	$ 10,000	$ 10,000	4.6%	0.0%	HEAD START FUNDING IS USED TO PURCHASE TRIPS AT A DIFFERENT BUT SIMILAR PRICE OF THE RATE MODEL.
LUTHERN SERVICES	$ 287			-100.0%		
xxx						
Bus Pass Program Revenue						
Other Revenues						
Interest Earnings						Used as system subsidy.
Fuel Tax Refund	$ 10,183	$ 10,500	$ 10,000	3.1%	-4.8%	
xxxx						
Bus Pass Program Revenue						
Balancing Revenue to Prevent Deficit						
Actual or Planned Use of Cash Reserve						
Balancing Revenue is Short By =			None			
Total Revenues =	$1,068,147	$1,321,172	$956,397	23.7%	-27.6%	

EXPENDITURES (CTC/Operators ONLY / Do NOT include Coordination Contractors!)						
Operating Expenditures						
Labor	$ 459,880	$ 455,000	$ 464,216	-1.1%	2.0%	
Fringe Benefits	$ 108,210	$ 115,000	$ 115,000	6.3%	0.0%	
Services	$ 12,757	$ 15,245	$ 15,000	19.5%	-1.6%	
Materials and Supplies	$ 246,143	$ 200,000	$ 175,000	-18.7%	-12.5%	
Utilities	$ 27,479	$ 30,000	$ 28,000	9.2%	-6.7%	
Casualty and Liability	$ 51,088	$ 50,000	$ 49,500	-2.1%	-1.0%	
Taxes	$ 282	$ 645	$ 534	128.7%	-17.2%	
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services						SUB CONTRACTORS: COPE CENTER & EMS
Other	$ 16,127	$ 8,000	$ 6,500	-50.4%	-18.8%	
Miscellaneous	$ 24,080	$ 31,000	$ 28,000	28.7%	-9.7%	WE HAVE NO LEASE EXPENSE.
Operating Debt Service - Principal & Interest						
Leases and Rentals						IN-KIND EXPECTED FOR VOLUNTEERS, INMATE LABOR, & BUILDINGS.
Contrib. to Capital Equip. Replacement Fund						EXPENSES FULLY ALLOCATED-- NO FUNDS INDIRECT ALLOCATE.
In-Kind, Contributed Services	$ 20,373	$ 25,861	$ 20,000	26.9%	-22.7%	
Allocated Indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds	$ 124,961	$ 349,265		179.5%	-100.0%	
Equip. Purchases with Local Revenue	$ 13,885	$ 41,137		196.3%	-100.0%	
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
			$ 54,647			
ACTUAL YEAR LOSS	($37,112)					
Total Expenditures =	$1,105,265	$1,321,173	$956,397	19.5%	-27.6%	

See NOTES Below.

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

Actual year LOSSES are shown as Balancing Revenue or Local Non-Government revenue.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Tri-County Community Council, Inc.

County: Walton 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 BUDGETED Revenues from July 1st of 2016 to June 30th of 2017	What amount of the Budgeted Revenue 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 Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?	local match req.
1	2	3	4	5	
REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	$ 45,000	$ 45,000	$ -		
Medicaid Co-Pay Received	$ -		$ -		
Donations/ Contributions	$ -		$ -		
In-Kind, Contributed Services	$ -	$ -	$ -		
Other	$ 4,084	$ 4,084	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
Local Government					
District School Board	$ -	$ -	$ -		
Compl. ADA Services	$ -	$ -	$ -		
County Cash	$ 1,800	$ 1,800	$ -		
County In-Kind, Contributed Services	$ 20,000	$ -	$ 20,000		
City Cash	$ -		$ -		
City In-Kind, Contributed Services	$ -	$ -	$ -		
Other Cash	$ -		$ -		
Other In-Kind, Contributed Services	$ -	$ -	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
CTD					
Non-Spons. Trip Program	$ 440,513	$ 440,513	$ -	$ -	$ 48,946
Non-Spons. Capital Equipment	$ -	$ -	$ -	$ -	$ -
Rural Capital Equipment	$ -	$ -	$ -	$ -	$ -
Other TD	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
USDOT & FDOT					
49 USC 5307	$ -	$ -	$ -		
49 USC 5310	$ -	$ -	$ -	$ -	$ -
49 USC 5311 (Operating)	$ 200,000		$ 200,000		
49 USC 5311(Capital)	$ -	$ -	$ -	$ -	$ -
Block Grant	$ -	$ -	$ -		
Service Development	$ -	$ -	$ -		
Commuter Assistance	$ -	$ -	$ -		
Other DOT	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AHCA					
Medicaid	$ -	$ -	$ -		
Other AHCA	$ 150,000	$ 150,000	$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCF					
Alcoh, Drug & Mental Health	$ -	$ -	$ -		
Family Safety & Preservation	$ -	$ -	$ -		
Comm. Care Dis./Aging & Adult Serv.	$ -	$ -	$ -		
Other DCF	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOH					
Children Medical Services	$ -	$ -	$ -		
County Public Health	$ -	$ -	$ -		
Other DOH	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOE (state)					
Carl Perkins	$ -	$ -	$ -		
Div of Blind Services	$ -	$ -	$ -		
Vocational Rehabilitation	$ -	$ -	$ -		
Day Care Programs	$ -	$ -	$ -		
Other DOE	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
AWI					
WAGES/Workforce Board	$ -	$ -	$ -		
AWI	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DOEA					
Older Americans Act	$ 40,000	$ 40,000	$ -		
Community Care for Elderly	$ -	$ -	$ -		
Other DOEA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		
DCA					
Community Services	$ -	$ -	$ -		
Other DCA	$ -		$ -		
Bus Pass Program Revenue	$ -	$ -	$ -		

YELLOW cells
are NEVER Generated by Applying Authorized Rates

BLUE cells
Should be funds generated by rates in this spreadsheet

GREEN cells
MAY BE Revenue Generated by Applying Authorized Rate per Mile/Trip Charges

Fill in that portion of budgeted revenue in Column 2 that will be GENERATED through the application of authorized per mile, per trip, or combination per trip plus per mile rates. Also, include the amount of funds that are Earmarked as local match for Transportation Services and NOT Capital Equipment purchases.

If the Farebox Revenues are used as a source of Local Match Dollars, then identify the appropriate amount of Farebox Revenue that represents the portion of Local Match required on any state or federal grants. This does not mean that Farebox is the only source for Local Match.

Please review all Grant Applications and Agreements containing State and/or Federal funds for the proper Match Requirement levels and allowed sources.

GOLD cells

Fill in that portion of Budgeted Rate Subsidy Revenue in Column 4 that will come from Funds Earmarked by the Funding Source for Purchasing Capital Equipment. Also include the portion of Local Funds earmarked as Match related to the Purchase of Capital Equipment if a match amount is required by the Funding Source.

Budgeted Rate Base Worksheet

Version 1.4

CTC: Tri-County Community Council, Inc.

County: Walton 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 BUDGETED Revenues from July 1st of 2016 to June 30th of 2017	What amount of the Budgeted Revenue 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 Subsidy Revenue EXcluded from the Rate Base	What amount of the Subsidy Revenue in col. 4 will come from funds to purchase equipment, OR will be used as match for the purchase of equipment?
1	2	3	4	5
APD				
Office of Disability Determination	$ -	$ -	$ -	
Developmental Services	$ 35,000	$ 35,000	$ -	
Other APD	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
DJJ				
DJJ	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Fed or State				
HEAD START	$ 10,000	$ 10,000	$ -	
LUTHERN SERVICES	$ -		$ -	
xxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Other Revenues				
Interest Earnings	$ -	$ -	$ -	
Fuel Tax Refund	$ 10,000		$ 10,000	
xxxx	$ -		$ -	
Bus Pass Program Revenue	$ -	$ -	$ -	
Balancing Revenue to Prevent Deficit				
Actual or Planned Use of Cash Reserve	$ -	$ -	$ -	
Total Revenues =	$ 956,397	$ 726,397	$ 230,000	$ -

$ 230,000

Amount of Budgeted Operating Rate Subsidy Revenue

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	$ 464,216
Fringe Benefits	$ 115,000
Services	$ 15,000
Materials and Supplies	$ 175,000
Utilities	$ 28,000
Casualty and Liability	$ 49,500
Taxes	$ 534
Purchased Transportation:	
Purchased Bus Pass Expenses	$ -
School Bus Utilization Expenses	$ -
Contracted Transportation Services	$ -
Other	$ 6,500
Miscellaneous	$ 28,000
Operating Debt Service - Principal & Interest	$ -
Leases and Rentals	$ -
Contrib. to Capital Equip. Replacement Fund	$ -
In-Kind, Contributed Services	$ 20,000
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	$ -
	$ 54,647
Total Expenditures =	**$ 956,397**
minus EXCLUDED Subsidy Revenue =	$ 230,000
Budgeted Total Expenditures INCLUDED in Rate Base =	$ 726,397
Rate Base Adjustment[1] =	$ 37,118
Adjusted Expenditures Included in Rate Base =	**$ 763,515**

[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 exlanation area of the Comprehensive Budget tab.

[1] 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: Walton 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 Projected Passenger Miles =	564,829
Rate Per Passenger Mile =	$ 1.35
Total Projected Passenger Trips =	50,835
Rate Per Passenger Trip =	$ 15.02

Fiscal Year

2016 - 2017

Avg. Passenger Trip Length = 11.1 Miles

Rates If No Revenue Funds Were Identified As Subsidy Funds

Rate Per Passenger Mile =	$ 1.76
Rate Per Passenger Trip =	$ 19.54

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

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

CTC: Tri-County Com Version 1.4
County: Walton County

SECTION I: Services Provided

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be providing any of these Services to transportation disadvantaged passengers in the upcoming budget year?.....	(●) Yes ( ) No	(●) Yes ( ) No	(●) Yes ( ) No	( ) Yes (●) 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

	Ambulatory	Wheelchair	Stretcher	Group
1. Will the CTC be contracting out any of these Services TOTALLY in the upcoming budget year?....	( ) Yes (●) No	( ) Yes (●) No	(●) Yes ( ) No	( ) Yes (●) 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	Answer # 2 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?.....	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No	( ) Yes (●) No
	Leave Blank	Leave Blank	Leave Blank	Do NOT Complete Section II for Group Service
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?				
Effective Rate for **Contracted Services:**	Ambulatory	Wheelchair	Stretcher	Group
per **Passenger Mile** =				
per **Passenger Trip** =				
	Go to Section III for Ambulatory Service	Go to Section III for Wheelchair Service	Go to Section III for Stretcher Service	Do NOT Complete Section II for Group 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 =	Combination Trip and Mile Rate			
Rate per Passenger Mile for Balance =				
	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	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Tri-County Comm Version 1.4
County: Walton 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 ..... ● Pass. Trip ○ Pass. Mile — Leave Blank
   per passenger mile?.....
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

1. 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 Mulitple 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 (Leave Blank)	
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	564,829 =	539,412 +	24,005 +	1,412 +	0	
Rate per Passenger Mile =		$1.30	$2.24	$4.66	$0.00 per passenger	$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	50,835 =	46,133 +	4,575 +	127 +		
Rate per Passenger Trip =		$14.03	$24.05	$50.10	$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 (Leave Blank)	
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					$0.00
Rate per Passenger Mile for Balance =	$1.30	$2.24	$4.66	$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 =	$1.70	$2.91	$6.06	$0.00 per passenger	$0.00 per group
	Ambul	Wheel Chair	Stretcher	Group	
Rate per Passenger Trip =	$18.25	$31.29	$65.19	$0.00 per passenger	$0.00 per group

Program These Rates Into Your Medicaid Encounter Data