

BAY COUNTY



TRANSPORTATION DISADVANTAGED SERVICE PLAN

(THE COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN)



FY 2015 – 2019

FY 2016/17 ANNUAL UPDATE

Adopted June 1, 2016



Staff to TPO

Coordinator



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TABLE OF CONTENTS

Local Coordinating Board Membership Certification5

Roll Call Voting Sheet6

General Information7

DEVELOPMENT PLAN9

INTRODUCTION TO THE SERVICE AREA9

 Background of the Transportation Disadvantaged Program9

 Community Transportation Coordinator Designation Date/History9

 Organization Charts10

 Consistency Review of Other Plans10

 Local Government Comprehensive Plans10

Bay County10

City of Callaway11

Town of Cedar Grove11

City of Lynn Haven11

City of Mexico Beach12

City of Panama City12

City of Panama City Beach13

City of Parker13

City of Springfield14

 Regional Policy Plans14

 Transit Development Plans15

 Commission for the Transportation Disadvantaged 5Yr/20Yr Plan15

 TPO Long Range Transportation Plans15

 Transportation Improvement Programs16

 Public Transportation Project Priorities16

 Public Participation16

SERVICE AREA PROFILE/DEMOGRAPHICS17

 Service Area Description17

 Demographics17

TABLE OF CONTENTS CONTINUED

SERVICE ANALYSIS22

 Forecasts of Transportation Disadvantaged Population22

 Needs Assessment24

 Barriers to Coordination25

GOALS, OBJECTIVES, AND STRATEGIES25

IMPLEMENTATION SCHEDULE28

SERVICE PLAN30

 OPERATIONS30

 Type, Hours and Days of Service30

 Accessing Services31

 Transportation Operators and Coordination Contractors33

 Public Transit Utilization34

 School Bus Utilization34

 Vehicle Inventory34

 System Safety Program Plan Certification34

 Intercounty Services34

 Emergency Preparedness and Response34

 Education Efforts/Marketing34

 Acceptable Alternatives35

 Service Standards35

 Local Complaint and Grievance Procedure/Process38

 CTC Monitoring Procedures of Operators and Coordination Contractors39

 Coordination Contract Evaluation Criteria40

 COST/REVENUE ALLOCATION & RATE STRUCTURE JUSTIFICATION40

QUALITY ASSURANCE41

 Community Transportation Coordinator Evaluation Process41

APPENDICES LIST42

 Memorandum of Agreement between CTD and CTC – *not provided*N/A

 Transportation Disadvantaged Program Concept Chart43

 Organization Chart44

 Vehicle Inventory45

 Safety System Program Plan (SSPP) Certifications – *not provided*N/A

 Glossary of Terms46-54

 Bay County Rider Survey Comments55

 Bay County Rider Survey Results & Comparisons56-57

 CTC Evaluation58-71

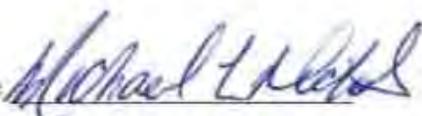
 Rate Model Worksheets for FY 2015/1672-79

COORDINATING BOARD MEMBERSHIP CERTIFICATION Bay County, Florida

Name: Bay County TPO Address: P. O. Box 11399, Pensacola, FL32524-1399
The Metropolitan Planning Organization named above hereby certifies to the following:

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

REPRESENTATION	MEMBER	ALTERNATE	TERM
Chair Elected Official	Pam Henderson	Bryan Taylor	
FL Department of Transportation	Kathy Rudd	Vanessa Strickland	
FL Department of Children and Families	Colleen Foley	Rob Forbus	
Public Education	Kate Bellmann	Vacant	
FL Department of Education	Brandi Boyer Rutherford	Roderick Pearson	
Veteran Services	Joe Volpi	John Deegins	
Community Action	Bryan Taylor	Tiffany Hinds	2015-2018
Elderly	Jean Hale	Vacant	2015-2018
Disabled	Rufus Wood	Vacant	2016-2019
Citizen Advocate	David Haight	Vacant	2016-2019
Citizen Advocate/User	Vacant	Vacant	
Children at Risk	Janice Flowers	Thao NGuyen	
Mass/Public Transportation	N/A	N/A	
FL Department of Elder Affairs	Jean Warner	Karen Coffman	
Private Transportation Industry	Vacant	Vacant	
FL Agency for Health Care Administration	John Vinski	Provider Unit Staff	
Workforce Development Board	Jennifer German	CareerSource Staff	
Local Medical Community	Vacant	Vacant	

Signature  Title: Bay County TPO Chair Date: 6-22-2016

Local Coordinating Board – Roll Call Vote

The Local Coordinating Board for **Bay County** hereby certifies that an annual evaluation of this Community Transportation Coordinator, **Bay County**, 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 **Bay County Transportation Disadvantaged Service Plan** was reviewed and approved by this Board at an official meeting held on **June 1, 2016**.

6/7/16
Date

Pamn Henderson
Pamn Henderson, Chairperson

Approved by the Commission for the Transportation Disadvantaged

Date

Executive Director

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

Representation	Member	Meeting Attendance		Approval Vote		
		Present	Absent	Yes	No	Abstain
Elected Official – Chair	Pamn Henderson	X		X		
Elderly	Jean Hale	X		X		
Disabled	Rufus Wood		X			
Citizen Advocate	Vacant		---			
Citizen Advocate/User	Vacant		---			
Veteran Services	Joe Volpi	X		X		
Community Action	Bryan Taylor		X			
Local Public Education	Kate Bellman		X			
FDOT	Kathy Rudd	X		X		
FL Dept of Children & Families	Rob Forbus	X		X		
FL Dept of Education	Brandi Boyer Rutherford	X		X		
FL Dept of Elder Affairs	Jean Warner	X		X		
FL AHCA (Medicaid)	John Vinski	X		X		
Children At Risk	Janice Flowers	X		X		
Private Trans Industry	Vacant		---			
Workforce Dev Board	Jennifer German	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 staff to the Bay County Transportation Planning Organization) and the Coordinator (Bay Area Transportation) 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 and Persons 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 Service 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 Local 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 Bay County Transportation Disadvantaged Service Plan (TDSP) addresses the needs of elderly, disabled or economically disadvantaged people in Bay 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 a 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.

Community Transportation Coordinator Designation Date/History

In 1983, Bay County Council on Aging, Inc. was named the Community Transportation Coordinator (CTC) and operator for the transportation disadvantaged and the program was implemented by gradually adding participating agencies to the program until all agencies who requested the service were served. On July 1, 1984, the program was fully implemented and served all agencies in the service area that were willing to participate in the coordinated system.

In November 2003, Tri-County Community Council was appointed as CTC on an emergency basis when Bay County Council on Aging, Inc. chose not to be the CTC. This was followed by a Request For Proposal (RFP) to pick a permanent CTC. Tri-County Community Council was chosen as the CTC at the conclusion of the RFP process in April 2004. Tri-County Community Council was selected once again to continue as the CTC for Bay County in 2009.

Effective January 1, 2014 through June 30, 2014, Bay County Board of County Commissioners (BCC) was appointed as CTC on an emergency basis when Tri-County Community Council chose not to be the CTC. Bay County BCC selected Pensacola Bay Transportation as the contract operator to provide coordinated transportation services to the transportation disadvantaged. Pensacola Bay Transportation discontinued its service as of May 31, 2014 and Bay County BCC contracted with First Transit under an emergency basis to begin June 1, 2014.

Bay County BCC requested to remain the CTC and was approved by the CTD for a five year period effective July 1, 2014 through June 30, 2019. **Bay County BCC will need to select a contract operator through an appropriate procurement process in the near future.**

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 with local government Comprehensive Plans, Regional Policy Plans, Transit Development Plans, Commission for the Transportation Disadvantaged 5Yr/20Yr Plan, TPO Long Range Transportation Plans, and Transportation Improvement Programs. These plans are briefly discussed in the sections below. The areas where public transportation is addressed have been highlighted.

Local Government Comprehensive Plans

Local governments who have developed a comprehensive plan and are located within Bay County are as follows: (1) Bay County, (2) Callaway, (3) Cedar Grove, (4) Lynn Haven, (5) Mexico Beach, (6) Panama City, (7) Panama City Beach, (8) Parker, and (9) Springfield. These comprehensive plans are addressed in the following sections. A focus will be placed on the public transportation component of each of the plans.

Bay County (October 20, 2009)

The TDSP is consistent with the following items from the Comprehensive Plan of Bay County.

Transportation Goal: Section 125.01, Florida Statutes provides general authority to the Board of County Commissioners to establish and provide transportation and **public transportation** programs. The goals of the Board relative to transportation programs are: to provide for a safe, convenient and efficient transportation system; to promote the purpose and intent of the Florida Transportation Code; to provide for efficient and effective coordination between transportation planning and land use planning; to promote access management on major thoroughfares; to preserve the functional integrity of the State and County Highway and Road Systems; to establish and maintain level of service standards; to effect improvements to the road and highway network; to establish and maintain regulations governing rights-of-way use, parking, and related activities; to improve the appearance of major routes into and out of the County; to prevent the creation of airport and landing field hazards and land use conflicts; to promote a safe and convenient system for the movement of pedestrians and bicycles, and; to promote and further the laws of the State relative to the transportation system.

Objective 4.16: Participate in the provision of **public transportation**.

Performance Measure: Whether or not the County is eligible for and can justify participation in the program.

Policy 4.16.1: The County will participate through the TPO toward continuation of the **Bay Town Trolley and Bay Coordinated Transportation programs** including an analysis of the feasibility of developing a trolley system to serve the public beach access points, a discussion of alternative parking systems including, but not limited to, fee acquisition, joint parking systems, or financial incentives.

Policy 4.16.2: The County shall participate through the TPO in identifying and analyzing alternative elements of transportation including, but not limited to: (1) Park and Ride options; (2) "Share a Ride" program; (3) **Bay Town Trolley**; and (4) Bicycle/Pedestrian Plan.

Policy 4.16.3: The County shall participate through the TPO in maintaining an inventory of all implemented **alternative transportation** elements.

City of Callaway (2009)

The TDSP is consistent with the following items from the Comprehensive Plan of the City of Callaway.

Policy 1.2.6: The City and School Board, in conjunction with the Bay County Transportation Planning Organization, will work to find opportunities to collaborate on **transit and bus routes** to better serve citizens and students.

Policy 2.1.7: Continue to develop evacuation procedures for citizens and other organizations concerned with the **transportation disadvantaged**.

Objective 5: Provide convenient and efficient movement of motorized and non-motorized traffic.

Policy 5.6: The City shall work with the **Bay Town Trolley** to increase **bus routes and services** within the City of Callaway.

Policy 5.7: By July 1, 2010, the City shall prepare a detailed **Multimodal Facilities Plan** for the Community Redevelopment Area. The data and analysis of this plan shall include a **multimodal** quality of service assessment, as detailed in the Florida Department of *Transportation's Multimodal Transportation Districts and Area Quality of Service Handbook (2003)*.

Objective 6: The City will utilize innovative planning techniques to improve its transportation system.

Policy 6.1: The City will work with **Bay Town Trolley** to expand routes and times within the City.

In the Future Land Use Element of the Comprehensive Plan, the City has encouraged **transit friendly development** by allowing additional dwellings for residential and increased floor area ratio for non-residential. The future land use element states that if transit friendly development or multi-modal transportation features are incorporated into the development plan, an additional two dwelling units per acre shall be allowed. Intensity for Non-Residential Land Uses: Non-residential land uses shall not exceed a Floor Area Ratio of 0.5. Zoning districts that implement the Mixed Use future land use category may impose stricter density or intensity standards.

The City has defined "**Transit Friendly Development and Multimodal Facilities**" as development that includes a transit stop coupled with a core commercial area with residential and/or employment uses within walking distance. To support a feeder bus line, a Transit Friendly Development should have a minimum residential density of 8 units per acre or a jobs density of 25 jobs per acre. A development that contains multimodal facilities should have continuously linked walkways, pedestrian-oriented design, access to transit, be of a walkable scale, have bicycle lanes, and secure storage for bicycles. Aspects of Transit Friendly Development and Multimodal facilities are not limited to the features listed above. Granting the density bonus related to Transit Friendly Development and multimodal facilities shall be at the discretion of the City Planning Department and City Commission.

Town of Cedar Grove

Cedar Grove was an incorporated town in Bay County, Florida, which has been dissolved after a vote by residents. The town had 90 days from October 3, 2008 to implement the dissolution ordinance and hand over all operations to the county government. This is the first time in Florida history that a town has been disincorporated by a vote of its citizens. The dissolution ordinance took effect at 8:00 AM on 22 October 2008, at which time the police department was disbanded and all assets became the property of the Bay County Commission. The population was 5,367 at the 2000 census. It is part of the Panama City–Lynn Haven–Panama City Beach Metropolitan Statistical Area (per wikipedia).

City of Lynn Haven (2010)

The TDSP is consistent with the following items from the Comprehensive Plan of the City of Lynn Haven.

Policy 2-1-04: Within all residential land use districts, the following specific uses, may be allowable, subject to additional development and design standards: (1) Public elementary and secondary schools; (2) Public parks; (3) Religious facilities; (4) **Transit stops** and rights-of-way; and, (5) Essential utilities.

Policy 1-1: In order to preserve existing housing stock and to protect neighborhoods from degradation caused by intrusion of non-residential uses, the City will implement the following policies: ... (2) The City shall prohibit the location of any use in designated residential areas, except public elementary and secondary schools, public parks, religious facilities, **transit stops** and right-of-way, and essential utilities.

Objective 8: A safe and efficient **public transportation** system shall be supported and made available to all Lynn Haven residents.

Policy 8-1: The City shall continue to work with the Bay County Transportation Planning Organization (TPO) to provide **public transit** service through the **Bay County Trolley**, **increase public transit ridership**, and **expand trolley routes**.

Policy 8-3: Through coordination with the TPO, the City shall support the provision of transportation services to the **transportation disadvantaged**.

Objective 10: The City shall develop strategies for the CRA through transportation decisions and planning to address the reduction of greenhouse gas emissions, energy conservation, and energy efficient design.

Policy 10-2: The City shall encourage the use of **transit** opportunities and other alternate modes of transportation throughout the City.

Objective 13: The City shall aim at achieving a sustainable/energy efficient environment within the CRA by minimizing the emission of greenhouse gases and reducing the vehicle miles of travel.

Policy 13 -1: The City shall promote walking, bicycle riding and use of **public transit** by requiring compact design, share facilities between adjacent or nearby uses, and providing for interconnected walkways, bicycle ways and parking and **bus stops**, as part of development approvals, where applicable.

Policy 13-3: The City shall continue to utilize and enhance bicycle parking standards, including quantity and location of bike racks, to help reduce parking demand and encourage the use of **alternative transportation modes**.

Future Land Use Element, Integration of Land Use and Mobility: Land uses with a Traditional Neighborhood Development (TND) shall be arranged and interconnected to encourage alternative forms of transportation, including walking, cycling, and, where available, **public transit**.

City of Mexico Beach

The TDSP is consistent with the following items from the Comprehensive Plan of the City of Mexico Beach.

Goal: Provide and maintain a safe and efficient transportation system throughout the city.

Objective 2.11: Participate in the provision **of public transportation** insofar as such transportation can be ridership justified and financially feasible.

Policy 2.11.1: The City shall use its land development regulations to identify criteria for locating **public transit stops** and amenities such as shelters.

City of Panama City (November 2010)

The TDSP is consistent with the following items from the Comprehensive Plan of the City of Panama City.

Future Land Use item 7, Urban Community: (b) Density – shall be established by the corresponding overlay district. Density shall be clustered to promote walkable, **transit friendly** communities and to preserve open space.

Policy 1.1.4(c): The internal circulation of the Goose Bayou Overlay District shall be designed to promote walking and the use of bicycles by providing a functional and integrated system of pedestrian paths, bicycle paths, and multi-use trails. In addition, these facilities shall provide connections between residential, commercial, and office uses. Connections between bicycle and pedestrian facilities and **transit** shall also be provided.

City of Panama City Beach (October 2009)

The TDSP is consistent with the following items from the Comprehensive Plan of the City of Panama City Beach.

Front Beach Road now has completed engineering plans with dedicated **transit (tram) lanes** that will extend the length of the city limits. In March of 2007, the City Council also completed purchase of a 4 acre site at the east end of the City for use as a **multimodal center**. The property purchase was the result of the first phase of a transit feasibility study. It is expected that the transit study will be ongoing until such time the system is completed. The first phase of the tram system will be constructed along with the roadway widening of N. Thomas Drive and S. Thomas Drive 2 which are to begin in 2008. Work has also recently begun on finding an appropriate location for a multimodal center near the west end of the city limits.

Because the TCEA follows the boundaries of the Front Beach Road CRA, the TCEA benefits from the tax increment financing of the CRA and the associated transportation improvements. The CRA will widen connector roads between Front Beach Road and the Parkway; **create a transit system; construct two multimodal centers**, pocket parks and other public parking; and design the area to be bicycle/pedestrian friendly by providing sidewalks, dedicated bike lanes, public gathering areas, landscaping, and enhanced public beach accesses. Construction is completed on the 3-laning of Churchwell Road and the 4-laning of Beckrich Road has commenced. Late in 2008, the 3-laning of S. Thomas Drive and the first phase of Front Beach Road will begin. The growth in tax increment over the life of the CRA is expected to result in approximately \$400 million with the cost of the CRA improvements estimated to be approximately \$350 – \$400 million.

Transportation Element Item 7, Mass Transit: The **Bay Town Trolley** serves the **public transit** needs for Bay County and beaches. The trolley is funded by the TPO and, in part, by user fares. The trolley operates on weekdays from 6 am to 6:30 p.m. Several cities, including Panama City Beach, pay extra for weekend service. Since its inception, the routes and stops has changed in order to respond to consumer demand and preferences.

Front Beach Road has already been designed with **dedicated transit lanes** as part of the Front Beach Road CRA program. A transit plan has been completed and has been adopted into the the TPO Transit Plan. It has not yet been determined if the City, a private contractor, or the Bay Town Trolley will actually provide the service.

Policy 3.5: Continue to participate in the development and update of the **Transit Development Plan** especially in the establishment of numerical indicators against which the achievement of the mobility goals of the community can be measured, such as modal split, annual transit trips per capita, and automobile occupancy rates.

Policy 4.3: Continue to support the provision of transportation services to the **transportation disadvantaged** through the TPO.

City of Parker

Per the Evaluation and Appraisal Report (EAR) dated December 2007, the city does not currently own or operate its own **transit system**. The only **mass transit system** operating within the City of Parker is the **Bay County Trolley system**. The City should include an objective or policies to work with the Transportation Planning Organization to increase routes and services to the City of Parker.

For older adults who are **transportation disadvantaged**, **Bay Transportation** offers demand-response trips for medical appointments, grocery stores, pharmacies, and congregate meal sites. This program is funded through Community Service Block Grants, the Older Americans Act, and Home and Community Based Services. The program serves more than 400 riders in the Bay County area.

City of Springfield

Per the Evaluation and Appraisal Report (EAR) dated April 2008, Major Issue # 2 relates to transportation and stated as the growth within Florida's Panhandle continues, and especially as Bay County continues to grow, impacts to the transportation network are increasing. In order to address these impacts, accessibility and mobility for the residents of the City of Springfield need to be assessed. Options for **different modes** of transportation should be evaluated to measure the need for increased non-vehicular traffic such as pedestrians and bicycles, as well as the need for increased road capacity for vehicles. The evaluation of the City's transportation network should encompass existing connectivity and **multi-modal facilities**, as well as **mass transit and alternative modes of transportation**.

Currently, the city does not own or operate its own **transit system**. The only **mass transit system** operating within the City of Springfield is the **Bay Town Trolley system**. The City should include an objective or policies to work with the TPO to increase routes and services to the City of Springfield.

For older adults who are **transportation disadvantaged**, **Bay Transportation** offers demand-response trips for medical appointments, grocery stores, pharmacies, and congregate meal sites. This program is funded through Community Service Block Grants, the Older Americans Act, and Home and Community Based Services. The program serves more than 400 riders in the Bay County area.

Regional Policy Plans

The Bay County Transportation Planning Organization and the counties of Gulf, Holmes and Washington established a new regional transportation partnership on September 28, 2005. This partnership 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 one or more TPO and one or more contiguous counties that are not members of a TPO, to enter into agreements to coordinate transportation plans and policies.

This transportation partnership was formed in response to a growing statewide awareness that transportation has become more regional in nature. Rapid growth and development has expanded across city limits and county boundaries. Roads that once primarily connected nearby towns now serve as major commuter routes and arteries for the delivery of goods to customers in expanding regions. The 2000 Census confirmed that one in five Floridians commutes to a job in neighboring counties.

The Bay, Gulf, Holmes, Washington Regional Transportation Partnership (RTP) was created for two purposes: (1) to implement regional coordination, which is a state planning emphasis area, between the Bay County TPO and the three surrounding rural counties, and (2) to establish the regional partnership required under Section 339.2819 F.S. to be eligible to apply for State Transportation Regional Incentive Program (TRIP) funding.

TRIP funds are state funds, available throughout Florida to provide incentives for local governments and the private sector to help pay for critically needed projects that benefit regional travel and commerce.

Voting Members (Executive Committee) are elected officials from the Bay County TPO and counties of Gulf, Holmes and Washington that constitute the RTP, as stated in the local agreement. The Voting Membership consists of eight members - with two members each appointed by the Member Agencies. Each Member serves a four- year term.

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) Corridor – 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.

Transit Development Plans

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

The Bay County Transit Development Plan Major Update (FY 2012 – 2021) was adopted by the Bay County TPO on September 28, 2011 and was approved by the Florida Department of Transportation (FDOT) on December 6, 2011. The Bay County Transportation Disadvantaged Service Plan (TDSP) is consistent with the TDP Major Update.

Commission for the Transportation Disadvantaged 5Yr/20Yr Plan

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

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

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

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

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

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

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

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

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

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

Bay County Long Range Transportation Plan

A Long Range Transportation Plan (LRTP) is a collaborative effort on the part of state and local transportation officials and interested members of the public to look at the future transportation needs of a specific region and determine, collectively, how best to address those needs and how the funding for transportation should be spent. Updating the plan includes collecting and analyzing new data, projecting future conditions and identifying solutions to meet transportation needs.

The vision statement of the LRTP states: Our vision is to provide a safe and efficient **multi-modal** transportation system that supports the economic vitality of the area, protects the environment, promotes efficient system management and operation, and emphasizes the preservation of the existing transportation system.

The mission statement of the LRTP states: To enhance, for all people, the existing transportation system in a manner that is safe, integrated, connected, socially responsible, coordinated with appropriate land use patterns, and supports economic development of the region.

Through a series of technical analyses and reviews, and with input from other agencies and the public, a Long Range Plan that balances available revenue with estimated project costs and contains a list of transportation improvements is developed. This plan, which balances revenue with costs, is called the Cost Feasible Plan. The Cost Feasible Plan for the Bay County Transportation Planning Organization (TPO) was prepared in February 2012.

In the Cost Feasible Plan of the Long Range Transportation Plan, boxed funds are included for transit operations at \$150,000 annually. The Cost Feasible Plan also includes two multimodal centers and one addition of a transit/trolley lane on US 98A/SR 30/Front Beach Road from S. Arnold Drive to N. Thomas Drive.

Transportation Improvement Program

The TDSP is consistent with the Bay County TPO Transportation Improvement Program (TIP) since the TIP is developed by the Bay County TPO in cooperation with the Florida Department of Transportation (FDOT), the Bay Town Trolley, and the Community Transportation Coordinator (CTC). These cooperating agencies provide the Bay County TPO with estimates of available federal and state funds for use in development of the financial plan. The TIP is financially constrained for each year and identifies the federal, state, and regionally significant projects that can be implemented using existing revenue sources as well as those projects that are to be implemented through use of projected revenue sources based upon the FDOT Final Work Program and locally dedicated transportation revenues.

The transit projects are drawn from the TPO Five Year Transit Development Plan and priorities are developed by the TPO as the transit authority. Projects support the Bay Town Trolley and the Community Transportation Coordinator (CTC). The CTC receives funding directly for the Commission for the Transportation Disadvantaged. Other funding sources include the Federal Transit Administration (FTA) and FDOT.

Public Transportation Project Priorities

The TDSP is consistent with the Bay County TPO Project Priorities. The Public Transportation Project Priorities are developed by the Bay Town Trolley and approved by the Bay County TPO. These projects fall into two categories: Capital Improvements and Operating Assistance. Capital Improvements include the construction of facilities or purchase of equipment to maintain or expand service, while Operating Assistance provides the funds necessary to make up the difference between the revenue generated by the service and the actual cost of the service (commonly known as the operating deficit). The source of public transportation projects is the Bay County Transit Development Plan (TDP). Public Transportation Project Priorities are provided annually by Bay Town Trolley.

Public Participation

Representatives of public, private and non-profit and human services providers as well as the public participate in the development, and updates to the Bay County Transportation Disadvantaged Service Plan. The Transportation Disadvantaged Service Plan is developed with input of the Bay County Local Coordinating Board whose membership includes citizens, local government and human service providers.

The Bay Area Transportation Program Manager contacts human service agencies each month to discuss transportation services and receives comments about Bay Area Transportation community transportation services.

The Program Manager makes monthly courtesy visits to the dialysis centers: Innovations, Pyramid and Saint Andrews Bay Center to receive comments regarding transportation services.

Bay Area Transportation uses the information acquired from yearly Customer Satisfaction Surveys to make improvements to service and monitor trip usage by the public.

The Bay County Transportation Planning Organization (TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

SERVICE AREA PROFILE/DEMOGRAPHICS

The majority of the information contained in this section, Service Area Profile/Demographics, has been obtained from the Bay County Transit Development Plan (TDP) Major Update 2012-2021 prepared by the Center for Urban Transportation Research (CUTR) and adopted by the Bay County Transportation Planning Organization (TPO) on September 28, 2011 and approved by the Florida Department of Transportation (FDOT) on December 6, 2011.

Service Area Description

Bay County, part of the Florida Panhandle, is bordered by Washington and Jackson Counties to the north, to the east by Calhoun and Gulf Counties, to the west by Walton County, and on the south by the Gulf of Mexico. The County comprises 481,920 acres, or 753 square miles. It is approximately 36 miles wide at the widest part and 44 miles long at the longest.

Demographics

Demographic information has been obtained from the 2011 Bay County TPO Transit Development Plan (TDP). More information can be found in Chapter 1 of the TDP located at:
ftp://ftp.wfrpc.org/bay_county_tdp/Bay_TDP_Final_10-14-2011.pdf.

Land Use

Land use patterns play an important role in the effectiveness and efficiency of public transportation services. Much of Bay County is characterized by relatively low densities. One of the significant areas that affects transportation is Panama City Beach. The beach route has the highest public transit ridership.

Population/Composition

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

Population

From 2000 to 2010, Bay County's total population has increased to 168,852, or a total of 13.9%. The county has grown several percentage points slower over the last decade compared to the state as a whole, which has grown 17.6%. Much of that growth occurred over the first half of the 2000's, with the last several years bringing only minimal increase and in some cases, stagnant population counts.

Increased population is forecasted to take place: east of Northshore Road, north of the International Airport; east of Panama City; in the area of Hiland Park; and Panama City Beach.

Decreases in total population are projected in the area of Callaway and in one census block south of Panama City.

TABLE 1
General Populations, Growth Rates 2000-2010

Area	2000 Population	2010 Population	% Change
Bay County	148,217	168,852	13.9%
Florida	15,982,378	18,801,310	17.6%

Source: U.S. Census 2000/2010

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

Area	2000 Population	2010 Population	% Change
Callaway	14,233	14,405	1.0%
Cedar Grove	5,367	3,397	-37.0%
Lynn Haven	12,451	18,493	48.5%
Mexico Beach	1,017	1,072	5.4%
Panama City	36,417	36,484	0.2%
Panama City Beach	7,671	12,018	56.7%
Parker	4,623	4,317	-6.6%
Springfield	8,810	8,903	1.1%

Source: 2010 Census

Minority and non-minority population

Minority population in Bay County continues to trend well below that of the rest of the state of Florida. Most recent estimates from 2009 indicate more than 4 out of 5 persons in Bay County are of a non-minority status. As a comparison, the rest of Florida has a non-minority population that represents 3 of every 5 residents statewide.

TABLE 3
Status of Minority and Non-Minority Populations

Minority Status	2009 Minority	2009 Non-Minority
Bay County	31,900	137,400
Percentage	18.8%	81.2%
Florida	7,443,100	11,364,100
Percentage	39.6%	60.4%

Florida Statistical Abstract - 2009

Age distributions

The aging population should be considered a major factor in the strategic planning process and continuing development of public transit in the region. The age groups of persons less than 20 years and over 65 years are of particular interest in the Transit Development Plan. Those under the age of 18 are either too young to drive or do not have access to an automobile. Similarly, the elderly often do not drive or do not have adequate access to automobiles and due to limitations, sometimes resulting from the aging process, are no longer able and/or willing to drive. Therefore, persons in these two age groups typically rely more on public transportation for mobility.

The population age distribution, illustrated in Table 4 shows an under 18 population in 2009 equal to that of the rest of Florida, about 23%. Bay County has a higher percentage of its 18-64 workforce aged population, nearly 5% higher than that of the rest of the state. Bay County's retiree population aged 65 and over is 2 percentage points lower than the rest of the Florida.

Concentrations of population aged under 20 years old are found to the north of Lynn Haven, southeast of Panama City and in a small pocket of Panama City Beach. Persons aged over 65 are found in high numbers in Panama City, Pretty Bayou and between Springfield and Parker.

**TABLE 4
2009 Bay County Population Age Distribution**

Area	Age						Total
	0 – 17	18 – 34	35 – 54	55 – 64	65 – 79	80 & over	
Bay County (% of total population)	37,700 22.3%	34,216 20.2%	50,036 29.6%	21,944 13.0%	18,871 11.1%	6,540 3.9%	169,307 100%
Florida (% of total population)	4,189,734 22.28%	3,975,488 21.14%	5,166,927 27.47%	2,218,206 11.79%	2,239,765 11.91%	1,017,099 5.41%	18,807,219 100%

Florida Statistical Abstract – 2009

Family households

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

From 2010 to 2015, there is projected to be an increase in family households to the north of Panama City/Bay County International Airport, to the north of Pretty Bayou and south of Springfield.

Family size

The average family size for Bay County in 2010 was just below 3 persons per family at 2.9. To compare, this value is approximately the same as that of Orlando (2.97) and less than the national average family size of 3.14. The average family size for the state of Florida is 2.98. There are not significant changes in this value across the geography of Bay County by the year 2015.

Large families are found to the east of Panama City, whereas central and western Bay County are found to have smaller family sizes.

Household size

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

The 2010 average Bay County household size is 2.35, which is projected to remain unchanged by 2015. The average U.S. household size is 2.53 and has increased to 2.48 in Florida. The patterns seen in family size are repeated in household size with larger numbers found in the east and smaller numbers to the west.

Housing

What has worked in Bay County's favor over the last 5 years in keeping home prices stable compared to the rest of the state has been property prices that are relatively low. Prospects for future values are improved with the 2010 opening of the Panama City-Bay County airport (Northwest Florida Beaches International Airport), which will enhance access to the area and increase the likelihood for property appreciation. Media outlets

have issued caution that several large master planned communities could pave the way for a rapid increase in supply of homes potentially keeping housing values suppressed.

Housing units

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

The measure of housing units per square mile demonstrates the potential for population density through increased unit occupancy. A high density of housing units can be found in Parker, to the north of Lynn Haven and in Panama City. The concentration of housing units per square mile, coupled with a look at housing unit occupancy in Table 5, can provide insight into which geographic areas of the County could become more populated through better utilization of existing housing. The unusually high vacancy rates in Panama City Beach are better understood through the definition of a vacant unit. A vacant unit may be one which is entirely occupied by persons who have a usual residence elsewhere.

**TABLE 5
Housing Unit Occupancy**

Area	Total Housing Units	Housing Units Occupied	Housing Units Vacant
Callaway	6,590	5,697	893
Cedar Grove	1,481	1,263	218
Lynn Haven	8,266	7,533	733
Mexico Beach	1,852	563	1,289
Panama City	17,438	14,792	2,646
Panama City Beach	17,141	5,417	11,724
Parker	2,310	1,861	449
Springfield	4,238	3,478	760

Source: 2010 Census

Income information

Per capita income level distinction is an important value to isolate those geographic areas where individual's incomes exist to support the cost of a personal automobile. The lower end of income is projected to change from \$9,424 in 2010 to \$9,830 by 2015, a 4.3% increase. The upper average by block group is project to increase to nearly \$50,000. The highest per capita income portions of the County are to the north of Panama City, with the lowest to the east and south. Census blocks with lower per capita income will have a higher reliance on transit.

**TABLE 6
2009 Household Income Distribution**

Area	\$0 – \$9,999	\$10,000 – \$14,999	\$15,000 – \$24,999	\$25,000 – \$34,999	\$35,000 – \$49,999	\$50,000 & Over
Bay County	5.6%	5.9%	11.4%	13.7%	16.7%	46.7%
Florida	7.3%	5.8%	12.0%	11.9%	15.8%	47.2%

American Community Survey – 2009

Bay County has a lower percentage of household with income below the poverty line relative to the rest of the state as shown in the table above. These areas are some of the most reliant on public transit as a means of transportation of any due to the high cost of personal transportation. The annual cost of a vehicle, insurance and fuel is prohibitive to those low income households. The lowest income areas in Bay County are found to the west of Lynn Haven, northeast of Panama City and surrounding the communities of Parker and Callaway.

Employment

Serving employment centers with public transportation is essential to a community, particularly in times of high gas prices. Much of the state of Florida has decentralized employment, leading to challenges in designing transit routes that connect residents to their place of work. Employer density per square mile is generally low except for the area of Panama City and south, as well as a concentration to the southwest of the airport.

In times of high unemployment, work trips taken on public transportation become proportionally lower than other trip purposes. However, as employment recovers and gas prices remain high, those re-entering the workforce may choose or be restricted to public transportation as a means to commute. Centers of employment can become prime candidates for investment of transit service resources.

Unemployment

The median 2010 unemployment rate of 8.34% is most closely represented in the area to the south and west of Springfield. High unemployment 'hotspots' are found, as high as 19% to the southwest of Panama City and as high as 18% to the south and west of Lynn Haven. Unemployment is relatively low surrounding Pretty Bayou and to the south of Panama City. Year 2015 concentration of unemployment remains geographically consistent, but with the hardest hit areas of unemployment gaining jobs on the order of 4 to 5%.

The highest rates of unemployment in Bay County are found at the southern end of Panama City Beach area around Park Circle, south of Grand Lagoon. In 2010, this area's unemployment rate of nearly 20% will see an improvement to almost 15% by 2015. This rate is still expected to be one of the highest in the County. The median unemployment rate is projected to drop to 6.5% by year 2015.

Transportation Characteristics

Commuter Inflow/Outflow

The 2009 commute patterns indicate the following:

- 22,982 people commute from outside to work in Bay County
- 17,439 people live in Bay County and drive to work outside of it
- 47,551 people live in Bay County and commute to work within the County

Of the 70,443 people working in Bay County, 68%, or more than two out of three originate in Bay. These workers make up the candidate population for potential Bay Town Trolley work trips.

From 2000 to 2009, Bay County average commute times have increased from under 20 minutes to more than 20 minutes. More commuters tend to drive single occupancy vehicles (a greater than 1% increase) and carpools have decreased. However, public transportation use has increased to an almost 1% share of all work trips. While this number is relatively small, it represents a 3 fold increase and is on par with the statewide of Florida average of 2.3% of all work trips being taken by mass transit.

**TABLE 7
2000 Distribution Vehicle Availability**

Area	Number of Vehicles Available			
	Zero	One	Two	Three or More
Bay County	5.2%	36.5%	39.5%	18.8%
Florida	6.5%	40.6%	38.5%	14.5%

American Community Survey – 2009

TABLE 8
2009 Average Commute & Journey-to-Work Mode Split

Area	Average Commute	Travel Mode			
		Drive Alone	Carpool	Public Transit	Other
Bay County Year 2000	Under 20 minutes	80.1%	13.1%	0.3%	5.5%
Bay County Year 2009	20.6 minutes	81.2%	11.8%	0.9%	6.1%

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

More demographic information can be found in Chapter 1 of the 2011 Bay County TPO Transit Development Plan (TDP) located at: ftp://ftp.wfrpc.org/bay_county_tdp/Bay_TDP_Final_10-14-2011.pdf. An update to the demographic information will be available when the Bay County TPO TDP update is completed in September 2016.

SERVICE ANALYSIS

The majority of the information contained in this section, Service Area Profile/Demographics, has been obtained from the Bay County Transit Development Plan (TDP) Major Update 2012-2021 prepared by the Center for Urban Transportation Research (CUTR) and adopted by the Bay County Transportation Planning Organization (TPO) on September 28, 2011 and approved by the Florida Department of Transportation (FDOT) on December 6, 2011.

The analysis of Bay County community transportation services is composed of three criteria: forecasts of transportation disadvantaged population, needs assessment, and barriers to coordination.

Forecasts for Transportation Disadvantaged Population

Chapter 427.011(1) of the Florida Statutes defines Transportation Disadvantaged (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 and are, therefore, dependent upon others to obtain access to health care, employment, education, shopping, social activities, or children who are handicapped or high-risk or at risk as defined in s. 411.202.”

Table 9 shows forecasts of both types of TD population. There are two categories of TD population in the State of Florida. The difference between the two categories is specifically related to funding arrangements. The first group is the “potential TD population” (also known as TD Category I). This potential TD population includes disabled, elderly, low-income persons, and children who are “high-risk” or “at-risk.”

The second group of TD population (also known as TD Category II), includes those persons who are unable to transport themselves or to purchase transportation. These persons are eligible to receive the same subsidies as those in Category I, plus they are eligible to receive TD Trust Fund monies for non-sponsored general trips. Thus, this population group is actually a subset of the potential TD population.

TABLE 9
Forecasts of TD Populations in Bay County

TD Population	Year				
	2011	2012	2013	2014	2015
Category I	65,187	66,591	68,035	69,518	71,045
Category II	18,643	19,039	19,446	19,865	20,295

Source: Transportation Disadvantaged Population Estimates, Center for Urban Transportation Research, College of Engineering, University of South Florida.

Tables 10 and 11 break down the Potential TD Population groups in Bay County (Categories I and II). Persons in either of these population groups may be heavily dependent on some form of public transportation.

TABLE 10
Bay County Potential Transportation Disadvantaged Population (Category I)

Segments	2011 Population Estimates	% of Total Potential TD
Disabled, Non-Elderly, Low Income	1,513	2.32%
Disabled, Non-Elderly, Non-Low Income	8,921	13.69%
Disabled, Elderly, Low Income	1,936	2.97%
Disabled, Elderly, Non-Low Income	11,698	17.95%
Non-Disabled, Elderly, Low Income	3,227	4.95%
Non-Disabled, Elderly, Non-Low Income	19,497	29.91%
Non-Disabled, Non-Elderly, Low Income	18,395	28.22%
Total Potential TD Population	65,187	100%

Source: Transportation Disadvantaged Population Estimates, Center for Urban Transportation Research, College of Engineering, University of South Florida.

TABLE 11
Bay County Transportation Disadvantaged Population (Category II)

Segments	2011 Population Estimates	% of Total TD Category II
TD, Non-Elderly, Low Income	557	2.99%
TD, Non-Elderly, Non-Low Income	3,287	17.63%
TD, Elderly, Low Income	1,384	7.42%
TD, Elderly, Non-Low Income	8,360	44.84%
Non-TD, Low Income, No Auto, No Fixed-Route Transit	5,055	27.11%
Total Transportation Disadvantaged (TD) Population	18,643	100%

Source: Transportation Disadvantaged Population Estimates, Center for Urban Transportation Research, College of Engineering, University of South Florida.

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 12 below.

TABLE 12

Project	County	Estimated Cost	Funding Source
Provide transportation services in Bay County coordinated through the CTC.	Bay	\$488,187 State \$488,187 Local	Block Grant (operating)
Provide transportation services for disadvantaged and disabled citizens in Bay County coordinated through CTC.	Bay	\$300,000 FTA \$300,000 Local	Urbanized Area-5307 (operating)
Purchase replacement paratransit vehicles to provide transportation for the elderly, disadvantaged and disabled citizens.	Bay	\$1,000,000 FTA \$250,000 Local	Urbanized Area-5307 (capital)
Bus and Bus Related Equipment and Facilities discretionary grant program to be used for design and to begin construction of a new transit facility.	Bay	\$2,254,500 FTA	5309
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).	Bay	TBD	Bus & Bus Facilities (5339)
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.	Bay	\$50,000 (R) \$75,000 (E)	Enhanced Mobility of Seniors and Individuals with Disabilities-5310
Provide rural transportation services in Bay County coordinated through the CTC.	Bay	\$70,000 State/Fed \$70,000 Local	Non-Urbanized Area-5311
Increase trolley service in downtown Panama City increasing job access to low income and disabled workers in Bay County (Bay Town Trolley).	Bay	\$328,966 FTA \$328,966 Local	Job Access and Reverse Commute (JARC)-5316 Local Match (Bay Medical)
Provide travel training for elderly and disabled riders (Bay Town Trolley).	Bay	\$441,376 FTA \$110,344 Local	New Freedom-5317 Local Match (Chautauqua Learn & Serve)
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.	Bay	To be determined	Public Transit Service Development Funds

Provide transportation services for other human services organizations, farebox, donations, and through transportation services coordinated by the CTC.	Bay	\$444,181	CTD-TD
		\$ 0	Head Start
		\$ 0	Workforce
		\$ 0	Older Americans
		\$280,000	APD
		\$615	County
		\$2,500	United Way
		\$48,200	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
 - i. Securing Local funding
 - ii. Specific issues directly related to funding sources
- D. Reluctance of some medical providers to cooperate with transportation coordinator

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.

A new objective has been added for Goal 2: Ensure cost-effective and efficient transportation services. The new objective is to transfer 10 appropriate paratransit riders a month to transit beginning June 1, 2011. The strategy is to work with the Bay Town Trolley, Agency for Persons with Disabilities Support Coordinators, and the St. Andrews Bay Center to identify 100 riders to refer to Easy Access for travel training.

GOAL 1: Ensure availability of transportation services to the Transportation Disadvantaged	
OBJECTIVES	STRATEGIES
1. Stabilize trip numbers at maintainable levels. (Continuous)	a. Maintain additional operators, drivers, and coordination contracts. (Continuous)
2. Increase passenger and general public awareness of Transportation Services. (Continuous)	a. Improve the information system for marketing plan for educating public on transportation services. (Continuous) b. Begin submitting press releases bi-annually to initiate an awareness of transportation disadvantaged services in Bay County by educating potential users and the public of funding constraints. (Immediate and Future) c. Enhance informational materials (brochures) for riders of the system and upgrade when necessary; including policies of client agencies specific to their riders. (Immediate)
3. Increase transit service, whenever possible. (Immediate)	a. Increase trolley service in downtown Panama City to provide more job access to low-income workers. (Immediate) JARC Bay Town Trolley Project
GOAL 2: Ensure cost-effective and efficient transportation services.	
OBJECTIVES	STRATEGIES
1. Improve cost efficiency in service delivery. (Continuous)	a. Establish and maintain desirable load factor by improving trip coordination and offering additional stretcher service. (Continuous) b. Maximize use of fixed route service of Bay Town Trolley (BTT) and continually offer rider incentives for transitioning to fixed route independence. (Continuous) c. Provide travel training for transportation disadvantaged for elderly and disabled riders. (Immediate) New Freedom Bay Town Trolley Project
2. Transfer appropriate paratransit riders to transit with a goal of 60 per year. (Continuous)	a. Work with the Bay Town Trolley, Agency for Persons with Disabilities Support Coordinators, and the St. Andrews Bay Center to identify 60 riders to refer to Easy Access for travel training.
GOAL 3: Ensure quality of service provided to the Transportation Disadvantaged	
OBJECTIVES	STRATEGIES
1. Excel in courteous and respectful customer relations. (Continuous)	a. Ensure that customer service standards are met and monitored monthly and reported quarterly to the Local Coordinating Board. (Immediate and Future) b. Provide employee customer service training three times per year. Hold quarterly dinners for drivers as a forum to express their opinions and concerns to the administration. (Quarterly) c. Use rider surveys to review feedback from riders and agencies as a tool to encourage the system to consistently provide excellent service. (Continuous) d. Monitor AOR complaints/ commendations and make corrections, when necessary. (Immediate)

2. Increase customer awareness of transportation policies and procedures.	a. Collaborate with TPO staff to develop brochure for Bay County Transportation Providers. Brochure provides customers with pertinent information such as general contact information. (Immediate and Future)
3. Minimize customer travel and wait time. (Continuous)	a. Maintain communication with health care facilities to pursue coordination. (Quarterly) b. Contract with operators to provide demand response service (Continuous)
4. Maintain customer relations with agency customers that we provide with transportation services. (Continuous)	a. Contact customers monthly to maintain open communication to proactively deal with any issues. (Continuous) b. Initiate workshops, health fairs, expos, providing brochures and staff representation, and seek out new outreach efforts. (Continuous)
GOAL 4: Ensure necessary funding to support the program	
OBJECTIVES	STRATEGIES
1. Seek funds to adequately satisfy Operational needs. (Continuous)	a. Seek additional funding sources to provide local match. (Immediate and Future) b. Maintain competitive wages for drivers by pursuing additional funding. (Immediate) c. Encourage all human service providers with transportation need to attend Local Coordinating Board meetings.
2. Increase funds to provide more trips.	a. Pursue local funds by seeking out networking opportunities. (Continuous) b. Encourage stakeholders (representatives of public, private and non-profit human service providers) to participate in the planning and budgeting process. c. Attend various community agency roundtable discussions to learn opportunities for grants and funding opportunities. (Immediate and Future) Moved from 4.1.c (2007 Goals)
GOAL 5: Ensure program accountability	
OBJECTIVES	STRATEGIES
1. Maintain standards per Rule 41-2. (See Service Standards)	a. Comply with contract standards and prepare an accurate Annual Operating Report (AOR) to include all Purchase of Service and Coordination Contracts data. (Continuous)
2. Retain favorable findings in TD Commission Quality Assurance Review.	a. Comply with the Community Transportation Disadvantaged contract requirements. (Immediate and Future)
3. Compile and report required program evaluation data. (Continuous)	a. Prepare a quarterly report to the LCB outlining activities over the quarter. (Quarterly)

IMPLEMENTATION SCHEDULE

The CTC's proposed 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
Maintain additional operators, drivers, and coordination contracts.	CTC	Continuous
Improve the information system for marketing plan for educating public on transportation services.	CTC	Continuous
Begin submitting press releases bi-annually to initiate an awareness of transportation disadvantaged services in Bay County by education potential users and the public of funding constraints.	CTC	Immediate & Future
Enhance information materials (brochures) for riders of the system and upgrade when necessary; including policies of client agencies specific to their riders.	CTC	Immediate
Establish and maintain desirable load factor by improving trip coordination and offering additional stretcher service.	CTC	Continuous
Ensure that customer service standards are met and monitored monthly and reported quarterly to the Local Coordinating Board.	CTC	Immediate & Future
Provide employee customer service training three times per year. Hold Quarterly dinners for drivers as a forum to express their opinions and concerns to the administration.	CTC	Quarterly
Use rider surveys to review feedback from riders and agencies as a tool to encourage the system to consistently provide excellent service.	CTC	Continuous
Monitor AOR complaints/ commendations and make corrections, when necessary.	CTC	Monthly
Collaborate with TPO staff to develop brochure for Bay County Transportation Providers. Brochure provides customers with pertinent information such as general contact information.	CTC	Immediate & Future
Maintain communication with health care facilities to pursue coordination.	CTC	Quarterly
Contract with operators to provide demand response service.	CTC	Continuous
Contact customers monthly to maintain open communication to proactively deal with any issues.	CTC	Monthly
Initiate workshops, health fairs, expos, providing brochures and staff representation, and seek out new outreach efforts.	CTC	Continuous
Seek additional funding sources to provide local match.	CTC	Immediate & Future
Maintain competitive wages for drivers by pursuing additional funding.	CTC	Immediate
Encourage all human service providers with transportation needs to attend Local Coordinating Board meetings	CTC	Continuous
Pursue local funds by seeking out networking opportunities.	CTC	Continuous
Encourage stakeholders to participate in the planning and budgeting process.	CTC	Continuous
Attend various community agency roundtable discussions to learn opportunities for grants and funding opportunities.	CTC	Immediate & Future
Comply with contract standards and prepare an accurate Annual Operating Report (AOR) to include all Purchase of Service and Coordination Contracts data.	CTC	Continuous
Comply with the Community Transportation Disadvantage contract requirements.	CTC	Immediate & Future
Prepare a quarterly report to the LCB outlining activities over the quarter.	CTC	Quarterly

The Bay County paratransit vehicle replacement plan is summarized in Table 13 below and illustrates the projected schedule for replacing paratransit vehicles per the Bay County Transit Development Plan Major Update 2012-2021.

**TABLE 13
BAY COUNTY PARATRANSIT VEHICLE REPLACEMENT PLAN**

Model Year	Replacement Year	Manufacturer/ Model	Vehicle Type	Number of Vehicles 2011	Replacement Vehicle Years										
					FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
2003	2012	FORD	BU	1	1	R									
2003	2012	CHAMPION	BU	2	2	R									
2004	2012	CHAMPION	BU	3	3	R									
2005	2012	CHEVROLET	VN	1	1	R									
2005	2012	FORD	BU	4	4	R									
2005	2012	CHEVROLET	VN	3	3	R									
2006	2012	CHEVROLET	VN	1	1	R									
2006	2013	CHEVROLET	BU	3	3		3	R							
2007	2014	CHEVROLET	BU	1	1	1		1	R						
2007	2014	CHAMPION	BU	10	10	10		10	R						
2009	2016	CHAMPION	BU	1	1	1	1		1		1	R			
2010	2017	CHAMPION	BU	2	2	2	2	2	2	2		R			
2011	2018	CHAMPION	BU	4	4	4	4	4	4	4	4		R		
2012	2019	Replacement	Bus			1	1	1	1	1	1	1		1	R
2012	2019	Replacement	Bus			2	2	2	2	2	2	2	2		R
2012	2019	Replacement	Bus			3	3	3	3	3	3	3	3		R
2012	2017	Replacement	Van			1	1	1	1	1		R			
2012	2019	Replacement	Bus			4	4	4	4	4	4	4	4		R
2012	2017	Replacement	Van			3	3	3	3	3	3		R		
2012	2017	Replacement	Van			1	1	1	1	1		R			
2013	2021	Replacement	Bus				3	3	3	3	3	3	3	3	R
2014	2022	Replacement	Bus					1	1	1	1	1	1	1	1
2014	2022	Replacement	Bus					10	10	10	10	10	10	10	10
2016	2023	Replacement	Bus							1	1	1	1	1	1
2017	2024	Replacement	Bus								2	2	2	2	2
2017	2022	Replacement	Van								1	1	1	1	1
2017	2022	Replacement	Van								3	3	3	3	3
2017	2022	Replacement	Van								1	1	1	1	1
2018	2025	Replacement	Bus									4	4	4	4
2019	2026	Replacement	Bus										1	1	1
2019	2026	Replacement	Bus										2	2	2
2019	2026	Replacement	Bus											3	3
2019	2026	Replacement	Bus											4	4
2021	2028	Replacement	Bus												3
TOTALS				36	36	36	36	36	36	36	36	36	36	36	36

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 the 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 require advance reservation by 1:00 p.m. 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. Stretcher services are contracted.

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 required by 1:00 p.m. the prior working day. Office hours in which CTC services can be scheduled are 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.

Transportation staff asks the person making reservation if they have another means of transportation such as friends or family. Transportation services are arranged after determining who will provide services. Friends and family are utilized to provide transportation services due to specific needs and for out of service area medical and special needs trips. A copy of current driver's license and proof of insurance for driver providing transportation services must be on file to provide transportation services. A fuel card will be provided to friends or family upon completion of required forms for providing approved medical trips.

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.

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 and may be at additional costs.

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 CTC services are as follows:

Phone #: (850) 785-0808
Fax #: (850) 763-3390
FL Relay System 1-800-955-8770 Voice
1-800-955-8771 TTY

Riders who want to make reservations in person may do so at the office location at 1021 Massalina Drive, Panama City, Fl. Office hours in which CTC services can be scheduled are Monday through Friday 8:00 a.m. - 4:30 p.m. with the exception of agency recognized holidays.

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) An advance reservation is required by 1:00 p.m. the prior working day for next day transportation services. Sponsoring agencies, riders, etc. can call or fax trip information to transportation staff. Riders may make transportation arrangements in person at the office location. Reservations requested after 1:00 p.m. for next day service will be scheduled based on availability of driver/vehicle. A stand-by list is maintained for riders calling in after 1:00 p.m. It is the responsibility of the rider to call within the established time frame to verify if trip will be provided.
- (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 Bay 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. No shows are enforced according to policy.

The No-Show Policy is as follows: Trips should be canceled by 4:30 p.m. the working day before service is scheduled. Only cancellations made by authorized staff members of the purchasing agencies will be considered official. If a rider fails to cancel transportation by the 4:30 p.m. deadline and fails to show for the scheduled trip, either the agency or the rider will be billed for the trip or the client will be suspended after 3 no-shows in one quarter. Suspensions will be for a 30-day period.

The CTC reserves the right to receive payments for no-shows before additional service will be provided. 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 Bay 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 beginning at 7:00 a.m. to cancel trips. 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. An answering machine in dispatch informs rider of after hour numbers to call for transportation service.

Policies

Also, this section should address any 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 Fund are:

In order to determine if applicants meet the programs criteria, you must submit a completed application along with proper documentation. In order to be eligible, the applicant must have no other means of transportation available and at least one of the following criteria:

- 1) Applicant does not live on a bus route; or
- 2) Applicant is age 60 or older; or
- 3) Applicant has a disability preventing the use of bus routes (e.g., Bay Town Trolley); or
- 4) Applicant income level falls below poverty guidelines.

Incomplete applications will not be accepted.

- b) Trips are not prioritized for services funded by the Transportation Disadvantaged Trust Fund. Transportation services depend on driver and vehicle availability.
- 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 agency will provide coordinated services by a partial brokerage system. The agency will provide ambulatory and wheelchair services. The agency has an Operator Contract with Gulf County ARC Transportation. The contact person is Kathy Balentine. Contracted operators will be utilized to provide stretcher, frail ambulatory and wheelchair. 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.

Stretcher service, wheelchair and frail ambulatory transportation services are provided by Emerald Coast Medical Transport. Contact person is Bill Peak. Emerald Coast Medical Transport serves non-sponsored clients. Hours of operation are 6:00 a.m. until 6:00 p.m. Stretcher service will be provided service 24 hours per day if advance notice has been given. Emerald Coast Medical Transport serves as the after hours and weekend transportation provider for urgent care.

Stretcher service is also provided by US Medical. Contact person is Jillian Walsh. Hours of operation are 6:00 a.m. until 6:00 p.m. Stretcher service will be provided service 24 hours per day if advance notice has been given.

Stretcher service is also provided by Sure Care Transit. Contact persons are Miquell World and Maquy Alexander. Hours of operation are Monday through Saturday from 8:30 a.m. until 2:00 a.m. Stretcher service will be provided 24 hours per day if advance notice has been given.

The agency has Coordination Contracts with Bay County Council on Aging and Early Education and Care. These agencies provide transportation services for their riders.

Public Transit Utilization

The Bay County BCC operates as the CTC for Bay County. The public transit fixed route system in Bay County is the Bay Town Trolley. The CTC and its contract operator encourage the use of the public transit system and purchase bus passes for riders who can ride the public transit system. The agency utilizes the Greyhound Bus and airlines when these transportation providers can provide transportation services that are needed.

School Bus Utilization

The CTC does not utilize the public school bus transportation system.

Vehicle Inventory

A Vehicle Inventory Report of the vehicles utilized in the Bay 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.

The CTC 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,

The CTC works within the counties of Bay, Holmes, Walton 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. For trips requiring longer destinations, Greyhound and the airlines are used.

Emergency Preparedness and Response

The CTC coordinates with Local Emergency Management Services during natural disasters, emergency preparedness and response. Transportation staff participates in local emergency management meetings.

The CTC and contract operator solicit drivers from its staff to assist in evacuations as directed by EMS. The CTC and its contract operator cooperate 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

The CTC and its contract operator 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.

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

A User's Guide, provided to all riders, User Agencies and other interested parties, 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 LCB also markets the transportation system.

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

The CTC staff visits user agencies quarterly to discuss transportation services and implements suggestions received from user agencies.

The Bay County Transportation Planning Organization (TPO) kicked off a public transportation campaign in 2013 in order to promote, educate, and garner support for public transportation in the area. The campaign will continue through 2015.

Acceptable Alternatives

The Bay County Board of County Commissioners (BCC) is the Community Transportation Coordinator in Bay County. The agency utilizes the public transit fixed route system, Bay Town Trolley, as well as Greyhound and airlines. Gas cards are utilized as well. If other acceptable alternatives are identified, they are discussed during the Annual Evaluation and presented to LCB. Costs associated with insurance requirements, standards, training and other safety features prohibit private providers from being brought into the coordinated system.

Service Standards

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

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 and every five years.

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 will be charged the passenger mile rate. 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 when agreed upon by the CTC and funding source.)

Child Restraints. Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. For children **up to 3 years old**, the restraint must be a separate carrier or a vehicle manufacturer's integrated child seat. The carrier is the responsibility of the parent or guardian. For children **aged 4 through 5 years**, a separate carrier, an integrated child seat, or a child booster seat may be used. Seats belts will be required for **5 year olds and older**. All children under the age of six years will be required to ride in the back seat of the vehicles.

Rider Property. For scheduled shopping trips, riders will be allowed to have personal property that 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. Riders must have prior authorization. For non-scheduled shopping trips, the limit is two bags that the rider can secure on his or her lap or under the seat. Portable oxygen tanks are allowed 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.

TD Ombudsman: 1-800-983-2435

Out of Service Area Trips. These trips are provided for out of county non-sponsored (TD) medical purposes to areas approved by the LCB. Purchasing agencies will be encouraged to group trips for more efficiency of coordination. Transportation service to approved areas will depend upon driver/vehicle availability. Areas approved: Pensacola - West; Birmingham - North; Gainesville - South; & Jacksonville - East. The CTC works with other transportation providers such as Greyhound and airlines to assist with out of area service trips that extend beyond areas listed.

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. Purchasing agencies may be required to provide written documentation for their clients.

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. The driver will introduce themselves to riders.

Passenger Assistance. Drivers will provide boarding and disembarkment assistance to all riders. The boarding assistance will include opening the door, assuring that the seat belt is fastened, connecting the wheelchair securement devices and closing the door. Elderly and impaired riders will be assisted into the vehicle and into the door of the building.

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. Trips ordered may be canceled by 4:30 p.m., the working day before service is scheduled. Only cancellations made by authorized staff members of the purchasing agencies will be considered official. If a rider fails to cancel transportation by the 4:30 p.m. deadline and fails to show for the scheduled trip, either the agency or the rider will be billed for the trip or the client will be suspended after 3 no-shows in one quarter. Suspensions will be for a 30 day period. The CTC reserves the right to receive payments for no-shows before additional service will be

provided. 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 two way radios a in good working order. Out of county vehicles have cell phones.

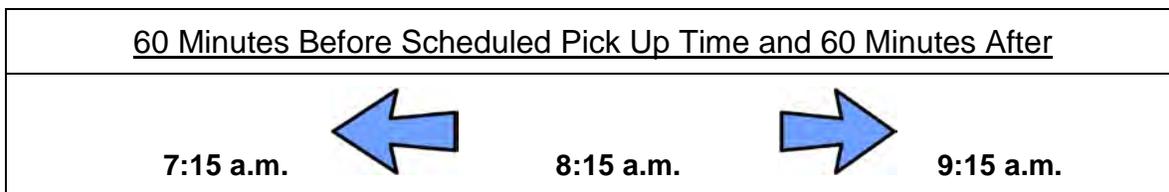
Vehicle Air Conditioning and Heating Equipment. Air conditioning and heating in all vehicles will be in safe operating condition. If the air conditioning/heating does not work properly, a backup vehicle will be assigned to trip, and repairs will be made to ensure proper working condition.

First Aid Policy. The CTC’s staff will have First Aid training. Certification is not a system requirement.

Cardiopulmonary Resuscitation. The CTC does not require CPR.

Pick-Up Window. There is a one-hour pick up window for all trips with the exception of Immediate Response Trips. Clients are to be ready for pick up 60 minutes prior to their scheduled pick-up time. The “pick up window” for trips is 60 minutes before or 60 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 7:15 a.m., so be ready at 7:15 a.m.



Trips of greater distances may require a larger pick-up window. When calling in for a reservation, the client will be told when they need to be ready based on the appointment time and the length of trip. The first 30 minutes of that hour is utilized to pick-up clients.

For scheduled returns, pick-up should occur within 30 minutes after that time. For those times that a client is unable to provide a return time (e.g., surgery, release from hospital, etc.), a demand-response trip will be worked into the existing schedule. This could result in an extended wait.

The rider should be prepared to be transported a minimum of 1 hour for trips within a 10 mile radius of the transportation center and 1 hour plus travel time for trips beyond the 10 mile radius prior to scheduled destination time to allow for rider routing.

On-Time Performance. The CTC will have a 95% on-time performance.

Advance Reservation Requirements. TD trips need to be reserved by 1:00 p.m. day prior to service. For out of service area TD trips, reservations need to be made 72 hours prior to service.

Public Transit Ridership. It is anticipated that less than one half of one percent of total riders per year will be moved to the public transit fixed route system.

Complaints. Total complaints per year shall not exceed one percent 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. The CTC has established a maximum of one accident with \$1,000 or more damage per 100,000 as the acceptable limit annually.

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

Call Hold Time. The CTC attempts to answer each call within five rings and should be placed on hold no longer than 2 minutes for 95% of incoming calls.

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.

The agency investigates all complaints. Transportation staff works to reach a resolution in five (5) working days unless the severity of the complaint requires additional time. The resolution is based on all parties' satisfaction.



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 to the CTC shall be mailed to:
Bay County Board of County Commissioners
Angela Bradley, Transit Financial Manager
840 W. 11th Street
Panama City, FL 32401
850.248.8248
abradley@baycountyfl.gov

Step 2:

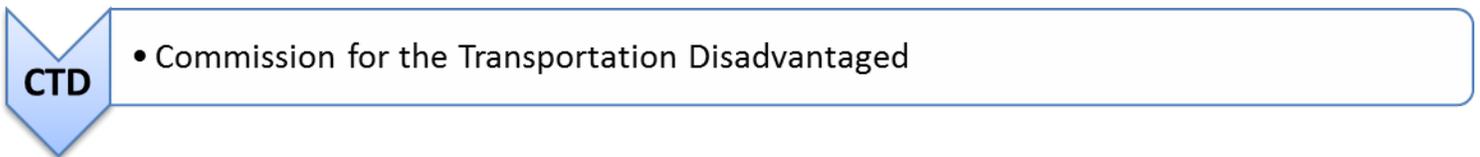
A blue downward-pointing arrow on the left contains the text "LCB". To its right, a blue-bordered rounded rectangle contains a bullet point: "• Local Coordinating Board".

LCB • Local Coordinating Board

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 Bay 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:

A blue downward-pointing arrow on the left contains the text "CTD". To its right, a blue-bordered rounded rectangle contains a bullet point: "• Commission for the Transportation Disadvantaged".

CTD • Commission for the Transportation Disadvantaged

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

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

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

CTC Monitoring Procedures of Operators and Coordination Contractors

The agency conducts an annual evaluation of its Operators and Coordination Contractors to ensure contractual compliance. The agency monitors Operators and Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis to ensure compliance with the Safety System Program Plan, Commission and locally approved standards, and insurance requirements.

A written letter and report are issued to the Operators and Coordination Contractors citing items that require corrections. A deadline is given for corrections to be made. A follow up monitoring is conducted if necessary.

Coordination Contract Evaluation Criteria

The agency conducts an annual evaluation of its Coordination Contractors to ensure contractual compliance. The agency monitors Coordination Contractors by examining the areas listed in the Safety Compliance Review. The review is conducted on an annual basis.

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 Model Worksheets for FY 2016/17 are included in the appendices. The FY 2016/17 rates below are for Passenger Mile Only for contracted services and will be included in the executed Trip and Equipment (T&E) Grant for FY 2016/17.

Bay County Service Rates Summary

Provided Service Type	Unit	2014/15 Combination Rates for Multiple Services	2015/16 Passenger Mile Rates Only for Contracted Services	2016/17 Passenger Mile Rate Only for Contracted Services
Ambulatory	Passenger Mile	\$ 1.40	\$ 2.55	\$ 2.69
Wheelchair	Passenger Mile	\$ 1.34	\$ 2.55	\$ 2.69
Stretcher	Passenger Mile	\$ 1.95	\$ 2.55	\$ 2.69
Wheelchair Pick Up	Trip	\$ 5.50	N/A	N/A
Stretcher Pick Up	Trip	\$ 40.00	N/A	N/A

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 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.

Of those surveyed, 57% indicated the trip was for school/work while 26% indicated the trip was for medical/dental purposes.

Also, it should be noted that 82% indicated they use community transportation 11 or more times a month.

If community transportation was not provided, 43% indicated that they would not be able to make the trip and 32% indicated they would carpool.

Appendices

Memorandum of Agreement between CTD and CTC – *not provided by CTC*

Transportation Disadvantaged Program Concept Chart

Organization Chart

Vehicle Inventory

Safety System Program Plan (SSPP) Certifications – *not provided by CTC*

Glossary of Terms

Rider Survey Comments

Rider Survey Results & Comparisons

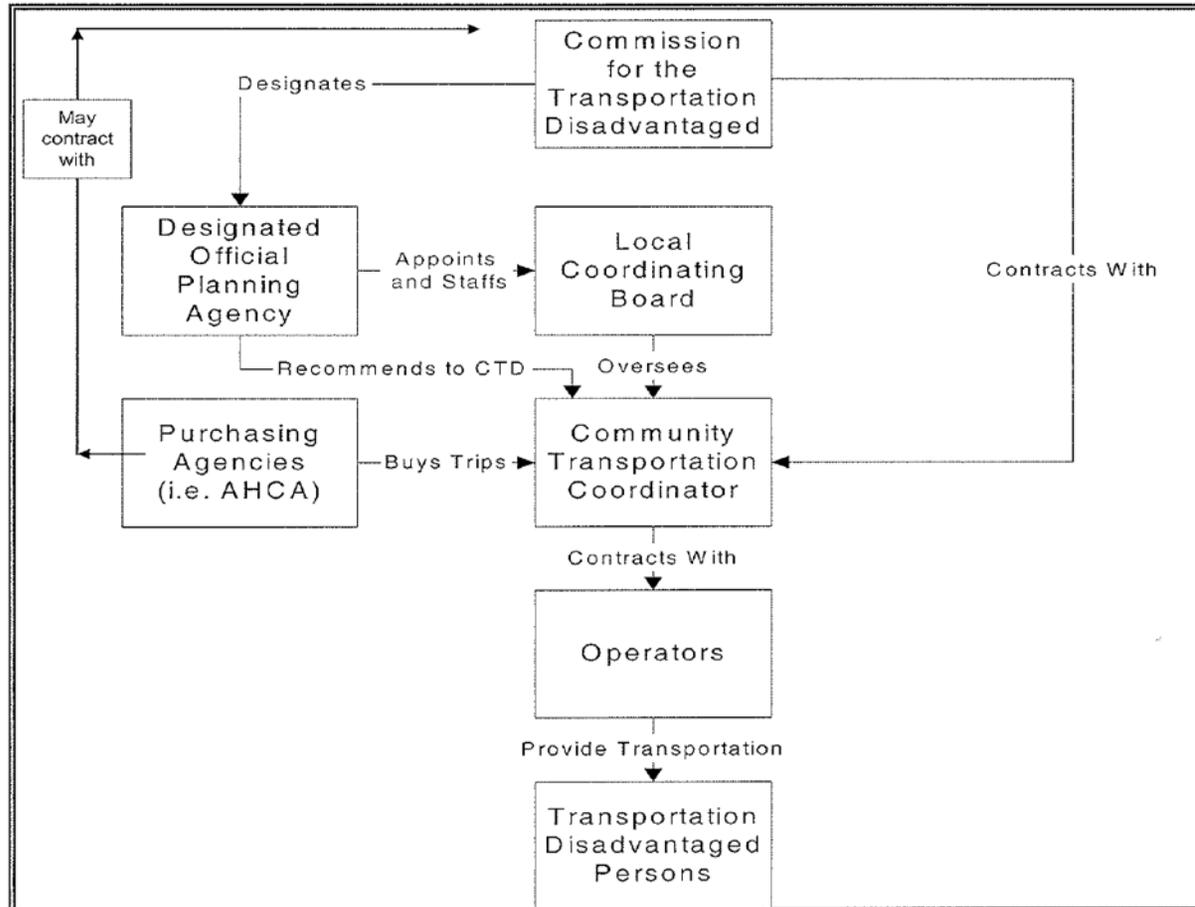
CTC Evaluation

Rate Model Worksheets

Transportation Disadvantaged Program Concept Chart

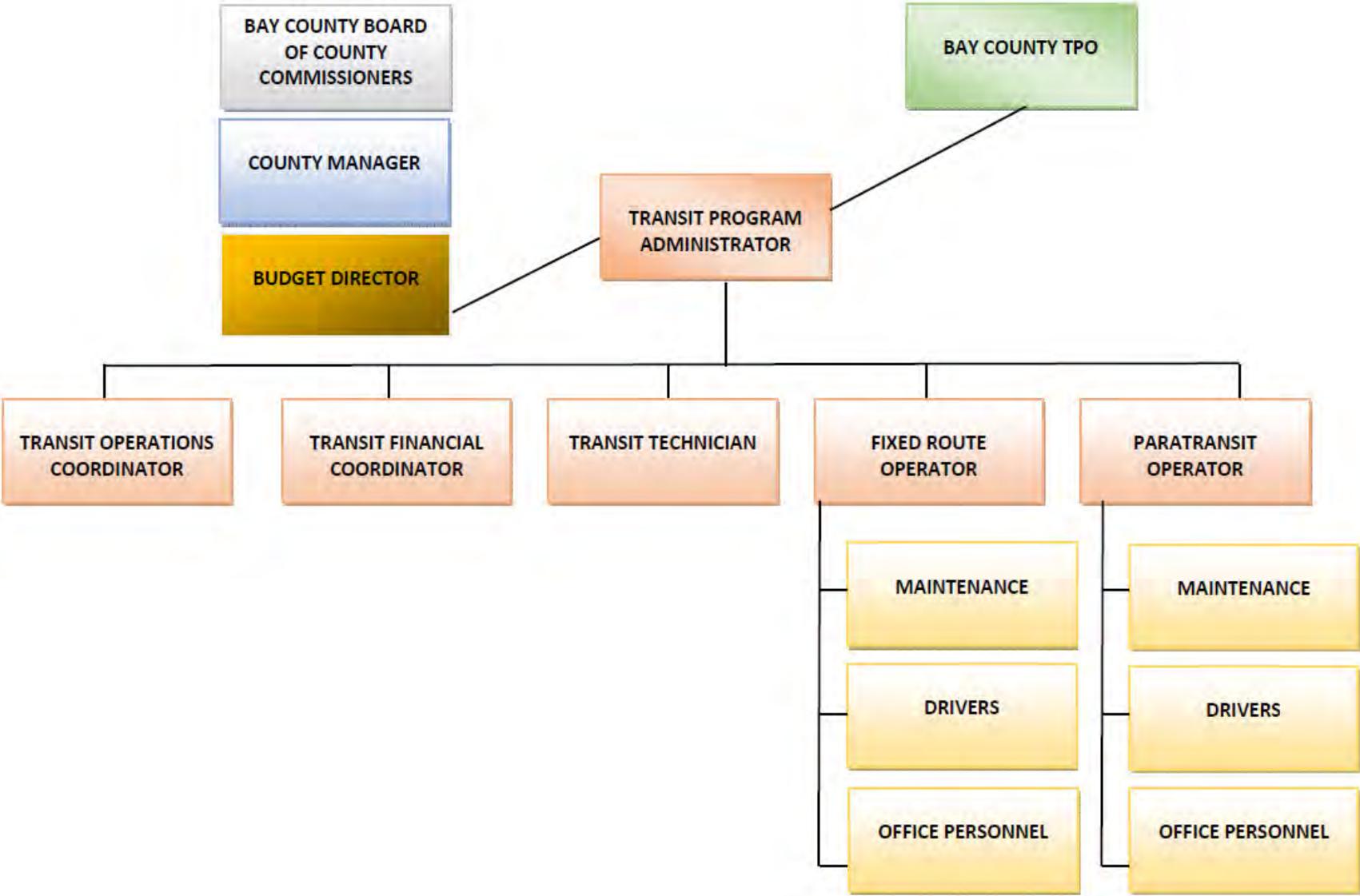
Figure 1

Organization of Florida's Coordinated Transportation Program



CTC Organization Chart
Figure 2

Organizational Chart



BAY COUNTY BOARD OF COUNTY COMMISSIONERS
Bay County TPO
Vehicle Inventory

Vehicle Number	Vehicle Year	Make/Model or Vehicle Description	Model	VIN	Tag Number	Weight	Ambulatory Seats	Wheelchair Positions	Ramp or Lift	Original Cost	Grant Number	Federal Funding Percentage	Actual Mileage	Condition
0704	2007	Champion	Bus	1GBE4V1G57F421050	X4518A	9,500	8	5	Lift	\$70,753.00	FL 90X550	80%	158,293	Poor
1001	2010	Champion	Bus	1GBE4V1GX9F412203	STATE 40410	14,000	8	5	Lift	\$70,753.00	FL 90X503	80%	88,013	Good
0501	2005	Ford	Bus	1FDXE45S95HA57223	X75477	9,200	24	0	None	\$50,711.00	FL 90X490	80%	164,687	Poor
1002	2010	Champion	Bus	1GBE4V1G09F412274	STATE 40409	14,000	8	5	Lift	\$74,618.00	FL 90X503	80%	170,791	Poor
1301	2013	Chevrolet	Bus	1GB8G9BL8D1118276	State YG369	10,300	8	4	Lift	\$80,000.00	FL 90X876 FL 90X772	80%	52,369	Good
0502	2005	Chevrolet	Van	1GBDV13L95D289334	X81972	4,005	2	1	Ramp	\$33,681.00	FL 90X503	80%	224,684	Poor
0402	2004	Champion	Bus	1FDXE46S34HB26468	X3100B	9,200	14	4	Lift	\$52,598.00	FL 90X490	80%	206,475	Poor
0602	2006	Chevrolet	Bus	1GBE4V1G28F407556	X82131	9,300	8	5	Yes	\$69,273.00	FL 90X503	80%	201,001	Poor
0603	2006	Chevrolet	Bus	1GBE4V1G16F407595	X82132	9,300	8	5	Lift	\$69,273.00	FL 90X503	80%	165,240	Poor
0901	2009	Champion	Bus	1GBE4V1G07F425687	State YA515	13,500	8	5	Lift	\$70,753.00	FL 90X503	80%	112,797	Poor
1202	2012	Dodge	Van	2C4RDGBOCR369689	County TC9772	4,896	2	1	Ramp	\$40,927.00	FL 90X744	80%	58,846	Good
1203	2012	Dodge	Van	2C4RDGBOCR369690	County TC9773	4,922	2	1	Ramp	\$40,927.00	FL 90X772	80%	67,934	Fair
0706	2007	Champion	Bus	1GBE4V1G07F420730	X4517A	9,500	8	5	Lift	\$70,753.00	FL 90X490 FL 90X503	80%	148,910	Poor
0701	2007	Champion	Bus	1GBJG31U371166816	X3102A	10,500	16	0	None	\$48,322.00	FL 90X550 FL 90X587	80%	128,416	Poor
0708	2007	Champion	Bus	1GBE4V1G87F420829	X5039A	9,500	8	5	Lift	\$70,753.00	FL 90X550	80%	115,965	Poor
0703	2007	Champion	Bus	1GBE4V1GX7F420850	X3337A	9,500	24	0	None	\$65,926.00	FL 030314	80%	91,787	Good
0702	2007	Champion	Bus	1GBJG31U671166888	X3101A	10,700	8	2	Lift	\$51,446.00	FL 90X490 FL 90X503 FL 90X550	80%	232,689	Poor
0709	2007	Champion	Bus	1GBE4V1G37F420947	X5038A	9,500	24	0	None	\$65,926.00	FL 030273 FL 90X587	80%	79,746	Good
0707	2007	Champion	Bus	1GBE4V1G07F420954	X4519A	9,500	8	5	Lift	\$70,753.00	FL 90X503	80%	154,307	Poor
0710	2007	Champion	Bus	1GBE4V1G37F421001	X5040A	9,500	8	5	Lift	\$70,753.00	FL 90X550 FL 90X587	80%	178,350	Poor
1101	2011	Champion	Bus	1GBE4V19X9F413062	State YC230	14,200	8	5	Lift	\$81,218.00	FL 90X834	80%	100,896	Good
1102	2011	Champion	Bus	1GBE4V1969F413138	State YC228	14,200	8	5	Lift	\$81,218.00	FL 90X834	80%	108,264	Good
1103	2011	Champion	Bus	1GBE4V1989F413190	State YC229	14,200	8	5	Lift	\$81,218.00	FL 90X834	80%	107,608	Good
1502	2015	Dodge	Grand Caravan SE	2C7WDGGBG4FR814178		6,050	2	1	Ramp	\$46,037.00	ARO34 FTA #X772	0%	389	New

updated with information as of 6/2/2015

Glossary of Terms

Commission for the Transportation Disadvantaged - Glossary of Terms and Abbreviations

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(QAPE) Quality Assurance and Program Evaluation.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(TPO) Transportation Planning Organization.

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

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

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

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

Trip Priorities: various methods for restricting or rationing trips.

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

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

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

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

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

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

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

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

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

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

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

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

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

BAY COUNTY COMMUNITY TRANSPORTATION
2016 RIDER SURVEY COMMENTS

1. #40 talks on the cell when driving. Also plays music really loud.
2. 40 driver talks on the cell phone while driving. Bay Area Transit – Panama City.
3. Mrs. Tammie made me very comfortable on here. Timing was great.
4. Mrs. Tammie, the driver, is too nice and very patient and a caring person.
5. Mrs. Tammie drove the bus with care. Made the transport very safe.
6. Mrs. Tammie – Enjoyed talking to her. A very patient driver.
7. I work in direct support. My clients' bus driver is always courteous and patient with her. Never rushes her and always greets with a smile, as well as calling her by her name.
8. Oneita Henderson bus driver is a very courteous and caring driver.
9. I don't know what it cost.
10. Drivers are so kind. Tami, Tammy, Janice.
11. Mrs. Tammie. We love her. Good driver.
12. Mrs. Tammie, she is the nicest driver. She is there on time and very sweet. I'm so cold and Tammie always has the bus warm. I think she is the best.
13. Mrs. Tammie is very nice driver. Helps me all the time.
14. Mrs. Tammie
15. I hope the bus cost don't go up too much. Most people are on a fixed income.
16. Mrs. Tammie – Great driver. Very professional.
17. Tammie – Driver is very courteous and at all times also helpful with clients.
18. Driver is very courteous and pleasant all the time and also helps clients – Tammie.
19. The bus driver is great, on time, very friendly, a breath of fresh air.
20. Tammy is an excellent driver and she is very professional.
21. Mrs. Tammie is very nice, always on time and always willing to help if needed.
22. I would trust Nita with Paul anytime.
23. Marsha enjoys her time on her bus.
24. I absolutely love Ms. Tammy. She is always courteous and sociable.
25. Very good service!
26. I like Ms. Tammy, she is sweet, best driver ever.

BAY COUNTY RIDER SURVEY RESULTS & COMPARISONS

QUESTION	#	RESPONSE	PBT 2014	FT 2015	FT 2016	PBT 2014	FT 2015	FT 2016
DEPENDABILITY - Schedule a trip for the time period I need?	1	A - Very Good	104	41	33	69%	66%	73%
		B - Good	38	13	11	25%	21%	25%
		C - Neutral	8	6	1	5%	10%	2%
		D - Poor	1	2	0	1%	3%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	151	62	45	100%	100%	100%
SERVICE RUNS WHEN I NEED IT?	2	A - Very Good	99	42	32	66%	67%	71%
		B - Good	45	15	12	30%	24%	27%
		C - Neutral	7	5	1	5%	8%	2%
		D - Poor	0	1	0	0%	1%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	151	63	45	100%	100%	100%
EASY TO ARRANGE TRIPS?	3	A - Very Good	99	44	33	66%	73%	75%
		B - Good	39	13	3	26%	22%	7%
		C - Neutral	10	3	7	7%	5%	16%
		D - Poor	1	0	1	1%	0%	2%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	149	60	44	100%	100%	100%
IT IS CONVENIENT TO CHANGE SCHEDULED TRIPS WHEN NECESSARY?	4	A - Very Good	95	38	36	64%	62%	82%
		B - Good	36	9	5	24%	15%	11%
		C - Neutral	15	12	3	10%	20%	7%
		D - Poor	2	2	0	1%	3%	0%
		E - Very Poor	1	0	0	1%	0%	0%
		Total	149	61	44	100%	100%	100%
COMFORT / CLEANLINESS The vehicles are clean and maintained?	5	A - Very Good	109	39	39	73%	64%	83%
		B - Good	37	14	8	25%	23%	17%
		C - Neutral	4	7	0	3%	11%	0%
		D - Poor	0	1	0	0%	2%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	150	61	47	100%	100%	100%
THE DRIVER PROVIDES A SAFE AND COMFORTABLE RIDE?	6	A - Very Good	120	53	41	79%	86%	91%
		B - Good	29	7	4	19%	11%	9%
		C - Neutral	2	2	0	1%	3%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	151	62	45	100%	100%	100%
WAITING TIME - The vehicle picks me up within 30 minutes of my scheduled time?	7	A - Very Good	106	45	33	71%	72%	73%
		B - Good	37	7	8	25%	11%	18%
		C - Neutral	5	7	3	3%	11%	7%
		D - Poor	1	4	1	1%	6%	2%
		E - Very Poor	1	0	0	1%	0%	0%
		Total	150	63	45	100%	100%	100%
I ARRIVED AT MY DESTINATION AT THE SCHEDULED TIME?	8	A - Very Good	107	44	33	72%	71%	73%
		B - Good	39	15	9	26%	24%	20%
		C - Neutral	1	3	2	1%	5%	5%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	1	0	1	1%	0%	2%
		Total	148	62	45	100%	100%	100%

<u>QUESTION</u>	<u>#</u>	<u>RESPONSE</u>	<u>PBT</u> <u>2014</u>	<u>FT</u> <u>2015</u>	<u>FT</u> <u>2016</u>	<u>PBT</u> <u>2014</u>	<u>FT</u> <u>2015</u>	<u>FT</u> <u>2016</u>
COST - Amount I pay for my trip is reasonable?	9	A - Very Good	109	51	34	74%	84%	83%
		B - Good	34	7	6	23%	11%	15%
		C - Neutral	4	3	1	3%	5%	2%
		D - Poor	1	0	0	1%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	148	61	41	100%	100%	100%
THE RESERVATIONIST IS PLEASANT?	10	A - Very Good	105	45	36	71%	74%	86%
		B - Good	37	10	6	25%	16%	14%
		C - Neutral	6	6	0	4%	10%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	148	61	42	100%	100%	100%
THE DRIVERS ARE COURTEOUS AND HELPFUL?	11	A - Very Good	118	50	41	79%	81%	91%
		B - Good	29	10	4	19%	16%	9%
		C - Neutral	3	2	0	2%	3%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	150	62	45	100%	100%	100%
OVERALL COURTESY OF EMPLOYEES?	12	A - Very Good	114	47	40	76%	78%	87%
		B - Good	33	10	6	22%	17%	13%
		C - Neutral	3	3	0	2%	5%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	150	60	46	100%	100%	100%
OVERALL SATISFACTION OF SERVICES?	13	A - Very Good	111	45	39	74%	74%	83%
		B - Good	34	12	8	23%	20%	17%
		C - Neutral	4	4	0	3%	6%	0%
		D - Poor	0	0	0	0%	0%	0%
		E - Very Poor	0	0	0	0%	0%	0%
		Total	149	61	47	100%	100%	100%
WHERE ARE YOU GOING ON YOUR TRIP (FINAL DESTINATION)?	14	A. Med/Dent	128	28	12	77%	44%	26%
		B. Sch/Wrk	25	26	27	15%	41%	57%
		C. Groc/Shop	2	1	0	1%	2%	0%
		D. Rec/Errand	0	2	0	0%	3%	0%
		E. Other	12	6	8	7%	10%	17%
		Total	167	63	47	100%	100%	100%
ON AVERAGE, HOW OFTEN DO YOU USE COMMUNITY TRANSPORTATION A MONTH?	15	A. Rarely	3	2	2	2%	3%	5%
		B. 1-2 days	6	4	0	4%	6%	0%
		C. 3-4 days	21	11	2	14%	18%	5%
		D. 5-10 days	38	8	4	26%	13%	8%
		E. 11+ days	81	37	36	54%	60%	82%
		Total	149	62	44	100%	100%	100%
IF NOT BY COMMUNITY TRANSPORTATION, HOW WOULD YOU MAKE THIS TRIP?	16	A. Drive	2	3	4	1%	5%	9%
		B. Would not go	109	35	20	68%	55%	43%
		C. Carpool	14	18	15	9%	29%	32%
		D. Other	27	3	4	17%	5%	9%
		E. Bus Service	8	4	4	5%	6%	9%
		Total	160	63	47	100%	100%	100%

CTC
EVALUATION WORKBOOK
Florida Commission for the



**Transportation
Disadvantaged**

CTC BEING REVIEWED: **BAY COUNTY BOCC
AS BAY AREA TRANSPORTATION**

COUNTY: **BAY COUNTY**

ADDRESS: **1021 MASSALINA DRIVE, PANAMA CITY, FL**

CONTACT: **ANGELA BRADLEY**

PHONE: 850-248-8248

PHONE: 850-785-0808

REVIEW PERIOD: **FY 2014-2015** REVIEW DATE: **January 7, 2016**

PERSON CONDUCTING THE REVIEW: BAY COUNTY LOCAL COORDINATION

BOARD MEMBERS – JANICE FLOWERS, ROB FORBUS, AND BRYAN TAYLOR

CONTACT INFORMATION: 850-332-7976, EXT 231

HOWARD.VANSELOW@WFRPC.ORG

APPROVED FEBRUARY 3, 2016

CTC Background Information

1. OPERATING ENVIRONMENT: RURAL **X SMALL-URBAN**
2. ORGANIZATION TYPE: PRIVATE-FOR-PROFIT
 PRIVATE NON-PROFIT
 X GOVERNMENT
 TRANSPORTATION AGENCY
3. NETWORK TYPE: SOLE PROVIDER
 PARTIAL BROKERAGE
 X COMPLETE BROKERAGE
4. NAME THE OPERATORS THAT YOUR COMPANY HAS CONTRACTS WITH:

First Transit, Inc

5. NAME THE GROUPS THAT YOUR COMPANY HAS COORDINATION CONTRACTS WITH:
- Chautauqua Learn and Serve
 Council on Aging
 Pensacola Care
 Headstart Program**

6. NAME THE ORGANIZATIONS AND AGENCIES THAT PURCHASE SERVICE FROM THE CTC AND THE PERCENTAGE OF TRIPS EACH REPRESENTS?

Name of Agency	% of Trips	Name of Contact	Telephone Number
CTD	22.12%		
MEDICAID (AHCA)	6.70%		
APD	38.64%		
DOEA	6.36%		
DOE			
Other	26.18%		
Total	100%		

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

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

COMPLIANCE WITH CHAPTER 427, F.S.

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

**HOW IS THE CTC USING SCHOOL BUSES IN THE COORDINATED SYSTEM?
Public school buses are not used in the system**

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

HOW IS THE CTC USING FIXED ROUTE PUBLIC TRANSPORTATION SERVICES IN THE COORDINATED SYSTEM?

**IS THERE A GOAL FOR TRANSFERRING PASSENGERS FROM PARATRANSIT TO TRANSIT?
X Yes No**

The committee recommended changing the goal to 35 riders to be referred to Chautauqua Learn and Serve for Easy Access (travel training). Update TDSP page 25.

If YES, what is the goal? See recommendation above

Is the CTC accomplishing the goal? Yes NA

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

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

Compliance with 41-2.006(1), Minimum Insurance Compliance
“...ensure compliance with the minimum liability insurance requirement of \$200,000 per person and \$300,000 per incident...”

**WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS?
\$200,000 per person and \$300, 000 per incident**

WHAT ARE THE MINIMUM LIABILITY INSURANCE REQUIREMENTS IN THE OPERATOR AND COORDINATION CONTRACTS? SAME -- \$200,000/\$300,000.

First Transit, Inc has \$5,000,000 per person and \$5,000, 000 per incident

HOW MUCH DOES THE INSURANCE COST (per operator)? NA

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

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

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

Local Standards	Comments
Transport of Escorts and dependent children policy	TDSP states age 16 minimum without escort.
Use, Responsibility, and cost of child restraint devices	Any child 5 years of age or younger must be transported by using a crash-tested, federally approved car seat. The carrier is the responsibility of the parent or guardian.
Out-of-Service Area trips	Will revise TDSP
CPR/1st Aid	Minimal First Aid training, no certification.
Driver Criminal Background Screening	Level 2 screening prior to employment and every five years.
Drug and Alcohol Policy	CTC has their policy and program through First Transit which meets and/or exceeds standard requirements.
Rider Personal Property	Other than scheduled shopping trips, the limit is two bags that the rider can secure on his or her lap or under the seat.
Advance reservation requirements	TD by 1:00 pm day prior to service. Out of service area TD trips also require special authorization.
Pick-up Window	Per TDSP two hour pick up window which means 60 minutes prior and 60 minutes after pick up time. (looking to update TDSP)

Measurable Standards/Goals	STANDARD/ GOAL	ACTUAL	MET/ UNMET
Public Transit Ridership New Goal Refer 35 to Easy Access or less than 1%	Refer 35 riders to Easy Access		
On-time performance per TDSP	95%	93.03%	UNMET
Passenger No-shows 2,695 / 131,954 trips	In TDSP	In TDSP	N/A
Accidents 16 / 516,493 miles	1/100,000 miles	CTC 3.10 /100,000	UNMET
Roadcalls 24 / 516,493 miles	1/10,000	CTC .46 / 10,000	MET
Complaints 24 / 131,954 trips	< 0.5%	CTC < .018%	MET
Call-Hold Time	None	Unavailable due to current phone system technology	NA

TRIP OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation:

Observer was **Rob Forbus**
LCB member

Please list any special guests that were present:

Location:

Number of Passengers picked up/dropped off:

Ambulatory

Non-Ambulatory

Was the driver on time?

Yes No
 Yes No
 Yes No

No, how many minutes late/early?
 No, how many minutes late/early?
 No, how many minutes late/early?

Did the driver provide any passenger assistance?

Yes No

Was the driver wearing any identification?

Yes No Uniform Name Tag ID Badge

Did the driver render an appropriate greeting?

Yes No Driver regularly transports the rider, not necessary

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

Yes No

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

Yes No

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

Yes No

Does the vehicle have working heat and air conditioning?

Yes No

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

Yes No

If used, was the lift in good working order?

Yes No

Was there safe and appropriate seating for all passengers?

Yes No

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

Yes No

If no, please explain:

Comments:

TRIP OBSERVATION OF THE SYSTEM

RIDE A VEHICLE WITHIN THE COORDINATED SYSTEM. REQUEST A COPY OF THE MANIFEST PAGE THAT CONTAINS THIS TRIP.

Date of Observation: January 14, 2016

**Observer was Janice Flowers
LCB member**

Please list any special guests that were present:

Location: **1015 Grace Street – The Reserve
Goodwill**

Number of Passengers picked up/dropped off: 2

Ambulatory 2

Non-Ambulatory

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

Did the driver provide any passenger assistance? Yes No

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

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

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

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

Is there a sign posted on the interior of the vehicle with both a local phone number and the TD Helpline for comments/complaints/commendations?
 Yes No

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

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

If used, was the lift in good working order? **N/A not used this trip** Yes No

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

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

Comments: Driver loves the new system.

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	45	74%
		B - Good	12	20%
		C - Neutral	4	6%
		D - Poor	0	0
		E - Very Poor	0	0
		Total	61	100%

Funding Source	# TRIPS	% TRIPS
CTD	29,185	9.41%
AHCA	8,839	18.10%
APD	50,993	24.06%
DOEA	8,387	6.52%
DOE	-	-
Other	34,550	41.91%
Totals	131,954	100.00%

Level of Cost Worksheet 1

COSTS BY EXPENSE CATEGORY

CTC EXPENSE CATEGORY BY ACCOUNT (500-599)	2012-2013 Trips: 203,101		2013-2014 * Trips: 100,578		2014-2015 Trips: 131,954	
	Expense	Cost/ Trip	Expense	Cost/ Trip	Expense	Cost/ Trip
Labor	\$784,333	\$3.86	\$523,879	\$5.21	\$280,628	\$2.13
Fringe Benefits	177,322	.87	79,205	.79	77,103	.58
Services	7,428	.04	5,265	.05	1,444	.01
Materials/Supplies Consumed	527,706	2.60	365,111	3.63	50,788	.38
Utilities	31,586	.16	19,905	.20	43,349	.33
Casualty/ Liability Costs	104,443	.51	31,278	.31	53,936	.41
Taxes	715	0	0	0	0	0
Purchased Transportation Service	105,236	.52	63,768	.63	1,043,055	7.90
Miscellaneous Expenses	31,529	.16	11,521	.11	1,536	.01
Interest Expense	0	0	0	0	0	0
Leases & Rentals	0	0	0	0	2,700	.02
Annual Depreciation & Amortization	0	0	0	0	106,496	.81
Contributed Service - Allowable Expenses	21	0	2,642	.03	0	0
Allocated Indirect Expenses (if applicable)	0	0	0	0	30,735	.23
SYSTEM TOTAL	\$1,717,116	\$8.72	\$1,102,574	\$10.96	\$1,691,770	\$ 12.82
1. Which expenses are especially high?						
2. Are these high expenses acceptable? Are they approved? NA						
3. What strategies could reduce the unacceptable costs?						

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

Worksheet 2
Level of Competition

1. Inventory of Transportation Operators in the Service Area

	Operators Available	Operators Contracted	Include Trips	% of all Trips
Private Non-Profit	3	0		
Private For-Profit	3	1	131,954	100%
Government				
Public Transit	0	0		
Total	6	1	131,954	100%

2. How many of the operators are coordination contractors? **3**

3. Of the operators included in the local coordinated system, how many have the capability of expanding capacity? **Unknown current operator capacity.**

Does the CTC have the ability to expand? **Yes, if more funding were available, the CTC could provide expand capacity during none peak hours (9am to 1pm).**

4. Indicate the date the latest transportation operator was brought into the system.
First Transit, Inc

5. Does the CTC have a competitive procurement process?
Yes – they follow Bay County’s process.

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 qualifications
1	Negotiation only

	Requests for proposals
	Requests for interested parties

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

Commission for the Transportation Disadvantage Emergency Process.

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

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

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

How many responded?

The request for bids/proposals was distributed:

_____ Locally _____ Statewide _____ Nationally

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

Level of Availability (Coordination) Worksheet 3

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

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

Included in the TDSP as adopted by the Board.

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

Word of mouth, Local Coordinating Board and Board Members, Council on Aging, Chautauqua, Dialysis Centers and visits local service providers.

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

Intake information and application information entered into data base.

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

Computer and paper applications which follow established board approved TD eligibility guidelines.

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

2 staff answers phones and then voice mail. Staff returns voice mail calls.

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

Call in, fax or mail in to make a reservation. The computer system and scheduler prevent duplication.

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

CTC provides all trips except Stretcher and after hours.

Scheduling – How is the trip assignment to vehicles coordinated?

Manually, based on locations, type of vehicle needed, availability of driver and vehicles. The CTS scheduling system, tablets and manifest assign the trips.

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

See Above

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

Dispatch notifies drivers of pickups using two way radios.
The CTS scheduling system, tablets and manifest.

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

Annual review of contracted operator.
On site Operations Coordinator

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

Operator staff, and CTC Operations Coordinator.
Drivers input and daily trip validation with CTS data and trips.

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

The manifest is used to document trips information and for trip validations.

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

Driver provides cash and co-pay information into CTS system and operator staff who count.
Another employee recounts the cash and prepares for deposit. CTC staff reviews and reconciles financial data at least monthly.

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

CTS system.

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

The CTC and First Transit share transit resources to reduce overall cost.

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

Local Coordinating Board and Board Members, CTC, First Transit, TPO and Trolley staff;
attend conferences, networking events, training, share and provide information to ensure smooth service.

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

Contracts and Coordination Agreements
CTC will continue to coordinate transportation services in Bay County.

Preliminary Information Worksheet

Version 1.4

CTC Name:	Bay County Board of County Commissioners
County (Service Area):	Bay
Contact Person:	Sandra Culbreth/Angela Bradley
Phone #	850-248-8249

Check Applicable Characteristic:

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

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

Comprehensive Budget Worksheet

Version 1.4

CTC: Bay County Board of County Commissioners
County: Bay

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 $\pm 10\%$ and Also $\pm \$50,000$
	2	3	4			

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

Local Non-Govt

Farebox			\$ 43,710			Farebox: projected funds collected by operator (match/subsidy)
Medicaid Co-Pay Received						
Donations/ Contributions						
In-Kind, Contributed Services						
Other						
Bus Pass Program Revenue						

Local Government

District School Board						County Cash: projected funds for match provided by the county
Compl. ADA Services						
County Cash	\$ 17,179		\$ 20,852	-100.0%		
County In-Kind, Contributed Services						
City Cash						
City In-Kind, Contributed Services						
Other Cash						
Other In-Kind, Contributed Services						
Bus Pass Program Revenue						

CTD

Non-Spons. Trip Program	\$ 331,103	\$ 424,224	\$ 518,082	28.1%	22.1%	The CTC will receive \$448,087 for this year grant for non-sponsored transportation with an additional \$69,995 (non-recurring) from the legislature. This grant requires a 10% local match
Non-Spons. Capital Equipment	\$ 137,334			-100.0%		
Rural Capital Equipment						
Other TD (specify in explanation)						
Bus Pass Program Revenue						

USDOT & FDOT

49 USC 5307	\$ 145,037	\$ 350,000	\$ 145,000	139.7%	-58.6%	5307 - Operating subsidy (requires match) / 5311 funding reduction from FDOT (50/50) for rural transportation (trips).
49 USC 5310						
49 USC 5311 (Operating)	\$ 61,321	\$ 149,737	\$ 128,024	144.2%	-15.8%	
49 USC 5311(Capital)						
Block Grant						
Service Development						
Commuter Assistance						
Other DOT (specify in explanation)		\$ 178,075			-100.0%	
Bus Pass Program Revenue						

AHCA

Medicaid	\$ 147,216	\$ -	\$ -	-100.0%		This program has changed. Although they continue to provide services
Other AHCA (specify in explanation)	\$ 111,371	\$ 120,000		7.7%	-100.0%	
Bus Pass Program Revenue						

DCF

Alcohol, 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						
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: Bay County Board of County Commissioners
County: Bay

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

	Prior Years 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						
Developmental Services						
Other APD (specify in explanation)						
Bus Pass Program Revenue						

DJJ

(specify in explanation)						
Bus Pass Program Revenue						

Other Fed or State

XXXX						
XXXX						
XXXX						
Bus Pass Program Revenue						

Other Revenues

Interest Earnings						
Broker Transportation			\$ 120,000			Transportation provided to brokers for non-emergency and related.
XXXX						
Bus Pass Program Revenue						

Balancing Revenue to Prevent Deficit

Actual or Planned Use of Cash Reserve						
---------------------------------------	--	--	--	--	--	--

Balancing Revenue is Short By =		None	None			
Total Revenues =	\$951,561	\$1,222,056	\$973,568	28.4%	-20.3%	

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

Operating Expenditures

Labor	\$ 69,284		\$ 69,284	-100.0%		Contracted Transportation services provided by First Transit. Leases and Rentals. To reflect actual expenditures for FY15 in FY17 as the leases have not changed.
Fringe Benefits						
Services						
Materials and Supplies	\$ 2,139	\$ 2,000	\$ 2,200	-6.5%	10.0%	
Utilities	\$ 16,206	\$ 11,500	\$ 16,000	-29.0%	39.1%	
Casualty and Liability						
Taxes						
Purchased Transportation:						
Purchased Bus Pass Expenses						
School Bus Utilization Expenses						
Contracted Transportation Services	\$ 1,043,055	\$ 1,019,100	\$ 836,664	-2.3%	-17.7%	
Other						
Miscellaneous	\$ 125	\$ 124	\$ 125	-0.8%	0.8%	
Operating Debt Service - Principal & Interest						
Leases and Rentals	\$ 2,738	\$ 2,225	\$ 2,750	-18.7%	23.6%	
Contrib. to Capital Equip. Replacement Fund						
In-Kind, Contributed Services	\$ -	\$ -	\$ -			
Allocated indirect						
Capital Expenditures						
Equip. Purchases with Grant Funds		\$ 178,075			-100.0%	
Equip. Purchases with Local Revenue						
Equip. Purchases with Rate Generated Rev.						
Capital Debt Service - Principal & Interest						
			\$ 44,045			

ACTUAL YEAR LOSS	(\$181,980)	(\$9,012)			
Total Expenditures =	\$1,133,547	\$1,213,024	\$973,568	7.0%	-19.7%

See NOTES Below.

Error: Budgeted Revenues > Expenditures

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: Bay County Board of County Commissioners

County: Bay

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 Years 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

REVENUES (CTC/Operators ONLY)					
Local Non-Govt					
Farebox	\$ 43,710	\$ 36,713	\$ 6,997		
Medicaid Co-Pay Received	\$ -	\$ -	\$ -		
Donations/ Contributions	\$ -	\$ -	\$ -		
In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Other	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
Local Government					
District School Board	\$ -	\$ -	\$ -		
Compl. ADA Services	\$ -	\$ -	\$ -		
County Cash	\$ 20,852	\$ 20,852	\$ -		
County In-Kind, Contributed Services	\$ -	\$ -	\$ -		
City Cash	\$ -	\$ -	\$ -		
City In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Other Cash	\$ -	\$ -	\$ -		
Other In-Kind, Contributed Services	\$ -	\$ -	\$ -		
Bus Pass Program Revenue	\$ -	\$ -	\$ -		
GTD					
Non-Opns. Trip Program	\$ 518,082	\$ 518,082	\$ -		\$ 57,565
Non-Opns. Capital Equipment	\$ -	\$ -	\$ -		\$ -
Rural Capital Equipment	\$ -	\$ -	\$ -		\$ -
Other TD	\$ -	\$ -	\$ -		\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -		\$ -
USDOT & FDOT					
49 USC 5307	\$ 145,000	\$ -	\$ 145,000		\$ -
49 USC 5310	\$ -	\$ -	\$ -		\$ -
49 USC 5311 (Operating)	\$ 126,024	\$ 126,024	\$ -		\$ -
49 USC 5311 (Capital)	\$ -	\$ -	\$ -		\$ -
Block Grant	\$ -	\$ -	\$ -		\$ -
Service Development	\$ -	\$ -	\$ -		\$ -
Commuter Assistance	\$ -	\$ -	\$ -		\$ -
Other DOT	\$ -	\$ -	\$ -		\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -		\$ -
AHCA					
Medicaid	\$ -	\$ -	\$ -		\$ -
Other AHCA	\$ -	\$ -	\$ -		\$ -
Bus Pass Program Revenue	\$ -	\$ -	\$ -		\$ -
DCF					
Alcohol, Drug & Mental Health	\$ -	\$ -	\$ -		\$ -
Family Safety & Prevention	\$ -	\$ -	\$ -		\$ -
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)					
Oral Penins	\$ -	\$ -	\$ -		\$ -
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					
Elder Americans Act	\$ -	\$ -	\$ -		\$ -
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: Bay County Board of County Commissioners

County: Bay

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 Years BUDGETED Revenues
	from
	July 1st of
	2016
	to
	June 30th of
	2017
1	2

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?
3	4	5

APD	
Office of Disability Determination	\$ -
Developmental Services	\$ -
Other APD	\$ -
Bus Pass Program Revenue	\$ -
DJJ	
DJJ	\$ -
Bus Pass Program Revenue	\$ -
Other Fed or State	
XXX	\$ -
XXX	\$ -
XXX	\$ -
Bus Pass Program Revenue	\$ -
Other Revenues	
Interest Earnings	\$ -
Broker Transportation	\$ 120,000
XXX	\$ -
Bus Pass Program Revenue	\$ -
Balancing Revenue to Prevent Deficit	
Actual or Planned Use of Cash Reserve	\$ -
Total Revenues =	\$ 973,668

\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 100,000	\$ 20,000	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ -	\$ -	
\$ 801,671	\$ 171,997	\$ -

EXPENDITURES (CTC/Operators ONLY)	
Operating Expenditures	
Labor	\$ 69,284
Fringe Benefits	\$ -
Services	\$ -
Materials and Supplies	\$ 2,200
Utilities	\$ 16,000
Casualty and Liability	\$ -
Taxes	\$ -
Purchased Transportation:	
Purchased Bus Pass Expenses	\$ -
School Bus Utilization Expenses	\$ -
Contracted Transportation Services	\$ 838,664
Other	\$ -
Miscellaneous	\$ 125
Operating Debt Service - Principal & Interest	\$ -
Leases and Rentals	\$ 2,750
Contrib. to Capital Equip. Replacement Fund	\$ -
In-Kind, Contributed Services	\$ -
Allocated Indirect	\$ -
Capital Expenditures	
Equip. Purchases with Grant Funds	\$ -
Equip. Purchases with Local Revenue	\$ -
Equip. Purchases with Rate Generated Rev.	\$ -
Capital Debt Service - Principal & Interest	\$ -
	\$ 44,645
Total Expenditures =	\$ 973,668
minus EXCLUDED Subsidy Revenue	\$ 171,997
Budgeted Total Expenditures INCLUDED in	
Rate Base	\$ 801,671
Rate Base Adjustment ¹	
Adjusted Expenditures Included in Rate	
Base =	\$ 801,671

\$ 171,997

Amount of
Budgeted
Operating Rate
Subsidy Revenue

¹Rate Base Adjustment Cell

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

¹The 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: Bay County Board Version 1.4
County: Bay

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

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

PROGRAM-WIDE RATES	
Total <u>Projected</u> Passenger Miles =	284,519
Rate Per Passenger Mile = \$	2.82
Total <u>Projected</u> Passenger Trips =	32,299
Rate Per Passenger Trip = \$	24.82

Fiscal Year
2016 - 2017

Avg. Passenger Trip Length =	8.8 Miles
-------------------------------------	------------------

Rates If No Revenue Funds Were Identified As Subsidy Funds	
Rate Per Passenger Mile = \$	3.42
Rate Per Passenger Trip = \$	30.15

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

Vehicle Miles

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

Vehicle Revenue Miles (VRM)

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

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

Passenger Miles (PM)

The cumulative sum of the distances ridden by each passenger.

Worksheet for Multiple Service Rates

CTC: Bay County Board Version 1.4
 County: Bay

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

SECTION I: Services Provided

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

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

SECTION II: Contracted Services

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

Ambulatory	Wheelchair	Stretcher	Group
<input checked="" type="radio"/> Yes <input type="radio"/> No			
Answer # 2 for Ambulatory Service	Answer # 2 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?.....

<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
--	--	--	--

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

Leave Blank	Leave Blank	Leave Blank	
\$ 502,360	\$ 262,837	\$ 538	
186,674	97,645	200	
21,111	11,136	52	

Effective Rate for Contracted Services:	Ambulatory	Wheelchair	Stretcher	Group
per Passenger Mile ~	\$ 2.69	\$ 2.69	\$ 2.69	
per Passenger Trip ~	\$ 23.80	\$ 23.60	\$ 10.35	
	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 - Rate per Passenger Mile for Balance -

Combination Trip and Mile Rate			
\$ 2.69	\$ 2.69	\$ 2.69	
STOP! Do NOT Complete Sections III - V for Ambulatory Service	STOP! Do NOT Complete Sections III - V for Wheelchair Service	STOP! Do NOT Complete Sections III - V for Stretcher Service	Do NOT Complete Section II for Group Service

Worksheet for Multiple Service Rates

CTC: Bay County Board Version 1.4
 County: Bay

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 #3 - 4 and Section IV and Go to Section V
2. If you answered Yes to #1, do you want to charge the fee per passenger trip OR per passenger mile? Pass. Trip Pass. Mile Leave Blank
3. If you answered Yes to #1 and completed #2, for how many of the projected Passenger Trips / Passenger Miles will a passenger be accompanied by an escort? Leave Blank
4. How much will you charge each escort? Leave Blank

SECTION IV: Group Service Loading

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 Multiple Services:

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

		RATES FOR FY: 2016 - 2017			
		Ambul	Wheel Chair	Stretcher	Group
Projected Passenger Miles (excluding totally contracted services addressed in Section II) =	284,519	186,674 +	97,645 +	200 +	Leave Blank 0
Rate per Passenger Mile =		\$2.26	\$3.87	\$8.07	\$0.00 per passenger \$0.00 per group
Projected Passenger Trips (excluding totally contracted services addressed in Section II) =	32,299	21,111 +	11,136 +	52 +	Leave Blank
Rate per Passenger Trip =		\$19.85	\$34.83	\$70.83	\$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			
...INPUT the Desired Rate per Trip (but must be less than per trip rate above) =					Leave Blank \$0.00
Rate per Passenger Mile for Balance =		\$2.26	\$3.87	\$8.07	\$0.00 per passenger \$0.00 per group

		Rates if No Revenue Funds Were Identified As Subsidy Funds			
		Ambul	Wheel Chair	Stretcher	Group
Rate per Passenger Mile =		\$2.74	\$4.70	\$9.80	\$0.00 per passenger \$0.00 per group
Rate per Passenger Trip =		\$24.11	\$41.33	\$86.10	\$0.00 per passenger \$0.00 per group
Program These Rates into Your Medicaid Encounter Data					